

Table of Contents

Introduction.....	Page 1
Mission.....	Page 1
Guiding Principles.....	Page 1
Overall Citizen Contacts	Page 2
Mediation and Education.....	Page 3
Community Outreach.....	Page 4
Policy Recommendations	Page 5
Formal Cases (<i>Commendations, Complaints, Appeals, Critical Incidents, Inquiries</i>).....	Page 6
Allegations and Commendations	Page 7
Findings (<i>Complaint Allegations, Appeals and Critical Incidents</i>).....	Page 8
False Complaints.....	Page 15
Case Management	Page 16
Boise Police Department Cases	Page 16
Boise Airport Police Cases	Page 18
Audits of Internal Police Investigations.....	Page 20
Critical Incidents.....	Page 21
Time Limit for Filing Complaints and Appeals.....	Page 22
Appendix.....	Page 24

Community Ombudsman's Annual Report

For The Twelve Months Ending December 31, 2001

Introduction

This is the second 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, sexual orientation, disability, gender, creed, color, nationality, or station in life.

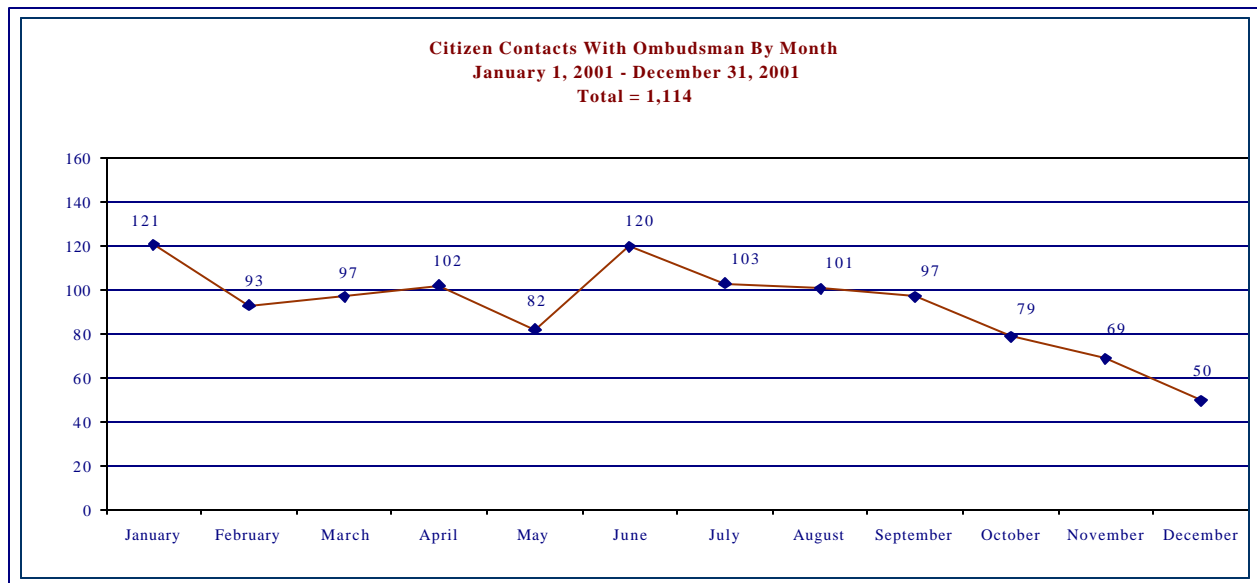
We believe in treating all individuals, regardless of their attitude or demeanor, with the same courtesy, tolerance, sensitivity, and dignity we would expect if placed in a similar situation.

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.

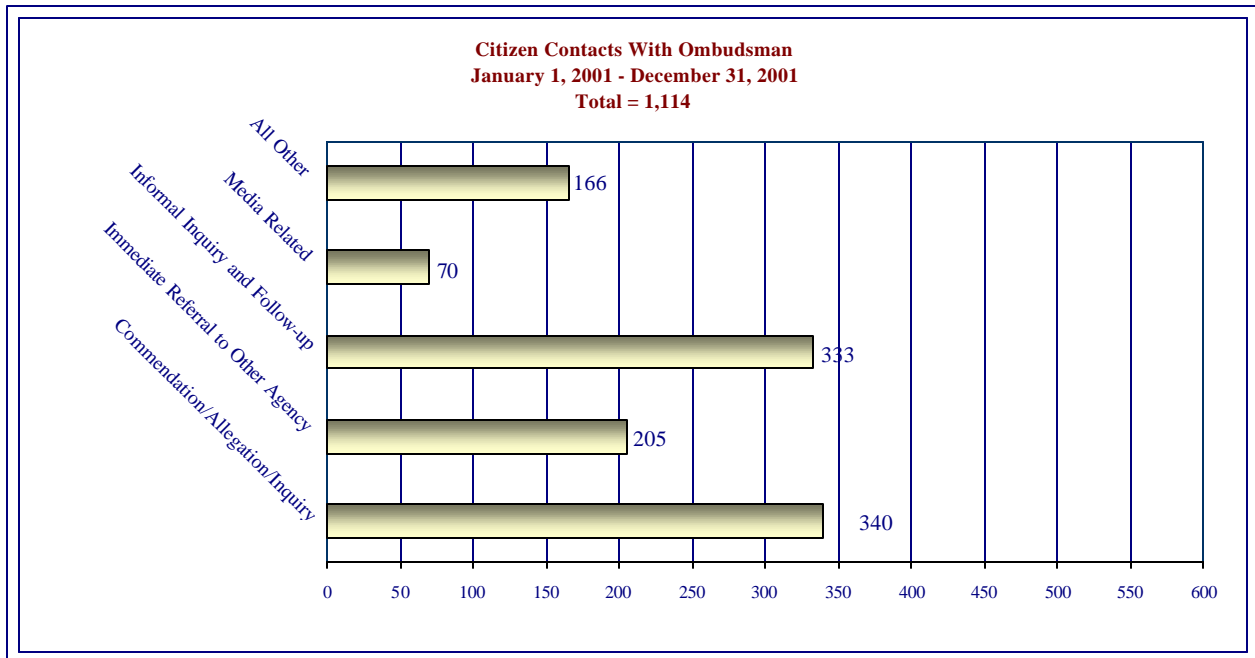
Overall Citizen Contacts

The Office of the Community Ombudsman received 1,114 citizen contacts during the year 2001. This compares with 1,184 contacts in the previous year (adjusted to remove inter-departmental contacts, which are no longer being counted in the total).



The vast majority of these contacts did not result in an investigation into allegations of police misconduct. In fact, only 304 formal cases alleging misconduct or questioned action on the part of the police were opened in 2001. In addition, 36 contacts were made by citizens in order to praise the actions of a Boise law enforcement officer. The remaining 774 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	Year 2000	Year 2001
Complaint/Inquiry	333	304
Commendation	32	36
Immediate Referral to Other Agency	178	205
Informal Inquiry and Follow-up	125	333
Media Related	132	70
General Questions and Opinions	384	166
Total Contacts	1,184	1,114



Mediation and Education

In 2001, the Office of the Community Ombudsman opened 238 “Citizen Inquiry” cases. “Citizen Inquiry” is the name we give to a complaint that does not, on its face, contain an allegation of policy or law violation. Nonetheless, the person contacting the ombudsman is either upset about or questioning the actions of a Boise law enforcement officer or agency. As such, the ombudsman is obligated to look into the circumstances underlying the expressed concern or question. If possible, a satisfactory resolution of the problem is sought. The ombudsman acts as a mediator between the citizen and the involved Boise City law enforcement agency.

This role of facilitator and mediator is, we believe, at the heart of what it means to be an ombudsman. Our mission is to, “promote public confidence in the professionalism and accountability of Boise City’s police and law enforcement employees.” In cases where the dissatisfaction expressed by a complainant is most likely a result of miscommunication, misunderstanding, or differing expectations, we consider it our duty and privilege to mediate a resolution between the complainant and the law enforcement officer or agency.

Many “Citizen Inquiries” filed in 2001 were expressions of dissatisfaction about the level of service the citizen perceived he or she received from the police. In each case, the ombudsman or his staff conducted a brief investigation to determine the current status of the citizen’s case and the facts surrounding his or her contact with the police. In most cases, the ombudsman was able to facilitate direct communication between the citizen and the specific officer, detective, or supervisor who could resolve the issue at hand. The Office of the Community Ombudsman has received positive feedback from both citizens and the police regarding this informal mediation service. Citizens report that they were satisfied with the service they received from the police

department, as a result of the inquiries they filed with the Office of the Community Ombudsman. Positive outcomes like this are possible because of strong working relationships between the Office of the Community Ombudsman and the Community Oriented Policing, Patrol, and Criminal Investigations Divisions of the Boise Police Department, along with the Boise Airport Police. These positive and collaborative relationships allow the ombudsman and the police to work together to serve the needs of our community. The Office of the Community Ombudsman is grateful to all those officers and supervisors who have worked hard to build these partnerships for the good of our community.

The ombudsman also received a number of “Citizen Inquiries” that were, in effect, complaints about perfectly acceptable police actions. When a citizen contacts the ombudsman to file a complaint, we listen carefully to the information provided. If it appears to the ombudsman that the complaint is about an action that is permissible under police policy and law, the complaint is classified as a “Citizen Inquiry.” A preliminary investigation is conducted to determine the facts of the situation and verify (or refute) the ombudsman’s initial classification of the case as an inquiry. If potential policy violations are discovered, the case is reclassified as a complaint. Otherwise, the ombudsman or a member of his staff explains to the citizen the reasons behind the policy that permits the identified behavior. This educational activity is in direct service of the mission of the Office of the Community Ombudsman. Even dissatisfaction based on an erroneous understanding of police procedures, policies, and tactics can erode the public trust so necessary for maintaining an effective, community-based police force.

The appendix of this report contains a brief summary of every case opened in 2001 by the Office of the Community Ombudsman. The appendix is a helpful resource for those that wish to understand more specifically the nature of the complaints and inquiries filed with the ombudsman. Cases marked “closed” that do not show a finding listed in the column labeled “Action Taken,” are “Citizen Inquiries.”

Community Outreach

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

Ombudsman Outreach Activities Jan. 1 – Dec. 31, 2001	
Activity	Frequency
Youth and Schools	41
Service Clubs	15
Professional Organizations	10
Human Rights/Minority Groups	17
Neighborhood Associations	1
Church Groups	2
Total Contacts	86

During 2001, the Office of the Community Ombudsman was fortunate enough to have the volunteer services of Ms. Deborah Holleran as Community Outreach Coordinator. Ms. Holleran maintains contact with various community groups, clubs, and schools in the Boise area. Our success in community outreach activities is a direct result of her dedicated efforts.

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 2001, the ombudsman made three separate sets of recommendations to Chief Donald Pierce. The chief 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 chief's response to each one.

1. Need for Revised Procedures and Training In Response to Reports of Sexual Assault

Situation: A patrol officer responded to a report of the sexual assault of two teenage girls in Barber Park. Parents of one of the victims complained about the way the officer and a detective handled the report and the subsequent investigation.

Recommendation: That procedures and training be modified to provide patrol officers, detectives, and supervisors more clarity and guidance in responding to crimes of this nature.

Response: BPD conducted a review of its sexual assault crimes procedures, made process improvements, and provided its personnel with guidance for responding to crimes of this nature. The chief did not accept the ombudsman's recommendation that additional written policies or procedures were needed on this subject.

2. Need for Clear Communication With Sexual Assault Victims Regarding Medical Costs and Reimbursement.

Situation: A woman reported an acquaintance rape to the police. On their advice, the victim agreed to a medical exam. She was under the mistaken impression that the state would pay for the exam and that her insurance would not be involved. The victim was embarrassed and upset when she received communications from her insurance and her employer about the rape.

Recommendation: That BPD develop a written brochure for sexual assault victims that would explain the process of filing claims and reimbursement for medical exams.

Response: BPD agreed with the recommendation and committed to either develop a brochure or add the information to existing literature.

3. Need for Strengthening of Confidentiality Requirements

Situation: A complainant alleged that a detective shared with neighbors, a church leader, and the complainant's fiancé, confidential information about the complainant's personal life and allegations made against him that never resulted in criminal charges.

Recommendation: That BPD more clearly define for its employees what information is confidential and the process for releasing information to members of the public.

Response: As of the date of this report, BPD has not responded to this recommendation.

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

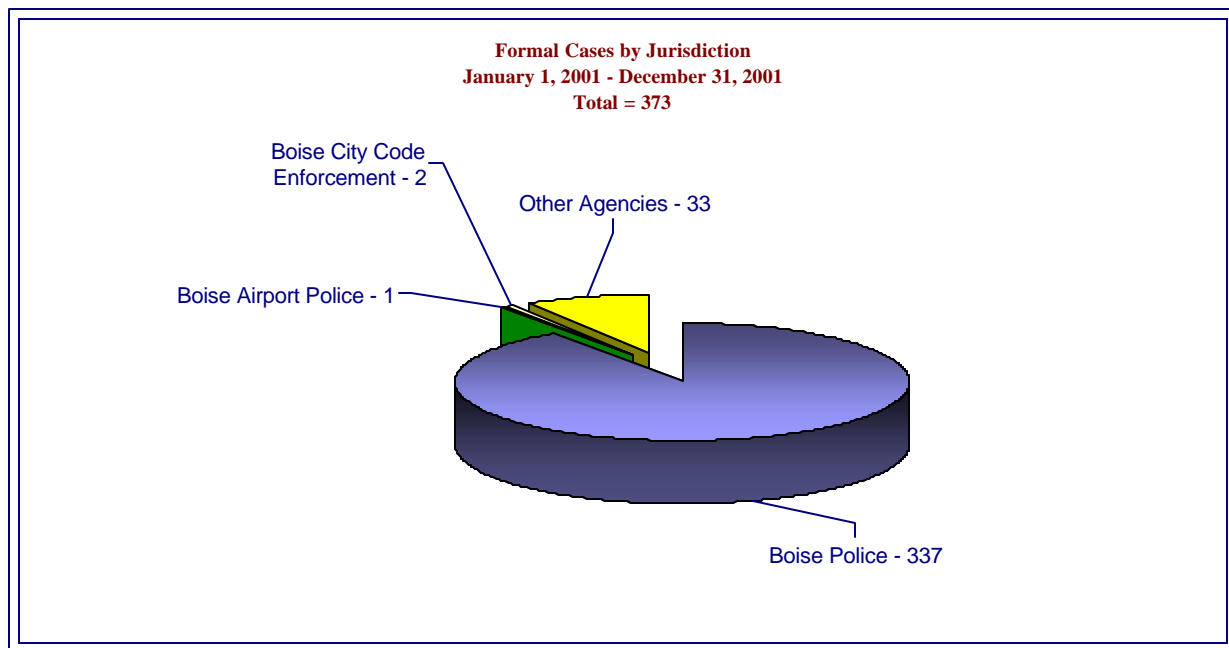
The ombudsman opens a formal case every time a member of the community takes the time to praise the actions of officers in a specific incident. These are called commendations. We also open a case whenever a citizen contacts us to complain about the actions of one or more officers. If the actions being 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 - (kCm-pl-n) 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 - (In-kwi) 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.

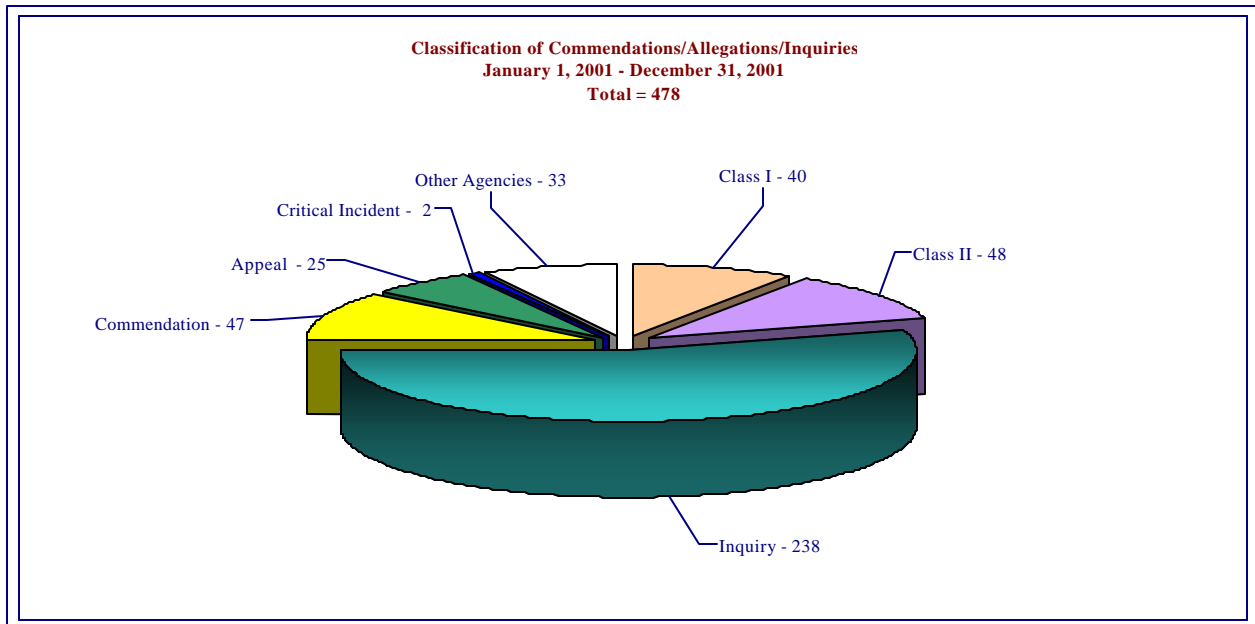
In 2001, the Office of the Community Ombudsman opened 373 formal cases.



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 373 formal cases opened by the ombudsman in 2001 translated into 478 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 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.

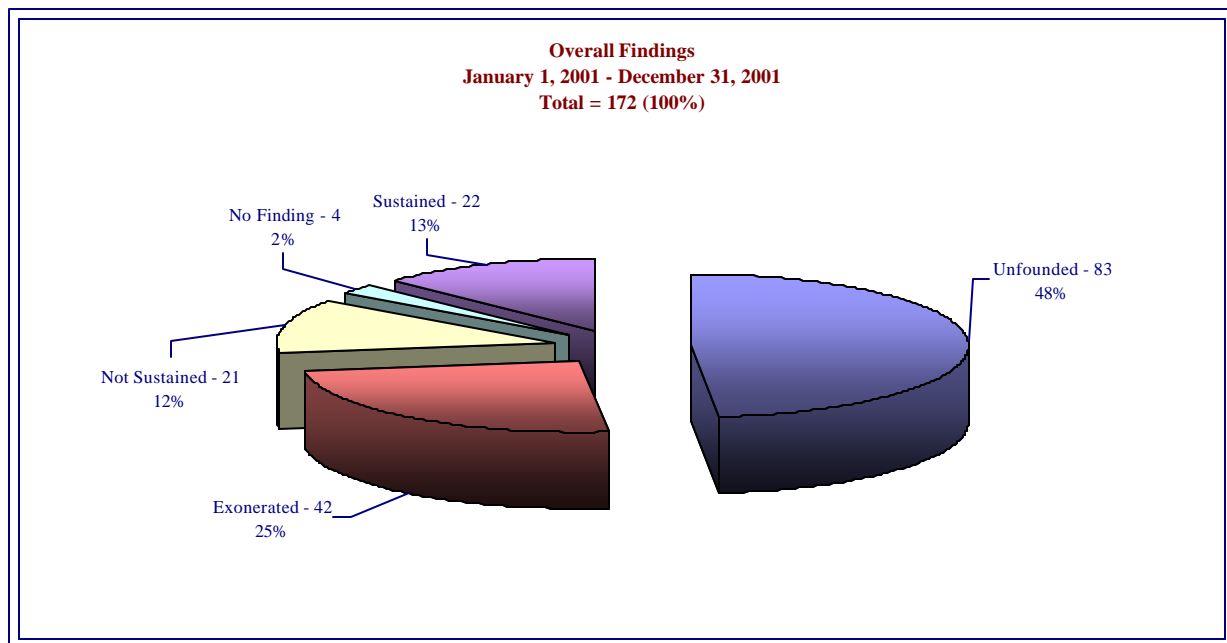
Not Sustained - The investigation failed to discover sufficient evidence to clearly prove or disprove the allegation(s) made.

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 2001, the ombudsman issued 172 findings. Seventy-three percent (73%) of the 172 findings issued were either “exonerated” or “unfounded,” which means that the ombudsman found no wrongdoing on the part of the officer. Thirteen percent (13%) 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 fourteen percent (14%) 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. For comparison purposes, findings for 2000 are also shown.

Overall Findings by Ombudsman		
Finding Categories	Jan. 1 – Dec. 31, 2000	Jan. 1 – Dec. 31, 2001
Unfounded	55 (46%)	83 (48%)
Exonerated	35 (28%)	42 (25%)
Not Sustained	9 (8%)	21 (12%)
No Finding	9 (8%)	4 (2%)
Sustained	11 (10%)	22 (13%)
Total Findings	119 (100%)	172 (100%)



Analysis of Sustained Findings

The ombudsman issued 22 sustained findings in 2001. These findings arose out of 15 separate complaints about the actions of Boise Police officers. Following is a brief description of each of these 15 incidents and the nature of the conduct deemed a policy violation by the ombudsman.

1. Officers contacted several individuals in Julia Davis Park who were causing a disturbance. The complainant alleged that the officers did not have authority to eject him from the city park and that one officer refused to give his name or badge number. The ombudsman found that the officers acted within their authority in removing the complainant from the park (exonerated). The ombudsman also found that one officer failed to provide his name and/or badge number when requested for it (sustained). The chief agreed with this “sustained” finding.

2. The complainant alleged (in an appeal filed with the ombudsman) that, after his arrest and while he was seated in the back of a patrol car, an officer spit on him and taunted him. The ombudsman found that the officer had not spit on the complainant (unfounded), but did find that the officer's words and demeanor were antagonistic and demeaning to the complainant (sustained). The chief did not agree with this "sustained" finding.
3. It was alleged that officers of the Boise Police Department did not believe two teenage girls' report of an armed sexual assault in Barber Park. The ombudsman issued four "sustained" findings in this case. The first two "sustained" findings involved statements and actions made by the initial patrol officer. The other two "sustained" findings involved the time it took for a detective and a supervisor to turn the case over to the Ada County Sheriff's Office, who had proper jurisdiction. The chief agreed with one of the ombudsman's four "sustained" findings, the one involving statements made to the victims and their parents by the patrol officer. The chief disagreed with the ombudsman's conclusion that the officer, the detective, and the supervisor violated policy regarding the matter of jurisdiction.
4. The complainant contacted the ombudsman to complain that the police had taken no action against a person who had failed to stop and identify himself after colliding with her car. The ombudsman issued three "sustained" findings in this case. One "sustained" finding was for an officer's failure to document and report information about the identification of the hit-and-run suspect. The other two "sustained" findings were for the two investigating officers' failure to audiotape record their contacts with the victim and the suspect. The chief agreed with all three "sustained" findings.
5. Several off-duty officers were using, with permission, a church gymnasium. The janitor complained to the ombudsman that one of the officers identified himself as a Boise Police officer and was rude and intimidating towards the janitor. The ombudsman issued a "sustained" finding for unprofessional demeanor. The chief agreed with this "sustained" finding.
6. The complainant alleged that an officer entered her home without proper authority and used unnecessary force. The ombudsman found that the officer had acted properly in entering the house (exonerated) and had not used any force (unfounded). In the course of the investigation, however, the ombudsman discovered that the officer had failed to audiotape record the contact as required by policy. A "sustained" finding was issued for this violation. The chief agreed with the finding.
7. The complainant originally called the ombudsman to express frustration that an officer had not taken an accident report. Investigation showed that the damage caused by the collision was clearly above the minimum level requiring that a police report be filed. The ombudsman issued a "sustained" finding for the officer's failure to complete and file an accident report. The chief agreed with the sustained finding.
8. After being cited by an officer for driving the wrong way on a one-way street, the complainant contacted the ombudsman with a question about the officer's tactics in conducting the traffic stop. During the ombudsman's investigation of the incident, it was

found that the officer had not properly audiotape recorded the enforcement contact, as required by policy. A “sustained” finding was issued by the ombudsman. This finding was upheld by the chief.

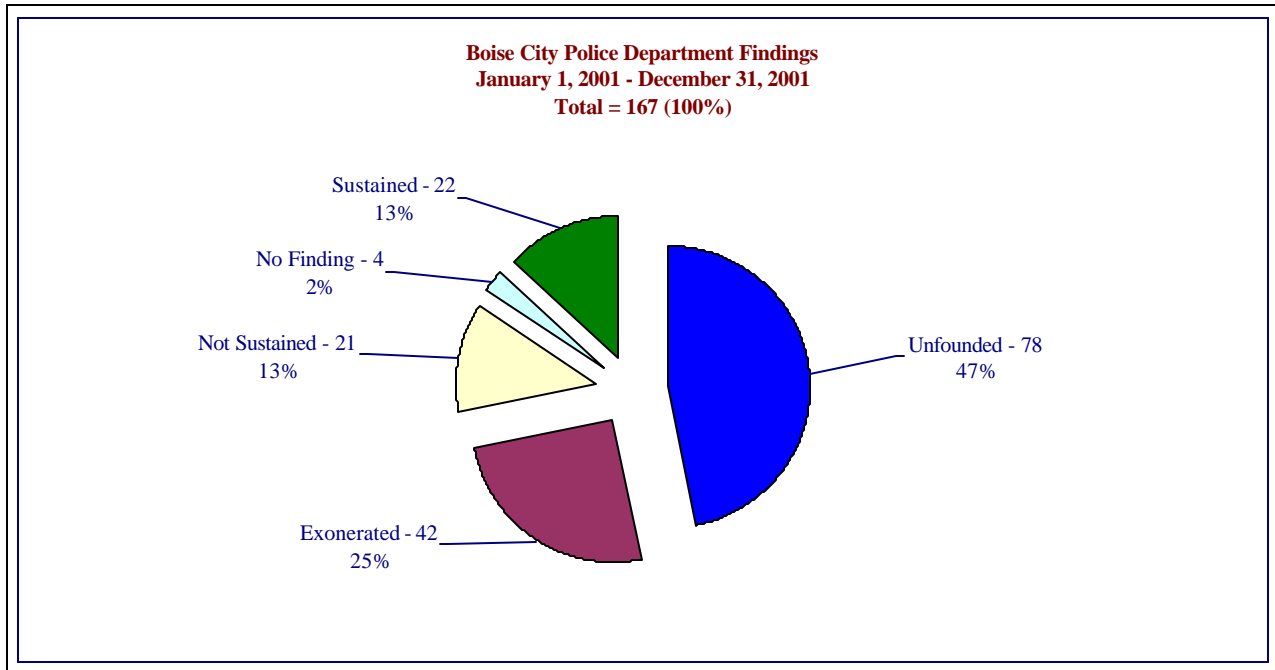
9. The complainant initially filed a complaint with the BPD Office of Internal Affairs alleging that two detectives had revealed, to third parties, confidential information about the complainant and accusations made against him. The chief issued findings of “unfounded” for both allegations, reasoning that, while the alleged disclosure of confidential information had occurred, it had taken place before the police department had any specific policy against such actions. The complainant appealed to the ombudsman, who conducted a separate investigation. The ombudsman determined that one of the detectives had improperly disclosed confidential information to two different persons on separate occasions, and that these disclosures had taken place after the police department had established a policy prohibiting the disclosure of confidential information. The ombudsman issued two “sustained” findings for these disclosures. As of December 31, 2001, the chief had not communicated, to the ombudsman, his response to the sustained finding. The ombudsman also determined that the second detective had not disclosed confidential information. Therefore, a finding of “unfounded” was issued by the ombudsman.
10. The complainant contacted the ombudsman seeking help in locating a knife that had been seized by the police during his arrest. Investigation of this incident found that the knife had not been properly booked into evidence and was missing. The ombudsman issued a “sustained” finding for the officer’s failure to properly document evidence and safeguard the complainant’s property. The chief agreed with the finding.
11. The complainant filed a complaint with the Office of Internal Affairs alleging that an officer had failed to provide service and had spoken rudely to her. The chief issued findings of “not sustained” for these allegations. The complainant appealed to the ombudsman. After a separate investigation into the incident, the ombudsman issued a finding of “not sustained” regarding the failure to provide service and a “sustained” finding for the allegation that the officer had spoken rudely to the complainant. As of December 31, 2001, the chief had not communicated, to the ombudsman, his response to the sustained finding.
12. The complainant filed a complaint with the ombudsman, alleging that a BPD officer failed to conduct a thorough investigation before issuing the complainant a citation for disturbing the peace. The complainant also alleged that the officer was rude during the contact. The ombudsman issued a finding of “exonerated” for the allegation of inadequate investigation, and a finding of “sustained” for the allegation that the officer had spoken rudely to the complainant. The chief agreed with the “sustained” finding.
13. The complainant alleged that an off-duty officer had followed her in his personal car and spoken rudely to her. The officer, at a later time when he was on-duty, came to the complainant’s place of employment and issued her a citation for the driving he had witnessed while off-duty. The ombudsman issued a finding of “no finding” for the rudeness allegation because the complainant would not cooperate with the investigator’s requests for an interview. The ombudsman also issued a “sustained” finding for the officer’s off-duty

“pursuit” of the complainant while in his personal vehicle. The chief agreed with the “sustained” finding.

14. The complainants originally filed a complaint with a BPD supervisor immediately following the incident that gave rise to their complaint. The complainants alleged that, following a traffic stop and the issuance of a citation, a BPD officer threatened them with his handgun without reason. A few hours after the complaint was filed, the supervisor informed the complainants that the officer’s actions had been justified. The complainants filed an appeal with the ombudsman. The complainants further alleged that the supervisor, to whom they had complained, had defended the officer’s brandishing of his gun without conducting a thorough investigation or referring the matter to internal affairs, as they had requested. The ombudsman issued a “sustained” finding for violation of the police department’s use of force policy. The chief disagreed with the “sustained” finding for excessive force, but issued a “sustained” finding for improper brandishing of the officer’s weapon. The ombudsman also issued a “sustained” finding for the supervisor’s handling of the original complaint. The chief disagreed with the specific policy violation cited by the ombudsman, but did issue a “sustained” finding against the supervisor for improperly investigating the complaint.

15. A complaint was filed with the ombudsman alleging that an on-duty officer had used his official position to secure preferential parking for his (the officer’s) family during a public event. The ombudsman issued a finding of “unfounded” for misuse of official position, but did issue a “sustained” finding for conduct that brought the police department into disrepute. As of December 31, 2001, the chief had not notified the ombudsman of his response to this sustained finding.

Boise Police Department Findings by Ombudsman		
Finding Categories	Jan. 1 – Dec. 31, 2000	Jan. 1 - Dec. 31, 2001
Unfounded	52 (46%)	78 (47%)
Exonerated	31 (28%)	42 (25%)
Not Sustained	9 (8%)	21 (13%)
No Finding	9 (8%)	4 (2%)
Sustained	11 (10%)	22 (13%)
Total Findings	112 (100%)	167 (100%)



	Did the Chief Concur With the Sustained Finding?	Did the Chief Take Disciplinary Or Corrective Action?
Jan. 1 – Dec. 31, 2000	Yes - 7	Yes - 7
	No - 4	No - 4
Jan. 1 - Dec. 31, 2001	Yes - 14	Yes - 12
	No - 4	No - 6
	Waiting Notification - 4	

Boise Airport Findings by Ombudsman		
Finding Categories	Jan. 1 – Dec. 31, 2000	Jan. 1 - Dec. 31, 2001
Unfounded	3 (43%)	5 (100%)
Exonerated	4 (57%)	0
Not Sustained	0	0
No Finding	0	0
Sustained	0	0
Total Findings	7 (100%)	5 (100%)

Frequency of Sustained Findings

The Office of the Community Ombudsman has been accepting and investigating citizen complaints for over two years. Now that 24 months of statistics are available, the ombudsman decided to look at the frequency with which, over the last two years, complaints were filed against any particular officer.

Out of the approximately 260 sworn officers employed by BPD, a total of 104 officers had one or more complaints filed against them during the two-year period ending December 31, 2001.

Three officers had five complaints filed against them between January 1, 2000, and December 31, 2001. The ombudsman cleared one of these officers of any wrongdoing in all five complaints. The ombudsman sustained one allegation against each of the other two officers. Both sustained findings were for rudeness to a member of the public.

Two officers had four complaints made against them during the past two years. In the case of each officer, these four complaints resulted in one sustained finding for each officer. For one officer, the sustained finding was for rudeness. The other officer received a sustained finding from the ombudsman for excessive or unreasonable use of force.

Seven officers received three complaints during the two-year period. Five of these officers were cleared by the ombudsman of all allegations. One officer had one sustained finding for refusing to give his name or badge number to a member of the public. The remaining officer had two sustained findings issued by the ombudsman. Both of these sustained findings arose from the same complaint. One was for failure to file a report as required and the other was for not audiotape recording a contact with a member of the public as required by policy.

Of the 104 officers who had complaints filed against them during the past two years, 25 had two complaints filed. The remaining 67 officers had only one complaint filed during the period.

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 not aware of any instance during 2001 in which a complainant knowingly provided us with false information.

Case Management

The Office of the Community Ombudsman opened, on average, 31 formal cases a month in 2001. This means that slightly more than seven new cases were added to our caseload every week. The ombudsman (Pierce Murphy), an investigator (Michelle Witter), and an administrative secretary (Diana Bell) handle this workload. In addition, the ombudsman is able to occasionally use the services of a civilian investigator (Michelle Callahan) from Boise City Human Resources.

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 30 days. Many cases were handled very quickly, while others took a great deal of time. The average time to complete work on a case was 49 days. The median number of days that a case remained open was 19. However, more than half (60%) 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.

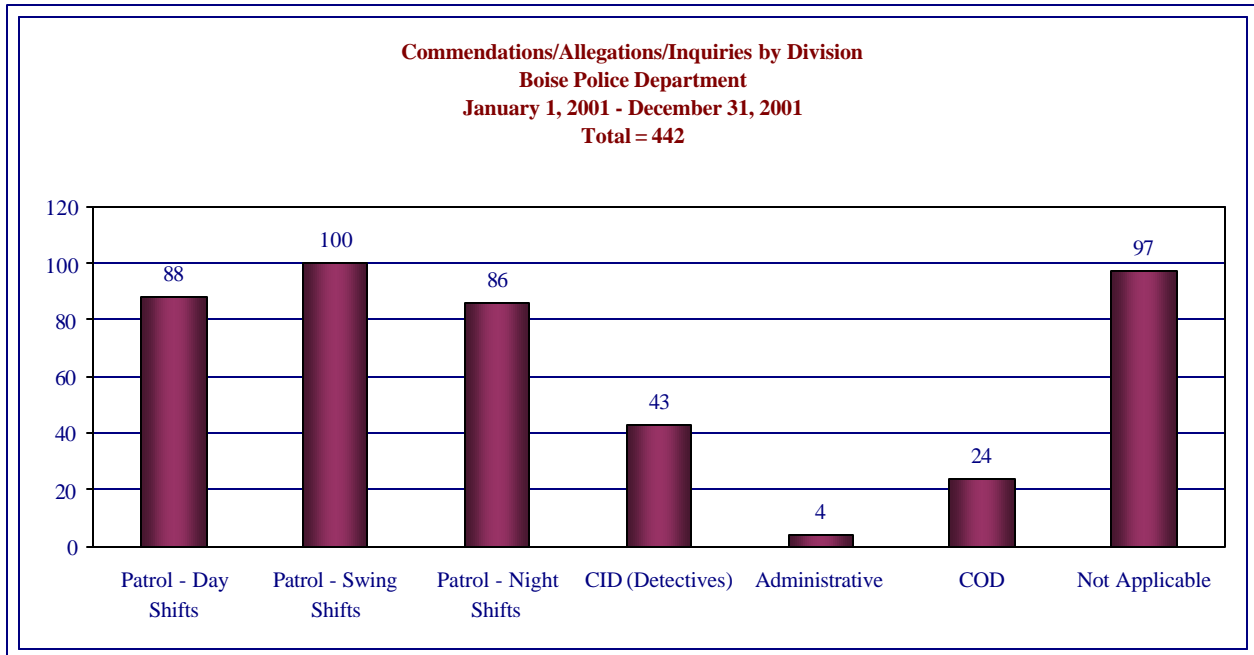
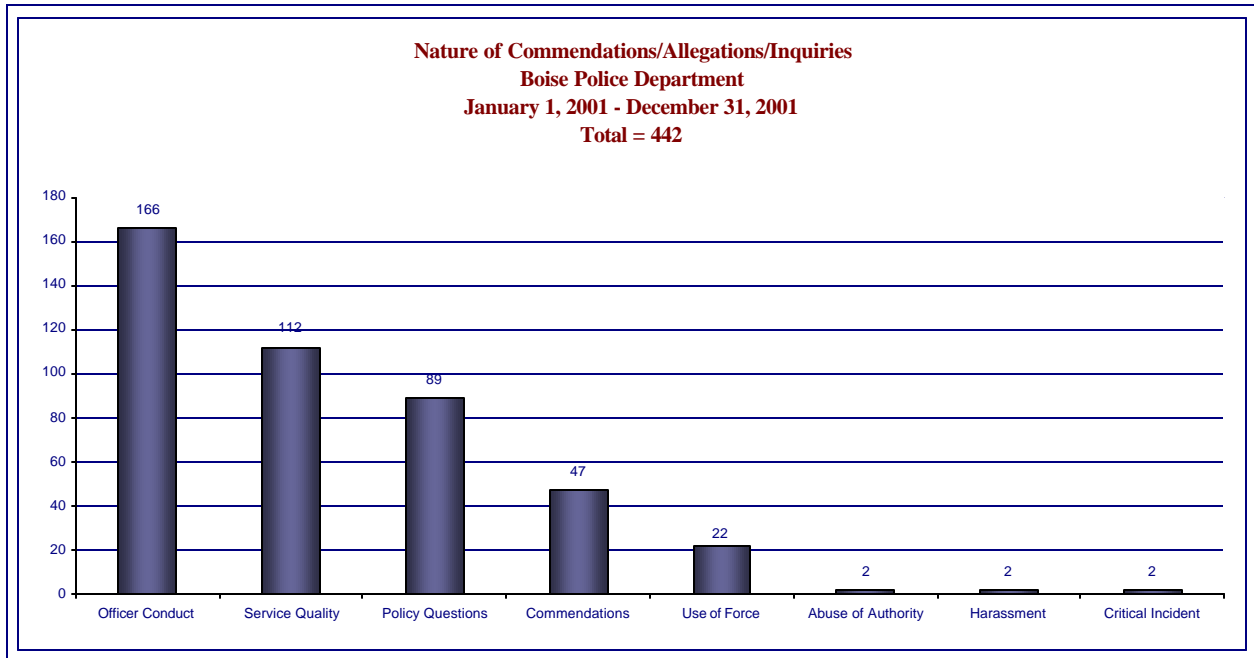
Boise Police Department Cases

Nearly all of the cases opened in 2001 had to do with the actions, or alleged actions, of members of the Boise Police Department. A total of 337 separate cases were opened in 2000 by the ombudsman dealing with incidents involving the Boise Police.

Ombudsman Cases Opened in 2001 Boise Police Department	
Classification	Number of Cases
Complaint - Class I	18
Complaint - Class II	34
Inquiry	236
Commendation	36
Appeal	11
Critical Incident	2
Total	337

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. For this reason, the 337 Boise Police Department cases translated into a total of 442 separate commendations, allegations, and inquiries.

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.

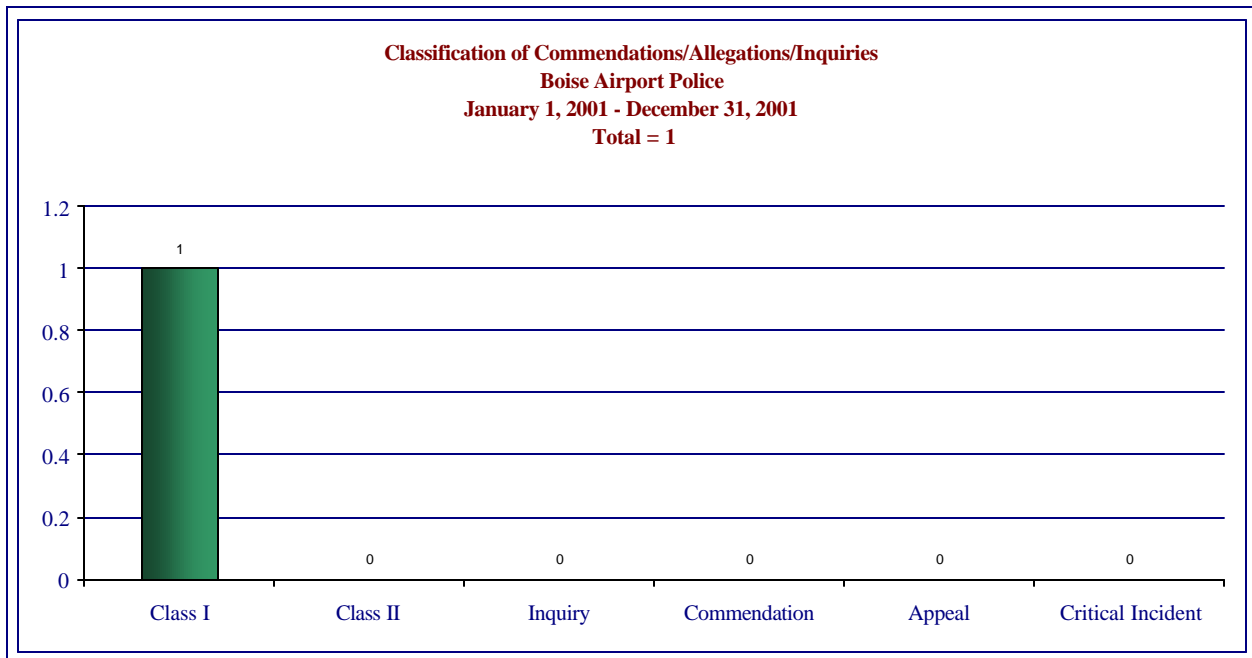
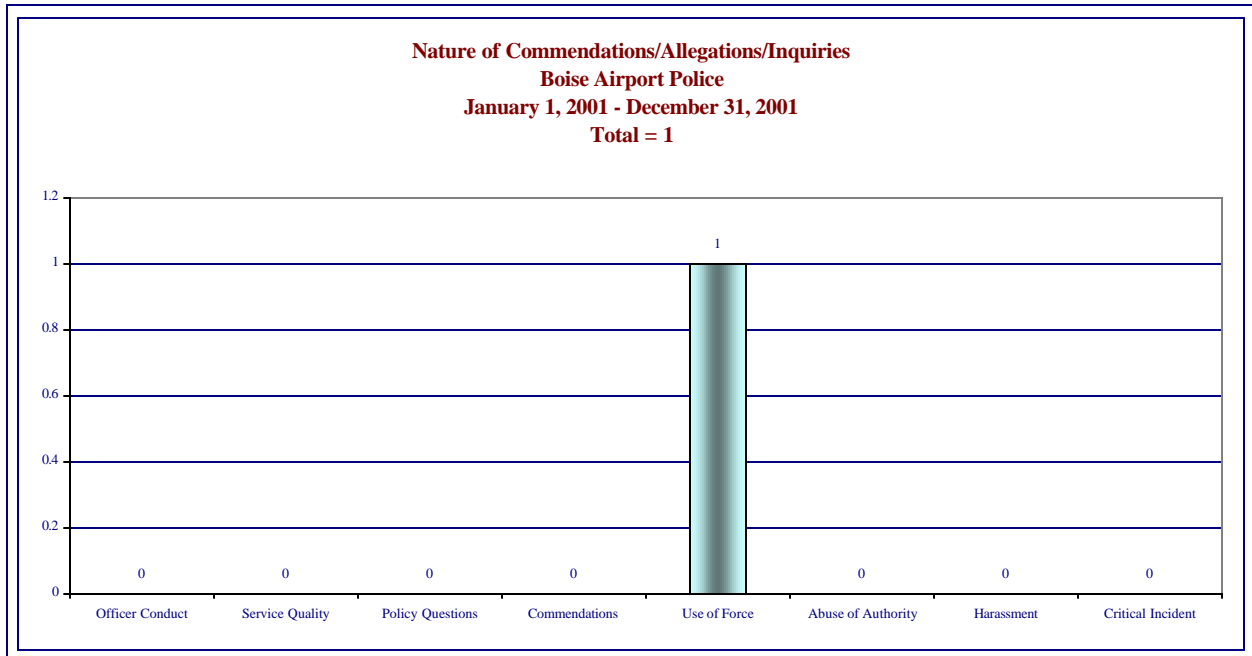
Year 2001 Complaint Cases – Ombudsman and OIA		
Classification	Ombudsman	OIA
Class I	19	38
Class II	34	98
Total	53	136

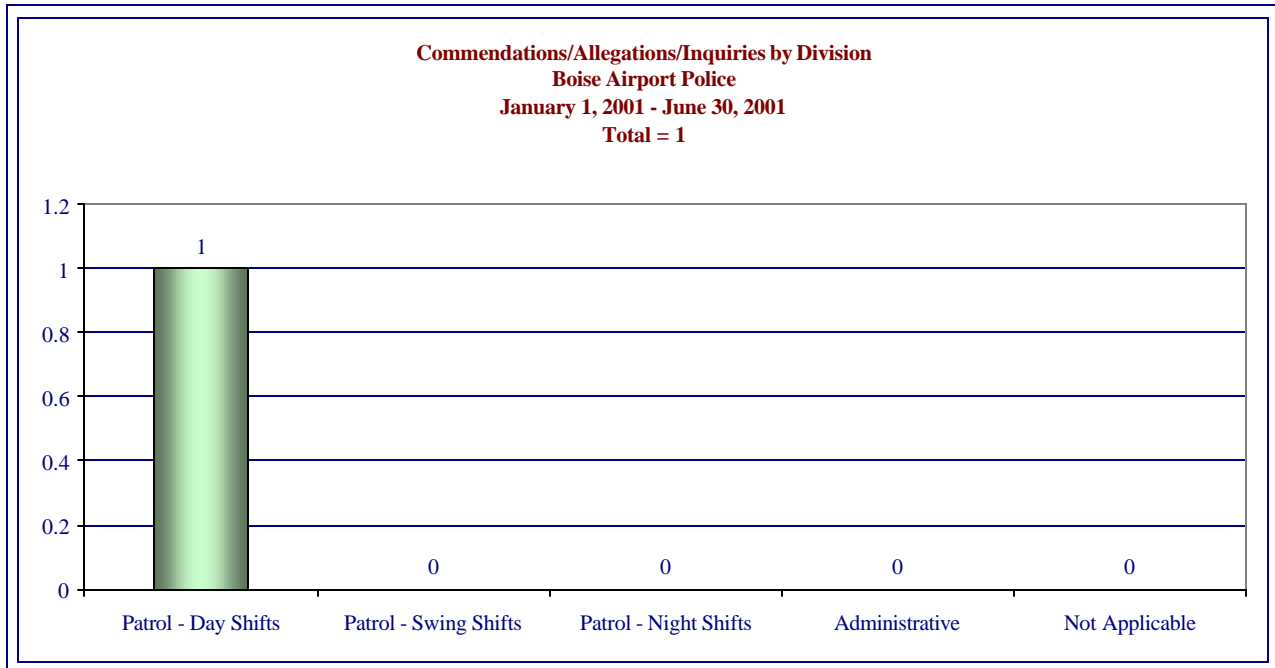
Year 2000 Complaint Cases – Ombudsman and OIA		
Classification	Ombudsman	OIA
Class I	21	16
Class II	53	108
Total	74	124

Year 2001 vs. Year 2000 Citizen Complaints – Ombudsman and OIA Combined			
Classification	2000	2001	Percent Change
Class I	37	57	• 54.1%
Class II	161	132	– -18.0%
Total	198	189	– -4.5%

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

The Office of the Community Ombudsman audits internal investigations conducted by the Boise Police Department. The ombudsman’s goal is to complete audits on all Class I cases and half of the Boise Police Department’s Class II cases. The Office of the Community Ombudsman met both of those goals in 2001, as it relates to citizen complaints investigated by the Boise Police Department.

When auditing internal police investigations, the ombudsman evaluates whether the investigation was complete, thorough, and unbiased. Furthermore, the ombudsman seeks to determine whether applicable policy was correctly analyzed in reaching a finding.

The Office of the Community Ombudsman audited all 26 Class I complaint investigations that were completed by the Boise Police Department in 2001. Twenty-five of these investigations were, in the opinion of the ombudsman, handled in a thorough and objective manner. In one of the cases, the ombudsman determined that the department erred when it failed to include available medical documentation in its investigation. The Office of Internal Affairs concurred with the ombudsman’s conclusion and re-opened the investigation. The finding in the disputed case was unchanged. Nonetheless, the ombudsman’s audit resulted in a policy change at the Office of Internal Affairs. Under the new policy, an investigation into a complaint alleging excessive or unreasonable force must contain medical records, if the complaint sought medical treatment in connection with the alleged use of force.

The Office of the Community Ombudsman completed 45 audits of the Class II complaints investigated by the Boise Police Department, in keeping with the ombudsman’s goal of a 50% audit rate on such complaints. With the exception of five minor record-keeping errors, the

ombudsman determined that all of the investigations were handled 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 two critical incidents during 2001. In both cases, the ombudsman opened his own investigation into the incident.

Officer-Involved Vehicle Pursuit – June 23, 2001

Synopsis: On June 23, 2001, at approximately 2:22 a.m., the Boise Police received a report of an injury accident at the intersection of Broadway and Park Blvd. One of the vehicles involved in the collision drove off before police arrived. A pickup truck matching the description of the vehicle involved in the hit-and-run was located several blocks away by a Boise Police officer. The pickup truck drove away when the officer made contact, and a vehicle pursuit began.

The police terminated the pursuit for safety reasons, but the driver of the truck continued to drive recklessly, causing other accidents and driving westbound in the eastbound lanes of I-84.

The suspect truck was finally stopped when a Boise Police officer used his vehicle to bump into the truck. As a result, the truck rolled several times and the suspect was seriously injured. Because the suspect's injuries required hospitalization, the ombudsman initiated a critical incident investigation.

Ombudsman's Findings: As of December 31, 2001, this incident was still under investigation by the ombudsman.

Officer-Involved Injury – July 25, 2001

Synopsis: On July 25, 2001 at approximately 1:40 a.m., two Boise Police officers were dispatched to assist an Idaho State Police officer who had stopped two men on a motorcycle on Veterans Memorial Parkway. In the process of arresting one of the men, a Boise Police officer broke the arrestee's jaw. The injured man was transported to the hospital where he was admitted for treatment. He was released the next day.

Two days after the incident, the injured man filed a complaint with the Office of the Community Ombudsman. After investigating the man's allegation that the police used excessive force during his arrest, the ombudsman issued a finding of "unfounded." It was the ombudsman's opinion that the complainant had resisted arrest and that one of the involved officers had lost his balance during the process of getting the complainant to the ground. When the officer fell, his knee landed on the complainant's jaw, causing the reported injuries.

In the course of the investigation, the ombudsman discovered that the complainant had been admitted to the hospital with injuries caused by a Boise Police officer. Under the ordinance governing the Office of the Community Ombudsman and the Policies and Procedures of the Boise Police Department in effect at the time, this incident met the criteria for definition as a "critical incident." The ombudsman opened an investigation to determine if the Boise Police Department had followed the requirements of the ordinance and their policies and procedures in the handling of this incident.

Ombudsman's Findings: As of December 31, 2001, this critical incident was still under investigation.

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 2001 the ombudsman declined to open 12 complaint investigations due to the expiration of the 90-day time limit. No appeals were denied in 2001 because of the expiration of the 30-day time limit. The 12 denied complaints dealt with the following issues:

Time Limit Denials	
Nature of Complaint	Number
Disagree with Charges	1
Officer Conduct	2
Service Quality	5
Minor Use of Force	2
Handcuffs too Tight	2
Total	12

For the 12 denied complaints, the average span of time between incident and contact with the ombudsman was 15 months. The median range was just over seven months. The shortest length of time was 94 days and the longest was five years.

COMMENDATIONS

STATUS

SYNOPSIS

Closed	Commends officers for putting in long hours for an extended period of time to make her neighborhood safer.
Closed	Commends officer for working with their neighborhood watch group and his recommendation which led to the arrest of vandals in the neighborhood.
Closed	Commends officer for his professionalism and the time he took with his son.
Closed	Commends officers for spending time, giving pointers, answering questions, and talking with residents during their Neighborhood Watch National Night Out.
Closed	Commends officer for demonstrating great courage, as well as restraint, in confronting a dangerous and violent fugitive. Officer further showed great care and compassion for the victim of sexual abuse and victim's family.
Closed	Wants to commend officers for helping to clean up a mess in the middle of an intersection.
Closed	Wishes to commend officer for arresting him for DUI and helping him turn his life around.
Closed	Commends officer for being compassionate, proficient, helpful, and understanding in regards to a traffic accident she was involved in.
Closed	Commends officer for assisting him when his vehicle stalled in busy traffic.
Closed	Commends officer for his sense of humor, decent attitude, and being very personable during a traffic stop.
Closed	Commends officer for quick response and development of information that led to indictment and arrest of man accused of child molestation.
Closed	Commends officer for showing compassion, understanding, and patience at the scene of an accident.
Closed	Commends officer for his actions and service.
Closed	Commends officer for being polite, helpful, informative, and going above and beyond the call of duty after her son's car slid off the road.

COMMENDATIONS

STATUS

SYNOPSIS

Closed	Commends BPD officers for their excellent work dealing with the protest situation at the Statehouse.
Closed	Commends two BPD officers and an Ada Co. Records employee for helping retrieve a model airplane from a fenced public swimming pool.
Closed	Commends two BPD officers for their efforts in locating his runaway juvenile daughter.
Closed	Commends officers for being so nice and says that they are greatly appreciated.
Closed	Commends officers for being polite, open, and professional. Feels officers are doing a wonderful job.
Closed	Commends officer for treating her with respect, following through, and giving suggestions on how to cope with a co-worker.
Closed	Commends officer for putting his own life at risk, for being polite, courteous, and quick to respond to a report of a prowler.
Closed	Commends officer for doing an outstanding job with students who are heading in the wrong direction.
Closed	Commends officer for treating him with respect during a traffic stop.
Closed	Commends BPD for taking quick action to resolve an incident where adult males were reported to be loitering in a city park performing acts of a sexual nature.
Closed	Commends officer for thoroughly investigating a traffic accident, showing personal concern for those involved, and for his professionalism.
Closed	Commends officer for responding promptly, showing concern, and for his professionalism.
Closed	Wishes to commend officer for being very professional and thorough in investigating a traffic accident.
Closed	Commends detective for being kind, professional, and understanding in a case involving some death threats.
Closed	Commends BPD officers for their kindness and personal attention, and has high praise for the BPD.

COMMENDATIONS

STATUS

SYNOPSIS

Closed	Commends officer for his professionalism and for setting a good and cordial example for his son.
Closed	Commends officer for providing assistance and demonstrating great concern for a victim of child molestation and the victim's mother.
Closed	Officer commended for compassion and care in dealing with victims of child abuse and domestic violence. Officer also responsible for apprehension of suspect.
Closed	Commends officers for their quick response in returning stolen merchandise to his store, and for the apprehension of the shoplifters.
Closed	Commends officer for his help and compassion after her purse was stolen.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Active	Alleges that officer told him that he had been ordered not to respond to calls from the neighborhood due to large number of complaints.	On hold at request of complainant.
Active	Alleges officer would not respond to his house even though he told 911 operator that a neighbor was assaulting his wife. Alleges that officer would not allow his wife to sign an assault complaint against the neighbor. Alleges BPD is engaged in a pattern of selective enforcement against him.	On hold at request of complainant.
Active	Alleges officers used excessive force and then tried to blame civilians for his injuries.	Under investigation.
Active	Alleges that a detective encouraged her 13 year-old daughter to lie.	On hold at request of complainant.
Active	Alleges officers injured him when they used excessive force during a stop.	Under investigation.
Active	Claims officers used excessive force when they stopped her.	Under investigation.
Closed	Says he had guns drawn on him and he was singled out although he didn't meet description of suspect.	He was very near the arrest of an dangerous felon and officers believed he was involved. Once this was explained, he understood and was satisfied.
Closed	Questioned the investigation tactics of an officer.	Questions were answered by patrol supervisor.
Closed	Alleges officer's comments were unprofessional.	Complainant did not respond to requests for information. No further action.
Closed	Failure to follow requirements for a supervisor in a Class I complaint.	Finding of "Sustained".

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges the Boise Police Department is not working with him to resolve a child custody problem.	Complaint already under investigation by BPD.
Closed	Wants to know why the officer cited him and not the other involved party.	Questions were answered after a review of the police report.
Closed	Wants to know why her boyfriend was arrested for something he did not do, why he wasn't questioned, and why he wasn't read his Miranda rights.	Complaint already under investigation by BPD. (And situation investigated and questions answered in inquiry).
Closed	Wants to know why her husband was not offered an interpreter or attorney during his interrogation.	Investigation revealed suspect was fluent enough in English and was not in custody during questioning.
Closed	Feels that fliers circulated in a neighborhood, by an officer, were inappropriate.	Finding of "Exonerated".
Closed	Wants police to stop coming to her house looking for juveniles who are not her children.	Questions answered by BPD neighborhood contact officer.
Closed	Does not agree with officer issuing him a traffic citation for speeding.	No further action.
Closed	Alleges being harassed by an officer during a traffic stop.	Complaint already under investigation by BPD.
Closed	Claims the officer abused his authority by harassing and threatening him; arresting him for an offense he did not commit, and by purposefully causing him to trip while he was being arrested.	Complaint already under investigation by BPD.
Closed	Alleges officer was rude to her and discriminated against her.	Finding of "Unfounded".

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why the officer failed to find and interview the suspect and the witness.	Situation investigated and questions were answered.
Closed	Alleges an officer was rude, made upsetting comments to her, which she did not believe were based on the truth.	Finding of "Unfounded".
Closed	Alleges that officer was rude during a traffic stop.	Finding of "Not Sustained".
Closed	Alleges an officer made comments that were upsetting and unprofessional.	Finding of "Exonerated".
Closed	Wants to know why a detective questioned him about written letters and harassing phone calls.	Ombudsman answered questions.
Closed	Wants to know why officers knocked on his door without identifying themselves and yelled derogatory statements.	Complaint already under investigation by BPD.
Closed	Alleges an officer's demeanor was aggressive and uncalled for.	Findings of "Unfounded" and "Exonerated".
Closed	Alleges an officer's demeanor was unprofessional, argumentative, and uncaring.	Finding of "Unfounded".
Closed	Has concerns about the circumstances surrounding his arrest.	Ombudsman answered questions.
Closed	Wishes to appeal BPD resolved citizen complaint.	Findings of "Exonerated" and "Unfounded".
Closed	Complainant alleges officer did not thoroughly investigate a battery charge.	Not taken due to 90-day rule.
Closed	Complainant sent a racially charged e-mail complaining about an officer blocking his view of oncoming traffic. Complainant further insulted the ombudsman and mayor.	Ombudsman answered questions.
Closed	Alleges officer failed to cite a driver for leaving the scene of an injury accident.	Finding of "Exonerated" and "Unfounded".
Closed	Alleges officer failed to investigate a traffic accident.	Finding of "Exonerated" and "Unfounded".

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why an officer did not question the other party involved in an incident with his son.	Complaint already under investigation by BPD.
Closed	Wants to know why a police officer would not listen to his side of the story, only the party who filed the complaint.	Situation investigated and ombudsman answered questions.
Closed	Wants to know why her boyfriend was arrested for something he did not do, why he wasn't questioned, and why he wasn't read his Miranda rights.	Complaint already under investigation by BPD. (And situation investigated and questions answered in inquiry).
Closed	Alleged that his disability was not taken into account during field sobriety test.	Findings of "Not sustained" and "Unfounded".
Closed	Alleged he was made fun of while being booked into jail.	Findings of "Not sustained" and "Unfounded".
Closed	Expressed displeasure at how a neighborhood problem was handled by an officer.	Ombudsman mediated contact with the officer to resolve the problem to the complainant's satisfaction.
Closed	Wants to know why officer did not file charges against her ex-boyfriend for abusing her, her baby, and a friend.	Records indicated that officer took report and forwarded to prosecutor; complainant did not return phone calls from BPD domestic violence coordinator.
Closed	Wishes to appeal BPD resolved citizen complaint.	Findings of "Exonerated" and "Unfounded".
Closed	Alleges that an officer's questions and comments were inappropriate.	Finding of "Exonerated". Feedback for improvement to officer.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges an SRO knowingly gave her incorrect information, had knowledge that custody papers were forged, and disregarded an outstanding report of a runaway juvenile.	Finding of "Unfounded".
Closed	Complaint about police actions in 1995 and 1996.	Not taken due to 90-day rule.
Closed	Alleges that officer's demeanor and statements were intimidating.	Finding of "Unfounded".
Closed	Has questions about her son's contact with an SRO.	Complainant did not respond to requests for more information. No further action.
Closed	Wishes to appeal the finding of "No Finding" for duty performance in complaint previously investigated by BPD.	Finding of "No Finding". Agreed with same finding by BPD.
Closed	Alleges that a BPD officer failed to tell him if his 17-year old son was injured in an auto accident and where his son would be taken.	Finding of "Unfounded".
Closed	Wants to know why BPD officer stopped his wife when they were driving out of a parking lot. Feels he is being harassed by BPD.	Finding of "Unfounded".
Closed	Wants BPD to fully investigate the way he was treated by 3 officers during a child abuse investigation.	Ombudsman facilitated contact with BPD Internal Affairs.
Closed	Wanted to appeal the finding of "Unfounded" for duty performance issued by BPD.	Complainant wanted to file an Appeal but called to withdraw Appeal the same day.
Closed	Was unhappy that officer who investigated her traffic accident did not stay at the scene so she could ask questions.	Ombudsman facilitated contact by BPD.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges office not giving citations to the people he is stopping for speeding.	Ombudsman answered questions.
Closed	Is upset about an accident investigation conducted after her/his son's accident.	Ombudsman answered questions.
Closed	Wants to know if it is acceptable for an officer to pull his gun, and question an individual standing in a crowd of people at a public event.	Ombudsman answered questions.
Closed	Wants an officer to know that she thought the officer's comment was rude.	Memo to BPD with requested feedback to involved officer.
Closed	Wondered if an officer's comments were rude.	Ombudsman answered questions.
Closed	Suggests that BPD is not holding an officer accountable for unprofessional behavior.	Inquiry withdrawn by complainant.
Closed	Wants to know if OMB office will look into a police officer's statements made under oath, and statements that were heard on the officer's audio tape played during a court hearing.	Ombudsman answered questions and referred complainant to prosecutor.
Closed	Appeals unfounded findings by the BPD.	Finding of "Unfounded."
Closed	Alleges officers released unauthorized information in summer of 2000. Wishes to appeal BPD finding.	Ombudsman issued two "Sustained" findings against one officer and one "unfounded" against the other.
Closed	Wants to know if a BPD detective is personally involved in a domestic violence case against him.	Ombudsman determined that there was no involvement and answered questions.
Closed	Wants to know why his mother was cited for assault when she was the victim, and if she can still file a complaint against the other party.	Ombudsman answered questions.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Complains that officer pushed him down onto a couch for no reason.	Finding of "Exonerated".
Closed	Wants to know if it is appropriate for an officer to investigate a fellow officer's vehicle accident, why a police report was not written, and if an officer's comment was rude.	Complaint already under investigation by BPD.
Closed	Alleges a BPD officer's vehicle drifted over the center lane line on the connector. Further alleges the officer shinned a spot light on the rear of his vehicle which blinded him.	Ombudsman answered questions. Citizen did not want to file a complaint.
Closed	Alleges officer was speeding with civilian rider in car.	Ombudsman issued finding of "Not Sustained" in agreement with chief .
Closed	Alleges officer was rude and intimidating to her.	Ombudsman issued finding of "Sustained" in disagreement with chief's earlier finding of "Not Sustained".
Closed	Alleges officer intimidated her with a phone call about her complaint involving him.	Ombudsman issued a finding of "Not Sustained".
Closed	Wants to know why an officer initially failed to investigate and write a report on a hit and run accident	Complaint already under investigation by BPD.
Closed	Felt officer should have asked her if she had a way to the hospital and if she was okay after officer told her about a serious accident involving her mother.	Ombudsman facilitated contact between complainant and the officer's supervisor.
Closed	Wants to know why officer did not take action on her complaint, instead of charging her son with a burglary that occurred down the street.	Ombudsman answered questions.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges that officer was rude.	Complainant did not respond to request for interview. "No Finding" for rudeness allegation. "Sustained" finding for taking unreasonable off-duty enforcement action.
Closed	Rudeness.	Findings of "Unfounded"
Closed	Did not like officer's attitude while issuing a citation for open container on greenbelt. No specific allegation.	No specific allegation, for feedback only.
Closed	Is unhappy about a jay-walking ticket he received.	Inquiry has to do with citation, not officer behavior. No further action.
Closed	Alleges that officer yelled at her and ordered her out of the courthouse without reason.	Finding of "Exonerated".
Closed	Witnessed a traffic accident and is upset with the way the responding officer treated the driver involved in the accident	Complaint already under investigation by BPD.
Closed	Alleges that off-duty officer endangered him by chasing him in private car.	Finding of "Exonerated".
Closed	Allegation that Officer was rude, abrupt, and harsh in his speech and tone of voice.	Finding of "Unfounded"
Closed	Alleges that an officer violated traffic laws.	Finding of "Not Sustained".
Closed	Alleges that officer was disrespectful, condes cending, and confrontational.	Finding of "Unfounded" and "Exonerated".
Closed	Alleges that officer's demeanor was rude, combative, and disrespectful. Alleges a supervisor failed to call him back.	Complaint already under investigation by BPD.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges his appearance was made fun of at the Ada County jail.	Findings of "Not sustained" and "Unfounded".
Closed	Wants to know why two police officers were speeding through his neighborhood.	Ombudsman investigated and facilitated communication between complainant and a BPD supervisor.
Closed	Complainant unhappy about a BPD employee's attitude.	Ombudsman arranged for conversation between complainant and BPD supervisor.
Closed	Alleges that officer was cocky, arrogant, and had a bad approach.	Finding of "Unfounded".
Closed	Alleges being harassed by an officer during a traffic stop.	Complaint already under investigation by BPD.
Closed	Wants to know if BPD officers harassed her 15-year old daughter.	Interview of daughter by BPD supervisor revealed that daughter did not allege any misconduct against officers. Review of officer's tape showed no harassment and only proper conduct.
Closed	Angry about a traffic citation he received.	Complaint involved a traffic citation, not officer's actions.
Closed	Feels she was being interrogated by officer who responded to a report of a break-in at her residence.	Questions were answered by the ombudsman.
Closed	Wants to know why an officer would not stop and talk to him and felt it was rude.	Ombudsman facilitated contact by BPD supervisor and satisfied with answer.
Closed	Wants to know why an officer did not arrest a suspect for attempting to break in and for assault. Also, why a report was not written by the officer.	Complaint already under investigation by BPD.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges that an officer refused to take a report of harassment, that he was rude, and his tone of voice was condescending.	Finding of "Exonerated" and "Unfounded".
Closed	Alleges officers failed to take action after her son had been assaulted and battered and used inappropriate language.	Findings of "Exonerated" and "No Finding".
Closed	Feels officer filed a biased and misleading report designed to protect another officer.	Not taken due to 90-day rule. Ombudsman did review report and found no evidence of bias.
Closed	Wonders if there is a pattern of harassment from an officer.	Ombudsman mediated a contact by BPD.
Closed	Has questions about a statement made by arresting officer involving possible cover-up of a hit and run accident.	A review of the officer's tape showed that there was no basis for this concern. Complainant had misunderstood statements made by officer.
Closed	Alleges that an officer failed to use his turn signal two times.	Finding of "Not Sustained".
Closed	Wants to know why an officer initially failed to investigate and write a report on a hit and run accident. Also, how to get inaccurate information on the report corrected and why the officer cited him.	Complaint already under investigation by BPD.
Closed	Alleges that an officer was unprofessional and made inappropriate comments while issuing a citation.	Finding of "Sustained".
Closed	Alleges that an officer wrote him a citation for disturbing the peace without fully investigating the circumstances.	Finding of "Exonerated."
Closed	Wants to know why she wasn't notified that her son was in a vehicle accident. Also, wants procedures implemented that are consistent with welfare checks on suicidal individuals.	Contact made by supervisor and procedural changes were recommended.

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges officers were rude.	Complainant did not provide needed information. No further action.
Closed	Appeals BPD's finding that officer acted within policy when the officer pointed his gun at him.	Finding of "Sustained".
Closed	Thinks police harassed him when he was cited for a traffic violation.	Situation investigated by ombudsman and questions were answered.
Closed	Claims that two officers refused to allow him to sign a complaint of battery against a neighbor.	Ombudsman investigated incident and then arranged contact with a BPD supervisor.
Closed	Wants to know why an officer threw him to the ground and arrested him.	Situation investigated and questions were answered by ombudsman.
Closed	Complains that an officer was disregarding traffic laws while on duty.	Finding of "Not Sustained".
Closed	Alleges that off-duty enforcement action was unreasonable.	"Sustained" finding for taking unreasonable off-duty enforcement action.
Closed	Failure to tape record.	Finding of "Exonerated".
Closed	Alleges officer did not show concern for her problem.	Finding of "Unfounded".
Closed	Wants to know why her brothers were detained by a BPD officer and why one of her brothers were arrested.	Situation investigated and questions were answered by ombudsman.
Closed	Alleges BPD officer used deception to obtain BA results from complainant's daughter.	Finding of "Unfounded".

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges a BPD officer was verbally abusive and handled a suspicious envelope in an unsafe manner.	Finding of "Exonerated".
Closed	Wants to know why he was charged with domestic battery and now has a no contact order against him.	Complaint already under investigation by BPD.
Closed	Complainant alleges a BPD patrol vehicle went through an intersection, on a red light, with just his lights flashing and no siren. Complainant claims he almost hit the patrol vehicle.	CAD records could not identify a code 3 call to match this date and time. Complainant did not get car number. Closed due to lack of information.
Closed	Complainant alleges officer was wrongfully involved in a rental dispute between complainant and his landlord.	Finding of "Unfounded".
Closed	Wants to know why his son was given a citation for a traffic accident when the other driver was at fault.	Situation investigated and questions were answered by ombudsman.
Closed	Wants to know why he was treated "like a criminal" by the BPD, when he was not involved in breaking the law.	Complaint already under investigation by BPD.
Closed	Wants to know why police broke into his apartment and handcuffed him for a report of a domestic disturbance, since he lives alone.	Situation investigated and questions were answered by ombudsman.
Closed	Thinks he is being "hassled" by a BPD officer.	Situation investigated and questions were answered by ombudsman.
Closed	Claims an officer caused him to crash on his bicycle.	Finding of "Unfounded".
Closed	Alleges a BPD officer did not take the time to answer her questions, or give her time to read her citation, after she was cited for speeding.	Finding of "Unfounded".

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges officer did not recognize his medical disabilities when being interrogated.	Ombudsman mediated resolution to complainant's satisfaction.
Closed	Feels officers are racially discriminating against her.	Findings of "Unfounded" for both officers.
Closed	Feels officer was abusing his authority when he stopped her for a traffic violation.	Concerns about her traffic citation must be addressed in court. No further action.
Closed	Failure to tape record entire enforcement contact.	Finding of "Exonerated" for failure to tape record.
Closed	Wants to know why the police were looking in cars and taking down license plate numbers.	Questions were answered by the ombudsman.
Closed	Wants to know why an officer charged her with battery when she feels she was protecting herself.	Situation investigated and questions were answered by ombudsman.
Closed	Appeals findings of a BPD internal investigation.	Findings of "Unfounded" and "Exonerated" for both officers.
Closed	Alleged that officer was unconcerned about his injuries and flippant.	Finding of "Unfounded".
Closed	Complainant witnessed a traffic accident involving a BPD officer.	Information referred to BPD.
Closed	Alleges that officer brought discredit on department by accepting preferential parking for his family.	Finding of "Sustained" for unfavorable conduct.
Closed	Alleges officer's mannerism was accusatory and rude.	Finding of "Unfounded".

OFFICER CONDUCT

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges officer released unauthorized information in fall of 1999 and/or winter of 2000. Wishes to appeal BPD finding.	Ombudsman issued two "Sustained" findings against one officer and one "Unfounded" against the other.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Active	Complains that an officer did not provide timely service, do a thorough investigation, or follow up on the situation as promised.	Under investigation.
Closed	Alleges that officer wouldn't transport her son to mental hospital.	Finding of "Unfounded" and "Exonerated".
Closed	Wants to know if it is appropriate for an officer to investigate a fellow officer's vehicle accident, why a police report was not written, and if an officer's comment was rude.	Complaint already under investigation by BPD.
Closed	Wants to know what steps he should take to have unlicensed vehicles and trash removed from his neighborhood.	Ombudsman mediated so that action was taken by the abandoned vehicle unit and city code enforcement.
Closed	Has concerns about how the investigation of his stolen bicycle was handled.	Ombudsman mediated and further investigation was done by BPD and citizen was satisfied.
Closed	Wants to see if police report was filed in accident, or an explanation as to why one wasn't filed.	No record of accident having been reported to dispatch.
Closed	Alleges a detective is not returning his calls.	Ombudsman facilitated contact by a BPD supervisor who answered questions to complainant's satisfaction.
Closed	Wants to know why police did not stay at the hospital with a patient that was under arrest.	Situation investigated and questions were answered by ombudsman.
Closed	Is having trouble obtaining the police report on an incident he was involved in.	No report was taken.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why he keeps being falsely arrested.	Ombudsman investigated and answered complainant's questions.
Closed	Wants to know why the police did not do more to resolve a conflict with his neighbor.	Ombudsman mediated and the complainant was contacted by BPD.
Closed	Wants to know why her report of electronic eavesdropping was not thoroughly investigated by BPD.	Ombudsman investigated situation and answered questions.
Closed	Wants to know why officer would not take his report of harassment and intimidation.	Situation investigated and questions were answered.
Closed	Wants to know why charges were dropped on a suspect for breaking, entering, and stealing his car. Also, why an officer did not write a report about the VIN being altered, and why his vehicle was impounded after it was located.	Complainant failed to provide enough information for ombudsman to investigate and answer questions.
Closed	Wants to know why an investigation was not conducted and no report written on an incident of possible child abuse.	Ombudsman investigated and answered questions.
Closed	Wants to know why a thorough investigation was not done after she reported that her daughter was sexually molested.	Not taken due to 90-day rule.
Closed	Wants to know why officers would not take action against her apartment manager for the way he talked to her, and why the police would not do more to settle the dispute between them.	Ombudsman investigated and answered questions.
Closed	Wants to know why an officer did not come back and check on her while she waited 7 hours for a locksmith downtown in the early morning hours.	Unable to identify officer and complainant did not return phone calls.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know the status of his case with CID and if they reviewed the surveillance tape.	Ombudsman arranged for contact by BPD supervisor and questions answered.
Closed	Wants to know what happened to his dog that an officer took when complainant was arrested.	Complainant contacted ombudsman's office informing us that his dog was found.
Closed	Wants to express his concerns that BPD officers schedule vacations at the same time they have court dates.	Sent memo to BPD legal counsel voicing Complainant's concerns/suggestion.
Closed	Wants to know where the rest of his sound equipment is that was confiscated during a police raid.	DEA case. Referred to the US Attorney for Idaho.
Closed	Wants the BPD to do more to stop her neighbor from harassing her and her family.	Ombudsman mediated and neighborhood contact officer was able to answer questions and help resolve problem.
Closed	Wants to pass along information to detective about other people involved in a crime with her son. Can't get detective to listen to her.	Ombudsman mediated contact with detective.
Closed	Wants to know why the detective handling his case involving his missing son will not return his calls.	Ombudsman mediated contact between complainant and detective.
Closed	Wants to know why it has been over 2 weeks since a theft and nothing appears to have been done to follow-up on strong leads.	Ombudsman mediated and complainant was contacted by BPD detective.
Closed	Wants to know why BPD did not thoroughly investigate the theft of a credit card.	Complainant withdrew complaint.
Closed	Wants to know why the police are not doing more to protect his place of business, and why they have not arrested the person who he believes is the source of the problem.	Ombudsman investigated and arranged for questions to be answered by BPD.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know what the status is with the investigation into the burglary of his house and vehicle.	Ombudsman investigated and answered questions.
Closed	Father has questions about his juvenile son's citation.	Ombudsman facilitated communication with BPD. Ombudsman and BPD answered questions.
Closed	Would like information on theft of items from downtown Christmas show.	Ombudsman contacted BPD and they will follow-up on the case.
Closed	Concerned about speeders on Warm Springs Ave.	Referred to Community Outreach Division.
Closed	Wants to know why a detective is not doing more to arrest the suspect on a case of theft from her truck.	Ombudsman facilitated contact by BPD.
Closed	Wants to know why officer refused to send someone to check on his daughter's welfare.	Ombudsman investigated and answered complainant's questions.
Closed	Wants to know why a detective did not return his calls, and he wants to know the status of his case.	Ombudsman arranged contact by BPD.
Closed	Wants to know why he was asked his ethnic background when he was giving a report of burglary.	Ombudsman investigated and answered questions.
Closed	Wishes for the ombudsman to look into the investigation conducted by the BPD Office of Internal Affairs.	Appeal denied, over 30-day limit.
Closed	Does not feel that BPD is taking their reports of crimes seriously.	Ombudsman investigated and answered questions.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why no one from BPD showed up after he dialed 911 to report seeing someone riding his stolen bike.	Ombudsman investigated and answered questions.
Closed	Wants to know what is going to be done with their case of reported forgery, and why it was not investigated.	Ombudsman investigated and answered questions.
Closed	Wants to know how to correct information on a police report.	Ombudsman answered questions.
Closed	Wants to know why a Code Enforcement officer has not responded to his complaint.	Ombudsman investigated and answered questions.
Closed	Requests more assistance from BPD for control of speeders in his neighborhood.	Ombudsman facilitated contact with Community Outreach Division.
Closed	Wants answers about what detective is doing in burglary investigation.	Ombudsman arranged for questions to be answered by CID supervisor.
Closed	Wants to know why her son's citation was not taken care of as promised by an officer.	Determined that officer had followed through, but city attorney's office had not dismissed ticket. It was then dismissed. Citizen grateful for action.
Closed	Wants to know why BPD did not respond to his request for an officer after an employee had been threatened by a customer over the telephone.	Ombudsman investigated and reasons for actions explained to citizen's satisfaction.
Closed	Wants to know why nothing is being done to find the persons who stole her wallet and have been using her credit card.	Ombudsman arranged for complainant to be contacted by BPD supervisor and answered questions.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know how to get their address removed from someone else's identification and/or records.	As a result of ombudsman mediation, police records were corrected and citizen was advised, with positive results.
Closed	Wants to know why police would not respond to an accident.	Ombudsman facilitated response by neighborhood police officer to help problem-solve underlying neighborhood problem.
Closed	Wants more action by BPD regarding a bad check report she made against a contractor.	Detective is working on case, but prosecution is unlikely due to civil nature of loss. This was explained to citizen by CID supervisor.
Closed	Wants police to resolve a problem with a group of teenagers hanging around a church parking lot across from her house.	Ombudsman investigated, answered questions, and contacted BPD supervisor to followup with complainant.
Closed	Wants officers to receive training on how to approach individuals with disabilities.	Ombudsman facilitated contact with BPD supervisor.
Closed	Says that she is the victim of on-going harassment and that the police will not take any action.	Citizen withdrew inquiry.
Closed	Wants to know what has been done on his case of reported forgery.	Ombudsman facilitated contact by BPD.
Closed	Alleges BPD is being paranoid and conducting witch hunts. No specific incident involved.	No further action.
Closed	Would like BPD to help with an ongoing problem with one of her neighbors.	Ombudsman facilitated contact with Community Outreach Division.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants better communication between him and the BPD involving a stolen vehicle and merchandise.	Ombudsman facilitated contact with CID supervisor.
Closed	Knife was confiscated and never booked into property room.	Finding of "Sustained" and two of "Not Sustained".
Closed	Her son was stranded with a stalled car and two BPD officers passed and did not stop to offer assistance.	Ombudsman arranged for complainant to be contacted by BPD.
Closed	Wants to know why his report of vandalism was not important enough to send an officer to take a report, only a phone report was taken.	Ombudsman arranged for complainant to be contacted by BPD.
Closed	Wants to know why a BPD officer left her alone when she needed help with her vehicle.	Ombudsman arranged for questions to be answered by patrol commander.
Closed	Wants to know why BPD didn't tie two break-ins together occurring at his residence and shop.	Ombudsman arranged for detective to speak with citizen and answer his questions.
Closed	Wants to know why the chief will not meet with him.	No further action required.
Closed	Wants to know why the officer, at the scene of her traffic accident, was not of more help to her.	Complainant did not respond to BPD supervisor's phone calls. No further action.
Closed	Wants to know why more is not being done in regards to an L & L she filed.	Ombudsman investigated and found that victim has been interviewed, suspect arrested, and case with prosecutor. Contact made with complainant by supervisor.
Closed	Wants to know why the BPD will not take action on his inquiry.	Ombudsman arranged for complainant to be contacted by BPD supervisor and is satisfied with the action taken.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why an officer wasn't dispatched to help with her stolen vehicle for 4 hours, even though she saw 8 BPD officers during that time "doing nothing."	BPD is already investigating and complainant has been advised of her right to appeal.
Closed	Wants to know why she can't return to her home.	Ombudsman answered questions.
Closed	Wanted to know why more witnesses were not interviewed in accident investigation.	BPD supervisor was able to answer questions and clear up confusion.
Closed	Wants to know why his son was arrested for a crime he had no knowledge of.	Ombudsman arranged for contact by BPD supervisor. Satisfied with the service he received.
Closed	Wants to know why there is a lack of police response in regards to under age drinking and other complaints when he calls the BPD.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know why the BPD is not taking more action involving the reports she has filed with them.	Mediation by ombudsman resulted in City Prosecutor sending letter of explanation to complainant.
Closed	Wants to know why an officer did not respond to her report of a personal assault which instead was taken by telephone. Also, she wants to know why further action is not being taken to apprehend the suspects.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know why the BPD is not responding to her calls. Says BPD is refusing to take her reports against her neighbors, who she says are harassing her and her son.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know why he has never received a response to his public records request.	He received an answer to his public record request the week after he contacted us.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why her daughter's stepmother was not given a citation for child abuse.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know why the BPD is not returning her telephone calls in reference to her stolen vehicle.	Ombudsman investigated the situation and answered questions.
Closed	Wants to know why a detective is not forwarding her son's child abuse case to the prosecutor and the detective is not returning her calls.	Prosecutor declined to file charges. Ombudsman facilitated contact between detective and complainant.
Closed	Wants to know why the BPD will not take action to protect her from her abusive boyfriend.	Ombudsman looked into situation and facilitated contact with a detective.
Closed	Wants to know how and why he was cited for expired vehicle registration. Further wants to know why he was detained for 45 minutes.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know why officers are not making sure that enough information is exchanged between parties at the scene of traffic accidents.	Referred to BPD for follow-up.
Closed	Wants to know why the Chief of Police would not give him a ride.	Ombudsman determined that chief was under no obligation to offer a ride.
Closed	Wants to know why the police will not ticket and tow cars that are parked blocking his driveway.	Ombudsman facilitated contact with Neighborhod Contact Officer who found solution between neighbors.
Closed	Wants to know why the police did not do more to protect him from the employees of the Torch.	Situation investigated by ombudsman and questions were answered.

SERVICE QUALITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why CID is not doing more to help solve a burglary case.	Situation investigated by ombudsman and questions were answered.
Closed	Alleges officers failed to take action after her son had been assaulted and battered and that officers used inappropriate language.	Findings of "Exonerated" and "No Finding".
Closed	Wants to know why he can't get information from a car accident in which he was involved.	Situation investigated by ombudsman and questions were answered.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why he and his friend were kicked out of Julia Davis Park by BPD officers when they were not involved in a fight that broke out.	Ombudsman researched and answered citizen's questions.
Closed	Wants to know if officers had the right to search her car.	Ombudsman investigated and answered questions.
Closed	Wants to know what her juvenile son's rights were when he was searched by police.	Ombudsman answered her questions.
Closed	Wants to know why an arrestee was released on a \$2,000 bond.	Ombudsman facilitated with city prosecutor and questions were answered. This was not a police decision but was the judge's decision.
Closed	Complainant sent a racially charged e-mail complaining about an officer blocking his view of oncoming traffic. Complainant further insulted the ombudsman and mayor.	Ombudsman answered questions.
Closed	Wants to know why her neighbor was not arrested for child endangerment and driving on a suspended license.	Ombudsman arranged for questions to be answered by police supervisor.
Closed	Wants to know why action was taken against his son and not against other kids.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know why his home was entered by BPD without his consent, and why exculpatory evidence was not considered during BPD's investigation.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know why his son was cited, and not the driver of the other vehicle involved in a traffic accident.	Ombudsman arranged for complainant to be contacted by BPD supervisor.
Closed	Would like the charges on his traffic citation dropped.	Ombudsman explained legal process.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Complainant feels he was wrongly arrested.	Ombudsman suggested complainant obtain legal advise.
Closed	Wants to know why traffic violators are warned instead of cited for speeding near a school zone and what more can be done about speeding, littering, and honking of horns in her neighborhood.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know why he was arrested for fighting.	Ombudsman investigated and answered complainant's questions.
Closed	Had questions about a traffic stop.	Complainant withdrew his complaint.
Closed	Wants to know why BPD does not enforce the law regarding a number of unlicensed vehicles parked for weeks at a business.	Ombudsman answered complaintant's questions.
Closed	Wants to know if officer was ever cited and/or disciplined for causing an accident.	Referred to City Risk Manager.
Closed	Wants to know if BPD officers had the authority to order him out of his car during a traffic stop, and give his name, address, and Social Security number.	Ombudsman investigated and answered complainant's questions.
Closed	Wants to know why other party was not cited after a traffic accident.	Ombudsman investigated and answered questions.
Closed	Wants to know if it was proper for an officer to come to her door and fail to identify himself to her juvenile daughter.	Inquiry was withdrawn.
Closed	Wants to know if the force used to transport her to the mental hospital was excessive.	Ombudsman investigated and questions were answered.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why police responded to a 911 suicide call with SWAT team.	Ombudsman investigated and questions were answered.
Closed	Wants to know if it was within policy for the officer to say he would shoot his dog on sight and whether a search of his home was lawful.	Ombudsman investigated and questions were answered.
Closed	Wants to know if his arrest and the entry into his home was lawful.	Ombudsman investigated and questions were answered.
Closed	Wants to know if having a dirty license plate is probable cause for being pulled over.	Ombudsman answered questions.
Closed	Wants to know how to get other party's insurance information from a hit and run accident.	BPD Sergeant contacted complainant and was given the information requested.
Closed	Wants to know why she was cited for failing to stop at the railroad tracks.	Ombudsman answered questions.
Closed	Wants to know if two men who came to her employment were BPD detectives, can they question her at her place of employment, are they required to identify themselves, and who can she contact regarding her involvement in a case?	Ombudsman answered questions.
Closed	Wants to know why his set of keys was not booked into the Ada County Jail when he was arrested.	Ombudsman investigated and answered questions.
Closed	Wants to know why she is being made to pay for a medical exam and counseling when she was told it would be paid by police and victim's compensation.	Ombudsman investigated and answered questions. Recommendation to BPD for process improvement.
Closed	Wants to know why an officer cited her brother's vehicle and not others parked on the wrong side of the street.	Ombudsman arranged for complainant to be contacted by BPD.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know if the officer had a right to detain him and pat him down.	Ombudsman investigated and answered questions.
Closed	Wants to know if BPD officers had the legal right to search his personal belongings.	Ombudsman investigated and determined that consent was given by person in control to search the room.
Closed	Wants to know if it was legal for two plain clothes police officers to search her office without identifying themselves or showing their badges.	Ombudsman arranged for complainant to be contacted by BPD. Complainant satisfied with answer.
Closed	Want to know if an officer has the authority to become involved in a personal matter between citizens.	Ombudsman investigated and answered questions.
Closed	Wants to know if officers were required to advise him of his Miranda rights.	Ombudsman investigated and answered questions..
Closed	Wants to know the probable cause for a traffic stop and if it was legal.	Ombudsman investigated and answered questions.
Closed	Has a question regarding how concealed weapons permit holders are listed in police computer system.	Ombudsman answered questions.
Closed	Would like stricter police enforcement involving the loud music emanating from vehicles.	Ombudsman answered questions and passed feedback to police.
Closed	Wants to know if it was appropriate for an officer to come to his house and ask questions about an upcoming event.	Ombudsman answered questions.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Received a parking ticket for parking in front of their residence in a bike lane. Wants an explanation.	Citing officer had responded to a complaint phoned into dispatch about illegal parkers. Ombudsman arranged for BPD supervisor to explain situation and complainant was satisfied.
Closed	Was upset to see a BPD car parked the wrong way and in a no parking zone. Wants to know if this is okay.	Citizen did not want to make formal complaint. Ombudsman sent feedback on parking to STEP supervisor.
Closed	Wants to know if proper procedures were followed involving his son's traffic stop.	Ombudsman investigated and answered questions.
Closed	Wants to know why an officer did not check the other driver's proof of insurance, and if the other driver was allowed to drive uninsured.	Ombudsman investigated and determined that officer was within discretion to not issue citation, could not have detained driver for no proof of insurance. Citizen appreciated explanation.
Closed	Wants to know what obligations police officers have to place someone on a 24-hour mental hold, and why they did not take her sister into custody.	Ombudsman investigation determined that officers followed proper procedures. Ombudsman arranged for BPD supervisor to contact complainant and answered her questions.
Closed	Wants to know why he is receiving notices about his vehicle being parked in front of his residence.	Ombudsman contacted Code Enforcement and answered complainant's questions.
Closed	Wants to know why an officer cited her instead of issuing a warning. Also, why she was detained longer than necessary, why the officer said that he could not access her driving record, and why the officer questioned her about having her son in a child safety seat.	Ombudsman arranged for complainant to be contacted by BPD supervisor.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why she is being watched and followed by BPD officers.	Ombudsman investigated and found no such action by BPD or ACSO.
Closed	Wants to know the probable cause for a traffic stop and if it was legal.	Ombudsman investigated and answered questions.
Closed	Wants to know why her son was thrown down in the dirt and handcuffed when he was the victim in a shooting.	Ombudsman's investigation determined that officers did not know where gun or shooter was. Once officer and public safety were sure, medical attention was brought to him.
Closed	Wants to know why his residence was searched, his weapons confiscated, and why he was handcuffed.	Ombudsman arranged for these questions to be answered by patrol supervisor.
Closed	Wants to know if it was appropriate for an officer to call his employer and tell them about his driving and attitude.	Ombudsman investigated and determined that officer had an obligation to notify employer of this commercial driver.
Closed	Wants to know if any policy or procedure was violated if an officer's adult daughter had access to the officer's BPD patrol car and weapons in the trunk.	Ombudsman investigated and determined that no weapons were in the car, and access was not given by officer.
Closed	Wants to know why patrolling the greenbelt requires two officers to ride together and why were they visiting instead of watching the area around them.	Ombudsman arranged for complainant to be contacted by BPD and questions answered.
Closed	Feels his son is being targeted by police due to the vehicle he drives and his appearance.	Ombudsman investigated and answered questions.
Closed	Wants information on a legislative bill involving parades and festivals in Boise parks.	Ombudsman referred caller to City Attorney.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	As the manager of a security company, wants to know if it was excessive to call out the SWAT team and take his armed security guard to the ground.	Discussion between manager and police commander addressed the issues and led to improved communication for the future.
Closed	Wants to know why police did not evacuate her and her children from home 2 doors down from a barricaded armed subject.	Ombudsman arranged for contact by SWAT Commander. Citizen very satisfied with contact and is now planning to organize a neighborhood watch.
Closed	Wants to know why an officer questioned him for napping in the park.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know if BPD policy was followed regarding a hit and run incident he was involved in.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know why her neighbor was not arrested for child endangerment and driving on a suspended license.	Ombudsman arranged for questions to be answered by police supervisor.
Closed	Wants to know why a report could not be forwarded to the Ada County Prosecutor.	Situation investigated and questions were answered by the ombudsman.
Closed	Wants to know why a local panhandler is still allowed to panhandle when he has been cited a number of times.	Ombudsman suggested complainant contact a BPD supervisor. Complainant was pleased with referral.
Closed	Wants to know why her attacker was not charged with more serious violations.	Ombudsman facilitated resolution between BPD and complainant.
Closed	Wants to know why two vehicles were towed from her private property.	Situation investigated by ombudsman and questions were answered.

POLICY QUESTIONS

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants to know why his vehicle was towed away from his mechanic's place of business.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know why he was charged with DUI when he wasn't driving.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know why no citations were issued regarding a traffic accident she was involved in. Also, wants to know why a more thorough investigation wasn't conducted.	Ombudsman investigated and answered questions.
Closed	Wants to know if a police report was filed and a complete investigation conducted involving a patient she provides home care to.	Ombudsman investigated and answered questions.
Closed	Wants to know why her daughter's stepmother was not given a citation for child abuse.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know why officers knocked on his door at 8:00 p.m. four days after a crime was allegedly committed.	Situation investigated by ombudsman and questions were answered.
Closed	Complains that an officer made derogatory comments about him.	Findings of "Exonerated" and "Unfounded".
Closed	Wants to know if officers' search of his home was lawful and according to policy.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know why detectives would not file charges against his ex-wife for child custody interference.	Question reserched with city legal and answer given.
Closed	Wonders why BPD took no action against its officer.	Review of incident showed that police handling was objective and thorough.

ABUSE OF AUTHORITY

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Wants an explanation on why a traffic citation was given to him. Feels there was biased enforcement used.	No response from citizen when request was made for more information.
Closed	Officer obtained parking for his family in exchange for official services.	Findings of "Unfounded" for ethics violation, and "Sustained" for unfavorable conduct.

HARASSMENT (NON-RACIAL)

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges that off-duty officer is threatening criminal charges if complainant does not make payment in a civil dispute.	Finding of "Not Sustained".
Closed	Alleges he is being harassed and victimized because of his disability.	Not taken due to 90-day rule.

USE OF FORCE

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Inquiry into whether BPD is using excessive force, pointing guns at subjects during traffic stops, etc.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know if BPD officers used excessive force in an incident he was involved in. Did not want to file a complaint.	Situation investigated by ombudsman and questions were answered.
Closed	Wants to know what happened when her husband was arrested for hit and run and if force was used against him.	Not taken due to 90-day rule.
Closed	Alleges a BPD officer used excessive force on him causing injuries.	Finding of "Unfounded".
Closed	Alleges officers used excessive force on her and her brother for not having their dog on a leash along the Greenbelt.	Findings of "Exonerated" for all allegations.
Closed	Alleges that an officer kneed him in the groin just because he would not let the officer take pictures of his tattoo.	Finding of "Unfounded".
Closed	Wants to know if officer used excessive force and caused injury to complainant's left thumb. Did not want to file a complaint.	Ombudsman investigated and answered questions.
Closed	Appeals unfounded findings by BPD.	Finding of "Unfounded."
Closed	Alleges unnecessary push by officer.	Findings of "Unfounded" and "Exonerated".
Closed	Alleges that his wrists were hurt from the handcuffs being too tight when he was arrested.	Findings of "Not Sustained" and "Unfounded".

USE OF FORCE

STATUS	SYNOPSIS	ACTION TAKEN
Closed	Alleges that an officer used excessive force on her son after he was arrested. Complaint already under investigation by OIA. Exonerated finding by BPD. Appeal filed.	Findings of "Exonerated" for use of force and "Exonerated" for failure to tape record.
Closed	Excessive force.	Not taken due to 90-day rule.
Closed	Appeals OIA decision.	Findings of "Unfounded" and "Exonerated" for both officers.

CRITICAL INCIDENT

STATUS	SYNOPSIS	ACTION TAKEN
Active	Critical Incident – Vehicle pursuit	Under Investigation.
Active	May not have followed critical incident procedure.	Under Investigation.