



2023 ANNUAL REPORT

GOVERNOR

Maura Healey

LT. GOVERNOR

Kim Driscoll

COMMISSION CHAIR

Margaret R. Hinkle

EXECUTIVE DIRECTOR

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MISSION AND GOALS

The Massachusetts Peace Officer Standards and Training (POST) Commission was established as part of the criminal justice reform legislation enacted in Chapter 253 of the Acts of 2020.

Mission Statement

To improve policing and enhance public confidence in law enforcement by implementing a fair process for mandatory certification, discipline, and training for all peace officers in the Commonwealth.

SPECIFIC GOALS INCLUDE

- 1 Implement a mandatory certification process for police officers, including decertification, suspension of certification, or reprimand in the event of certain police misconduct.
- 2 Receive, investigate and adjudicate officer misconduct complaints and improper use of force.
- 3 Maintain a public portal (database) of officer information, including certification status, suspensions and disciplinary records.
- 4 Standardize practices throughout the Commonwealth by implementing a process for certifying agencies including regulations, model policies and best practices that address use of force, ensure bias-free policing and enhance officer wellness.
- 5 Collaborate with the MPTC to standardize and implement best practices in training and ensure compliance with annual in-service requirements.
- 6 Build an effective and well-regarded diverse agency that fosters collaboration, professional excellence and personal growth.

MESSAGE FROM COMMISSION CHAIR

We are pleased to submit the second Annual Report for the POST Commission. This report includes information about the activities of the Commission during Calendar Year 2023. Some portions of the report focus on Fiscal Year 2023 (July 1, 2022 - June 30, 2023).

Over the past year, POST Commissioners and staff have continued to work diligently to grow our new agency and meet obligations included in our founding statute (Chapter 253 of the Acts of 2020) while supporting the Commission's mission of improving policing and enhancing public confidence in law enforcement. During this time, we have increased our staff from 21 to 37 to meet growing demands. More specifically, our Division of Police Standards has grown from a team of five to a team of twelve and our Certification Division from seven to nine. This report details many of the milestones of the past year, including the release of historical disciplinary records and the recertification of officers whose last names begin with I-P.

Part of these accomplishments can be attributed to the collaboration of our partners. We thank the staff at the MPTC who continuously work with us to support important initiatives like verifying officer information and developing training and certification standards. For the Training Year 2024, POST and MPTC collaborated on producing a training module about the Commission and the disciplinary process that was deployed to all officers as part of the in-service training requirement.

We also thank the 438 Law Enforcement Agencies under our purview for their collaboration and willingness to adapt to new policies. The directives in the statute that POST is charged with implementing affect approximately 22,000 peace officers in the Commonwealth in some capacity, most prominently through the officer certification process. The ongoing cooperation of agencies is critical to our success and our shared goal of enhancing policing in the Commonwealth.

We continue to grow our agency to fulfill our mission and meet the directives under the statute. We strongly believe we will continue to meet all our obligations in the future. We remain committed to working objectively and fairly toward the goals of police reform, specifically ensuring accountability, increasing transparency and enhancing trust between law enforcement and the communities they serve.

Margaret R. Hinkle

Margaret R. Hinkle
Chair, POST Commission

POST COMMISSIONERS

The nine-member Commission is appointed by the Governor, Attorney General, or both. The Commission has three law enforcement officers and six civilians and is diverse in terms of gender, race, geography, party affiliation, background and nominating entities.

Commissioners have experience in law enforcement practice and training, criminal law, civil rights, the criminal justice system, mental health, crisis intervention, de-escalation techniques and social science fields related to race or bias.

While serving on the Commission, the Commissioners cannot hold, or be a candidate for elected office, hold an appointed office in government, or serve as an official in a political party. No more than seven Commissioners shall be from the same political party.

Seven commissioners are required to constitute a quorum for the public meetings of the Commission. Each Commissioner serves for a term of five years or until a successor is appointed and is eligible for reappointment but cannot serve more than 10 years.

APPOINTEES OF THE GOVERNOR

Margaret R. Hinkle served from 1993 until 2011 as a Justice of the Superior Court of Massachusetts and serves as Chair of the POST Commission.

Lester Baker is Chief of the Framingham Police Department, a position he has held since 2020.

Charlene Luma is the Chief of Staff at the Suffolk County District Attorney's Office.

APPOINTEES OF THE ATTORNEY GENERAL

Lawrence Calderone is the Chair and President of the Massachusetts Law Enforcement Policy Group and President of the Boston Police Patrolmen's Association.

Larry Ellison is a Detective in the Boston Police Department's School Unit, a position he has held since 2005.

Marsha Kazarosian is an experienced trial attorney who has been practicing in Massachusetts since 1982.

JOINT APPOINTEES OF THE GOVERNOR AND ATTORNEY GENERAL

Dr. Hanya H. Bluestone is a licensed psychologist who has served since 2016 as CEO of Labyrinth Psychological Services, P.C. in Holden.

Deborah Hall is CEO of the YMCA in Central Massachusetts and has over 35 years of experience working with survivors of domestic violence and community violence.

Reverend Clyde Talley is Senior Pastor of Belmont A.M.E. Zion Church.

EXECUTIVE SUMMARY

During the second full year of operations, the Commission achieved important milestones as required by the statute (Chapter 253 of the Acts of 2020, also referred to as “Police Reform”). The major accomplishments during 2023 can be summarized as follows:

- **January:** proposed draft regulations 555 CMR 8.00: Databases and Dissemination of Information and 555 CMR 11.00: Regulatory Action and Advisory Opinions
- **February:** provided guidance to Law Enforcement Agencies regarding resubmission of historical disciplinary records
- **March:** proposed draft regulations on Initial Certification of Officers; and Initial or Renewed Certification of Independently Applying Officers, Including Constables (555 CMR 9.00); and announced a new, streamlined online certification process for officers with last names I-P using the new Law Enforcement Agency portal
- **April:** proposed draft regulations 555 CMR 10.00: Specialized Certification for School Resource Officers; and draft guidance to Law Enforcement Agencies regarding certain aspects of 555 CMR 1.00: Procedural Rules
- **May:** debuted a new section on our website for publishing Commission Orders, Decisions and Executive Director reviews and released officer status update reports (for certified, not certified, suspended, decertified, under review and administrative suspensions)
- **June:** held two public hearings on proposed regulations 555 CMR 9.00: Initial Certification of Officers; and Initial or Renewed Certification of Independently Applying Officers, Including Constables and on proposed regulations 555 CMR 11.00: Regulatory Action and Advisory Opinions
- **July:** accepted, processed, recertified and notified approximately 5,600 law enforcement officers. The statute grandfathered the certification of officers whose last name begins with letters between I-P and this certification expired on June 30, 2023
- **August:** published 3,413 historical disciplinary records of 2,165 active and transferred officers from 273 law enforcement agencies current as of January 31, 2023
- **September:** moved into permanent office headquarters at 84 State Street in Boston; issued Guidance to Law Enforcement Agencies and Prosecuting Offices regarding 555 CMR 1.00 and 6.00; and Guidance for Constables and other Law Enforcement Personnel regarding 555 CMR 9.00
- **October:** held the first in-person adjudicatory hearing over a three-day period
- **November:** began certifying School Resource Officers via a new certification application
- **December:** introduced draft regulations for maintenance, reporting and audits of law enforcement records and information

Next year will bring additional progress that will build on the work done to date. The Commission will continue to receive complaints and disciplinary records, certify new academy graduates, recertify officers with last names Q through Z, investigate and adjudicate disciplinary matters and publish key information regarding law enforcement officers as required by the statute.

PROVISIONS OF THE POLICE REFORM ACT OF 2020

Chapter 253 of the Acts of 2020 (“Police Reform”) established the POST Commission to create a mandatory certification process for police officers and for certifying law enforcement agencies, along with the following goals:

1. CERTIFY NEW AND EXISTING OFFICERS EVERY THREE YEARS.

The statute outlines certain requirements for certification of new officers and recertification of existing officers. The law initially granted a certification to all active officers and requires new officers to be certified according to certain criteria. Further, the law requires that all officers be recertified every three years. To distribute the certification workload, the law outlined the expiration of said certification according to the last name of individuals. Officers with last names A-H were the first officers to be recertified by the Commission on July 1, 2022. The next group of officers (with last names I-P) were recertified by the Commission on July 1, 2023 and the last group of officers (with last names Q-Z) will be recertified by July 1, 2024. This process will continue.

2. INVESTIGATE ALLEGATIONS OF MISCONDUCT AND CREATE A PROCESS FOR DISCIPLINE, REPRIMAND OR RETRAINING, INCLUDING CONDITION, LIMIT OR REVOCATION OF OFFICER CERTIFICATION IN THE EVENT OF CERTAIN MISCONDUCT.

The mission of the POST Commission includes creating a process for suspension of certification of a law enforcement officer. Such a process is required to include procedures for hearing and adjudication. The Commission has the authority to suspend, limit, condition or revoke certifications or order retraining of officers. A revocation is also known as a “decertification” and the statute outlines the reasons that can result in a revocation, including if an officer engages in certain prohibited conduct. When an officer is decertified, they will be listed in the National Decertification Index which prevents them from working in law enforcement in the future.

As part of the investigatory process, the Commission is tasked with receiving complaints from both the public and law enforcement agencies. Agencies are required to submit credible complaints to the Commission within two business days. Agencies are also tasked with submitting reports and disciplinary dispositions to the Commission when those tasks are completed. When investigating misconduct, the Commission staff evaluates information to detect patterns, as well as situations that may warrant referral to prosecuting agencies.

3. REGULATE OFFICERS AND AGENCIES TO STANDARDIZE TRAINING AND BEST PRACTICES ACROSS THE STATE.

The mission of the POST Commission includes the authority to certify law enforcement agencies and individuals to ensure that officers are well trained and adhere to high standards and sound policies and to prevent and address excessive force and misconduct. The Commission endeavors to follow best practices, dictate minimum standards and require model policies for agencies with the overall goal of improving policing in the Commonwealth.

4. MAINTAIN A PUBLICLY AVAILABLE DATABASE WITH INFORMATION REGARDING OFFICERS.

To further its mission and the important goal of enhancing public confidence and trust in policing, the Commission is tasked with maintaining a public-facing database of officer information including disciplinary records and complaint history. The statute also requires that public information include the certification status of every officer in the Commonwealth.

DIVISION REPORTS



DIVISION OF CERTIFICATION

The Division of Certification establishes uniform policies and standards for the certification of all law enforcement officers. In addition, Division staff work in conjunction with the MPTC to verify standards related to training.

All officers in the Commonwealth that fall within the scope of the statute are required to be certified every three years. Officers who were active on July 1, 2021 were certified automatically by statute. The statute also provided that those initial certifications were to expire as follows:

Officers with last names A through H **June 30, 2022**

Officers with last names I through P **June 30, 2023**

Officers with last names Q through Z **June 30, 2024**

The Commission requires agencies to help verify certain requirements of the statute and submit information to renew the certification of officers prior to the date of expiration. In addition, the statute requires that all new officers attending an academy training and graduating December 1, 2021 be certified by the Commission.

THE CERTIFICATION STANDARDS FOR ALL OFFICERS INCLUDE:

- (i) Attaining the age of 21;
- (ii) Successful completion of a high school education or equivalent, as determined by the Commission;
- (iii) Successful completion of the basic training program approved by the MPTC;
- (iv) Successful completion of a physical and psychological fitness evaluation approved by the Commission;
- (v) Successful completion of a state and national background check, including, but not limited to, fingerprinting and a full employment history; provided, that if the applicant has been previously employed in law enforcement in any state or United States territory or by the federal government, the applicant's full employment record, including complaints and discipline, shall be evaluated in the background check;
- (vi) Passage of an examination approved by the Commission;
- (vii) Possession of current first aid and cardiopulmonary resuscitation certificates or the equivalent, as determined by the Commission;
- (viii) Successful completion of an oral interview; and
- (ix) Being of good moral character and fit for employment in law enforcement, as determined by the Commission.

The Division of Certification, in consultation with the Division of Standards, is also tasked with creating and maintaining a database of records for each certified law enforcement officer. The Division regularly publishes a searchable database of officer status on our website at the beginning of each month.

OPERATIONS

Over the past year of careful planning, the Division transitioned to a new software platform for the 2023 recertification process for those with last names I-P. The Law Enforcement Agency (LEA) Portal provided agencies with a web-based platform to submit information of officers whose certification was expiring. The portal was deployed for internal testing and operations on March 15, 2023.

The LEA portal streamlined the timely processing of certification information and allowed certification staff more time to review the submitted information. The recertification packet and supporting documentation was made available to agencies by April 1, 2023. Training for LEA portal users began on May 1 and the portal officially opened May 22, 2023.

The process for 2023 recertifications differed from the 2022 process in meaningful ways. In 2022, chief attestation forms and officer recertifications were collected at the same time. The attestation form is signed by the chief's appointing authority. In 2023, POST collected attestation forms for chiefs with last names I-P separately from the recertification documentation of officers. The Division emailed all chiefs with last names I-P about the new recertification process and processed chief attestation forms on May 1, 2023, a full six weeks earlier than the 2022 deadline.

The Division realized additional efficiencies with the new portal. The 2023 recertification documents were uploaded directly to the portal, which eliminated the use of spreadsheets to manually upload certification information, as was the case in 2022. Additionally, part 1 of the recertification packet questionnaire was updated for better data gathering and accuracy while the part 2 questionnaire remained the same as in 2022.

The Division processed applications for recertification throughout the month of July and police departments received a notification via email when the certifications were issued. Large law enforcement agencies submitting recertification information for 100 or more officers were offered a data migration option.

Upon completion of the recertification review, agencies received a single report on the recertification outcome of all officers submitted. Agencies can access their recertification information through the portal at any time.

The new process of using the LEA portal was communicated to agencies and officers several months in advance through emails and training sessions. The Division also worked closely with the communications team to develop informational fact sheets available for download from POST's website. The user feedback from training session surveys showed overwhelming support for the new portal, its efficiency and the training materials offered via help documents and videos.

In early January, the Division expanded from seven to nine staff members with the addition of two senior certification specialists who aided in the processing of 5,656 recertifications in addition to 1,131 new academy graduate applications. In June and July, two data analysts were hired to process certifications, bringing the staff total to 13.

In November 2023, the Division debuted the School Resource Officer (SRO) certification application on the Commission website. The application is to be submitted by police departments seeking to certify an SRO. Officers must be certified law enforcement officers before they can be issued the additional SRO certification. As of December 2023, POST issued nearly 150 SRO certifications.

Officer Certification Status as of December 31, 2023

CERTIFICATION CATEGORY	NUMBER OF OFFICERS AS OF 12/31/23*
Certified (A-Z)	16,181
Certified (I-P)	6,007
Certified School Resource Officer (SRO)	149
Conditional Certification School Resource Officer (SRO)	23
Conditional	284
Further Review	4
Not Certified	206
Not Certified -- On Leave	272
MPTC Academy Graduates	1,207

*The figures above do not include approximately 6,000 veteran officers with last names Q-Z who will be certified by the Commission after July 1, 2024.

BRIDGE ACADEMY

The Police Reform Act of 2020 required standardization of police training. Officers that had never attended an 800-hour full-time academy but were active and counted with policing experience and/or had attended reserve training or were working part time, were given an opportunity to attend a Bridge Academy (approximately 200 hours) to meet the new standard.

The MPTC afforded an opportunity to sign up for the Bridge Academy to bring those part-time or reserve officers into compliance with the training requirement. The Bridge Academy is only available for the year that an officer's statutory certification comes due. The opportunity for officers with last names Q-Z to attend the Bridge Academy expires on June 30, and those who do not sign up for the Bridge Academy, or sign up and fail to complete it, will be required to attend a full academy training to be certified as a law enforcement officer. The Bridge Academy training is coupled with certain work requirement hours, depending on the officer's prior training and experience.

FUTURE GOALS

The Commission will establish minimum standards for law enforcement agencies in 2024. In addition to policies and standards for officers, the Division is required to establish minimum certification standards for all law enforcement agencies that shall include, but shall not be limited to, the establishment and implementation of agency policies regarding: (i) use of force and reporting of use of force; (ii) officer code of conduct; (iii) officer response procedures; (iv) criminal investigation procedures; (v) juvenile operations; (vi) internal affairs and officer complaint investigation procedures; (vii) detainee transportation; and (viii) collection and preservation of evidence.

The Division has begun building a comprehensive officer history to meet the reporting requirements of 555 CMR 8.00: Databases and Dissemination of Information. The Division will process recertification applications for officers with last names Q-Z starting in May and continuing through June 30, 2024. The Division is working with the Commission to establish parameters regarding the renewal process after the initial certification period expires. To look at these policies, the Commission established a Certification Subcommittee for 2024 and future recertifications. The Division also plans to provide a reporting system via Tableau (Business Intelligence Tool) for the public to search the certification status of each officer, including publicly available disciplinary information on each officer.

DIVISION OF STANDARDS

The Division of Police Standards investigates allegations of police misconduct and makes disciplinary recommendations to the Commission.

The Division receives complaints regarding allegations of officer misconduct from law enforcement agencies and the public. In certain cases, the Division will begin an investigation (preliminary inquiry) into law enforcement officers upon the Commission's receipt of a sufficient complaint, report, or other evidence that: (1) an officer is involved in an incident that results in injury or death; (2) an officer commits a misdemeanor or felony; (3) an officer uses excessive force in violation of Mass. Gen. Laws Ch. 6E, § 14; (4) an officer observes another officer use excessive force in violation of Mass. Gen. Laws Ch. 6E, § 14 and does not intervene or report the incident; or (5) the head of the officer's appointing agency recommends that the Commission take disciplinary action in the form of retraining, suspension or revocation of an officer's certification. If an officer engages in other categories of prohibited conduct, the Division may, but is not required to, conduct a preliminary inquiry.

The Division, in connection with a preliminary inquiry, may compel the attendance of witnesses and the production of materials pursuant to subpoenas. It may also administer oaths and require testimony under oath. As a result of a preliminary inquiry, the Commission may determine that retraining or a suspension or decertification of a law enforcement officer is appropriate.

THE DIVISION OF STANDARDS INVESTIGATES ALLEGATIONS OF POLICE MISCONDUCT AND MAKES DISCIPLINARY RECOMMENDATIONS TO THE COMMISSION.

OPERATIONS

In addition to investigating police misconduct, the Division may audit all records related to complaints, investigations and investigative reports of any law enforcement agency related to allegations of officer misconduct or unprofessionalism. By statute, the Division also maintains a database that documents an officer's complaint history, allegations of untruthfulness, failure to complete training requirements and records of discipline, including decertification, suspension and termination. If the Division detects a pattern of misconduct in an officer's behavior based on information contained in its database, it may initiate a preliminary inquiry into that officer, which could result in disciplinary action by the Commission.

DATABASE/REPORTING REQUIREMENTS

The Division also supports the Division of Police Certification in creating and maintaining a separate database containing various information regarding law enforcement officers, including officers' dates of certification and recertification, records relating to training, arrest, conviction and disciplinary records and any other information relevant to the Commission's business.

As required by statute, the Commission must maintain a separate publicly accessible database of officers who are subject to retraining, suspension, or decertification because of the Commission's actions.

CURRENT CASELOAD FOR FISCAL YEAR 2023:

Preliminary Inquiries

During the calendar year 2023, the Division of Police Standards brought 67 cases to the Commission for consideration for a potential preliminary inquiry. **The case numbers are as follows:**

- | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. PI-2023-01-12-001 | 18. PI-2023-04-13-008 | 35. PI-2023-05-11-005 | 52. PI-2023-09-14-002 |
| 2. PI-2023-01-12-002 | 19. PI-2023-04-13-009 | 36. PI-2023-05-11-006 | 53. PI-2023-09-14-003 |
| 3. PI-2023-01-12-003 | 20. PI-2023-04-13-010 | 37. PI-2023-05-11-007 | 54. PI-2023-10-24-002 |
| 4. PI-2023-01-12-004 | 21. PI-2023-04-13-011 | 38. PI-2023-06-15-001 | 55. PI-2023-10-24-003 |
| 5. PI-2023-02-16-001 | 22. PI-2023-04-13-012 | 39. PI-2023-06-15-002 | 56. PI-2023-10-24-004 |
| 6. PI-2023-02-16-002 | 23. PI-2023-04-13-013 | 40. PI-2023-06-15-003 | 57. PI-2023-10-24-005 |
| 7. PI-2023-02-16-003 | 24. PI-2023-04-13-014 | 41. PI-2023-06-15-004 | 58. PI-2023-10-24-006 |
| 8. PI-2023-03-16-001 | 25. PI-2023-04-13-015 | 42. PI-2023-07-12-001 | 59. PI-2023-11-16-001 |
| 9. PI-2023-03-16-002 | 26. PI-2023-04-13-016 | 43. PI-2023-07-12-002 | 60. PI-2023-11-16-002 |
| 10. PI-2023-03-16-003 | 27. PI-2023-04-13-017 | 44. PI-2023-07-12-003 | 61. PI-2023-11-16-003 |
| 11. PI-2023-04-13-001 | 28. PI-2023-04-13-018 | 45. PI-2023-07-12-004 | 62. PI-2023-12-19-001 |
| 12. PI-2023-04-13-002 | 29. PI-2023-04-13-019 | 46. PI-2023-07-12-005 | 63. PI-2023-12-19-002 |
| 13. PI-2023-04-13-003 | 30. PI-2023-04-13-020 | 47. PI-2023-07-12-006 | 64. PI-2023-12-19-003 |
| 14. PI-2023-04-13-004 | 31. PI-2023-05-11-001 | 48. PI-2023-08-10-001 | 65. PI-2023-12-19-004 |
| 15. PI-2023-04-13-005 | 32. PI-2023-05-11-002 | 49. PI-2023-08-10-002 | 66. PI-2023-12-19-005 |
| 16. PI-2023-04-13-006 | 33. PI-2023-05-11-003 | 50. PI-2023-08-10-003 | 67. PI-2023-12-19-006 |
| 17. PI-2023-04-13-007 | 34. PI-2023-05-11-004 | 51. PI-2023-09-14-001 | |

As per Commission regulations, 555 CMR 1.03, proceedings and records related to preliminary inquiries by the Division of Standards including any internal review to determine whether there is sufficient credible evidence to initiate a preliminary inquiry, shall be kept strictly confidential pursuant to M.G.L. c. 6E, § 8(c)(2) and M.G.L. c. 4, § 7, twenty-sixth, the exemptions to the definitions of public records.

Complaint Data Received by POST

We receive an estimated 20 reports from law enforcement agencies and 20-25 complaints from the public each week. At the end of December, the Division was in receipt of 1,466 total complaints. The number of complaints concerning police officer conduct received by the Commission is as follows:

SOURCE / METRIC	# OF COMPLAINTS (for the period 1/1/2023 - 12/31/2023)
Complaints received via Law Enforcement Agency (LEA)	529
Citizen Complaints (submitted directly to POST)	937
Total Complaints Received*	1,466

*Staff responds to all who submit a complaint (some submit multiple complaints of same incident)

We offer an online form to streamline the process for submitting public complaints and capture data in a structured way:

www.policecomplaints.mass.gov

Caseload (As of December 31, 2023)

DIVISION OF POLICE STANDARDS CASES	COUNTS	NOTES
Active Preliminary Inquiries	26	
Preliminary Inquiries concluded with recommendation of discipline as per M.G.L. c. 6E, § 10	27	
Preliminary Inquiries concluded without further Commission action	6	Includes cases with final disposition and cases still in adjudicatory hearing process
Suspensions (Active)	43	
Discipline Imposed	10	8 officers decertified, 2 suspensions

Retraining Orders

The Commission did not issue any retraining orders during the calendar year 2023.

Decertified Officers

The Commission issued the following decertification orders during the calendar year ending December 31, 2023:

Total Number of Decertified Officers: 8

Curtis, Christopher (Formerly of Boston PD)

DATE: 9/14/23 **AVERAGE # OF COMPLAINTS:** One

REASON: MGL c. 6E, § 10(a)(i) – Felony conviction. On February 3, 2022, Curtis pled guilty and was convicted of one count of Forgery, one count of Uttering a False or Forged Public Record, one count of Misleading a Police Officer and one count of Witness Intimidation. All these offenses are felonies under Massachusetts law. In connection with that same case, the Respondent also pleaded guilty and was convicted of one count of Uttering a False or Forged Public Record and one count of Seeking Massachusetts Criminal Offender Record Information under False Pretenses. Both offenses are misdemeanors under Massachusetts law.

Donnelly, John (Formerly of Woburn PD)

DATE: 4/24/23 **AVERAGE # OF COMPLAINTS:** One

REASON: Voluntary decertification agreement. On April 13, 2023, Donnelly, formerly of Woburn PD entered into a voluntary decertification agreement with the Commission. It was alleged that, on or about October 13, 2022, Donnelly had attended the white supremacist “Unite the Right” rally in Charlottesville VA and a subsequent complaint alleged that Donnelly engaged in misconduct and/or was unfit to be a police officer in Massachusetts. Donnelly acknowledged that, if these allegations against him were proven by clear and convincing evidence, the POST Commission would be authorized to revoke his certification pursuant to G.L. c. 6E §§ 3(a), 10(a) and/or 10(b).

Fontaine, Ernest (formerly of Fitchburg State University PD)

DATE: 10/25/23 **AVERAGE # OF COMPLAINTS:** One

REASON: MGL c. 6E, § 10(a)(i) – Felony conviction. On January 20, 2023, Fontaine admitted to sufficient facts to warrant a guilty finding on a charge of Indecent Assault and Battery on a Person 14 or Over, which is a felony under Massachusetts law. He received a continuance without a finding on said charge and was sentenced to a period of probation.

Morales, Tomas (Formerly of Woburn PD)

DATE: 12/14/23 **AVERAGE # OF COMPLAINTS:** One

REASON: MGL c. 6E, § 10(a)(i) – Felony conviction. On February 28, 2023, Morales admitted to sufficient facts to warrant a finding of guilty on one felony charge of Assault and Battery with a Dangerous Weapon and one misdemeanor charge of Assault and Battery on a Family or Household Member. Both charges were continued without a finding and the Respondent was placed on probation for eighteen months.

Quilty, James (Formerly of Natick PD)

DATE: 9/14/23 **AVERAGE # OF COMPLAINTS:** Two

REASON: MGL c. 6E, § 10(a)(i) – Felony conviction. On December 12, 2022, Quilty was convicted on three felony counts of Indecent Assault and Battery on a Person Fourteen (14) or Older.

Senecal, Darren (Formerly of Mt. Wachusett Community College PD)

DATE: 9/14/23 **AVERAGE # OF COMPLAINTS:** Eight

REASON: MGL c. 6E, § 10(a)(viii) – knowingly filing police report containing false information and MGL c.6E, § 10(b)(iii) has a pattern of unprofessional conduct that may escalate. Senecal knowingly filed a police report containing a false statement and created forty police log entries containing false statements regarding his activities.

Vieira, Carlos (Formerly of Lawrence PD)

DATE: 9/14/23 **AVERAGE # OF COMPLAINTS:** Two

REASON: MGL c. 6E, § 10(a)(i) – Felony conviction. On October 25, 2022, Vieira was convicted of two felony counts of Aggravated Rape of a Child (10-year age difference); and one felony count of Indecent Assault and Battery on a Child Under Fourteen Years Old.

Whitman, Daniel (Formerly of Tyngsborough PD)

DATE: 9/14/23 **AVERAGE # OF COMPLAINTS:** Five

REASON: MGL c. 6E, § 10(a)(i) – Felony conviction. On October 6, 2022, Whitman pled guilty to nine Federal felony counts: one count of Conspiracy to Commit Bank Fraud; two counts of Aiding and Abetting Bank Fraud; two counts of Aiding and Abetting Making False Statements to a Bank; two counts of Possession of an Unregistered Firearm; one count of Making of a Firearm in Violation of the National Firearms Act; and one count of transferring of a Firearm in Violation of the National Firearms Act.

Suspended Officers

The Commission immediately suspends the certification of an officer who is arrested, charged, or indicted for a felony. Further, the Commission may suspend the certification of an officer who is arrested, charged, or indicted for a misdemeanor. The list below includes the names of individual officers who have been suspended by the Commission as of December 31, 2023:

NAME	POLICE DEPARTMENT	REASON FOR SUSPENSION	START DATE	END DATE
Jeffrey Alicea	Springfield PD	MGL c. 6E § 9(a)(1)	May 5, 2023	Dec. 5, 2023
Steven Amado	Duxbury PD	MGL c. 6E § 9(a)(1)	June 28, 2023	
Matthew Bistany	Methuen PD	MGL c. 6E § 9(a)(1)	Oct. 3, 2023	
Devon Bones	Holyoke PD	MGL c. 6E § 9(a)(1)	Jan. 18, 2023	Sept. 7, 2023
Dylan Bryant	Formerly Gardner PD	MGL c. 6E § 9(a)(1)	May 30, 2023	
Miranda Caldwell	Springfield PD	MGL c. 6E § 9(a)(1)	Dec. 14, 2023	
Shaun Callahan	Norwood PD	MGL c. 6E, s 10(b)(iv)	Dec. 19, 2023	Jan. 19, 2024
Perry Collins	Formerly Rowley PD	MGL c. 6E § 9(a)(1)	March 29, 2023	
Domenic Columbo	Boston PD	MGL c. 6E § 9(a)(1)	March 29, 2023	
Omar Connor	Formerly Groton PD	MGL c. 6E § 9(a)(4)	Dec. 20, 2023	
Kendra Conway	Boston PD	MGL c. 6E § 9(a)(1)	Jan. 20, 2023	
Jonathan Correia	Formerly Brockton PD	MGL c. 6E § 9(a)(1)	April 11, 2023	
Shawn Cronin	Dighton PD	MGL c. 6E § 9(a)(1)	June 30, 2023	
Bryan Custadio	Fall River PD	MGL c. 6E § 9(a)(1)	Dec. 2, 2022	
Leon Davis	Springfield PD	MGL c. 6E § 9(a)(1)	Dec. 2, 2022	
Mila Depina-Cooley	Boston PD	MGL c. 6E § 9(a)(1)	March 29, 2023	
James Donovan	Scituate PD	MGL c. 6E § 9(a)(1)	Dec. 11, 2023	
James Feeley	Formerly Winthrop PD	MGL c. 6E § 9(a)(1)	Dec. 28, 2023	
James Festa	Peabody PD	MGL c. 6E § 9(a)(4)	Dec. 29, 2023	
Ernest Fontaine**	Fitchburg State U. PD	MGL c. 6E § 9(a)(1)	Jan. 18, 2023	Oct. 26, 2023
David Forte	Needham PD	MGL c. 6E § 9(a)(1)	Jan. 18, 2023	
Kevin Garneau	Lowell PD	MGL c. 6E § 9(a)(1)	Dec. 16, 2022	
Iancy Gonzalez	Salem PD	MGL c. 6E § 9(a)(1)	Feb. 15, 2023	
David Granger	MA State Police	MGL c. 6E § 9(a)(1)	May 5, 2023	
Nicholas Hoar	Fall River PD	MGL c. 6E § 9(a)(1)	Dec. 15, 2022	
Matthew Hubbard	Agawam PD	MGL c. 6E § 9(a)(1)	July 17, 2023	
Kevin Johnson	Hudson PD	MGL c. 6E § 10(b)(i)	March 29, 2023	
Robert Kennedy	Formerly Stoneham PD	MGL c. 6E § 9(a)(1)	May 9, 2023	
Danny Khun	Saugus PD	MGL c. 6E § 9(a)(1)	Aug. 21, 2023	
Sean Malone	Mendon PD	MGL c. 6E § 9(a)(1)	March 29, 2023	
Daniel Mandracchia	Everett PD	MGL c. 6E § 9(a)(1)	Aug. 25, 2023	

Suspended Officers (continued)

NAME	POLICE DEPARTMENT	REASON FOR SUSPENSION	START DATE	END DATE
Joe Martinez	Boston PD	MGL c. 6E § 9(a)(1)	July 11, 2023	
Tomas Morales**	Woburn PD	MGL c. 6E § 9(a)(1)	Feb. 15, 2023	Dec. 21, 2023
Michael Morin	Fall River PD	MGL c. 6E § 9(a)(1)	Aug. 8, 2023	Jan. 18, 2024
Michael Murphy	Boston PD	MGL c. 6E § 9(a)(1)	Feb. 15, 2023	
Keith O'Donnell	Somerville PD	MGL c. 6E § 9(a)(1)	Dec. 13, 2022	
Brian Pomeroy	West Springfield PD	MGL c. 6E § 9(a)(1)	Feb. 15, 2023	
Joseph Ponzio	Stoneham PD	MGL c. 6E § 9(a)(1)	Dec. 9, 2022	
Blake Poore	Formerly of Lenox PD	MGL c. 6E § 9(a)(4) and 555 CMR 1.06(2)	Sept. 13, 2023	
John Porter	Formerly of Hopkinton PD	MGL c. 6E § 9(a)(1)	May 10, 2023	
James Quilty**	Natick PD	MGL c. 6E § 9(a)(1)	Feb. 15, 2023	Oct. 3, 2023
Kevin Rooney	Watertown PD	MGL c. 6E § 9(a)(1)	Feb. 15, 2022	
Joel Salituri	Hingham PD	MGL c. 6E § 9(a)(1)	May 12, 2023	
Scott Saunders	Hull PD	MGL c. 6E § 9(a)(1)	Sept. 6, 2023	
Matthew Sheehan	MA State Police	MGL c. 6E § 9(a)(1)	Feb. 5, 2022	
Gurpreet Singh	Formerly Bolton PD	MGL c. 6E § 9(a)(1)	Dec. 22, 2023	
Shawn Souza	Dartmouth PD	MGL c. 6E § 9(a)(1)	March 28, 2023	
Steven Stalzer	Acton PD	MGL c. 6E § 9(a)(4)	July 9, 2023	Aug. 9, 2023
Monika Stinson	Boston PD	MGL c. 6E § 9(a)(1)	May 5, 2023	
Colby Turner	Worcester PD	MGL c. 6E § 9(a)(1)	Feb. 14, 2022	
Carlos Vieira**	Formerly Lawrence PD	MGL c. 6E § 9(a)(1)	Feb. 15, 2023	Oct. 10, 2023
Daniel Whitman**	Formerly Tyngsboro PD	MGL c. 6E § 9(a)(1)	March 29, 2023	Oct. 3, 2023

* If Suspension End Date is blank, the Suspension was still in effect as of December 31, 2023

** These officers were also decertified as of December 31, 2023

Reasons for above suspensions:

MGL c. 6E, §9(a)(1) "The Commission shall immediately suspend the certification of an officer who is arrested, charged or indicted for a felony."

MGL c. 6E, §9(a)(4) "The Commission may suspend the certification of an officer if the commission determines by a preponderance of the evidence that the suspension is in the best interest of the health, safety and welfare of the public."

MGL c. 6E, § 10(b)(i) "The Commission may suspend the certification of an officer if the commission determines by a preponderance of the evidence that an officer has been convicted of a misdemeanor."

MGL c. 6E, § 10(b)(iv) "The Commission may suspend the certification of an officer if the Commission finds by clear and convincing evidence that the officer was suspended or terminated by their appointing agency for disciplinary reasons and any appeal of said suspension or termination is completed."

FUTURE GOALS

A primary goal of the Division for the upcoming year is to continue hiring attorneys, investigators and other support staff to fulfill the Commission's broad statutory mandate. Although most complaints are transmitted to Commission staff by law enforcement agencies, the Division projects that complaints submitted directly to the Commission will increase. Regardless of the way those complaints are submitted, the Division will address and prioritize complaint-related matters originating from both law enforcement agencies and civilians. Staff will identify matters for potential investigation and conduct preliminary inquiries when required or appropriate.

In addition to conducting preliminary inquiry hearings, Division personnel will assist the Executive Director and the Commission in addressing officers whose provisional certifications require further attention under 555 CMR 7.10 (possible actions following decisions declining to grant full recertification).

The Division will take the necessary steps to satisfy its remaining statutory mandates, including monitoring information contained in our databases to identify and address patterns of unprofessional police conduct.



LEGAL DIVISION

The Legal Division handles a wide range of matters in service to the Commission and its personnel. The team's functions include developing regulations, policies, advisories and procedural protocols for the Commission's consideration. They concern areas such as the standards and procedures for certification, the adjudication of disciplinary matters, the use of force by officers and the dissemination of information about law enforcement. In these efforts, the team works closely with other divisions of the agency and the MPTC and gives close attention to input from the public. The team also handles the agency's responses to public records requests. Additionally, its members contribute to the Commission's litigation, contracting and human resources activity and provide advice on and help ensure compliance with other sources of law that govern state agencies. Examples include the statutes and regulations concerning meetings of public bodies, ethical standards for state employees, administrative procedures and data privacy. Team members further offer training and presentations on legal and policy matters, both inside and outside the Commission.

OFFICER CERTIFICATION

In 2023, the Legal Division assisted the Commission in developing two sets of regulations that govern the certification of law enforcement officers. Both are intended to help the Commission make sound determinations in accordance with statutory requirements, following fair procedures.

One set, adopted as Chapter 9.00 of Title 555 of the Code of Massachusetts Regulations, concerns the first-time certification of law enforcement officers, as well as the recertification of officers who are not sponsored by a law enforcement agency. The regulations outline a process for evaluating whether applicants satisfy all certification criteria, provide a path to certification for those who have not yet received an offer of employment or who have not satisfied all requirements due to circumstances beyond their control and afford applicants an ability to appeal adverse decisions. They also make clear that a certification under the regulations is active only while an individual is serving as an officer for a law enforcement agency and that one may not make arrests or perform police duties and functions without the requisite certification status. The Commission supplemented the regulations with an advisory directed to constables and other law enforcement personnel that elaborates on the practical implications of the latter provisions.

The other set of regulations concern the specialized certification of School Resource Officers (SRO). They are codified as Chapter 10.00 of Title 555. The regulations are intended to ensure that an officer has the right background, training and personal characteristics for service in schools, as well as a respect for the careful balancing of interests embodied in the state SRO laws. The regulations enable the Commission to act if an officer is not operating under a sufficient memorandum of understanding or set of operating procedures and allow officers to appeal adverse decisions.

Members of the legal team additionally assisted the Commission leadership in addressing appeals brought by officers who were initially given adverse certification decisions. Team members aided the Executive Director in conducting the first tier of review provided for by Commission regulations. The team also supported the Commissioners as they conducted their first and second tier review hearing.

Legal team members continue contributing to the development of certification policy, in part by analyzing sensible ways to ensure that officers are physically and psychologically fit for duty, giving due attention to the issue of officer wellness.

DISCIPLINARY AND ADJUDICATORY PROCESSES

The legal team also contributes to the development of the Commission's rules and processes concerning investigations, discipline and adjudications arising from allegations of officer misconduct.

With the team's assistance, the Commission issued an advisory that was designed to answer questions about its regulations in these areas, which are found in Chapters 1.00 and 6.00 of Title 555. The advisory discusses subjects such as investigations by law enforcement agencies into allegations of officer misconduct, as well as the Commission's exchange of investigative information with other enforcement bodies. Additional subjects are referenced in the sections below. The team also aided the Commission in developing a protocol for lifting the administrative suspension of an officer's certification where the officer has remedied the condition that necessitated the suspension. The initiative followed a prior one in which the team helped the Commission establish an expedited procedure for imposing suspensions that are mandated by statute in certain circumstances.

Another legal team accomplishment was designing and developing the Commission's new adjudicatory system. The system now includes the implementation of motion-practice procedures, the issuance of interlocutory orders, the conduct of pre-hearing conferences, the holding of live and virtual hearings, the use of advanced technologies in proceedings, the rendering of substantive decisions and the public noticing of events and decisions in proceedings. Moreover, proceedings are held before Hearing Officers who are retired Massachusetts judges, in light of a prior policy that the legal team helped the Commission develop. The sophistication of the system was demonstrated during a three-day in-person adjudicatory proceeding that had the hallmarks of a court trial. In these efforts, the Commission and its legal team benefited from securing a new Paralegal and Hearings Administrator and retaining four legal interns.

LAW ENFORCEMENT CONDUCT AND REPORTING OBLIGATIONS

The legal team additionally contributed to the Commission's efforts to regulate the use of force, the handling of information and other conduct on the part of law enforcement officials.

The Commission provided more guidance to law enforcement agencies in these areas through the above-mentioned advisory concerning regulatory Chapters 1.00 and 6.00. The advisory answered questions regarding the requirement that an officer attempt de-escalation before using force in certain situations and elaborated on law enforcement agencies' reporting requirements with respect to misconduct complaints, internal affairs investigations, uses of force, injuries and deaths.

The legal team also began working with others in the agency on two initiatives designed to improve the collection of law enforcement information and the evaluation of law enforcement performance. The first is the development of regulations concerning the maintenance, reporting and auditing of law enforcement records and information. As framed in a working draft, they would require law enforcement agencies to record and retain various forms of information related to their activity and personnel and to furnish certain forms of data to the Commission. Such regulations would also outline the steps that the Commission may take in exercising its statutory authority to audit agency records. The second initiative involves the development of a form and process for collecting information regarding uses of force, injuries and deaths.

INFORMATION-SHARING AND INTERACTION WITH GENERAL PUBLIC

Through additional efforts, the legal team helped enhance the Commission's interaction with the general public.

One effort involved the development of regulations governing the Commission's databases and public dissemination of information about law enforcement officers. Located in Chapter 8.00 of Title 555, the regulations provide for the Commission to establish internal and public-facing databases with a wealth of information about officers. They also afford special treatment for certain sensitive forms of information, such as those made non-disclosable by law and those that, if released, could jeopardize officer health and safety. The regulations further require law enforcement agencies to notify officers when submitting information about them to the Commission, other than in exceptional circumstances. The regulations also establish a process for addressing complaints about Commission-maintained data. The Commission later supplemented the regulations with a set of procedures to be followed when an officer who is no longer serving seeks to have certain information be made non-public.

Another effort led to the adoption of regulations that are designed to facilitate the public's ability to participate in Commission activity and obtain direction from the agency. Codified as Chapter 11.00 of Title 555, they guide members of the public who would like the Commission to issue certain regulations or an advisory opinion. They also outline procedures for the Commission to follow in considering such a step and describe the circumstances in which an individual's reliance on an advisory opinion can provide a defense in a Commission proceeding.

The legal team further interacted with the public by responding to over 100 public records requests in 2023. These efforts benefited from the hiring of a Paralegal and Records Access Officer. The team then drew from its experience in developing an amicus curiae submission to the Massachusetts Supreme Judicial Court in a case involving the intersection of the Commission's enabling act and the Public Records Law.

Added to the above, the legal team worked with the Commission to offer more guidance to the public on the submission of complaints. That guidance was provided in the aforementioned advisory on regulatory Chapters 1.00 and 6.00. The team also offered presentations on law enforcement regulation to several interested organizations. It also is exploring ways to provide more information and direction to crime victims and trauma sufferers.

INTERNAL OPERATIONS

Legal team members were also instrumental in building the young agency's infrastructure. In addition to providing guidance on topics such those discussed above, team members worked with Commissioners to develop a workplace safety policy for the agency. They also collaborated with the agency's Finance and Administration team in developing human resources policies and procurement contracts and they delivered or organized internal informational seminars.

REGULATIONS AND GUIDANCE

REGULATIONS

555 CMR 8.00: Databases and Dissemination of Information

555 CMR 9.00: Initial Certification of Officers; and Renewed Certification of Independently Applying Officers

555 CMR 10.00: Specialized Certification for School Resource Officers

555 CMR 11.00: Regulatory Action and Advisory Opinions

GUIDANCE

Guidance to Law Enforcement Agencies and Prosecuting Offices Regarding 555 CMR 1.00 and 6.00

Guidance for Constables and other Law Enforcement Personnel Regarding 555 CMR 9.00

FINANCE AND ADMINISTRATION

The Finance and Administration team manages all aspects of accounting, budgeting, financial reporting, payroll and human resources administration. In addition, the group is responsible for maintaining the Commission’s Internal Control Plan and administrative policies and procedures, as well as overseeing contracting and procurement.

In addition to the \$5 million appropriated to the Commission for FY23 (per chapter 126 of the Acts of 2022), \$2.9 million in unspent funds was carried forward from FY22. The intended purpose of the \$2.9 million was to finance the Commission’s extensive IT solution, embodied in the development of Salesforce infrastructure.

In 2023, the Finance & Administration Division successfully published the Commission’s first Internal Control Plan (ICP) and comprehensive Employee Manual. The Division also developed the operating budget for FY24.

Following an extensive and thorough procurement, F&A collaborated with the Division of Capital Assets Management & Maintenance (DCAMM) to secure permanent headquarters for the Commission in downtown Boston. The project also included design, build-out and equipment for over 9,000 square feet of office space to suit the Commission’s operational and public-facing needs.

The following table shows actual expenditures for FY23, as well as estimated activity for the first half of FY24:

FY23-FY24 ACTIVITY

	FY24 ACTIVITY	FY24 ACTIVITY*
Beginning Balance	\$7,899,430	\$9,778,534
Expenditures	(\$6,620,896)	(\$4,341,903)
Ending Balance	\$1,278,534	\$5,436,631

*Represents estimated financial activity for the first six months of FY24. In particular, incurred expenses are included in expenditures.

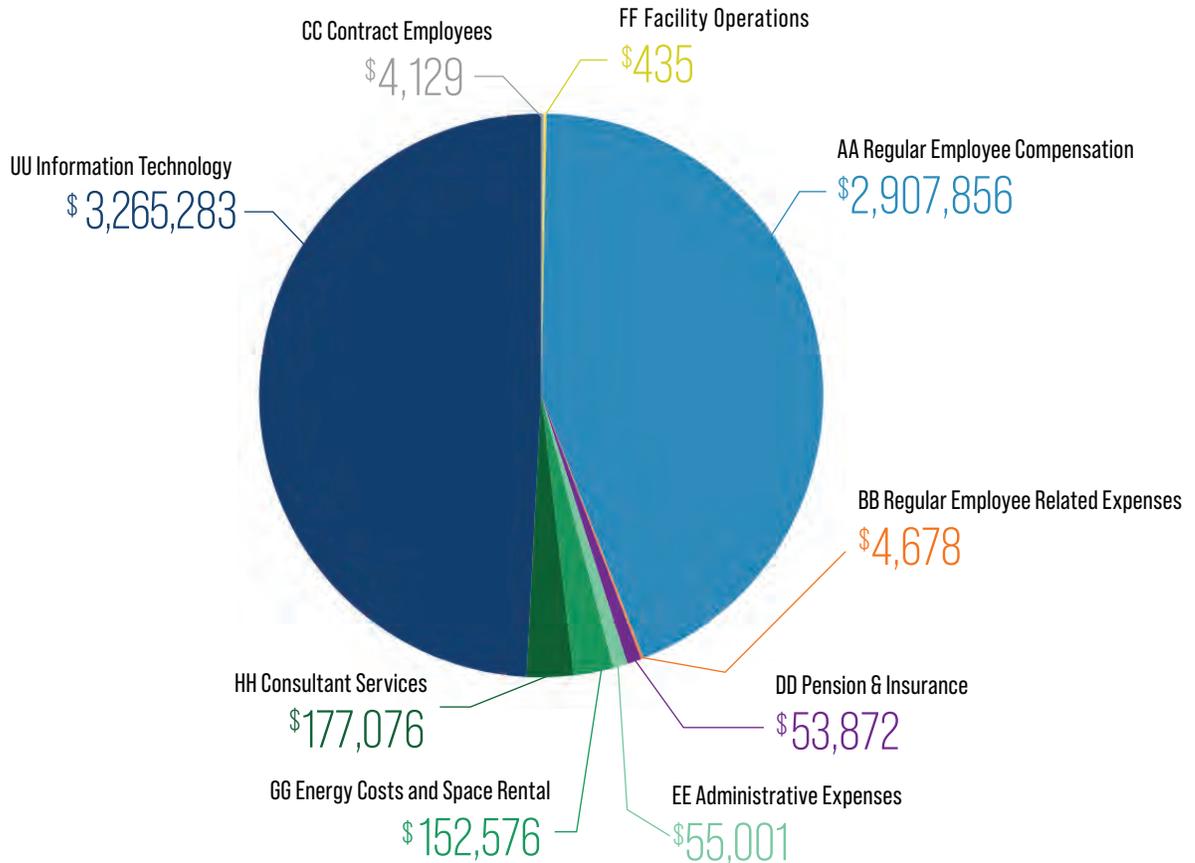
With total expenditures amounting to \$6.6 million for FY23, the unspent balance of almost \$1.3 million was rolled forward for use in FY24. The \$1.3 million is in addition to the \$8.5 million appropriated for FY24 (per chapter 28 of the Acts of 2022). Although considered one-time funding, the intent of the \$1.3 million was to provide the Commission with some flexibility as it continues to mature to full operation. Therefore, the Commission intends to utilize most of this funding for additional office equipment in the new headquarters, additional applications and enhancements to the main technology solution (Salesforce) and other IT-related projects, such as data integration.

The FY24 figures reflect only estimated financial activity for the first half of the fiscal year (July 1, 2023 – December 31, 2023), while FY23 reflects actual activity. The expenditures category for FY24 includes any expenses which have been incurred as of December 31.

POST COMMISSION OPERATING EXPENSES FY2023

Figure 1. Fiscal Year 2023 Actual Spending

Total: \$6,620,896



The largest area of expenditure fell with the IT category. Of the \$3.3 million expended, 90% (or \$2.9 million) of it was dedicated to the Salesforce IT Solution, as noted earlier.

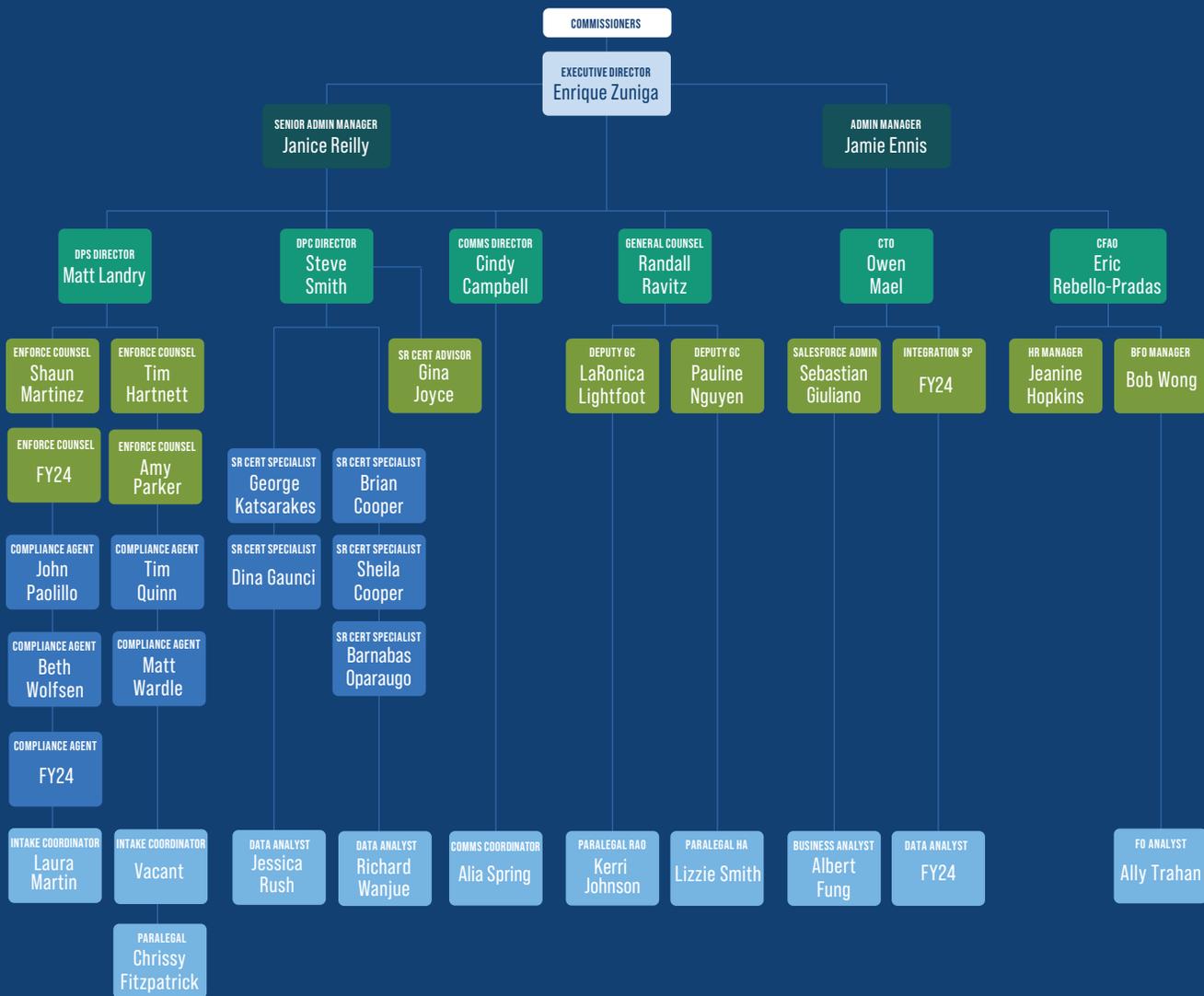
Consistent with most state agency budgets, a significant portion of expenses for FY23 were also concentrated in employee compensation.

FUTURE GOALS

In addition to developing the operating budget for FY25, the Finance & Administration team will focus on finalizing its comprehensive list of written policies and procedures, as well as undertaking several IT-related procurements during 2024. The agency will require additional technological needs as we march toward full operational status. This includes additional audio-visual equipment for the public hearing room, development of a more intuitive, public-facing website, developing a technology integration system with DCJIS and implementing additional enhancements to Salesforce.

POST COMMISSION ORGANIZATION CHART

In addition to the statutorily appointed nine commissioners and the three Hearing Officers, the Commission had 38 employees as of Dec. 31, 2023:



EXECUTIVE DIVISION

Enrique Zuniga, Executive Director
 Janice Reilly, Senior Administrative Manager
 Jamie Ennis, Administrative Manager

POLICE STANDARDS DIVISION

Matthew Landry, Director
 Tara Chisholm, Enforcement Counsel
 Chrissy Fitzpatrick, Paralegal
 Tim Hartnett, Enforcement Counsel
 Laura Martin, Senior Intake Coordinator
 Shaun Martinez, Enforcement Counsel
 John Paolillo, Compliance Agent
 Amy Parker, Enforcement Counsel
 Tim Quinn, Compliance Agent
 Matthew Wardle, Compliance Agent
 Beth Wolfsen, Compliance Agent

POLICE CERTIFICATION DIVISION

Steve Smith, Director
 Brian Cooper, Senior Certification Specialist
 Sheila Cooper, Senior Certification Specialist
 Dina Guanci, Senior Certification Specialist
 Gina Joyce, Senior Certification Advisor
 George Katsarakes, Senior Certification Specialist
 Barnabas Oparaugo, Senior Certification Specialist
 Jessica Rush, Data Analyst
 Richard Wanjue, Data Analyst

COMMUNICATIONS DIVISION

Cindy Campbell, Director
 Alia Spring, Communications Coordinator

LEGAL DIVISION

Randall Ravitz, General Counsel
 Kerri Johnson, Paralegal Records Access Officer
 LaRonica Lightfoot, Deputy General Counsel
 Pauline Nguyen, Deputy General Counsel
 Lizzie Smith, Paralegal/Hearings Administrator

INFORMATION TECHNOLOGY DIVISION

Owen Mael, Chief Technology Officer
 Albert Fung, Business Analyst
 Sebastian Giuliano, Salesforce Administrator

FINANCE & ADMINISTRATION DIVISION

Eric Rebello-Pradas, Chief Financial & Administrative Officer
 Jeanine Hopkins, Human Resources Manager
 Ally Trahan, Budget & Financial Operations Analyst
 Bob Wong, Business Financial Operations Manager

INFORMATION TECHNOLOGY

The Information Technology (IT) Division supports both internal and external business processes of the Commission and provides infrastructure, connectivity, hardware and software, as well as data management and security for the integrity and efficiency of the Commission's operations and its oversight of peace officer certifications throughout the Commonwealth.

OPERATIONS

In 2023, POST introduced its permanent database solution, Salesforce. The first phase of the Salesforce project enabled public complaint tracking starting in mid-December 2022. This phase also included building the initial phase of a centralized case management system and the migration of data from the former system. In February 2023, the online public complaint form on our website was directly linked to Salesforce.

Phase two of the customization project allowed the Division of Police Certification to process the second tranche of officer recertification for 2023. Given this effort, the IT Division supported approximately 431 in-scope law enforcement agencies and their submission of officers with last names starting with I-P to meet the statutory deadline of July 1, 2023. To prepare for the recertification process, the IT Division and the Division of Police Certification offered training sessions and worked with its vendor to create help documents and video materials to enable designated Law Enforcement Agency users learn the new system by May 22, the date that the Commission set for accepting recertification data. The certification team used the new system and processed over 5,500 applications in approximately 6 weeks, which was months shorter than the 2022 A-H process.

Once the LEA portal opened for certifications, staff immediately started customization needed to allow LEA to submit complaint data to POST directly within the portal. The design and testing phase incorporated help from various police departments and much time and effort (with support from agency user groups) was spent ensuring that the portal would be functional and easy to use.

In August, the Commission published 3,413 historical disciplinary records of 2,165 active and transferred officers from 273 law enforcement agencies. The data was current as of January 31, 2023. The IT team worked closely with the Division of Police Standards to create processes and workflows to ensure that the data released was correct and up to date before each monthly release. By December 2023, the Commission had reviewed and released almost 5,000 historical disciplinary records to the public.

In the latter half of 2023, we evaluated the use of Salesforce as a case management tool to help process any investigations, tracking all pertinent dates and data needed for the Division of Police Standards to operate smoothly and to be able to produce data as part of a public records request more efficiently. Other priorities of the IT Division included enhancing our technology integrations with the national Criminal Justice Information Services (CJIS) database, the National Decertification Index and the MPTC.

The IT Division also worked closely with our Finance & Administration team to prepare for the August move to our permanent office space at 84 State Street in Boston. This entailed upgrading the technology and phone systems and outfitting a large conference room as a hearing and meeting space with video cameras and audio equipment. The IT Division and Human Resources also worked closely to develop an onboarding plan for new employees.

FUTURE GOALS

Looking toward 2024, the Information Technology Division will continue development of the Salesforce platform and will train LEA on additional functionality to upload disciplinary data directly to the portal, streamlining the efforts of the agencies and the POST Commission.

The technology team will continue to grow over the next year managing our Salesforce system, handling internal IT tasks, assisting with projects and adding new technology to allow the Commission to streamline internal operations and meet our reporting requirements. Also, IT will work closely with the Communications team to develop a new POST Commission website with a state vendor.

In 2023, a Salesforce Administrator was added to the IT team. In 2024, we expect to add a programmer and at least one data analyst as our integration and data demands are expected to grow in-line with the agency.

COMMUNICATIONS AND COMMUNITY ENGAGEMENT

The Division of Communications is staffed by a director of communications and digital communications coordinator who oversee media relations and community outreach and disseminate pertinent information to law enforcement agencies, the public and the media via relevant communications channels, including the Commission's website. The website is the agency's main digital presence and includes an archive of all Commission meetings, regulations, advisories, officer disciplinary records, officer certification status update lists and other relevant information for the public and the law enforcement community.

OPERATIONS

In 2023, the Commission hired a digital communications coordinator to assist the director of communications with the continued goal of updating the Commission's website and social media with fresh and engaging content. The Commission's website received 25,000 page views in September 2023, which was an all-time high. This is attributed (in part) to the early release of the historical disciplinary records on our website. Page views during other months averaged approximately 8,000. We expect the page will receive approximately 100,000 page views per year.

The communications team also reviewed and analyzed POST Commission web traffic and related feedback to ensure web users can find what they are looking for. Web traffic also gives insight into content that users find most engaging. In 2023, the top ten most visited web pages were as follows:

1. [Law Enforcement Officer Status Information](#)
2. [Law Enforcement Officer Disciplinary Records](#)
3. [Certification: New Graduates/Hires/SSPO/ SRO](#)
4. [View Decisions and Orders](#)
5. [Regulations, Advisories and Guidance](#)
6. [File a Police Misconduct Complaint \(members of public only\)](#)
7. [Commission Meetings and Hearings](#)
8. [Job Listings](#)
9. [Disciplinary records change form](#)
10. [Contact Us](#)

The Commission's X page (formerly Twitter) reached nearly 600 followers, with about 250 followers gained in 2023. The Commission's X postings also saw increased engagement with a total of 36,000 views last year. The communications team also began to utilize the social media network LinkedIn and populate it with important information and job openings at the Commission and its staff. The LinkedIn page garnered 871 impressions as of December 2023, which greatly exceeded the 187 impressions noted at the beginning of the year. Monthly LinkedIn impressions peaked in October 2023 at 1,192.

A year ago, we debuted the POST Commission YouTube channel as a way for the public to view videos of public Commission meetings and hearings. Nearly 30 videos were added to the site in 2023, which were watched 8,000 times by 205,700 viewers for a total of 940 hours view time. The channel has about 95 subscribers thus far and the team plans to add more pertinent and engaging video content in 2024 to grow our base.

An integral part of the day-to-day operations is responding to the media and building trusted relationships with state and national reporters. In total, POST responded to nearly 250 media inquiries in 2023. The Commission was mentioned more than 1,000 times in print, digital, broadcast and social media for a reach of 1.25 billion. The media's focus was largely on the POST Commission's operations, regulations and policies governing the certification of officers and the historical disciplinary records release.

Last year, the Commission met its statutory obligation of releasing a public database consisting of historical sustained records of officer misconduct, which is a matter of great public interest and an effort toward more transparency in law enforcement. The communications team coordinated the announcement of this milestone through press releases and media statements, social media posts, interviews, media availabilities and other efforts.

Another major undertaking in 2023 was the development of the brand-new Law Enforcement Agency (LEA) Portal, which was designed to streamline the officer certification process. This major change was carefully planned and strategically communicated to law enforcement agency users months in advance. We helped create training documents to educate LEA users on the portal and how to submit recertification applications during the 2023 cycle. The team distributed additional communications leading up to and after the launch of the portal. In total, the communications team worked in concert with the IT team and software contractor to produce three training videos, 19 written help guides covering all aspects of the portal and publicized and assisted various planned virtual training sessions with portal users. Our communications plan also included emails and letters to law enforcement agency users to remind them of the portal launch and the functionality of the portal for processing certifications.

To further the mission of increasing awareness of the Commission's work among prospective law enforcement officers in training, the MPTC asked the POST Commission to create a two-hour self-led training session about the mission, legislative mandate and operations of the POST Commission. The training was provided to all officers during FY24 in-service training, which serves as an introduction to the Commission's work for all officers in training by highlighting police reform priorities, our defining statute, regulations and our work and interaction with law enforcement. The two-hour training had four modules, a quiz and video messages from a few POST Commissioners and the team is grateful for the opportunity offered by the MPTC.

FUTURE GOALS

The team will continue its ongoing effort to have fresh content on our website, social media and disseminate public meeting and public hearing information. The team plans to launch a redesign of the POST website in 2024. Our goal is to enhance functionality and user experience while allowing the team to begin utilizing informational video content. In 2023, we purchased video and audio equipment that will allow us to create new video and graphics content.

We continue to discuss messaging on law enforcement agency certification, physical and psychological standards and audits of LEAs, along with the upcoming certification of 6,600 officers with last names Q-Z by June 30, 2024.



ADDITIONAL STATUTORY REPORTING

In accordance with M.G.L. chapter 6E Section 16, the Commission shall annually report to the General Court, the Governor and the Attorney General certain key information on the Commission's activities and other agency and officer information. This section includes additional information for the preceding fiscal year ending June 30, 2023.

M.G.L. c. 6E, §16 All officer-involved injuries or deaths including:

- i. All officer-involved injuries and deaths and
- ii. The number of officer-involved injuries and deaths reported by each agency:

Between July 1, 2022 and June 30, 2023 there were a total of **four officer-involved deaths** as follows:

DATE: 1/4/23 AGENCY: CAMBRIDGE PD REPORTED BY AGENCY? YES

Officers responded to a call for service from a resident who observed an armed male subject jump out of a window. Officers spotted and confronted a subject who was wielding a machete (later identified as a kukri knife). Officers discharged less-than-lethal sponge round attempting to de-escalate but were unsuccessful in stopping the subject. Officer discharged firearm as the armed subject continued to advance towards officers. Subject was transported to hospital where he later died. Following a judicial inquest requested by the Middlesex District Attorney's office, a justice of the District Court found that the fatal shooting was justified and did not constitute a criminal act.

DATE: 2/4/23 AGENCY: EASTON PD REPORTED BY AGENCY? YES

Officers responded to a call for service for an in-progress attempted suicide by way of medication. Inside the residence they were greeted by the subject's parents. At the basement they spotted a female subject with a rifle, who threatened to shoot the officers and herself. Officers retreated and took defensive positions outside the residence. Subject approached front door and pointed the rifle at officers. Officer fired one round in response, which proved to be fatal. The District Attorney reviewed the incident and exonerated the officer.

DATE: 2/25/23 AGENCY: MA STATE POLICE REPORTED BY AGENCY? NO

It is alleged that an armed subject acted aggressively towards others inside MGM casino in Springfield. Upon leaving premises armed subject continued acting aggressively and two troopers were involved in what resulted in a fatal shooting of the subject.

DATE: 5/20/23 AGENCY: DALTON PD REPORTED BY AGENCY? YES

A police pursuit of a vehicle with alleged signs of an OUI and a suspended license ended in the town of Hinsdale with the vehicle crashing and catching fire. The occupant was entrapped and unresponsive and was pronounced dead at the scene. Officer was terminated by the agency for violating the Vehicular Pursuit Policy and violating rule 13.2 (Falsifying Records).

Between July 1, 2022 and June 30, 2023 there were a total of **six officer-involved injuries** as follows:

DATE: 8/29/22 AGENCY: CAMBRIDGE PD REPORTED BY AGENCY? YES

Police responded to a vehicle crash involving one motor vehicle and three motorcycles. It was determined that the off-duty officer was OUI and caused the crash (ran into stopped motorcyclists at intersection). Officer and three other motorcyclists sustained injuries and the officer was subsequently arrested.

DATE: 10/29/22 AGENCY: EASTON PD REPORTED BY AGENCY? YES

Police responded to a domestic disturbance call for service. A male subject armed with a knife and holding it to a female was shot twice by police. One of the rounds exited the body of the male subject and struck the female victim. The two individuals sustained non-life-threatening injuries. Officer was placed on leave and later exonerated after review by the District Attorney.

DATE: 2/15/23 AGENCY: SEMLEC/TAUNTON PD REPORTED BY AGENCY? NO

It is alleged that a regional SWAT officer shot a pistol out of the hand of a man who had armed himself with the weapon, ending a six-hour long standoff.

DATE: 3/1/23 AGENCY: LYNN PD REPORTED BY AGENCY? NO

It is alleged that an officer struck female in the face several times after she allegedly attacked and bit officers during an arrest.

DATE: 4/4/23 AGENCY: NORTHAMPTON PD REPORTED BY AGENCY? YES

Two officers involved in traffic stop incident which resulted in pepper spraying and tackling 60-year-old female. Subject claimed injuries because of the incident. An outside agency found allegations of excessive force to be unfounded and no discipline was imposed on officers.

DATE: 5/14/23 AGENCY: OXFORD PD REPORTED BY AGENCY? YES

Subject with a sword started charging at officer, which ultimately resulted in officer firing his firearm at the subject. There were multiple de-escalation efforts made including activating emergency lights, verbal commands, creating distance and drawing the firearm. Worcester DA identified no concerns regarding the actions of the officer.

M.G.L. c. 6E, § 16 Decertified **one** officer as follows:

As of June 30, 2023, the Commission had decertified one officer, John Donnelly, formerly of Woburn Police Department. Additional details:

MGL c. 6E, § 16 – Reasons for revocation: On April 13, 2023, John Donnelly, formerly of Woburn PD entered into a voluntary decertification agreement with the Commission. On or about October 13, 2022, it was reported publicly that Donnelly had attended the white supremacist “Unite the Right” rally in Charlottesville VA and a subsequent complaint alleged that Donnelly engaged in misconduct and/or was unfit to be a police officer in Massachusetts. Donnelly acknowledged that if the allegations were proven by clear and convincing evidence, the POST Commission would be authorized to revoke his certification pursuant to G.L. c. 6E §§ 3(a), 10(a) and/or 10(b). Donnelly agreed to be barred from working in law enforcement in any capacity and have his name entered into the National Decertification Index.

MGL c. 6E, § 16– Average number of complaints an officer who was decertified received:

John Donnelly: With the exception of the incident described above, John Donnelly had **zero** complaints or disciplinary history, or any other incidents reported to the POST Commission.



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