

INITIAL INQUIRY REPORT

Date Received: 11/20/03	Time:	Complaint: Station Informal: <input checked="" type="checkbox"/> Station Formal: <input type="checkbox"/> IAB Formal: <input type="checkbox"/>	
Incident Date: 11/02/03	Time: 0105	Complaint Nature: Improper Procedure & Discourtesy	000598
Incident Location: East 13 th Ave. & Grant St.	Internal Affairs Number: none	Initial Inquiry Number:	
Complainant #1: [REDACTED]	Home Address:	Home Phone:	720-[REDACTED]
	City, State, Zip:	Can be reached at email [REDACTED]	
	Work Address:	Work Phone:	
Complainant #2:	Home Address:	Home Phone:	
	City, State, Zip:		
	Work Address:	Work Phone:	
Witness #1:	Home Address:	Home Phone:	
	Work Address:	Work Phone:	
Witness #2:	Home Address:	Home Phone:	
	Work Address:	Work Phone:	
Officer #1: Kachina McAlexander	Badge: 99076	Assignment: District Six/Detail 1	
Officer #2:	Badge:	Assignment:	
Officer #3:	Badge:	Assignment:	
Officer #4:	Badge:	Assignment:	

Complaint Narrative

The complainant generated an email message to the Mayor's Office (see attached) with a complaint about her interaction with Denver Police officers regarding a theft from motor vehicle. This complaint was forwarded to Lieutenant Davis who contacted the complainant via email (see attached). The complainant related that her vehicle was broken into while parked in a lot at E. 13th & Grant St. The complainant stated that there were officers at the location who had made an arrest in association with another vehicle that had had its windows broken out. She stated that she alerted a Hispanic female officer to the fact that her own vehicle had been broken into and stated that she was not happy that she was told that she would have to make a counter report. She said that there appeared to have been about six vehicles broken into and felt that it was likely that the person the officers had in custody was responsible. The complainant said that she felt that the officer had a "crummy" attitude and was rude to her. The complainant said that the officer threatened her husband with Detox when he questioned why more wasn't being done.

X Police Commander's Name & Phone # given to Complainant as a Contact: Deborah K. Dilley

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 2008 DEC 22 AM 11:03

This lieutenant pulled Daily Activity Logs for the date in question and identified Officer McAlexander as a possible subject officer. Officer McAlexander confirmed that she had spoken to the complainant on the night in question.

This lieutenant explained the reporting procedures for Theft from Motor Vehicle to the complainant, who stated that she understood the need to prioritize response to calls but felt that there could have been a connection between the arrest the officers had made and the other cars that had been broken into. Officer McAlexander related that this possibility was explored and they were determined to be unrelated matters.

The complainant stated that Officer McAlexander came across as uncaring but did not raise her voice or use profanity toward them. She felt that Officer McAlexander could have been more helpful by assisting her in locating the items taken from their vehicle. This lieutenant explained that the officers were involved in an arrest at the time and most likely were not in a position to divert their attention from that situation.

The complainant said that her husband was upset at the response they received and was flip and sarcastic with Officer McAlexander and she told him he needed to stop or he would be put in Detox. She felt this was unnecessary but said that she understood that the officer may have been frustrated with her husband, as she was in the middle of trying to calm the hysterical victim of the call she was on.

This lieutenant's review shows that Officer McAlexander following established procedure for Theft from Motor Vehicle complaints by giving the complainant a counter report to fill out and mail in. While not happy with the procedure, the complainant understood this lieutenant's explanation of the need to prioritize the police department's response to crime. The complainant described herself and her husband as being frustrated, at the time, that the officers didn't respond as they expected. She said that she had expected that the Crime Lab would be called for prints and that a suspect could be identified. She said that her husband was sarcastic with Officer McAlexander and, while he had been drinking that night, she didn't feel he was drunk. This lieutenant explained to the complainant that putting an intoxicated party in Denver Cares is a viable option for officers to take, especially if that person is interfering with their duties.

The complainant said that she felt Officer McAlexander had a "crummy" attitude but was not discourteous. She said that Officer McAlexander did not say or do anything overtly rude, raise her voice, and did not use any profanity toward her or her husband. She said that she came away with the feeling that the officer did not care that her vehicle had been broken into.

The complainant stated that she appreciated this lieutenant's call and after talking with me, understood the procedural issues involved and was satisfied with the response to her complaint. This lieutenant finds that this complaint is a result of unrealistic expectations on the complainant's behalf which resulted in her feeling less than satisfied with the police response. The complaint of discourtesy is unfounded. No further investigation is necessary.

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 2003 NOV 22 AM 11:43

D/C Recommendation:		Unfounded <input checked="" type="checkbox"/>	Exonerated <input type="checkbox"/>	Not-Sustained <input type="checkbox"/>	Sustained <input type="checkbox"/>
Report Completed by:		Lieutenant Catherine L. Davis, 83001			
Reviewed By:	District/Unit Lieutenant:	LT. Davis/83001	District/Unit Commander:	JST-1 1-21/07	
Division Chief:		S. Cooper			
Copy forwarded to IAB on:			Copy Received by PSU on:		



JOHN W. HICKENLOOPER
Mayor

CITY AND COUNTY OF DENVER

DEPARTMENT OF SAFETY

DENVER POLICE DEPARTMENT
ADMINISTRATION BUILDING
1331 CHEROKEE STREET
DENVER, COLORADO 80204-2787
PHONE: (720) 913-2000

00051

November 22, 2003

[REDACTED]

Dear Mrs. [REDACTED]

A recent survey conducted by the Downtown Denver Business Improvement District (BID) shows that your concern regarding the high number of theft from motor vehicles, which you expressed in your email dated November 4, 2003, is shared by many Denver residents and visitors to the downtown area. I appreciate you taking the time to bring to our attention how these issues directly impact you.

Your personal experience with your vehicle being broken into, unfortunately, mirrors that of many visitors to Downtown Denver. Recent crime statistics have shown an overall increase in property crimes. The Denver Police Department is aware of the increase and regularly conducts undercover operations in an attempt to identify and capture those responsible. Input from citizens such as yourself is invaluable.

Your contact with individual officers sounds less than satisfactory and is not what is expected or acceptable from members of the Denver Police Department. Lieutenant Catherine L. Davis is the midnight shift commander at District Six. She will contact you for further information regarding your encounter with the officers and will investigate your complaint that the officers were discourteous to you. If you would like to reach her, you may contact her at the District Six Police Station, 1566 Washington Street, Denver, CO 80206. Her direct line is (303) 839-2107 and her email address is davisc@ci.denver.co.us.

Thank you, once again, for taking the time to bring these matters to our attention. It is through input from citizens such as you that we are better able to identify crime trends that need addressing.

Sincerely,

John Hickenlooper, Mayor
City and County of Denver Police Department

JH/cld