



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

CIVILIAN REVIEW BOARD (CRB) - COMPLAINT #449

Complainant's Name: [REDACTED]

CASE TIMELINE

Date of Incident: January 7, 2025
Time of Incident: 5:15 PM
Location of Incident: 720 Albany Street
Date of filing: January 16, 2025
Date of CRB Decision: Feb 12, 2026

BOSTON POLICE DEPARTMENT (BPD) EMPLOYEES:

Employee Name	District	Employee ID #	Sex	Race
Officer Dennis Moore	D4	ID #144474	M	White
Officer Mitchell Gambon	D4	ID #145479	M	White

CASE PROCEDURAL HISTORY:

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

SUMMARY OF ALLEGATIONS:

On January 16, 2025 the Complainant filed a complaint with the Office of Police Accountability and Transparency (OPAT) regarding officers Dennis Moore, ID #144474 and Mitchell Gambon, ID #145479. The Complainant alleged that on 01/07/2025, officers pulled her out of an Uber vehicle (Uber) she was in and tossed her work bag on the curb. She also alleged the officers cursed at her stating, "I don't give a sh**t and if he doesn't want you in his f*****g car you have to get out." The Complainant alleged the officers failed to listen to her and get her account of what happened.



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APPLICABLE RULES & LAWS:

1. **BPD Rule 102§4 (Neglect of Duty/Unreasonable Judgment):**

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: the Complainant alleged the officers failed to listen or take her statements while forcefully removing her from the vehicle. Their actions were solely the result of what the Uber driver told them and did not listen to her account.

2. **BPD 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: the Complainant alleged officers forcefully removed her from the vehicle and tossed her work bag on the curb. The Complainant also alleged an officer told her, *“I don’t give a s**t and if he doesn’t want you in his f***g car you have to get out.”*

SUMMARY OF INVESTIGATION:

1. On January 16, 2025 Opat received a complaint via telephone from the Complainant, who stated the following:

- a. The Complainant ordered an Uber after work at approximately 5:00 PM. Her work is located at [REDACTED]. She walked out of her work at approximately 5:03 PM to get into the Uber. After greeting the Uber driver, the Complainant suggested the driver take a street route instead of the highway due to traffic. The Uber driver became irate with her and told her, *“If you are in a rush you can get out of my car.”* The Complainant had not raised her voice or cursed at the Uber driver and was surprised at his reaction. He then insisted she leave his vehicle. While in the car, the Complainant called the Uber Customer Service phone number and told the driver she was doing so. Upon hearing this, the Uber driver called 911. The Complainant heard him fabricating a story to the call taker stating he did not feel safe and that she (the Complainant) was threatening him. This was not true.



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- b. Shortly after the Uber driver called 911, two white male police officers came, one was in a transport wagon and one was in a cruiser. The officer in the cruiser blocked off the front right side of the Uber. A second officer who was driving the transport vehicle also blocked off the front of the Uber with his transport vehicle. This officer exited his vehicle, approached the driver side of the Uber, and spoke briefly to the driver.
 - c. While this officer spoke briefly to the driver, the other officer came to the rear passenger door and opened the door. The Complainant started to tell what happened, but the officer pulled her out of the Uber and tossed her work bag on the side of the curb. The Complainant told the police officers she works at [REDACTED] and the police officer stated, *“I don’t give a shit and if he doesn’t want you in his f***ing car you have to get out.”* The Complainant then left in tears and walked back to her office.
2. Opat Investigator contacted the Complainant on 01/23/2025 and 03/04/2025 and left voicemails. Opat Investigator further contacted Complainant on 11/28/2025, 12/01/2025 and 12/11/2025 and left voicemails for the Complainant.. Opat Investigator also sent a text message to Complainant on 12/01/2025 and an email message to the Complainant on 12/08/2025. On 12/12/2025, Opat Investigator interviewed the Complainant via telephone.
 3. On 11/17/2025 Opat Investigator requested the **CAD report, the Incident Report, and the 911 tape from BPD.**
 4. On 11/18/2025, Opat Investigator received and reviewed the CAD. It was documented **P# 250010338**. It was determined from the CAD that no Incident Report exists. It was also determined from the CAD that two officers were dispatched from D4 to 720 Albany Street Boston on 01/07/2025 at 17:11:55. The two officers were **officer Dennis Moore (ID #1444474) and officer Mitchell Logan Gambon (ID #145479)**. On 11/21/2025 Opat Investigator requested the **Body Worn Cameras (BWC)** for both officers.
 5. On 11/24/2025, Opat Investigator received and reviewed two **BWC videos from BPD**. These videos were reviewed multiple times:
 - a. **BWC from officer Mitchell Logan Gambon (ID #145479)** titled: Axon Body 3 X60A7054Z, dated 01/07/2025 showed the following:



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- i. On **01/07/2025 at 17:14:38**, the officer wearing the BWC (determined to be Gambon) opens the passenger side back door of the Uber. The Complainant is on her mobile phone. At **17:14:44** this officer approaches the vehicle and opens the rear passenger door asking, *“What’s the matter?”* The Complainant is heard on her mobile phone ending a call and then tells the officer, *“I just called the Uber from where I work, [REDACTED] I can show you the text.”* While she is speaking to this officer, the Complainant moves from the driver side rear seat to the passenger side rear seat, which is closest to the street and where the officer is standing.
- ii. At **17:14:54** this same officer asks, *“What’s the issue?”* at the same time that a second officer (not wearing this BWC and determined to be Moore) comes to this passenger side door and tells the Complainant, *“Why don’t you step out of the car please.”* The Complainant steps out of the car at this point saying, *“..because I asked him to take a shorter route.”*
- iii. At **17:14:56** the second officer states, *“You have all your stuff right?”* The Complainant is now standing outside of the vehicle emphasizing, *“I just asked him to take a shorter route.”*
- iv. At **17:14:59**, the second officer asks, *“This is all you need? Is this your backpack?”*; then immediately states, *“Excuse me, excuse me, excuse me”* while simultaneously placing his left hand on her left arm and pushing her away from the vehicle. The Complainant responds, *“Sir, why are you pushing me?”* *“Look, I work [REDACTED].”*
- v. At **17:15:04** the second officer responds, *“He doesn’t want you in the car.”* When he says this the second officer is holding a backpack in his right hand. The Complainant responds, *“Then he has to order me another Uber, that’s what the lady just said.”* The second officer responds, *“Well, he is not interested in doing that, Miss.”*
- vi. At **17:15:11** Uber driver asks the officer wearing this BWC, *“Am I good to leave?”* The officer asks the second officer, *“Dennis, you good with this guy?”* As the officer wearing this BWC leans in to talk to the Uber driver, the Complainant is seen standing on the sidewalk and holding her backpack. Second officer responds, *“Yeah”* to the first officer and then to the Complainant, *“He asked you to leave, then leave.”*
- vii. At **17:15:15** the Complainant says something to the second officer but it is inaudible. The second officer starts to say, *“The problem is...”* and then this BWC footage stops.

b. BWC from officer Dennis Moore (ID #144474) titled AXON body 3



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X60A7235F, dated 01/07/2025 is footage from the second officer's BWC of the same incident. The footage is consistent with **AXON body 3 X60A7054Z**; however this BWC footage shows the following:

i. On **01/07/2025 at 17:14:31** this officer wearing the BWC approaches the driver and asks, *"Hello, hi, how can I help you?"* The Uber driver responds, *"Oh I have a passenger, she got in my ride, since she got in my ride, she is being rude to me."* The officer responds, *"So you want her out."* The Uber driver answers, *"I want her out."* The officer responds, *"Yeah, no problem."*

ii. From this BWC footage, the Complainant is facing the camera, talking to this officer. At **17:15:01**, the Complainant steps out of the vehicle and the officer puts his left hand on her left arm and guides her away from the vehicle. She steps back asking, *"Why are you pushing me?"*

iii. After saying to the officer, *"He has to order me another Uber; that's what the lady said"*, and he responded, *"He is not interested in doing that, Miss"*, at **17:15:11**, this footage shows the Complainant grabbing her backpack which was on the sidewalk. She then turns and walks away saying, *"You know what..."* The officer responds, *"Yeah, see ya later."* He then says (the Complainant is no longer in view), *"He asked you to leave, then leave; what's the problem?"* The Complainant responds (inaudible).

iv. At **17:15:21** the officer states, *"The problem is this guy is trying to work and you won't get out of his car."* The Complainant responds (inaudible). The officer responds, *"Yeah, good for you and I'm at work right now!"*

6. On 11/24/2025 Opat Investigator received and reviewed the **911 audio. It was dated 01/07/2025 and the duration is from 17:07:13 to 17:20:33:**

- a. At **17:07:14** a woman says, *"911 this call is recorded; Operator 442, what is the nature of your emergency?"*
- b. At **17:07:20** a male voice is heard stating, *"This is a Uber driver. I have a passenger who don't want to leave my car."*
- c. At **17:07:31** a woman's voice (different from Operator 442) is heard stating, *"He is mad because I asked him to take a shorter route."*
- d. At **17:07:34** the same woman states, *"He just picked me up from work and he's trying to put me out because I suggested he take the street instead of the highway. That is what happened and he wants to put me out so I told him to call a different Uber. I did nothing wrong but suggest a shorter route."*



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- e. At **17:07:48** the male says something that is inaudible.
 - f. At **17:07:51** the woman states, *"You're lying cuz I have you recorded."*
 - g. At **17:08:15**, the man says to the Operator, *"I don't feel safe. I don't feel safe."*
 - h. At **17:08:37** the woman says to the man, *"The security guards from my job, they have to walk me out."*
 - i. At **17:08:54** the operator asks the man, *"What's your name?"* and the man replies, [REDACTED]
 - j. At **17:09:01** the operator says, *"Ok we'll send someone out; wait there, OK?"*
7. On **11/28/2025** Opat Investigator contacted **the Uber Driver** and interviewed him pertaining to what occurred on 01/07/2025 with the Complainant:
- a. The driver stated he recalled this passenger and will not forget her because of how rude and combative she was. He stated he was in an area picking her up which has a lot of drug activity and he was 'live parked' blocking some traffic in order to meet her at the address she requested. She was late and when she got into his vehicle she told him not to use his GPS and to avoid the highway. The Uber driver told Opat Investigator he did not want to take the street because he knew his GPS would take the shortest route; and, he did not want to turn around on Massachusetts Avenue at 5:00 PM when there is so much traffic.
 - b. The Uber driver told Opat Investigator he called the police because he was fearful for his safety. The police came immediately and told the woman she had to leave the vehicle.
 - c. The driver explained Uber rules mandate that if drivers feel unsafe they have a right to tell the passenger to leave.
 - d. Opat Investigator asked if he saw any interaction between the BPD and the Complainant. He said the BPD were not rude or physical with the Complainant. They simply asked her to leave the vehicle. He did not see any other interaction because he left the scene after she exited his vehicle. He had no further contact with her or BPD at this point. After she left his vehicle, the driver left and pulled his vehicle over in a nearby area to call Uber to report the incident. He explained it is protocol if something happens where the driver feels unsafe and asks the passenger to leave the vehicle, you must report this to Uber. He did so, filing an incident report with them.
8. On **12/05/2025** Opat Investigator texted the Uber driver asking for a point of contact at Uber who could provide the **Incident Report** to Opat. On this same text, Opat Investigator asked for his vehicle's dashcam footage pertaining to the incident. The driver did not respond to this text, so Opat Investigator contacted him via telephone on



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12/12/2025 asking for the same information. He indicated he did not want to provide any of this information because he was fearful of the Complainant's retaliation. He did not have a customer service number for Uber.

9. Opat Investigator attempted to contact Uber to obtain a copy of the Incident Report filed by the Uber driver. Emails sent to: legal@uber.com and ic-report@uber.com were returned as undeliverable. Telephone calls to Uber's listed customer service number 800-593-7069 were unsuccessful. Attempts to locate any working numbers were unsuccessful.

10. Opat Investigator searched the website for the **Secretary of the Commonwealth of MA Business Entity Search**. The website revealed that Uber uses a third-party company, **CT Corporation System, as its Registered Agent**. On **12/15/2025**, Opat Investigator contacted CT Corporation System via telephone and spoke with [REDACTED] ([REDACTED]). She indicated all requested records (i.e. incident reports, video footage) can be sent to CT Corporation 155 Federal Street Boston, MA via subpoena. The subpoena is a requirement for these records' requests. This was not done for this investigation.

11. On **12/12/2025** Opat Investigator contacted **the Complainant and interviewed her** about the events on 01/07/2025.

- a. The Complainant explained she had ordered an Uber about 5:00 PM on 01/07/2025.
- b. The Complainant stated as soon as she entered the Uber she asked the driver politely to avoid taking route 93 (the highway) due to traffic. She explained that, having worked in this area for many years, the highway route is very congested between 4:00 PM and 6:00 PM on the weekdays.
- c. As soon as she said this to the Uber driver, the Uber driver responded with an agitated nature, *"Hey, you in a rush?? You in a rush?? If you are in a rush you get out!"* He was so angry, so the Complainant called the Uber Customer Service number from her phone. She did not want to leave the vehicle because then she would be responsible for a cancellation fee. She was also aware the Uber vehicle was parked directly outside the [REDACTED] [REDACTED] which is right near her work. She did not want a scene. As she called Uber Customer Service, the Uber driver called 911. He lied to the 911 operator claiming she was threatening him. He said he did not feel safe. The Complainant indicated she is 5'1" and could not be a threat. She did not curse at him and she did not physically assault him. She was not verbally or physically violent with



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- him.
- d. The BPD came shortly after the driver called 911. She rolled down her window to talk to the police and they would not listen. She was trying to tell them that Customer Service told her the Uber driver should call her another Uber. One officer pulled her out of the car. They treated the Complainant like a bank robber. They did not let her tell her side of the story. They would not listen to her. She also tried to show her work badge. They did not listen to her so she walked back to her work. She was hysterically crying.
 - e. When she arrived at work [REDACTED], was there and asked her what was wrong. She told [REDACTED] what had occurred and [REDACTED] encouraged the Complainant to file a complaint against the BPD.

EVIDENCE REQUESTED/REVIEWED:

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

I. Evidence Available and Reviewed

Evidence ID	Evidence Type	Description / Title	Date Requested	Date Received	Date Reviewed
449-EV0001	OPAT Intake Form	The Complainant's account of BPD rules' violations	N/A	01/16/2025	Multiple times from 01/16/2025 to present
449-EV0002	CAD sheet	P #250010338	11/17/2025	11/18/2025	11/18/2025
449-EV0003	911 call tape	Recording of Uber Driver's call to 911 on 01/07/2025	11/17/2025	11/24/2025	11/24/2025
449-EV0004	BWC	BWC for officer Gambon (ID #145479) and Moore (ID #144474)	11/21/2025	11/24/2025	11/24/2025



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Evidence ID	Evidence Type	Description / Title	Date Requested	Date Received	Date Reviewed
449-EV0005	Interview with the Uber driver	Telephonic interview with the Uber driver	11/28/2025	11/28/2025	11/28/2025
449-EV0006	Interview with the Complainant	Telephonic Interview with the Complainant	01/23/2025, 03/04/2025, 11/28/2025, 12/01/2025, 12/08/2025, 12/11/2025, 12/12/2025	12/12/2025	12/12/2025
449-EV0007	Commonwealth of MA website	Secretary of State Business Entity Search	n/a	12/15/2025	12/15/2025
449-EV0008	CT Corporation, the Registered Agent for Uber	Telephonic Interview with [REDACTED] from CT Corporation to determine the protocol for requesting records from CT Corporation for Uber	12/15/2025	12/15/2025	12/15/2025

II. Evidence Requested/Attempted, Not Received

Evidence ID	Evidence Type	Description / Title	Date Requested	Status
449-EV0009	Uber Incident Report	The incident report filed by the Uber driver on 01/07/2025 pertaining to the Complainant	N/A	Unavailable without a subpoena
449-EV0010	Uber dashcam footage	The dashcam footage from the Uber driver's vehicle from 01/07/2025 pertaining to The Complainant	N/A	Unavailable without a subpoena



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449-EV0011	Interview with officer Gambon (ID #145479)	Email request to interview with the police officer on whom the allegations were made	12/01/2025, 12/12/2025, 01/06/2026	Unresponsive
449-EV0012	Interview with officer Moore (ID #144474)	Email request to interview with the police officer on whom the allegations were made	12/01/2025, 12/12/2025, 01/06/2026	Unresponsive
449-EV0013	Interview with witness [REDACTED]	Interview with [REDACTED] is the Complainant's coworker and who witnessed the Complainant after the alleged misconduct by BPD	12/19/2025, 12/22/2025, 01/06/2026	Unresponsive

CRB FINAL DETERMINATION:

The CRB reached a unanimous (7-0) **decision**, regarding allegations against **Police Officer Mitchell Gambon, ID #145479** and **Police Officer Dennis Moore, ID #1444479** in violation of the following BPD Rules:

Officer's Name	Applicable BPD Rule	CRB Ruling
Police Officer Gambon	102§4 (Neglect of Duty/ Unreasonable Judgment)	Unfounded
	102§9 (Respectful Treatment)	Unfounded
Police Officer Dennis Moore	102§4 (Neglect of Duty/ Unreasonable Judgment)	Unfounded
	102§9 (Respectful Treatment)	Unfounded



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Summary Findings:

Officer Mitchell Gambon, ID #145479

1) BPD Rule: 102§4 – Neglect of Duty/Unreasonable Judgement

OPAT Administration Finding: Unfounded

Analysis:

- a. The CRB viewed Officer Gambon arrive on scene asking the Complainant three times what was wrong. The Complainant did state what the issue was (being told to exit the Uber because she had requested a different route). The Complainant did not ask him for any specific assistance and she then walked away from the scene.

2. BPD Rule: 102§9 – Respectful Treatment

OPAT Administration Finding: Unfounded

Analysis:

- a. The CRB did not view Officer Gambon curse at her stating, *“I don’t give a sh**t and if he doesn’t want you in his f*****g car you have to get out.”*
- b. The CRB did not view Officer Gambon pull Complainant out of the vehicle and he did not toss her work bag on the curb.

Officer Dennis Moore, ID #144474

1) BPD Rule: 102§4 – Neglect of Duty/Unreasonable Judgement

OPAT Administration Finding: Unfounded

Analysis:

- a. The CRB viewed Officer Moore ask the Complainant to step out of the vehicle. Officer Moore explained to her that the Uber driver has a right to ask her to leave the vehicle and does not have to order her another Uber.
- b. Once the Complainant walked away she did not give any further opportunity to be assisted by BPD.



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2) BPD Rule: 102§9 – Respectful Treatment

OPAT Administration Finding: Unfounded

Analysis:

- a. The CRB did not view Officer Moore curse at her stating, *“I don’t give a sh**t and if he doesn’t want you in his f*****g car you have to get out.”*
- b. The CRB did not view Officer Moore pull Complainant out of the vehicle and he did not toss her work bag on the curb.