

EUGENE CITY COUNCIL AGENDA ITEM SUMMARY



Briefing: Report to City Council from Police Auditor

Meeting Date: May 23, 2011
Department: Office of the Police Auditor
www.eugene-or.gov

Agenda Item Number: B
Staff Contact: Mark Gissiner
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ISSUE STATEMENT

The Police Auditor is appearing before the City Council to discuss the 2010 Annual Report of the Auditor's Office.

BACKGROUND

The Eugene City Council is the hiring authority for the Police Auditor. On an annual basis the Police Auditor provides and discusses the Police Auditor's Office annual report.

RELATED CITY POLICIES

Eugene Charter and Police Auditor Ordinances

COUNCIL OPTIONS

Offer comments and questions.

CITY MANAGER'S RECOMMENDATION

Not applicable.

ATTACHMENTS

- A. 2010 Annual Report (Distributed to Mayor and Council in the May 12, 2011, Thursday packet)
- B. Selected PowerPoint Slides from the Annual Report

FOR MORE INFORMATION

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CITY OF EUGENE

Office of the Police Auditor Annual Report

2010

Mark Gissiner, Police Auditor

5/4/2010



EUGENE MAYOR AND CITY COUNCILORS

MAYOR: KITTY PIERCY

Ward One: George Brown
Council Vice President

Ward Five: Mike Clark

Ward Two: Betty L. Taylor
Council President

Ward Six: Pat Farr

Ward Three: Alan Zelenka

Ward Seven: Andrea Ortiz

Ward Four: George Poling

Ward Eight: Chris Pryor

City Manager: Jon Ruiz





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Police Auditor**

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May 4, 2011

Honorable Mayor Kitty Piercy
Council President Betty Taylor
Council Vice-President George Brown
City Councilors

I am honored to present the fourth Annual Report of the Office of the Independent Police Auditor (OPA). This report covers the period from January 1, 2010 – December 31, 2010. This report highlights our accomplishments and challenges during the fourth year of operation.

The OPA has been a visible and at times controversial entity within the City of Eugene and Lane County. While particularly controversial at the onset, we believe that with professional, intelligent and thoughtful approaches to issues of police oversight and a goal of developing mutually respectful relationships between the members of the Eugene Police Department and the community it serves, the OPA is gaining a reputation of integrity and clarity. One significant change that occurred was the hiring of Leia Pitcher as Deputy Police Auditor in November. Leia is an outstanding contributor to our office. We are also blessed to have Vicki Cox as our Administrative Specialist. Vicki does outstanding work on a daily basis and exemplifies all of the characteristics necessary for superior performance in public service.

This report includes analysis of complaints and trends, decisions on classifications of complaints, policy and adjudication recommendations, the work and changes that have occurred with 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.

One of the many things we have focused on since my arrival is the “one on one” chance encounters. More and more, law enforcement management, believe that random citizen encounters represent the “make or break” moment in which community trust is either gained or lost. The Police Executive Research Forum conference in April 2011 talks about the viewpoint that:

“...Maximizing the outcome of chance encounters and minimizing unnecessary conflict and use of force must be the cornerstone of any broader efforts at improving the quality and effectiveness of policing. For law enforcement, there is thus a crucial need to enhance the ability to manage social encounters under diverse and unpredictable circumstances....”

Modern day policing can move away from the “cops and robbers” mentality into a building relationships vision. By building relationships, police services strengthen bonds and trust in the community, which should lead to more cooperative relationships. These cooperative relationships can in fact aid police in solving crimes and reducing fear in our community.

We are working with EPD to emphasize training and skills necessary to enter into random social encounters and balance “tact and tactics” in positive ways that seek to deescalate conflict and build rapport. The Chief’s decision to require Crisis Intervention Training (CIT) for all officers, himself included, is a big step toward achieving this goal as well as his initiative to have officers trained in “verbal judo.”

I wish to thank the Mayor and City Council for their support in bringing us to Eugene to actively and vigorously participate 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.

Finally, I wish to thank the members of the CRB for their volunteer efforts 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.

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.

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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. Mr. Gissiner was the first two-term President of the International Association for Civilian Oversight of Law Enforcement (IACOLE). Mr. Gissiner has been published in 13 languages in issues of government accountability, government reform and human rights. 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 also serves as Advisory Board Chair for the Community Health Centers of Lane County, is a member of the board for Oregon Research Institute's Community and Evaluative Services, and volunteers at Greenhill Humane Society.

Vicki Cox, Administrative Assistant – Ms. Cox has worked for the City of Eugene for 5 years, beginning in the City Manager’s Office as receptionist, the last 3 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 third annual report to the City Council covering January 1, 2010 to December 31, 2010.

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.

Since the original charter amendment, enabling ordinances were crafted and a second charter amendment was added which provided that Council was required to hire a Police Auditor, staff a civilian review board and provide adequate funding to the Auditor's office. With this amendment, only the voters could approve substantive changes to the authority and duties of the Police Auditor and CRB.

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.

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.

Effective oversight needs to go beyond condemning acts of individual officers by identifying causes of the conduct and focus on ways to prevent acts from recurring. At times officers are held responsible for problems that should be the responsibility of police managers, trainers and supervisors. While we must carefully examine individual conduct, we must also look beyond individual officers and examine systemic and institutional dynamics that reinforce or justify questionable conduct. By focusing in broader terms as well, we attempt to assist the department in devising ways to reduce force encounters and learning to handle situations that legitimately require police action in a manner that produces an acceptable result for police while reducing risk of injury to the officer and members of the community. By approaching the investigations with these goals in mind, we hope to sharpen tactical and strategic assessments, and engage in a broader inquiry into alternative solutions. By steering the discussions away from blame and ideology, the focus becomes the problem, not the personalities. Within the hope that there is better and safer policing as a result of these discussions, risk is lowered.

The auditor speaks about structural concerns in internal police mechanisms, policies, operations and procedures. Unlike some oversight systems that focus solely on the resolution of citizen complaints, we review and assess many potential employer/employee issues, including serving on the internal EPD use of force review board. We will look at these issues over time and hopefully, when time allows, provide comparative analysis with other police agencies.

Civilian oversight is an important form of accountability for police, but not the only one. Other complimentary forms of police accountability include the police themselves, the public, defense attorneys, ACLU, administrators, human rights groups, the police commission, courts, and prosecutors. Accountability is likely to be best achieved when these processes work and reinforce one another.

The auditor serves multiple constituents including the community; Mayor; City Council; individual complainants; involved officers, their families, and their union; the department as an institution; and involved attorneys. Each has significant and differing interests in the adjudications of the complaints and what action is taken. Because an auditor focuses on systemic change as well as resolution of specific cases, it may be seen as not having broad community involvement. This aspect is best addressed through the civilian review board, which serves a broader constituency through its meetings and discussions.

Police managers can use the decisions and recommendations of the auditor to administer corrective action, identify trends and patterns, revisit the training curriculum, and modify or change policies and procedures that could deter future misconduct.

Investigations that are conducted thoroughly and professionally can be helpful to officers. Corrective action can include mentoring, additional training or discussions of best practices. Because of the high cost of training, corrective rather than punitive action can be beneficial to all involved. But, make no mistake about it, willful and malicious acts of misconduct will be dealt with swiftly. No police service can gain the confidence of the community when officers deliberately and recklessly disregard the safety and well-being of people regardless of the alleged crime committed.

We monitor, evaluate and make recommendations on investigations that differ structurally from criminal and civil cases. Our role is inquisitorial, not adversarial, requiring a broader perspective than just condemnation or validation of the actions of officers; we must be an advocate for neither the complainant nor the officer. We review facts and the thoroughness of the investigation with a standard of fairness, independence, and objectivity.

Criminal and civil investigations take place within an adversarial system where justice emerges after two opposing sides convene and present facts supporting their side. The system assumes that a weakness in either side's case is highlighted by the other side. This method in a civil or criminal investigation can limit the scope because the adversarial sides are not required to provide facts harmful to their own interests.

In contrast, complaint investigations should be inquisitive. Investigators must gather all facts in the case in an unbiased and objective matter; working all angles and scrutinizing evidence on its own merit, without deference to one version over another. Complaints and investigations against police officers are different because police can, under justifiable circumstances, take life, seize property, use force and restrict freedoms. The OPA is required to be impartial and neutral reviewers of facts, policies and

training. We cannot advocate for either the position of the complainants or employees. We assure the complainant that the investigations are conducted thoroughly and fairly while not offering judgments about the complaint until all of the facts are gathered.

Some complainants expect that the auditor's work will help them get a ticket or criminal charges dismissed, property returned, or provide evidence necessary to win a civil lawsuit. The expectation that the auditor is an adversary of the police provides false hope to those who feel they were wronged. Findings of *within policy* or *insufficient evidence* can be contrary to what the complainant perceived to be improper conduct. Some accept these findings; some do not and question the fairness, competence and impartiality of the review process. As auditor, I must keep the lines of communication open and accept the criticism for an unpopular decision.

More controversial events will occur. We take seriously our responsibility to oversee investigations of events. The oversight process in Eugene is well structured, fair, objective and unbiased; as it should be. We are vigilant in our role to bring the community closer together on issues of police services.

Duties and Responsibilities of the Office of the Police Auditor Per Ordinance 2.454

Listed are the duties and responsibilities of the office and where we are in terms of implementation:

1) The police auditor is the administrative head of the auditor's office and shall:

- (a) Oversee the operations of the auditor's office, establish program priorities and objectives, and manage the implementation and evaluation of work programs: **Ongoing.**
- (b) Develop and maintain operating procedures for the auditor's office, including protocols for handling complaints and monitoring investigations: **Established.**
- (c) Establish standards of professional conduct and provide necessary training for staff in the auditor's office: **Implemented and ongoing.**
- (d) Act as liaison and provide staff support to the civilian review board: **Implemented and ongoing.**

In collaboration with the civilian review board, the police auditor shall:

1. Establish and maintain policies, procedures and operating principles for the civilian review board's functions: **Implementation in 2010.**

2. Conduct education and outreach activities to inform the community about the process for filing complaints and commendations about police employees, and develop and disseminate information and forms regarding the police complaint handling and review system: **Implemented and ongoing.**

(e) Receive and process complaints concerning police employees, monitor the complaint investigation and review process and review a selection of service complaints: **Implemented and ongoing.**

(f) Perform a quality assurance function with the goal of identifying systemic changes that will improve police services to the community. These activities include:

1. Analyzing complaint trends and recommending changes to police policy, practices and training; **Implemented and ongoing.**

2. Reviewing risk and tort claims and developing recommendations to reduce risk and liability; **Implemented and ongoing.**

3. Reviewing and reporting trends in completed police employee disciplinary decisions. **Implemented and ongoing.**

(g) Provide status reports to the civilian review board and city council and provide recommendations relevant to police policies and practices to the police commission.

Implemented and ongoing.

(h) Develop and present to the civilian review board and city council annual public reports describing the activities of the auditor's office, its findings and recommendations, the police department's response to its recommendations, and any other information pertinent to assessing the performance of the auditor's office. **Implemented.**

(i) Provide the city council with any other reports deemed necessary or requested by the city council. All public reports shall strive to protect the privacy of all individuals and shall not contain the names of parties to a complaint (employees, complainants and/or witnesses) not previously disclosed. **Implemented.**

j) Determine whether applicants for the civilian review board meet the requisite qualifications in section 2.242(1)(a)1. And 2.242(1)(d). **Completed.**

3. The police auditor shall receive timely notification of critical incidents to enable him/her, or a qualified designee, to report to the scene of critical incidents. The police auditor and chief of police shall develop necessary protocols for summoning the police auditor to the incident for purposes of first-hand observation. **Completed.**

4. The police auditor shall participate in use of force review boards. **Ongoing.**

5. All case adjudication and employee discipline decisions shall be made by the chief of police. The police auditor may develop adjudication recommendations, but is not authorized to recommend the level of discipline for police employees. **Implemented and Ongoing.**

Community Outreach

Since its inception, the OPA has emphasized establishing relationships and providing educational outreach to the Eugene community. The OPA attends meetings of the Human Rights Commission and the Police Commission. In addition, the OPA has established relationships with other jurisdictions and educational institutions to raise awareness of police accountability and the value of external oversight. The OPA has continued to devote time to participate at community discussions, seminars, neighborhood association meetings, and professional organizations and media interviews. Complaints can be filed in person, by telephone, correspondence or on our website. Police officials who take complaints also refer those complaints to the Auditor's office.

Relationship with the Eugene Police Department

Effective external oversight of the EPD includes having a mutually respectful and independent relationship with the EPD. Regular meetings occur with the staff of the EPD. While training presentations have been limited, these opportunities allow open and candid dialogue about best practices in policing and police auditing.

The OPA is consulted by police managers on important issues in the community including issues involving downtown patrols near the library and LTD terminal, use of force topics and other key policy issues.

Council Supervision

On at least a monthly basis the Auditor meets with the Council President and Vice President, respectively, as well as the Mayor. The meetings with the Council President and Vice President include the supervision of the Auditor, significant issues that Council should be aware of, budgetary issues and any other items that may be of interest to Council.

Recommendations to the EPD

The OPA continues to make recommendations to the EPD regarding adjudications, policies and procedures, training and improvement in customer service skills based on complaints, critical incidents, service related issues and complaint investigations. In concert with discussions with the Chief and senior managers, the training curriculum now includes 40 hours of Crisis Intervention Training (CIT) for all personnel, Americans with Disabilities Act (ADA) training, use of force training, verbal skills building and search and seizure issues.

Also included in this report is a “lessons learned” spreadsheet about training, policy and performance enhancements identified through the investigation of allegations.

Critical Incident Notifications

In addition to receiving complaints, the OPA receives timely notification of critical incidents to enable her/him to report to the scene of critical incidents. The Auditor also participates in use of force review boards – force that involves shots fired or other force which causes serious physical injury. The Auditor’s Office was notified of one shots fired incident and was on two use of force review boards: the above mentioned shots fired case and a use of a flashlight which resulted in injuries to a resident.

2010 Complaint Statistics/Comparisons

The OPA database tracks statistical information on complainants, officers and complaints received. This information includes details of when and where the incident occurred, what action the officer was involved in when the incident occurred, what type of alleged conduct and disposition of allegations. The OPA also receives reports of risk claims, weapon discharges (injured animal for example), vehicle accidents and pursuits. The sample size in some areas remains limited, and therefore, conclusions

based purely on this data are sometimes difficult. However, they do provide valuable information for discussions about conduct, policies and training.

OPA Future Initiatives

In the 2009 annual report I identified initiatives we hoped to achieve or make progress on:

- More use of mediation as a complaint resolution process.

Progress: One of the stumbling blocks for use of mediation was previous interpretations of how a complaint progressed if mediation did not work. Those issues have been resolved with the police union and we are hopeful that mediation will be used more in 2011. A new brochure was created that thoroughly addresses the mediation process and Deputy Auditor Leia Pitcher is in charge of the mediation program.

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

Progress: We continue to strive to educate the community through various outlets. In 2011, we hope to initiate, in concert with the City, social networking avenues. We have also worked with University of Oregon outlets to assist them in learning our processes. We always strive to improve our communications in the community.

- Work with EPD to improve our monitoring and investigation planning methodology and developing and implementing an investigations performance measurement framework.

Progress: We continue to discuss ways to improve investigations. Also, policy complaints have been centralized in the Internal Affairs Section to provide faster turnaround time for policy related complaints and to free up patrol sergeants for more law enforcement related activities.

- Benchmarking investigative outcomes with like organizations.

Progress: While difficult because there is no one template for civilian oversight agencies in the U.S., we are studying other agencies with similar models. This data is still being compiled but my initial review indicates that sustained rates here are comparable or higher than in most places for complaints generally, and one thing is clear; the investigative timeframes from complaint intake until the adjudication conclusion (79 days for Eugene) benchmarks very well.

- Perfecting the data collection and report generation statistical tracking system.

Progress: We have refined the IAPro complaint tracking system and are satisfied that the system is a good tool for tracking complaints, research and generating relevant reports.

- Enhance training for CRB members.

Progress: Nearly every meeting the CRB have had training modules. Some of these modules dealt with gangs, crimes against homeless, SWAT operations, use of force science, jail intake,

and CAHOOTS. Members can also attend the citizens' police academy and do ride-alongs at their convenience. Three Board members attempted the National Association for Civilian Oversight of Law Enforcement (NACOLE) annual conference in Seattle. Training is considered to be one of the key components for the success of civilian oversight for review board members and staff.

- Communicate outcomes more effectively.

Progress: The Auditor's Office spends considerably more time writing letters and communicating to complainants. We also created a far more detailed survey to send to complainants for allegations. The CRB also receives considerably more detailed information in case files. The current staff of internal affairs also spends far more time with complainants in explaining police policies and procedures and outcome decisions. Still, we will always feel a need to be more effective in communications and will strive for continuous improvements in these processes.

Initiative for the Next Phase of Building Police and Community Relations

The question one must now ask is whether modern day policing's primary function should be catching bad guys – the cops and robbers mentality – or a more holistic approach of service to the community through a variety of methods, including making the primary function of the police service to build trust and understanding of each other so that our community will be safer.

Professor Tom Tyler of New York University recently completed extensive research on community views of policing. He determined that citizens want what he coined as "procedural justice" and "police legitimacy" to build trust and confidence in the police. He discussed a strategy to improve the quality and outcome of interactions between police and citizens while improving officer safety. His study concluded, in essence, that the following factors were important to community members in building trust and confidence in their police agency and in people's reactions to police:

- Are police making decisions fairly within their authority?
- Are police making quality decisions?
- Are police allowing a person to explain their actions before an officer makes a decision?
- Do they trust in the motive of the officers; to wit: is the officer trying to do the right thing?
- Do people feel that police are performing on a level playing field and are transparent?
- Are the police legitimately protecting the welfare and safety of the community?

In short, his study focused on whether people felt they were being treated fairly. He coined a term which is now being implemented in Seattle and King County, Washington called LEED. This is an acronym for:

- Listen: Allow people to give their side of the story, give them their voice, and let them vent.
- Explain: Explain what they are doing, what they can do and what's going to happen
- Equity: Tell them why you are taking action. The reason must be fair and free of bias, and show their input was taken into consideration.
- Dignity: Act with dignity and leave them with their dignity.

His study also disagreed with the assumption that police use of projecting force and authority is safer. The study indicated that in fact, police officers are safer when using the principals of “procedural justice” because it decreases anger and aggression. (One can always argue that on a case by case basis there are dangerous people, but even the statistics of the Eugene Police Department indicate that in over 99% of contacts no force is necessary for compliance).

By addressing these four critical human needs on every call, officers elevate the quality of the interaction and people are more likely to see police as helping rather than controlling. The result is improved officer safety and increased community trust. I am hopeful that this concept of “procedural justice” will be considered as a cornerstone of modern day policing, and I hope as a result, complaints, particularly service complaints, diminish. We are working with the EPD toward this model, but full implementation will require commitment from all employees.

Complaint Process

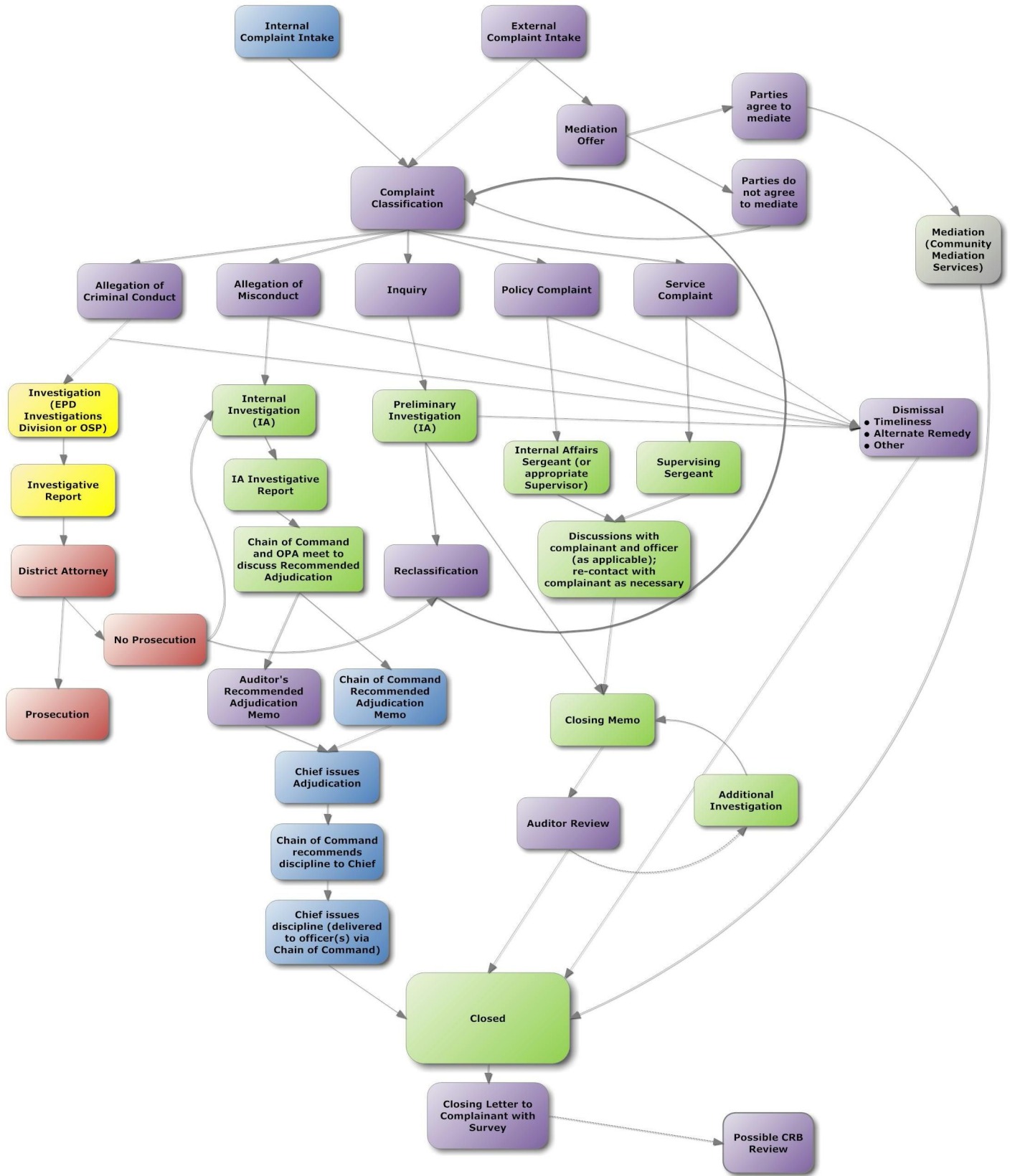
An important component added to the complaint process in 2010 was to evaluate the conduct of administrative and communication sections of the EPD. In consultation with EPD and the City Attorney, we all came to the conclusion that the enabling legislation for the Auditor’s Office includes these employees. Previously, supervisors conducted their own internal investigations of these employees, or the Human Resources Department did these investigations. Needless to say, this has created anxiety within these groups. We are working diligently to explain these processes to these groups. Just as with police officers, we are taking care to avoid a situation where an outstanding employee who makes a mistake turns into a disgruntled employee.

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.

This 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 below 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



Budget (FY2010-2011: July 1, 2010 to June 30, 2011)

We project to return approximately 12% or \$48,000 of our total budget to the City as cost savings for the fiscal year ending June 30, 2011. Our total budget appropriation is \$399,535. Cost savings are being realized due to not having a need to use the "Special Investigations Fund" and a vacancy in the deputy auditor position for several months. This also allowed us to provide much needed training opportunities for staff and CRB members. My expectation for FY2011-2012 is that with a full staff complement, our budget will require cuts in training and other non-personnel costs.

Audited Cases

The OPA audits all complaint investigations, including service complaints (even though not required by ordinance for service complaints). The Auditor's Office intakes each complaint, whether directly from the complainant or referred by another agency including the police. The OPA classifies each complaint. Allegations of misconduct are investigated by Internal Affairs. The Internal Affairs investigations are closely monitored by the OPA including attendance and participation in interviews, reviews of in-car video and other evidence, and weekly progress reports with senior management. The Auditor then reviews the file for thoroughness and completeness, meets with the officer's supervisor and chain of command, and provides an adjudication recommendation to the Police Chief.

After complaint intake and classification, those complaints classified as service complaints are investigated by the involved officer's immediate supervisor who generates a report. The report moves up through the chain of command. A copy of the report is sent to the OPA for review and determination of completeness and thoroughness.

Policy complaints are allegations which identify an involved officer but the officer was likely following established EPD operational procedures and/or training. An example of a policy complaint is the use of SWAT for a barricaded person. Once the Auditor has classified a complaint as a policy complaint, a sergeant from internal affairs is assigned to identify the policy involved, whether the policy was applied appropriately, and whether the policy could be revised. Usually, the sergeant will also contact the complainant to explain the policy. Again, the report of the supervisor moves up the chain of command. A copy of the report is sent to the OPA for review and determination of completeness and thoroughness.

Complaints may also be informally resolved through mediation. It is a voluntary opportunity for officers to enhance their customer service skills and for members of the public to develop understanding of police procedures and operations. If during intake, a complaint seems appropriate for mediation, the OPA asks the complainant if they are interested in mediation and explains the program. If the complainant is interested, a note is made in the database and the involved officer is contacted. Mediation requires the approval and consent of the auditor, the police chief, the involved officer and the complainant.

The OPA has had a significant impact on the course and outcomes of investigations. An external assessment of these processes broadens the understandings police have with regard to citizen complaints and the important issues that arise from these complaints.

Investigative Competence

One of the most destructive elements in oversight and police accountability is lack of timeliness. Completing and adjudication complaints has been a key component of our measures of success. When I began work at the Office of Municipal Investigations (OMI) in Cincinnati in 1986, there were complaints pending from 1982. From Washington, D.C., to the Royal Canadian Mounted Police Public Complaints Commission to the Office of Citizen Complaints in San Francisco, agencies have lost community credibility, and at times failed to survive, because of this issue. I am proud to report (and thank the excellent work of Internal Affairs) that the average timeframe from complaint intake until adjudication is 79 days. This is an outstanding performance measure.

Civilian Review Board (CRB)

The Auditor's Office is responsible for staffing the CRB and the CRB oversees the work of the Auditor's Office. The CRB issues its own annual report. Four positions will be open in 2011. Two of the four positions involve incumbent CRB members who reapplied. The cases the CRB reviewed are in the CRB annual report.

Legislative Changes

There were none. I believe that the OPA and EPD are comfortable working within the current legislative framework.

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.)

2010 total police calls for service (where police responded including officer initiated): 97,277
(2009: 98,796)

2010 total custody arrests and misdemeanor citations including DUII arrests: 14,626 (2009: 16,358)

2010 custody arrests and misdemeanor citations including DUII arrests per capita arrests (based on estimated population of 150,000) rate: 0.098 (2009: 0.109)

2010 Taser (actual discharge) and/or physical control reports: 119
2010 Taser discharges (EPD stat): 20 (2009: 24)

2010 Taser reports (Taser discharges plus Taser warnings without discharges): 44

2010 physical control reports without Taser use (EPD stat): 99 (2009: 70)

Total Uniformed Traffic Citations:

2010: 16,760
2009: 18,299
2008: 15,282

Some interesting facts: the above statistics indicate that there were 8.3 use of physical control reports, including Taser use, per 1000 arrests. In comparison, in 2009, Seattle Police Department filed 15.9 use of physical control reports per 1000 arrests. (Seattle is used for comparison because they are one of the few agencies that report this in a timely manner.)

This means that in Eugene, 99% of arrests and citations result in no use of physical control reports. This also means that only 0.13% of all arrests resulted in Taser use (20 actual deployments). In Cincinnati, with approximately twice the population of Eugene, Taser were deployed 282 times.

These statistics also indicate that of all police calls of service where police actually responded, only 0.12% resulted in a physical control report, meaning that over 99.8% of police calls for service where an officer responds result in compliance from community members.

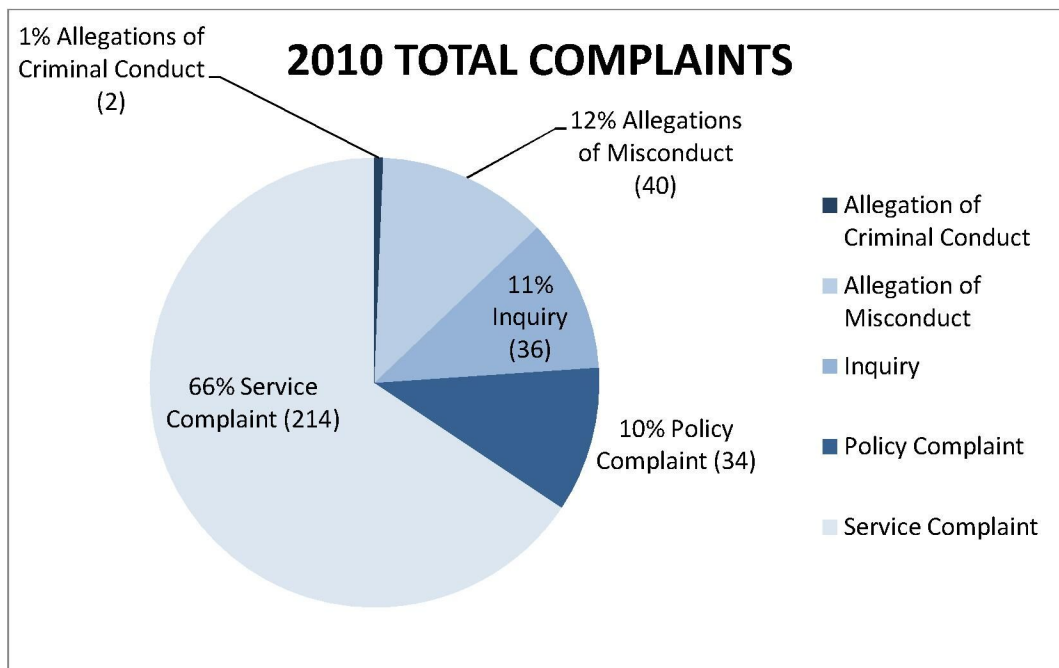
In addition, only 0.8% of all arrests and citations resulted in a use of physical control report (compared to 2.4% for Seattle in 2009). This means that in more than 99% of arrests and citations, these individuals were compliant with officers.

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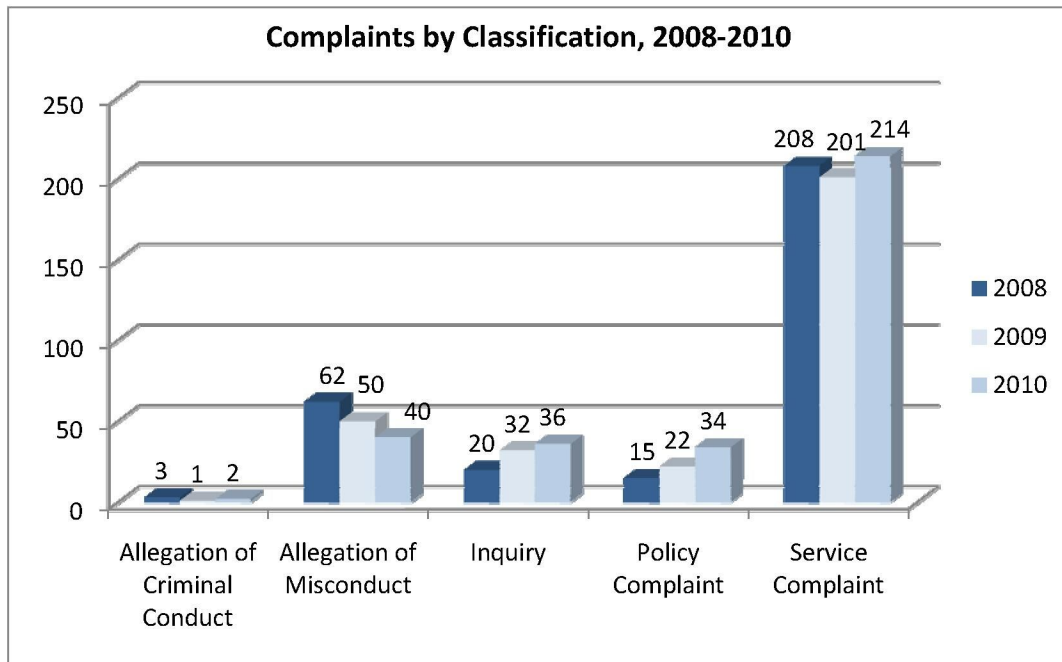
2010 Complaints

The number of total complaints received by the Auditor's office increased slightly in 2010 over the previous two years – up to 326 total complaints (311 in 2009). As in previous years, the majority of the complaints (214) were classified as service complaints.

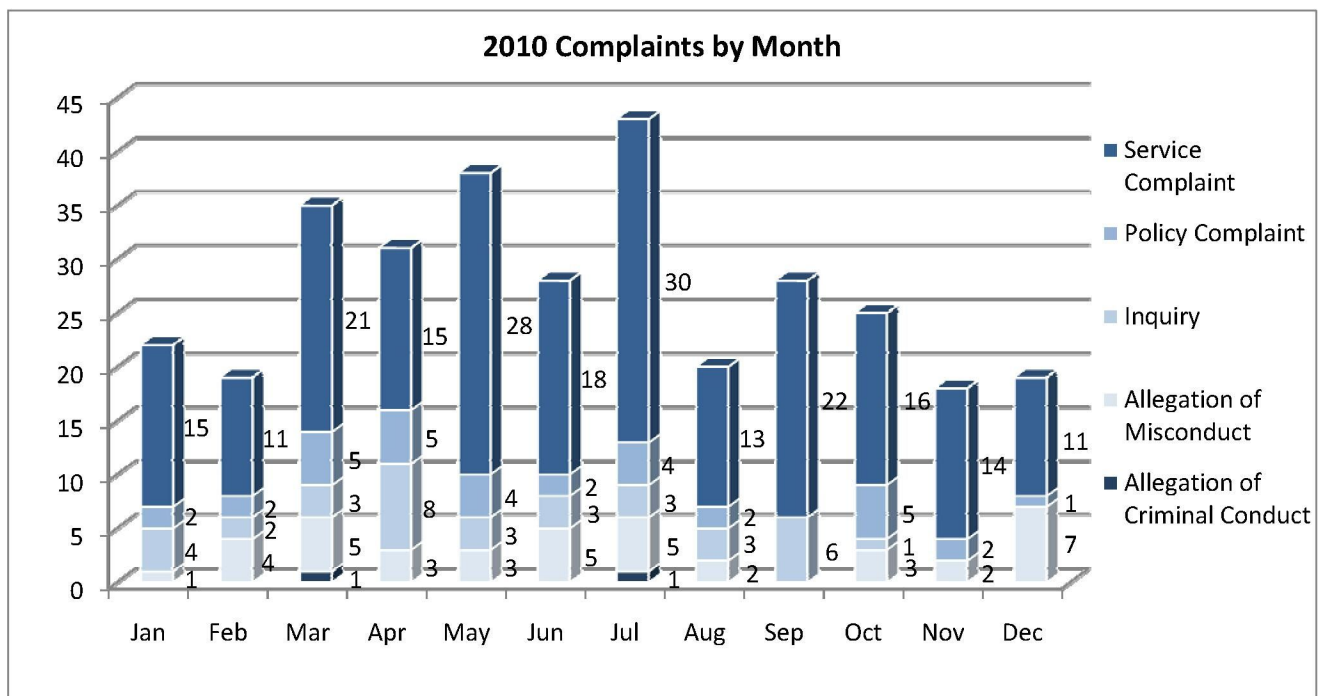
<u>Classification</u>	<u># of Complaints</u>
Allegations of Criminal Conduct	2
Allegations of Misconduct	40
Service Complaints	214
Inquiries	36
Policy Complaints	34



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Complaints generally increase during the spring and summer months, but on average, the Auditor's Officer receives just over 27 complaints per month.



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 but not limited to excessive force that causes physical injury,

disparate treatment, performance issues and judgment). During 2010, the Auditor's office received 2 complaints that were classified as allegations of criminal conduct. Those complaints were forwarded to the Oregon State Police for investigation, and both were adjudicated as unfounded.

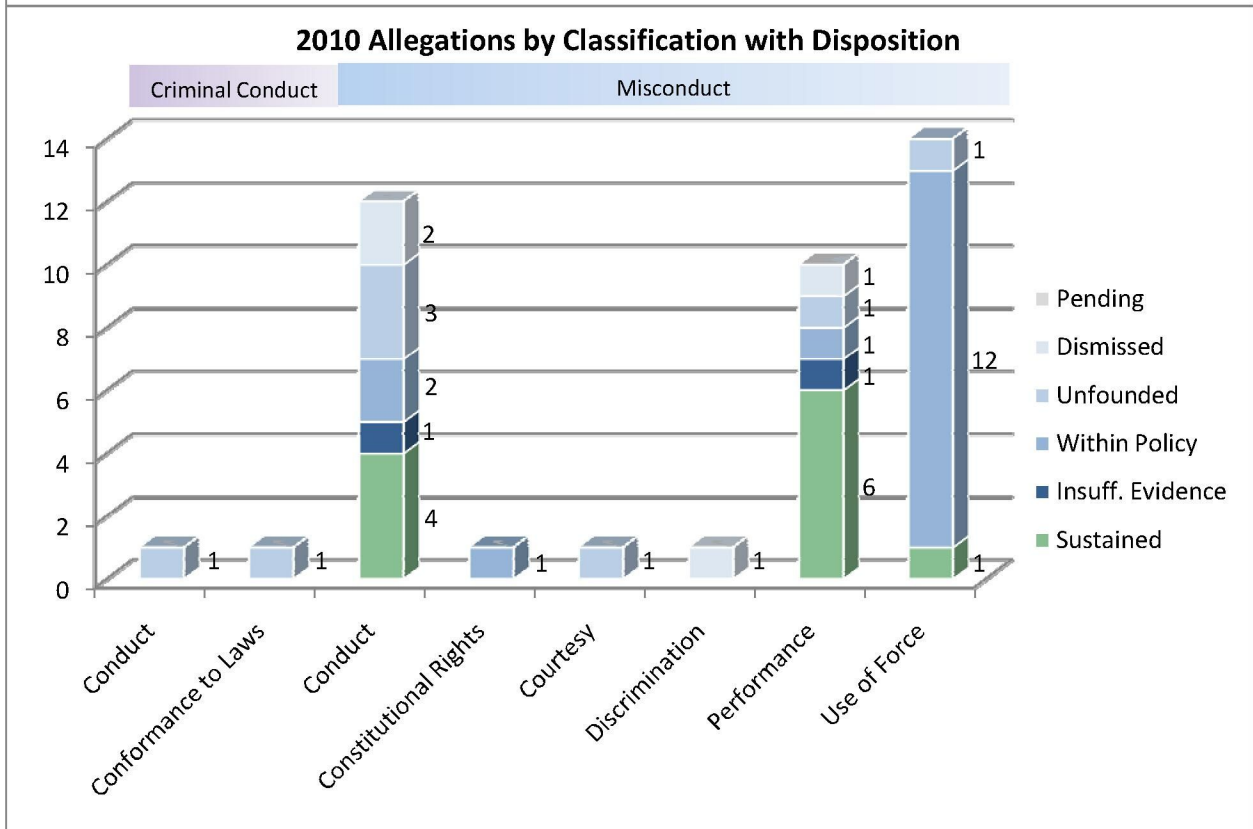
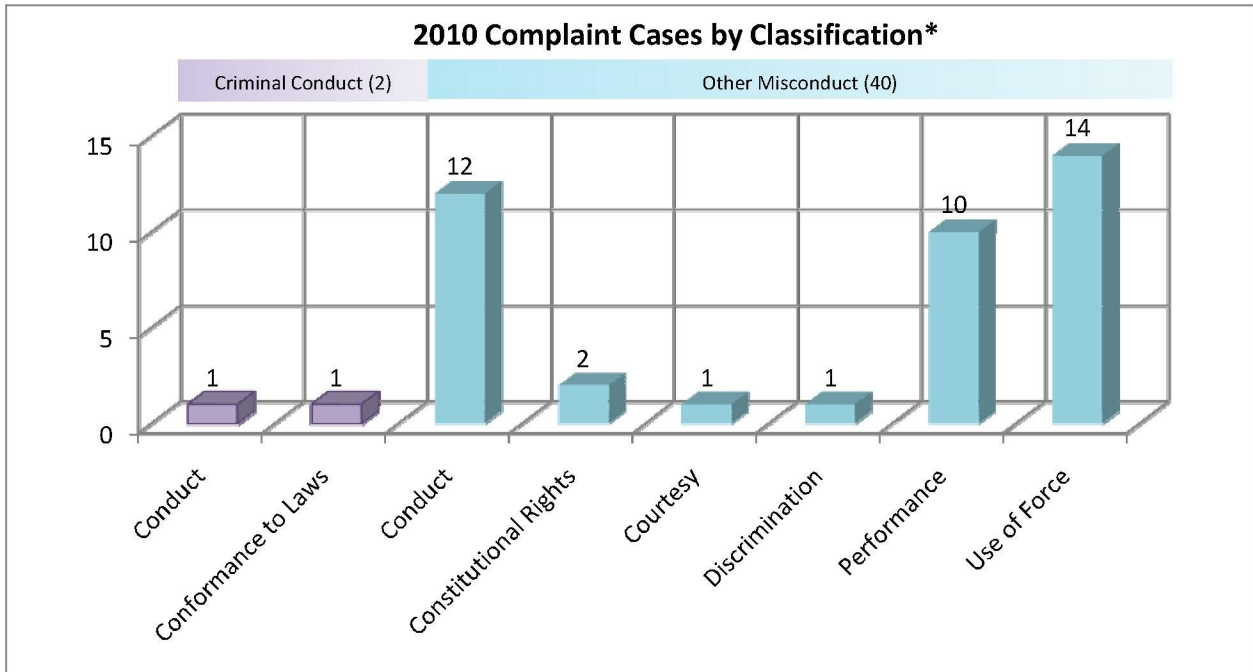
Additionally, in 2010, the Auditor's office received 40 complaints (both internal and external) alleging misconduct, the majority of which dealt with officers' use of force, conduct, or performance. Allegations of misconduct are investigated by Internal Affairs sergeants, and the Auditor's office offers input and oversight of those investigations. The 40 complaints included 117 total allegations of misconduct by EPD employees.

Our opinion is that the decline in allegation classifications is concurrent with the increase in policy complaints and inquires. I attribute these changes to increased intake scrutiny by the Auditor's office prior to classification. On several complaints, we reviewed the police report and/or ICV before making a classification decision. We believe this streamlines the process. At times, officer behavior is based on training and/or policy. Rather than immediately classifying an allegation against an individual officer, we review a complaint carefully to determine whether officers in general are performing in a manner consistent with training or policy. If it appears so, the allegation is more likely to be classified as a policy complaint. If after additional investigation, it is determined that in fact, the matter should be an allegation against an individual employee, the allegation will proceed.

An inquiry is likely to occur when the complainant provides incomplete information or the allegation seems either confusing or unusual under the circumstances. Again, the Auditor's office will conduct some initial investigation, i.e.: reviewing police reports and/or in car video (ICV) to gather a better understanding of the actual basis for the complaint.

Allegation Adjudications and Recommendations: An important element in the operations of the auditor's office is making recommendations to the police chief on adjudication decisions – decisions as to whether officers or employees violated police policies and procedures. These recommendations are made after consultation with the chain of command. The final adjudication decision rests with the chief. Beyond the initial elements of a complaint presented by a complainant, for an effective oversight system, additional policy issues should be identified by the auditor at the intake process, during the course of the investigation by internal affairs, and prior to the final decision of the chief. In addition, internal affairs and the chain of command should recognize during the process any operational or procedure issues that may come to light during the investigative process and prior to the final decision of the chief. If during the course of an investigation the auditor's office identifies concerns about policies or training, the issues are immediately passed on to the leadership of the EPD for study and consideration. We do not wait until the end of the investigation to express our concerns about policies and/or training.

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* In the two graphs above, only the primary allegation is indicated.

Adjudications include the following:

- **Sustained:** The complainant's allegation(s) was determined to be a violation of Eugene Police Department 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 Eugene Police Department 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 Eugene Police policies, rules, practices and/or procedures.
- **Mediated:** During the process of an investigation it was determined that the case would likely be more successfully resolved through mediation; all parties agreed to mediate the complaint and the mediation process was completed.
- **Administratively Closed:** The investigation is closed prior to reaching a conclusion. For instance; the complainant does not provide the information needed or refuses to cooperate with the investigation. The investigation may be re-activated upon the discovery of new, substantive information or evidence.

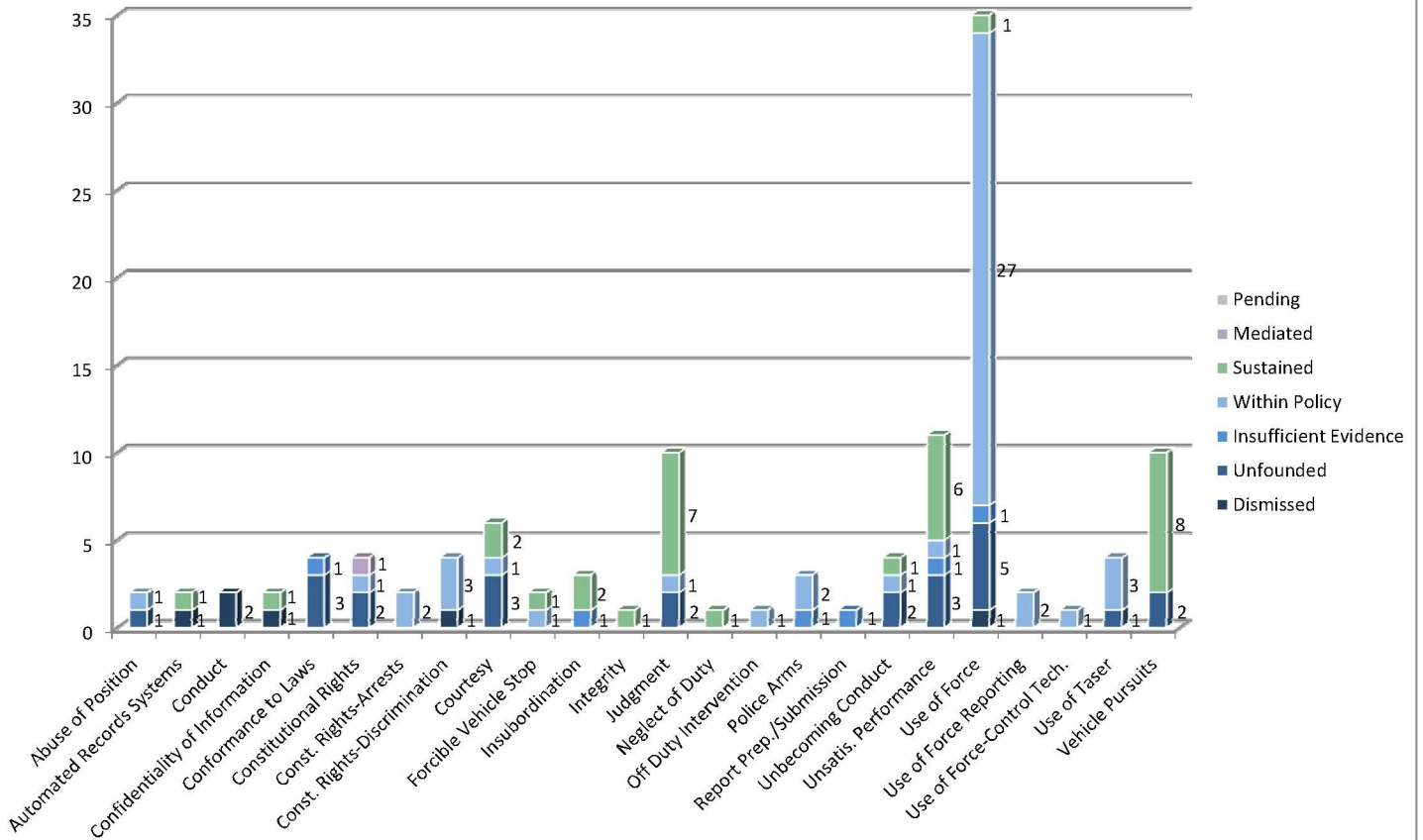
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Table 1. 2010 Allegations**

	Dismissed	Unfounded	Insufficient Evidence	Within Policy	Sustained	Mediated	Pending
Abuse of Position		1		1			
Automated Records Systems	1				1		
Conduct	2						
Confidentiality of Information	1				1		
Conformance to Laws		3	1				
Constitutional Rights		2		1		1	
Const. Rights-Arrests				2			
Const. Rights-Discrimination	1			3			
Courtesy		3		1	2		
Forcible Vehicle Stop				1	1		
Insubordination			1		2		
Integrity					1		
Judgment		2		1	7		
Neglect of Duty					1		
Off Duty Intervention				1			
Police Arms			1	2			
Report Prep./Submission			1				
Unbecoming Conduct		2		1	1		
Unsatisfactory Performance		3	1	1	6		
Use of Force	1	5	1	27	1		
Use of Force Reporting				2			
Use of Force-Control Technique				1			
Use of Taser		1		3			
Vehicle Pursuits		2			8		
Totals:	6	24	6	48	32	1	0

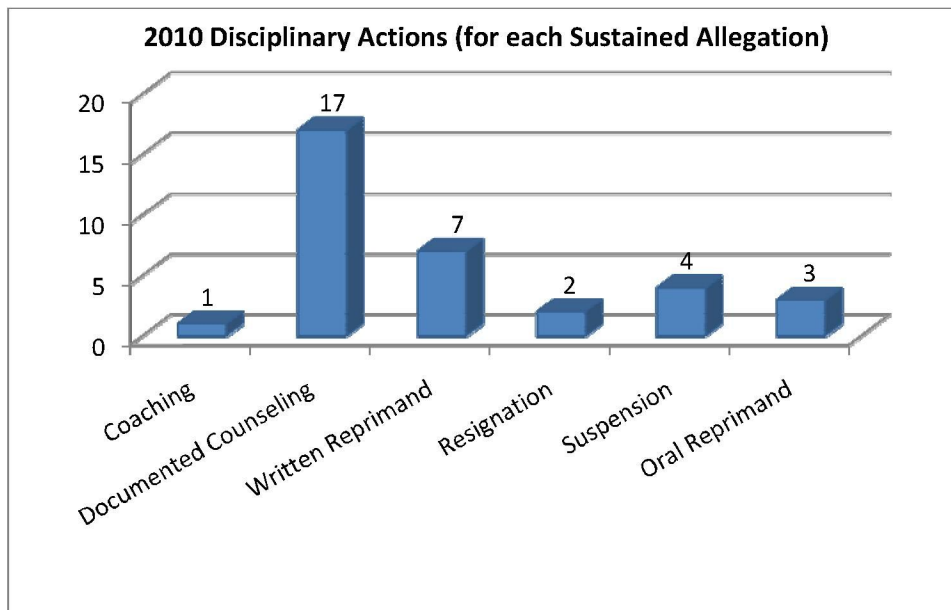
**Includes all allegations from each complaint case and indicated on the graph on the next page.

2010 Allegations and Adjudication**



Discipline

Discipline statistics are slightly different from the allegation statistics because they are based on when the discipline was administered, not when the complaint was received. The following graph shows disciplinary actions taken in 2010 for each sustained allegation:

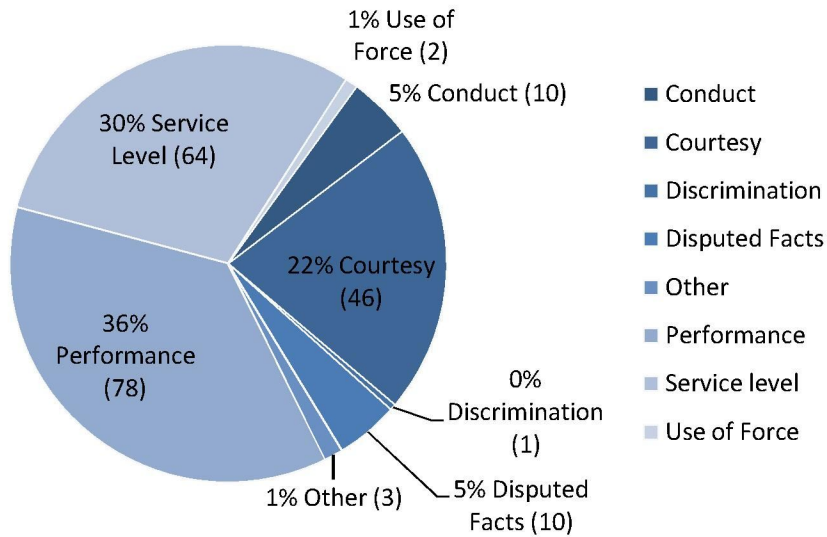


2010 Service Complaints and Surveys

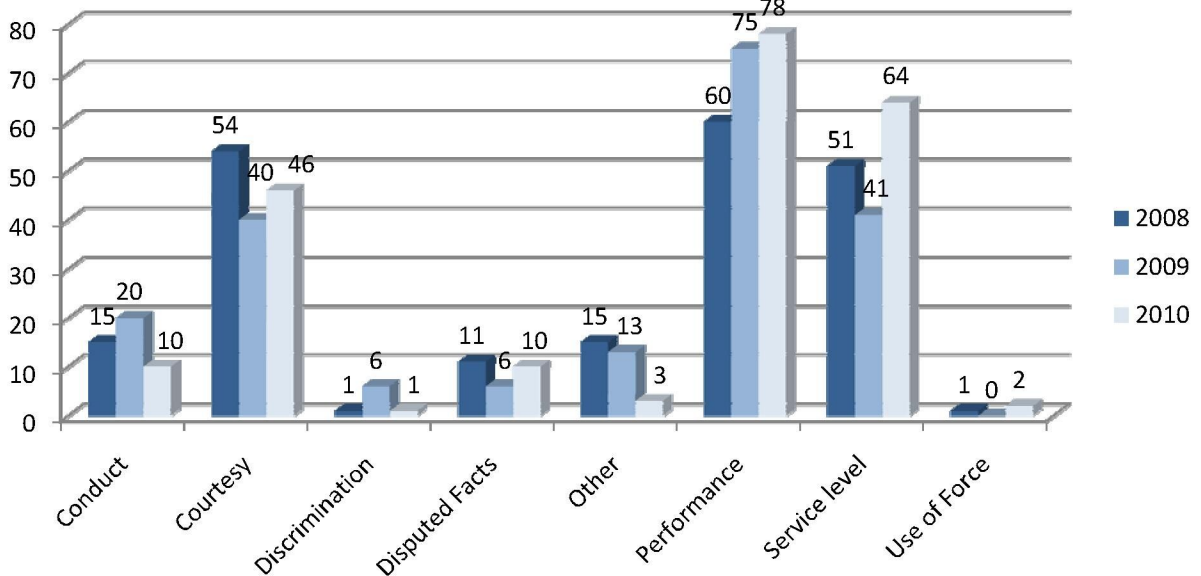
Service complaints, policy complaints, and inquiries are handled in a different manner than allegations of criminal conduct or misconduct. Service complaints are complaints “about police employee performance or demeanor, customer service and/or level of police service.” E.C.C. § 2.452. Generally, service complaints are referred to the supervisor of the involved officer for follow up with both the complainant and the involved officer. 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.

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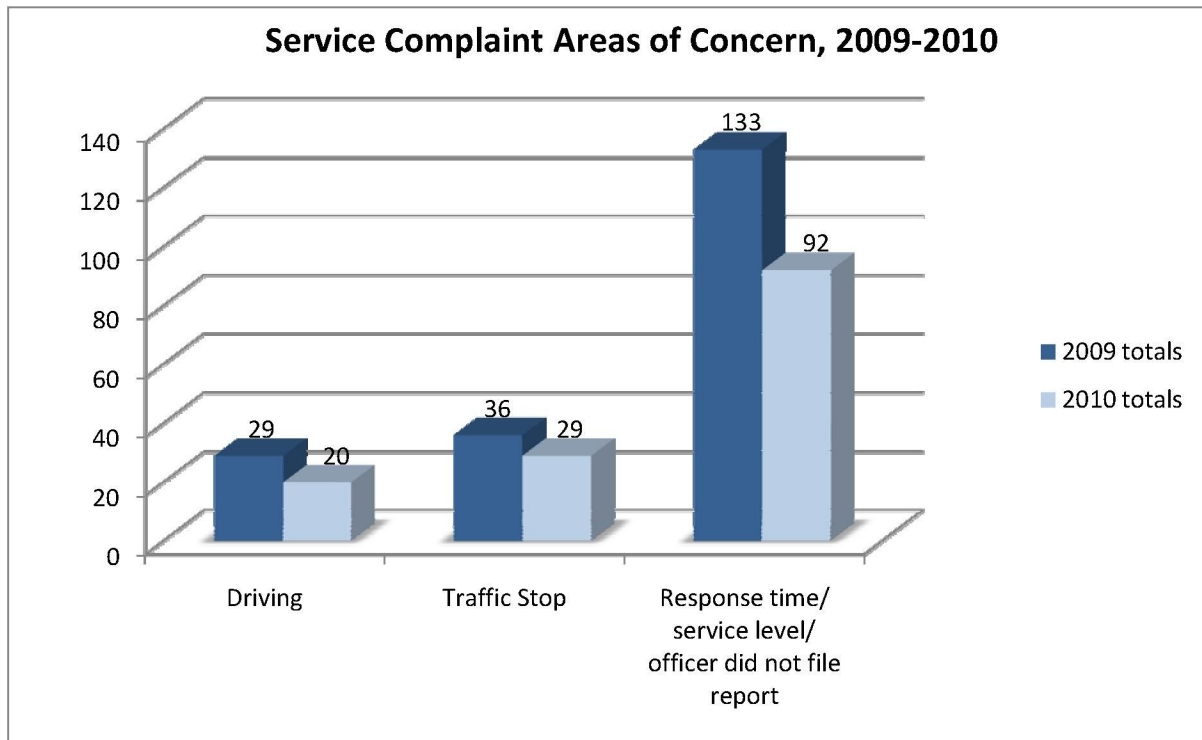
2010 Service Complaints by Sub-Classification



Service Complaints by Sub-Classification, 2008-2010



Despite the overall number of service complaints increasing from 2009 to 2010 (up to 214 from 201), service complaints in areas of concern for 2009 (officers' driving, complaints related to traffic stops, and response time/service level/report filing) decreased.



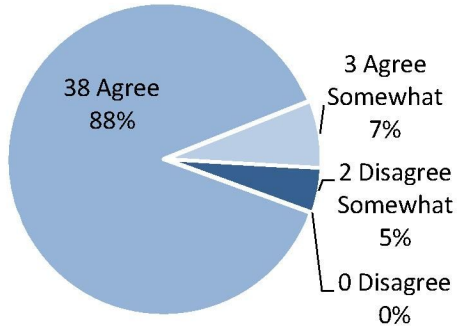
Service Complaint Surveys

We received 46 returned surveys in 2010 (from 214 total service complaints). The questions on the surveys are as follows:

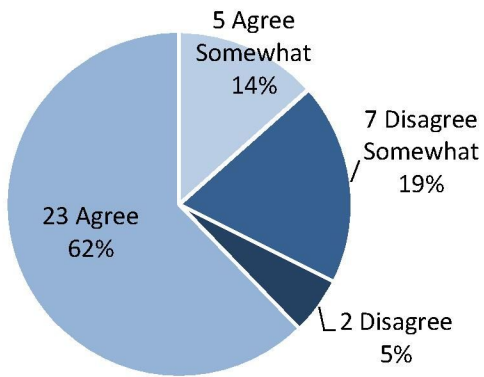
- 1) Staff member(s) at the Office of the Police Auditor was/were helpful in taking my complaint.
- 2) Were you contacted by the EPD employee's supervisor?
- 3) If yes to #2, my concerns were addressed by the supervisor.
- 4) The supervisor listened to my concerns.
- 5) I am satisfied with the outcome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

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. 40 of the 46 surveys answered "yes" to Question 2 (2 surveys responded "no"; one respondent was unsure if it was the supervisor who contacted her; the remainder did not answer the question).

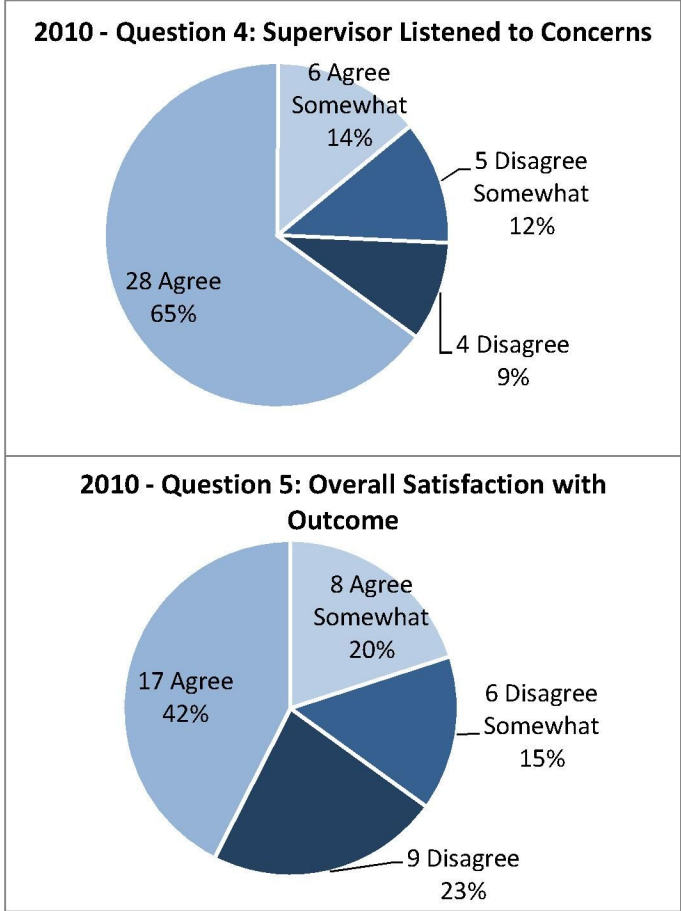
2010 - Question 1: Helpfulness of Police Auditor's Office



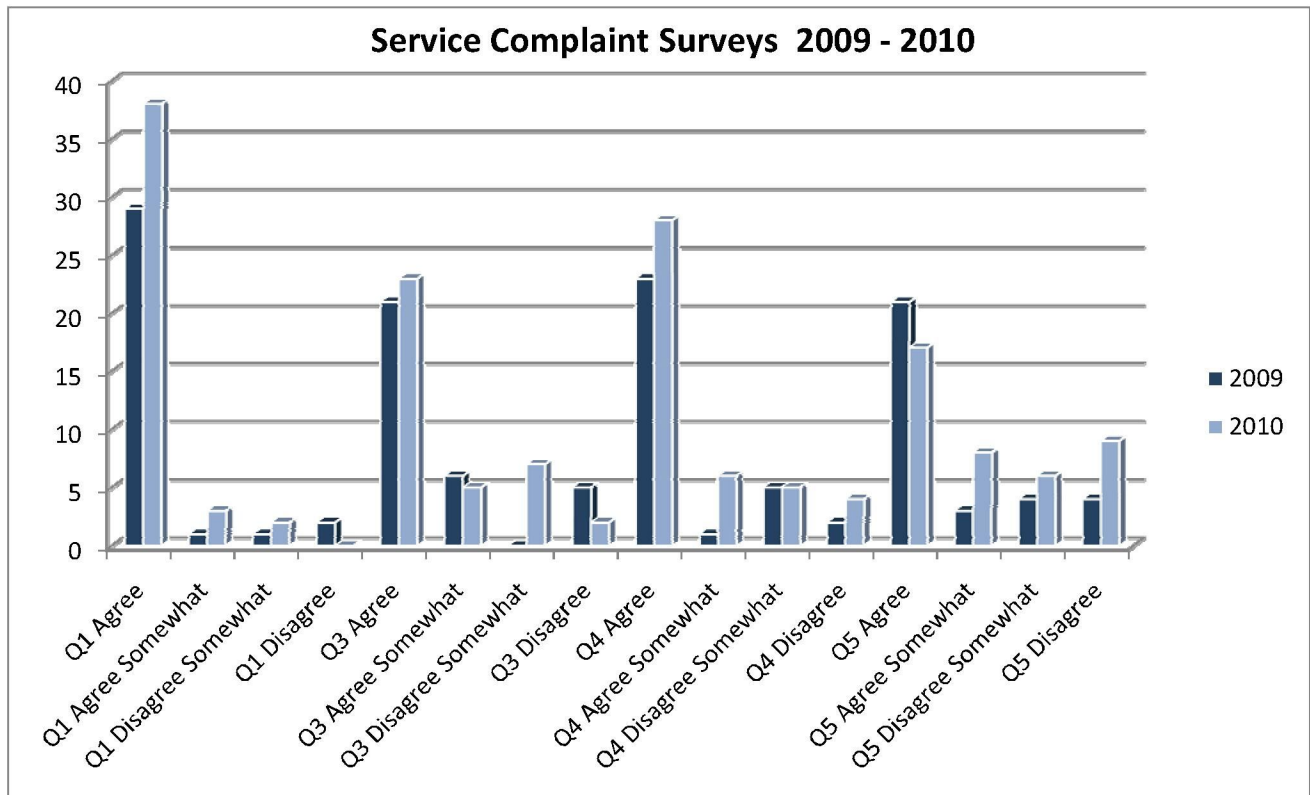
2010 - Question 3: Supervisor Addressed Concerns



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In 2010, 95% of respondents agreed or somewhat agreed that the Auditor’s Office was helpful in taking their complaint (Question 1). This was a significant increase over satisfaction with the Auditor’s Office in 2009, when 81% of respondents agreed or somewhat agreed to Question 1. Overall satisfaction with the process (Question 5) held steady, with 62% of respondents agreeing or somewhat agreeing that they were satisfied with the outcome in 2010, compared to 64.9% in 2009. Additionally, overall response rate to the surveys increased, from 18.4% in 2009 (37 surveys returned) to 21.5% in 2010 (46 surveys returned).

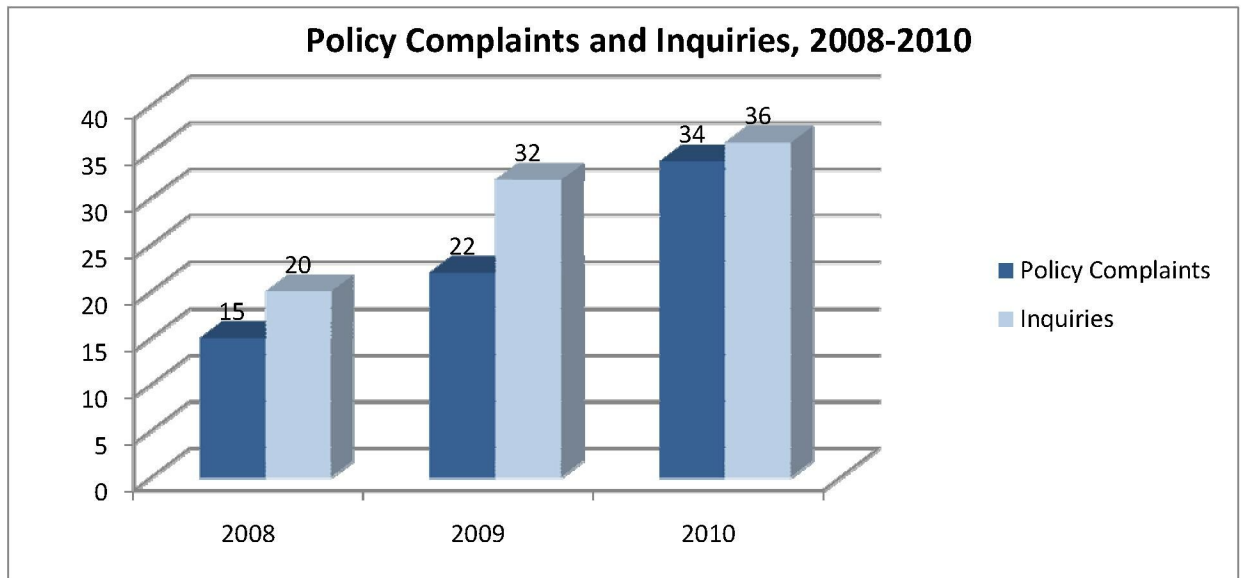


Policy Complaints and Inquiries

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 will contact the reporting party with a resolution.

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Both policy complaints and inquiries have steadily increased over the last three years.

Risk Claims

The City received 45 risk claims related to police activity in 2010. Of these, 12 claims arose out of losses occurring in previous years (2008 and 2009). The 45 risk claims received were an increase from 2009, when the City received 29.

2008 Risk Claims filed: 35

2009 Risk Claims filed: 29

2010 Risk Claims filed: 45

2010 Risk Claims Disposition:

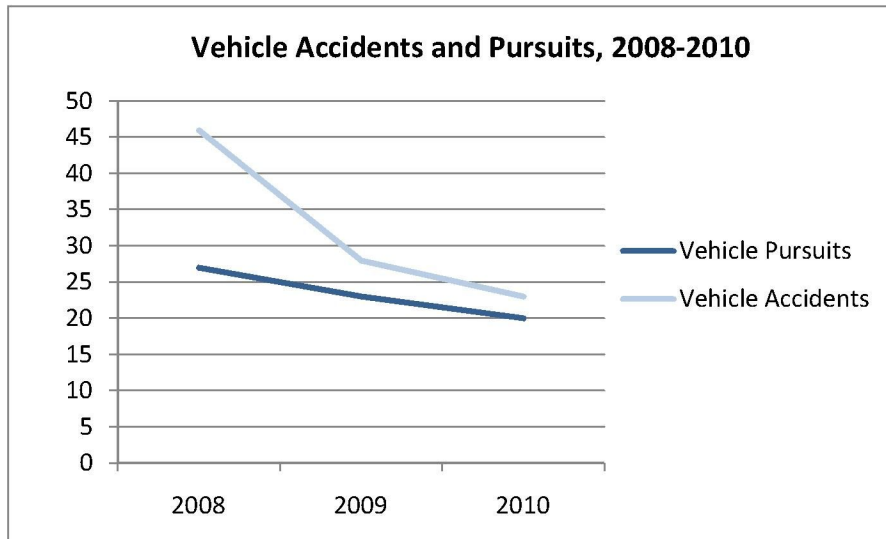
Paid	16
Negotiated Settlement	9
Dropped	7
Denied	16
Pending	12
Dismissed	4
Ruling in favor of City	1

The City paid or negotiated a settlement of 25 of the claims filed in 2010, for a total of \$72,612.92. Of that total, 57% was paid for losses occurring in 2007, and only 14% for losses occurring in 2010.

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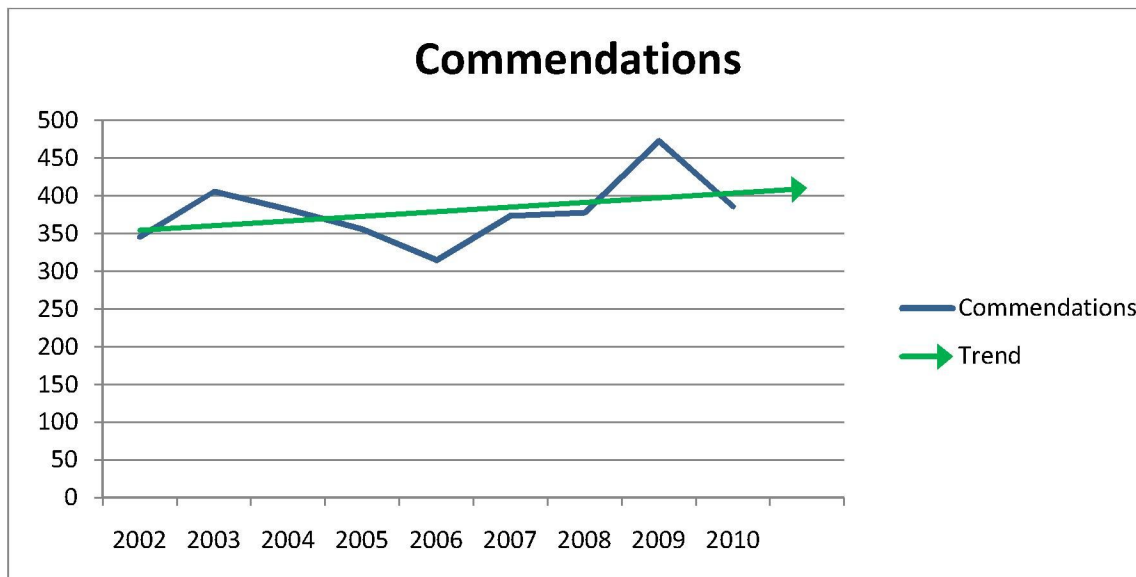
Vehicle-Related Incidents

Vehicle pursuits and vehicle accidents continued to decline in 2010, with a total of 20 pursuits and 23 accidents occurring this year.



Commendations

The Auditor’s Office and EPD intake commendations. In 2010 there were 386 commendations; in 2009 there were 471 commendations and in 2008 there were 378. While those commendations are not listed at the conclusion of this report, it certainly is something that should be considered in annual reports by both the OPA and the EPD. It is refreshing and reassuring to see that the public is recognizing officers.



2010 Community Impact Cases

The Auditor did not receive any complaints in 2010 that were designated as a community impact case.

2010 Critical Incidents

In 2010, there were 2 critical incidents, as defined in E.C.C. § 2.452 (“An occurrence involving a significant police action including, but not limited to, a civil disturbance or riot, an officer-involved shooting, or other action by a sworn police officer resulting in serious physical injury or death”).

On March 13, 2010, an officer used a flashlight to defend himself against a subject he was attempting to arrest. The Auditor’s office received timely notification of the incident as required by E.C.C. § 2.454(2). A use of force review board was convened and it was determined that the officer acted within policy.

An officer-involved shooting occurred on December 15, 2010. The Auditor’s office received timely notification of the incident as required by E.C.C. § 2.454(2). The Lane County District Attorney’s Office reviewed the shooting and found it to be justified, and the Lane County Interagency Deadly Force Investigations Team (IDFIT) investigated the shooting. The Auditor’s Office participated in the use of force review board convened to review the shooting, as required by ordinance.

Conclusion

We’re hopeful that 2010 presented another year of progress and some degree of stabilization to the oversight process in Eugene and that the oversight system will move from its early years to a time of progress and maturation. There is always room for improvement in any organization including the auditor’s office and the police department. Improvements in customer service and training issues remain at the forefront of improving community trust and reliance in the police department as a first responder and protector of our safety. Community and governmental input and cooperation remain important in these efforts as well. Continued dialogue to identify strengths, weaknesses, opportunities and challenges to policing, crime issues and oversight can only enhance the system.

We wish to also thank the outstanding volunteers for the civilian review board, past and present; current and former staff of the auditor’s office, the police commission and the human rights commission. We truly appreciate the outstanding support provided by the Central Services Department for finances, information technology, budgets, human resources, payroll and other core functions. The City Manager’s office, the City Attorney and the Eugene Police Department have all been helpful in assisting the auditor’s office accomplish its core functions and goals. Finally, we wish to thank the Mayor and City Councilors for having patience and taking the time and energy to be effectively involved in the evolution of the oversight process in Eugene.

2010 Allegations - Lessons Learned

Individual Performance/Training Issues	General Training Issues	Policy/Practice Issues	Equipment Issues
Discussion about where people have a legal right to stand and where they do not.			
		Even people of slight stature can be a risk to themselves and others.	ICV not oriented toward the incident; microphones deactivated for a portion of the ICV.
Ineffective TVI technique; insufficient regard for the safety of the officer and others; repeated TVIs attempted without cover officers or notification to dispatch; failure to exit vehicle after vehicles stopped.		Revision of the pursuit policy was in order to re-emphasize the need for safety in pursuits.	
			Audio was sometimes muffled.
			ICV failure
		Noted that officers often interact with people suffering from permanent or temporary diminished mental capacity.	
			ICV did not capture video of incident (out of view).
			One ICV unit did not have functioning audio.
Unnecessary to offer a ride out of town as it is easily construed as an admonishment to "get out of town."			Encounter not captured on ICV (only transport).
		Supervisors reminded of the confidentiality of personnel matters.	
		Employees need to remember or be able to easily reference fire dispatch info.	
		Employees need to remember to verify addresses.	
		Taping interviews will reduce interpretations of interviews.	
			One ICV unit did not have functioning audio.

Individual Performance/Training Issues	General Training Issues	Policy/Practice Issues	Equipment Issues
			ICV audio did not activate; ICV activated after initial force; audio on additional ICV cut in and out.
		Vehicle Pursuit policy should be updated - it is more stringent than caselaw but too vague.	
		Vehicle Pursuit policy should be updated - it is more stringent than caselaw but too vague.	
Officer did not follow up when he was confused about what standards of proof to apply to Use of Force reporting.		POM 1201.3 does not specify which standard of proof (probable cause v. reasonable suspicion an officer should be using as it relates to Use of Force; IA Investigator was unable to access an outdated policy which related directly to the investigation - out dated policies should be archived somewhere and available as a reference; Special Teams appear to be maintaining their own training databases which are not accessible by IA or others, and not consistently provided to Central Training for inclusion in an officer's personal training folders; No guidance found in POM as to what training a K9 officer would receive and have to maintain to be qualified at EPD.	
			Arrest not captured on video (out of view); audio of additional ICV was malfunctioning.
		Employees need to be accurate when entering medical calls.	
			Audio malfunction on only ICV to capture video of the incident.

Individual Performance/Training Issues	General Training Issues	Policy/Practice Issues	Equipment Issues
		Supervisors need to know and appreciate incident management system.	
Officer advised to contact a supervisor before involving at the CAD level in a call where her family is involved.	Dispatchers need to be more consistent about logging in and out at each station they work during a shift.	Some shift changes at the Comm Center appear to occur during the busiest times of the busiest nights, increasing the likelihood of information being missed or repeated inaccurately.	The MDT does not record time/date that a message is received, only "strings".
Officers need to act professionally in public.			
		Recommended that officers whose take-home cars have ICV keep that ICV operational until they secure, whether they do so at City Hall or their own driveways.	
		EPD should give clear, uniform instructions on the manner and place to store equipment.	
	EPD should ensure training on social media and the legal parameters of actions involving the seizure of footage from cell phones.		
		Training needed for spit hood application. Training for recognition of signs of excited delirium and to regularly check on their prisoners.	
		IA should have copies or ready access to the Call Taker Manual, Dispatch training records, and the Telecommunicator Code of Ethics to use as a reference.	
			ICV failure - no audio and camera was aimed off-center so did not capture interaction.

2010 Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations			Adjudication		Dates/QC					Complainant Characteristics				Related Criminal Case		
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total *	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
RP alleged that bike patrol officer has harassed him on a daily basis since a citation for interfering with a police officer. He also alleged use of excessive force: pointing tasers and tackling him to the ground, wrenching his arm behind his back. Force: Arm twist, take to ground, pointing Taser	Misconduct - Conduct	901.1 Use of Force	UF	UF	UF	1/2/10	3/4/10	5/2/10	120	5/10/10	W	M	26		Y	Interfering with Police	Guilty
		309.4 Use of Taser	WP	WP	WP												
		901.1 Use of Force	UF	UF	UF												
		309.4 Use of Taser	UF	UF	UF												
		901.1 Use of Force	WP	IE	WP												
RP alleged that EPD officers used excessive force in taking adult daughter into custody in response to her 911 hang up to report her daughter was going to kill her. Force: Body Control, Taser	Misconduct - Use of Force	309.4 Use of Taser	WP	WP	WP	2/4/10	3/3/10	5/17/10	103	6/8/10		F	53		N	N	
		901.1 Use of Force	WP	WP	WP												
		1101.1.B.7 Courtesy	WP	IE	WP												
		901.1 Use of Force	WP	WP	WP												
		901.1 Use of Force	WP	WP	WP												
RP alleged that officers used excessive force when they placed her in protective custody and handcuffed her prior to transporting her to Sacred Heart for treatment. Force: Arm twist, handcuffs	Misconduct - Use of Force	901.1 Use of Force	WP	WP	WP	2/18/10	4/23/10	5/17/10	89	6/9/10	B	F	45	Disabled	N	N	
		901.1 Use of Force	WP	WP	WP												
RP and her attorney alleged that when securing a search warrant for her property and for another property, officer failed to adequately differentiate the unique characteristics of each of the addresses, thereby causing a SWAT deployment to her property. Force: Percussion device DISMISSED: Untimely	Misconduct - Performance	1101.1.B.9 Unsatisfactory Performance	N/A - Dismissed (untimely)			2/26/10					W	F	55		Y		
		901.1 Use of Force															
RP stated she witnessed her friend being unnecessarily stopped, detained, handcuffed, and his car searched for no apparent reason other than walking away from a boisterous group of people. He was the only African-American present.	Misconduct - Constitutional Rights	1101.1.B.6 Const. Rights/Discrimination	UF	WP	WP	3/3/10	5/3/10	5/25/10	82	6/10/10	B	M	22		N		
		1101.1.B.6 Const. Rights/Discrimination	UF	WP	WP												
		1101.1.B.6 Const. Rights/Discrimination	UF	WP	WP												

Summary of Complaint	Allegations			Adjudication			Dates/QC				Complainant Characteristics				Related Criminal Case		
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
RP alleged that officer used excessive force against him when he was arrested for trespass. He alleged that when the handcuffs were put on, his wrists and arms were twisted and he was shoved backward and landed on his back with his hands cuffed behind him. Force: Push, arms & wrists twisted	Misconduct - Use of Force	901.1 Use of Force	WP	WP	WP	3/3/10	4/14/10	5/4/10	61	5/10/10	W	M	29	Homeless	Y	Trespass	Dismissed
															Resist Arrest	Dismissed	
															Disorderly	No conviction	
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
RP alleged that officer tasered him multiple times in the chest while standing with his hands in the air; he was then tackled to the ground and tasered again in drive stun mode. RP admitted to having knives. Force: Taser	Misconduct - Use of Force	901.1 Use of Force	WP	WP	WP	4/4/10	5/7/10	5/27/10	53	6/10/10	W	M	42	Homeless	Y	Park Violation	
		309.4 Use of Taser	WP	WP	WP											Assault	
																Resist Arrest	
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
Internal: Officer initiated a vehicle pursuit on a suspected vehicle associated with a burglary. During review, supervisors identified possible tactical and policy issues. Force: Vehicle on Vehicle	Misconduct - Performance	1401.3 Forcible Vehicle Stop	S	S	S	2/9/10	5/23/10	7/6/10	147	9/1/10							
		1101.1.B.17 Judgment	S	S	S												
		901.1 Use of Force	S	S	S												
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
RP alleged excessive force on the part of an officer during the arrest of his son. He also alleged a slow response time to treat the head injury his son suffered. Force: Baton	Misconduct - Use of Force	901.2 Use of Force/Control Techniques	WP	WP	WP	3/15/10	6/19/10	7/9/10	114	7/28/10	W	M	53		Y	Interfering with a Police Officer	Guilty
		901.1 Use of Force	WP	WP	WP												
		1101.1.B.9 Performance	UF	WP	UF												
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
RP alleged that one of the officers who arrested him for trespass at the Hult Center where he was seeking shelter from the rain poked him in the chest and said something to the effect of "I know who you are - you're the guy who hit another officer" and then said something about ending up dead in the river.	Misconduct - Conduct	1101.B.25 Unbecoming Conduct	UF	UF	UF	3/15/10	4/16/10	5/31/10	76	6/10/10	W	M	29	Homeless	Y	Trespass II	Dismissed
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
RP (a police officer) alleged that his former supervisor had disclosed personal information to one or more former EPD employees.	Misconduct - Performance	1101.1.B.9 Performance	UF	UF	UF	4/1/10	5/6/10	6/21/10	80	6/22/10							

Summary of Complaint	Allegations		Adjudication			Dates/QC					Complainant Characteristics				Related Criminal Case		
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
Internal: Allegation that a 911 call for service was not handled in the proper manner.	Misconduct - Performance	1101.1.B.9 Performance	IE	IE	IE	4/7/10	6/7/10	6/21/10	74	8/11/10	N/A - Internal						
		1101.1.B.17 Judgment	UF	UF	UF												
		1101.1.B.9 Performance	S	S	S												
		1101.1.B.17 Judgment	S	S	S												
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
Internal: Employee intentionally miscoded timesheets.	Misconduct - Conduct	1101.1.B.16 Integrity	S	S	S	4/21/10	5/18/10	6/10/10	49	8/4/10	N/A - Internal						
		1101.1.B.18 Neglect of Duty	S	S	S												
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
Internal: A medical call was entered to the wrong address by a 911 call taker, and the error was not discovered until after a unit had been dispatched.	Misconduct - Performance	1101.1.B.9 Performance	S	S	S	5/4/10	5/26/10	6/9/10	35	7/6/10	N/A - Internal						
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
RP alleged that officer was untruthful in giving statements to a grand jury and in written incident reports, and that those statements were a deliberate misrepresentation of the facts. RP alleged these statements resulted in 7 felony charges that were dismissed.	Misconduct - Performance	401.1 Report Preparation and Submission	IE	IE	IE	5/5/10	7/19/10	8/4/10	89	8/11/10	W	F	49		Y	Manufacture Marijuana	Dismissed
																Delivery of Marijuana	Dismissed
																Manufacture Hashish	Dismissed
																Delivery Hashish	Dismissed
																Possession Hashish	Dismissed
																Criminal Forfeiture	Dismissed
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
RP alleged that an EPD officer's testimony was not true on the witness stand during a trial in Municipal Court. The underlying incident was an excessive noise violation given to RP. He claimed the noise was solely attributable to a fraternity across the street from his home. Dismissed: Alternate Remedy	Misconduct - Conduct	N/A - Dismissed (Alternate Remedy)			5/12/10						PI	M	23		N	Prohibited Noise Disturbance	Guilty

Summary of Complaint	Allegations		Adjudication			Dates/QC					Complainant Characteristics				Related Criminal Case		
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
RP inquired into policy about officers giving private information to other citizens they have contact with. She alleged a former boyfriend had knowledge about her driving record and that he received the information from an officer.	Misconduct - Conduct	1101.1.B.4 Confidentiality of Information 201.4 Automated Records Systems	S S	S S	S S	6/3/10	7/1/10	7/30/10	57	9/1/10	W	F	29		N		
RP alleged that when she was pulled over on Hwy 99 officers used excessive force by pushing her roughly against the cruiser even though she had warned that she'd had hip surgery. She also alleged that officers made her friend walk home at 1:15am with three dogs. Force: Body control (push)	Misconduct - Use of Force	1101.1.B.9 Performance 1101.1.B.9 Performance 901.1 Use of Force	UF UF UF	UF UF UF	UF UF UF	6/16/10	7/6/10	7/19/10	33	8/2/10	W	F	52		Y	Failure to Carry DL Failure to Maintain Lane DUII	
RP alleged that officers used excessive force when handcuffing him and used straps to confine his legs when he was falsely arrested after being given alcohol, blacking out and punching a wall in his care home. Force: Body control	Misconduct - Use of Force	901.1 Use of Force 201.1 Const. Rights - Arrests 901.1 Use of Force 201.1 Const. Rights - Arrests	WP WP WP WP	WP WP WP WP	WP WP WP WP	6/21/10	8/17/10	8/30/10	69	9/4/10	W	M	28		N		
RP alleged that officer used excessive force while arresting her 16 year old son for trespass and resisting arrest. Force: Body control	Misconduct - Use of Force	901.1 Use of Force 901.1 Use of Force	WP WP	WP WP	WP WP	6/28/10	7/23/10	8/17/10	49	8/19/10	W	F	37		Y	Resisting Arrest Trespass	
Internal: Officer A initiated a pursuit of a confirmed stolen vehicle. Officer A was primary; Officer B acted as the second officer and called the pursuit. Potential performance issues were identified during review.	Misconduct - Performance	308.2 Vehicle Pursuits 308.2 Vehicle Pursuits 308.2 Vehicle Pursuits 308.2 Vehicle Pursuits 308.2 Vehicle Pursuits 308.2 Vehicle Pursuits 308.2 Vehicle Pursuits 308.2 Vehicle Pursuits 308.2 Vehicle Pursuits 308.2 Vehicle Pursuits	S S S UF S S S S UF S	S S S UF S S S S UF S	S S S UF S S S S UF S	6/29/10	8/26/10	10/10/10	101	11/17/10	N/A - Internal						

Summary of Complaint	Allegations		Adjudication			Dates/QC					Complainant Characteristics				Related Criminal Case		
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
<p>Internal: Officer was dispatched to assist with an LCSO traffic stop of burglary suspects. When suspects failed to yield to the deputy, officer took over as the primary in the pursuit and performed a TVI on Delta Hwy at a speed higher than prescribed by policy.</p> <p>Force: Vehicle on vehicle</p>	Misconduct - Use of Force	1401.3 Forcible Vehicle Stop	S	WP	WP	7/13/10	9/8/10	10/25/10	102	11/17/10							N/A - Internal
		901.1 Use of Force		WP	WP												
		1101.1.B.17 Judgment	UF	WP	UF												
<p>Internal: Officer responded to a burglary in progress, took position with K9 partner near back door. Shortly after officers knocked on front door, suspect exited back door and failed to comply with lawful commands to stop. Officer released canine; suspect was apprehended.</p>	Misconduct - Use of Force	1101.1.B.17 Judgment	S	S	S	7/13/10	10/8/10	11/5/10	112	1/24/11							N/A - Internal
		901.1 Use of Force	WP	WP	WP												
<p>RP alleged that as she was leaving a group of friends near Joggers, two patrol cars showed up. An officer pointed a gun at her and told her to get on the ground; he then tackled her to the ground, picking her up and throwing her down 3-4 times.</p> <p>Force: Body control, push</p>	Misconduct - Use of Force	901.1 Use of Force	WP	WP	WP	7/13/10	8/20/10	9/20/10	67	9/21/10	W	F	20		Y	Interfering with Police Park Rules	Possession of less than
		901.1 Use of Force	UF	UF	UF												
<p>RP alleged officer sexually assaulted her at scene of her arrest.</p> <p>Allegation of Criminal Conduct investigated by Oregon State Patrol.</p>	Criminal Conduct - Conformance to Laws	1101.1.B.5 Conformance to Laws	UF	UF	UF per OSP Invest.	7/21/10	7/21/10	7/21/10	0	10/11/10		F			Y	Failure to remove vehicle DUII	Dismissed
																	Dismissed
																	Dismissed
<p>RP alleged that a male officer questioned her alone in her room after a verbal altercation with her boyfriend. She had just taken sleeping pills and later awoke in her panties but did not remember what transpired. She also alleged the officer stole her laptop and camcorder.</p> <p>Allegation of Criminal Conduct investigated by OSP.</p> <p>Computer and camcorder recovered at scene by IA.</p>	Criminal Conduct	1101.1.B.5 Conformance to Laws	UF	UF	UF	3/29/10			0	8/17/10		F					

Summary of Complaint	Allegations			Adjudication		Dates/QC					Complainant Characteristics				Related Criminal Case		
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
RP alleged officer was rude and threatened him with bodily harm. Officer followed him in patrol car and swerved toward him in an alley as if to hit him.	Misconduct - Conduct	1101.1.B.25 Unbecoming Conduct 1101.1.B.25 Unbecoming Conduct	UF WP	UF WP	UF WP	7/21/10	8/17/10	10/5/10	74	10/13/10	W	M	44	Homeless	N	Trespass II	Guilty Plea
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
RP was concerned her son was racially profiled during a traffic stop. Son did not want to file complaint, and mother did not have enough information on incident to proceed. Dismissed: Other	Misconduct - Discrimination	N/A - Dismissed (Other)				10/18/10			8	10/26/10							
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
RP noted a concern that a call taker routed a medical call without the correct ambulance response.	Misconduct - Performance	1101.1.B.9 Performance 1101.1.B.17 Judgment	S S	S S	S S	7/21/10	9/17/10	9/27/10	66	11/9/10							
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
RP was concerned an EPD officer may have accessed his AIRS information without a legitimate reason. Dismissed: Outside Jurisdiction (not EPD)	Misconduct - Conduct	N/A - Dismissed (Outside Jurisdiction)				11/12/10			4	11/15/10		M					
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
RP alleged that officer used excessive force during a person stop, throwing him to the ground causing scrapes and bruises. He was cited for no bike lamp and interfering with a police officer. Force: Hands on	Misconduct - Use of Force	1101.1.B.6 Const. Rights 901.1 Use of Force	WP WP	WP WP	WP WP	9/3/10	12/1/10	12/8/10	95	12/13/10	W	M	28			Interfering with Police No bike lamp	Jail - 2 days Dismissed
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition
Internal: Allegation that officer acted in an official capacity as a police officer to resolve a criminal complaint against her family members.	Misconduct - Conduct	1101.1.B.17 Judgment 1101.1.B.17 Judgment 1101.1.B.2 Abuse of Position	S UF IE	S UF UF	UF UF UF	10/5/10	12/2/10	12/28/10	83	1/19/11	N/A - Internal						

Summary of Complaint	Allegations		Adjudication		Dates/QC					Complainant Characteristics				Related Criminal Case				
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition	
Internal: Allegation that a Communications Supervisor was unprofessional in actions toward chain of command and to employees under her supervision.	Misconduct - Conduct	1101.1.B.25 Unbecoming Conduct	S	S	S	8/25/10	10/21/10	11/12/10	77	12/17/10	N/A - Internal							
		1101.1.B.15 Insubordination	UF	IE	UF													
		1101.1.B.7 Courtesy	S	S	S													
		1101.1.B.9 Performance	S	S	S													
		1101.1.B.9 Performance	S	S	S													
Summary of Complaint	Auditor's Classification	POM Violations	Adjudication		Dates/QC					Complainant Characteristics				Related Criminal Case				
			EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition	
RP alleged officers issued him an open container violation after an illegal search of his paper bag. MEDIATED	Misconduct - Const. Rights	N/A - Mediated			11/18/10			82	2/10/11	W	M	22		Y	Open Container	Guilty/Default		
Summary of Complaint	Auditor's Classification	POM Violations	Adjudication		Dates/QC					Complainant Characteristics				Related Criminal Case				
			EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition	
			1101.1.B.2 Abuse of Position	UF	WP	WP	12/7/10	1/3/11	1/17/11	40	1/25/11		M	54				
			1101.1.B.5 Conformance to Laws	IE	IE	IE												
1101.1.B.5 Conformance to Laws	UF	UF	UF															
Summary of Complaint	Auditor's Classification	POM Violations	Adjudication		Dates/QC					Complainant Characteristics				Related Criminal Case				
			EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition	
			1101.1.B.15 Insubordination	S	S	S	12/10/10	1/4/11	2/14/11	64		N/A - Internal						
			1101.1.B.15 Insubordination	S	S	S												
1101.1.B.7 Courtesy	UF	UF	UF															
Summary of Complaint	Auditor's Classification	POM Violations	Adjudication		Dates/QC					Complainant Characteristics				Related Criminal Case				
			EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition	
			1101.4 Off Duty Intervention	WP	WP	WP	12/14/10	2/14/11	3/15/11	91			F			Y		
1101.1.B.17 Judgment	UF	S	UF															

Summary of Complaint	Allegations			Adjudication		Dates/QC					Complainant Characteristics				Related Criminal Case			
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition	
RP alleged that (1) while being arrested for DUI, officers placed a hood over her head when she spat out the patrol car window to clear her throat; (2) that officers made her get out of the patrol car by herself; and (3) when she fell to the ground, two female officers dragged her and a male officer picked her up by the nose. Parts 2 & 3 Dismissed - Outside Jurisdiction	Misconduct - Courtesy	1101.1.B.7 Courtesy 1101.1.B.8 Competency	UF WP	UF WP	UF WP	12/17/10	1/18/11	2/9/11	52	3/15/11	W	F	48		Y	Refuse Breathalyzer Careless driving DUII FL to change license FL to carry registration FL to signal Driving uninsured Criminal mischief Harassment		
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition	
Internal: Allegation that call taker mistakenly thought call for service was one that had already been dispatched, told caller he could do nothing more and needed to keep the line clear, then hung up on caller.	Misconduct - Performance	1101.1.B.9 Performance	S	S	S	12/21/10	1/31/11	2/23/11	62									N/A - Internal
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition	
RP alleged that officers did not inform her son of his rights when he was arrested. She also alleged that officers used excessive force and were rude and discourteous while executing a search warrant on her home. Force: Pointing of firearms	Misconduct - Use of Force	1101.1.B.7 Courtesy 901.1 Use of Force 901.1 Use of Force 901.1 Use of Force 901.1 Use of Force 901.1 Use of Force 901.1 Use of Force 901.1 Use of Force	UF WP UF WP WP WP WP WP	UF WP UF WP WP WP WP WP	UF WP UF WP WP WP WP WP	12/30/10	2/25/11	3/15/11	75	4/6/11	B	F	56					
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Total	Closed	Race	Sex	Age	Status	Arrest	Charges Filed	Disposition	
RP alleges officers used excessive force while issuing him a citation for failure to obey a traffic control device. RP also alleged racial bias. Force: Body control, hands on	Misconduct - Use of Force	1101.1.B.6 Const. Rights 901.1 Use of Force 1101.1.B.6 Const. Rights 901.1 Use of Force	UF WP UF WP	UF WP UF WP	UF WP UF WP	12/30/10	2/25/11	3/23/11	83		B	M	36					

2010 Service Complaints Master Sheet

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome	Survey	Driving	Traffic Stop	Response time/ service level/ officer did not file report
1/4/2010	2/17/2010	43	Performance	RP was concerned when officers responded to a call for service they treated her like a second class citizen.	Call taker followed policy. Sgt spoke with RP about policy on reports etc.				y
1/7/2010	1/13/2010	6	Performance	RP was concerned that officers filed an incident report with errors and was rude.	Sgt. found officers actions to be within policy.				y
1/7/2010	1/14/2010	7	Performance	RP alleges officer came to her home in response to in interrupted 911 call and were discourteous and entered without authorization.	Sgt. found officers actions to be within policy. RP was intoxicated and resistive with officers.				
1/13/2010	2/9/2010	26	Performance	RP alleges that officer failed to conduct an adequate investigation into an assault in which he was the victim.	Sgt. spoke with RP and officer. Officer who had filed initial investigation was instructed to contact an independent witness as follow up.				y
1/13/2010	2/2/2010	19	Service Level	RP alleges officers did not follow up with adequate investigation in a theft at his home.	Lt. found that there was not enough information to arrest those he suspected and communicated that to RP.	y			y
1/13/2010	1/25/2010	12	Policy	RP was concerned about the policy of officers sitting in the gore of Hwys. He had been told by ODOT that it is dangerous.	Sgt. spoke with RP explained circumstance of that day and EPD Policy.		y		
1/14/2010	2/9/2010	25	Performance	RP is upset because she is stuck between the policy of EPD and Wal-Mart. EPD would not request a copy of tape of the parking lot where her car was hit.	Supervisor spoke with RP about the policy. RP wants more time spend on fighting crime not handing out tickets.	y			y
1/13/2010	3/9/2010	56	Inquiry Closed Alternate Remedy	RP was ticketed for harassment, while feeding meters to keep others from a parking ticket.	Auditor Closed Alternate Remedy				
1/19/2010	2/4/2010	15	Performance Dismissed Alternate Remedy	RP claims officer does not know the law and refused to release insurance information in altercation he was involved in.	Dismissed Alternate Remedy/ Prosecutor declined to press charges as an accident.				y
1/15/2010	2/19/2010	34	Policy	PR is concerned about the policy that holds property owners responsible for people acting unruly out on the sidewalk in front of their property.	Lt. attempted to contact RP over several weeks with no response.				y
1/16/2010	4/12/2010	86	Performance	RP alleges that officer did not make adequate investigation into a traffic accident which her son was involved and injured.	Sgt. reviewed officer incident report and determined further follow up was needed. Then forwarded to DA's office.	y			y

1/20/2010	2/17/2010	27	Service Level	RP concerned that no police report was issued in his arrest for shoplifting.	Sgt attempted to explain the EPD 3050 Program (Policy on police reports)					y
1/20/2010	1/25/2010	5	Inquiry	RP inquired into policy of using ICV and pacing cars when giving a speeding ticket.	Sgt spoke with RP who had conducted his own research and was good with his questions.					y
1/9/2010	2/1/2010	22	Courtesy	RP was upset that officer used his loudspeaker to tell a kid to get out of the crosswalk.	Sgt. spoke with RP and officer about the incident.					
1/14/2010	2/22/2010	38	Inquiry	RP had concerns about procedures in Dept she previously worked for.						
1/21/2010	2/3/2010	12	Inquiry	RP was looking for clarification of officer interaction with her autistic son.	Sgt. Contacted RP after talking with officer. Call for suspicious person ICV noted officer was courteous and professional.	y				
1/22/2010	3/26/2010	64	Performance	RP alleges officer harassed him cited him for no trespass and told him not on my watch.	Lt. found that RP had been warned in past about trespassing at site. Citation was for behavior on status.					
1/27/2010	2/12/2010	15	Performance	RP alleges that officer was speeding through a school zone when children where present at crosswalk.	Sgt was able to verify that officer was heading to help teachers who had a special ed student running from them in the middle of a busy street. Sgt met with crossing guard and RP in person to explain the situation.		y			
1/27/2010	2/23/2010	26	Courtesy	RP alleges officer was discourteous and aggressive during a phone call to her about telephone harassment.	Sgt. Attempted to contact RP with no success. Spoke with officer.					
1/29/2010	2/17/2010	18	Performance	RP is upset that property crimes will not release his things. His case in court is finished. He has called over 15 times. The last women would not give her name.	Supervisor spoke with Admin about requirements of giving name and staff about returning calls. Also spoke with RP.					y
2/1/2010	2/10/2010	9	Policy	RP was concerned about the new system with cell phone calls to 911 going to an automated system.	Supervisor spoke with RP explained the new system in full and answered RP's concerns.	y				y
2/1/2010	2/19/2010	18	Courtesy	RP was upset that officer was discourteous and dismissive of himself and staff during call about a mental patient.	Sgt. spoke with officer and RP. Officer felt she let her frustration show to RP.					
2/1/2010	2/16/2010	15	Policy	RP was concerned about the Policy of not citing bike riders who ride on the sidewalk.	Lt. sent RP letter of explanation of the law in reference to bikes.					y

2/4/2010	3/5/2010	31	Performance	RP alleged officer was discourteous and unprofessional in the manner he represented his investigation in to a theft she reported.	RP's theft complaint was a civil issue and officer handled issue with in policy.				y
2/8/2010	2/16/2010	8	Courtesy	RP was concerned that officer was rude and uncooperative when asked to move his vehicle in a parking lot during a traffic stop he was conducting.	ICV indicates officer was polite explained that he would move when he could after dealing with driver with a warrant.	y		y	
2/9/2010	2/24/2010	15	Courtesy	PR who is deaf felt officer was rude and dismissive, did not take the time to communicate with him in writing during a traffic stop.	Sgt. spoke with officer and then met with RP face to face.			y	
2/16/2010	4/5/2010	49	Conduct	Internal concern about Facebook postings.	Sgt. spoke with officer about maintaining professional image of officers and department.				
2/19/2010	3/3/2010	14	Courtesy	RP was concerned officer was threatening and discourteous during a noise complaint issue.	Sgt. reviewed records spoke with officers and RP. Gave RP info on community mediation for help with his neighbors.				
2/19/2010	4/5/2010	46	Courtesy	RP felt call taker was discourteous when he called about new online reporting system.	Supervisor listened to call, taker was helpful and courteous. RP's real issue was a 4 year old issue.				
2/18/2010	3/25/2010	37	Service Level	RP felt call taker misled her and refused to have another officer help her stating she would have to speak with the original officer.	Supervisor listened to calls, advised policy was followed. RP failed to return calls to supervisor.				
2/22/2010	3/9/2010	17	Service Level	RP was concerned officer did not properly inventory and safe guard his belongings at his arrest.	Sgt. spoke with officer, found he did not return phone calls to RP and failed to account for all of RP property. Sgt spoke with RP and a helped him file an Risk claim.				y
2/22/2010	2/26/2010	4	Inquiry	RP was inquiring into rather officer can search a home where a loud party is in progress without a warrant.	Owners were being cited and officer had reasonable suspicion that minor's were being served alcohol.				
2/23/2010	3/22/2010	29	Service Level	RP reported that it took EPD 3 hours to respond to her noise complaint. She found her address on the dispatch log, which made her concerned about retaliation.	Lt. spoke with RP explained the log situation, and agreed to have patrol make a concerted effort to patrol her neighborhood.	y			y
1/26/2010	2/26/2010	30	Performance	RP was concerned about the driving of an EPD vehicle on 7th Avenue.	Sgt. emailed RP with info on having spoken to officer and his entire team reminding them of safety issues while driving.		y		

2/25/2010	4/5/2010	40	Performance	RP was upset with rudeness and service level from a call taker. 3 days for a return call to make a report. And then could not help her with making a complaint.	Supervisor spoke with RP and then with officer about need to be helpful and courteous.				
2/26/2010	3/15/2010	19	Policy	RP observed an officer speak with a female driver and then allow her to drive over the curb, without giving her a ticket.	Sgt spoke with RP about the incident but could not identify the officer.			y	
3/1/2010	4/27/2010	56	Inquiry	Officers used a taser to effect arrest of a naked and violent man having a mental disorder.	Officer debrief				
3/2/2010	4/21/2010	49	Performance	RP was concerned she was not notified officers were outside her home with guns drawn in response to a suicidal subject.	EPD had tried to contact via phone. No answer, subject then came out to officers and danger to public was over.				
3/3/2010	4/4/2010	31	Conduct	RP felt officer was discourteous and inappropriately accessed his records.	RP told Sgt. he had a recording of conversation but never supplied it. Disputed facts between officer and RP on issue. See 3 page detail report from Sgt.				
3/4/2010	4/5/2010	31	Service Level	Officer failed to follow through on investigation of assault.	Officer were not derelict in duties but Lt. identified some issues that could have been addressed.				y
3/4/2010	5/7/2010	63	Service Level	RP feels harassed by Officer, because of the numerous citations for bike infractions he has received.	Lt. spoke with RP, explained downtown bike rules and steps Department is taking to get them posted to inform people.	y		y	
3/5/2010	4/21/2010	46	Performance	Employees were unhelpful when RP tried to get name and contact info for driver who hit him on his bicycle.	Lt. reviewed records, spoke with RP and mailed him information he was seeking.				y
3/8/2010	4/5/2010	27	Courtesy	RP felt officer was verbally harassing him and trespassed him from Goodwill store with out any reason.	Officer was investigating complaint about RP called in by store. Witnesses stated officer was patient and professional in manner.				
3/8/2010	4/9/2010	31	Courtesy	RP felt officer was rude during a contact when he realized he was the party involved in a previous complaint against the officer.	Sgt. spoke with other officer at scene of contact and found RP had pushed him self in to the contact with other persons and was told he needed to leave because he was not involved.				
3/8/2010	4/6/2010	28	Performance	RP was concerned about the driving of an EPD vehicle on I-5.	Sgt. spoke with employee about incident, does not believe driving was as described. RP failed to follow up to clarifying emails.		y		

3/12/2010	4/21/2010	39	Disputed Facts Dismissed Alternate Remedy	RP was cited for no light on plate. She checked and light worked.	Dismissed Alternate Remedy			y	
3/12/2010	4/20/2010	38	Inquiry	RP feels EPD should run with headlights on Patrol cars during rainy weather for safety.	Lt. spoke with RP and offered to pass suggestion on to the EVOC committee.	y	y		
3/12/2010	4/5/2010	23	Performance	RP reported she witnessed a patrol car driving erratically and was concerned for public safety.	Sgt. contacted RP with information that officer was responding to a bike officer's call for cover. Reminded officer it would be better to respond to such situations with lights and sirens.	y	y		
2/15/2010	3/22/2010	37	Courtesy	RP felt officer was rude and threatening after he called 911 and the officer ran his ID. He had called about a man who was threatening him.	Sgt reviewed ICV, RP was screaming and using profanity, Officer was professional.				
3/15/2010	3/24/2010	9	Policy	RP felt officer was over zealous in giving tickets to him and his wife. He appeared to be zealous due to having a trainee with him.	Sgt reviewed and spoke with RP.		y		
3/14/2010	4/6/2010	22	Policy	RP questioned the policy that officers do not return legal weapons directly to person, but put it in their vehicle.	Sgt. spoke with RP and explained the safety concerns that direct the policy.				y
3/16/2010	4/20/2010	34	Performance	RP, a former EPD employee, stated that a communications supervisor forwarded her DMV records to her current employer against policy.	Cpt. reviewed issue with employee and learned part of issue was an incorrect address on RP license. Contacted RP and discussed issue.				
3/15/2010	4/6/2010	21	Policy	RP was concerned about 30 day retrieval policy from EPD property department	Risk denied claim: OAP complaint too old.				y
3/17/2010	3/17/2010	0	Dismissed out of jurisdiction		Dismissed out of jurisdiction				
3/18/2010	4/5/2010	17	Performance	Concern about officer's driving.	Sgt. watched ICV and coached officer in utilizing lights to allow traffic to react. Spoke with RP.		y		
3/17/2010	3/24/2010	7	Courtesy	RP felt officer was threatening and hostile during a stop for dark tinted windows.	Sgt spoke with RP, clarified some issue with him.			y	
3/18/2010	4/13/2010	25	Service Level	RP was upset about the service level she received when her car was stolen and the recovery process.	Sgt spoke with RP to address concerns.				y

3/19/2010	4/15/2010	26	Service Level	RP was upset at the miscommunication when she reported her car stolen and officer came and took the report and then she later learned EPD had towed her vehicle.	Supervisor tracked down the communication break down and talked with employees and RP.					y
3/22/2010	5/3/2010	41	Service Level	RP alleged that officer would not take a report when he called about an assault by a Greyhound bus driver.	Sgt. reviewed issue. Was unable to contact RP- out of state.					y
3/23/2010	4/15/2010	22	Service Level	RP was upset that when she called 911 to report a transient in her yard, the call taker kept her on the phone and then finally told her there were no officers available.	Supervisor reviewed call and discovered call taker generated a call for service and officer arrived within 9 minutes. spoke with RP and addressed concerns with her.					y
3/17/2010	3/25/2010	8	Service	Outside Jurisdiction	Dismissed Outside Jurisdiction					
3/25/2010	4/1/2010	6	Policy Dismissed alternate remedy	RP was unhappy that call taker would not take his report about the movie theater that assaulted his hearing by playing movie too loud.	Researched noise ordinance to learn it did not apply to noise not audible from a public right away.					y
3/26/2010	4/12/2010	16	Service Level	Officer has not assisted in having property EPD is holding released.	Sgt. spoke with RP about what EPD had done so far, And reiterated he must wait for court proceedings.					y
3/29/2010	4/26/2010	27	Courtesy	RP's were concerned that an officer that showed up at their home 2 1/2 hours after a noise complaint was threatening and discourteous.	Sgt. spoke with RP and with officer.	y				
4/1/2010	4/27/2010	26	Inquiry	RP alleged Officer retaliated against him by telling LTD that he had filed a complaint causing them to deny him service.	Sgt. spoke with RP, EPD had no authority over LTD's decisions.					
3/31/2010	4/22/2010	22	Policy	RP is concerned with the increase of ticketing and patrolling around LTD station. He feels EPD is picking and choosing mostly homeless people to ticket.	Sgt spoke with RP, but RP's strong feelings about the issue lead to no conclusion.					
4/5/2010	4/28/2010	23	Performance	RP stated officer would not identify himself and went into a dissertation about the right to bear arms, instead of the issue she had called about.	Sgt spoke with spouse of RP. Discussed situation and agreed. Complaint was closed.					
4/7/2010	4/12/2010	5	Performance	RP felt officer was discourteous when he called her home late at night seeking information about her son.	Sgt. spoke with RP about the issue and other concerns she had about the situation with her son.					

4/7/2010	5/2/2010	25	Inquiry	RP was concerned that no one was dispatched when her friend called about finding marijuana on her son.	Supervisor reviewed records, spoke with RP and coached employee on options for these type of calls				
4/7/2010	4/23/2010	16	Inquiry	RP was upset that he observed an officer driving 60 in a school zone	Sgt. viewed ICV. Officer was responding Code 3 and was aware of surroundings. Spoke with RP about findings.		y		
4/7/2010	4/30/2010	23	Service Level	RP was concerned no police were dispatched when he called to report trespass on this property.	Communications listened to recording of call, spoke with RP about EPD policy.				y
3/6/2010	4/13/2010	37	Inquiry	Unsafe driving complaint about motorcycle officer.	Spoke with officer.		y		
4/8/2010	5/26/2010	48	Policy	RP was concerned that EPD was harassing homeless people.	Lt. spoke with RP about homeless issues in Eugene. Stressed the positive and EPD's efforts to work with social service org.				
4/12/2010	5/10/2010	28	Service Level	RP was upset EPD would not allow her to make a report and gave her no reason.	Supervisor discovered call taker had misidentified the address of the complaint and told RP it was not EPD jurisdiction. And then did not pass on the corrected information to Lt. who spoke with RP. RP was also contacted with findings.				y
4/12/2010	5/14/2010	32	Service Level	RP was concerned about the service level he received from officer when he called EPD about being assaulted.	Supervisor spoke with RP and witness officer and then spoke with officer about providing adequate service level to all citizens.	y			y
4/13/2010	5/13/2010	30	Policy	RP expressed concerns about inadequate enforcement of regulations governing bicycles.	RP did not respond to voice messages left by LT.				y
4/13/2010	4/29/2010	16	Courtesy	RP felt officer was discourteous, untruthful and searched her cab when it was impounded.	Sgt. viewed ICV. Officer had probable cause to stop and tow vehicle. Officer acted professionally.	y		y	
4/13/2010	4/14/2010	1	Policy	RP was concerned about policy that would not allow her to request only a 6 month criminal background check.	Responded to RP with letter outlining Policy which follows state law requiring that all contacts be listed.				y
4/8/2010	4/23/2010	15	Service Level	RP alleged EPD did not respond to a call for service about a fight outside his apartment.	Sgt. reviewed records. CAD confirmed officers responded. Suspects gone. Responded to RP with information.				y

4/13/2010	5/17/2010	34	Inquiry	RP alleged officer failed to conduct adequate investigation into an incident in which he was restrained by bouncers. Then the case was turned over to the DA.	Sgt reviewed reports. Officer did an extensive investigation and submitted a request for review from DA due to issues on both sides of the dispute.				y
4/13/2010	5/3/2010	20	Inquiry	RP was unhappy that officer did not allow him to retrieve his belongings from his vehicle being towed.	Sgt found officer followed policy, since the tow was by a private party and not EPD. Spoke with RP about findings.				y
4/19/2010	4/26/2010	7	Courtesy	RP felt officer reached a decision about a noise complaint before she even spoke with her.	Sgt. spoke with RP and expressed her concerns to officer.				y
4/20/2010	4/27/2010	7	Disputed Facts Dismissed alternate remedy	RP felt officer ticketed her for speeding in error.	Dismissed Alternate Remedy			y	
4/23/2010	5/18/2010	25	Performance	RP was concerned that when her son and friends were assaulted by high school students she was not notified and no medical attention was provided the scene.	Sgt., who was also at the scene, spoke with other officers at the scene and with RP to relay what the on scene situation had been and the why of what transpired.				y
4/26/2010	5/3/2010	7	Service Level	RP frustrated in a 2 1/2 hour response time to a neighbor who tried to run her over with a car. And then the officer wanted her to repeat herself.	Sgt. spoke with RP after reviewing ICV. RP had been difficult, and officer was patient and professional.	y			y
4/26/2010	5/3/2010	7	Courtesy	Officer pulled wife over without probable cause and became snarky when he made a comment.	Sgt reviewed ICV, officer was polite and ICV showed violation. Sgt spoke with RP.			y	
4/27/2010	5/3/2010	6	Service	Dismissed Improbable					
4/27/2010	5/14/2010	17	Inquiry	RP was concerned about officers coming to her home looking for some man she had never met. The officers did not seem to believe her.	Sgt. checked into records. Suspect did have a warrant for address. Officer made note on warrant and Sgt. spoke with RP.				y
4/28/2010	5/3/2010	5	Policy	RP concerned about Policy, non Policy in regard to his calls about teenage daughter and adult male.	Lt. spoke with RP and clarified what EPD could and could not do in his situation.				y
4/29/2010	5/3/2010	4	Service Level	RP concerned about cursory investigation at a school bus accident scene.	Sgt reviewed reports, spoke with CSO and with RP about the incident.	y			
4/29/2010	5/13/2010	14	Performance	RP alleged officer was discourteous and unprofessional when he asked officer to move his bike from his doorway.	Sgt. looked into matter and spoke with officer. RP did not return phone calls. Auditor later spoke with RP about incident.				
4/30/2010	5/4/2010	4	Disputed Facts Dismissed alternate remedy	Dismissed Alternate Remedy					

5/4/2010	6/7/2010	33	Performance	RP alleged officer was threatening, verbally combative and unprofessional in the manner in which he questioned her son at school.	Sgt. spoke with officer and school officials who were present at the questioning, they did not observe alleged behavior by officer. Sgt. also spoke with RP.				
5/4/2010	6/2/2010	28	Service Level	RP was unhappy with service she received when she reported her bicycle stolen.	Sgt. spoke with RP and officer and learned the person who had the bicycle had made efforts to find the owner, even checking with EPD, so no probable cause for an arrest. Explained to RP.	y			y
5/4/2010	6/14/2010	40	Service Level	RP alleged officer refused her request to issue citations to individuals she had asked to leave her property.	Sgt. reviewed information and from having responded to incident himself. Officer took time to explain to RP why he could not grant her request. She was unhappy with the answer. RP did not respond to Sgt's call to speak to her about issue.				y
5/5/2010	5/28/2010	23	Conduct	3 separate people called the Auditor concerned about a high speed chase down their neighborhood streets. Many children were in the area and the concern was for safety.	Lt. spoke with 2 of the RP's but was unable to speak with the 3rd. Explained EPD policy about car chases and answered any questions the RP's had.	y	y		
5/5/2010	5/13/2010	8	Courtesy	RP alleged officer was rude and aggressive when he stopped RP for a tinted window violation.	Sgt. spoke with RP and discussed issues with tint and license plate covers.	y		y	
5/4/2010	6/2/2010	28	Performance	RP's alleged officer was doing a favor for a friend by calling late at night looking for their sister who had not returned her child to the father who had custody.	Sgt. spoke with officer and RP found that officer's phone was EPD issued and that he had responded to a call for service and did not know the father personally.	y			
4/22/2010	5/10/2010	18	Service Level	RP was concerned that his hard to find home in Goshen was not dispatched correctly and instructions about a fire given to his wife were not correct.	Supervisor spoke with RP and address each of his concerns, having his CAD information updated letting him know why the information about the fire was given.				
5/10/2010	5/11/2010	1	Disputed Facts Dismissed alternate remedy	RP 's car was towed, due to postings about a house being moved.	Dismissed alternate remedy				
5/10/2010	6/3/2010	23	Inquiry	RP felt harassed by officers because he was followed in the early morning hours while delivering newspapers.	Lt. spoke with RP explaining it is not uncommon for officers to check out a slow moving vehicle in residential neighborhoods at late hours.				

5/11/2010	5/24/2010	13	Courtesy	RP alleged officer was discourteous during an interrogation by not letting him talk until the end and complaining that this was causing him to work overtime.	Sgt. spoke with RP who was still agitated about the fact he was arrested. Sgt encouraged RP to finish out the judicial concerns and also agreed to speak to officer about concerns.				
5/11/2010	5/20/2010	9	Courtesy	RP alleged officer yelled out his name in public.	RP spoke with both officer and RP found no policy violation.				
5/12/2010	5/13/2010	1	Dismissed out of jurisdiction		Dismissed out of jurisdiction				
5/12/2010	5/26/2010	14	Performance	RP alleged officer did not file a police report into his assault at a tavern.	Lt. researched incident and learned RP refused any police and medical help at time of incident. He later tried to report incident for medical assistance reasons and his story held inconsistencies.				y
5/10/2010	6/14/2010	34	Courtesy	RP alleged officer denied him the right to remain silent, arrested him without probable cause and was discourteous.	Sgt. reviewed ICV and noted officer remained calm and professional during him investigation into DUII involving RP.			y	
5/10/2010	6/14/2010	34	Use of Force	RP alleged officer stopped and arrested him without probable cause.	Sgt. reviewed officer's ICV his report and ICV were consistent. Officer did not act inappropriately.				
5/13/2010	5/14/2010	1	Disputed Facts Dismissed alternate remedy	RP alleged she was pulled over without probable cause.	Dismissed alternate remedy.				
5/14/2010	6/16/2010	32	Policy	RP wanted to speak to someone about the policy of EPD working with LTD security personnel, and being trespassed from downtown.	Lt. tried to contact RP - phone was disconnected. Researched trespass, found to be probable cause for intimidating another person.				
5/14/2010	5/24/2010	10	Force	RP alleged when officer transported him to Muni Court his handcuffs were too tight.	Sgt. spoke with RP about complaint and then to officer about the concern.				
5/14/2010	5/21/2010	7	Performance	RP was concerned with the insensitive and harassing way officer questioned an accident victim.	Sgt spoke with officer and RP about the incident.			y	
5/17/2010	6/18/2010	31	Inquiry	RP had concerns and questions about EPD response and interaction during an assault incident with his neighbors.	Lt. spoke with RP taking time to explain procedures and specifics about the incident.				
5/17/2010	6/16/2010	29	Service Level	RP alleged that 911 call taker gave her a lot of grief when she requested extra patrols in her neighborhood due to a power outage.	Supervisor contacted RP and explained policy gave her suggestions for future issues of this nature.				y

5/17/2010	6/2/2010	15	Inquiry Dismissed: Timeliness/Insufficient Evidence	RP alleged that when tasers first came out various officers wanted him to instigate fights so they could practice.	Dismissed: Timeliness/Insufficient Evidence to Proceed				
5/17/2010	6/10/2010	23	Service Level	RP alleged that officer who responded to her call for service about a theft from a man staying in her home criticized the cleanliness of her home because she had a baby. She also found the drug paraphernalia from the man still in her home.	Sgt. spoke with RP about incident explaining officer had an obligation to look into conditions for her child's sake. She also explained that the officer had no probable cause to seize the drug paraphernalia. Sgt. also spoke with officer.				
5/18/2010	6/22/2010	34	Service Level	RP is concerned about the service level she is receiving from EPD about noise complaints. She has called numerous times and the situation continues.	Lt. spoke with RP about situation, explained policy and found out RP will be moving to another apt. soon.				y
5/18/2010	5/19/2010	1	Inquiry Dismissed improbable	RP inquired when EPD would be giving her money from her mother who was given the death penalty in Eugene.	Dismissed improbable				
5/19/2010	6/29/2010	40	Courtesy	RP is concerned that officer would not allow him to view the radar gun and treated him in a condescending manner.	Lt. spoke with RP explaining safety issue that does not allow officers to let people go back to their motorcycles. Discussed ways the traffic unit could work on courtesy issues. Possible tape one another doing a traffic stop and work on style and content.			y	
5/18/2010	6/21/2010	33	Performance	RP is concerned that his wife encountered an officer who almost hit her car in an alley. The officer did not have warning lights or siren activated.	Sgt. spoke with RP and then with officer, with the reminder to be mindful of citizens in the area when responding to calls.		y		
5/17/2010	6/21/2010	34	Performance	RP was concerned that when she called 911 about another driver who was harassing her the call taker didn't take her seriously and her instructions were unsafe.	Supervisor review called and found call taker followed policy by trying to direct RP to City Hall but unfortunately that message was misunderstood by the RP. RP did not return voice messages to discuss the issue. Supervisor coached call taker on clearer communication techniques.				y

5/20/2010	6/15/2010	25	Service Level	RP alleged that he was unnecessarily hassled by officer while sitting in a parking lot across from the jail in the early morning hours. When officers learned he was a registered sex offender they continued to question him about his address.	Sgt. spoke to officer and then to RP to explain that officer's had been responding to a report of a suspicious person and when they learned of this status it was their duty to determine if he was in compliance with the law. RP stilled disagreed and they agreed to disagree.'				
5/20/2010	5/27/2010	7	Courtesy	RP was upset that an officer was rude and threatened to arrest him if he did not put out his cooking fire.	Sgt. spoke with officer and RP and learned cooking fire was actually a 2 foot stack of burning wood, a safety issue. spoke with Officer about the perception of his demeanor.	y			
5/24/2010	6/7/2010	13	Policy	RP inquired into the policy of taking arrestees into a darkened room to check for pupil dilation.	Sgt. spoke with RP and explained policy of the examination of pupils when someone is arrested for possible DUII				
5/26/2010	6/7/2010	11	Performance	RP alleged officer somehow got his jacket and belongings wet. Also paperwork was missing and they had retrieved the wrong bike when he was arrested.	Sgt. spoke with RP and Officer. Officers retrieved only bike in area they were directed to by RP, it matched the description given. Sgt. also reproduced some of the documents RP needed for his court date.				
5/27/2010	6/9/2010	12	Performance	RP alleged officer pushed him when he came to the rescue of a man he thought was being assaulted. (later identified as police detectives).	Lt spoke with detectives about incident learned RP had continued to intervene even after being told the men were police.				
5/27/2010	6/25/2010	28	Policy	RP complained about a police pursuit he thought was unsafe.	Sgt. reviewed ICV and noted that at no time was there danger to the public during pursuit. Sgt spoke with RP about incident.		y		
5/28/2010	6/7/2010	9	Performance	RP was concerned that an officer who responded to his call for service about an assault talked him out of pressing charges.	Sgt. spoke with officer about incident and learned that he had advised RP that an investigation would have revealed RP had driven while intoxicated after the assault and could possibly cause him to be cited also. RP chose not to proceed with investigation.				y

5/28/2010	6/2/2010	4	Policy	RP alleged officer took his id while issuing an open container citation and then refused to return it.	Sgt. learned officer believed State Id cards were under the same statute as driver licenses. ID was returned to RP.				
6/1/2010	6/2/2010	1	Disputed Facts Dismissed Alternate-remedy	RP alleged she was wrongly arrested for assaulting her boyfriend.	Auditor dismissed Alternate-remedy				
6/1/2010	6/21/2010	20	Disputed Facts	RP was frustrated over being pulled over by officer after being followed for a mile and half and then in an unsafe area. Felt it was due to his age and his sporty car.	Sgt. reviewed ICV and noted several areas in which he felt obligated to coach officer, which he did. Spoke to RP about the incident and explained the steps he had taken with officer.			y	
6/4/2010	6/16/2010	12	Service Level	RP alleged that officer did not return his phone calls in regard to a burglary.	Case is five years old. Officer advised to try to return phone calls.				
6/7/2010	6/18/2010	11	Policy	RP was concerned that she was approached by undercover officers looking for a man and that she now might be in danger.	Sgt. Looked into issue, found Officers were from U.S. Marshall's Service. Notified RP of identify of officers.				
6/7/2010	7/6/2010	29	Performance	RP alleged that EPD did not respond to his call for help in a timely manner and then would not arrest the person who assaulted him.	Sgt. reviewed records of issue and spoke with RP explaining that due to conflicting stories officer had to do a more in-depth investigation before he could arrest suspect. Once this was done an arrest was made. He also had RP speak with Communication Supervisor on the time frame of dispatch issue.				y
6/10/2010	6/29/2010	19	Performance	RP had a concern that her step daughter was given the choice of Juvenile Hall or going with her mother when police were called about an altercation between mother and daughter.	Lt. spoke with officers about the incident and then RP. Explaining that officers told her step daughter that fighting (violence) her mother to resist going with her would result in detention in juvenile hall. And that legally the mother had custody and the officer had no cause to interfere in that custody.				
6/10/2010	6/28/2010	18	Policy	RP wanted to understand EPD Policy of getting Identification from non citizens. She had been involved in an accident with a non resident who gave false ID.	Lt. spoke with RP about Policy and the legal and state laws EPD must follow in such incidents.				

6/11/2010	7/15/2010	34	Performance	RP was concerned that officer would not proceed with a stolen property case he reported and then did not return phone calls.	Sgt. spoke with officer and reviewed reports, learned issue was a civil one. And that officer had been off on regular 3 day and one sick day. Had returned call when returned to work.	y			y
6/8/2010	7/2/2010	24	Courtesy	RP alleged officer was rude and unprofessional calling her unstable.	Lt. spoke with RP about this issue.				
6/4/2010	7/12/2010	38	Service Level	RP was concerned officer would not file a report about an incident in which he broke a beer bottle over a man's head and then was hit by the man with a cane.	Sgt. reviewed records and ICV and learned RP had not been able to provide enough suspect information to allow follow up. A police report was filed but has been suspended.				
6/10/2010	7/12/2010	32	Performance	RP was concerned about the way a call for service was treated when she was the victim of a hit and run driver.	Supervisor found that call taker was abrupt with RP and did allow her to fully explain situation. spoke with RP and Call taker.				y
6/11/2010	7/6/2010	25	Service Level	RP was concerned that nothing was done by the officer who responded for his call for service when a woman pushed her way into his home.	Sgt. reviewed officer's Police report and concurred that the issue was a civil one. Spoke with RP about issue.				
6/14/2010	7/6/2010	22	Performance	RP was concerned that a police report failed to give all the details of an incident he reported and that statements he never made were attributed to him.	Sgt. spoke with RP and officers, had officers make a supplemental report correcting a name in the report.				y
6/14/2010	6/28/2010	14	Performance	RP was concerned that a canine SUV came very close to him and his daughter in a crosswalk while traveling to a call.	Sgt. spoke with officer about incident. Officer had stopped and motioned RP to cross, but RP declined. Sgt. spoke with RP told him he would remind officer about safety.		y		
6/16/2010	7/6/2010	20	Performance	RP was concerned that an officer called his home to speak to his adult daughter at 12:45 a.m.	Sgt. looked into issue and learned that officer was investigating a report of children at risk. Sgt. explained to RP that since it was a child at risk issue Officer was within policy.				
6/18/2010	6/21/2010	3	Courtesy	RP alleged he was confronted by officer who shone his bright's in this face before identifying himself as an officer.	RP did not want follow up with Sgt., only that incident be documented. Sgt. reviewed ICV and spoke with officer. Found no rudeness or policy violations.				

6/21/2010	7/21/2010	30	Inquiry	RP inquired into noise incidents near his home. His home is near the WOW hall and a neighbor is calling complaints about his home even though the noise is not originating from him.	Sgt. left messages with RP several times, with no call backs.				
6/23/2010	8/2/2010	39	Conduct	RP believes EPD officers are harassing him, an officer shined his spotlight into his mirror and followed him as he was delivering newspapers.	Lt. learned and notified RP that two officers were in the area at the time looking for a burglary suspect. One shone light and realized RP was delivering newspapers. RP was not stopped.				
6/28/2010	7/6/2010	8	Inquiry	RP is concerned about the service level and lack of patrol on the West Eugene bike paths. Transients are threatening people.	Sgt. spoke with RP about his concerns. Explained staffing shortages and agreed to pass along to the watch commanders the times of day the issue is most prevalent.				y
6/28/2010	7/27/2010	29	Service Level	RP was concerned that officers did not take a domestic violence issue involving her daughter seriously.	LT. reviewed records and spoke with officer. Learned that the next day further information was obtained and warrant issued for boyfriend.				y
6/29/2010	7/6/2010	7	Courtesy	RP expressed concern that officer is being rude and harassing. He was cited for trespassing at the WOW hall even though he is a volunteer there.	Sgt. spoke with officers who confirmed the contact with RP was during non business hours and was with persons consuming alcohol. Sgt. spoke with RP about the contact.				
6/30/2010	7/15/2010	15	Inquiry	RP inquired into the policy of a recording coming on when you dial 911 from a cell phone and why 911 will not transfer her to Lane County Sheriff like they used to.	Supervisor contacted RP and explained Policy and issues with her.				y
6/30/2010	7/12/2010	12	Performance	RP expressed concern about a SWAT officer who he observed on a cell phone loudly swearing, in a public parking lot.	Sgt. spoke with Officer and RP expressing to RP the officers behavior was not appropriate and expectations have been conveyed to the officer.				
7/6/2010	7/7/2010	1	Conduct Dismissed Out of jurisdiction		Auditor dismissed out of jurisdiction.				
7/6/2010	7/12/2010	6	Service Level	RP concerned that 2 bike officers were sitting under an awning talking while 2 blocks away large crowds from the bars were congregating. She felt they should have at least been visible.	Sgt. spoke with officer's learned that they were debriefing due to one just returning from vacation. Sgt. found no policy violation. Left message with phone number for RP.				

7/6/2010	8/12/2010	36	Inquiry	RP inquired into the policy about Police Reports as it relates to injury accidents.	Sgt. spoke with officer and clarified incident with RP, that Medic had cleared of injury and then transported. Directed officer to complete report. Then spoke to RP about policy.				y
7/6/2010	7/13/2010	7	Courtesy	RP was concerned that officer used a disrespectful tone with her at the end of a conversation where she had stopped to see why the officer was detaining 4 children at the side of the road.	Lt. spoke with officer and RP about the incident. Also spoke about EPD issues with Train Song neighborhood.				
7/8/2010	7/19/2010	11	Service Level	RP was concerned that officer was unknowingly giving the wrong information to citizens that received accident citations.	Sgt. spoke with officer and updated him on information. Left messages with RP about outcome.	y			
7/8/2010	7/15/2010	7	Courtesy	RP was concerned that officer was rude, unprofessional and used profanity when speaking to her.	Sgt. spoke with RP who admitted that others had told her that the officer was being rude, and they may not have given the most accurate info. She said officer had been kind to her in the past.				
7/8/2010	8/12/2010	34	Conduct	RP alleged officer harassed him for sitting on the curb on the corner of 12th and Mill, saying he was trespassing.	Sgt. clarified situation with officer, learned that RP had been cautioned about trespassing numerous times that day, was not able to speak to RP.				
7/9/2010	8/10/2010	31	Service Level	RP was concerned that an officer knocked at her door after 10:00 p.m. and did not explain why she was there, then told her it was a mistake and left.	Sup. reviewed records and learned that a call for service had been taken and RP's address given. It was later learned that caller had given wrong address. Sup. spoke with RP and explained circumstances.				
7/9/2010	8/10/2010	31	Performance	RP alleged that when the driver of the car he was riding in was arrested for DUII he was told to get walking and when he told officer the what he thought of it, he called his employer and he was terminated.	Lt. looked into incident and learned RP represented himself as an EFD Lieutenant and tried to get his friend released. RP did not return phone calls.			y	

7/12/2010	7/30/2010	18	Service Level	RP felt officer took the other people's side in an altercation at Alton Baker Park because he was homeless.	Officer spoke with both parties in the incident since they were both calling police. RP was uncooperative and finally left scene. Sgt spoke with Park manager to determine who was at fault, learned it was a new issue and no real park rule was at issue.				y
7/12/2010	8/18/2010	36	Policy	RP's felt EPD was giving the wrong impression to people, that they could not stand in the boxed area in front of LTD. They feel this is a constitutional issue.	Lt. spoke with RP's about the policy and the the boxes. Informed them of what has been done and why it is not illegal to stand in the area it is illegal to block pedestrian right of way.				
7/13/2010	7/28/2010	15	Courtesy	RP was concerned that officer harassed her and friends as they talked in the alley near her counselor's office.	Sgt. spoke with officer and then with RP. Learned he had asked the friends to move along since the business had a letter of trespass.				
7/16/2010	8/10/2010	24	Service Level	RP alleged officer did not do a good job taking his assault report.	Sgt. reviewed police reports - investigation was sufficient..	y			y
7/14/2010	8/10/2010	26	Performance	RP alleged patrol vehicle was driving code 3 60+ in passing turn lane.	Car was not EPD.				
7/13/2010	7/20/2010	7	Service Level	RP felt she was treated in an impersonal and mechanical way by officer while receiving a citation.	Lt. spoke with RP and then with officer about the incident.		y		
7/19/2010	8/10/2010	21	Service Level	RP felt officer was unprofessional while taking a theft report and the type of questions asked.	Sgt. reviewed records and spoke with RP explaining the nature and reasons for the questions.				
7/19/2010	8/5/2010	16	Performance Dismissed out of jurisdiction	RP was concerned about a towing incident that involved a disabled friend.	Dismissed out of jurisdiction.				
7/19/2010	8/10/2010	21	Service Level	RP was concerned about the service level she receives when call about people messing around her front door.	Supervisor called RP and discussed the policy about dispatching officer, gave helpful information to RP about what to say during a call for service.				y
7/19/2010	8/18/2010	29	Performance	RP was concerned that items that were missing were not listed on the property inventory sheet after a search warrant was executed.	Sgt. reviewed records and located where missing items were listed on the property sheet list.				y
7/20/2010	7/21/2010	1	Performance Dismissed Timeliness	RP alleged that officer had done a poor job of investigating an assault on his minor son.	Dismissed Timeliness				y

7/21/2010	7/27/2010	6	Policy	RP was concerned call takers would not allow him to file a noise complaint involving his neighbor's dog.	Lt. spoke with RP gave him some information like recording the dogs and gave RP his number to follow up.	y			y
7/21/2010	9/1/2010	40	Performance	RP was concerned the way officer showed up at his door late at night ringing door bell and pounding, waking house hold to demand who was fighting.	Sgt. spoke with RP about the incident and with officer giving reminder about how to speak with citizens.				
7/20/2010	8/20/2010	30	Conduct	RP was concerned about officer's conduct during an investigation involving her daughter at her daughter's school, and that the officer refused to release a bottle her daughter had had in her possession to be independently tested.	Sgt. spoke with officer and school officials who were present at investigation, learned they felt officer acted professionally and within policy. RP did not return phone calls to Sgt.				y
7/20/2010	8/10/2010	20	Courtesy	RP alleged that officers treated him and his employee like "crap" after pulling them over for a seatbelt violation.	Lt. spoke with officers and learned RP was aggressive and argumentative during stop. RP was unhappy with discussion of incident with Lt. and wanted his fine reduced.			y	
7/22/2010	8/23/2010	31	Policy	RP alleged she felt intimidated by officer who said she could be given a ticket for being in the medium strip.	Sgt. looked in to legality of issue and learned that the grass in the medium is considered part of property of owner and is included in the trespass letter. Could not reach RP due to phone being disconnected.				
7/23/2010	8/19/2010	26	Performance	RP alleged that officer asked inappropriate questions and lectured her about her relationship after she was assaulted by her boyfriend.	Sgt. spoke with officer and went over the complaint/officer noted he had been very concerned for RP and did not mean for his investigative questions to be misunderstood. Contacted RP and discussed issue.	y			
7/23/2010	8/13/2010	20	Courtesy	RP alleged that officer was rude, aggressive, unreasonable and demanding during a traffic stop.	Sgt. reviewed ICV and learned officer did appear to be confrontational, short and condescending; spoke with officer to address issue and then with RP.			y	

7/23/2010	8/23/2010	30	Courtesy	RP was concerned with officer's attitude when he asked him to remove his patrol car, making it easier for pedestrians to see.	Sgt. spoke with officer and witnesses of incident and learned RP was quite agitated at situation and was verbally attacking a volunteer about the issue. Officer had stepped in to calm the situation and finally had to ask RP to leave station. RP did not return Sgt. phone calls.				
7/26/2010	8/27/2010	31	Courtesy	RP was concerned that officer's demeanor was demeaning and was only contacted about her theft case after 2 months had passed.	Sgt. spoke with RP and then with officer about the timeliness of his contact with RP and demeanor.	y			
7/26/2010	8/18/2010	22	Policy	RP inquired into the policy of asking for a Social Security Number and the questions on the Field Interview Card.	Lt. reviewed ICV, and Field Interview card, spoke with RP about Policy.				y
7/27/2010	8/23/2010	26	Performance	RP felt he was given wrong information from officer, when he wanted to press charges against a man who got in his face verbally harassing him.	RP did not return phone calls to Lt. Noted that it would have been nearly impossible to take such a complaint.				y
7/28/2010	8/30/2010	32	Service Level	RP was concerned officers told her nothing could be done about threatening cell phone messages she was receiving.	Sgt. learned officer had contacted caller and advised not to contact RP. Sgt also talked with RP about how to file a restraining order.				y
7/29/2010	8/16/2010	17	Inquiry	RP alleged EMT's and officer treated him inhumanely when he called for service for a back injury.	Sgt. reviewed records, reviewed ICV and did not find any inappropriate behavior by officer.				
7/29/2010	8/2/2010	3	Disputed Facts Dismissed: Alternate Remedy	RP alleged that officer arrested her for no reason and made her sign a paper saying she refused a breathalyzer.	Dismissed: Alternate Remedy				
7/29/2010	8/16/2010	17	Performance	RP was concerned about officer handled his call for service after he was assaulted. Officer was argumentative with him asking him the same questions over and over.	Sgt reviewed records, but was unable to connect with RP.				y
7/30/2010	8/30/2010	30	Inquiry	RP alleged that he called 911 about vandalism to his car from a neighbor but the officer was more concerned about towing his car and asking if he was on his meds.	Sgt. confirmed that there was no firm suspect information and case was suspended. He spoke with RP and gave him some tips to help him better get along with neighbors.				y

8/2/2010	9/13/2010	41	Policy	RP questioned the policy of not issuing police reports for accidents, leaving citizens to have to worry about uninsured driver issues, etc.	Sgt. looked into issue of RP's son's accident, spoke with RP about the policy.				
8/2/2010	8/4/2010	2	Inquiry	RP inquired about the details of a telephonic harassment issue she was having.	Lt. was able to answer RP's questions as to the status of her case.				
8/2/2010	8/26/2010	24	Service Level	RP was concerned that after waiting 3 hours and then going to main police station he could not get anyone to take a report about an assault.	Lt. spoke to RP, explained staffing issues, and what incidents were happening at time he tried to report assault. Express regret that EPD had not been able to meet expectations.				y
8/2/2010	8/5/2010	3	Disputed Facts Dismissed Alt-Remedy	PR alleged he is given a ticket every couple of months by officer for the way he rides his bike.	Dismissed Alt-Remedy				
8/4/2010	8/20/2010	16	Service Level	RP alleged that no officer responded when they called about a transient who was threatening people with his pit bull.	Supervisor listened to 911 tapes and contacted RP about situation. Learned not full and total information was given as call was made by third party.				y
8/5/2010	9/2/2010	27	Performance	RP concerned officer did not know law when he was told it was not kidnapping when a taxi would not stop.	Sgt. received opinion from DA and contacted RP.				
8/6/2010	9/10/2010	34	Service Level	RP was concerned EPD SWAT did not leave a card after using her home in an incident.	Lt. spoke with RP and apologized for the oversight, since the scene was controlled by another agency usual protocol was missed.	y			
8/5/2010	9/7/2010	32	Performance	RP alleged officer ran a red light almost hitting the tire of her bicycle while doing a traffic stop.	Sgt spoke with RP and then with officer to refresh the officer's understanding of safety to all around while conducting traffic stops.	y	y		
8/9/2010	8/12/2010	3	Inquiry Dismissed Timeliness	RP alleged that Officer stuck a taser in his back during traffic stop.	Dismissed Timeliness: Note: ICV clearly showed no taser. Officer involved has never carried a taser.			y	
8/9/2010	9/9/2010	30	Courtesy	RP alleged officers harassed and threatened several people standing on the sidewalk in front of his business.	Sgt. reviewed records and spoke with witnesses about the incidents listed by RP. Witnesses did not corroborate complaint. RP did not return phone calls.				
8/11/2010	8/16/2010	5	Other Dismissed other	RP alleged officer stood on a public sidewalk for 14 minutes.	Dismissed: no basis for complaint.				

8/13/2010	8/20/2010	7	Courtesy	RP alleged officer was a bully when giving her a citation for driving on a closed road noting that she should have been able to use the road since other cars were on it.	Sgt. spoke with RP and clarified incident, that the other cars were unmarked police in response to a burglary in progress and that the road was clearly marked closed.	y		y	
8/18/2010	10/11/2010	53	Performance	RP alleged officer did not take an assault seriously because she was homeless.	Sgt. spoke with officer about incident and connected to RP to talk with her. RP seemed happy EPD had listened and made the effort to look into the issue.				y
8/19/2010	9/21/2010	32	Inquiry	RP's were concerned that their son was detained by 6 EPD officers for an alleged theft at the Fairgrounds for over 2 hours.	Sgt. spoke with officer's involved, learned private security detained son, EPD Det. allowed son to be released without charges. Spoke with parents.				
8/23/2010	9/2/2010	9	Courtesy	RP alleged officer was rude and defensive while citing him for tinted windows. Car was a 1991 with factory windows. RP also noted he looks Hispanic in the summer.	Sgt. spoke with RP explaining why the tinted windows were an enforcement issue and that his review did not find a policy violation with the officers stop.	y		y	
8/27/2010	9/22/2010	25	Other	RP was concerned that call taker would not document a driving incident he had with an EPD volunteer.	Supervisor spoke with RP and reviewed records, coached employee in directing such calls to EPD volunteer coordinator.	y			y
8/30/2010	9/28/2010	28	Performance	RP was concerned that officers told her tenants while responding to a burglary call that she had been to this address numerous times.	Sgt. learned that there had been 8 dispatches to location since 2006. RP did not return phone calls.				y
8/31/2010	9/8/2010	8	Policy	RP is concerned about the lack of service level when it comes to drunkenness, defecating, harassment, and aggressive behavior by transients in the Eugene area.	Lt. spoke with RP about his concern, agreeing that during specific situations calling the police is always the best option. Lt allow RP to voice his concern about the expectation of safe streets.				y
9/1/2010	9/1/2010	0	Performance	RP was concerned EPD would not take a complaint about a volunteers driving.	Supervisor spoke with RP about the issue and explained procedure that would be taken to document the issue.				y
9/2/2010	9/20/2010	18	Service Level	RP was concerned that she could not get EPD to respond to a homeless camping issue on her street.	Lt reviewed complaint, RP did not return phone calls.				y

9/2/2010	10/4/2010	32	Inquiry	RP alleged that officer was racially profiling him when he was given a traffic citation.	Reviewed ICV-time of day made it impossible for officer to note race of driver.			y	
9/3/2010	9/27/2010	24	Service Level	RP felt officer was unprofessional while taking a theft report. Seeming to be overly friendly with the other party involved.	RP spoke with officer and RP. Clarified issues and was able to take report on new information.				
9/7/2010	9/17/2010	10	Conduct	RP was concerned officer gave out private information to an ex boyfriend.	Lt reviewed information investigated issue. Spoke with RP about findings.				
9/7/2010	9/15/2010	8	Service Level	RP was concerned that EPD would not respond to a overnight camping issue in her neighborhood.	Lt. was able to speak with RP and move the resolution to the issue along to RP's satisfaction.	y			y
9/7/2010	9/13/2010	6	Inquiry Dismissed - of/jur	RP was concerned that a patrol vehicle following her but did nothing when she was almost sideswiped.	Investigation found EPD patrol car was not vehicle involved. Closed - notified RP.				
9/7/2010	9/14/2010	7	Service Level	RP alleged officer was rude and threatened her with DHS for not taking her child to the doctor after she had an altercation with a boyfriend and that officer over stated in his report the involvement of her child in the incident.	Sgt. reviewed records of incident found no basis that the officer had acted against policy.				y
9/6/2010	9/9/2010	3	Service Level	RP alleged EPD was doing nothing to apprehend a man who assaulted his wife knocking her off her bike on the bike path.	Auditor spoke with RP giving information of what was taking place in case.				y
9/10/2010	9/15/2010	5	Performance	RP alleged officer would not listen to his side of an incident and called him a liar.	Sgt. spoke with officer and coached him on using inflammatory words with citizens. Spoke with RP about incident and his coaching.				
9/9/2010	9/13/2010	4	Inquiry Dismissed alternate remedy	RP wrote EPD concerned that EPD issued his son a citation for a accident with a bus.	Dismissed alternate remedy.	y		y	
9/13/2010	10/19/2010	36	Performance	RP's allege officer called them late at night in another state and was rude and threatened to have them arrested if they contacted their son.	Sgt. spoke with RP who admitted he is not always easy to deal with but thought officer was unprofessional. Sgt. spoke with officer about incident.				
9/14/2010	10/5/2010	21	Conduct	RP alleges he was stopped by an officer for no reason other than he was out in the early morning hours. RP is a circulation manager for the paper.	RP did not return phone calls, due to the 9:00 p.m. call from Sgt. Chief wrote closing letter.			y	

9/14/2010	10/1/2010	17	Performance	RP alleged officer made disrespectful remarks after pulling her over for a traffic violation.	Sgt. spoke with RP who was concerned officer had insisted on knowing where she lived. Explained why officers must have that info.			y	
7/28/2010	12/9/2010	131	Performance	RP is concerned about training level of 911 operators.	Communications and IA met with RP.				
9/16/2010	9/27/2010	11	Conduct	RP stated officer was harassing him, and alleging he was a sex offender.	Lt. spoke with officer and third individual involved to clarify the issue. RP did not return phone calls to Lt.				
9/17/2010	10/6/2010	19	Performance	RP alleged officer did not take due care while placing a intoxicated custody into his patrol car.	Sgt and Lt. spoke to RP about issues.	y			
9/17/2010	10/6/2010	19	Courtesy	RP alleged officer was rude and sarcastic toward her.	Sgt and Lt. spoke to RP about issues.	y			
9/20/2010	10/25/2010	35	Inquiry	RP was concerned that EPD intervened in his life on the concern of relatives.	RP requested no more contact or investigation into complaint when Sgt made contact with him.				
9/22/2010	10/19/2010	27	Performance	RP alleged officer was speeding on Hwy 99 coming from Corvallis.	Sgt. spoke with officer about incident, reminded of visibility to the public and importance of following traffic laws. Sgt. spoke with RP about the incident.		y		
9/23/2010	9/30/2010	7	Performance	RP was concerned that an officer's family members maybe getting preferential treatment.	Sgt. reviewed records of incident contacted RP. Explained EPD policy on towing vehicles when driver is uninsured.				
9/23/2010	10/20/2010	27	Courtesy	RP was concerned that call taker repeatedly put her on hold and threatened her with arrest for not wanting to be transferred to report her <u>stolen property found</u> .	Supervisor, spoke with Call taker and attempted to speak with RP about findings. RP became hostile and would not allow her to speak.				
9/27/2010	12/6/2010	69	Service Level	RP was concerned her daughter was being treated as the aggressor in a domestic abuse incident.	Sergeant found officer acted within policy.				
9/27/2010	11/23/2010	56	Service Level	RP felt that officer who did a follow up call with him about graffiti was unprepared and uninformed.	Sergeant spoke with officer, another officer who had overheard the conversation and then with RP.	y			

9/27/2010	10/4/2010	7	Performance	RP alleged that officer pulled up beside him as he was driving yelling and motioning at him about being a safe driver, finally pulled him over and stated he was getting a ticket because he rolled his eyes.	Sgt reviewed ICV and spoke with RP and officer. Coached officer that in the future to just issue the citation if warranted.	y	y		
9/28/2010	10/13/2010	15	Service Level	RP was unhappy that EPD would not address a neighbor who has a medical marijuana card and smokes in his yard.	Sgt. spoke with RP about issue and assigned an officer to work with RP on future concerns.				y
9/24/2010	10/29/2010	35	Courtesy	RP alleged officers were rude and did not allow her to talk about a dispute between her and her boyfriend.	Sgt. spoke with officer about incident, RP could not be reached due to disconnected numbers.				
10/4/2010	10/20/2010	16	Courtesy	RP was concerned that officer bullied her when she did not want to disclose her disability.	Sgt. spoke with RP about incident, and then with officer about her concerns.	y			
10/5/2010	10/13/2010	8	Courtesy	RP was concerned officer was bias toward her estranged husband during a call for help involving her child.	Sgt. spoke with RP and then with officer about his non-verbal communication skills.				
9/30/2010	11/9/2010	39	Inquiry	RP was seeking information about investigation of an assault he reported.	Sgt. spoke with involved officers about incident and noted reports were taken. No policy violations. RP does not have number for follow up.				
9/27/2010	11/9/2010	42	Inquiry	RP emailed Goodwill anonymously with non verifiable allegations.	RP did not respond to any auditor or supervisor emails for further detail or information.				
10/6/2010	10/6/2010	0	Service level	RP was concerned that he was issued a citation for driving without a license and driving with no insurance. He had no knowledge his license was suspended.	Lt. spoke with RP, explained possible reasons for miscommunication with DMV. Advised how he might work through issue with court and DMV.				
10/7/2010	10/28/2010	21	Performance	RP was concerned about a patrol car speeding through his neighborhood and EPD not being able to address his concern immediately.	Sgt. tried to identify patrol officer and could not. Spoke with RP and issued a patrol wide reminder regarding professional vehicle operation.				
10/7/2010	10/18/2010	11	Service Level	RP was concerned about the way he was treated by two officers , alleging officer would not listen to what was happening during the incident.	Sgt. spoke with officers who expressed regret at how the situation had evolved. Sgt spoke with RP explained issue and apologized for manner RP had been treated.			y	

10/6/2010	10/19/2010	13	Policy Dismissed -other	RP alleged officers were making person stops without dispatches. No dates given.	Dismissed -Other				
10/8/2010	11/5/2010	27	Service Level	RP express concern that the computer assisted 911 system sent a non emergency response to a life threatening call.	Supervisor looked extensively into issue found several points that need to be addressed. These have been implemented.				
10/8/2010	10/19/2010	11	Service Level Dismissed o/jur	RP alleged EPD officer was not helpful during in interaction at Autzen.	Dismissed-o/jur				
10/8/2010	11/5/2010	27	Service Level	RP alleged EPD would not send an officer when he reported a car in his neighborhood that possibly contained stolen items from his home.	Supervisor learned that call takers had entered a call for service, but that call volume for more serious calls dictated that officers did not respond. Supervisor contacted RP with her results.				y
10/12/2010	10/31/2010	19	Service Level	RP was concerned that he could not get EPD to deal with a homeless camping issue in front of his church.	Lt. had already heard of issue and had directed the issue looked into. Lt. spoke with RP who stated the situation had been remedied.				y
10/12/2010	11/2/2010	20	Service Level Dismissed/other RP not identified	RP alleged caller taker told him to call city council when he called about a barking dog.	Dismissed/Other				y
10/13/2010	11/15/2010	32	Courtesy	RP alleged that an EPD officer was rude and demeaning during an interaction at Autzen Stadium while he was selling tickets.	Lt. looked into incident and learned officer had initiated contact but UofO DPS had followed up, and was belief of officer and witness officer that the rude and demeaning behavior was by DPS staff. Lt. also spoke with RP about findings.				
10/14/2010	11/15/2010	31	Service Level	RP was concerned that she did not receive a phone call when her stolen car was recovered, causing her to incur towing charges.	Sgt. looked into issue and found typo in phone number on report, that caused records to enter number wrong. Sgt. spoke with officer about neatness and accuracy on reports and with RP about issue.				y
10/20/2010	11/10/2010	20	Policy	RP was concerned about the policy that EPD does not respond to car break ins, only takes a report.	Lt. contacted RP and explained staffing y levels, call levels and the new system to track crime and move resources to those areas in more need.				y

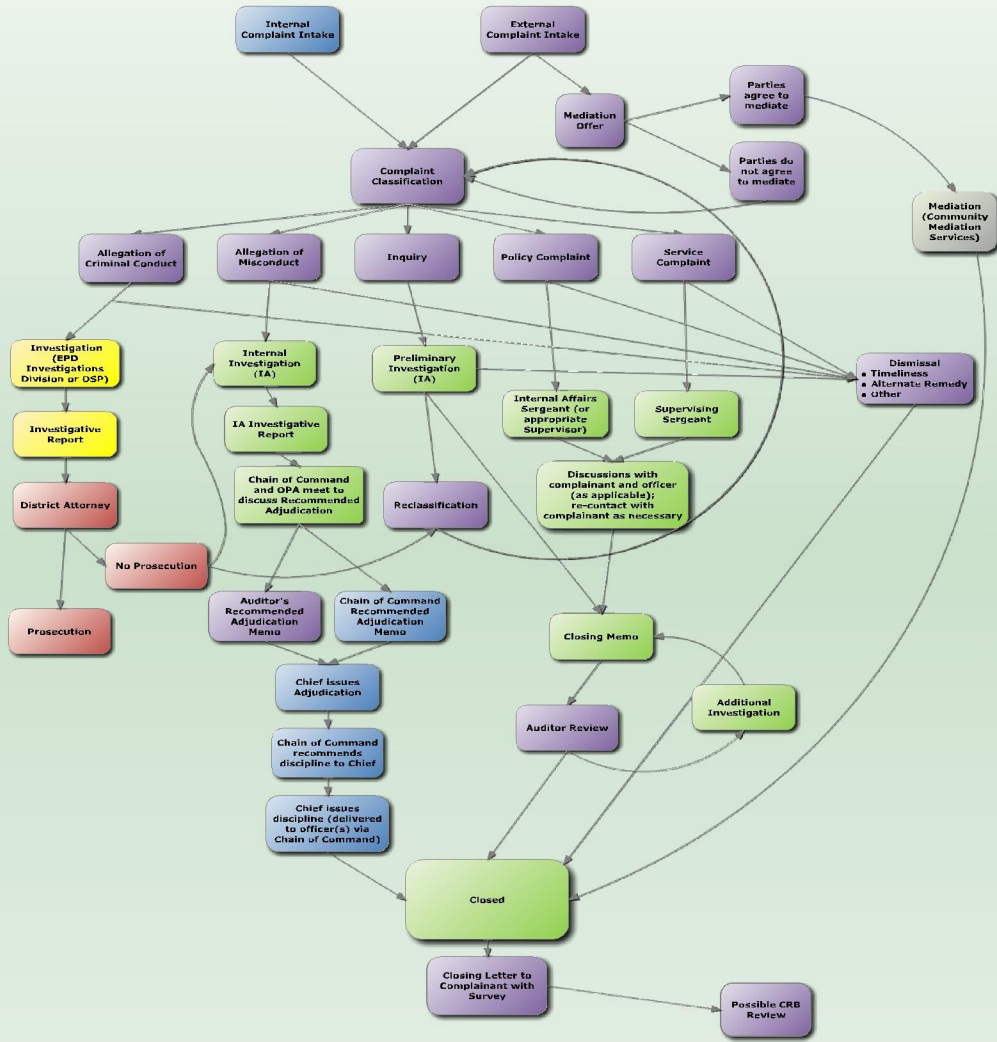
10/20/2010	11/18/2010	28	Policy	RP was concerned about a dog bite incident in a community he manages, where EPD did not respond.	Lt. spoke with RP who was impressed with the customer service response he had received from City Employees.	y			y
10/15/2010	10/21/2010	6	Policy Dismissed - Other/no policy violations	RP alleged LTD and EPD officers watched him on a public sidewalk.	Dismissed-other				
10/20/2010	12/6/2010	46	Service Level	RP stated EPD would not take a report about illegal entry into his lease space stating it was a civil matter.	Sgt. looked into the records of incident spoke with officer and concurred with the officer's assessment of the issue.				
10/20/2010	12/13/2010	53	Inquiry	Auditor initiated an inquiry into use of force during a home invasion.	Issue investigated fully by IA and monitored thru Auditor's office.				
10/25/2010	11/29/2010	34	Service Level	RP alleged his calls for service about a neighbor's barking dog are not being responded to.	Lt. spoke with RP about issue and contacted neighbor and shared RP's concerns about the dog with them.	y			y
10/25/2010	11/9/2010	14	Performance	RP was upset about an EPD officer he observed driving recklessly and speeding on Patterson.	Sgt. spoke with officer about incident, and learned officer had been responding code 2 to cover another officer.	y	y		
10/27/2010	11/10/2010	13	Courtesy	RP alleged that an undercover or off duty officer made crude and unprofessional comments while buying gloves in the store he worked in.	Lt. was unable to identify any EPD officer matching the description given by RP.				
10/27/2010	10/29/2010	2	Service Level	RP was concerned that he could not get EPD to resolve a homeless camping issue in his neighborhood.	Anonymous complainant. Issue sent to patrol.				y
11/1/2010	11/3/2010	2	Disputed Facts Dismissed alternate remedy	RP alleged his friend was arrested because he did not back up quick enough when told to while watching an officer arrest someone.	Dismissed Alternate Remedy				
11/2/2010	11/9/2010	7	Performance	RP contacted Chief about timing of an arrest and notification to school districts.	Chief inquired into timing of arrest and re-contacted RP to discuss.				
11/2/2010	12/2/2010	30	Performance	RP was concerned about EPD officer treated him during a traffic stop and then again at court, dismissing a citation and then issuing another on the court date.	Lt. spoke with officer about incident and then called RP with what had been learned about the reissuing of citation.	y		y	
11/5/2010	11/23/2010	18	Service Level	RP alleged EPD officers unresponsive to her inquires into how an assault on her and her son was handled.	Sgt. reviewed police records and spoke with officer about incident and what was being done. Sgt. spoke with RP, who felt window of opportunity was gone.	y			y

11/5/2010	11/15/2010	10	Performance	RP alleged that an officer did not cite a female driver who rear ended his son's car because she was a female officer.	Sgt. learned that driver was cited and contacted RP with that information.			y	
11/9/2010	11/16/2010	7	Service Level	RP alleged officers failed to investigate a threat against her life.	Situation involves civil issues and statements in blogs and emails that were never reported to EPD.				y
11/9/2010	12/7/2010	28	Performance	RP alleged officers cited her for harassment even though her boyfriend hit her on the head and stomped on her foot, then let her boyfriend drive drunk and cited her for misusing 911.	Sgt. learned both parties were cited for harassment and that officers had determined boyfriend was not intoxicated at the scene. Sgt. spoke with RP about incident.				
11/12/2010	12/6/2010	24	Performance	RP alleged officer had his car towed because of tree removal, even though there was not postings.	Sgt. learned officer had been dispatched in response to Public Works needing the car towed, officer had conferred with watch commander. RP was referred to Public Works.				
11/17/2010	12/4/2010	17	Service Level	RP was concerned about the time it took officers to respond to an assault on LTD property.	Supervisor reviewed calls from incident, noted no policy violation and will speak with RP about incident.	y			y
11/17/2010	12/13/2010	26	Performance	RP was concerned that he observed two EPD vehicles parked behind a gravel pile for over an hour.	Lt. spoke with RP about EPD policy that allows officers to park and write infield reports, tactical parking issues and Data Lead Policing.				
11/18/2010	12/13/2010	25	Service Level	RP was concerned that when she calls EPD about threats to her physical harm they only take reports.	Sgt. spoke with RP about her concerns.				y
11/22/2010	12/29/2010	37	Performance	RP identified various issues with a call for service: Identifying officer, Confidentiality of report, difficulty in getting report taken.	Sgt. reviewed records of incident spoke with officer involved and with RP.				y
11/29/2010	12/21/2010	22	Policy	RP inquired about the policy of when drivers are given a breathalyzer test.	Sgt. attempted to contact RP, calls were not returned.				
11/29/2010	12/2/2010	3	Service Level	RP alleged that when family members call 911 about a drunk and suicidal brother EPD officer respond and then brush off the incidents.	Sgt. looked into issue and called RP about information EPD could and could not do in the circumstances of her calls about a family member.				y
11/30/2010	12/6/2010	6	Policy	RP inquired about the policy of people wanting to report incidents anonymously.	Sgt. spoke with RP and clarified the policy for RP.				

11/30/2010	12/9/2010	9	Courtesy	RP stated officer was rude when she wanted him to cite a motor home that was in the wrong lane after a duck game.	RP requested complaint be withdrawn.				
12/2/2010	12/6/2010	4	Performance	RP was upset to learn officer did not cite the other two people involved in an altercation, while she was.	Sgt. had been at the scene and oversaw investigation, explained those steps to RP.				
12/8/2010	12/29/2010	21	Courtesy	RP expressed concern that officer was hateful and sarcastic in comment made to her during a traffic stop.	Sgt. spoke with RP and then expressed her concerns to officer.			y	
12/10/2010	1/7/2011	27	Performance	RP advised she and her daughter were almost hit by a patrol car traveling too fast on a residential street.	Sgt. was unable to determine identity of officer. Left message with RP with contact information.	y		y	
2/15/2010	1/3/2011	318	Policy	RP requested Policy information on home burglaries and how they are handled.	Sgt. tried numerous times to contact RP.				
12/16/2010	12/29/2010	13	Performance	RP witnessed an EPD officer run a red light and almost hit another car. The patrol vehicle did not have lights and siren activated.	Sgt. spoke with officer who admitted it was his error in the incident. RP was satisfied that officer was candid about the incident and took responsibility.			y	
12/15/2010	12/29/2010	14	Performance	RP was concerned unmarked police car almost hit his car.	Lt. learned unmarked car was not EPD, contacted RP with findings.				
12/20/2010	1/3/2011	13	Performance	RP, a cab driver was concerned that an EPD officer did not let her know that a passenger that she picked up from the scene of an altercation was carrying a gun with a concealed permit.	Sgt. reviewed the situation and learned the fare held a valid CHL and the gun had not been used during the altercation. He had a legal right to have the gun. Sgt. spoke about incident with RP.				
12/22/2010	1/4/2011	12	Service Level	RP was concerned that officer misrepresented why he came to her home to speak with her. RP stated 2nd officer did not return phone calls.	Lt. reviewed recording of contact with RP, learned officer was truthful about his contact. Talked with RP about findings.				
12/27/2010	1/3/2011	6	Performance	RP expressed concern that EPD officers failed to return calls to him about an assault on his son.	Lt. learned officer had been out on extended leave. Lt. spoke with RP, assigned another officer and coached officer on steps to take when going on an extended leave.				
12/27/2010	1/25/2011	28	Courtesy	RP alleged officers had him sit in the mud and then slammed him to the ground when he tried to get up.	Sergeant and Auditor reviewed ICV and noted no policy violations, spoke with RP.				

12/27/2010	1/3/2011	6	Courtesy	RP alleged officer was aggressive and threatening in his demeanor during a call about a civil dispute.	Sgt. spoke with RP about the limitations put upon police when an issue is of a civil nature, and spoke with officer about RP concerns.				
12/22/2010	12/30/2010	8	Dismissed-Other	RP was concerned about a holiday greeting letter she received from a neighbor in her area who was an EPD employee.	Dismissed-Other				
Average =		22.7			Totals:	46	20	29	92

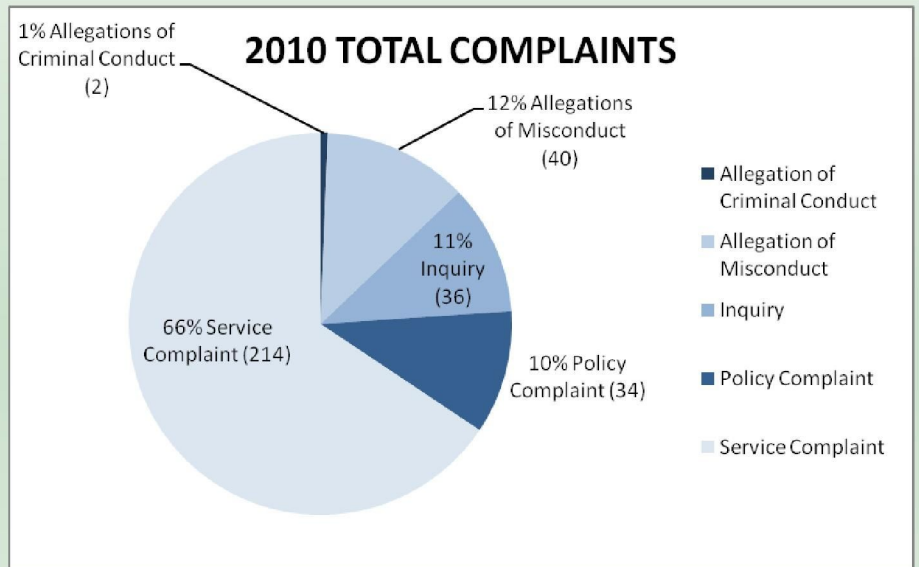
Complaint Process



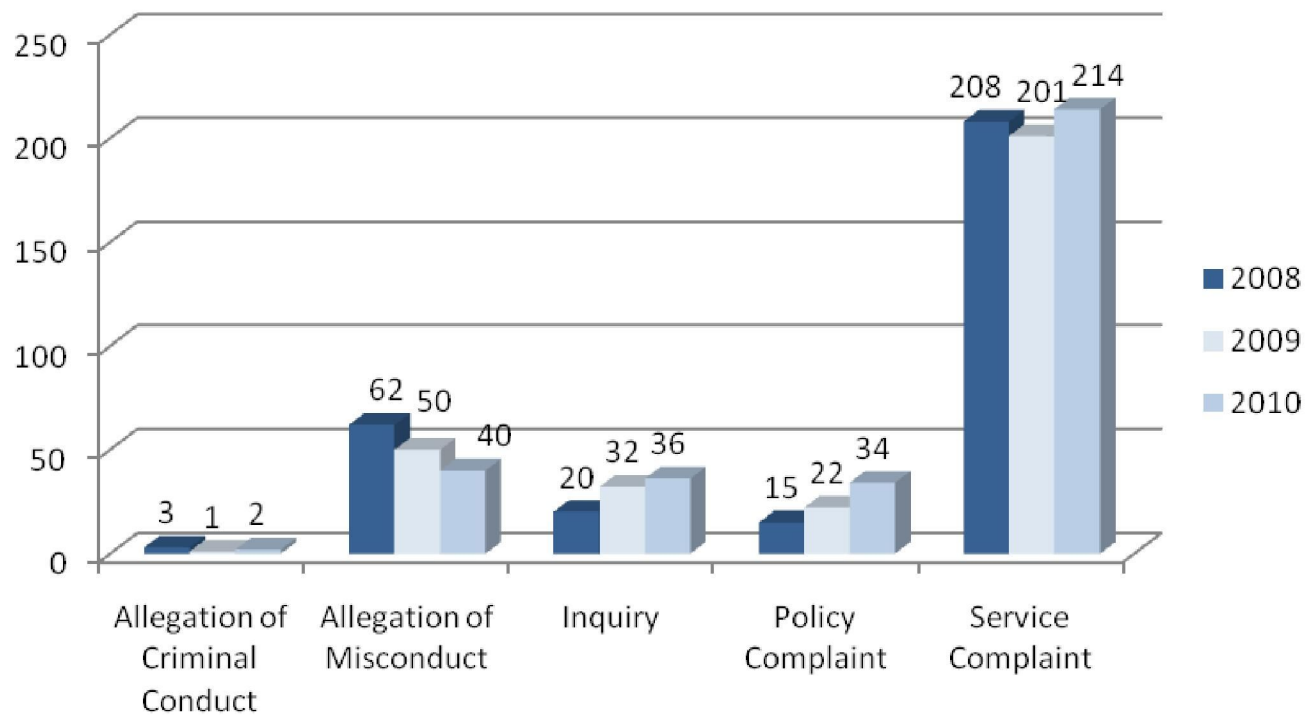
2010 Complaints

The number of total complaints received by the Auditor's office increased slightly in 2010 over the previous two years – up to 326 total complaints (311 in 2009). As in previous years, the majority of the complaints (214) were classified as service complaints.

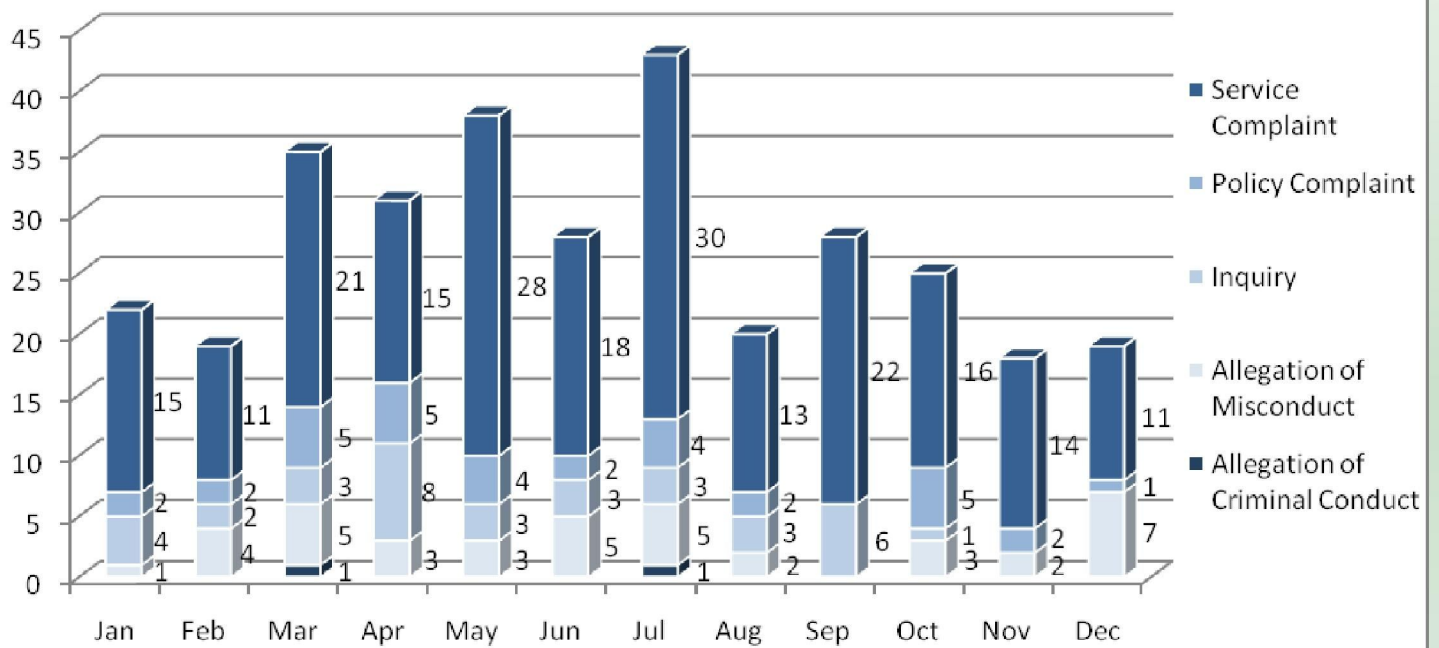
<u>Classification</u>	<u># of Complaints</u>
Allegations of Criminal Conduct	2
Allegations of Misconduct	40
Service Complaints	214
Inquiries	36
Policy Complaints	34



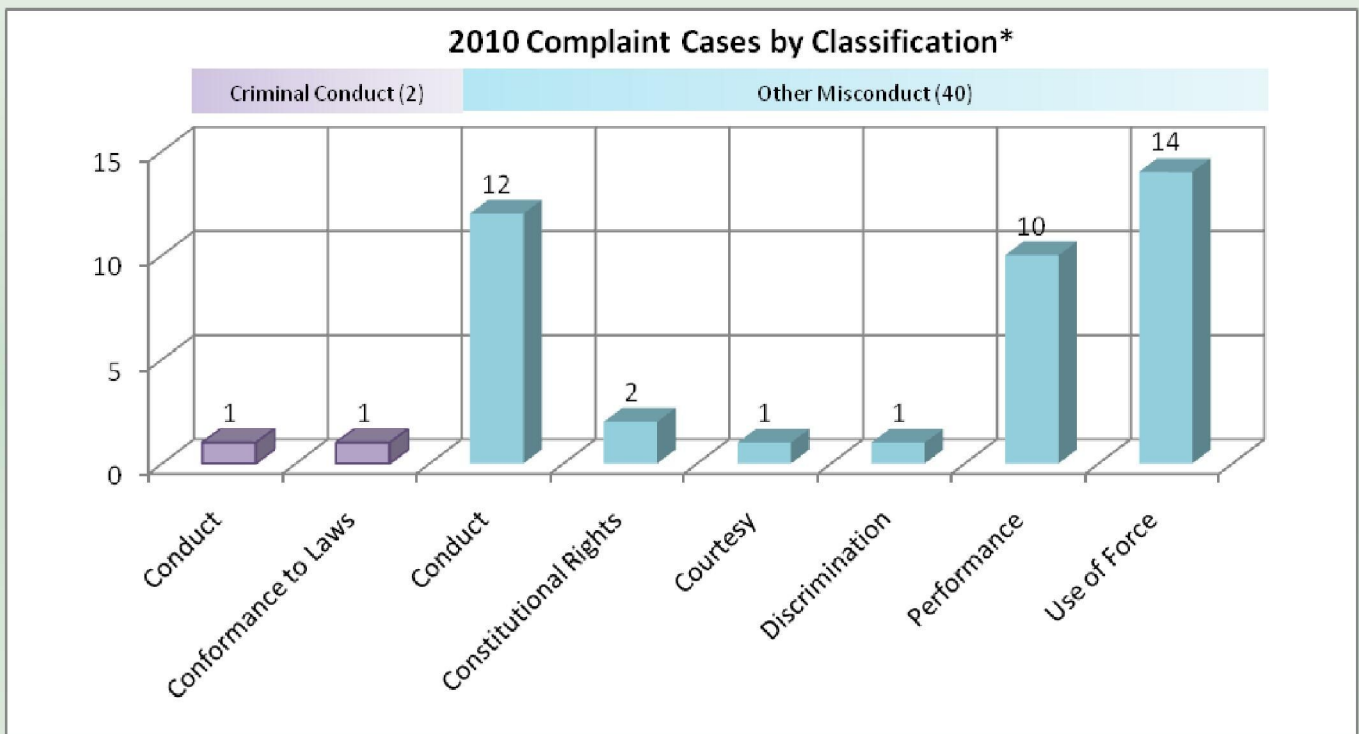
Complaints by Classification, 2008-2010



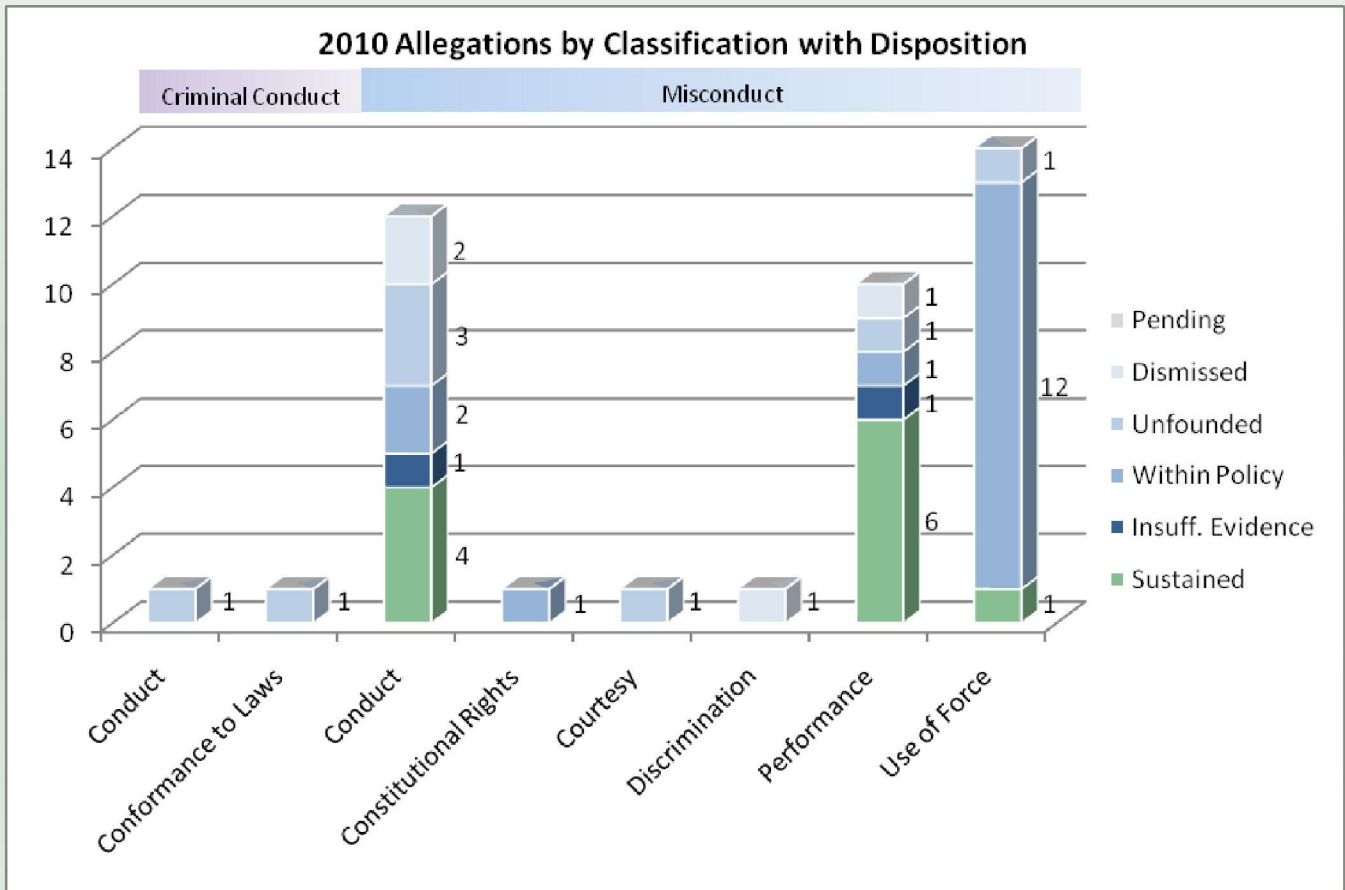
2010 Complaints by Month



Complaints generally increase during the spring and summer months, but on average, the Auditor's Officer receives just over 27 complaints per month.



*Only the primary allegation is indicated.



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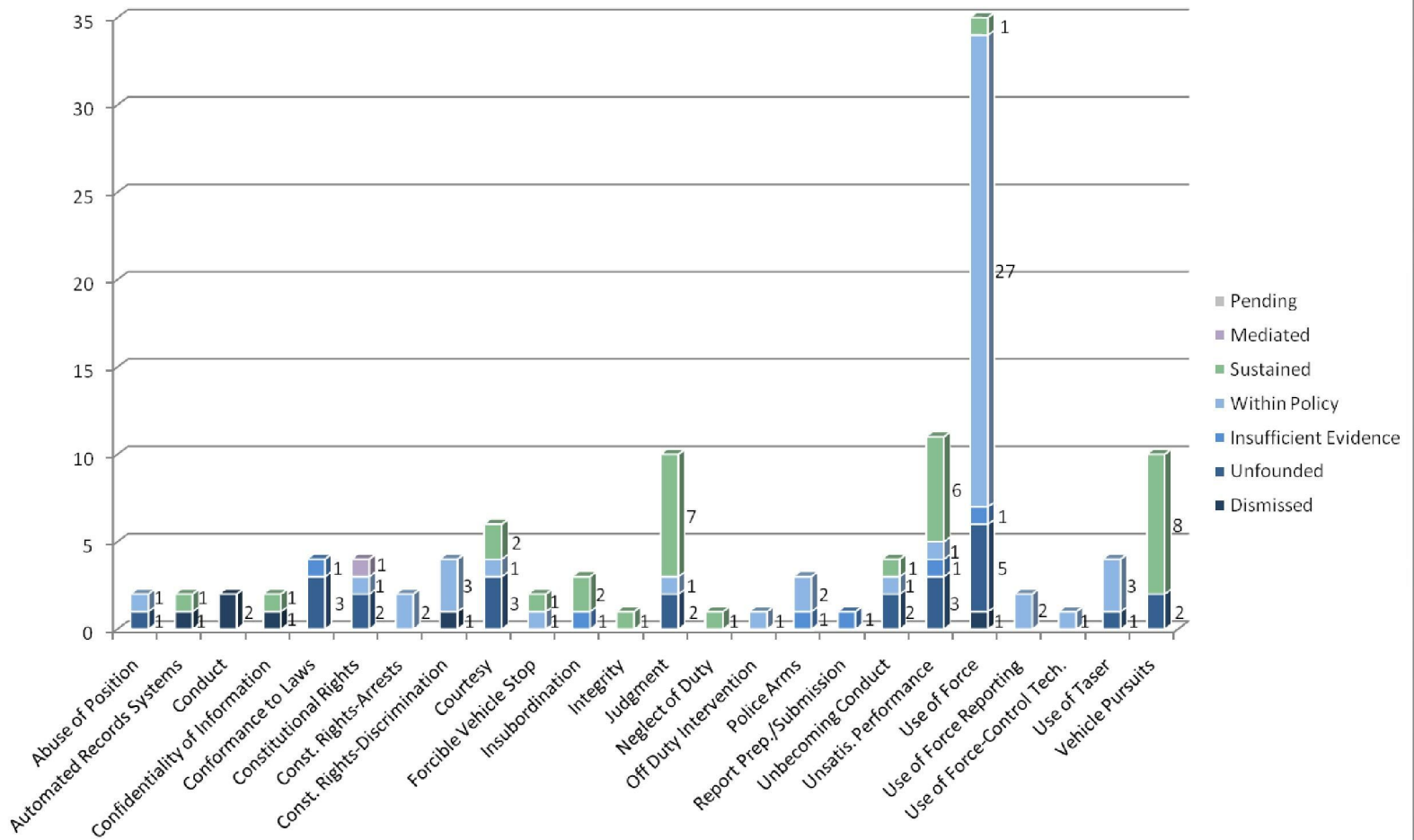
Table 1. 2010 Allegations**

27% of Allegations Were Sustained.

	Dismissed	Unfounded	Insufficient Evidence	Within Policy	Sustained	Mediated	Pending
Abuse of Position		1		1			
Automated Records Systems	1				1		
Conduct	2						
Confidentiality of Information	1				1		
Conformance to Laws		3	1				
Constitutional Rights		2		1		1	
Const. Rights-Arrests				2			
Const. Rights-Discrimination	1			3			
Courtesy		3		1	2		
Forcible Vehicle Stop				1	1		
Insubordination			1		2		
Integrity					1		
Judgment		2		1	7		
Neglect of Duty					1		
Off Duty Intervention				1			
Police Arms			1	2			
Report Prep./Submission			1				
Unbecoming Conduct		2		1	1		
Unsatisfactory Performance		3	1	1	6		
Use of Force	1	5	1	27	1		
Use of Force Reporting				2			
Use of Force-Control Technique				1			
Use of Taser		1		3			
Vehicle Pursuits		2			8		
Totals:	6	24	6	48	32	1	0

**Includes all allegations from each complaint case.

2010 Allegations and Adjudication**

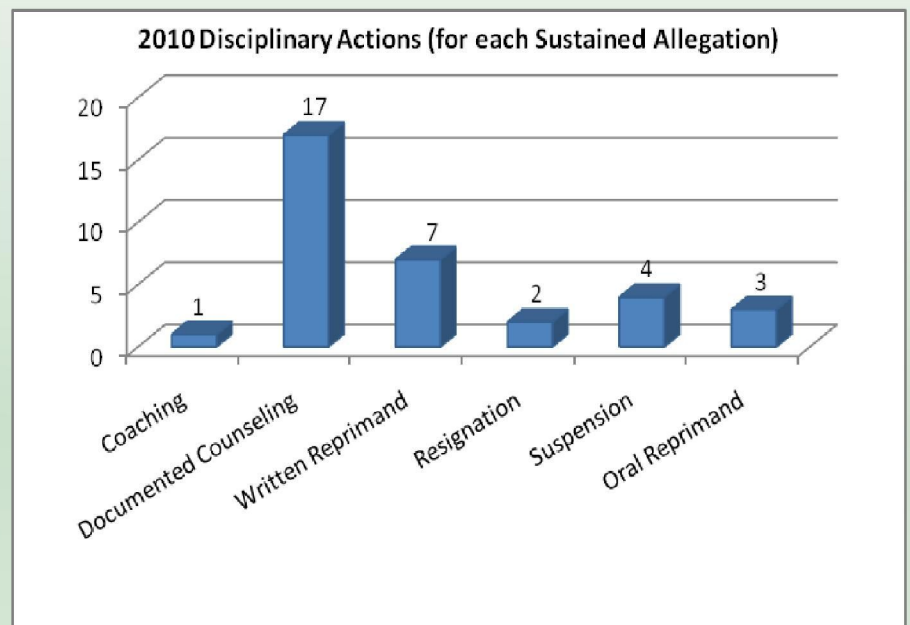


**Includes all allegations from each complaint case.

Discipline

Discipline statistics are slightly different from the allegation statistics because they are based on when the discipline was administered, not when the complaint was received.

This graph shows disciplinary actions taken in 2010 for each sustained allegation.

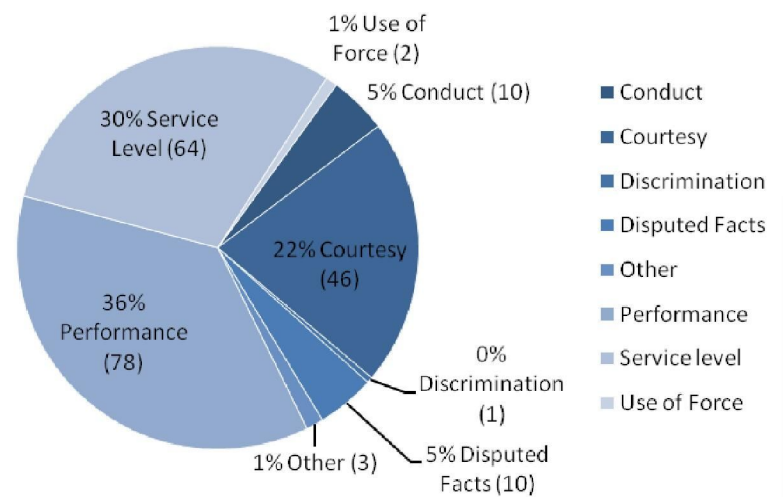


Service Complaints

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 for follow up with both the complainant and the involved officer.

2010 Service Complaints by Sub-Classification

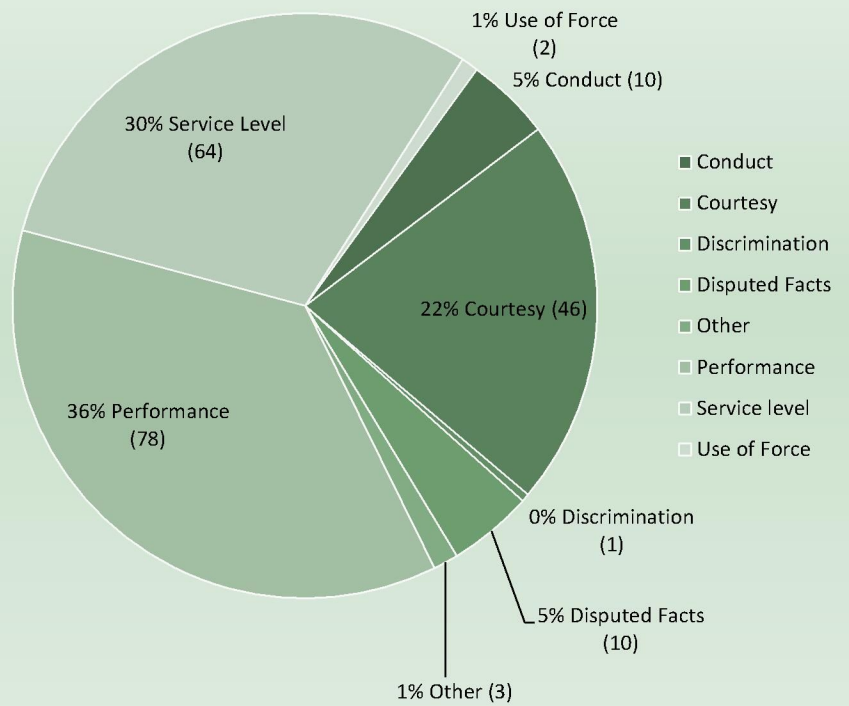


2010 Service Complaints by Sub-Classification

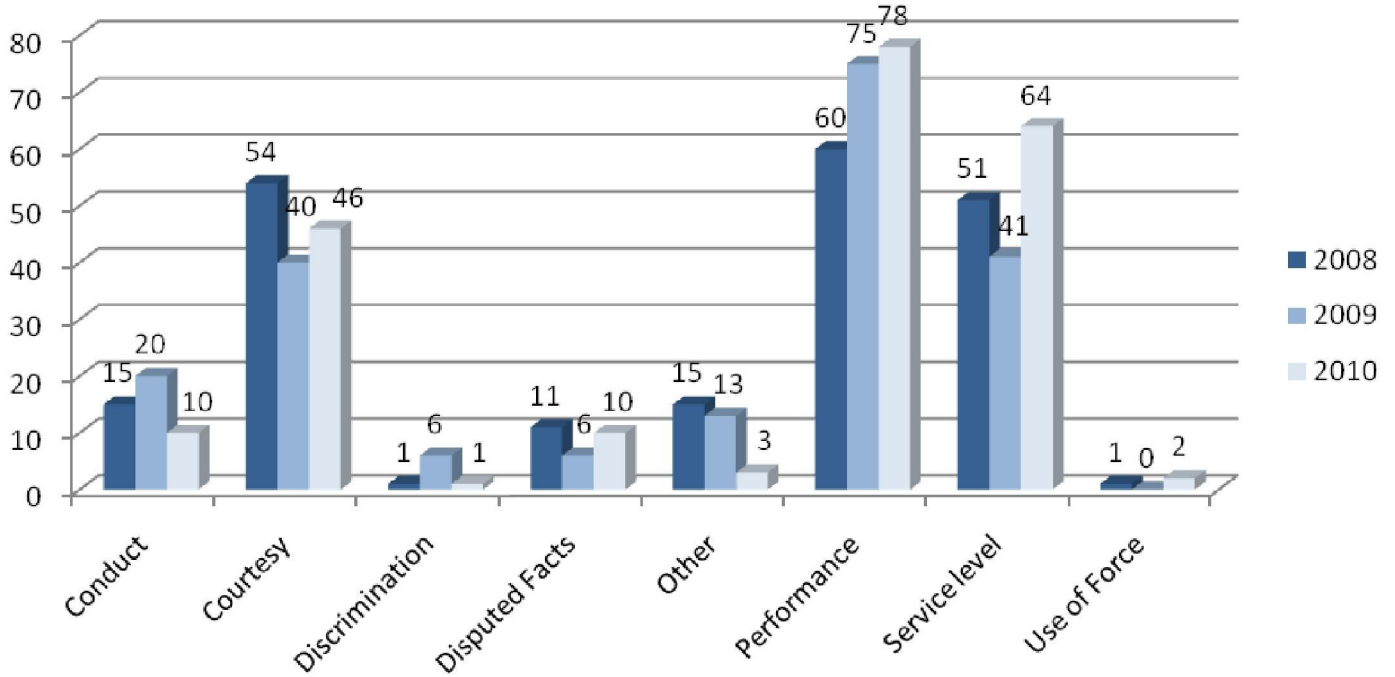
Service Complaints

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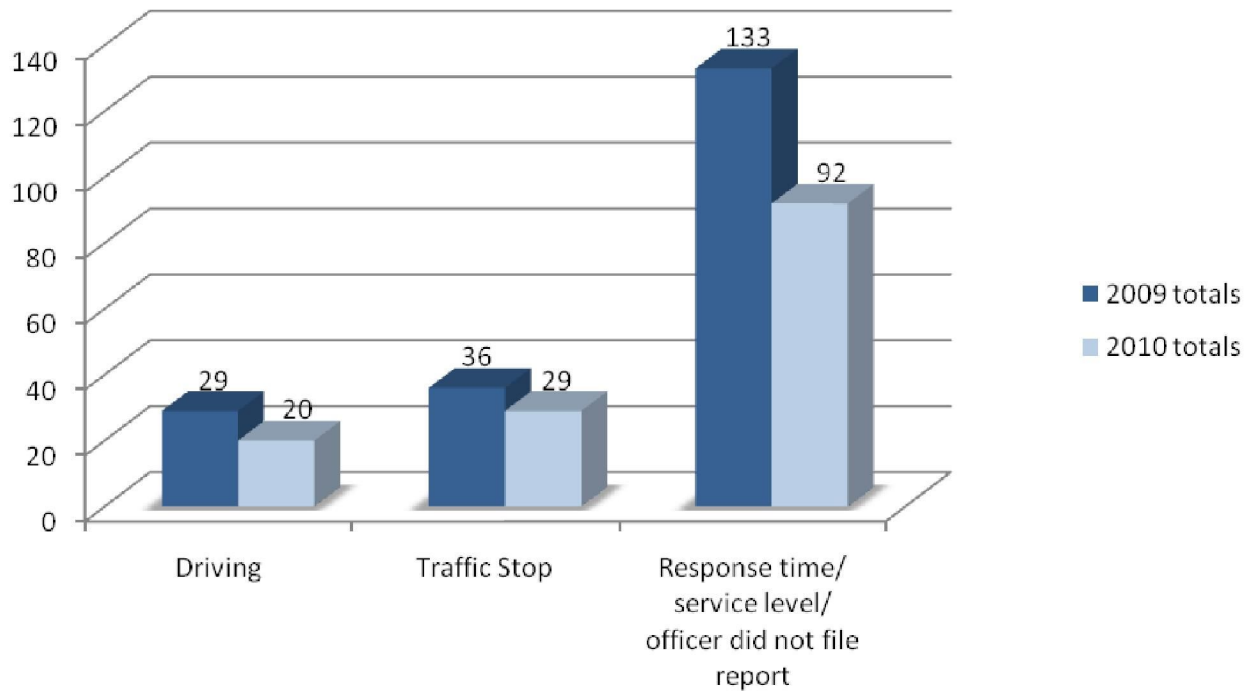
Generally, service complaints are referred to the supervisor of the involved officer for follow up with both the complainant and the involved officer.



Service Complaints by Sub-Classification, 2008-2010



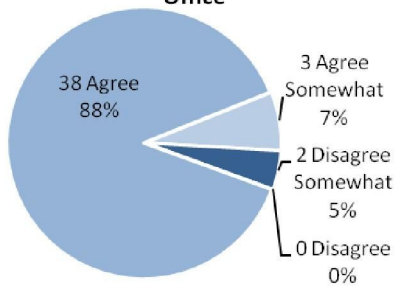
Service Complaint Areas of Concern, 2009-2010



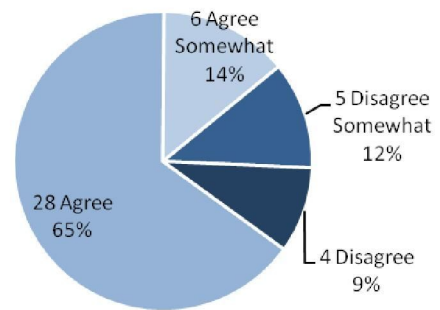
Despite the overall number of service complaints increasing from 2009 to 2010 (up to 214 from 201), service complaints in areas of concern decreased.

Service Complaint Surveys

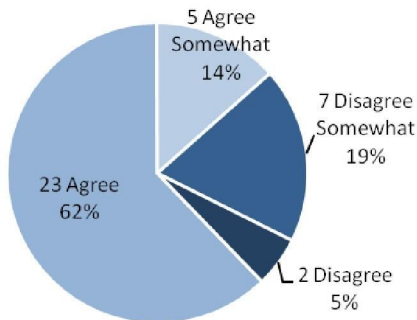
2010 - Question 1: Helpfulness of Police Auditor's Office



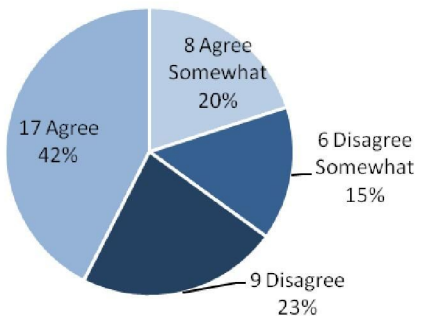
2010 - Question 4: Supervisor Listened to Concerns



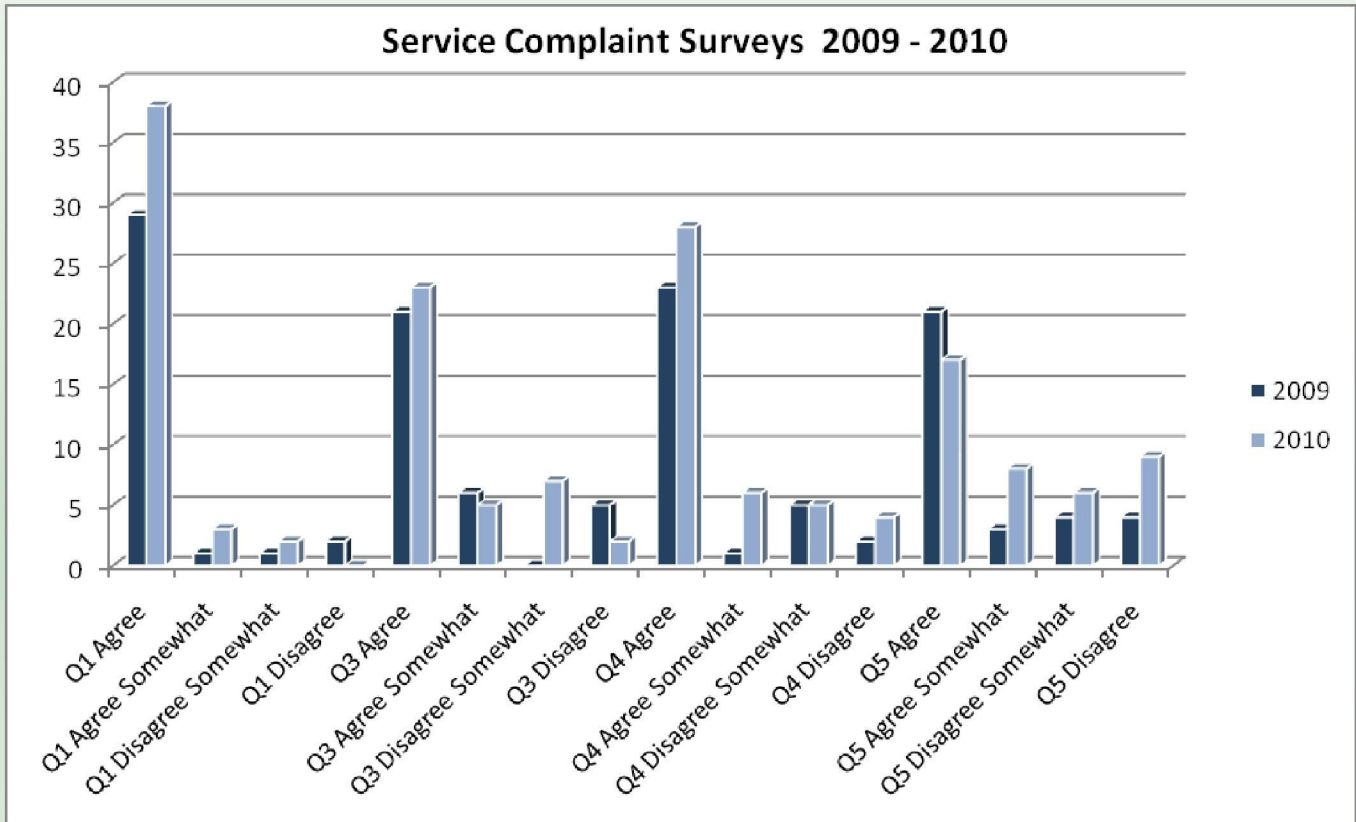
2010 - Question 3: Supervisor Addressed Concerns



2010 - Question 5: Overall Satisfaction with Outcome



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 – did a supervisor contact the complainant? 40 of the 46 surveys answered “yes” to Question 2.



In 2010, 95% of respondents agreed or somewhat agreed that the Auditor’s Office was helpful in taking their complaint (Question 1). This was a significant increase over satisfaction with the Auditor’s Office in 2009 (when only 81% agreed or somewhat agreed).

Overall satisfaction with the process (Question 5) held steady (62% agreed or somewhat agreed in 2010; 64.9% agreed or somewhat agreed in 2009).

Overall response rate to the surveys increased, from 18.4% in 2009 to 21.5% in 2010.

Policy Complaints and Inquiries, 2008-2010

Policy Complaints and Inquiries

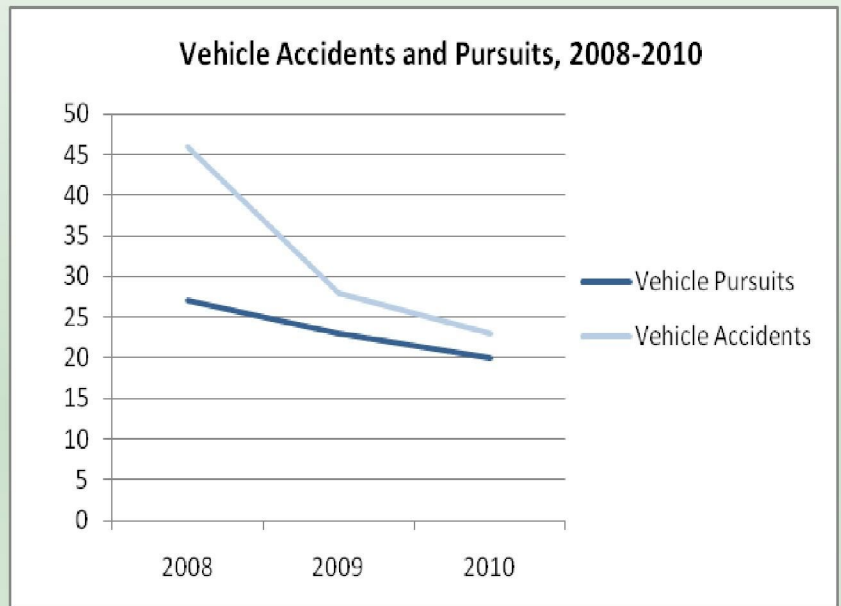
Complaints are classified as policy complaints where the complainant “is dissatisfied with current policies or established procedures.” Civilian Oversight Protocols, Classification of Complaints 1.d.

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.



Vehicle-Related Incidents

Vehicle pursuits and vehicle accidents continued to decline in 2010, with a total of 20 pursuits and 23 accidents occurring this year.



Commendations

Commendations continued a slightly upward trend over the last 8 years.

