

City of Davis

# Independent Police Auditor Report:

Allegation: DPD Failed to Provide Services and  
Gave Misinformation

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Independent Police Auditor  
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## Factual Background

The complainant alleged in an email that a DPD officer failed to provide her service and provided her misinformation when she called the Police Department for assistance. Specifically, the complainant wrote that the officer did not want to help her when she called the police about an incident involving her children. The complainant indicated that the officer instead forwarded her to the Yolo County Sheriff's Office. The complainant further alleged that the officer wanted to argue with her rather than assist her.

A review of the phone call in question indicates that the officer called the complainant wherein the complainant advised the officer that she was experiencing potential behavioral issues with her children. The officer advises her that he had previously responded to her residence for a similar situation. The complainant then interrupts the officer and asks if he wants her to call the "Sheriff". The officer replies in the negative at which time the complainant requests to be transferred to the Sheriff. The officer states that he cannot facilitate a transfer from his cell phone, at which time the complainant ends the call.

## DPD Investigation and Outcome

DPD opened a formal personnel investigation into the complaint and, to its credit, expanded the inquiry to determine whether the entire interaction between the officer and the complainant was appropriate.

After reviewing the email, the investigator assigned to the matter contacted the complainant who then explained that her concern was specifically about a phone conversation between her and the officer. According to the complainant, the officer had called her on the phone in response to her call for service and advised that he would not assist her. The complainant further alleged that she would have to contact the Sheriff's Department.

As part of the investigation, DPD reviewed the officer's recorded telephone conversation between him and the complainant. Based on that review, DPD concluded that the officer's conversation appeared appropriate and professional, and at no point did the officer provide misleading or inaccurate information. DPD further found that at no point did the officer state he was unwilling to assist the complainant. Because the recorded conversation was inconsistent with the complainant's recollection, DPD found the complaint to be unfounded.

## IPA Review and Analysis

We reviewed the materials relevant to this incident, including the initial phone conversation between the officer and the complainant, the complainant's email complaint, the subsequent phone conversation between the investigator and the complainant, and reports relating to the incident. We concurred with the determination reached by DPD.

The recorded conversation which was the source of the complaint does not track the allegation subsequently made by the complainant. Before the officer and the complainant could fully discuss whether a physical police response was appropriate or necessary, the complainant requested to be transferred to the Sheriff and when advised that the officer could not do that terminated the call. Accordingly, the officer did not violate policy during the telephone conversation in question.