



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

**CIVILIAN REVIEW BOARD (CRB) - COMPLAINT #347**

**CASE TIMELINE:**

**Date of Incident:** May 21, 2024  
**Time of Incident:** 12:50 PM  
**Location of Incident:** BPD Headquarters - 1 Schroeder Plaza, Boston, MA 02120  
**Date of Filing:** May 23, 2024  
**Date of CRB Decision:** February 12, 2026

**BOSTON POLICE DEPARTMENT (BPD) EMPLOYEE:**

<b>BPD Employee Name</b>	<b>District</b>	<b>Employee ID #</b>	<b>Sex</b>	<b>Race/Ethnicity</b>
Police Officer Daphney Orion	HQ	093868	F	Black

**CASE PROCEDURAL HISTORY:**

This is the first time this case has been brought to the Civilian Review Board (CRB).

**SUMMARY OF ALLEGATIONS:**

- 1) On May 23, 2024, the “Complainant” alleged that on May 21, 2024, he went to BPD Headquarters seeking assistance and to file a police report related to an ongoing situation involving family and potential safety concerns.
- 2) The Complainant reports that when he attempted to obtain assistance at the first floor of BPD Headquarters, he was ultimately assisted by Officer Daphney Orion, who was in plain clothes. The Complainant alleged that:
  - a) Officer Orion refused to properly identify herself when requested.
  - b) Officer Orion failed to take a police report or provide Complainant with a report, and instead told him to go to District B-2.
  - c) When Complainant requested that a BPD supervisor assume responsibility for his request for service, Officer Orion denied the request and told him the situation was “not an emergency.”
  - d) Officer Orion spoke to him in a dismissive or hostile manner and threatened to have him removed from Headquarters.
  - e) Officer Orion contacted one or more individuals in the Complainant's personal life without his consent, instead of referring him to the appropriate BPD unit (*such as the Family Assistance Unit*) or assisting him with filing a report.



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

**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: While on duty at BPD Headquarters, Officer Orion allegedly interacted with the Complainant in a hostile and dismissive manner and threatened to have him removed from the building, which Complainant alleged reflects unfavorably on the Department.
  
2. **BPD Rule 102§4 (Neglect of Duty)**: This includes any conduct or omission which is not in accordance with established and ordinary duties or procedures as to such employees or which constitutes use of unreasonable judgment in the exercising of any discretion granted to an employee.
  - a. Allegations of Misconduct: The Complainant alleged that Officer Orion:
    - i. Failed to take a report or otherwise assist him in filing a report,
    - ii. Denied his request to speak with a supervisor, and
    - iii. Exercised unreasonable judgment in addressing his safety concerns and deciding which referrals or follow up actions to take.
  
3. **BPD Rule 102§9 (Respectful Treatment)**: Employees must be civil, respectful, courteous, and considerate toward members of the public.
  - a. Allegations of Misconduct: The Complainant alleged that Officer Orion spoke to him in a hostile or dismissive manner, instructed him not to speak with other officers present, characterized his concerns as “not an emergency,” and threatened to remove him from BPD Headquarters, rather than responding in a civil, respectful, courteous, and considerate manner.



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

4. **BPD Rule 102§20 (Failure to Identify Self)**: Officers must provide name, rank, and badge number upon request.
  - a. Allegations of Misconduct: The Complainant alleged that during the interaction at Headquarters, Officer Orion refused to provide her name and badge number when he requested that she identify herself.

**SUMMARY OF INVESTIGATION:**

1. On June 11 and June 17, 2024, former OPAT Investigator conducted initial outreach to the Complainant and documented the Complainant's description of his interaction with Officer Orion. The Complainant stated that he went to BPD Headquarters on May 21, 2024 seeking emergency assistance regarding an ongoing family-related situation, that he believed Officer Orion was disrespectful during the interaction, that his request for a supervisor was denied, and that he completed paperwork under the impression a police report would be filed. The Complainant later received notice that no such report existed. Former Investigator identified the need to obtain 1-1 reports and incident documentation from BPD.
2. The case was subsequently reassigned to a new Investigator, who received additional communications from the Complainant and documented that the Complainant reported consulting with federal entities regarding broader safety concerns. Between October 25 and October 28, 2024, Investigator requested a police report from BPD, emailed a potential witness (XXXXXXXXXXXXXXXX) who did not respond, and was informed by a BPD liaison that no report existed and that police reports must be filed at the district closest to the complainant or the incident location. In his OPAT intake form, the Complainant identified XXXXXXXXXXXXXXXX as a witness, stating that this DHS-HSI contact spoke with Officer Orion during the encounter, helped mediate the situation, and prevented her from removing him from the premises when she allegedly threatened to do so and made inappropriate comments; however, no response or corroborating statement was received from XXXXXXXXXXXXXXXX. Investigator drafted interview questions and, on December 4, 2024, sent an interview request to Officer Orion; however, the officer did not respond and no interview occurred. The case was reassigned to Investigator on November 18, 2025.



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

3. On November 18, 2025, OPAT Investigator began review of the case file and the Complainant's written OPAT intake materials. The intake form and notes were examined for internal consistency with the Complainant's initial allegations. The Complainant's intake materials describe that on May 21, 2024, he went to BPD Headquarters seeking assistance with an ongoing situation, wished to file a police report, and believed his safety and welfare were at risk due to family-related circumstances. He stated that Officer Orion, who was in plain clothes, did not take a report, refused to provide her name and badge number, denied his request for a supervisor, and threatened to have him removed from the building.
4. Between December 2 and December 9, 2025, OPAT Investigator conducted multiple investigative steps to obtain additional information and clarify the allegations. On December 2, 2025, the investigator reviewed initial email communications from the Complainant, documented notes, and initiated follow-up contact to coordinate a phone interview. On that same date, OPAT Investigator submitted a formal records request to the Boston Police Department for the First Floor Duty Roster covering May 20–22, 2024, to identify all personnel assigned to the location of the incident and determine whether any potential witnesses or supervisors were present. As of the date of this report, BPD has acknowledged receipt of the request, but the roster remains pending.
5. Throughout December 2–9, 2025, the investigator exchanged multiple emails with the Complainant to coordinate follow-up and confirm availability for a phone call. After a series of communications on December 3 and December 9, 2025, a phone interview was scheduled with the Complainant for December 16, 2025 at 1:00 PM. During this same period, OPAT Investigator conducted an internal case review, began drafting the investigative report, and verified that no body worn camera (BWC) or security footage captured the interaction inside Headquarters.
6. As part of the investigation, OPAT Investigator reviewed the operational role of BPD Headquarters. Headquarters functions primarily as an administrative facility, and incident reports are not typically initiated or issued there. Individuals seeking to file a police report are routinely referred to District B-2, which has responsibility for report-taking for the area. The Complainant's request for a report at Headquarters would therefore have been outside the scope of Headquarters personnel responsibilities.



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

7. No documentation, BWC footage, CCTV footage, or written statement from Officer Orion was identified. OPAT Investigator also did not identify any independent witnesses.<sup>1</sup> Based on the current evidentiary record, the case relies primarily on the Complainant's uncorroborated account and the investigator's understanding of BPD Headquarters procedures. No independent evidence has been identified that confirms or refutes Complainant's description of the interaction.
8. On December 16, 2025, OPAT Investigator conducted a phone interview with the Complainant. During the call, the Complainant reiterated concerns regarding the interaction at BPD Headquarters and raised a concern regarding the absence of certain video footage from the investigative materials reviewed to date. The Complainant stated that two officers were present in the front desk area during the incident, including one uniformed officer assigned to the metal detector area and Officer Orion, who the Complainant stated was in plain clothes and positioned at the front desk area immediately after the metal detectors. The Complainant further stated that Officer Orion told him not to speak with any other officer and advised that the matter was "not an emergency," explaining that it would only be considered an emergency if actively responding to something. The Complainant also reported that following the incident, he received approximately one to two phone calls from an individual he described as the lead investigator, followed by subsequent communications with former Investigator. OPAT Investigator advised the Complainant that one evidence request remains pending with the Boston Police Department for the Duty Shift Schedule/Duty Assignment (BAT) to confirm personnel assignments in the front desk area on the date of the incident, and that the investigation would proceed in accordance with OPAT procedures once the outstanding request is resolved.
9. Following the December 16, 2025 phone interview, OPAT Investigator documented internal case notes reflecting the Complainant's concerns regarding the absence of certain video footage and the information provided during the call. Later that day, OPAT Investigator sent a follow-up email to the Complainant summarizing the discussion and confirming the status of the investigation, including the outstanding records request.
10. On December 17, 2025, OPAT Investigator reviewed and responded to additional email correspondence from the Complainant related to the December 16 phone interview.

---

<sup>1</sup>Based on the Complainant's statements and the descriptions provided in his OPAT intake form, Officer Orion was positioned at or near the front desk area during the interaction, while another officer appeared to be stationed at the security checkpoint near the metal detectors. The official First Floor Duty Roster for May 20–22, 2024 remains pending; however, the physical locations described by the Complainant reflect the apparent functional roles of the personnel he interacted with on the date of the incident.



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

11. On January 15, 2026, OPAT Investigator sent formal written notice to the Complainant regarding the scheduled Civilian Review Board meeting. On the same date, formal written notice was sent to Officer Orion regarding the scheduled Board meeting.
12. On January 20, 2026, OPAT Investigator sent a second follow-up email to the Boston Police Department regarding the initial records request submitted on December 2, 2025 for Duty Shift Schedules/Duty Assignments (BAT) related to personnel assigned to BPD Headquarters. On the same date, OPAT Investigator received an email from BPD containing a list of personnel assigned to the Public Service Unit for May 20 through May 22, 2025. The information provided did not correspond to the requested 2024 dates.
13. Upon review, OPAT Investigator sent a follow-up email to BPD advising that the requested records pertained to May 20 through May 22, 2024 and noting that the information provided reflected an incorrect year.
14. Subsequent to that correspondence, BPD advised that they would re-contact the appropriate unit to obtain the requested records using the corrected 2024 dates.

**EVIDENCE REQUESTED/REVIEWED:**

The following materials were identified, requested, and reviewed as part of the OPAT investigation.

**I. Evidence Available and Reviewed**

<b>Evidence ID</b>	<b>Evidence Type</b>	<b>Description / Title</b>	<b>Date Requested</b>	<b>Date Received</b>	<b>Date Reviewed</b>
347-EV0001	Emails	Secondary Response from Prior Email EV-0014		12/03/2025	12/03/2025
347-EV0002	Emails	Email to Complainant - 1448 Hrs. - 12-03-2025	12/03/2025	12/03/2025	12/03/2025
347-EV0003	Emails	Response from Complainant - 1423 Hrs. - 12-03-2025		12/03/2025	12/03/2025



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

Evidence ID	Evidence Type	Description / Title	Date Requested	Date Received	Date Reviewed
347-EV0004	Emails	Email to Complainant - 1400 Hrs. - 12-03-2025	12/03/2025	12/03/2025	12/03/2025
347-EV0005	Emails	Response from Complainant - 0800 Hrs. - 12-02-2025		12/02/2025	12/02/2025
347-EV0007	Emails	Email Response to Complainant RE: Follow-Up to Phone Call - 12-17-2025		12/17/2025	12/17/2025
347-EV0008	Emails	Email Response from Complainant RE: Follow-Up to Phone Call - 12-16-2025		12/16/2025	12/16/2025
347-EV0009	Internal Case Note	Internal Case Note - 12-16-2025 - RE: Missing Video Footage Concern Expressed by Complainant		12/16/2025	12/16/2025
347-EV0010	Emails	Email to Complainant w/ Attached Letter - RE: Follow-Up to Phone Call - 12-16-2025		12/16/2025	12/16/2025



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

<b>Evidence ID</b>	<b>Evidence Type</b>	<b>Description / Title</b>	<b>Date Requested</b>	<b>Date Received</b>	<b>Date Reviewed</b>
347-EV0011	Investigator Notes	Investigator Notes - RE: Notes During Phone Call w/ Complainant	12/16/2025	12/16/2025	12/16/2025
347-EV0012	Investigator Notes	Investigator Notes - RE: Questions for Complainant		12/16/2025	12/16/2025
347-EV0013	Emails	Response to Follow-Up Email on 12-09-2025 to BPD RE: Initial Records Request for Case #347		12/09/2025	12/09/2025
347-EV0014	Emails	Follow-Up Email on 12-09-2025 to BPD RE: Initial Records Request for Case #347		12/09/2025	12/09/2025
347-EV0015	Emails	Email to Complainant - "OPAT Case #347 - Phone Call Scheduled for December 16th at 1:00pm"		12/09/2025	12/09/2025
347-EV0016	Emails	Email Response from Complainant - 12-09-2025 - 0054 Hrs.		12/09/2025	12/09/2025
347-EV0017	Emails	Email Response from Complainant - 12-08-2025 - 1747 Hrs.		12/08/2025	12/09/2025



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

Evidence ID	Evidence Type	Description / Title	Date Requested	Date Received	Date Reviewed
347-EV0018	Emails	Follow-Up Email on 12-08-2025 to Complainant to Schedule Initial Phone Call		12/08/2025	12/08/2025
347-EV0019	Investigator Notes	Handwritten investigative notes on Post-Its		12/02/2025	12/02/2025
347-EV0020	Investigator Notes	Handwritten notes on Post-Its from previous investigator		12/02/2025	12/02/2025
347-EV0021	Screenshots (Texts, Social Media, Email)	Miscellaneous Profile (12 pages)		12/02/2025	12/02/2025
347-EV0022	Screenshots (Texts, Social Media, Email)	Miscellaneous Images/Screenshots (dated 06-11-2024)		12/02/2025	12/02/2025
347-EV0023	Initial Complaint (AgilePoint)	Initial Complaint (AgilePoint) for Case #347 (5 Pages)		12/02/2025	12/02/2025
347-EV0024	Evidence Requests	OPAT Request to BPD for Evidence 1-1, Incident Reports, CAD Sheets		12/02/2025	12/02/2025



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

Evidence ID	Evidence Type	Description / Title	Date Requested	Date Received	Date Reviewed
347-EV0025	Interview Requests	Interview Request Letter to P.O. Daphney Orion (#093868)		12/02/2025	12/02/2025
347-EV0026	CRB Complaint Cover Sheet	CRB Complaint #347 Cover Sheet (2 pages)		12/02/2025	12/02/2025
347-EV0027	Emails	Initial Contact Email to Complainant		12/01/2025	12/01/2025
347-EV0028	Interview Questionnaire	Interview Questions for Officer Daphney Orion		12/02/2025	12/02/2025
347-EV0029	Emails	Initial Records Request	12/02/2025	12/02/2025	12/02/2025
347-EV0030	Emails	Email - Notice to Complainant of CRB Meeting	01/15/2026	01/15/2026	01/15/2026
347-EV0031	Documents and PDFs	Letter - Notice to Complainant of CRB Meeting	01/15/2026	01/15/2026	01/15/2026
347-EV0032	Emails	Email - Notice to P.O. Orion of CRB Meeting	01/15/2026	01/15/2026	01/15/2026



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

Evidence ID	Evidence Type	Description / Title	Date Requested	Date Received	Date Reviewed
347-EV0033	Documents and PDFs	Letter - Notice to P.O. Orion of CRB Meeting	01/15/2026	01/15/2026	01/15/2026
347-EV0034	Investigator Notes	Miscellaneous Investigative Steps & Notes w/ one dated 12-15-2025		01/20/2026	01/20/2026
347-EV0035	Emails	Second Follow-Up to Initial Records Request from Dec. 2nd, 2025 RE: BAT HQ	01/20/2026	01/20/2026	01/20/2026
347-EV0036	Emails	Email response from BPD containing Public Service Unit assigned personnel from May 20-22, 2025 (*Not 2024)	12/02/2025	01/20/2026	01/20/2026
347-EV0037	Emails	Email to BPD w/ Correction of Request of 2024 dates	01/20/2026	01/20/2026	01/20/2026
347-EV0038	Emails	Email from BPD RE: Plan to Follow-Up with Public Service Unit		01/20/2026	01/20/2026
347-EV0039	Emails	Email to BPD RE: Plan to Follow-Up with Public Service Unit	01/20/2026	01/20/2026	01/20/2026



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

## II. Evidence Requested but Not Yet Received

Evidence ID	Evidence Type	Description / Title	Date Requested	Status
347-EV0006	BAT Duty Roster	Schedule / Duty Roster of BPD HQ First Floor Personnel (May 20–22, 2024)	12/02/2025	Pending

## III. Summary of Evidence

- One item remains outstanding (HQ First Floor Duty Roster).
- No video footage (*BWC or CCTV*) of the interaction at Headquarters exists or was provided.
- No officer interview was completed due to non-response (Interview Questionnaire prepared by former investigator, but no interview conducted).
- Evidence consists primarily of complainant communications, investigator correspondence, screenshots, intake forms, and email responses.



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

**CRB FINAL DETERMINATION:**

The CRB reached a **unanimous vote (7-0)**, regarding allegations against **Police Officer Daphney Orion, ID #093868**, in violation of the following BPD Rules:

<b>Officer's Name</b>	<b>Applicable BPD Rule</b>	<b>CRB Ruling</b>
Police Officer Daphney Orion	102§3 (Conduct)	Not Sustained
	102§4 (Neglect of Duty)	Not Sustained
	102§9 (Respectful Treatment)	Not Sustained
	102§20 (Self-Identification)	Not Sustained