



City of Boston, Massachusetts  
Office of Police Accountability and Transparency

**CIVILIAN REVIEW BOARD-COMPLAINT #187**

**INVESTIGATOR:** Tastery Reed Jr.

**DATE OF INCIDENT:** April 9, 2023

**DATE OF FILING:** April 14, 2023

**COMPLAINT SUMMARY:**

Complainant alleges disrespectful treatment by a 9-1-1 operator.

**DISTRICT:** Mattapan (B-3)

**ALLEGED VIOLATION OF RULE:**

Rule 102§9-Respectful Treatment

**OPAT FINDINGS AND RECOMMENDED DISPOSITION:**

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

**Sec. 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.”

Based on all of the evidence presented and reviewed, the CRB voted unanimously (6-0) that the complaint be considered **Not Sustained**. After listening to the 9-1-1 dispatch recording, Investigator Reed did not find misconduct of the dispatcher that the Complainant alleges occurred.

**INVESTIGATION SUMMARY**

Document List

1. CAD Sheet/BPD Incident History	2. 9-1-1 Tape
3. Police Report	Body Worn Camera



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***Case Summary:***

On April 14, 2023, the Office of Police Accountability and Transparency (OPAT) received a complaint alleging police misconduct of a Boston Police Department Dispatcher who is unknown. The Complainant stated that on April 9, 2023, they were involved in an active domestic violence and physical abuse situation while in the process of contacting Boston Police Department's 9-1-1 center. They stated they were at the Mobil Gas Station on Morton Street when they first made the call to 9-1-1. The first caller who they spoke to was very rude to them and threatened to end the call if the complainant swore. The Complainant stated that they thought they were dying and said that they could not breathe, but the operator allegedly told them "If you can talk to me like this, then you can breathe." The Complainant did acknowledge that they swore at some point during the conversation, but said it was not directed at the operator and was directed at the frustrating situation. The Complainant hung up the phone after being told they could breathe fine again, and then had to call 9-1-1 again. The Complainant stated that after this happened, they spoke with the officer named in the complaint (Officer 1) about this situation who stated that he listened to the recording and didn't think there was an issue.

***Interview Summary:***

On April 26, 2023, Investigator Reed reached out to the Complainant who re-stated the information above. On the incident date at around 10:45PM to 11:00PM they were at the Mobil Gas Station in Mattapan square. While there, the Complainant attempted to call 9-1-1 for an ambulance to go to the hospital. While on the phone with the dispatcher, they were having difficulties breathing and felt they were dying. According to the Complainant, the dispatcher was very rude and threatened to end the call if the Complainant swore. The dispatcher told the Complainant, "If you can talk to me like this, then you can breathe." The Complainant admitted that they did swear, but it was not directed at the dispatcher. They swore because they were frustrated. The Complainant was unable to get the name of the dispatcher. After the dispatcher said this, the Complainant hung up the phone on the and called again to speak to another dispatcher who was more helpful by transferring them to the emergency line.

The ambulance finally arrived at the gas station, but stated that they did not see them because the Complainant had difficulties standing or sitting. The Complainant added they had to crawl to the EMTs and that they never saw BPD Officers arrive on scene. The Complainant also added that EMT staff were also rude. They never provided them a



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breathing mask to help them, and felt that EMT staff were victim blaming. The Complainant admitted that they swore by saying, “Do your f\*\*\*\*\* job” and “It’s your job to bring them to the hospital.” EMT finally brought the Complainant to a hospital where they allegedly left the Complainant in the hallway.

***Document/Video/Other Investigation Technique Summary:***

Investigator Reed received and reviewed the 9-1-1 call tape from BPD. Investigator Reed did not hear any dispatcher being rude in any way to the Complainant. The tape doesn't depict any dispatcher saying to the Complainant “If you can talk to me like this, then you can breathe.” The Complainant was distressed and having difficulties breathing while attempting to tell the dispatchers that they cannot breathe and that they believe they are going to die. The Complainant also mentioned that their boyfriend assaulted them by slamming them into a fence that had spikes. The dispatcher ensured the Complainant that they were sending the ambulance to the Complainant's location. The Complainant kept stating that they were at Mobil Gas Station at the Morton location and then mentioned the Mattapan Square location where they were on the sidewalk.

Incident history reports show that the call was a priority 1 and the type of call it was placed for was “domestic violence.” The notes created by the dispatcher shows that the Complainant called stating that their boyfriend assaulted them and that they believe they were going to die. Another incident history report shows that the call was a priority 2, which was placed as a “difficulty breathing.” The notes created by the dispatcher indicated that the Complainant cannot breathe and was very argumentative and swearing while yelling and crying, and would not answer questions.

Investigators Reed and Toney traveled to the Mobil Gas Station located on Morton Street to speak to the Manager. The Manager stated that there was nothing on surveillance footage of the incident. Investigators also traveled to the Mobil Gas station in Mattapan Square to meet the Manager of that location to review surveillance cameras. The cameras did not depict anything on the date of the incident or time.

Investigator Reed reviewed another officer’s (Officer 2) Body Worn Camera, which is 4:45 minutes. In summary, it shows the Complainant inside the ambulance with EMT workers. The EMT workers are attempting to gather some information from the Complainant. The Complainant identified to the EMT workers the person who assaulted them as their



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boyfriend and slammed them into a fence with spikes on it. The Complainant explains to the EMT workers if they could take them to the hospital because they are in pain.

Investigator Reed also reviewed another officer's (Officer 3) body worn camera footage, which is 28:44 minutes. In summary, it shows Officers approaching a red vehicle. The unidentified man is having trouble starting his car and asking Officers if they can help him get to the closest gas station. At the 6:50 minute mark, an Officer asks the unidentified man questions about the incident. At the 12:00 minute mark, the unidentified male is asked to step out of the vehicle to be pat-frisked and searched. At the 15:20 mark, the suspect is being detained. At the 23:04 mark, the suspect is placed into the cruiser.

Investigator Reed reviewed another body worn camera of Officer 3, which is 6:18 minutes. In summary, it shows Officers in the vehicle driving to a precinct. At the 5:42 minute mark, Officers are taking the suspect out of the cruiser into booking. The suspect is wearing a black hoodie with black jeans and a black durag on his head.