To the Citizens of Rapid City:

The Rapid City Police Department provides law enforcement services to the City of Rapid City and its visitors. We meet the public safety needs of a growing community and responding to a relatively high volume of calls for service. Our officers routinely make arrests, enforce traffic laws, mediate conflict, and inevitably insert themselves into confrontational 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 2019 in comparison to 2018-2011.

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 complaints 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; or by 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 following two tables summarize complaints received and their final disposition during 2019 in comparison to previous years. It is important to note Body Cameras were introduced at the Rapid City Police Department in 2019 and they were utilized to review facts surrounding many of the complaints listed below.

Formal Complaints*

	2011	2012	2013	2014	2015	2016	2017	2018	2019
Substantiated	2	0	2	0	2	8	0	1	1
Unsubstantiated	0	1	1	1	0	0	0	1	0
Unfounded	4	0	0	0	1	0	0	0	1
Exonerated	1	0	1	1	2	2	1	0	0
Total	**7**	**1**	**3**	**2**	**5**	**10**	**1**	**2**	**2**

Summary of Formal Complaint Type in 2019

- Unfounded
  - (1) Improper Action
- Substantiated
  - (1) Improper Conduct

Informal Complaints*

	2011	2012	2013	2014	2015	2016	2017	2018	2019
Substantiated	2	2	5	6	10	5	10	3	3
Unsubstantiated	1	1	6	5	8	8	7	4	0
Unfounded	13	6	21	19	18	11	18	6	4
Exonerated	2	10	4	10	15	13	16	9	3
Total	**18**	**19**	**36**	**40**	**51**	**37**	**51**	**22**	**10**

Summary of Informal Complaint Type in 2019

- Substantiated
  - (1) Improper Conduct
  - (2) Improper Action
- Unfounded
  - (1) Improper Action
  - (2) Improper Conduct
  - (1) Use of Force
- Exonerated
  - (1) Improper Action
  - (1) Improper Conduct
  - (1) Use of Force

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

Calls for Service

We classify calls for service (CFS) into two categories. The CFS number totals below reflect both ***public-initiated*** calls and ***officer-initiated*** calls to include traffic stops, subject stops, response to a crime in their presence and so on.

CFS	2013	2014	2015	2016	2017	2018	2019
Total	111,762	118,143	126,540	123,261	123,457	135,376	142,186

Arrests	2013	2014	2015	2016	2017	2018	2019
Total	7,577	8,158	8,453	8,168	8,672	8,565	8,243

It is important to consider that the total number of complaints received in 2019 was a small percentage of the total number of calls for service police employees handled.

I believe the citizens of Rapid City can be as proud of the men and women of the Rapid City Police Department as I am. The high volume of work and the low number of complaints is a positive reflection of the quality of employees who serve you as well as the training they receive.

Sincerely,

Karl Jegeris
Chief of Police