

BOARD OF POLICE COMMISSIONERS
OFFICE OF COMMUNITY COMPLAINTS

KANSAS CITY, MISSOURI – EST. 1969

2020 ANNUAL REPORT



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The Office of Community Complaints

Mission Statement

Under the authority of the Board of Police Commissioners, the Office of Community Complaints (“Office”) is a non-police, civilian oversight agency. The Office has been charged with the responsibility of protecting the citizen from the possibility of abuse or misconduct on the part of the Kansas City, Missouri Police Department. The Office is also entrusted with the duty to protect members of the police department from unjust and unfair accusations. The Office of Community Complaints is committed to effectively and impartially resolving all complaints involving a citizen’s guaranteed right to fair and efficient police protection.

In fulfillment of its mission, the Office has pledged:

- ◆ To encourage members of the community to file complaints when they feel they have experienced police misconduct.
- ◆ To encourage active participation by all parties in the complaint process.
- ◆ To examine carefully each investigative file so as to ensure that all efforts have been made to resolve the complaint.
- ◆ To review all complaints with complete objectivity and impartiality.
- ◆ To respect and protect the rights of both the citizen and the subject officer.
- ◆ To engage in community outreach throughout Kansas City, Missouri to educate the general public concerning the agency’s purpose.
- ◆ To report to the Board of Police Commissioners any patterns of misconduct that are uncovered as a result of investigations and complaint review.
- ◆ To report to the Board of Police Commissioners any and all relevant issues and policy matters that may arise.
- ◆ To proactively identify trends that may need to be addressed by the Regional Police Academy for officer training.

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The Board of Police Commissioners



From L to R: Don Wagner, President; Mark Tolbert, Vice President; Cathy Dean, Treasurer; Nathan Garrett, Member; Mayor Quinton Lucas, Member; David Kenner, Secretary/Attorney



A Note from the Executive Director

Merrell R. Bennekin, J.D., CPM

Commissioners:

It is with great pleasure that I submit the annual report of the Kansas City, Missouri Board of Police Commissioners' Office of Community Complaints (OCC), for the period of January 1, 2020 to December 31, 2020. Data in the OCC's report includes information pertaining to the review and analysis of allegations of misconduct against members of the Kansas City, Missouri Police Department (Department).

The staff of the Office of Community Complaints continues to work on behalf of the greater Kansas City community and the men and women of the Department to improve transparency and accountability in policing. By reaching out to the various stakeholders and constituencies in the metropolitan area, taking action to yield positive outcomes through its outreach and mediation programs, and acknowledging the importance and impact of the investigative process, the OCC is acting in accordance with its goal of being a national leader in law enforcement oversight. Although the COVID-19 pandemic thwarted the great majority of our in-person efforts in 2020, we were easily able to pivot with the times and switch to online engagement and outreach.

The Office of Community Complaints would like to extend its appreciation to the Board of Police Commissioners for providing a service to give the public an opportunity to voice complaints concerning alleged police misconduct and for each individual member's attentiveness, passion and commitment to the complaint process. Further, the OCC would like to acknowledge the Chief of Police and his staff, especially the Department's Internal Affairs Unit, for their diligence, dedication, and professionalism.

The preparation of this report could not have been accomplished without the efficient and dedicated service of a highly qualified staff in the Office of Community Complaints, particularly Senior Legal Analyst Karen Williams. The cooperation and continued assistance of our entire team is necessary and appreciated. I would like to thank all personnel who helped and contributed to the preparation of this report.

Finally, the Office of Community Complaints would like to thank the people of Kansas City for placing their trust in the members of its staff. We honor that trust by conducting thorough, impartial and timely investigations. The OCC truly believes the City of Kansas City is well served and a better community because of the efforts of the Office of Community Complaints and those who support its mission.

We enjoy serving you and thank you for supporting our efforts.

Respectfully submitted,



Merrell R. Bennekin, J.D. CPM
Executive Director
Office of Community Complaints

Complaint Intake 2020

The Office of Community Complaints is the primary resource for accepting complaints filed against both sworn and non-sworn members of the Kansas City, Missouri Police Department (“KCPD”). Established in September 1969, the Office is the oldest continually-operating oversight office in the United States.

Complaints may be filed by mail, online at www.kccommunitycomplaints.org, via e-mail at communitycomplaints@kcpd.org, by FAX, in person at the Office of Community Complaints, or at 10 additional locations as detailed below.

| Locations Where Complaints Can Be Filed | | |
|--|----------------------------------|-------------------------------|
| LOCATION | ADDRESS | HOURS* |
| Office of Community Complaints | 635 Woodland Ave., Suite 2102 | M-F, 8:00 a.m. to 4:30 p.m. |
| KCPD - Central Patrol Division | 1200 E. Linwood Blvd. | Daily/24 hours |
| KCPD - East Patrol Division | 2640 Prospect Ave. | Daily/24 hours |
| KCPD - Metro Patrol Division | 7601 Prospect Ave. | Daily/6:00 a.m. to 11:00 p.m. |
| KCPD - North Patrol Division | 11000 N.W. Prairie View Road | Daily/24 hours |
| KCPD - Police Headquarters, Records Unit | 1125 Locust St. | M-F, 7:00 a.m. to 7:00 p.m. |
| KCPD - Shoal Creek Patrol Division | 6801 N.E. Pleasant Valley Rd. | Daily/24 hours |
| KCPD – South Patrol Division | 9701 Marion Park Drive | Daily/24 hours |
| Ad-Hoc Group Against Crime | 2701 E. 31 st St. | M-F, 10:00 a.m. to 6:00 p.m. |
| Northland Neighborhoods, Inc. | 5340 N.E. Chouteau Tw., Ste. 100 | M-F, 9:00 a.m. to 5:00 p.m. |
| Westside CAN Center | 2038 Jefferson St. | M-Sa, 6:00 a.m. to 6:00 p.m. |

* Note: The ongoing coronavirus pandemic may affect these hours

Every complaint that is filed is forwarded to an analyst, who will make attempts to contact the complainant in order to ascertain all details of the complaint as well as allow the complainant to select the preferred method of handling the complaint. If a complainant does not cooperate by responding to telephone messages and/or letters, the complaint is closed with no further contact by the Office.

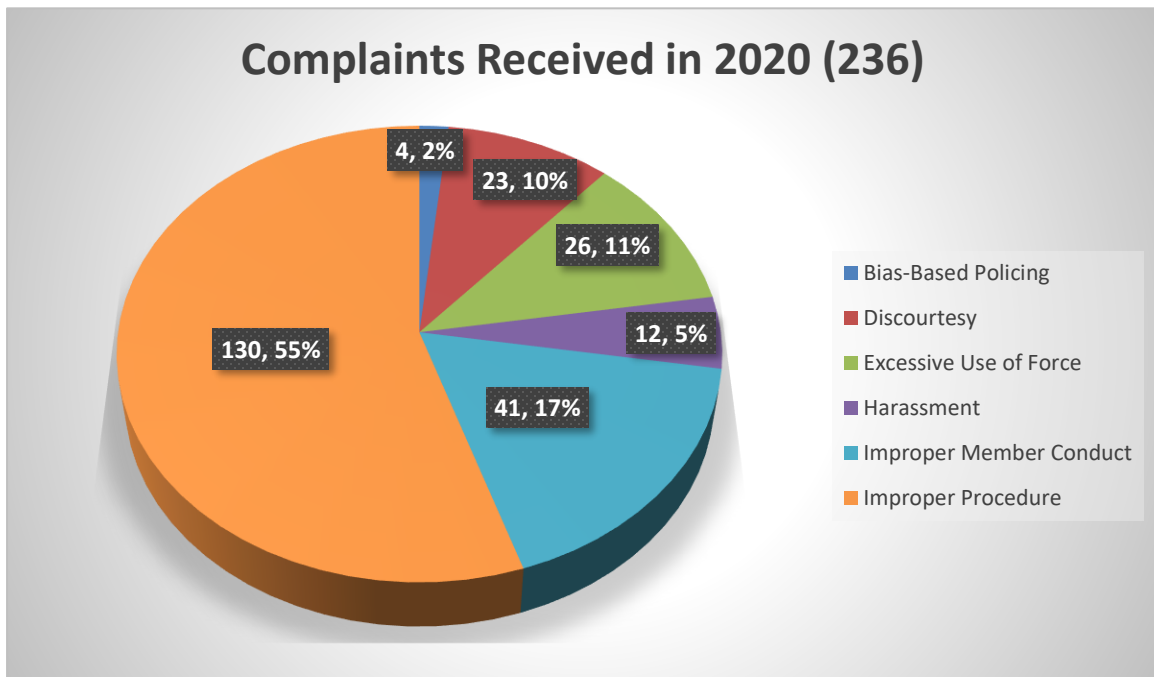
Complaint Categories

All complaints filed with the Office of Community Complaints are categorized into one of six categories based on the information contained in the complaint. Those categories are listed in the table below.

| Complaint Category Definitions | |
|---------------------------------------|---|
| CATEGORY | DEFINITION |
| Bias-Based Policing | Circumstances where the police actions of a member were substantially based on the race, ethnicity, gender, age, sexual orientation, religious beliefs, disabilities, or national origin of a person, rather than upon lawful and appropriate police procedures. |
| Discourtesy | Circumstances where the actions or statements of a Department member were in violation of the Code of Ethics or Rules of Conduct of the Department based upon the context of the contact with the complainant. For example, the use of ethnic slurs would be classified as discourtesy. |
| Excessive Use of Force | Circumstances where a member of the Department used more force than reasonably necessary to arrest a suspect, take a suspect into custody, stop a suspect for investigation, control a situation, restore order, or maintain discipline. |
| Harassment | Circumstances where a member of the Department has had repeated or continued contact with a person without lawful police justification. |
| Improper Member Conduct | Circumstances where the behavior of a member was unprofessional, unjustified, beyond the scope of the authority of the member, unauthorized by Department procedures, or constituted an unreasonable lack of police service. |
| Improper Procedure | Circumstances where an administrative or procedural requirement was not met. This includes, but is not limited to improper search and seizure, omission of the Miranda Warning where required, etc. |

In 2020, the Office of Community Complaints received a total of 236 complaints. Of those, 147 complaints were forwarded to the Internal Affairs Unit (“IAU”) of the Kansas City, Missouri Police Department for investigation. The remaining 89 complaints were handled as Non-Investigated Complaints (“NIC’s”). Additional information regarding these two classifications of complaints is discussed below and in the Investigative Overview section of this report.

The 236 complaints that were filed with the Office of Community Complaints were classified as follows:



Non-Investigated Complaints (“NIC’s”)

As previously noted, the Office of Community Complaints received a total of 236 complaints in 2020. 147 were forwarded to the Internal Affairs Unit (“IAU”) of the Kansas City, Missouri Police Department for investigation, and the remaining 89 complaints were handled as Non-Investigated Complaints (“NIC’s”). Although the majority of this report will focus on those complaints which were resolved using the formal investigative process through IAU, there are a significant number of complaints which are not handled through traditional investigative means. These NIC complaints range from those which are outside the jurisdiction of the Office, to those people who do not cooperate with attempts by the Office to obtain additional information about their complaint, to anonymous and third-party complaints.

The following types of complaints are generally classified as NIC’s:

- Third-party complaints without a matching complaint from the aggrieved party¹
- Complaints against non-KCPD members (i.e. other police departments, city departments, etc.)
- Complaints which occurred more than 90 days before the filing of the complaint, but absolutely no longer than 1 year before the filing of a complaint. The Executive Director of the Office is the only person who can accept a complaint beyond the 90 day time limit.

¹ Although third-party complaints are not fully and formally investigated, the Department is made aware of these complaints and can conduct their own investigation if warranted.

- Anonymous complaints²
- Complaints with an obvious lack of violation of police department policy or procedure
- Complaints solely dealing with the issuance of a ticket or citation
- Complaints already being investigated by the Department or IAU (shootings, complaints involving an officer's personal life, criminal misconduct, etc.)
- Complaints where legal action has been filed by the complainant
- Complaints where the complainant is not cooperative with the Office in obtaining additional information
- Complaints withdrawn by the complainant before an investigation, mediation, or conciliation can be conducted.

Within the NIC category, however, are those complaints that are mediated or conciliated and thus forego a formal investigation by the IAU. Mediations and Conciliations are classified as NIC's due to the lack of a formal Internal Affairs investigation.

Mediation is designed to provide the complainant an opportunity to sit down face-to-face with the Department member(s) with whom they have a grievance in the presence of a trained, independent, third-party mediator who volunteers his or her time to the Office. If mediation is selected and all parties come to the table, the complainant cannot then opt for a formal IAU investigation regardless of the outcome of the mediation. Mediations are considered confidential and there will be no discipline of the involved member, nor will a record of the mediation be placed in the member's personnel file.

Conciliation is done at the division or unit level, where a supervisor contacts both the complainant and member to obtain a set of facts, and a smaller-scale inquiry into the complaint is done by a supervisor. After the inquiry is completed, the complainant receives information regarding how the complaint was handled and a report is sent to the Office for closure.

Due to the impact of COVID-19, the Office stopped doing mediations in mid-March and referred those complaints to conciliation or a formal investigation based on the preference of the complainant.

In 2020, 89 NIC's were received in the Office, and 83 were reviewed (consisting of those filed in current and previous years). Of the 83 which were reviewed in 2020, 29 were handled as mediations and conciliations, with 83% considered successful. Of the remaining NIC's, 17 were closed due to complainant non-cooperation, and 37 fell into other categories.

² The Department is made aware of these complaints, and an investigation can be undertaken if warranted; however, the Office cannot conduct a full and complete investigation without cooperation from the complainant.

Investigative Overview

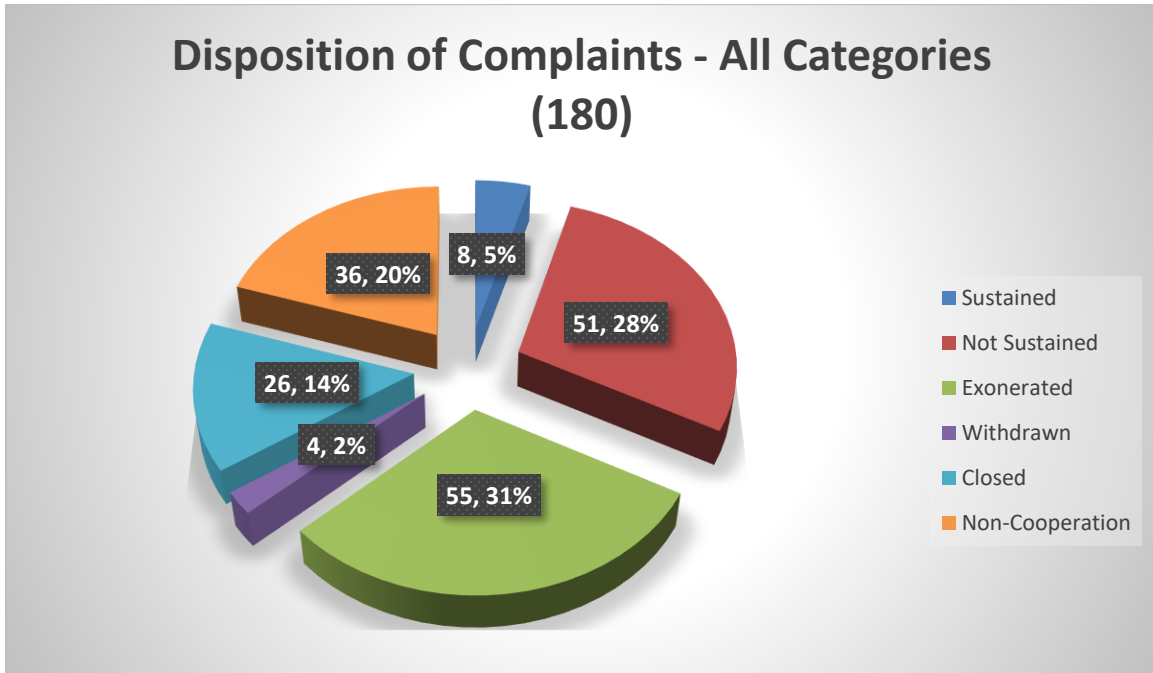
The majority of this report will focus on those complaints which were sent to the Internal Affairs Unit for investigation. In 2020, 147 complaints were forwarded to the Internal Affairs Unit for investigation, and 180 complaints were worked by the Office of Community Complaints. “Complaints worked” refers to complaints returned to the Office of Community Complaints after having been sent to IAU for investigation. Those complaints are not necessarily from the same calendar year (i.e., a complaint filed in the latter months of 2020 would not have a completed investigation and recommendation made until sometime in 2021). As discussed previously, this number does not include those complaints handled through mediation or conciliation.

Complaints worked fall into one of six dispositions. Fully investigated IAU investigations result in a Sustained, Not Sustained, or Exonerated recommendation, while other complaints may result in a disposition of Closed, Withdrawn, or Non-Cooperation. These terms are explained below.

| Complaint Disposition Definitions | |
|-----------------------------------|---|
| DISPOSITION | DEFINITION |
| Sustained | The alleged act occurred and was without lawful police justification. |
| Not Sustained | The evidence fails to prove that an act of misconduct occurred. |
| Exonerated | The alleged act did occur but the Department member engaged in no misconduct because the actions of the Department member were lawful, justified, and/or proper. |
| Closed | The complaint was closed due to the following circumstances (not an exhaustive list): lack of jurisdiction, pending litigation, pending Department investigation (i.e. homicide or officer-involved shootings), third-party complaints that were not originally identified as third-party, no violation of policy or procedure. |
| Withdrawn | The complainant indicated he or she did not wish to pursue the complaint after it was filed. |
| Non-Cooperation | The complainant failed to cooperate. (This can refer to those complaints referred to as NIC’s as well as those sent for investigation to IAU.) |

Of the 180 complaints that were returned from the Internal Affairs Unit in 2020, 114 had full and complete investigations which resulted in eight (8) sustained findings, fifty-one (51) not sustained findings, and fifty-five (55) exonerated findings. The remaining 66 complaints consisted of four

(4) withdrawn complaints, thirty-six (36) complaints closed for non-cooperation with Internal Affairs,³ and twenty-six (26) complaints that were closed.



The following chart shows the breakdown of complaint by the complaint category as well as the finding.

³ In order for a complaint to be investigated, the complainant must provide a statement (usually in-person or via telephone if residing out of town) regarding the allegations as contained in the complaint form. This interview sets the parameters for the investigation and allows the complainant to provide additional information that may not fit on the complaint form. Beginning in March 2020, all complainant and member statements were taken by telephone due to the COVID-19 pandemic.

| Disposition of Complaints by Finding ⁴ | | | | | | | |
|---|----------|-----------|-----------|-----------|----------|-----------|------------|
| | S | NS | E | C | WD | NC | Total |
| Bias-Based Policing | 0 | 0 | 4 | 2 | 0 | 0 | 6 |
| Discourtesy | 0 | 10 | 7 | 2 | 0 | 2 | 21 |
| Excessive Use of Force | 1 | 4 | 9 | 5 | 0 | 8 | 277 |
| Harassment | 0 | 2 | 5 | 1 | 0 | 2 | 10 |
| Improper Member Conduct | 3 | 13 | 10 | 2 | 1 | 7 | 36 |
| Improper Procedure | 4 | 22 | 20 | 14 | 3 | 17 | 80 |
| TOTAL | 8 | 51 | 55 | 26 | 4 | 36 | 180 |

Sustained Complaint Investigations:

The category of sustained complaints and the policy and/or procedure violated are listed below.

Complaint 1: *Improper Member Conduct*. Violation of:

- Personnel Policy #201-10, “Code of Ethics and Rules of Conduct”
- Procedural Instruction #14-7, “Patrol Procedures”

Complaint 2: *Excessive Use of Force*. Violation of:

- Personnel Policy #201-10, “Code of Ethics and Rules of Conduct”
- Procedural Instruction #16-4, “Response to Resistance”

Complaint 3: *Improper Procedure*. Violation of:

- Personnel Policy #201-10, “Code of Ethics and Rules of Conduct”
- Missouri State Statutes, §301.149

Complaint 4: *Improper Procedure*. Violation of:

- Personnel Policy #201-10, “Code of Ethics and Rules of Conduct”
- Procedural Instruction #10-1, “Tiburon Computer System – Automated Reporting System (ARS)/Records Management System (RMS)”
- Procedural Instruction #15-6, “Computerized Police Information Systems”

Complaint 5: *Improper Procedure*. Violation of:

- Procedural Instruction #14-7, “Patrol Procedures”

⁴ S=Sustained; NS=Not Sustained; E=Exonerated; C=Closed; WD=Withdrawn; NC=Non-Cooperation

- Personnel Policy #201-10, “Code of Ethics and Rules of Conduct”

Complaint 6: Improper Procedure. Violation of:

- Personnel Policy #201-10, “Code of Ethics and Rules of Conduct”

Complaint 7: *Improper Member Conduct*. Violation of:

- Personnel Policy #201-10, “Code of Ethics and Rules of Conduct”

Complaint 8: *Improper Member Conduct*. Violation of:

- Personnel Policy #201-10, “Code of Ethics and Rules of Conduct”
- Procedural Instruction #13-5, “Internally Recorded Audio/Video Records”
- Procedural Instruction #14-7, “Patrol Procedures”

It should be noted that by policy, the only person who can impose discipline is the Chief of Police. Disciplinary records are protected under the Missouri Sunshine Law and cannot be disclosed.

Complainant and Subject Member Statistics

Racial and Ethnic Backgrounds:

The City of Kansas City is home to nearly 500,000 residents, while the Kansas City metropolitan area, consisting of cities on both sides of the Kansas/Missouri state line, has a population of approximately 1.7 million. At the end of 2020, the Kansas City, Missouri Police Department had 1,288 sworn officers (including police officer candidates), as well as 553 civilian employees. The ethnic breakdown of Department members is outlined below. It should be noted that the vast majority of complaints are filed against sworn members of the KCPD and not against civilian employees, though the Office receives complaints about both.

| Kansas City, Missouri Police Department Sworn and Non-Sworn Members (n=1841) | | |
|---|---------------|----------------|
| | Number | Percent |
| White | 1334 | 72.5% |
| Black | 298 | 16.2% |
| Hispanic | 100 | 5.4% |
| American Indian | 7 | 0.4% |
| Asian | 12 | 0.6% |
| Hawaiian/Pacific Islander | 2 | 0.1% |
| Multiple Races | 66 | 3.6% |
| Unknown/Other | 22 | 1.2% |
| TOTAL | 1841 | 100.0% |

The statistics concerning the officers who are the subject members of sustained, not sustained, and exonerated complaints follow a similar breakdown of race:

| Members Complained Against (n=248) | | |
|---|---------------|----------------|
| | Number | Percent |
| White | 192 | 77.4% |
| Black | 43 | 17.3% |
| Hispanic | 5 | 2.0% |
| Unknown/Other | 8 | 3.2% |
| TOTAL | 248 | 99.9% |

Though the members complained about are primarily white and follow the breakdown of the police department as a whole, complainants consist of a much more diverse population. The below chart outlines the race and sex of complainants by the disposition of their complaint.

| Race and Sex of Complainants by Disposition (n=224) | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|--------------|
| | W/M | W/F | B/M | B/F | H/M | H/F | Other |
| Sustained | 1 | 2 | 5 | 2 | 0 | 0 | 0 |
| Not Sustained | 7 | 14 | 16 | 24 | 2 | 1 | 3 |
| Exonerated | 13 | 11 | 17 | 26 | 0 | 1 | 2 |
| Closed | 5 | 6 | 9 | 6 | 2 | 1 | 1 |
| Withdrawn | 2 | 0 | 0 | 2 | 0 | 0 | 0 |
| Non-Cooperation | 7 | 5 | 11 | 14 | 0 | 0 | 6 |
| TOTAL | 35 | 38 | 58 | 74 | 4 | 3 | 12 |

Complainants by Age:

As shown in the below chart, the majority of complainants are ages 35 to 49. This has remained relatively consistent over time.

| Complainants by Age (n=224) | | |
|------------------------------------|----------|----------|
| AGE GROUP | # | % |
| 17 and Under | 9 | 4.0% |
| 18 to 24 | 11 | 4.9% |
| 25 to 34 | 58 | 25.9% |
| 35 to 49 | 88 | 39.3% |
| 50 to 64 | 47 | 21.0% |
| 65 and Older | 8 | 3.6% |
| Unknown | 3 | 1.3% |
| TOTAL | 224 | 100% |

Tenure of Members Complained Against:

Tenure of members is based upon the date the complaint was filed as compared to the date the subject member became employed by the Department. Sworn members with less than one year

of service have spent six months of that time in the Police Academy, and another six months under the direction of a Field Training Officer (“FTO”). A chart comparing the overall tenure of the sworn members of the Department with the members involved in Sustained, Not Sustained, and Exonerated complaints is below.⁵

| | 0 to 4 Years | 5 to 9 Years | 10 to 14 Years | 15 to 19 Years | 20 to 24 Years | 25-Plus Years |
|---|----------------|----------------|----------------|----------------|----------------|----------------|
| Sworn Officers n=1286 | 304 (23.6%) | 167 (13.1%) | 195 (15.2%) | 232 (18.0%) | 237 (18.4%) | 151 (11.7%) |
| Members Involved in Complaints (n=248) | 118 | 32 | 32 | 40 | 15 | 11 |

Assignment of Members:

The Kansas City, Missouri Police Department is separated into six patrol divisions. Additionally, there are numerous investigative elements that are responsible for covering the entire city. While the majority of complaints are against patrol officers, officers in other units do receive complaints.

| Type of Unit | Number | Percentage |
|--------------------------------------|------------|-------------|
| Patrol Divisions | 204 | 82.3% |
| Traffic and Parking Control | 13 | 5.2% |
| Street Crimes & Tactical Enforcement | 7 | 2.8% |
| Other Assignments ⁶ | 24 | 9.7% |
| TOTAL | 248 | 100% |

⁵ It should be noted that the number of members contained in these statistics, as stated earlier in this report, are the subject members of sustained, not sustained, and exonerated complaints only. Due to the lack of information that is known at the time a complaint is filed, it is not always possible to identify the subject members who are being complained about for the other types of complaints (Non-Cooperation, Withdrawn, and Closed).

⁶ Other Assignments include Human Resources, Communications, Juvenile Unit, Canine Unit, Drug Enforcement Unit, Records Unit, etc.

Of the members working in the patrol divisions that received complaints, the breakdown is as follows:

| Patrol Division | Number (n=204) |
|---------------------------|-----------------------|
| Central Patrol | 51 |
| East Patrol | 66 |
| Metro Patrol | 51 |
| North Patrol | 16 |
| Shoal Creek Patrol | 7 |
| South Patrol | 13 |

The Central, East, and Metro Patrol divisions comprise the central city or “urban core” of Kansas City, while the remaining three divisions are more suburban in nature. Traditionally, the three urban divisions carry the majority of complaints, due to the increased calls for service and number of officers deployed to these divisions.

It should be noted that the number of members contained in these statistics, as stated earlier in this report, are the subject members of sustained, not sustained, and exonerated complaints only. Due to the lack of information that is known at the time a complaint is filed, it is not always possible to identify the subject member(s) who is/are being complained about.

Historical Data

Complaints in recent years have been on the decrease, but 2020 had a significant decrease in the number of complaints that were received. This can be attributed to the COVID-19 pandemic, which led to a reduced number of calls for service and fewer interactions with the public. However, it should be noted that the office worked more complaints in 2020 than any year since 2015.

As shown below, the number of officer interactions with the community has continued to increase – both in calls for service and self-initiated activities. In 2020, there were 239,811 calls for service and 95,708 self-initiated activity calls. It should be noted that the large increase in the number of self-initiated activity “calls” is due to the implementation of a new dispatch system in 2019 and a modification in the call-type categories. Going forward, it is anticipated that this number will continue to increase on a yearly basis.

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|----------------------------------|---------|---------|---------|---------|---------|
| Calls for Service | 204,778 | 222,401 | 240,718 | 247,532 | 239,811 |
| Self-Initiated Activities | 26,857 | 25,913 | 33,996 | 42,619 | 95,708 |

There are many factors which may contribute to the rate of complaint intake: how frequently people are coming into contact with police, public perception of such contact, knowledge of the Office, increased usage of de-escalation techniques, and others.

| | 2016 | 2017 | 2018 | 2019 | 2020 | Average |
|----------------------------|------|------|------|------|------|---------|
| Complaints Received | 287 | 221 | 277 | 274 | 236 | 259 |
| Complaints Worked | 151 | 118 | 127 | 142 | 180 | 144 |

The table on the following page indicates the disposition of complaints by category from 2016 to 2020.

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|----------------------------|------|------|------|------|------|
| Sustained | 7 | 11 | 2 | 9 | 8 |
| Not Sustained | 25 | 24 | 34 | 25 | 51 |
| Exonerated | 27 | 18 | 30 | 34 | 55 |
| Closed | 49 | 30 | 27 | 30 | 26 |
| Withdrawn | 4 | 3 | 3 | 1 | 4 |
| Non-Cooperation | 39 | 32 | 31 | 43 | 36 |
| COMPLAINTS REVIEWED | 151 | 118 | 127 | 142 | 180 |

Although the number of complaints reviewed in recent years has fluctuated due to the number of complaints received in the Office of Community Complaints, the breakdown of sustained complaints (as a percentage of complaints sustained, not sustained, and exonerated) averages approximately five (5) percent each year.

The five-year average by disposition is below.

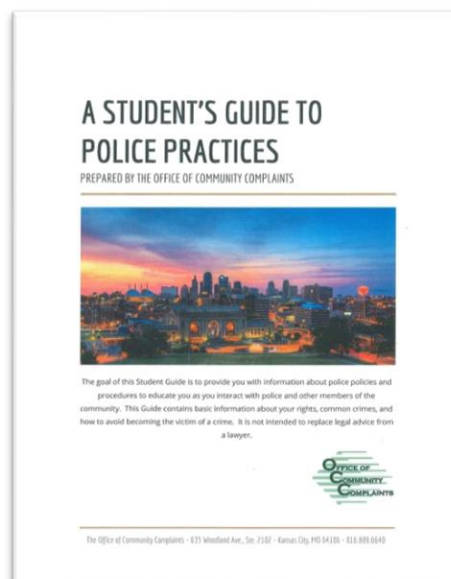
| | Five-Year Average |
|------------------------|-------------------|
| Sustained | 5.1% |
| Not Sustained | 22.1% |
| Exonerated | 22.8% |
| Closed | 22.7% |
| Withdrawn | 2.1% |
| Non-Cooperation | 25.2% |

Community Outreach

The Office of Community Complaints (“OCC”) continuously works towards engaging the Kansas City community and the employees of the Kansas City, Missouri Police Department in an effort to achieve the agency’s aims and goals. The Office continues to establish a presence with numerous organizations in the Kansas City metropolitan area by making presentations, attending meetings, and facilitating learning events centered on improving the police-community relationship. Although the global pandemic curtailed many of the regular in-person events that office staff attends and speaks at, numerous online meetings allowed the Office to continue to present information beneficial to the community.

To this end, the Office has developed several documents to aid in reaching the majority of the Kansas City population. The OCC Youth Guide has been widely distributed through youth-oriented events held in the metro area. Additionally, a “Do’s and Don’ts When Interacting with Law Enforcement” flyer is available.

The Office maintains a steady presence on social media, with accounts on Twitter and Facebook that relay positive messages and information critical to the community.



Enabling Legislation:

Missouri State Statute §84.430⁷

The enabling legislation for the Office of Community Complaints can be found in the Missouri State Statutes, specifically in §84.430, which states the following:

Board of police--personnel disciplinary cases--decrease of force--witnesses, summons and administration of oaths (Kansas City).

1. The board shall hear all complaints or charges filed against any member of the police department. All complaints or charges filed by persons other than the commissioners or police officers shall be verified by the oath of the person filing such complaints or charges. The board may at any time order the discharge of a specified number of police officers for the reason that in the opinion of the board, the police force is larger than the interests of the public demand or that there is insufficient money to pay the expenses of maintaining the police force as then organized; and in such cases it shall not be necessary to file any complaint or charges or to permit a hearing by the board of the policemen or police officers to be removed; but policemen and police officers so dismissed shall be placed at the top of the suitable eligible lists, and when vacancies so created shall be filled the policemen or police officers thus removed shall, if they so desire, be reappointed to fill such vacancies in the order in which such policemen or police officers were removed.

2. Any member of the board shall have power to summon and compel the attendance of witnesses before the board and the production of books and papers before them whenever it may be necessary for the more effective discharge of the board's duties and responsibilities. Any member of the board or the secretary of the board shall have the power to administer oaths or affirmations to any person appearing or called before said board.

⁷ Kansas City, Missouri is the only city in the United States where the Police Department is under the control of the state, not the local jurisdiction in which it operates. This has been the case since 1939. For more information, see <https://www.kcpd.org/about/history/>

Appendix A:

Annual Complaints Received in the Office of Community Complaints

Office of Community Complaints - Annual Complaints Received

| Date Filed | Allegations | Resolution | Finding |
|------------|--|----------------------------------|--------------------------------|
| 1/2/2020 | Complainant states officer refused to look at her electronic proof of insurance and ticketed her regardless. | Closed | Sustained |
| 1/2/2020 | Complainant states he was the victim of a hit and run and discovered at a later date that a police report had not been taken despite his efforts to do so. | Closed | Sustained |
| 1/3/2020 | Complainant states he was approached by officers while sitting in his car eating lunch, forced out of his truck, and had excessive force used against him. | No Violation of Policy/Procedure | Closed |
| 1/4/2020 | Complainant states officers did not do anything when she questioned her daughter about suspicious marks on her face that she believes are from domestic abuse by the daughter's boyfriend. | Closed | Exonerated |
| 1/6/2020 | Complainant states she and her family are being harassed by officers simply by being at her residence. | Closed | Exonerated |
| 1/6/2020 | Complainant states no police report was taken during an incident at his residence; CIT officers responded and gained additional information about the situation. | Conciliation - Successful | Resolved Without Investigation |
| 1/8/2020 | Complainants state they were treated poorly by officers of the Independence, MO Police Department. | Outside Jurisdiction | Closed |
| 1/13/2020 | Complainant states officer was rude and unprofessional while ticketing her for parking in a fire lane. | Closed | Sustained |
| 1/13/2020 | Complainant alleges she has been the victim of identity theft and computer hacking, and notes the KCPD has not assigned a detective or done any investigation towards her claim. | Closed | Non-Cooperation |
| 1/14/2020 | Complainant alleges an off-duty officer used profanity towards her several times in regard to her son. | Closed | Sustained |

| Date Filed | Allegations | Resolution | Finding |
|------------|---|----------------------------------|--------------------------------|
| 1/15/2020 | Complainant states officers called to a domestic disturbance rolled their eyes at her and did not take her seriously. | Closed | Non-Cooperation |
| 1/16/2020 | Complainant states she contacted a desk clerk who informed her she had to contact her insurance company before a police report would be taken. | No Violation of Policy/Procedure | Closed |
| 1/23/2020 | Complainant alleges she was treated rudely by an officer during the course of a property dispute. | Closed | Exonerated |
| 1/26/2020 | Complainant alleges he was assaulted by an officer working security in the Power and Light District. | Pending Litigation | Closed |
| 1/27/2020 | Complainants allege they were victims of excessive force during a traffic stop. | Closed | Non-Cooperation |
| 1/27/2020 | Complainants state they were detained improperly for issues which had already been resolved. | Closed | Not-Sustained |
| 1/29/2020 | Complainant states while being detained, officers disposed of his property. | Closed | Non-Cooperation |
| 1/30/2020 | Complainant states she is upset with how she was talked to by various department members. | Conciliation - Successful | Resolved Without Investigation |
| 1/30/2020 | Complainant states officers refused to trespass individuals off of her property at her request. | Closed | Non-Cooperation |
| 2/3/2020 | Complainant alleges people (none which are officers) are embezzling from him digitally and stealing his identity. | Outside Jurisdiction | Closed |
| 2/4/2020 | The complainant states she takes issue with the method in which a search warrant was executed, since she specifically denied officers entry into her residence. | Closed | Sustained |
| 2/7/2020 | Complainant states he was being harassed by the KCPD at the direction of the chief of another local police department. | Closed | Not-Sustained |
| 2/7/2020 | Complainant alleges issues with a security company and the officers who responded to the scene. | Closed | Non-Cooperation |

| Date Filed | Allegations | Resolution | Finding |
|------------|--|----------------------------------|--------------------------------|
| 2/7/2020 | Complainant states she was disrespected by department members while trying to get help. | Closed | Non-Cooperation |
| 2/15/2020 | Complainant alleges he was pulled over for an improper reason and ticketed for invalid reasons. | Closed | Non-Cooperation |
| 2/18/2020 | Complainant alleges she was improperly arrested after believing her child had been sexually assaulted. | Closed | Not-Sustained |
| 2/18/2020 | Complainant alleges numerous inaccuracies with the police report as well as being stopped by an improperly marked patrol car. | No Violation of Policy/Procedure | Closed |
| 2/19/2020 | Complainant alleges she was treated unprofessionally by an officer who came to her residence regarding a dispute over an animal. | Closed | Not-Sustained |
| 2/19/2020 | Complainant states an officer was driving with excessive speed through a school zone during school zone hours. | Conciliation - Successful | Resolved Without Investigation |
| 2/24/2020 | Complainant alleges she was pulled over by an officer, but did not realize he was pulling her over because he did not activate lights and siren initially. She states he accused her of eluding him. | Mediation - Successful | Resolved Without Investigation |
| 2/26/2020 | Complainant alleges officer was unprofessional and disrespectful throughout the course of following him for 9+ miles and the ensuing traffic stop. | Closed | Sustained |
| 2/28/2020 | Complainant alleges she was not asked for a statement at the scene of an accident, the report is incorrect, and she claims the officer has called her phone 15+ times. | Closed | Not-Sustained |
| 3/2/2020 | Complainant states his cell phone was illegally searched and seized by officers. | Closed | Non-Cooperation |

| Date Filed | Allegations | Resolution | Finding |
|------------|--|----------------------------------|--------------------------------|
| 3/3/2020 | Complainant states he was detained for "driving while black" despite having an extraditable warrant. | No Violation of Policy/Procedure | Closed |
| 3/3/2020 | Complainant states she was stopped by an officer outside of his jurisdiction who claimed he was not initially able to catch up to her to pull her over and that he had a quota he was required to meet. | Closed | Not-Sustained |
| 3/3/2020 | Complainant states he was cleaning out a residence when he found a weapon. Upon officers' arrival, an officer continually held the weapon so it was pointing at him. | Closed | Not-Sustained |
| 3/4/2020 | Complainant states she was notified by phone of her daughter's passing by a detective in Georgia. She notes the detective told her that when he asked KCPD to make the notification, he was told that they were "too busy" and did not do such things. | Conciliation - Successful | Resolved Without Investigation |
| 3/4/2020 | Complainant alleges she was lied to about why she was stopped and was only issued one ticket instead of the three the officer claimed he would give her. | Closed | Non-Cooperation |
| 3/4/2020 | Complainant alleges he was treated discourteously during the course of a traffic stop and forced to follow another officer to a separate location to retrieve his legal firearm. | Closed | Exonerated |
| 3/6/2020 | Complainant states he was stopped by an officer, had the window to his rental vehicle smashed by an officer, and was pulled through the window and slammed to the ground. | Closed | Exonerated |
| 3/9/2020 | Complainant states when officers kicked in his residence looking for another party, they damaged an electronic gate and other parts of his residence. | Closed | Sustained |
| 3/12/2020 | Complainant states he was assaulted by an employee at Costco, and when the officer arrived to make a report, he appeared he did not want to assist after observing the complainant. | Conciliation - Successful | Resolved Without Investigation |
| 3/13/2020 | Complainant states an officer broke (cracked) his driver's license. | Closed | Non-Cooperation |

| Date Filed | Allegations | Resolution | Finding |
|------------|--|----------------------------------|--------------------------------|
| 3/16/2020 | Complainant alleges sexual harassment by an officer after being stopped for DUI. | Closed | Non-Cooperation |
| 3/18/2020 | Complainant alleges she was told she was not allowed to call 9-1-1 any longer. | Closed | Exonerated |
| 3/19/2020 | Complainant alleges he was stopped for speeding despite being passed by other vehicles. | Closed | Non-Cooperation |
| 3/23/2020 | Complainant alleges he was assaulted by an officer at his residence and had his vehicle searched illegally. | Closed | Exonerated |
| 3/25/2020 | Complainant states she is deaf and the officers dispatched to her residence to handle a dispute initially refused to write down her complaint or take a report. | Closed | Withdrawn |
| 3/26/2020 | Complainant states officers made contact with him for no reason as he was waiting to pull into a driveway that the officers had blocked. | No Violation of Policy/Procedure | Closed |
| 3/27/2020 | Complaint form was turned in blank. | Closed | Non-Cooperation |
| 3/30/2020 | Complainant alleges she was threatened at her home by a woman with a gun and claims the member who responded would not take a report or allow her to press charges. | Closed | Exonerated |
| 3/31/2020 | Complainant states she was stopped for speeding and the officer did not approach her passenger side or attempt to stay at least 6 feet from her (during the COVID-19 pandemic). | Conciliation - Successful | Resolved Without Investigation |
| 4/1/2020 | Complainant alleges his vehicle was towed for no apparent reason while he was attempting to change a flat tire in the parking lot of a business. He notes upon retrieving the vehicle from the tow lot, his wallet and the car key was missing, but states he was forced by officers to leave them in the car. | Closed | Non-Cooperation |

| Date Filed | Allegations | Resolution | Finding |
|------------|--|----------------------------------|-----------------|
| 4/4/2020 | Complainant states while standing outside to direct officers to the location of the disturbance, officers pulled their weapons on him. | Closed | Closed |
| 4/5/2020 | Complainant alleges officers tried to get her to allow them to search her vehicle which was parked on private property. | Closed | Exonerated |
| 4/6/2020 | Complainant states she was ticketed despite having witnesses to her traffic accident, and states the initial officer at the scene dismissed her witnesses without getting a statement from them. | Closed | Not-Sustained |
| 4/6/2020 | Complainant states she had excessive force used against her, causing injury, and alleges damage was done to the interior of her vehicle while being searched. | Closed | Not-Sustained |
| 4/6/2020 | Complainant alleges the officer who stopped her for speeding in a school zone was very condescending and abrasive towards her, despite her not saying a word during the stop. | Closed | Exonerated |
| 4/15/2020 | Complainant alleges excessive force from an incident over one year prior. | Past 90 Day Filing | Closed |
| 4/15/2020 | Complainant states his vehicle was towed despite being parked legally. | Closed | Non-Cooperation |
| 4/16/2020 | Complainant states the police helicopter follows him wherever he goes. | No Violation of Policy/Procedure | Closed |
| 4/16/2020 | Complainant states officers were shining flashlights in her home in the middle of the night, claiming someone had called about a burglary. | Closed | Non-Cooperation |

| Date Filed | Allegations | Resolution | Finding |
|------------|--|----------------------------------|--------------------------------|
| 4/16/2020 | Complainant states he was surrounded by officers, arrested, and had his car towed for no reason. | Closed | Non-Cooperation |
| 4/17/2020 | Complainant states officers did not arrest the suspect of a violent crime. | Conciliation - Successful | Resolved Without Investigation |
| 4/17/2020 | Complainant claims items were missing from his property after he was arrested for trespassing. | Closed | Non-Cooperation |
| 4/20/2020 | Complainant states she approached the scene where officers were towing her vehicle and claims she was not allowed to move the vehicle. | Closed | Exonerated |
| 4/20/2020 | Complainant states while attempting to leave the hospital and catch a bus home, he had excessive force used against him by an officer. | Closed | Non-Cooperation |
| 4/21/2020 | Complainant states officers were very rude, curt, and nasty to her and her son while a house fire was occurring on her block. | Closed | Not-Sustained |
| 4/22/2020 | Complainant alleges she made several calls for officers to arrest an abusive ex-boyfriend; after the final call he was arrested but she was denied an ambulance to take her to the hospital. | Closed | Not-Sustained |
| 4/23/2020 | Complainant alleges an officer took a photograph of him after he photographed the officer parked in a fire lane. | No Violation of Policy/Procedure | Closed |
| 4/23/2020 | Complainant alleges officers responded to an assault. She states she was kidnapped by officers and taken to Research Medical Center against her will. | Closed | Non-Cooperation |
| 4/24/2020 | Complainant alleges officers are violating his privacy by following him with the drone and attempting to catch him with something. | Closed | Non-Cooperation |
| 5/5/2020 | Complainant alleges he was struck in the mouth by an officer and thrown to the ground at an incident which did not involve him directly. | Closed | Not-Sustained |

| Date Filed | Allegations | Resolution | Finding |
|------------|--|----------------------------------|--------------------------------|
| 5/6/2020 | Complainant alleges a sergeant was rude and discourteous to her over the phone, telling her that her situation was a civil matter and she was not to call the police again. | Closed | Exonerated |
| 5/7/2020 | Complainant alleges an officer was driving in such a manner that nearly caused her to have an accident with the officer. | Closed | Closed |
| 5/11/2020 | Complainant states an officer threw stop sticks out on the highway, causing another party to hit her vehicle and cause significant damage to her car. | Outside Jurisdiction | Closed |
| 5/11/2020 | Complainant states he had an argument with a woman over chasing a rabbit on his property; he notes after telling the woman he would call police, she replied "I am the police." | No Violation of Policy/Procedure | Closed |
| 5/13/2020 | Complainant states he was stopped and interrogated about prostitution. | No Violation of Policy/Procedure | Closed |
| 5/13/2020 | Complainant states she was treated like a criminal and handcuffed in regards to a parking matter between neighbors. | Closed | Exonerated |
| 5/14/2020 | Complainant states she was pulled over under false pretenses and told her tags did not match her car, then was questioned why she had been in a motel parking lot. | Closed | Exonerated |
| 5/19/2020 | Complainant states she is being followed by a particular car on numerous occasions, and when she reported it to the police she was assured it would be entered into the computer; however, it was not. | Conciliation - Noncooperative | Resolved Without Investigation |
| 5/19/2020 | Complainant alleges officer would not call the sergeant he requested by name and was dismissive of his concerns. | Closed | Not-Sustained |

| Date Filed | Allegations | Resolution | Finding |
|------------|---|----------------------------------|--------------------------------|
| 5/20/2020 | Complainant states officers beat on his door claiming there had been a shooting at the residence. Complainant denies there was a shooting and states he felt the officers only came to his home because they are the only black people in the area. | No Violation of Policy/Procedure | Closed |
| 5/20/2020 | Complainant alleges he was choked and slammed to the ground while in handcuffs. | Closed | Exonerated |
| 5/23/2020 | Complainant alleges she was treated with discourtesy, profanity, and was threatened with bodily harm by an officer during the course of a traffic stop. | No Violation of Policy/Procedure | Closed |
| 5/23/2020 | Complainant upset that he received a speeding ticket without seeing the officer use any type of radar. | No Violation of Policy/Procedure | Closed |
| 5/26/2020 | Complainants allege they were stopped for not using a turn signal but officers detained them until a drug-sniffing dog could be brought to the scene. | Closed | Not-Sustained |
| 5/26/2020 | Complainant states she did not receive service from officers despite having guardianship papers for a missing daughter. | Conciliation - Successful | Resolved Without Investigation |
| 5/27/2020 | Complainant alleges he was treated with excessive force while officers alleged he was a suspect in an assault which had occurred in the immediate area. | Pending Litigation | Closed |
| 5/27/2020 | Complainant states she was attempting to help her in-crisis child when officers arrived. She notes instead of helping her transfer her child to a facility, they used force against the child and attempted to arrest the child. | | |
| 5/28/2020 | Complainant alleges he received a parking ticket from an officer claiming his license plates were suspended due to non-payment of child support. | Closed | Exonerated |
| 6/1/2020 | Complainant is upset that an officer in a wagon drove slowly up his street with his siren on, disrupting the neighborhood. | No Violation of Policy/Procedure | Closed |

| Date Filed | Allegations | Resolution | Finding |
|------------|---|----------------------------------|--------------------------------|
| 6/1/2020 | Complainant alleges a lack of service and rude treatment on behalf of a call taker, who questioned her mental status. | Conciliation - Successful | Resolved Without Investigation |
| 6/3/2020 | Complainant alleges that during the protests, an officer used his personal cell phone to video her and her minor children. | Closed | Exonerated |
| 6/3/2020 | Complainant alleges she is being stalked, and although an officer made contact with the suspect, the officer did not write a report or run the suspect's name to determine if the suspect had outstanding warrants. | Closed | Not-Sustained |
| 6/4/2020 | Complainant alleges officers did not respond to a call to keep the peace. | Past 90 Day Filing | Closed |
| 6/5/2020 | Complainant states her son was stopped for allegedly having improper tags; she notes she confirmed with the DMV that the tags were correct. | No Violation of Policy/Procedure | Closed |
| 6/5/2020 | Complainant alleges she was wrongfully arrested during the protests when she attempted to approach an officer to find out what was being said over the megaphone, as it was unintelligible. | No Violation of Policy/Procedure | Closed |
| 6/8/2020 | Complainant states she and others were arrested at the scene of protests on the Plaza and were treated improperly and rudely. She notes she was denied service by the KCPD at the detention facility. | Closed | Sustained |
| 6/8/2020 | Complainant alleges she was arrested for child endangerment even though it was the baby's father who left the child outside and refused to babysit. | Other | Closed |
| 6/9/2020 | Complainant states he was treated discourteously by officers at the Metro Patrol Division and alleges he was poorly treated while in the detention facility. | Conciliation - Noncooperative | Resolved Without Investigation |
| 6/10/2020 | Complainant expressed dissatisfaction with the way her interview with Sex Crimes Unit personnel was handled. | Past 90 Day Filing | Closed |

| Date Filed | Allegations | Resolution | Finding |
|------------|---|----------------------------|--------------------------------|
| 6/15/2020 | Complainant states her daughter was held at gunpoint by officers claiming she was the suspect in a crime. | Closed | Exonerated |
| 6/15/2020 | Complainant states while waiting for the delivery he was to make via DoorDash, officers approached him, put his car in park, and went through his bag. | Mediation - Noncooperative | Resolved Without Investigation |
| 6/16/2020 | Complainant alleges detectives investigating the case involving her daughter are unreasonably slow and negligent in their investigation. | Closed | Not-Sustained |
| 6/17/2020 | Complainant states information in the police report is factually incorrect, which has led to additional issues. | Closed | Not-Sustained |
| 6/17/2020 | Complainant alleges she was the victim of police brutality nine years ago. | Past 90 Day Filing | Closed |
| 6/19/2020 | Complainant states he is being harassed by officers who sit outside his residence, as well as the police helicopter following him wherever he goes. | Closed | Closed |
| 6/19/2020 | Complainant states she was treated with abusive language and body language by officers responding to her call for service regarding harassment by her neighbors. | Closed | Not-Sustained |
| 6/19/2020 | Complainant states she was treated rudely and with suspicion when she attempted to stop and be a witness for a black male who was being detained by officers. | Closed | Exonerated |
| 6/21/2020 | Complainant alleges the response time to his call is unacceptable. | Conciliation - Successful | Resolved Without Investigation |
| 6/22/2020 | Complainant states he was robbed but claims the responding officers took him somewhere in Missouri and dropped him off. | Closed | Exonerated |
| 6/22/2020 | Complainant states she was treated with excessive force as if she was suspected of DUI, and claims she was not given the opportunity to explain that she had knee and hip replacements. | Closed | Exonerated |

| Date Filed | Allegations | Resolution | Finding |
|------------|--|----------------------------------|--------------------------------|
| 6/22/2020 | Complainant is against a former member of the Jackson County Sheriff's Department. | Outside Jurisdiction | Closed |
| 6/22/2020 | Multiple complaints were submitted concerning the same incident, which occurred nearly ten years ago. | Past 90 Day Filing | Closed |
| 6/23/2020 | Complainant alleges property was stolen from him by an officer while at Truman Medical Center. | Closed | Not-Sustained |
| 6/24/2020 | Complainant states his neighbor is using the police department to insert themselves into a civil matter regarding property lines. | | |
| 6/25/2020 | Complainant states he was struck by a police car during the recent protests. | Closed | Not-Sustained |
| 6/25/2020 | Complainant states an officer followed her for 15 or so blocks, driving erratically and flashing lights into her car (but she was not pulled over). | Closed | Non-Cooperation |
| 6/27/2020 | Complainant states he witnessed a shooting but officers would not listen to him regarding the suspect. | Closed | Non-Cooperation |
| 6/28/2020 | Complainant states he had a visit from a CIT officer at the request of a company with which he has a complaint. | Past 90 Day Filing | Closed |
| 6/28/2020 | Complainants state officers were called to keep the peace while belongings were being removed and officers allowed party to leave with complainants' belongings. | Closed | Not-Sustained |
| 6/29/2020 | Complainants allege an officer used racially insensitive language on Facebook. | Closed | Not-Sustained |
| 6/29/2020 | Complainant states officer was condescending towards her during a traffic stop when she asked questions. | Closed | Exonerated |
| 7/1/2020 | Complainant alleges an assault report was not taken by officers. | Conciliation - Successful | Resolved Without Investigation |
| 7/1/2020 | Complainant states he was transported to Research Mental Health Center despite not doing anything wrong. | No Violation of Policy/Procedure | Closed |
| 7/1/2020 | Complainant alleges an assault report was not taken. | Conciliation - Successful | Resolved Without Investigation |

| Date Filed | Allegations | Resolution | Finding |
|------------|--|-------------------------------|--------------------------------|
| 7/5/2020 | Complainant states she was called an unfit mother after calling police to assist her in retrieving her daughter from a known drug house. | Closed | Non-Cooperation |
| 7/6/2020 | Complainant states she is having difficulty getting officers to respond in a timely manner to serve an ex-parte order of protection. | Conciliation - Successful | Resolved Without Investigation |
| 7/7/2020 | Complainants state officers have mishandled an investigation into a missing person/family member. | | |
| 7/14/2020 | Complainant states officers came to his residence claiming they were called because there was yelling coming from the property, which the complainant denies. | Closed | Closed |
| 7/14/2020 | Complainant alleges officer was rude and intimidating during the course of a traffic stop. | Closed | Not-Sustained |
| 7/15/2020 | Complainant alleges an officer removed items of value from her vehicle after a traffic accident. | Closed | Not-Sustained |
| 7/15/2020 | Complainant states he is not being given accurate information as to the location of his handgun. | Closed | Closed |
| 7/15/2020 | Complainant states she called to have a welfare check done on her son and was told she was calling too frequently and could be ticketed in the future if she continued to call for police service. | Conciliation - Noncooperative | Resolved Without Investigation |
| 7/16/2020 | Complainant states he ran from officers because he was afraid of being harassed; when he stopped he claimed he was slammed into a cement wall. | Closed | Closed |
| 7/16/2020 | Complainant alleges he was detained and singled out by an officer of the KCPD at the direction of Westport Security while other parking violators were not cited. | Closed | Exonerated |
| 7/20/2020 | Complainant alleges he was assaulted but officers would not arrest the assailant. | Closed | Exonerated |
| 7/20/2020 | Complainant states he was purposely given the run-around on the telephone by members of the Department while attempting to gain information. | Closed | Exonerated |

| Date Filed | Allegations | Resolution | Finding |
|------------|--|---------------------------|--------------------------------|
| 7/21/2020 | Complainant states she was leaving her sister's residence after an argument when an officer approached her, threw her to the ground, and arrested her. | Closed | Exonerated |
| 7/23/2020 | Complainant states she was harassed by a KCMO bus supervisor and she was not offered assistance by the KCPD. | Closed | Non-Cooperation |
| 7/23/2020 | Complainant states he was stopped as a suspect in a kidnapping but was released without any explanation by officers. | Conciliation - Successful | Resolved Without Investigation |
| 7/27/2020 | Complainant states he was assaulted by a member of the Department while sitting in the lobby of a division station. | Closed | Exonerated |
| 7/27/2020 | Complainant states a canine and handler damaged the inside of his vehicle while being searched. | Closed | Exonerated |
| 7/27/2020 | Complainant states he filed a complaint at a division station in May and it was never forwarded to the Office of Community Complaints for handling. | Closed | Withdrawn |
| 7/27/2020 | Complainant states he was taken for a 24-hour hold for something he had no involvement with and his car was towed despite being parked legally. | Closed | Exonerated |
| 7/29/2020 | Complainant states she was not offered assistance when she called police to remove an unwanted person from her residence. | Closed | Non-Cooperation |
| 7/29/2020 | Complainant alleges a sergeant is cheating on his wife with her and possibly others. | Conciliation - Successful | Resolved Without Investigation |
| 7/31/2020 | Complainant states officers have not taken his information about drug activity in his neighborhood seriously. | Conciliation - Successful | Resolved Without Investigation |
| 8/4/2020 | Complainant states officers used excessive force against him in order to remove his son from his custody. | | |
| 8/4/2020 | Complainant alleges phone was seized by detectives despite not being a suspect. | Closed | Non-Cooperation |

| Date Filed | Allegations | Resolution | Finding |
|------------|--|----------------------------------|--------------------------------|
| 8/5/2020 | Complainant states he was cursed at and had a ticket thrown at him by the officer who stopped him for speeding. | Closed | Sustained |
| 8/6/2020 | Complainant alleges he was treated discourteously while attempting to represent his client in a meeting with KCPD's Human Resources. | Closed | Not-Sustained |
| 8/6/2020 | Complainant alleges while handcuffed and seated in the wagon, an officer put hands on him, instigating a "situation." | Closed | Non-Cooperation |
| 8/7/2020 | Complainant states he was verbally threatened by an officer while at a QuikTrip. | Closed | Not-Sustained |
| 8/11/2020 | Complainant alleges officer did not put his cell phone with his belongings, which has caused it to go missing. | Conciliation - Successful | Resolved Without Investigation |
| 8/12/2020 | Complainant alleges he was treated rudely by a desk clerk while attempting to file an ex-parte order of protection. | Closed | Not-Sustained |
| 8/14/2020 | Complainant states officers made her feel as if she was in the wrong despite being the person who was assaulted. | Closed | Exonerated |
| 8/17/2020 | Complainant states he is constantly followed by the police helicopter. | No Violation of Policy/Procedure | Closed |
| 8/18/2020 | Complainant states she was forced to the ground by an officer, breaking her fingernails. | Closed | Closed |
| 8/18/2020 | Complainant alleges she is being harassed by officers. | Closed | Non-Cooperation |
| 8/19/2020 | Complainant states her minor daughter was questioned and searched in regard to a drug offense without a parent or guardian being contacted, and nothing was found. | Closed | Exonerated |
| 8/20/2020 | Complainant states a wagon driver took her to the hospital and forced them to draw blood without her consent. | Closed | Exonerated |
| 8/24/2020 | Complainant states accident report from 2018 is incorrect and when she attempted to make the corrections, she was denied the opportunity to do so. | Closed | Not-Sustained |

| Date Filed | Allegations | Resolution | Finding |
|------------|--|----------------------------------|-----------------|
| 8/24/2020 | The complainants allege they denied officers entry into an establishment they owned and provided security for; the officers made threats of arrest and citations despite being at the location for a traffic disturbance. | | |
| 8/24/2020 | Complainant alleges a CIT officer told the hospital that she was going to harm herself, which she claims is a lie. | No Violation of Policy/Procedure | Closed |
| 8/25/2020 | Complainant alleges she received two identical tickets and claims officers are writing fraudulent tickets. | Closed | Non-Cooperation |
| 8/25/2020 | Complainant states she was stopped, and because she needed to use the restroom, she drove home. She notes the officer came to her residence and gave her multiple tickets. | Closed | Exonerated |
| 8/25/2020 | Complainant alleges he was riding in a police vehicle when it was involved in an accident; he claims he was never offered compensation for his injuries. | Past 90 Day Filing | Closed |
| 8/26/2020 | Complainant states he was assaulted by a party; upon calling the police, he was told he was lying and that nothing could be done. | Closed | Not-Sustained |
| 8/28/2020 | Complainant alleges she was pulled over by three officers who claimed her blinkers were not working and her window tint was too dark; she notes they claimed probable cause to search her vehicle and threw everything out of the car. | Closed | Closed |
| 8/31/2020 | Complainant states officers ignored his valid ex-parte order of protection despite calling to verify its validity. | Closed | Exonerated |
| 9/1/2020 | The complainant alleges negligence on the part of the KCPD for not handling a situation of a person trespassing on his property. | | |

| Date Filed | Allegations | Resolution | Finding |
|------------|--|----------------------------------|--------------------------------|
| 9/2/2020 | Complainant alleges she was threatened with a weapon; upon arrival of officers, they did not give her a report number and she feels this is racially motivated. | Closed | Non-Cooperation |
| 9/2/2020 | Complainant states she has not received acceptable service from the KCPD in regard to a man who assaulted her in 2018 and has continued to commit crimes against her. | Closed | Withdrawn |
| 9/2/2020 | Complainant alleges she was assaulted but officers who responded did not take a report. | Closed | Non-Cooperation |
| 9/2/2020 | Complainant alleges an officer talked her out of pressing charges against her assailants because they are military personnel. | Closed | Exonerated |
| 9/3/2020 | Complainant states she was threatened by her neighbor, and the officers who responded took the side of the apartment manager and other parties. | Conciliation - Successful | Resolved Without Investigation |
| 9/5/2020 | Complainant, who has been in a relationship with an officer, claims he is verbally and emotionally abusive towards her. | | |
| 9/14/2020 | Complainant alleges officers did not wear masks while around her and would not take a report regarding threats that had been made towards her regarding robbing her store. | Closed | Non-Cooperation |
| 9/14/2020 | Complainant states his car was towed illegally by parking control officers. | No Violation of Policy/Procedure | Closed |
| 9/16/2020 | Complainant alleges officers are not following the law regarding peaceful protesting and are threatening to arrest peaceful protesters. | Closed | Closed |
| 9/18/2020 | Complainant states he wants all items related to the complaint he filed in 2018 with the Office. | Other | Closed |
| 9/18/2020 | Complainant alleges officers would not allow her to recover money that was taken from her while she was in the hospital. | Closed | Non-Cooperation |

| Date Filed | Allegations | Resolution | Finding |
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| 9/18/2020 | Complainant states she had excessive force used against her multiple days by KCPD during September, 2020. | Closed | Non-Cooperation |
| 9/20/2020 | Complainant alleges corruption in the U.S. District Court from an incident in 1991. | Outside Jurisdiction | Closed |
| 9/22/2020 | Complainant states she was pulled over for speeding and berated by the officer, who was "verbally abusive, rude & nasty." | Closed | Not-Sustained |
| 9/22/2020 | Complainant states excessive force was used against her for no reason. | Closed | Non-Cooperation |
| 9/24/2020 | Complainant states the KCPD works in concert with local inflammatory radio personality and claims members of the Department are not allowing her to call and discuss the matter. | No Violation of Policy/Procedure | Closed |
| 9/25/2020 | Complainant states he had a "vomit bag" placed over his head and awoke in the hospital with an IV which he did not consent to. He alleges he was denied the opportunity to call his lawyer. | Closed | Non-Cooperation |
| 9/29/2020 | Complainant states he believes his application to become a security guard was improperly processed by the Department member who was receiving his application. | Closed | Exonerated |
| 9/30/2020 | Complainant states he was denied the opportunity to file an assault report after he was assaulted. | Closed | Not-Sustained |
| 10/2/2020 | Complainant alleges he was taken to jail for no reason. | Closed | Non-Cooperation |
| 10/2/2020 | Complainants allege they were treated improperly at the Greyhound Bus station and had their snacks destroyed and their luggage was searched by officers. | Closed | Sustained |
| 10/2/2020 | Complainant alleges he was detained at the Greyhound Bus station, had \$3000 and his marijuana taken from him, and was given no paperwork by officers once he was taken to a police station. | Closed | Closed |
| 10/5/2020 | Complainant states the report that was taken does not reflect the incident that happened. | Closed | Non-Cooperation |

| Date Filed | Allegations | Resolution | Finding |
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| 10/9/2020 | Complainant states she flagged down an officer to help her with a tire issue; she claims she was arrested for disorderly conduct and had excessive force used against her at the detention unit at a station. | Closed | Not-Sustained |
| 10/12/2020 | Complainant states he is being harassed by members of the Kansas City, Kansas Police Department. | Outside Jurisdiction | Closed |
| 10/12/2020 | Complainant states he had excessive force used against him, resulting in torn ligaments in his arm. | Closed | Not-Sustained |
| 10/12/2020 | Complainant states she was followed by a KCPD police car to her residence in Belton and while running errands in Belton. | Closed | Non-Cooperation |
| 10/14/2020 | Complainant alleges he was pulled over because he flipped off the officer in the lane next to him. | Closed | Non-Cooperation |
| 10/15/2020 | Complainant states when officers arrived, she was talked down to because she forgot her mask and was subjected to excessive force on the part of the officers. | | |
| 10/15/2020 | Complainant states he was denied the opportunity to file a police report regarding the theft of millions of dollars from his bank account(s). | Closed | Non-Cooperation |
| 10/16/2020 | Complainant states she is the victim of unemployment fraud. | Conciliation - Successful | Resolved Without Investigation |
| 10/17/2020 | Complainant alleges she was denied access to her attorney despite her attorney being present at her location. | Closed | Non-Cooperation |
| 10/19/2020 | Complainants allege they were assaulted but responding officers lied about their injuries and did not complete the report accurately. | | |
| 10/20/2020 | Complainant alleges the assault against her son is not being investigated by officers. | Closed | Closed |
| 10/20/2020 | Complainant states a neighbor pointed a weapon at her and officers did not do anything. | Closed | Non-Cooperation |

| Date Filed | Allegations | Resolution | Finding |
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| 10/22/2020 | Complainant alleges officers are interfering in welfare checks of his son. | Closed | Not-Sustained |
| 10/22/2020 | Complainant states he was approached by an officer and detained at gunpoint. | | |
| 10/23/2020 | Complainant used complaint form to file a legal claim against the Department. | Pending Litigation | Closed |
| 10/26/2020 | Complainant alleges he was pulled over and detained for no legal reason. | Closed | Non-Cooperation |
| 11/3/2020 | Complainants allege they were treated rudely while attempting to report a family member missing based on the family member's criminal record. | Closed | Not-Sustained |
| 11/4/2020 | Complainant alleges racial profiling for a speeding ticket. | Conciliation - Successful | Resolved Without Investigation |
| 11/6/2020 | Complainant alleges her upstairs neighbor is exceedingly noisy and is not following the rules. | No Violation of Policy/Procedure | Closed |
| 11/16/2020 | Complainant alleges he is being watched at his residence. | Outside Jurisdiction | Closed |
| 11/16/2020 | Complainant states the police helicopter follows him wherever he goes. | No Violation of Policy/Procedure | Closed |
| 11/17/2020 | Complainant states the detective assigned to her case is making excuses for not investigating her case. | No Violation of Policy/Procedure | Closed |
| 11/23/2020 | Complainant alleges many things including being beaten by officers while in detention, causing the loss of a tooth. | Closed | Exonerated |
| 12/4/2020 | Complainant alleges proper procedures were not followed in regard to recovering his stolen auto, costing him money. | | |
| 12/4/2020 | Complainants allege officers would not do a welfare check on a coworker who had not been heard from in five days. | | |
| 12/6/2020 | Complainant states he is a victim of gang stalking and having his phone hacked and alleges people want to kill him. | Past 90 Day Filing | Closed |

| Date Filed | Allegations | Resolution | Finding |
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| 12/8/2020 | Complainant states officers told him he was the aggressor in a domestic dispute despite having marks and scrapes on his body from being assaulted. | Closed | Exonerated |
| 12/11/2020 | Complainant alleges the person who took his vehicular report did not put the correct information into the report. | Closed | Not-Sustained |
| 12/11/2020 | Complainant states she is being doxed by a KCPD officer on Facebook. | Outside Jurisdiction | Closed |
| 12/12/2020 | Complainants state they were treated discourteously by an officer during the course of a traffic stop. | | |
| 12/15/2020 | Complainant states he is being harassed by an officer and was told he could not file a complaint because he was not a victim. | Outside Jurisdiction | Closed |
| 12/15/2020 | Complainant states her purse was searched without her permission and she was called a "schizo" by officers. | No Violation of Policy/Procedure | Closed |
| 12/16/2020 | Complainant states she and a customer were threatened by an off-duty officer. | Closed | Closed |
| 12/18/2020 | Complainant alleges police came to her residence because of a dispute with her wife and choked her to unconsciousness. | | |
| 12/18/2020 | Complainant states the officer who gave him a traffic citation was not wearing a mask. | Conciliation - Successful | Resolved Without Investigation |
| 12/22/2020 | Complainant states he was standing on the sidewalk when an officer drove by and called him out of his name. | Conciliation - Noncooperative | Resolved Without Investigation |
| 12/24/2020 | Complainant states a check the welfare call was done by someone in NH who lied about the situation. | No Violation of Policy/Procedure | Closed |
| 12/30/2020 | Complainant states the OCC will not look at her "evidence" concerning items that are outside of the Office's purview. | Outside Jurisdiction | Closed |
| 12/30/2020 | Complaint involves a vehicle parking on a street without license plates. Notification made to Parking Control. | Other | Closed |

| Date Filed | Allegations | Resolution | Finding |
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| 12/30/2020 | Complainant states KCPD failed to assist her with an EEOC complaint against a former employer. | Past 90 Day Filing | Closed |

