

BUREAU OF INTEGRITY AND PROFESSIONAL STANDARDS



2024 ANNUAL REPORT

Bureau of Integrity and Professional Standards

2024 Annual Report

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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 2024 Overview

During calendar year 2024, the Bureau of Integrity and Professional Standards, Internal Affairs Division (IAD), processed 2,650 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 2,650 complaints, 346 investigations were conducted, and 87 were handled as Supervisory Resolutions. This number represents an increase from the 311 investigations and the 75 Supervisory Resolutions conducted during calendar year 2023.

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 2,650 complaints processed in 2024, 1,457 were initiated by citizens. Of that number, 49 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 2024, 1,022,739 (528,944 assigned police incidents, plus 493,795 traffic-related contacts), to the 49 citizen complaints resulting in an investigation, revealed a ratio of one citizen complaint investigation for every 21,760 citizen contacts. In 2023, this ratio was one citizen complaint investigation for every 23,554 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 Department 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. In addition to the above methods, Public Portal was installed in 2023 to the Pennsylvania State Police website to allow a citizen to file an electronic complaint. The Public Portal submissions also allow citizens to attach electronic files and media files to their complaint.

ANONYMOUS COMPLAINTS

Anonymous complaints have been a challenging 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 24 anonymous complaints received in 2024, 1 met the criteria for investigation. The 24 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 death, serious bodily injury, or bodily injury to any involved individual, other than the member/enforcement officer.

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 question 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 2022 - 2024 has been isolated in the following charts:

2022 / 2023 / 2024 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)
2022	29	1	4	3	3
2023	19	6	7	1	2
2024	24	7	7	3	4

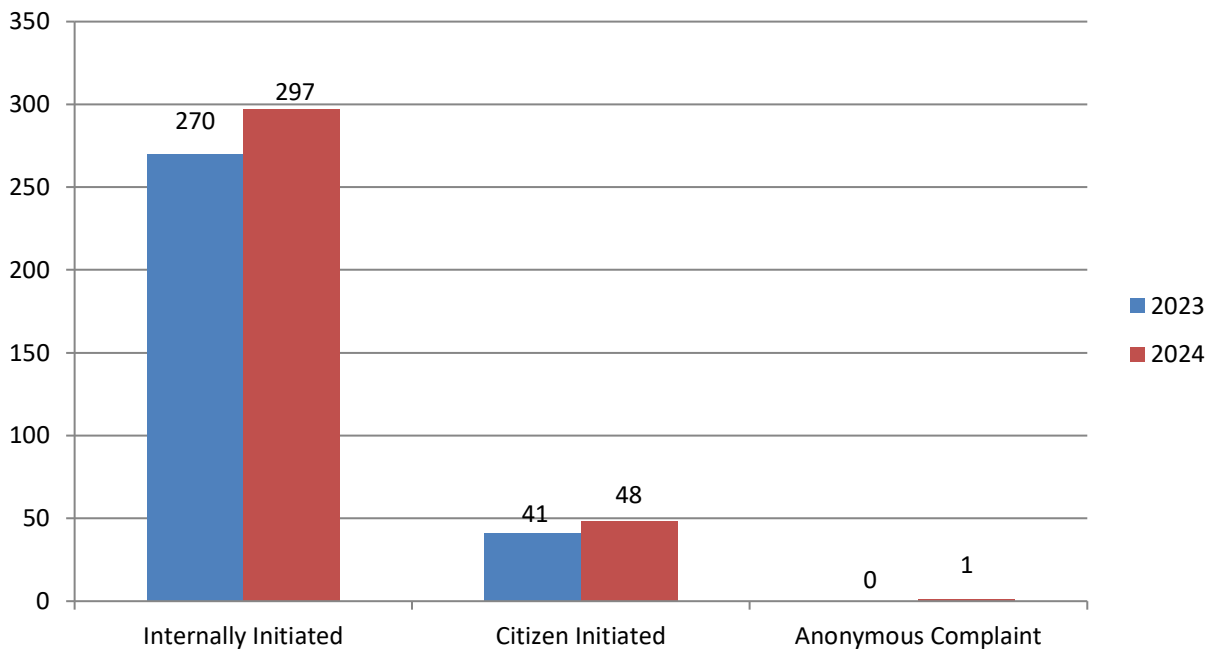
Category						
	Year	Sustained	Not Sustained	Unfounded	Information Only	Pending
Bias-Based Profiling	2022	0	11	17	1	0
	2023	0	6	12	1	0
	2024	0	8	11	4	1
Domestic Violence (PFA issued)	2022	0	0	1	0	0
	2023	0	2	1	2	1
	2024	1	3	0	0	3
Domestic Violence Related (no PFA issued)	2022	0	4	0	0	0
	2023	0	2	1	4	0
	2024	1	4	1	1	0
Sexual Impropriety (Sexual Harassment)	2022	2	0	1	0	0
	2023	1	0	0	0	0
	2024	1	1	1	0	0
Sexual Impropriety (Sexual Misconduct)	2022	0	0	1	0	2
	2023	0	0	1	1	0
	2024	1	2	1	0	0

IAD INVESTIGATIONS AND SUPERVISORY RESOLUTION BY SOURCE

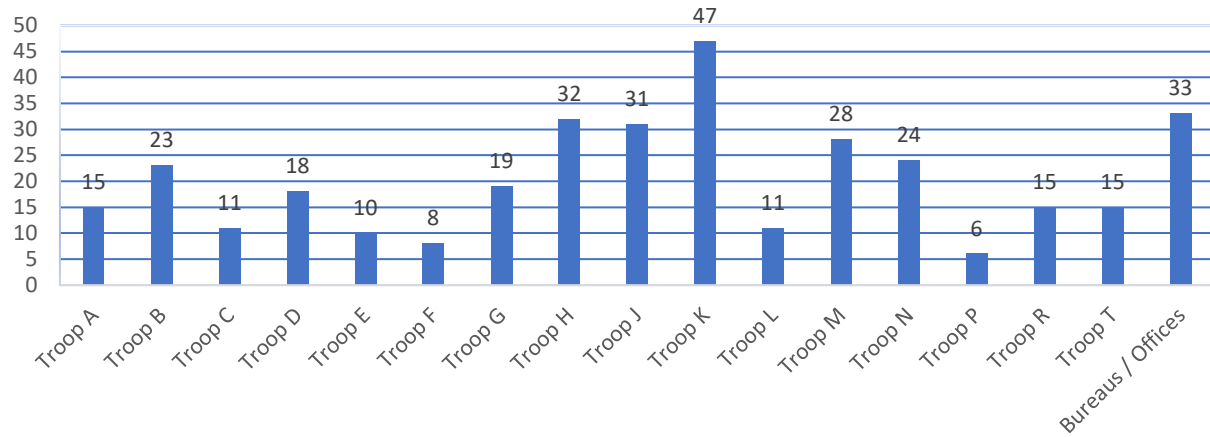
The following chart provides statistical information for each Troop showing the number of IAD Investigations and Supervisory Resolutions conducted in 2024, based on the complainant source.

2024 IAD INVESTIGATIONS AND SUPERVISORY RESOLUTIONS COMPLAINANT SOURCE				
TROOPS	IAD Investigations		Supervisory Resolutions	
	Internally Initiated	Citizen Complaint	Internally Initiated	Citizen Complaint
A	13	2	7	1
B	19	4	2	2
C	9	2	2	0
D	15	3	0	0
E	8	2	4	2
F	7	1	3	2
G	19	0	1	3
H	26	6	7	2
J	28	3	10	2
K	42	5	7	2
L	8	3	2	1
M	25	3	2	2
N	20	4	4	2
P	4	2	1	1
R	13	2	1	1
T	13	2	2	0
Bureaus/Offices	28	5	9	0

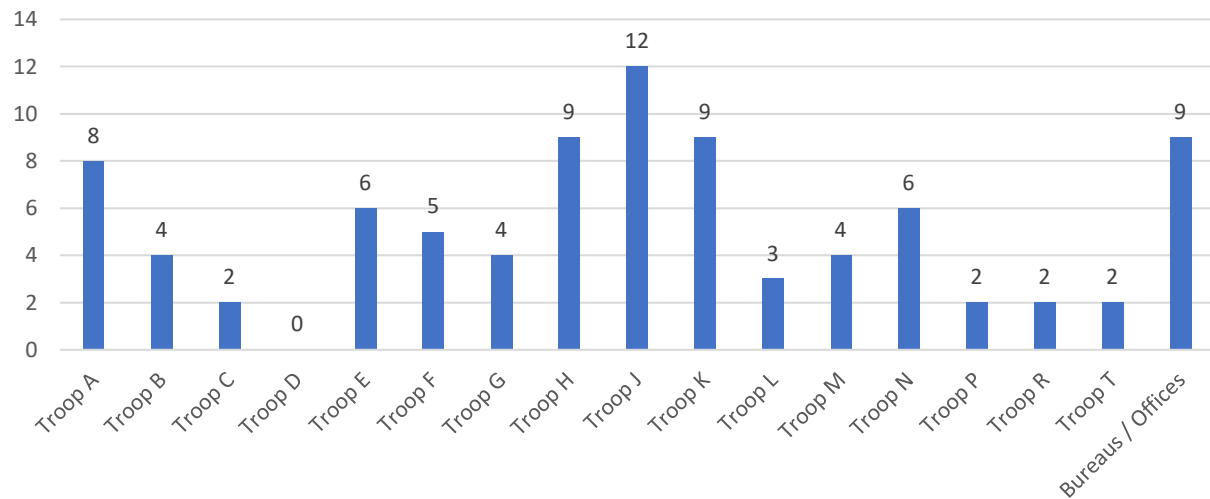
Internal Affairs Investigations by Complaint Source 2023 versus 2024



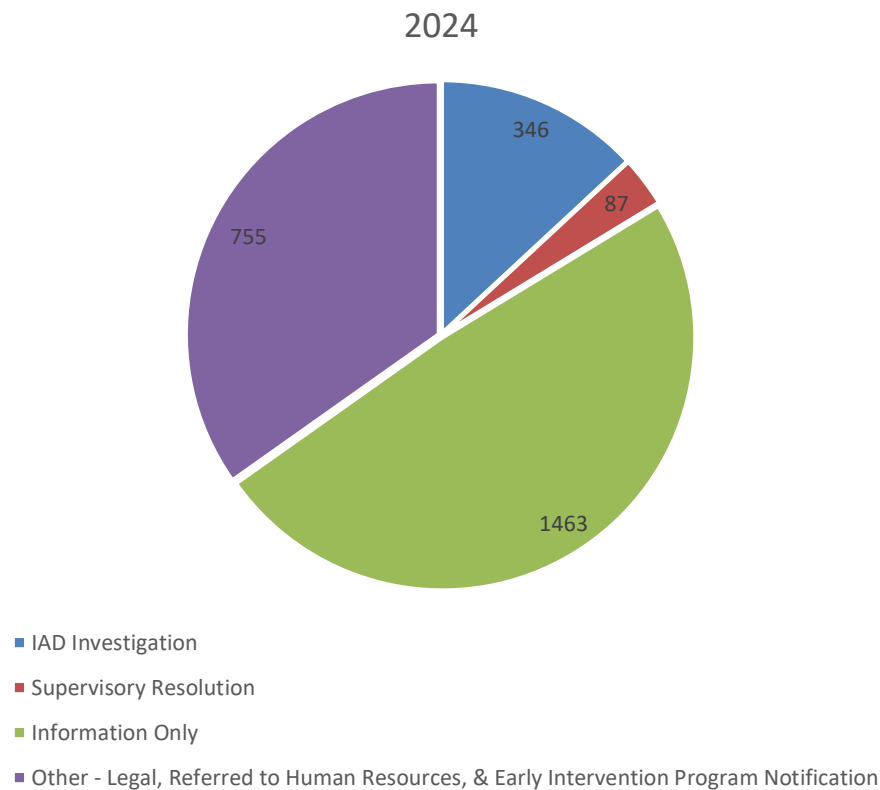
2024 Internal Affairs Investigations Troop/Bureau/Office



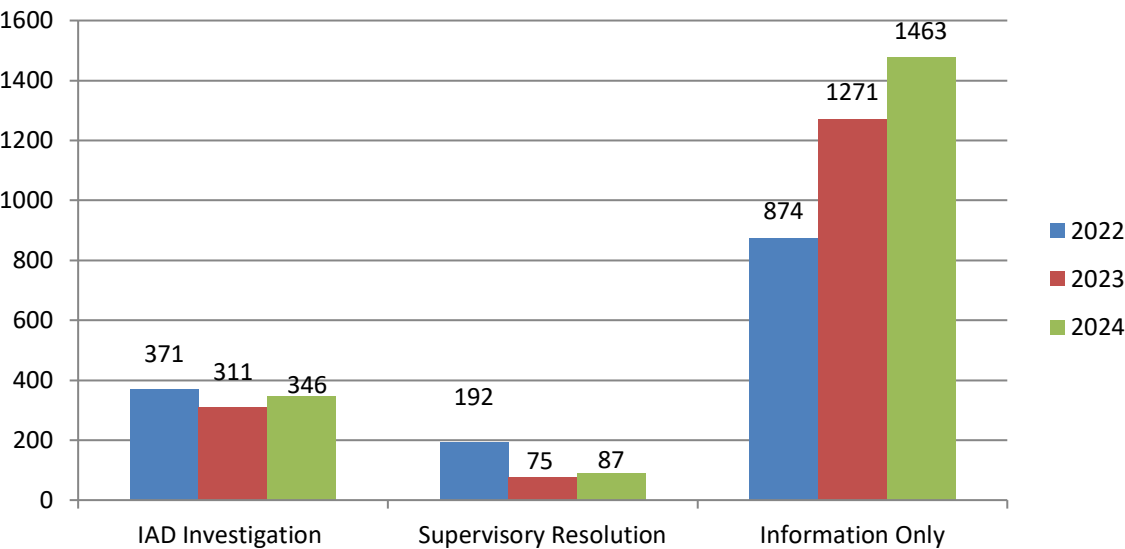
Supervisory Resolutions 2024 Troop/Bureau/Office



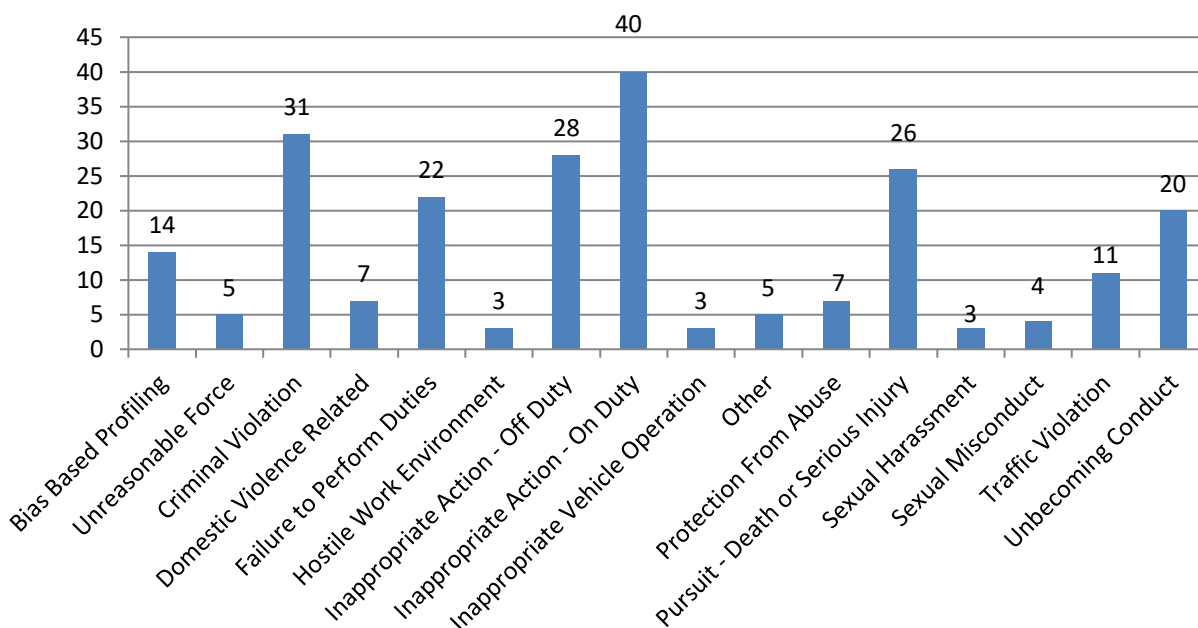
Complaint Designations for 2024 Calendar Year



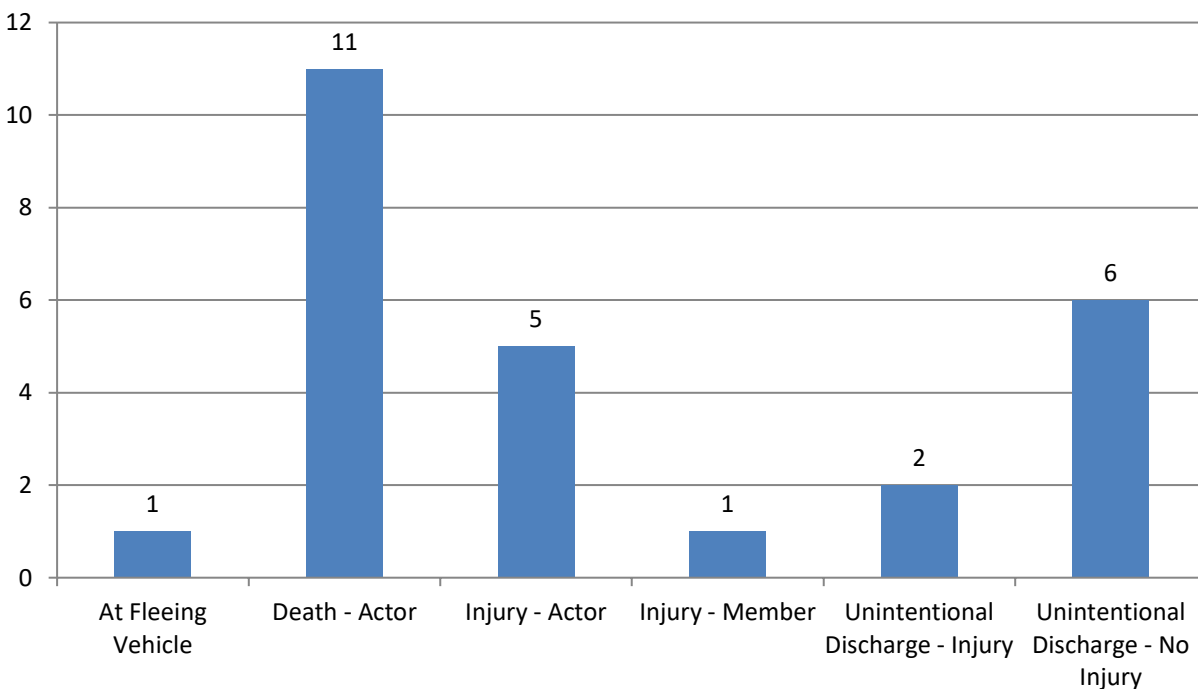
IAD Investigations, Supervisory Resolutions, and Information Only(s)
2022 – 2024 (Calendar Year)



2024 Internal Affairs Investigations By Incident Type - Complaint

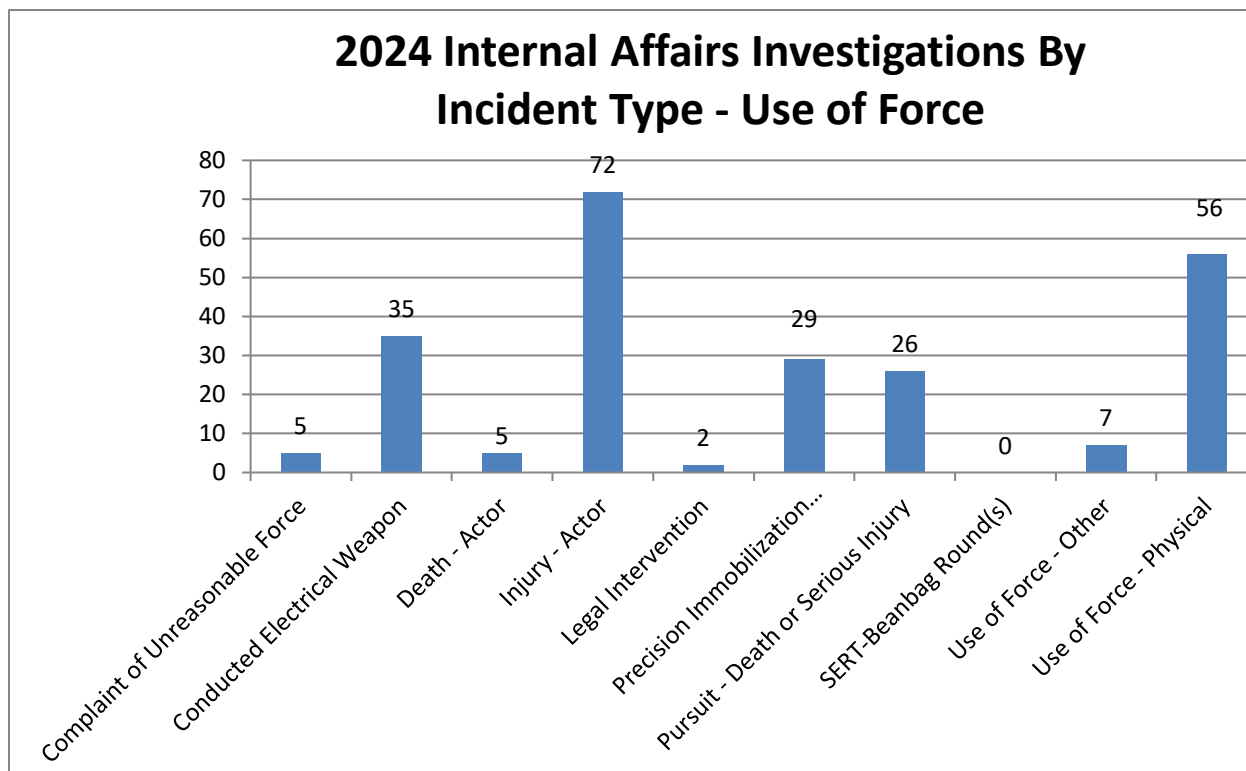


2024 Internal Affairs Investigations By Incident Type - Firearm Discharge



*The Death of Actor statistics includes incidents involving Actor suicide.

*Some investigations may contain more than one injured member or civilian.

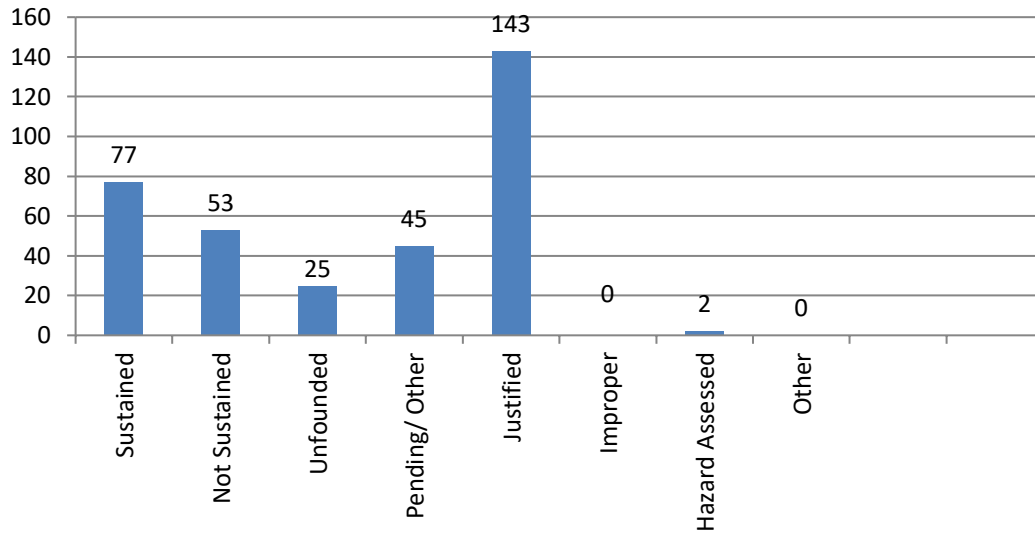


*Some investigations contain more than one Use of Force Type or Allegation.

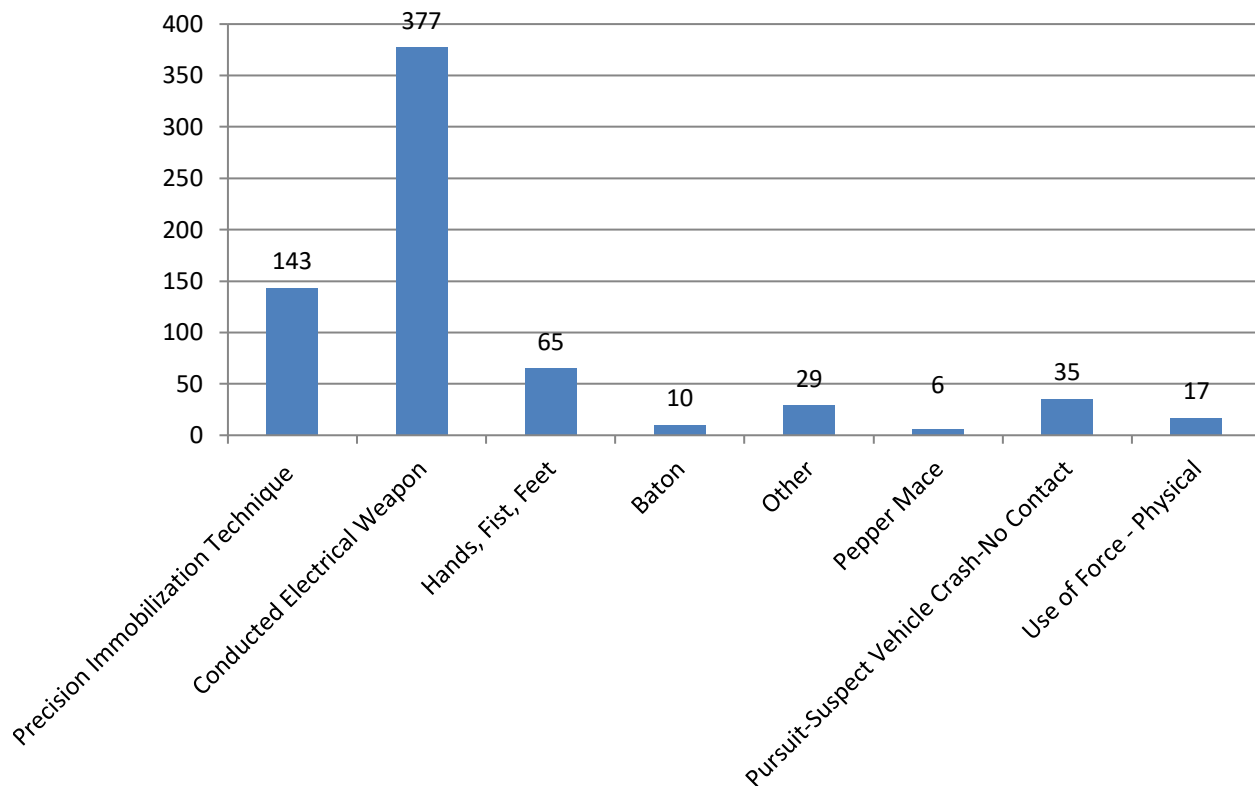
*Does not include Firearm Discharge Incidents or Death of Actor from Suicide.

*Some investigations contain more than one injured Actor per incident.

2024 Internal Affairs Investigations Dispositions



2024 Early Intervention Program Notification By Force



Systems and Process Review Division 2024 Overview

The Systems and Process Review Division conducted 53 reviews of Department locations during 2024. 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 three Specialty Reviews during 2024.

Of the 56 total reviews conducted, 53 were scheduled reviews, which included five Troop Headquarters, 22 Stations, four Bureau Headquarters, one detached Bureau location, 10 Unit locations, 10 Office locations, and one Task Force location. The remaining three reviews were Specialty Reviews.

The majority of the functions were deemed Satisfactory, Commendable, or Exceptional. Of the 132 total individual functions rated, none received an Unsatisfactory rating. As a result of their exemplary administration, 67 functions earned Exceptional ratings and merit recognition as follows:

Bureau of Communications and Information Services: Bureau Function

Bureau of Criminal Investigation (BCI), Organized Crime Unit – Erie: Unit Function

BCI, Organized Crime Unit – Harrisburg: Unit Function

BCI, Organized Crime Unit – Philadelphia: 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, Tactical Intelligence Unit – Harrisburg: Unit Function

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

Bureau of Forensic Services: Staff Function

Bureau of Gaming Enforcement (BGE), Presque Isle Erie Gaming Office: Crime Function, Property Management Function, and Staff Function

BGE, Meadows Washington Gaming Office: Property Management Function

BGE, Valley Forge Gaming Office: Crime Function, Property Management Function, and Staff Function

BGE, Wind Creek Bethlehem Gaming Office: Crime Function, Property Management Function, and Staff Function

Bureau of Liquor Control Enforcement (BLCE): Staff Function

BLCE, District Office #1, Philadelphia: Office Function

BLCE, District Office #3, Harrisburg: 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: Bureau Function

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

Troop A, Indiana: Property Management Function

Troop A, Somerset: Property Management Function and Staff Function

Troop C, Ridgway: Property Management Function and Staff Function

Troop E, Corry: Crime Function, Patrol Function, Property Management Function, and Staff Function

Troop F, Lamar: Crime Function, Property Management Function, and Staff Function

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

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

Troop K, Philadelphia: Staff Function

Troop L, Jonestown: Crime Function, Patrol Function, Property Management Function, and Staff Function

Troop M, Belfast: Staff Function

Troop M, Bethlehem: Patrol Function

Troop M, Dublin: Crime Function

Troop N, Bloomsburg: Crime Function and Patrol Function

Troop T, Highspire: Staff Function

Troop T, Pocono: Staff Function

Troop T, Somerset: Crime Function, Patrol Function, Property Management Function,
and Staff Function

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 2024, there were seven members in the EIP, all resulting from supervisory nominations. During the calendar year 2024, five members completed the program. An additional four members were nominated for inclusion in the program. There are currently six members enrolled in the EIP.

Members were also monitored during 2024 for EIP inclusion due to Sick Leave Notices and/or Restrictions, as detailed by the Pennsylvania State Police Human Resources Office. Sick Leave Restrictions were issued to four members during this reporting period.

As part of the EIP, members were monitored in 2024 for inclusion into the program because their Member Performance Evaluation (MPE) contained ratings of "Needs Improvement." For those notifications received, 21 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

During the 2024 calendar year, 449 tests were conducted in accordance with Field Regulations (FR) 3-5. Of those, 10 tests were performed on Liquor Enforcement Officers. Of the 449 tests conducted, 444 had negative results, and five had negative-dilute results. RecoveryTrek was selected as the vendor to oversee the program.

In compliance with the United States, Department of Health and Human Services and the United States, Department of Transportation 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 previous testing panel. The current panel includes 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.