

**To: Susan Carr, PSC Director**

**From: Jennifer Himes, Compliance Supervisor**

**Re: PSC Annual Internal Investigation Summary for CY 2018**

During calendar year 2018 there was one internal investigation level complaints, defined as those requiring investigation by the City of Plano Human Resources and/or Plano Police departments.

Date/Investigating dept.	Allegation	Result
January 2018 - Human Resources	Hostile work environment	Unsubstantiated

During calendar year 2018 there were twenty department level complaints, defined as those requiring investigation by the City of Plano Public Safety Communications department Manager(s) or Supervisor(s).

Date/Complaint level	Complaint Source	Allegation	Result
1/14/2018 - Supervisor	External (citizen)	Customer service issues	Not Sustained
1/30/2018 - Manager	External (citizen)	Failure to send response	Sustained
1/30/2018 - Manager	External (citizen)	Delayed response	Sustained
2/7/2018 - Supervisor	External (citizen)	Customer service issues	Not Sustained
3/12/2018 - Manager	Internal	Unprofessional behavior	Not Sustained
3/18/2018 - Supervisor	Internal	Unprofessional behavior	Not Sustained
3/27/2018 - Manager	External (citizen)	Customer service issues	Sustained
3/30/2018 - Manager	External (FD)	Failure to respond to radi	Sustained
4/11/2018 - Manager	External (citizen)	Incorrect processing	Not Sustained
5/7/2018 - Manager	External (PD)	Incorrect processing	Sustained
5/21/2018 - Supervisor	External (PD)	Incorrect processing	Sustained
5/21/2018 - Manager	External (citizen)	Failure to send response	Not Sustained
5/29/2018 - Manager	Internal	Unprofessional behavior	Sustained
6/1/2018 - Manager	External (citizen)	Failure to send response	Not Sustained
6/10/2018 - Supervisor	External (citizen)	Customer service issues	Not Sustained
6/12/2018 - Supervisor	External (FD)	Incorrect response sent	Sustained
6/25/2018 - Manager	External (citizen)	Failure to send response	Sustained
7/3/2018 - Manager	External (citizen)	Customer service issues	Not Sustained
12/16/2018 - Supervisor	External (PD)	Officer safety issue	Sustained
12/21/2018 - Manager	External (FD)	Addressing error	Sustained

Each complaint was evaluated on a case by case basis and individually investigated to determine if any policy, training, equipment or disciplinary issues require attention.

A copy of the unsubstantiated Human Resources investigation was given to PSC Director Susan Carr for record keeping purposes.

The sustained department level complaints resulted in 15 counseling sessions and the issuance of 2 oral warnings. All disciplinary and training issues were addressed in the activity tracking log on the department's SharePoint site. There were no policy or equipment issues that required attention following investigation of the 2018 complaints.

