

March 17, 2024

Robert H. Brammer  
Chief of Police  
City of Durango Police Department  
949 East 2nd Avenue, Durango, CO 81301  
Office: 970.375.4745 | Direct: 970.759.0397

Dear Sergeant Hallock,

The following citizens participated in the Citizen Complaint Review Panel (CCRP):  
Danielle McDonald, Dwayne Perry, Gail Harris, Klancy Nixon, Dave Kerns, Brice Current, Ben Waddell, Zane Hallock, Melissa Youssef

The CCRP's members cross regional demographics and represent diverse ethnicities, ages, and genders. They took great care in ensuring that all members of the CCRP were contacted and received their confidential packet in ample time to prepare for this meeting. Professional Standards Sergeant Zane Hallock communicated with each member of CCRP to make sure that we received our confidential packet in time to prepare for the meeting.

Sergeant Hallock facilitated our meeting. Prior to discussing complaints, we had a general discussion with Deputy Chief Current on Constitutional Based Policing which focuses on seeking justice, protecting the vulnerable, public safety, and crime prevention. We learned how these components factor into successful policing for our community. We also discussed ways to alert law enforcement that a fellow citizen may not be mentally stable. Resources for this include notifying law enforcement as early as possible, CORE Team, and utilizing Axis mental health professionals.

The CCRP reviewed seventeen complaints for 2023. Out of the seventeen citizen complaints, eight were not sustained, four were sustained, three were unfounded, and three were exonerated. CC2023-03 had both "not sustained" and a "sustained" decision within the same case.

CCRP notes recorded by Danielle McDonald on March 11, 2024, as follows:

**CC2023 – 01** – The panel agreed that the complaint was not sustained. A panelist was concerned if the complainant was told by the La Plata County Sheriff if they could leave their car there. Was there communication between the Sheriff and DPD on this matter? We also discussed if the owner of the car may not have understood the jargon used by the officers regarding the towing company cycles and how long it may have taken them to get there. Lastly, we felt that the phone call could have been too stern and how it may have encouraged escalation.

**CC2023 – 02** – The panel agreed that the complaint was unfounded. The panel agreed that this was a very intense situation, and the officers managed the situation professionally and with grace.

While use of force was necessary, they communicated effectively with the store owners, the family, and passersby. A panelist was curious about the handcuff procedure prior to the announcement of the warrant. It was explained that it was safer to cuff the detainee before announcement to prevent potential violence. If the detainee presents in a manner that is non-confrontational, the officers can remove the cuffs at a point in which they feel safe.

**CC2023 – 03** – The panel agreed that one of the complaints was sustained and the other was not sustained. There was confusion from dispatch about the address, which would add to the time to arrive – not sustained. However, the reports should have been done in a timely manner especially considering there was a victim and juveniles ended up being involved – sustained. We also discussed the importance of time as it pertains to the availability to do reports, overtime, and officer schedules. Situations can become complicated and impact cases like this.

**CC2023 – 04** – The panel agreed that the complaint was unfounded. The person in custody was issued a summons for the assault and they were in severe crisis and needed medical attention that the jail could not provide.

**CC2023 – 05** - We agreed that the complaint should have been exonerated. The traffic stop was lengthy due to the person driving asking questions and discussing things that were not pertinent to the traffic stop itself. It was also noted that the officer was in training and was trying to be polite and make sure that all his paperwork was in order. We learned that most traffic stops should only take 20 minutes. Discussed possibilities of automated systems to shorten traffic stops.

**CC2023 –06** - We agreed that the complaint was not sustained. All applicants are told that the investigation may be uncomfortable and bring to light things that people may not be comfortable with. There was some concern about how her personal information became public enough for her to become the target of ridicule at her current place of business.

**CC2023 – 07** - We agreed that the complaint was sustained. It was seen as unprofessional that a police uniform was worn, but the officer was only there to support a neighbor. The officer was also reprimanded by the judge for unprofessional behavior during the court proceedings. Panelists were curious about repeated complaints about this officer and the lack of understanding of why she keeps putting herself in these situations considering this has been an issue since 2018.

**CC2023 –0 8** - We agreed that the complaint was not sustained. The officers were very patient with the person recording, even when they were repeatedly called derogatory names. This is becoming an issue across the nation – What are other jurisdictions doing to combat this problem? Panelists were concerned with the misinformation in the report regarding the president of the DAC, but it was understood that it was not purposeful and had no direct bearing on the outcome of the case. (David Kerns recused)

**CC2023-09** - We agreed the complaint was sustained. The entire situation was inappropriate especially considering that this was an employee of the safehouse which is a place where women are supposed to feel safe.

**CC2023 – 10** - We agreed that the complaint was not sustained and discussed the same issues brought forth in CC2023 – 08. (David Kerns recused)

**CC2023 – 11** - We agreed that the complaint was not sustained. Panelists were curious about repeated complaints about this officer and the lack of understanding of why she keeps putting herself in these situations considering this has been an issue since 2018.

**CC2023 – 12** - We agreed that the complaints were not sustained. No further comments.

**CC2023 – 13** - We agreed that the complaint was exonerated. No further comments.

**CC2023 – 14** - We agreed that the complaint was not sustained. The panel agreed that the officer needed to work on effective communication and de-escalation but understood his frustration and that he was trying to show his trainee how to be sterner. We also talked about the discussion in the car on whether the complainant took ownership of the situation. We discovered that once the decision is made to give out a ticket, it needs to be followed through. Each situation is different however this situation was rather egregious, and the right decision was made.

**CC2023 – 15** - We agreed that the complaint was exonerated. No further comments.

**CC2023 – 16** - We agreed that the complaint was unfounded. We felt that the bodycam video showed that the officers were courteous and allowed plenty of time for the complainant to provide the necessary paperwork.

**CC2023 – 17** - We agreed that the complaint was sustained. The department managed the situation well once it was brought to their attention. We discussed auditing software and how a situation like this could be prevented in the future. We also learned how there is a system in place that tracks which reports are accessed by which officers. (David Kerns recused)

The CCRP believes that the Durango Police Department is doing an excellent job in following the Personnel Complaints Policy 1020. The CCRP's review of the citizen complaint process is transparent, thorough, and proactive. Many of the questions and/or concerns brought up by the members of CCRP during the review were answered and/or had been addressed by the Durango Police Department. Panel members are inspired by this process and want to educate and share their experience with the public. The CCRP members appreciate and recognize the Durango Police Department's commitment to building and establishing community trust. Thank you for providing space for community members to be heard. Please contact me if you have any questions or need more information.

Sincerely,

Danielle McDonald  
Citizen Complaint Review Panel – Chairperson

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