

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 are tasked with meeting 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 2015 in comparison to 2014, 2013, 2012, and 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](http://www.rapidcitypolice.org)

The following two tables summarize complaints received and their final disposition during 2015 in comparison to the previous four years:

### Formal Complaints\*

	2011	2012	2013	2014	2015
Substantiated	2	0	2	0	2
Unsubstantiated	0	1	1	1	0
Unfounded	4	0	0	0	1
Exonerated	1	0	1	1	2
<b>Total</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>5</b>

#### Summary of Formal Complaint Type in 2015-

- (2) Policy Violation (substantiated)
- (1) Excessive Force (exonerated)
- (1) Employee Misconduct (exonerated)
- (1) Employee Misconduct (unfounded)

### Informal Complaints\*

	2011	2012	2013	2014	2015
Substantiated	2	2	5	6	10
Unsubstantiated	1	1	6	5	8
Unfounded	13	6	21	19	18
Exonerated	2	10	4	10	15
<b>Total</b>	<b>18</b>	<b>19</b>	<b>36</b>	<b>40</b>	<b>51</b>

#### Summary of Informal Complaint Type in 2015-

- Substantiated
  - (1) Loss of Property
  - (4) Employee Misconduct
  - (2) Unsafe Procedure
  - (3) Lack of Service
- Unsubstantiated
  - (2) Poor Service
  - (5) Employee Misconduct
  - (1) Excessive Force
- Unfounded
  - (2) Policy Violation
  - (2) Harassment
  - (1) Improper Search

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

- (1) Lack of Documentation
- (3) Excessive Force
- (5) Employee Misconduct
- (1) Improper Testimony
- (2) Lack of Service
- (1) Misuse of Property
  
- Exonerated
  - (5) Lack of Service
  - (1) Illegal Stop
  - (3) Excessive Force
  - (1) Intimidation
  - (2) Officer Inexperience
  - (2) Conduct
  - (1) Unlawful Arrest

### Calls for Service

We classify calls for service (CFS) into two categories. The *public-initiated* category defines the total number of events citizen's contacted police for assistance. The *officer-initiated* category reflects the number of events officers initiated a police-service call, e.g. traffic stops, subject stops, response to a crime in their presence and so on.

TYPE	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	AVG	%CHG FM AVG	ACTIVITY LEVEL	NORMAL RANGE
<b>CFS</b>														
OFFICER INITIATED	50,694	50,723	55,473	45,514	39,587	48,549	44,672	40,991	41,332	46,995	46,393	1%	Normal	41346-51439
CITIZEN INITIATED	54,434	61,034	61,676	63,937	65,016	66,962	68,825	70,987	77,406	80,717	65,586	23%	Very High	59398-71775
<b>TOTAL</b>	<b>105,301</b>	<b>111,887</b>	<b>117,253</b>	<b>109,656</b>	<b>104,812</b>	<b>115,788</b>	<b>113,865</b>	<b>112,026</b>	<b>118,738</b>	<b>127,712</b>	<b>112,147</b>	<b>14%</b>	<b>Very High</b>	<b>107520-116774</b>
<b>ARRESTS</b>														
ADULTS	7,763	7,218	7,993	6,978	6,652	6,393	5,990	6,317	6,915	7,318	6,913	6%	Normal	6287-7540
JUVENILES	2,163	2,382	1,686	1,461	1,274	1,493	1,727	1,287	1,235	1,131	1,634	-31%	Moderately Low	1253-2016
<b>TOTAL</b>	<b>9,950</b>	<b>9,617</b>	<b>9,780</b>	<b>8,513</b>	<b>8,013</b>	<b>8,084</b>	<b>7,882</b>	<b>7,634</b>	<b>8,185</b>	<b>8,471</b>	<b>8,629</b>	<b>-2%</b>	<b>Normal</b>	<b>7780-9477</b>

It is important to consider that the total number of complaints received in 2015 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