

## 2016 Internal Affairs Investigations

Complaint Type	2014	2015	2016
Supervisory Complaints	8	9	15
Internal Affairs Complaint	10	4	5

Category of Complaints	2014	2015	2016
Use of Force	5	2	2
Improper Arrest / Stop / Search	0	1	1
Officer Demeanor	8	4	8
Bias-Based Profiling	1	1	0
Other	4	5	9
Total	18	13	20
Total Vehicle Stops	5122	6193	5330
Total Arrests	3626	2633	2646
Total Citations	3521	3490	1508

**Statistics of complaints investigated by the department on agency personnel show a continual decline since 2013.** From 2013 to 2016 the number of overall complaints decreased by (-33.3%) as did arrests (-27%) and citations (-56.8%). The reduction in complaints since 2013 strongly continues to be believed to be related to department mandated training for all departmental personnel in surviving verbal conflicts. While this correlation may not be statistically comparable, department personnel learned techniques to handle situations in which conflict exist such as conducting traffic stops or dealing with an upset customer. Officers are better equipped in dealing with situations when verbal conflict might arise and can use techniques learned to deescalate the situation. This ability to deescalate a volatile situation and improving officers' relationship with the public is believe to be what has assisted in the reduction of complaints against departmental personnel. Command staff has continued to support new officers and civilian staff in attending surviving verbal conflicts. De-escalation techniques are being incorporated into Basic Law Enforcement Training and instructors with Vance Granville Community College have attending Verbal Judo Instructor training and will begin to offer this training in 2017.