

Police Department
City of Keene, New Hampshire

Date: January 6, 2022

To: File

From: Steven Russo, Police Chief *SR-140*

Subject: CY 2021 Statistical Summary of Citizen Complaints/Internal Investigations

During calendar year 2021, **nine individual** citizen complaints, comprising **23 allegations**, were lodged against the Keene Police Department or its individual members. These nine complaints comprised four of nine categories we document. All citizen complaints were resolved at the supervisory or command staff level. There were two internal investigations, both internally initiated, during CY 2021.

The breakdown of individual citizen complaints & allegations, by category of primary complaint, is as follows. The percent of total reflects all allegations, not individual complaints.

Complaint Category	No. Recvd	No. Allegations	% of total
Abuse of Authority (AOA)	3	5	21.7%
Biased Enforcement Practices (BIA)	0	0	--
Police Driving or Parking (DRI)	0	0	--
Criminal Activity (CRI)	0	0	--
Motor Vehicle Enforcement (MVE)	0	2	8.7%
Off-Duty Conduct (ODC)	0	0	--
Use of Force (UOF)	1	1	4.3%
Unprofessional Conduct (UPC)	2	10	43.5%
Quality of Service (QOS)	3	5	21.8%
Total	9	23	100%

The breakdown of citizen complaint allegations by findings is as follows.

Complaint Findings	Number	% of total
Not Sustained (NS)	4	17.4%
Unfounded (UN)	8	34.8%
Exonerated (EX)	9	39.1%
Sustained (SU)	2	8.7%
Policy Review (PR)	0	--
Filed Only, Unable to ID Offending Member (FO-UID)	0	--
File Only, Complainant Declined Follow Thru (FO-CD)	0	--
Total	23	100%

This year for deeper transparency, I have broken the nine complaints down into sub complaints, which means complaints of multiple violations and / or involving multiple Officers. That is how the total of nine individual complaints come to 23 allegations.

The highest number of allegations made, ten, 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 an increase of 44.4% in individual citizen complaints over calendar year (CY) 2020, where we had four citizen complaints. However, it is a 30.8% decrease from CY 2019 where we had 13 individual complaints.

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.