



**California Highway Patrol
Office of Internal Affairs
Annual Internal Investigations
Statistical Summary
2013**



In accordance with Department policy and the Commission on Accreditation for Law Enforcement Agencies (CALEA) Standard 52.1.5, 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 52.1.5: *The agency compiles annual statistical summaries, based upon records of internal affairs investigations, which are made available to the public and agency employees.*

Background Information:

The California Highway Patrol (CHP) currently has 10,457 employees; 7,340 uniformed members and 3,117 non-uniformed members. Employees work throughout the state in one of nine Field Divisions which includes eight traditional Field Divisions and Protective Services Division, and three Staff Divisions within CHP Headquarters. Within the eight traditional Field Divisions are 16 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 for a population of over 38 million California residents, of which over 22 million are licensed drivers. During the course of a year, CHP officers conduct over five million enforcement and service contacts with the public. The following is a statistical summary of citizens' complaints investigated in 2013.

Internal Investigations Resulting in Adverse Action (By Division)

Division	2013	2012	2011	2010	2009
Headquarters	6	5	8	10	10
Protective Services	1	0	1	2	4
Northern	9	7	4	10	7
Valley	21	13	28	26	13
Golden Gate	19	11	26	18	12
Central	11	12	18	23	11
Southern	12	21	25	20	22
Border	15	14	17	21	19
Coastal	10	8	14	8	12
Inland	8	10	11	11	11
Totals	112	101	152	149	121

Miscellaneous Investigations (Internal Investigations not resulting in Adverse Action)

Division	2013	2012	2011	2010	2009
Headquarters	10	17	11	11	6
Protective Services	1	2	0	1	1
Northern	4	2	1	5	11
Valley	6	17	8	16	7
Golden Gate	12	7	6	22	21
Central	12	10	5	7	5
Southern	4	10	6	12	13
Border	7	11	11	11	10
Coastal	5	8	9	10	6
Inland	5	3	6	7	5
Totals	67	87	63	102	85



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Summary of Citizens' Complaint Investigations by Division

Division	2013*	2012	2011	2010	2009
Headquarters	12	14	25	12	20
Northern	37	67	71	66	73
Valley	94	105	112	161	152
Golden Gate	82	114	120	131	187
Central	62	107	124	145	138
Southern	114	160	194	190	207
Border	113	159	145	237	171
Coastal	54	78	96	92	123
Inland	54	106	106	126	137
Totals	622*	910	993	1,160	1,208

*Totals for 2013 are reflective of calculations based upon the actual number of Citizen's Complaints. Previous years calculations were reflective of total number of allegations. In many instances, complaints included more than one allegation.

Citizens' Complaint Allegations (Top 10)

Allegation	Total*	% of 2013 Total	2012	2011	2010	2009
Discourtesy/Verbal	310	25.9%	431	463	569	613
Validity/Citation	95	7.9%	169	199	235	261
Lack of Assistance	49	4.1%	82	70	73	63
Discourtesy/Non-Verbal	47	3.9%	97	85	99	127
Harassment	46	3.9%	45	70	69	85
Validity/Arrest	38	3.2%	23	49	63	29
Validity/Reason for Stop	35	2.9%	32	50	61	33
Improper Investigation	35	2.9%	44	47	48	64
Other	35	2.9%	38	53	51	48
Discrimination/Race	32	2.7%	35	32	46	42

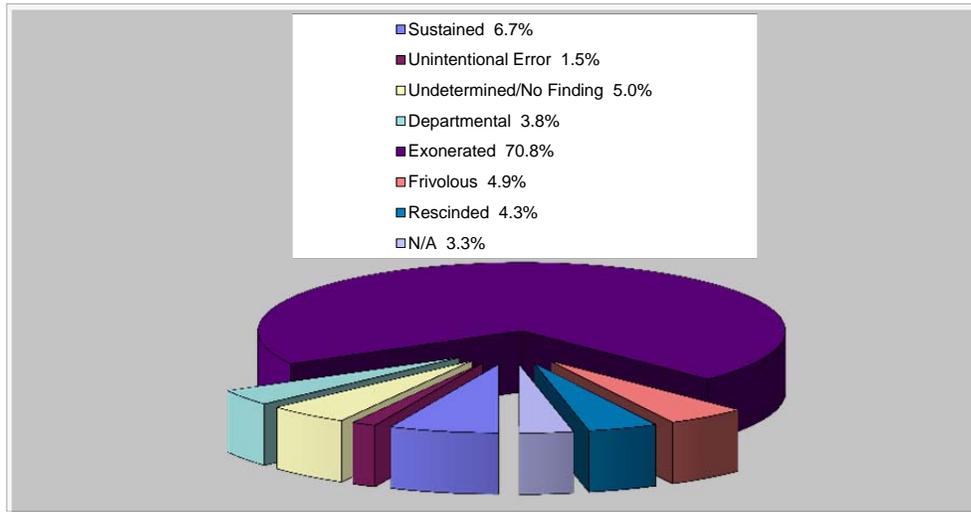
*Total allegations are not correlative to total Citizen Complaints due to the possibility of multiple allegations per Citizen Complaint.



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2013 Citizens' Complaint Findings



Definitions:

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

Sustained – The act (or omission) did occur, and it is deemed improper.

Unintentional Error – The act (or omission) did occur, and it is deemed improper, but was the result of an employee's honest mistake.

Undetermined/No Finding – Used only when the evidence, or lack thereof, precludes the investigator from making a definitive judgment.

Departmental – Used when the employee's actions are fully in compliance with Department policy and/or procedure, but the policy or procedure itself is found to be erroneous or is the cause of the complainant's concerns.

Exonerated – The employee did not commit the act (or omission), or did commit the act and it is deemed to be proper or within Department policy.

Frivolous – The complaint is found to be totally and completely without merit, or is filed for the sole purpose of harassing an employee. This includes complaints which are questionable or irrational.

Rescinded – The complainant, after having initiated the complaint process, specifically requests to withdraw all of the allegations.