

# CITY OF COLUMBUS, OHIO DIVISION OF POLICE



## INTERNAL AFFAIRS BUREAU 2021 ANNUAL REPORT

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## Mission Statement of the Internal Affairs Bureau

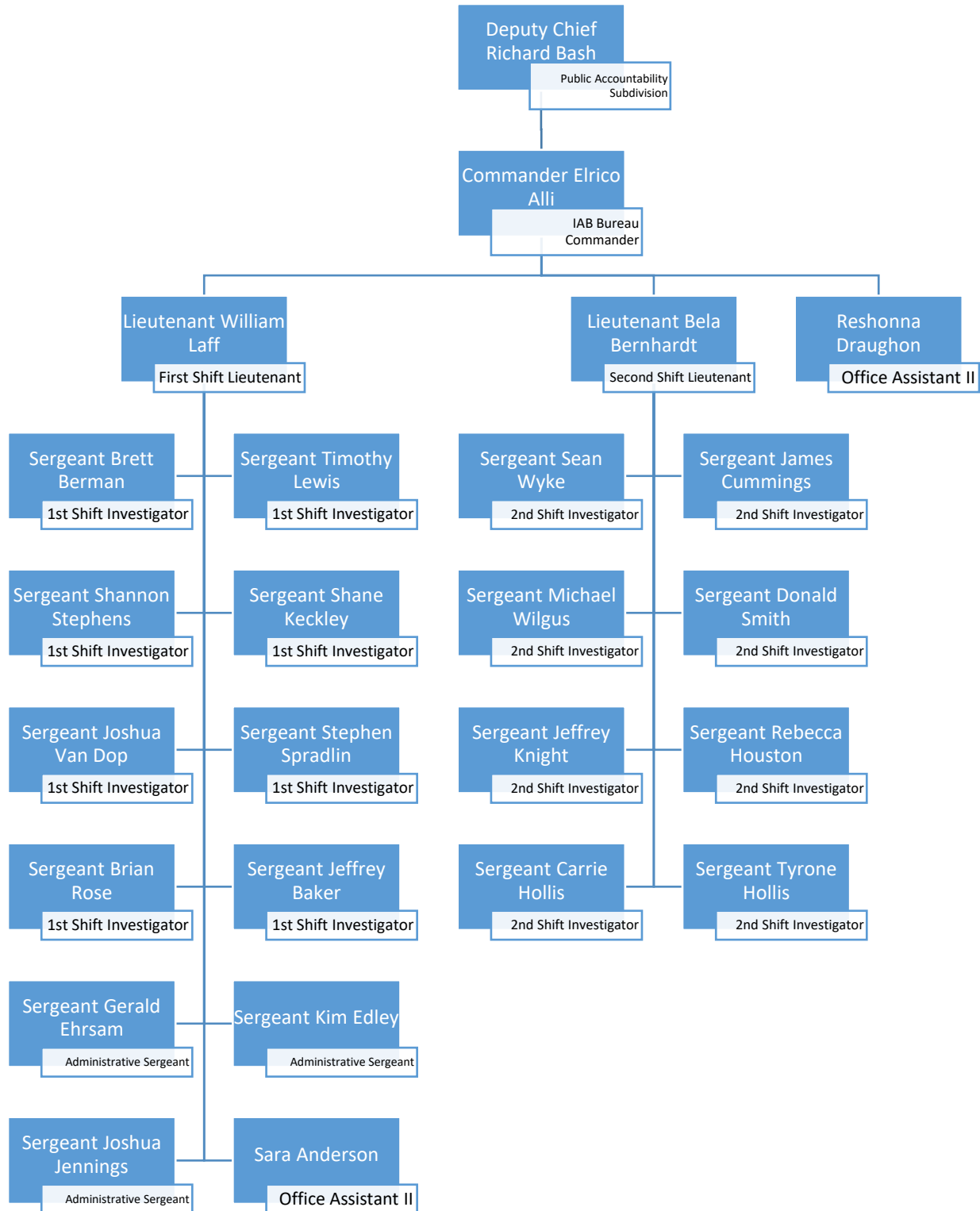
Internal Affairs Bureau personnel will uphold the integrity of the Columbus Division of Police by conducting unbiased, thorough investigations of alleged employee misconduct while seeking the truth, safeguarding rights and ensuring all persons involved are treated with dignity and respect.

## Vision Statement

The Internal Affairs Bureau serves as a foundation for building transparency, accountability, and public trust within the community. Through continuous growth and innovative practices, Internal Affairs Bureau personnel strive to exemplify the highest standards of fairness, objectivity, and professionalism.



# Organizational Structure



## 2022 Projects and Goals

In addition to our ever-present goal of preserving the integrity of the Division of Police and preparing high quality investigations, we seek the following goals:

1. To improve timeliness on open investigations
2. To seek more outside training opportunities to maintain a highly-trained group of investigators, who use the current “best practices” in Internal Affairs investigations
3. To provide chains of command with information they can use to help their personnel avoid behaviors that lead to citizen complaints
4. To refine procedures used Division-wide for allegations that involve possible criminal conduct and how they will be investigated.

## 2021 Highlights and Accomplishments

September 2021 saw a change of command in the Internal Affairs Bureau. An immediate goal was to cease the practice of including optical discs, such as CD-ROMs and DVD-ROMs, with hard copies of completed investigations. Division personnel were asked about the usefulness of these discs, which were recorded by IAB to save photos, videos, and other digital evidence related to investigations. However, the newer desktop computers being used were no longer built with optical disc drives installed. Therefore, a forward-thinking change was necessary.

With the help of PoliceNET, a shared folder on the Division’s network drive was created. This folder was programmed with customizable permissions to ensure proper security and access. The bureau now uploads the digital evidence related to investigations to the shared folder in order to allow easy access for chains of command both now and in the future.

## Facilities and Equipment Review

In following recommended best practices, the Internal Affairs Bureau is separated from the majority of operational components within the Columbus Division of Police. The Internal Affairs office is located at 750 East Long Street, where it is convenient to public transportation, has ample parking, and is easily accessible to the public: either in person, by telephone, or online.

## SOP Review

The Internal Affairs Bureau SOP has been reviewed and updates are being drafted. This revision is occurring in accordance with the Supervisor's Manual, chapter 13.00.

## Staffing Analysis and Issues

The Internal Affairs Bureau consists of dedicated men and women who work tirelessly to serve a single purpose: To uncover the truth when allegations of misconduct arise. Investigators are tasked with asking difficult questions as they document findings and recommendations that are not always positive, but are always meant to be reasonable. These tasks are done to provide the needed accountability within our Division.

The Internal Affairs Bureau is staffed with:

- Eight first shift investigative sergeants
- Eight second shift investigative sergeants
- Two first shift and one second shift administrative sergeants
- Two Office Assistant IIs
- One first shift and one second shift lieutenant
- One commander

Since the investigative sergeants and the lieutenants have variable hours, overtime related to the completion and review of investigations remains relatively low. The administrative sergeant positions are fixed-hour assignments and the intake desk is staffed from 7:00 AM until 9: 00 PM seven days per week.

Because the assignment of personnel is limited, overtime costs associated with the administrative duties are routine when illnesses or vacations occur. Sworn overtime in 2021 was \$101,612.20 as compared to \$135,013.90 in 2020, which was a decrease of \$33,401.70. The civilian overtime budget for 2021 was \$750.00, of which only \$500.98 was actually spent (67% of the budgeted amount).

The three greatest current challenges of the bureau are identifying the specific changes to Internal Affairs amongst the changing city structure, the reduced staffing within the bureau due to promotions and transfers, and the need for a report management system that supports administrative investigations.

## Bureau Recommendations

With the creation of the Office of the Inspector General in March 2022, we strive to identify the changing role of the Internal Affairs Bureau. Additionally, Columbus has seen the advent of the Mayor's Civilian Police Review Board and the appointment of the city's first Inspector General. As a result, Columbus now has multiple entities who investigate police procedures and policy. Since internal investigations are currently conducted by IAB, guidelines regarding working relationships with the external entities require changes of policy and new training. As for staffing within the Internal Affairs Bureau, it is understood within the bureau that the filling of open investigator and administrative positions must be delayed. Even though the bureau has not been fully staffed since March 2020, staffing shortages exist Division-wide and other high-priority positions must be filled first. Meanwhile, the need for an investigator-supported report management system continues to grow. This need has never been greater, as the Internal Affairs continues its need for comprehensive investigative record keeping and data reporting.

## Service Reductions

The work and investigations conducted by the Internal Affairs Bureau are necessary to maintain the integrity of the Division of Police. There is no flexibility in reducing services within the bureau without compromising the integrity of the entire Division of Police. The community expects accusations of misconduct to be investigated by an independent body. This expectation is fulfilled by the Internal Affairs Bureau. It would be detrimental to the entire organization to cede this function. However, should a need arise in which reductions in service become unavoidable, the Division could explore the possibility of assigning chain of command investigations to the Internal Affairs Bureau. If the duties assumed by the Office of the Inspector General significantly reduces the investigative caseload of the bureau, the bureau could, in turn, reduce the workload of Patrol personnel and other chains of command by assuming their administrative duties.

## Continuing Impact of COVID-19

Personnel within the Internal Affairs Bureau have adapted very well to the continuing impact from COVID-19. In April 2020, “COVID Days” began. This was a COVID-19 mitigation plan that instituted remote-home days in which personnel had to be home and available by telephone. They were cancelled in late May when the riots began in order to mobilize personnel. “COVID Days” were reinstated in mid-November and were utilized until April 2021.

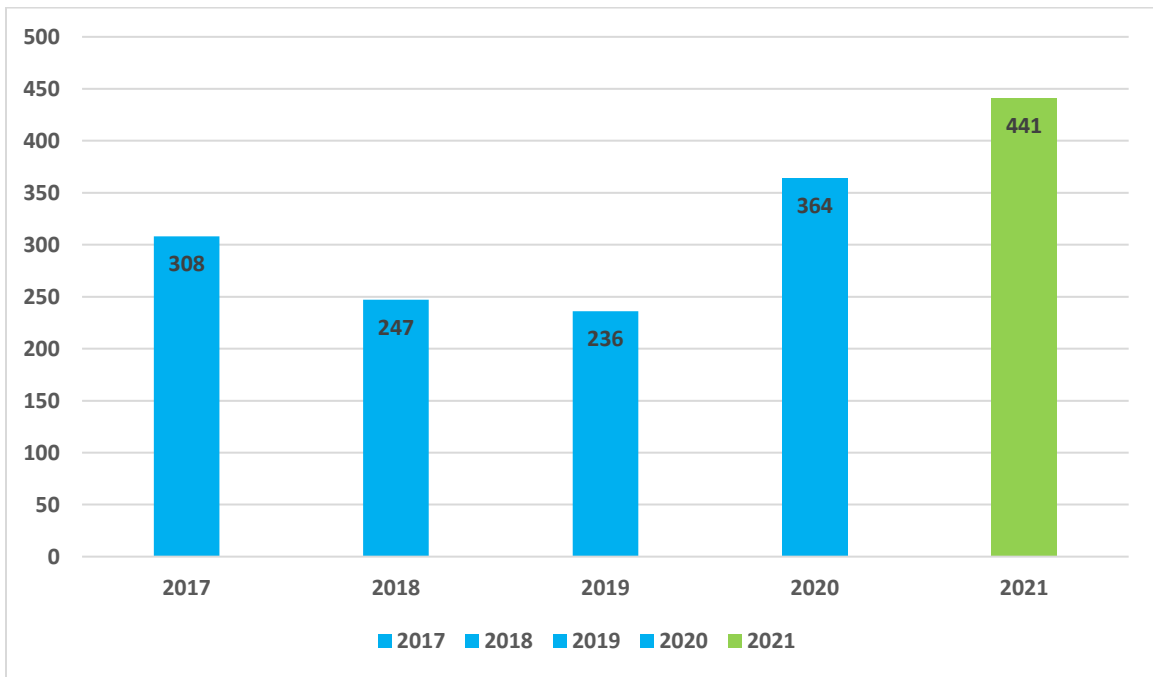
Because of the COVID-19 pandemic, the Internal Affairs Bureau requirement to conduct in-person interviews was halted. This was done to reduce exposure of the investigators to the virus and reduce spread of the disease. This had both a positive and negative effect on the bureau. The positive effect was that it helped investigators manage their increased caseloads. Investigators were permitted to conduct most interviews over the telephone rather than in person, thus saving time traveling to and from interviews. The negative effect was that using a telephone was not an optimal way to conduct an interview; investigators could not observe body language and could not detect non-verbal clues of deception over the telephone.

Even when COVID-19 restrictions were in place, Internal Affairs Bureau personnel still accomplished their mission without compromising the quality of their investigations.

The following pages detail a breakdown of the workload of the bureau. They include graphical depictions of the increase/decrease in workload compared to the previous five year period.



## Workload Assessment: Citizen Complaints Received by Internal Affairs



Since 2017 the Internal Affairs Bureau had seen a consistent decline in citizen complaints. That trend ended in 2020.

From 2017 to 2019 there was a 23% decrease in citizen complaints (from 314 to 236).

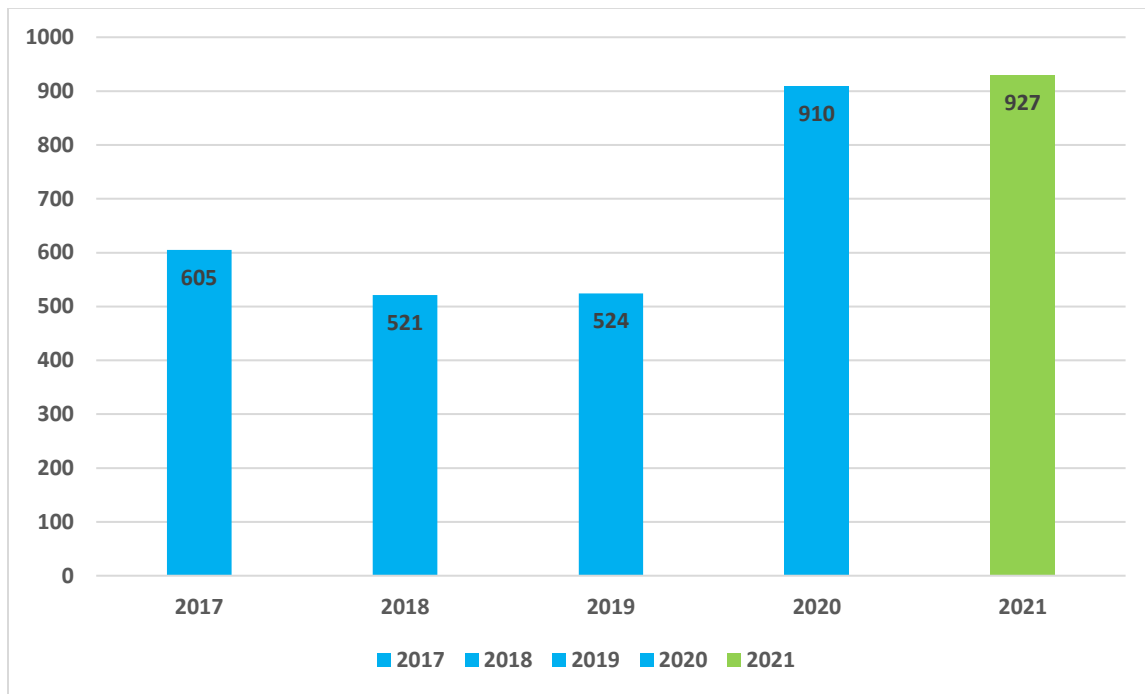
From 2019 to 2021 there was an 86% **increase** in citizen complaints (from 236 to 441).

In comparison, in three years (2017-2019) IAB investigated 791 complaints and in the last two (2020-2021) IAB investigated 805 complaints.

### Total Citizen Complaints 2021

1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
113	110	119	99	441

## Allegations in Citizen Complaints



A single complaint can have multiple allegations of misconduct. This is why there are more allegations of misconduct than there are total number of complaints.

From 2017 to 2019 the Division of Police was on a downward trajectory in the number of allegations of misconduct against Division Personnel. The number of allegations decreased by 13% (from 605 to 524).

From 2019 to 2021 the number of allegations rose dramatically, **increasing by 77%** (from 524 to 927).

In comparison in three years (2017-2019) IAB investigated 1650 allegations and in the last two years (2020-2021) IAB investigated 1837 allegations.

## Total Allegations in Citizen Complaints 2021

1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
245	229	219	234	927

## Most Frequent Type or Nature of Allegations in Citizen Complaints

<b>2021</b>	<b>#</b>	<b>%</b>
Actions Taken / Not Taken	243	26.2%
Investigative Actions	200	21.6%
Rude / Discourteous Language / Actions	141	15.2%
Search / Seizure	59	6.4%
Force	56	6.0%

*These five categories represent **75.4%** of all citizen complaint allegations received in 2021.*

<b>2020</b>	<b>#</b>	<b>%</b>
Force	192	21.5%
Actions Taken / Not Taken	178	19.9%
Rude / Discourteous Language / Actions	138	15.4%
Investigative Actions	128	14.3%
Search / Seizure	91	10.2%

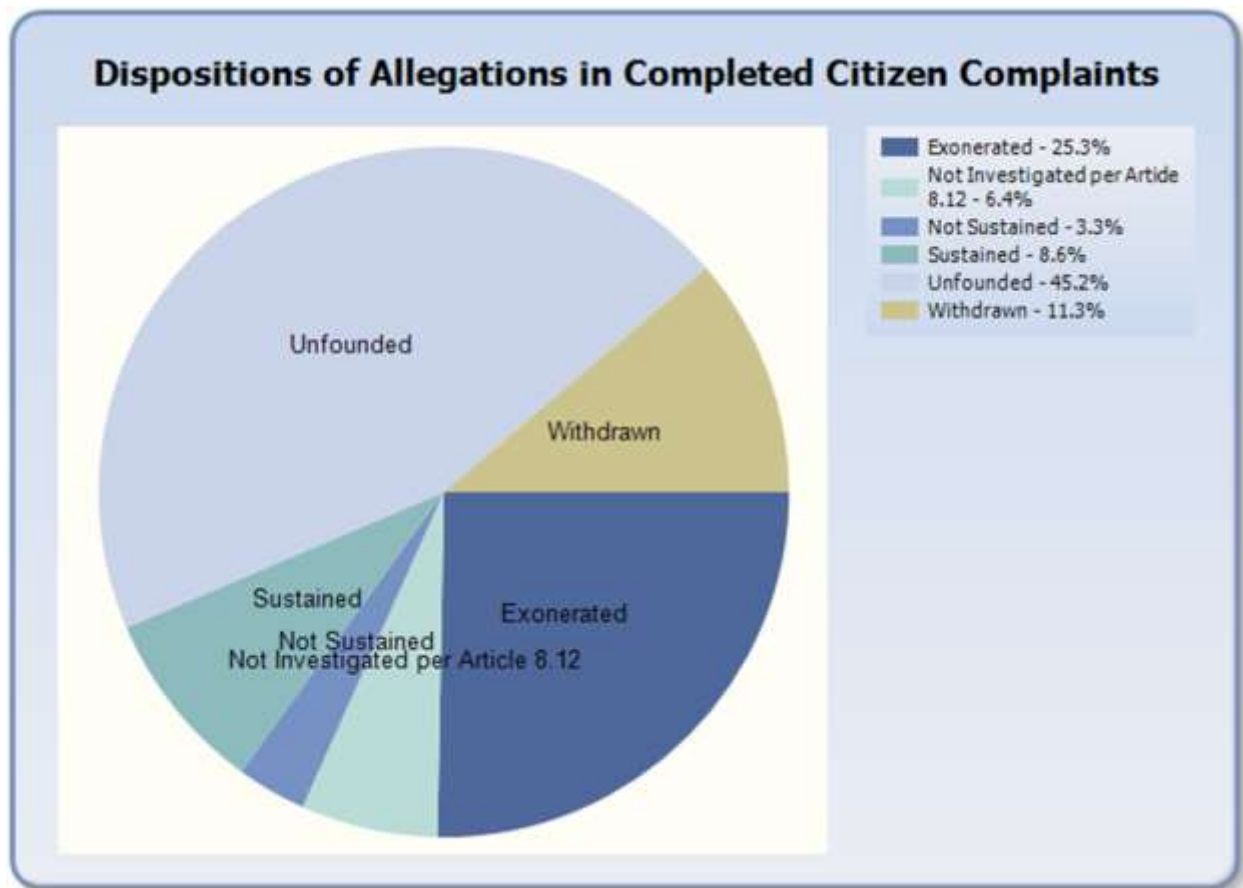
*These five categories represent **81.3%** of all citizen complaint allegations received in 2020.*

## Nature of Allegations in all Citizen Complaints

<b>Nature of Allegations</b>	<b>1st Quarter</b>	<b>2nd Quarter</b>	<b>3rd Quarter</b>	<b>4th Quarter</b>	<b>Year to Date</b>
<b>Actions Taken / Not Taken</b>	<b>78</b>	<b>54</b>	<b>58</b>	<b>53</b>	<b>243</b>
<b>Arrest</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>4</b>	<b>12</b>
<b>BWC Usage</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>
<b>Criminal Charge</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>10</b>
<b>Discretion</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>Discriminatory Actions</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>6</b>
<b>EEO - Sexual Harassment</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>Fail To Provide Name and/or Badge Number</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>18</b>
<b>Force</b>	<b>8</b>	<b>22</b>	<b>5</b>	<b>22</b>	<b>57</b>
<b>Handling of Prisoner</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>Handling of Property</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>29</b>
<b>Investigative Actions - Accident</b>	<b>6</b>	<b>8</b>	<b>10</b>	<b>11</b>	<b>35</b>
<b>Investigative Actions - Criminal</b>	<b>59</b>	<b>35</b>	<b>42</b>	<b>29</b>	<b>165</b>
<b>Missing or Damage Property</b>	<b>7</b>	<b>7</b>	<b>12</b>	<b>6</b>	<b>32</b>
<b>Operation of Vehicle</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>11</b>
<b>Other</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>10</b>
<b>Racial Profiling</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>9</b>
<b>Response Time</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>0</b>	<b>17</b>
<b>Rude or Discourteous Language or Actions</b>	<b>26</b>	<b>30</b>	<b>30</b>	<b>45</b>	<b>131</b>
<b>Rude or Discourteous Profanity</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>8</b>
<b>Search/Seizure</b>	<b>17</b>	<b>18</b>	<b>8</b>	<b>16</b>	<b>59</b>
<b>Threats or Harassment</b>	<b>2</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>20</b>
<b>Unbecoming Conduct</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>
<b>Untruthfulness</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>Use of Authority or Position</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>8</b>
<b>Use of Mace</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>Violation of Police Rules, Orders, Etc.</b>	<b>7</b>	<b>4</b>	<b>11</b>	<b>4</b>	<b>26</b>
<b>Total</b>	<b>245</b>	<b>229</b>	<b>219</b>	<b>234</b>	<b>927</b>

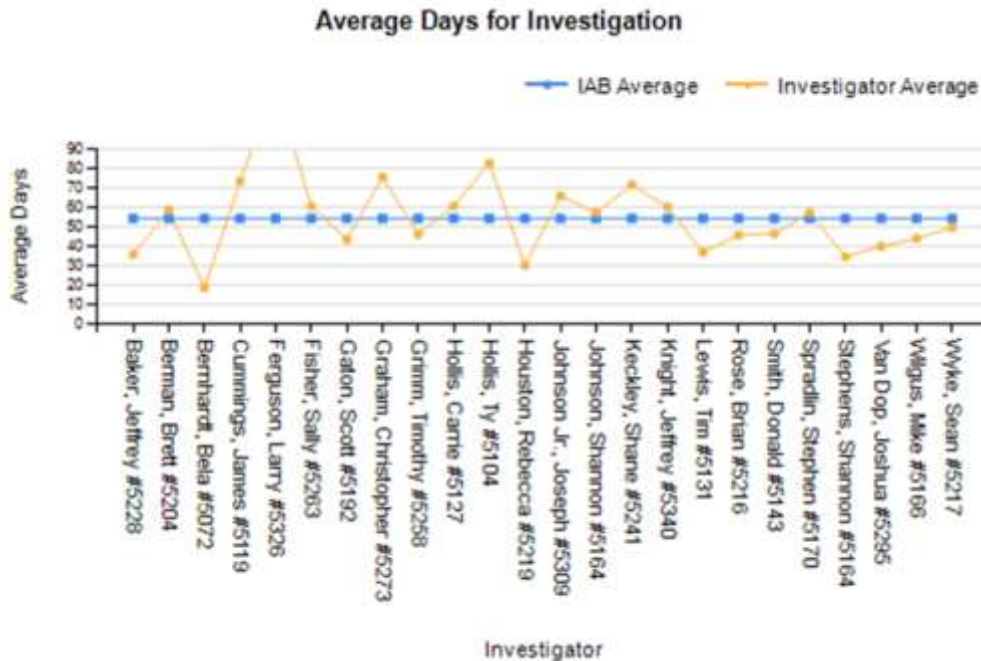
## Dispositions of Allegations in Completed Citizen Complaints

Disposition	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Exonerated	73	64	41	31	209
Not Investigated per Article 8.12	17	17	11	8	53
Not Sustained	7	3	8	9	27
Sustained	22	19	19	11	71
Unfounded	106	102	94	71	373
Withdrawn	18	18	38	19	93
<b>Total</b>	<b>243</b>	<b>223</b>	<b>211</b>	<b>149</b>	<b>826</b>



## Citizen Complaint Case Completion

In 2021 the average days to complete a citizen complaint was 55 days, compared to 46 days in 2020.



## 2021 Contractual Compliancy for Completed Citizen Complaints

Article 8 of the collective bargaining agreement (CBA) between the City of Columbus and Fraternal Order of Police Capital City Lodge No. 9 provides the contractual timelines for completion of citizen complaints. In particular, Article 8.14 states, “The investigation of Citizen Complaints shall be concluded within ninety (90) days after the date the complaint was received by the City.” In addition, Article 8.14 states, “If the applicable time limit is not met, or the investigation otherwise exceeds one-hundred eighty (180) days, no member will be disciplined arising out of the investigation of such citizen complaint.”

### 2021

- Number of Citizen Complaints Completed 476
- Number Completed in 90 Days 475
- Percentage Completed in 90 Days 99.8%

### 2020

- Number of Citizen Complaints Completed 321
- Number Completed in 90 Days 321
- Percentage Completed in 90 Days 100%

## Internal Investigations

Internal administrative investigations, which have no contractual timelines for completion, are completed in timelines delineated in the Standard Operating Procedure (SOP) Manual.

The SOP evaluates cases based on specified criteria, and cases are assigned a level which establishes recommended target completion dates. Internal investigations continue to require significant investigative effort and completion times are often contingent on outside factors beyond the control of the investigator, such as scheduled leave time and new information. Due to the various external factors impacting the time needed to complete internal investigations, those investigations held in abeyance as the result of a corresponding criminal investigation are often delayed for several months pending a criminal outcome. Additionally, the adjudication of an internal administrative investigation may be further delayed once forwarded to the chain of command for several reasons, including: (1) chains of command review and evaluate investigations at different rates, and (2) a chain of command review often requires review by numerous supervisors and multiple chains of command.

While the dynamics of an investigation can alter the anticipated completion times for administrative investigations, the following are the identified case levels and target completion dates:

### Level 0

Level 0 investigations are those that are investigated by a unit outside IAB and are sent to IAB for filing only. They do not require any further investigation or processing by IAB.

### Level I

Level I investigations place emphasis on expediency, accuracy, and conciseness. The recommended target completion date is 45 days to allow for additional review and further investigation, while still remaining within contractual timelines of 90 days for citizen complaints. The expected completion date is 90 days. Level I investigations normally include:

- Most Citizen Complaints
- Internal Investigations designated by IAB supervision as capable of being completed within these timelines
- Citizen complaints against Division civilian personnel will be completed within timelines in the collective bargaining agreement

### Level II

Investigations are more detailed and involved than Level I. **The recommended target completion date is 60 days** to allow for additional review and further investigation, while still remaining within contractual timelines of 90 days for citizen complaints. **The expected**

**completion date is 120 days**, unless delayed due to a criminal investigation. Level II investigations normally include:

- Citizen complaints requiring more investigation
- Allegations by Division personnel against other Division personnel
- Joint investigations with other agencies
- Investigations involving sexual harassment, discrimination, or EEO
- Use of Force investigations forwarded to IAB for further investigation

### **Level III**

Level III investigations were investigated by a unit outside IAB, but assigned to IAB only for the preparation and processing of Departmental Charges. The completion dates are established by the applicable contract(s).

### **Level IV**

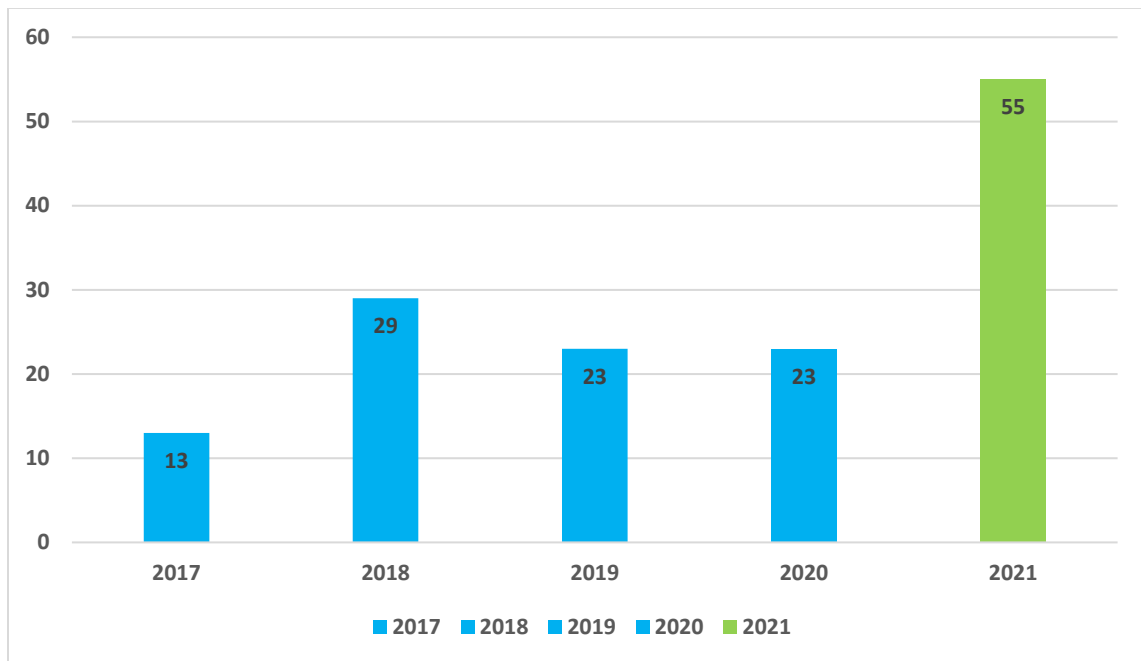
Investigations of Citizen Complaints against Communications Bureau personnel. Timelines are established by the applicable contract (within 50 days investigation must be completed, reviewed by COC and outcome determined).

### **Criminal**

Criminal investigations are those that involve allegations that, if true, would be a violation of law. Criminal investigations will be completed within 120 days unless otherwise approved by the IAB Commander.

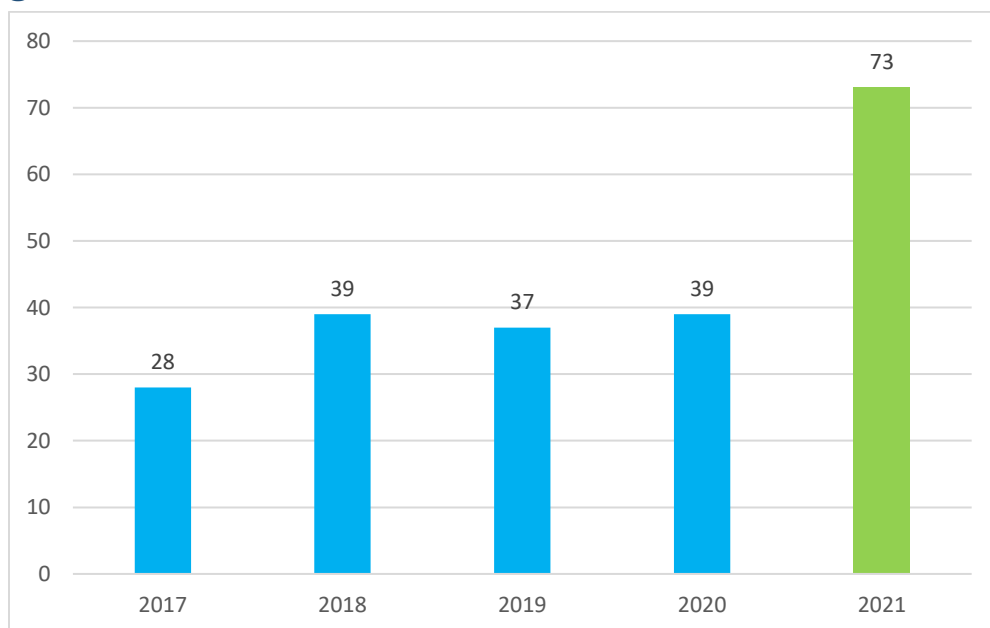


## Internal Complaints



In 2021 there was an increase in internal complaints investigated by the Internal Affairs Bureau. The Public Corruption Task Force had investigated a unit for inconsistencies in work attendance. Upon the completion of their investigations, 20 cases were forwarded to the Internal Affairs Bureau to investigate administratively or to record final dispositions.

## 2021 Level 2 and Criminal Investigations Assigned for Investigation



## Complainant and Employee Analysis

<b>Complainant Sex</b>	<b>Total</b>
<b>F - Female</b>	251
<b>M - Male</b>	195
<b>U - Unknown</b>	12
<b>Total</b>	<b>458</b>

<b>Complainant Race</b>	<b>Total</b>
<b>A - Asian</b>	3
<b>B - Black or African American</b>	193
<b>H - Hispanic or Latino</b>	5
<b>U - Unknown</b>	94
<b>W - White</b>	163
<b>Total</b>	<b>458</b>

<b>Complainant Ethnicity</b>	<b>Total</b>
<b>U - Unknown</b>	458
<b>Total</b>	<b>458</b>

<b>Complainant Age</b>	<b>Total</b>
1 - 17	3
18 - 20	8
21 - 25	41
26 - 30	59
31 - 35	74
36 - 40	71
41 - 45	49
46 - 50	40
51 - 55	28
56 - 60	19
61 - 65	12
66 - 70	10
71 - 75	2
76 - 80	2
81+	1
Unknown	38
<b>Total</b>	<b>457</b>

<b>Complainant Cooperate</b>	<b>Total</b>
N - No	117
Unknown	35
Y - Yes	284
<b>Total</b>	<b>436</b>

<b>How Complaint Received</b>	<b>Total</b>
E-Mail / Internet	49
In Person	27
Internal Memo	6
Other	6
Telephone	348
U.S. Mail	1
Unknown	4
<b>Total</b>	<b>441</b>

<b>Incident Location</b>	<b>Total</b>
Bar	7
Business Building or Property	41
Court	1
Hospital	8
Impounding Lot	1
Jail / Correction Facility	1
Other	7
Police Headquarters	16
Police Substation	4
Private Residence or Property	181
Public Building or Property	15
Radio Room	5
Street / Alley	134
Unknown	20
<b>Total</b>	<b>441</b>

Precinct of Occurrence	Total
Unknown	32
1 Precinct	13
2 Precinct	12
3 Precinct	13
4 Precinct	11
5 Precinct	10
6 Precinct	16
7 Precinct	25
8 Precinct	15
9 Precinct	25
10 Precinct	25
11 Precinct	38
12 Precinct	16
13 Precinct	34
14 Precinct	17
15 Precinct	13
16 Precinct	48
17 Precinct	5
18 Precinct	19
19 Precinct	25
20 Precinct	29
<b>Total</b>	<b>441</b>

Employee Sex	Total
F - Female	87
M - Male	641
U - Unknown	25
<b>Total</b>	<b>753</b>

<b>Employee Race</b>	<b>Total</b>
A - Asian	2
B - Black or African American	73
H - Hispanic or Latino	11
I - American Indian or Alaskan Native	3
U - Unknown	53
W - White	611
<b>Total</b>	<b>753</b>

<b>Employee Ethnicity</b>	<b>Total</b>
Unknown	753
<b>Total</b>	<b>753</b>

<b>Sworn / Civilian</b>	<b>Total</b>
Civilian	8
Sworn	731
Unknown	14
<b>Total</b>	<b>753</b>

<b>Employee Rank / Classification</b>	<b>Total</b>
911 Emergency Dispatcher	11
Unknown	14
911 Emergency Call Taker	4
911 Emergency Communications Specialist	1
Commander	1
Lieutenant	5
Sergeant	40
Officer	655
Unidentified	14
Non-Sworn	8
<b>Total</b>	<b>753</b>

<b>Duty Status</b>	<b>Total</b>
<b>Off Duty</b>	11
<b>On Duty</b>	673
<b>Special Duty</b>	34
<b>Unknown</b>	35
<b>Total</b>	<b>753</b>