

To the Citizens of Rapid City:

The Rapid City Police Department is in the business of providing law enforcement services to the City of Rapid City and its visitors. We are tasked with meeting the public safety needs of a growing community and responding to a relatively high volume of calls for service. Our department routinely makes arrests, enforces traffic laws, mediates conflict and in doing so participates in confrontation and emotionally charged situations.

During the course of the year we receive complaints from citizens regarding RCPD employees and their actions. We take these complaints seriously and make a point to investigate them thoroughly. When we are wrong we admit it and we take measures to improve our ability to provide service to the citizens. Such measures include policy or procedure changes, employee training or re-training and in some cases employee discipline.

The following is a summary of employee complaints in 2009 in comparison to 2008.

The Rapid City Police Department has two basic categories for complaints, Formal and Informal.

Formal complaints may include; criminal acts, excessive force, improper or unjust arrest, improper entry into a building or onto property, improper or unjustified search, differential treatment, serious policy infractions, repeated minor policy infractions, sexual misconduct or harassment, or other complaint depending on the circumstances.

Informal complaints may include; complaints regarding general demeanor such as gestures, bearing, attitude, language or other inappropriate actions, minor policy infractions, insufficient cause to stop a vehicle or other judgment issues or complaints regarding the delivery of services.

Complaints of officer misconduct are accepted from all persons wishing to file a complaint regardless of the hour or day of the week. This includes reports from anonymous sources, juveniles and persons under arrest or in custody. Citizens are encouraged to submit their complaints as soon after the incident as possible. Complaints may be filed by the following methods; Direct verbal communication to a supervisor or commander, telephone communication to a supervisor or commander, letter or e-mail to a supervisor, commander or the Chief of Police, on an official complaint form or, through the on-line complaint form located on the Department's website www.rapidcitypolice.org

The tables summarize complaints received and final disposition during 2009 in comparison to the previous year:

Formal Complaints

	2008	2009
Substantiated	3	1
Unsubstantiated	0	0
Unfounded	5	4
Exonerated	0	2
Total	8	7

*** It should be noted that each one of these complaints may contain multiple individual allegations associated with it.**

Informal Complaints

	2008	2009
Substantiated	5	1
Unsubstantiated	10	6
Unfounded	8	4
Total	23	11

The tables reflect both formal and informal complaints received decreased this year. The number of total complaints logged decreased by approximately 42% from 2008. Of the 18 total complaints in 2009 only two were substantiated.

The primary note from reviewing 2009 complaint allegations was the decrease in the number of overall complaints received and the decrease in the number of substantiated allegations compared to 2008.

Calls for Service

We classify calls for service into two categories. The *incident* category defines the total number of events the officers responded to and reflects a single event. The officer *activity* category reflects the number of times officers responded to incidents which often resulted in multiple officers responding to the same incident.

Calls for Service Total Incidents

2008	131,458
2009	119,488
Percentage of change	-9%

Calls for Service – Officer Activity

2008	147,291
2009	140,259
Percentage of Change	-5%

I believe the citizens of Rapid City can be proud of the men and women of the Rapid City Police Department, as I am. The obvious high volume of work and the low number of complaints are an overall positive reflection of the quality of employee as well as training they receive.

Sincerely,

Steve Allender
Chief of Police