

Police Department
City of Keene, New Hampshire

Date: January 2, 2019

To: File

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

Subject: CY 2018 Statistical Summary of Citizen Complaints/Internal Investigations

During calendar 2018 a total of twelve individual citizen complaints were lodged against the Keene Police Department or its individual members. These twelve complaints comprised only three categories. All were resolved at the supervisory level. There was one internal investigation initiated during CY 2018.

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

Complaint Category	No. Recvd	% of total
Abuse of Authority (AOA)	0	--
Biased Enforcement Practices (BIA)	0	--
Police Driving or Parking (DRI)	0	--
Criminal Activity (CRI)	0	--
Motor Vehicle Enforcement (MVE)	0	--
Off-Duty Conduct (ODC)	0	--
Use of Force (UOF)	1	8.33%
Unprofessional Conduct (UPC)	10	83.34%
Quality of Service (QOS)	1	8.33
Total	12	100%

The breakdown of citizen complaint findings is as follows.

Complaint Findings	Number	% of total
Not Sustained (NS)	4	33.33%
Unfounded (UN)	4	33.33%
Exonerated (EX)	4	33.34 %
Sustained (SU)	0	--
Policy Review (PR)	0	--
Filed Only, Unable to ID Offending Member (FO-UID)	0	--
File Only, Complainant Declined Follow Thru (FO-CD)	0	--
Total	12	100%

The highest number of complaints made is 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. As we looked at the complaints made in this category, there was no pattern identified that would indicate ongoing misconduct or lack of training. Each complaint is reviewed in this light regardless if they found to be unfounded, not sustained, or the Officer(s) are exonerated. One should also take into account that in 2018 the KPD handled approximately 30,000 calls for service, resulting in 12 citizen complaints. That equates to 0.04% of calls for service that resulted in a citizen complaint in 2018.

One Use of Force complaint was unfounded. KPD Officers were not even at the site of the complaint.

Each complaint received was reviewed and the actions noted above were taken as a means to educate and/or train officers. We strive to field professional, well trained Officers 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.