

Police Department
City of Keene, New Hampshire

Date: January 11, 2021
To: File
From: Steven Russo, Police Chief
Subject: CY 2020 Statistical Summary of Citizen Complaints/Internal Investigations

During calendar year 2020, four individual citizen complaints were lodged against the Keene Police Department or its individual members. These four complaints comprised three of nine categories we document. All were resolved at the supervisory level. There were no internal investigation initiated during CY 2020.

The breakdown of citizen complaints, by category, is as follows.

Complaint Category	No. Recvd	% of total
Abuse of Authority (AOA)	1	25%
Biased Enforcement Practices (BIA)	0	--
Police Driving or Parking (DRI)	1	25%
Criminal Activity (CRI)	0	--
Motor Vehicle Enforcement (MVE)	0	--
Off-Duty Conduct (ODC)	0	--
Use of Force (UOF)	0	--
Unprofessional Conduct (UPC)	2	50%
Quality of Service (QOS)	0	--
Total	4	100%

The breakdown of citizen complaint findings is as follows.

Complaint Findings	Number	% of total
Not Sustained (NS)	0	--
Unfounded (UN)	1	25%
Exonerated (EX)	1	25 %
Sustained (SU)	2	50%
Policy Review (PR)	0	--
Filed Only, Unable to ID Offending Member (FO-UID)	0	--
File Only, Complainant Declined Follow Thru (FO-CD)	0	--
Total	4	100%

The highest number of complaints made, two, were for Unprofessional Conduct (UPC). This category has consistently been the highest for as long as we have been analyzing this data; this category of complaint covers a wide spectrum and thus has so far always shown the highest numbers.

This year shows a drop of 83.34% in citizen complaints over CY 2019. It also is the lowest numbers of citizen complaints since at least 2005, which is as far back as the records available to me go. A great accomplishment and one which we will continue to do our best to be even lower next year.

All complaints received were thoroughly reviewed and investigated and necessary remedial actions were taken as needed to discipline, educate and/or train officers where indicated. We strive to field professional, well trained Officers and employees and the actions taken are consistent with this effort. Each circumstance was unique and consequently no deficiencies in policy, protocol, or training were identified as a result of these reviews.