UNITED STATES DISTRICT COURT

EASTERN DISTRICT OF LOUISIANA

WENDY BOSMA * CIVIL ACTION

VERSUS * NO.:

JARED MUNSTER, Individually and in his official capacity as Director of the Department of Safety and Permits for the City of New Orleans, MALACHI HULL, Individually and in his official capacity as Director of the City of New Orleans Taxicab and For Hire Bureau, WILTON JOINER, Individually and in his official capacity as Investigator for City of New Orleans

Taxicab and For Hire Bureau

SECTION " " MAGISTRATE #

JUDGE

MAGISTRATE

JURY TRIAL

COMPLAINT

*

*

NOW INTO COURT, through undersigned counsel, comes Wendy Bosma, who files this Complaint against the above-named defendants, respectfully representing upon information and belief as follows:

I. JURISDICTION

1.

This action is brought pursuant to 42 U.S.C. § § 1983 and 1988. Jurisdiction is founded on 28 U.S.C. § § 1331 and 1343, and the Fourth, Eighth, and Fourteenth Amendments to the Constitution of the United States. Plaintiff also invokes supplemental jurisdiction over claims under state constitutional and statutory law.

II. PARTIES

PLAINTIFF

2.

WENDY BOSMA is a person of full age of majority and a citizen of the State of Louisiana and domiciled in the Eastern District of Louisiana.

DEFENDANTS

3.

Made Defendants herein are:

- A. **JARED MUNSTER**, Individually and in his official capacity as Director of the Department of Safety and Permits for the City of New Orleans, is a person of full age of majority and a citizen of the State of Louisiana and domiciled in the Eastern District of Louisiana, who is subject to the jurisdiction of this Court and can be served at 1300 Perdido Street, 7th Floor, New Orleans, Louisiana.
- B. MALACHI HULL, Individually and in his official capacity as the Director of the City of New Orleans Taxicab and For Hire Bureau, is a person of full age of majority and a citizen of the State of Louisiana and domiciled in the Eastern District of Louisiana, who is subject to the jurisdiction of this Court and can be served at 1300 Perdido Street, 7th Floor, New Orleans, Louisiana.
- C. **WILTON JOINER**, Individually and in his official capacity as Investigator for the City of New Orleans Taxicab and For Hire Bureau, is a person of full age of majority and a citizen of the State of Louisiana and domiciled in the Eastern District of Louisiana, who

is subject to the jurisdiction of this Court and can be served at 1300 Perdido Street, 7th Floor, New Orleans, Louisiana.

III. FACTUAL ALLEGATIONS

4.

On November 9, 2013, Wendy Bosma was a French Quarter tour guide working for Haunted History Tours, LLC. Bosma's job consisted of taking groups of tourists on tours of the historic French Quarter of New Orleans, Louisiana.

5.

At all times pertinent, Jared Munster was the Director of the Department of Safety and Permits for the City of New Orleans, and as such, he was responsible for the hiring, training, supervision, discipline and control of the staff of the Department of Safety and Permits, which includes the City of New Orleans Taxicab and For Hire Bureau. Munster was responsible for the supervision, administration, policies, practices, customs and operations of the Department of Safety and Permits, including the City of New Orleans Taxicab and For Hire Bureau.

6.

At all times pertinent, Malachi Hull was employed by Munster as the director of the City of New Orleans Taxicab and For Hire Bureau. Hull was responsible for the hiring, training, supervision, discipline and control of the staff, including all investigators, for the City of New Orleans Taxicab and For Hire Bureau. Hull was responsible for the supervision, administration, policies, practices, customs and operations of the City of New Orleans Taxicab and For Hire Bureau.

At all times pertinent, Munster and/or Hull were and continue to be the final policy maker with respect to the operations of the City of New Orleans Taxicab and For Hire Bureau.

8.

At all times pertinent, Wilton Joiner was employed by Munster and/or Hull as an investigator for the City of New Orleans Taxicab and For Hire Bureau.

9.

On the evening of November 9, 2013 prior to 10:00 p.m., Bosma was conducting a tour for twenty-eight (28) tourists through the French Quarter in New Orleans, Louisiana when Joiner approached her and her tour group. Joiner claimed Bosma was conducting her tour within fifty (50) feet of another tour group, which is a violation of Orleans Parish Municipal Code Section 30 Paragraph 1489. Joiner asked Bosma to produce her tour guide permit. As Bosma was locating her permit, Joiner became irate and screamed at Bosma to turnover her tour guide permit. Without cause or justification, Joiner then grabbed Bosma's upper right arm, twisted it behind her back, slammed her against a parked vehicle and screamed at Bosma to turnover her tour guide permit before ripping it from the lanyard tied around her neck. Immediately after ripping the permit from around Bosma's neck, Joiner threw Bosma to the ground. Joiner then consulted his immediate supervisor, Hull, who was on the scene and witnessed the incident. The New Orleans Police Department were called and Bosma was issued a citation by Joiner for her alleged violation of Orleans Parish Municipal Code Section 30 Paragraph 1489 for being within fifty (50) feet of another tour group.

The incident was witnessed by the twenty-eight (28) tourists in Bosma's tour group, of which, two (2) in the group recorded the attack on their mobile phones. In the video recording multiple witnesses can be heard yelling at Joiner, "she did nothing wrong," "what the hell is your problem," "y'all are going to lose your jobs" and "there are fifty witnesses out here."

11.

Hull witnessed the unjustified attack on Bosma and did nothing to stop it.

12.

As a result of the unjustified attack, Bosma suffered personal injuries, including but not limited to injuries to her upper right arm, and mental and emotional distress and anguish.

13.

On October 28, 2013 (nearly two weeks prior to the attack on Bosma), undersigned counsel sent Hull and Joiner certified cease and desist letters, detailing claims of abuse and harassment by Joiner and another Taxicab Bureau investigator, Ronnie Blake, which requested that Hull and Joiner "immediately cease and desist"..."the systematic threats, harassment and reprisals"...which they have been inflicting upon tour guides throughout the French Quarter in New Orleans, Louisiana. (See attached letter dated October 28, 2013 marked as Exhibit "A"). Despite being informed of Joiner's harassing and violent behavior, Munster and Hull allowed Joiner to continue to act in his official capacity as an Investigator for the City of New Orleans Taxicab and For Hire Bureau. Had Joiner been removed from service, this incident would not have occurred.

Joiner's attack against Bosma is one example of a pattern and practice of unnecessary, excessive and abusive force used by investigators for the City of New Orleans Taxicab and For Hire Bureau. After Bosma's attack was reported by the media, numerous individuals reported incidents of unnecessary, excessive and abusive force by investigators for the City of New Orleans Taxicab and For Hire Bureau. The following is another example of excessive and abusive force used by the investigators:

On October 23, 2013 (a few weeks prior to Bosma's attack), investigator, Ronnie Blake, attacked Emmanuel Esterlin, a New Orleans taxicab driver. Blake attempted to handcuff Esterlin for being illegally parked on Dauphine Street in New Orleans, Louisiana. When Esterlin resisted the handcuffs, Blake sprayed Esterlin with pepper spray, causing Esterlin to collapse on the sidewalk. Once Esterlin was on the sidewalk, Blake drove his knee into Esterlin's back while placing him in handcuffs. Surveillance cameras attached to the Marriot Hotel captured the incident. Blake called the New Orleans Police Department and Esterlin was taken to the emergency room at LSU Interim Hospital. Upon release from the emergency room, Esterlin was charged with battery and booked into Orleans Parish Prison.

15.

By allowing investigators to use excessive and unwarranted force, Munster and/or Hull developed and maintained policies and/or customs exhibiting deliberate indifference to the Fourth, Eighth and Fourteenth Amendment rights of citizens to be free from unreasonable searches, seizures, and cruel and unusual punishment, which deliberate indifference caused the violation of Bosma's rights.

In addition, at all times relevant to this suit, it was the policy and/or custom of Munster and/or Hull to inadequately and improperly investigate complaints against investigators using excessive and/or abusive force against citizens. Acts of misconduct were instead tolerated by Munster and/or Hull including, but not limited to, prior incidents involving Joiner in this case.

17

At all times relevant to this suit, it was the policy and/or custom of Munster and/or Hull to inadequately supervise and train their investigators thereby failing to discourage further constitutional violations on the part of investigators. Munster and/or Hull did not require appropriate in service training or re-training of the investigators, who were known to have engaged in misconduct, including Joiner.

18.

At all times relevant to this suit, it was the policy and/or custom of Munster and/or Hull to inadequately respond to instances of excessive or abusive force by investigators. Munster's and/or Hull's inadequate responses included a refusal to terminate, suspend, discipline, warn or in any way punish and/or re-train their investigators, for incidents involving excessive force, thereby failing to adequately discourage further constitutional violations by their investigators.

19.

Munster and/or Hull were informed and knew or should have known of prior acts of excessive force on the part of their investigators, including but not limited to acts of excessive and abusive force by Joiner. Munster and/or Hull ignored these prior incidents and hired and/or retained Joiner.

As a result of the above described policies and customs, Joiner knew that his actions would not be properly monitored by his supervisors and that misconduct would be tolerated rather than investigated and/or punished.

21.

The above described policies and customs demonstrate deliberate indifference on the part of the policy maker, Munster and/or Hull, to the constitutional rights of persons regulated by the City of New Orleans Taxicab and For Hire Bureau, and to the plaintiff, Bosma, in this case. This deliberate indifference was a cause of the violation of Bosma's rights alleged herein.

22.

Munster and/or Hull are liable to the plaintiff for damages as a result of their failure to properly supervise Joiner.

23.

Munster and/or Hull knew or should have known of the violent propensities and misconduct of Joiner. Munster and/or Hull ignored these violent propensities and previous acts of misconduct and hired him and/or retained him and failed to supervise him properly.

24.

By their failure to properly supervise, Munster and/or Hull condoned, ratified and encouraged the excessive and abusive force against Bosma. These actions and/or failures on the part of Munster and/or Hull constitute gross negligence in supervising subordinates and show a deliberate indifference toward the constitutional rights of Bosma in this case.

All defendants are liable jointly, severally and *in solido* for Bosma's injuries.

26.

The defendant's actions were reckless, willful, wanton and/or malicious.

27

Defendants, individually and collectively, had the duty and ability to intervene to prevent the violations of the rights of Bosma described herein, but failed to do so.

28.

Bosma's injuries were solely and proximately caused by the intentional and/or negligent acts of the defendants as previously described.

IV. CAUSES OF ACTION

CONSTITUTIONAL VIOLATIONS

29.

The actions of Joiner violated Bosma's Fourth and Fourteenth Amendment right to be free from unreasonable searches and seizure. Additionally, the actions of Joiner violated Bosma's Eighth Amendment right to be free from cruel and unusual punishment. Further, Hull and Joiner's retaliatory act of manufacturing a municipal code violation and issuing Bosma a citation in response to Bosma's outburst regarding the assault and battery violates Bosma's rights under the First and Fourteenth Amendment. Munster, Hull and Joiner's conspiracy to cover up the truth regarding Joiner's assault and battery on Bosma violated Bosma's rights under the Fourteenth Amendment. Munster, Hull and Joiner acted under the color of state law when they violated Bosma's rights.

The above described policies and/or customs of Munster and/or Hull show deliberate indifference to Bosma's constitutional rights and directly contributed to the violations of Bosma's rights alleged in this Complaint. Munster and/or Hull were aware of the violent propensities of Joiner, as well as his prior instances of misconduct, but nevertheless hired him and/or retained him. Munster and/or Hull were and continue to be aware of the culture of violence, verbal abuse, physical abuse and excessive force that persist with investigators within the City of New Orleans Taxicab and For Hire Bureau and have exhibited deliberate indifference to it, resulting in the injuries to Bosma in this case. Munster and/or Hull are liable to Bosma for the constitutional violations that Bosma suffered at the hands of Hull and Joiner.

STATE LAW TORTS

31.

Joiner committed the state law torts of assault and battery against Bosma.

32.

Joiner intentionally inflicted emotional distress and anguish on Bosma.

33.

At all times relevant hereto, Joiner was acting within the course and scope of his employment with Munster and/or Hull. Therefore, the doctrine of *respondeat superior* applies for all state-law torts alleged in this Complaint and Munster and/or Hull are liable to Bosma for the tortious acts of their employees.

V. DAMAGES

34.

As a result of the above-described violations, Bosma suffered and continues to suffer physical injuries, mental and emotional pain and suffering, anguish and distress, embarrassment, and humiliation.

35.

Bosma is entitled to past medical expenses, future medical expenses, past lost wages, future loss of earning capacity, past and future pain and suffering, past and future mental and emotional anguish, past and future loss of enjoyment of life, as well as other damages that will be determined at the trial of this matter.

36.

In addition to recovering damages, Bosma seeks reasonable attorney's fees in accordance with 42 U.S.C. § 1988, plus judicial interest, and for the defendants to bear all costs of these proceedings.

37.

Further, defendants are liable to Bosma for punitive damages.

38.

Plaintiff requests trial by jury.

WHEREFORE, Plaintiff, Wendy Bosma, prays that the defendants be duly cited and served copies of the above and foregoing, and made to timely appear and answer, that the Court exercise its supplemental jurisdiction over the state law claims, and after due proceedings there be a judgment in her favor and against defendants, Jared Munster, Malachi Hull and Wilton

Joiner, individually and in their official capacities, holding them liable jointly, severally and *in solido* for all compensatory and punitive damages alleged herein, together with judicial interest, for all attorney's fees, and that the defendants bear all costs of these proceedings, and for all further legal, equitable, and general relief available. Plaintiff requests trial by jury.

Respectfully submitted,

/s/ Thomas W. Shlosman

THOMAS W. SHLOSMAN (Bar No. 34086) The Shlosman Law Firm 607 St. Charles Ave., Suite 300 New Orleans, LA 70130 (504) 453-0607 Phone (504) 581-5588 Fax shlosmanlaw@gmail.com

PLEASE SERVE:

Jared Munster 1300 Perdido St., 7th Floor New Orleans, LA 70112

Malachi Hull 1300 Perdido St., 7th Floor New Orleans, LA 70112

Wilton Joiner 1300 Perdido St., 7th Floor New Orleans, LA 70112

THE SHLOSMAN LAW GROUP

Malachi Hull
Deputy Director
Taxicab and For Hire Bureau
Dept. of Safety and Permits
1300 Perdido St., Suite 2W89
New Orleans, LA 70112

Dear Mr. Hull,

Numerous tour guide companies throughout the French Quarter have retained me to handle legal matters surrounding the systematic threats, harassment and reprisals your investigators have subjected them to beginning on October 18, 2013. Let this letter be a formal request for you to immediately cease and desist this behavior.

Please be aware that I will be filing a temporary restraining order and a preliminary injunction seeking a court order that will immediately prevent your investigators from any further violation of my clients' constitutional rights. Title 42 of the United States Code § 1983 made relief, in the form of money damages, available to those whose constitutional rights had been violated by an actor acting under State authority.

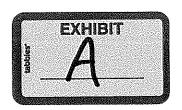
I have obtained more than fifteen affidavits from tour guides with five different companies that have given specific instances of misconduct on the behalf of your investigators ranging from allegations of bribery and shakedowns to extreme harassment and intimidations.

Please be aware that we have full intentions to seek legal action to the fullest extent permitted by law.

Sincerely,

Thomas W. Shlosman

607 ST. CHARLES AVE. NEW ORLEANS, LA 70130 SHLOSMANLAWGROUP@GMAIL.COM (504) 453-0607 (O) (504) 581-5588 (F)



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Case 2:14-cv-00938-	SENDER: COMPLETE I PISSECTION Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. Article Addressed to: Malachi Hull Malachi Hull Malachi Hull	A. Signature A. Signature B. Received by (Printed Name) D. Is delivery address different from item 1? Yes If YES, enter delivery address below:
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THE SHLOSMAN LAW GROUP

Whilton Joiner
Inspector
Taxicab and For Hire Bureau
Dept. of Safety and Permits
1300 Perdido St., Suite 2W89
New Orleans, LA 70112

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	 Complete items 1, 2, and 3. Also item 4 if Restricted Delivery is demonstrated print your name and address on so that we can return the card to Attach this card to the back of the or on the front if space permits. 	esired. the reverse you.	B. Received by Printed D. Is delivery address dif	sell 10/29/13
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Case 2:14-cv-00938-NJBJQW (Lovument Filed 04/24/14 Page 1 of 1

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the

purpose of initiating the civil do	ocket sheet. (SEE INSTRUCT)	IONS ON NEXT PAGE O	F THIS FC	PRM.)						
I. (a) PLAINTIFFS				DEFENDANT:	S					
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(c) Attorneys (Firm Name, A The Shlosman Law Firm, 607 St. Charles Ave., Suit New Orleans, LA 70118				Attorneys (If Known	1)					
II. BASIS OF JURISDI	CTION (Place an "X" in On	e Box Only)		TIZENSHIP OF I		IPA.	L PARTIES (Place an "X" in	One Box f	or Plaintiff
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VI. CAUSE OF ACTION	Brief description of cau Assualt & Battery	ıse;								
VII. REQUESTED IN COMPLAINT:	CHECK IF THIS I UNDER RULE 23	S A CLASS ACTION , F.R.Cv.P.	N I	EMAND S			HECK YES only URY DEMAND:		ompla No	
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Date:

UNITED STATES DISTRICT COURT

	for the					
Eastern District of Louisiana 🕟						
WENDY BOSMA Plaintiff(s) V. JARED MUNSTER MALACHI HULL WILTON JOINER Defendant(s)))) ()) () () () () () () () () () ()					
Defendam(s)	,					
	SUMMONS IN A CIVIL ACTION					
To: (Defendant's name and address) Jared Munster 1300 Perdido Street, 7th Floor New Orleans, Louisiana 70112						
A lawsuit has been filed agains	et you.					
are the United States or a United States P. 12 (a)(2) or (3) — you must serve or	This summons on you (not counting the day you received it) — or 60 days if you agency, or an officer or employee of the United States described in Fed. R. Civ. In the plaintiff an answer to the attached complaint or a motion under Rule 12 of The answer or motion must be served on the plaintiff or plaintiff's attorney, The Shlosman Law Firm Thomas W. Shlosman 607 St. Charles Ave., Suite 300 New Orleans, Louisiana 70130 (504) 453-0607					
If you fail to respond, judgmen You also must file your answer or moti	t by default will be entered against you for the relief demanded in the complaint. on with the court.					
CLERK OF COURT						

Signature of Clerk or Deputy Clerk

AO 440 (Rev. 06/12) Summons in a Civil Action (Page 2)

Civil Action No.

PROOF OF SERVICE

(This section should not be filed with the court unless required by Fed. R. Civ. P. 4 (1))

was re	This summons for <i>(nance)</i>	ne of individual and title, if any)						
	☐ I personally served	the summons on the individual	at (place)					
	on (date) ;							
	☐ I left the summons	at the individual's residence or	usual place of abode with (name) on of suitable age and discretion who res	sides th	ere			
	on (date)		the individual's last known address; or	sides tii	cic,			
		ons on (name of individual) accept service of process on beh	alf of (name of organization)		_ , who is			
		on con	on (date)	; or				
	☐ I returned the sumr	mons unexecuted because			; or			
	☐ Other (specify):							
	My fees are \$	for travel and \$	for services, for a total of \$		0 .			
	I declare under penalty	y of perjury that this information	is true.					
Date:								
			Server's signature					
			Printed name and title					
			Server's address					

Additional information regarding attempted service, etc:

Date:

UNITED STATES DISTRICT COURT

01.11	for the
	Eastern District of Louisiana
WENDY BOOM)
WENDY BOSMA)
Plaintiff(s) V.	Civil Action No.
JARED MUNSTER MALACHI HULL WILTON JOINER)))
Defendant(s))
	SUMMONS IN A CIVIL ACTION
To: (Defendant's name and address)	Malachi Hull 1300 Perdido Street, 7th Floor New Orleans, Louisiana 70112
A lawsuit has been filed agains	t you.
are the United States or a United States P. 12 (a)(2) or (3) — you must serve or	this summons on you (not counting the day you received it) — or 60 days if you agency, or an officer or employee of the United States described in Fed. R. Civ. In the plaintiff an answer to the attached complaint or a motion under Rule 12 of The answer or motion must be served on the plaintiff or plaintiff's attorney,
	The Shlosman Law Firm Thomas W. Shlosman 607 St. Charles Ave., Suite 300 New Orleans, Louisiana 70130 (504) 453-0607
If you fail to respond, judgmen You also must file your answer or moti	t by default will be entered against you for the relief demanded in the complaint. on with the court.
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AO 440 (Rev. 06/12) Summons in a Civil Action (Page 2)

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	This summons for (nar	ne of individual and title, if any)			
was re	ceived by me on (date)				
	☐ I personally served	the summons on the individual a	at (place)		
			on (date)	; or	
		at the individual's residence or u		_	
		, a perso	n of suitable age and discretion who res	sides th	iere,
	on (date)	, and mailed a copy to	the individual's last known address; or		
	☐ I served the summo	ons on (name of individual)			, who is
	designated by law to	accept service of process on beha			
			on (date)	; or	
	☐ I returned the sumr	mons unexecuted because			; or
	☐ Other (specify):				
	My fees are \$	for travel and \$	for services, for a total of \$		0 -
	I declare under penalty	y of perjury that this information	is true.		
Date:					
2			Server's signature		
			Printed name and title		
			Server's address		

Additional information regarding attempted service, etc:

Date:

UNITED STATES DISTRICT COURT

01/11	for the
	Eastern District of Louisiana
WENDY BOSMA	
Plaintiff(s) V. JARED MUNSTER MALACHI HULL WILTON JOINER Defendant(s)) Civil Action No.))))))))))))))
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To: (Defendant's name and address)	Wilton Joiner 1300 Perdido Street, 7th Floor New Orleans, Louisiana 70112
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If you fail to respond, judgmen You also must file your answer or moti	t by default will be entered against you for the relief demanded in the complaint. on with the court.
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AO 440 (Rev. 06/12) Summons in a Civil Action (Page 2)

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(This section should not be filed with the court unless required by Fed. R. Civ. P. 4 (1))

	This summons for (nar	ne of individual and title, if any)			
was re	ceived by me on (date)				
	☐ I personally served	the summons on the individual a	at (place)		
			on (date)	; or	
		at the individual's residence or u		_	
		, a perso	n of suitable age and discretion who res	sides th	iere,
	on (date)	, and mailed a copy to	the individual's last known address; or		
	☐ I served the summo	ons on (name of individual)			, who is
	designated by law to	accept service of process on beha			
			on (date)	; or	
	☐ I returned the sumr	mons unexecuted because			; or
	☐ Other (specify):				
	My fees are \$	for travel and \$	for services, for a total of \$		0 -
	I declare under penalty	y of perjury that this information	is true.		
Date:					
2			Server's signature		
			Printed name and title		
			Server's address		

Additional information regarding attempted service, etc: