



RENO POLICE DEPARTMENT

2019 Annual Internal Affairs Report



Your Police, Our Community



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Introduction

The Reno Police Department prides itself on being a leader in policing that models a philosophy that includes community participation, intelligence led policing, decentralized decision making and a problem solving ideology.

Reno Police Department Mission Statement

We are committed to partnering with our Community to create a safe city by providing the highest level of police services

This mission is supported by the Reno Police Department's Core Values:

- Respect - Treating everyone with dignity, empathy and fairness.
- Integrity - Service that demonstrates honesty, professionalism and dedication in all actions.
- Fairness - Consistent, ethical and impartial treatment of everyone.
- Service - Proactively respond to the changing needs of the Community and department through open communication, accountability and professionalism.

Understanding the mission and values, we felt a need to focus our efforts and create a foundation which we call our Guiding Principles. Our Guiding Principles help us continually focus, evaluate and improve our service to the community. Our Guiding Principles are:

- Community Engagement
- Crime Reduction
- Organizational Culture
- Organizational Future

Our Mission, Values and Guiding Principles are designed to support and foster the vision that has been set forth for our organization. Our vision is:

The Reno Police Department will be totally integrated into the community and viewed as a model of policing excellence

We also understand, for these philosophies to be successful, we have to have a sound communication plan to effectively communicate with each member of this community and our department, we must be accountable for our actions and earn the public's trust through maintaining the highest standards of ethical policing, while remaining consistent and fair in our practice.

One component of our Police Department's success is the support that has been garnered through community interaction and a transparency in departmental

operations. One of the mechanisms modern police agencies institute to provide the requisite transparency, for city government and to the public it serves, is a committed Internal Affairs Unit.

The Reno Police Department participates in several programs designed to ensure our strong relationship thrives well into the future. These programs include attending community and family festivals, organizing and participating in the Symposium on Community and Policing, hosting a Community & Media Training Day, and the Citizen's Police Academy.

In keeping with departmental values, the sworn and civilian staff assigned to the Reno Police Department's Internal Affairs Unit has adopted the following mission statement:

The Internal Affairs Unit will preserve the public's trust and confidence in the Reno Police Department by conducting thorough and impartial investigations of alleged employee misconduct, by providing proactive measures to prevent such misconduct, and by always maintaining the highest standards of fairness and respect towards citizens and employees

Police Officers are expected to diagnose situations that they encounter within a few short moments and take the most appropriate course of action. Most encounters result in positive experiences, however, there are a limited number of situations where officers may have used their authority inappropriately, or citizens may believe that police officers have exceeded their authority or have simply not treated them properly.

The Reno police department has established a system of accountability to be responsive to the community, as well as to our personnel. The Internal Affairs Unit reports directly to the Chief of Police. This unit consists of a Lieutenant, two Detective Sergeants, and one professional support staff member. Under the direction of the Chief of Police, the unit has the responsibility to conduct investigations into allegations of employee misconduct from other employees or members of the public. The Unit also has the responsibility for monitoring investigations of alleged employee misconduct that are being conducted by an employee's direct supervisor.

The lieutenant assigned to the Internal Affairs Unit also manages the Department's Training Unit which gives the Department the ability to quickly react to training opportunities or policy deficiencies that are identified during an investigation.

Annual Report

This Annual Report has been produced by Reno Police Department Internal Affairs to serve many purposes, a number of which are outlined below.

Accountability for misconduct

This report outlines information about administrative and citizen complaints received during calendar year 2019. The report highlights statistics on the classification of formal complaints, a breakdown of the allegations made and the disposition of complaints.

Keeping a record

This report contains information covering several past years to provide a basis of comparison. It allows a historical view over a period of time and helps to identify trends which may be present, involving both specific officers and/or types of misconduct. Keeping an ongoing record provides an opportunity to recognize issues that may impact the Department and the Community, and correct them as soon as possible.

Identifying patterns related to policy, training or supervision

Not all complaints stem from misconduct by police officers. They may stem from acts driven by policy, training or the supervision of the officers. An annual and historical review of not only citizen and internal complaints, but also use of force incidents, traffic crashes and vehicle pursuits allows the Department and City officials to evaluate their service delivery systems and methods.

Early intervention

The law enforcement profession is constantly changing. As part of this paradigm shift we are constantly evaluating the data to identify emerging trends and take proactive action to correct inappropriate behavior. The idea is to anticipate situations which may create future complaints and to eliminate the potential causes before they occur.

Building trust

Many people are unaware of the responsibilities and actions of the Internal Affairs Unit. An Annual Report provides some transparency to the process and helps to overcome community suspicion by providing information regarding the complaint process, types of complaints received and their ultimate outcomes.

Providing a different perspective

Finally, the Annual Report shares information about the investigative process and certain guidelines that must be followed. It also provides information about the process that the Department may use to evaluate sustained cases, to include identifying training needs or discipline recommendations.

The Complaint Process

Filing a Complaint

Complaints against employees of the Department can be made in several ways. All employees of the Police Department have the responsibility for taking a complaint. A complaint may be lodged against any employee of the Reno Police Department, in person, by the telephone, by e-mail or by standard mail using the information provided in Addendum A. When complaints are initiated outside the normal business hours of Monday through Friday, 7:30 a.m. to 4:30 p.m., the information will usually be taken by an on-duty supervisor and referred to the Watch Commander.

Complaints will be accepted from any person regardless of race, color, sex, religion, sexual preference, age or standing in a criminal case. A complaint may be anonymous but must allege definite improper action, as well as give sufficient particulars to make an investigation feasible.

All employees within the department have access to the Language Bank to allow translation services for those with a limited English speaking proficiency who wish to file a complaint.

Types of Complaints

Internal Affairs Complaints (IA's) – are complaints that are initiated from a non-employee, usually a citizen, regarding the actions of an employee. Internal Affairs complaints are generally categorized in two ways:

Formal – A formal complaint generally involves a written, signed Personnel Complaint Form and/or a taped statement of the allegation. A verbal statement, even though not taped, may constitute grounds for a formal investigation.

Informal – An informal complaint, verbal or written, is an allegation of minor misconduct, being made for informational purposes that can normally be resolved at the time the complaint is made. Informal complaints are generally investigated by the employee's direct supervisor.

Administrative-Directed Investigations (ADI's) – are complaints initiated within the police department by an employee against another employee, most often by a supervisor regarding the actions of a subordinate. These are generally investigated by the Internal Affairs Unit.

Investigative Process

A determination as to who will investigate a citizen complaint is made based upon which of the following categories they fall within:

Category I - Generally require investigation by the Internal Affairs Unit:

- a. Criminal Conduct/Code of Conduct
- b. Discrimination
- c. Dishonesty
- d. Excessive Force
- e. False Arrest
- f. Improper Tactics
- g. Racial/ethnic slurs
- h. Firearms and Shooting Policy
- i. Improper Search and/or Entry
- j. Sexual Harassment

The Chief of Police will have the discretion to assign any complaint as a Category I investigation.

Category II - Generally will be investigated by the involved employee's immediate supervisor. Complaints/Investigations falling into this category will be referred by Internal Affairs, with the approval of the Chief of Police, to the appropriate division. Assignment of the investigating supervisor will be determined by the division supervisor.

- a. Discourtesy
- b. Improper Procedure
- c. Performance of Duty
- d. Vehicle crash

Category III - Generally involve cases where a citizen is requesting a policy or procedure clarification. The Chief of Police will direct the complaint to the involved employee's division supervisor or Internal Affairs.

All formal disciplinary investigations must follow guidelines established by state laws and Department policy. The Nevada Revised Statutes, Section 289, Rights of Peace Officers (<http://leg.state.nv.us/NRS/NRS-289.html>), is the state law that dictates how Internal Affairs Investigations are conducted. These investigations are considered confidential.

When a complaint is investigated by Internal Affairs, the following procedures are followed:

- The Internal Affairs investigator contacts the complainant and arranges an appointment for an interview.

- A detailed statement is taken from the complainant. This statement is most often tape-recorded to create a permanent and accurate depiction of the conversation.
- Generally, the interview is conducted at the Internal Affairs office. However, at times, interviews can be conducted at a complainant's home or business. Interviews are also conducted at the County Jail; therefore, mere incarceration does not preclude a citizen's complaint from being heard.
- The same procedure is used for all witnesses and officers involved in the case. It is preferred that all statements are tape-recorded, transcribed, and assembled in a case file for later review.

Disposition Classification

Upon completion of all interviews and a review of any evidence, the Internal Affairs investigator writes a report presenting a finding based upon the information presented. These investigations will typically conclude within 90 days of the original complaint. Each complaint will receive one of six possible findings:

Unfounded – When the investigation indicates that the alleged acts did not occur.

Exonerated – When the investigation indicates that the act occurred, but it was lawful, proper, justified and/or in accordance with departmental policies, procedures, rules and regulations.

Not Sustained – When the investigation discloses that there is insufficient evidence to prove or disprove the allegations made.

Sustained – When the investigation discloses by a preponderance of evidence that the act did occur and was in violation of departmental policies, procedures, rules or regulations. Sustained allegations include misconduct which falls within the broad outlines of the original allegations(s).

Misconduct not based on the complaint – When the investigation discloses sustainable misconduct that was not part of the original complaint.

Closed – When the investigation cannot be processed further due to the lack of cooperation by the complainant, or when the Chief of Police/designee determines that the action in the complaint does not fall within the administrative jurisdiction of the department. A closed investigation may be re-opened upon direction of the Chief of Police/designee.

Discipline Process

The Reno Police Department's discipline process involves multiple layers which ensure consistency and fairness in the personnel investigation and application of discipline. The Internal Affairs Lieutenant formally reviews investigations completed by Internal Affairs or completed by an employee's supervisor. The IA Lieutenant will

then send the investigation to the employee's immediate supervisor for a discipline recommendation. This discipline recommendation is then sent through this supervisor's chain of command to the Chief for approval.

The Reno Police Department follows a progressive discipline approach; however, there may be instances where deviation from that policy is warranted. Types of disciplinary action may include:

Training - Employee training can be recommended based on a sustained complaint where a specific training deficiency has been identified.

Documented Oral Counseling - Documented Oral Counseling is the first step in the progressive disciplinary process and is intended to address relatively minor infractions.

Written Reprimand - A Written Reprimand is a formal written notice for specific failure(s) in performance, regarding departmental policies, rules and/or regulations. It is the second step in the progressive disciplinary process and is intended to provide the employee with a written record outlining specific corrective action.

Suspension - Suspension relieves an employee from duty for a specified period of time without pay. This is a severe disciplinary action for violation of established rules or after a written reprimand has been given and no change in performance has resulted. It is normally the third step in the progressive discipline process.

Demotion - Demotion is placing an employee in a position of lower responsibility and pay. It will normally be used only when an otherwise good employee is unable to meet the standards required for a higher position.

Termination - Termination is the most severe disciplinary action that can be taken. Such disciplinary action usually occurs when previous discipline has been imposed and there has been inadequate or no change in performance or behavior. It also may occur when the employee commits an offense so serious that continued employment is inappropriate.

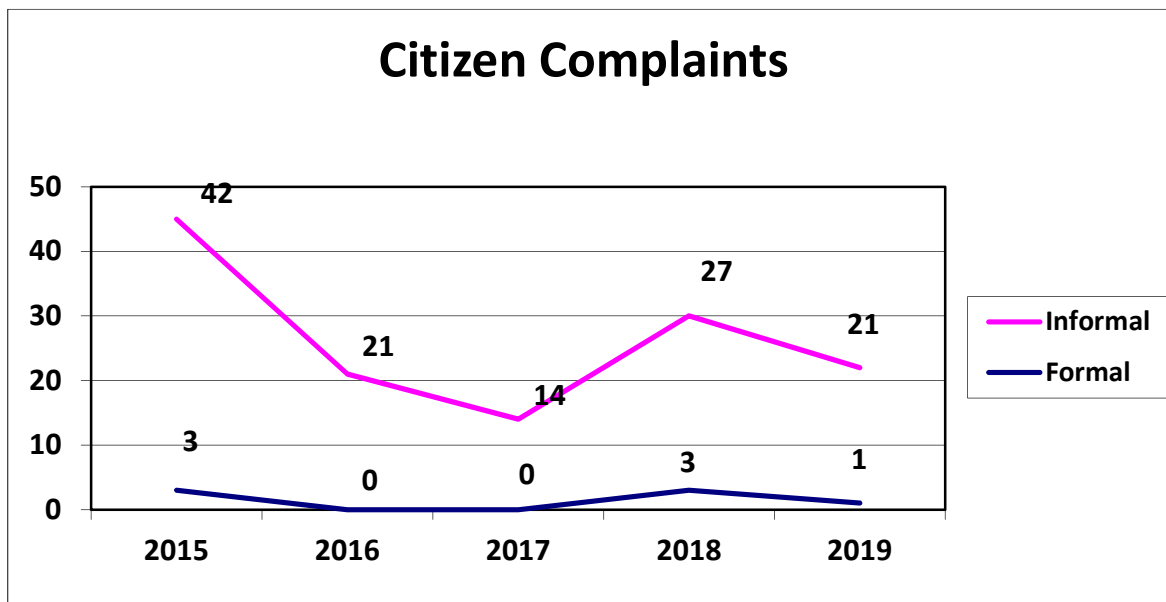
Chief of Police Review

After reviewing each case, the Divisional Deputy Chief will forward the recommendations to the Chief of Police. The Chief of Police will consider all discipline recommendations; however, the Chief of Police has the final authority to determine the level of discipline.

Citizen Complaints

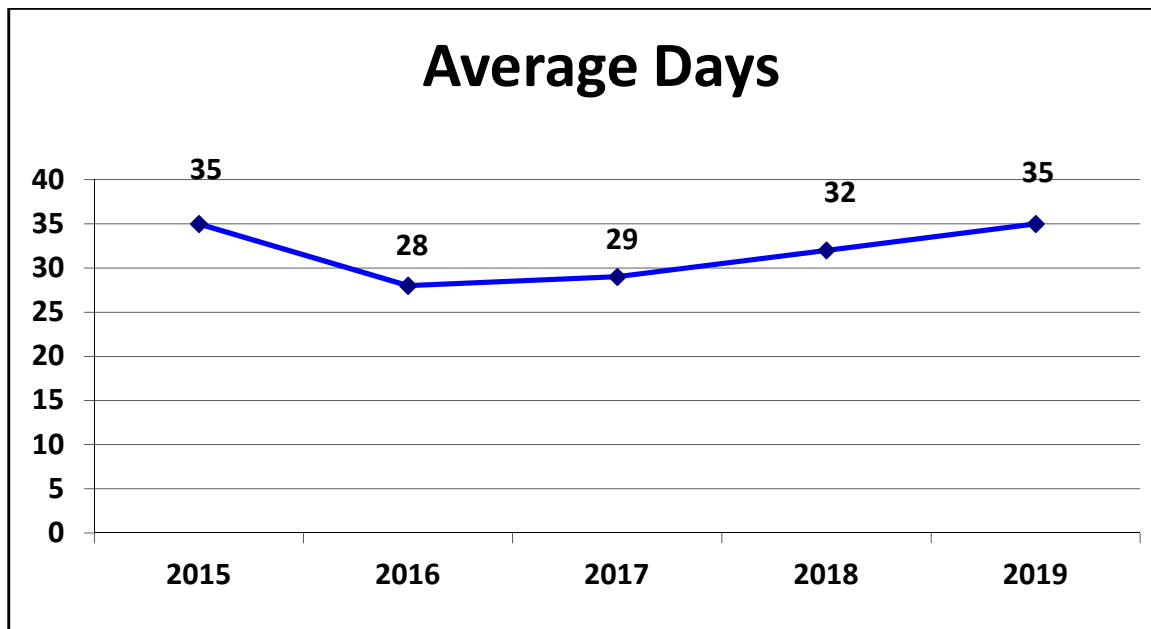
Formal complaints are generally reviewed by Internal Affairs. As the below graph reveals, 2019 saw one formal complaint received from our citizens. In 2019, there were a total of twenty-one informal complaints filed with Internal Affairs by our citizens.

Citizen Complaints 2013-2017					
	2015	2016	2017	2018	2019
Formal	3	0	0	3	1
Informal	42	21	14	27	21



Informal, Category II and Category III Complaints are generally assigned to the involved employee's immediate supervisor for review and action if needed. Since these supervisors spend the bulk of their time with that officer, it makes sense to have their direct supervisor contact, monitor and work with the officer to address any concerns that may or may not be identified to prevent future problems.

Average Number of Days to Complete All Administrative Investigations



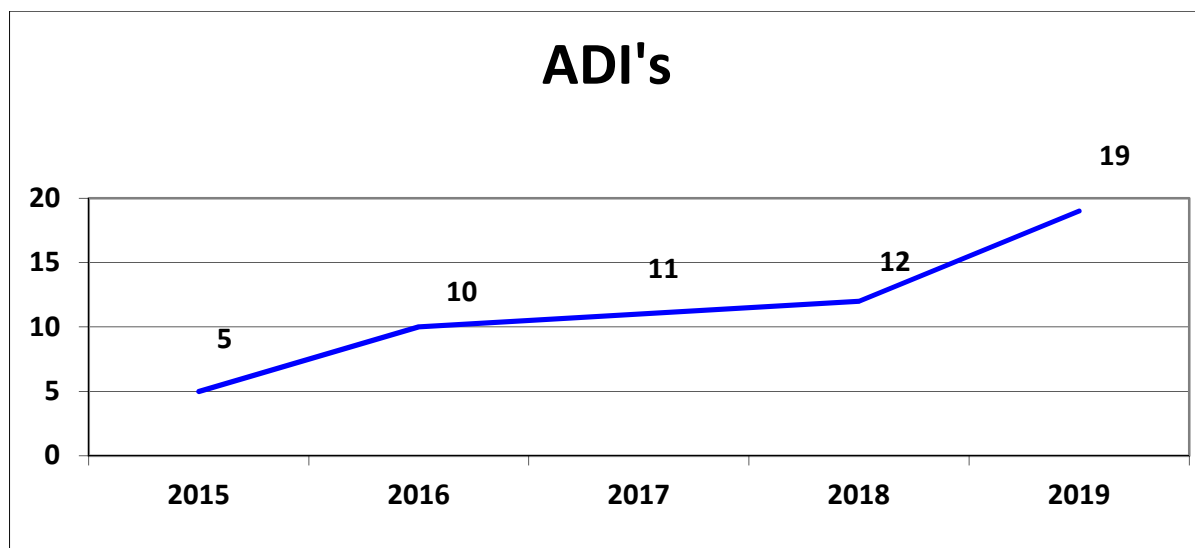
Formal Citizen Complaints - Age of Involved Employees						
Age	2017		2018		2019	
25 years or younger	0	0%	0	0%	0	0%
26-30 years	0	0%	1	33%	0	0%
31-35 years	0	0%	1	33%	0	0%
36-40 years	0	0%	0	0%	1	100%
41-45 years	0	0%	1	33%	0	0%
46 years or older	0	0%	0	0%	0	0%
Formal Citizen Complaints - Length of Service						
Tenure	2017		2018		2019	
5 years or less	0	0%	0	0%	0	0%
6-10 years	0	0%	2	67%	0	0%
11-15 years	0	0%	1	33%	1	100%
16-20 years	0	0%	0	0%	0	0%
21-25 years	0	0%	0	0%	0	0%
26 years or more	0	0%	0	0%	0	0%

* More than one employee may have been involved in a citizen complaint incident, thus the difference in number of officers versus number of incidents.

Administratively Directed Investigations

Administratively directed investigations are investigations which originate internally within the Department. They involve one employee making a complaint against another, most often a supervisor alleging improper conduct by a subordinate. Information which forms the basis of these investigations may come from a variety of sources, to include citizens.

Administratively Direction Investigations 2012 - 2016				
2015	2016	2017	2018	2019
5	10	11	12	19



Administrative investigation incidents received between Jan 1, 2019 - Dec 31, 2019

<u>Investigative Category</u>	<u>#of Allegations</u>	<u># Sustained</u>
Code of Conduct – Values and Ethics	9	5
Truthfulness in Duty	3	0
Police Vehicle Usage	1	1
Improper Use of Force	5	5
Firearms/Firearms Training	2	2
Patrol Deployment	2	1
Vehicle Pursuits	2	0
Protection Order	1	1
Insubordination	1	1
Body Worn Camera	1	1

*Administrative investigation incidents may have more than one allegation listed, thus the difference in number of investigations versus the number of allegations.

Administratively Directed Investigations – Age of Involved Employees						
Age	2017		2018		2019	
25 years or younger	0	0%	0	0%	0	0%
26-30 years	0	0%	3	25%	0	0%
31-35 years	4	36%	1	8%	1	6%
36-40 years	2	18%	1	8%	11	69%
41-45 years	3	28%	4	34%	2	13%
46 years or older	2	18%	3	25%	2	13%
Administratively Directed Investigations – Length of Service						
Tenure	2017		2018		2019	
5 years or less	3	27%	4	33%	4	25%
6-10 years	2	18%	0	0%	0	0%
11-15 years	4	37%	5	42%	9	56%
16-20 years	1	9%	2	17%	2	13%
21-25 years	1	9%	1	8%	0	0%
26 years or more	0	0%	0	0%	1	6%

*More than one officer may have been involved in an administratively directed investigation, thus the difference in number of officers versus number of incidents.

Use of Force

The Reno Police Department values the sanctity of life. We provide training for all members in the many varied methods of force that could be utilized when affecting an arrest or defending oneself or another, including de-escalation techniques. Use of force is the amount of effort required by police to compel compliance from a person; this includes any use of force occurring while the officer is acting in an official law enforcement capacity. Our police officers are trained to use only the force that reasonably appears necessary to effectively bring an incident under control, while protecting the lives of the officer and others. The use of force must be objectively reasonable and based on sound tactics.

The Reno Police Department utilizes an evidence-based approach to its department training, to include the use of force. Data, analysis, research, and evidence-based practices are utilized in order to use the best available scientific knowledge and approaches to its training methods and procedures.

The Reno Police Department authorizes several types of force in order to give the officers the tools needed to overcome resistance with the most minimal amount of force, which include:

Physical Force: Use of any part of the officer's body to compel compliance.

Intermediate Force: Non-Deadly Force options that may pose a risk of unintended or unforeseen injury. Intermediate Force includes the use of: OC foam or spray; any impact including but not limited to personal weapons, baton, or other object used to strike; less than lethal munitions; carotid control hold; police canine or horse; Conducted Electrical Weapons.

Deadly Force: Any force that creates a substantial risk of causing death or serious bodily harm.

Non-Deadly Force: Any use of force other than that which is considered deadly force. This includes any physical effort used to control or restrain another, or to overcome the resistance of another.

Any time an officer uses force that results in an apparent or claimed injury, uses any Intermediate Force, or uses Deadly Force, a supervisor initiates a use of force review. The review findings are compiled into a use of force report and forwarded up the chain of command for review. The Internal Affairs Unit is the central collection point for all use of force reports. This allows an on-going review of each report to determine if the use of force was within departmental policy and/or if there are any training needs that have been identified. A use of force incident that appears to fall outside of departmental policy may result in an Administratively Directed Investigation to be conducted by the Internal Affairs Unit.

Use of Force Reporting

The Reno Police Department provides ongoing training for all officers in the many various methods of force that could be utilized when affecting an arrest or defending oneself or another.

Beginning in 2014, the Reno Police Department's Internal Affairs Unit has partnered with the University of Nevada, Reno to assist in the continuing research of our department's use of force incidents. This partnership analyzes each individual use of force, coding characteristics within not only the use of force itself, but the entire incident. This allows for a better understanding of each particular incident. This analysis is used to adjust specific training, department policies and ideologies.

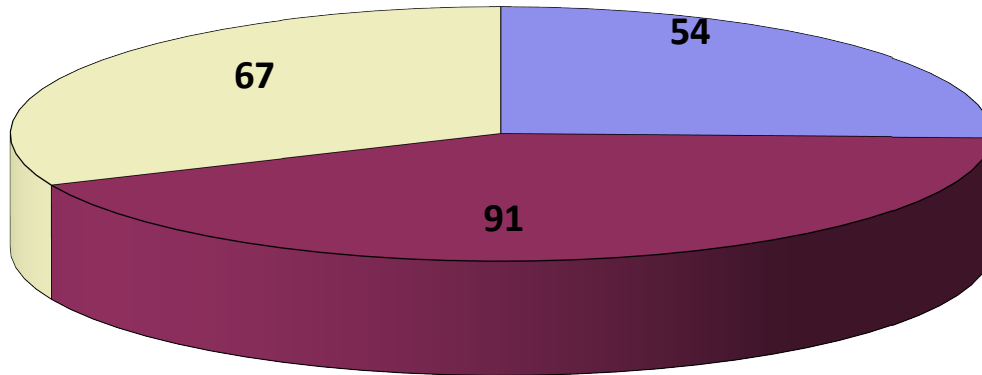
Use of Force Incidents Compared to Arrests				
Year	Total Number of Arrests	Number of Use of Force Reports	% of arrests when force is used	Ratio (1 out of X arrests results in UOF)
2016	12,540	163	1.30%	1:77
2017	14,258	152	1.06%	1:94
2018	15,026	198	1.31%	1:76
2019	13,284	212	1.59%	1:62

Use of Force Incidents Compared to Dispatched Calls				
Year	Total Number of Dispatched Calls	Number of Use of Force Reports	% of dispatched calls when force is used	Ratio (1 out of X dispatched calls results in UOF)
2016	76,739	163	.21%	1:465
2017	81,856	152	.19%	1:539
2018	82,311	198	.24%	1:416
2019	83,098	212	.25%	1:392

*The total number of dispatched calls is only representative of the incidents handled and does not take into consideration the total number of persons contacted by members of the Reno Police Department.

2019 UOF Incidents By Shift

■ Days
 ■ Swing
 ■ Graveyard



Reason for Use of Force						
	2017 Count	2017% Total	2018 Count	2018% Total	2019 Count	2019% Total
Armed Hostage Situation	1	1%	0	0	0	0%
Armed w/ Deadly Weapon	7	5%	6	3	10	5%
Attack on Officer	11	7%	17	8	10	5%
Barricaded Subject	1	1%	2	1	5	2%
Flight	21	14%	34	17	32	15%
Other	2	1%	2	1	8	4%
Physical Resistance	77	49%	95	48	107	50%
Suicidal Subject	2	1%	0	0	2	1%
Threatening to Fight	4	3%	9	5	4	2%
Threats/Gestures	6	4%	5	2	4	2%
Uncooperative	19	13%	30	15	30	14%
Vicious Dog	1	1%	0	0	0	0%
TOTAL	152	100%	200	100%	212	100%

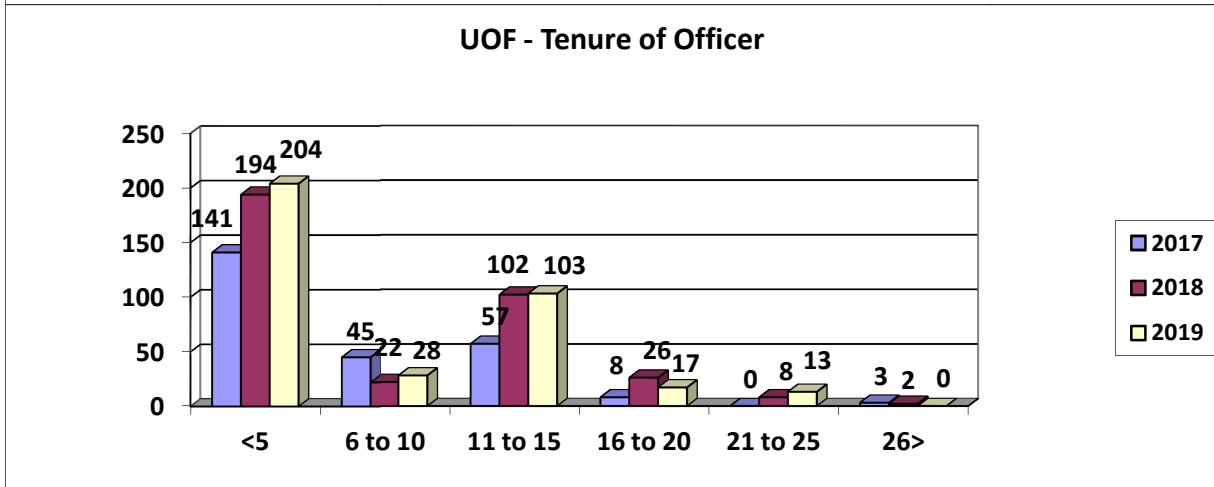
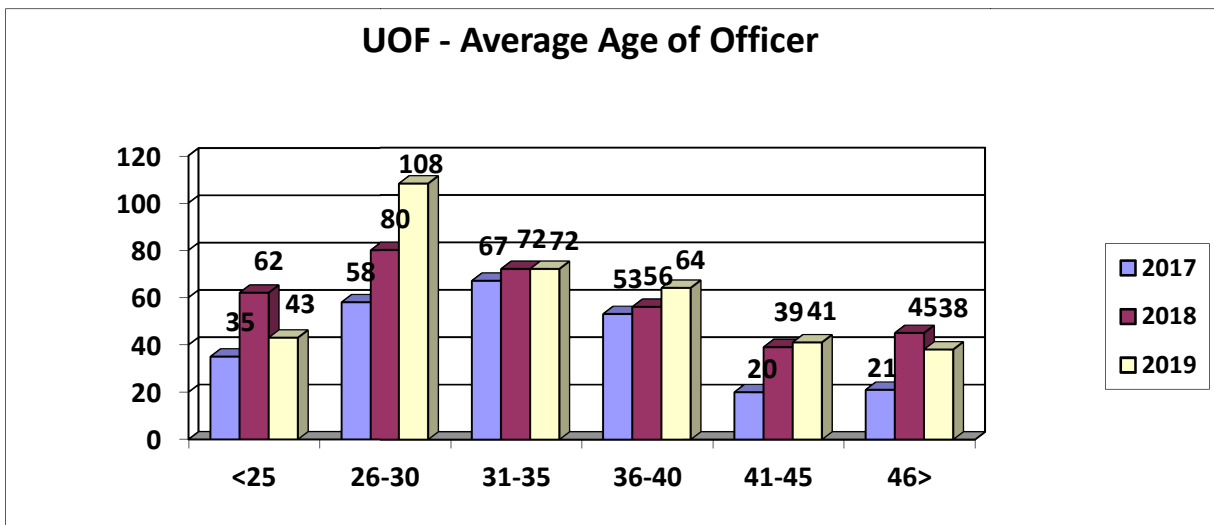
*from year to year different information is added or subtracted from the report forms which may lead to a deviation in numbers.

**More than one use of force action may be used causing a higher number than total use of force.

Use of Force - Age of Involved Officers						
Age	2017		2018		2019	
25 years or younger	35	14%	35	14%	43	12%
26-30 years	58	23%	58	23%	108	29%
31-35 years	67	26%	67	26%	72	20%
36-40 years	53	21%	53	21%	64	17%
41-45 years	20	8%	20	8%	41	11%
46 years or older	21	8%	21	8%	38	10%

Use of Force - Length of Service						
Tenure	2017		2018		2019	
5 years or less	141	56%	194	55%	204	55%
6-10 years	45	18%	22	6%	28	8%
11-15 years	57	22%	102	29%	103	28%
16-20 years	8	3%	26	7%	17	5%
21-25 years	0	0%	8	2%	13	4%
26 years or more	3	1%	2	1%	0	0%

*More than one officer may be involved in a single incident causing a higher number than the total use of force incidents



Discharge of Firearm

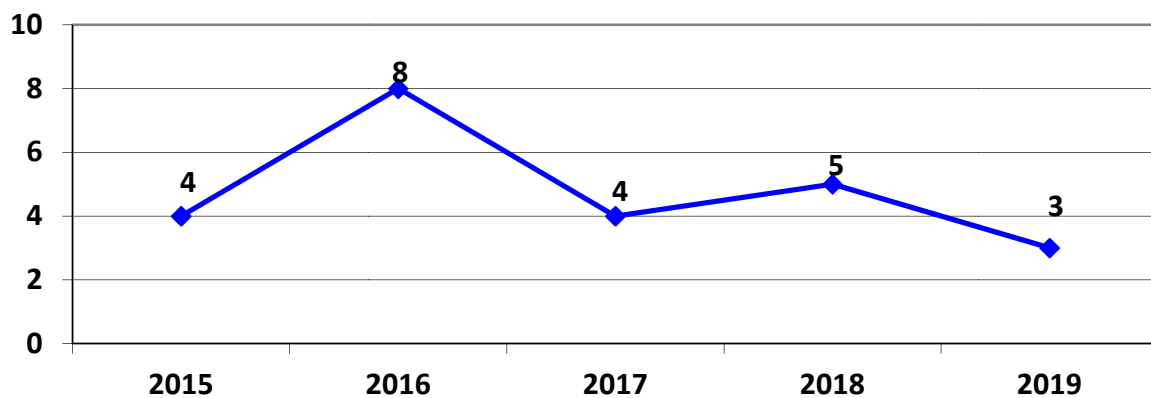
The Internal Affairs Unit conducts an investigation and/or review of each instance wherein an officer discharges his/her firearm in other than a training environment.

In 2019, there were a total of three officer involved shooting incidents. One incident involved an accidental discharge of a rifle into the ground. No person was struck and there was no property damage. The second occurred during a traffic stop where the driver fled on foot and then aimed a firearm at the pursuing officer, forcing the officer to fire to defend himself. The third involved an officer investigating a disturbance call, during which the subject that was creating the disturbance physically challenged the officer, ultimately gaining possession of the officer's baton and striking the officer with it. The officer was forced to fire his weapon to defend himself from the attack.

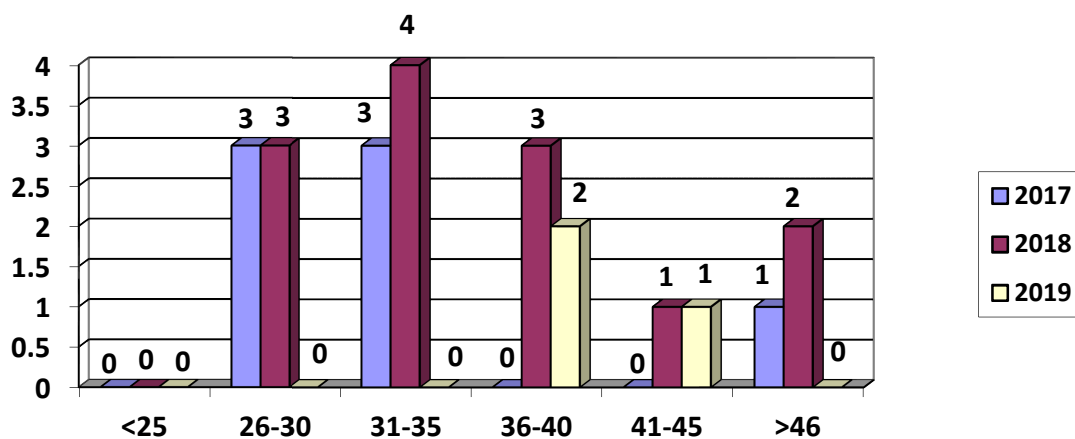
In cases involving an officer who has discharged their firearm at another human being, the Washoe County Officer Involved Shooting Protocol will be followed. A non involved agency detective division will conduct the criminal investigation in the same manner as an incident not involving an employee. The goal is to determine whether a crime has been committed, identify the person(s) responsible, and prepare an investigation of the incident for review by the District Attorney. Generally, the administrative investigation is conducted concurrently with the criminal investigation. The criminal case results are utilized during the administrative investigation.

Firearms Discharged				
2015	2016	2017	2018	2019
4	8	4	5	3

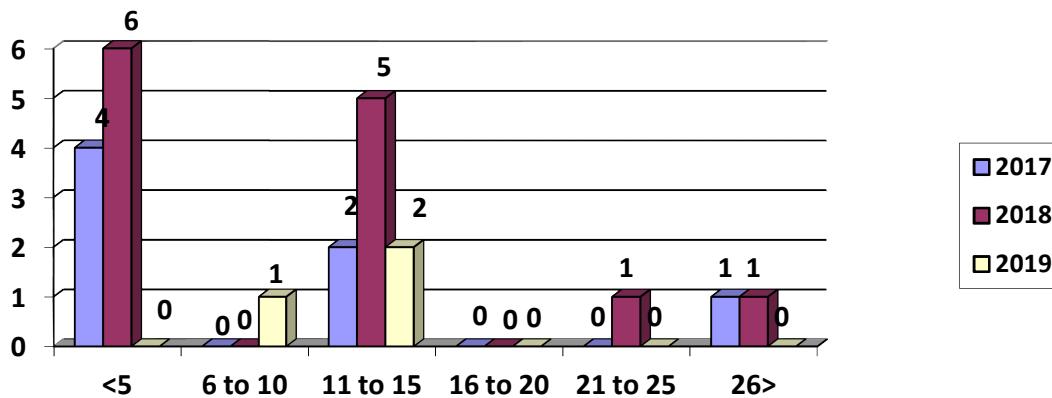
Firearms Discharged



Firearms Discharged - Average Age of Officer



Firearms Discharged - Average Tenure of Officer



Police Pursuits

The Reno Police Department recognizes that the preservation of life and public safety is more important than either property or the immediate apprehension of non-violent criminals. However, enforcement of the law may necessitate the initiation of a vehicle pursuit in order to apprehend violators.

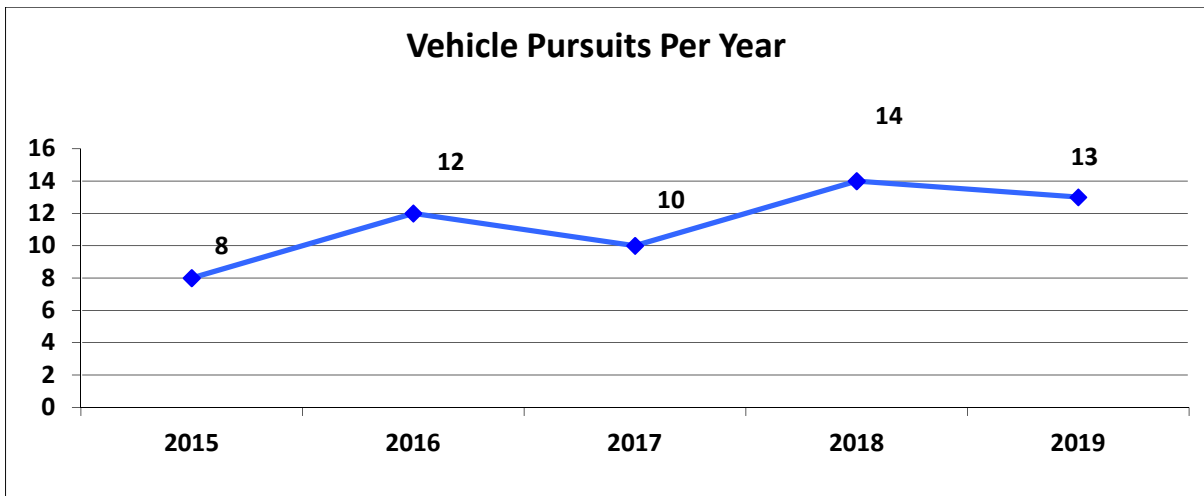
Officers may pursue a suspect when they reasonably believe the suspect has committed a felony or poses an immediate threat to human life. Unless exigent circumstances exist, officers will normally not pursue a suspect who has committed a misdemeanor crime. Officers must articulate justifiable cause necessitating immediate apprehension of the suspect when pursuing for any offense.

Officers must also take into consideration numerous factors before initializing a pursuit; i.e., pedestrian traffic, time of day, traffic conditions, weather conditions, and if the identity of the subject, who is being pursued, is known. All information known at the time the pursuit is engaged in is included in a pursuit report. During a pursuit, officers will not be relieved from the duty to drive with due regard for the safety of all persons, nor are they protected from the consequences of reckless disregard for the safety of human life and property.

Departmental policies outline procedures to clarify responsibilities in vehicle pursuits from initiation to termination. Decisions to initiate, continue, or discontinue a pursuit require the evaluation of many factors, to include the nature of the offense(s), environmental conditions, and to the overall safety of the public. Any deviation must be fully justified in writing by the officer/supervisor involved. These procedures are to be followed as a general rule, although the facts and circumstances of a particular situation may require a different response. The decision to pursue will be limited to the facts known at the time. The ultimate responsibility for a vehicle pursuit or legal intervention lies with the officer/supervisor involved.

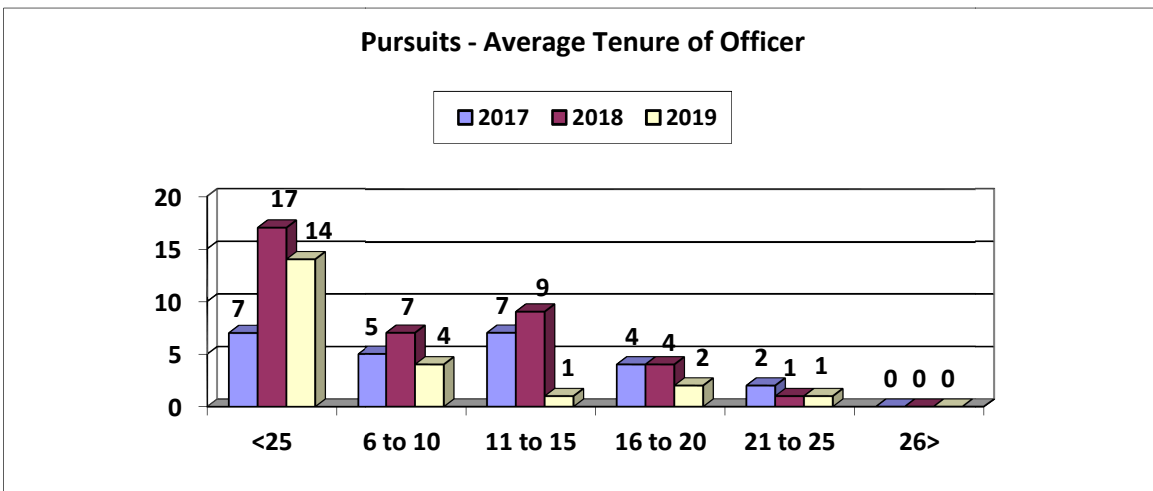
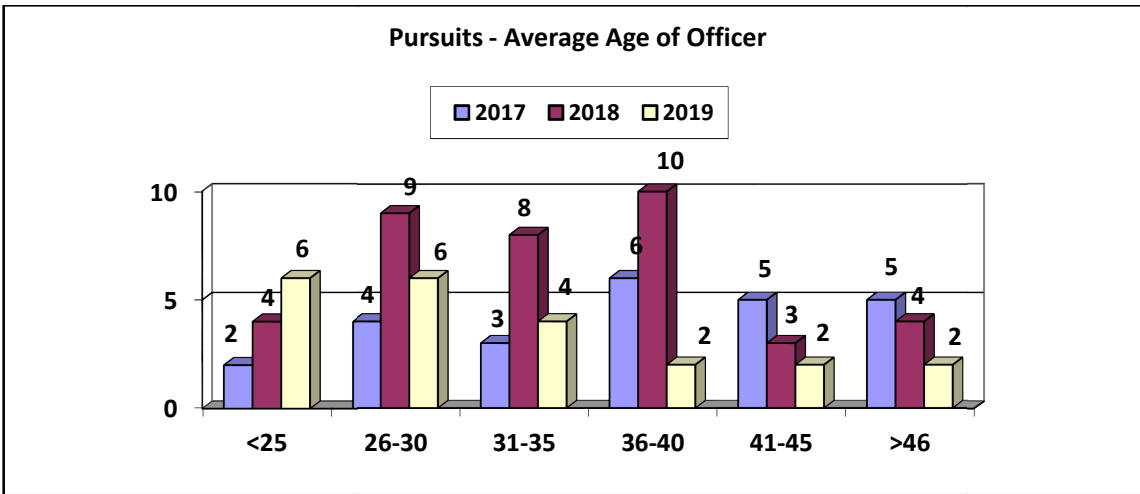
The Internal Affairs Unit is the central collection point for all pursuit reports. A thorough review of all pursuit reports allow the early identification of driving trends or training needs with an ultimate goal of operating vehicles in the safest manner possible.

Vehicle Pursuits 2014-2018				
2015	2016	2017	2018	2019
8	12	10	14	13



Reasons for Vehicle Pursuits						
	2016	2017	2018	2019		
# Pursuits	12	10	14	13		
# Officers Involved	16	25	38	22		
# Crashes During	2	2	6	4		
# Aborted/Cancelled	8	4	4	6		
Felony Crime	6	5	10	10		
Traffic Offense	3	2	1	2		
Wanted Subject	0	0	1	0		
Misdemeanor Crime	2	2	2	1		
Other	1	2	2	0		
Vehicle Pursuits – Age of Involved Employees						
Age	2017		2018		2019	
25 years and younger	2	8%	4	11%	6	27%
26-30 years	4	16%	9	24%	6	27%
31-35 years	3	12%	8	21%	4	18%
36-40 years	6	24%	10	25%	2	9%
41-45 years	5	20%	3	8%	2	9%
46 years and older	5	20%	4	11%	2	9%
Vehicle Pursuits – Employee's Length of Service						
Tenure	2017		2018		2019	
5 years or less	7	28%	17	44%	14	64%
6-10 years	5	20%	7	18%	4	18%
11-15 years	7	28%	9	24%	1	5%
16-20 years	4	16%	4	11%	2	9%
21-25 years	2	8%	1	3%	1	5%
26 years or more	0	0%	0	0%	0	0%

* Numbers may not equal actual number of pursuits do to more than one occupant in vehicle.



Employee Involved Traffic Crashes

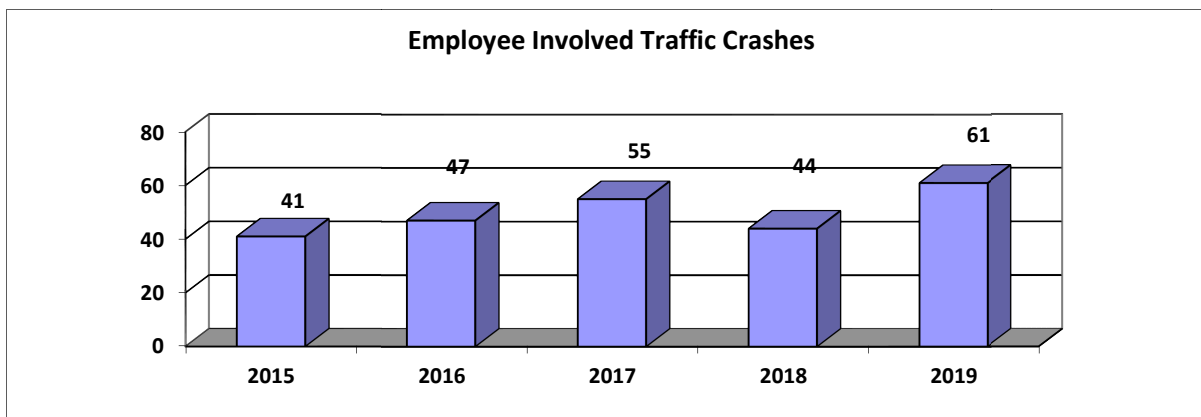
The Reno Police Department operates a fleet of approximately 300 motor vehicles and motorcycles. During 2019, employees of the Reno Police Department were involved in a total of 61 traffic crashes.

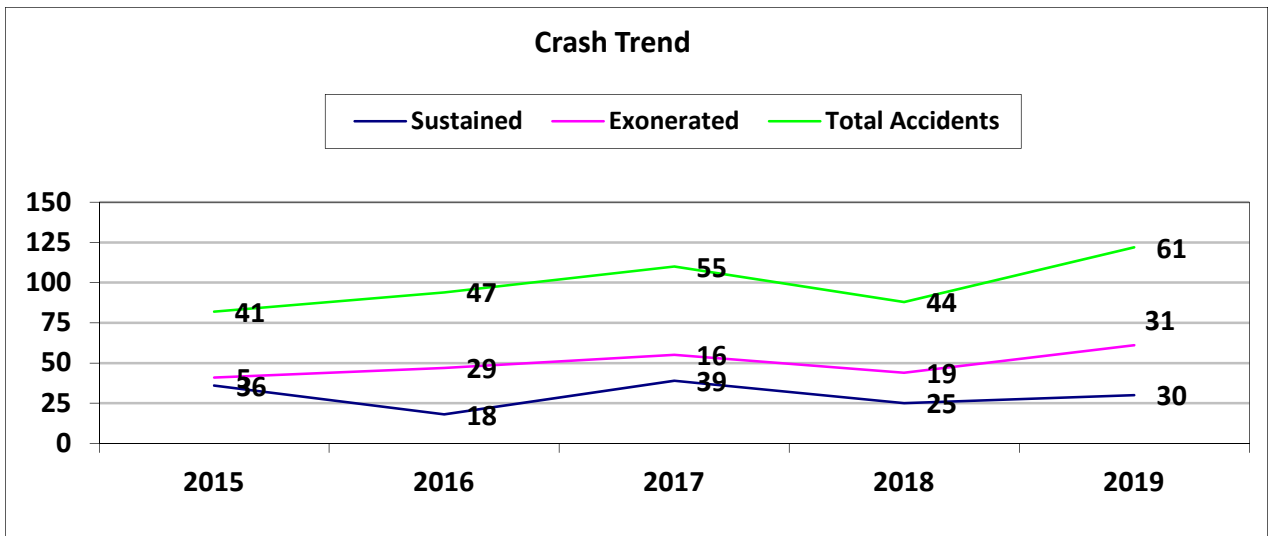
The department has every traffic collision involving a police vehicle investigated, including those where the police vehicle was unoccupied. The department follows a county-wide inter-agency protocol involving employee involved traffic crashes. This protocol dictates that an outside agency conduct an impartial criminal investigation of officer involved crashes that involve other occupied vehicles; this protocol is in compliance with NRS 289.095. The Reno Police Department will investigate their own officer involved crashes when no other outside agency is available. The Reno Police Department will also investigate officer involved crashes that involve only damage to property.

Aside from the “traditional” traffic crash investigation, the department also conducts its own internal administrative investigation to determine if the employee violated departmental policy before, during or after the crash. In cases where an employee violated policy, the employee is subject to disciplinary measures and their case/crash will be submitted through the disciplinary process to the Chief of Police. A thorough review of all traffic crashes allows the early identification of driving trends or training needs with an ultimate goal of reducing traffic crashes.

The Internal Affairs Unit is the central collection point for all traffic crash reports. A thorough review of all traffic crash reports allows the early identification of driving trends or training needs with an ultimate goal of operating vehicles in the safest manner possible.

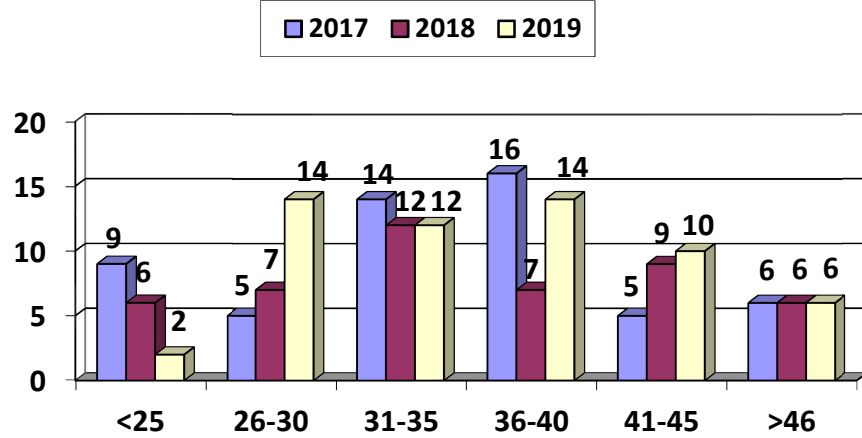
Reno Police Department Employee Traffic Crashes				
2015	2016	2017	2018	2019
41	47	55	44	61



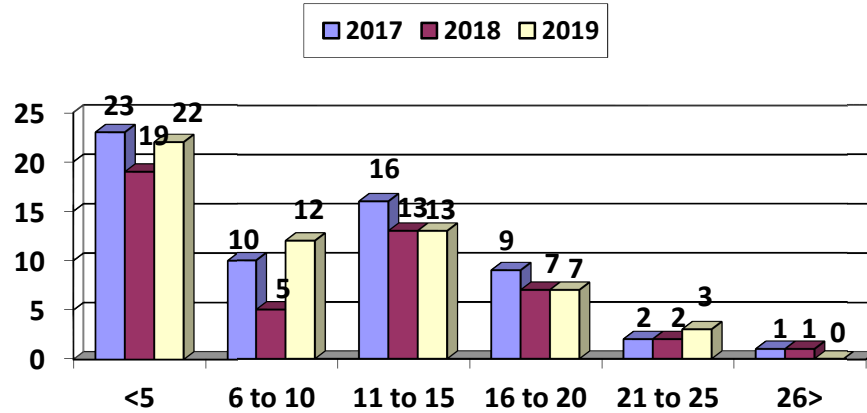


Traffic Crashes – Age of Involved Employees						
Age	2017		2018		2019	
Under 25 years	9	16%	6	13%	2	4%
26-30 years	5	9%	7	15%	14	24%
31-35 years	14	26%	12	25%	12	20%
36-40 years	16	29%	7	15%	14	24%
41-45 years	5	9%	9	19%	10	17%
46 years and older	6	11%	6	13%	6	10%
Traffic Crashes – Length of Service						
Tenure	2017		2018		2019	
5 years or less	23	42%	19	40%	22	38%
6-10 years	10	18%	5	11%	12	20%
11-15 years	16	29%	13	28%	13	23%
16-20 years	3	5%	7	15%	7	13%
21-25 years	2	4%	2	4%	3	6%
26 years or more	1	2%	1	2%	0	0%

Accidents - Age of Employee



Accidents - Average Tenure of Officer



Personnel Early Intervention System

The Reno Police Department utilizes a Personnel Early Intervention System (EIS) to provide for the timely, systematic review of significant events involving agency employees; and to enable the agency to exercise its responsibility to evaluate, identify, and assist employees who exhibit signs of performance and/or conduct related problems.

Early Intervention Systems began to emerge in the late 1970s as a crisis management response to public concern over police abuse of force. In 1981, based upon hearings regarding three major cities, the United States Commission on Civil Rights recommended that all departments establish similar systems and in the late 1990s, Early Intervention Systems emerged as a “Best Practice” with regard to police accountability. Since 1997, Early Intervention Systems have been included in consent decrees and memoranda of understanding settling law suits brought by the Civil Rights Division of the United States Justice Department under the “pattern or practice” clause of the 1994 Violent Crime Control Act.

A comprehensive Early Intervention System is intended to assist police supervisors and managers in identifying officers and other employees whose performance warrants review and, where appropriate, intervention in circumstances that may have negative consequences for the employee, fellow employee, the agency, and/or the general public.

The Reno Police Department has had an Early Intervention System in place since 2000. The department has taken the initial concept of the Early Intervention System and has expanded its use and role to include each of the following:

- To identify an officer at-risk of violating policy
- To identify training issues
- To identify policy concerns
- To assess Departmental performance
- To identify inadequate supervision
- To identify an officer having personal problems
- As a Risk Management tool

The Internal Affairs Unit serves as the coordinator of the Personnel Early Intervention System and is responsible for maintaining a system for collecting, tracking, and reporting on certain target data for each agency employee. Currently the following criteria are considered risk indicators and will be reviewed on an ongoing basis in order to identify employees with potentially problematic behaviors who are in need of intervention efforts:

- Use of Force Reports
- Departmental Vehicle Crashes
- Pursuits

- Negative Performance Evaluations
- Internal Affairs Investigations (Internal & External)
- Civil Suits

The following initial thresholds have been established by the Department as requiring EIS notice to the relevant supervisors of an employee who has been the subject of or involved as a principal participant in:

- Two or more citizen complaints in a twelve month period, or
- Three or more Administratively Directed Investigations in a twelve month period; or
- Three or more use of force incidents in a twelve month period;
- Two of more pursuits in a twelve month period; or
- Three or more vehicle crashes in a twelve month period; or
- Three or more total targeted incidents in a twelve month period.

Upon an employee reaching one of these thresholds, an alert notice is generated and sent to the employee's direct supervisor and division lieutenant. EIS notices require that the employee's immediate supervisor and division lieutenant meet to conduct a preliminary review of the EIS data, as well as other recent employee performance related information. Based on this preliminary review, the employee's supervisor and division lieutenant will determine whether a formal review is needed.

If a formal review is needed, such review will include a meeting with the affected employee in an attempt to determine if any formal intervention procedures are necessary. Any subsequent courses of action will be determined and established by the employee's supervisor and division lieutenant with input from identified employees. The formal intervention process is non-disciplinary in nature.

Personnel Early Intervention System Alerts			
INDIVIDUAL INCIDENT Type Alert			
	2017	2018	2019
Number of Officers with 7 Alerts	3	1	9
Number of Officers with 6 Alerts	1	3	3
Number of Officers with 5 Alerts	1	7	7
Number of Officers with 4 Alerts	2	10	6
Number of Officers with 3 Alerts	11	8	12
Number of Officers with 2 Alerts	17	16	13
Number of Officers with 1 Alert	27	33	26
Total of INCIDENT type alerts	134	189	178

Personnel Early Intervention System Alerts			
OVERALL Type Alert			
	2017	2018	2019
Number of Officers with 7 Alerts	1	0	0
Number of Officers with 6 Alerts	0	0	1
Number of Officers with 5 Alerts	0	1	1
Number of Officers with 4 Alerts	1	0	5
Number of Officers with 3 Alerts	5	2	0
Number of Officers with 2 Alerts	1	6	8
Number of Officers with 1 Alert	13	17	17
Total of OVERALL type alerts	41	40	64

Department Trends

As previously indicated, the data in this report serves several purposes. It is presented to more fully inform the citizens of Reno of a key aspect of a strong police/community relationship. The Department believes an informed community will be more understanding of the difficult and critical role a police officer must fulfill. The overall goal of the Reno Police Department is to provide efficient, effective and professional police service to our citizens. As part of this goal, the data provided in this report is reviewed for trends that may be impacted by various responses of the police department such as training and education.

Overall the trending pattern shows the majority of occurrences, in any category, are predominantly the 0-5 year tenure, followed by the 11-15 tenure groups.

Years of Service – All Incident Totals Per Year						
Years of Service	2017		2018		2019	
	Total	Percentage	Total	Percentage	Total	Percentage
0-5	174	50%	234	56	244	52%
6-10	62	18%	36	9	45	10%
11-15	84	24%	91	22	129	28%
16-20	16	6%	39	9	28	6%
21-25	5	1%	12	3	17	4%
26+	4	1%	3	1	1	>1%
Total	345	100%	415	100%	464	100%

There are several items of note:

- ***Although the number of informal citizen complaints saw a steady decrease beginning with 46 in 2014 and ending with 14 in 2017, 2018 saw an increase to 27. This trend decreased in 2019 to 21. The total number of formal citizen complaints decreased from 3 in 2018 to 1 in 2019.***
- ***Administratively directed investigations saw an increase from 12 in 2018 to 19 in 2019.***
- ***The number of uses of force by our officers increased from 198 in 2018 to 212 in 2019. This same period saw an increase in the number of dispatched calls but a decrease in arrests. Dispatched calls increased from 82,311 to 83,098 and arrests decreased from 15,026 to 13,284.***
- ***The total number of vehicle crashes increased from 44 to 61 from 2018 to 2019. Of these number of vehicle crashes, our employees were deemed to be at-fault in 30 of these crashes.***
- ***The total number of firearms discharged incidents saw a decrease from 5 to 3 from 2018 to 2019. One of the incidents involved a negligent***

discharge that did not cause injury to any person or property. The remaining two incidents were the result of Officers defending themselves from felonious assault.

By reviewing the trends presented during the preceding year we can:

- Review policy and procedure for potential changes
- Update in-service training programs
- Research education and training programs that may better prepare our officers for the ever changing environment in which they work.

The Reno Police Department's Training Unit is constantly reviewing the information obtained through the IA process as the impetus for program improvements. Our current training practices continue to be modified in an effort to provide officers with an opportunity to experience, in a controlled environment, situations that replicate what other police officers nationwide have encountered. It is also a fundamental desire to improve our service to the community and to foster as safe a work environment as possible for our employees.

Years of Service - All Incidents 2019						
Years of Service	Citizen Complaints	Administrative Directed Investigations	Use of Force Incidents	Traffic Crashes	Vehicle Pursuits	Total
0 – 5	0	4	204	22	14	244
6 – 10	0	0	28	12	4	44
11 – 15	1	9	103	13	1	127
16 – 20	0	2	17	7	2	28
21 – 25	0	0	13	3	1	17
26+	0	1	0	0	0	1

* Incident totals may not be the same due to number of officers involved vs. total incidents.

ADDENDUM A

Complaint/Concern Reporting Procedures

What is a Concern? *Using the Citizen Suggestion Line*

You may have had contact with a Police Department employee during which you felt their demeanor or actions, in your opinion, were questionable, but do not necessitate a formal complaint. You still feel the need, however, to discuss the employee's behavior with us, without the need for additional involvement.

The Reno Police Department maintains a citizen suggestion line if you would like to simply offer your opinion of police operations, ask a question, or address a concern. This can even be done anonymously if you prefer. Call 775-334-4636 to leave a voice mail message on the Reno Direct line or by going to renodirect@reno.gov . Messages are reviewed on a daily basis.

What is a Procedural Question?

There are times when the actions of an employee may appear inappropriate, but are procedurally and legally correct. These procedural questions often arise if a person is stopped and questioned, or may deal with issues of search and seizure or self-incrimination warnings (Miranda admonishments). You are invited to ask questions about these types of issues, and we will try to respond quickly to your inquiry. Ask your question by leaving a voice mail message on the Reno Direct line at 775-334-4636 or contacting an on-duty Patrol Supervisor or Watch Commander by calling Dispatch at 775-334-2121.

What is a Complaint?

A complaint is an allegation of circumstances amounting to a specific act, or omission, which if proven true would amount to misconduct. It is an expression of dissatisfaction with a policy, procedure, practice, service level or legal standard.

Who May Make a Complaint?

Any person who witnessed an incident, who feels that the Police Department has treated him or her in an adverse manner, or has direct or well-founded knowledge of inappropriate actions by any Department employee, may make a complaint.

How Do You Register a Complaint, Concern, or Compliment?

A complaint, compliment or concern may be made verbally or in writing at any time of the day or night to any police supervisory personnel. Usually, an explanation of the situation in person, by telephone, or via e-mail is all that is needed to initiate a review or investigation of the matter. During business hours, if you visit the Police station, you will be referred to an on-duty Watch Commander or a Patrol Supervisor. If you wish to call, you can use:

Dispatch non-emergency number, (775) 334-2121, 24 hours a day and ask for the on-duty Patrol Supervisor or Watch Commander. You can also logon to <http://www.renopd.com> .

Complaints may also be made in person or phone to any of the following locations:

Internal Affairs Office
Reno City Hall
1 East 1st Street
Suite 1111
(775)334-2106
Open: Mon-Fri 7:30 a.m. to 4:30 p.m.
iaconcerns@reno.gov

Main Police Station
455 E. 2nd Street
(775)334-2175
Open: Mon-Fri 8 a.m. to 5 p.m.
[Directions](#)