



## Administrative Summary Report

Log No: 2019-0002393

This ASR provides crucial information to reporting parties, accused members and accused members' supervisors. The information contained herein is intended to display Department member's accountability and foster the relationship with members of the public by ensuring legitimacy and community confidence. The following are definitions of recommended findings:

- Sustained - where it is determined that the allegation is supported by the evidence;
- Not Sustained - where it is determined that there is insufficient evidence to prove the allegations;
- Unfounded - where it is determined by that an allegation is false or not factual; or
- Exonerated - where it is determined that the conduct described in the allegation occurred, but it is lawful and proper.

### INCIDENT DESCRIPTION

My garage and car were broken into and burglarized in the early morning of June 28, 2019. I filed a report with 311 on that morning. I was given a report number JC 325 315 and a telephone number of the detective's office to follow up. That number is 312 747 8384. I called that number per the instructions on the 311 operator. When I called that number, the woman who answered the number was extremely rude and dismissive. She stated that she did not know why I was calling. And when I asked her to slow down so that I could tell her what the 311 operator instructed me to do she stated, you don't tell me to slow down. I tried to tell her that my neighbor has video footage of the incident, and asked if the police could do fingerprints of the car handle. She stated that the detectives don't do that, and that she would not look into my complaint number because it was probably not filed. We got into a verbal backandforth because I was upset that she would not even listen to what I was saying and she then hung up on me. I called back, and she did not answer. I called back a third time, and she answered stating Johnson as a greeting. I simply asked for her full name, and she refused to give it to me. She stated I'm not going to give you my name if you did not get it when I answered that's your problem. I then stated that I intended to file a complaint. She stated you do what you got to do, and then hung up. This behavior is why citizens have such distrust and frustration with the police department. The officers and members seem to believe that they can treat people however they want, without impunity. My garage was burglarized, my things were taken, and I simply wanted to understand how the detectives would investigate my case. Honestly, given the interaction with the police, I am more upset with this officer than I am with the burglars. Instead of being given basic information I was belittled for calling the number that was given to me by the operator. I understand that the police may have more serious crimes to look into, but I was simply asking what the investigate protocol is, and offering to turn over evidence. I would appreciate it if someone would look into this officer, and at least inform her that there is no excuse for treating citizens in the manner in which she did. I am not sure if there are recordings of phone conversations but if there are, someone should listen to the conversation. I look forward to being in touch with a representative.

Was it in a School?: No

Was it in a Police Facility?: Yes

**LOCATION OF OCCURRENCE:** 9 ■ N. Fairfield Ave.

**DATE & TIME OF INCIDENT:** 28 Jun 2019, 00:45

### NARRATIVE SUMMARY:

The Investigator gathered available evidence as listed. Based on their respective findings, this log number investigation has been concluded with the recommendations listed. Evidence was evaluated and considered by the investigator to reach their findings.



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- Various CPD reports or other documents related to this incident were available and analyzed.
- The Complainant or Reporting Party cooperated in the investigation and provided information.
- The accused party or parties were interviewed.

\*(Listed above are items for which the investigator has indicated as having been obtained and relevant to the investigation. This list is not inclusive of all items. For item list, please see Placeholder narrative text box below for more information.)

### INVESTIGATIVE CONCLUSION:

**Accused:** GLORIA JOHNSON  
**Rank:** CLERK 3  
**Star Number:**

**RECOMMENDED PENALTY:** 600 - NO ACTION TAKEN / NOT SUSTAINED / EXONERATED / UNFOUNDED

#### Allegations

##### 1 - Not Sustained - Operation/Personnel Violations/Inadequate/Failure to Provide Service

**Allegation:** The Reporting Party alleges that accused Civilian Johnson was rude and dismissive via telephone.

##### 2 - Not Sustained - Operation/Personnel Violations/Inadequate/Failure to Provide Service

**Allegation:** The Reporting Party alleges that accused Civilian Johnson hung up on him.