

BUREAU OF INTEGRITY  
AND PROFESSIONAL STANDARDS



2022  
ANNUAL REPORT

# Bureau of Integrity and Professional Standards 2022 Annual Report

Mission Statement.....3

**Internal Affairs Division:**

2022 Overview.....4  
Complaint Procedures .....5  
Complaint Classification .....6  
Complaint Disposition Definitions.....7  
Special Complaint Dispositions.....8  
IAD Investigations and Supervisory Resolutions by Source.....9  
Charts and Graphs.....10-17

**Systems and Process Review Division:**

2022 Overview.....18-22

In lieu of distributing the 2022 Bureau of Integrity and Professional Responsibility 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 2022 Overview**

During calendar year 2022, the Bureau of Integrity and Professional Standards, Internal Affairs Division (IAD), processed 2,138 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 2,138 complaints, 371 investigations were conducted and 192 were handled as Supervisory Resolutions. This number represents an increase from the 294 investigations conducted during calendar year 2021.

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 are pending court proceedings.

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

Of the 2,138 complaints processed in 2022, 929 were initiated by citizens. Of that number, 75 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 2022, 2,012,440 (1,556,932 assigned police incidents, plus 455,508 traffic stop contacts), to the 75 citizen complaints resulting in an investigation, revealed a ratio of 1 citizen complaint investigation for every 26,832 citizen contacts. In 2021, this ratio was 1 citizen complaint investigation for every 46,846 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.state.pa.us](http://www.psp.state.pa.us). 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 four (4) anonymous complaints received in 2022, zero (0) resulted in Supervisory Resolutions, one (1) resulted in a full IAD investigation and three (3) did not meet the criteria for investigation. The four (4) 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 a 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 2020 - 2022 has been isolated in the following charts:

<b>2020 / 2021 / 2022</b>					
<b>BIAS-BASED PROFILING, DOMESTIC VIOLENCE, AND SEXUAL IMPROPRIETY COMPLAINT TOTALS</b>					
<b>YEAR</b>	<b>Bias-Based Profiling</b>	<b>Domestic Violence (PFA issued)</b>	<b>Domestic Violence Related (no PFA issued)</b>	<b>Sexual Impropriety (Sexual Harassment)</b>	<b>Sexual Impropriety (Sexual Misconduct)</b>
<b>2020</b>	<b>35</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>6</b>
<b>2021</b>	<b>25</b>	<b>0</b>	<b>7</b>	<b>4</b>	<b>8</b>
<b>2022</b>	<b>29</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>

<b>Category</b>	<b>Year</b>	<b>Sustained</b>	<b>Not Sustained</b>	<b>Unfounded</b>	<b>Information Only</b>	<b>Pending</b>
	<b>Bias-Based Profiling</b>	<b>2020</b>	<b>1</b>	<b>6</b>	<b>27</b>	<b>1</b>
<b>2021</b>		<b>0</b>	<b>4</b>	<b>21</b>	<b>0</b>	<b>0</b>
<b>2022</b>		<b>0</b>	<b>11</b>	<b>17</b>	<b>1</b>	<b>0</b>
<b>Domestic Violence (PFA issued)</b>	<b>2020</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>0</b>
	<b>2021</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>2022</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Domestic Violence Related (no PFA issued)</b>	<b>2020</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>
	<b>2021</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>
	<b>2022</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Sexual Impropriety (Sexual Harassment)</b>	<b>2020</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>2021</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
	<b>2022</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Sexual Impropriety (Sexual Misconduct)</b>	<b>2020</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>
	<b>2021</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>1</b>
	<b>2022</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>



## IAD INVESTIGATIONS AND SUPERVISORY RESOLUTION BY SOURCE

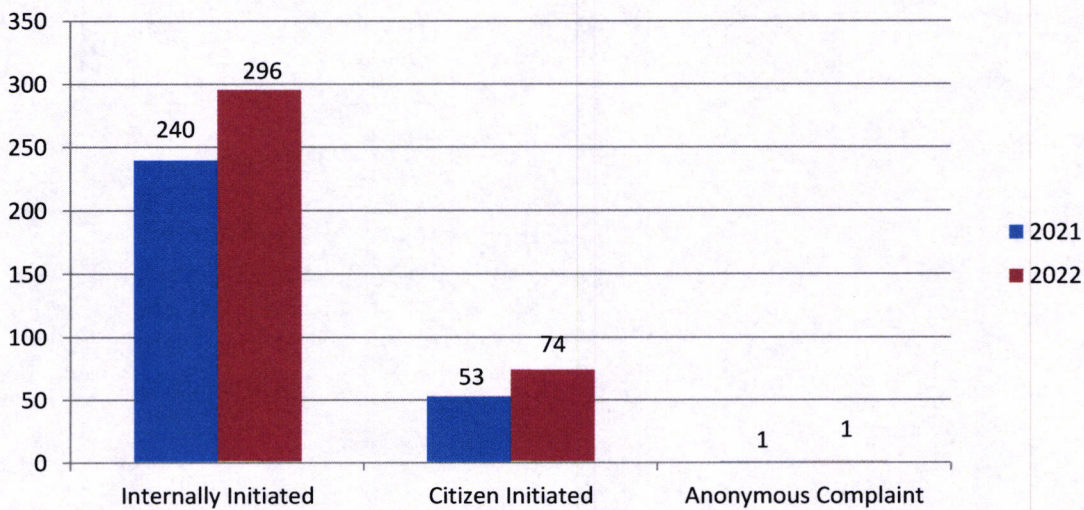
The following chart provides statistical information for each Troop showing the number of IAD Investigations and Supervisory Resolutions conducted in 2022, based on the complainant source.

<b>2022 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>	<b>16</b>	<b>6</b>	<b>4</b>	<b>13</b>
<b>B</b>	<b>23</b>	<b>2</b>	<b>1</b>	<b>8</b>
<b>C</b>	<b>20</b>	<b>3</b>	<b>3</b>	<b>4</b>
<b>D</b>	<b>14</b>	<b>1</b>	<b>2</b>	<b>5</b>
<b>E</b>	<b>12</b>	<b>6</b>	<b>0</b>	<b>9</b>
<b>F</b>	<b>10</b>	<b>4</b>	<b>0</b>	<b>2</b>
<b>G</b>	<b>10</b>	<b>4</b>	<b>0</b>	<b>1</b>
<b>H</b>	<b>40</b>	<b>10</b>	<b>5</b>	<b>20</b>
<b>J</b>	<b>23</b>	<b>4</b>	<b>6</b>	<b>16</b>
<b>K</b>	<b>28</b>	<b>9</b>	<b>7</b>	<b>14</b>
<b>L</b>	<b>10</b>	<b>2</b>	<b>3</b>	<b>10</b>
<b>M</b>	<b>14</b>	<b>3</b>	<b>3</b>	<b>3</b>
<b>N</b>	<b>21</b>	<b>6</b>	<b>1</b>	<b>10</b>
<b>P</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>4</b>
<b>R</b>	<b>9</b>	<b>2</b>	<b>2</b>	<b>9</b>
<b>T</b>	<b>16</b>	<b>7</b>	<b>2</b>	<b>5</b>
<b>Bureaus/Offices</b>	<b>25</b>	<b>3</b>	<b>13</b>	<b>6</b>

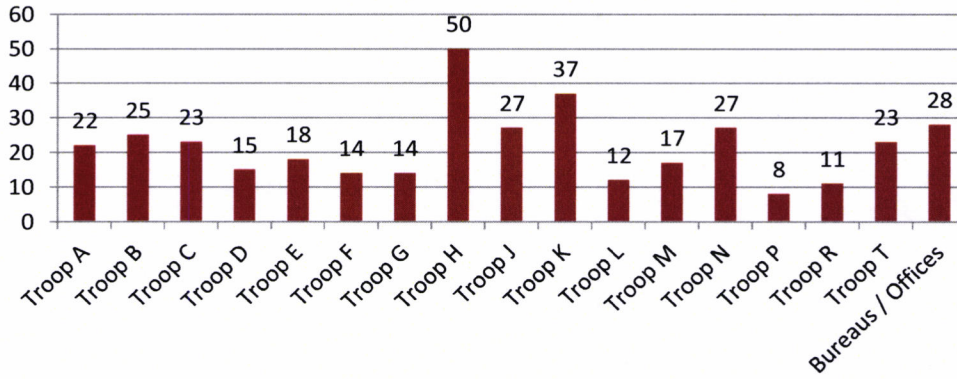
## CHARTS AND GRAPHS

The following charts detail the IAD Investigations and Supervisory Resolutions conducted in 2022. 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 exceed the total number of investigations.

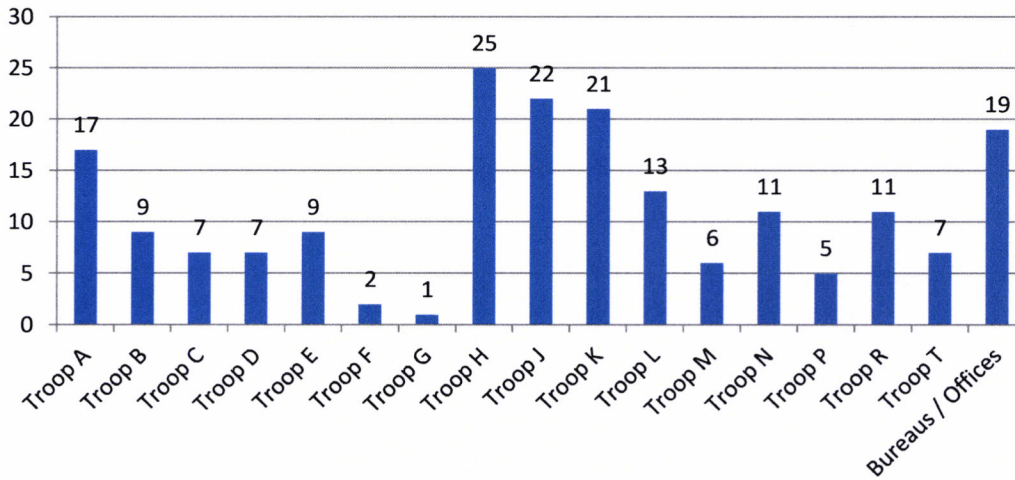
### Internal Affairs Investigations by Complaint Source 2021 versus 2022



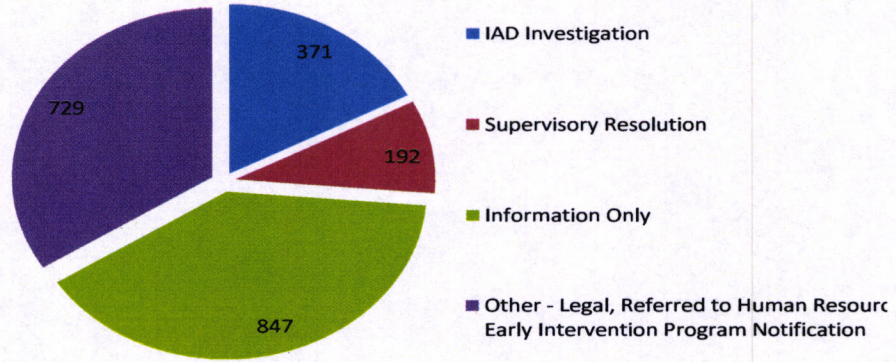
## 2022 Internal Affairs Investigations Troop/Bureau/Office



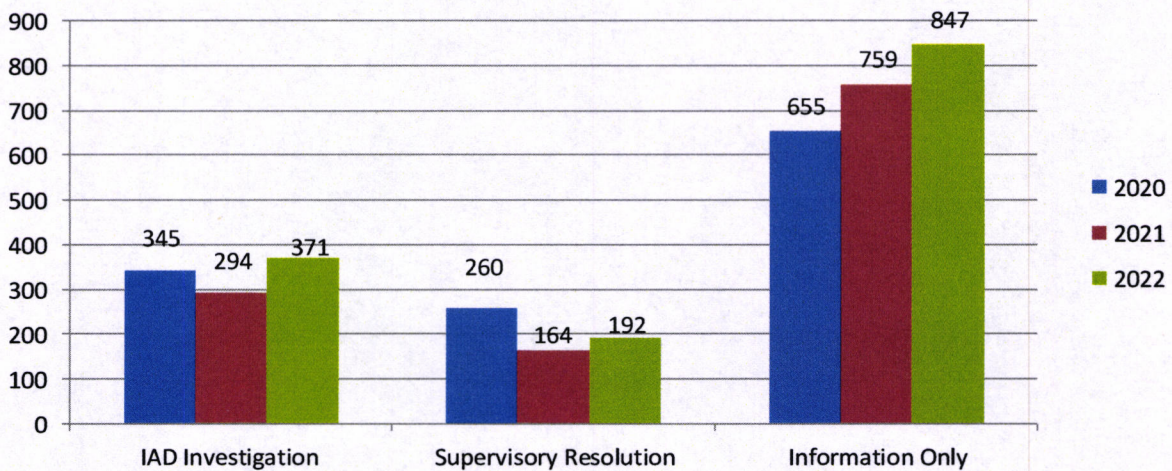
## Supervisory Resolutions 2022 Troop/Bureau/Office



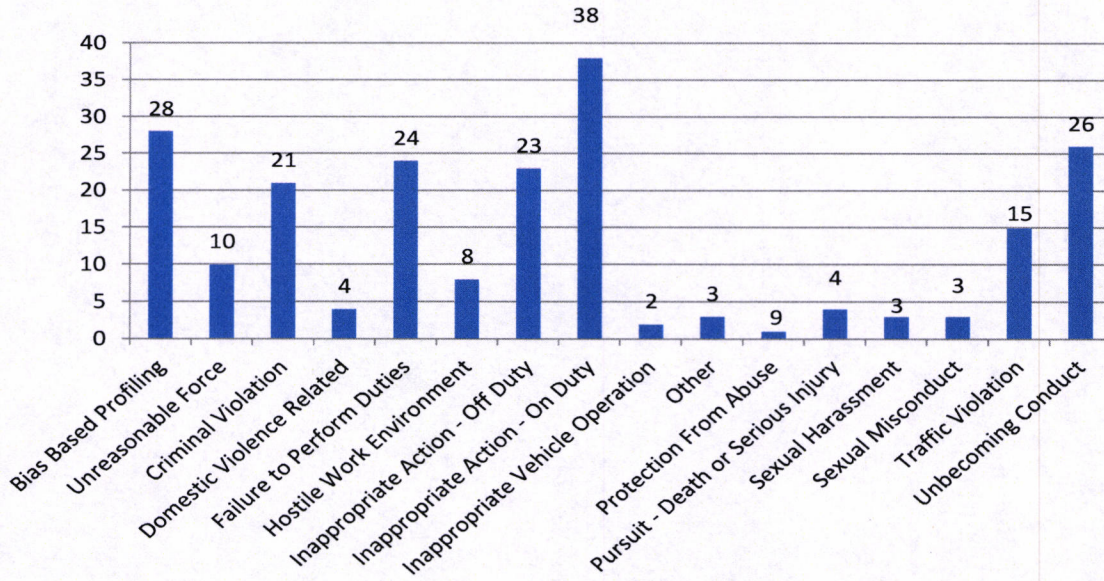
## Complaint Designations for 2022 Calendar Year



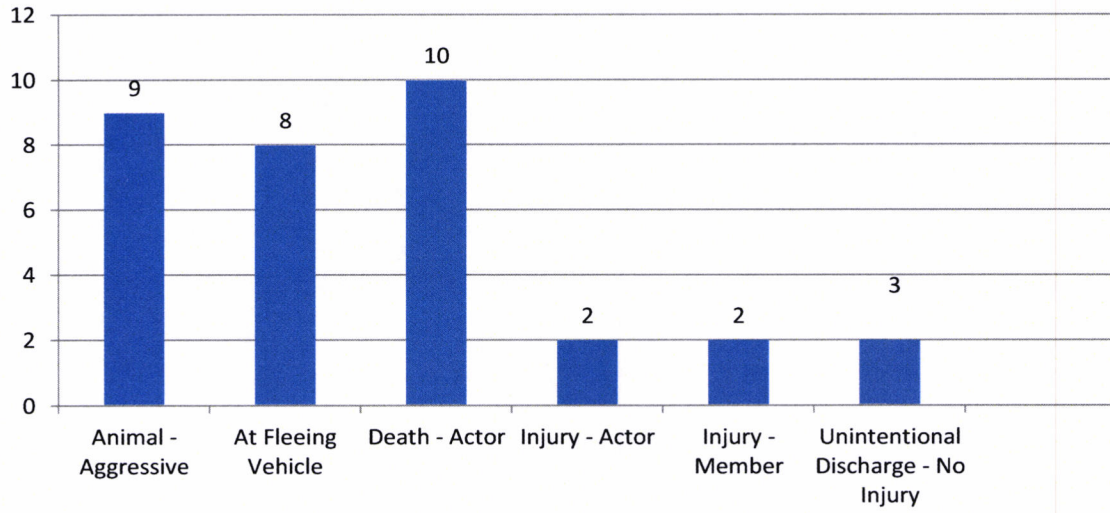
## IAD Investigations, Supervisory Resolutions, and Information Only(s) 2020 – 2022 (Calendar Year)



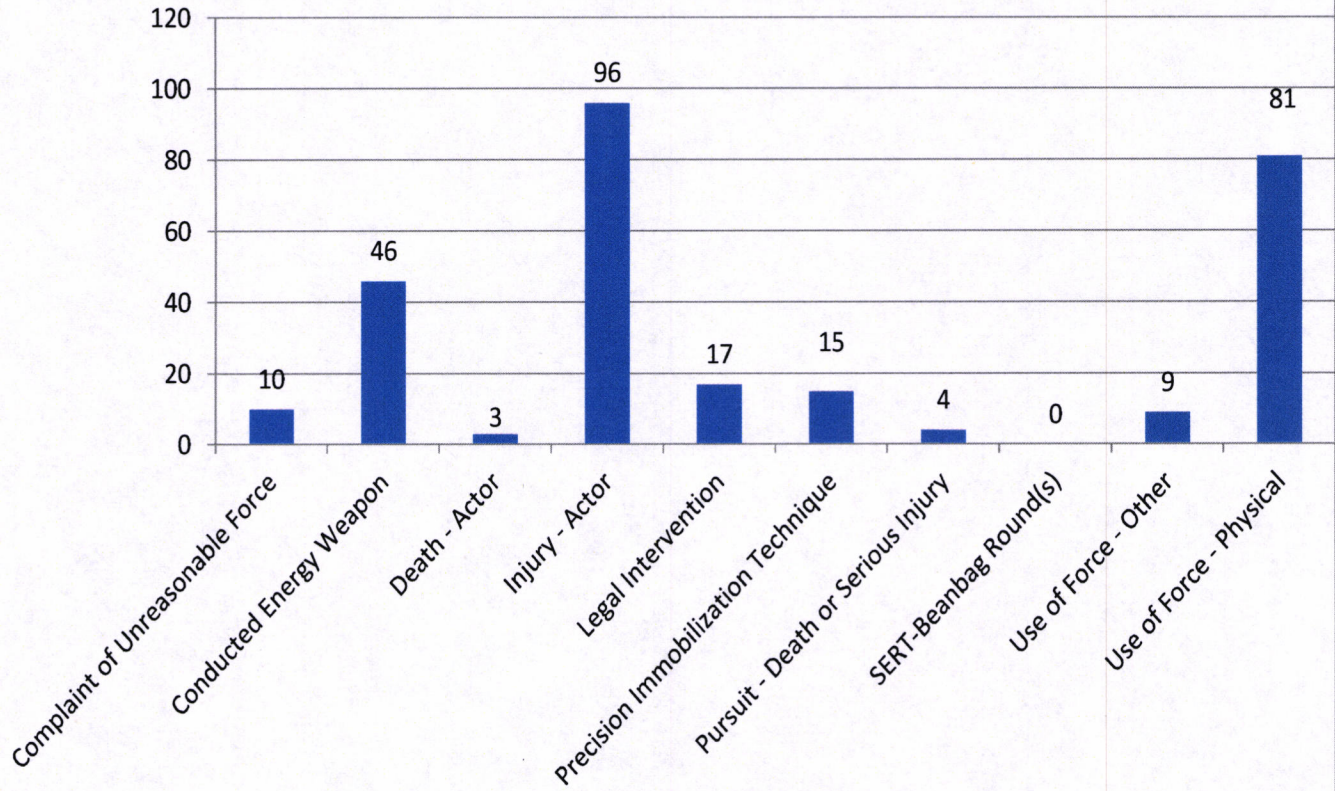
## 2022 Internal Affairs Investigations By Incident Type - Complaint



### 2022 Internal Affairs Investigations By Incident Type - Firearm Discharge



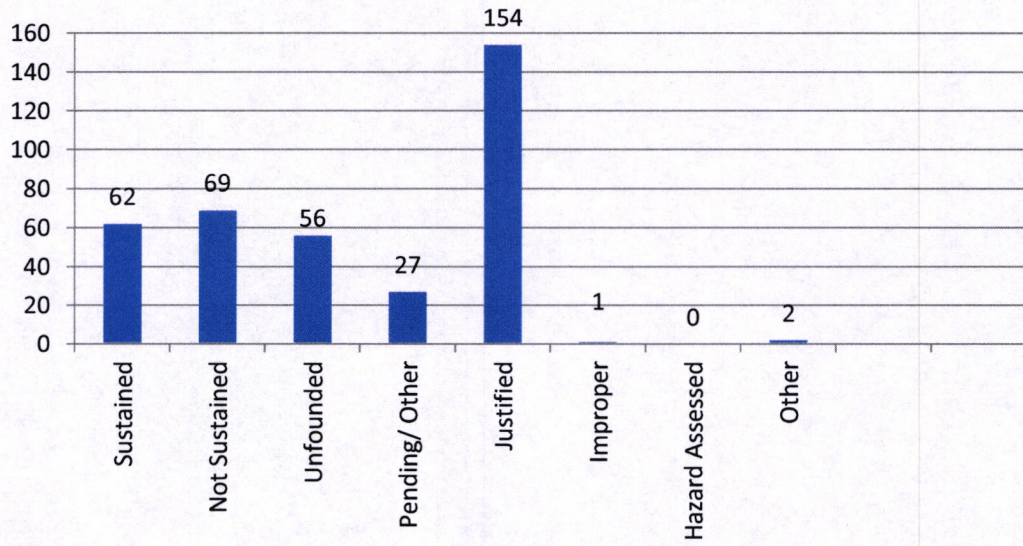
## 2022 Internal Affairs Investigations By Incident Type - Use of Force



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

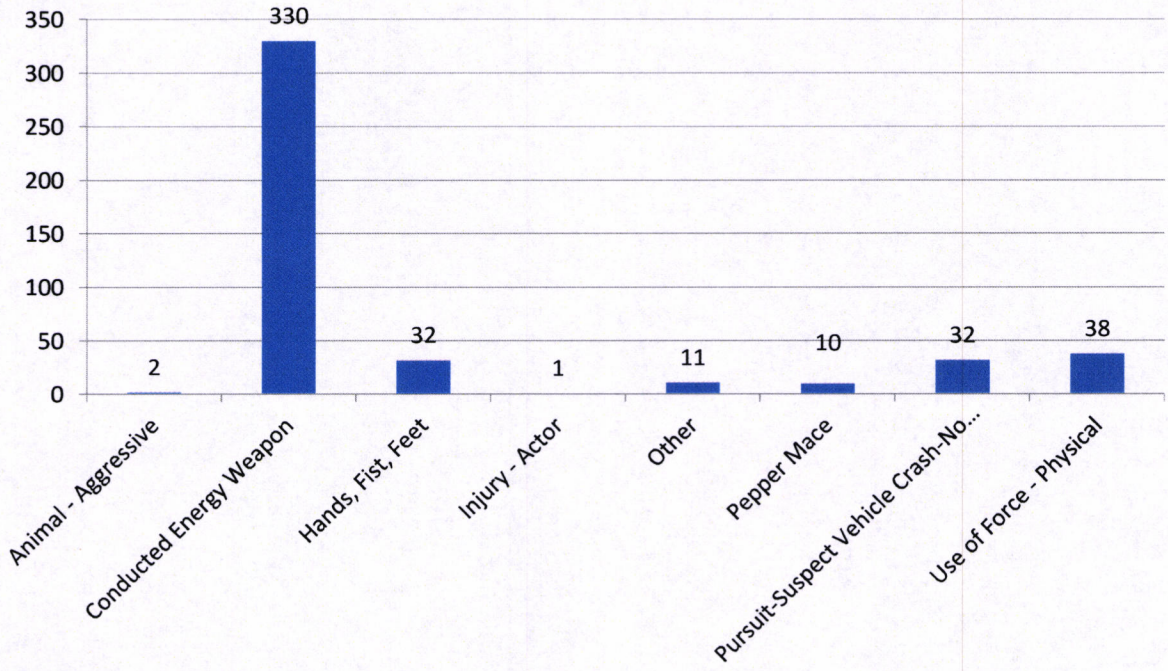
\*Does not include Firearm Discharge Incidents or Death of Actor from Suicide.

## 2022 Internal Affairs Investigations Dispositions





## 2022 Early Intervention Program Notification By Force



# **Systems and Process Review Division 2022 Overview**

The Systems and Process Review Division conducted 67 reviews of Department locations during 2022. 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, Task Force, and Strike 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, ratings of Exceptional, Commendable, Satisfactory, Needs Improvement, or Unsatisfactory were assigned to each function. Also, the Systems and Process Review Division conducted one (1) Specialty Review during 2022.

Of the 68 total reviews conducted, 67 were scheduled reviews, which included nine (9) Troop Headquarters, 22 Stations, seven (7) Bureau Headquarters, one (1) detached Bureau location, eleven Unit locations, ten Office locations, one (1) Task Force location, five (5) Strike Force locations, and one (1) follow-up review. The remaining review was a Specialty Review.

The majority of the functions were deemed Satisfactory, Commendable, or Exceptional. Of the 173 total individual functions rated, none received an Unsatisfactory rating. As a result of their exemplary administration, 44 functions earned Exceptional ratings and merit recognition as follows:

Bureau of Criminal Investigation (BCI), Staff Function

BCI, Eastern Interdiction Unit, Unit Function

BCI, Southeast Strike Force, Strike Force Function

Bureau of Emergency and Special Operations (BESO), Bureau Function

BESO, Hazardous Device and Explosive Section – West, Staff Function

BESO, Aviation Patrol Unit 1 – Reading, Unit Function

BESO, Aviation Patrol Unit 3 – Harrisburg, Unit Function

BESO, Aviation Patrol Unit 4 – Altoona, Unit Function

BESO, Aviation Patrol Unit 5 – Latrobe, Unit Function

Bureau of Gaming Enforcement (BGE), Bureau Function

BGE, Harrah's Chester Gaming Office, Property Management Function and Staff Function

BGE, Mount Airy Stroudsburg Gaming Office, Crime Function and Property Management Function

BGE, Parx Bensalem Gaming Office, Crime Function, Property Management Function, and Staff Function

BGE, Philadelphia Live Gaming Office, Staff Function

BGE, Pocono Downs Wilkes-Barre Gaming Office, Property Management Function, and Staff Function

BGE, Rivers Philadelphia Gaming Office, Property Management Function

Bureau of Liquor Control Enforcement (BLCE), Staff Function

BLCE, District Enforcement Office #3, Harrisburg, Office Function and Property Management Function

BLCE, District Enforcement Office # 9, Allentown, Office Function and Property Management Function

Bureau of Patrol, Bureau Function and Staff Function

Bureau of Training and Education (BTE), Bureau Function

BTE, Northeast Training Center, Staff Function

Troop D, Butler, Property Management Function

Troop H, Carlisle, Staff Function

Troop H, Gettysburg, Staff Function

Troop L, Frackville, Crime Function and Property Management Function

Troop M, Fogelsville, Crime Function and Staff Function

Troop N, Hazleton, Crime Function, Patrol Function, Property Management Function, and Staff Function

Troop N, Lehighton, Property Management Function and Staff Function

Troop P, Wilkes-Barre, Property Management Function

Four (4) Action Recommendations were submitted during 2022, regarding issues meriting further consideration by the Department which were identified during the scheduled reviews.

- Action Recommendation 22-01: It is recommended the Department review the contents of Administrative Regulation (AR) 4-22, Employee Performance Review Program, Section 22.02, Policy, Subsection D, Semiannual Progress Reviews, and clarify the verbiage relative to the correct form on which to document the semiannual progress review. It is recommended that that the regulation be amended to clarify the use of form SP3-201, Department Correspondence, to document the progress review of civilians.
- Action Recommendation 22-02: It is recommended the Department review the contents of Operations Manual (OM) 7-12, Ceremonies, Chapter 5, and revise this Regulation to ensure compliance with the requirements of Title 44 P.S. Legal Holidays and Observances § 48, Display of United States and POW/MIA flags; Regulation by Governor. Act 81 of 2020 (HB86 PN 0088) requires the Prisoner of War (POW)/Missing in Action (MIA) flag be displayed, where it can be reasonably accommodated, whenever the United States flag is being displayed on grounds or buildings owned or under the control of the Commonwealth.

During recent scheduled reviews, Systems and Process Review Division Members have observed some facilities displaying the POW/MIA flag, while others have not. Additionally, display of the POW/MIA flag is not currently addressed in OM 7-12. The issuance of a regulation would lead to greater consistency across PSP facilities.

- Action Recommendation 22-03: It is recommended the Department review the contents of AR 3-3, Storage and Security of Property, Section 3.08, Disposition of Property, and explore the procurement of “high temperature incinerators” to be located at Troop Headquarters or the Regional Labs for the destruction of drug evidence.
- Action Recommendation 22-04: It is recommended the Department review the contents of AR 9-20, Criminal Investigation Assessment Officers, and Major Case Criminal Investigations, and revise this Regulation to ensure that a current copy of the Major Case Team Troop Special Order (TSO) is maintained in each Troop vehicle exclusive of vehicles assigned to the Vice Unit.

While not currently required by regulation, most vehicles assigned to Troop Headquarters and Stations contained the Major Case Team TSO. (The only Department requirement is to have the First Responding Officer Checklist and Crime Scene Entry Log.) When outdated Major Case Team TSOs remain in Department vehicles, outdated First Responding Officer Checklists and Crime Scene Entry Logs also tend to remain in vehicle and maybe used instead of the most current versions of the forms.

## **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 2022, there were five (5) members in the EIP, all resulting from Supervisory Nominations. During the calendar year 2022, an additional seven (7) members were nominated for inclusion in the program. There are currently ten members enrolled in the EIP.

Members were also monitored during 2022 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 2022 for inclusion into the program because their Member Performance Evaluation (MPE) contained ratings of "Needs Improvement." For those notifications received, 22 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 2022 calendar year, 472 tests were conducted in accordance with Field Regulations (FR) 3-5. Of those, 26 tests were performed on Liquor Control Enforcement Officers. Of the 472 tests conducted, 469 had negative results, and three (3) had negative-dilute results.

Future tests resulting in a negative-dilute determination shall require retesting of the member. The Risk Management Officer is coordinating with Recovery Trek to establish a protocol for this retesting process.

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 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.