

Police Department
City of Keene, New Hampshire

Date: January 17, 2020
To: File
From: Steven Russo, Police Chief, *SR-140*
Subject: CY 2019 Statistical Summary of Citizen Complaints/Internal Investigations

During calendar year 2019, nineteen individual citizen complaints were lodged against the Keene Police Department or its individual members. These nineteen complaints comprised five of nine categories we document. All were resolved at the supervisory level. There were no internal investigation initiated during CY 2019.

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

Complaint Category	No. Recvd	% of total
Abuse of Authority (AOA)	3	15.79%
Biased Enforcement Practices (BIA)	0	--
Police Driving or Parking (DRI)	0	--
Criminal Activity (CRI)	0	--
Motor Vehicle Enforcement (MVE)	0	--
Off-Duty Conduct (ODC)	1	5.26%
Use of Force (UOF)	4	21.05%
Unprofessional Conduct (UPC)	7	36.84%
Quality of Service (QOS)	4	21.05%
Total	19	100%

The breakdown of citizen complaint findings is as follows.

Complaint Findings	Number	% of total
Not Sustained (NS)	4	21.05%
Unfounded (UN)	6	31.58%
Exonerated (EX)	8	42.11 %
Sustained (SU)	1	5.26%
Policy Review (PR)	0	--
Filed Only, Unable to ID Offending Member (FO-UID)	0	--
File Only, Complainant Declined Follow Thru (FO-CD)	0	--
Total	19	100%