

Professional Standards Bureau (PSB) Overview

Jeri L. Williams, Police Chief

October 31, 2019



PSB Functions

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- Administration Unit
 - Administrative support
- Policy Unit
 - Coordinates review of and updates Department policy
- Inspections Unit
 - Monitors, audits and conducts compliance inspections
- Investigations Unit
 - Investigates alleged misconduct and service complaints by Department employees
 - Investigates officer involved shootings and in-custody deaths



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Inspections Unit



PSB Inspections Unit

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- Patrol audits/inspections
- Case management audits
- Property and evidence audits
- Drugs, weapons, and currency procedures
- Department of Justice (DOJ) best practice reviews
- Executive Staff requests
- Policy Unit
- Early Identification and Intervention Program
- Liaison for the City Auditor Department



Inspections Unit Philosophy

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- Internal Oversight & Review
- Appropriate Reporting Process
 - Positives and deficiencies
 - Self (Organizational) identification
- Transparency in reporting
- Implement corrective action
 - Referral to PSB Investigations, Training, Updating Policy, Revise Procedures
- Follow-Up / Monitoring
 - Process used for handling key issues



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Investigations Unit



Two Types of Investigations

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- **Citizen Complaint**
 - Citizen's allegation of misconduct or wrong doing by an employee of the Phoenix Police Department can be investigated by PSB, by the employee's chain of command, or both
- **Supervisor Initiated**
 - A Supervisor suspects or has observed a violation of law, city ordinance, or department regulations. These investigations include allegations of misconduct brought forth by other employees, outside agencies, or our Inspections Unit.



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Complaint



Common Types

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■ Citizen Complaints

- Rude Conduct
- Neglect of Duty
- Abuse of Authority
- Excessive Force

■ Supervisor Initiated

- Missed Court
- Accidents/Pursuits
- Abuse / Loss of City Property
- Absenteeism
- Neglect of Duty
- Off-duty Conduct
- Use of Force Incidents

PSB Misconduct Investigation

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- Investigate misconduct where an employee may be suspended, dismissed, or demoted (Class I, II, III violations per Ops Order 3.18)
- Incident involves employees from multiple bureaus or work units
- Allegations of misconduct more than six months after date of occurrence
- At the direction of the Police Chief

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Investigation



PSB Investigative Process

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- Collect initial information
- Conduct interviews
- Collect evidence
- Interview involved employee/s
- Complete investigation

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Finding



Possible Outcome/Finding

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- Unfounded – Did not occur or did not occur as alleged
- Exonerated – Incident occurred but conduct was lawful and proper
- Unresolved – Insufficient evidence to either prove or disprove the allegation
- Sustained – Sufficient evidence to conclude alleged misconduct occurred

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Investigative Review Process and Letter to Complainant



Investigative Review Process (IRP)

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- The employee is provided time to review investigation
- The employee is entitled to entire investigation, including the attachments and interviews
- The employee may share the draft with their representative
- IRP meeting with the employee, investigator, PSB commander and labor organization
- Once the investigation is complete notification letter is sent to complainant



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If Sustained, Corrective Action or Discipline



Discipline Policy

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- If the investigation results in a sustained violation of policy that rises to the level of discipline:

Ops Order 3.18 Addendum A

- Written Reprimand Violations
- Class I Violations – Referred to Executive Assistant Chief (EXO) for 8 to 24 hours
- Class II Violations – EXO or Discipline Review Board (DRB) for 24 to 40 hours
- Class III Violations – Police Chief or DRB for 40, 80, 240 hours, Demotion, Termination/Loudermill



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Discipline Review Board (DRB)



Discipline Review Board (DRB)

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- The DRB is made up of 1 Assistant Chief, 2 rotating Commanders, 2 rotating peers, and 2 rotating citizens
- The DRB hears from both the PSB investigator and from the involved employee/s and their labor representatives
- After the hearing, the DRB will make a recommendation on the amount of discipline the employee may receive to the Police Chief



Police Chief's Decision

- Police Chief receives the recommendation from the DRB and may uphold, increase or decrease discipline

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Civil Service Board



Civil Service Board

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- Involved employee/s can appeal decision of suspensions or higher to the Civil Service Board
- Civil Service Board is made up of 5 citizens appointed by the City Council
- Amount of discipline can be upheld or altered by the Civil Service Board

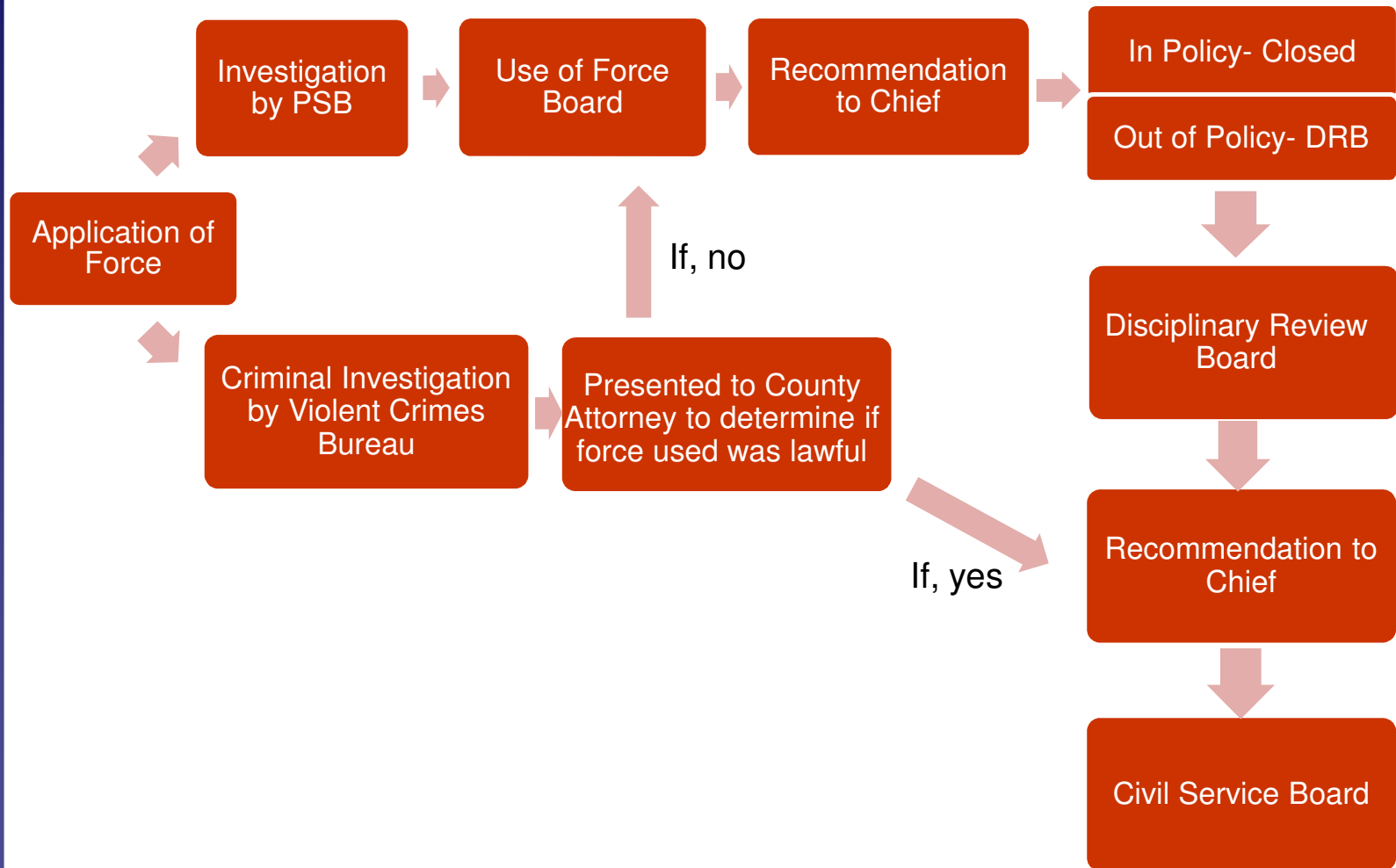
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Use of Force Process



Use of Force Process

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Officer Involved Shootings Investigation Process



Officer Involved Shootings (OIS)

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- County Attorney's Office responds to the scene
 - Ensures that a complete and thorough investigation occurs

- PSB investigators respond to the scene
 - Conduct concurrent but separate investigation from criminal investigators
 - Oversight of the criminal investigation by Violent Crimes Bureau investigators
 - Interview the involved employee separately from criminal investigators
 - Prepare report for the Use of Force Board



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Use of Force Board (UOF)



The Use of Force Board (UOF)

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- The UOF Board is made up of 1 Assistant Chief, 1 rotating Commander, 1 rotating peer, and 3 rotating citizens
 - The UOF Board hears from both the PSB investigator and from the involved employee/s and their labor representatives
 - After the hearing, the UOF Board will make a recommendation to the Police Chief that the use of force was in or out of policy
 - If the use of force is determined to be out of policy, the matter is sent to the DRB



Questions?

Contact the Professional Standards
Bureau at 602-262-4580