

2012 Annual Report

Office of the Police Auditor

Eugene City Council

June 3, 2013



Complaint Process

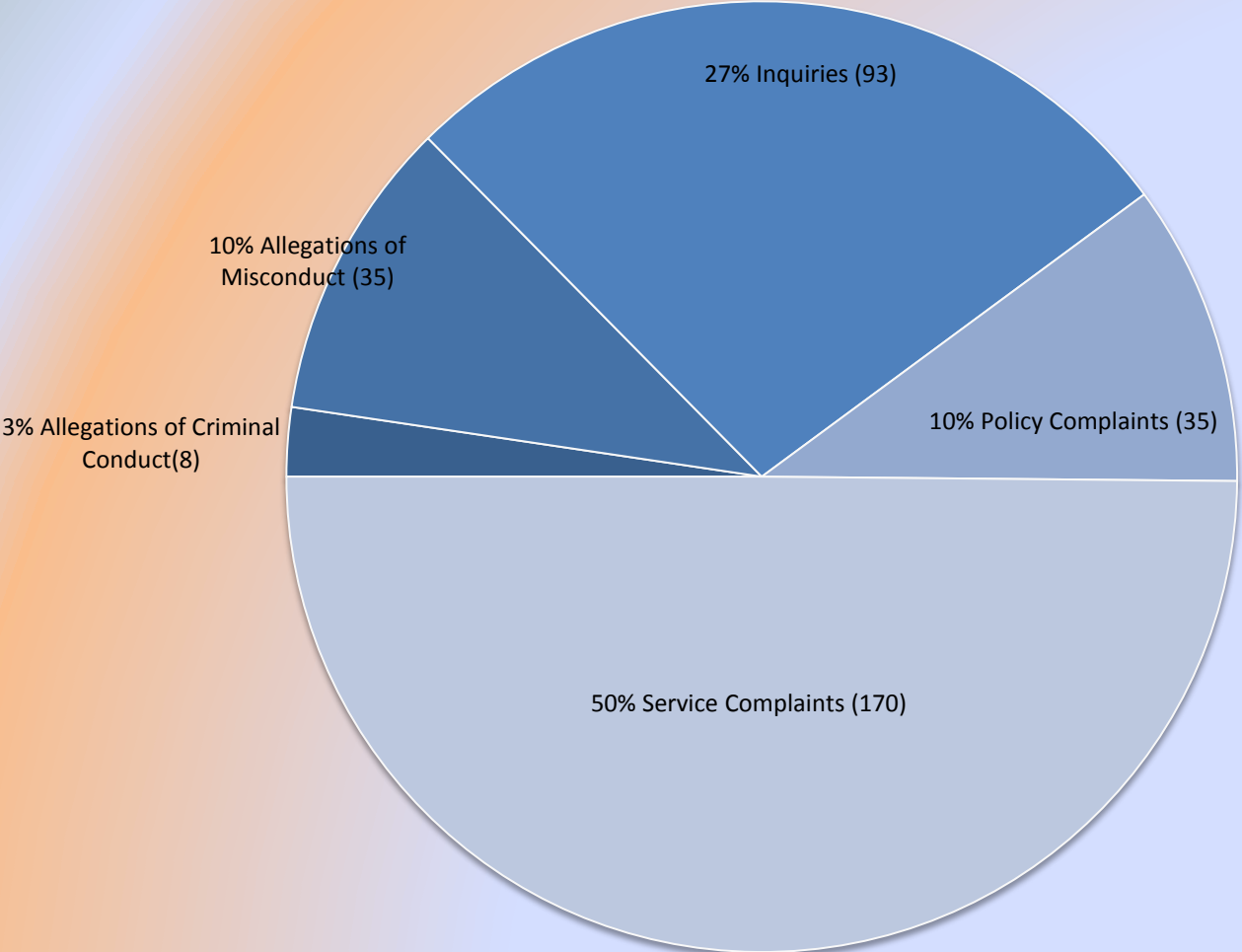


2012 Complaints

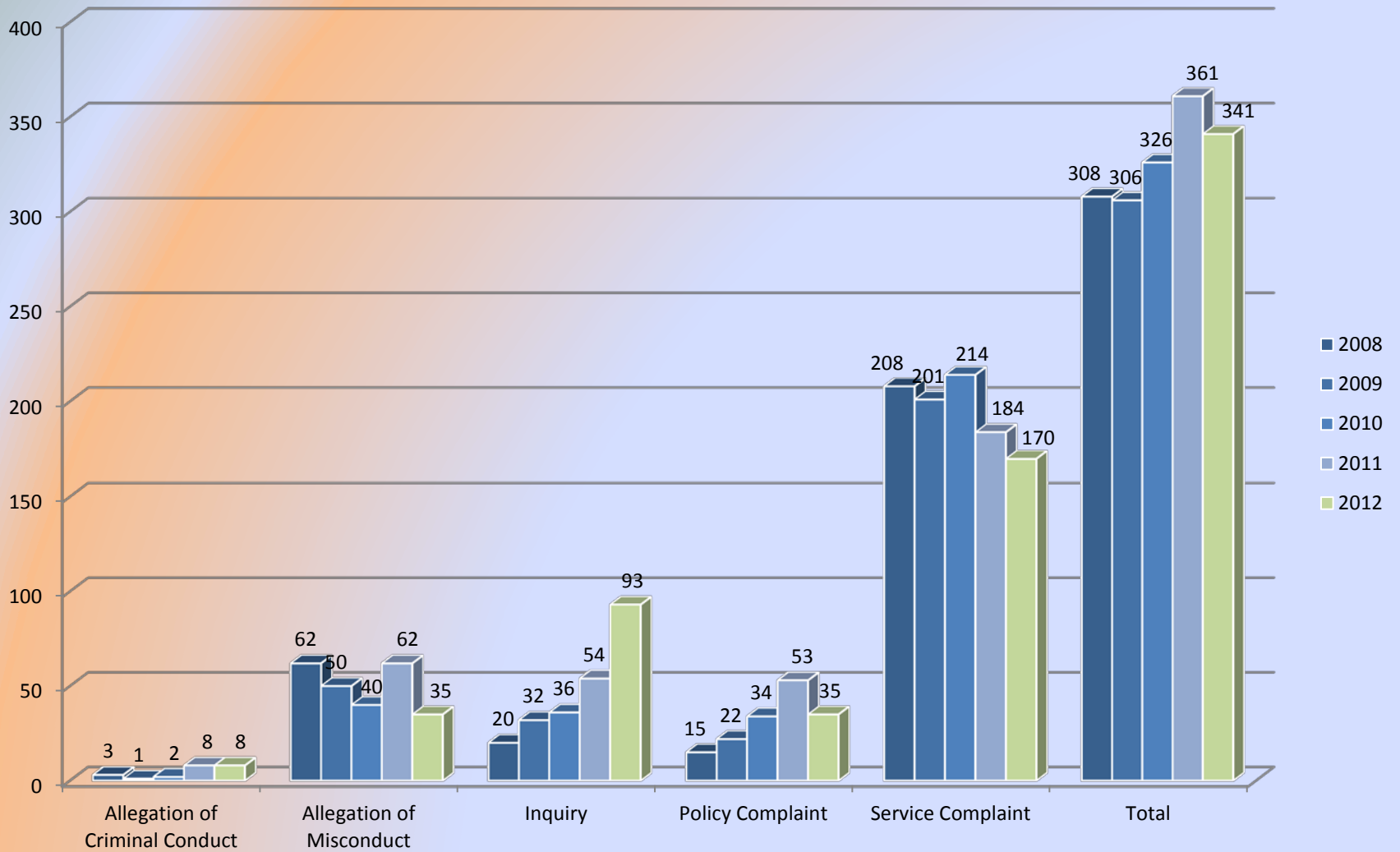
- The Auditor's Office received **341** total complaints in 2012 – a decrease of 5% from 2011 (when we received 361 complaints), but an increase from 2010 (when we received only 326 complaints). As in previous years, the majority of the complaints (170) were classified as service complaints.

<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

2012 Total Complaints



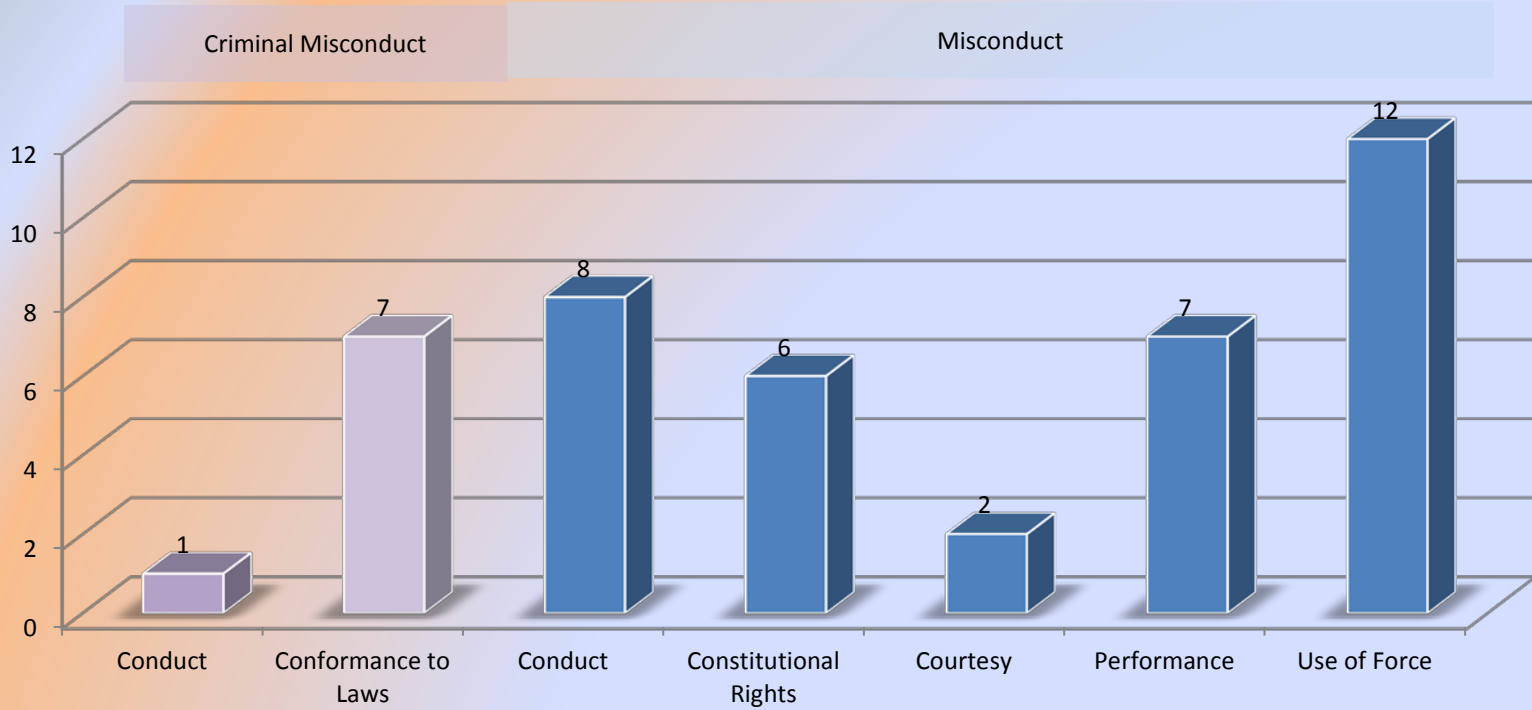
Complaints by Classification, 2008-2012



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%

2012 Allegation Cases by Classification*

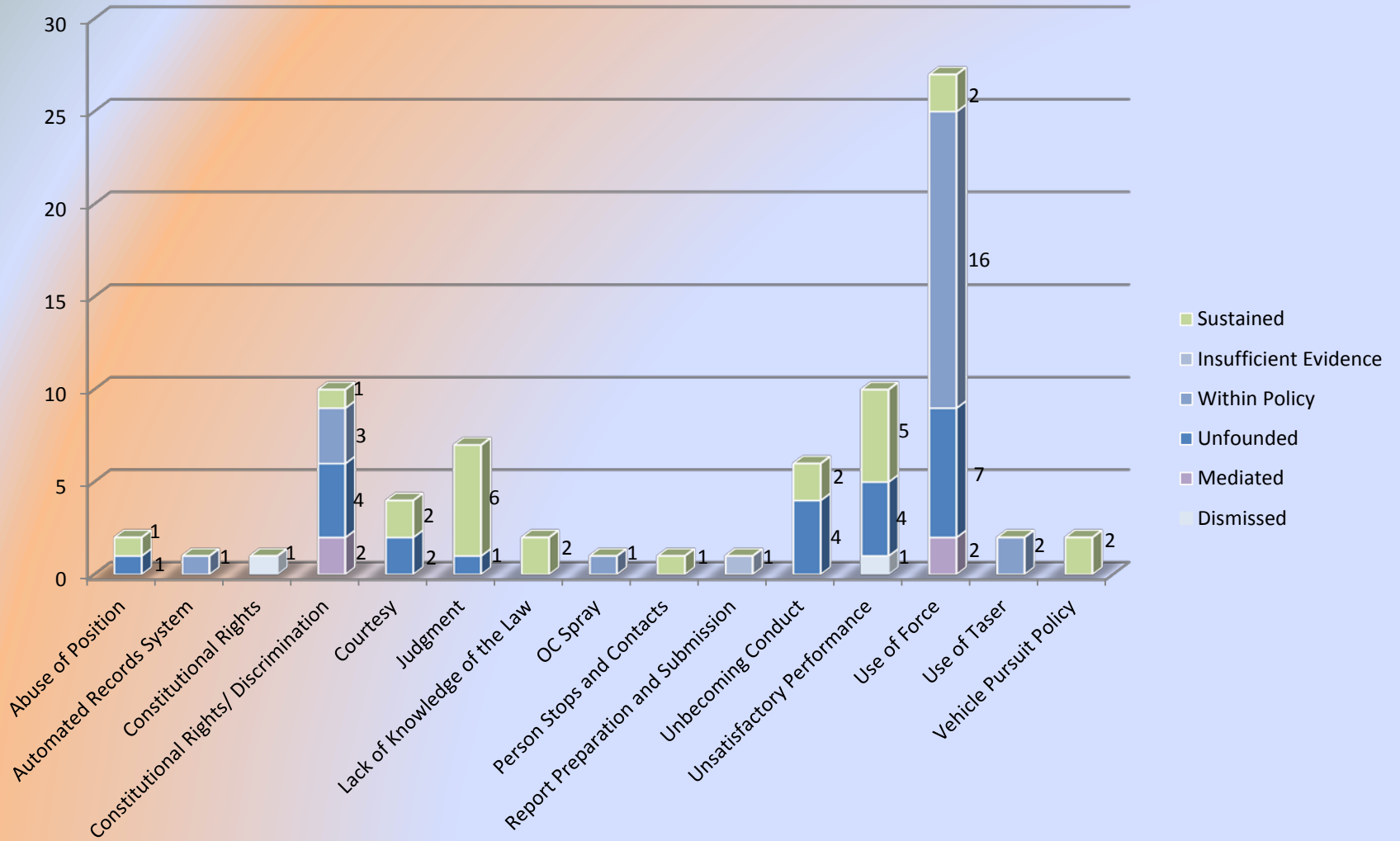


* In the graph above, only the primary allegation is indicated.

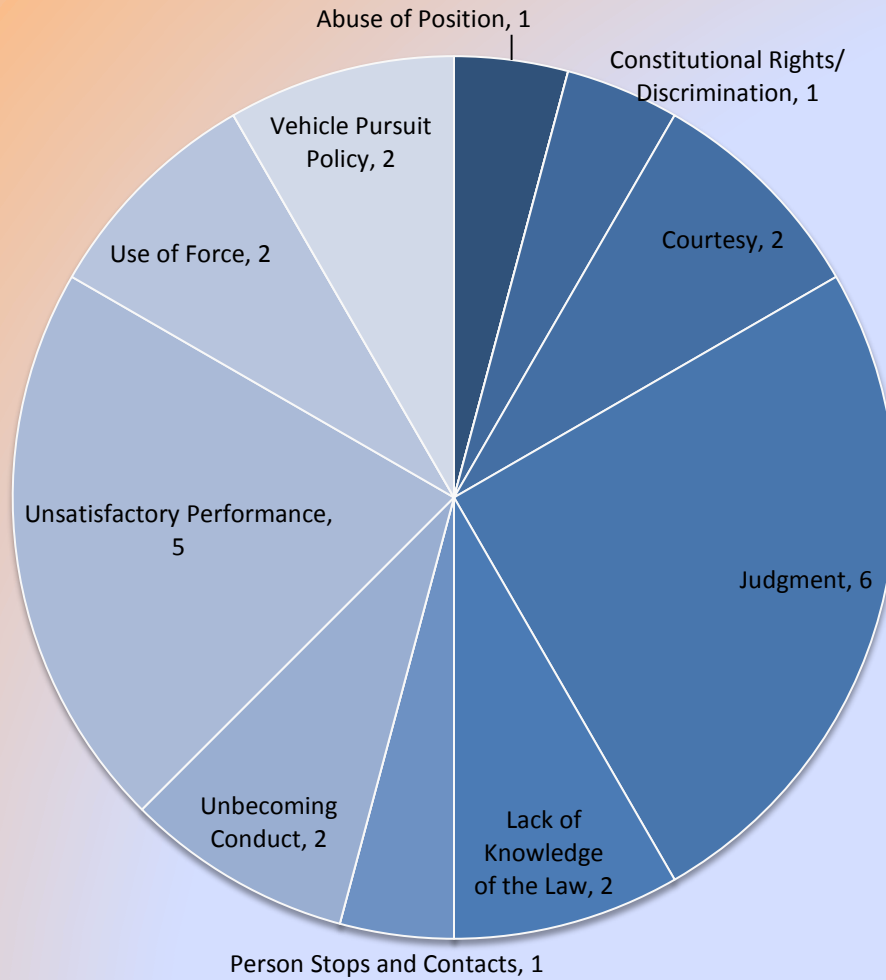
2012 Specific Allegations

	# 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

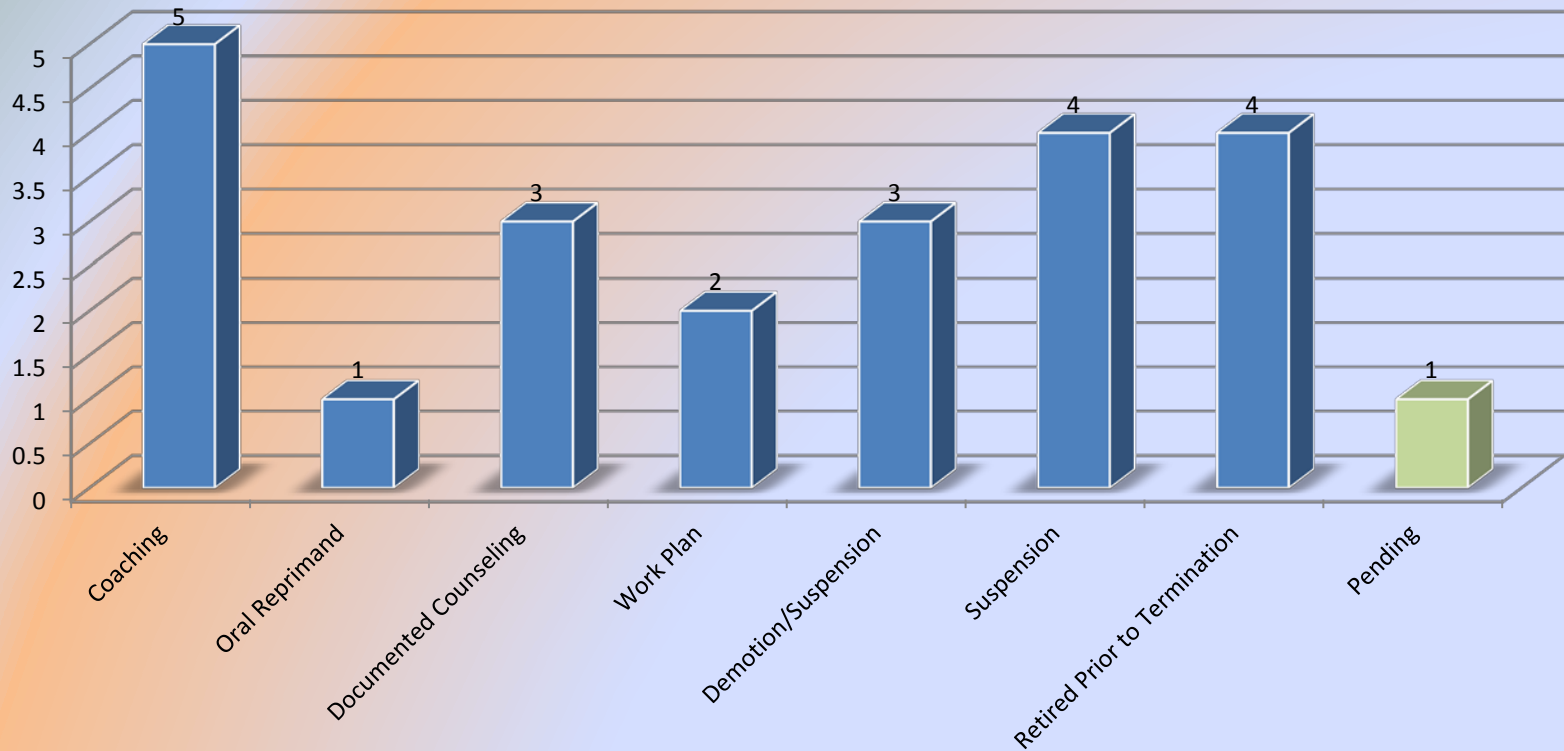
2012 Specific Allegations and Disposition



2012 Sustained Specific Allegations



2012 Disciplinary Action for Sustained Specific Allegations

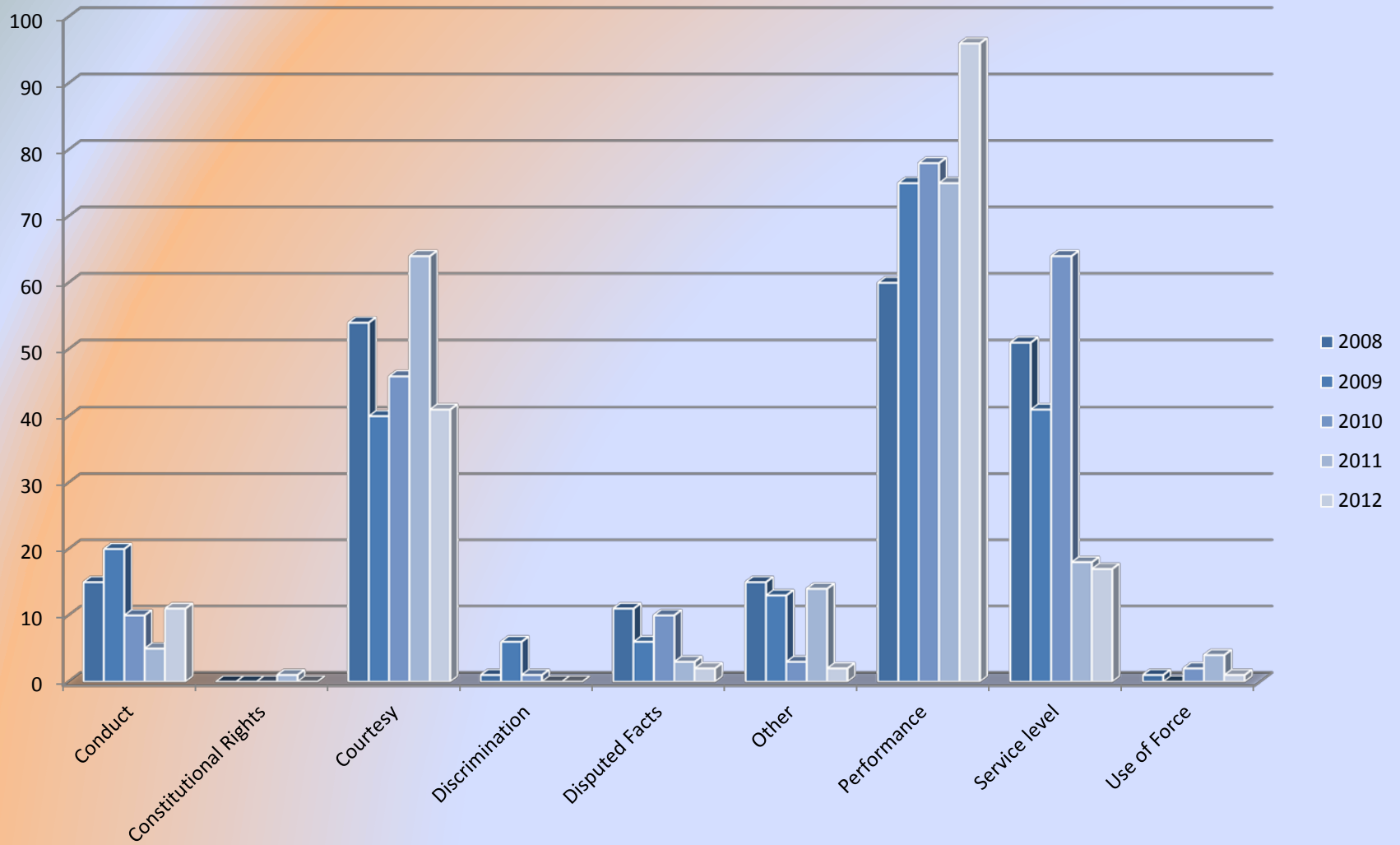


# of Sustained Policy Violations	# of EPD Employees	% of EPD Employees
5	1*	0.3%
4	0	0.0%
3	1**	0.3%
2	6**	2.0%
1	6**	2.0%

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

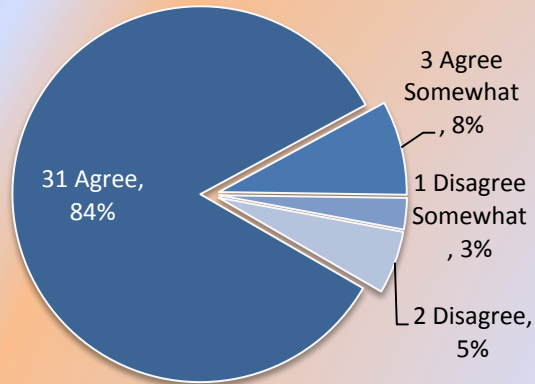
** These employees each had only one sustained complaint; the number of policy violations in each complaint varied.

Service Complaints by Sub-Classification, 2008-2011

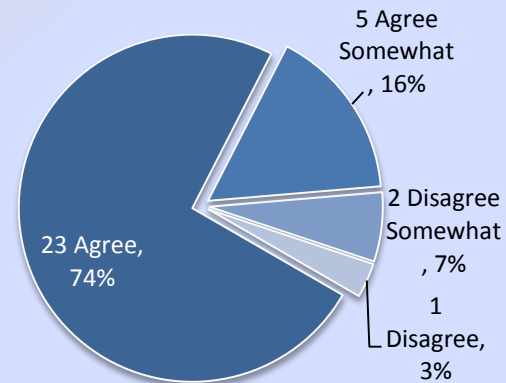


Service Complaint Survey Results

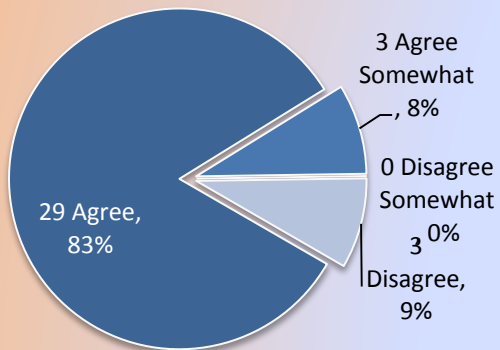
Question 1 : Helpfulness of the Auditor's Office



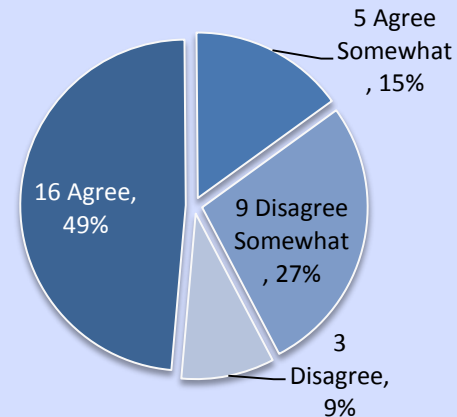
Question 3: Supervisor Addressed Concerns



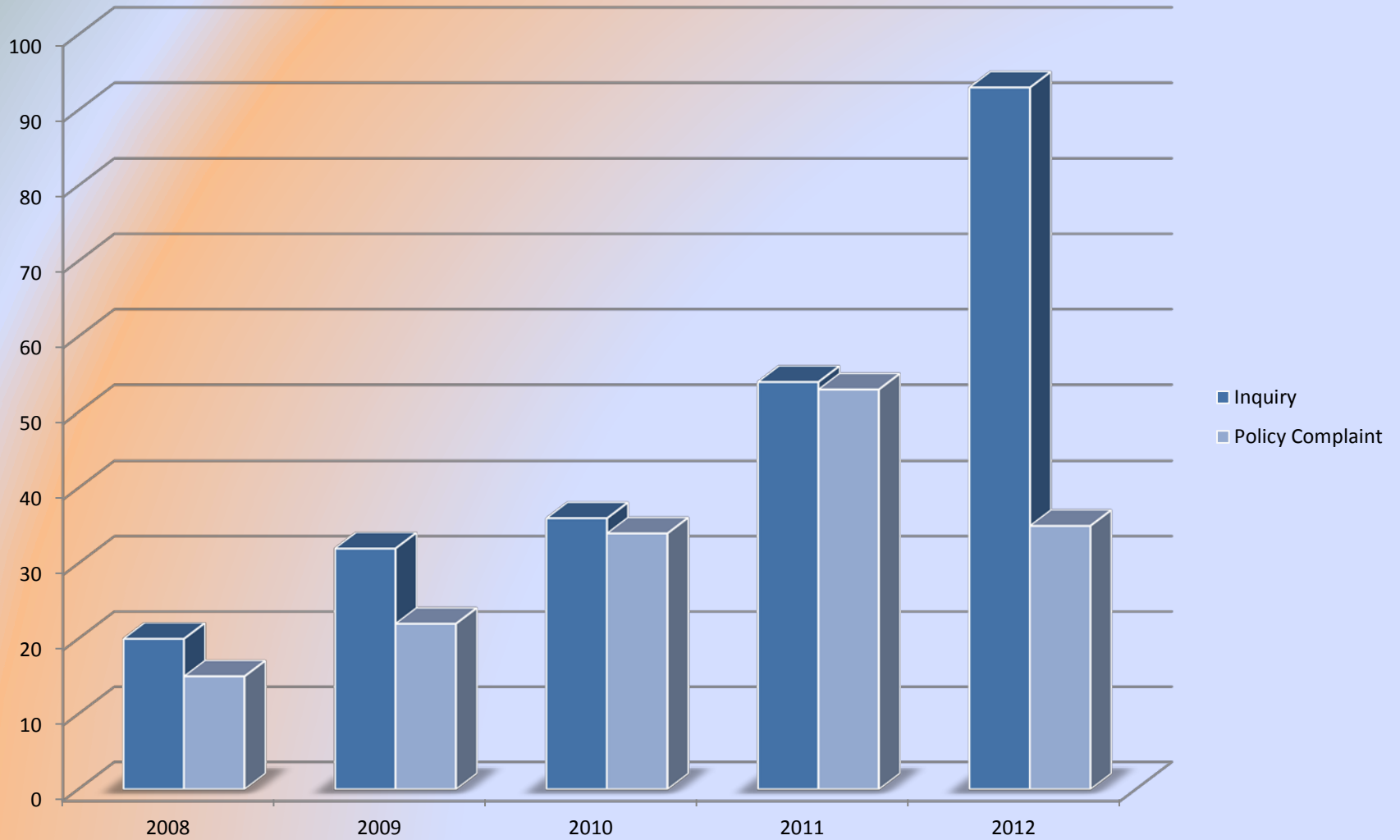
Question 4: Supervisor Listened to Concerns



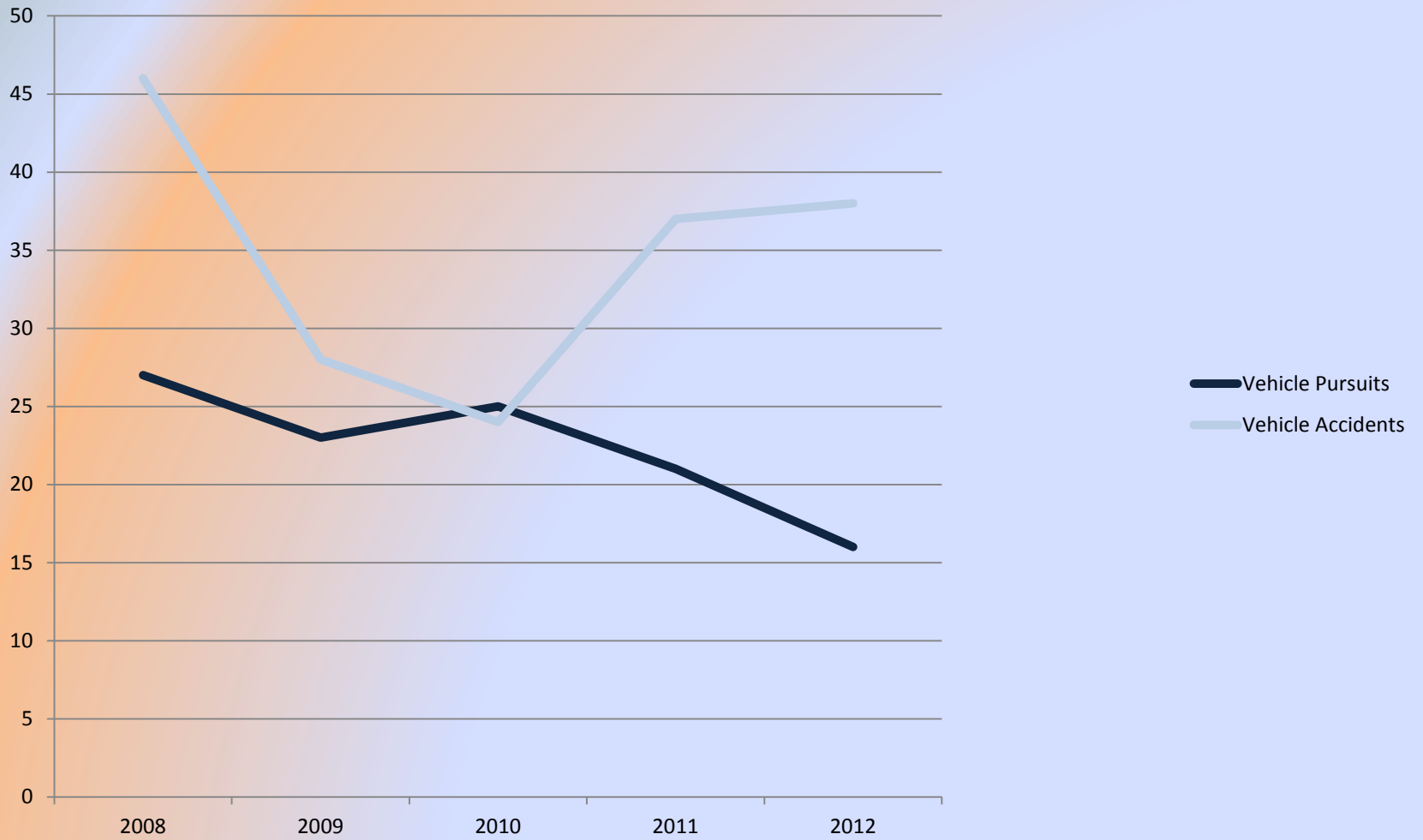
Question 5: Overall Satisfaction with Outcome



Inquiries and Policy Complaints, 2008-2012



Vehicle Accidents and Pursuits, 2008-2012



Complaints and Commendations, 2008-2012

