

2019 Q1

Community Concerns and Complaints Filed with University at Albany Police Department

For the first quarter of 2019, Jan 1st to March 31st, the University at Albany Police Department received 12 Community Concerns and Complaints.

Three (3) of those Community Concerns were categorized as **External Concerns** which involved issues that were not specific, or related to, the University Police. These concerns were forwarded to the appropriate office for resolution.

Six (6) of those Community Concerns were categorized as **Internal Concerns** which consist of questions or concerns related to policy and/or procedural issues and not complaints about an officer's behavior. These concerns are normally resolved through answering the questions posed by caller and explaining policy, guidelines, and applicable laws.

The remaining 3 complaints were categorized as **Level 2 Misconduct** (lower level) complaints. These complaints resulted in investigations where there are 4 possible outcomes:

a. **Sustained**: where the investigation determines, by preponderance of the evidence, that the person's allegation is supported by sufficient evidence to determine that the incident occurred and the actions of the officer were improper;

b. **Not sustained**: where the investigation determines, by preponderance of the evidence, that there is insufficient fact(s) to decide whether the alleged misconduct occurred;

c. **Exonerated**: where the investigation determines, by preponderance of the evidence, that the alleged conduct did occur but did not violate any University at Albany Police Department policies, procedures, or training; or

d. **Unfounded**: where the investigation determines, by preponderance of the evidence, that there are no facts to support that the incident complained of actually occurred.

Community Concerns/Complaints

Date Received	Complaint #	Nature of Complaint	Complaint Classification	External Complaint (Name of Department)	Finding if misconduct
1/16/2019	19-001	Personnel alleged to be in unauthorized area for unknown reason	Internal Concern		Not applicable
1/22/2019	19-002	Question about officer interview techniques	Internal Concern		Not applicable
2/1/2019	19-003	Questions about general safety of females on-campus	Internal Concern		Not applicable
2/6/2019	19-004	Question regarding probable cause on vehicle stop	Internal Concern		Not applicable
2/5/2019	19-005	Questions/Concerns about a MHL 9.41 incident	Internal Concern		Not applicable
2/13/2019	19-006	Complaint about mailroom employee being rude	External Concern	Director of Mail Services	Not applicable
2/14/2019	19-007	Questions about 5Quad/EMS dispatch protocols	Internal Concern		Not applicable
2/19/2019	19-008	Complaint about patrol vehicle driving at excessive speed	Level 2 Misconduct		Sustained
2/22/2019	19-009	Complaint that officer(s) were profiling complainant	Level 2 Misconduct		Not Sustained
2/28/2019	19-010	Concern about callers son's roommate smoking marihuana	External Concern	Residential Life	Not applicable
3/6/2019	19-011	Complaint about profiling and vehicle search	Level 2 Misconduct		Exonerated
3/30/2019	19-012	General questions about lighting on campus	External Concern	Facilities Management	Not applicable