

## Understanding the Data

The HPD's PSO utilizes IAPro™, a software application that manages and tracks complaints and investigations from both external and internal sources. The data gathered for this report is generated from this software and sorted for the purposes of this report. The calls for service data was obtained from the Computer Aided Dispatch System.

## Results

In 2024, 573 complaints were received by the HPD. Of those complaints, 310 (54 percent) were sustained, meaning there was sufficient evidence and a determination was made that a preponderance of the evidence proves that the misconduct or failure to perform a duty complained of did occur. This is a reduction in the sustained complaints from the previous year at 60 percent.

The total number of complaints went down from 675 in 2023 to 573 in 2024. Over the five-year period from 2020 to 2024, the sustained complaints have reduced by 18 percent. Additionally, of the total complaints for 2024, 60 (10 percent) were either unfounded, officer exonerated, or not sustained. This is a similar downward trend for those types of complaints over the five-year period.

Exhibit 4: Complaints Received by HPD from 2020 to 2024

	2020	2021	2022	2023	2024	Change Over 5-Yr Period
<b>SUSTAINED</b> (sufficient evidence to justify disciplinary action against the officer[s])	331*	375	432*	406*	310	-6%
<b>OTHER</b>	107*	117	104*	96*	60	-44%
Unfounded	18	19	19	26*	12	-33%
Exonerated	13	12	18	15*	13	0%
Not Sustained	76*	86	67*	55*	35	-54%
Records Only	77*	71	112*	141*	92	19%
<b>PENDING</b> (final disposition of the allegation not complete)	2*	4	19*	32*	111	
<b>TOTAL</b>	517	567	667	675	573	11%
<b>% of Cases Sustained</b>	64%	66%	65%*	60%*	54%	-15%
<b>% of Cases Unfounded, Exonerated, or Not Sustained</b>	21%*	21%	16%*	14%*	10%	-49%
<b>% of Cases Not Sustained</b>	15%	15%	10%	8%	6%	-58%

\*Updated February 2025