

## 2017 Internal Affairs Investigations

Complaint Type	2014	2015	2016	2017
Supervisory Complaints	8	9	15	12
Internal Affairs Complaint	10	4	5	2

Category of Complaints	2014	2015	2016	2017
Use of Force	5	2	2	2
Improper Arrest / Stop / Search	0	1	1	0
Officer Demeanor	8	4	8	6
Bias-Based Profiling	1	1	0	0
Policy Violations	1	1	0	3
Other	4	5	9	3
Total	18	13	20	14
Total Calls for Year			31,068	28,444
Total Vehicle Stops	5,122	6,193	5,330	5,834
Total Arrests	3,626	2,633	2,646	2,466
Total Citations	3,521	3,490	1,508	1,758

Origination of Complaints	2016	2017
Internal	5	4
External	15	10

### 2017 Synopsis

Statistics of complaints investigated by the department on agency personnel show a continual decline since 2014. From 2014 to 2017 the number of overall complaints decreased by (-27.4%) as did arrests (-27.7%) and citations (-20.6%). The reduction in complaints since 2014 strongly continues to be believed to be related to department mandated training for all departmental personnel in surviving verbal conflicts an off shoot of the Verbal Judo Institutes Verbal Judo training. Officers within the department receive training either from the Dolan Consulting Group or from the Verbal Judo Institute on these topics. While this correlation may not be statistically comparable, department personnel learned techniques to handle situations in which conflicts

exist such as conducting traffic stops or dealing with an upset citizen. Also taught widely this year has been verbal de-escalation techniques to diffuse tense situations.

Well trained officers are better equipped in dealing with situations in which verbal conflicts arise and are better able to use techniques learned from training and experience to “de-escalate” the situation. The agency has continued to support scheduling new officers (or lateral transfers that have not had such training) and civilian staff to attend training in “Surviving Verbal Conflicts”. In 2017 the agency was not able to have any new officers attend this training due to this course not being offered in the area. De-escalation techniques are now being incorporated into Basic Law Enforcement Training state-wide as well as within the Mandated In-service training. Instructions with Vance Granville Community College in 2016 started attending “Verbal Judo Instructor” training and the college will begin to offer this training in 2017.

The department has made great improvements in 2017 in the relationship between agency personnel and the community. This continued dedication to tightening the bond with our community is one of the factors related to an overall reduction in complaints compared to previous years. These efforts have also allowed the department to avoid high profile issues and conflict with the public and media outputs that have been experienced nationwide in the recent past few years and 2017.

Maintaining this connection with the community is an ongoing process and does not allow for falling into a “status quo”. The agency’s focus and dedication towards a positive public relationship has allowed the agency to experience more communication with citizens and citizen’s groups. It has also allowed the department to be more “transparent” (within NC General Statute guidelines) in providing information to members of the public. In the past year the Department expanded the overall participation of officers in community events such as Wednesday afternoons at Gang Free Inc. to include tutoring and mentor programs as well as basketball games. The Department continues the “Fish with a Cop” program that was held throughout the summer to build relations with both the youth and seniors in the community. The Department held a “Gun Buy Back” for the second year; members of the department continue to take part in various community involvement programs, attend various walks against violence with VHOPE and continue special operations such as Thanksgiving meals service as well as Shop with a Cop.