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**POLICE CONDUCT OVERSIGHT COMMISSION**  
Case Summary Data #3  
August 2014

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**OVERVIEW**

Complainant is an employee of a secured facility (detox). Complainant alleges that Officer 1 transported an individual to the facility. Complainant alleges that Officer 1 was not in view of the camera outside the facility when he attempted to enter. Complainant alleges that she requested his name several times and he did not comply. Complainant alleges that Officer 1 eventually identified himself and "used a few choice words." Complainant alleges that she informed Officer 1 that his actions "were unprofessional and uncalled for." Complainant alleges that Officer 1 aggressively asked, "were you the one being difficult" when he entered the facility. Complainant alleges she reiterated her perception of Officer 1's behavior, and Officer 1 replied, "shut up young lady. . . be quiet little girl . . . zip it!" Complainant alleges that this behavior went on for several minutes. Complainant alleges that she requested he stop calling her "young lady" and provided Officer 1 her name. Complainant alleges that Officer 1 continued to call her "young lady."

**THE COMPLAINT**

1. Inappropriate Attitude: That Officer 1's actions were "unprofessional" when he told Complainant to "shut up young lady. . . be quiet little girl. . . zip it!"

**OPCR AND MPD POLICIES**

1. OPCR Ord. § 172.20(2) Inappropriate Attitude
2. 5-105 (15) PROFESSIONAL CODE OF CONDUCT. Employees shall be decorous in their language and conduct. They shall refrain from actions or words that bring discredit to the Department. They shall also not use words or terms which hold any person, group or organization up to contempt. The use of such unacceptable terms is strictly forbidden.

**COMPLAINT PROCESSING**

Complainant filed a written complaint with the OPCR. Reports were obtained. The case was first referred to mediation. Officer 1 did not attend the mediation and a separate complaint was filed. The original complaint was sent for coaching.

**EVIDENCE**

1. Complainant filed a written complaint with the Office detailing allegations.
2. Visinet logs were obtained.
3. Mediation notifications were sent.
4. Coaching documents were submitted to the precinct supervisor
5. Final approved coaching documents were returned to OPCR

**SUMMARY OF EVIDENCE**

**Complaint**

Complainant filed a detailed written complaint:

Complainant stated that the officer was delivering a client for service to a secured facility and was asked to identify himself several times at the waiting entrance. Complainant stated that the officer was not in a clear view of the camera. Complainant stated that the officer provided the

client's name and failed to identify himself despite several requests and attempts. Complainant stated that when the officer identified himself, he “used a few choice words.” Complainant stated that when Officer 1 entered the facility, he stated “Were you the one that was being difficult?” Complainant and Officer 1 argued, and Complainant stated that Officer 1’s behavior was “unnecessary, uncalled for, and unprofessional.” Complainant stated that Officer 1 stated, “shut up young lady”, “be quiet little girl” and “zip it!” Complainant stated, “at this point I informed him to stop calling me a young lady and provided my name.” Complainant stated that Officer 1 called her a young lady several more times.

### **Visinet Reports**

The Visinet report contains no information about the incident. It lists the location where the officer detained the intoxicated individual and that the individual would be sent to detox.

### **COACHING**

On the coaching document, the supervisor indicated that she spoke to the Complainant, Witnesses, and reviewed Visinet Records. The supervisor indicated that no policy violation occurred and that Officer 1 was coached.

To supplement the coaching document, the supervisor submitted a detailed memorandum.

Officer 1 stated to the supervisor that on the incident date he was working alone and had transported a party to the detox center. Officer 1 told the supervisor that while inside at the intake area he had the intoxicated party in front of him standing near the elevators. Officer 1 stated that a woman spoke through the speaker to him and he had a difficult time understanding what she was saying. Officer 1 stated that he identified himself as “Minneapolis Police” and the intoxicated party was talking and swearing. Officer 1 stated that he waited two minutes before again pushing the button and the woman responded and “sounded angry asking who is it!” Officer 1 stated that while he waited for the elevator the intoxicated party continued to talk loudly and used profanity.

Officer 1 stated that when he entered the facility, the woman stated "Don't ever talk to me like that again!" Officer 1 stated that he was confused and asked, "Like what?" The supervisor stated that “Officer [1] let her talk and then when she stopped he started to talk to her as he wanted to know what her problem was with him. As he talked she cut him off stating- shut up, this is over, were done!”

Officer 1 stated that he told her to “zip it young lady” after he “felt berated by her.” She continued to say “we are done here” and “do not call me young lady.” Officer 1 stated he talked instead to an employee sitting next to her. Officer 1 stated that the male responded, “She is like this all the time.”

Officer 1 denied yelling at her or telling her to shut up. He told the supervisor that “he does not remember but has said phrases like zip it.” Officer 1 stated he did call her young lady “as she was [significantly] younger than him.”

The supervisor also spoke with the director of the facility who was unaware of the incident and did not witness it. The director stated that Complainant was “no longer working part time there and they only use her on call backs” but “she could not get into the particulars.” The supervisor also spoke with Complainant’s direct supervisor who stated that “[Complainant] has had misunderstandings in the past as she is from Africa, different culture, and there is a language barrier.”

On the same day, the supervisor spoke with Complainant. The supervisor stated that the Complainant “was very vague and stated that I should read the report that she wrote and then I would have a better understanding.” Complainant told the supervisor that Officer 1 was

“unprofessional and aggressive.” She stated that he was unprofessional as he pointed at her and called her little girl. The supervisor asked if Officer 1 called her “little girl” or “young lady” and she stated both.

The supervisor asked if there were witnesses, and Complainant stated there was. The supervisor attempted to call an employee at the facility that was working on this day, and he reportedly did not recall any incidents.

The supervisor concluded by recommending that no policy violations occurred. While the box was checked indicating that coaching occurred, this appeared to be related to missing mediation and not the original complaint.