

CITY OF EUGENE

Office of the Police Auditor

2012 Annual Report

Mark Gissiner, Police Auditor

5/30/2013



EUGENE MAYOR AND CITY COUNCILORS

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Ward One: George Brown

Ward Five: Mike Clark

Ward Two: Betty L. Taylor

Ward Six: Greg Evans

Ward Three: Alan Zelenka

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May 30, 2013

Honorable Mayor Kitty Piercy
Council President George Poling
Council Vice-President Chris Pryor
City Councilors

I am honored to present the 2012 Annual Report of the Office of the Independent Police Auditor (OPA). This report covers the period from January 1, 2012 – December 31, 2012. This report highlights our accomplishments and challenges during the sixth year of operation.

2012 was marked by a stable, dedicated and hardworking Civilian Review Board (CRB), excellent investigative work by EPD's Internal Affairs Section and decisive actions on sustained complaints. With minimal impact caused by personnel changes, all entities were able to focus on the work that needs to be accomplished to meet Council and community goals.

We remain confined by Oregon Public Records laws that severely restrict our ability to communicate with optimal transparency to the community about important issues. We do our best to push out as much information as possible with our weekly newsletter and annual report. The keys to building and maintaining community trust are transparency and open government. Laws that shield the public from openness and transparency feed the portals of distrust and discontent and also block the opportunities to promote great work done by many employees.

This report includes analysis of complaints and trends, decisions on classifications of complaints, policy and adjudication recommendations, the work of the Civilian Review Board (CRB), community outreach and education, and discussion of major cases. Statistical profiles of complaints, allegations and findings are provided with commentary.

Beyond complaint resolution, we work with the Police Commission and EPD to promote policy improvements, emphasize training and skills necessary to enter into the daily encounters that occur with the EPD. The OPA and the CRB meet and work with external groups to learn about their interests and the services they provide.

I wish to thank the Mayor and City Council for their support in actively and vigorously participating in the oversight process. Also, we wish to thank the City's Executive Team, and other support staff for all of the "back room" functions they provide including but not limited to finance, budget, information technology and human resources. Without them, we would have a more difficult time providing customer service to our community.

Staff work from Deputy Auditor Leia Pitcher and Senior Administrative Specialist Vicki Cox has been nothing short of exemplary. Finally, my congratulations to the members of the CRB chaired by Tim Laue and Steve McIntire for their hard work on difficult issues and their tireless volunteer efforts to the community to assist us with this process. They take valuable time from their personal and professional lives to give back to the community under circumstances that at times can be stressful and controversial. Mr. Laue will be stepping down as a member this year to focus on other community activities. Mr. Laue showed outstanding leadership during early growth stages of the CRB.

We welcome your comments and suggestions regarding how we can improve this report.

Respectfully submitted,

Mark Gissiner
Police Auditor

Our Mission

To provide an accessible, safe, impartial and responsive intake system for complaints against Eugene Police Department employees and to ensure accountability, fairness, transparency and trust in the complaint system.

Our Purpose

The Police Auditor has three broad mandates: 1) to receive and classify complaints of police misconduct; 2) to audit the investigations based on these complaints; and 3) to analyze trends and recommend improvements to police services in this city. In addition, the Police Auditor supports a Civilian Review Board which provides valuable input about the fairness and diligence of the investigation process. Ultimately, the goal of the Civilian Review Board is to make the system of police accountability more transparent and increase public confidence in the manner that police conduct their work.

Contact Information

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Staff

Mark Gissiner, Police Auditor- started as Eugene Police Auditor June 2009. He brings approximately 25 years of experience and consulting in the field of external oversight of law enforcement.

Mr. Gissiner worked 21 years for the City of Cincinnati. He previously worked for Cincinnati, Ohio as Assistant Commissioner of Health from 2004-2007; responsible for business operations of the \$40 million a year organization. In his career with Cincinnati, Mr. Gissiner served in the City Manager's Office as Director and Investigator of the Office of Municipal Investigation (OMI) and worked in the Department of Human Resources. He helped develop Cincinnati's Collaborative Agreement and the Memorandum of Understanding with the United States Department of Justice. In many oversight circles, these agreements remain blueprints for success. Mr. Gissiner was the first two-term President of the International Association for Civilian Oversight of Law Enforcement (IACOLE). Mr. Gissiner's writings on issues of government accountability, government reform and human rights have been published in 14 languages. He consulted for the United States Justice Department and governments including South Africa, Brazil, Northern Ireland, Portugal, Hungary, Australia, China, Hong Kong and Spain. He was a keynote speaker at the 50th Anniversary of the European Declaration of Human Rights in Evora, Portugal.

Deputy Auditor – Leia Pitcher began working as the Deputy Police Auditor in November 2010. She came to Eugene in 2003 for law school, and after obtaining her J.D., she clerked at Division Two of the Washington Court of Appeals for two years before returning to Eugene to work in private practice. She recently finished her tenure as a member of the Advisory Council to Community Health Centers of Lane County, and currently serves as a member of the board for Oregon Research Institute’s Community and Evaluative Services.

Vicki Cox, Administrative Assistant – Ms. Cox has worked for the City of Eugene for 7 years, beginning in the City Manager’s Office as receptionist, the last 5 years as Administrative Assistant to the Police Auditor’s Office. Vicki is the front door to the Auditor’s office. She organizes all administrative functions, coordinates information flow to the civilian review board and the public, maintains files, data entry and is the first point of contact for complainants or others in need of services, including services not provided by the Auditor’s Office.

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Executive Summary

This is the Office of the Independent Police Auditor’s annual report to the City Council covering January 1, 2012 to December 31, 2012. For detailed information about all aspects of our office, please visit our website at: <http://www.eugene-or.gov/policeauditor>

The Office of the Independent Police Auditor (OPA) was established by charter amendment in 2005 to provide an external mechanism for the independent receipt, classification, and routing of complaints against sworn and non-sworn employees of the Eugene Police Department (EPD); contract for outside investigations when necessary; and provide monitoring of the EPD internal investigations of allegations of misconduct and supervisors’ investigations of service complaints. The Charter Amendment also authorized the auditor to: make recommendations regarding adjudications, policies and training to the Police Chief; prepare reports concerning complaint trends and police practices; and act as a liaison and staff support for a civilian review board. The Police Auditor is hired and supervised by the Eugene City Council.

Eugene has an oversight system based on the parliamentary model of oversight, in which a professional and experienced police oversight auditor is employed by the legislative branch, the City Council. Under the “parliamentary model,” a greater separation of powers occurs, which is healthy for the oversight process. To enhance the system, Council appoints a civilian review board which gives a community perspective on the police complaints process. This combination creates a sound structure for police accountability when implemented effectively, fairly and without bias. What I think takes some complainants by surprise is that what starts as a community member complaint, becomes, in fact, an administrative investigation where the focus turns to the conduct of the involved officer. This shift is confusing to some as there is sometimes an expectation that the Auditor’s office will be an advocate. This further emphasizes the need for all systems to be effective and vigorous, including but not limited to, attorneys, the courts, ACLU and other advocacy groups.

We intake all complaints against police employees, including complaints generated internally. We independently, impartially and thoroughly monitor the investigation process; identify ways to improve the complaint process; provide recommendations to the police chief and police commission on policies, training and trends; and provide staffing and counsel to the civilian review board on cases and policy issues. Our office monitors the overall integrity and fairness of the administrative investigative process, and in the course of such examination, reviews how citizen complaints are investigated and resolved.

Ordinance 20374, which enables Eugene’s Civilian Review Board, requires the Board to “...prepare and present an annual report to the city council that:

- (a) Summarizes the civilian review board’s activities, findings and recommendations during the preceding year;
- (b) Assesses the performance of the police auditor...; and,
- (c) Evaluates the work of the auditor’s office, including whether the office is functioning as intended.” [ORD 20374; 2.246 (7)]

Eugene’s Civilian Review Board (CRB) is designed to provide transparency and help ensure public confidence in the police complaint process. The Board evaluates the work of the independent Police Auditor, and reviews complaints to provide a community perspective about whether complaints are handled fairly and with due diligence. Their annual report is also available on the Police Auditor’s website at: <http://www.eugene-or.gov/policeauditor>

The Civilian Review Board membership has stabilized, and they provide a thoughtful, frank and representative mix of community members dedicated to improving policing in the community and gaining community trust. While only required to meet 4 times a year, 12 public meetings were held in 2012. Many involved case reviews of delicate matters with a significant width of issues; whether based on the conduct of individual officers or those that had significant policy implications. They are the community's voice on police accountability issues. Given the restrictions of the Oregon Public Records law, their case discussions and reviews are the community's window to concerns about police misconduct.

We continue to strive to bring about a sense of understanding, consistency and normalcy to the process. We recognize that customer service and resolution of citizen complaints through thorough, fair and complete investigation and monitoring of allegations; and resolution of service and policy level complaints are the cornerstones of our existence. The customer service aspect of our responsibilities consumes a significant portion of our workload. We spend hours working with complainants to navigate and understand the complaint process; and assist them in understanding the roles of the courts, their attorneys and how their roles differ from the auditor's office. We serve as listeners for people with problems that have nothing to do with the police. At the same time, identifying and advocating for structural changes in EPD policies, supervision and police interactions has been a priority for us.

This year our complaints dropped slightly. Our classifications of complaints as allegations dropped. However, our view is that the depth of investigations in the allegations expanded tremendously. Allegations are those cases which are investigated by the Internal Affairs Section of EPD and usually require far more comprehensive investigations and time. The balance of cases, called service complaints, policy complaints and inquiries, are handled through an alternate dispute resolution process (ADR); most often with supervisors discussing these issues with the complainants and officers.

Intake Processes and Accomplishments: The Auditor's Office was constructed primarily as a citizen complaint-based model. While there is a brief portion of the legislation and protocols that gives the Auditor some latitude to initiate a complaint, the primary focus is on citizen complaints. A complaint process under this design has the potential to leave gaps without Eugene Police Department (EPD) internally generated cases or ones discovered by my office. I believe that the design gaps are closing as a result of improved supervisory efforts in EPD, technology upgrades to the data tracking system, and open and honest communication about individual behavior issues, systemic enhancements and policy weaknesses.

Intake consumes a significant amount of staff time. We remain pressed in our activities as we manage nearly 400 complaints a year. (For comparison purposes, Boise, population 210,000 with 312 sworn officers, received 149 citizen complaints and 33 internally generated complaints.) I believe we spent considerably more time this year with individuals suffering temporary or permanent diminished mental capacity.

We spend hours working with complainants to navigate and understand the complaint process; and assist them in understanding the roles of the courts, their attorneys and how their roles differ from the auditor's office. Returned survey data indicates a high satisfaction level with the intake and explanations received from the Auditor's office. We also see a steady increase in internally generated investigations and "complaints." I believe this is indicative of the oversight process, at least to some degree, bringing EPD supervisory expectations to a higher level. Also, I think more so than in the past,

people who receive traffic citations and appear or are scheduled for municipal court believe that the Auditor's office is an alternative to a judicial decision regarding their guilt or innocence of a violation. Even with explanation, often times the expectation remains that our role is considered court advocate, rather than a neutral evaluator of police conduct within the context of police policies and procedures.

While I believe that our classifications are fair and neutral, some concerns are expressed about the classification of some cases. I will admit that we do hold officers to high standards and probably identify cases as allegations where in many jurisdictions they may not reach the level of an allegation (such as use of pepper spray, which is considered a rather benign use of force in most policing jurisdictions). However, I believe that these classification standards are in line with community expectations and efforts to build trust in the community. We recognize and appreciate the impact of our decisions on complainants and their families, community, officers, their families and the other interested parties. We make these decisions with careful consideration based on our experience, training and policy evaluations, with recognition that our decisions are not always going to please others.

Intake accomplishments include: fast turnover rate/referral for ADR or investigations; patient and compassionate concern for individuals who are experiencing mental illness and social interaction difficulties; comprehensive explanations of our role and the roles of other agencies.

Investigations: The quality of internal investigations has been excellent. In addition, most allegations of criminal conduct are turned over to an outside agency, to avoid any perceptions of bias or favoritism. Many have returned for adjudication in the administrative process. I have found no evidence of interference with Internal Affairs investigators by command staff in fulfilling their duties of conducting a fair and objective investigation.

Blue Team: Blue Team gets its own paragraph because of the impact it will have toward a philosophy of constitutional policing. Blue Team is a data tracking system with the EPD and Auditor shared database system that tracks uses of force, pursuits, vehicle accidents, bias complaints and other allegations and major issues. It has been online only a few months in 2013 but the changes are remarkable. With EPD command staff agreeing that full access for my office is important for the success of Blue Team, we are now able to look at all uses of force. We look forward to conducting analysis as the raw data grows.

With our current system we have identified those officers with the highest number of complaint involvement. The best measure in these circumstances is a sustained rate; however, a higher complaint rate does generate supervisory review as discussed at the weekly Internal Affairs/Command staff meeting. Several past and current investigations are identifying sworn and non-sworn employees who have exhibited policy violations.

Performance and Policy Impact: For EPD, approximately 31% of allegations were sustained based on 35 cases with 77 allegations, resulting in some form of discipline. With regard to allegations, my office makes an adjudication recommendation to the Chief, who then makes a final decision. The Chief agreed with all of our office's sustained findings. This matches up favorably or better with similarly structured oversight organizations. (For comparison purposes, Boise had 37 allegations with 6 sustained by the Ombudsman, of which the Chief agreed with 3.)

We (Auditor and CRB) have advocated, with varying degrees of success for some policy improvements in search and seizure, canine use, vehicle pursuit, *Brady* issues, use of force and response to unusual

behavior by arrested subjects. We are in the process of asking for policy reviews generally on the handling of arrested subjects at jail intake including but not limited to medical evaluations and bathroom needs. I continue to struggle with Lexipol being the primary policy tool, even though it is widely used across the nation. My preference is more detailed and restrictive policy language in areas I consider high risk.

Communications: We work to foster positive and constructive relationships and partnerships with Council. This occurs through monthly meetings with the Mayor, Council President and Council Vice-President, respectively; in addition to written and oral reports to Council. Beyond the public civilian review board member meetings, we reached out with seminars on force and search and seizure. Attendance was sparse. We also attended some community and neighborhood association meetings. CRB members have also offered to expand their availability to the neighborhood associations. Absent hot button issues, given the broad range of community issues, we do not stand out above other city issues. We are scheduled to have a joint community forum on policing with the Police Commission and we are working with the Human Rights Commission staff about coordinating more community activities. Many oversight agencies have full time community outreach coordinators and we have discussed partnering with HRC staff. Another item of interest, based on newer consent decrees that we study, is the direction to cities about protecting the neutrality of an auditor type system and placing greater emphasis on community outreach to groups with police commission type organizations. We will work with them and HRC to broaden the knowledge range about the complaint process as well as the roles of each element of the criminal justice system.

Other Accomplishments: returned budgeted funds to the general fund; initiated several investigations of allegations of misconduct; provide staff support and training initiatives to the CRB; provide timely service to the CRB; spend many hours assisting community members with problems unrelated to police officers; attend public meetings in the community; available to the media; build a better partnership with the University of Oregon by serving on a committee related to their effort to establish a police department; publish a thorough and transparent annual report that captures the work and analysis of our office; and providing critical training opportunities for the office.

Evaluation of 2012-2013 Goals

1. More use of mediation as a complaint resolution process.

Mediation is an alternative to a formal complaint process. Its value is to bring together those individuals who file allegations against police and the involved officers. The mediation takes place with the officer in a neutral setting to resolve difference perspectives of the incident. At the outset, success was limited due to hesitancy primarily on the part of police officers because the Ordinance and protocols were being misinterpreted as to whether a formal investigation could follow a mediation participation agreement. That issue was resolved. The number of formal mediations remains limited when there are allegations of serious misconduct. One mediated allegation involved force used on a juvenile that rose above the level of non-resistive handcuffing force, but not a high degree of force. The parents were part of the consent process, and it appeared the mediation worked out very well. We also had a mediated service complaint where all parties appeared satisfied. In several other instances, most often with the complainant, mediation was offered but declined. In more serious cases, I chose not to offer mediation

as an alternative because of what I considered to be a higher valued outcome with a full internal affairs investigation.

A hybrid of the mediation process is alternative dispute resolution or facilitated conversation. It occurs frequently with the service, policy and inquiry complaints. In these situations, supervisors interact with the complainant to attempt to discuss and resolve the issues. Often times these occur with traffic stops or if people believe they are not getting an adequate level of service when they report a crime. As part of this process, we added a question to our survey about whether the person would prefer to talk to the officer or the supervisor. Out of 35 responses, 24 said they preferred talking to the supervisor. While the number remains limited, facilitated conversations between community members and supervisors seems to be working well.

2. Continue to develop strategies for educating the community about the responsibilities of the OPA, OPA operations and EPD practices.

Beyond the public review board member meetings, we reached out with seminars on force and search and seizure. Attendance was sparse. We also attended some community meetings. Absent hot button issues, given the broad range of community issues, we do not stand out above other issues. We are scheduled to have a joint community forum on policing with the Police Commission and we are working with the Human Rights Commission staff about coordinating more community activities. We will continue to work with the HRC to broaden the knowledge range about the complaint process as well as the roles of each element of the criminal justice system. The recent “ambassador” study done by HRC demonstrates that the need continues to exist, particularly when language barriers are present.

3. Work with EPD to improve our monitoring and investigation planning methodology and developing and implementing a framework for investigations performance measurement and perfecting the data collection systems.

The introduction of the Blue Team, a tracking system for moderate to major incidents, is a shared EPD and Auditor database system. It is a quantum leap forward in tracking uses of force, pursuits, vehicle accidents, bias complaints and other allegations and major issues. It has been online only a few months in 2013 but the changes are remarkable. Prior to this system, officers were responsible for reporting their own uses of force and it was difficult for supervisors and command staff to track this information unless they went to the Records Section and asked for written reports. With Blue Team, sergeants, as first line supervisors, are responsible for reporting incidents of force, usually anything above non-resistive handcuffing. The opportunities for supervision, early intervention, and trend analysis are significant. This tool now provides a proactive measure to assist supervisors and officers in meeting organizational expectations. Even though our “design” was primarily a community complaint intake system, with command staff agreeing that full access to my office is important for the success of Blue Team, we are now able to look at all uses of force.

As appropriate, many supervisors are initiating an investigation into an allegation of misconduct by employees. The Professional Standards Unit (Internal Affairs) takes a holistic approach in their investigation of misconduct, examining all actions of employees rather than simply the behavior identified in a complaint. Investigations have been objective, thorough and complete and with cases reviewed by the CRB, validated in the work done; not without critical review and corrective recommendations. Internal Affairs investigators have extended their efforts to work with complainants to help them understand processes, and even at times, brought in complainants after the conclusion of

investigations to explain the investigations, show them video and audio and related reports. They have exhibited customer service in assisting complainants understand outcomes. Internal Affairs case files are organized in a logical manner and maintained in a secure environment as required. Weekly meetings are held with the Auditor's office, command staff and Internal Affairs staff to ensure that timelines and investigative courses are followed and reported.

We found no evidence of interference with IA investigators in fulfilling their duties; IA investigators are sensitive to the concerns and cultural needs of complainants and witnesses; they provide all reasonable administrative rights of employees; command staff does not attempt to steer or guide the investigative path; with the implementation of Blue Team, the department is holding supervisors accountable for their oversight responsibilities; IA investigators are receiving appropriate training in the specialized field of administrative investigations; and the Professional Standards Lieutenant has taken the lead role in policy improvements. I remain concerned that higher risk policy and systemic issues identified by my office have not met the pace or language as recommended.

4. Benchmarking investigative outcomes with like organizations.

We continue to obtain, compare and track other oversight agencies in the U.S., consent decrees and policy recommendations. We remain in the upper percentiles for sustained allegations and also review uses of force and other major incidents. While a smaller city, per capita statistics in various categories remain favorable. No two oversight groups work alike. There is no one blueprint for agencies in the U.S. The model in Eugene has a depth far beyond many cities in the U.S. We believe it is necessary and effective. We wish that the Oregon Public Records law more broadly allowed for the disclosure of personnel matters in government.

5. Enhance training for CRB members.

Not only did the CRB vigorously take on case reviews, they engaged in a variety of training that appreciated the differing life, cultural, professional and educational backgrounds and varying degrees of exposure to law enforcement and corrections professionals, municipal government operations, the criminal justice system, and the full and diverse range of communities served by local law enforcement agencies.

6. Communicate outcomes more effectively.

Our newsletter stretched the parameters for providing the community, stakeholders, media and interested parties with as much information as possible regarding complaints, outcomes and focus topics. I am not aware of any oversight agency with our volume of complaints that provides this service to the community. As indicated above, the next step is working with other city boards and commissions to better coordinate information to the public, particularly when English is not their first language.

7. Advocating for the CRB to review difficult (where adjudication recommendations are "close" calls) cases.

I believe the CRB (unfortunately with little media coverage or public attendance) heard difficult cases involving many different policies and policy implications. These ranged from a serious use of force to accommodating a woman's need to use a bathroom while in custody. Search and seizure cases and bias policing allegations were also explored. Even though they are only required to meet four times in a

year, they met 12 times. It was clear that the CRB members took their responsibilities seriously and with enthusiasm to serve their community.

Goals for 2013 – 2014

I'm going to try to simplify this year. I thought that there were many improvements in 2012-2013 but more work needs to be done.

1. Promote **constitutional – based policing** as the foundation for law enforcement in Eugene. This includes promoting the concept that people should feel safest when they are with police, even those who have been arrested. It is expected that a new EPD records management system (RMS) will be of significant value in tracking demographic data to better capture opportunities to identify bias-based policing.
2. Work with the Police Commission, Human Rights Commission and Municipal Court and partner with community agencies to broaden the understanding of the services provided in each venue and how those services interact with police actions, particularly with segments of the community in which English is not a first language. Given the current workload, taking on this task alone may fall short for each agency unless we collaborate while respecting the neutrality of the Auditor's office and the courts.
3. Identify and evaluate weaknesses in high risk policies and practices.
4. Ensure that supervisors are meeting their Blue Team responsibilities. Conduct trend analysis based on Blue Team data.
5. Maintain the outstanding performance of staff and the CRB.

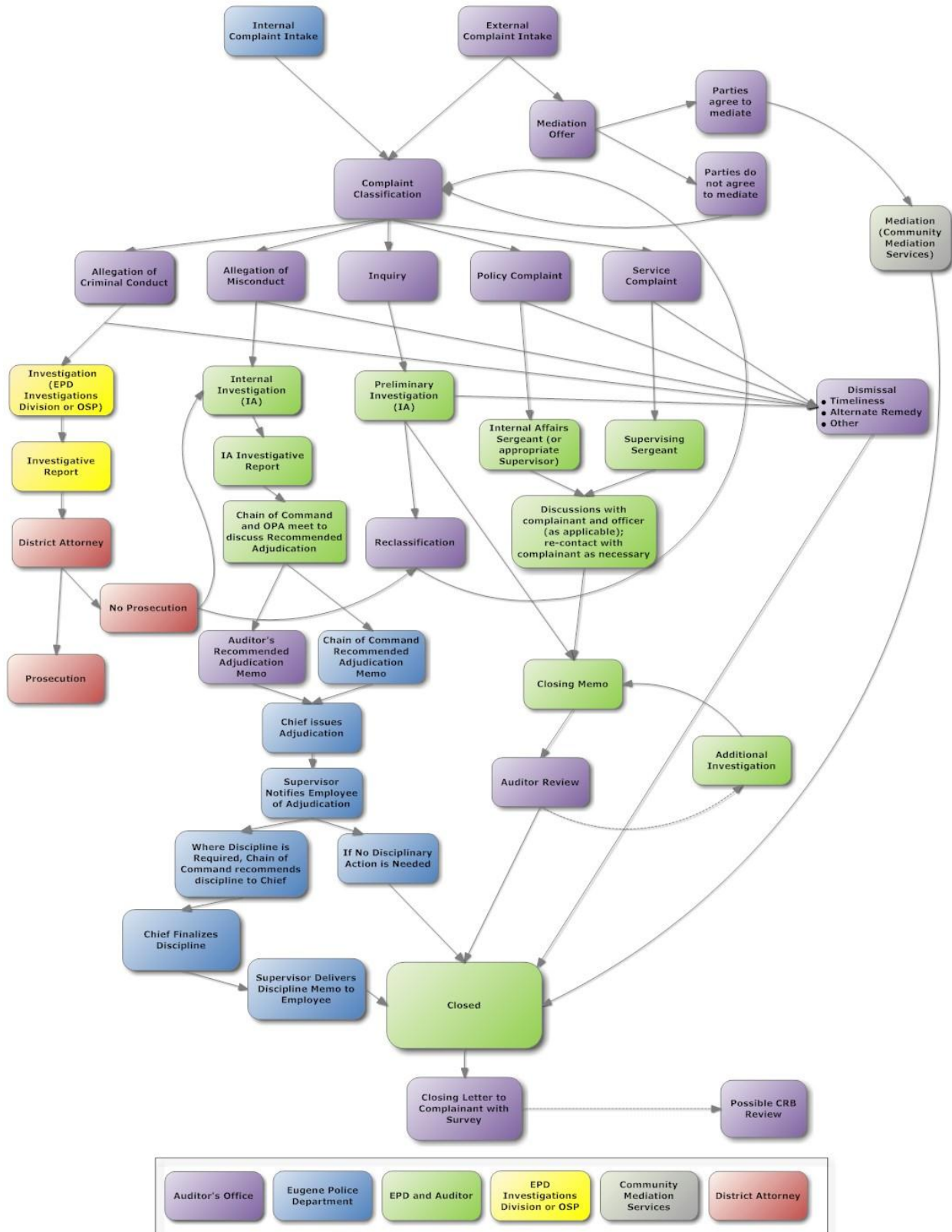
Complaint Process: Within an administrative complaint process, what remains problematic, and is often a major concern for a complainant, is a complaint that they are not guilty of an offense, that the facts as stated by the officer are not accurate, that others allegedly committing the same offenses are not arrested or charged, and that the time and expense to defend oneself is onerous. Within the criminal justice system of the U.S., a heavy burden remains with the courts, prosecutors and defense attorneys to ensure that justice is served when someone is charged with an offense. Any failures in these systems place additional burdens on individuals and agencies like citizen complaint avenues. The diagram on the next page captures the flow of complaints, whether generated by the community (external complaints) or generated internally from the police department. It does not include community impact cases. As the diagram/flow chart illustrates, complaints are handled thoroughly and completely. Many variables exist that set the course for complaints. The City Ordinance for the Auditor's office, the Charter Amendments, union contracts and labor/management negotiated protocols all factor into the path of a particular complaint.

The following diagram is an excellent illustration of the volume of work and number of decisions that are made throughout the complaint process. It is indicative of the need to have experienced professionals with knowledge of administrative, and at times, criminal processes. One of the most difficult aspects of the process is the classification of the complaint. City Council legislated that this is a function of the Auditor's office. The decisions are not always easy and never made hastily. The Auditor must evaluate

information at hand which rarely if ever provides all of the facts at the intake and classification stages. Sometimes, a classification may change one or more times as additional facts are received.

It is important to note that, as the hiring authority (as delegated by the City Manager), the police chief is the person who makes the final decision on discipline. The Auditor's office is permitted to evaluate discipline trends. The chart on the next page indicates that we take the complaint process seriously and invest a significant amount of time trying to resolve the issues presented to us by the community members through the complaint process.

Complaint Process



updated June 2012

Related Data*

*(At times complaint numbers may not match up exactly, particularly in cases where the date of the incident occurred in a year prior to the deposition: i.e.: complaint filed in December but adjudicated in February.)

2012 total police calls for service (where police responded including officer initiated): 114,500 (an increase of over 9% from 2011).

Year	Total Calls for Service
2012	114,500
2011	104,660
2010	97,277
2009	98,796

2011 total custody arrests and misdemeanor citations including DUII arrests (596 DUII arrests): 15,614

Year	Total Custody Arrests and Misdemeanor Citations
2012	15,614
2011	15,471
2010	14,626
2009	16,358

2012 custody arrests and misdemeanor citations including DUII arrests per capita arrests (based on estimated population of 158,335) rate: 0.099

Total Uniformed Traffic Citations: 15, 170

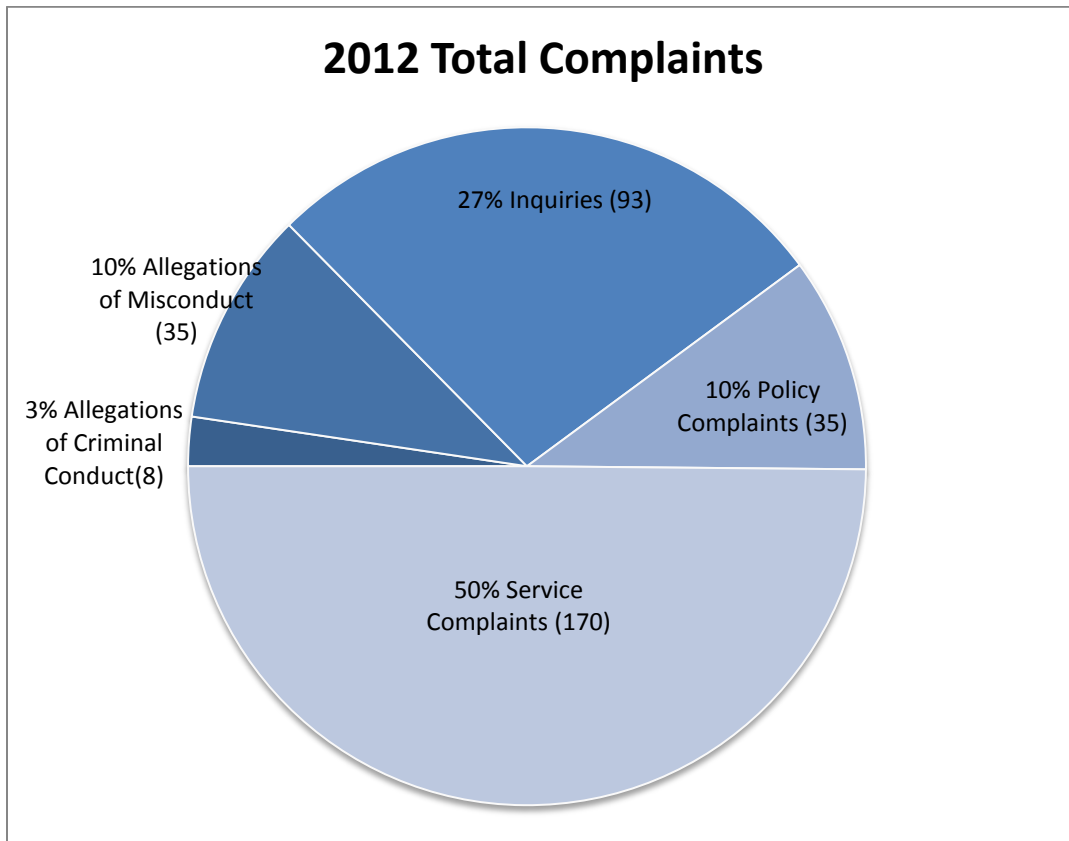
Year	Total Uniform Traffic Citations
2012	15,170
2011	13,133
2010	16,670
2009	18,299
2008	15,282

In past years, we have also included EPD's data on Taser discharges and warnings. The 2012 Taser data is being entered into BlueTeam (as well as ongoing 2013 data) and will be reported when it is compiled.

2012 Complaints: Statistics and Review

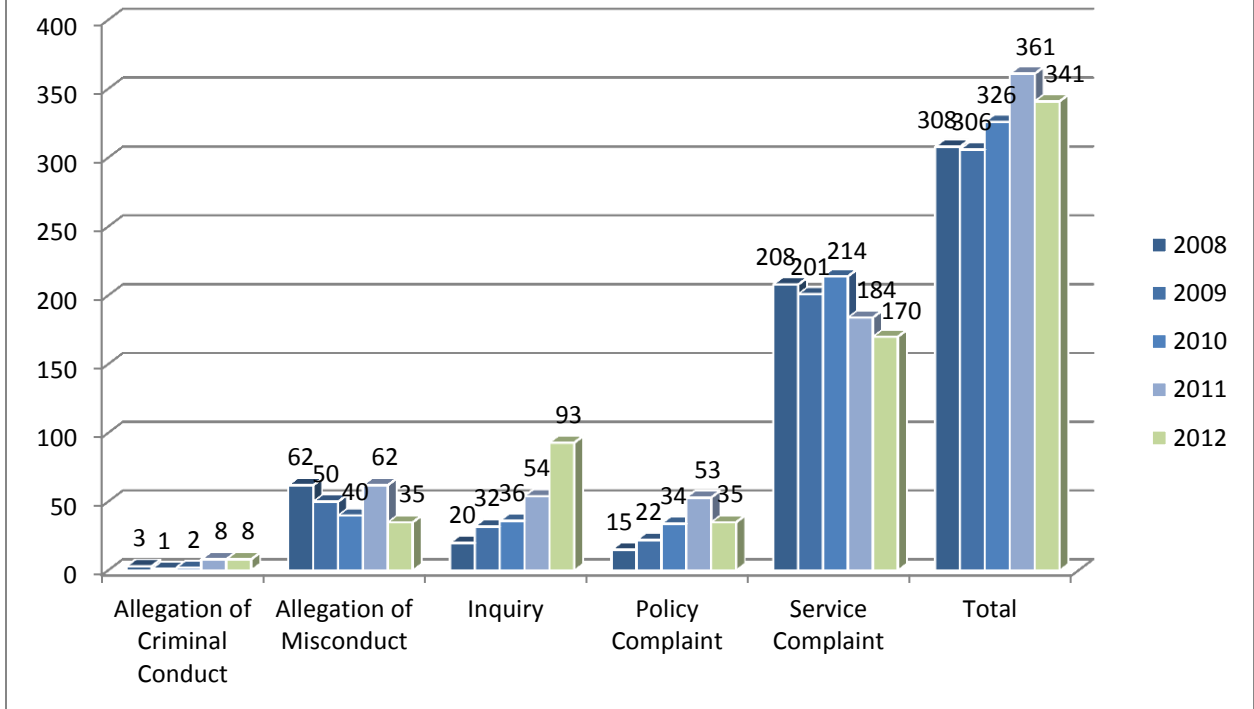
The Auditor's Office received 341 total complaints in 2012 – a decrease of 5% from 2011 (when we received 361 complaints), but an increase from 2010 (when we received only 326 complaints). As in previous years, the majority of the complaints (170) were classified as service complaints.

<u>Classification</u>	<u>Number of Complaints</u>
Allegation of Criminal Conduct	8
Allegation of Misconduct	35
Inquiry	93
Policy Complaint	35
Service Complaint	170



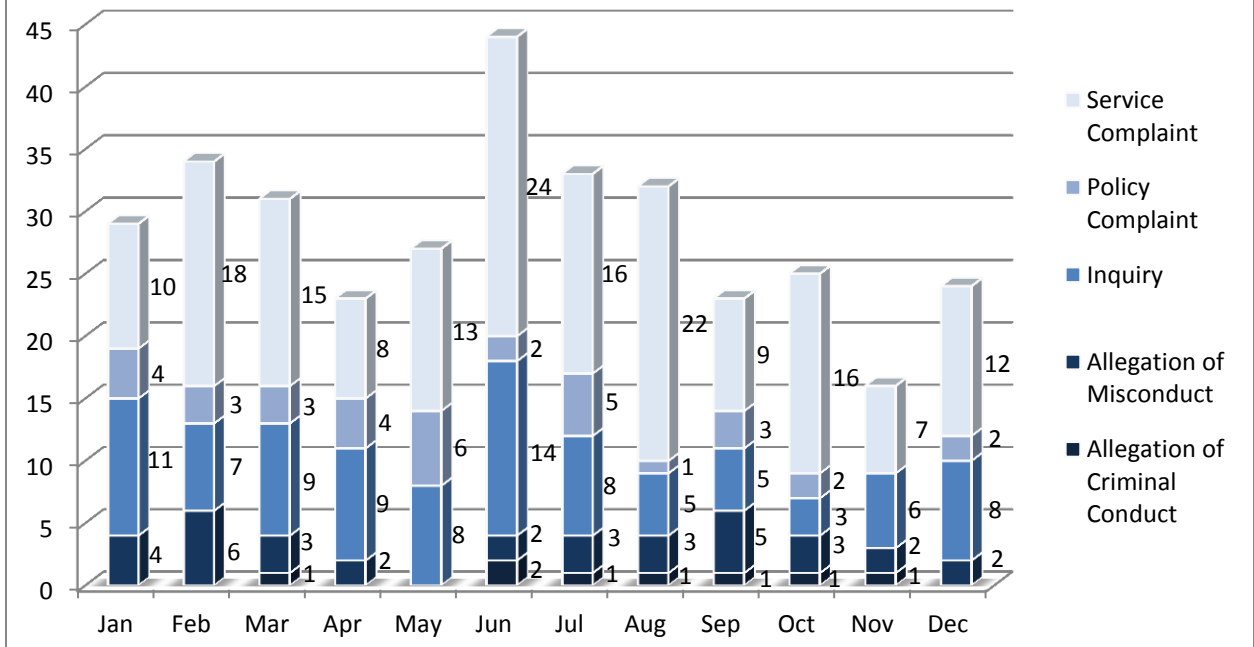
Allegations of misconduct dropped from 62 in 2011 to only 35 this year; however, 2010 saw a similar number of allegations of misconduct at 40. Inquiries continued to rise – 93 in 2012 compared to 54 in 2011. These trends will be discussed in further detail below; our increased focus in performing a thorough preliminary investigation appears to be the likely cause.

Complaints by Classification, 2008-2012

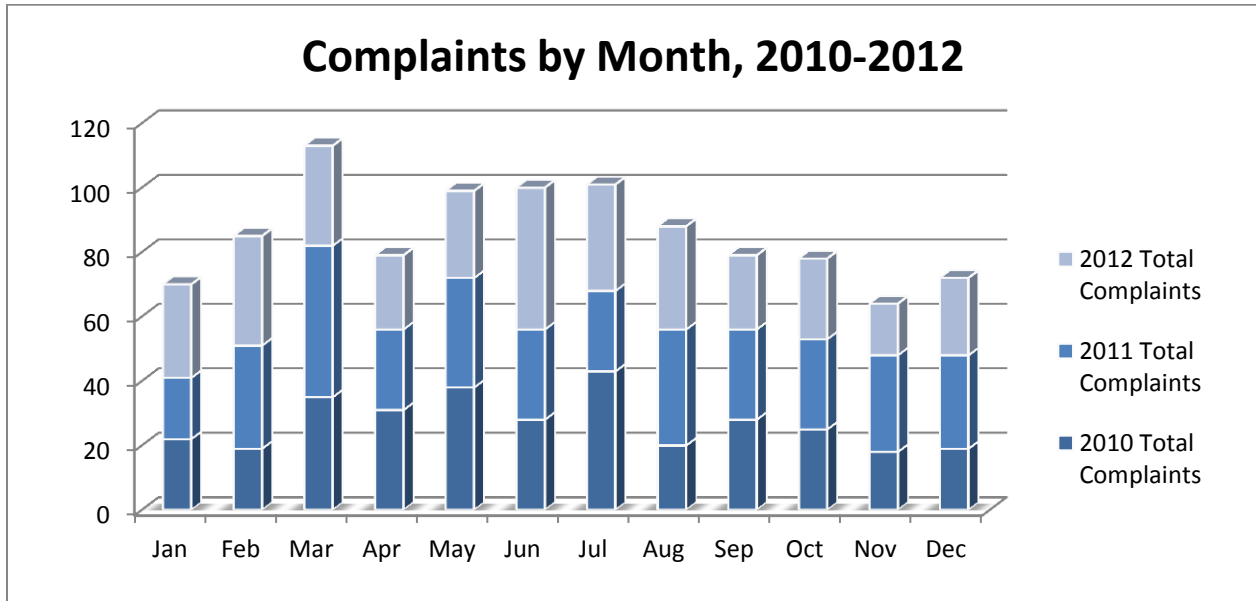


Similar to 2011, we did not see a monthly trend to our complaint numbers.

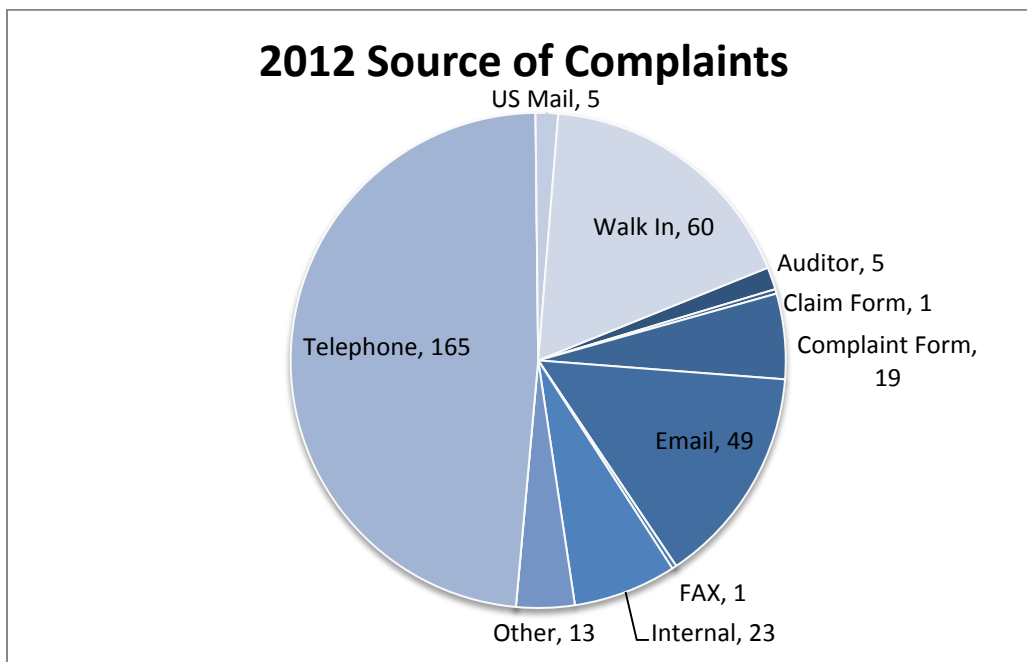
2012 Complaints by Month



However, when the data is combined from the past three years, it is clear that we generally experience a sharp increase in March and a slightly higher frequency of complaints in the spring and summer months (May-July).

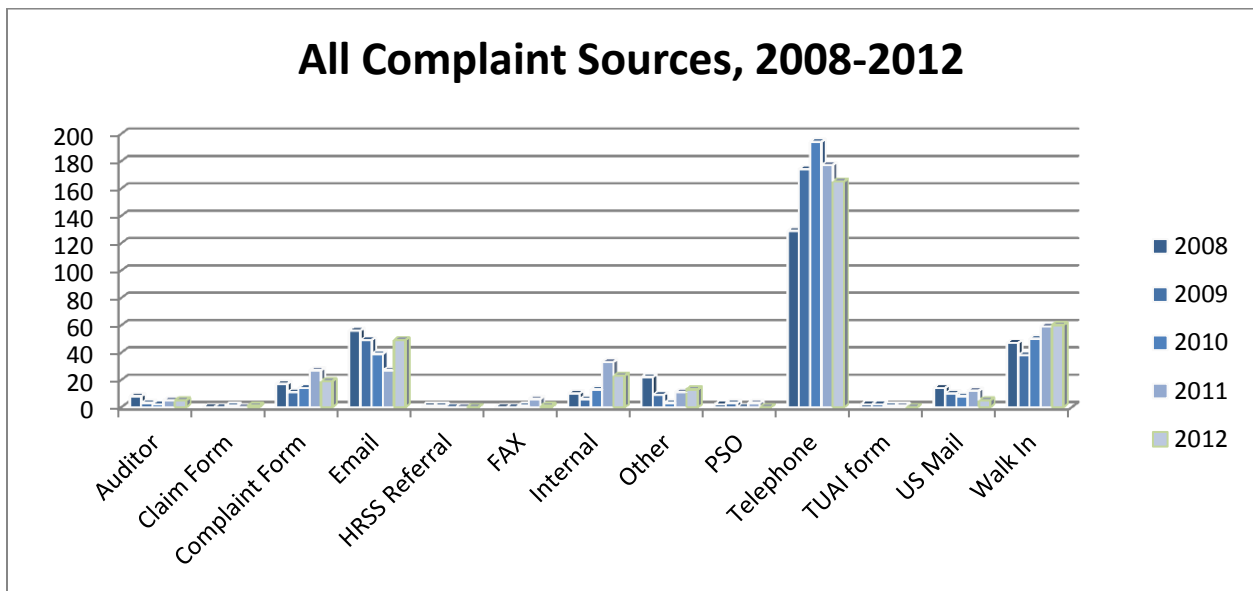


We received complaints from a variety of sources, but the telephone was our most popular option (165 complaints received over the phone, or 48%).

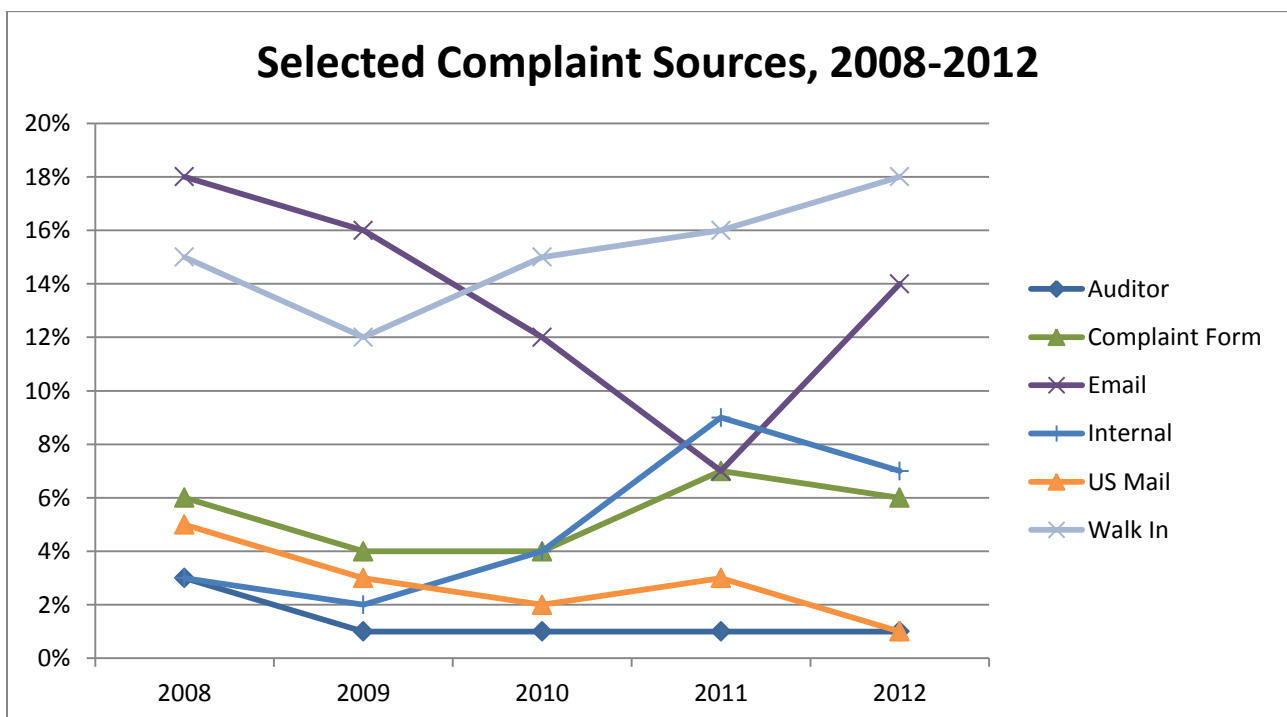


The telephone has consistently been the most common way for us to receive complaints. Methods such as referrals from the Equity and Human Rights office, submissions of EPD’s “Tell Us About It” (TUII)

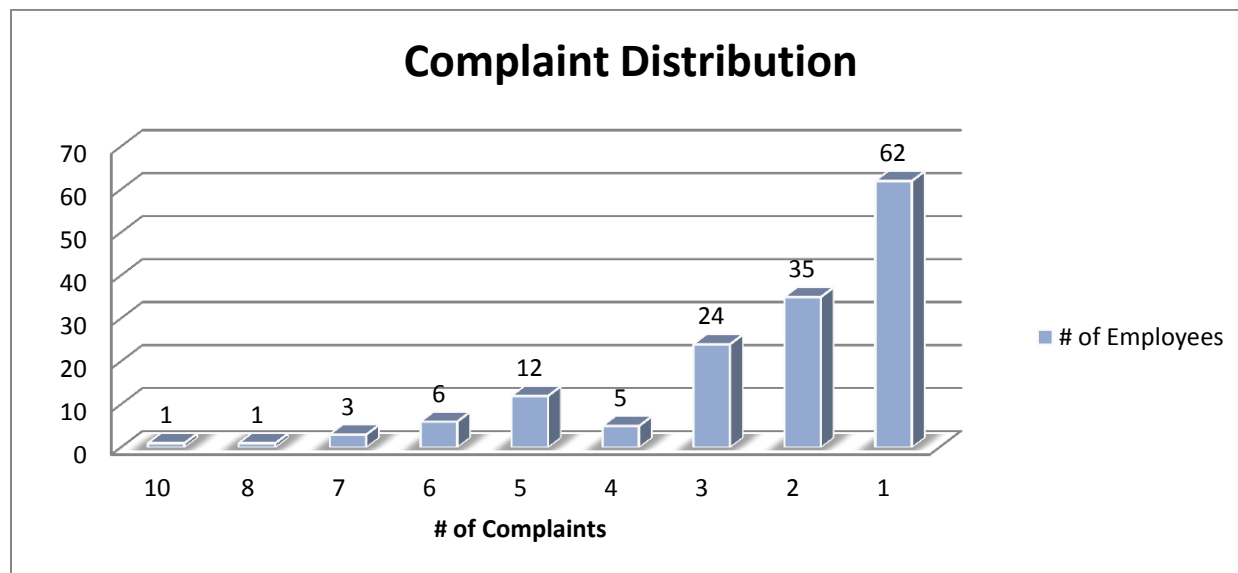
form, fax, referrals from the City’s Public Service Officer, and submission of risk claim forms, have remained consistently low over the years.



However, the number of internal complaints has increased greatly over the years; internally reported complaints consisted of 2-4% of the total complaints in 2008-2010, but in the past few years, 9% (2013) and 7% (2012) of our total complaints were received from within EPD. Auditor-initiated complaints have remained steady at about 1% of total complaints. We have seen an increased percentage of complaints from walk-ins, and an overall decrease in complaints received through the mail.



Complaints were distributed among 149 employees. 41% of those employees (62 employees) had only one complaint levied against them. One employee received 10 complaints, and one employee received 8 complaints.



Our office is the intake point for complaints for all employees of EPD, including sworn and non-sworn employees (a total of 306.75 FTE, as of May 2013). The 149 employees with complaints represent 48.6% of the employees at EPD.

Table 1. 2012 Complaints by Number of Employees

	Number of Employees	Number of Complaints Received	Percent of All EPD Employees
Employees with Complaints	149	341	48.6%
	62	1	20.2%
	35	2	11.4%
	24	3	7.8%
	5	4	1.6%
	12	5	3.9%
	6	6	1.9%
	3	7	1.0%
	1	8	0.3%
	0	9	0.0%
	1	10	0.3%
Employees with No Complaints	157.75	0	51.4%
Total	306.75	341	100%

The distribution of sustained allegations of misconduct among employees, as opposed to complaints (which may be unfounded) is addressed below.

Allegations

A complaint is classified as an allegation if it alleges serious misconduct. There are two main categories of allegations: allegations of criminal conduct (where the actions alleged, if found to be true, would constitute criminal conduct by an employee) or allegations of misconduct (where the actions alleged constitute a major rules violation, including excessive force that causes physical injury or egregious acts of disparate treatment).

Criminal Conduct

During 2012, the Auditor's office received eight complaints that were classified as allegations of criminal conduct. Five of those investigations are still ongoing; as ongoing criminal investigations, we cannot comment on them here.

One complaint alleged that a former employee was involved in a crime several years ago. As the employee is no longer an EPD employee, we were required to dismiss the complaint. However, we forwarded the complaint and information to the District Attorney for follow up.

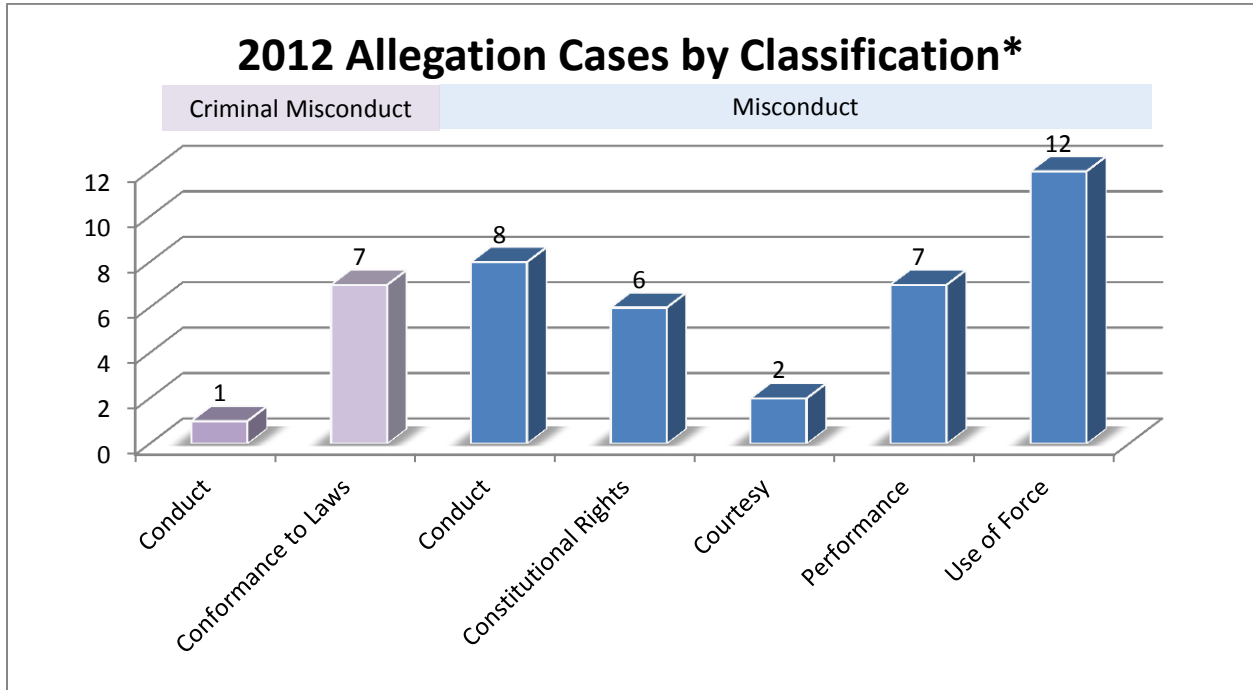
Another complaint was forwarded to our office from the Lane County jail; an inmate there alleged that EPD employees used excessive force against him and touched him inappropriately. The complaint was investigated by an EPD supervisor; our office reviewed the investigation to ensure it was thorough, fair, and complete. The investigation uncovered no evidence to support the allegation that officers committed any criminal acts against the reporting party. Our office agreed with EPD that no further administrative investigation was necessary. The investigation was also reviewed by the District Attorney, who declined to prosecute based on the lack of evidence. The District Attorney further elaborated that "all indications are that [the officers] performed their duties with the professionalism we expect of all our law enforcement."

A third complaint was received by EPD, who notified our office and assigned the case to Oregon State Patrol to investigate. Our office reviewed the investigation to ensure it was thorough, fair, and complete. The investigation revealed nothing to support the claim that the employee had committed any criminal act. Our office agreed with EPD that no further administrative investigation was necessary, and the complaint was closed as unfounded.

Misconduct

In 2012, the Auditor's office received 35 complaints (from both internal and external sources) alleging serious misconduct. Most allegations were related to use of force, followed by conduct, performance,

constitutional rights, and courtesy (in decreasing order). Allegations of misconduct are investigated by Internal Affairs sergeants, and the Auditor’s office participates in and oversees those investigations. The 35 complaints alleging serious misconduct included 77 specific alleged policy violations by EPD employees.



* In the graph above, only the primary allegation is indicated.

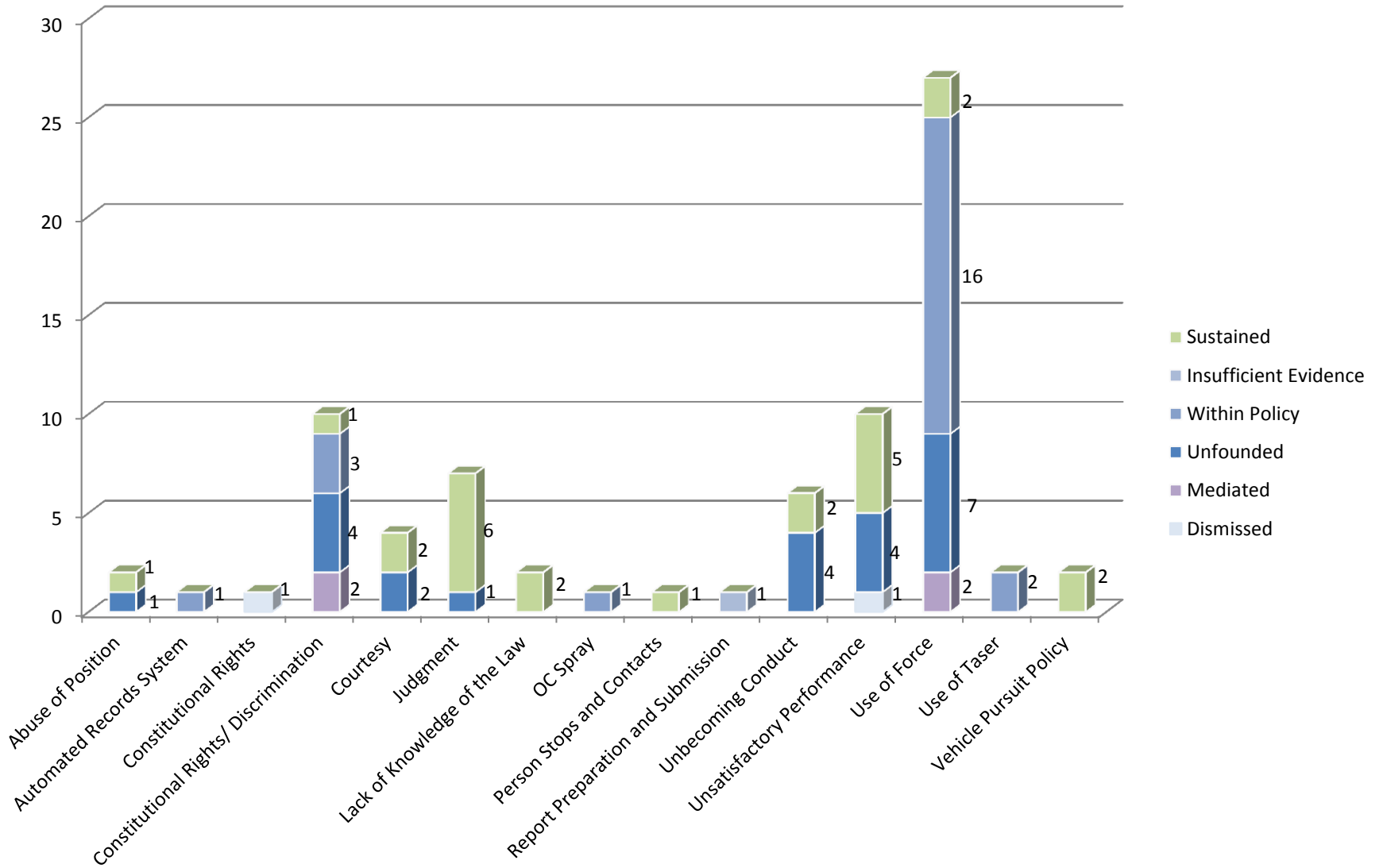
10 of the 35 complaints were sustained – about 29% of the complaints. This is consistent with 2011’s sustained rate of 30%. Only two complaints were dismissed (one was outside of jurisdiction, and one was dismissed for timeliness), which is a sharp decrease from the 17 complaints dismissed in 2011. In addition, the number of complaints dismissed for timeliness decreased from 8 in 2011 to 1 in 2012, which seems to indicate that the community is becoming more cognizant of our time limits.

The following table and graph illustrate in further detail the types of allegations we received in 2012 and their outcomes (instead of addressing only the primary allegation). The primary allegation is designated within the Internal Affairs database that we share with EPD, using the primary of what may be several allegations against several officers.

Table 2. 2012 Specific Allegations

	# of Allegations	Dismissed	Mediated	Unfounded	Within Policy	Insufficient Evidence	Sustained
Abuse of Position	2	0	0	1	0	0	1
Automated Records System	1	0	0	0	1	0	0
Constitutional Rights	1	1	0	0	0	0	0
Constitutional Rights/ Discrimination	10	0	2	4	3	0	1
Courtesy	4	0	0	2	0	0	2
Judgment	7	0	0	1	0	0	6
Lack of Knowledge of the Law	2	0	0	0	0	0	2
OC Spray	1	0	0	0	1	0	0
Person Stops and Contacts	1	0	0	0	0	0	1
Report Preparation and Submission	1	0	0	0	0	1	0
Unbecoming Conduct	6	0	0	4	0	0	2
Unsatisfactory Performance	10	1	0	4	0	0	5
Use of Force	27	0	2	7	16	0	2
Use of Taser	2	0	0	0	2	0	0
Vehicle Pursuit Policy	2	0	0	0	0	0	2
TOTAL	77	2	4	23	23	1	24

2012 Specific Allegations and Disposition



It is clear that a high proportion of our complaints are related to EPD uses of force. Generally, when we receive a complaint alleging use of force and there is an injury, a thorough internal investigation is the most responsible way forward, even when it appears that no policy violation occurred. The majority of the use of force allegations (59%) are found to be within policy.

The highest number of specific sustained allegations were for violations of the policies for judgment and performance (6 and 5, respectively). EPD policy requires that employees use good judgment at all times; “good judgment” is determined using a standard of a reasonable employee in similar circumstances. EPD policy also requires employees to perform all aspects of their job as well as they reasonably can. Examples of poor performance include lack of knowledge of the law, unwillingness or inability to perform assignments, failure to conform to standards established for the employee’s rank or position, failure to take appropriate action, and failure to perform professionally. In addition to performance and judgment, there were sustained allegations for abuse of position, constitutional rights/discrimination, courtesy, lack of knowledge of the law, person stops and contacts, unbecoming conduct, use of force, and the vehicle pursuit policy.



Discipline for specific sustained allegations was varied. The purview of our office is limited to the investigatory process; we are excluded from commenting on discipline. However, in the interests of transparency, discipline information is provided below.



Allegations were distributed among 14 employees, or 4.6% of EPD employees. Two sustained complaints, including five separate policy violations, involved the same employee. All other sustained allegations (13 complaints including 21 separate policy violations) involved different employees.

Table 3. EPD Employees with Sustained Allegations of Misconduct

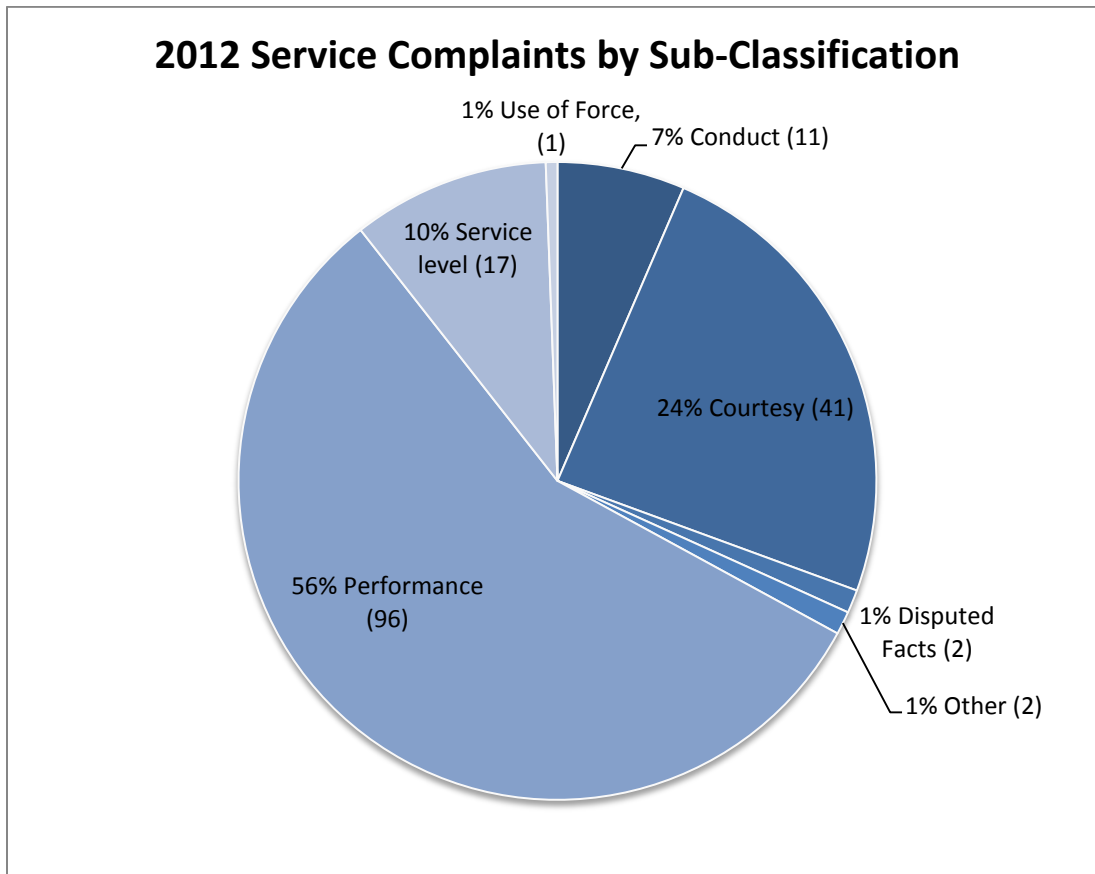
# of Sustained Policy Violations	# of EPD Employees	% of EPD Employees
5	1*	0.3%
4	0	0.0%
3	1**	0.3%
2	6**	2.0%
1	6**	2.0%

* The five sustained policy violations arose out of two separate complaints.

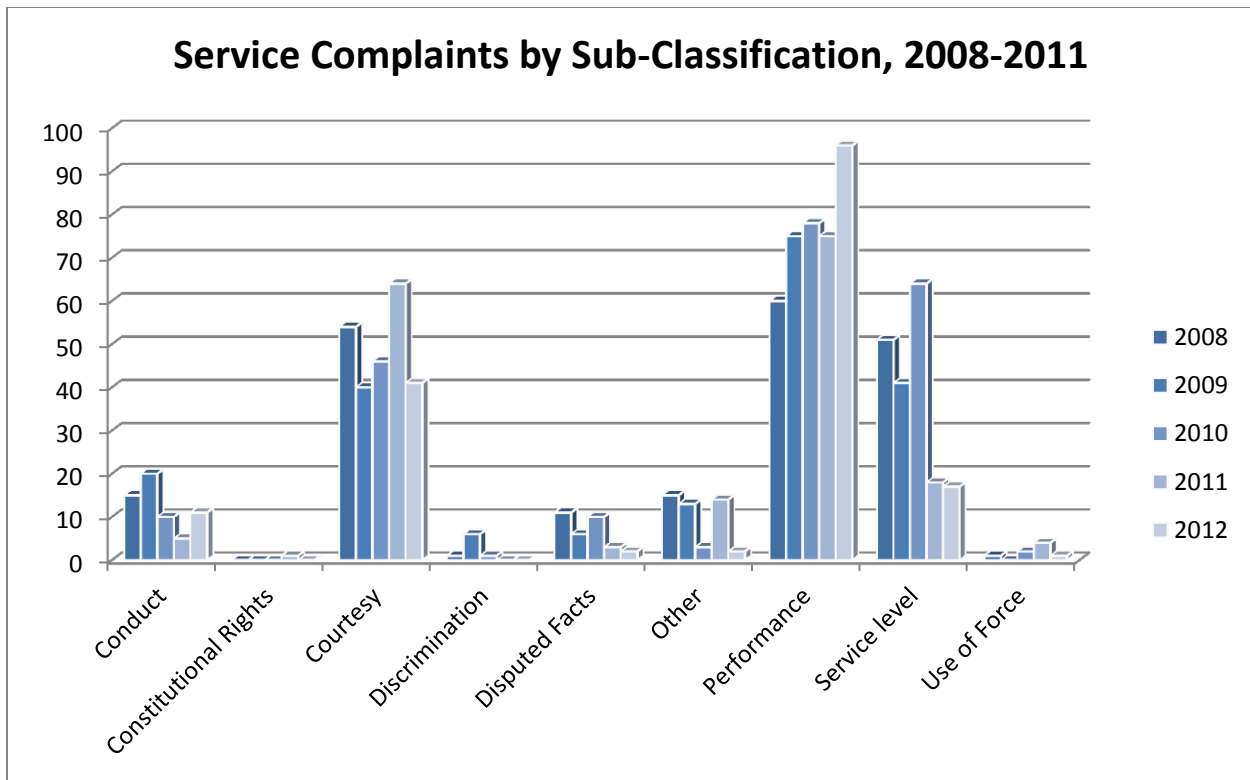
** These employees each had only one sustained complaint; the number of policy violations in each complaint varied.

Service Complaints and Surveys

Service complaints, policy complaints, and inquiries are handled in a different manner than allegations of criminal conduct or misconduct. Service complaints are complaints “about police employee performance or demeanor, customer service and/or level of police service.” E.C.C. § 2.452. Generally, service complaints are referred to the supervisor of the involved officer(s) for follow up with both the complainant and the involved officer(s). The supervisor will write a memo detailing their review of the complaint and contact with the involved parties, which the Auditor’s Office reviews for completeness and thoroughness. The Auditor’s Office then contacts the complaining party for a follow up survey.



We have seen an overall decrease in conduct- and service level- related complaints, but we have seen an increase in performance-related complaints. At the same time, courtesy-related complaints have remained relatively steady (though they have decreased to only 41 this year after last year’s high of 64).



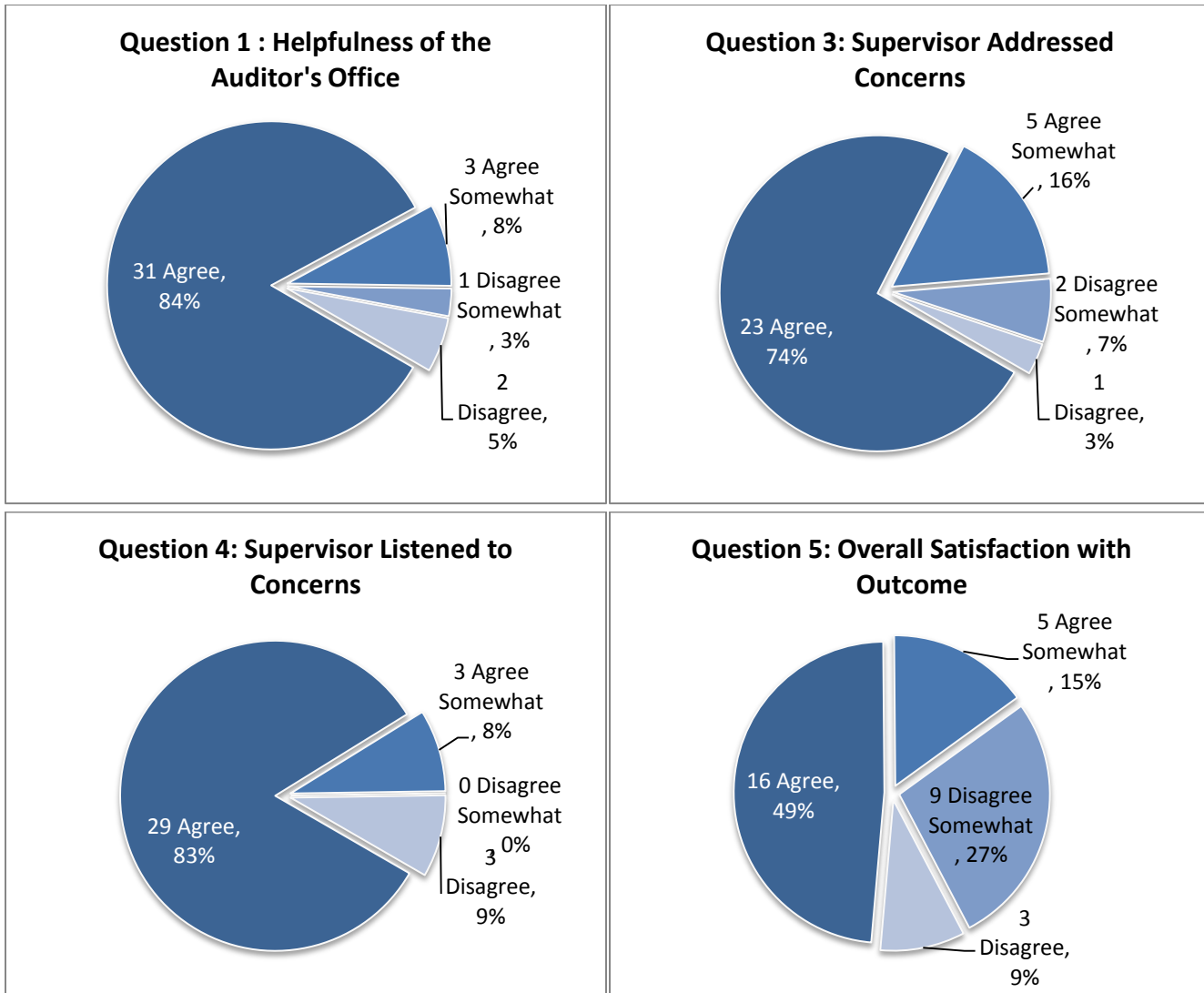
Service Complaint Surveys

We received 37 returned surveys in 2012 from 170 total service complaints, for a response rate of 21.8%. This is slightly down from 2011's rate of 23.9% (44 of 184 returned), but slightly improved from our 2010 rate of 21.5% (46 of 214 returned). The questions on the surveys are as follows:

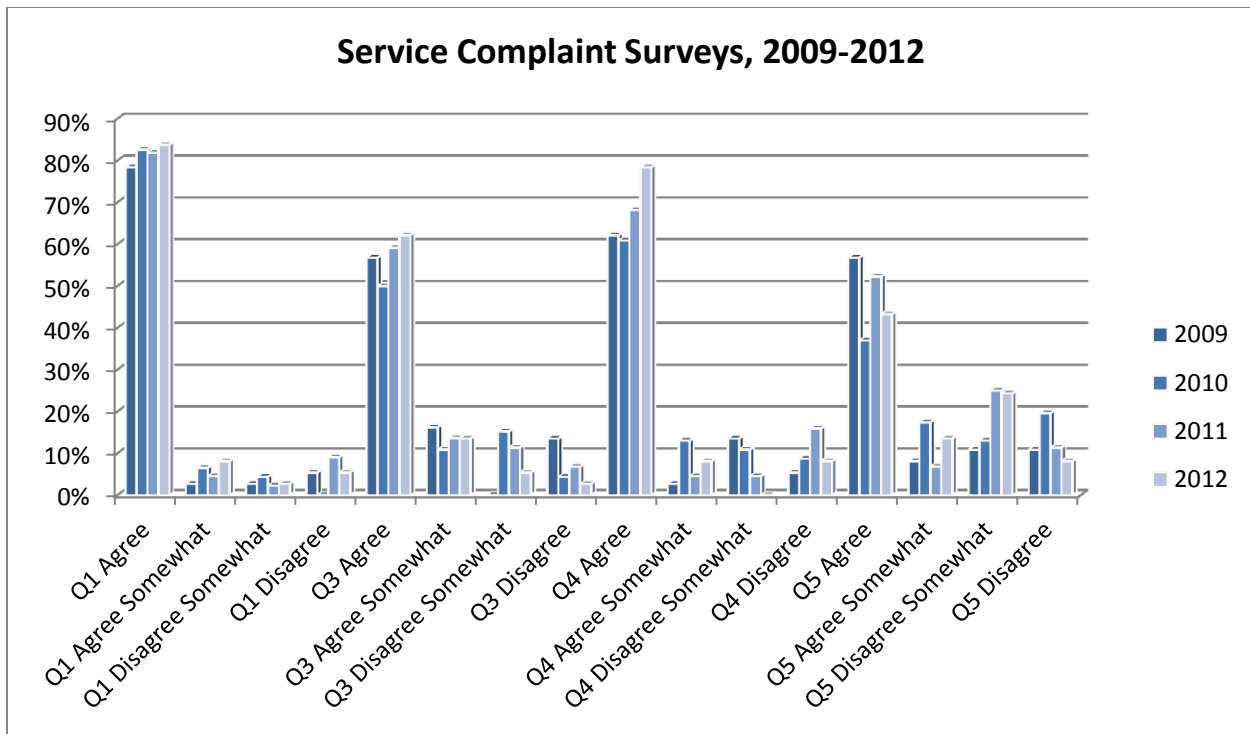
- 1) Staff member(s) at the Office of the Police Auditor was/were helpful in taking my complaint.
- 2) Were you contacted by the EPD employee's supervisor?
- 3) If yes to #2, my concerns were addressed by the supervisor.
- 4) The supervisor listened to my concerns.
- 5) I am satisfied with the outcome of the complaint investigation.
- 6) Would you have preferred to speak with the involved officer rather than the supervisor?

Questions #1, #3, #4, and #5 are answered with a ranking: Agree, Agree Somewhat, Disagree Somewhat, and Disagree. Question #2 is a yes or no question. We received 31 "Yes" answers (83.8%) and three "No" answers – two respondents had been contacted by the supervisor but still disagreed with the response, and one believed she was contacted by the involved officer (it was a supervisor) and appreciated the follow up. We also received one "N/A", one "?", and one blank response (our records showed that in all three cases, the respondent was in fact contacted by a supervisor).

Question #6 was added to the survey during 2011; it is a yes or no question and includes a space for comments. Of the 34 surveys that answered this question, only 8 would have preferred speaking with the officer (one of those would have preferred speaking with both the officer and supervisor); 26 preferred speaking with the supervisor. For comparison, in 2011, 18 of 20 respondents preferred speaking with the supervisor.



In 2012, 92% of respondents agreed or somewhat agreed that the Auditor’s Office was helpful in taking their complaint (Question 1). This is a slight increase from 2011, when 89% answered the same. Overall satisfaction with the process (Question 5) increased slightly to 64% from 62% in 2011 and 2010. A



As shown above, the percent of respondents who agree that the Auditor’s Office was helpful has steadily increased, as has the percent of respondents who agree that the supervisor addressed their concerns. The percent of respondents who agree that the supervisor has listened to their concerns has increased greatly, from about 60% in 2009-2010 to 78% in 2012.

Policy Complaints and Inquiries

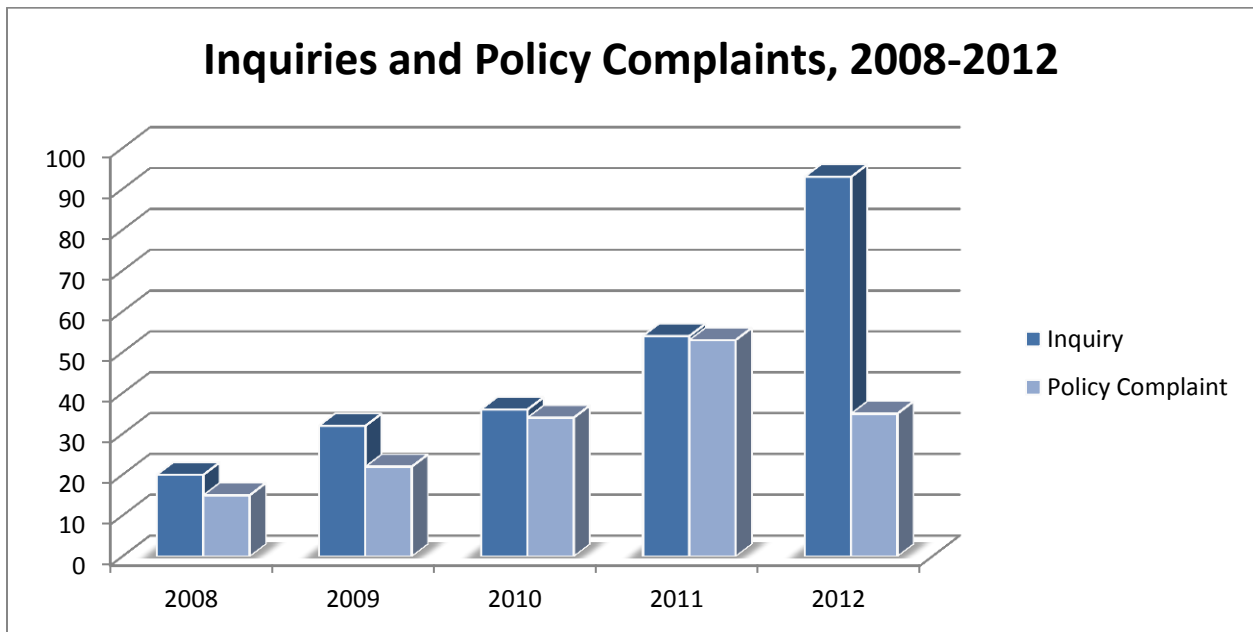
Complaints are classified as policy complaints where the complainant “is dissatisfied with current policies or established procedures.” Civilian Oversight Protocols, Classification of Complaints 1.d. These complaints are referred to either a supervisor (where appropriate) or an Internal Affairs sergeant. For example, a policy complaint may be investigated by a supervisor where a particular officer, division, or program is the focus of the complaint. Similar to a service complaint, the investigator will contact the complainant, as well as any involved officer(s), and write a memo detailing their resolution of the complaint. The Auditor’s office reviews the memo and follows up with the complaining party.

A complaint may be classified as an inquiry where it involves a “question about the propriety of an employee’s actions or a department policy, procedure, or regulation in a manner which indicates dissatisfaction, but which does not necessarily constitute or imply an allegation of misconduct.” EPD Police Operations Manual (POM) 1102-3, Part I.A.1. An inquiry may be investigated by a supervisor, Internal Affairs sergeant, or the Internal Affairs coordinator, as appropriate. The Auditor’s Office is kept

informed regarding the progress of inquiries and may reclassify the complaint if warranted. The Auditor’s Office contacts the reporting party with a resolution.

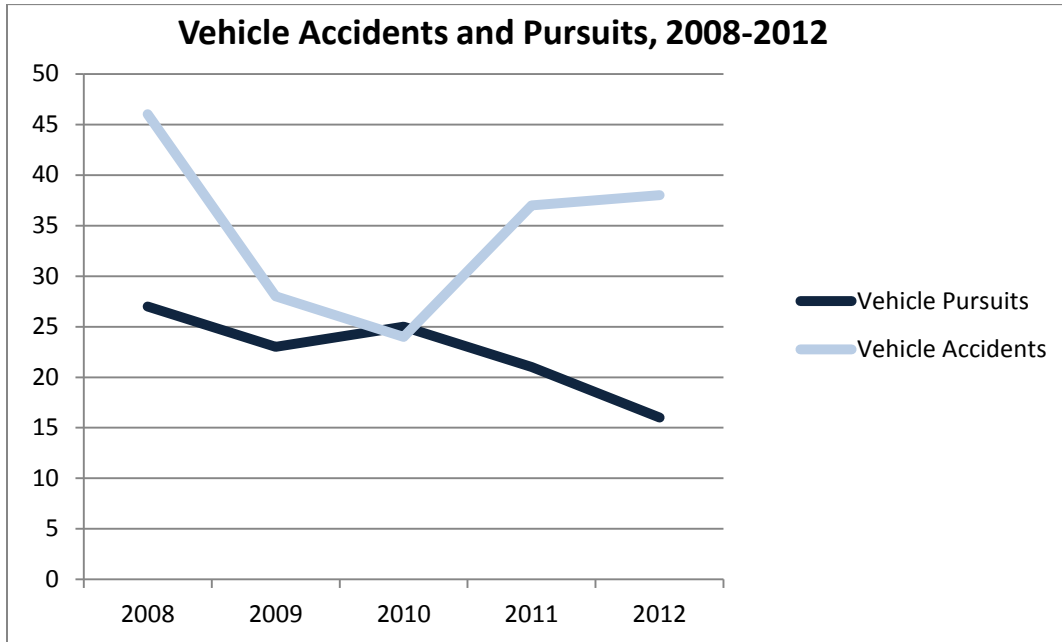
While policy complaints decreased in 2012 (down to 35 from 53), they were comparable with 2010 levels. Inquiries, on the other hand, sharply increased – 93 in 2012 compared to 54 in 2011. This appears to be likely related to classification processes; our office has focused on improving our preliminary investigations of complaints, and often complaints are classified as inquiries until the preliminary investigation has developed. Often, inquiries will be reclassified to allegations, service complaints, or policy complaints depending on what is discovered in the preliminary investigation.

This theory is supported by the decreased number of allegations for 2012, as well as the dramatic decrease in dismissed allegations from 2011. In 2011, 15 specific allegations of misconduct (from several different complaints) were dismissed for various reasons. As stated above, in 2012, only two specific allegations (from two different complaints) were dismissed.



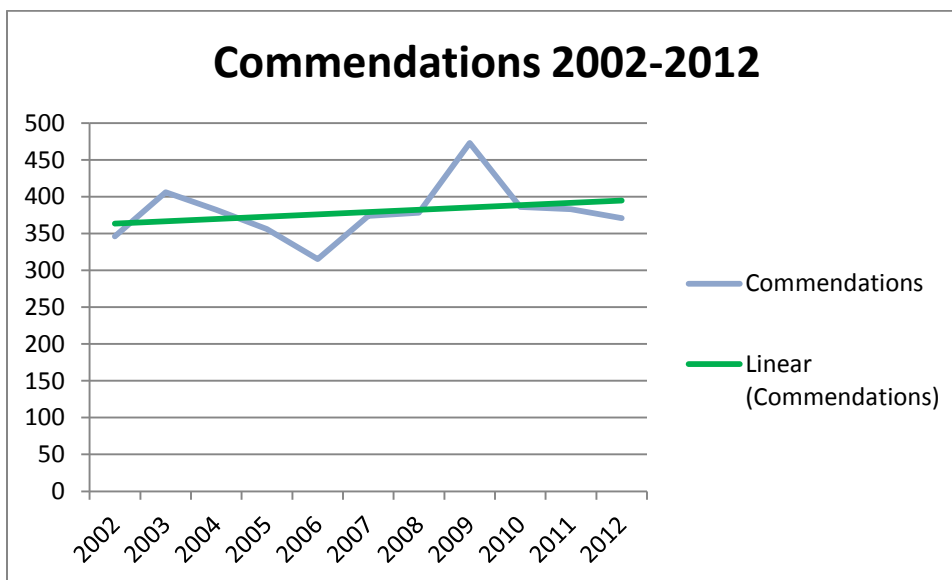
Vehicle-Related Incidents

Vehicle pursuits continued to decline in 2012; EPD conducted 16 pursuits in 2012, down from 21 the year before. In comparison, EPD conducted 27 vehicle pursuits in 2008 – a decrease of 40%. Vehicle accidents remained steady (38 in 2012, compared to 37 in 2011).

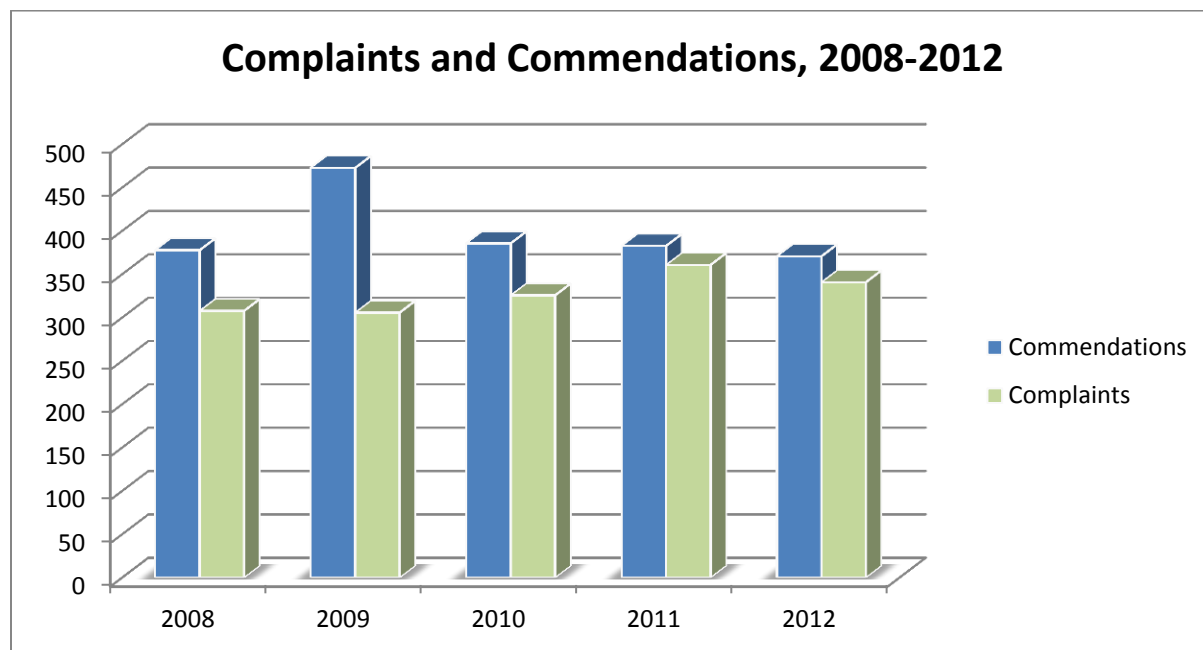


Commendations

The Auditor's Office and EPD continue to intake commendations, a total of 371 in 2012. This was a slight decrease from 2011, but the overall trend over the past 10 years is a slight increase.



Commendations continue to outpace complaints, as has been the case since 2008.



Community Impact Cases

The Auditor did not receive any complaints in 2012 that were designated as a community impact case.

Critical Incidents

There was one critical incident in 2012, an officer-involved shooting. The Auditor's Office was notified of the incident in a timely manner, and our office participated in the Deadly Force Review Board which was convened to analyze the use of deadly force.

In addition, there was one incident later classified as a use of deadly force; no serious physical injury resulted from the use of deadly force, so it was not designated as a critical incident. Regardless, the Auditor's Office was notified of the incident by EPD command staff. The Auditor's Office also participated in the Use of Force Review Board that was convened to examine that use of deadly force.

2012 Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication*			Dates/QC					CRB Review?	
	Auditor's Classification	POM Violations	EPD Chain of Command **	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total ***		
RP alleged officers who responded to his home and used excessive force to arrest him with no charges, bashing his head on a manhole cover. Neighbor called alleging that complainant was pointing a rifle at them.	Allegation of Misconduct: Use of Force	901.1 Use of Force	WP	WP	WP	1/4/12	3/21/12	4/18/12	5/1/12			
		901.1 Use of Force	WP	WP	WP							
							Timeframe:	77	27	13		104
Summary of Complaint	Allegations	Adjudication	Dates/QC					CRB Review?				
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP alleged that his rights were violated during a search and seizure of his person and home in 2010. Dismissed: Timeliness	Allegation of Misconduct: Constitutional Rights	N/A - Dismissed			1/4/12			1/11/12				
							Timeframe:	N/A	N/A	N/A		N/A
Summary of Complaint	Allegations	Adjudication	Dates/QC					CRB Review?				
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP alleged an officer entered his garage to arrest his son without consent or warrant and then later entered his home to retrieve an involved infant without valid consent. Domestic situation - officers acting under Community Care Taking.	Allegation of Misconduct: Constitutional Rights	1101.1.B.6 Constitutional Rights	UF	UF	UF	1/27/12	4/17/12	6/19/12	6/29/12			
							Timeframe:	80	62	10		142
Summary of Complaint	Allegations	Adjudication	Dates/QC					CRB Review?				
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP alleged her 13 year old daughter was treated poorly and profiled because of her race by an officer. RP's older daughter alleged that the officer was rude and harassing when she refused to give her parent's phone number. Mediation declined.	Allegation of Misconduct: Conduct	1101.1.B.7 Courtesy	UF	IE	UF	1/30/12	6/12/12	7/11/12	7/23/12	161	10/09/12	
		1101.1.B.25 Unbecoming Conduct	UF	UF	UF							
							Timeframe:	132	29	12		161
Summary of Complaint	Allegations	Adjudication	Dates/QC					CRB Review?				
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP initiated a complaint for a Vietnamese neighbor, who was arrested for prohibited noise. RP believed that the noise complainant is friends with the officer who investigated and arrested his neighbor.	Allegation of Misconduct: Conduct	1101.1.B.2 Abuse of Position	UF	UF	UF	2/1/12	4/6/12	5/14/12	5/29/12		07/10/12 Agreed but considered whether judgment was appropriate.	
							Timeframe:	65	38	15		103
Summary of Complaint	Allegations	Adjudication	Dates/QC					CRB Review?				
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP alleged that officer was totally out of line when he spoke to him about protesting in front of St. Vincent DePaul's. He alleged that the officer was nasty and berating.	Allegation of Misconduct: Courtesy	1101.1.B.7 Courtesy	S	S	S	2/1/12	4/9/12	5/11/12	6/14/12		07/10/12	
							Timeframe:	68	32	33		100

Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
RP alleged that an officer pressured her into talking and signing papers about an arrest of her boyfriend and that the officer insisted she return to her apartment where he took pictures of her body. Subject was clothed - exposed non-sensitive areas to show bruises.	Allegation of Misconduct: Conduct	1101.41.B.25 Unbecoming Conduct	UF	UF	UF	2/2/12	4/17/12	5/6/12	7/3/12	94	
		1101.41.B.25 Unbecoming Conduct	UF	UF	UF						
						Timeframe:	75	19	57	94	
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
Internal RP alleged that a supervisor provided false information to others which in turn denied him opportunity to receive a light duty assignment, and that another supervisor knew of this did not correct the situation.	Allegation of Misconduct: Conduct	1101.1.B.9 Unsatisfactory Performance	N/A	UF	UF	2/6/12	5/7/12	5/21/12	6/7/12		
		1101.1.B.9 Unsatisfactory Performance	N/A	UF	UF						
						Timeframe:	91	14	16	105	
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP contacted EPD about an incident at an area school in which a student was detained. RP believes excessive force was used and the wrong person was detained. Mediated.	Allegation of Misconduct: Use of Force	901.1 Use of Force	Mediated			2/10/12			6/13/12		
		1101.1.B.6 Constitutional Rights									
		901.1 Use of Force									
		1101.1.B.6 Constitutional Rights									
					Timeframe:	N/A	N/A	N/A	N/A		
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
Officer involved shooting of an armed subject at Briarwood Mobile Home Park.	Deadly Force Review	901.1 Use of Force	WP	WP	WP	2/8/12	N/A - different process for Deadly Force Review Board	8/1/12	8/1/12		
		901.4 Police Firearms	WP	WP	WP						
		901.5 Patrol Rifle Deployment	WP	WP	WP						
		901.6 Use of Force Reporting	WP	WP	WP						
					Timeframe:	N/A	N/A	0	173		

Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
RP was unhappy about the conditions at the Lane County Adult Corrections Facility. Dismissed: Outside Jurisdiction	Allegation of Misconduct: Performance	N/A - Dismissed									
						Timeframe:	N/A	N/A	N/A	N/A	
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP alleged that officers used excessive force and harassment against him. RP stated that officers stood him up after handcuffing him, started yelling stop resisting and then pitched him onto his head from a full standing position.	901.1 Use of Force	WP	WP	WP	3/2/12	5/18/12	6/13/12	6/25/12			
	901.1 Use of Force	WP	WP	WP							
					Timeframe:	76	25	12	101		
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP alleged that officers stopped him claiming he had a warrant, handcuffed him, stuck a knee in his back and then released him because he didn't have a warrant.	1101.1.B.6 Constitutional Rights	WP	WP	WP	3/5/12	5/4/12	5/28/12	6/5/12			
	1101.1.B.6 Constitutional Rights	WP	WP	WP							
					Timeframe:	59	24	7	83		
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP inquired into whether a detective was taking the information he submitted about a cold case (from the mid-90s) seriously since it involved a former employee. Dismissed: Employee not Active. Referred to DA	Allegation of Criminal Conduct: Conformance to Laws	N/A - Dismissed			3/12/12			3/19/12			
					Timeframe:	N/A	N/A	N/A	N/A		
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP alleged that officer used information that was not factual on an incident report and that she was unlawfully detained with out evidence of reasonable suspicion that she was committing a crime. City prosecutor ruled probable cause existed.	1101.1.B.6 Constitutional Rights	UF	WP	UF	3/8/12	6/22/12	8/10/12	9/13/12		09/11/12	
	401.1 Conduct	UF	IE	IE							
					Timeframe:	104	48	33	152		

Summary of Complaint	Allegations			Adjudication		Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
Internal investigation into two incidents of a call taker mishandling 911 calls for service. (Timeframe long due to additional case on employee.)	Allegation of Misconduct: Performance	101.1.B.9 Unsatisfactory Performance	S	S	S	4/11/12	6/19/12	7/1/12	2/13/13		
		101.1.B.17 Judgment	S	S	S						
		1101.1.B.7 Courtesy	S	S	S						
						Timeframe:	68	12	222	80	
Summary of Complaint	Allegations			Adjudication		Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
Auditor Initiated complaint into the Use of Force / OC Spray by two officers during an incident at the Park Blocks.	Allegation of Misconduct: Use of Force	901.1 Use of Force	WP	WP	WP	4/26/12	8/30/12	10/22/12	11/2/12		11/13/12
		901.3 OC Spray	WP	WP	WP						
		309.4 Use of Taser	WP	WP	WP						
		901.1 Use of Force	WP	WP	WP						
		309.4 Use of Taser	WP	WP	WP						
						Timeframe:	124	52	10	176	
Summary of Complaint	Allegations			Adjudication		Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
Internal allegation that an officer used excessive force on a juvenile who was being taken into custody for burglary at an elementary school.	Allegation of Misconduct: Use of Force	1101.1.B.25 Unbecoming Conduct	S	S	S	6/5/12	7/19/12	9/13/12	11/21/12		12/11/12
		901.1 Use of Force	S	S	S						
						Timeframe:	44	54	68	98	
Summary of Complaint	Allegations			Adjudication		Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
An on duty patrol officer was alleged to have unlawfully stopped his ex-wife and a vehicle passenger. Discipline process merged with other complaints.	Allegation of Misconduct: Conduct	1101.1.B.2 Abuse of Position	S	S	S	6/7/12	9/7/12	9/25/12	4/3/13		06/11/13
		1101.1.B.17 Judgment	S	S	S						
		1101.1.B.25 Unbecoming Conduct	S	S	S						
		308.40 Persons Stops and Contacts	S	S	S						
						Timeframe:	90	18	188	108	

Summary of Complaint	Allegations			Adjudication		Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
LSCO forwarded a memo to EPD documenting a report that an inmate alleged a EPD officers beat him up and tried to touch him inappropriately.	Allegation of Criminal Conduct	1101.1.B.5 Conformance to laws	UF	UF	UF	6/18/12	10/3/12	10/3/12	10/15/12		
		901.1 Use of Force	UF	UF	UF						
		1101.1.B.5 Conformance to laws	UF	UF	UF						
		901.1 Use of Force	UF	UF	UF						
		1101.1.B.5 Conformance to laws	UF	UF	UF						
		901.1 Use of Force	UF	UF	UF						
	Timeframe:					105	0	12	105		
Summary of Complaint	Allegations			Adjudication		Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
RP was concerned that officers released her children and gave her apartment keys to her ex-husband when she was arrested. RP has a restraining order limiting contact. RP also alleged that officers slammed her against the patrol car breaking a button on her dress during the arrest. Release of children was approved by DHS.	Allegation of Misconduct: Performance	101.1.B.17 Judgment	UF	UF	UF	7/19/12	11/1/12	1/10/13	2/1/13		02/12/13
		901.1 Use of Force	WP	WP	WP						
	Timeframe:					102	69	21	171		
Summary of Complaint	Allegations			Adjudication		Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
Officer had an accidental discharge with his patrol rifle while checking it over a safety barrel.	Allegation of Misconduct: Performance	1101.1.B.9	S	S	S	7/23/12	9/20/12	10/1/12	11/6/12		
		Timeframe:									
Summary of Complaint	Allegations			Adjudication		Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
RP complained that, during a traffic stop, she and her boyfriend were patted down unnecessarily and that the stop was of unreasonable duration.	Allegation of Misconduct: Constitutional Rights	1101.1.B.6 Constitutional Rights	WP	S	S	7/26/12	3/1/13	3/27/13			
		1101.1.B.6 Constitutional Rights	WP	WP	WP						
	Timeframe:					215	26	N/A	241		

Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
Internal allegation that officers reinitiated a pursuit after it was terminated by a supervisor.	Allegation of Misconduct: Performance	314 Vehicle Pursuit Policy	S	S	S	8/21/12	10/22/12	11/5/12	12/5/12		
		314 Vehicle Pursuit Policy	S	S	S						
						Timeframe:	61	13	30	74	
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP alleged that an officer planted a baggie of drugs in her vehicle console.	Allegation of Misconduct: Conduct	1101.1.B.25 Unbecoming Conduct	UF	UF	UF	8/21/12	10/22/12	11/19/12	11/21/12		
						Timeframe:	61	27	2	88	
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
Internal investigation into excessive use of force when an officer allegedly pulled a handcuffed subject from a patrol car causing a head injury that required medical attention.	Allegation of Misconduct: Use of Force	901.1 Use of Force	UF	S	S	8/30/12	11/8/12	12/14/12	3/6/13		03/12/13
		1101.1.B.9 Unsatisfactory Performance	WP	S	S						
						Timeframe:	68	36	82	104	
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP alleged that an officer used a racial and sexual slur toward him during an incident in which he and his partner had an altercation with a store clerk.	Allegation of Misconduct: Courtesy	1101.1.B.7 Courtesy	UF	UF	UF	9/12/12	11/9/12	11/19/12	11/21/12		
						Timeframe:	57	10	2	67	
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
Internal allegation that an officer directed other employees to gather LEDS information for purposes not authorized per DMV.	Allegation of Misconduct: Conduct	201.4 Automated Records Systems	WP	WP	WP	9/14/12	10/3/12	10/24/12	11/19/12		
		1101.1.B.17 Judgment	S	S	S						
						Timeframe:	19	21	25	40	

Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
Third Party allegation that an officer may have been involved in abusive behavior toward his son. Investigated by OSP. Allegation Unfounded.	Allegation of Criminal Misconduct	1101.1.B.5 Conformance to Laws	N/A	UF	UF	9/24/12	N/A - Adopted OSP criminal investigation	12/10/12	12/13/12		
										3	
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
Allegation that officers used excessive force on RP while he was in custody.	Allegation of Misconduct: Use of Force	904.1 Use of Force	UF	UF	UF	9/22/12	12/6/12	12/20/12	1/4/13		
		904.1 Use of Force	UF	UF	UF						
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
Allegation that an officer and his supervisor lacked knowledge of the law in an arrest for Public Indecency.	Allegation of Misconduct: Performance	1101.1.B.9 Lack of Knowledge of the Law	S	S	S	9/24/12	11/26/12	12/13/12	4/3/13		
		1101.1.B.17 Judgment	S	S	S						
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
RP complained that her son was stopped illegally on the basis of his race while walking through their neighborhood. Mediation declined.	Allegation of Misconduct: Constitutional Rights	1101.1.B.6 Constitutional Rights	UF	UF	UF	9/27/12	11/7/12	11/27/12	12/7/12		
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
RP reported to a sergeant that he was handcuffed and thrown down to the ground resulting in a injury to his face.	Allegation of Misconduct: Use of Force	901.1 Use of Force	UF	UF	UF	10/4/12	1/2/13	1/15/13	1/29/13		
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
RP alleged that when he was arrested he was not told he was being detained or arrested, a supervisor was not called when he requested one, and he was roughed up and hobbled by EPD officers.	Allegation of Misconduct: Use of Force	901.1 Use of Force	UF	UF	UF	10/26/12	12/20/12	1/10/13	1/24/13		
		901.1 Use of Force	UF	UF	UF						

Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
Investigation into incident where officer apparently struck a bicycle with his vehicle.	Deadly Force Review	901.1 Use of Force	S	S	S	10/31/12	N/A - different process for Deadly Force Review Board	4/29/13			
		901.6 Use of Force Reporting	WP	WP	WP						
		1401.3 Forcible Vehicle Stop Techniques	S	S	S						
							Timeframe:	N/A	N/A	N/A	
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP was concerned about officers' conduct during her arrest, not listening to her side of issue, excessive force and not properly securing her home.	Allegation of Misconduct: Use of Force	901.1 Use of Force	WP	WP	WP	10/30/12	1/2/13	1/23/13	1/29/13		
		1101.1.B.9 Unsatisfactory Performance	UF	UF	UF						
		901.1 Use of Force	WP	WP	WP						
		901.1 Use of Force	WP	WP	WP						
		1101.1.B.9 Unsatisfactory Performance	UF	UF	UF						
							Timeframe:	62	21	6	
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP alleged that a dispatcher failed to enter the full details of a call resulting in delay in EMT response.	Allegation of Misconduct: Performance	1101.1.B.19 Unsatisfactory Performance	S	S	S	11/20/12	1/17/13	3/13/13	4/4/13		
		1101.1.B.17 Judgment	S	S	S						
		1101.1.B.19 Unsatisfactory Performance	S	S	S						
		1101.1.B.17 Judgment	S	S	S						
							Timeframe:	57	56	21	
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP alleged that he was racially profiled by an officer who was conducting a person stop at a Walmart where an employee identified the man as a possible suspect in a theft.	Allegation of Misconduct: Constitutional Rights	1101.1.B.6 Constitutional Rights	UF	UF	UF	11/30/12	2/13/13	3/22/13	4/8/13		
							Timeframe:	73	39	16	112

Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total	
RP alleged that she witnessed numerous officers use excessive force to arrest a man near the intersection of 12th and Olive.	Allegation of Misconduct: Use of Force	901.1 Use of Force	WP	WP	WP	12/17/12	2/15/13	3/18/13	3/25/13		
		901.1 Use of Force	WP	WP	WP						
		901.1 Use of Force	UF	WP	WP						
		901.1 Use of Force	UF	WP	WP						
					Timeframe:	58	33	7	91		
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total		
RP alleged that officers used excessive force during his arrest, including applying the handcuffs too tightly.	Allegation of Misconduct: Use of Force	901.1 Use of Force	WP	WP	WP	12/18/12	3/14/13	4/22/13	5/13/13		
					Timeframe:	86	38	21	124		

* Adjudication recommendations are: Sustained (S), Insufficient Evidence(IE), Unfounded (UF), and Within Policy (WP). Those terms are defined in Eugene's Civilian Oversight Protocols (2007):

Sustained = the complainant's allegation(s) was determined to be a violation of EPD policies, rules and/or procedures and, the employee(s) involved committed the violation(s) as alleged.

Insufficient Evidence = The chain of command was unable to determine whether or not a violation of EPD policies, rules, and/or procedures occurred.

Unfounded = The claim is unsubstantiated - it was determined that the employee(s) involved did not engage in the behavior as alleged by the complainant.

Within Policy = It was determined that the behavior of the employee(s) involved did occur but was consistent with EPD policies, rules, practices and/or procedures.

** Indicates the recommended adjudication from the highest ranking reviewer - in some cases, direct supervisor's recommendation may have been different.

*** Total time in Police Auditor's Office - from intake to adjudication (does not include time to notify employee, discipline, and close file).

**** This internal investigation was delayed due to a related investigation by another agency.

In addition to the above, there are five investigations into allegations of criminal misconduct that are ongoing. Because they are ongoing criminal investigations, we are not at liberty to release information on them at this time.

2012 Service Complaints, Policy Complaints, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/5/2012	1/5/2012	0	Conduct	RP reported that she felt she had been followed to VRC by an EPD volunteer vehicle.	Supervisor spoke with volunteers and learned they were traveling to VCR to perform parking enforcement; neither volunteer remembered following any particular vehicle. RP did not return messages to discuss the issue.
1/4/2012	2/13/2012	39	Courtesy	RP reported that he was treated rudely and then cited for trespass while picking up pallets for his pallet recycling company.	Sgt. reviewed ICV and records of citation and spoke with RP about the incident. RP has since obtained a letter from business authorizing him to be in the area.
1/5/2012	2/16/2012	41	Performance	RP reported that when he tried to report an out of state fraud issue he spent over 2 hours in 2 days trying to get EPD to help him. RP feels the red phone in the lobby is a privacy issue for citizens.	Supervisor spoke with RP about the issues involved; follow-up letter with RP from Police Auditor's Office.
1/6/2012	1/12/2012	6	Inquiry	Auditor initiated a inquiry into whether an officer had access to a complaint interview before he amended a ticket.	No evidence that officer had access to the complaint intake interview. Officers are authorized by state law to amend citations.
1/4/2012	1/5/2012	1	Courtesy Dismissed: Outside Jurisdiction	RP complaint about a note left on her car window	Dismissed: Outside Jurisdiction
1/6/2012	1/18/2012	12	Inquiry	RP reported that an officer's pat-down was intrusive.	Sgt. reviewed ICV and spoke with witness officers and found no evidence of allegation.
1/11/2012	1/30/2012	19	Disputed Facts	RP alleged officer was inaccurate in his report about a traffic stop he was involved in.	Sgt. reviewed ICV and spoke with officer and RP about the report.
1/12/2012	1/17/2012	5	Performance	RP was upset that officers did not tell him it was not required to provide his Social Security Number during a person stop.	Sgt. spoke with RP and then with officer with the reminder to always provide the information that SS numbers were not mandatory. Had officer redact info from Information card. Officer was advised that they must inform subjects that providing a SSN is voluntary.
1/13/2012	2/9/2012	26	Conduct	RP alleged officer grabbed his wife frightening her as she walked across a school parking lot.	Sgt learned that the area is posted No Trespassing and a security officer had advised RP's wife she was trespassing, which was ignored. Officer became involved at that point. Sgt. spoke with RP about the incident.
1/20/2012	2/7/2012	17	Policy Dismissed - Other	RP would like call takers better trained on the law that allows citizens to defend themselves when someone breaks into their home. He reported an incident of someone jiggling his door handle, and the call taker said he could be the one arrested if he shot through the door.	Preliminary investigation found no such call for service. Dismissed: Other
1/20/2012	1/30/2012	10	Courtesy	RP stated she had been traveling down Oak when a large van cut her off and then stopped in the lane of traffic with no warning; after the occupant got out she realized it was an Officer. She felt some visual warning should have been given.	Sgt. spoke with RP about the incident and a demonstration that was going on in the vicinity at the time.
1/20/2012	1/25/2012	5	Policy	RP was concerned that records would not search for an incident by name, stating is was against policy. He had filed a similar complaint before and EPD was still not complying.	Matter was resolved when RP spoke with Auditor and re-filed his request in writing, per EPD Policy.
1/20/2012	1/25/2012	5	Inquiry	RP was upset that when she called EPD about a vandalized window, officers asked her about her son who had been arrested for gang activity.	Sgt. spoke with RP at length about the issues with her son and the vandalism.
1/20/2012	1/26/2012	6	Inquiry	RP stated that while traveling down the interstate a man in a jeep flashed a badge while he sped by.	Preliminary investigation could not identify an EPD employee with the make, model or license plate of the vehicle in question.
1/24/2012	1/25/2012	1	Inquiry Dismissed: Timeliness	RP alleged officer displayed a lack of respect for Citizens' civil rights.	Dismissed: Timeliness
1/25/2012	2/15/2012	20	Inquiry	RP alleged an officer cited him because a family member who is an officer asked him to cite him.	Sgt. reviewed ICV, records, and spoke with officers involved; no evidence found indicating RP's complaint was valid. Sgt. also spoke with RP about incident.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/26/2012	1/26/2012	0	Inquiry Dismissed: Outside Jurisdiction	RP complained that an officer had been rude when he called her. RP later identified the officer as from a different agency.	Dismissed: Outside Jurisdiction
1/26/2012	2/6/2012	10	Performance	RP was unhappy that an officer who responded to her noise complaint did not really seem to care about taking care of the situation.	Sgt. tried to contact RP numerous times and did not receive a call back.
1/30/2012	1/31/2012	0	Inquiry	Auditor's Office received an email from the Chief's office; a woman felt she may have been stopped by a recently arrested man impersonating an officer. Records show it was EPD, but no information card had been turned in.	Sgt. reviewed ICV and noted officer was professional and explained the stop fully to RP. Data entry backlog was the reason for not finding a FI card.
1/30/2012	3/1/2012	31	Policy	RP had his bike stolen and was upset that when friends called because they had seen it, no one responded.	Sgt. reviewed records and spoke with RP about call prioritizing and that his friends' calls to EPD did not give enough complete information for officers to proceed.
1/30/2012	2/27/2012	27	Performance	RP filed an online complaint that he noticed an officer driving the wrong way on a one way street without lights and sirens.	Sgt. spoke with officer about the incident who did not remember driving the wrong way and apologized if he did. Sgt. relayed the information to RP.
1/30/2012	2/24/2012	24	Inquiry	RP felt an EPD vehicle was driving aggressively and could have hit her if she had not moved quickly to get out of the way.	Cpt spoke with RP and apologized and assured RP he would share her concerns with involved officer.
1/31/2012	3/15/2012	45	Policy	RP inquired if officers can ask for social security numbers when stopping you.	Sgt. spoke with RP and explained EPD Policy on SSN's.
1/27/2012	2/8/2012	11	Inquiry	Auditor received complaint via HRC. RP observed elderly African American woman being questioned by EPD bike officers and felt she had done nothing wrong.	Sgt. reviewed records of the encounter and notified RP of the events in questions. RP understood the underlying reason for EPD's contact with the woman.
2/2/2012	2/15/2012	13	Courtesy	RP stated officer was rude while citing him for skateboarding on the city sidewalk questioning him about his tattoos	Sgt. spoke with officer about the incident and talked with RP.
2/3/2012	2/21/2012	18	Performance	RP filed a complaint to remind EPD about civilian safety when they are responding to an emergency call.	RP asked not to be notified; just that her concern forwarded to EPD. Lt advised employees at in-service training.
2/3/2012	2/17/2012	14	Performance	RP was concerned that after pulling his girlfriend over and learning her license was suspended the officer said he had to leave and left her and a disabled passenger alone late at night in a bad area of town.	Sgt. reviewed records, ICV and spoke with RP about the incident. RP was inaccurate in original description of incident; another officer remained at the scene and observed RP and her friend enter a store to use the phone.
2/6/2012	2/13/2012	7	Inquiry Dismissed: o/s jurisdiction	RP was upset that officers confiscated his medical marijuana plants.	Dismissed: Outside Jurisdiction
2/6/2012	2/14/2012	8	Policy	RP alleged officer threatened to cite her for various actions but would not tell her what law he would cite her for.	Sgt. spoke with RP about situation with officer advising no policy violations occurred. Officers can tell you at point of citation what it is for.
2/6/2012	2/8/2012	2	Inquiry Dismissed: o/s jurisdiction	RP was upset that her boyfriend was released from custody so quickly after being arrested for harassment.	Dismissed: Outside Jurisdiction
2/7/2012	4/13/2012	66	Inquiry	RP was concerned that her daughter's school was not locked down during a nearby shooting incident.	Lt. spoke with RP about the time frame and chain of events of the incident. RP also advised she had been in touch with the school and was satisfied with the answers she had received.
2/8/2012	3/6/2012	28	Policy	RP was upset that the young man who rear ended her car did not receive a ticket.	Sgt. spoke with RP about EPD policy of only issuing tickets in accidents when an occupant is transported to the hospital for injuries.
2/8/2012	2/29/2012	21	Courtesy	RP complained about the demeanor of an officer who cited him for a speeding ticket.	Sgt. spoke with RP about the incident and with the officer.
2/8/2012	3/1/2012	23	Performance	RP observed an officer texting while driving causing the officer to speed up and slow down.	Sgt. spoke with RP and then with officer about RP's concerns.
2/9/2012	2/28/2012	19	Inquiry	RP alleged officer was sexist and racially profiled him when he persuaded him not to have his ex-girlfriend arrested. The officer and the woman were both Hispanic.	Sgt. spoke with RP about the incident, learned officer did not make any sexist or racial remarks. RP also did not inform officer of bruising he received from the incident. Sgt spoke with officer and had him submit a domestic violence report.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/8/2012	2/21/2012	13	Performance	RP alleged she was cut off by patrol car and feels officers should set driving examples.	Sgt. spoke with RP and advised he would speak to officer involved.
2/10/2012	2/29/2012	19	Performance	RP alleged that when she called police about an assault by her neighbor, officer told her it was her fault.	Sgt. reviewed records and spoke with officers and learned that the investigation could not corroborate either the neighbor's or RP's statements. Sgt. tried to contact RP who had moved with no forwarding information.
2/8/2012	3/16/2012	38	Use of Force	RP alleged officer used excessive force to arrest him for disorderly conduct.	Sgt. reviewed and Auditor reviewed ICV. No use of force was noted. Sgt. spoke with RP.
2/14/2012	3/7/2012	23	Performance	RP was concerned that when he tried to get EPD to take a report about a credit card theft they referred him to the sheriff's office, even though he believed the credit card number was stolen in Eugene.	Supervisor reviewed call and learned call taker gave RP the correct information and was courteous and professional regarding the specifics of this incident.
2/13/2012	3/19/2012	36	Performance	RP was upset that he could not get an officer or his supervisor to return his call.	Sgt spoke with RP and then with officers, reminded officers that more frequent checking of their voicemails was needed.
2/16/2012	2/22/2012	6	Inquiry Dismissed: Other	RP did not like the way an officer he had flagged down moved his body.	Dismissed: Other
2/21/2012	2/27/2012	6	Inquiry	RP was concerned that she was denied a volunteer position due to discrimination.	Supervisor looked into records and spoke with RP about her findings; RP was satisfied discrimination did not occur.
2/21/2012	2/22/2012	1	Performance Dismissed: Other	RP left an anonymous message about officers speeding just before turning into police station to get off work.	Dismissed: Other Chain of Command notified
2/21/2012	2/27/2012	6	Inquiry	RP alleged officer had used profanity when speaking about him to his property manager.	Sgt. spoke to officer, other officer witness and witnesses from the apartment complex who did not collaborate the allegation. Sgt. spoke with RP about issue and steps he had taken.
2/22/2012	2/29/2012	7	Courtesy	RP felt an officer's commenting that if she was married to the judge she might get her fine reduced was wrong. His irrelevant mention of her marital status or sexual preference was offensive.	Supervisor spoke with RP and involved officer about the incident and clarified the officer's statement.
1/27/2012	3/15/2012	48	Inquiry	RP inquired into an interaction he had with officers when they came to his home with his son's girlfriend on a civil standby call.	Sgt. spoke with RP about how court orders allowing the civil standby work and answered questions posed by the RP.
2/23/2012	3/9/2012	16	Courtesy	RP alleged an officer referred to him as some punk while he was filming an interaction with the officer and some street people.	Sgt. reviewed submitted video and spoke with officer, and after repeated attempts was unable to speak with RP.
2/27/2012	3/12/2012	15	Performance	RP felt officers were cold and unfeeling when responding to a rape allegation.	Sgt. spoke with RP about her feelings about the officers' demeanors and provided her with the detective's name and number who is following up on her case.
2/28/2012	4/16/2012	48	Inquiry	RP was upset that on officer told her neighbor she was a meth dealer.	Lt. spoke with officer and learned he had been in the neighborhood watching for drug activity and a homeowner approached him about his presence in the area. Officer told him what he was doing but provided no location or names. This person then accused RP of the behavior. Lt. spoke with RP who felt the officer should have been vaguer about his reason for being in the neighborhood.
2/8/2012	3/8/2012	30	Inquiry	Managers of Briarwood Mobile Home Park inquired into why they were not notified about the shooting that happened at the complex.	Cpt. spoke with RP's about incident and also had CSO speak with residents about crime prevention in their neighborhood.
3/2/2012	3/5/2012	3	Performance	RP was unhappy that officers tried to have Cahoots come and deal with disorderly trespasser instead of arresting the person.	Sgt. spoke with RP about why officers may have made the decision to have Cahoots come, and about the discretion officers have in such incidents.
3/2/2012	3/27/2012	25	Policy	RP was unhappy that after an officer cited her for speeding he piled on a tinted window ticket for punishment. RP is new to the area and unaware of the tinted window law.	Sgt. spoke to RP about the tinted window issue - giving her background on the safety issues for officers and other motorists.
3/5/2012	4/23/2012	48	Inquiry	RP alleged that an officer verbally harassed her calling her a junkie over and over.	Sgt. reviewed incident; officer was using language to catch the attention of a young person who was doing harm to himself. Sgt spoke with RP about the incident.
3/6/2012	3/9/2012	3	Performance Dismissed: Outside Jurisdiction	RP alleged an motorcycle officer used his lights to gain advantage to get through a red light almost causing an accident.	License plate of motorcycle did not belong to EPD. Dismissed: Outside Jurisdiction.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
3/6/2012	4/11/2012	35	Performance	RP was concerned that officers did not respond to a call for service from employees of a local bank during a demonstration.	Lt. learned that when employees called, EPD immediately began to assemble an arrest team; the crowd then dispersed. Lt also verified that the call had been dispatched correctly, and spoke with RP about the situation.
3/7/2012	4/13/2012	36	Policy	RP was upset that because an officer called in her tow from an accident the tow company charged her more than if she had called it in herself.	Supervisor researched the incident and spoke with RP. RP expressed that better information about how the tows worked and her options would have been appreciated.
3/7/2012	3/21/2012	14	Policy	RP was unhappy about the handling of a traffic accident she was involved in.	Sgt. contacted RP and explained EPD's policy concerning traffic accidents.
3/5/2012	4/12/2012	37	Performance	Officer took SSN from RP and did not tell her she could decline to provide it.	Sgt. spoke with RP about incident and then with officer.
3/8/2012	6/26/2012	108	Inquiry	RP had been unable to get his request for records completed by EPD.	RP dropped the matter.
3/12/2012	4/23/2012	41	Policy	RP inquired into the impounding of her husband's car for DUII even though it was in their driveway and secure.	Sgt. reviewed policy and learned car was towed in violation of policy, spoke with RP and initiated a reimbursement of towing fees for RP. The involved officer was advised of EPD's impound policy when a second registered owner is present.
3/13/2012	4/2/2012	19	Performance	RP was unhappy he could not get an officer to contact him about his stolen vehicle.	Sgt. spoke with officer and learned that officer had tried to contact RP who is homeless; Sgt was able to let RP know officer's shift so he could connect.
3/14/2012	3/26/2012	12	Performance	RP was concerned about EPD's enforcement of bike laws. An officer did not cite a wrong way bike rider, and the officer didn't seem to think it was a safety issue.	Sgt. spoke with officer and learned that he had observed the infraction, but that it would have been less safe to take his vehicle the wrong way to ticket the rider. Sgt. left a detailed message with RP and is awaiting a return call.
3/14/2012	4/2/2012	18	Conduct	RP alleged that officer told his father that RP's son was dangerous and that he needed to comply with officers the next time he was stopped or he could be shot.	Sgt. spoke with officer who advised he had spoken with RP's father about a stolen goods issue and had warned him that his grandson was a felon and could be dangerous but no threats about shooting him. A witness officer confirmed no such statements were made. RP did not return messages left by the Sgt.
3/14/2012	4/2/2012	18	Service Level	RP felt he was being psychologically harassed by people and EPD did not respond to his calls for investigation.	Sgt. looked into RP's calls for service and learned that none had risen to a level of probable cause that a crime had been committed. Sgt. also spoke with RP about his findings.
3/16/2012	3/26/2012	10	Performance	RP was frustrated that she could not get any action or call backs about her stolen vehicle. The officer checked a couple of leads and then moved her case to the bottom of his case load.	Sgt. spoke with officer who admitted he had not been regularly checking his voicemail and that he felt he had pursued all possible leads on the stolen vehicle. Sgt. spoke with RP, apologized for officer not returning calls, gave her status of case, and took additional information.
3/16/2012	3/26/2012	10	Courtesy	RP alleged officer was harassing him.	Sgt. learned officer had had 3 contacts with RP (who has a mental illness) and each contact was during a time RP was committing a criminal act.
3/16/2012	3/26/2012	10	Inquiry	RP felt an officer openly accused her of lying about having insurance and did not thoroughly investigate an allegation that she was involved in a hit and run.	Sgt. spoke with officer about the investigative steps taken in the incident and advised RP.
3/19/2012	3/29/2012	10	Inquiry	RP was upset that officers escorted him and the woman he was representing from the courtroom, dishonoring them.	Sgt. learned that RP and the woman he was representing had caused a disturbance at the SERBU court and police was asked to remove them; officers tried to verbally gain compliance before removing them.
3/13/2012	4/18/2012	35	Inquiry	RP alleged an officer assaulted him during his arrest.	ICV was reviewed by EPD Sergeants and forwarded to DA. ICV provided complete coverage of incident. DA cleared officers of any wrongdoing.
3/20/2012	4/3/2012	13	Inquiry	RP alleged officer did not adequately investigate an allegation against his wife, failing to follow up on information that would exonerate her.	Sgt. followed up on steps taken in investigation and noted a thorough job had been done. RP did not return calls from Sgt.

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3/22/2012	4/10/2012	18	Courtesy	RP was concerned that an officer was rude with him when he pulled him over several hours after an incident where he passed the officer in the snow and the officer jump in front of his car.	Sgt. spoke with officer and RP about the incident.
3/22/2012	6/26/2012	94	Inquiry	RP inquired into an incident in which a friend had requested a welfare check on her during a home birth and was told no one could be dispatched.	Communications supervisors reviewed and listened to calls associated with the incident and identified the initial call was not dispatched but a second call was. Supervisors from communications and IA spoke with RP about the sequence of events that occurred during the incident and answered RP's questions.
3/26/2012	3/27/2012	1	Inquiry	RP was upset that EPD was airing a Public Service Announcement with a person wearing a hoodie; he believed they were profiling people wearing hoodies, and in light of the incident in Florida he thought it was wrong.	Supervisor looked in to the airing of the announcements and, due to the heightened public concern about the incident in Florida, had that announcement taken off the air.
3/25/2012	3/28/2012	3	Inquiry	RP filed an online complaint that alleged officers handcuffed him too tightly and he lost sensation in his hands and had to have medical treatment.	Sgt. Reviewed dispatch records and spoke with involved officers and RP. EPD had assisted LCSO with the stop; it appeared that EPD had handcuffed RP in compliance with policy; RP did not complain of handcuff tightness during the incident.
3/26/2012	4/9/2012	13	Performance	RP was upset that an officer would not allow her to press charges against a family member who had broken another family member's windshield.	Sgt. looked into the issue and learned officer and the family member (victim) had made an agreement for the suspect to repay the cost of repair. Sgt. spoke with RP and communicated that if that did not happen in the agreed upon time frame, RP could at that time press charges.
3/26/2012	4/26/2012	30	Inquiry	RP stated he was arrested for assault but the other party to the assault was not; he also complained that officers held him at taser point and did not read him his rights.	Sgt. reviewed records and spoke with witnesses and learned RP had assaulted a shop owner, resisted arrest and ICV audio noted he was read his rights. Sgt spoke with RP about the incident.
3/27/2012	3/28/2012	1	Inquiry Dismissed: Timeliness	RP alleged that an officer falsely arrested her.	Dismissed: Timeliness
2/6/2012	4/13/2012	67	Inquiry	RP alleged that an EPD supervisor discussed medical issues without permission during a staff meeting.	Sgt. looked into the issue and spoke with supervisor about confidentiality issues. Sgt contacted RP and updated him on the situation.
4/2/2012	4/9/2012	7	Inquiry	RP was upset that an officer called her place of business about her security measures and became pushy when she did not want to release that information until she could verify he was an officer.	Sgt. spoke with RP about the issue who was happy to learn that the officer did indeed work for EPD, also with the officer to let him know of RP's concerns about the call.
2/6/2012	4/25/2012	79	Conduct	RP alleged that a coworker used an anti-Semitic remark against another employee.	Sgt. spoke with involved employees and learned that the issue appeared to be a misunderstanding about what was being discussed at the time.
4/4/2012	5/2/2012	28	Performance	RP was upset that he was getting the run around while trying to report drug dealing in his neighborhood. He could not speak with an officer, only transferred to voicemails.	Lt. reviewed records and learned error was made at the call taking stage - someone should have been dispatched to gather information from RP. Spoke with RP about his findings and advised the officer to contact RP in a timely manner.
4/5/2012	4/6/2012	1	Policy Dismissed: Alternate Remedy	RP felt charges against a person who assaulted her were not accurate	Dismissed: Alternate Remedy
4/4/2012	4/6/2012	2	Inquiry	A former employee filed a complaint with HR about a release of information during a reference check.	HR notified RP about the investigation into the situation; Auditor's Office also followed up with correspondence to RP.
4/9/2012	7/23/2012	104	Inquiry	A third party complainant alleged that an officer has a relationship with a know felon	Sgt. interviewed party involved who stated she had no relationship with the officer. Sgt. also researched CAD records for any contact between officer and the involved party. Sgt. interviewed officer who also denied any relationship.
4/11/2012	4/13/2012	2	Inquiry Dismissed: Outside Jurisdiction	RP inquired into the status of a police report he had filed.	Preliminary investigation showed that the case was being investigated by another agency.
4/7/2012	4/16/2012	9	Courtesy	RP was upset about the way an officer treated him while giving him a citation.	Sgt. spoke with RP and relied his perceptions to the officer.

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4/12/2012	4/24/2012	12	Inquiry	RP was upset that officer towed his car when he was arrested and some of his tools were missing.	Sgt. reviewed records and learned towing is procedure in arrest situations when there is no one to release car to. Officers filled out a property sheet with listed tools that was given to RP. Sgt. will have a report filed about the missing tools.
4/13/2012	5/2/2012	19	Inquiry	RP was upset that a person stop of her African-American boyfriend caused him to be late for a probation class and he was kicked out.	Sgt. reviewed CAD for stops at the time RP reported. Two EPD stops in the vicinity did not appear to be RP's boyfriend. RP did not return calls to Sgt.
4/17/2012	5/7/2012	20	Courtesy	RP was upset with the way he was treated by an officer during a traffic stop and a comment the officer made to his supervisor.	Sgt. spoke with officer and cover officer, then with RP.
4/18/2012	5/2/2012	14	Inquiry	RP stated her son was stopped on his bike because he looked like a suspect from a drug deal gone bad, and that the officer was hostile and threatening.	Sgt. reviewed ICV of incident and contacted RP and explained the process the officer had followed in the stop and why it may have appeared he was being hostile. Officer was advised that a comment he made about everyone in Eugene doing drugs was inappropriate.
4/19/2012	5/15/2012	26	Policy	RP was upset that officers used what she believed to be a flash bang grenade in her apartment complex parking lot, where children and teens could be present, and that she was told the truth about the incident.	Sgt. spoke with RP and informed her that a flash bang is a noise device (not actually a grenade) and that every incidence of its use is reviewed to look into its effectiveness and appropriateness.
4/20/2012	5/29/2012	39	Policy	RP was upset that officers parked facing the wrong way on Jefferson St. and that officers had moved several blocks away but had keep their cars running,	Lt. spoke with RP about the practice of parking a distance away from a scene for officer safety and how electronic equipment in a patrol vehicle must have the power to run so vehicle must be left at idle.
4/23/2012	5/11/2012	18	Courtesy	RP was upset that officers responded to his home for a noise complaint when no noise was going on and then offered to have Cahoots come by. He believes neighbors with whom he is having a dispute called in.	Sgt. spoke with RP about the situation and let him know he would speak with the officer about what they could have done better.
4/23/2012	5/3/2012	10	Inquiry	RP alleged officers used forceful handcuffing to arrest his step daughter for theft at the Saturday Market.	Sgt. reviewed records and learned RP's step daughter had resisted handcuffing. Witnesses stated officers were professional and patient with the step daughter. Sgt. spoke with RP about the incident.
4/23/2012	5/7/2012	14	Performance	RP contacted the Auditor's office because he was having a hard time getting his ID back after an arrest.	Sergeants reviewed records and spoke with officers. Property reports indicated no ID had been found on RP. Sgt contacted RP via email to share his findings.
4/24/2012	5/21/2012	27	Courtesy	RP stated an officer had been rude and aggressive with him when he asked for sleeping bag.	Sgt. spoke with officer about incident and learned RP was trespassing at a place of business and was asked to leave. RP did not leave a contact number or address.
2/6/2012	5/17/2012	101	Conduct	A third party complainant alleged that a supervisor would not listen to complaints about another employee and threatened that employee's career.	Sgt. spoke with the involved employee who explained he had attempted to speak with supervisor about issues and felt not enough information was gathered before decisions were made. Sgt left a detailed message with RP about his investigation into the complaint.
4/25/2012	5/2/2012	7	Courtesy	RP reported officers were rude and on a power trip while giving him a warning about skating on the sidewalk.	Lt. spoke with officers about the stop. No contact information was provided by RP for Lt to speak with him.
4/30/2012	5/11/2012	11	Policy	RP voiced concerns about a ticket his son was given. He believes he is being profiled because of the Honda Civic he drives.	Sgt. reviewed ICV of citation, reviewed records and spoke with RP. RP was satisfied with the outcome.
5/2/2012	6/11/2012	39	Inquiry	RP stopped by the Auditor's officer concerned that he is being harassed by EPD. In one incident he explained that an officer told him he was going to be stopped every time he saw him because he didn't let him search his backpack.	Sgt. spoke with officer involved and found that RP had concealed items in his backpack as officers approached, but refused to allow them to look in his backpack, believing the items to be illegal. The officer advised RP that he would be keeping on eye on him which is not against policy. Sgt. spoke with RP about officer's perception of the stop which gave him a greater understanding of the situation.
5/4/2012	6/5/2012	31	Service Level	RP was upset that by the time a detective was assigned the case of her stolen credit cards, the store where the card was used had erased the surveillance video.	Sgt reviewed records and found officer had turned over case in a timely manner, but case volume had prevented detectives from viewing the video before it was erased. Sgt spoke with RP about the situation.

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4/27/2012	5/8/2012	11	Performance	RP submitted a driving complaint about an EPD volunteer.	Supervisor spoke with volunteer and counseled being observant and safe driving and the importance of setting an example for citizens. Also spoke with RP to advise outcome. Volunteers were advised re: remaining attentive and following all laws while driving.
5/7/2012	6/11/2012	34	Performance	RP was upset that officers classified his report of theft from a roommate a civil issue.	Sgt. reviewed records and spoke with RP. Officers did not have a prosecutable crime at the scene and conveyed to RP that he might want to use small claims court to pursue the matter.
5/8/2012	5/8/2012	0	Service Level	RP alleged officer had no right to stop him for trespass.	Dismissed: Alternate Remedy
5/11/2012	5/21/2012	10	Inquiry	RP was upset that an officer followed her through traffic and ran her plates; she felt she was singled out because of her race.	Sgt. spoke with officer and learned that RP was driving while suspended and without insurance. RP was cited for the lack of insurance and warned about driving with a suspended license; officer elected not to impound the vehicle. Sgt spoke with RP about the common policy of running plates while on patrol and the fact the officer only cited her for the lesser offense. Officer was also advised re: uploading ICV in a timely manner.
5/14/2012	6/6/2012	22	Service Level	RP was upset that officer would not file a report that her medical marijuana grower was trying to coerce her into selling the drug and threatening to withhold her crop for sexual favors.	Sgt. learned that officer had done a thorough investigation and could find no evidence of a crime. Sgt. spoke with RP about steps taken which RP was unaware of. Sgt. followed up with officer to re-contact complainant to avoid this type of situation.
5/14/2012	5/29/2012	15	Courtesy	RP was upset that officers were rude and did not allow him to talk while investigating his stolen vehicle.	Sgt reviewed records and found officers had done a thorough investigation of the stolen vehicle which was returned to RP. Spoke with RP about the incident and his perception that officers were rude and had done a poor job.
4/4/2012	5/24/2012	50	Inquiry	RP was upset that he had to ask for credentials and a receipt from an officer who was investigating a bank robbery and the subsequent use of stolen funds in his store.	Sgt. reviewed records and spoke with RP who was frustrated with the whole situation, having to go to court and dealing with the police and DA's office, but appreciated speaking with the Sgt.
5/10/2012	6/6/2012	26	Courtesy	RP alleged an officer was rude and demeaning following incident where her grandson was hit by a car while on his bike.	Sgt. learned from officer that RP was unhappy with the progress of the case because of a delay in speaking with the witness. A report had since been taken and filed. Sgt. spoke with RP about the incident.
5/15/2012	5/29/2012	14	Courtesy	RP felt an officer's demeanor was unprofessional during a call for service after the officer leaned he was bipolar.	Sgt tried repeatedly to contact but was unable to contact RP or get a return call.
5/15/2012	7/10/2012	55	Inquiry	RP is concerned that her requests to arrest a neighbor who is aggressive and confrontational are going nowhere.	Sgt. reviewed records and spoke with officers but was unable to contact the RP about the situation.
5/16/2012	5/29/2012	13	Inquiry	RP called to inquire if an officer followed policy in response to a fight between her son and his father.	Sgt. reviewed reports and learned the incident was a parental issue and not a criminal act. Sgt. contact RP and spoke with her about her concerns.
5/17/2012	5/18/2012	1	Policy Dismissed: Outside Jurisdiction	RP's were upset about the incarceration of a friend and why he was arrested and not the other party.	Dismissed: Outside Jurisdiction
5/18/2012	5/29/2012	11	Performance	RP questioned why ICV did not exist for an incident he was involved in.	Lt. contacted RP and answered his questions about ICV and how to file a risk claim.
5/16/2012	6/6/2012	20	Conduct	RP alleged that an officer inappropriately touched him during a pat down.	Sgt. reviewed intake interview by Lt. and found that RP recanted the allegation.
5/24/2012	6/21/2012	27	Performance	RP was concerned about the lack of service she received when she tried to report a stalking order violation to EPD.	Supervisor contacted RP and explained why at times lengthy waits happen to take reports. RP was still not satisfied by the response she received from EPD.
5/25/2012	6/11/2012	16	Inquiry	RP alleged that an officer kicked him in the knee in the jail sally port after removing him from the patrol car.	Sgt. found spoke with witness officer and learned RP had cargo pants on that had pockets below the knees. The involved officer was indicating a particular pocket by touching it with his foot, leading the RP to state that the officer kicked him. There was no evidence to support the allegation of kicking.

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5/25/2012	7/10/2012	45	Courtesy	RP complained that an officer was rude when he came to her house referring to a prior incident involving her daughter.	Sgt. learned that RP was not at the home when the incident in question happened but based her complaint on her husband's comments to her. Sgt. spoke with RP and her husband about the issue.
5/10/2012	5/30/2012	20	Policy Dismissed: Timeliness	RP complained that EPD was colluding with the Free Souls and that his clothes were destroyed following a 2001 robbery conviction.	Dismissed: Timeliness
5/22/2012	6/12/2012	20	Service Level	RP has been having trouble getting return calls from an officer and his supervisor who took a report about an employee stealing from them.	Auditor's office spoke with RP and learned the situation had been resolved to their satisfaction with the arrest of the person involved.
5/29/2012	6/11/2012	12	Policy	RP was concerned that an officer who stopped him for a taillight asked him to exit the car and he was patted down, and his vehicle searched.	Sgt. reviewed ICV and learned RP was also cited for driving with a suspended license and pat down and vehicle search were within policy and case law for a vehicle tow.
5/29/2012	7/5/2012	36	Policy	RP was upset that an officer seemed to be labeling the assault of her son as a bar brawl and was concerned that nothing was being done.	Sgt. spoke with RP and reassured her that the officer was only describing behavior that occurs regularly in the bar district and that her son's case was being actively investigated.
5/29/2012	6/6/2012	7	Policy	RP's were concerned that two young girls were left on the side of the road at 1:30 am when an officer had their car towed for no insurance.	Sgt. reviewed records, ICV, spoke with officer and learned that officer had watched the girls walk safely to a nearby store as he waited for the tow company to tow the vehicle. Sgt. spoke with RP about the incident.
5/29/2012	6/11/2012	12	Inquiry	RP inquired into where his belongings had gone. When he was released from jail, Property told him they had nothing under the number an officer had given him.	Sgt. reviewed records and learned that records had changed the case number on the sheet to reflect the original case number and not the warrant number. Sgt. notified RP of the correct number and he was able to collect his belongings.
5/29/2012	6/12/2012	13	Policy	RP felt that a motorist who backed up over him in the lane should have been charged with attempted vehicular manslaughter and not just failure to perform the duties of a driver.	Sgt. reviewed police reports and spoke with the officer and learned that there had been no evidence to support the higher charge in this situation. Sgt. spoke with RP and answered his concerns.
5/30/2012	7/3/2012	33	Service Level	RP was upset at the service level she received when she and her daughter called EPD about a crazy neighbor who was threatening them.	Sgt. reviewed records and spoke with RP about the situation with her neighbor and ideas to help with the issue.
6/1/2012	6/13/2012	12	Inquiry	RP complained that an officer kicked a beer can out of her nephew's hand and swung a nightstick at him. RP felt officer was aggressive and escalated the situation.	Sgt. reviewed incident with officer and witness officer, spoke with RP about the circumstances of the stop.
6/1/2012	6/11/2012	10	Inquiry	RP inquired into the justification of a pursuit in his residential neighborhood.	Sgt. was unable to speak with RP but left him a voice message explaining the pursuit was initiated by SPD with EPD assisting and that every pursuit is reviewed in an internal process with the chain of command at EPD.
6/4/2012	6/12/2012	8	Performance	RP was concerned when she observed EPD's MCI vehicle driving through Florence with its lights on and traveling in excess of the speed of traffic and then learned the incident was 10 hrs. earlier.	Sgt. reviewed records and spoke with officers and learned that the team was heading to investigate a crime scene and felt the concerns of time, evidence lost and changing weather conditions warranted the speed. Sgt spoke with RP about her concerns. Officers were reminded of distinction between "urgent" and "emergency" with regards to driving with lights activated.
6/4/2012	6/29/2012	25	Inquiry	RP was upset that her son was issued a driving citation 6 days after the offense by an officer who did not witness the infraction.	Sgt. learned the infraction was called in to officer by a Federal Protection Officer. Sgt. spoke with RP and explained that ORS 133.310 allows an officer to cite in this manner.
5/29/2012	6/7/2012	8	Service Level	RP was upset that an officer had not responded to his letter inquiring into a case.	Sgt. Spoke with RP about the officer not responding and answered questions about the case the RP was inquiring into.
5/31/2012	7/9/2012	39	Policy	RP submitted a complaint about the May 1st protest at Bank of America and the SWAT response by EPD.	Cpt. reviewed RP's submitted information and left a detailed voicemail about findings and actions of EPD giving RP option of contacting Cpt. for further discussion as needed.
6/2/2012	6/11/2012	9	Service Level	RP was upset that it would be 3 days before he could claim his bike from property after his belongings were confiscated at an illegal camping site.	Sgt. met and spoke with RP, and provided him the paperwork he would need to retrieve his belongings. He also answered questions about EPD policy and illegal camps.

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6/5/2012	6/11/2012	6	Performance	RP contacted the Auditor's office about an officer's erratic driving.	Sgt. spoke with officer and reviewed records and learned that officer was primary on a code 1 call of an armed dispute. Sgt. spoke with RP explained the officer's actions and listened to his concerns.
6/8/2012	6/25/2012	17	Performance	RP was upset at the way officers handled a call to his home about loud voices, feeling the officers were threatening and hostile toward him.	Sgt. spoke with RP about his concerns and answered questions he had about police policy in this incident.
6/8/2012	6/25/2012	17	Inquiry	RP alleged that officers are arresting her for violating a restraining order that she is not violating and that the DA refused to prosecute.	Sgt. consulted with DA and learned that recent case law no longer allows prosecution of this case,; regardless, it appeared that the officer had probable cause to arrest. Sgt. discussed his findings with the involved officer and the RP, who was satisfied with the response.
6/8/2012	6/13/2012	5	Inquiry	RP was concerned about his arrest when an officer entered his home with his gun drawn after RP's wife sent their daughter in to get him.	Sgt. reviewed records spoke with officer about the arrest and learned that RP had been classified as a felon who was flight risk. Sgt. spoke with RP about the incident and the policies involved in his arrest.
6/8/2012	6/22/2012	14	Inquiry	RPs stopped by the Auditor's office to complain that they felt they were being harassed by EPD. In one incident they were given citations for being in the Park Blocks minutes after 11:00 p.m. and officers did not tell them they were being videoed right away.	Sgt. reviewed dispatch and ICV and found that officers did not start ICV until 3 minutes into stop, Sgt. reviewed policy with officers and left a message for RPs to contact her about her findings.
6/11/2012	6/20/2012	9	Service Level	RP felt EPD was not responsive to her report of a violation of a stalking order.	Sgt. spoke with officer involved and learned that the incident had occurred at the Lane County courthouse and the person involved was in court on legitimate business, so there was no clear violation of the order. Sgt spoke with RP about the situation and stressed that if a clear violation had existed EPD would have arrested the person involved.
6/11/2012	6/13/2012	2	Inquiry Dismissed: Alternate Remedy	RP was upset that when he was stopped for a pedestrian violation and tried to give his friend his backpack the officer said no it's yours and then when the officer arrested his friend on a warrant he told him to leave and leave his backpack which was then searched.	Dismissed: Alternate Remedy
6/11/2012	7/3/2012	22	Performance	RP was upset that policy seemed to change overnight with the call takers when she tried to report identity theft. She is homeless and they did not want to take the report over the phone.	Supervisor reviewed call and records of incident and attempted to call RP, whose phone was disconnected.
6/11/2012	6/13/2012	2	Inquiry Dismissed: Alternate Remedy	RP felt EPD had arrested her boyfriend without adequate investigation	Dismissed: Alternate Remedy
6/11/2012	6/28/2012	17	Performance	RP complained that an officer did not properly secure his belongings at the jail.	Sgt. spoke with officer and learned details of the arrest and obtained documentation of items lodged at the jail. A risk claim was also filed.
6/13/2012	7/3/2012	20	Inquiry	RP inquired into whether an officer can make her leave an area on private property where she was sleeping.	Sgt. reviewed ICV of the incident and noted officer was polite, calm and professional during the interaction when he notified RP that she could not camp on the private property. He will speak with RP when she contacts him.
6/12/2012	6/15/2012	3	Performance Dismissed: Outside Jurisdiction	RP felt an investigation into her father's death was not adequate.	Dismissed: Alternate Remedy
6/14/2012	6/28/2012	14	Inquiry	RP stated she felt her son had been racially profiled by an officer who picked him out of a group of kids to question and ID.	Sgt. learned that officers were looking for a reported runaway who fit the physical description of RP's son. Sgt. spoke with RP about the stop.
6/8/2012	6/15/2012	7	Inquiry: Dismissed Alternate Remedy	RP was concerned that two people with excluded from a park for a glass bottle violation.	Dismissed: Alternate Remedy
6/14/2012	7/13/2012	29	Courtesy	RP alleged officer was rude while calling a training session back to order.	Supervisor spoke with witness and the officer about incident.

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6/15/2012	6/29/2012	14	Performance	RP stated an officer was paying more attention to his rider than his driving.	Sgt. learned officer was responding to a call and felt he may have been trying to get more info from his computer at the time; officer noted he would be more cognizant of his driving while using the computer. Sgt. spoke with RP.
6/18/2012	7/9/2012	21	Performance	RP stated that while riding his bike at 11th and Chambers a patrol car came very close to him as it turned on to 11th and he had to push off the vehicle to not get knocked over. He doesn't believe the officer even saw him.	Sgt. was unable to identify the officer involved but did put out an agency wide reminder to be cognizant of their driving. Sgt. spoke with RP about the resolution.
6/18/2012	7/19/2012	31	Performance	RP was upset that an officer did not ticket a motorist who had made an unsafe left turn.	Lt. attempted contact with RP but has been unable to speak with RP.
6/19/2012	6/29/2012	10	Service Level	RP stated she could not get a return call from an officer or his supervisor concerning a traffic stop.	Lt. talked with officer and supervisor who admitted to having an unanswered call to RP, officers were reminded of policy. Lt. spoke with RP about her situation.
6/19/2012	6/25/2012	6	Inquiry	RP contacted the Auditor's office to report that she had been struck by an EPD patrol car while walking across the street about 2:30 am. The officer then jumped out of his car and ran to an incident that was happening at a nearby bar. RP did not believe the officer even noticed he had grazed her.	Sgt. reviewed ICV, which showed a woman contacting the vehicle after it had stopped, not in the manner described by RP. Sgt. spoke with RP and notified her of her findings and provided her with the Risk Claim number if she wanted to pursue a claim.
6/20/2012	6/21/2012	1	Inquiry Dismissed: Alternate Remedy	RP was unhappy an officer accused her of speeding when she was not.	Dismissed: Alternate Remedy
6/19/2012	7/2/2012	13	Service Level	RP was unhappy that officer did not contact her to arrange a meeting about her son's death as she had expected.	Sgt. learned that officer had arranged a meeting and gotten special permission to share information with RP in the situation. RP failed to show for scheduled meeting and passed away before Sgt. could contact her with his findings.
6/20/2012	8/14/2012	54	Courtesy	A UOPD officer informed RP that an EPD officer ignored her when she tried to flag him down to notify him of a drunk driver leaving the game with children in the car.	Lt. spoke with officer and learned he had been told of the driver by another party and had checked out with dispatch to look for the suspect. Sgt. reviewed CAD of incident and relayed what had happened to RP.
6/21/2012	6/28/2012	7	Inquiry	RP stated officers came to her home about a woman screaming, ordered her outside, and searched her house without explanation.	Sgt. spoke with RP about the call and explained the community care taking policy, where officers need to verify that no one is hurt in this type of call. Officers had learned that RP's grandson was playing video games with the window open and that is what had alarmed neighbors.
6/22/2012	6/26/2012	4	Inquiry Dismissed Other	RP inquired into why over the last 5 years she can not get EPD to help her with an issue of smells in her home.	Dismissed: Other
6/22/2012	7/3/2012	11	Performance	RP was upset that two EPD volunteers seemed to be causing traffic to slow when they were jaywalking.	Supervisor spoke with volunteers and addressed RP's concerns at a team meeting with all the volunteers. Supervisor also corresponded with RP.
6/25/2012	6/29/2012	4	Performance	RP was upset that another party was not cited for harassment even though she asked the officer to press charges.	Sgt. reviewed records and spoke with officer who had felt he had no probable cause for the arrest. Sgt. spoke with RP about the incident.
6/25/2012	7/30/2012	35	Performance	RP was upset that an officer did not cite 3 vehicles that blocked an intersection after the light had turned.	Sgt. was unable to identify the officer involved but offered to remind his officers about such enforcement when he spoke with RP.
6/25/2012	7/24/2012	29	Performance	RP complained that she saw an EPD patrol vehicle traveling extremely fast down a residential street.	Sgt. was able to identify the officer involved and learned he was responding to a medical emergency call at the time. Sgt. was unable to reach RP but left a detailed message and his number.
6/26/2012	7/30/2012	34	Performance	RP was upset that an officer took a report; he felt the officer misrepresented the information provided.	Sgt. spoke with officer involved and learned the details of the incident, was unable to contact RP but left messages with his contact number.
6/25/2012	6/26/2012	1	Disputed Facts Dismissed: Alternate Remedy	RP submitted a complaint form disputing a citation she received for a seat belt violation.	Dismissed Alternate Remedy

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6/26/2012	7/9/2012	13	Performance	RP reported that officer failed to use his left turn signal numerous times.	Sgt. learned that officer was a new officer and been reminded by his training officer about using signals; Sgt. also spoke with RP about the incident.
6/26/2012	7/18/2012	22	Performance	RP reported that she observed an officer driving too fast through the Public Works parking lot who then mouthed an obscenity at her when she motioned him to slow down.	Sgt. spoke with RP about the incident and then the officer, who admitted the action and expressed he was sorry for the incident.
7/3/2012	7/10/2012	7	Performance	RP inquired into why an officer did not return his ID after a person stop.	Sgt. contacted RP and explained the circumstances behind the officer keeping his ID.
7/4/2012	7/13/2012	9	Performance	RP complained on Facebook and to KVAL news about an incident in which EPD mediated a dispute at a restaurant.	No contact information was available for RP. Sgt spoke with officers about the incident.
7/5/2012	7/18/2012	13	Policy	RP inquired into why the non-emergency call center did not have an option for a live person on their phone tree.	Communication supervisor contacted spoke with RP about her concerns and passed them on to the EPD chain of command.
7/10/2012	7/12/2012	2	Inquiry	RP was upset that officers came to her door looking for someone she did not know.	Dismissed: Other
7/3/2012	7/17/2012	14	Inquiry Dismissed: Alternate Remedy	RP complained through a third party about a situation during his arrest.	Dismissed: Alternate Remedy
7/10/2012	7/31/2012	21	Courtesy	RP reported that an officer yelled at an elder gentleman who had turned the wrong way on Oak street and then placed him in handcuffs. He felt it was way over the top.	Sgt. spoke with officer and reviewed ICV, learned that officer yelled to get the elderly man's attention but that the rest of the encounter was conducted in a normal tone. Sgt. spoke with RP about his findings.
7/5/2012	8/27/2012	52	Performance	RP was concerned that an officer used a mass email to notify people of the rejection of a volunteer opportunity.	Sgt. spoke with officer and dept. will review this practice. Sgt. was unable to contact RP.
7/10/2012	7/23/2012	13	Inquiry Dismissed: Other	RP inquired into how she could get more traffic enforcement on her residential street.	Sgt. spoke with RP and reviewed the signage for speed with her and also emailed the traffic team to renew enforcement in the area.
7/11/2012	7/13/2012	2	Inquiry Dismissed: Outside Jurisdiction	RP complained about a parking ticket he had been issued.	Dismissed: Outside Jurisdiction
6/7/2012	7/13/2012	36	Inquiry	RP noted an officer seemed to want a break when pulled over for a traffic violation by another jurisdiction.	Auditor closed resolved with initial info. No policy violation, as officer did not verbalize he wanted a break.
7/12/2012	7/31/2012	19	Inquiry Dismissed: Outside Jurisdiction	RP was concerned about an issue with the Lane County Jail and the Springfield Jail.	Preliminary investigation showed that while EPD was involved in the arrest, the complaint was focused on issues at Lane County and Springfield jails. Dismissed: Outside Jurisdiction
7/13/2012	8/30/2012	47	Performance	RP was upset that on officer who came to arrest a friend was loud, boisterous and cocky.	Sgt. spoke with officer and his back up officer about the arrest. Follow up with RP was not attempted due to a criminal investigation that was still in progress.
7/13/2012	8/1/2012	18	Policy	RP questioned the after hours illegal parking policy and why EPD had to be involved. RP lives by a neighborhood bar and is having trouble with cars blocking her driveway.	Communications supervisor contacted RP and explained why and how the policy works, also supplied suggestions on solving the issue.
7/13/2012	8/15/2012	32	Conduct	RP reported an inappropriate verbal interaction with an EPD officer.	Sgt. spoke with supervisor who incident was reported to and the involved employee, who was reminded of respectful workplace policies. Sgt. also spoke with RP and extended apologies for any miscommunication from the officer.
7/13/2012	7/24/2012	11	Policy	RP was concerned about the wording of a press release citing a black male as a suspect on 2nd and 3rd hand information.	Supervisor contacted RP and explained policy in regard to suspect information that is released and the specifics of why this release was done.
7/17/2012	7/23/2012	6	Policy	RP inquired into why her friend was asked for her Social Security number during a traffic stop. RP believed that to be illegal.	Sgt. spoke with RP about how an officer may asked for a SSN to identify someone before issuing a citation but citizens are not required to give it if they prefer not to.

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7/18/2012	8/13/2012	25	Performance	RP was upset that dispatch did not give officers the correct information about a call for service concerning her bipolar son.	Sgt. spoke with involved officer and learned that he had been dispatched to a call regarding a suicidal subject; when on scene he was distracted by a group of people who complained of a dispute at the same residence. It appeared that it was not that dispatch gave the officer incorrect information, but that he changed course when he learned more information at the scene. An Lt. spoke with RP and explained the circumstances.
7/17/2012	8/1/2012	14	Courtesy	RP alleged that call taker was rude, judgmental and would not allow her to finish talking when she reported a burglary committed by her daughter.	Communications supervisor reviewed the call and noted a miscommunication, but that the call taker was polite, professional and tried repeatedly to help RP. Supervisor discussed the call with RP and with the call taker.
7/18/2012	8/14/2012	26	Performance	RP was upset about the care and service she was provided after a bike and auto accident.	Sgt. spoke with officer and reviewed his report. RP did not return phone calls.
7/19/2012	8/8/2012	19	Performance	RP inquired into the law regarding her neighbor taking her dog to the animal shelter. RP seems to be getting different answers from employees.	Supervisor spoke with RP about her specific situation and how the law applies.
7/23/2012	8/23/2012	30	Performance	RP was upset about a police report submitted by officers which she believed to contain false information.	Sgt. reviewed police reports and spoke with officers about the incident which generated the report. Sgt. spoke with RP about the perceptions of the officers and the reason the report was written in the way it was.
7/25/2012	7/31/2012	6	Inquiry Dismissed: Outside jurisdiction	RP was upset that an officer stopped him for "riding while black", and when he would not provide his ID the officer escalated the situation by calling for back up, but did not cite him for an infraction.	Preliminary investigation showed that officer who stopped RP was no longer an EPD employee. Dismissed: Outside Jurisdiction
7/25/2012	8/21/2012	26	Policy	RP was upset that there was not a way a records clerk could waive a police report fee for an out of state crime victim without it taking 10 business days.	Supervisor spoke with RP about the policy and explained that staff does have the authority to use good judgment in such cases. Supervisor reviewed the incident and relevant policy with staff.
7/27/2012	8/15/2012	18	Conduct	RP was upset that after he was released from jail his prescription medications were missing from his backpack that was lodged in the jail lockers.	Sgt. spoke with RP and with officer who remembered the drugs being in the backpack. Sgt. noted to officer it may be best to document the specific contents of a bag on the property sheet but there was no policy violation.
7/27/2012	10/1/2012	64	Inquiry	RP alleged that that her son and his coworker who work for the city were buying drugs from detectives out of the evidence lockers.	Sgt. reviewed issues involved in complaint; the latest evidence audit showed a .8% discrepancy. Further investigation of employees and RP determined that RP was suffering from a mental health crisis. RP was unable to be contacted due to a move and phone being disconnected. Sgt. also recommended a full audit of the drug evidence storage in light of complaint.
7/27/2012	9/26/2012	59	Performance	RP did not believe that an officer did an adequate job of taking a report of her stolen purse.	Sgt. reviewed report and found that report was complete and accurate including information that RP did not believe was in it. Sgt. was unable to contact RP because she had moved.
7/30/2012	8/9/2012	9	Performance	RP was upset that her name was not kept confidential when she reported a crime.	Communications supervisor spoke with RP about the mandatory reporting law. Supervisor also explained that in the future she could request to be anonymous and that request would be honored.
7/30/2012	8/22/2012	22	Performance	RP was upset that an officer who was called to his home about a loud fight, called him outside and walked right past him into his home with out explanation or permission.	Sgt. reviewed reports and CAD and learned officers were dispatched to loud voices and children may be involved. Under community care taking statute officer was justified in checking on the welfare of those who may be in the home. RP did not return Sgt's phone calls.
7/31/2012	8/8/2012	8	Courtesy	RP felt that officer lied in court and was very condescending to her.	Sgt. spoke with RP about her perception of the officer's questioning at trial. Sgt. spoke with officer about RP's feelings. Officer noted that a condescending attitude would not serve him well in front of the judge.
7/26/2012	8/20/2012	24	Inquiry	RP reported to a jail deputy that an officer used excessive force when arresting him.	Sgt. interviewed RP who admitted to tensing up and resisting the officer but felt he used more force than he needed to. RP did not want to file a complaint against the officer for doing his job.

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8/1/2012	8/15/2012	14	Performance	RP was upset that an officer came up and took her picture and accused her of littering though he did not cite her. He then would not tell her his name.	Sgt. spoke with RP about the situation and answered her questions about the incident.
8/1/2012	8/29/2012	28	Inquiry Dismissed: Outside jurisdiction	RP felt he was entrapped by officers during a traffic stop.	Preliminary investigation revealed that the complaint was focused on the actions of an OSP employee. Dismissed: Outside Jurisdiction
8/2/2012	8/6/2012	4	Performance Dismissed: Timeliness	RP felt inaccurate and inadequate follow up been done on a police report about guns stolen from his van.	Dismissed: Timeliness
8/2/2012	8/13/2012	11	Performance	RP feels that the officer did not do a good job of getting the correct story when she reported an altercation with a man at her place of worship.	Sgt. reviewed the police report and spoke with the officer who confirmed the witness statements were what was reported to him. Sgt. spoke with RP about the incident and her other concerns.
8/23/2012	8/3/2012	-20	Courtesy	RP was upset with an officer's demeanor with her when she tried to comfort a friend who was in the middle of a custody issue in which police were called.	Sgt. spoke with RP about the incident and explained officer safety issues and why they need to have people stay back from the middle of an incident.
8/3/2012	8/22/2012	19	Conduct	RP alleged that he is being harassed by EPD; the latest incident was when he was accused of abuse for yelling at his dog to come to him.	Sgt. spoke with RP about the incident.
8/3/2012	8/6/2012	3	Performance Dismissed: Outside Jurisdiction	RP alleged Chief did not follow through on a records request submitted by Occupy Eugene.	Dismissed: Outside Jurisdiction. Complaints against the Chief are forwarded to the City Manager per ordinance.
8/3/2012	10/15/2012	72	Performance	RP complained that she was unable to obtain public records she requested.	Lt. researched the issue and learned that RP had submitted the request outside of the usual channels which caused a delay. EPD has learned to direct people to the correct system to reduce delays. Lt. spoke with RP about the issue.
8/6/2012	8/14/2012	8	Performance	RP was upset that he heard an officer had gotten a confession about his stolen van but the suspect was not arrested.	Sgt. spoke with RP and then with officer who informed him a witness had been contacted but not the suspect as RP claimed. Sgt and officer both spoke with RP about the situation.
8/7/2012	8/20/2012	13	Performance	RP was upset that on officer who took her report about money being stolen was rude and accused her of drinking.	Sgt. spoke with RP about her concerns and passed them on to the officer.
8/6/2012	8/8/2012	2	Inquiry Dismissed: Outside jurisdiction	RP was upset about a hearsay dog at large citation.	Preliminary investigation showed that involved officer was Lane County employee. Dismissed: Outside Jurisdiction
8/9/2012	8/30/2012	21	Performance	RP was upset that when he tried to get police to respond to a car alarm that continued to go off for 2 days in a row the call taker would not dispatch an officer.	Supervisor reviewed calls and determined that in this case because of the numerous times the alarm was going off and that RP had documented the noise a officer should have been dispatched. Supervisor spoke with RP about the incident.
8/13/2012	8/16/2012	3	Inquiry Dismissed: Outside jurisdiction	RP was upset about how a traffic citation was filled out.	Preliminary investigation found that citation was not issued by EPD. Dismissed: Outside Jurisdiction
8/16/2012	8/22/2012	6	Service Level	RP was upset about how a traffic stop was carried out and the officer not giving her information on how she could obtain ICV for her court date.	Sgt. attempted to contact RP without results, did not find any policy violations in officer's conduct.
8/16/2012	8/16/2012	0	Performance	RP was upset that on officer did not allow her take a couple of pails of gravel from a construction site even though she had permission.	Lt. spoke with RP and learned RP did not have written permission and was not able to show proof of permission to officer. Officer did not violate policy. Lt. spoke with RP about why officer made the decision he did.
8/16/2012	9/19/2012	33	Courtesy	RP was upset that an officer cited him for careless driving over two hours after he had driven a friend to the hospital from a remote area who had shot himself and was in a medical emergency.	Sgt. spoke with officer about the incident and learned the officer had discovered that RP had not made an attempt to contact emergency personnel during the drive and so felt a citation was in order; the court found RP not guilty. Sgt. was unable to contact RP.
8/17/2012	9/7/2012	20	Performance	RPs complained that an officer did not do a complete investigation into an altercation and they were disregarded because they are street people.	Sgt. spoke with representative of RPs and was able to get an email address. Messages to the email were not returned.

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8/20/2012	9/4/2012	14	Performance	RP was upset that an officer just wanted to diffuse a call for service when some neighborhood kids tried to come into his home instead of arresting them. Rp also stated that the officer told him he didn't like him.	Sgt. spoke with officer about the call and learned that there was no independent evidence to support an arrest and that RP had been hostile and argumentative during the investigation. Officer was reminded to maintain a high level of professionalism even when dealing with hostile subjects. Sgt. spoke with RP about the incident.
8/21/2012	9/18/2012	27	Performance	RP complained that call taker was accusatory and rude when she called to report her car stolen by a distant acquaintance	Supervisor reviewed calls and determined that call taker had to put caller on hold numerous times and repeat clarifying questions because of call volume. Supervisor spoke with RP about her findings.
8/22/2012	10/4/2012	42	Performance	RP complained that an officer was unprofessional with a demeaning and patronizing attitude. Also no report was taken even though she had a knife pulled on her by a family member.	Sgt. reviewed CAD and ICV for two incidents the RP was involved in. Sgt. found officer handled incident professionally and completely. Sgt. spoke with RP about his findings.
8/23/2012	9/14/2012	21	Performance	RPs reported that when a couple of cats were killed by a vicious dog, officers did not fill out the correct paperwork and the dogs were released the next day to the owners.	Sgt. spoke with the cat owner about the incident and the lack of policy in this situation due to EPD recently taking over animal control services. Sgt. referred complaint to animal control services department to prevent the situation in the future.
8/24/2012	9/4/2012	10	Performance	RP observed an officer talking on a cell phone while driving.	Sgt. spoke with RP about ORS 811.507 (the cell phone law) and its exemption for officers acting in official capacity. Sgt. reminded officers to make efforts to avoid talking on cells while driving.
8/27/2012	10/1/2012	34	Performance	RP was upset that when he called about workers assaulting him and removing a cooler door from his place of business the officer threatened to cite him for harassment.	Lt. reviewed officer's report and learned that the issue with the door was a civil one. Witness identified RP as the aggressor in the altercation. No policy violation on the part of the officer was found. Lt spoke with RP about the issue.
8/24/2012	8/28/2012	4	Conduct Dismissed: Other	RP heard that officers were being provided free sandwiches by a vendor in town.	During intake interview, witness stated that she never saw any officers get free items. Dismissed: Other
8/27/2012	9/4/2012	7	Performance	RP stated officers did not really listen or care when she reported an altercation she had with her brother in front of his place of business.	Sgt. spoke with RP about the incident who noted she didn't really have an issue with the officers, she just didn't understand some of the things they said.
8/27/2012	10/3/2012	36	Inquiry Dismissed: Outside Jurisdiction	RP alleged that officer used AIRS to provide his daughter information in his record.	Sgt. learned that the involved officer was from another jurisdiction and the complaint was forwarded. Dismissed: Outside Jurisdiction
8/27/2012	9/13/2012	16	Inquiry	RP inquired into whether an officer was eligible for leave under the Leave for Victims of Domestic Abuse Policy.	Cpt. reviewed the issue and determined no policy violation as the decision was a management decision and did not violate city's administrative policy manual.
8/31/2012	9/21/2012	21	Policy	RPs were concerned that policy was not followed in the reporting of possible bias crimes to the Human Rights Office.	Lt. researched the cases in question and learned that no evidence of bias was reported in the criminal acts, so the reporting requirement was not invoked. RPs were contacted and notified of the findings.
9/4/2012	9/17/2012	13	Policy	RP was upset that an officer pulled his gun on him when he pulled over behind the officer, who was pulling over his friend in another car without tail lights.	Sgt. spoke with officer who explained he did not know what the intentions of the vehicle which had pulled up behind him were, and once he determined the situation was stable holstered his gun. Sgt. spoke with RP about officer safety issues and why the officer felt the need to draw his weapon.
9/4/2012	9/7/2012	3	Performance	RP was upset with an officer response to a call for service about a neighbor's strange behavior.	Sgt. spoke with RP and person who had called 911 about the officer's response and his investigation. Also provided information helpful for future reporting.
9/7/2012	9/17/2012	10	Inquiry	Auditor inquired into whether an officer had released information about an ongoing investigation.	Sgt. determined officer only released information that was releasable by policy.
6/27/2012	9/17/2012	80	Inquiry	Internal inquiry into 4th-hand info that an officer and partner had previous domestic issues.	Sgt. spoke with involved partner to learn first-hand information and documented incident.
9/10/2012	9/28/2012	18	Performance	RP alleged he observed volunteers engaging in a litany of poor and illegal driving infractions.	Supervisor spoke with volunteers involved and emailed with RP about the incident.

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9/13/2012	9/17/2012	4	Policy	RP complained that EPD is harassing him because he has a red light on his dash board which he believes is legal. RP drives a decommissioned police car.	Lt. spoke with RP about his light and provided the ORS statute that concerns the issue.
9/13/2012	9/18/2012	5	Performance Dismissed: Outside Jurisdiction	RP had an odd run in with an officer that ran a red light on Franklin Blvd.	Preliminary investigation showed that vehicle was not an EPD vehicle. Dismissed: Outside Jurisdiction
9/14/2012	9/17/2012	3	Performance	RP felt she was getting the run around between jurisdictions concerning a contempt of court issue.	Sgt. spoke with RP about her frustration and gave her ideas about how to proceed with taking care of her issues.
9/14/2012	10/2/2012	18	Policy	RP questioned why officers are allowed to drive while using cell phones.	Sgt. attempted to contact RP without results, did not find any policy violations in officer's conduct.
9/18/2012	10/18/2012	30	Service Level	RP was upset that officer took his blankets from Kesey Square when he was returning within 10 minutes.	Lt. looked into the situation and learned that bystanders did not know when RP was returning, and the officer waited around to see if owner would return before taking the belongs to property control for safe keeping. Lt. left a message with RP's sister about the incident.
9/20/2012	10/10/2012	20	Inquiry	RP inquired into why an officer stopped in front of his house and ran the license of a truck and then drove away.	Lt. was unable to identify any officer that had run the plates of RP. Review of AIRS noted no one had accessed RP's information. Lt. spoke with RP about his findings.
9/21/2012	10/29/2012	38	Conduct Dismissed: Other	RP inquired into a situation in which officers let a tenant into an apartment building by jimmying the lock and then would not identify themselves to the managers.	Dismissed at Complainant's Request
9/24/2012	10/29/2012	35	Inquiry	Auditor initiated inquiry into officer's knowledge of law in the arrest of a man for Theft of Services III (stealing city power).	Sgt. learned that in most cases citizens are not charged for use of electricity on city property. Command directive submitted to officers to clarify issue.
9/27/2012	10/3/2012	6	Performance	RP felt it was extremely hard to speak to someone at EPD about issues in her neighborhood in a one on one situation. The service level is deplorable.	Lt. met with RP about the issues in her neighborhood and her concerns of having uniform officers come to her home. He was able to set up an appointment with a officer (plain clothes) to make a safety assessment of her area.
9/26/2012	10/8/2012	12	Inquiry	RP was upset with an officer's demeanor when he was stopped for a skateboard violation. He was placed in cuffs and felt there was no need for the show of force.	Sgt. reviewed complaint and learned that it was the second stop after a previous warning, and RP refused to provide ID for the citation, so was placed in cuffs prior to a transport to jail to be identified. RP at that time began to cooperate. Sgt. contacted RP and spoke with him about his findings.
9/25/2012	10/8/2012	13	Inquiry Dismissed: Alternate Remedy	RP complained that on officer gave a ticket to a wheelchair bound disabled person for dog at large.	Dismissed: Alternate Remedy
9/28/2012	11/5/2012	37	Inquiry	RP alleged that he was witness to 3 officers having sexual relations and that when they noticed him, they threatened to kill him.	Sgt's research into the allegation found no police activity in the area and a witness reported seeing no police in the area, only RP.
9/25/2012	10/8/2012	13	Courtesy	RP complained about an incident in which an officer was rude while leaving a lot after a UofO football game.	Lt. was unable to determine whether the person was an EPD employee or not. Lt. spoke with RP about the issue.
10/8/2012	10/19/2012	11	Performance	RP complained that a patrol car almost T-boned her car while traveling at a high rate of speed.	Sgt. was unable to contact RP after numerous attempts.
10/9/2012	10/10/2012	1	Inquiry Dismissed: Other	RP complained that a white City of Eugene Prius with a detective kept circling the block looking at him.	Preliminary investigation showed no indication of any policy violation. Dismissed: Other
10/15/2012	10/18/2012	3	Inquiry Dismissed: Other	RP inquired into whether or not EPD had a prostitution sting going on a LTD bus route.	Our office does not have jurisdiction over the investigative tools officers may use in criminal investigations, nor can we release information on ongoing criminal investigations. Dismissed: Other
10/15/2012	11/14/2012	29	Service Level	RP was upset that EPD could not help him when he wanted to complain about neighbors who were harassing him.	Supervisor investigated and listened to RP's call to EPD and learned call taker followed all policy in speaking with RP. Supervisor followed up with RP and with RP's caseworker.
10/15/2012	10/19/2012	4	Performance	RP was upset that EPD detectives would not return phone calls regarding a stolen computer.	Cpt. spoke with RP about his stolen computer and the investigation in detail.

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10/16/2012	11/5/2012	19	Inquiry	RP was upset that an officer was crass with him during a traffic stop.	Lt. reviewed ICV and noted that officer was professional throughout the stop; Lt. was unable to speak with RP after numerous voice messages. Auditor contacted RP with a closing letter.
10/17/2012	11/5/2012	18	Inquiry	RP alleged that an officer was extremely rude and unprofessional while arresting his son.	Sgt. reviewed video from a witness officer's body camera and found no evidence of either officer being rude, disrespectful or unprofessional. Officers tried to explain the situation to a very upset RP.
10/17/2012	12/14/2012	57	Conduct	RP alleged that officers used assault rifles to approach, pat down, and arrest a homeless African-American Veteran who was not breaking the law.	Sgt. reviewed police records and learned officers were dispatched to a call of an armed person and verbal threats of violence. Weapons used were within policy for the type of dispatch. Sgt. tried to make contact with RP but calls were not returned.
10/19/2012	11/26/2012	37	Performance	RP alleged that an officer was not giving him straight answers about a burglary at his home and had lied about the follow-up.	Lt. spoke with officer and learned that her information about the situation had been obtained from a Community Service Officer who had not documented his contacts. The Lt advised the CSO and other CSOs that more complete recording of contacts with the public would be advisable. Lt. contacted RP with his findings.
10/22/2012	11/21/2012	29	Performance	RP alleged that an officer allowed another woman to look through her belongings while she was at Sacred Heart Hospital and then some of her things were missing.	Sgt. learned that officer was investigating a burglary at the Royal Ave Shelter and had been given permission by RP to review her belongings; victim found a small portion of her items and declined to press charges against the mentally ill RP.
10/22/2012	11/26/2012	34	Courtesy	RP alleged officer was rude and disrespectful with her and her daughter when she picked her up from a school dance. Her daughter had recently had a concussion and the officer alleged she had been drinking.	Lt. spoke with officer about the incident and the officer confirmed he had stopped the girl because of physical signs she may have been drinking. The officer stated that once he confirmed otherwise he released her to her mother. Lt. spoke with RP who also felt it should be a learning experience for officers to note that injuries can sometimes look like something else.
10/22/2012	11/8/2012	16	Policy	RP noted he had observed officers riding their motorcycles 2 abreast and thought it was illegal.	Sgt. corresponded with RP about ORS 814.250 which states that motorcycle riders cannot ride more than 2 abreast.
10/22/2012	11/27/2012	35	Policy Dismissed: Other	RP alleged EPD records did not respond in a timely manner to a request for information.	Oregon public records law provides that delayed responses to records requests be directed to the DA's office. Dismissed: Other
10/22/2012	1/17/2013	85	Performance	DHS had a concern about whether an officer should have notified DHS when photographic information was given to police that may have indicated child abuse.	Facilitated conversation between officer/EPD and DHS took place with Auditor's office present. Updated training in when to notify will be DHS will be implemented.
10/27/2012	12/6/2012	39	Inquiry	Internal inquiry into team response to an assault, including review of crime scene, evidence handling, and report writing.	Chain of command reviewed incident and noted performance issues and directed Supervisors in corrective actions to be taken.
10/26/2012	11/2/2012	6	Courtesy	RP felt an officer who cited him for excessive noise from his vehicle was rude and judgmental.	Sgt. spoke with RP about the situation and learned that RP was upset about getting a ticket from a bike officer and that he felt he should have been given a warning instead of the citation. After thinking more about the situation he stated he should have retracted his complaint.
10/29/2012	12/4/2012	35	Courtesy	RP was upset at the demeanor of an animal control officer who cited her for a dog at large in a large field near her home.	Animal Control Manager spoke with officer about the issue and then contacted RP about her findings.
10/30/2012	12/13/2012	43	Performance	RPs were upset that an officer used the sidewalk in front of a community center to turn around on his motorcycle because at times children are present.	Lt. learned that the officer did turn around on the sidewalk because he had come from another area of the park and was accessing the ramp area of the sidewalk to move to regular pavement. Officer did note people in the area and took due care. Lt. spoke with RPs about their concerns.
10/30/2012	12/7/2012	37	Service Level	RP stated that she repeatedly contacts EPD about issues in her apartment complex and nothing is done.	Sgt. reviewed calls to EPD by RP and attempted to contact her to discuss the situation.
10/31/2012	11/26/2012	26	Inquiry	RP claimed that an officer has given him numerous tickets for trespassing just for walking across parking lots in the area near his home and that the officer told him he couldn't complain.	Sgt. learned that officer in question had not issued citations to RP in over 2 years. Sgt. spoke with RP who admitted he had drinking problems and though he no longer was drinking he may have confused the citations he had been given by other officers with this officer.

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10/31/2012	11/6/2012	6	Performance	RP alleged officer's driving was erratic, cutting off vehicles.	Sgt. spoke with RP about the incident and then with the officer about the importance of positive driving skills as an example to the public.
11/5/2012	11/27/2012	22	Other	RP was upset that an officer stopped him for a pedestrian violation, asking for his ID and then giving him a warning.	Sgt. reviewed ICV of stop, noting that RP was less than positive, making snide comments to officer. Officer was professional throughout the stop.
11/14/2013	12/6/2013	22	Inquiry	RP was concerned that ICV was not available for two DUII arrests. RP felt they would have been helpful for the court.	Sgt. spoke with officer involved and learned during one arrest his ICV was unoperational and during the second it did not get turned toward the investigation. Sgt. discussed importance of the ICV use if available with officer and spoke with RP about the matter.
11/13/2012	12/26/2012	43	Courtesy	RP reported that an officer drove up and proceeded to chase clients away from White Bird and she then had to ask him 4 times for his card.	Lt reviewed the records and learned officer had been dispatched to White Bird for a disorderly subject. Lt. reviewed the policy for giving of cards to the public with officer and spoke with RP.
11/14/2012	11/28/2012	14	Courtesy	RP felt an officer's demeanor was unhelpful after an altercation he was involved in.	Sgt. learned that at the time the officer took the report from RP he was unaware of certain details that had been handled by another officer, and so appeared to be unhelpful to RP. Sgt. spoke with RP about the situation.
11/16/2012	12/7/2012	21	Inquiry	RP was unhappy with the way a call taker handled her call about a disoriented motorist, asking so many questions the man finally drove away.	Supervisor reviewed the call and noted call taker used correct protocol and dispatched the issues within one minute, then kept RP on the line to determine the driver's continued actions. Supervisor spoke with RP about the events as they happened which clarified for RP that the issue had indeed been handled.
11/26/2012	12/3/2012	7	Inquiry	RP was upset that after an officer pulled her over for a suspended license she was unaware of, he took her license, told her he was not going to babysit her, and left her on the side of the road with a 2month old.	Sgt. spoke with officer about the issue and learned that RP was only a few blocks from her home and he assumed she would drive the car there and park it until she cleared up her license issue. Sgt. spoke with RP about his findings and applicable ORS laws.
11/14/2012	11/27/2012	13	Inquiry Dismissed: Alternate Remedy	RP filled out a complaint form via Police Abuse.com claiming she was falsely arrested.	Dismissed: Alternate Remedy
11/20/2012	12/4/2012	14	Inquiry Dismissed: Alternate Remedy	RP was concerned that his son was given a citation for interfering with police because the son had had a run in with the officer about a year and half ago.	Auditor preliminary investigation revealed officer did not know about previous contact with RP's son until end of stop. Auditor Dismissed: Alternate Remedy
11/21/2012	12/3/2012	12	Other Dismissed: Alternate Remedy	RP was upset that she was given a citation for tinted windows on a car she had been driving for 4 years and not given a warning.	Dismissed: Alternate Remedy
11/26/2012	12/5/2012	9	Inquiry Dismissed: Alternate Remedy	RP was upset that because of an altercation with a neighbor she was arrested for assault and not the neighbor.	Dismissed: Alternate Remedy
11/26/2012	12/10/2012	14	Performance	RP was upset that an officer did not file a police report about a harassing neighbor.	Sgt. learned that on date of call RP had authorized officer to speak with neighbors to mediate and warn them not to have contact with RP, and that officer did write a report after RP inquired with officer and he learned she still sought that option. Sgt. spoke with RP about the issue.
11/27/2012	12/26/2012	29	Performance	RP was upset that officers did not file a report on a call for service about his neighbor attacking him.	Sgt. learned that the call had been a mutual dispute and that officers had assessed the scene and followed policy in the handling of the call. Sgt. spoke with RP about the issue.
11/5/2012	11/29/2012	24	Performance	RP was upset that an officer did not tell him he was not required to provide his social security number.	Sgt. spoke with officer who stated he gave RP a warning for a traffic violation and while filling out the FI card asked if RP would be willing to provide the number. The officer was not certain whether he clarified more than that. Sgt. spoke with RP about his findings.
12/3/2012	1/28/2013	55	Performance	RP alleged that when he approached officers who were already at a bar for another incident for help after being assaulted they refused to investigate and let the assailant get away.	Lt. spoke with officers who had been dispatched to the bar and learned that one officer at the scene spoke with staff and both involved parties and learned it was a mutual combat incident and both parties could have been cited.

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12/4/2012	1/22/2013	48	Performance	RP was upset that officers sat at a gravel yard just a short distance from a traffic accident and did nothing.	Lt. spoke with RP about his concerns, but was unable to identify the officers or find the traffic incident in CAD.
12/4/2012	12/12/2012	8	Inquiry Dismissed: Other	RP was upset about the arrest on one of his employees in a non public area of his establishment.	Preliminary investigation indicated EPD was not involved; RP requested complaint be dropped. Dismissed: Other
12/5/2012	1/3/2013	28	Policy	RP voiced a concern about the discretion officers have in whether or not to cite a person in a traffic accident.	Sgt. spoke with RP about EPD's policy of citing when there is an injury that and not for other accidents. RP was receptive and now understood a little more about the situation.
12/5/2012	1/11/2013	36	Performance	RP was upset that when she called for help about an altercation at her home with some people she had allowed to stay with her no one was cited or arrested.	Lt. researched the incident and found officers, after investigating the incident, deemed it a civil issue and did not cite. Lt. spoke with RP about the officers' findings and her concerns.
12/6/2012	12/7/2012	1	Policy	RP was upset that his roommate was arrested on a restraining order even though RP had changed his mind about the order.	Lt. spoke with RP and explained probable cause issues and the reason officers had to arrest. He also explained how to go through the courts to release the restraining order.
12/7/2012	2/4/2013	57	Performance	RP was upset that officer did not tell him why he was at his house and arresting him.	Sgt. spoke with officer about the arrest and learned RP was intoxicated and may not have remembered being told the charges. RP did not return phone calls.
12/7/2012	12/27/2012	20	Service Level	RP wrote Rep. DeFazio about a burglary investigation that he felt was not being handled correctly.	Sgt. spoke with detective and reviewed records then spoke with RP about what steps were being taken on his case.
12/7/2012	12/10/2012	3	Service Level Dismissed: Timeliness	RP was upset officer would not take a report of his landscaping plants being poisoned.	Dismissed: Timeliness
12/11/2012	12/17/2012	6	Policy	RP inquired into the length of time it took for a deceased suicide victim to be covered by police.	Lt. contacted RP and explained the procedures EPD has to take in such situations and the reason for the length of time that the victim was not covered.
12/11/2012	12/13/2012	2	Inquiry Dismissed: Outside Jurisdiction	RP complained that EPD officers took him to the Johnson Unit on a mental hold against his will.	Preliminary investigation showed EPD employees were not involved. Dismissed: Outside Jurisdiction
12/12/2012	1/25/2013	43	Courtesy	RP complained about an officer's rudeness and lack of knowledge when the officer confronted RP about parking in an alley.	Mediation.
12/8/2012	1/4/2013	26	Inquiry	RP alleged that an officer squeezed his finger during a stop for trespass and broke his finger.	Sgt. reviewed the stop and spoke with ER doctor about the alleged injury. Sgt. learned it was an older injury and not related to the incident. Sgt. spoke with RP about his findings.
12/14/2012	12/17/2012	3	Performance	RP inquired why EPD call takers would not send medics when her son (who was about to have a seizure) refused service, but they would send medics when she called again and he was having the seizure.	Supervisor reviewed call and noted call taker handled the call within policy, as son refused medical treatment during the first call. Supervisor contacted RP to discuss the reasons behind the policies.
12/16/2012	1/4/2013	18	Inquiry Dismissed: Other	RP was unhappy with how an officer handled a situation.	RP never contacted Auditor's Office regarding whether he wanted to pursue the matter. Dismissed: Other
12/18/2012	1/24/2013	36	Courtesy	RP was unhappy with a traffic stop and felt that he and his friends were pulled over because they were wearing Free Souls clothing. He also complained that the officer was rude, getting in his face about charges he could add.	Cpt. reviewed ICV of stop, spoke with officer about the stop and contacted RP to discuss the incident.
12/19/2012	12/20/2012	1	Inquiry Dismissed: Outside Jurisdiction	RP' complained about an incident in which they were detained.	Preliminary investigation showed no EPD officers were involved. Dismissed: Outside Jurisdiction
12/20/2012	12/24/2012	4	Inquiry Dismissed: Timeliness	RP was unhappy with the interaction police had with her hard of hearing roommate when they responded to a noise complaint.	Auditor reviewed ICV and found no indications of serious misconduct. Dismissed: Timeliness
12/20/2012	1/4/2013	14	Courtesy	RP was unhappy that an officer was rude and accusatory toward her during a call for a loud party at her home.	Sgt. reviewed records and spoke with RP, a student, who said the main concerns had been her mother's and she was fine with the issue.
12/21/2012	12/26/2012	5	Service Level	RP was upset that Traffic Enforcement had not called him back about traffic problems in his neighborhood.	Sgt. learned that a bit of phone tag had been the issue with the call backs to RP. Sgt. was able to speak with RP about traffic problems in his area.

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12/24/2012	1/9/2013	15	Courtesy	RP was upset that an officer hung up on her when she was speaking with him about a neighbor who was harassing and threatening her.	Sgt. reviewed the situation and spoke with officer and RP about it. RP had been hysterical during the call and would not allow the officer to help or direct her. Officer did hang up after telling RP that he would, but also had a welfare check dispatched to check in on RP.
12/31/2012	1/10/2013	10	Inquiry	RP was upset that officers had stopped her learning disabled adult son and grabbed him by the wrists when he tried to leave.	Sgt. learned officers had been dispatched on a restraining order call and the RP's son fit the description of the suspect. Officer grabbed hold of the son's wrists when he tried to leave before being identified. Once officers identified him as not being their suspect he was allowed to go. Sgt. spoke with RP about the incident and what had transpired.
	Average Time Open:	20.5			