

# Memo

To: Chief David J. Mara  
From: Captain Maureen Tessier  
CC: Assistant Chief Nick Willard  
Date: March 03, 2015  
Re: 2014 Summary of Internal Affairs Investigations (52.1.5)

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In 2014, the Manchester Police Department's Office of Professional Standards supervised a total of 44 Internal Affairs investigations. Twenty four of those investigations were initiated subsequent to a citizen complaint, each recorded with a Citizen Complaint Control Card. These complaints were most frequently received in person or via telephone, but some were generated based on email submissions. A few of these complaints included more than one allegation of misconduct.

Fourteen investigations originated internally, resulting in an administrative investigation. These investigations generally were established to assess a suspected SOP violation or other internal matter that did not rise to the level of criminal conduct. Finally, six investigations were assigned an IA control number, identified as formal investigations that explored potentially serious infractions with criminal implications.

<b>Year</b>	<b>Civilian Complaints</b>	<b>Administrative Investigations</b>	<b>Formal / IA Investigations</b>
<b>2014</b>	24	14	6
<b>2013</b>	31	25	5
<b>2012</b>	40	16	3
<b>2011</b>	44	33	14

While some fluctuation in numbers over the past years can be expected, we did detect a notable decrease in civilian complaints recorded for the first half of the 2014 calendar year, with only two complaints filed in the first six months of the year. Ninety-three percent (93%) of the complaints filed in 2014 were received in the last six months of the year. However, there is no definitive explanation for this anomaly. It is worth noting that the Office of Professional Standards had experienced several leadership transitions during that period of time following the retirement of long-time division head Capt. Robert Cunha. However, since the citizen complaints control cards are most frequently generated by on-duty patrol supervisors, it is unclear how the leadership transition in OPS might have impacted the number of complaints received, filed and tracked by this department.

**2014 Civilian Complaint Investigations**

<b><u>TYPE</u></b>	<b><u># OF ALLEGATIONS</u></b>	<b><u>UNFOUNDED</u></b>	<b><u>NOT SUSTAINED</u></b>	<b><u>SUSTAINED</u></b>	<b><u>EXONERATED</u></b>
Rudeness/ Unprofessional	11	3	2	0	6
Unnecessary/ Excessive Force	1	0	0	0	1
Unlawful Conduct	3	1	0	0	2
Bias Based Complaint	2	1	1	0	0
Neglect of Duty	6	0	1	3	1
Unsafe Driving	2	0	1	0	1
SOP Violation	2	0	1	1	0
<b>Totals</b>	<b>27</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>11</b>

- *Note: Some complainants made multiple allegations*
- *Note: One investigation of Neglect of Duty is ongoing and is not yet adjudicated*

**2014 Administrative and Formal Investigations**

<b><u>TYPE</u></b>	<b><u># OF INVESTIGATIONS</u></b>	<b><u>UNFOUNDED</u></b>	<b><u>NOT SUSTAINED</u></b>	<b><u>SUSTAINED</u></b>	<b><u>EXONERATED</u></b>
<b>Admin.</b>	14	2	1	11	0
<b>Formal</b>	6	1	0	5	0

The fourteen Administrative Investigations dealt with varying SOP violations ranging from Unsatisfactory Performance to Conduct Unbecoming an Officer/Employee to Insubordination. One allegation of Conduct Unbecoming charge was not substantiated and separate investigations of Discourtesy and Failing to Report for Duty were determined to be unfounded. The remaining allegations, including procedural errors, civility issues and abuse of sick leave were substantiated and remedied with five employees receiving counseling, one receiving a verbal reprimand and four receiving a written reprimand. One employee was issued formal discipline when allegations of Insubordination and Neglect of Duty were substantiated.

The six formal IA investigations conducted in 2014 involved allegations with probable implications of criminal conduct. Three officers under separate investigations resigned from employment as a result of these investigations. All three matters were referred to the criminal investigative agency with jurisdiction but only one matter was pursued criminally but failed to secure an indictment. One employee, exonerated of criminal wrongdoing, did receive formal discipline for Conduct Unbecoming an Officer, and another employee was issued a written reprimand and an oral reprimand for Improper Associations and Conduct Unbecoming. Allegations against a sixth employee were determined to be unfounded.

# Memo

To: Chief Enoch F. Willard  
From: Captain Maureen Tessier  
CC: Assistant Chief Carlo Capano  
Date: February 23, 2016  
Re: 2015 Summary of Internal Affairs Investigations (52.1.5)

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In 2015, the Manchester Police Department's Office of Professional Standards supervised a total of 53 Internal Affairs investigations. Thirty-seven of those investigations were initiated subsequent to a citizen complaint, each recorded with a Citizen Complaint Control Card. These complaints were most frequently received in person or via telephone, but some were generated based on email submissions. A few of these complaints included more than one allegation of misconduct and named multiple officers, resulting in 37 citizens making 54 allegations against 45 officers. Because of the serious nature of two separate citizen complaints, involving allegations against 3 different employees, each were re-classified as formal IA investigations and each assigned a 2015 IA control number.

Eleven investigations originated internally, resulting in an administrative investigation into allegations of misconduct by 14 officers. These investigations generally were established to assess a suspected SOP violation or other internal matter that did not rise to the level of criminal conduct. Finally, seven investigations were assigned an IA control number, identified as formal investigations that explored potentially serious infractions, some with criminal implications. Again, two of these investigations had originated with a citizen complaint but were reclassified as formal IA investigations.

<b>Year</b>	<b>CCCC Investigations</b>	<b>Admin. Investigations</b>	<b>Formal/IA Investigations</b>
<b>2015</b>	35	13	7
<b>2014</b>	24	14	6
<b>2013</b>	31	25	5
<b>2012</b>	40	16	3
<b>2011</b>	44	33	14

While there was a noticeable increase in citizen complaints filed in 2015 as compared to 2014, the 2015 number appears more consistent with 2011-2013 data. We had previously detected a dramatic decrease in civilian complaints recorded for the first half of the 2014 calendar year, with only two civilian complaints filed in the first six months of the year. Ninety-three percent (93%) of the complaints filed in 2014 were received in the last six months of the year. However, there is no definitive explanation for this anomaly. It is worth noting that the Office of Professional Standards had experienced several leadership transitions during that period of time following the retirement of long-time division head Capt. Robert Cunha. However, since the citizen complaints control cards are most frequently generated by on-duty patrol

supervisors, it is unclear how the leadership transition in OPS might have impacted the number of complaints received, filed and tracked by this department.

**2015 Civilian Complaint Investigations**

<b>TYPE</b>	<b># OF ALLEGATIONS</b>	<b>UNFOUNDED</b>	<b>NOT SUSTAINED</b>	<b>SUBSTANTIATED</b>	<b>EXONERATED</b>
Rudeness/ Unprofessional	22	5	8	1	8
Unnecessary/ Excessive Force	11	8	1	0	2
Unlawful Conduct	4	2	0	0	2
Bias Based Complaint	1	1	0	0	0
Neglect of Duty	5	2	0	0	3
Unsatisfactory Performance	4	0	0	2	2
SOP Violation	7	3	0	3	1
<b>Totals</b>	<b>54</b>	<b>21</b>	<b>9</b>	<b>6</b>	<b>18</b>

- *Note: Some of the 37 complainants made multiple allegations –some against multiple officers*

**2015 Administrative and Formal Investigations**

<b>TYPE</b>	<b># OF INVESTIGATIONS</b>	<b>UNFOUNDED</b>	<b>NOT SUSTAINED</b>	<b>SUBSTANTIATED</b>	<b>EXONERATED</b>
Admin.	11	0	0	7	3
Formal IA	6	3	1	2	0

- *Note: one Administrative Investigation remains pending*

The eleven Administrative Investigations mostly dealt with varying SOP violations. One officer was exonerated of the only criminal allegation of Witness Tampering and other officers were exonerated of sick leave abuse, insubordination and truthfulness. Allegations of violations of SOPs related to prisoner control, social media use, report accountability and duty to obey were substantiated. Two of three separate investigations into Neglect of Duty were substantiated with the third still pending. Four officers were counseled with two officers provided with additional training as well. Five officers received written reprimands but no formal discipline resulted from any administrative investigation.

The six formal IA investigations conducted in 2015 involved allegations with probable implications of criminal conduct or serious misconduct. One investigation into allegations against two employees of Conduct Unbecoming and a number of SOP violations resulted in one employee resigning from his employment during the investigation and the second employee receiving formal discipline. Another employee investigated for a different allegation of Conduct Unbecoming resigned in lieu of termination. Two investigations into criminal allegations were determined to be unfounded and an investigation into Improper Associations determined the allegation was unfounded. Finally, an investigation into missing money from evidence did not sustain any allegation of criminal conduct but did result in policy change.