

2013 Annual Report

Office of the Police Auditor

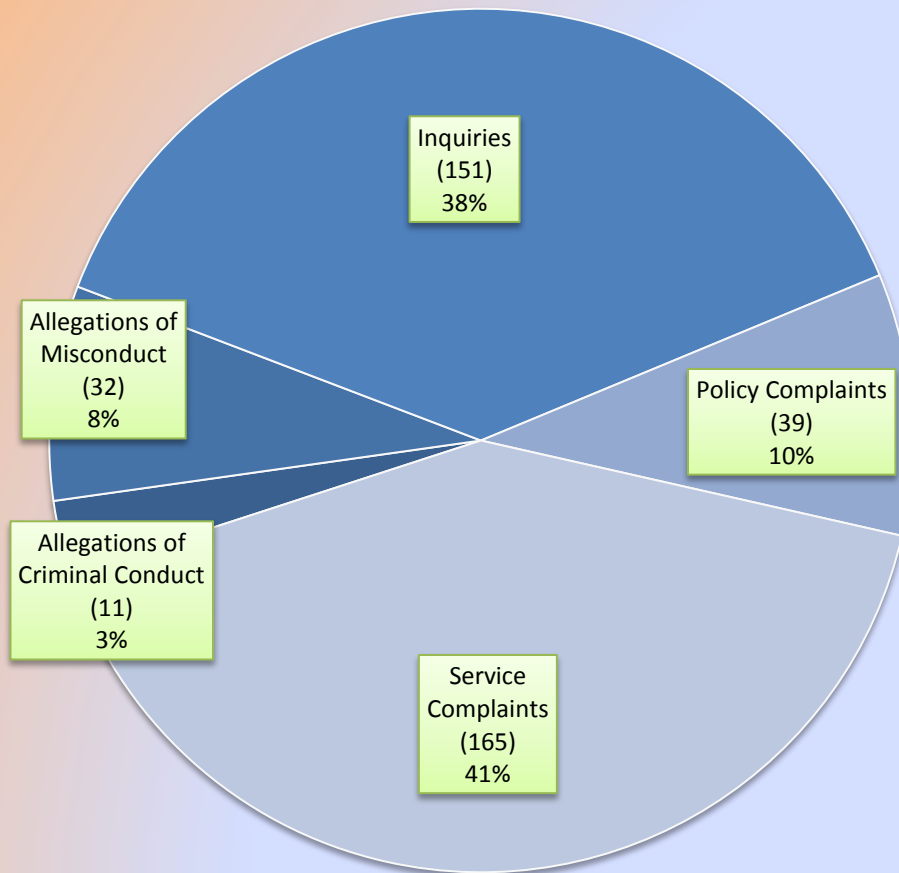
Eugene City Council

July 16, 2014

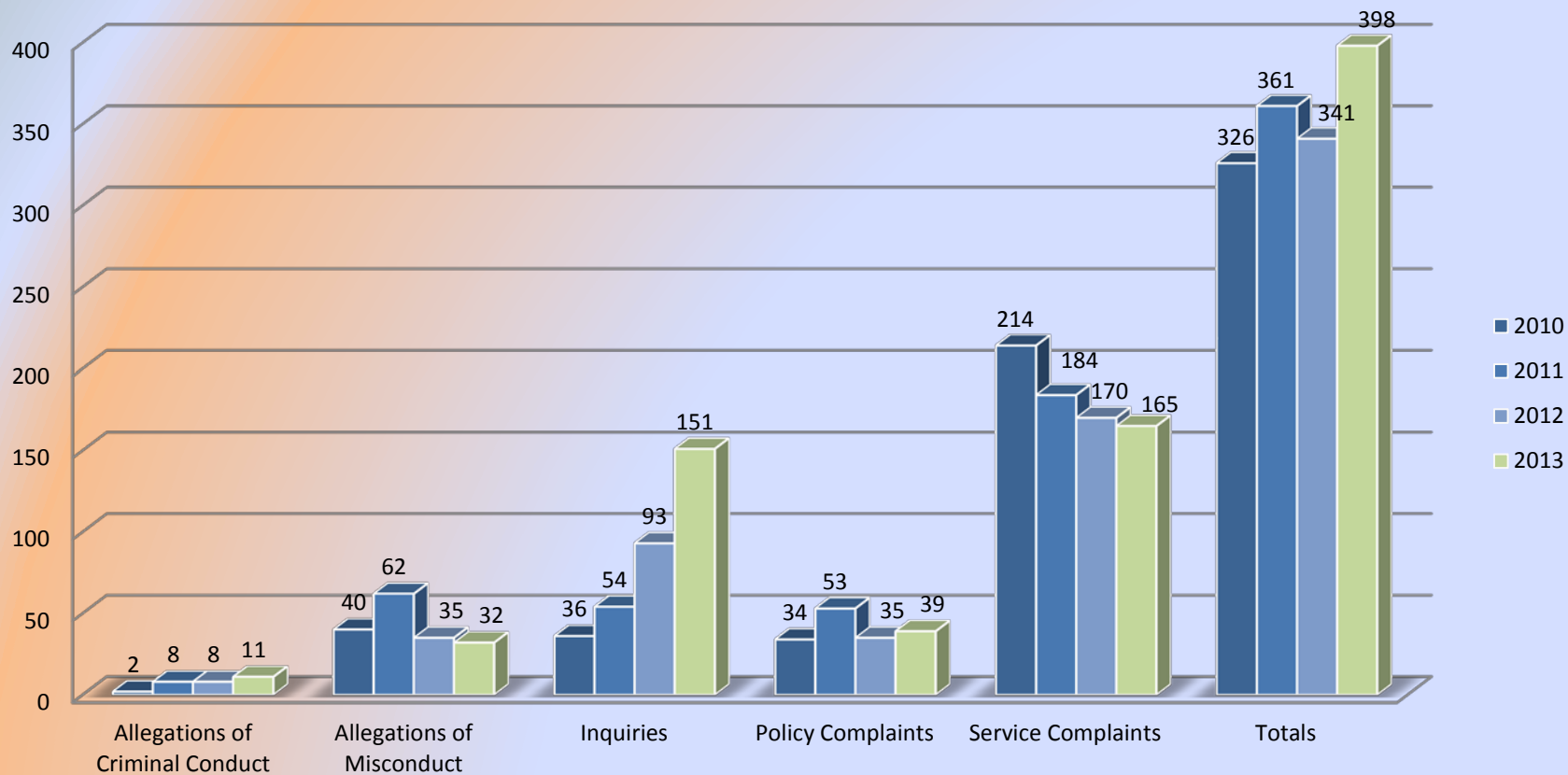


2013 Complaints

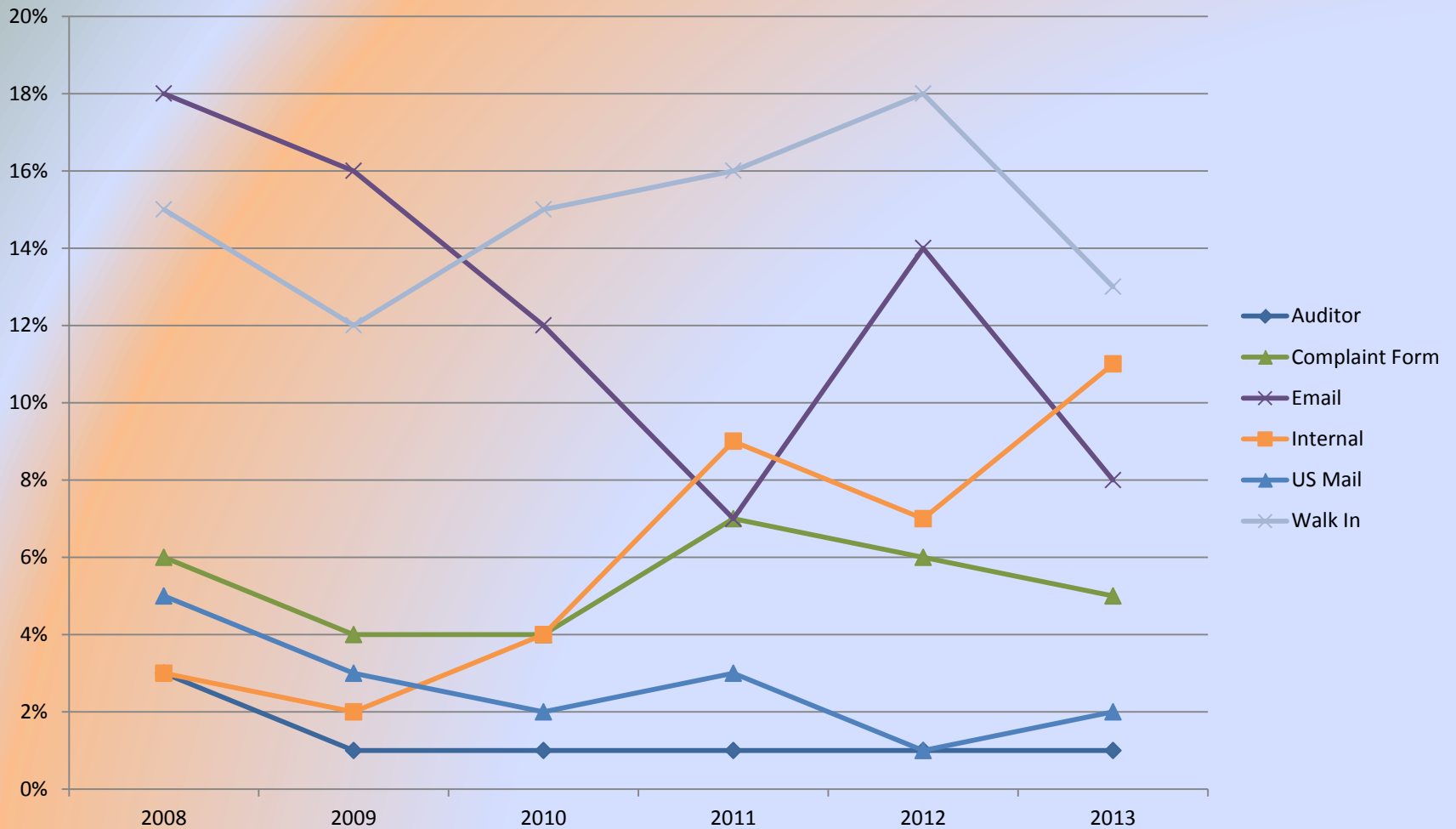
- The Auditor's Office received **398** total complaints in 2013: an increase of 17% from 2012 (when we received 341 complaints), and an all-time high for our office.



Total Complaints and Classifications, 2010 - 2013



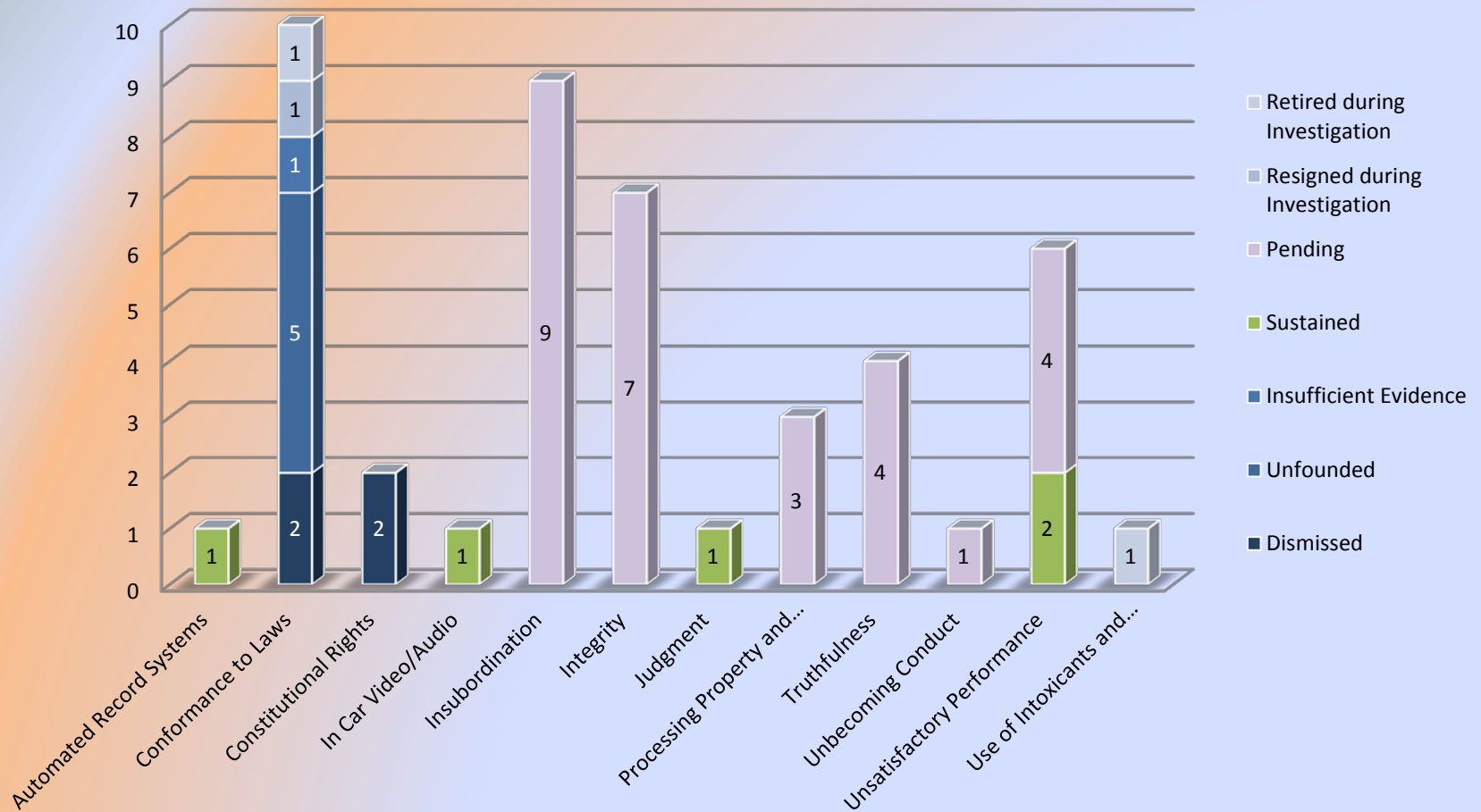
Selected Complaint Sources, 2008 - 2013



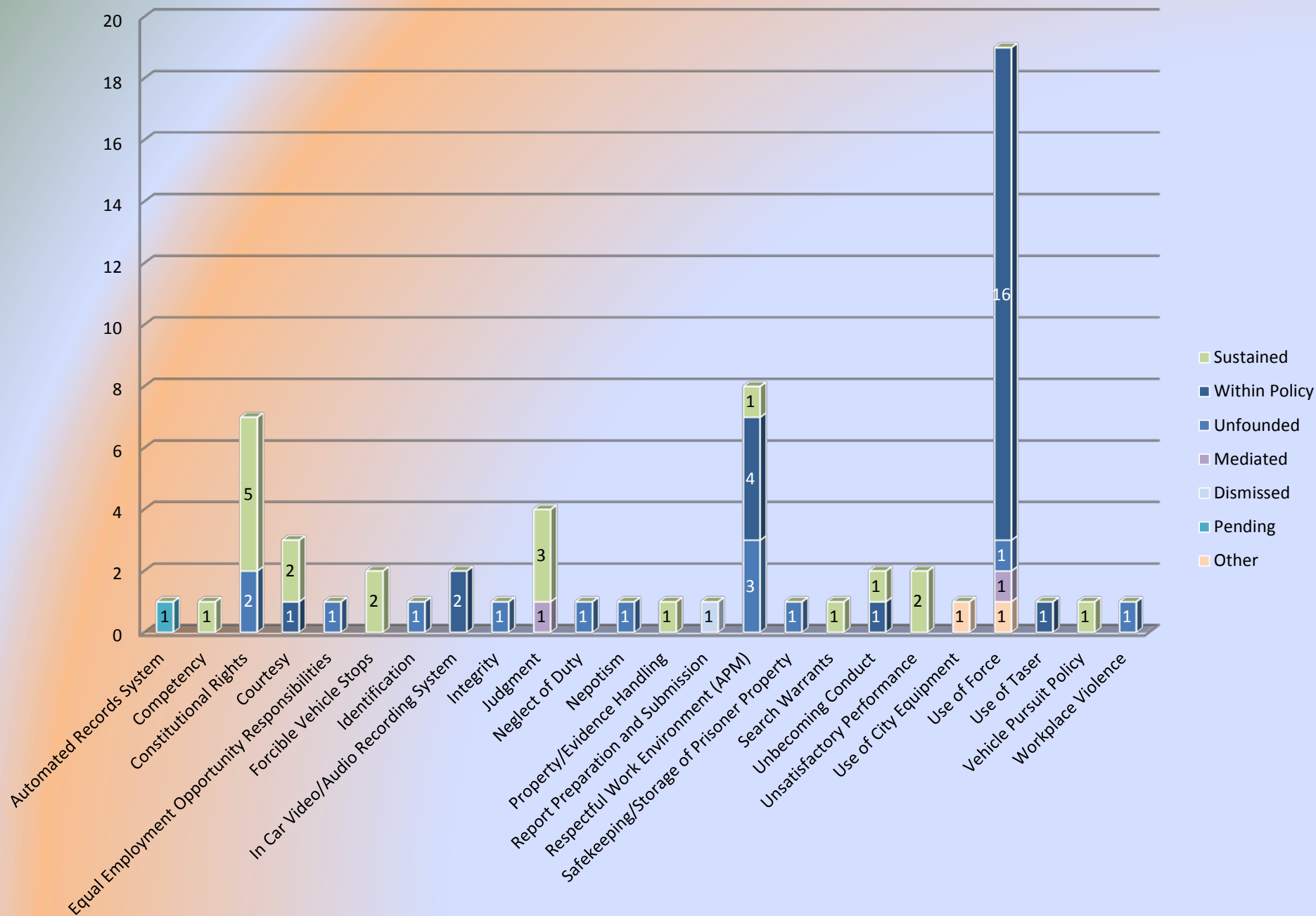
2013 Complaints by Number of Employees

	Number of Employees	Number of Complaints Received	Percent of All EPD Employees
Employees with Complaints	170	398	56.2%
	70	1	23.1%
	34	2	11.2%
	29	3	9.6%
	17	4	5.6%
	12	5	4.0%
	6	6	2.0%
	0	7	0.0%
	1	8	0.0%
	2	9	0.1%
	2	10	0.1%
	0	11	0.0%
	1	12	0.0%
Employees with No Complaints	132.75	0	43.8%
Total	302.75	398	100%

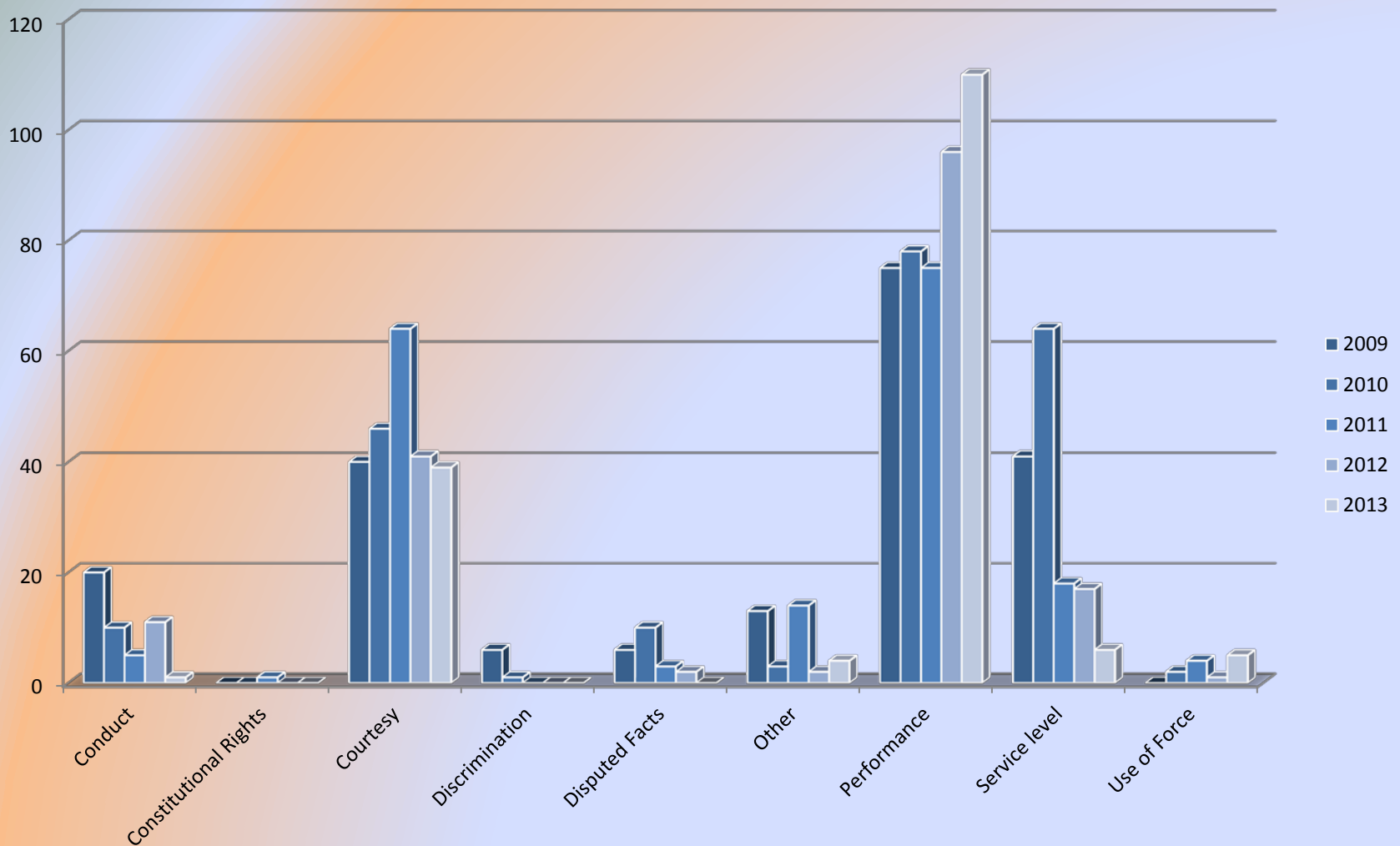
2013 Specific Criminal Misconduct Allegations and Disposition



2013 Specific Misconduct Allegations and Disposition

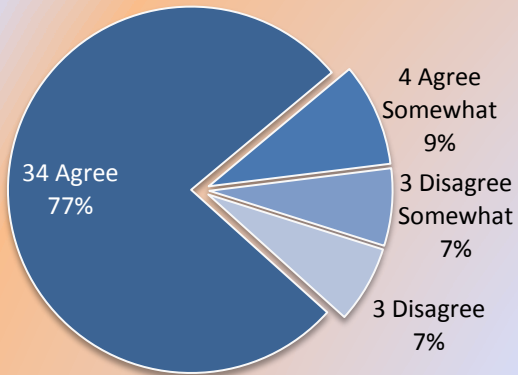


Service Complaints by Sub-Classification, 2009 - 2013

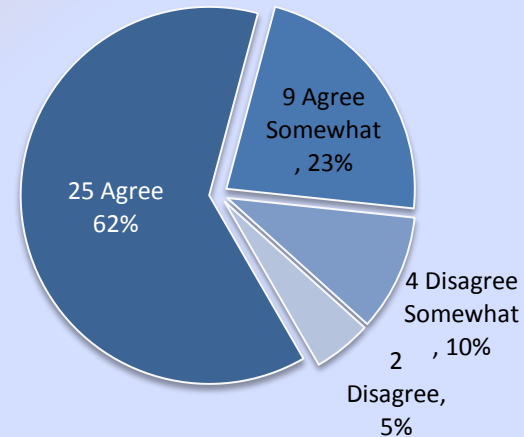


Service Complaint Survey Results

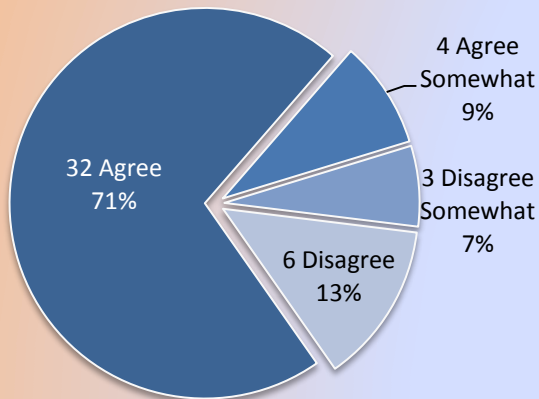
Question 1: Helpfulness of the Auditor's Office



Question 3: Supervisor Addressed Concerns



Question 4: Supervisor Listened to Concerns



Question 5: Overall Satisfaction with Outcome

