

# Citizen Complaint/Concerns Analysis Report 2007

All Citizen Concerns and Inquiries are fully investigated by the Hudson Police Department in order to identify training issues, and conduct quality control checks on both police employees and department operational procedures.

This year the Police Department investigated nine Citizen Complaints/Concerns as opposed to eight last year. It is important to note that in each case, proper reporting procedures and an accurate detailed investigation was followed. Events and incidents will always occur in this profession. It is the Hudson Police Department's responsibility to deal with Citizen Complaints/Concerns in an open, honest and effective manner for the sake of both the officer and the public. As police chief, I am committed to doing just that.

Although we cannot insure that a complainant will completely agree with the Department's decision, we do guarantee that all complaints will be fully investigated and dealt with in professional and fair manner.

Per Hudson Police Department Policy, a citizen complaint/concern can have one of the four (4) possible dispositions:

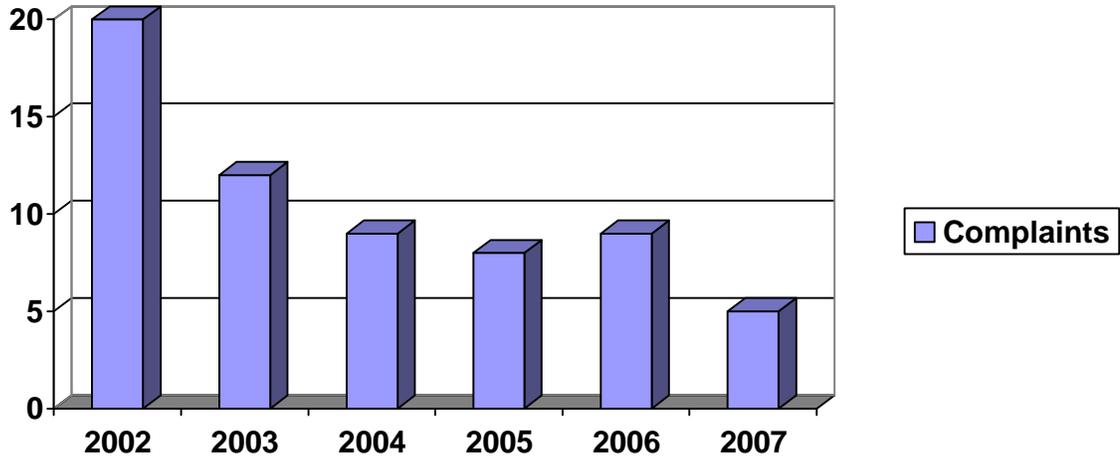
Sustained This means that the allegation made in the complaint was proven to be true.

Not Sustained This means that the investigation failed to either prove or disprove the allegation.

Unfounded This means that the investigation indicated by a preponderance of the evidence, that the alleged act did not occur. Basically the allegation is false and not factual.

Exonerated This means that the alleged act did occur, but that it was justified legal and proper under the circumstances.

The following is an analysis for the number of Citizen Concerns investigated by the Hudson Police Department for the year 2007. This report will describe the synopsis for 2007.



<u>Complaint</u>	<u>Date Taken</u>	<u>Allegation</u>	<u>Findings</u>	<u>Action</u>
07-01	05/05/07	Rudeness	Sustained	Counseling
07-02	06/14/07	Defamation	Sustained	Counseling
07-03	07/27/07	Unlawful Arrest	Exonerated	None
07/04	08/14/07	Conduct	Sustained	Warning
07/05	10/09/07	Conduct	Unfounded	None

Synopsis/Analysis:

In 2007, the Hudson Police Department responded to 39,874 Calls for Service and made 1,354 arrests.

For the year 2007, the Police Department investigated a total of five (5) Citizen Complaints/Concerns filed by citizens against a member of the department as compared to nine (9) for 2006. This calculates to be a 45% decrease in the number Citizen Complaints/Concern filed in 2006. In reviewing the last six (6) years, this further represents 75% which is outstanding.

In addition, the Police Department received 56 letters, email message, cards and Merit Grams from citizens expressing their satisfaction and appreciation with the level of service received.

The numbers of Citizen Complaints/Concerns are reflected as follows:

- Administration Division 0
- Animal Control Division 0
- Communications Division 0
- Crossing Guard Division 0
- Detective Division 0
- Legal Division 0
- Patrol Division 5
  - A Squad 3
  - B Squad 2
  - C Squad 0
- Records Division 0
- 
- Support Services Division 0

In reviewing our data, our records indicated three (3) complaints initiated from motor vehicle stops and or arrests, and two (2) involved officers responding to regular Calls for Service/Investigations.

FINDINGS:

Unfounded	1
Exonerated	1
Not Sustained	0
Sustained	3

EXPERIENCE LEVEL:

6 months – Year	0
1 – 2 Years	0
2-- 3 Years	1
3 – 4 Years	1
4 – 5 Years	0
More than 5 Years	3

In reviewing the experience level of the employees involved, it was noted that 20% of the Complaints/Concerns investigated were filed against employees with 2 to 3 years experience on the job and another 20% with 3-4 years on the job. There were 60% with more than 5 years experience which is concerning. Clearly, inexperienced officers are not the reason for Citizen Complaints/Concerns filed with the Police Department.

There were no issues identified with Policy Revisions, and Equipment Needs. In one instance, an officer arrested an individual for DWI. The officers and a witness both indicated the complainant was impaired with certainty. When the officer administered a Breath Test, the results were .00. The officer should have requested an additional Blood Test to determine if the driver was under the influence of drugs. The arresting officer was provided additional training by his immediate supervisor.

Our findings concluded that the majority of the complaints/concerns filed with the Hudson were the result of officers making inappropriate statements to motorists and to the general public. This matter has been addressed extensively during Roll Call Training sessions.

When compared to the number of Citizen Complaints/Concerns investigated five years ago, the significant decrease is indicative that the Hudson Police Department is doing an outstanding job and providing professional services the Community of Hudson.