



MEMORANDUM

To: Chief Paul Spencer
From: Sergeant Jesse Castaneda
Date: 08/04/2022
Subject: 204.02 Response Time Violation (22-A-012)

ALLEGED VIOLATION(S)

On 07/06/22 I, Sergeant Castaneda was forwarded an email thread between Lieutenant Anderson and Captain Vincent detailing an incident in which Officer Douthit took approximately 40 minutes to respond to a call for service.

On 07/06/22 at approximately 07:27 AM Douthit was dispatched to a found property call at 4799 Airport Pkwy. Douthit did not arrive on scene until 08:07 AM, a 40-minute time delay. AVL shows Officer Douthit was at 3725 Belt Line Rd (Dunn Brothers Coffee) when he received the call. Douthit admitted he did not respond to the call in a prompt manner because he was having coffee/breakfast with several members of his shift, including OIC TenEyck, who was supervising the shift that day.

POTENTIAL POLICY VIOLATION(S)

204.02 Officers shall respond without delay to all calls for police assistance from citizens or other members. Emergency calls take precedence; however, all calls shall be answered as soon as possible consistent with normal safety precautions and traffic laws. Except under the most extraordinary circumstances or when otherwise directed by competent authority, no officer shall fail to answer any call for service directed to him.

203.01 (a). Failure of a supervisor to immediately take action when a violation of rules or procedures comes to his attention, regardless of the supervisor's assignment or rank within the department

402.01 No more than two (2) uniformed personnel, regardless of departmental assignments, (excluding supervisors) for a total of no more than three (3) uniformed personnel and two (2) marked vehicles (including motorcycles) will meet and/or mark out at any food establishment. This does include a trainee riding with a field training officer (FTO). The exception will be when uniformed personnel are attending departmental or Town functions such as seminars, funerals, and meetings, etc.

402.02 Meal mark outs will not exceed forty-five (45) minutes. Once at the location officers will immediately check out/in using the patrol unit radio or computer. On officer-initiated activity



officers will mark out every time he or she exits the patrol unit. Officers will advise dispatch of the nature of the mark out and the location. Officers will also advise dispatchers of any change in his or her location or nature of the mark out.

SUPPORTING DOCUMENTS (attached)

Email thread between Captain Vincent and Lieutenant Anderson
Call Sheet

INTERVIEW/STATEMENTS(s)

08/06/22 Douthit Interview

Douthit acknowledged he heard the call but figured he would take care of it later due to it being just a found property. Once Douthit left Dunn Brothers he decided to grab Chick-fil-a since it was nearby and on his way.

08/06/22 TenEyck Interview

I spoke with TenEyck over the phone. I asked him if he heard the call dispatched and he stated he did. I asked if Douthit made any comments dismissing the call such as “I’m not going to that”, or “she can wait”. TenEyck said Douthit made no such comments. TenEyck said they simply lost track of time while conversing amongst each other. I asked TenEyck who was at Dunn’s with him, and he believed it was Officer Schieck and Officer Krause.

08/04/22 Jessica White

I called NTECC to get AVL data and spoke with Jessica White. I asked her if I could get a report detailing AVL movement for Officer Douthit on 07/06/22 from 7AM to 830 AM. White advised she could provide a report, but it would be difficult to interpret due to it mostly being Lat/Long numbers. In lieu of that report I just asked White to verbally give me the information. White provided the following:

- 7 AM Douthit was at 4900 Edwin Lewis (Hyatt House Hotel)
- 7:18 AM Arrived at Dunn Brothers Coffee
- 7:27 AM Douthit was dispatched to the call
- 7:55 AM Douthit left Dunn Brothers
- 7:56 AM Went through Chick-fil-a drive-thru
- 8:07 AM Arrived at the PD

08/12/22 Jessica White

I spoke with Jessica to get more information on arrival times/departure/mark out times of Schieck, Krause, and TenEyck. Jessica provided the following:

- Krause and TenEyck arrived at Dunn Brothers at 6:50 AM. Krause marked out on a foot patrol, TenEyck did not mark out.



- Krause and Schieck were dispatched to a 911 hang-up at 06:53 AM. They cleared that call at 07:09AM, then both went to Dunn Brothers at 07:11AM and marked out on General Patrols.
- TenEyck and Krause left Dunn Brothers at 8AM. Schieck left at 08:06 AM

VIDEO REVIEW

None

FINDINGS

Douthit

The found property call involved a female who entered the PD lobby to turn in a wallet she had found. The female waited approximately 8 minutes before shoving the wallet in the records slot and leaving. Records staff advised the female was irritated she had to wait as long as she did. Douthit had no knowledge the female had left the lobby as this information was not relayed to dispatch.

Between AVL/call sheet data, and Officer Douthit's admission, there is no debate he unnecessarily delayed going to the call. Douthit also admitted after he left Dunn Brothers he went through the Chick-fil-A line to get breakfast prior to going to the call (AVL confirms this).

While a found property call is typically a low priority call, Douthit should have been more aware of the fact the citizen was in the lobby waiting for an officer (opposed to waiting at home, work, etc.). As a veteran officer, Douthit should understand the importance of professionalism to our organization. Making a citizen wait for a call for service so you can finish your breakfast/coffee is unacceptable.

When Douthit arrived at Dunn Brothers there were already two officers and a supervisor on scene. Douthit was at Dunn Brothers on a General Patrol for a total of 37 minutes.

It should be noted Douthit was forthcoming when asked about the incident and overtly remorseful for his actions. Douthit is one of the most professional and personable officers on the shift and this has not been an issue with him. Douthit does have a routine of getting coffee at the beginning of his shift and has a good relationship with the staff/regulars at Dunn Brothers. This does not excuse his behaving but should be considered in determining what corrective should be implemented to prevent further occurrences.



TenEyck

As acting supervisor OIC TenEyck should have been cognizant of pending/active calls. TenEyck was aware Douthit was dispatched to the call and should have directed him to answer the call without delay.

TenEyck also allowed Douthit to join him, Krause, and Schieck at Dunn Brothers for a total of 4 officers and 4 squad cars at the location.

TenEyck never marked out at Dunn Brothers and was at the location from 6:50 AM to 8:00 AM for a total of 1 hour and 10 minutes. This violates Addison SOP 402.01 (mark outs/personnel allowed) and 402.02 (meal break time allotment).

It should be noted TenEyck was filling in as shift supervisor (TenEyck is assigned to Days A) as both myself and OIC Williams were not on shift that day. I believe his inexperience supervising a new shift and not wanting to “rock the boat” might have contributed to his hesitancy to act. Regardless, TenEyck failed to perform his supervisory duties.

Officers Schieck and Krause were also at Dunn Brothers having coffee/eating breakfast. Addison Policy 402.01 allows a max of two officers and a supervisor (with a total of 2 squad cars) at an eating establishment. Douthit, TenEyck, Schieck, and Krause all violated that policy. None of the officers actually marked out on an meal break, instead they marked out on Foot and General Patrols.

Both Krause (6 beat) and Douthit (5 beat) were not in their beat during the incident.

DISCIPLINARY HISTORY

Douthit 21-S-022 Neglectfully Damage City Property 08/02/21 Written Coaching

TenEyck 20-A-022 Professional Conduct 09/05/2020 Written Reprimand

TenEyck 20-S-020 Professional Conduct 03/04/2020 Written Coaching

Krause 20-A-019 Professional Conduct 09/11/2020 5-day Suspension

Schieck 21-S-025 Lost Prisoners Wallet 09/30/2021 Written Coaching

Schieck 21-A-004 Pursuit/Vehicle Operations 01/14/21 1 Day Suspension

DISCIPLINARY RECOMMENDATION



Douthit

I recommend Douthit receive a Written Coaching for violating Addison SOP 204.02 (Call Response Delay). This violation is currently not listed in the Discipline Matrix. I recommend it be added to Category A.

I recommend Douthit receive a Verbal Coaching for violating Addison SOP 402.01 (Personnel allotment for meal mark outs).

I recommend Douthit receive a Verbal Coaching for not being in his assigned beat.

TenEyck

I recommend TenEyck receive a Verbal Coaching for violating Addison SOP 203.0 (Fail to Supervise). I believe TenEyck simply lost track of time while conversing with a shift he doesn't have much interaction with.

I recommend TenEyck receive a Written Coaching for violation Addison SOP 402.02. TenEyck did not mark out at the location and exceeded his meal allotment time by 25 minutes. This violation is not clearly stated in the discipline matrix. I recommend this be added to category A of the discipline matrix, where the standard is a written coaching. I also recommend that Addison SOP 402.02 be reviewed as the standard practice does not mirror the policy.

Schieck and Krause

I recommend both Schieck and Krause receive verbal coaching's for violating Addison SOP 402.01 (personnel allotment for meal mark outs) and 402.02 (meal mark out time allotment).

I recommend Krause receive a Verbal Coaching for not being in his assigned beat.

Additionally, I spoke with the entire shift about maintaining beat integrity.

Respectfully submitted,

Jesse Castaneda