



**California Highway Patrol
Office of Internal Affairs
Annual Internal Investigations
Statistical Summary
2020**



In accordance with Department policy and the Commission on Accreditation for Law Enforcement Agencies (CALEA) Standard 26.2.5, an annual statistical summary based on the records of internal investigations has been compiled and made available to the public and agency employees. In addition to the records of internal investigations, a statistical summary of all complaints and dispositions has been provided.

CALEA Standard 26.2.5: *The agency compiles annual statistical summaries of complaints and internal affairs investigations, which are made available to the public and agency employees.*

Background Information:

The California Highway Patrol (CHP) currently has 10,066 employees; 6,381 uniformed members and 3,685 non-uniformed members. Employees work throughout the state in one of nine (9) Field Divisions (which includes eight (8) traditional Field Divisions and Protective Services Division), and four (4) Staff Divisions within CHP Headquarters. Within the eight traditional Field Divisions are 17 Commercial Vehicle Enforcement Facilities and 103 Area offices. When information is obtained or uncovered involving inappropriate acts or omissions by an employee, the employee's commander or designee has the responsibility to ensure a complete investigation into the allegations is conducted. The eight traditional Field Divisions are geographically depicted as follows:





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The mission of the CHP is to provide the highest level of Safety, Service, and Security to a population of over 39.61 million California residents, of which over 27.40 million are licensed drivers. During the course of a year, CHP officers conduct over eight million enforcement and service contacts with the public. The following is a statistical summary of employee misconduct (adverse action) and civilian complaints investigated in 2020.

Internal Investigations Resulting in Adverse Action (By Division)

Division	2020	2019	2018	2017	2016	5 yr. avg.
Headquarters	5	6	1	19	3	6.8
Protective Services	6	3	0	4	0	2.6
Northern	5	5	12	3	9	6.8
Valley	22	24	18	17	24	21.0
Golden Gate	10	17	16	17	26	17.2
Central	13	9	23	15	16	15.2
Southern	20	24	22	15	15	19.2
Border	16	16	4	12	8	11.2
Coastal	13	13	8	7	9	10.0
Inland	10	8	11	8	13	10.0
Totals	120	125	115	117	123	120.0

**Adverse Action is disciplinary measure taken against an employee as the result of inappropriate acts or omissions.*

Miscellaneous Investigations (Internal Investigations not resulting in Adverse Action)

Division	2020	2019	2018	2017	2016	5 yr. avg.
Headquarters	4	1	6	16	9	7.2
Protective Services	5	1	1	0	0	1.4
Northern	8	3	0	4	7	4.4
Valley	7	13	14	6	13	10.6
Golden Gate	6	12	8	6	9	8.2
Central	4	5	6	6	11	6.4
Southern	9	14	4	3	4	6.8
Border	5	11	8	2	6	6.4
Coastal	5	6	3	3	2	3.8
Inland	7	5	7	2	2	4.6
Totals	60	71	57	48	63	59.8



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Summary of Civilian Complaint Investigations by Division

Division	2020	2019	2018	2017	2016	Ratio of Civilian Complaints Received Per Total Employees for 2020
PSD/Headquarters	0	5	7	2	3	0 for every 1, 535 employees
Northern	18	27	8	20	14	1 for every 38.1 employees
Valley	34	39	23	42	25	1 for every 31.7 employees
Golden Gate	40	37	33	39	51	1 for every 34.5 employees
Central	42	48	44	24	21	1 for every 25 employees
Southern	65	68	55	46	60	1 for every 23 employees
Border	70	61	66	56	86	1 for every 18.5 employees
Coastal	20	27	16	26	33	1 for every 34.5 employees
Inland	33	41	37	47	48	1 for every 25.7 employees
TOTALS	322	353	289	302	341	1 FOR EVERY 28.8 EMPLOYEES

**For the purposes of this chart, Protective Services Division (PSD) and Headquarters are included together.*

Top six (6) Civilian Complaint Allegations*

Allegations	2020	% of Allegations
Discourtesy/Verbal (05A)	147	21.8%
Discrimination/Race or Ethnicity (06B)	44	6.5%
Discourtesy/Non-Verbal (05B)	40	5.9%
Validity/Citation (13A)	31	4.6%
Improper Investigation (16A)	26	3.8%
Harassment (21A)	26	3.8%

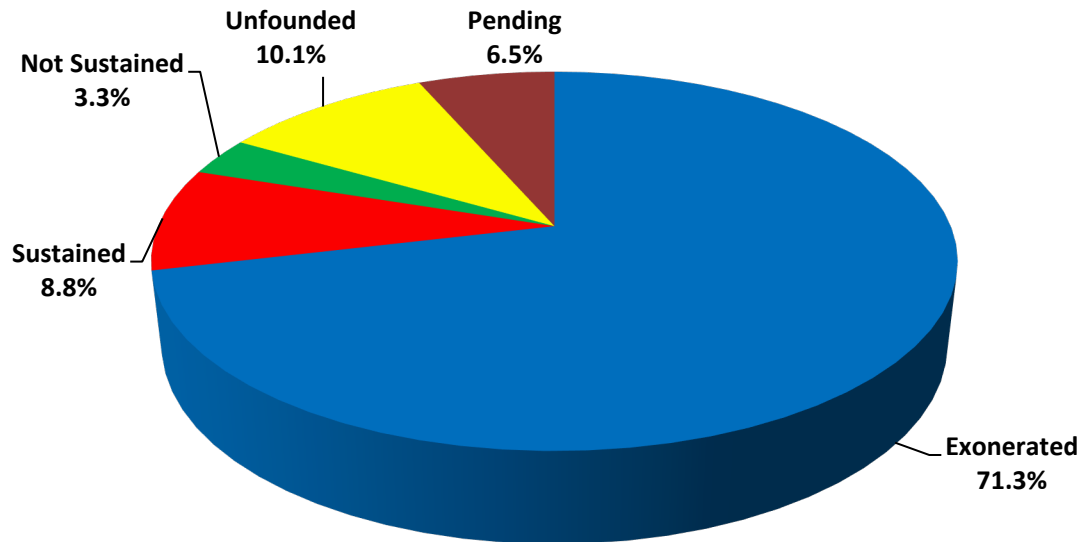
**In 2020, the total number of civilian complaints against uniformed and non-uniformed employees was 322. To accurately review the statistical data presented, it is important to recognize the distinction between the number of civilian complaints and the number of allegations within those complaints. Multiple allegations can exist within each complaint, so the number of complaints and allegations are nonlinear. In 2020, the total number of civilian complaint allegations was 672. The top 6 allegations were chosen to show an overall trend of allegations and do not necessarily reflect the top allegations for each individual year.*



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2020 Civilian Complaint Findings



**This chart represents the findings of individual allegations*

In 2020, the Department's civilian complaint findings were updated to be consistent with the Department of Justice reporting requirements. The new civilian complaint findings are as follows:

- **SUSTAINED**: The investigation disclosed a preponderance of evidence (51%) to prove the allegation in the complaint occurred and was against the law or departmental policy; **includes Unintentional Errors.**
- **NOT SUSTAINED**: The investigation failed to disclose sufficient evidence to clearly prove or disprove the allegation; **includes Undetermined** allegations.
- **EXONERATED**: The preponderance of evidence (51%) supports that the employee did not commit an act. Or an omission, that was against the law or departmental policy. **If an employee acted within policy or the allegation is specific to a departmental policy, the allegation would have a finding of Exonerated.**
- **UNFOUNDED**: The investigation determined that the alleged misconduct did not occur and the complaint was based upon a mistake of fact or intentional deception by the complainant; **includes Frivolous and Rescinded complaints.**