TO: Denise Turner Roth, City Manager

FROM: Ken Miller, Chief of Police

SUBJECT: Professional Standards Annual Report

The Greensboro Police Department 2011 Professional Standards Annual Report is an in-depth look at the way in which the GPD polices itself, and includes an analysis of data from investigations of staff actions. The result is a document that is both helpful in better managing areas of risk, and for providing transparency and accountability to the public.

In 2010, the Greensboro Police Department began an extensive rewrite of its complaint investigation and disciplinary processes to ensure allegations of employee misconduct would be thoroughly investigated and objectively adjudicated. This process was implemented in February 2011. In concert with the revised procedures, and in keeping with our commitment to full transparency, we prepared a report that:

- Outlines the department’s new complaint, investigative and disciplinary action processes.
- Describes the mechanisms of oversight for police administrative investigations related to allegations of employee misconduct.
- Provides an overview of the results of supervisor investigations regarding complaints, uses of force, forcible entries, vehicle pursuits, employee vehicle collisions and employee injuries.

Earlier in 2012, GPD began developing and testing an automated investigative case management system. This software program will allow us to capture more detailed data about complaints in an easily-accessible manner to help us identify areas where adjustments to policy, training or protocols can reduce agency risk and ensure we deliver the very best service to our community.

Significant findings from the analysis of 2011 investigations include:

- Of the hundreds of thousands of police-citizen interactions each year, only approximately .005% involved substantiated police misconduct.
- GPD investigated 110 complaints containing 172 allegations of misconduct against 136 employees. Of those allegations, 52 were sustained. Violations of duty responsibility accounted for 42% of sustained internal allegations.
- Officers needed to use force in .11% of calls for service, and relied on Conductive Energy Devices more than any other non-deadly means to gain subject control. Officers

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discharged their firearms against persons two times in 2011: one of these incidents resulted in the subject’s death. Both uses of force were fully investigated and found to be justified. The fatal use of force was investigated by the North Carolina SBI and reviewed by the District Attorney, who determined that the officer’s actions were justifiable and supported by law.

- No persons died while in the custody of the Greensboro Police Department.
- Vehicle pursuits have been declining since 2008. Traffic offenses accounted for more than half of the precipitating events for all pursuits. Although the cost of property damage has slightly increased this year as a result of pursuits, personal injuries decreased by 62%.
- GPD employees were involved in 127 collisions this year, a decline from 2010. Approximately 65% of these accidents were preventable. On average, if an employee was involved in a preventable accident, he would have driven approximately 78,000 miles before the collision occurred.
- Reports of employee injuries increased by 157% this year as compared to last. The increase is attributed to an emphasis on requiring employees to report all injuries regardless of severity and, in 80% of injury cases, employees immediately resumed their duties.

The full report can be found at http://www.greensboro-nc.gov/index.aspx?page=3402

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