



## **Andover Police Department**

*Compassion – Integrity - Commitment*

---

### **Complaint Investigations Statistical Summary & Citizen Satisfaction Survey Results 2017 Annual Report**





### The Complaint Process

Each year, Andover Police Department's police officers, 9-1-1 communications officers, and other employees have thousands of contacts with people. In some cases, individuals may question why an incident was handled in a particular way. Or, they may wish to acknowledge the employees involved. In other situations, they may disagree with the actions or conduct of a department employee.

The Andover Police Department values the feedback it receives from the community as a means to evaluate current policies. For example, if a particular policy routinely generates questions from citizens, the policy may need to be changed, or employee training may need to be increased in that area. Occasionally, our employee's actions may be inappropriate and warrant corrective action.

The Andover Police Department takes citizen's concerns very seriously. We believe the public is entitled to efficient, fair, impartial and transparent service. We investigate all allegations of employee misconduct, respond to inquiries about employee actions or department policy, document all complaints and compliments received from the public and annually produce and publish this document that details the previous year's statistics regarding those complaints and compliments received.

#### **We investigate all allegations and inquiries for these reasons:**

1. To protect citizens from actual misconduct by an employee;
2. To protect the department and those employees who conduct themselves appropriately; and
3. To identify policies and procedures that may need review or change, and to find ways to improve the quality of our service to the community.

This document explains what you can expect to happen if you file a complaint (allegation) and outlines the process and time line. If you have additional questions, please feel free to call the Andover Police Department at 316-733-5177, Monday -Friday, 8:00 a.m. - 5:00 p.m., or stop by 909 N. Andover Rd., Andover, Kansas 67002.

Sometimes people do not feel comfortable making a complaint against a Police Department employee because of language barriers, cultural differences, or other reasons. If you need assistance because of language barriers, interpreters are available, contact the Office of Professional Standards, Lieutenant Daimon Cundiff at 316-733-5177, ext. 212.

Complainants who have current criminal or traffic charges pending should be aware that the internal review process deals solely with Department policy matters and the conduct of agency employees. Regardless of the outcome of an internal investigation, existing criminal or traffic charges must be dealt with through the proper courts.



## Investigations Statistical Summary/2017

---

The Andover Police Department recognizes that its employees are responsible for their conduct and actions where the public is concerned. The Department also acknowledges that, at certain times, conflicts between citizens and agency employees can arise. It is essential to the safety of our community that the relationship between the police and citizens is built on confidence and trust. Law enforcement cannot be effective without this vital conviction by both entities.

Police Officers must be free to exercise their best judgment and initiate proper action in a reasonable, lawful, impartial manner, without fear or reprisal. At the same time, they must observe the rights of all people. The complaint process and appropriate disciplinary procedures not only subject agency members to corrective action when they conduct themselves improperly, the guidelines also protect them from unwarranted criticism when they discharge their duties properly.

A disagreement over the validity of a traffic violation is not a complaint. Such disagreements should be directed to the courts.

The Police Department realizes that confusion, different perceptions, or the timeliness of information sometimes will result in descriptions that produce different versions of the same incident. Beyond legitimate error, the deliberate making of a report that the complainant knows to be false or misleading could constitute a violation of State Law.

The complaint process is designed to deal with each case factually and fairly. Citizens who file complaints are treated respectfully, and their accusations are taken seriously. All properly filed complaints are investigated thoroughly, and all findings are based on impartial evidence gained during the investigation. However, often a complaint can be explained satisfactorily by a visit or telephone call to the employee's supervisor. The supervisor will talk with you about your complaint and try to resolve it.

There are two types of complaints. The first and most serious are complaints alleging a violation of a law which are considered criminal investigations. The second type of complaint includes allegations of a less serious nature and may concern violations of Department policy. Both of these types of complaints are considered serious and investigated to their fullest.

Although employees named in a complaint will be notified of the complaint and at some point be required to respond to the specific allegation, they are not permitted access to cases under investigation. Complainants need not be concerned that they will be subject to retribution for legitimately filing a complaint because procedures are in place to prevent this from occurring.

If you choose to make a complaint, we will follow a formal process to ensure that your complaint is thoroughly investigated. When you file a complaint, you will be asked to complete a "Complaint Form" which requests information including your name, address,



## Investigations Statistical Summary/2017

---

a telephone number where you can be reached, and the details of your complaint, including date, time, location, and name of the involved employee(s), if known. The "Complaint Form" is the preferred method of receiving a complaint; however, the police department will accept a complaint in any form. But, in order to properly investigate a complaint, the above requested information needs to be provided.

When we receive your complaint, the Chief of Police will send a letter to inform you that your complaint has been received and who your complaint has been assigned to for investigation. The assigned investigator will conduct a thorough investigation. He/She will interview the employee involved, as well as, any witnesses. You may be contacted by the investigator for additional details or to clarify the information you have already provided.

Our policy is to complete the investigation within approximately 30 days from the date we receive the complaint. You will be notified of the final outcome upon the completion of the investigation. **The Chief of Police will make the final determination about the complaint**, based on the facts available and the recommendations of the investigating officer assigned to the complaint. The Chief's final decision will be one of five findings:

- **Unfounded:** The investigation conclusively proved that the act complained of did not occur. This finding also applies when an individual employee named in the complaint was not involved in the act, which may have occurred.
- **Exonerated:** The act which provided the basis for the complaint or allegation occurred; however, the investigation revealed that the act was justified, lawful and proper.
- **Not Sustained:** The investigation failed to disclose sufficient evidence to clearly prove the allegation made in the complaint or to conclusively disprove such allegation.
- **Sustained:** The investigation disclosed sufficient evidence to clearly prove the allegation made in the complaint.
- **Sustained Against Policy:** The investigation revealed a faulty policy and/or procedure.

If an allegation is sustained, appropriate action will be taken. The action may involve counseling, verbal or written reprimand, suspension from duty, or termination. You will be notified in writing as to the disposition of the complaint that you have filed.

However, in accordance with the law, and out of respect for employees' privacy, we do not release what specific discipline was imposed on the employee.



## Investigations Statistical Summary/2017

### Case Disposition

The Police Department staff is very proud of the fact that only three citizen complaints were received in 2017, and only nine complaints in the past 5-years. In 2013 the department experienced an unprecedented zero citizen complaints and followed that up in 2014 with only one citizen complaint. This is a remarkable number considering that the officers, during this same 5-year time period, made 1,867 arrests, 19,387 vehicle stops, took 8,078 reports and responded to 103,506 calls for service.

Internal Investigations	2013	2014	2015	2016	2017
Unfounded	0	0	0	2	0
Exonerated	0	0	0	0	1
Not Sustained	0	0	0	0	0
Sustained	0	1	1	1	1
Sustained Against Policy	0	0	1	0	1
Employee Left Employment Prior to Completion of Investigation	0	0	0	0	0
Total Cases	0	1	2	3	3

### Things to Know

The Department routinely checks the police records of the people with whom we have contact, including people who file complaints. If a Police Officer has contact with you and is aware of a warrant, he/she is legally compelled to arrest you. However, we do not want this to prevent you from giving us feedback. If you have an outstanding warrant, please clear it with the Court.

If you are an undocumented resident, we will not report you to the U.S. Immigration and Customs Enforcement (ICE) unless you have been convicted of certain criminal offenses. It is not our job, as City police, to detect or apprehend people who may be in the country or working illegally. We want to hear from all community members.

### Complimenting an Employee

Just as we recognize that conflicts between citizens and agency employees can arise, we also realize that there are times when our employees go above and beyond the call of duty. Law Enforcement employees, like everyone else, appreciate it when their good deeds are noticed. Too often they are remembered for the traffic tickets they issue or the arrests they have to make, and not for the thousands of helping hands they extend.



## Investigations Statistical Summary/2017

If an Officer or Employee of the Andover Police Department provides services that you feel they should be commended for, please write the Chief a letter, note or e-mail [mkeller@andoverks.com](mailto:mkeller@andoverks.com) to that effect, giving your feelings on what the Officer or Employee has done that deserves commendation. The Chief will see that it gets to the employee and that a copy is placed in the employee's personnel file. This boosts their morale and encourages them and all other Officers and Employees of the Department to be more positive about themselves and the service they provide. We are proud of the good relationship that we share with our community.

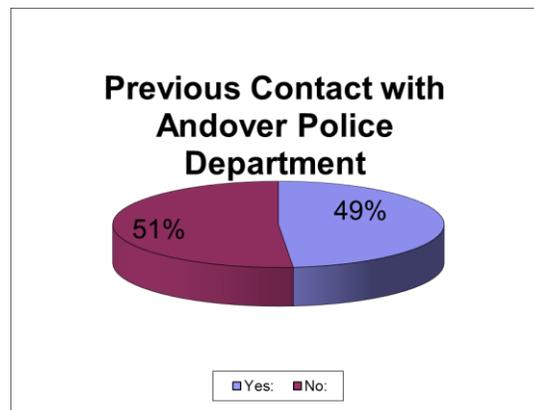
In 2017, the Police Department received forty-eight (48) "Citizen Recognitions" involving ninety-three (93) officers and/or communications officers, compared to sixty-six (66) "Citizen Recognitions" involving one-hundred and two (102) officers and/or communications officers in 2016.

### Citizen Satisfaction Survey

The Andover Police Department is committed to providing high quality customer service to its citizens. In addition to tracking and documenting citizen complaints, the Police Department also surveys the community on a regular basis, to determine our citizen's attitudes and opinions with respect to: overall agency performance; overall competence of agency employees; citizens' perception of officers' attitudes and behavior; community concern over safety and security within the agency's service area; and citizens' recommendations and suggestions for improvements.

Three days a month, Citizen Satisfaction Surveys are mailed out to individuals that have had contact with the police department, either by being involved in a motor vehicle accident, making a police report, or receiving a traffic citation/warning. Additionally, each calendar month, department supervisors conduct a minimum of one citizen follow-up for each officer assigned to their team, and that follow-up will include the completion of a Citizen Satisfaction Survey. Finally, the on-line availability for citizens to complete the Citizen Satisfaction Survey [www.andoverks.com/pdsurvey](http://www.andoverks.com/pdsurvey) is advertised on the back of every department issued business card.

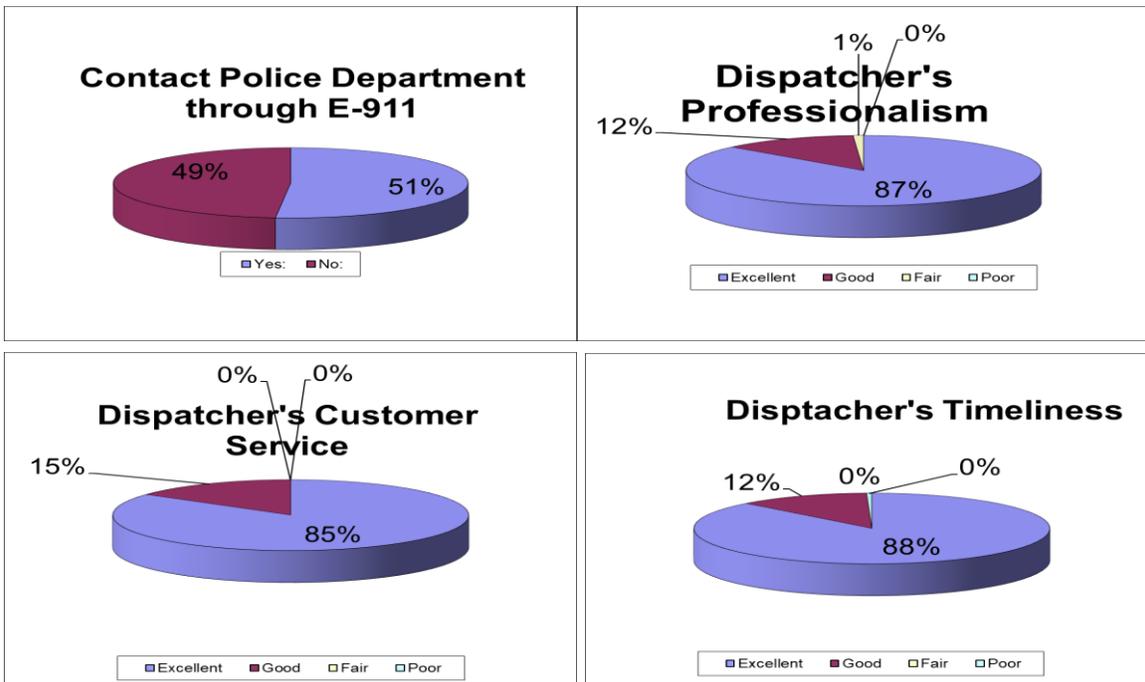
In 2017, seventy-five (75) Citizen Satisfaction surveys were completed and returned by citizens, making a total of 406 surveys completed since February of 2012. To date, the surveys indicate that 48.9%, slightly less than half of the respondents, had had prior contact with members of the Andover Police Department.





### E-911 Communications

In 2017 citizens were asked “In regards to the most recent incident, did they contact the Police Department utilizing the services of our E-911 Center?” If so, please rate our E-911 services in following areas: “Professionalism, Customer Service, Timeliness and overall Quality of E-911 Service.” From 2012 through 2017, 51.4% of the respondents that completed the survey indicated that their initial contact with the Police Department has been through the E-911 Communications Center. Additionally during this same time-period, the respondents rated the dispatchers Good or Excellent 99.1% of the time on “Professionalism,” 100% of the time for on “Customer Service” and 99.5% of the time on “Timeliness.”

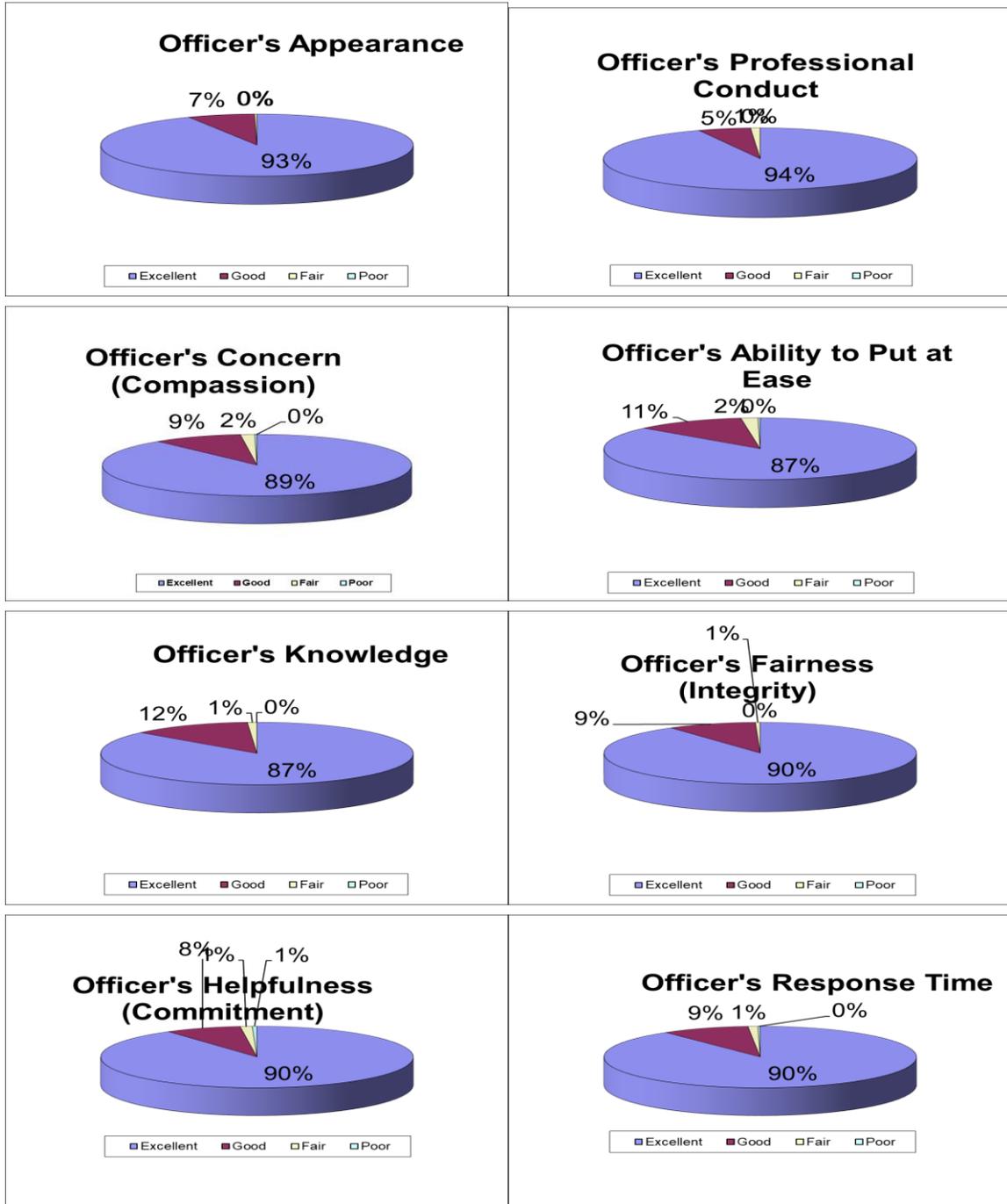


### Police

In 2017 citizens were asked “Considering their most recent contact, please rate the Andover Police Department, “Excellent,” “Good,” “Fair” or “Poor” in the following areas.” From 2012 through December 31, 2017, the respondents rated the officers Good or Excellent 99.8% of the time on the Officer’s Appearance; 99.0% of the time on the Officer’s Professional Conduct; 98.3% of the time on the Officer’s Concern (Compassion); 98.0% of the time on the Officer’s Ability to Put You at Ease; 99.0% of the time on the Officer’s Knowledge; 99.5% of the time on the Officer’s “Fairness” (Integrity); 98.3% of the time on the Officer’s Helpfulness (Commitment); and 98.7% of the time on the Officer’s Response time.



# Investigations Statistical Summary/2017





### Overall Survey Results

On the Citizen Satisfaction Survey, citizens are asked, on a one to ten scale, to rate their overall satisfaction with the E-911 Communications Center, the Andover Police Department, and how safe they feel living in the Andover community. From 2012 through December 31, 2017, the citizens have reported an average 9.65 satisfaction rate for Andover's E-911 Communicatoins Center, an average 9.74 satisfaction rate for the Police Department, and reported a 9.56 average rating for feeling safe in Andover.



In the Citizen Satisfaction Survey, respondents are also asked to provide written recommendatons and suggestions for department and officer improvements. Twenty-nine (29) of the seventy-five (75), approximatley 38.7% of the surveys returned in 2017, included comments and/or constructive feedback and suggestions.