



City of Boston, Massachusetts
Office of Police Accountability and Transparency

CIVILIAN REVIEW BOARD-COMPLAINT #195

INVESTIGATOR: Tastery Reed Jr.

DATE OF INCIDENT: April 26, 2023

DATE OF FILING: May 10, 2023

COMPLAINT SUMMARY: Complainant alleges disrespectful treatment by a 9-1-1 operator.

DISTRICT: Hyde Park (E-18)

ALLEGED VIOLATION OF RULE:

Rule 102§9-Respectful Treatment

Section 9 RESPECTFUL TREATMENT: “Employees shall, on all occasions, be civil and respectful, courteous and considerate toward their supervisors, their subordinates and all other members of the Department and the general public. No employee shall use epithets or terms that tend to denigrate any person(s) due to their race, color, creed, gender identity or sexual orientation except when necessary in police reports or in testimony.

OPAT FINDINGS AND RECOMMENDED DISPOSITION:

Rule 102§9-Respectful Treatment - **Not Sustained**

Based on all the evidence presented and reviewed, the CRB voted unanimously (6-0) that the complaint be considered **Not Sustained**. Investigator Reed reviewed the 9-1-1 tape and could not depict the dispatcher named in the complaint (Dispatcher 1) or any of the other dispatchers violating Rule 102§9-Respectful Treatment as the Complainant alleged. Additionally, numerous callers were calling at the same time and the wrong location was provided to BPD. One witness stated that the unknown man had a weapon, while others were saying that he did not have a weapon. This caused the call not to be given a level 1 priority, which would have required an emergency driving response. However, when more information was provided, the call was updated to a level 1 priority.



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INVESTIGATION SUMMARY

Document List

1. 9-1-1 Tape	2. Email from an Officer
3. Police Report	4. Boston Police Incident History
5. Event Information	6. Initial Complaint Submission

Case Summary:

On May 19, 2023, the Office of Police Accountability and Transparency (OPAT) received an allegation from the “Complainant” alleging police misconduct of a Boston Police Department Civilian employee Dispatcher 1 who violated BPD Rules and Regulations 102§9-Respectful Treatment. The Complainant alleged that they are a Branch Relationship Manager at Bank of America at the Hyde Park branch. On April 26th, 2023 between 10:00 AM and 11:00 AM, a customer came in and became irate with their branch manager because he was sent a debit card when he had no relationship with the Bank. His attitude escalated very quickly and became physically aggressive by banging on cubicles and on the bank teller window, including screaming at clients making some of them cry. The Complainant stated that several associates including themselves hit the FOB button, which is for emergencies and police assistance. The Complainant stated that three associates called 9-1-1 and at least two customers called 9-1-1. The Complainant stated that it took 20+ minutes for the police to arrive. and that they felt unsafe with no security and no police aid even though the police station is a short distance away.

The Complainant stated that the 9-1-1 Dispatcher on this call was rude and disrespectful during an already terrifying situation. The Complainant stated that they do not want OPAT to investigate the BPD officers who arrived because they allegedly did their jobs correctly when they got to the bank. But made it known that they did not want to see anyone get fired, but the dispatcher should be retrained in talking to people during stressful situations. The Complainant made it known that their complaint is against the 9-1-1 dispatcher for the allegation of "respectful treatment."



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Interview Summary:

On May 25, 2023, Investigator Reed reached out to the Complainant via phone. The Complainant restated the original facts of the case. The Complainant added that they know many people were calling 9-1-1 because of the unknown man who was acting belligerent inside the bank. The Complainant stated that the dispatcher they were talking to was a male and allegedly said to them "It's going to take some time to drive." The Complainant stated that the dispatcher sounded very annoyed and was very unemphatic to the situation. The Complainant also added that when BPD Officers arrived at the scene, they did a good job on removing the unknown man out of the bank.

Document/Video/Other Investigation Technique Summary:

On May 23, 2023, Investigator Reed received 9-1-1 tape from BPD. After listening to the 9-1-1 call, Investigator Reed did not hear any of the dispatchers being rude as the Complainant had alleged. Dispatcher 1 said to the Complainant "the police have to drive there." Investigator Reed did not depict the dispatcher being rude. Additionally, there were different callers reaching out and providing different pieces of information to the dispatchers as they kept explaining that Officers are on the way. Different information included some callers stating that the disruptive individual in the bank had a weapon, while others did not. This impacted the call priority level each dispatcher attached to it and ultimately the response time.

At the 10:52:19 mark, a witness calls and provides the wrong location to the dispatcher 419 River Street instead of 1219 River Street, Hyde Park Avenue (Bank of America branch). Throughout the recording, a man can be heard in the background screaming and yelling, and banging on glass.

According to BPD, the initial caller stated "a man in a rage and yelling...no weapons" caused the call not to be given a level 1 priority, which would have required an emergency driving response. However, when more information was provided, the call was updated to a level 1 priority. The incident history report showed that the type of call received was for an "emotionally disturbed person."