



City of Boston, Massachusetts
Office of Police Accountability and Transparency
Evandro C. Carvalho, Executive Director

CIVILIAN REVIEW BOARD (CRB) - COMPLAINT #295

Date of Incident: March 3, 2024
Time of Incident: 8:50 AM
Location of Incident: 33 Summer St, Boston, MA 02128
Date of filing: March 4, 2024
Investigator: Diana Vergara
Date of CRB Decision: May 15, 2025

BOSTON POLICE DEPARTMENT (BPD) EMPLOYEE(S):

BPD's Employee Name	District	Badge/ Employee #	Sex	Race/ Ethnicity
Officer David L Hale	A7	ID #011316	M	Black
Sergeant Timothy Paul Coughlin	A7	ID #051201	M	White

CASE PROCEDURAL HISTORY:

This is the first time this case has been brought before the CRB.

SUMMARY OF ALLEGATIONS:

On March 4, 2024, Complainant filed a complaint with the Office of Police Accountability and Transparency (OPAT) regarding Officer David L. Hale ID #011316 and Sergeant Timothy Paul Coughlin ID #051201. Complainant, who was a soccer tournament organizer, alleged that on March 3, 2024, at 8:39 AM, she called 911 regarding a disruptive player who refused to leave a permitted soccer tournament. Officer Hale and a female officer arrived on the scene. Complainant presented her permit and requested assistance removing the player. Complainant alleged Officer Hale responded with hostility, dismissed the permit, claimed the field was public property, and refused multiple requests to call a supervisor. Instead of helping, Officer Hale escalated tensions by mocking her and encouraged others to leave the event and post negative reviews. Complainant further alleged that Officer Hale failed to intervene when someone attempted to steal Complainants' property, appearing to condone the theft through laughter and gestures. Complainant stated Officer Hale's conduct was aggressive and unprofessional, leaving her feeling unsafe and undermined. Complainant alleged that later that day, around 3:00 PM, Complainant went to the A-7 Police Station to file a complaint. Sgt. Coughlin refused



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to provide a complaint form, claimed not to know the process, and insisted nothing could be submitted until after reviewing body camera footage. After twenty minutes of being denied, Complainant alleged she was forced to leave without filing a complaint.

APPLICABLE RULES & LAWS:

1. **BPD Rule 102§3 (Conduct):** “Employees shall conduct themselves at all times, both on and off duty, in such a manner as to reflect most favorably on the Department. Conduct unbecoming of an employee shall include that which tends to indicate that the employee is unable or unfit to continue as a member of the Department, or tends to impair the operation of the Department or its employees.”
 - a. Allegations of Misconduct: Complainant alleged that Officer Hale refused to assist with the removal of a disruptive player despite a valid field permit, claiming the field was public property. Officer Hale allegedly responded with hostility, escalated the situation, and acted unprofessionally by mocking the complainant and encouraging others to post negative reviews about their business. Officer Hale also attempted to interfere with the event and failed to act when someone tried to steal Complainant’s property. According to Complainant, when Complainant went to the A7 Police Station to file a formal complaint, Sgt. Coughlin claimed he did not know the procedure for filing a complaint, refused to provide a complaint form, insisted the complaint couldn’t be submitted until after body camera footage was reviewed, and ultimately denied Complainant the opportunity to file a report.
2. **BPD Rule 102§4 (Neglect of Duty):** “This includes any conduct or omission that is not in accordance with established and ordinary duties or procedures as to such employees or which constitutes the use of unreasonable judgment in the exercising of any discretion granted.”
 - a. Allegations of Misconduct: Complainant alleged that Officer Hale refused to assist with the removal of a disruptive player despite a valid field permit, claiming the field was public property. Officer Hale allegedly responded with hostility, escalated the situation, and acted unprofessionally by mocking Complainant and encouraging others to post negative reviews about their business. Officer Hale also attempted to interfere with the event and failed to act when someone tried to steal the complainant’s property. According to Complainant. When Complainant went to A7 Police Station to file a formal complaint, Sgt. Coughlin claimed not to know the procedure for filing a complaint,



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refused to provide a complaint form, insisted the complaint couldn't be submitted until after body camera footage was reviewed, and ultimately denied the complainant the opportunity to file a report.

3. **Rule 102§9 (Respectful Treatment)**: "Employees shall, on all occasions, be civil and respectful, courteous and considerate toward their supervisors, their subordinates, and all other members of the Department and the general public. No employee shall use epithets or terms that tend to denigrate any person(s) due to their race, color, creed, gender identity, except when necessary in police reports or in testimony."
 - a. Allegations of Misconduct: Complainant alleged that Officer Hale refused to assist with the removal of a disruptive player despite a valid field permit, claiming the field was public property. He responded with hostility, escalated the situation, and acted unprofessionally by mocking the complainant and encouraging others to post negative reviews about their business. Officer Hale also attempted to interfere with the event and failed to act when someone tried to steal the complainant's property. When the complainant went to A7 Police Station to file a formal complaint, Sgt. Coughlin allegedly claimed not to know the procedure for filing a complaint, refused to provide a complaint form, insisted the complaint couldn't be submitted until after body camera footage was reviewed, and ultimately denied the complainant the opportunity to file a report.

SUMMARY OF INVESTIGATION:

1. On March 15, 2024, Investigator Toney spoke to Complainant via phone to discuss the incident that transpired on March 3rd, 2024. The Complainant re-stated what was on the intake form. The Complainant further stated that on 3/3/2024, she was part of a soccer club and was telling people what time their game started. The Complainant states that there was a player who was refusing to sub into the game with their teammate and began to be disruptive. The Complainant stated that she got into an argument with the player and told him to step off the field. The Player told the Complainant to "f*** off", and she felt this distracted her from doing her job. The Complainant called the police to have the player removed from the field since he refused. Officer Hale arrived at the field and briefly spoke to the Complainant, saying the park is a public place and he cannot remove the player. The Complainant stated that she has a permit that states no one can interfere with the event from 8 AM-2 PM. The Complainant further stated that Officer Hale was debating the rules of sportsmanship, whether they were appropriate or not. The Complainant said that she asked for the supervisor three times, and Officer Hale just walked away. Complainant stated that she saw Officer Hale speaking to players, telling them to write bad reviews. Complainant



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continued and said Officer Hale told players that if they leave, he will shut down the tournament. Complainant said that Officer Hale was going to allow a player to steal a soccer jersey. The Complainant went to District A-7 to file a complaint and was told by Sergeant Coughlin that he needed to look at the BWC of Officer Hale before he filed the complaint. The Complainant further stated that Sergeant Coughlin said that she cannot make a written complaint since she made a verbal complaint. Complainant believed that Sergeant Coughlin was making an effort to cover up for the Officers so that civilians could not file a complaint. The Complainant believed Officer Hale needed to be disciplined on how to enforce the law, and believed this officer was trying to widen the gap between citizens and public safety officers.

2. On April 11, 2024, Investigator Vergara received and reviewed the CAD sheet. It stated, “ Caller states male not showing sportsmanship in the game they are playing, and they have asked him to leave, but he is refusing.”
3. On April 11, 2024, Investigator Vergara received and reviewed the Turret tape. Complainant called, saying that she was the organizer and that one of the “guys needed to be removed from the field. He was playing in a game he was not part of, he was ejected from the game, he's argumentative and aggressive...”
4. On April 26, 2024, May 1, 2024, May 3, 2024, November 1, 2024, and April 28, 2025, Investigator Vergara attempted to obtain information from Complainant regarding the players, Boston Parks and Recreation Rules and Regulations, and the soccer tournament rules. However, the Complainant failed to provide any of the information.
5. On October 28, 2024, Investigator Vergara was able to retrieve the Boston Parks and Recreation Rules and Regulations and did not observe any information regarding removing individuals from the park perimeters.
6. On October 28, 2024, Investigator Vergara reviewed the Body-Worn Camera (BWC) footage of Officer Hale. The footage showed the Complainant being uncooperative and responding rudely to Officer Hale, who attempted to gather information. The Complainant repeatedly refused to answer the officer's questions and appeared dismissive of his efforts to mediate the issue. At one point, Complainant asked a player whether the individual she was attempting to remove from the field was his friend. When no one responded, Complainant stated, "No one is endorsing you, then you do have to leave." In response, Officer Hale calmly explained, "It's a public park, and as long as you are not interfering with the game, you are all set." The officer further advised the players not to argue with Complainant and instead suggested they submit a review to the soccer organization. The video footage did not show Officer Hale behaving in a manner consistent with



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the allegations made by Complainant. The footage showed Officer Hale advising the individual, whom the Complainant sought to remove, to remain outside the field in a supportive capacity rather than participate in the game. Furthermore, the video showed that the Complainant was not the designated individual responsible for managing player substitutions; that role had been assigned to the team captain. The captain is heard stating that “it was not an opportune moment to have him sub out.” Additionally, the video showed that the entire soccer team disagreed with Complainant's statement and decision to call the police.

7. On October 28, 2024, Investigator Vergara received and reviewed the police report. The content of the report was consistent with the events observed on the BWC footage. The report also noted that the Complainant requested Sergeant Coughlin to file a police report against an officer. Sergeant Coughlin advised the Complainant to wait briefly while he consulted with the officer involved. However, Complainant refused to wait and abruptly left the station before the matter could be further addressed. It should be noted that video footage from the A-7 District was not retrievable, as Investigator Vergara inherited the case after the 30-day video retention period had expired. It was also noted that no information was available regarding any witnesses or other parties involved in the incident, aside from the Complainant.
8. On April 28 and April 30, 2025, Investigator Vergara sent interview requests to Officer Hale and Sergeant Coughlin. However, Officer Hale did not respond.
9. On May 12, 2025, Sergeant Coughlin stated in an email, “I do recall the incident, but it was more than a year ago. As you can see in the final paragraph of complaint #295, the complainant states, “Sgt. Coughlin refused to take the complaint, and this person was “forced ” to leave, which is not a true statement.”

EVIDENCE REQUESTED/REVIEWED:



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Evidence	Description	Availability status	File Name
Complainant's Interview	Email communication as per Complaints request on April 26, 2024, May 1, 2024, May 3, 2024, November 1, 2024, and April 28, 2025,	Available	N/A
OPAT Complainant Form/Intake Forms	Complainant's statements on OPAT Intake form	Available	N/A
Witness Interview	Parties involved and soccer players	Unavailable	N/A
Reservation Master Report	Park reservation for the Complainant	Available	N/A
Boston Parks and Recreation Rules and Regulations	Field permit rules and regulations	Available	N/A
CAD sheet	Summary of 911 call and dispatchers' conversations P242017615	Available	N/A
911 call	Oral statement from the Complainant.	Available	N/A
Turret tape	Officer Hales's radio communication to the dispatcher	Available	N/A



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Police Report	Incident # I242017615	Available	N/A
Body Worn Camera	Officers Hales's BWC footage	Available	Lopresti Park 295
Interview letters to Officer David L. Hale	Emails requesting an interview with Officer Hale	Unavailable/ No response from Officer Hale	N/A
Interview letters to Officer Sgt. Timothy Paul Coughlin	Email statement	Available	N/A

CRB DECISION:

The Civilian Review Board reached a **unanimous decision (6-0), Unfounded** regarding allegations against Officer David L Hale for violation of **Rule 102§3 (Conduct), Rule 102§4 (Neglect of Duty), AND Rule 10 §9 (Respectful Treatment)**.

The Civilian Review Board reached a **unanimous decision (6-0), Not Sustained** regarding allegations against Sergeant Timothy Paul Coughlin for violation of **Rule 102§3 (Conduct), Rule 102§4 (Neglect of Duty), AND Rule 102§9 (Respectful Treatment)**.



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Officer's Name	Applicable Rule	CRB Recommended Finding
Officer David L. Hale	Rule 102§3 (Conduct)	Unfounded
Officer David L. Hale	Rule 102§4 (Neglect of Duty)	Unfounded
Officer David L. Hale	Rule 102§9 Respectful Treatment	Unfounded
Sergeant Timothy Paul Coughlin	Rule 102§3 (Conduct)	Not Sustained
Sergeant Timothy Paul Coughlin	Rule 102§4 (Neglect of Duty)	Not Sustained
Sergeant Timothy Paul Coughlin	Rule 102§9 Respectful Treatment	Not Sustained

CRB reviewed the evidence provided and examined the circumstances surrounding Complainant's allegations, and none of the evidence substantiated Complainant's allegations. The BWC was in direct contrast to Complainant's allegations.

As to allegations against Sergeant Timothy Paul Coughlin, the police report noted that Complainant requested Sergeant Coughlin to file a police report against an officer. Sergeant Coughlin advised the Complainant to wait briefly while he consulted with the officer involved. Complainant refused to wait and abruptly left the station before the matter could be further addressed. There was no video footage from the A-7 District.