

Community Ombudsman's Annual Report

For The Twelve Months Ending December 31, 2000

Introduction

This is the first full-year report for the Office of the Community Ombudsman. The ombudsman has been serving the community since October 1999 by providing independent oversight of the Boise Police Department, Boise Airport Police, and other Boise City law enforcement activities.

We are very grateful to the Boise City Council and to Mayor Brent Coles for entrusting us with this important task. We take our mission and guiding principles very seriously and strive every day to remain true to them. It is an honor to serve our fellow citizens in this way.

Mission

The Office of the Community Ombudsman exists to promote public confidence in the professionalism and accountability of Boise City's police and law enforcement employees through unbiased investigation of citizen complaints, independent review of police actions, thoughtful policy recommendations, and on-going public outreach.

Guiding Principles

The ombudsman's operating philosophy consists of the following guiding principles under which we strive to achieve our mission.

We believe in providing equal, fair, and impartial access to the services of the Office of the Community Ombudsman; without regard to age, race, gender, creed, color, nationality, or station in life.

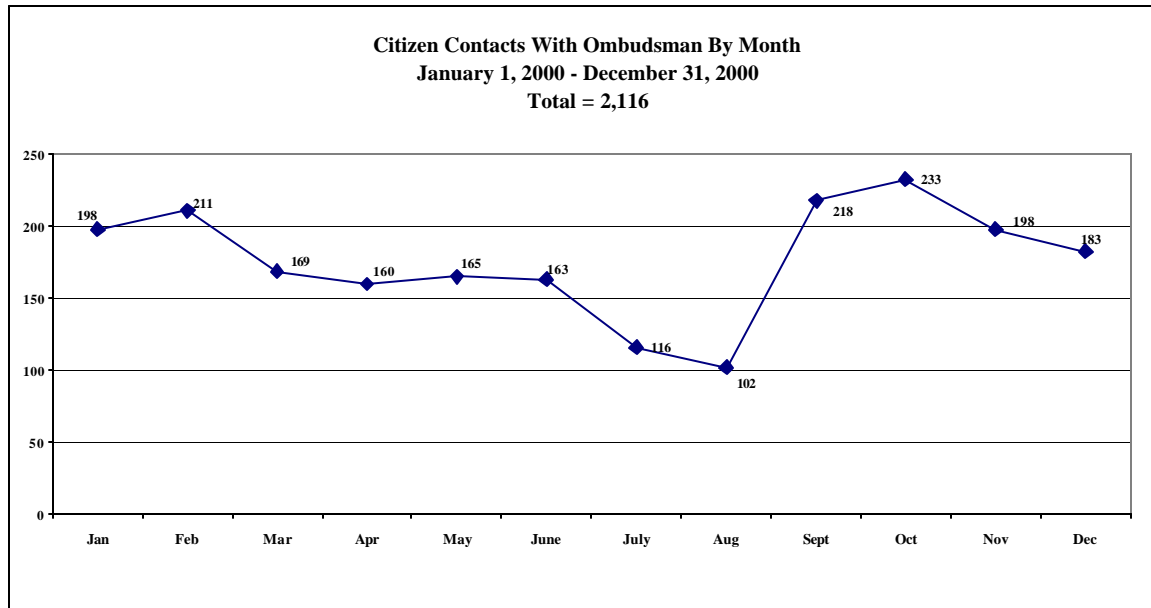
We believe in treating all individuals, regardless of their attitude or demeanor, with the same courtesy, tolerance, sensitivity, and dignity we would expect if placed in a similar situation.

We believe in providing quality, timely, objective, and responsive service to those persons who request the assistance of the Community Ombudsman.

We believe in the empowerment of people to solve problems, provide service, and satisfy the needs of the community, coupled with accountability and responsibility for their conduct.

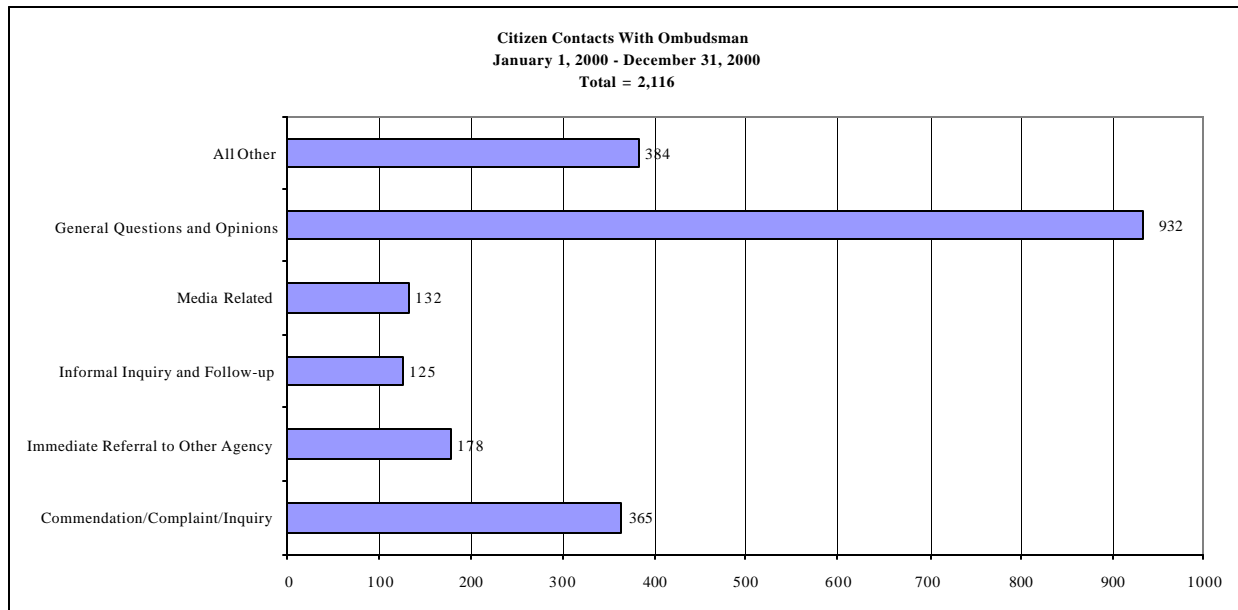
Overall Citizen Contacts

The Office of the Community Ombudsman received 2,116 citizen contacts during the year 2000.



The vast majority of these contacts did not result in an investigation into allegations of police misconduct. In fact, only 297 formal cases alleging misconduct or questioned action on the part of the police were opened in 2000. In addition, 32 contacts were made by citizens in order to praise the actions of a Boise law enforcement officer. The remaining 1,787 contacts were a combination of media contacts, referrals to other agencies, informal inquiries, requests for information, statements of opinion, and requests for assistance (other than to file a complaint or a commendation).

Type of Contact	Jan. 1 - June 30, 2000	July 1 - Dec. 31, 2000	Total Year
Commendation/Complaint/Inquiry	217	148	365
Immediate Referral to Other Agency	99	79	178
Informal Inquiry and Follow-up	66	59	125
Media Related	64	68	132
General Questions and Opinions	405	529	932
All Other	215	167	384
Total Contacts	1,066	1,050	2,116



Educating the Public

The ombudsman and his staff provide a real service to the community through the many questions we answer about the policies, procedures, and tactics of law enforcement. In 932 instances during the year 2000, the ombudsman or a member of his staff spoke with a member of the public regarding a question or opinion that the citizen had about police practice. For example, whenever there is extensive media coverage of police activities (such as an officer-involved shooting or police response to acts of civil disobedience), the ombudsman receives numerous calls, emails, and letters from members of the public. In some cases, people call to express an opinion or to request that the ombudsman look into a particular matter. Other times, people call because they have questions about what happened and they want to know how the police are trained and expected to handle different situations.

It is not only high-profile situations that prompt people to call and ask for the ombudsman's help in understanding the details of police procedures and practices. Many of the contacts that we have classified as "general questions and opinions" involved minor interactions that citizens had with Boise law enforcement officers. In every instance, the ombudsman and his staff either answered the questions posed, or put the person in touch with a specific individual that could provide an answer. As public servants, and especially as members of the Office of the Community Ombudsman, we believe that it is our duty to provide the public with the information they want about law enforcement in our community.

Community Outreach

The ombudsman regularly speaks to service clubs, professional organizations, neighborhood groups, and schools. These contacts with members of our community allow the ombudsman to listen to any concerns or opinions that citizens may have about Boise law enforcement and about the operations of the Office of the Community Ombudsman. In addition, the ombudsman is able to educate members of the community about the ombudsman's office and to promote community support for professional and accountable law enforcement within our city. The following table shows the number and nature of the ombudsman's community outreach activities.

Activity	Jan. 1 - June 30, 2000 Frequency	July 1 - Dec. 31, 2000 Frequency	Total Year
Youth and Schools	23	15	38
Service Clubs	6	5	11
Professional Organizations	4	2	6
Human Rights/Minority Groups	8	5	13
Neighborhood Associations	1	0	1
Church Groups	2	0	2
Total Contacts	44	27	71

Policy Recommendations

Because the mission of the Office of the Community Ombudsman is to promote public confidence in our law enforcement officers, making recommendations to the Boise Police Department regarding improvements to policy, procedures, and training is an important element of the ombudsman's role. In 2000, the ombudsman made eleven separate recommendations to the chief. In every case, Chief Donald Pierce and his command staff carefully reviewed the suggestions and provided Ombudsman Pierce Murphy with a summary of the police department's response and any action that either had been or would be taken. Following is a summary of the ombudsman's recommendations and the police chief's response to each one.

1. Need for Legal Training – Entry Without a Warrant

Situation: Officers responded to a report of a large and noisy party in a residence. Juveniles were observed drinking beer in the house but refused to come out or allow police in. Some officers told those inside that they might face arrest on charges of delaying and obstructing an officer. The police did not have a search warrant.

Recommendation: That officers be given refresher legal training explaining that the exercise of one's constitutional rights (in this case, a Fourth Amendment right against unreasonable search and seizure) cannot be the sole basis for a charge of resisting and obstructing an officer.

Response: BPD issued a legal training bulletin covering this.

2. Need for Legal Training – Illegal Possession of Alcohol by a Minor

Situation: Officers responded to a report of a large and noisy party in a residence. Juveniles were observed drinking beer in the house but refused to come out or allow police in. Some minors in the residence were arrested for illegal possession of alcohol for simply being inside a house where beer was being consumed by others and without any evidence that they had been drinking or had been seen with an alcoholic beverage.

Recommendation: That officers be given refresher legal training to clarify what constitutes “possession” for the purpose of charging a minor with illegal possession of alcohol.

Response: BPD issued a legal training bulletin covering this.

3. Need for Legal Training – Use of Miranda Warnings

Situation: Boise Police questioned a person, already in custody at the Ada County Jail, on a separate and unrelated matter. The officers did not advise the person of his right against self-incrimination and his right to have legal counseling before any questioning (“Miranda” warning). Subsequent legal research appeared to indicate that an in-custody interview, even if on unrelated charges, probably requires that the officer read the “Miranda” warning before questioning the person.

Recommendation: That BPD undertake legal research to verify that such a warning is required. Conduct appropriate training.

Response: BPD did conduct the recommended legal research and concluded that it was most prudent to have officers give the “Miranda” warning in similar situations. BPD issued a legal training bulletin covering this topic.

4. Need for Review of Existing Training – Use of Force

Situation: An officer used force while attempting to prevent the escape of a person who was in custody for reasons other than a criminal offense. The ombudsman’s finding was that the officer failed to cease the use of force once the person ended the resistance and was no longer in danger of escaping.

Recommendation: That the police department review its existing use of force training to determine if the principles of situation analysis, resource management, de-escalation, and re-evaluation are being adequately covered.

Response: BPD undertook an extensive review of its use of force training and implemented several changes to its training to help officers to respond more effectively to dynamic situations. These changes included an increased use of “scenario-based” training during mandatory annual refresher training for officers.

5. Need for Training – Supervisor Response to Class I Complaints

Situation: A citizen complained to a police field supervisor about excessive use of force by an officer. The supervisor took the complaint and began an investigation (as required by policy), but did not follow other investigative procedures specified for a Class I complaint.

Recommendation: That supervisors be given some form of training on the investigative procedures they must follow when handling Class I complaints. It was further recommended that BPD consider requiring that supervisors immediately notify the Office of Internal Affairs every time that they receive a Class I complaint.

Response: Training was conducted with supervisors. BPD did not change its policy to require supervisors to immediately notify the Office of Internal Affairs every time that they receive a Class I complaint.

6. Need for Policy Clarification – Mental Holds

Situation: In evaluating a person for a possible 24-hour mental hold (danger to self or others), an officer did not consult with the Mobile Crisis Unit prior to taking the person into custody and transporting to the hospital. A mental health professional from the Mobil Crisis Unit did perform an evaluation at the hospital. The ombudsman felt that the BPD policy governing the invoking of mental holds was somewhat confusing regarding whether an evaluation by a mental health professional was required before an officer could place that person into protective custody. State law does not require this, but the policy appears to. Common practice, however, among Boise officers was not to have an evaluation done in the field, but to place the person into custody and transport to the hospital for evaluation.

Recommendation: That BPD reviews its policy and reconciles any differences between the policy and common practice in the field.

Response: BPD did conduct a review of the policy and current practices by officers in the field. The conclusion by the department was that the policy and related procedures do not require that the Mobil Crisis Unit be consulted prior to taking a person into custody on a 24-hour mental hold, only that the unit be consulted at some point before the officer completes the process. No additional action was taken.

7. Need for Policy Clarification – Handcuffing Hospitalized Prisoners

Situation: In investigating a complaint involving a person who was being held in custody at a hospital, the ombudsman detected what appeared to be a contradiction between the Boise Police Department's policy against handcuffing prisoners to stationary objects and a procedure for restraining hospitalized prisoners.

Recommendation: That BPD resolves this contradiction in order to remove any possible confusion for officers.

Response: BPD added a reference to the policy manual that clarified the difference between field handcuffing and the use of handcuffs and so called "soft" restraints in a hospital setting.

8. Need for Policy Change – Ride Along Program

Situation: In the course of investigating a complaint, the ombudsman noted that a supervisor assigned a citizen ride along with a probationary officer.

Recommendation: That probationary officers be excluded from being assigned a ride along.

Response: This recommendation was accepted and implemented by BPD.

9. Need for Policy Change – Screening and Hiring of New Officers

Situation: As a result of the arrest of a Boise Police officer in September of 1999, the ombudsman conducted a review of the BPD process used to screen and hire officers.

Recommendation: That several changes be made to the screening and hiring process, including:

- Requiring written documentation of reasons why a person was recommended or not recommended for hire from all those involved in the decision making process.
- Requiring that the chief be given all recommendations, regardless of whether they are supportive or against hiring, before he makes his decision.
- Changing the probationary review process to require that the chief make the final decision on whether to end an officer's probationary status and promote that officer to regular status.

Response: All three recommendations were accepted and implemented.

10. Need for Policy Change – Separation of Officers Involved in Critical Incidents

Recommendation: General Order II-A-22 (Investigation of Officer-Involved Critical Incidents within Boise City) should include a specific supervisory role at the location to which principal and involved officers are transported after the incident. This supervisor

should have specific responsibility to ensure that every principal and involved officer remains separate from others who were involved in the incident.

Response: No change was made to the formal procedure. However, in practice this recommendation has been implemented.

11. Need for Training Review – Management of Resources During Dynamic Incidents

Recommendation: The Boise Police Department was encouraged to conduct a training review of the June 12, 2000 critical incident to see what lessons could be included in future training for officers, supervisors, and incident commanders. Specific areas to examine might include:

- Perimeter establishment and control.
- Delegation of responsibility and authority.
- Re-assignment of excess officers outside of the immediate scene.
- De-escalating and slowing down volatile and dynamic situations.
- Scene containment immediately after a critical incident.
- Process and timing of transporting principal and involved officers from the scene.
- Process of deciding where to house principal and involved officers once they are removed from the scene while they awaited the arrival of investigators.
- Keeping principal and involved officers separated from each other and sheltered from distractions.

Response: The ombudsman was not informed of any formal training review that took place as a result of this recommendation.

Formal Cases – Commendations, Complaints, Appeals, Critical Incidents and Inquiries

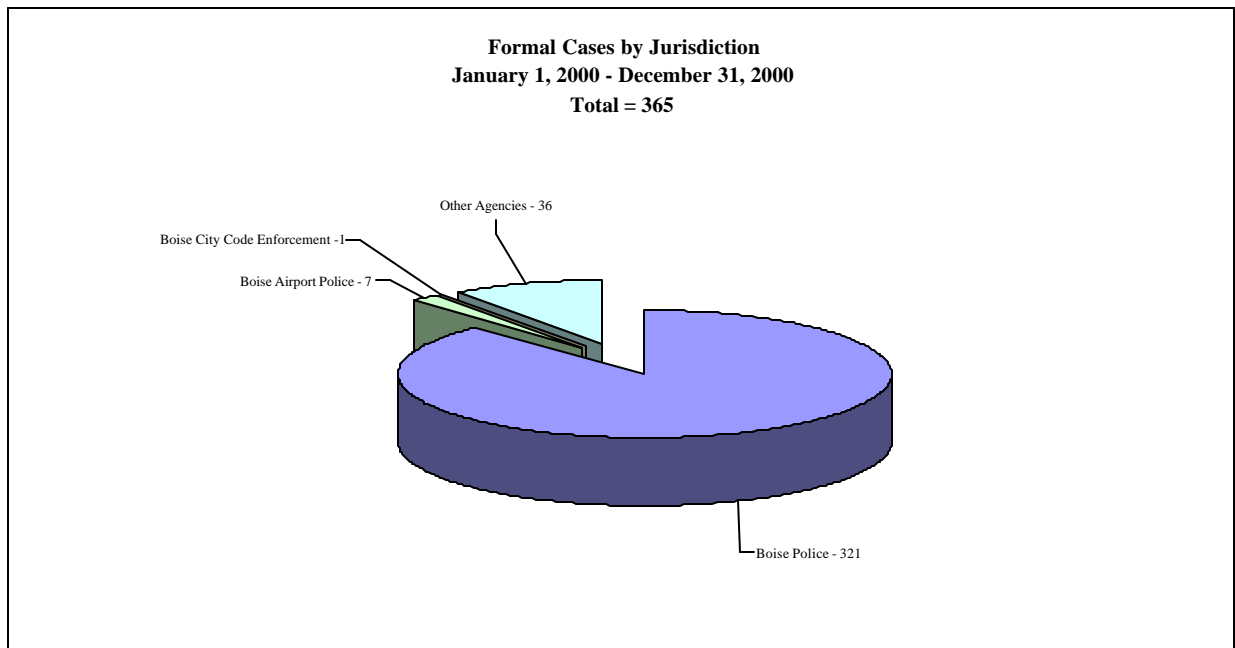
We open a formal case every time a member of the community takes the time to praise the actions of officers in a specific incident. These are called commendations. We also open a case whenever a citizen contacts us to complain about the actions of one or more officers. If the actions being described by a complainant are such that, were they true, they would constitute a violation of either police policy or law, the case is classified as a complaint. If, however, the police actions being complained about are not, on their face, a violation of policy or law, the case is classified as an inquiry.

Complaint - (kəm-plānt) *n* - Allegation received from a citizen alleging conduct by a Boise City Police or law enforcement employee that, if sustained, would constitute a violation of law or of the policies and/or procedures of the City of Boise or any of its departments.

Inquiry - (ĩn-kwĩr-ē) *n* - Not a complaint, per se, but involves questions of a general nature regarding department policy and procedure or law. No misconduct is alleged.

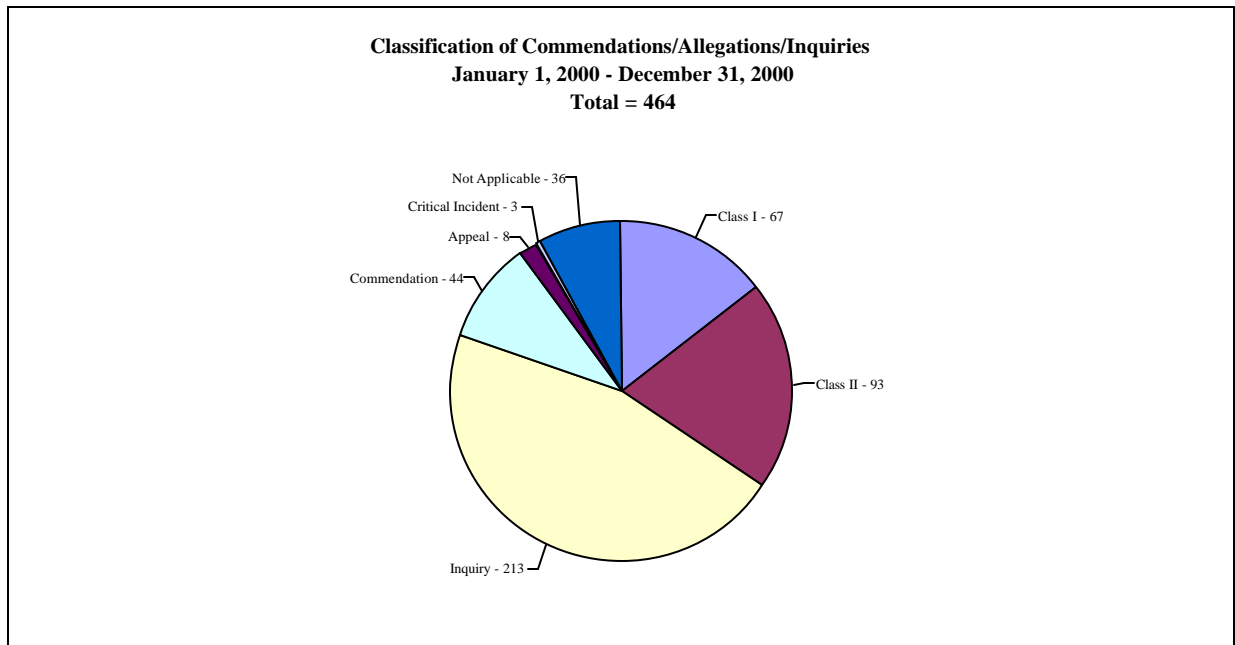
Complaints are divided into two different classes, Class I and Class II. This distinction is related to the severity of the misconduct being alleged. In practice, all complaints receive a thorough and objective investigation and little or no practical distinction is made between the two different classes of complaints.

In 2000, the Office of the Community Ombudsman opened 365 formal cases.



Allegations and Commendations

When a citizen files a commendation, complaint, or an appeal with the Office of the Community Ombudsman, it is often the case that more than one officer was involved in the underlying incident. The ombudsman tracks each commendation or reported act of misconduct by each of the involved officers. This enables the ombudsman's office to report a finding for each complaint allegation and to track allegations by type and by officer. The 365 formal cases opened by the ombudsman in 2000 translated into 464 separate allegations, inquiries, commendations, appeals, and critical incidents.



The appendix to this report provides a brief summary of each allegation, inquiry, commendation, appeal, and critical incident.

Findings in Complaint Allegations, Appeals and Critical Incidents

Following the completion of an investigation, the ombudsman issues a finding for those formal cases that involved a specific allegation of wrongdoing and that were classified as either a Class I or Class II complaint. The ombudsman also issues a finding for each officer involved as a principal in a critical incident.

Five Types of Findings

Exonerated - The acts that provided the basis for the complaint or allegation did occur, but were justified, lawful, and proper.

Unfounded - The investigation conclusively proved that the act or acts complained of did not occur. This finding also applies when individual officer(s) or employee(s) named were not involved in the act or in acts that may have occurred.

Sustained - The investigation disclosed sufficient evidence to clearly prove the allegation(s) made.

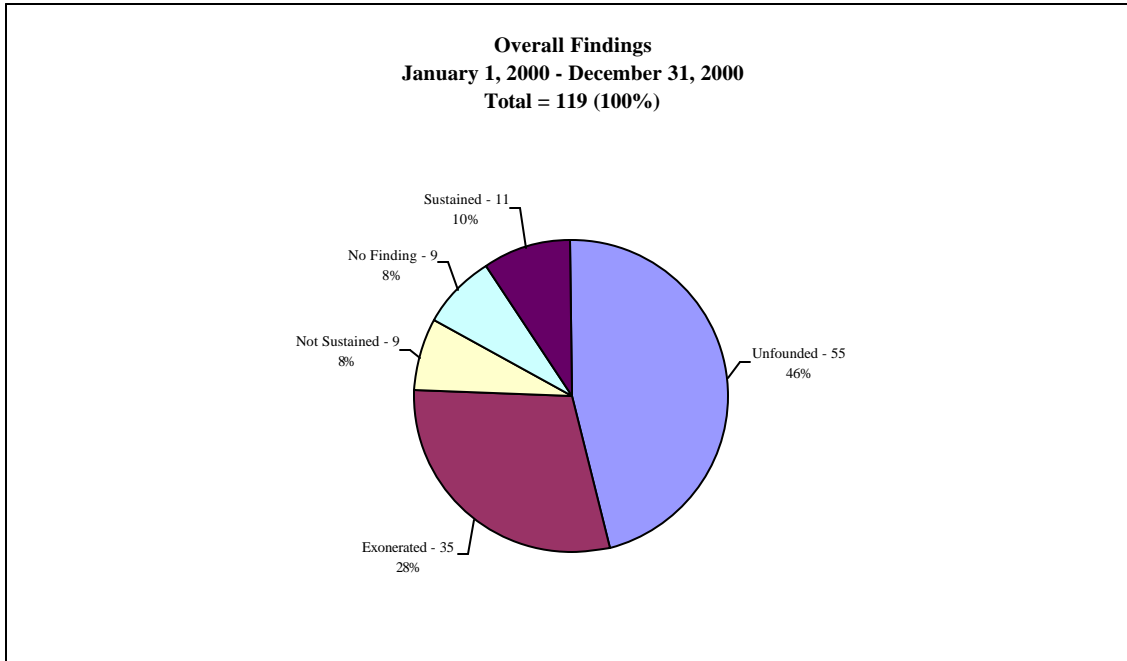
Not Sustained - The investigation failed to discover sufficient evidence to clearly prove or disprove the allegation(s) made.

No Finding - The investigation cannot proceed because the complainant failed to disclose promised information to further the investigation; or the complainant wished to withdraw the complaint; or the complainant is no longer available for clarification. This finding may also be used when the information provided is not sufficient to determine the identity of the officer(s) or employee(s) involved.

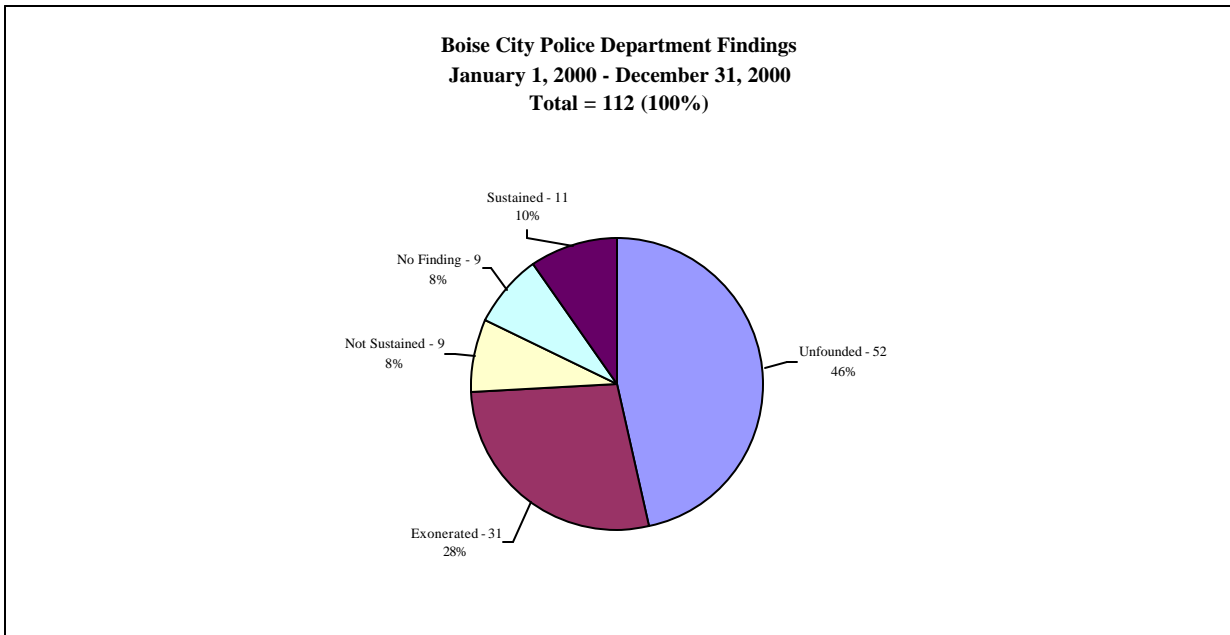
In 2000, the ombudsman issued 119 findings. Seventy-four percent (74%) of the 119 findings issued were either “exonerated” or “unfounded,” which meant that the ombudsman found no wrongdoing on the part of the officer. Ten percent (10%) of these findings were “sustained,” which meant that the preponderance of the evidence indicated that the officer violated a department policy or procedure. The remaining sixteen percent (16%) of the findings indicated that either no clear determination could be made or that the complainant withdrew the complaint before the investigation was complete.

The following tables show these findings, both in total and broken down between those findings associated with Boise Police officers and those relating to Boise Airport Police officers.

Overall Findings by Ombudsman			
Finding Categories	Jan. 1 - June 30, 2000	July 1 - Dec. 31, 2000	Total Year
Unfounded	32 (42%)	23 (56%)	55 (46%)
Exonerated	21 (27%)	14 (33%)	35 (28%)
Not Sustained	6 (8%)	3 (7%)	9 (8%)
No Finding	8 (10%)	1 (2%)	9 (8%)
Sustained	10 (13%)	1 (2%)	11 (10%)
Total Findings	77 (100%)	42 (100%)	119 (100%)

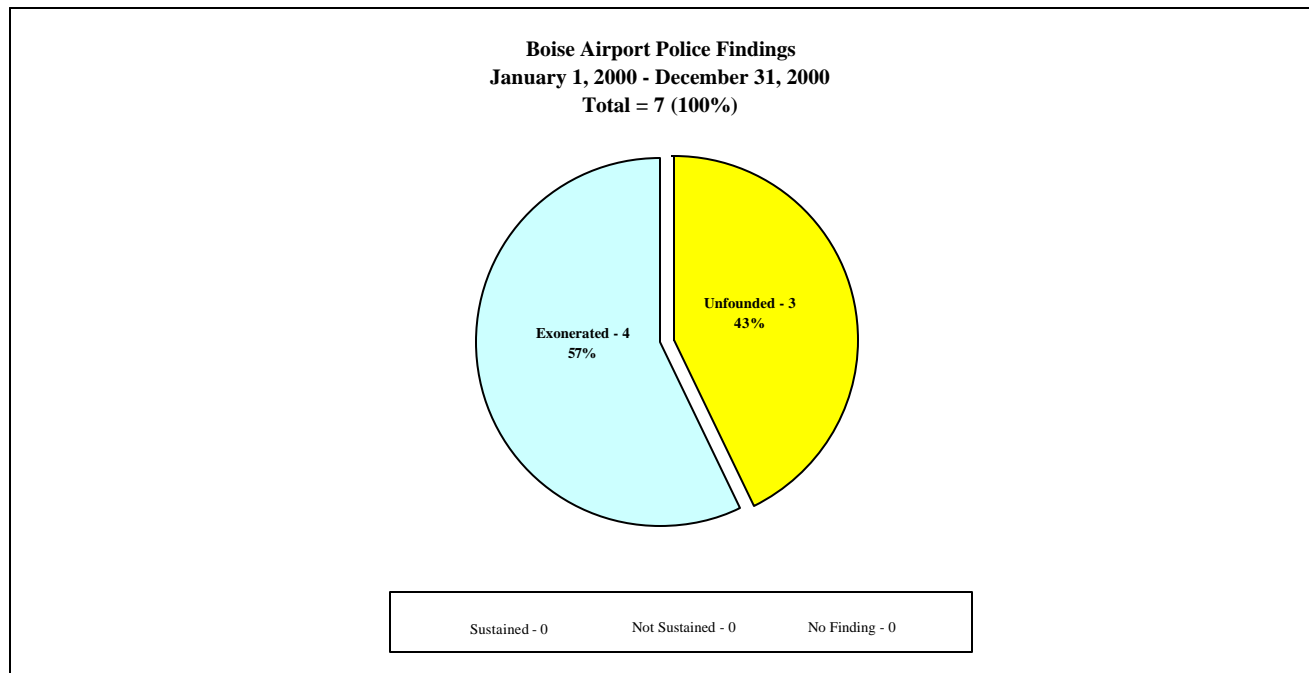


Boise Police Department Findings by Ombudsman			
Finding Categories	Jan. 1 - June 30, 2000	July 1 - Dec. 31, 2000	Total Year
Unfounded	29 (42%)	23 (56%)	52 (46%)
Exonerated	17 (24%)	14 (33%)	31 (28%)
Not Sustained	6 (9%)	3 (7%)	9 (8%)
No Finding	8 (11%)	1 (2%)	9 (8%)
Sustained	10 (14%)	1 (2%)	11 (10%)
Total Findings	70 (100%)	42 (100%)	112 (100%)



	Did the Chief Concur With the Sustained Finding?	Did the Chief Take Disciplinary Or Corrective Action?
Jan. 1 - June 30, 2000	Yes - 6	Yes - 6
	No - 4	No - 4
July 1 - Dec. 31, 2000	Yes - 1	Yes - 1
	No - 0	No - 0
Total Year	7 - Yes 4 - No	7 - Yes 4 - No

Boise Airport Findings by Ombudsman			
Finding Categories	Jan. 1 - June 30, 2000	July 1 - Dec. 31, 2000	Total Year
Unfounded	3 (43%)	0	3 (43%)
Exonerated	4 (57%)	0	4 (57%)
Not Sustained	0	0	0
No Finding	0	0	0
Sustained	0	0	0
Total Findings	7 (100%)	0	7 (100%)



False Complaints

The Office of the Community Ombudsman relies upon the truthfulness and good intentions of those community members who chose to file a complaint about the actions of a Boise law enforcement officer. A reasonable amount of allowance is made for the fact that multiple witnesses to the same event will have different memories of the event. Every person's impression of what happened is colored by individual perceptions, emotions, biases, and a host of other factors. The ombudsman does not expect that every officer and every citizen at the scene of an incident will have exactly the same memory of the event, nor will they all draw the same conclusions about the meaning and appropriateness of what took place.

We do insist that every person who files a complaint with the Office of the Community Ombudsman provides information that he or she believes to be true and accurate. Intentionally and knowingly providing false information in the filing of a complaint is a serious matter. It is a breach of trust. It compromises the integrity of the "community feedback" process we depend on. It also is unfair to an officer whose professional and personal reputation may be at stake.

Fortunately, we are aware of only one instance during 2000 in which a complainant knowingly provided us with false information. Even after repeated admonitions to be certain to tell only what had happened, this complainant insisted on filing a complaint and provided the ombudsman with a written statement alleging that an officer used force without warning or justification. Upon investigation, we discovered evidence demonstrating that the complainant knew that the allegation was untrue when it was filed. The ombudsman contacted the prosecutor and referred

the matter over for review. As a result, the prosecutor filed a misdemeanor charge against the complainant for knowingly providing false information to a public agency. The individual eventually plead guilty to the charge and was sentenced to a fine and probation.

Case Management

The Office of the Community Ombudsman opened, on average, 30 formal cases a month in 2000. This means that seven new cases were added to our caseload every week. Until April of 2000, the ombudsman and his administrative secretary handled this workload. In April of 2000, an investigator was hired to support the ombudsman's work.

As a target, the ombudsman sets a goal of completing work on a case within 30 days. Given the volume of cases last year, we were not able to handle every case within the 30 days established as a target. Many cases were handled very quickly, while others took a great deal of time. The average time to complete our work on a case was 46 days. The median number of days that a case remained open was 22. However, more than half (54%) of our cases were completed within 30 days and a total of seventy-eight percent (78%) of our cases were completed within 90 days.

We remain committed to shortening the time it takes for us to complete our work on every case without compromising the quality and objectivity of our work.

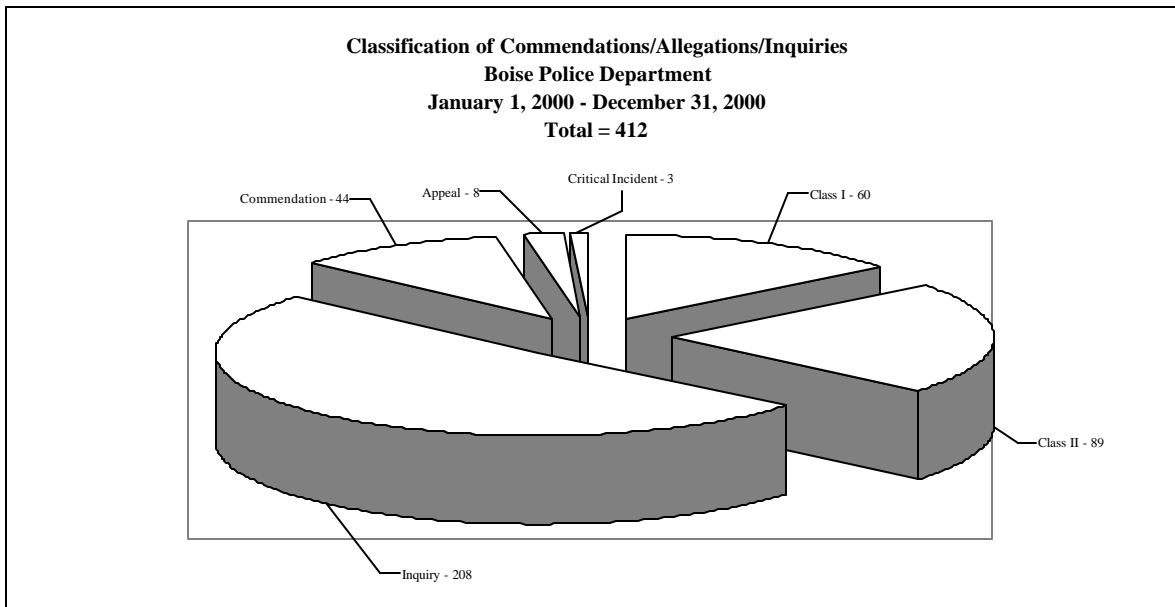
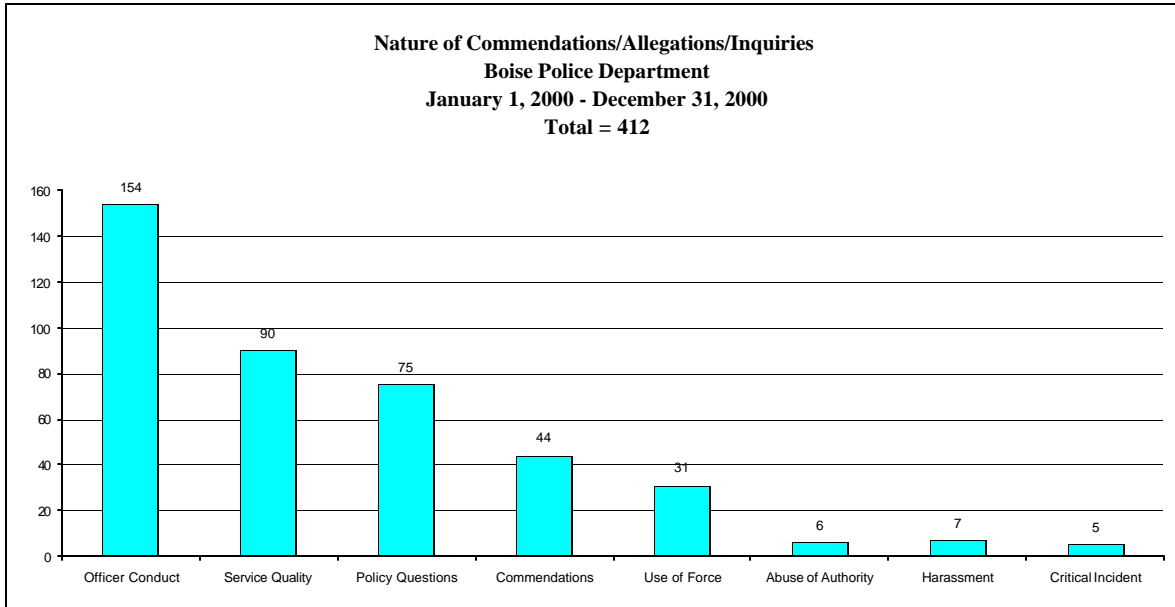
Boise Police Department Cases

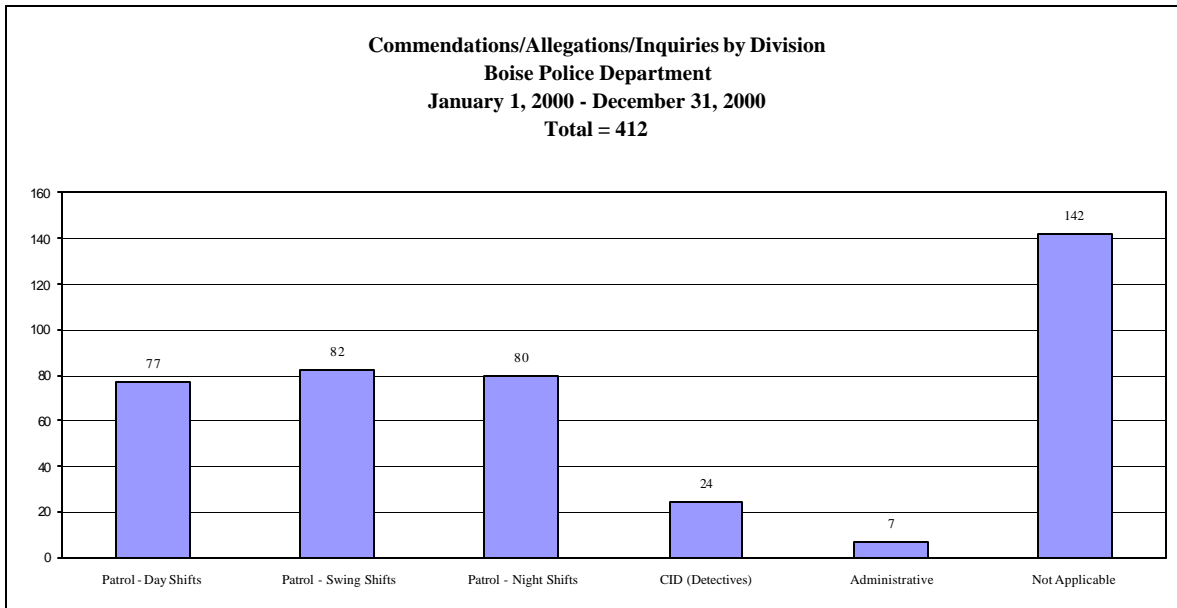
Nearly all of the cases opened in 2000 had to do with the actions, or alleged actions, of members of the Boise Police Department. A total of 321 separate cases were opened in 2000 by the ombudsman dealing with incidents involving the Boise Police.

Ombudsman Cases Opened in 2000 Boise Police Department	
Classification	Number of Cases
Complaint - Class I	21
Complaint - Class II	53
Inquiry	208
Commendation	30
Appeal	6
Critical Incident	3
Total	321

In many of these cases more than one officer was involved in the incident mentioned. In some complaint cases two or more allegations were made against the same officer. Each officer named as a principal in a case and each complaint allegation against an individual officer is tracked separately.

The following tables display the nature and classification of the commendations, allegations and inquiries filed with the ombudsman's office that were related to the Boise Police Department.





The Office of Internal Affairs (OIA), of the Boise Police Department, also receives complaints from citizens about the actions of Boise Police employees. The following tables show the number of complaint cases over the past two years for both OIA and the Office of the Ombudsman.

Year 2000 Combined Complaint Cases
Ombudsman and OIA

Classification	Ombudsman	OIA	Total Year
Class I	21	16	37
Class II	53	108	161
Total	74	124	198

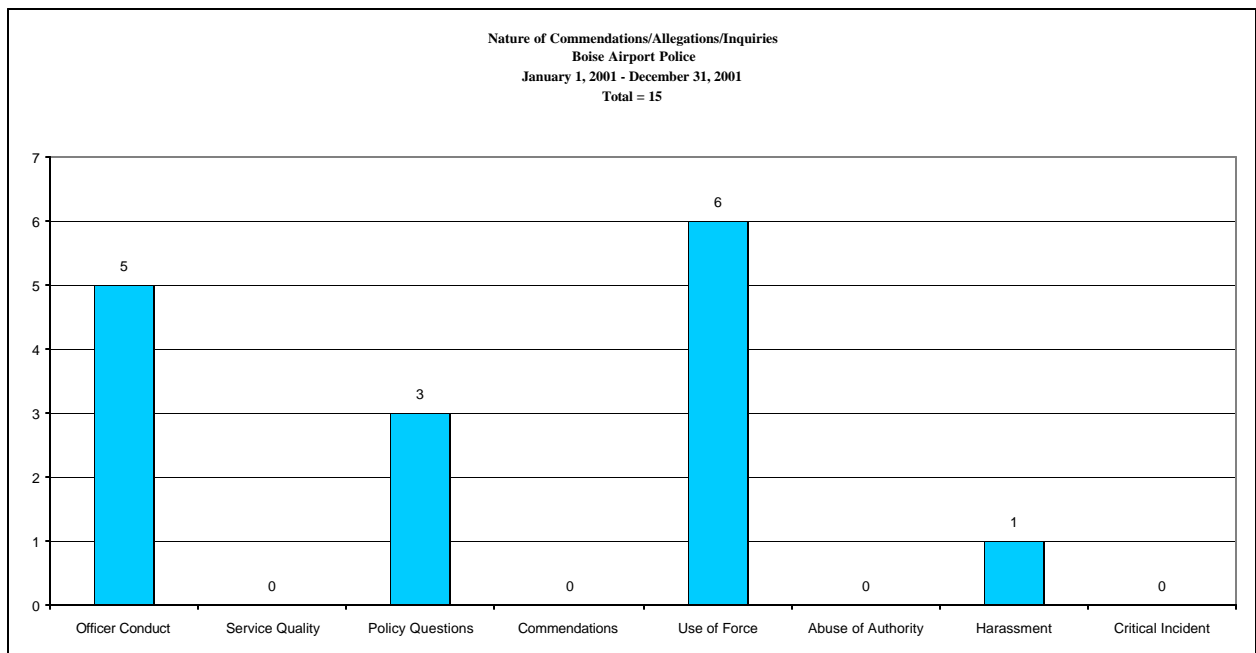
Year 1999 Combined Complaint Cases
Ombudsman and OIA

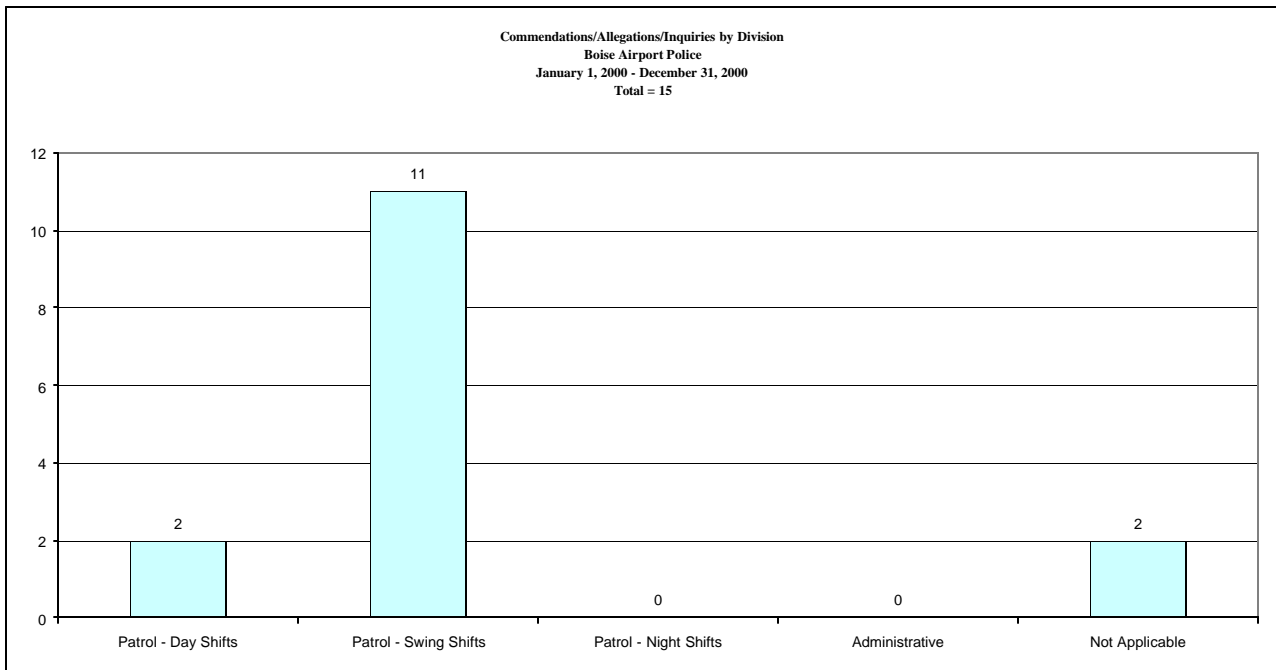
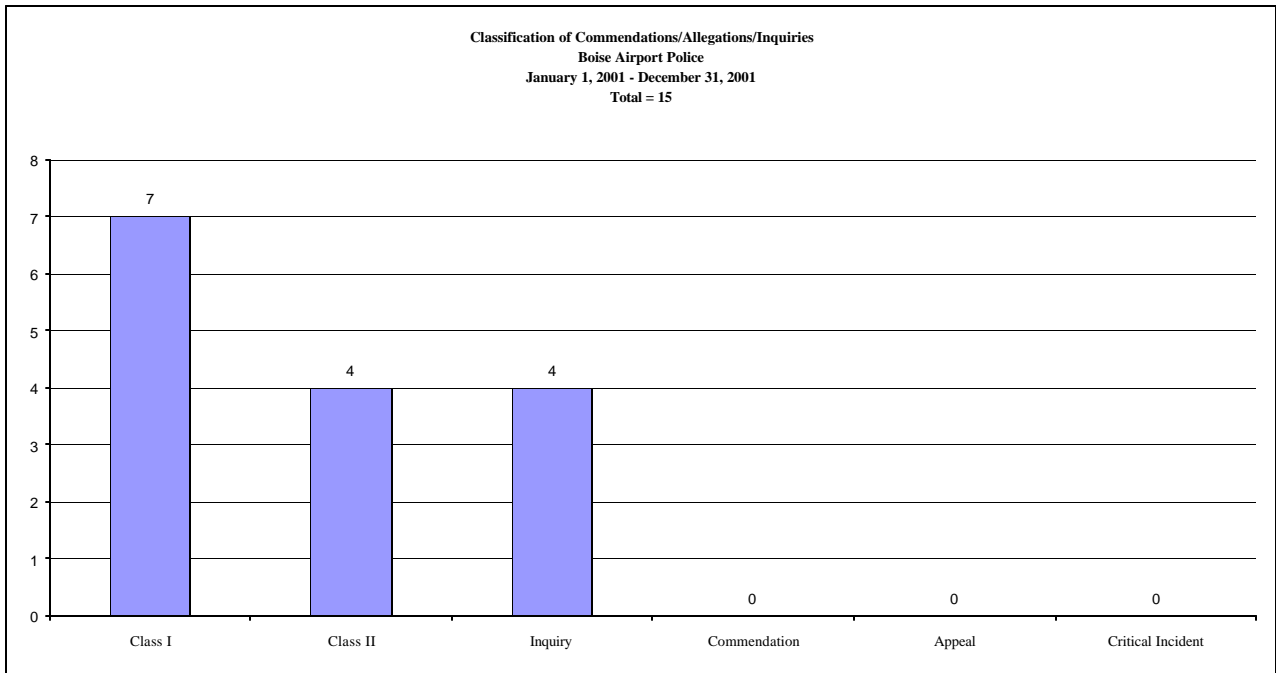
Classification	Ombudsman	OIA	Total Year
Class I	7	25	32
Class II	15	77	92
Total	22	102	124

Classification	2000	1999	Percent Change	
Class I	37	32	?	15.6%
Class II	161	92	?	75.0%
Total	198	124	?	59.7%

Boise Airport Police Cases

A very small percentage of the commendations/allegations/inquiries filed with the Office of the Community Ombudsman have to do with the Boise Airport Police. The following tables display the nature and classification of the commendations/allegations/inquiries filed with the ombudsman's office that were related to the Boise Airport Police Department.





Audits of Internal Police Investigations

During 2000, the Office of the Community Ombudsman began auditing internal investigations that had been conducted by the Boise Police Department. This function was specifically given to the ombudsman in the city ordinance that established the office. In auditing police internal investigations, the ombudsman attempts to answer the following questions:

1. Were all witnesses identified and given an opportunity to be interviewed?
2. Were all witnesses and involved parties approached without bias and/or preconception?
3. Was all relevant and available evidence secured and reviewed?
4. Did the factual findings of the investigator match the evidence and witness statements?
5. Did the policy findings of the department reflect the facts of the case and represent an objective and even-handed application of policy and procedures?

Since June of 2000, when the Office of the Community Ombudsman began auditing the internal investigations of the Boise Police Department, 80 cases have been audited. With the exception of four minor record-keeping errors, our audits determined that all 80 internal investigations were conducted in a thorough and objective manner.

Critical Incidents

The Boise City ordinance governing the Office of the Community Ombudsman requires that the ombudsman be immediately notified whenever an employee of the Boise Police Department or the Boise Airport Police Department is involved in a critical incident. A critical incident is defined by the ordinance in the following manner:

1. Use of force or any other department action that results in death or serious bodily injury. (Serious bodily injury is an injury that results in the subject being admitted to a hospital.),
or
2. Use of Deadly Force where only minor bodily injuries occur, or
3. Intentional use of Deadly Force but no injury occurs (excluding animals), or
4. Vehicle pursuits, roadblocks or intercepts resulting in death or serious bodily injury, or
5. Police employee involved in a traffic accident resulting in death or serious bodily injury, while operating a city vehicle or a private vehicle while on City business.

When a critical incident occurs the ombudsman is required to act as an observer to any criminal, civil, and administrative investigations conducted by or on behalf of the department. In addition, the ombudsman has the authority to conduct his own independent administrative investigation into the critical incident.

Boise police officers were involved in three critical incidents during 2000. All three were shootings involving Boise Police officers. In each case, the ombudsman opened his own investigation into the incident.

Officer-Involved Shooting – June 12, 2000

Synopsis: On June 12, 2000 at approximately 12:13 p.m., an armed individual was killed by a single gunshot wound to the head. He was also hit by one shot to the left shoulder. Both rounds were fired by Boise Police officers, as were five additional rounds that did not strike the man. The shooting took place following a standoff lasting approximately 53 minutes at the corner of Franklin and Cole Roads in Boise. During the standoff the man held a .25 caliber semi-automatic handgun to his head. Immediately preceding the shots fired by the police, the man broke out the back window of the truck in which he was sitting, yelled a threat to shoot, and pointed the handgun out the broken window in the direction of several police officers. Four officers fired their weapons at the man immediately after he pointed the handgun out the truck window. Two officers fired a single round each from their .223 caliber rifles, one officer fired a single round from a 12-gauge shotgun, and the fourth officer fired four rounds from his .45 caliber semi-automatic handgun. After being struck by the two rifle rounds fired by the police, the individual died instantly at the scene. He was wanted by the police on one felony arrest warrant and for questioning in two recent cases of felony domestic violence.

Ombudsman's Findings: The ombudsman found that the use of deadly force by all four officers in this situation was reasonable and necessary and in conformance with the Boise Police Department's use of deadly force policy.

Ombudsman's Recommendations: As a result of what was learned during this investigation, the ombudsman made two recommendations to the Boise Police Chief, one dealing with policy and the other with training. The specifics of these two recommendations can be found in the section of this report (above) dealing with policy and training recommendations.

Officer-Involved Shooting – August 11, 2000

Synopsis: On August 11, 2000 at approximately 9:12 p.m., an on-duty Boise Police Department sergeant fired three rounds from his .45 caliber semi-automatic handgun in the service hallway behind the tiger dens at Zoo Boise. The sergeant was part of a "behind-the-scenes tour" being shown the feeding of the zoo's two tigers. During the tour one of the tigers unexpectedly entered the service hallway through an open den door and began to attack a woman who was also part of the same tour. In an effort to save the woman's life, the police sergeant fired his weapon at the tiger. The tiger released the woman and retreated to its den. Unfortunately, one of the three bullets struck the woman in the leg. The woman survived both the tiger attack and the bullet wound.

Ombudsman's Findings: The ombudsman found that the use of deadly force by the police sergeant in this situation was reasonable and necessary and in conformance with the Boise Police Department's use of deadly force policy. The wounding of the woman being attack by the tiger

was completely accidental. The ombudsman further found that the Boise Police sergeant displayed commendable courage as he remained in close proximity to the tiger and took decisive action that resulted in saving the woman's life.

Officer-Involved Shooting – December 6, 2000

Synopsis: On December 6, 2000 at approximately 7:35 p.m. the Boise Police received an alarm and then a 911 call from the residence of a stalking and harassment victim. The alarm and the call both indicated that a person considered dangerous and possibly armed was at the home of his estranged girlfriend. Boise Police officers responded to the residence. Inside the house several rounds were fired and the estranged boyfriend was shot a number of times. No deaths resulted from this incident.

Ombudsman's Findings: This incident was still under investigation by the ombudsman as of December 31, 2000.

Time Limit for Filing Complaints and Appeals

As part of the policy and procedures that govern the operations of the Office of the Community Ombudsman, a time limit for filing complaints and appeals was established by the ombudsman and ratified by the Boise City Council. In the case of complaints, when a violation of policy, procedure, or law is alleged, the complaint must be filed within 90 days of the occurrence of the incident that gave rise to the complaint. The ombudsman may grant an exception to this time limit when the initial evidence presented constitutes a violation so severe that criminal charges, termination, or serious disciplinary action could result if the allegation were to be sustained, or when the complainant was unable to file a complaint during the 90 days due to an involuntary incapacity (e.g., hospitalization, incarceration, etc.). Citizens must file appeals with the ombudsman within 30 days of receiving notification of a finding issued by the chief of police for a complaint the citizen filed directly with the Boise Police Department. The ombudsman may grant an exception to the appeal time limit in cases where the complainant was unable to request an appeal during the 30 days due to an involuntary incapacity (e.g., hospitalization, incarceration, etc.).

In 2000 the ombudsman declined to open 13 complaint investigations due to the expiration of the 90-day time limit established for filing with the ombudsman. No appeals were denied in 2000 because of the expiration of the 30-day time limit. The 13 denied complaints dealt with the following issues:

Time Limit Denials	
Nature of Complaint	Number
Disagree with Charges	5
Officer Conduct	3
Service Quality	2
Minor Use of Force	2
Handcuffs too Tight	1
Total	13

For the 13 denied complaints, the average span of time between incident and contact with the ombudsman was ten months. The median range was 180 days (six months). The shortest length of time was 105 days and the longest was four years.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Active	Called about concerns of an officer's off-duty behavior.	
Active	Alleges he was detained for a traffic stop without lawful cause. Alleges the stop and subsequent traffic citation were motivated by a bias against him.	
Active	Alleges officer entered her home without permission or warrant and threatened to give her a citation if she did not give the information the officer wanted.	
Active	Alleges officer refused to give his name and badge number when he requested it. Wants to know why the officer approached and questioned him and his friends and told him to leave the park for 24-hours.	
Active	Wishes to appeal the BPD finding of "Unfounded".	
Active	Alleged that officer too quickly concluded that victim was not telling the truth, behaved inappropriately, and that investigators did not act quickly enough to investigate the crime.	
Active	Wants to know why a warrant has not been issued for a drunk driver that left the scene of her accident and why the officer involved does not return her telephone calls.	
Active	Parent alleges SRO's comments were out of line and wants to know if SRO can question students without parental consent.	
Active	Alleges officer used unprofessional and foul language.	
Active	Wants to know if an officer's behavior was inappropriate.	

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Active	Alleges that officers were abusive, intimidating, their actions were racially motivated, and an officer refused to give his name and number.	
Active	Alleges that a police officer was observed speeding through downtown.	
Active	Alleges that an officer was insensitive and negative in their approach and wants to know why.	
Active	Feels officers made too much noise in the middle of the night as they awaited a search warrant for the apartment next to his.	
Active	Feels SRO should not be allowed to call a child out of class and interrogate them about non-school business without notifying parents.	
Active	Appeals Chief's finding that officer was acting within scope of duty.	
Active	Alleges that officer entered and searched her bedroom illegally, lied to her, and displayed poor conduct toward her children by using profanity.	
Active	Was blinded by BPD patrol vehicle's spotlight directed at on-coming traffic and thinks officers should be more safety conscious.	
Active	Alleges that Civil Rights were violated when he was patted down, detained for two hours for a traffic stop, car illegally searched without consent, a warrant, or probable cause.	

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Active	Wants to know why an officer did not write up an accident report and why the other driver was not cited. Also, why a supervisor has not returned her phone calls and how she can get an accident report written up immediately.	
Active	Alleges that off duty officer's attitude was intimidating.	
Active	Alleges her minor daughter was "grilled" by officers, and that officers were having a conversation about things that were inappropriate for her daughter to overhear.	
Active	Alleges officer intentionally antagonized him by leaving embarrassing items in plain view in his car and that officer failed to return documents to him.	
Active	Wants to know why officer did not assist her during a traffic stop while her daughter was having an asthma attack. Alleges officer's supervisor was intimidating, confrontational, sarcastic, and rude.	
Active	Alleges officers allowed someone to drive drunk and without privileges, failed to investigate allegations of battery, and handcuffs were too tight.	
Active	Alleges officer failed to follow through with canceling her juvenile son's traffic citation, thereby causing her son's arrest on a warrant.	
Active	Alleges officer was rude, biased, made her feel stupid, and ignored her at the scene of an accident. Also, alleges officer underestimated the damage to her vehicle and failed to take accurate measurements.	

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Active	Alleges that an officer was careless in performing his duties and felt that his chewing gum was offensive.	
Active	Alleges officer was following him almost to the point of tailgating.	
Active	Alleges officer violated traffic laws by running a stop sign, following too close, and failing to use turn indicator. Wants to know why officer followed and detained them.	
Active	Wants to know why an officer put him at risk by letting him drive in front of him going the wrong way on a street.	
Active	Wants supervisor to know that activities of police officers were uncalled for when they pounded on the door of an apartment looking for a suspect.	
Active	Alleges officer was rude when he was cited for speeding.	
Active	Alleges airport officer had a rude demeanor.	
Closed	Complainant feels that one of three officers has "issue" with her son because her son looks and dresses differently.	Audio tapes helped explain officer action. Ombudsman explained police procedures to caller.
Closed	Alleges that officers are taking false reports and not thoroughly investigating, so that he has been falsely arrested.	Complainant dropped complaint. No further action.
Closed	Alleges that a male identifying himself as a "detective" was verbally abusive and threatening in complainant's place of business over a product claim.	Complainant failed to provide information and did not respond to correspondence. No further action.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges officer was rude and called him a liar.	Complainant withdrew complaint.
Closed	Alleges he has to move his vehicle every 48-hrs. if he parks on the street in front of his residence and claims he has a right to park in front of his residence.	Complaint handled by BPD. No further action.
Closed	Off-duty officer observed son speeding. Allegedly officer called residence to issue a citation and questioned other minor children. Wants to know if this was legal and why she was not contacted.	Determined that contacts were proper.
Closed	Alleges officers accused her of lying when she reported a break-in of her home.	Due to criminal chares, ombudsman suggested she seek legal counsel.
Closed	Alleges officer used unnecessary force when handcuffing her juvenile son, did not give Miranda rights, was rude, and was not contacted when her son asked she be present.	File closed because OIA is investigating complaints.
Closed	Alleges officer is harassing her and the officer unlawfully entered her garage and turned off her power for 10 minutes.	Finding of "Exonerated" and "Unfounded".
Closed	Alleges officers charged his son as retaliation for refusing to cooperate, left son out in freezing temperatures, and used deception to gain compliance.	Finding of "Exonerated" and two findings of "Unfounded".
Closed	Alleges officer failed to provide name and Ada # when asked and treated complainant in a disrespectful manner.	Finding of "Exonerated", "Unfounded" and "Not Sustained".
Closed	Alleges a juvenile was forced to go with her father even though the juvenile expressed fears to the officer about her safety.	Finding of "Exonerated".

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges officer was seen in uniform flirting with females.	Finding of "Exonerated".
Closed	Alleges his daughter was treated unprofessionally (including excessive force) by officers during an arrest for tobacco and curfew violations.	Finding of "Exonerated". Finding of "Not Sustained". Finding of "Unfounded".
Closed	Alleges the police told the manager of her apartment not to let her ex-husband on the property anymore. Further alleges the manager was told if the ex-husband does come around, she should be evicted.	Finding of "No Finding".
Closed	Alleges false information on a vehicle accident report.	Finding of "Not Sustained" and finding of "Unfounded".
Closed	Alleges being treated in an unprofessional manner by a Sgt.	Finding of "Not Sustained".
Closed	Alleged that the officer knowingly filed a police report containing false information.	Finding of "Sustained".
Closed	Alleges police failed to gather evidence and follow-up on racially motivated vandalism. (1999 Case)	Finding of "Sustained". Chief concurred with "Sustained" finding and disciplinary action taken.
Closed	Stopped in traffic and asked an officer if he could get off a particular exit. Alleges officer response was rude and threatening.	Finding of "Sustained". Chief upheld "Sustained" finding and disciplinary action taken.
Closed	Alleges officer was rude and antagonistic.	Finding of "Sustained". Upheld by chief and disciplinary action taken.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges officer acted inappropriately.	Finding of "Unfounded" and "Exonerated".
Closed	Alleges that two employees have defamed him.	Finding of "Unfounded" and finding of "No Finding".
Closed	Alleges officer was unprofessional in his conduct and did not immediately act to apprehend his assailant. Further alleges that no report was taken.	Finding of "Unfounded", "Exonerated", and "Sustained". Chief concurred with "Sustained" finding and discipline was given.
Closed	Alleges officer used uncomplimentary speech and selective enforcement due to his sexual orientation.	Finding of "Unfounded".
Closed	Alleges officer's attitude was uncaring and casual toward her situation.	Finding of "Unfounded".
Closed	Alleges officer made derogatory remarks during a domestic battery arrest.	Finding of "Unfounded".
Closed	Alleges officer was rude and very abusive to her and her son.	Finding of "Unfounded".
Closed	Alleges officer in patrol car being malicious and could have caused an accident on the connector.	Finding of "Unfounded".
Closed	Alleges officers used offensive language.	Finding of "Unfounded".
Closed	Alleges officer was rude.	Finding of "Unfounded".
Closed	Alleges officers conducted a search of his home without his consent or a search warrant.	Finding of "Unfounded".

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges handcuffs were too tight and caused bruises.	Finding of "Unfounded".
Closed	Alleges that an officer's statements to him were unprofessional.	Finding of "Unfounded".
Closed	Alleges that officer's statements following a vehicle accident were rude, abrasive, and condescending.	Finding of "Unfounded".
Closed	Alleges that a traffic stop by an officer was intimidating, that the officer's statements, questions, and tone of voice were rude, cocky, and accusing.	Finding of "Unfounded".
Closed	Wants an apology from a Jr. High SRO for alleged false allegations made against him.	Finding of "Unfounded".
Closed	Alleges officers did not identify themselves.	Finding of "Unfounded".
Closed	Alleges that officer was patronizing in speech and inappropriately touched her on the shoulder while issuing a traffic citation.	Finding of "Unfounded".
Closed	Alleges he was treated in a hostile manner by an officer during a traffic stop and threatened with physical harm if he did not remain in his car. Also, alleges officers seemed to be enjoying the harassment.	Finding of "Unfounded".
Closed	Wants to know why officer would not take a report of stalking and alleges officer was rude.	Follow-up by BPD. Rudeness allegation was withdrawn.
Closed	Wants to know why officer treated her rudely.	No action taken.
Closed	Alleges numerous burglaries are occurring at her residence for the last 3 years and claims police are not doing enough to arrest the thieves.	No basis for allegations.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Thinks that BPD and ACHD are not following state rules on setting maximum speed for Boise streets.	No basis for allegations.
Closed	Complainant was issued a citation for lane changing on I-84 and alleges the officer was "cold blooded".	No misconduct alleged.
Closed	Alleges that his now deceased wife was assaulted by four police officers when taken into custody several years ago.	No record found. More than 90 days old.
Closed	Alleges officers had unprofessional conduct and reported false information involving a battery case.	Not taken due to 90-day rule.
Closed	Alleges the police would not let her file charges against her ex-husband in a domestic battery case.	Not taken due to 90-day rule.
Closed	Alleges that off-duty officer (not in uniform) yelled at a school bus driver and acted in a "Cocky" manner.	Off-duty officer. No action taken.
Closed	Alleges officers humiliated her while taking her into custody.	Officers had legal basis for their actions and no policy violations alleged.
Closed	Complainant was stopped for traffic violation and alleges officer made unnecessary comments and had no right to threaten him.	OIA investigation.
Closed	Alleges his vehicle was stickered subject to tow-away and the vehicle is moved everyday. Also, alleged that orange paint was painted on rims and body of vehicle.	Ombudsman facilitated resolution by BPD.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Thinks officers discriminated against him by telling him he cannot return to the soup kitchen.	Ombudsman addressed questions and concerns.
Closed	Alleges officer cited her son for skateboarding in a dismount area and writing on the citation, infraction \$25.00 fixed penalty. Went to pay the fine and was told it was a misdemeanor to pay \$68.50. Feels she should not have to pay the difference from the original fine.	Ombudsman answered complainant's questions.
Closed	Wants to know why officers talked him into giving up possession of a vehicle to the co-owner and why the officers did not advise him of his legal rights.	Ombudsman answered Complainant's questions.
Closed	Alleges the police wrote down the wrong information on a traffic accident report.	Ombudsman answered questions.
Closed	Alleges Boise Police officers were training their dogs on campus and making a "loud and ugly disturbance".	Ombudsman answered questions.
Closed	Wants to know why officer behaved disrespectfully during a traffic stop.	Ombudsman answered questions.
Closed	Alleges a BPD officer entered his residence when he was not home and made a phone call to one of his business clients.	Ombudsman answered questions.
Closed	Wants to know if it was proper procedure to stop him randomly for questioning and if the officer was "profiling" everyone driving a blue pickup.	Ombudsman answered questions.
Closed	Wants to know why officer changed his story in court from what was written on the original traffic citation he was issued.	Ombudsman contacted complainant. No further action.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges he is upset with the response from a STEP officer regarding a dangerous intersection in his neighborhood.	Ombudsman facilitated contact with BPD supervisor and situation eventually resolved.
Closed	Alleges officers are stopping her frequently during her morning newspaper delivery. Upset because it causes her to be late on her deliveries.	Ombudsman facilitated contact with patrol officers.
Closed	Wants to know if he was singled out for a traffic citation because he was driving an SUV and talking on his cell phone. Also, wants to know if an officer's statements on the witness stand were truthful.	Ombudsman investigated and answered questions.
Closed	Alleges that officer failed to take a report of battery on her, and the officer failed to secure her car. Alleges that an officer allowed other party to drive drunk.	Ombudsman reviewed incident and answered complainant's questions in a letter.
Closed	Alleges officers were "lackadaisical" in the handling of a vehicle accident his girlfriend was involved in. Feels that a blood alcohol test should have been done on the other driver, because the driver admitted he had been drinking.	Other driver passed the field sobriety test. No further action.
Closed	Alleges being treated unprofessionally by two BPD officers.	Past 90-day rule.
Closed	Alleges officer had difficulty controlling his temper. Further alleges there are inaccuracies in officer's report and that it is incomplete.	Past the 90-day rule.
Closed	Alleges being stopped, her vehicle being searched for narcotics, and the officer charged her with DUI. Alleges she refused the field and breathalyzer test. Alleges this was against the law to charge her with DUI.	Past the 90-day rule. No further action.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Complainant was stopped and cited for a traffic violation. Complainant had questions about officer's comments.	Police procedures explained to caller.
Closed	Alleges officers entered his house two times without permission. Further wants to know if officers can question his minor children and why the police are coming to his house.	Questions answered by ombudsman. No further action taken.
Closed	Alleges her husband's parole officer does not knock before entering their apartment.	Referred to State of Idaho Corrections.
Closed	Had questions about the officer's attitude.	Situation and officer training explained.
Closed	Wants to know who the officer was that contacted her daughter about her attitude while driving, and if the officer's actions were appropriate.	Situation investigated and questions answered.
Closed	Alleges a BPD officer keeps driving by and shining a spotlight into the windows of his house.	Situation investigated, unable to identify officer.
Closed	Alleges being physically restrained and handcuffed by airport police and humiliated publicly. Further alleges being charged with crimes he did not commit.	Three findings of "Unfounded". Four findings of "Exonerated".
Closed	Alleges officer put his hand on her pant leg, searched her purse without permission, booked the car keys and vehicle ID papers of her mother's car, and made sarcastic comments.	Two findings of "Exonerated" and one finding of "Unfounded".
Closed	Alleges not being advised of his Miranda rights. Further alleges officers were rude and antagonistic.	Two findings of "Exonerated". Four findings of "Unfounded".

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges officer was rude to him during a traffic investigation and alleges officer is now retaliating.	Two Findings of "Unfounded".
Closed	Alleges officer exhibited unsafe driving and almost caused an accident.	Unable to identify officer involved. No further action.
Closed	Alleges being pulled over by off-duty officer.	Unable to identify police officer. No further action.
Closed	Alleges being followed by an officer who was following too close and driving erratically.	Unable to identify the driver of the police vehicle.
Closed	Alleges a detective is not seriously investigating a crime.	Under investigation by OIA. No further action.
Closed	Alleges reporting an abandoned vehicle and receiving no response.	Vehicle not at location indicated.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Active	Wishes to appeal OIA investigation. Alleges patrol officer and detective acted with bias in failing to include all relevant information in police report and failing to conduct a thorough investigation.	
Active	Alleged that officer too quickly concluded that victim was not telling the truth, behaved inappropriately, and that investigators did not act quickly enough to investigate the crime.	
Active	Wants to know why officer failed to seek medical treatment for her injuries that happened during a vehicle pursuit.	
Active	Feels the BPD is not doing enough to investigate two instances of vandalism to her car.	
Active	Alleges officer has not returned her call.	
Active	Wants to know if search of her pockets and car were legal and alleges that officers damaged her friend's car during a search.	
Active	Alleges officer failed to return documents to him.	
Active	Alleges officer was not truthful about returning phone calls to her.	
Active	Alleges officer underestimated the damage to her vehicle and failed to take accurate measurements. Wants to know why the other driver wasn't cited and why it took one hour for an officer to show up to conduct investigation when other officers were present.	

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Active	Alleges that the time it took to be notified that his vehicle was towed was unreasonable.	
Active	Would like the BPD to take firmer action regarding parking violations in and around BSU, especially during sporting events.	
Active	Husband has been incarcerated for some time and wants to know why he has not been interviewed by an investigator.	
Closed	Complained about BPD control of New Year's Eve crowds.	BPD contacted complainant. Satisfied with outcome.
Closed	Wants to know why suspects were not arrested after an attack and theft of cash.	Caller is unwilling to cooperate with investigation. Letter to sent to answer questions.
Closed	Wants to know why his vehicle was towed when he was arrested and then sold while he was in jail. detective.	Changes made to tow notification procedures.
Closed	Alleges his wallet was not locked up after his arrest and money was stolen.	Complainant advised that he voluntarily left his vehicle at the scene and did not inform officers of money in vehicle.
Closed	Wants to know why detectives are not following up on her case.	Complainant did not respond back to messages left by detectives.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Concerned that detective was not aware of witnesses to a battery that could clear his neighbor of charges.	Complainant put in touch with investigating detective.
Closed	Wants to know what is being done about a reported burglary.	Complainant put in touch with investigator and questions answered.
Closed	Wants to know why he is being singled out for prosecution.	Complainant unable to provide any specific details. No further action.
Closed	Asked for background information to help him understand why the police acted as they did and wished to express his fear and distress over the incident. He wanted to see if a case had been filed on his accusation of assault against another citizen involved in this incident.	Complainant was told a report had been filed and sent to the prosecutor. Sent complainant a Claim for Damage form to file with the City Clerk.
Closed	Wants to know why BPD did not respond more quickly to a telephone threat.	Complainant withdrew complainant after learning that police had responded without his knowledge. No further action.
Closed	Wants to verify if BPD has jurisdiction, if they are handling her complaint, and what the status of the case is.	Complainant's question answered via return telephone call and follow-up letter.
Closed	Wants to know why officer did not offer assistance when asked.	Complainant's questions answered
Closed	Wants to know why the delay in towing an abandoned vehicle and what is being done.	Contacted by BPD and questions answered.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know the status of investigation of his vehicle being broken into and property stolen.	Contacted by BPD detective and questions answered.
Closed	Wants to know why it took over 2 hours for an officer to respond to a vehicle burglary in progress.	Contacted by BPD Lt. and ombudsman and questions answered. No further action.
Closed	Alleges the police did not file a report at the scene of a traffic accident he was involved in.	Contacted by BPD. Satisfied with explanation.
Closed	Observed vehicles speeding, reckless driving, and several accidents on her street, located by two high schools and several elementary schools. Has called BPD several times and patrol has not increased and officers seem unconcerned.	Contacted by STEP supervisor with positive outcome.
Closed	Phoned BPD concerned about a dangerous intersection. Allegedly her call was transferred several times without being assisted.	Contacted by supervisor with positive outcome.
Closed	Complainant not certain police did all they could to prevent his car from being stolen and to recover stolen property.	Details of police action explained and contact made with detectives.
Closed	Stopped on a routine traffic violation, officers checked her identity and said she had an outstanding warrant. Turned out to be mistaken identity. Wants to know why it took so long.	Facilitated contact with BPD supervisor who answered questions.
Closed	Concerned with traffic safety on University Drive and would like to see increased patrols especially near pedestrian crosswalks.	File referred to STEP supervisor and to Ada County Sheriff for follow-up.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges police failed to take a report of a crime.	Finding of "Exonerated".
Closed	Alleges false information on a vehicle accident report.	Finding of "Not Sustained" and finding of "Unfounded".
Closed	Complainant was involved in a hit and run traffic accident and the driver of the vehicle told the reporting officer they needed medical assistance. Alleges the officer did not provide assistance.	Finding of "Not Sustained".
Closed	Alleges that an officer confiscated his beer he had just purchased and did not return it.	Finding of "Not Sustained".
Closed	Alleges officer failed to finish taking a report of battery.	Finding of "Unfounded" and "Exonerated".
Closed	Alleges officer was unprofessional in his conduct and did not immediately act to apprehend his assailant. Further alleges that no report was taken.	Finding of "Unfounded", "Exonerated", and "Sustained". Chief concurred with "Sustained" finding and discipline was given.
Closed	Alleges officer failed to conduct an objective and thorough investigation.	Finding of "Unfounded".
Closed	Alleges officer failed to secure medical attention for him.	Finding of "Unfounded".
Closed	Alleges that officer never filed a grand theft report or put out an ATL on suspect vehicle as promised.	Finding of "Unfounded".

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges that officer refused to write an accident report.	Finding of "Unfounded".
Closed	Wants to know why police officers did not have an access code to a gated neighborhood to investigate a noisy party.	Incident investigated and questions answered by BPD.
Closed	Wants to know why officer did not include her detailed statement in the original report and why she had so much difficulty getting in touch with the officer.	Inquiry disclosed that she had not been given chance to write own statement. Officer apologized.
Closed	Alleges money was missing from her daughter's wallet after a traffic accident.	Investigation showed no BPD involvement in disappearance of property. A theft investigation could not prove actual loss or point to any suspects.
Closed	Is unhappy with the way the detective followed up on her aggravated battery case.	Investigative steps explained and questions answered.
Closed	Wants to know why more has not been done to apprehend known burglars and recover stolen property.	Investigative steps were explained to complainant by ombudsman.
Closed	Wife involved in vehicle accident and allegedly her set of keys were given to an officer at the scene. Keys have not been returned.	Missing car keys were located, retrieved and returned by BPD.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges the perpetrators of her son's severe beating have been identified and have never been arrested.	No positive identification was ever made, so no arrest was possible.
Closed	Alleges phoning police about a neighbor breaking and entering and receiving no response.	No record in dispatch of such a call.
Closed	Feels police should be doing more to find suspect who shot his dog with a pellet gun.	Officer could not find a suspect. No further action.
Closed	Items stolen from a construction site were located in a pawn shop, were impounded by BPD, and the owner wants them released.	Ombudsman answered complainant's questions and facilitated resolution.
Closed	Wants to know why the other party is not being charged with making false complaints and why an officer is getting involved in a civil matter.	Ombudsman answered Complainant's questions by return phone call.
Closed	Wants to know why he has received no response to two letters to Chief of Police regarding a detective's failure to investigate a crime.	Ombudsman answered questions and facilitated contact with Chief's office.
Closed	Alleges having trouble with the communication system between city and county.	Ombudsman answered questions.
Closed	Wants to know if anything was ever done in response to his report of a theft of parts from his repossessed tow truck.	Ombudsman contacted detective and answered complainant's questions.
Closed	Wants to know why more was not done to investigate a crime of theft from her business.	Ombudsman contacted detective and answered complainant's questions.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why no action was taken on burglary report.	Ombudsman contacted detective and answered questions.
Closed	Alleges having phoned BPD and Mayor's hotline about abandoned vehicles in front of her residence and vehicles have not been removed.	Ombudsman facilitated contact by BPD and action taken.
Closed	Alleges that one of her renters vandalized and stole things from the apartment and was told by BPD her case has been dropped because there has to be proof of criminal intent.	Ombudsman facilitated contact by BPD and difference between criminal intent and civil damages explained.
Closed	Alleges police did not respond quickly enough to a school alarm and would like faster response time when an alarm notification is received.	Ombudsman facilitated contact by BPD and feedback received.
Closed	Would like police to notify her, as building owner, in cases of vandalism/damage to buildings. Would like to be kept informed re disposition of criminal cases involving damage to her buildings, especially restitution.	Ombudsman facilitated contact with and resolution by neighborhood contact officer.
Closed	Wants to know what is being done about a crime he reported and why officer will not return his calls.	Ombudsman facilitated contact with BPD supervisor who resolved questions.
Closed	Complainant was issued a citation for excessive smoke emissions. Contacted the BPD on several occasions and alleges his phone calls were not being returned.	Ombudsman facilitated contact with BPD supervisor.
Closed	Alleges having made contact with the BPD five or six times and has not received a response as to the status of his case.	Ombudsman facilitated contact with detective on case.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Complainant had a robbery occur at his store and has been trying to contact BPD to find out the status of the investigation. Alleges no one is returning his calls and he is being told no one is available.	Ombudsman facilitated contact with detective who answered questions.
Closed	Complainant reported a burglary and has tried to contact the BPD to find out the status of the investigation. Alleges he has been trying for four days to contact an investigator and is being told to call back later.	Ombudsman facilitated contact with detective.
Closed	Alleges his 12-yr. old son was assaulted by a 34-yr. old man and the man has not been arrested.	Ombudsman facilitated contact with investigating detective.
Closed	Alleges there has been no contact from the BPD as promised.	Ombudsman facilitated explanation with follow-up by STEP and ESRO.
Closed	Phoned BPD non-emergency number to report a domestic dispute at a neighbor's house. Alleges he was not contacted by the officers, and feels he should have been interviewed as the complainant. Is not pleased with the way the incident was handled by the police officers.	Ombudsman investigated and answered questions.
Closed	Wants to know why BPD would not take report of domestic battery from him but did take report from his wife.	Ombudsman investigated and answered questions.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why it appeared that police did not provide medical assistance and Spanish interpreter to person arrested for DUI following an accident.	Ombudsman investigated and determined that suspect was not injured and that Spanish speaking officer was involved.
Closed	Alleges the person who invaded his home, and assaulted him and his friend, was only charged with a misdemeanor. Also, alleges it took 30 min. for police to arrive after calling 911.	Ombudsman investigated and reviewed all details with complainant, who was satisfied with explanation.
Closed	Wants to know why BPD is not doing more to investigate molestation charges filed by her.	Ombudsman investigated, contacted detective, and answered questions.
Closed	Wants to know why officer(s) refused to arrest the person who took her purse.	Ombudsman looked into incident and answered questions.
Closed	Alleges his roommate broke into his vehicle attempting to steal his stereo. Wanted to file charges and alleges the officer did not believe him and would not let him file charges.	Ombudsman looked into incident and answered questions.
Closed	Alleges ongoing drug trafficking at a neighbor's house and follow-up not being done by the police after complainant has reported it on numerous occasions.	Ombudsman looked into situation and answered questions.
Closed	Complainant was burglarized at his shop and merchandise stolen. Alleges perpetrators were stopped by BPD for DUI and two of his guns were found in the trunk. Alleges an illegal search was conducted and he did not recover his property.	Ombudsman looked into situation and property returned to complainant.
Closed	Phoned dispatch to report 14-yr. old son missing. Feels that more should be done to locate her son and thinks a detective should have been on the case immediately.	Ombudsman reviewed details of incident and answered complainant's questions.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why he was told by the BPD that they did not have the manpower to take a theft report on a \$400 NSF check.	Policy and procedures explained by Ombudsman.
Closed	Complainant called the non-emergency number twice to request that a barking dog be dealt with. Both times he was told nothing could be done. Wants to know what laws exist regarding barking dogs and what can be done to get this situation resolved.	Questions answered by BPD.
Closed	Wants to know who is handling a hit and run case and what the status is.	Questions were answered by ombudsman.
Closed	Frustrated with trying to get the problem with traffic on her street rectified.	Referred to Ada County Highway District. No further action.
Closed	Upset about lack of adequate parking for the disabled who wanted to attend the Y2K celebration downtown.	Referred to Patrol Division who answered questions and took suggestion.
Closed	Concerned about lack of police presence during a shift change when there are serious traffic issues with high school students trying to get to classes.	Referred to STEP supervisor.
Closed	Complainant had to detour to the Eagle exit on I-84, due to an accident, in order to turn around. The police blocked off the on ramp to the new fly-over. Alleges the police could have done a better job with traffic control by informing drivers to exit at the Cole off ramp.	Resolved by BPD. No further action.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges excessive speed of vehicles on S. 13th St.	Sent to STEP for directed patrol.
Closed	Wants to know if a thorough investigation of alleged sexual abuse to his son was conducted and why the investigation was closed.	Situation investigated and ombudsman answered complainant's questions.
Closed	Feels that BPD officers are not doing enough to investigate a burglary at her residence and wants to know why.	Situation investigated and questions were answered by ombudsman.
Closed	Wants to know why police officers would not assist him in making a citizen's arrest for battery on his ex-wife following a domestic dispute. Also, why officers are not taking the use of narcotics seriously.	Situation investigated and questions were answered.
Closed	Wants to know why charges were brought against her son and alleges incorrect information was written on a police report.	Situation investigated and questions were answered.
Closed	Wants to know why an officer did not take a report of burglary when he witnessed items being removed from a house by a landlord.	Situation investigated and questions were answered.
Closed	Alleges his wife was harassed by a group of young people who claim she hit their vehicle. Alleges the officer did nothing about the threats his wife received.	Unable to identify specific incident or the officer involved. No further action.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Active	Wants to know why officer responded and did not make an arrest at location where both parties were listed on a No Contact Order.	
Active	Wants to know if it's legal for an officer to make a U-turn in the middle of a block across a double yellow line and park in a metered parking space.	
Active	Wants to know why a citation was written for battery, but the suspect was not arrested. Also, why his medical needs were not tended to.	
Active	Wants to know if officer's behavior was rude and if he allowed someone to drive illegally without insurance.	
Active	Wants to know if it is legal for police officers to enter her home in the middle of the night without an adult's permission.	
Active	Wants to know if it is proper procedure for a police officer to participate in helping a non-custodial parent take a juvenile in to be tested for drugs and if the officer advised the juvenile that she did not have to go.	
Active	Wants to know what policies and procedures are in place to account for items and cash confiscated during an arrest, and how to get the items back.	
Active	Wants to know why an officer failed to cite a driver who ran a red light.	
Active	Alleges officer violated traffic laws by running a stop sign, following too close, and failing to use turn indicator. Wants to know why officer followed and detained them.	

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Anonymous complaint about police refusal to release the name of the officer involved in a fatal traffic accident. Feels police are being subject to a different set of rules from everyone else.	Anonymous inquiry. No further action.
Closed	Wants to know if it is legal for an officer to enter and search his home with permission of only minor children.	Circumstances investigated and it was determined that permission by 14-year old was reasonable grounds for entry.
Closed	Wants to know why speeding citation was written for \$53.00 and had to pay \$108.00.	Citizen's question was answered.
Closed	Complainant was upset that she was given a ticket rather than a warning for walking against a red "don't walk" sign. Said that officer was professional and polite.	Complainant contacted and now understands the role of STEP unit.
Closed	Question about interview by officer without Miranda warning being given.	Complainant could not provide enough detail to give specific answer.
Closed	Wants to know what procedures are in place for officers to account for cash that is confiscated as evidence during an arrest. Wants to know how to put in a claim to have the cash returned.	Complainant left the area and whereabouts are unknown.
Closed	Wants to know why assailant was not charged with more serious offense and was released from jail.	Complainant withdrew allegations.
Closed	Wanted some information on a driving infraction.	Complainant's questions answered by ombudsman.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Feels that officers should not have interviewed him at his place of employment.	Complainant's questions answered by ombudsman.
Closed	Wishes to protest his speeding ticket and wants to know how accurate the laser equipment is.	Complainant's questions answered. He was referred to traffic court to fight his speeding ticket.
Closed	Was upset by a felony traffic stop that occurred in front of her house.	Contacted by BPD and satisfied with outcome.
Closed	Requests assistance of police in filing reports on pawned rental property.	Contacted by BPD officer who resolved problem.
Closed	Wants to know why police cannot respond to a person violating a restraining order.	Contacted City Prosecutor's office for information on restraining order. Telephoned complainant and explained process. Complainant satisfied.
Closed	Alleges her juvenile daughter was detained by officers for 1 1/2 hours. Wants to know what the procedures are for allowing a person access to restroom facilities.	Could not contact complainant for follow-up. No further action.
Closed	Alleges his vehicle was wrongfully towed away and impounded.	Finding of "Exonerated".
Closed	Wants to know why he was stopped by officers and reason officers are allowed to back up in a turn lane without emergency lights on.	Incident investigated and explanation handled by ombudsman.
Closed	Wants to know why police will not arrest a person who failed to appear in court.	No proof of allegation. No further action.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges being detained on a traffic stop for no apparent reason and wants to know why.	Not a BPD officer. No further action.
Closed	Wants to know how city will handle officer accused but not charged with a crime in a child custody dispute.	Not alleging job-related misconduct. No further action.
Closed	Wants to know if correct procedure was used when her 17-year old son was arrested for petty theft.	Ombudsman answered complainant's question.
Closed	Wants to know if it was legal for police officers to kick in a door in order to make an arrest.	Ombudsman answered complainant's questions.
Closed	Wants to be sure complaint being investigated by BPD is being looked into fairly and impartially.	Ombudsman answered question.
Closed	Was stopped for speeding and was inquiring about the procedures used during the stop.	Ombudsman answered questions.
Closed	Inquired about a police incident occurring in her neighborhood.	Ombudsman answered questions.
Closed	Requested that another officer be present during his arrest and was denied.	Ombudsman answered questions.
Closed	Alleges violation of parole by an ex-boyfriend.	Ombudsman answered questions.
Closed	Wants to know if BPD officer can testify in a civil trial about auto accident.	Ombudsman answered questions.
Closed	Alleges the police have a propensity to stop people driving older vehicles.	Ombudsman answered questions.
Closed	Questions about police procedures in her DUI arrest.	Ombudsman answered questions.
Closed	Wants to know why BPD is not taking more action on his report of child abuse.	Ombudsman answered questions.
Closed	Questions about arrest, interrogation, and press release procedures.	Ombudsman answered questions.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know what information must be listed on a search warrant for a house and vehicle for the search to be legal.	Ombudsman answered questions.
Closed	Complainant was stopped for a traffic violation and feels that officers lay in wait in order to snare drivers.	Ombudsman answered questions.
Closed	Wants to know why a BPD officer followed her on her early morning newspaper delivery route.	Ombudsman answered questions.
Closed	Wants to know why officers are so quick to issue citations instead of giving out warnings.	Ombudsman answered questions.
Closed	Wants to know if it is a violation of his daughter's rights to be questioned by an SRO. Wants to know how to get a copy of the officer's audio tape.	Ombudsman answered questions.
Closed	Wants to know at what point a person must be advised of their Miranda rights following an arrest for domestic battery.	Ombudsman explained police training and procedures regarding advising arrestees of Miranda rights.
Closed	Wants to know if an officer can disclose information to a neighbor in regards to a traffic accident her daughter was involved in.	Ombudsman explained to complainant that information is public record.
Closed	Wants to know why officers park near business (bar) and scare customers away.	Ombudsman facilitated contact with a BPD supervisor.
Closed	Alleges she was not notified of her 16-yr. old son's arrest until 3 hours later. Also, alleges drug testing was done on her son without parental permission.	Ombudsman facilitated contact with BPD supervisor who answered questions.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why first officer on a prowler call shined spot light at their house and second officer came in what appeared to be a personal vehicle. Both of these actions frightened him and his wife.	Ombudsman facilitated contact with BPD supervisor who answered questions.
Closed	Alleges officer in numbered, marked unit, violated traffic laws without emergency equipment on.	Ombudsman facilitated contact with BPD supervisor who answered questions.
Closed	Reported an infant left unattended in a car. Alleges responding officer told her that a crime had not been committed. Wants someone to explain why this situation was not illegal and how it was handled.	Ombudsman facilitated contact with BPD supervisor who answered questions.
Closed	Alleges BPD personnel are releasing confidential background files. Would like to know how long files are kept before they are destroyed.	Ombudsman facilitated contact with police personnel office to answer questions.
Closed	Feels he was treated unfairly when turned down for CPA and volunteer position.	Ombudsman facilitated explanation by BPD.
Closed	Complainant went to school when her kindergarten age son did not come home on time. Two officers were talking to her son when she arrived. Alleges no one would tell her why officers were called to the school. Wants to know who called them and why.	Ombudsman investigated and questions answered.
Closed	Alleges discrepancies in the police report of a domestic dispute. Questioned why her fiancée was arrested when she did not file charges. Wants compensation for her dog who was shot by police.	Ombudsman investigated incident and answered questions. Referred to damage claim process for reimbursement.
Closed	Called complaining that a detective took her child and placed the child with H&W. Wanted Ombudsman to order the detective to return the child.	Ombudsman investigated incident and determined that BPD was following legal process in these cases. No further action.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Complainant was allegedly involved in an altercation and cited for battery. Would like to know why he could not press battery charges against the other party who struck him first.	Ombudsman looked into incident and answered questions.
Closed	Wants to know why she was denied officer's audio tape.	Ombudsman looked into this and answered question.
Closed	Wants to know why Boise Police sit in the parking lot of her business and contact customers.	Ombudsman researched and answered questions.
Closed	Alleges two officers knocked on his door and said they were investigating a report of a gunshot. The officers asked permission to search his house and yard, which he gave. Complainant wants to know if the officers had the authority to ask for this.	Ombudsman researched incident and answered questions.
Closed	Wants to know why there are no handicapped parking spaces at the curb in front of the airport.	Ombudsman wrote letter to complainant answering his question.
Closed	Alleges her husband physically abused her and was not arrested, he only received a ticket.	Past the 90-day rule.
Closed	A "No Contact Order" is supposedly in place between complainant and her husband. Alleges police have come to her house looking for her husband. Wants to know if this is allowed.	Police procedures explained to the caller.
Closed	Wants to know why it was necessary for an officer, who stopped her for a traffic violation, to allegedly turn her into the Idaho Transportation Dept. for difficulty in safely operating a motor vehicle.	Process explained.
Closed	Would like to know why officers are required to write citations for vehicles parked on old Eckert Rd.	Questions answered by the Boise Police Department.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know if an officer's handling of issuing a citation is acceptable procedure and why the officer did not ask about a concealed weapons permit if there were guns in the car.	Questions answered.
Closed	Wants to know under what circumstances a BPD patrol vehicle is permitted to be driven for personal use.	Referred to BPD Chief to answer.
Closed	Wants to know why an involved supervisor is investigating the complaint he filed with BPD.	Referred to Internal Affairs who answered question.
Closed	Concerned about shots being fired into homes in the Surprise Valley Subdivision.	Referred to Neighborhood Contact Officer and Ada County Sheriff.
Closed	Wants to know if a juvenile is required by law to carry photo ID. Also, why patrol vehicles hide out of sight in school zones.	Situation investigated and questions were answered.
Closed	Wants to know why personal property has not been returned after an arrest and how to go about getting it back.	Situation investigated by ombudsman and all issues resolved.
Closed	Wants to know if officers can enter and search his home without a signed complaint or a warrant and look around.	Situation investigated by ombudsman and explained to caller's satisfaction.
Closed	Wants to know the probable cause for an officer's conduct.	Situation investigated by ombudsman and police procedures explained.
Closed	Wants to know if it was legal for police officers to enter his residence unannounced and look around.	Situation investigated by ombudsman and questions were answered.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know if officer's contacts with her are harassment and if her car was legally towed.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know if proper procedure was followed when the officer who interviewed witnesses at the scene of a traffic accident was not the same officer who testified in court.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know what use of force in a battery case is considered legal versus illegal.	Situation investigated by ombudsman and questions were answered.
Closed	Would like reassurance that an officer will phone the parents of habitual juvenile speeders if she supplies license plate numbers.	STEP unit contacted and answered questions.
Closed	Questions about actions of a Boise Airport Officer.	Unable to contact complainant at phone number given. No further action.
Closed	Minor son allegedly stopped by an officer. Wants to know what the probable cause was for making the traffic stop.	Unable to identify incident and determine identity of officer. No further action.

COMMENDATIONS

STATUS	SYNOPSIS
Closed	Commends the BPD for responding quickly to his calls and breaking up loud parties.
Closed	Commends officer for his professionalism during a traffic stop.
Closed	Wants to commend officer for the positive influence he demonstrates to the community.
Closed	A security alarm went off in her home when she was out of town and wants to commend officer for the service she received in regards to this incident.
Closed	Commends officer for being highly professional and for his kindness and support during a difficult time.
Closed	Commends detective and officer for the expedient and efficient way they handled an incident involving her children.
Closed	Commends officer for responding in a timely manner and being very professional in the handling of his problem.
Closed	Commends officer for professionally handling his home burglary. States officer went beyond his duties to help not only him, but the neighborhood to feel safer by the added patrols.
Closed	Had an epileptic seizure and wants to commend the officers who responded for being prompt, professional, and knowing their job.
Closed	Commends officer for his professionalism, efficiency, communication, and skill in an incident involving the stalking of her daughter.

COMMENDATIONS

STATUS	SYNOPSIS
Closed	Commends officer for the professional, courteous and sensitive way he responded to the public.
Closed	Would like to commend officer for the professional, courteous, and caring manner in which he handled his case.
Closed	Commends officers and detective for the service provided, their professionalism, and sensitivity shown toward the victim.
Closed	Commends officer for his professional demeanor, safety practices, and that officer was a joy to work with.
Closed	Pleased with the prompt response and the professionalism of officer in regards to a check on an abandoned vehicle.
Closed	Commends officer for her concern and professionalism for making sure complainant was OK in regards to someone possibly breaking into her apartment.
Closed	Thanks the BPD for allowing her son to ride along with an officer. Experience made a positive difference in his life.
Closed	Appreciated the officer being very polite and nice when he wrote the citation for a traffic violation.
Closed	Commends officer for citing a driver who ran a red light.
Closed	Wishes to commend BPD officers for being timely, aware, and alert. Officers were outstanding and worked well together as a team.

COMMENDATIONS

STATUS	SYNOPSIS
Closed	Commends BPD officers for diffusing a potentially volatile situation dealing with her intoxicated son.
Closed	Commends officer for the excellent job he did in providing assistance during a difficult situation. Officer was professional, personable, and demonstrated a commitment to helping the public.
Closed	Commends officer and supervisor for exceptional handling of dangerous situation and excellent supervisory follow-up.
Closed	Commends officer for being professional, available to assist, supportive of concerns, and for conducting himself in a superb manner.
Closed	Commends officer for his professionalism and for going out of his way to find out what happened during the investigation of a car break-in.
Closed	Commends officer for his professionalism in resolving a dispute with a neighbor over their dogs.
Closed	A group of neighbors wish to commend six BPD officers for participating in neighborhood meetings regarding traffic calming issues.
Closed	Commends officer for always being there for the students, parents, teachers, and staff, by being friendly, honest, fair, and treating everybody with respect. Officer makes BPD look good, which creates trust and pride in law enforcement.
Closed	Commends officer for taking extra time when responding to a report of child abuse.

COMMENDATIONS

STATUS	SYNOPSIS	
Closed	Commends officer for going above and beyond the call of duty when her car ran out of gas and for being pleasant and professional.	
Closed	Commends two unknown officers for being helpful and polite.	Unable to identify BPD officers.
Closed	Impressed with the attitude and friendliness of BPD officers when they were pursuing a vehicle and two of the passengers fled on foot in his neighborhood.	Unable to identify BPD officers.

ABUSE OF AUTHORITY

STATUS	SYNOPSIS	ACTION TAKEN
Active	Alleges a BPD officer was rude, his comments were inappropriate, and he was abusing his authority as a police officer.	
Closed	Alleges supervisor refused to order officer to take a crime report.	Finding of "Exonerated".
Closed	Alleges that an officer refused to write a traffic accident report and cite the other driver at the scene.	Finding of "Exonerated".
Closed	Alleges officer improperly threatened her with arrest.	Finding of "Exonerated".
Closed	Alleges that an officer abused his authority when he made a threat to put him in jail and put his store out of business.	Finding of "No Finding", due to lack of cooperation from the complainant.
Closed	Alleges having privacy invaded by off-duty officer who discovered home address through law enforcement access to vehicle registration.	Finding of "Sustained" upheld by Chief and discipline administered.
Closed	Alleges an officer used his position with BPD to try and get him fired.	Finding of "Unfounded".
Closed	Alleges officer was abusing his authority when he was arrested.	Finding of "Unfounded".
Closed	Wants to know why officer would not allow her to press charges against another person for battery and kidnapping.	Incident investigated by ombudsman and questions answered.
Closed	Felt he had been wrongly arrested for domestic battery.	Law and policy explained. No further action.

HARASSMENT (NON-RACIAL)

STATUS	SYNOPSIS	ACTION TAKEN
Active	Feels that an officer is harassing her and wants to know why.	
Closed	Alleges that officer is harassing him and making unnecessary threats of punishment, but does not know if he wants to file a complaint.	Complainant did not pursue complaint. No further action.
Closed	Alleges officer is harassing her.	Finding of "Unfounded".
Closed	Wants to know why she is being harassed by the BPD.	Investigation showed probable cause for police actions and no harassment taking place. Complainant satisfied with outcome.
Closed	Owns a low-rider vehicle and alleges he is frequently being followed and stopped by the police.	Ombudsman contacted complainant and answered his questions.
Closed	Feels that Airport Police are harassing him on a daily basis by asking to see his license to drive a taxi cab.	Ombudsman facilitated contact with airport police supervisor.
Closed	Alleges a Code Enforcement officer has been harassing him for the past 12 years.	Ombudsman facilitated resolution of conflict with Code Enforcement.
Closed	Thinks that the police have bugged her phone and apartment to harass her.	Ombudsman investigated and assured complainant that this is not happening.
Closed	Alleges officer is harassing her daughter's boyfriend by accusing him of possessing drugs.	Questions answered by Ombudsman.

USE OF FORCE

STATUS	SYNOPSIS	ACTION TAKEN
Active	Alleges several officers pointed their firearms at him in a threatening manner that constitutes aggravated assault.	
Active	Wishes to appeal the findings of the complaint he filed with BPD regarding use of force.	
Active	Wishes to appeal the BPD finding of "exonerated" in a use of force situation.	
Active	Alleges officers used excessive force during an arrest.	
Active	Alleges that an officer used force on a homeless person for smoking on public school property.	
Active	These persons allege that the force used on them, when they were arrested during a demonstration, was excessive.	
Active	Alleges that officer used excessive force on her daughter.	
Active	Alleges that officers used excessive force to prevent her from fleeing.	
Active	Alleges handcuffs were too tight.	
Active	Alleges officer used excessive force during an arrest which caused injury to his right elbow.	
Active	Alleges an officer used excessive force during an arrest.	
Active	Alleges that officer used unnecessary and excessive force.	

USE OF FORCE

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges officers traumatized her because they did not warn her that she was going to be handcuffed, and they caused injuries to her left arm and shoulder.	Complaint already handled by BPD. No further action.
Closed	Alleges that he was sprayed with pepper spray, struck on the back of the head, kicked in the groin, injured with a knee to his back, and cut on his forehead without cause or resistance.	Determined to be a "False Complaint". Case turned over to the Boise City Prosecutor.
Closed	Alleges improper use of handcuffs.	Finding of "Exonerated".
Closed	Alleges officer used excessive force during a domestic battery arrest.	Finding of "Exonerated".
Closed	Alleges unnecessary force used by airport police.	Finding of "Exonerated".
Closed	Alleges his daughter was treated unprofessionally by officers during an arrest for tobacco and curfew violations.	Finding of "Exonerated". Finding of "Not Sustained". Finding of "Unfounded".
Closed	Alleges that while being held in custody he attempted to leave the ER and was struck in his sternum 8 to 9 times by officer. Claims the force used was excessive and continued after he stopped attempting to flee. (1999 Case)	Finding of "Sustained". Officer no longer employed with BPD.
Closed	Alleges the police used excessive force on him during his arrest.	Finding of "Unfounded".
Closed	Alleges officer used unnecessary force.	Finding of "Unfounded".
Closed	Claims that officer applied a choke hold across his wind pipe, and while he was handcuffed and unconscious, one or more officers beat him causing him to be injured. (1999 Case)	Finding of "Unfounded".

USE OF FORCE

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges her son was handcuffed, pepper sprayed, and kicked unnecessarily. (1999 Case)	Finding of "Unfounded".
Closed	Alleges officers did not identify themselves.	Finding of "Unfounded".
Closed	Alleges excessive force was used when she was handcuffed and placed under a 24-hour mental hold. Wants the city to pay for medical expenses incurred.	Inquiry is past the 90 day time limit.
Closed	Arrested for DUI and wants to know if officers used force that caused his injuries.	Investigation showed that no force was used and complainant's injuries occurred prior to arrest.
Closed	Alleges excessive force several years ago.	Not taken due to 90-day rule.
Closed	Alleges officer used excessive force in arresting him.	Past the 90-day rule.
Closed	Arrested at the scene of an auto accident for DUI and alleges that the officer used unnecessary force pushing her to the ground after putting the handcuffs on.	Withdrew complaint. No further action.

CRITICAL INCIDENT

STATUS	SYNOPSIS	ACTION TAKEN
Active	Officer-involved shooting on Rand Street.	
Closed	Officer fired shots at loose tiger in zoo.	Finding of "Exonerated".
Closed	Officer involved shooting at Cole and Franklin Streets.	Four findings of "Exonerated".