

## 2014 Complaint Analysis

During the year, 2014 there were 16 Citizen Complaints made against Suwanee Police Officers. There were 15 complaints made against a individual officers and one complaint involved multiple officers. Of the 16 complaints, the employees' immediate supervisor investigated all of the complaints, and forwarded them through the chain of command to the Chief's office for review. After review by the Chief, the complaints were forwarded to the Office of Professional Standards to be reviewed, filed, and maintained.

The 16 complaints ranged in type and severity:

|                         |           |
|-------------------------|-----------|
| Rudeness                | 5         |
| Unprofessional Behavior | 4         |
| Policy Violation        | 3         |
| Traffic Violation       | 2         |
| Extended Response Time  | 1         |
| Harassment              | 1         |
| <u>Total</u>            | <u>16</u> |

Of the 16 complaints, 18.75% were Unfounded, 12.50% were Not Sustained, 18.75% were Sustained and 43.75% were Exonerated. Of the 16 complaints, 37.50% named supervisors, 43.75% named officers, 6.25% involved a combination of supervisor and officer, and 12.50% involved dispatchers.

The 16 complaints resulted in 62.50% (6) with no personnel action taken, 12.50% (2) resulted in Verbal Counseling, 6.25% (1) resulted in Remedial Training, 6.25% (1) resulted in Suspensions, 6.25% (1) resulted in a Written Counseling, and 6.25% (1) resulted in a Written Reprimand.

The highest complaint was for rudeness 31.25%, the second unprofessional behavior 25.00%, the third highest complaints were policy violations 18.75% and the fourth highest was for traffic violations 12.50%. Of the five rudeness complaints, 60.00% were exonerated, 40.00% unfounded. Of the unprofessional behavior, 50.00% were not sustained, 25.00% exonerated and 25.00% sustained. Of the three policy violation complaints, 33.33% were exonerated, 66.66% were sustained. Of the two traffic violation complaints, 50.00% were exonerated and 50.00% unfounded.

In analyzing the complaints there was no distinctive pattern identified to indicate that there was one officer receiving a higher number of complaints for a specific type of complaint. The complaint process was reviewed and it was determined no changes in policy or procedure were needed.

Over the twelve-month period, the highest number of complaints occurred in July and December 18.75%, the second highest months 12.50% each were January, March, may,

and October. The third highest months 6.25% each were April and August. There were no complaints made in February, June, September, and November.

During 2014, the Suwanee Police Department had 61,770 calls for service, of that 0.03% resulted in a complaint, one complaint per 3861 calls for service. There were a total of 21,340 citations and verbal warnings, if all of the complaints were related to the traffic contacts, 0.07% of the traffic contacts resulted in a complaint, one complaint per 1,334 traffic contacts.

In 2014, there was a 59% decrease (2014, 16 Complaints vs. 2013, 27 Complaints) in the number of complaints filed against Suwanee Police Officers, but there was a 30.69% increase in calls for service and a 36.44% increase in traffic citations in 2014.

## **2014 Use of Force Analysis**

In 2014, there were of three Use of Force incidents, which required the completion of a Use of Force report. The Use of Force reports were completed by the initiating officer and submitted through the Chain of Command and Training Coordinator for review. The Use of Force reports were then submitted to the Office of Professional Standards to be reviewed, catalogued, and maintained.

In analyzing the Use of Force incidents 100% of the uses of force were within policy and the levels of force used were appropriate.

In 66.67% (2) of the incidents, the officer utilized a taser. In the remaining 33.33% (1) of the Use of Force incidents the officers utilized hard hand techniques.

In 66.67% of the incidents, the subject was under the influence of alcohol and in the remaining 33.33% the suspect was not under the influence of alcohol. 100 % of the subjects involved in the uses of force were male. The ages of the subjects involved in the uses of force ranged from 23 to 34 years of age.

33.33% (1) of the Use of Force incidents occurred in the afternoon, 33.33% (1) in the evening and 33.33% (1) occurred during mid morning. 66.67% of the incidents occurred outside and 33.33% inside. In 66.67% (2) of the Use of Force incidents were the result of calls for service at residences and the remaining 33.33% was the result of a traffic stop.

In 100% (3) of the Use of Force incidents, at least one of the involved officers received a minor injury that did not require medical treatment. In 66.67% (2) of Use of Force incidents, the subject involved had a complaint of injury or visible injury; all were treated and released on the scene by EMS and did not require transport to a medical facility, 33.33% (1) suspect was transported to the hospital for medical clearance prior to being accepted by the jail, no treatment was required.

The analysis of the Use of Force incidents did not show any pattern that indicated repeated use of force by a single officer and there were no complaints of excessive or inappropriate force made by the subjects involved in any of the incidents requiring a Use of Force report.

In 2014 there were 61,770 calls for service, 831 custodial arrests, and 21,340 traffic citations and verbal warnings; of the calls for service 0.005% resulted in Use of Force incidents, of the 831 custodial arrests 0.36% resulted in a Use of Force incident and of the traffic contacts 0.01% required the completion of a Use of Force report.

### **Suwanee PD 2014 Internal Affairs**

In 2014, there were no Internal Investigations ordered by Chief Jones.

Because there were no IA investigations ordered by the Chief, there was no data to complete an analysis and identify any patterns or trends. A review of the internal affairs and disciplinary policies was conducted and it was determined that no changes or revisions to the policies were needed