



SPOKANE POLICE DEPARTMENT

CRAIG N. MEIDL
CHIEF OF POLICE

Closed Case Summary

Complaint Number: C20-027 OPO Number: 20-09
Date of Complaint: 4/7/2020
Allegation: Inadequate Response
Chain of Command Finding: Closed
Final Discipline: Not Applicable

INCIDENT SYNOPSIS

The complainant indicated there were at least three incidents within the last year where she called asking for police contact and no officers responded. In the first two instances, she had called 311, a city operated customer service number for city services. In the last instance, she called 911 and let the call taker know she wanted police to contact her. She waited and she said police didn't respond to the call as far as she knew and never contacted her. She believed there was a pattern of police not responding appropriately to her calls.

COMPLAINT

The allegation was Inadequate Response.

INVESTIGATION

Internal Affairs investigators reviewed bodyworn video, CAD chat messages between dispatch and an officer, and audio of the 911 call from the complainant to the call taker. The investigator saw that in the instance when she called 911, officers arrived and investigated the circumstance and did not detect a crime or incident that required a report. He listened to the recorded conversation between the complainant and call taker and did not specifically hear the complainant tell the call taker she wanted police to contact her. The investigator also pulled up the chat messages between the police dispatcher and the officers and did not see a message for them to contact the complainant. He also checked dispatch traffic and found there was no reference to the complainant wanting police to contact her.

As for the complaint regarding the lack of follow-up in previous incidents, there was no information in New World CAD in reference to the calls she made to 311. The investigator's advice to her going forward was to call 911 if there was a criminal matter that needed prompt attention.

Internal Affairs investigators and the Office of Police Ombudsman agreed that there were no violations of SPD policy that remained to be investigated by Internal Affairs.

ANALYSIS AND CONCLUSION

The investigation was Closed, as the allegation was disproven upon initial review.