

# **\*SUMMARY OF HPD INVESTIGATION FINDINGS**

*October 2009 to May 2010*

## **Policy Violations**

- Policy violations as it relates to daily operational procedures.
- Failures to investigate and document reported policy violations, complaints, personnel matters and other allegations.

## **CALEA Problems**

- Intentional backdating/fabrication of documents intended to represent timely compliance with CALEA standards. *Note: This was previously announced in the April 15, 2010 press release.*
- Representations by some HPD staff to the department that backdating CALEA documents is an acceptable and common practice, when it is not. *Note: This was previously announced in the April 15, 2010 press release.*
- CALEA process and files in a state of disrepair. A recent review indicates most of the more than 400 files are not in compliance with CALEA standards and many existing proofs had to be discarded. The lack of compliance was due to failures to (1) understand the actual standards and (2) submit required documentation in a timely manner. One experienced former CALEA assessor reviewed the files after the failed mock assessment in October 2009 and stated the files were in the worst shape of any agency he had seen at that stage of the reaccreditation process.

## **Abuse of Internet and E-mail Usage and Conducting Personal Businesses While at Work**

- Instances of employees conducting for-profit businesses while on town time and while using town computers and town e-mail accounts with taglines identifying them by title and as Hillsborough Police Department employees. Significant numbers of e-mails were found indicating some employees were spending a large amount of work time running personal businesses in lieu of tending to assigned responsibilities, thus contributing to neglect of duty and poor performance. Using work e-mail to conduct personal, for-profit business is a conflict of interest and raises concerns of individuals using public positions to personally profit.
- Clear and numerous violations of the town's Computer System, Email, and Internet Access Policy due to the frequency and type of e-mail and Internet usage (i.e., excessive personal use of the e-mail system and Internet).
- Unauthorized use of the HPD logo in conducting a personal, for-profit business.

## **Other**

- Failure to report/inform: There were numerous instances of neglect in reporting relevant/important matters, issues, and events to town management and the Human Resources/Administration Department.
- Scope: The investigation revealed most of these problems were not pervasive throughout the organization; rather the issues were contained among a small number of employees.
- False allegations: Many reported issues that contributed to the investigation's initiation or that were raised during interviews turned out to be untrue and/or no evidence was found.

\* North Carolina General Statute 160A-168 (Privacy of employee personnel records) prevents the town from releasing more specifics of the investigation. Hence, this summary is intended to release as much information as possible about the investigation's results while still complying with the applicable statutes.