

Jesse Castaneda

From: Shane Anderson
Sent: Monday, July 11, 2022 6:31 AM
To: Jesse Castaneda
Subject: FW: Possible Issue

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Jesse,

Please look into this and start any necessary paperwork (Complaint classification, written coaching's, etc.). I certainly don't mind non-priority calls holding for a bit if there is a valid reason but we do not need to get into a habit of letting calls hold just because.

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From: Mike Vincent <mvincent@addisontx.gov>
Sent: Wednesday, July 6, 2022 11:59:39 AM
To: Shane Anderson <sanderson@addisontx.gov>
Subject: Possible Issue

Sorry to bother you with this, but Jesse is out on vacation and wont be back until 7/13... Short version is it appears that Douthit may have violated policy by taking approx. 40min to respond to a Found Property call in the lobby this morning.

Longer version:

I received an email from Jessica this morning, because they dealt with an irritated citizen in the lobby... Female walked into lobby at approx. 7:25am (based on video timestamp), wanting to turn in a wallet she had found. She got on the lobby phone with dispatch, and hung up with them at 7:28am (presumably this about the time the call was dispatched; although the CAD time and video times are not perfectly synched, they are close). Female goes and sits in lobby for a few minutes, waiting for Officer Douthit (he was dispatched). Ultimately, she walks back over the Records window and shoves the wallet through the pass through slot, and leaves. She exits the lobby by 7:33am. All in all, she is inside our building for less than 10 minutes.

CAD call sheet (attached) shows Douthit was dispatched at 7:27am, but did not arrive until 8:07am. AVL showed that Douthit was at Dunn Bros Coffee at the time he was dispatched, along with TenEyck, Krause, and Schieck. I spoke with Jessica and Ryan, as they were both in the Records office at the time, and neither of them alerted anyone that the female had left the lobby. I also spoke with the NTECC Ops Supervisor (Stacy?) and she confirmed they did not know the female had left, and had not relayed any information to Douthit that she had left.

I say all that to say that it appears Jeff was hanging out at Dunn Bros, and took 40min to respond to a lobby call. If he had somehow known she was no longer on scene, I don't see a problem. But it doesn't appear that he knew that. And if his shiftmates (specifically an OIC) knew he was delaying unnecessarily, that's probably not ok either.

Mike



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