



Memorandum

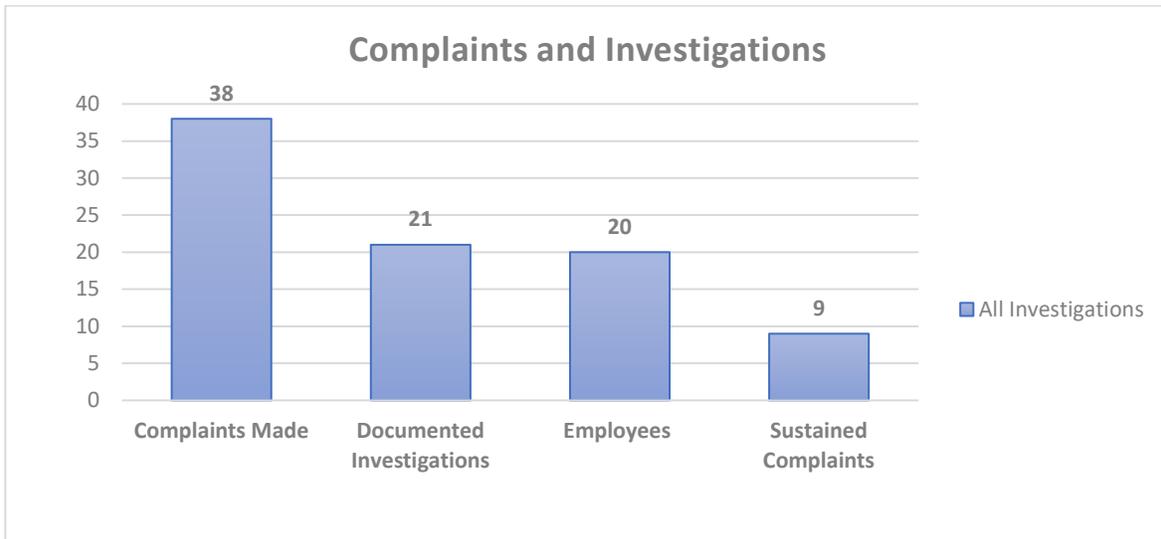
To: Billy Cordell, Chief of Police

From: Randy Crum, Technical Services Bureau Captain

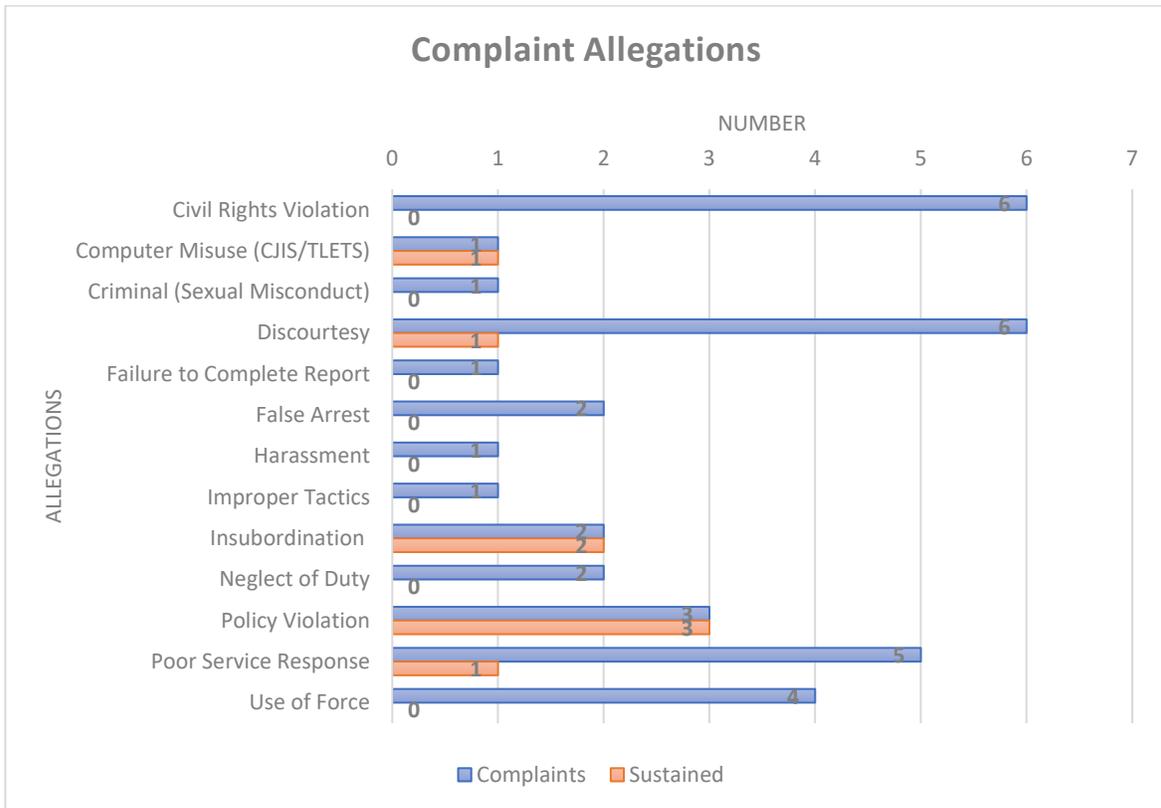
Date: April 18, 2025

Subject: 2024 Internal Affairs Investigations Annual Summary

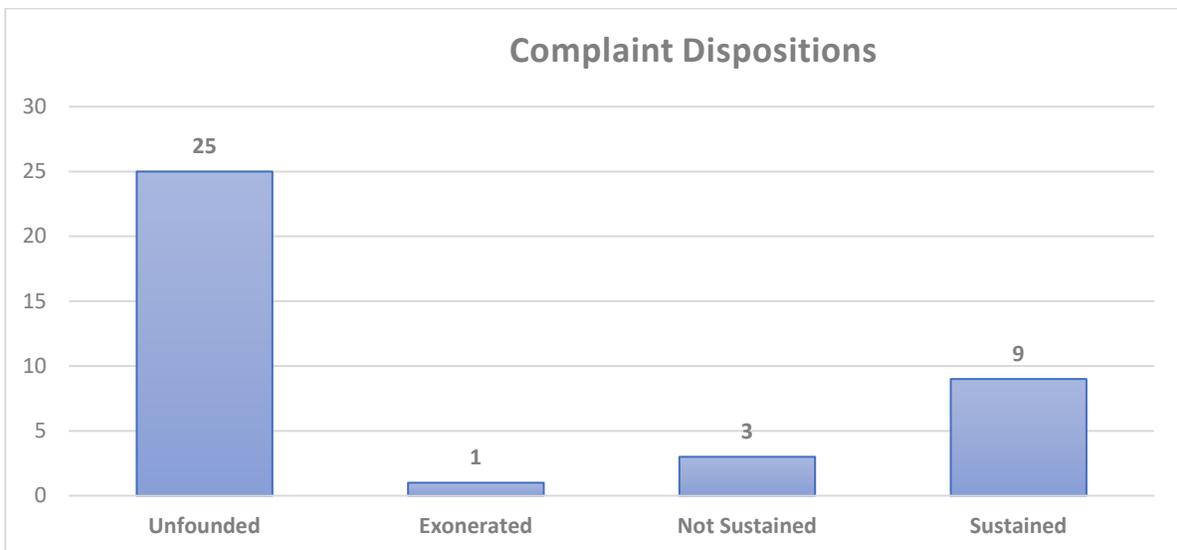
In calendar year 2024, there were thirty-eight complaints (allegations of wrongdoing or policy/procedural violations) alleged against twenty employees that resulted in twenty-one documented investigations. Some of the employees were involved in more than one investigation and/or multiple allegations. Of the thirty-eight complaints, nine allegations (23.7%) were sustained. The nine sustained complaints were against four different sworn employees, with six of the nine leveled against one employee. Two of the employees each had one external complaint apiece (Discourtesy and Poor Service Response) that resulted in verbal counseling sessions for both employees. The third employee received a written reprimand for attendance issues (internal complaint). The fourth employee resigned prior to completion of the investigation after internal allegations were alleged for insubordination (2 – fail to follow orders), computer misuse of CJIS information (1), and policy violations (3 – deactivate BWC & in-car camera, discredit to himself/profession/department, and conduct personal business while on-duty). The first two employees still work for the department while the other two are no longer employed by the department.



Sixteen of the thirty-eight complaints (42%) in 2024 centered on discourtesy (6), poor customer service response (5), policy violations (3), failure to complete report (1), and attendance (1). Among the thirty-eight complaints, there were nine sustained allegations, with six of the nine against one employee. The six sustained allegations against one employee accounted for 16% of all complaints. Three of the six complaints (8% overall) were sustained for three policy violations, two sustained for insubordination (5% overall), and one sustained for computer misuse of CJIS/TLETS information (3% overall). The other three sustained complaints were against three separate employees for attendance issues (1), discourtesy (1), and poor service response (1). Compared to last year, overall complaints increased from thirty-three in 2023 to thirty-eight in 2024. The change equates to a 15% increase year after year. However, when the one egregious employee accounting for six of the nine sustained complaints is removed from the calculation, 2024 totals thirty-two complaints or a 3% drop compared to 2023. The officer accounting for six of the nine sustained complaints and the officer with the attendance issue are no longer employed by the department. Below is a summary of all 2024 complaints against employees, along with the number of sustained allegations.



Of the twenty-one documented investigations, nineteen were from external (outside) sources and two were from internal (inside) sources. With regards to the thirty-eight complaints contained within the twenty-one documented investigations, nine were sustained (23.7%), one was exonerated (2.6%), three were not sustained (7.9%), and twenty-five were unfounded (65.8%). Exonerated, not sustained, and unfounded combined for 76.3% of all dispositions compared to 23.7% for sustained dispositions. The table below summarizes the data.



For the year 2024, no complaints were filed against non-sworn employees (professional staff). The thirty-eight complaints were all against sworn personnel. Thirty-eight allegations were directed towards twenty officers, with one officer receiving six complaints from one investigation, which were all sustained. Further, one officer received three complaints that were unfounded (2) and not sustained (1). Eight officers received two complaints that were unfounded (15) and sustained (1). Nine officers received one complaint apiece that were unfounded (4), not sustained (2), sustained (1), and exonerated (1). A summary chart is provided below.

