

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 respond to a 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 courses 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 employee discipline.

The following is a summary of employee complaints in 2020 in comparison to 2019-2011.

The Rapid City Police Department has two 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.

Upon the completion of a complaint investigation, the investigating staff will close the complaint as:

Exonerated: The alleged incident did occur, but the actions of the officer were justified, legal and proper.

Substantiated: The investigation disclosed sufficient evidence to prove the allegation against the officer or Department:

Unsubstantiated: The investigation failed to disclose sufficient evidence to clearly prove or disprove the allegation.

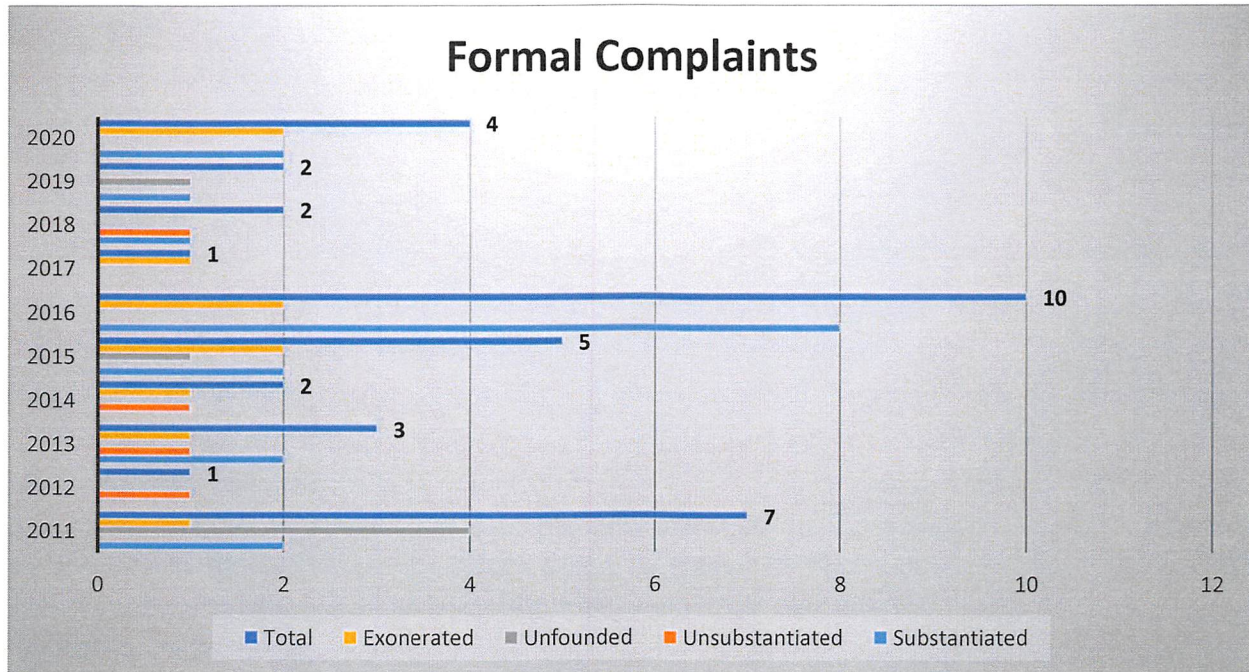
Unfounded: The alleged incident did not occur.

Complaints of officer misconduct are accepted from all persons wishing to file a complaint regardless of the hour or day of week. This includes reports from anonymous sources, juveniles, and persons under arrest or in custody. Citizens are encouraged to submit 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 email to a supervisor, commander or the Chief of Police, on an official complaint form, or through the online complaint form located on the Department's website (www.rapidcitypolice.org).

The following two tables summarize complaints received, and their final disposition, during 2020, in comparison to previous years. It is important to note body camera reviews were utilized to review facts and circumstances surrounding many of the complaints listed below.

Formal Complaints*

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Substantiated	2	0	2	0	2	8	0	1	1	2
Unsubstantiated	0	1	1	1	0	0	0	1	0	0
Unfounded	4	0	0	0	1	0	0	0	1	0
Exonerated	1	0	1	1	2	2	1	0	0	2
Total	7	1	3	2	5	10	1	2	2	4



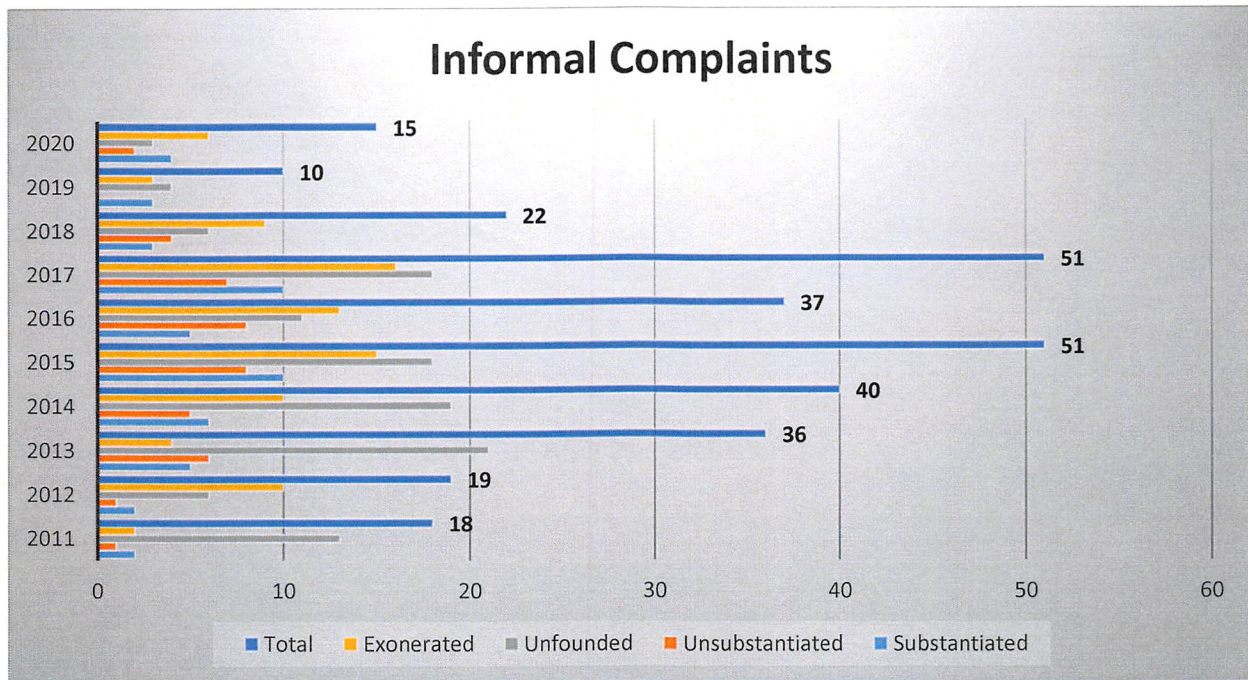
Summary of Formal Complaint Type for 2020:

- Substantiated
 - (1) Improper Conduct
 - (1) Serious Policy Violation
- Exonerated
 - (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.

Informal Complaints*

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Substantiated	2	2	5	6	10	5	10	3	3	4
Unsubstantiated	1	1	6	5	8	8	7	4	0	2
Unfounded	13	6	21	19	18	11	18	6	4	3
Exonerated	2	10	4	10	15	13	16	9	3	6
Total	18	19	36	40	51	37	51	22	10	15



Summary of Informal Complaint Type in 2020:

- Substantiated
 - (3) Improper Conduct
 - (1) Demeanor
- Unsubstantiated
 - (1) Lack of Action
- Unfounded
 - (4) Improper Conduct
- Exonerated
 - (2) Use of Force
 - (4) Improper Action

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

Calls for Service

Calls for service (CFS) are classified into two categories. The CFS number below reflects both ***public-initiated*** calls and ***officer-initiated*** calls, including traffic stops, subject stops, response to a crime in their presence and so on.

CFS	2013	2014	2015	2016	2017	2018	2019	2020
Total	111,762	118,143	126,540	123,261	123,457	135,376	142,186	122,159

Arrests	2013	2014	2015	2016	2017	2018	2019	2020
Total	7,882	8,229	8,471	8,185	8,672	8,565	8,243	6,049

When reviewing the total number of complaints received in 2020, it is important to consider the total number of calls for service police employees handled and the number of contacts made with citizens. Comparing the total calls for service and police contacts vs. the total amount of formal and informal complaints, a complaint is generated approximately 0.00015% of the time.

The men and women of the Rapid City Police Department are dedicated to providing quality and professional public safety services to the Rapid City community. The high call for service volume and low number of complaints is a direct reflection of the professional employees at the Rapid City Police Department, which is something all those who live in and visit Rapid City can be proud of.

Sincerely,



Don Hedrick
Chief of Police