



Eugene City Council

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EUGENE CITY COUNCIL AGENDA

November 16, 2020

7:30 p.m. EUGENE CITY COUNCIL PUBLIC HEARING

Due to Governor Kate Brown's Stay Home, Save Lives Executive Order to combat the spread of Covid-19, this meeting will be held remotely using virtual meeting technology. Information about online or other options for access and participation will be available at <https://www.eugene-or.gov/3360/Webcasts-and-Meeting-Materials>

**Meeting of November 16, 2020;
Her Honor Mayor Lucy Vinis Presiding**

Councilors

Emily Semple, President
Mike Clark
Chris Pryor
Betty Taylor

Jennifer Yeh, Vice President
Greg Evans
Claire Syrett
Alan Zelenka

7:30 p.m. EUGENE CITY COUNCIL PUBLIC HEARING

- 1. PUBLIC HEARING: Ordinance on Downtown Urban Renewal Amendment for Farmers Market**

The Eugene City Council welcomes your interest in these agenda items. This meeting location is wheelchair-accessible. For the hearing impaired, an interpreter can be provided with 48 hours' notice prior to the meeting. Spanish-language interpretation will also be provided with 48 hours' notice. To arrange for these services, contact the receptionist at 541-682-5010. City Council meetings are telecast live on Metro Television, Comcast channel 21, and rebroadcast later in the week.

El consejo de la Ciudad de Eugene agradece su interés en estos asuntos de la agenda. El lugar de la reunión tiene acceso para sillas de ruedas. Se puede proveer a un intérprete para las personas con discapacidad auditiva si avisa con 48 horas de anticipación. También se puede proveer interpretación para español si avisa con 48 horas de anticipación. Para reservar estos servicios llame al 541-682-5010. Las reuniones del consejo de la ciudad se transmiten en vivo por Metro Television, Canal 21 de Comcast y son retransmitidas durante la semana.

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or visit us online at www.eugene-or.gov.

EUGENE CITY COUNCIL AGENDA ITEM SUMMARY



Work Session: Civilian Review Board and Police Auditor's Office Annual Reports

Meeting Date: November 16, 2020
Department: Police Auditor
www.eugene-or.gov

Agenda Item Number: 1
Staff Contact: Mark Gissiner
Contact Telephone Number: 541-682-5016

ISSUE STATEMENT

The leadership of the Civilian Review Board and the Police Auditor's Office are appearing before the City Council to discuss the 2019 Annual Report of the Civilian Review Board and the 2019 Annual Report of the Police Auditor's Office.

BACKGROUND

The City Council appoints members to the Civilian Review Board and is the hiring authority for the Police Auditor. The Civilian Review Board and Police Auditor's Office provide and discuss their annual reports to Council on an annual basis.

PREVIOUS COUNCIL DIRECTION

[City Charter](#) Section 15-A(1) directs the Police Auditor to "prepare reports on complaint trends and police practices in general; Section 15-A(2) directs the Civilian Review Board to "provide reports and recommendations to the city council."

In addition, [E.C.C. 2.246\(7\)](#) requires the Civilian Review Board to prepare and present an annual report to the City Council; requirements for the report are set out therein. [E.C.C. 2.454\(1\)\(h\)](#) directs the Auditor's office to develop and present annual public reports, with more specific requirements for the reports set out therein.

ATTACHMENTS

- A. 2019 Civilian Review Board Annual Report
- B. 2019 Annual Report of the Police Auditor's Office

FOR MORE INFORMATION

Staff Contact: Mark Gissiner
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Staff E-Mail: mgissiner@eugene-or.gov

CITY OF EUGENE

Civilian Review Board Annual Report

2019



Eugene Civilian Review Board 2019 Annual Report

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Introduction

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

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

Eugene's Civilian Review Board (CRB) is designed to provide transparency and help ensure public confidence in the police complaint process. The Board evaluates the work of the independent Police Auditor, and reviews complaints to provide a community perspective about whether complaints are handled fairly and with due diligence.

This annual report contains a summary of the work that the Civilian Review Board (CRB) undertook in the year 2019. As set forth in the ordinance, case reviews and assessment of the police auditor and the auditor's office are included in the case summaries. As in years past, the bulk of this report centers around the cases reviewed by the CRB. While detailing the allegation, setting forth the issues discussed and outlining briefly our discussions and findings, this report only touches on the work that we have put into our responsibilities.

Our meetings are open to the public and provide an opportunity to review the complaint process and hear input from members of our community. Discussing complaints in public allows the community to learn about the complaint intakes, classifications, investigations and determinations as they are discussed openly and critically. We are committed to maintaining the confidentiality of the involved parties per the Ordinance and State law. It also allows members of the public that have filed complaints to ask the board for review of their case at a future meeting.

However, we must also be respectful of those who are not there whether it be the complainant or the officer of the alleged police misconduct in question. This requires a balance to the confidentiality and the expectations of transparency for there to be public confidence in the system. This balance is an ongoing discussion of both procedure and performance. Our meetings are open to the public, yet lightly attended. We have detailed written minutes.

We strive to balance the actions of an officer (performance) with the expectations of action of the officer (written policy). We believe that we have, as in years past, found a way to balance transparency with confidentiality.

To this end, the Office of the Police Auditor (OPA) was integral in examining the issues at hand and in presenting the cases each month. As you will see in the case summaries and reviews set forth in this report we, the CRB, could not do our job as well as we do if it were not for the excellent work by Internal Affairs and the Police Auditor's office. The Auditor's office and EPD saw about a 20% increase in complaints from 2017 to 2018, and another 13% increase in 2019 to 446 complaints, our highest total ever. We see no one variable that causes increases or decreases to occur; however, an approximately ten-

year span shows complaint trends of 330-390 annually. Many of the complaints are customer service oriented. We are hopeful that with proposed increases in funding and staffing, EPD may be better able to address the customer service demands of our community.

Training and the use of body-worn cameras have improved the ability of the Auditor's office and Internal Affairs to more precisely see the events unfold in a situation where there is a question about an officer's conduct. In addition, they now allow the Auditor's office to better triage complaints. They have also exposed misconduct and policy violations absent a citizen complaint.

Members of the CRB also watch the recordings and listen to the audio. Our reviews are improved by this technology. However, we are cautiously aware that the cameras record from a limited perspective (that of the officer). A person who believes that they were not treated properly is describing their experience from the opposite or adjacent perspective of the officer's camera.

This year we continued to see the benefits of the BlueTeam software program which allows for tracking uses of force and other reportable incidents allowing both EPD and OPA the chance to know quickly when a use of force or other reportable incident occurred and can be reviewed without delay or the need for a citizen complaint. This does require that the Auditor and Deputy Auditor review approximately 180-200 more incidents in addition to the complaints received. BlueTeam review and the accompanying report, plus the body-worn cameras enhance and provide clarity to the review process.

In addition to service complaints and case reviews, the CRB engages in continuous learning associated with police practices, civil rights, constitutional-based policing practices, and interactions with vulnerable communities. Just as each case brings forth a new issue, so too does the continued learning by board members of community services that impact the job of the EPD. The efforts in continuous learning prove beneficial to the Board's overall approach to its mission by ensuring a comprehensive understanding of relevant processes and community factors influencing various decision makers and affected parties.

The Board also considers and discusses current policies and practices and whether revisions seem appropriate. These policy concerns are sent to the Police Commission and the Police Chief through the CRB's appointed representative to the Police Commission. We also welcome an observer from the Human Rights Commission, and as much as possible have a CRB member and Auditor staff attend their monthly meeting.

The Auditor's office conducted outreach to the community through the implementation of the City's first Public Safety Forum for Latinx families. Bilingual officers continue to be available to respond to questions and city officials from fire, emergency management and the Human Rights Office continue to participate in this bi-yearly event.

We have an engaged and thoughtful civilian review board that invests considerable personal time to participate in and evaluate the police oversight processes in Eugene. They are the community's representatives who analyze the internal administrative personnel processes of EPD and the external monitoring and complaint intake processes

of the Auditor's office. The CRB continually strives to have open and transparent discussion of cases brought before it and provide policy and training recommendations within the confines of the Oregon Public Records Laws. The CRB consistently meets more than the minimum requirements of the ordinance for the number of required meetings. At most meetings, the entire board is present. They have been complimentary, critical, inquisitive and decisive. It is an honor and privilege to serve the community of Eugene. In 2019, Eugene's system of civilian oversight continued to evolve and develop. We look forward to continuing our work and we are committed to improving our processes in service of the community.

We appreciate the support of the City Council, Mayor, the Office of the Police Auditor, the Eugene Police Department, and other community organizations over the past year. The members of the Board are proud to participate in a process that continues to evolve and allows the community to glimpse into the "whys" of police work, and officers present can hear comments from community members in a thoughtful, and we hope, helpful forum.

Sincerely,

Lindsey Foltz
2019 Board Chair

Carolyn Williams
2019 Board Vice-Chair

Civilian Review Board Members Serving in 2019

Current Members:

Awab Al-Rawe was born and raised in Baghdad, Iraq. He left home as a refugee to Syria due to the war in 2003. Soon after, he moved to Oregon to earn his B.A. in International Studies and his M.S. in Conflict and Dispute Resolution. He has experience working with the University of Oregon, Dept of Human Services as a case manager and policy analyst. He was also hired as the first non-citizen police officer in Oregon (Eugene) before joining the Oregon Health Authority as a program analyst- Ombudsperson. Awab loves to play football (soccer) and learn as many languages as possible.

Bernadette Conover is a life-long Oregonian. She graduated from Portland State University with a degree in Administration of Justice and holds a law degree from Willamette University College of Law. She has lived in Eugene since 1991.

Lindsey Foltz is a Eugene native, returned after living in Central Oregon and serving as a Peace Corps Volunteer in Bulgaria. She holds a M.A. from the University of Oregon in International Studies. She had spent 3 years as the Equity and Human Rights Analyst for the City of Eugene, before resigning to spend time with her two small boys and dedicate more time to volunteer endeavors that help to make our community safe, welcoming, and healthy, such as her community garden and serving on the Civilian Review Board.

Susan Gallagher-Smith was born and raised in Eugene and owns a small boutique tax practice. She's a Licensed Tax Consultant, Enrolled Agent and United States Tax Court Practitioner. She is a National Certified Guardian, a National Tax Practice Institute Fellow, and a member of the American Bar Association. Susan currently sits on the Oregon Board of Tax Practitioners and serves on the board of Alternative Work Concepts, a nationally recognized non-profit employment agency for persons who experience physical and multiple disabilities.

Michael Hames-García has been a Eugene resident since 2005, but grew up in Oak Grove, Oregon. He earned his BA from Willamette University and his PhD from Cornell University. Michael is a professor in the Department of Indigenous, Race, and Ethnic Studies at the University of Oregon and proudly serves as an officer in his union local. His scholarship and teaching currently centers on criminal justice policy reform.

Rick Roseta has practiced as a trial lawyer in Eugene for over 40 years. Most of his practice has included the defense of physicians, nurses, hospitals, attorneys and other professionals in malpractice cases brought against them. Early in his career he handled matters involving State, County and City police conduct. He has tried over 400 civil jury trials to conclusion. He has served as a Circuit Court Judge Pro Tempore, primarily handling cases in Lane County Juvenile Court. He currently serves on the Board of Volunteers in Medicine, a non-profit provider of health care for uninsured, underinsured and underserved members of the Eugene-Springfield community. Rick obtained his BS and JD degrees from the University of Oregon. He is married to Shannon; is the proud father of two adult children; and is a proud grandfather of two.

Carolyn Williams is a lifelong Eugene resident - aside from her service as a Peace Corps Volunteer teaching English in Azerbaijan. She is an educator who received her BA in English from Oregon State University and her MAT from Pacific University. Her focus and passion as an educator is on cultural competency, as well as literature and history.

Past Members (2019):

Maurice A (Maurie) Denner lived in south Eugene and is a retired elementary principal. He moved to Idaho in 2019. He has a BA in English and an MA in Education from the University of Oregon. Maurie is a graduate of the Eugene Citizen's Police Academy, served on the Chief's Forum under Chief Cooke; and he was an original appointee to the Police Commission. Maurie's interest in law enforcement grew out of work in Oakridge that established a Police in the Schools cooperative arrangement. Maurie retired from 4J in 2004 and worked part time for Looking Glass Youth and Family Services until February 2014.

Steven McIntire is Vice President of Administration and General Counsel for SELCO Community Credit Union. He earned his B.S. in business from Linfield College and his law degree from the University of Oregon. He has served on numerous community boards; Oregon Eye Clinic Independent Review Board, Oregon State Board of Bar Examiners, and CASA - among others. He completed his third three-year term on the CRB in 2019.

Mission Statement

It is the mission of the Civilian Review Board to provide fair and impartial oversight and review of internal investigations conducted by the City of Eugene Police Department into allegations of police misconduct, use of force and other matters that have an impact on the community. The Board will strive to build trust and confidence within the community and to ensure that complaints are handled fairly, thoroughly and adjudicated reasonably. The Board will encourage community involvement and transparency in order to promote the principles of community policing in the City of Eugene.

2019 Overview

The CRB is required to meet four times a year. The CRB met nine times in 2019, all public meetings.

The Board (with the help of the Office of the Police Auditor) identified policy concerns and communicated such to the Police Commission and the Eugene Police Department. In 2019 our representatives to the Police Commission, Steven McIntire, and later our Chair Lindsey Foltz, worked vigorously in providing policy recommendations to the Police Commission. Chairman Denner was our first representative to the Human Rights Commission in 2019 followed by Dr. Michael Hames-Garcia, providing valuable insight to the CRB on some of the concerns expressed by the Human Rights Commission related to policing issues.

Trainings

CRB members were polled to determine what training they wished to receive in 2019. The CRB was involved in seven training sessions, as depicted below:

- “Under the Bridge: Criminalization of Homelessness” film and discussion
- Classification of cases discussion by Auditor Mark Gissiner
- Street Crimes Unit discussion by Patrol Captain Erik Klinko
- School Resource Officer discussion led by Sergeant Ryan Nelson and SRO Aaron Johns
- Civilian Review Board responsibilities overview
- De-escalation and defensive tactics discussion by Sergeant Ryan Molony
- Sexual Assault Support Services presentation by Trafficking Intervention Coordinator, Tamara LeRoy

Case Review Summaries

In preparing for a case review, Board members have complete access to the Internal Affairs investigative file. These materials include call logs, correspondence, body-worn camera video, in-car videos and digitally recorded interviews of complainants, officers, witnesses and others with potentially relevant information.

Board members review file materials, the fact-finding report prepared by the Internal Affairs investigating officer, along with the Adjudication recommendations of the Auditor, the Supervisors and the Chief of Police. During our reviews, the IA investigator is available to answer questions about the complaint investigation. The Lieutenant who

supervises Internal Affairs is also available to answer questions regarding department practices, policies and procedures.

The Board follows a case review process delineated in its Policies and Procedures Manual. The Board reviews each case by evaluating and commenting on the complaint handling through the following steps:

1. Auditor's case presentation;
2. Complaint intake and classification;
3. Complaint investigation and monitoring;
4. Relevant department policies and procedures;
5. Policy and/or training considerations;
6. Adjudication recommendations;
7. Additional comments/concerns.

Civilian Review Board Case Summaries 2019

JANUARY CASE REVIEW: Allegation of Misconduct Related to Employee's Social Media Use

Summary of Facts

- Following a hit-and-run, after which the driver had fled the scene, Officer A responded in a patrol vehicle to assist in setting up a perimeter.
- Officer A's car was in the parking lot of a business. The business owner approached the car and asked about why Officer A was parked in the lot with emergency lights activated. Officer A told the person not to worry about it, and that police would let him know if he needed to worry.
- The business owner filed a complaint with the Auditor's Office. During the review of ICV related to that complaint, it was discovered that Officer A had engaged in an extended "rant" after speaking with the business owner. It appeared that the rant was recorded in order to share on social media.
- After recording the rant, Officer A listened to it again. Officer A then recorded a similar rant.
- Officer A was alone in the vehicle at the time of the incident. There were no known witnesses, but the entire incident was captured on ICV.
- Officer A stated during the investigation that the rant was recorded on Snapchat and shared with two other EPD employees.
- During the investigation, it became clear that the group with whom the recording was shared also included a private citizen. The private citizen confirmed receiving the recording.
- Officer A clarified during a second interview that the initial misstatement about whom the recording had been sent was inadvertent.

Allegations

1. **1101.1.B.25 Unbecoming Conduct:** that Officer A violated policy when they recorded a "rant", which was captured on in-car video and included profanity and inappropriate language.

Recommended Adjudications

1. **Unbecoming Conduct**
 - Auditor's Office recommendation: **Sustained**
 - EPD chain of command recommendation: **Sustained**
 - Chief: **Sustained**

CRB Comments and Discussion:

1. **Complaint Intake and Classification**
 - Members were impressed that the inappropriate recording was discovered during the review of a related external complaint and forwarded to the chain of command.

- Another member stated that there was a certain level of expectation for appropriate language and conduct, since this happened while the employee was on City time, using a City-owned vehicle.

2. Complaint Investigation and Monitoring

- A member expressed concern with Officer A's omission of a private citizen's involvement. Given the frequency of Officer A's social media, the member was apprehensive about the type of information being shared to private citizens.
- Members agreed that there should be guidelines around sharing police business, given there is no current social media policy.

3. Relevant Department Policies and Practices

- **1101.1.B.25 Unbecoming Conduct**
- **Code of Conduct now updated to POM 103: Standards, Duties, and Conduct**
- A member was curious about the policy around using personal devices on company time, specifically in an active situation.
- Another member added that there should be trainings on how to manage social media well, especially since they didn't think officers should talk about the public in the way Officer A did.
- A member asked how the determination was made whether to use public or personal cellphone while on duty and what EPD's retention requirements for ICV and BWC videos were.
- The auditor informed it was the officer's choice to use a City phone or a personal phone and receive a stipend. The State required departments retain video/audio footage for 180 days, but no more than 30 months when not related to a court proceeding for criminal investigation.

4. Policy and/or Training Considerations

- Most all members agreed that training on social media and use of personal devices would be beneficial.
- A member pointed out the importance of understanding the internet's permanence, and to train officers on appropriate media presence.
- Another member was concerned that Officer A was on duty yet alarmed by someone walking up to the car. It seemed like their focus should have been on the case at hand, not on social media.

5. Adjudication Recommendations

- Auditor and Chain of Command concurred with the adjudications.
- All CRB members concurred with the adjudication decision.

6. Additional Comments/Concerns

- A member stated this showed officers needed additional opportunities to vent that were not social media. The member supported any efforts in providing mental health supports, additional time off, etc.
- The member also addressed public records and continued to advocate for more access to demystify many issues.
- Lastly, another member was concerned with Officer A's comment of "I hate people". If they hated people, the member was unsure why they were a police officer.

FEBRUARY CASE REVIEW: Administrative Investigation following Report of Off-Duty Conduct

Summary of Facts

- A man called 911 and said that he had confronted a person over a door ding in a bar parking lot. The caller stated that the person appeared to be intoxicated and pushed the caller when the caller told them not to drive. The caller was concerned that the person appeared to be intoxicated but had driven away from the bar.
- The caller gave a physical description of the person and the license plate of the vehicle. Dispatch found that the vehicle was registered to Supervisor A (a personal vehicle, not a city vehicle).
- Dispatch notified the watch commander and entered a call for service for "Attempt to Locate DUI Driver). The vehicle was not located.
- Command Staff Member B, having been notified, called Supervisor A's cell phone about 15 minutes after dispatch received the 911 call. Supervisor A did not answer their phone. Supervisor A also did not answer two phone calls from Supervisor C, which occurred early the next morning.
- Supervisor C went to Supervisor A's residence the next day. A's personal vehicle and city vehicle were parked there. Supervisor C knocked on the door, but there was no answer.
- Supervisor A later sent a message to Supervisor C, stating that they had left their phone in their vehicle and apologized for not answering it.
- The incident resulted in a criminal investigation, which was reviewed by the District Attorney. The DA determined there was insufficient evidence to charge Supervisor A with any crimes; This administrative investigation followed.

Allegations

1. **103.5.4 Adherence to Laws:** that Supervisor A did not comply with ORS 813.010 when they drove while under the influence of alcohol.
2. **103.5.9 Conduct:** that Supervisor A engaged in conduct that brought the department into disrepute in their interaction with the complainant.
3. **103.5.14 Unsatisfactory Performance:** that Supervisor A failed to perform as expected for their rank when they failed to answer calls from Captain B and Lieutenant C.

Recommended Adjudications

1. **Adherence to Laws**
 - EPD chain of command recommendation: **Unfounded**
 - Auditor's Office recommendation: **Unfounded**
 - Chief of Police: **Unfounded**
2. **Conduct**
 - EPD chain of command recommendation: **Unfounded**
 - Auditor's Office recommendation: **Unfounded**
 - Chief of Police: **Unfounded**
3. **Unsatisfactory Performance**
 - EPD chain of command recommendation: **Unfounded**
 - Auditor's Office recommendation: **Unfounded**
 - Chief of Police: **Unfounded**

CRB Comments and Discussion:

1. Complaint Intake and Classification

- Internally reported incident.
- Classification: Allegation of Criminal Misconduct (later reclassified to an administrative charge of Allegation of Misconduct)
- The Auditor thought this case was important because it involved how much EPD could delve into personal lives of employees.
- A member thought there was an intersection between policy, criminal law, and the officer's personal life, and found it beneficial to review a case where all those areas crossed.
- Another member struggled with the third allegation because the officer was on their own time off.

2. Complaint Investigation and Monitoring

- A member thought the investigation was very good but would have liked to see video from the bar to understand how everyone held themselves during the event.
- Another member agreed and pointed out that the civilian didn't know the other person was an officer, although another member pointed out that the bartenders and bouncer were aware.
- Other members agreed the investigation was thorough as investigators reached out and contacted numerous people to verify the officer's conduct.

3. Relevant Department Policies and Practices

- POM 103: Standards, Duties, and Conduct
 - Subsection 5.4 Adherence to Laws
 - Subsection 5.9 Conduct
 - Subsection 5.14 Unsatisfactory Performance
- A member wondered why, other than a phone call, there was no follow up within a set period of time where evidence could be gathered. Without additional evidence the member agreed the allegations were unfounded, but not answering the phone/door could have been an avoidance strategy. By the time contact was made, any potential for evidence gathered was well gone.
- Another member thought it could become an issue if people reported officers during their off time, just because they knew the person was an officer. The member noted that officers weren't expected to use their personal devices on duty, yet there was an expectation to use when off. The member thought the allegations of conduct and unsatisfactory performance were unnecessary, and that a revisit of policies in place prior to cellphones would be wise.
- Another member expressed their primary concern was around practice. They shared an example of a very similar incident in which EPD went to the involved person's home and arrested them for DUI. It made the member wonder whether officers were treated differently.
- EPD staff clarified that physical follow up was based on availability of officers and that on a weekend night, it was not unusual to receive 10 to 15 DUI reports.

4. Policy and/or Training Considerations

- There were no comments.

5. Adjudication Recommendations

- Auditor and Chain of Command concurred.
- Several members discussed and explained their disagreements with the final adjudications.
- The Chair asked board members if they thought the allegation was inaccurately labeled, and whether they wanted to send the case back to the Chief. A member considered it central to the CRB's purpose to voice disagreements where they exist.
- **MOTION:** To have the Chair email the Chief and Auditor about CRB discussion regarding the adjudications.
- **VOTE:** The motion passed, 4:1. The Chair abstained.

6. Additional Comments/Concerns

- A member was concerned that the call wasn't answered within 15 minutes and the possible perception that officers were treated differently than the public.
- The HRC liaison asked if the officer's phone was looked at during the investigation for overnight activity. The board chair denied the question and the auditor reached out to them after the meeting.

MARCH CASE REVIEW: Investigation into Taser Use

Summary of Facts

- Officer A was working a traffic assignment when they and Detective D noticed two LCSO reserve deputies physically struggling with a person who they were apparently attempting to take into custody.
- Officer A and Detective D approached the struggle. Officer A saw that the person was in handcuffs and ordered him to get on the ground or he would be tased.
- At the moment of the Taser warning, Detective D's body-worn video showed that the suspect was looking in the direction of the approaching EPD employees and that LCSO reserve deputies were holding his arms.
- Detective D started to utilize a hair-hold to try and move the suspect to the ground. About two seconds later, Officer A can be heard shouting "Taser, taser taser" and then Taser deployment can be heard.
- The suspect went to the ground during the Taser deployment, and Officer A notified dispatch. The suspect was instructed to relax, which he did, and Officer A kept the Taser on the suspect's right ankle. The Taser was not deployed a second time.
- A supervisor entered a use of force report into Blue Team. Upon review of the Use of Force report, this internal investigation was opened.
- Officer A maintained in their interview that other force options were not reasonable under the circumstances.

Allegations

1. **809 Taser Use:** That Officer A violated policy when they discharged their Taser against a handcuffed prisoner.

Recommended Adjudications

1. Taser Use

- EPD chain of command recommendation: **Within Policy**
- Auditor's Office recommendation: **Sustained**
- Chief of Police: **Within Policy**

CRB Comments and Discussion:

1. Complaint Intake and Classification

- Administrative investigation followed Use of Force report in BlueTeam
- Classification: Allegation of Misconduct
- There were no comments by CRB members.

2. Complaint Investigation and Monitoring

- A member inquired whether two civilians who were in close proximity to the incident were followed up with. It appeared they hadn't.
- Another member would have been interested to know if there was a toxicology report done, in order to determine what was causing the person's violent reactions. The deputy auditor said an inventory of drugs was done within the person's backpack and there were many. Narcan application was also done many times during the process.
- A couple other members thought the investigation was thorough but wished body worn camera (BWC) from Officer A had been visible since they were wearing a traffic vest. BWC from the sheriff's employees involved would have been useful, but they do not wear them.

3. Relevant Department Policies and Practices

- POM 809: Taser Use, POM 800: Use of Force
- A member mentioned the challenges in communication between the four agencies present (LCSO, EPD, Fire, and medical services).
- Another member commended EPD officers who spoke with the subject's girlfriend; it was an impressive interaction. They were also impressed by the quality of after-care given by EPD officers (handcuffs taken off when appropriate, Narcan administration, humane treatment of the subject) and other members agreed.

4. Policy and/or Training Considerations

- A member pointed out that after the subject was tased and handcuffed, he was face down. It reminded them of a previous case dealing with positional asphyxia and wondered if there was any discussion about the possibility, and any talk about aftercare.
- Another member stated it was hard for them to understand how officers knew when to administer Narcan. An EPD staff person stated all officers are trained to provide Narcan when they don't know why someone is unconscious if there's even the possibility of opioid overdose, since it never hurts to administer Narcan.

- Another member asked if it was protocol for officers to state they were going to tase someone. EPD staff confirmed that, if able to, officers should give verbal warning to provide subjects a chance to comply.

5. Adjudication Recommendations

- Auditor and Chain of Command did not concur.
- A member agreed with the adjudication but also had reservations on whether the subject was displaying overtly violent behavior to constitute the use of a taser. The call had to be made quickly and they chose to give the benefit of the doubt to the officers since it was a charged situation with unprepared officers from outside agencies.
- Several members agreed that they didn't necessarily believe the subject should have been classified as violent or combative. A member thought other measures being used were in the process of being effective and that the officer didn't leave enough time to assess the efficacy.
- Another member didn't believe the officer was within current policy.

6. Additional Comments/Concerns

- A member reminded others that the danger in cases was that those analyzing the situation had the benefit of time and knowing the ultimate results. It was easy to say something else should have been done in the moment.

APRIL CASE REVIEW: Investigation into Taser Use Against a Man Allegedly Attempting to Steal a Marked EPD Truck

Summary of Facts

- Officer A was contacting a small group of people downtown, when they noticed someone approaching their marked patrol vehicle, which was parked near them; The truck was unlocked and running.
- A video from an EPD trailer showed the person take off his coat and approach the truck, ducking down along the rear driver's side of the truck.
- Officer A asked the person what he was doing and turned toward him. They began to approach the person, who was standing by the driver's door, and threatened to tase him if he opened the car door.
- The person turned toward the door, placed his jacket in the back of the truck, and reached for the door handle.
- Officer A deployed their Taser at the person, who was hit in his back. The Taser was effective, and the person fell to the pavement, striking the back of his head. Officer A then called for medics.
- It was 23 seconds between Officer A speaking to the person and Taser deployment.

Allegations

1. **809 Taser Use:** That Officer A discharged their Taser in violation of policy during this contact.

Recommended Adjudications

1. **Taser Use**

- EPD chain of command recommendation: **Within Policy**
- Auditor's Office recommendation: **Within Policy**
- Chief of Police: **Within Policy**

CRB Comments and Discussion:

1. Complaint Intake and Classification

- Administrative investigation followed Use of Force report in BlueTeam
- Classification: Allegation of Misconduct
- All present CRB members agreed with intake and classification.

2. Complaint Investigation and Monitoring

- All CRB members thought the investigation and monitoring was well done.

3. Relevant Department Policies and Practices

- POM 809: Taser Use
- POM 800: Use of Force
- A member thought it would be interesting to have a training topic about guardian trailers (which also captured video of the incident)
- There were no additional comments by present members.

4. Policy and/or Training Considerations

- A member suggested there be training about leaving a vehicle unlocked without an extra set of keys. EPD staff stated there was a policy, however, for tactical reasons it wasn't always necessary. The board member understood, but from a public perspective, it seemed careless.
- A member asked why patrol cars were kept running, and EPD staff explained that the cars have so much equipment (i.e. computers, video/audio) that it would drain the car's battery if not left running.

5. Adjudication Recommendations

- Auditor and Chain of Command concurred
- CRB members agreed with the adjudication.

6. Additional Comments/Concerns

- A member asked if the subject's Miranda Rights were read to him prior to entering the car since it had never occurred to the member how much evidence could be gathered in the back of a patrol car.
- The officer's actions in providing care for the person and kind chatter during the drive from the hospital to the jail was also noted.
- A couple of members mentioned de-escalation techniques, but considering the subject was not complying and there was a crowd of people around the situation, the officer was left with little option.

JUNE CASE REVIEW: Investigation into Officer-Involved Shooting at Cascade Middle School in January 2019

Summary of Facts

- Officer A received a call from the principal of a local school, indicating that there was a possible custody situation there. Officer A went to the school to investigate the issue, and Officer B responded as a cover officer.
- Officer A met with the mother, who had a custody agreement indicating that she had sole custody and decision-making authority over her daughter. As Officer A was leaving the room, the mother stated that the father (the child's other parent) was under investigation from the FBI and had anti-government and anti-police beliefs.
- Officer A then went to the principal's office; she had called the father, who was also there. Officer A confirmed that the custody agreement the mother had shown the officer was the most recent and accurate. The father asked if they could take their daughter, and Officer A stated that the court paperwork indicated that they could not.
- The principal indicated that she would check with the mother to see if she intended to take their daughter from the school and see if they could come up with a plan. She left the office.
- Officer A asked the father when their daughter had come to stay with them; the father asked why the officer was asking and stated that they did not want to answer. Officer A then asked the father to leave; and stated that if the father would not answer questions, then they should leave.
- The father left the principal's office. Officer A conferred with Officer B for a moment and informed Officer B that Supervisor C was coming to the school; Officer A also conveyed the information from the mom that the father held anti-government and anti-police views.
- Officer B approached the father, who was standing in the hall. They spoke for a moment before Officer A approached (and captured the interaction on video). The father stated that they were waiting for the principal and wanted to speak to the principal before they left. The father asserted that the police did not have jurisdiction in a school. Officer A asked the father to listen to them.
- The father, at that point, noticed their daughter and shouted her name. They began to walk past the school exit doors, towards their daughter in the hallway. The father shouted to their daughter a few more times, at which point Officer B placed their hands on the father's upper arms and began to attempt to move them toward the exit doors.
- The father repeatedly shouted their daughter's name, as Officer B moved them toward the doors, and Officer A stated, "You're going to end up getting arrested."
- The father continued to shout their daughter's name, and "Let's go!" as Officer B moved them out of the school and Officer A followed.
- Once outside, Officer A stated that the father was under arrest. Officer B moved the father toward the wall outside of the entrance to the school. The father began shouting "Let go of me!" and spun away from Officer B's grip.
- Officer B and the father ended up on the ground, at which point the video shows the father pull out their firearm. The father shot twice: once in the direction of Officer A, and once out and away from the school entrance.

- Officer A drew their weapon and shot once but pulled their shot as they were concerned about accidentally hitting Officer B, as Officer B and the father were still wrestling on the ground.
- Officer A then aimed their next shot at close range to the father and fired. The father stopped struggling immediately.
- The Interagency Deadly Force Investigation Team (IDFIT) was called and responded to investigate the incident.
- Our office was notified, and the Deputy Police Auditor responded to the scene with Internal Affairs staff.
- The IDFIT investigation was reviewed by the Lane County District Attorney's office, who determined that the involved officer's use of deadly force was legally justified as self-defense and defense of others.
- The IDFIT investigation was then turned over to EPD and served as the basis for the administrative investigation into the officers' actions, focused on compliance with EPD policies.
- The administrative investigation culminated in a meeting of a Deadly Force Review Board on April 2, 2019. The Board issued its findings in a memo dated April 7, 2019.
- Deputy Police Auditor Leia Pitcher served as a non-voting member of the board.

Deadly Force Review Board

Policies Reviewed:

- 800 Use of Force
- 801 Use of Force Reporting
- 812 Department Firearms
- 1203 Body-Worn Video

Recommended Adjudication:

- The Board made a recommended finding that Officer A's and Officer B's actions were within policy.
- The Deputy Auditor concurred with that recommended finding.

CRB Comments and Discussion:

1. Complaint Intake and Classification

- Internally reported; Auditor's office was notified in a timely manner
- Classification: Force Investigation
- Members agreed with the complaint intake and classification.

2. IDFIT Investigation, Administrative Investigation, and Monitoring

- A member liked the transcription of the officer's interviews but had concerns with how interdepartmental groups were used to investigate cases where deadly force was used since these cases are not frequent and the group doesn't have as much experience as EPD does.
- Another member thought EPD's response to the scene was timely, but that the community was left in the dark for far too long, taking 13 days for a statement to be released, which left time for false facts and speculation to rise in the community. This decision was made by the District Attorney.

3. Relevant Department Policies and Practices

- A member reinforced that de-escalation is always preferred but understood the actions the officers made given students were in the halls and putting hands on the subject was a preventative move to get them outside.
- After revision of the school interviews, a member feels the officers could have spoken with more consideration of those around them since they were using language that most people are not used to hearing, which could have frightened some.
- Another member wondered why the subject was called into the school to begin with, since custody issues usually get ugly. A second member pointed out that they were the only parent listed at the school, so the administration may not have had any other choice.

4. Policy and/or Training Considerations

- The helpfulness of the body worn cameras was pointed out by a member.
- Another member thought officers needed to have a discussion about LGBTQ policy since they were addressing the subject with he/him pronouns, though the member understood that officers had no way of knowing their preferred pronouns.
- EPD staff confirmed that it was common for EPD and back up to be called in for custody issues at schools after a member inquired about it.

5. Adjudication Recommendations

- Internal Review Board and Deputy Auditor concurred.
- Members of the CRB agreed with the adjudication.
- A member expressed their disappointment with the use of he/him pronouns.

6. Additional Comments/Concerns

- A member emphasized that the subject felt the need to defend themselves against the officers, which shows an issue in itself. Even though they may have had radical views, as a minority and LGBTQ community member they had reasons to feel unsafe.
- Another member disagreed that race or LGBTQ status had anything to do with the issue, since the subject made the choice to bring a gun to a school, be uncooperative, and shoot first.
- A third member understood what they meant but said the impact that this incident made on the communities they were a part of, did a lot of damage.

AUGUST CASE REVIEW: Review of Allegation Related to Officer's Handling of a Call for Service for a Person in Distress

Summary of Facts

- Officer A responded to a call for a welfare check. The information provided by dispatch was that there was a possibly suicidal person, who had allegedly jumped out of a car that was moving and walked away on foot.
- Officer A was in the area and saw a person matching the physical description of the person in the welfare check. Officer A stated in a later interview that they initially tried to make

contact using a calm voice (and without activating emergency lights), but that the person ignored the officer. This interaction was not captured on video.

- Officer A then activated the vehicle's emergency lights and, using a loud, stern voice, ordered the person to stop or be arrested for interfering.
- The person stopped and asked Officer A the reason for the stop. Person A was calm at this time. Officer A continued with a loud, commanding voice, and stated that they were "investigating" a welfare check.
- Officer A then commanded Person A to sit on the ground. Person A stated, "You're being really hostile."
- Officer A's cover officers then arrived on the scene. Officer A moved in and grabbed Person A's arm, and the other two officers assisted with taking the person into custody.
- Officer A ultimately arrested the person for interfering; Person A was lodged at the jail.
- The person who had called in the welfare check complained to a supervisor on scene about officers' treatment of Person A. The complaint was also filed with the Auditor's Office.
- The investigation included review of the incident by both the Defensive Tactics supervisor and the Crisis Intervention Training supervisor.

Allegations

1. **103.4.1 Judgment:** That Officer A failed to make reasonable decisions or act in the manner of a reasonable employee in similar circumstances during the interaction with Person A.

Adjudication Recommendations

1. Judgment

- Auditor's Office recommendation: **Sustained**
- EPD chain of command recommendation: **Sustained**
- Chief of Police: **Sustained**

CRB Comments and Discussion:

1. Complaint Intake and Classification

- Complaint filed with Auditor; Reporting Party also spoke with a supervisor on scene
- Classification: Allegation of Misconduct
- A member mentioned that there were two policies not listed under allegations that they thought could be of use including Use of Force and De-Escalation. The Auditor stated there was a lot of discussion and ultimately landed on Judgment because it was a strong case since the incident happened in under a minute.
- Another member thought that Judgment seemed like a departmental expectation; a philosophy of duties and integrity. It did not make sense to the member how it could be an allegation of misconduct and they thought it was picked over a more detailed classification as a blanket allegation that gave the officer some leeway.

2. Complaint Investigation and Monitoring

- A member appreciated that two experts were interviewed and noted that it took a while to interview the officer in question.
- Another member noted that Officer A had only been employed for a few years and wished CRB members could have access to their complete training log to see if they were missing anything that would have helped them in that situation. EPD staff added

that the few years started when they were hired, and it takes 10 months from being hired to complete training.

3. Relevant Department Policies and Practices

- **POM 103: Code of Conduct**
- **POM 800: Use of Force**
- A member had problems with the use of the word 'combatant' to describe the person in custody since it gives the impression that they were physically reacting, which was not the case. They also stated that if Officer A believed the subject had fallen out of a moving car, they should have been taken to the hospital first.
- Another member noted that body camera footage had a lot of muted conversation between officers and that it would have been helpful to hear what they said. The auditor understood but said that there are policies that allow officers to mute when discussing charges and course of action.
- Other members wondered why CAHOOTS was not called, and whether a welfare check was reasonable cause to stop someone and arrest them.

4. Policy and/or Training Considerations

- Efforts on de-escalation in all situations were emphasized by a member.
- A few members once again mentioned that they believed cameras should not be muted and that it would be beneficial to understand officers' actions.
- Having an officer tell an individual it would cost money to get the video tapes was considered a bad look by a member, since the public is entitled to videos and should not be pressured into thinking they are not.

5. Adjudication Recommendations

- Auditor and Chain of Command concurred
- Members of the CRB agreed with the adjudication.
- A member expressed that their one reservation was that some of the language used in the situation seemed sexist, and that they thought some of the facts of the case didn't make sense.

6. Additional Comments/Concerns

- A section of the de-escalation policy was read, which states that officers need to be patient and not start an interaction off aggressively.
- Members reiterated the missed opportunities to de-escalate the situation.

SEPTEMBER CASE REVIEW: Officers' Treatment of Juveniles during a Wellness Check

Summary of Facts

- A volunteer at a community center called in to EPD to request a welfare check on four juveniles who had arrived at the center. Officer A and Officer B were dispatched to the call.
- The four juveniles were brought in to talk to Officer A. The officer spoke with them about their names and was able to contact two parents.
- At some point, the juveniles' friend came into the room, and the conversation changed from largely cordial to unproductive.

- Officer A threatened to apply handcuffs if the juveniles did not stay sitting in their seats; this escalated the group. One juvenile did not sit down when ordered to do so, and Officer A approached him and placed him in handcuffs. The other juveniles all began yelling at the officers.
- Officer B then stepped in and handcuffed another juvenile who was not sitting down in response to orders.
- A third juvenile kicked a chair, and Officer A approached her and tried to place her in handcuffs; Officer A ultimately took her to the ground in order to get her into custody.
- Ultimately, a supervisor arrived at the scene, and rides home were facilitated for all the juveniles.
- Center staff met with an EPD liaison to discuss concerns about the incident. Their complaint was also filed with the Auditor's Office.
- During the administrative interviews, neither Officer A nor Officer B believed that they had violated policy.

Allegations

1. **808.2.2 Handcuffing:** That Officer A violated policy when handcuffing Child 1 (a 12-year-old boy).
2. **808.2.2 Handcuffing:** That Officer A violated policy when handcuffing Child 2 (an 11-year-old girl).
3. **103.4.1 Judgment:** That Officer A used poor judgment by failing to properly manage the scene.
4. **402 Police STOPS:** That Officer A provided disparate treatment when handcuffing a child and not another, when the two were engaged in the same behavior.
5. **808.2.2 Handcuffing:** That Officer B violated policy when handcuffing Child 3 (a 12-year-old boy).

Recommended Adjudications

1. **Handcuffing (Officer A and 12-year-old)**
 - EPD chain of command recommendation: **Sustained**
 - Auditor's Office recommendation: **Sustained**
 - Chief of Police: **Sustained**
2. **Handcuffing (Officer A and 11-year-old)**
 - EPD chain of command recommendation: **Sustained**
 - Auditor's Office recommendation: **Sustained**
 - Chief of Police: **Sustained**
3. **Judgment (Officer A)**
 - EPD chain of command recommendation: **Sustained**
 - Auditor's Office recommendation: **Sustained**
 - Chief of Police: **Sustained**
4. **Police STOPS (Officer A)**
 - EPD chain of command recommendation: **Unfounded**
 - Auditor's Office recommendation: **Unfounded**
 - Chief of Police: **Unfounded**
5. **Handcuffing (Officer B and 12-year-old)**
 - EPD chain of command recommendation: **Sustained**
 - Auditor's Office recommendation: **Sustained**
 - Chief of Police: **Sustained**

CRB Comments and Discussion:

1. Complaint Intake and Classification

- Complaint filed with EPD liaison, who forwarded to IA and Auditor.
- Classification: Allegation of Misconduct.
- A member inquired as to how Officer A violated the search protocol. The deputy auditor informed the board that it is preferential to have an officer of the same gender conduct searches when possible and that officer safety issues with how the pat down was conducted were also present.
- Another member wanted to know if the de-escalation policy had been violated and the deputy auditor stated that as the policy did not contain “shall” or “must” language, other policies appear to be more on point.

2. Complaint Investigation and Monitoring

- A member asked if Officer B was Acting in Capacity (AIC) as Sergeant at the time of the incident, and whether it would be noted in the police reports. Answers to both questions were no.
- The fact that the sergeant did not review the audio or videos available prior to their interview was noted by another member. The officer’s narrative during the IA interview was solely based on memory, and the member wondered if this was common practice. The auditor informed that a records review was not required, but that records and video are available for review prior to interviews.

3. Relevant Department Policies and Practices

- 808 Handcuffing, Control Holds, and Impact Weapons, 103 Code of Conduct, 402 Police STOPS
- A member expressed feeling disheartened by the reports and poor judgment on behalf of the officers. They noted the importance for officers to build trust with communities and thought these kids might now enter life with a distrust of officers. A second member wondered if officers were trained on how to communicate with youth and how to assess whether the suspects had differing thinking processes. The member outlined several moments where the kids tried to engage with the officers through what could be considered disruptive behavior.
- Another member was struck by how Officer B remained positioned behind Officer A and wondered at what point it was their responsibility to intervene. EPD staff explained there was no specific time, but officers had scenario-based training in which one officer tried to establish rapport while the other was back up. The member thought having Officer B’s spouse there for a ride along may have affected the ability to react, which led to another member asking about the policy for ride-alongs. EPD staff confirmed family and friends can ride along if they complete a form and sign a waiver.

4. Policy and/or Training Considerations

- A member was disturbed by what seemed to be justifications made up by officers that turned out to be incorrect. The member noted Officer A had a few years of employment and hoped that some of their mistakes would correct over time with more experience.
- Additional training was suggested by several members, including informing officers at what age it was appropriate to handcuff a suspect, danger assessment, welfare check trainings, and ongoing evaluations.

5. Adjudication Recommendations

- Auditor and Chain of Command concurred
- All CRB members concurred with the Auditor's findings.

6. Additional Comments/Concerns

- A member mentioned that they were deeply concerned by this officer's performance. They were disappointed that EPD would continue to invest in an officer who they believed further training would not help improve.
- Another member was concerned by language used by Sergeant A when speaking to an unidentified person and saying, "They are just future case numbers. You can't speak to them, they know you are not going to thump the crap out of them like they deserve." The member advocated for the body cams and sound to be activated during the entire interaction, in order to properly reflect each situation. The auditor noted it would be followed up on.
- Another member had issue with an officer joking about a "child being beaten until the wood spoon breaks" in front of members of the public and children who may have been abused before. The member believes they acted insensitively and exemplified a significant lack of judgment.

OCTOBER CASE REVIEW: Allegation that Police Lacked Reasonable Suspicion for Detention of a Person

Summary of Facts

- Reporting Party called 911 to report that he was following an apparent hit and run driver.
- Officer A was dispatched to the scene and found a vehicle that fit the description given in the call.
- Officers contacted RP, who was waiting in a vehicle nearby. Officer A interviewed RP about what RP had seen, and then advised RP that he was free to go. As RP returned to his vehicle, he asked Officer A if it was ok to visit his sister, who lived in the same apartment complex. Officer A indicated that it was ok, and RP continued to his vehicle.
- Officer A then asked RP for his sister's name. RP did not provide it, and Officer A appeared to become suspicious. Officer A ordered RP out of the vehicle.
- RP ultimately got out of the vehicle, and Officer A conducted a pat-down. RP stood by with officers, and ultimately another officer stepped in to speak with RP further.
- RP then filed a complaint with our office related to Officer A's actions during the stop.
- Officer A stated in their administrative interview that they became suspicious of RP due to some inconsistencies in his story. Officer A stated that they believed they had reasonable suspicion to detain RP to determine whether he was actually the suspect in the incident.
- Officer B and Officer E stated in their administrative interviews that they agreed with Officer A's suspicion.

Allegations

1. **322 Search and Seizure:** That Officer A lacked reasonable suspicion to detain RP during a police contact.

Recommended Adjudications

1. **Search and Seizure**

- EPD chain of command recommendation: **Unfounded/Within Policy**
- Auditor's Office recommendation: **Sustained**
- Chief of Police: **Sustained**

CRB Comments and Discussion:

1. Complaint Intake and Classification

- Complaint filed Auditor's Office
- Classification: Incident Review, reclassified to Allegation of Misconduct
- A couple of members expressed their appreciation for EPD and the Auditor's process for reviewing external complaints. Even though body worn camera footage showed that what the complainant reported didn't occur, there was still a decision to see if anything was against policy.
- A member noticed an email report from EPD staff explaining the complaint should be classified as supervisor action/service complaint; the member agreed and wondered what caused the disregard of their comments.

2. Complaint Investigation and Monitoring

- A member thought the investigation was thorough.

3. Relevant Department Policies and Practices

- 322 Search and Seizure
- Several members had concerns with the muting of officers' BWC microphones. Some thought the situation would be a lot clearer if there weren't four minutes of footage without audio. Another member pointed out that the officers simultaneously muted their audio without verbal or physical cue, which made the member think it was common practice.
- Another member read within the policy that officers needed to verbalize why they were deactivating audio and it concerned members because there was no explanation.
- A question was asked about being detained. It appeared that the reporting party was not free to leave even though they were not in handcuffs and restrained, which as a civilian, seemed confusing.

4. Policy and/or Training Considerations

- A member was curious about current training regarding constitutional rights and search and seizure since they thought that the officer had very little knowledge on what constituted a reasonable search and claimed that the officer's hunch seemed to be made with zero grounds.
- A couple of members mentioned the young career of the involved officer, since it appeared they had only been on the streets on their own for about three months; they hoped the officer would take this as a training opportunity.
- Most members agreed that the officer didn't seem to have malicious intent and noted that re-watching videos was another good option for teaching and training the officer.

5. Adjudication Recommendations

- Chain of Command and Auditor disagreed.
- Chief concurred with Auditor's office.
- All but one of the members agreed with the auditor's office.

- The disagreeing member sided with the officer and the chain of command, stating they thought the officer's actions were within policy. This member believed that the reporting party's refusal to provide information significantly affected their credibility.
- The reporting party's lack of a linear story was mentioned, which signified they were potentially a bad witness, but not necessarily that there was evidence to indicate a crime had been committed.
- Discussion was suspended since meeting had reached allotted time. Additional comments were discussed in the November meeting.

6. Additional Comments/Concerns

- Discussion was suspended since meeting had reached allotted time. Additional comments were discussed in the November meeting.

NOVEMBER CASE REVIEW: Allegation Related to Handling of a Call for Service for Alleged Domestic Violence

Summary of Facts

- Reporting Party called 911 to report that they had found "underage" pornography on their ex-fiancé's tablet and that they had gotten in a fight when found. RP stated that he threw her against the wall and kicked her.
- Officer A and Officer B were dispatched to the RP's location. Officer A interviewed the RP, which was captured on the officer's body-worn camera. RP had a bump and a scratch above her eye.
- RP went through what happened with the suspect, and Officer A asked questions. Officer A spoke with RP about her rights as a victim, as well as the possible consequences of her breaking the tablet.
- Officer A and Officer B then went to the residence where the suspect was living with his aunt and uncle. This contact was also captured on body-worn video.
- The suspect stated that RP had found pornography, but it was not underage pornography. He stated that RP became upset, and that they argued; he denied any physical altercation between the two.
- The suspect's aunt advised Officer A that she had not seen an injury on RP when RP left the residence.
- Officer A and Officer B went to the suspect's room and looked for evidence of an altercation. They found the broken tablet, and Officer B looked on the wall for corroborating physical evidence. They determined that there was no evidence to support RP's statements.
- Officer A determined that there was not probable cause to support an arrest of the suspect, and the officers left the scene.
- RP filed this complaint with the Auditor's Office.
- Officer A stated in their administrative interview that there was not probable cause to support an arrest, and that there was not probable cause to seize the tablet.

Allegations

1. **103.5.12 Duty to Know and Enforce Laws:** That Officer A failed to take appropriate action as required by ORS 133.055 when they did not arrest the suspect.
2. **103.5.14 Unsatisfactory Performance:** That Officer A failed to appropriately investigate the Reporting Party's claim that the suspect was viewing child pornography.

Recommended Adjudications

1. Duty to Know and Enforce Laws

- EPD chain of command recommendation: **Unfounded**
- Auditor's Office recommendation: **Within Policy**
- Chief of Police: **Within Policy**

2. Unsatisfactory Performance

- EPD chain of command recommendation: **Unfounded**
- Auditor's Office recommendation: **Within Policy**
- Chief of Police: **Within Policy**

CRB Comments and Discussion:

1. Complaint Intake and Classification

- There was a confusion on behalf of reporting party as to the name of the sergeant connected to the investigation due to the similarity of their names. When RP called the auditor's office, they claimed Officer A had lied about which sergeant to contact. A member was unclear whether their claim should have been investigated and the member wondered why the EPD call taker could not clear up the confusion in a similar way as auditor staff did during intake.
- Another member expressed similar concerns and wondered why certain allegations were mentioned within the narrative of the complaint, if only to be dismissed without review.

2. Complaint Investigation and Monitoring

- A member noted that every time the auditor asked questions, the union representative did also. The member didn't know whether the policy allowed for it because they didn't come across as clarifying questions, but more so cross examination. The deputy auditor provided some background and explained that the ordinance allowed the auditor to write in questions for the investigation and ask direct questions of non-represented employees. The union was also allowed, and limited, to ask clarifying questions.

3. Relevant Department Policies and Practices

- 103 Code of Conduct
- A couple of members mentioned the importance of trauma informed training since Officer B claimed to never have received it. Members wanted officers to have the maximum number of tools to support officers' success.
- Another member had concerns with the female and witnesses being asked questions in front of the accused. The female may have been in a position where she didn't feel safe talking about the accused and the practice worried the member.
- A member also wondered if there was any sort of chilling effect around the officer's comment to the victim, telling her charges would be pressed against her for breaking the iPad. EPD staff replied that it was not meant to create a chilling effect, but to be upfront and pre-warn someone.

4. Policy and/or Training Considerations

- FETI Training

- The importance of trauma informed training was reiterated by several members. A member asked if any trainings had occurred since Spring 2019 and EPD staff said no, but new officers received trauma informed training at the state academy.
- Another member wished the IA reports included years of employment for all officers.

5. Adjudication Recommendations

- Chain of Command and Auditor disagreed.
- Chief concurred with Auditor's office.
- Four CRB members agreed with the adjudication recommendations that the behavior was within policy.
- An additional member chose to abstain since they had concern around what would be necessary for officers to have probable cause.

6. Additional Comments/Concerns

- A member noted that the complainant received a purple card while the suspect didn't, even though both shared information that led to believe they were each victims of abuse. The member wanted to remind them that abuse didn't always fit gender expectations.
- Another member inquired about the report made back to the complainant since they noted she was adamant about being stonewalled. The member wondered if she was aware her case was being discussed.
- A third member added that it was beneficial to be looking at these cases because it offered learning opportunities for new officers.



CITY OF EUGENE

INDEPENDENT POLICE AUDITOR'S OFFICE

ANNUAL REPORT



2019

Eugene Mayor and City Councilors

- MAYOR: LUCY VINIS
- Ward One: Emily Semple, Vice President
- Ward Two: Betty Taylor, President
- Ward Three: Alan Zelenka
- Ward Four: Jennifer Yeh
- Ward Five: Mike Clark
- Ward Six: Greg Evans
- Ward Seven: Claire Syrett
- Ward Eight: Chris Pryor
- City Manager: Sarah Medary, Pro Tem (Oct.-Present), Jon Ruiz (Jan.-Oct.)

Civilian Review Board (CRB) Members

- Lindsey Foltz, Chair (August 2019 – present), Past Vice-Chair (April – July 2019)
- Carolyn Williams, Vice Chair (August 2019 – present)
- Maurie Denner (Past Chair, January – March 2019; resigned March 2019)
- Steve McIntire (Past Vice Chair, January – March 2019; term ended June 2019)
- Rick Roseta
- Awab Al-Rawe (appointed July 2019)
- Susan Gallagher-Smith (appointed July 2019)
- Michael Hames-Garcia (appointed July 2019)
- Bernadette Conover (appointed July 2019)

Police Auditor's Office Staff

- Mark Gissiner, Independent Police Auditor
- Leia K. Pitcher, Deputy Police Auditor
- Vicki Cox, Senior Program Coordinator
- Beatriz Otero Hernandez, Community Engagement Coordinator & Translation Specialist

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- Facebook: www.facebook.com/EugenePoliceAuditor
- Twitter: www.twitter.com/Eugene_IPA

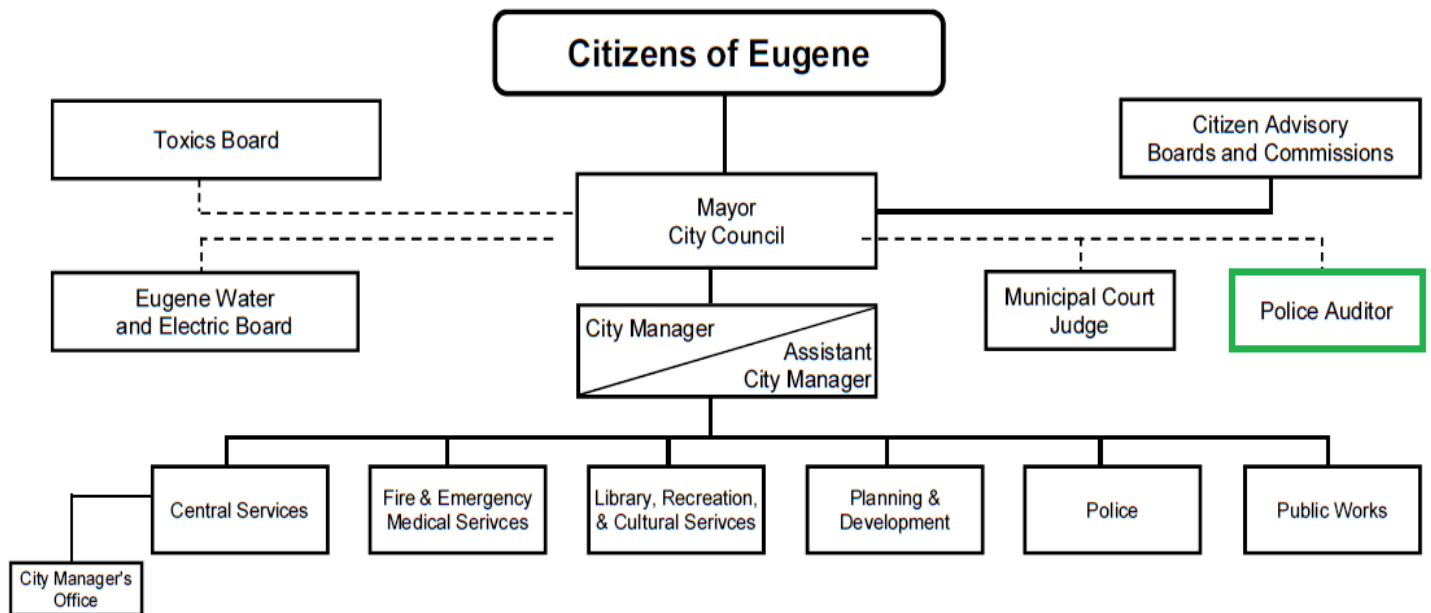
Our mission: To provide an accessible, safe, impartial and responsive intake system for complaints against the Eugene Police Department employees and to ensure accountability, fairness, transparency, and trust in the complaint system.

The Office of the Police Auditor and the Civilian Review Board operate independently. We report directly to, and are funded by, the Eugene City Council. We are an independent, civilian entity performing oversight of the Eugene Police Department (EPD); neither our funding nor management overlap with EPD. No employee of the Auditor's office is an employee of the EPD.

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City of Eugene Organizational Chart



Mission and Purpose

Our office 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 EPD employees; contract for outside investigations when necessary; and provide monitoring of EPD internal investigations of allegations of misconduct and supervisors' investigations of service complaints. The charter amendment also authorizes 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.

Overview

Our office serves as the intake point for all complaints about EPD employees. On average we review 377 complaints per year (average 2010-2019). We also review every reportable use of force, and we have done so since mid-year 2013. This translates to review of slightly more than 200 uses of force per year. We also serve as one of several avenues of intake for police commendations. Our staff supports the Civilian Review Board, and we regularly attend Police Commission and Human Rights Commission meetings to answer any questions those groups may have regarding our office. We have emphasized community engagement efforts over the past several years; we sponsor an annual Public Safety Forum and conduct outreach to community events and neighborhood meetings to inform the community about our services and answer questions. We provide our services in an efficient, clear, and accessible manner, and we are committed to our mission of transparency and accountability for police services in Eugene.

2019 Progress and Results

Our office continued to focus efforts on community outreach in 2019; those efforts are described in more detail below. In addition, our day-to-day work involving complaints increased significantly; our office received 446 complaints (a 14% increase from 2018) and reviewed 145 reportable uses of force and three applications of deadly force in 2019.

Body Worn Camera Evidence

- EPD issued body-worn cameras (BWC) to its personnel in June 2017; as a rule, we are now able to thoroughly review every reportable use of force and incident that gives rise to complaints. BWCs are a significant improvement over in-car video both technologically and as far as creating a more accurate record of police contacts. BWC footage can be reviewed by the EPD chain of command, EPD Internal Affairs (IA), and our office. Our preliminary investigations, both of complaints and uses of force, almost always include review of BWC footage, and we have been able to both identify suspected misconduct (meriting a full IA investigation) and clear officers of alleged wrongdoing where no policy violation has occurred. IA staff are extremely responsive to our requests to view BWC evidence. EPD is the holder of the video records, but they grant us access to requested videos nearly immediately. Our office and the CRB have noted several instances where BWC evidence is invaluable to uncovering the facts of an incident. The implementation and use of these cameras has substantially increased the efficiency, fairness, and accuracy of the investigative process.

Deadly Force Investigation

- Police use of deadly force is one of the most sensitive issues our office covers, and rightfully so. Our role in oversight is primarily to ensure that investigations into the use of deadly force are thorough, fair, and complete, and then to provide transparency into the investigative process (to the greatest extent permissible under current state law). The process of investigating deadly force can be frustrating, as our office (at least initially) takes a secondary role to the Lane County Interagency Deadly Force Investigation Team (IDFIT), as set out by state law and local intergovernmental agreement. However, City code requires that our office is notified promptly of any critical incident, including police use of deadly force, and either the Auditor or Deputy Auditor responds to the scene and performs a walk-through. We also review IDFIT investigations upon their closure and release by the Lane County District Attorney to determine whether any further investigation is necessary. We participate in any further investigation and in the Deadly Force Review Board, which is convened by EPD pursuant to policy and examines the actions of the involved employees, focusing on potential policy violations and lessons learned. Finally, the closed file is available for review by the Civilian Review Board in their public meetings.
 - EPD used deadly force in three separate incidents in 2019. Two incidents are still open and under review; the other is closed following the convening of a deadly force review board.

- January 2019: Officers responded to a middle school to help with an apparent custody issue, which resulted in a physical struggle to remove a parent from the school. The investigation showed that the person fired their gun at officers during the struggle, at which point one of the officers fatally shot the person. Our office was promptly notified and responded to the scene; we also participated in the Deadly Force Review Board following the close of the IDFIT investigation. The Board found, and we concurred, that the use of deadly force was within policy.
- March 2019: An officer used deadly force, which did not result in injury, during a person stop. Our office was notified and responded to the scene, where IDFIT was called to investigate. Our office participated in the Deadly Force Review Board following the close of the IDFIT investigation, and wrote a recommendation to the Chief regarding the incident. EPD has not yet issued a final determination in the case.
- November 2019: An EPD officer used deadly force during a person stop, in which the person was fatally shot. Our office was notified and responded to the scene; we also participated in the Deadly Force Review Board following the close of the IDFIT investigation. The Board has not yet issued a final determination in the case.

Successfully Provided Staff Support for Civilian Review Board

- The Civilian Review Board (CRB) met nine times in 2019; all were public meetings. Those meetings included seven training topics and review of nine investigations into allegations (including review of the use of deadly force in January 2019). The CRB liaisons to the Police Commission and Human Rights Commissions worked extensively to coordinate communication between those bodies (and, in the case of Police Commission, translate CRB concerns from case reviews into changes in EPD policy). Our office is committed to providing excellent staff support for the Board, and numerous staff hours are spent on meeting preparation.

Oregon Statistical Transparency of Policing (STOP) Program

House Bill 2355 (2017) mandated that by 2021, all Oregon law enforcement agencies must submit data regarding officer-initiated traffic and pedestrian stops to the Oregon Criminal Justice Commission, so the Commission could analyze the submitted data for evidence of racial or ethnic disparities on an annual basis. To accomplish these ends, the Commission, along with the Oregon State Police and the Oregon Department of Public Safety Standards and Training (DPSST), created the Oregon Statistical Transparency of Policing (STOP) Program. In the first annual report to the Oregon Legislature by the STOP Program examining data received pursuant to HB 2355, Eugene was found to not have statistical abnormalities in the stops they made or searches conducted as a result of a stop.

The data showed the number of stops for the period July 1, 2018 to June 30, 2019 by race. However, it does not bifurcate people who identify as more than one race, which the population data does show. The STOP Program also only included 5 demographic categories: Asian, Black, Hispanic, Native

American and Whites. Whereas census data has 8 categories: Asian, Black, Latino, Other, 2 or more, Asian Pacific, Native American, and White. Thus, the statistics are not as precise as we would like.

The EPD STOPS data shows (with population):

	Stops %	Population %
White	86%	83%
Black	5.7%	1.6%
Hispanic	5.3%	9.8%
Asian	2.4%	4.47%
Native-American	0.3%	1%
2 or more races		6.23%
Other		3.21%
Hawaiian-Pacific		0.22%

A complaint alleging bias on the part of the police will generally be classified as an inquiry or higher while we perform an extensive preliminary investigation. We received 9 complaints alleging discrimination in 2019, which were all sent to the Oregon Criminal Justice Commission at their close. Outcomes of those complaints are included in Appendix A and B.

Successful Community Outreach Efforts

Our staff has continued with their outreach efforts to ensure the community is informed of the services offered in our office, as well as to provide the community an opportunity to ask direct questions and share concerns. Our office often collaborates with other City departments and local organizations to share insight about best practices for providing services and sharing information to specific community groups. Below are just some of the outreach events that took place in 2019 in which our office participated:

Public Safety Forum

Our office recognized the need in this community for a safe space for families (particularly the Latinx community) to come together to share concerns and experiences, and to ask questions related to public safety. We held our first Public Safety Forum in December 2017, and we were able to organize two forums in 2019: in May, at Prairie Mountain School, and in November, at Cesar Chavez Elementary. The two events were extraordinarily successful, with about 150-200 attendees at each event. Participation by community groups continues to increase, and 31 organizations had tables at the November 2019 event.

Presentations, Collaborations, & Media Outreach

Much of our outreach focuses on educating the community about the independence of our office from the Eugene Police Department. We look forward to receiving presentation requests and

questions about our office from sectors of the community we have been unable to reach, so please send them our way!

- Interviews with La Que Buena 97.7 FM, Radio ZION 660 AM, and Alex Reyna
- Promotional video with Alex Reyna from La E Kiss for Public Safety Forum
- Integration Network meetings, including meetings of the Law Enforcement subcommittee
- Cesar Chavez Day Planning Committee
- Mock Trial, Social Studies at North Eugene High School
- Translation of EPD materials, including Chief Skinner's letter to the immigrant communities of Eugene
- Familias en Conexión (The Arc of Lane County Program) Presentation
- Lane Community College English as a Second Language Course Presentations

Trainings & Conferences

We strive for awareness on current topics affecting our community to ensure adequate services are being provided. Staff have participated in various trainings and conferences, including:

- EPD Sergeant Training Academy
- EPD New Officer Training Academy
- IAPRO Users' Conference and Training
- Police Executive Research Forum Annual Meeting
- International Association of Chiefs of Police Annual Conference

Tabling at local events including:

We enjoy tabling because it allows us to have more intimate conversations with folks who may not know about what we do. Below are just a handful of fun events we've been invited to. We look forward to participating in many more!

- Lane Arts Council Fiesta Cultural Kick-Off
- Noche Cultural at Island Park
- Cesar Chavez Day Celebration at Hamlin Middle School
- Pride in the Park at Alton Baker Park
- National Night Out at PK Park
- Tacos and Sandia Social at River Road/Camino del Rio Elementary
- 2019 Posada Navideña
- Southeast Neighbors Annual Picnic

Regular Attendance at Reoccurring Meetings

- Civilian Review Board, Police Commission, and Human Rights Commission
- LatinX Outreach Network
- Language Access Team Meetings
- Oregon League of Cities Intergovernmental Affairs Committee
- Law Enforcement Contacts Committee

Community Outreach at a Glance



Our outreach strategies are intended to reach the community as a whole. We have diversified our outreach efforts over the past several years and will continue to do so. By sharing information about our office, as well as educating and hearing from the broader community about their thoughts on local law enforcement, we strive to build an informed community who understands and trusts the civilian oversight process.

Looking Ahead

Goals for 2020-2021

We have ambitious goals for 2020 and hope to build on our momentum in the coming year, despite clear challenges. Our focus on community outreach has been incredibly successful, and we will continue to put our efforts into establishing relationships and rapport throughout our diverse Eugene community. We also are focusing on relationships within the City, creating collaborative, effective working relationships with EPD leadership and partners throughout City government.

Our work with EPD and City partners has begun on implementation of an Early Intervention System. Our office and EPD collect an immense amount of data on EPD employee behaviors, and we are working together to use that data to identify employees who may be in need of assistance. We want to ensure that employees feel supported in addressing whatever challenges they are experiencing; we also hope that a more proactive, data-driven approach will result in better outcomes for the community and the involved employees. We are grateful for Chief Skinner's appreciation and inclusion of our office in this process, and we are committed to creating an effective intervention model.

Our office is also dedicated to promoting diversity, equity, and inclusion both in our community and in the civilian oversight process. Our outreach efforts have proven that positive, practical presence in the community (whether at community events, or at an event that we create) is imperative in establishing relationships with members of our community who would not otherwise seek us out. Nationwide, tensions between communities and their police are incredibly high, and civilian oversight serves a vital function in creating avenues for communication, understanding, and ultimately a cohesive, constructive relationship. We are committed to doing the work to be allies to communities of color and marginalized communities within Eugene, and we are dedicated to helping everyone in our community feel safe, heard, and valued.

We will continue to focus on maintenance of our core competencies: intake and classification of complaints, monitoring and participating in investigations, making recommendations with regard to adjudication of complaints, and review of reportable uses of force. Complaints increased significantly in 2019, and we cannot predict what 2020 will bring, but we will continue to provide the highest level of customer service.

EPD is experiencing extensive personnel changes, both in positions of leadership and in front-line positions. We will continue to work with Chief Skinner to improve connection and collaboration between our office and IA and training staff. The influx of new EPD employees offers a real opportunity to foster a culture of transparency and collaboration between the police and civilian oversight. Our office has begun participating in recruit and new supervisor training, and we appreciate the opportunity to influence the direction of the department going forward.

We will continue to focus on providing excellent customer service to all reporting parties, despite the challenges that we have already seen in 2020. We are adapting to having a socially-distanced and safe environment at our office, and we continue to intake complaints during the COVID-19 pandemic. We are happy to offer bilingual services at our office, and we hope to continue to expand the availability of those services.

2020 has already provided many opportunities for our office to collaborate with other City departments (especially through the Emergency Operations Center, but also with EPD and the Human Rights and Equity Office). We continue to foster a collaborative approach throughout our office, to ensure that we do not miss opportunities to engage with community partners. We will continue to work with all our partners to improve knowledge regarding our office's role and to ensure that all avenues for complaint and commendation intakes are accessible.

One final focus of our office is our staffing obligations to the Civilian Review Board. Our Board is made up of enthused, involved volunteers, and we prioritize our continued provision of excellent staffing to meet their needs. We had a majority of new members join the Board in 2019, and we will have more turnover in 2020. We value this opportunity to have Board membership from different parts of the community, and we will focus staff time in the latter half of the year on training new members.

Challenges for 2020-2021

2020 has already presented several challenges, and it will surely continue to do so through 2021. First is the global COVID-19 pandemic. Our office is committed to providing excellent customer service, and we will continue to do so in a way that is safe both for the community and our employees. Creative solutions are an imperative, and our staff is working to ensure that we meet the needs of our community during these unprecedented times.

At the time of this writing, our community is reeling in reaction to the deaths of Black Americans at the hands of law enforcement. We believe our office is in a unique position to help heal our community's wounds and provide transparency and accountability for policing in Eugene. Civilian oversight is one of the pillars of the current NAACP demands: "to hold police departments accountable and build public confidence." These are challenging times; they are also an opportunity. We will continue to work to build trust and relationships in 2020-2021, and to help bring our community together.

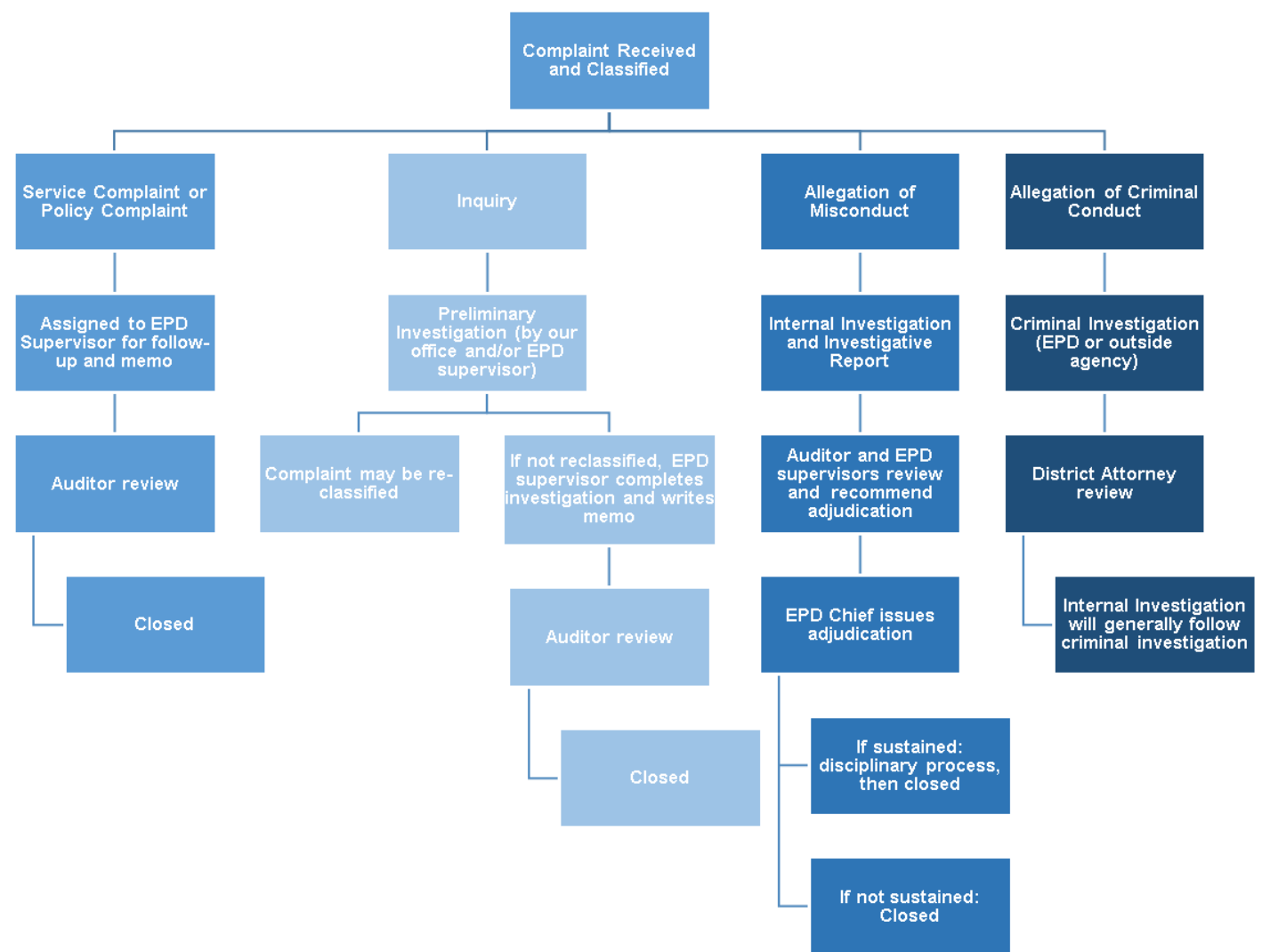
Personnel changes are an area of challenge and focus for 2020-2021. EPD's continuing hiring of new officers, combined with anticipated personnel changes at our office, provide both a challenge and an opportunity. New officers need to be clear on the expectations of this community and the relationship of our office to EPD. We value Chief Skinner's focus on character, and we appreciate the opportunity to work together to ensure that Eugene is receiving professional, comprehensive, and equitable police services.

We are optimistic about meeting these and any other challenges that arise in the next year; our office is experienced, engaged, and committed to providing excellent service to the community.

Methodology

Our office is the main intake point for all complaints about EPD employees. Once we have received a complaint, we conduct a preliminary investigation prior to classifying the complaint. If a complaint alleges criminal conduct, we consult with EPD about how to best go about a criminal investigation (for

example, whether an outside agency should investigate), and generally, the administrative investigation is suspended until the criminal investigation is complete. If a complaint alleges serious misconduct, it is classified as an “Allegation of Misconduct” and forwarded to an Internal Affairs investigator; our office participates in those investigations to ensure they are thorough, fair, and complete. We issue an adjudication recommendation to the Chief at the close of the administrative investigation, and the Chief issues the final adjudication. Discipline is handled by EPD and the City’s Employee Resource Center (our office is separated from the disciplinary process). A complaint may be classified as an Incident Review if we believe further investigation is necessary before a final classification may be made (see page 14). Allegations of minor misconduct may be classified as Inquiries, Policy Complaints, or Service Complaints (these types of complaints are further described on page 15). A summary of all allegations of criminal conduct and misconduct are included in Appendix A; a summary of all other complaints is included as Appendix B. A flowchart illustrating our methodology is below:



Any complaint may be selected for possible mediation, which follows a different process. The Civilian Review Board may review any closed case involving a sworn Eugene Police employee. Community Impact Cases and complaints against the EPD Chief follow the processes set out in Eugene City Code §2.244 and §2.454, respectively.

2019 Complaint and Commendation Statistics

Classification and Source of Complaints

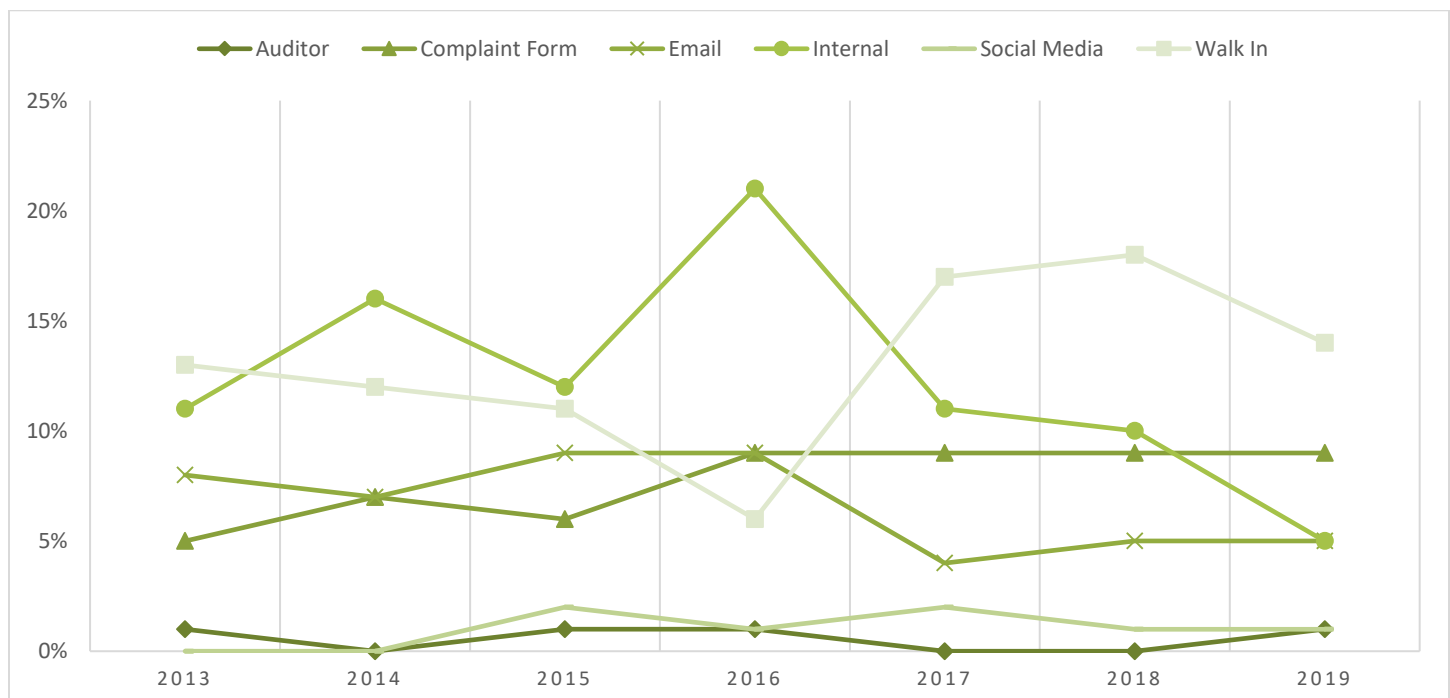
Our office received 446 complaints (from both the community and members of EPD) in 2019, which was a 12% increase from 2018.

Classification	2017	2018	2019
Allegation of Misconduct	22	21	28
Allegation of Criminal Conduct	4	3	4
Incident Review	22	18	14
Respectful Work Environment	1	1	4
Inquiry	108	135	143
Policy Complaint	31	34	49
Service Complaint	137	181	208

Allegations of misconduct increased by about a third, policy complaints increased by 44%, and service complaints increased by 15%. Total complaints were the highest number our office has ever received.

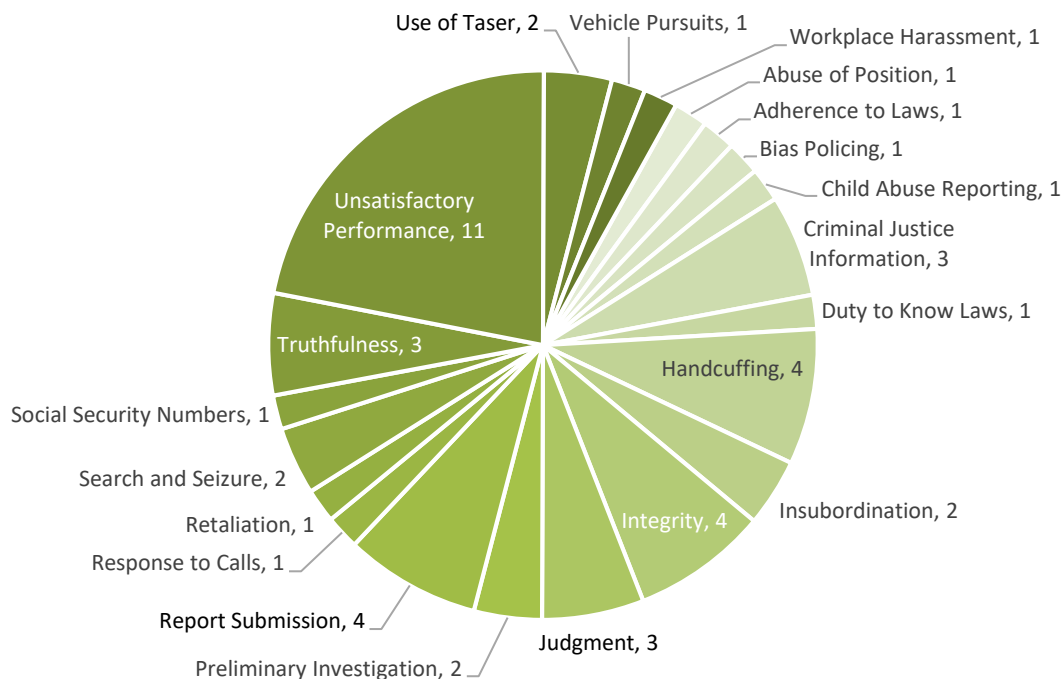
	2019 Result	Trend from 2018
Community Complaints	423	
Internally generated complaints	22	
Officer involved shootings	3	
Allegations of Misconduct (including Criminal Conduct)	32	
Days to close Supervisor Actions (median)	15	

The most common method used by the community to file complaints with our office continues to be the telephone (57%). The phone has consistently been the source of at least half of our complaints. Walk-in complaints dropped off a bit after two years of growth, but they remained a significant source of complaints.



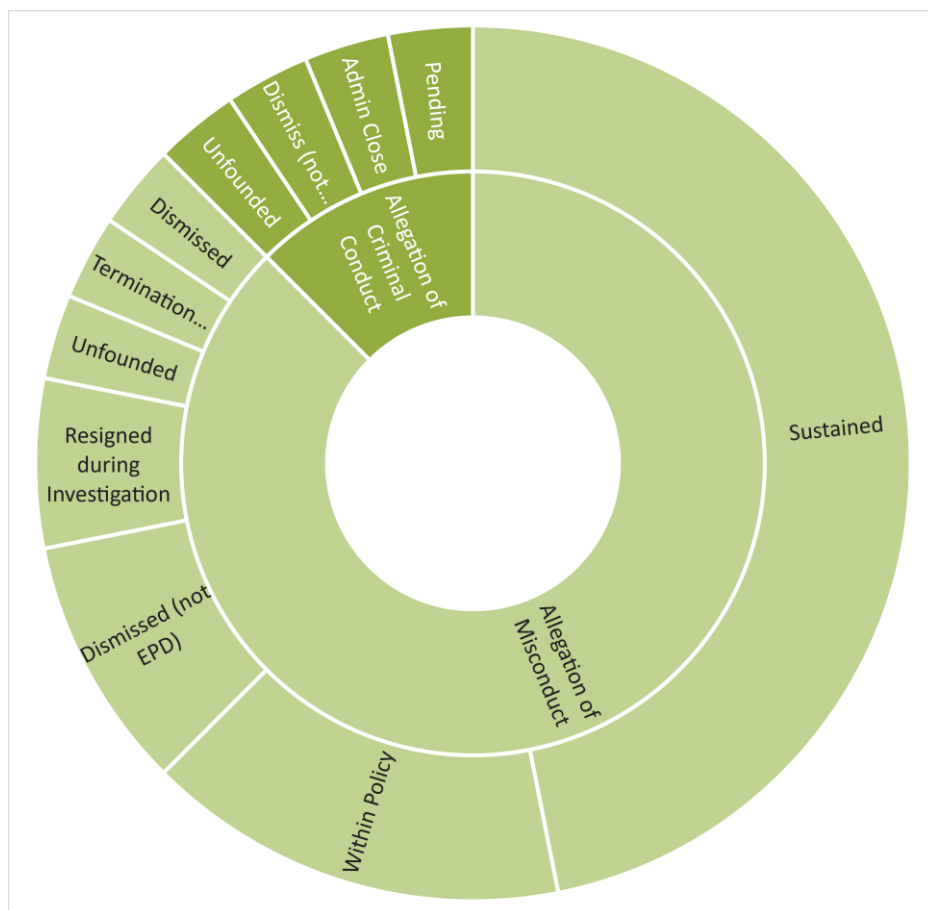
Allegations

The 28 allegations of misconduct and 4 allegations of criminal conduct included 61 specific allegations against 22 EPD employees. A summarization of all allegations is attached to this report as Appendix A. The most common allegations were unsatisfactory performance, handcuffing, and integrity.



Disposition

Of the four allegations of criminal conduct, one is still pending, one was administratively closed, one unfounded, and one was dismissed as outside of our jurisdiction (see Appendix A). In addition, four allegations of misconduct were dismissed, and one employee was terminated prior to a full investigation. 15 of 28 investigations into alleged misconduct resulted in a sustained allegation against one or more employees.



Sustained Allegations and Discipline

54% of Specific Allegations were Sustained

Sustained Policy Violations:

- 6 Unsatisfactory Performance
- 3 Criminal Justice Information
- 3 Handcuffing
- 3 Judgment
- 2 Report Submission
- 2 Search and Seizure
- 1 Abuse of Position
- 1 Adherence to Laws
- 1 Child Abuse Reporting
- 1 Integrity
- 1 Preliminary Investigations
- 1 Response to Calls
- 1 Social Security Numbers
- 1 Use of Taser
- 1 Vehicle Pursuits
- 1 Workplace Harassment

12 employees were found to have committed the 29 specific sustained allegations; one employee had 11 sustained allegations over several separate investigations, many of which were reviewed by the CRB. Two employees resigned during investigation, prior to case adjudication.



Incident Reviews

Incident Reviews were created in 2016 as an intermediate category between allegations of minor misconduct (“Supervisor Actions”, see below) and allegations of serious misconduct. Our office participates in Internal Affairs’ investigations into incident reviews, and prior to interviewing the involved employee, our office consults with Internal Affairs to determine if the complaint should be reclassified (for instance, if it appears serious misconduct occurred) or if the investigation to date is thorough, fair, and complete. Fourteen incident reviews were not reclassified and remained as Incident Reviews (summaries of all Incident Reviews are included in Appendix B).

Most incident reviews were related to conduct (4), use of force (4), or performance (3). Twelve incident reviews were closed out after the IA investigation; the other two were dismissed (one for lack of timeliness, and one was dismissed following a preliminary investigation by our office that determined no policies had been violated).

Inquiries, Policy Complaints, and Service Complaints

Inquiry

A complaint is classified as an inquiry when it appears that the reporting party has generalized concerns or confusion about an incident.

Policy Complaint

A complaint is classified as a policy complaint when the reporting party is concerned about a specific EPD policy.

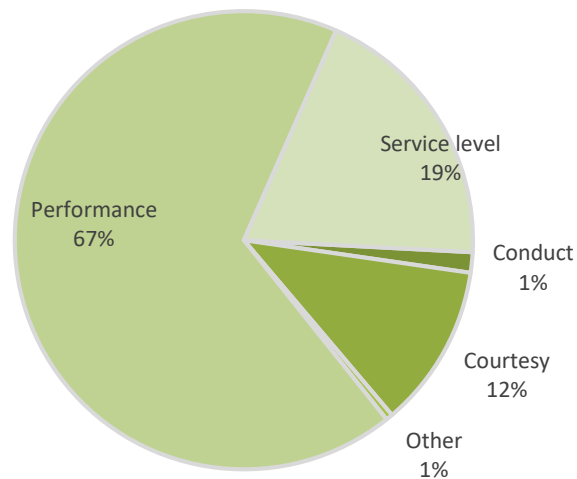
Service Complaint

A service complaint is a complaint of minor misconduct.

Inquiries, policy complaints, and service complaints are all forwarded to EPD supervisors for follow-up with the reporting party; all three are therefore categorized as “supervisor action”. Our office reviews the complaint before it is closed and contacts the reporting party with a closing letter and a survey. A summary of these complaints is included as Appendix B.

All three of these classifications increased from 2018 – 2019, though their percentage of total complaints remained consistent. Most inquiries were handled by the supervisor and closed (89 of 143); the others were dismissed or closed following a preliminary investigation. Policy complaints were handled similarly, with 7 of 49 being dismissed after the preliminary investigation. Service complaints, always the most common of our complaints, were focused on performance (140 complaints), followed by service level (40 complaints).

Service Complaints by Sub-Classification



Conclusion

We wish to thank the outstanding volunteers on the Civilian Review Board, past and present, as well as the members of the Police Commission and Human Rights Commission. We truly appreciate the tremendous support to our office provided by the Central Services Division for assistance with finances, information technology, budgets, human resources, payroll, and other functions. The City Manager’s Officer, the City Attorney’s Office, and the Eugene Police Department have all been helpful in aiding our office to accomplish its core function and goals. Specifically, EPD Chief Chris Skinner, Deputy Chief Stacy Jepson, and the EPD Internal Affairs significantly contribute to the smooth functioning of our office through their collaborative efforts. 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 civilian oversight process in Eugene.

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an employee sent inappropriate text messages to another employee.	Allegation of Misconduct: Conduct	Hostile Work Environment 1028 - Workplace Harassment Prevention	S	S	S	3/19/2019	5/2/2019	5/30/2019	7/3/2019	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Investigation into fatal officer-involved shooting at Cascade Middle School.	Deadly Force Investigation	800 Use of Force	WP	WP	WP	1/11/2019	N/A (IDFIT invest.)	4/7/2019	4/25/2019	Jun-19
		801 Use of Force Reporting	WP	WP	WP					
		812 Department Firearms	WP	WP	WP					
		1203 Body Worn Video	WP	WP	WP					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation that officers violated policy when they handcuffed children.	Allegation Of Misconduct: Conduct	808 Handcuffing Control Holds Impact Weapons	S	S	S	1/2/2019	3/6/2019	3/22/2019	5/30/2019	Sep-19
		808 Handcuffing Control Holds Impact Weapons	S	S	S					
		103.4.1 Judgment	S	S	S					
		402 Police S.T.O.P.'s (Statistical Transparency of Policing)	S	UF	UF					
		808 Handcuffing Control Holds Impact Weapons	S	S	S					

UF: Unfounded
 IE: Insufficient Evidence
 WP: Within Policy
 S: Sustained

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an officer discharged his taser in violation the taser policy.	Allegation of Misconduct: Use of Force	809.4 Taser Use	WP	WP	WP	1/10/2019	2/6/2019	2/18/2019	2/25/2019	Apr-19
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation that an officer used poor judgment during a call for a welfare check.	Allegation of Misconduct: Performance	103.4.1 Judgment	S	S	S	1/29/2019	4/3/2019	5/15/2019	5/30/2019	Aug-19
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation that an officer failed to take appropriate action during a domestic violence incident.	Allegation of Misconduct: Performance	103.5.12 Duty to Know and Enforce laws	UF	WP	WP	1/29/2019	3/26/2019	5/6/2019	5/14/2019	Nov-19
		103.5.14 Unsatisfactory Performance	UF	WP	WP					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged that in 2012 and 2017/2018 she was raped by several men, including an EPD officer.	Allegation of Criminal Conduct: Conduct	N/A - Administratively Closed Following Criminal Investigation				3/11/2019			3/26/2019	

UF: Unfounded
 IE: Insufficient Evidence
 WP: Within Policy
 S: Sustained

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP reported the rude and aggressive behavior of an officer whom RP observed arresting a person of color; RP was concerned that the poor treatment was related to the person's race.	Allegation of Misconduct: Discrimination		N/A - dismissed (outside jurisdiction)			3/15/2019			3/28/2019	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged he was forced to provide his SSN to an officer. Officer admitted policy violation without investigation.	Allegation of Misconduct: Constitutional Rights	306.1.B.2	N/A - facilitated conversation with employee		S	3/18/2019			3/27/2019	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an officer discharged a taser in violation of policy.	Allegation of Misconduct: Use of Force	829.4 Taser Use	S	S	S	2/14/2019	4/4/2019	5/15/2019	5/30/2019	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP reported an incident in which he was detained without reasonable suspicion after reporting a hit-and-run.	Allegation of Misconduct: Constitutional Rights	322 Search and Seizure	S	S	S	2/22/2019	4/23/2019	7/31/2019	8/30/2019	Oct-19

UF: Unfounded
 IE: Insufficient Evidence
 WP: Within Policy
 S: Sustained

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that a supervisor failed to make proper notifications after being informed of an allegation of workplace harassment.	Allegation of Misconduct: Conduct	1028.6 Workplace Harassment Prevention	S	S	S	4/1/2019	4/25/2019	5/15/2019	6/4/2019	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an officer failed to respond appropriately to a call for service involving a juvenile.	Allegation of Misconduct: Conduct	330 Child Abuse Reporting	S	S	S	5/7/2019	6/25/2019	7/31/2019	10/23/2019	Mar-20
		103.4.3 Integrity	S	S	S					
		103.4.1 Judgement	S	S	S					
		103.5.22 Report and Evidence Submission	S	S	S					
		103.5.14 Unsatisfactory Performance	S	S	S					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Auditor-initiated complaint that an officer violated policy by grabbing and holding onto a child's arm.	Allegation of Misconduct: Use of Force	808.3.1.b Pain Compliance	WP	UF	WP	5/13/2019	5/22/2019	7/1/2019	7/9/2019	

UF: Unfounded
 IE: Insufficient Evidence
 WP: Within Policy
 S: Sustained

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP reported an incident in which he was arrested for something that should have been a citation. During review of the incident it was also found that the officer demanded his SSN.	Allegation of Misconduct: Performance	306 Social Security Numbers	S	S	S	5/12/2019	7/23/2019	8/13/2019	9/13/2019	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an officer failed to conduct an adequate investigation or police report in response to a shots fired call.	Allegation of Misconduct: Performance	103.5.22 Report and Evidence Submission	S	S	S	6/14/2019	8/30/2019	10/10/2019	11/12/2019	
		405 Preliminary Investigations	S	S	S					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an officer drove without due regard for the safety of all persons in violation of policy.	Allegation of Misconduct: Performance	416 Officer Response to calls	S	S	S	7/3/2019	8/8/2019	8/30/2019	10/23/2019	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an Officer failed to submit an accurate report regarding a violation of a restraining order, and that the officer failed to thoroughly investigate the incident.	Allegation of Misconduct: Performance	103.5.22 Report and Evidence Submission	WP	WP	WP	7/5/2019	8/30/2019	10/10/2019	10/14/2019	
		405 Preliminary Investigations	WP	WP	WP					

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Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP reported a man who claimed to be a police officer being rude and humiliating a child while off-duty.	Allegation of Misconduct: Conduct	N/A - dismissed (outside jurisdiction)				7/17/2019			7/26/2019	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP and her husband found a cell phone and unsuccessfully tried to contact the owner; they then left the phone in a vehicle on their driveway. They were alarmed when officers arrived on the property and removed the phone from their vehicle without permission or a warrant.	Allegation of Misconduct: Constitutional Rights	322 Search and Seizure	IE	S	S	7/17/2019	9/5/2019	10/31/2019	12/31/2019	Feb-20
		103.5.14 Unsatisfactory Performance	S	S	S					
		103.5.14 Unsatisfactory Performance	IE	IE	IE					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged that an officer was rude and unreasonable, and that the officer came to their home late at night ordering them to be in court the next morning as a witness.	Allegation of Misconduct: Performance	103.5.14 Performance	S	S	S	7/23/2019	9/24/2019	10/10/2019	11/12/2019	
		103.5.14 Performance	S	S	S					

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Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged she was raped by a man she met on Craigslist who wore a gun and badge.	Allegation of Criminal Conduct: Conformance to Laws	N/A - dismissed (outside jurisdiction)				7/25/2019			8/1/2019	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an officer conducted a vehicle pursuit in violation of policy and that a Field Training Officer failed to take appropriate actions when his recruit initiated the pursuit.	Allegation of Misconduct: Performance	103.5.14 Unsatisfactory Performance	S	S	S	8/7/2019	9/19/2019	10/10/2019	1/8/2020	
		814 Vehicle Pursuit Policy	S	S	S					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an probationary employee may not have disclosed relevant information during the hiring process.	Allegation of Misconduct: Conduct	103.4.3 Integrity	N/A - Employee resigned during investigation			8/15/2019			8/30/2019	

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Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an officer was providing criminal information to unauthorized citizens, and that the officer used RMS to search for information not related to an assigned case.	Allegation of Misconduct: Conduct	205 Criminal Justice Information Systems	S	S	S	8/22/2019	10/2/2019	10/10/2019	12/2/2019	
		205 Criminal Justice Information Systems	S	S	S					
		205 Criminal Justice Information Systems	S	S	S					
		103.5.2 Use of Position/Authority	S	S	S					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation that a prostitute had been providing services to an EPD employee. AFTER CRIMINAL REVIEW: No EPD employee identified	Allegation Of Criminal Conduct: Conformance to Laws	Closed - No Employee Identified				8/30/2019			1/9/2020	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Officer was involved in two off-duty vehicle accidents and violated law by driving his personal vehicle without insurance.	Allegation of Misconduct: Conduct	103.5.4 Adherence to Laws and Department Policy	S	S	S	9/5/2019	10/10/2019	10/13/2019	11/12/2019	

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Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged that an EPD employee retaliated against him for filming a police stop of a friend. The officer called his place of work, and RP was fired.	Allegation of Misconduct: Conduct	103.5.5.2 Retaliation in the Community	UF	Not Sustained	UF	9/6/2019	10/14/2019	11/29/2019	12/5/2019	1/14/2020
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal allegation that a recruit officer made untruthful statements to training staff.	Allegation of Misconduct: Conduct	N/A - Probationary Employee Terminated				9/18/2019			9/19/2019	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP reported an incident from 2017 in which she was tased during a welfare check.	Allegation of Misconduct: Use of Force	N/A - Dismissed (outside jurisdiction)				10/4/2019			10/8/2019	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an officer failed to obtain supervisory approval to hold an assault report, that the officer violated policy by failing to follow a direct order by a supervisor, and that the officer was untruthful to a supervisor.	Allegation of Misconduct: Conduct	103.5.14 Unsatisfactory Performance	S	S	S	10/14/2019	12/5/2019	1/3/2020	2/24/2020	
		103.5.17 Insubordination	UF	WP	WP					
		103.5.1 Truthfulness	UF	IE	UF					

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Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation of criminal conduct - investigation pending	Allegation of Criminal Conduct	N/A - active criminal investigation								
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an officer omitted relevant facts in a police report and failed to adequately investigate a burglary.	Allegation of Misconduct: Performance	103.5.14c Unsatisfactory Performance	WP	Not serious Misconduct	WP	10/31/2019	11/26/2019	12/18/2019	12/19/2019	
		103.5.22.b and c Report and Evidence Submission	WP	Not serious Misconduct	WP					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internally reported allegation related to a non-sworn employees violations of policy related to an investigation.	Allegation of Misconduct: Conduct	103.5.14 Unsatisfactory Performance	N/A - Employee Resigned During Investigation			11/15/2019			4/6/2020	
		103.5.14 Unsatisfactory Performance								
		103.5.1 Truthfulness								
		103.5.17 Insubordination								
		103.4.3 Integrity								
		103.5.1 Truthfulness								
		103.4.3 Integrity								

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Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Review of an officer's firing their duty weapon discharge at a fleeing stolen patrol car.	Deadly Force Investigation	800 Use of Force	WP	IE	Pending	3/13/2019				
		801 Use of Force and Reporting	WP	IE						
		812 Department Firearms	WP	IE						
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Review of officer's fatal use of deadly force during a person stop.	Deadly Force Investigation	800 Use of Force	Pending			11/30/2019	N/A (IDFIT investigation)			
		801 Use of Force and Reporting								
		812 Department Firearms								

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Appendix B: 2019 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/7/2019	1/22/2019	15	Incident Review	RP alleged he was detained in handcuffs by officers due to the color of his skin, when they came to his property about a burn pile.	Review of the incident by Sgt. found that officers had been dispatched to the property after a call by Fire, indicating the RP refused to extinguish the fire. The detention of RP happened when RP tried to leave the scene to get a LRAPA pamphlet and to call the city. Once RP's wife arrived and the misunderstanding that RP felt he could burn was communicated, he was released. No evidence of the detention being racially motivated was found.
1/14/2019	2/8/2019	24	Incident Review	RP reported an incident during his arrest in which his face was scuffed and handcuffs were applied too tightly.	Sgt. found that RP had been trespassed from a downtown bar, left and then returned. When he refused to leave, he was tackled by security and then placed in handcuffs by an officer who had to struggle with RP. Once cover officers arrived, the handcuffs were reapplied.
1/22/2019	3/15/2019	53	Incident Review	RP alleged that an officer touched them inappropriately.	Review of the body cam of the arrest showed that RP was patted down prior to arrest in the manner trained by EPD. Allegation was not valid.
2/12/2019	2/17/2019	5	Incident Review	RP alleged that an officer used excessive force to detain and arrest him by kneeling him and tasing him.	Sgt. reviewed police reports, body cams and CAD details. RP was detained for a traffic violation on his bicycle, refused to identify himself, began to leave, and then resisted arrest. No policy violations were found.
3/21/2019	4/1/2019	10	Incident Review	A caller reported that a neighbor who was a police officer, was allowing a relative to drive a work vehicle.	A review of the officer's assigned vehicle noted it was not the vehicle described by the caller.
4/5/2019	4/12/2019	7	Incident Review	RP alleged that he was given a citation for speeding but his white girlfriend was not. (Her parents owned the vehicle with expired tags).	Sgt. reviewed body cam of the incident and found that current law does not allow the officer to cite the passenger. The driver could have been cited for the registration also, as it is the responsibility of the driver. The officer was being kind and only issued a warning. RP was notified of the situation.
6/4/2019	8/7/2019	63	Incident Review	RP reported outside work issues with an ex that might affect work performance.	Review of the issues brought forward by RP found nothing that was a violation of EPD policy.
7/3/2019	7/10/2019	7	Incident Review	RP reported that officers used excessive force and took him to the hospital against his wishes.	Dismissed: Other. Dismissed after preliminary review by the Auditor.

Complaints shaded in ORANGE indicate alleged discrimination.

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Complaints shaded in YELLOW are related to policing and the unhoused population.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
7/11/2019	7/22/2019	11	Incident Review	RP alleged that her neighbor, a police officer, cut down some of her shrubs.	Sgt. found that a miscommunication caused the landscaper to cut the bushes more than they should have. Sgt. spoke with RP the issue.
8/28/2019	9/5/2019	7	Incident Review	RP alleged that EPD officers assaulted him the previous two times he was arrested.	Review of the previous 5 arrests of RP found that only one included a use of force. Focused blows were used to take RP into custody after he attacked and attempted to take the firearm of an officer. The incident was reported and reviewed by the chain of command and the Auditor. No policy violations were found.
12/12/2019	12/20/2019	8	Incident Review	RP contacted EPD to have a welfare check done on his homeless friend who lived in his van. The case was dispatched to CAHOOTS. Approximately 8 hours later the RP provided additional information to dispatch which elevated the call to an expedited response. Upon arrival, the friend was deceased.	EPD Communications reviewed all information and CAHOOTS dispatch. The caller indicated that his friend was medically fragile but did not provide additional information that would have expedited the call. The dispatcher did not add the phrase "medically fragile" to the call because many of CAHOOTS calls involve medically fragile community members. In the 2nd call, he indicated that his friend was having breathing difficulties which would have expedited the first call had it been said. The EPD Communications Section conducted a formal review of all policies and procedures around triaging and dispatching calls for service to CAHOOTS.
12/18/2019	1/7/2020	19	Incident Review	RP alleged that officer left her purse on the roof of the car when she was arrested and the man she was with has now taken it.	Review of body cams found that officers secured RP's belongings inside of her trailer. No property was left at the scene.
1/2/2019	2/15/2019	43	Inquiry	Reporting Party (RP) was unhappy that an officer flagged them down in an intersection to remind them they had to wait for pedestrians to clear the street.	Supervisor was unable to identify officer involved, but spoke with RP and explained pedestrian law.
1/7/2019	2/22/2019	45	Inquiry	RP reported racial profiling and reckless endangerment, slander and libel for officers pulling him out of line at a concert.	No law enforcement contact with RP could be found in either EPD or UO police databases. No contact information was provided by RP.
1/12/2019	1/17/2019	5	Inquiry	RP felt he was wrongly arrested for trespass and should instead have been allowed to leave the area.	Sgt. found that the man was in a clearly marked no trespassing area, and a complainant was willing to press charges. No policy violations. Sgt. spoke with RP about the findings.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/14/2019	1/22/2019	8	Inquiry	RP expressed concerns about incorrect information being given at the beginning of a press conference and wanted to know EPD's process.	Cpt. spoke with RP and answered the questions she had about the situation and EPD's process for releasing information.
1/17/2019	2/26/2019	39	Inquiry	RP felt that an officer was using his status as a police officer to park a trailer illegally on the side of the road in his neighborhood.	Sgt. spoke with parking services and found that a complaint about the trailer had come in. It was treated like any other parking complaint and they were not aware that the owner was a police officer. RP was anonymous so no contact was made.
1/17/2019	2/4/2019	17	Inquiry	RP alleged that an officer was verbally aggressive with her and did not believe her about the assault she was reporting.	Body cam found that the officers demonstrated empathy with RP and spoke with her in an appropriate manner while obtaining information about the assault. Sgt. spoke with RP about their findings.
1/22/2019	2/4/2019	12	Inquiry	RP inquired about CIT training on a specific officer.	Supervisor informed RP how to file a public records request and how to access other records via the web.
1/22/2019	1/24/2019	2	Inquiry	RP felt a traffic stop by an officer was harassment due to him being a person of color.	Dismissed: Other following review of body cam and ICV.
1/25/2019	2/6/2019	11	Inquiry	RP noted an officer drove through the common (grass) area of his apartment complex.	Sgt. identified the call the officer was on, and spoke with RP about the circumstances of the officer driving in the area.
1/28/2019	1/29/2019	1	Inquiry	RP reported an issue with an outside agency.	Dismissed: Outside Jurisdiction
1/29/2019	1/29/2019	0	Inquiry	RP felt an officer should not have arrested him on a stalking charge as he had not seen the person in a month.	Dismiss: Alternate Remedy
1/30/2019	2/19/2019	19	Inquiry	Internal inquiry into the transport of a suspect to the University District Hospital.	Review found no personnel violated EPD policy and the actions of the suspect lead to the self harm.
2/6/2019	2/11/2019	5	Inquiry	RP alleged that an officer left a bruise on her arm while escorting her from a court room, and would not allow her to use the restroom.	Sgt. spoke with RP at the time and noted the RP's bruise was days old, which RP admitted. Sgt. also spoke with the officer and a witness who noted that RP had not asked to use the restroom. No basis for the complaint was found.
2/6/2019	2/8/2019	2	Inquiry	RP alleged treason by various judges and EPD aiding in the treason.	Dismissed: Other

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/8/2019	2/11/2019	3	Inquiry	A woman arrestee alleged that an officer had inappropriately touched her.	A review of body cam found no such incident happened. RP exhibited symptoms of severe mental illness and made various other extreme claims about police.
2/13/2019	4/17/2019	64	Inquiry	RP reported EPD maliciously prosecuted him.	RP was cited for marijuana use in public and blowing smoke into a security guard's face. Citation issued had probable cause.
2/14/2019	3/6/2019	22	Inquiry	RP reported a concern about officers who had not returned her calls about a report she had made regarding sexual assault perpetrated by law enforcement.	RP spoke with officers numerous times at the Johnson unit related to alleged incidents. RP could not identify an agency or provide substantiating evidence of any crime. Captain learned RP had made similar allegations to various agencies in the Northwest.
2/14/2019	2/20/2019	6	Inquiry	RP alleged that an officer touched her inappropriately.	BWC was reviewed of the entire contact by the Sgt. and there was no merit to the allegation. Auditor also reviewed BWC and concurred.
2/24/2019	3/5/2019	11	Inquiry	RP alleged a false arrest by officers and that bruising was left on her arm.	Dismissed: Other Auditor Review found no policy violations, use of force issue with LCSO not EPD.
3/1/2019	3/4/2019	3	Inquiry	RP reported 5 officers harassing a man, and abusing his dog.	Dismiss: Other Auditor review of reports and body cams: no policy violations by officers.
3/5/2019	3/6/2019	1	Inquiry	RP submitted documents that pertained to another agency.	Dismissed: Outside Jurisdiction
3/12/2019	3/18/2019	6	Inquiry	RP alleged a use of force during an arrest 2 years prior.	Dismissed: Timeliness
3/12/2019	3/12/2019	0	Inquiry	RP left a comment on social media that said: "the cop that pulled me over gave me the creeps."	Dismissed: Other Review by Auditor; found the officer to be professional and accommodating by giving a warning for several traffic violations.
3/21/2019	3/22/2019	1	Inquiry	RP submitted documents that expressed concern about an incident in 2017.	Dismissed: Timeliness
3/23/2019	4/25/2019	32	Inquiry	RP believed that officers allowed a DUII driver to leave the scene of a roll over accident and, if it had been a person of color, they would have been arrested.	Sgt. found that both officers at the scene did assessments of the driver for DUII and neither felt they had probable cause to arrest for a DUII. RP was anonymous so was not contacted.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
3/26/2019	3/28/2019	2	Inquiry	An EPD employee reported that a supervisor had accessed her computer without authorization.	It was discovered that permission had been given by HR to access files needed to complete a task during the employee's absence. ISD accessed the computer and found permissions had not been deleted. This was done, and the employee was notified.
3/26/2019	4/16/2019	20	Inquiry	RP reported being unable to reach 911 when his motorhome was on fire.	Supervisor reviewed the calls at the time, and had the software company review the system and found that it was working properly. One of RP's calls got through, as well as others calling in the incident. Supervisor spoke with RP about the issue.
3/27/2019	3/28/2019	1	Inquiry	RP reported an incident with another agency.	Dismissed: Outside Jurisdiction
3/28/2019	4/1/2019	3	Inquiry	RP reported that she was grabbed on her buttock by an officer.	Lt. reviewed the body cam of RP's arrest and found officers doing a routine pat down. No deviation from the trained technique. No policy violations.
4/3/2019	4/5/2019	2	Inquiry	RP claimed EPD did not follow through on a complaint that a woman was accusing him of a crime.	Dismissed: Other - RP was notified that the woman never filed a complaint against him.
4/8/2019	4/11/2019	3	Inquiry	RP alleged officer improperly obtained a search warrant.	Dismissed: Outside Jurisdiction Preliminary investigation by Auditor found another agency filed for the warrant.
4/10/2019	5/1/2019	21	Inquiry	RP felt an officer was going above and beyond during a traffic accident because the other driver was a relative.	Lt. reviewed body cams and police records and found that the officer involved had never met the other driver and had been dispatched to the accident. Lt. spoke with RP about his findings.
4/11/2019	4/15/2019	4	Inquiry	RP felt his citation for reckless driving was bogus.	Dismissed: Alternate Remedy
4/16/2019	5/28/2019	42	Inquiry	RP alleged that an officer started a false rumor about him.	Sgt. reviewed body cam of the incident RP noted and found that the behavior alleged did not occur. Sgt. attempted contact with RP.
4/16/2019	6/12/2019	56	Inquiry	RP reported an incident in which an officer grabbed her outside of a courtroom and threatened her with arrest.	Sgt. spoke with witnesses and learned that RP had been ejected from the courtroom and the officer spoke with RP about what might happen if illegal behavior happened. No one claimed to have seen the officer touch RP. Sgt. spoke with RP about the findings.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
4/16/2019	4/29/2019	13	Inquiry	RP was not receiving a return call from an officer about a report she wanted to file.	Sgt. found no policy violations by the officer and spoke with RP about the issues she wished to report.
4/17/2019	5/6/2019	19	Inquiry	RP inquired into the status of a report she filed involving a rape.	Sgt. found that the officer had exhausted leads in the case and forwarded the case to violent crimes for follow up. RP did not return calls from the Sgt.
4/17/2019	4/19/2019	2	Inquiry	RP alleged that an officer touched her inappropriately during a pat down.	Review of body cam by the supervisor and the Auditor's Office found that the allegation did not occur.
4/18/2019	4/28/2019	10	Inquiry	RP alleged an officer was rude to her when he was investigating a harassment issue at her apartment complex.	Review of body cam showed the officer to be patient, transparent and taking the time to explain what the investigation was about. RP did not return calls.
4/18/2019	4/22/2019	4	Inquiry	RP was upset she was not given a reward for a crime tip.	Dismissed: Outside Jurisdiction
4/18/2019	4/23/2019	5	Inquiry	RP was unhappy that officers would not take a report about a serial killer who was stalking her, who had supposedly died in 2017.	Dismissed: Other
4/25/2019	6/19/2019	54	Inquiry	RP reported various interactions with officers she was unhappy about. One officer almost ran her over and placed a hold on her for something she didn't do.	Sergeant's review of body worn cameras revealed RP was experiencing mental health and drug-induced issues. The officers handled contact with RP within policy.
4/25/2019	5/6/2019	11	Inquiry	RP inquired into the status of a report he made about being hit by a car and the officer not getting video from LTD.	Sgt. found that the officer had tried to call RP numerous times but had not gotten through on the message phone provided. The officer learned that LTD does not record during the hours in question.
4/25/2019	5/16/2019	21	Inquiry	RP reported that an officer would not take a report about a burglary and vandalism by his neighbors.	Sgt. found that the officer had no probable cause for a report.
4/25/2019	5/28/2019	33	Inquiry	RP alleged that she was discriminated against because she was accused of looking like someone who had been trespassed from the library.	Review of the incident found that the complaint should have been directed to the Eugene Library. No EPD employee was involved. Sgt. spoke with RP.
5/1/2019	5/3/2019	2	Inquiry	RP alleged officers took his cell phone during his arrest.	Review of body cam by Sgt. found that the allegation did not occur. Sgt. spoke with RP.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
5/1/2019	5/3/2019	2	Inquiry	RP felt an officer handled a situation with her son with disrespect to him and to her.	Dismissed: Other - Review of body cam by the Auditor found no issues with how the officer handled the call.
5/1/2019	5/3/2019	2	Inquiry	RP was upset that he was given a citation about smoking marijuana in public, when he was 4 feet away from private property.	Dismissed: Alternate Remedy
5/7/2019	5/9/2019	2	Inquiry	RP reported that a courtesy report was never forwarded to another jurisdiction.	Auditor's office was able to determine the date the report was forwarded and notified RP.
5/7/2019	5/9/2019	2	Inquiry	RP reported that he was harassed and pushed by a group of police officers at his tent in the woods near Alton Baker Park.	Investigation by Sgt. found that officers responded to the area, and saw no signs that anyone had been in the area besides RP (no foot prints in the muddy ground). CAD reports showed all EPD officers dispatched to other calls, no dispatch to Alton Baker at the time.
5/7/2019	5/22/2019	15	Inquiry	RP was upset that the correct details were not listed in a police report.	Dismissed: Timeliness
5/10/2019	5/28/2019	18	Inquiry	RP was unhappy he was cited for a traffic violation and alleged the officer was rude and never told him what the citation was for.	Body cam of the stop show that the officer was professional and used restraint with a hostile RP. The citation was explained. No policy violations.
5/14/2019	5/30/2019	16	Inquiry	RP was seeking help with a sentencing issue.	Dismissed: Outside Jurisdiction
5/31/2019	6/27/2019	27	Inquiry	RP alleged that an officer grabbed her by the arm while investigating a theft, which she feels is illegal.	Review of body cam noted that the officer touched RP on the elbow for about 2 seconds after she walked away against a direct lawful order. That was the only physical contact with RP. RP did not return calls.
6/4/2019	8/12/2019	68	Inquiry	RP alleged that an officer did not do a thorough investigation into a rape.	Sgt. reviewed the investigation and noted the officer developed probable cause to arrest RP for the crime, and the case was forwarded to the Grand Jury.
6/5/2019	7/2/2019	27	Inquiry	RP inquired into who called EPD to send a welfare check on him.	Supervisor contacted RP to provide what information she could.
6/5/2019	7/11/2019	36	Inquiry	RP reported a couple of motorcycle officers just sitting by the side of the road for a lengthy amount of time. When RP approached, they rode off.	Sgt. learned that one of the officers was new to the team and was being coached by the other about traffic stops on a motorcycle. About the time RP began to approach, they noted a traffic violator and initiated a stop. RP's voicemail box was full and Sgt. was unable to contact RP.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
6/5/2019	6/11/2019	6	Inquiry	RP requested a supervisor because he felt he was racially profiled.	Sgt. spoke with RP at the scene, who had been detained due to a theft of a wallet and keys. RP was observed throwing the keys under a car. When asked if the officers had arrested because of his race, he said no.
6/5/2019	6/11/2019	6	Inquiry	RP was unhappy about EPD response to an incident in September 2018.	Dismissed: Timeliness
6/7/2019	7/8/2019	31	Inquiry	RP was unhappy with the service he received when reporting harassing text messages from his ex. RP feels that since his court papers state publicly funded help was available to him, the police must help him.	Review of calls for service found that RP's calls were handled properly, but that RP became hostile and threatened call takers when he was unhappy with what they told him.
6/7/2019	7/12/2019	35	Inquiry	RP was upset that an officer confiscated her marijuana and cited her for distribution. The DA is not prosecuting and EPD will not return her marijuana.	Sgt. spoke with RP and explained that marijuana is not federally legal and they are not permitted to return marijuana-related items.
6/17/2019	7/8/2019	21	Inquiry	When RP was questioning a citation for parking at the airport, an officer asked "Do you want a 20 dollar one or a 50 dollar one?". RP feels this is unethical.	Sgt. learned RP had left his vehicle unattended at the airport and returned to find the officer writing a ticket. When the officer attempted to speak with him, he ignored the officer. To get his attention, the officer made the remark. Sgt. spoke with RP about the incident.
6/20/2019	7/9/2019	19	Inquiry	RP was concerned about how an officer handled a call for service in which her neighbor had been assaulted by housemates.	Sgt. learned that some of RP's concerns were from things she had heard second hand. Sgt. shared with RP the facts that he could about the incident, which assured RP.
6/20/2019	7/8/2019	18	Inquiry	RP awoke to officers peeking in her window. She feels this is illegal.	Officers were dispatched to contact RP about a dispute with a neighbor. After knocking, officers looked through a window and got RP's attention. No policy violations noted. Sgt. spoke with RP.
6/21/2019	6/26/2019	5	Inquiry	RP alleged he was given an illegal citation.	Dismissed: Alternated Remedy
6/25/2019	6/26/2019	1	Inquiry	RP filed a complaint that an officer was stalking him and his wife.	Dismissed: Employee no longer employed
6/25/2019	6/26/2019	1	Inquiry	RP reported an issue with ICE or the DEA.	Dismissed: Outside Jurisdiction
6/27/2019	8/1/2019	34	Inquiry	RP was concerned about how police contact with his 16-year-old was handled.	Capt. reviewed the file in regard to RP's 16-year-old and spoke to him about his concerns.

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7/3/2019	9/3/2019	60	Inquiry	Internal look into whether a call for service for a physical dispute was handled appropriately.	Review of body cams and police reports found that in this incident, officers made the correct determination. No policy violations.
7/5/2019	8/22/2019	47	Inquiry	RP reported officers did nothing to help him when he was chased by a guy while in his motorhome and the motorhome was damaged.	Review of body cams and police reports found that the officers were unable to identify probable cause for a crime with the information provided by the parties involved. Sgt. noted that the investigation was thorough and within policy. Sgt. spoke with RP about the incident.
7/8/2019	7/10/2019	2	Inquiry	RP reported being unhappy with how a call for service in 2014 was handled.	Dismissed: Timeliness
7/9/2019	8/5/2019	26	Inquiry	RP reported 4 officers intimidating one guy sitting on a curb. RP doesn't like the way police hassle homeless people.	Sgt. learned that the officers had been dispatched to a fight and were interviewing the suspect. Officers were not harassing a homeless person. No policy violations. RP did not leave contact information.
7/9/2019	7/11/2019	2	Inquiry	RP reported officers holding a gun on a compliant, handcuffed person.	Dismissed: Other Review of body cam by Auditor found the object to be a notebook and not a gun in the officer's hand.
7/10/2019	7/11/2019	1	Inquiry	RP reported an unmarked police car driving erratically.	Dismissed: Outside Jurisdiction
7/12/2019	8/16/2019	34	Inquiry	RP alleged that officers had been harassing her, showing up near her home and talking to her friends.	Review of police records showed the only contact with RP was calls she had initiated. Three others were for camping, assault, and a welfare check. No harassment was found. RP did not return calls.
7/12/2019	7/26/2019	14	Inquiry	RP felt her calls for service were not being taken seriously by EPD and that they have called Cahoots on her instead.	Sgt. learned that the officers investigated the issues RP was having, but found no evidence of a crime. The officer acted within policy. Sgt. spoke with RP and explained his findings.
7/12/2019	7/15/2019	3	Inquiry	RP alleged that after he was in an accident, officers hit him in the head with a baton and then claimed his injuries were from the accident.	Dismissed: Other. Preliminary review by Auditor found that RP was intoxicated and left the scene and then failed to stop for officers when requested. RP was taken to the ground by an officer when he failed to comply and hit his head.
7/12/2019	7/16/2019	4	Inquiry	RP was upset that officers questioned him after he called police about people harassing him.	Dismissed: Other. After review by Auditor: Dismissed, no policy violations.

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7/16/2019	8/29/2019	43	Inquiry	RP inquired into how the fund works that helped a man replace his glasses after they were broken when he helped detain a man who had stabbed someone.	Lt. spoke with RP about the Community Cares Fund and how it is administered.
7/16/2019	7/16/2019	0	Inquiry	RP was upset with harassment by EPD.	Dismissed: Other
7/31/2019	8/2/2019	2	Inquiry	RP reported gender harassment by an officer.	Dismissed: Outside Jurisdiction
8/1/2019	8/2/2019	1	Inquiry	RP was upset that another agency placed a mental hold on him.	Dismissed: Other
8/2/2019	8/7/2019	5	Inquiry	RP reported an unmarked car that was driving unsafely.	Dismissed: Outside Jurisdiction
8/2/2019	8/5/2019	3	Inquiry	RP alleged a conspiracy to make him look crazy with an illegal investigation.	Dismissed: Other
8/6/2019	8/6/2019	0	Inquiry	RP inquired about traffic calming issues.	Dismissed: Outside Jurisdiction. Referred to Public Works.
8/7/2019	9/26/2019	49	Inquiry	RP was having a hard time getting help from EPD with a custody issue.	Sgt. reviewed the case file and found the issue RP had was with DHS and the custody issue had to work its way through that office before EPD could intervene. Sgt. communicated with RP about the process.
8/8/2019	8/15/2019	7	Inquiry	RP alleged an officer used excessive force on him and claimed he was interfering in police work when he was videoing an arrest.	Dismissed: Other. Review of body cam by Auditor found no excessive force used.
8/9/2019	8/12/2019	3	Inquiry	RP felt EPD was harassing him on social media and following him. RP could not provide details of any incidents.	Dismissed: Other
8/14/2019	8/15/2019	1	Inquiry	RP brought forward a concern about an interaction with an animal control officer that happened in 2018.	Dismissed: Timeliness
8/16/2019	9/26/2019	40	Inquiry	RP alleged that an EPD officer facilitated the illegal removal of his property from his apartment.	Supervisor found that the issue involved a restraining order and that the officer acted within policy.
8/20/2019	10/17/2019	57	Inquiry	RP was concerned about how a case involving an elderly woman was being handled.	Sgt. reviewed the case and found that the officer had investigated and was able to issue a warrant after a Grand Jury Indictment within 10 days of receiving the case. Investigative practices and procedures were exceeded in this case.

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8/21/2019	8/26/2019	5	Inquiry	RP was upset about an interaction he observed in which Cahoots did not help a man in a manner he felt was appropriate.	Dismissed: Outside Jurisdiction
8/21/2019	8/22/2019	1	Inquiry	RP alleged an officer was disrespectful during a traffic stop.	Dismissed: Alternate Remedy Review of body cam by Auditor found officer was professional.
8/22/2019	8/30/2019	8	Inquiry	An anonymous person alleged that she noticed an officer at a demonstration that had acted inappropriately several years ago.	Because of lack of details in the complaint and it being anonymous, the allegation was not able to be substantiated.
8/23/2019	9/5/2019	12	Inquiry	RP alleged officers used excessive force to stop him when they saw him spray painting a graffiti.	Dismissed: Other Review of body cam by the Auditor noted reasonable force after RP ran from officers.
8/28/2019	9/3/2019	5	Inquiry	An internal look into a use of OC spray by an officer.	Review of the body cams of each officer found that the officer in question's use of OC spray was within policy.
8/28/2019	10/17/2019	49	Inquiry	RP felt a uniformed person at the downtown station was unhelpful in her attempt to report a person who almost hit her with an automobile.	Sgt. found that the involved employee had not been able to get enough information from RP to file a report. Sgt. strategized with employee how to provide the best customer service, even when an incident isn't a crime. RP did not return calls.
9/9/2019	9/13/2019	4	Inquiry	RP reported that while being arrested, officers mocked and giggled at her during the booking process.	Dismissed: Other. Review of body cams and reports by the Auditor found no policy violations.
9/10/2019	9/10/2019	0	Inquiry	RP alleged racial profiling by officers who arrested him for DUI.	Sgt. spoke with RP who could not articulate why he felt he was profiled nor provide any specific thing the officer did. RP only wanted the charges dropped.
9/11/2019	9/13/2019	2	Inquiry	RP reported an incident from 2017 in which an officer told other inmates lies about him.	Dismissed: Timeliness
9/16/2019	9/16/2019	0	Inquiry	RP questioned the symbol on the back on some EPD patrol cars (a hammer), believing it to be a white nationalist symbol.	Dismissed: Other Auditor communicated with RP that the symbol was to indicate that the patrol car had breaching tools inside. The concern was also forwarded to the Chief's Office. The breaching tool symbol was removed from patrol cars.
9/16/2019	9/24/2019	8	Inquiry	RPs were concerned that a homeless woman was being harassed and cited by EPD.	Dismissed: Alternate Remedy Auditor review of body cams found no policy violations.

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9/17/2019	9/19/2019	2	Inquiry	RP reported that she felt threatened by an officer who was investigating her son while at her place of employment.	Review of body cam of the officer revealed that the officer involved was polite and professional with RP. Sgt. met with RP and explained his findings and offered to allow RP to view the BWC with him.
9/25/2019	10/22/2019	27	Inquiry	RP inquired into the law an officer cited when he gave her a warning for crossing over a railroad track without stopping.	Sgt. reviewed ICV of the stop and learned that RP had actually stopped on the tracks in traffic, which is a violation. Sgt. spoke with RP and explained the issue and the law cited by the officer.
9/27/2019	10/29/2019	32	Inquiry	RP reported an issue with a neighbor who was upset about her barking dog. The officer placed a note on her house that peeled her paint when she tried to remove it.	Sgt. learned that RP had called police who documented no damage to RP's home and no probable cause was found for any criminal mischief. Sgt. spoke with RP about her concern.
9/30/2019	10/7/2019	7	Inquiry	RP was upset that an officer failed to listen to him about the harassment that has been going on in his head to appear to make him look crazy.	Lt. reviewed the interactions between the officer and RP and found the officer had been professional and informative with RP.
10/7/2019	10/29/2019	22	Inquiry	RP inquired into why his neighbor, who hit his tree, was not cited or given a breathalyzer.	Sgt. reviewed body cams, spoke with officers, and learned that officers conducted a complete DUII investigation and found that the neighbor was not impaired. Sgt. spoke with RP explaining that process.
10/9/2019	10/31/2019	22	Inquiry	RP dropped off a written complaint at EPD about a neighbor who was using a BB gun to shoot squirrels. Nothing was done.	Sgt. spoke with RP about her concerns with her neighbor, explained that calling each time an issue occurred would provide her better service.
10/9/2019	10/31/2019	22	Inquiry	RP posted on social media that he was tired of seeing EPD officers speeding without their lights and sirens activated.	Sgt. spoke with RP about his concerns, and explained RP is welcome to make individual complaints with the vehicle number any time he notices the issue.
10/9/2019	10/11/2019	2	Inquiry	RP alleged an officer manhandled her and dragged her to a police car.	Dismissed: Other. Review by Auditor found allegation did not occur.
10/11/2019	10/17/2019	6	Inquiry	RP felt that EPD had been harassing her sons through traffic stops and even sending code enforcement to her home.	Sgt. learned that the traffic stop had been for equipment violations on the vehicle and the code enforcement issue had began as a call for assault at the residence. While there, the officer noted that it appeared someone was living in an outbuilding that was not fit for habitation. Sgt. spoke with RP about her concerns.

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10/14/2019	10/31/2019	17	Inquiry	RP reported an officer kicked her during a trespass stop.	Review of body cam found at no time during the stop was RP kicked by the officer.
10/16/2019	10/29/2019	13	Inquiry	RP alleged that an officer and a Red Cap took his cart by cutting it from a pillar he had chained it to.	Sgt. found security footage of RP's cart and belongings being stolen by an unidentified man. Sgt. spoke with RP about what had been found and encouraged him to file a police report.
10/17/2019	11/7/2019	20	Inquiry	RP was frustrated that EPD would not help him with his custodial interference issue.	Sgt. learned that the officers had been instructed by the DA's Office to not file a report when RP initially contacted EPD. A few days later, a report was taken by another officer and when reviewed by the DA's office on that date, a warrant was issued. RP was directed to the DA's office for information about the delay in filing.
10/17/2019	10/21/2019	4	Inquiry	RP inquired into whether or not he had been trespassed from a business.	Auditor's office verified the information and spoke with RP.
10/18/2019	11/6/2019	18	Inquiry	RP reported being harassed and targeted by EPD for sleeping at a church. RP was cited for trespass.	Review of body cams showed the officer followed policy and was professional while citing RP for trespassing at a location that had filed a trespass letter with the city. RP did not return voice messages left by the Sgt.
10/18/2019	12/19/2019	61	Inquiry	RP alleged that officers were only enforcing the camping ordinance due do his race.	Sgt. learned that officers were dispatched; it was not a field initiated enforcement. Officers did not cite RP, but only asked him to voluntarily pick up his belongings. No policy violation. Sgt. spoke with RP at the scene.
10/21/2019	12/12/2019	51	Inquiry	RP was being denied a police report because it had been turned over to DHS, who are telling him there is no open case.	Sgt. learned that officers were dispatched to a dispute between parents about child custody. Officers investigated the incident, found no criminal activity, and wrote an informational report which was forwarded to DHS as per policy. Sgt. spoke with RP about the incident and the policies involved around the officer's actions.
10/25/2019	11/6/2019	11	Inquiry	RP was cited for trespassing outside of his place of work and complained that the officer would not believe his co-worker. The citation also was not turned over to the court.	Sgt. reviewed body cam and found that the officer tried to resolve the trespass issue by giving a warning. RP chose to ignore the officer and was issued the citation. The citation was lodged with the court per policy.

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10/25/2019	12/2/2019	37	Inquiry	RP reported being treated unprofessionally by officers at the downtown substation.	Body cam found that RP had become unruly and was interfering with other citizens seeking services. RP could not articulate a reason he was at the station. One officer raised his voice to speak over RP who was yelling at the officers, but all contact was professional and within policy.
10/28/2019	10/31/2019	3	Inquiry	RP reported an officer he felt was over the top in issuing a parking citation at the airport.	Dismissed: Alternate Remedy
10/30/2019	10/31/2019	0	Inquiry	RP was upset that an officer came up to her car while she was talking with a relative, and pounded on her window with a gun drawn. RP's 3 year-old was scared during the incident.	Sgt. spoke with RP and explained that officers had been dispatched to a possible armed person chasing someone. Because RP had tinted windows, they had to identify who was in the car and the officer's gun was drawn at low ready because the person could have been armed. RP understood the circumstances and was satisfied with the explanation provided.
11/1/2019	12/10/2019	39	Inquiry	RP felt her call for service concerning domestic violence was not handled correctly. Officers did not verify she was ok and only cited for a restraining order violation.	Review of police records found that no allegation of physical violence was made at the scene by RP. Officers followed policy and spoke with the parties separately, once a restraining order was noted officers cited RP's husband for the violation. RP's number was disconnected so no follow up was possible.
11/1/2019	12/17/2019	46	Inquiry	RP was upset that the detective handling her sexual abuse case had not turned it over to the DA.	Lt. found that the detective had done a thorough job of investigating the case, but was waiting on DNA evidence from the FBI lab. The officer had spoken with an assistant DA and updated the information. The file was not complete to send to the DA until the lab results were returned. Lt. spoke with RP about the findings.
11/4/2019	12/12/2019	38	Inquiry	RP was concerned about how an issue with her neighbor's dog was being handled by Animal Control. The dog has bitten her child on two separate occasions and no citation has been given.	After review of the issues, the Cpt. determined that a citation needed to be given and that further documentation of the incidents needed to be made. Cpt. spoke with RP about the findings and thanked RP for bringing the problem forward.
11/4/2019	11/6/2019	2	Inquiry	RP was upset that he received a 72-hour notice on his vehicle and various other citations.	Dismissed: Alternate Remedy

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11/6/2019	12/2/2019	26	Inquiry	RP reported an officer seemed frustrated with her while taking a report and took inaccurate notes.	Sgt. found that RP had made multiple reports with EPD over the last 2 years and in each case, a report was taken by the officer involved. In the most recent incident, the officer was professional and patient with RP and tried to explain that RP was not describing a crime. Sgt. spoke with RP about his findings.
11/8/2019	11/25/2019	17	Inquiry	RP was upset that a call taker would not send an officer to help him keep the peace when he had a child visitation exchange.	Supervisor reviewed the call and found the call taker explained to RP that, since no dispute was taking place at the time, an officer could not be dispatched. The call taker handled the call correctly and within policy. The findings were shared with RP.
11/12/2019	12/12/2019	30	Inquiry	RP was upset that EPD would not take a report about damage to her belongings during her move to Cottage Grove. Each agency was telling her to call the other.	Supervisor found that EPD and Cahoots had responded to RP's address repeatedly for the same issue. No policy violations noted.
11/12/2019	11/13/2019	1	Inquiry	RP reported a Facebook post that includes her picture surrounded by smoke which she believes was put up by an officer.	Dismissed: Outside Jurisdiction
11/19/2019	12/2/2019	13	Inquiry	RP reported an officer who told him he had a warrant (when he knows he doesn't) and then took his friend's keys and didn't return them.	Sgt. found that the officer had day-old information about the warrants when he spoke to RP, but during the interaction he had the Comm center rerun the information to verify, which turned up no warrants. RP was notified that the officer was in error and that no warrants were outstanding. The keys were voluntarily handed over by RP, as RP did not know who they belonged to.
11/20/2019	12/26/2019	36	Inquiry	RP reported a male officer tackling and kneeling on the back of a naked, unarmed woman on a street corner.	Sgt. found that the officer was dispatched to a call of a naked woman running in the street who appeared to be on some type of controlled substance. When the officer went to detain the woman, she began to resist and had to be brought to the ground to be handcuffed before transporting to the hospital. The officer appeared to act within policy. RP was anonymous, so no follow-up was conducted.

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11/22/2019	12/2/2019	10	Inquiry	RP was frustrated that EPD would not take a report about judges she believes are abusing her children.	Sgt. reviewed body cams of RP's interaction with officers in which RP made claims that did not track with reality. No policy violations were noted. Sgt. spoke with RP, listened to her concerns, and took a report on another matter that RP mentioned.
12/2/2019	12/12/2019	10	Inquiry	RP was upset that an officer would not let her explain that she was the one driving her friend's car (since her friend is not licensed).	Review of body cam found RP's friend admitting to being the driver of the vehicle and was issued a citation. Sgt. spoke with RP who ended up terminating the call.
12/2/2019	12/26/2019	24	Inquiry	RP was upset that his car was impounded even though he could have had a friend pick it up.	Sgt. found that due to the crimes alleged involving the car, the officer followed expectations in maintaining evidence. Sgt. spoke with RP about the findings.
12/16/2019	1/22/2020	36	Inquiry	RP was concerned that during a dispute with his wife officers did not run both of their records.	Sgt. reviewed records and body cam and learned that the officer conducted a thorough investigation and made the correct call for the situation. Sgt. spoke with RP about his concerns.
12/16/2019	1/11/2020	26	Inquiry	RP alleged that officers unlawfully arrested him, used excessive force and did not account for his property.	Investigation uncovered no policy violations.
12/18/2019	12/20/2019	2	Inquiry	Officers were dispatched to a prohibited camping call; RP stated they were only enforcing the ordinance because of his race.	Preliminary investigation showed no basis for the complaint; the complaint was closed and forwarded to LECC.
12/23/2019	12/31/2019	8	Inquiry	RP was upset with an incident in which she and a friend were detained at a park, handcuffed and their belongings searched.	Cpt. reviewed the reports and body cams of the situation that began from a previous report made by RP of violent behavior by her friend that had given officers probable cause to detain the friend. No policy violations were made by the officers and RP and her friend were released when no evidence of a crime was found.
12/23/2019	1/27/2020	34	Inquiry	RP was upset that after she was told by an officer that her missing wallet had been found she called property and they had not idea where it was.	Sgt. found that the officer assumed the case of the wallet was from 2019 but was actually from 2018. At the time RP was given two calls and a letter notifying her of the found property. After 60 days found property is destroyed. Sgt attempted 3 times to contact RP.

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12/23/2019	1/24/2020	31	Inquiry	RP was upset that an officer talked with his ex about a incident in which he is cooperating with police.	Sgt. learned that the officer spoke with RP's ex during an investigation. No policy violation was found. RP did not respond to voicemails.
12/26/2019	1/29/2020	33	Inquiry	RP reported various issues that she feels EPD is not helping her with and complained that an officer questioned her about her sex life. RP also alleged EPD is trying to make her look crazy.	Sgt. reviewed calls to RP's residence and found many documented incidents in which officers responded to delusional reports made by RP. Nothing was found to substantiate RP's claims.
12/27/2019	1/24/2020	27	Inquiry	RP is frustrated with the lack of service regarding a neighborhood drug house.	Supervisor reviewed the calls that had come in about the house, and found that Street Crimes had been notified and were working on the issue. Supervisor contacted RP with the update on what is happening.
1/3/2019	2/26/2019	53	Policy	RP was concerned about how a call taker handled a call for service involving a fight they were reporting, continuing to ask questions and never making it clear if help was coming.	Supervisor reviewed the call and noted that the call taker handled the call correctly but could have assured the caller that help was on the way even though more questions were being asked. Supervisor spoke with RP and the call taker about the findings.
1/8/2019	3/7/2019	59	Policy	RP was frustrated with the crime in his area due to illegal camping issues and how EPD responds to homeowners.	Sgt. learned that RP had also been the victim of a burglary and it was handled within policy by officers. RP spoke with the Sgt. concerning the issues.
1/14/2019	2/11/2019	27	Policy	RP was upset that no officer would be dispatched for a vehicle accident if no one had been hurt.	Sgt. spoke with RP about EPD's policy on accidents, and provided him with information to help with his insurance.
1/23/2019	2/11/2019	18	Policy	RP reported an incident in which officers pushed passed him into his home without an explanation or a warrant, and then examined his wife for bruises.	Review of body cams and CAD reports found that officers were dispatched to a 3rd party report of domestic abuse. RP was engaged at the door and an explanation was given as to why officers were there. Under Oregon law, it was the officer's duty to verify that no abuse had taken place, which was done in a professional way, and within policy. Sgt. spoke with RP about the incident and his concerns.
1/28/2019	2/15/2019	17	Policy	RP was upset that signs were not posted on the Hwy about an accident closing a portion of it.	Lt. spoke with RP about her concerns and noted that ODOT had posted some signs and information was released to the media.

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1/28/2019	2/26/2019	28	Policy	RP was concerned about a comment placed in the police data base concerning her that she feels is untrue.	Lt. confirmed that the flagged comment from 3 years ago had been edited and the comment removed from the system, RP was still unhappy that it could possibly be searched for and seen by officers.
1/28/2019	2/19/2019	21	Policy	RP alleged that the rights of Eugene citizens are being abused by the whole prohibited camping issue, when everywhere you look there are camps along the river and paths.	Lt. spoke with RP about the policy and procedures that are in place regarding prohibited camping.
2/1/2019	2/22/2019	21	Policy	RP felt that since he has been camping in front of the Fairgrounds and was given more time to move his belongings, he has to be evicted rather than trespassed.	Sgt. reviewed the numerous contacts made by police in which RP was notified that he was trespassed from Fairgrounds property. RP did not comply with lawful orders, and this situation was not a landlord tenant situation. RP did not respond to calls by the Sgt.
2/4/2019	3/7/2019	33	Policy	RP inquired into if EPD sent employees to a showing of the Fruitdale Station murder at LCC.	Sgt. spoke with RP about the outreach EPD does towards communities of color and the training conducted on social justice and racial profiling.
2/13/2019	3/20/2019	37	Policy	RP alleged officers were violating his 1st amendment right to free speech.	Sgt. learned that RP had been trespassing and that officers had a person authorized to file a complaint. The contact with RP was legal, cordial and professional.
3/14/2019	3/26/2019	12	Policy	RP had been pulled over multiple times because his twin brother -- who had a suspended license - was on his car registration also. RP is frustrated with the continued attention from EPD.	Sgt. spoke with RP about his concerns, explaining the policy and issue around the stops. He also explained that until the brother was off the registration, officers did not know who was driving the car until it is stopped.
3/18/2019	3/19/2019	1	Policy	RP commented on a concern about a phrase officers use: "Because I asked you", which she felt was intimidating.	Comment submitted to EPD.
3/19/2019	4/10/2019	21	Policy	RP reported a situation in which a man in a motorhome had been camping in front of her home for months. RP claimed he moved cars around and even put up cones if he left.	Lt. spoke with RP to get details of the issue and had officers contact the camper.
3/21/2019	4/15/2019	24	Policy	RP believes that the prohibited camping ordinance is being enforced unequally. RP lives in Whitaker and feels calls about the many campers in front of his business parking lot go unheeded.	Lt. spoke with RP about his concerns, what EPD could do and steps he could do to deter the camping, such as landscaping.

Complaints shaded in ORANGE indicate alleged discrimination.

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Complaints shaded in YELLOW are related to policing and the unhoused population.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
4/4/2019	4/10/2019	6	Policy	RP observed an officer escalating a confrontation on county property.	Auditor review of body cams found officer acted professionally. Dismissed: Other
4/4/2019	4/5/2019	1	Policy	RP was unhappy that officers were not dispatched to a car accident.	Dismissed: Timeliness
4/11/2019	5/20/2019	39	Policy	RP was concerned about the lack of patrols in her neighborhood and the speeding through her area.	Sgt. spoke with RP about her concerns and arranged to have the speed trailer deployed to her area.
4/24/2019	4/29/2019	5	Policy	RP reported an upswing of crime in the area around where she works.	Sgt. spoke with RP and encouraged her to report each incident to EPD and asked patrol to look at the area during unobligated time.
4/25/2019	5/17/2019	22	Policy	RP reported he had been unable to get EPD to take a report about a group of homeless men harassing him when he was trying to fly his sign.	RP did not return calls from the Sgt. The Sgt. noted that this area is know to EPD and a solution to the problems in the area has proven to be elusive.
5/1/2019	6/14/2019	43	Policy	RP learned that EPD was distributing information about only one driving school in the area.	Sgt. looked into the information and learned it was information provided by the Municipal Court, RP was informed about where to direct his inquiry.
5/6/2019	6/6/2019	30	Policy	RP inquired into the reasoning behind shutting down a bridge during a demonstration.	Lt. spoke with RP and provided information on what is taken into consideration when EPD must close streets during demonstrations.
5/10/2019	6/3/2019	23	Policy	RP is upset that every time he calls EPD, nothing is done about the harassment by a neighbor.	Sgt. reviewed the calls for service at RP's address and learned officers conducted good investigations and that a suspect was recently arrested in the damage to RP's cars. Sgt. spoke with RP and provided him with case numbers for each incident and an update.
5/15/2019	6/14/2019	29	Policy	RP was unhappy with the service he received in regard to telephonic harassment.	Sgt. spoke with RP about his situation and his frustration with EPD's lack of resources.
5/20/2019	7/1/2019	41	Policy	RP inquired about solving the issues with homeless people harassing her and her elderly neighbors when they walked to the bus stop.	Sgt. contacted RP to provide information and answer RP's questions.
6/17/2019	6/25/2019	8	Policy	RP was frustrated with the crime and theft from their property and the service they receive when they report issues.	Sgt. spoke with RP about the issues involved with RP's property.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
6/25/2019	7/2/2019	7	Policy	RP was upset that no officer was sent when her son's truck was broken into, even though it was happening at the time of the call.	Sgt. reviewed the call and noted that the call volume was heavy and no units were available to send. Sgt. spoke with RP and noted that RP had the right to feel upset about the situation with EPD's staffing issues.
7/19/2019	8/5/2019	16	Policy	RP was upset that homeless campers were still in her neighborhood.	Sgt. spoke with RP about the issues in her area.
7/20/2019	9/5/2019	45	Policy	RP was upset that EPD did not detain a mentally ill neighbor who he felt was creating an unsafe environment.	Sgt. reviewed records and body cam and learned that the neighbor's behavior did not rise to the level of an officer hold. Cahoots was dispatched to work with the neighbor. RP did not return calls.
7/29/2019	8/8/2019	9	Policy	RP inquired into what steps were being taken in her and her neighbor's complaint about a drug house in the neighborhood.	Sgt. reviewed the file for the house in question and spoke with RP about the ongoing investigation.
7/31/2019	8/2/2019	2	Policy	RP asked why he had to choose to speak English on the non-emergency line.	Dismissed: Other
8/5/2019	8/29/2019	24	Policy	RP was concerned about EPD coverage at the Whitaker Celebration and would like to speak to someone about future events.	Sgt. contacted RP to provide information and answer RP's questions.
8/14/2019	9/9/2019	25	Policy	RP was frustrated with the homeless camping issues he sees out in the West 11th area. RP noted various infractions that are just ignored by EPD.	Sgt. contacted RP to provide information and answer RP's questions and concerns.
8/28/2019	8/29/2019	1	Policy	RP expressed concern that EPD was harassing people for being homeless.	Dismissed: Alternate Remedy
8/28/2019	8/29/2019	1	Policy	RP alleged EPD was targeting his father for being homeless.	Dismissed: Alternate Remedy
8/29/2019	10/4/2019	35	Policy	RP reported a concern about bicycles running stop signs. RP's wife almost hit one in the downtown area and would appreciate more patrols.	Sgt. spoke with RP about his concerns. No policy violation was committed by the officers.
9/3/2019	9/24/2019	21	Policy	RP was concerned that a tip line did not result in EPD dealing with an issue in his apartment complex.	Sgt. spoke with RP about how the tip line works and updated him on what EPD had done to surveil the issue.
9/3/2019	9/18/2019	15	Policy	RP reported a hit and run driver to EPD which did not send officers.	Sgt. spoke with RP about EPD's policy to have a willing victim to have someone arrested for a property crime. Society can't be the victim of a property crime.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
9/4/2019	9/16/2019	12	Policy	RP was frustrated with having to continually contact EPD due to homeless camps and trespassing on his commercial property.	Lt. contacted RP about EPD policies and the issues around homelessness in the area.
9/9/2019	10/17/2019	38	Policy	RP was upset with the prohibited camping issues in his neighborhood, which is across the street from a city park.	Lt. provided RP with information about reporting issues in the park and for working with his neighborhood association to get restricted parking in the area.
9/16/2019	10/14/2019	28	Policy	RP was concerned about officers harassing a group of protesters in front of the Municipal Court.	Lt. was able to find police reports of multiple enforcement encounters and warnings for law violations in the area of Municipal Court. RP did not return calls.
9/24/2019	10/2/2019	8	Policy	RP was concerned about the policy of passing the illegal camping issue over to St. Vincent's. It prolongs the issue, while in the meantime, the safety of his family is in question.	Lt. explained the City's contract with St. Vincent's and how that affected EPD's policy. Lt. was also able to speak to RP about some of his immediate concerns on his street.
10/1/2019	10/29/2019	28	Policy	RP reported an illegal camping issue on the bike path.	Sgt. spoke with RP about the area in concern which is owned by ODOT. RP was provided with information about contacting them and the Park Watch number to report other issues RP notices in the park.
10/17/2019	12/26/2019	69	Policy	RP was unhappy with the service level he and his wife received when involved in a car accident.	Sgt. spoke with RP about the parameters that EPD uses (due to call loads) to determine whether a police response is needed at a vehicle accident.
10/21/2019	11/27/2019	36	Policy	RP was denied a body cam in a public records request and sees no justification for it.	Supervisor contacted RP and explained the reasoning behind the denial and the process to appeal.
11/4/2019	11/5/2019	1	Policy	RP was concerned about graffiti in the city; RP's complaints have not helped.	RP did not provided contact information for follow up.
11/14/2019	12/12/2019	28	Policy	RP was frustrated with continuously having to deal with prohibited camping issues in front of his home.	Lt. contacted RP about EPD policies and the issues around homelessness in the area.
5/6/2019	5/14/2019	8	Conduct	RP alleged that an officer threatened having his vehicle towed, and not the other people in the lot.	Sgt. reviewed body cam and found that the officer was patient and kind with RP who had been warned previously about the prohibited camping, violation of park rules issues, and failure to register as a sex offender. No basis for the complaint was found.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
9/12/2019	10/21/2019	39	Conduct	Review of body cams during a related complaint found an officer who made disparaging remarks to a volunteer.	Lt. reviewed the body cam in question and spoke with the officer about expectations regarding interactions with others.
10/21/2019	10/24/2019	3	Conduct	RP reported mental harassment by EPD and other agencies.	Dismissed: Other
10/7/2019	12/10/2019	63	Constitutional Rights	RP felt an officer violated his rights when he ordered him to stop using amplification outside the Saturday Market and then couldn't give him the ordinance.	A review of the issue was made by the City Attorney. The attorney corresponded with RP explaining the ordinance in detail and how to obtain permits if RP desires in the future. No police action was taken by the officer.
1/10/2019	1/15/2019	5	Courtesy	RP reported that an officer who yelled at him to leave the area was rude.	Review of body cam found that RP had inserted himself into the officer's interaction with a suspect. No policy violation in having RP move back from the situation.
3/25/2019	4/18/2019	23	Courtesy	RP reported a rude security guard (not a police officer) at the airport.	Dismissed: Outside Jurisdiction
5/7/2019	6/12/2019	35	Courtesy	RP wanted to remind employees to be kind to people they come across. A person she spoke to in records was curt with her.	Anonymous complainant, no follow up.
5/14/2019	5/16/2019	2	Courtesy	RP reported that an officer gave him a flippant comment ("you can never get a cop when you need one") when he reported a person riding a bike through a group of people.	Sgt. found that the report came in to the officer after both witness and the bike rider were no longer in the area. No enforcement action was possible and the officer attempted to make a joke with RP.
5/17/2019	8/1/2019	74	Courtesy	An employee was alleged to have been disrespectful to an employee of another department.	Sgt. spoke with the involved parties and mediated the issues.
5/20/2019	6/27/2019	37	Courtesy	RP felt an officer was aggressive and intimidating toward him when he was only trying to help another man. The officer didn't want to hear his side of the trespass issue.	Review of body cam noted the officer treated all involved with dignity and respect. One expression made by the officer was questionable, and it was noted with the officer. RP did not return calls.
5/29/2019	7/18/2019	49	Courtesy	RP felt an officer interjected themselves into a civil issue between landlord and tenant.	Lt. reviewed video surveillance and found that the officer, though polite and professional, was with the tenant, which gave the impression that the officer was advocating in a civil matter. Lt. spoke with officer about the matter and with RP.
6/10/2019	7/8/2019	28	Courtesy	RP was upset that an officer's actions and attitude were inappropriate while giving her a parking citation at the airport.	After review of body cams, it was noted that RP did violate the parking ordinance and that the officer was polite and professional in his contact with RP.

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Complaints shaded in YELLOW are related to policing and the unhoused population.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
7/11/2019	8/29/2019	48	Courtesy	RP felt that a records employee was discourteous.	Supervisor found that staffing was short that day and that the employee had been handling numerous requests. Supervisor spoke with RP and then with the employee to give a reminder to give professional attention to citizens.
7/24/2019	8/29/2019	35	Courtesy	RP was concerned that officers told members of his traumatic brain injury community that they should assist one another. RP feels these people have enough on their plates.	Sgt. spoke with RP about his concerns. No policy violation was committed by the officers.
7/30/2019	9/12/2019	42	Courtesy	RP was concerned that an employee was rude and inconsiderate with one of his employees.	Cpt. spoke with RP and then with the employee about the incident and the image that was portrayed to the employee.
8/7/2019	9/5/2019	28	Courtesy	RP was upset that her husband is continually stopped in the park near her neighborhood when he is wearing his work clothes. RP feels he is being profiled.	Sgt. learned that RP's husband had been stopped due to a dog-at-large and smoking in the park. The officers had a conversation with RP's husband and gave him a warning about the issues. Sgt. spoke with RP, who admitted she did not have the full details of the interaction.
8/9/2019	8/29/2019	20	Courtesy	RP alleged an officer was rude while giving her a 24 hour notice to move her vehicle.	After review of body cams, no contact between RP and the officer was found. RP's phone did not have voicemail set up.
8/26/2019	9/4/2019	8	Courtesy	RP reported an officer who was rude and threatened him with a citation when he tried to get the officer to move when blocking an alley.	Sgt. learned that RP had come up behind the patrol vehicle that was finishing up a call for service and laid on the horn. There was enough room for RP to go around the patrol car, and the officer waved him around. When RP continued on the horn the officer approached and provided RP the opportunity to back up or be cited for illegal use of his horn.
8/28/2019	10/3/2019	35	Courtesy	RP reported an officer that was rude and demeaning to him and his brother while they were resting on the lawn in Westmoreland Park.	Sgt. reviewed body cam of the interaction and found that RP were illegally camping and drinking in the park and had had an illegal fire the previous evening. The officer was professional and provided RP information about local services, but did require they leave the park.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
9/14/2019	10/15/2019	31	Courtesy	RP felt an officer who was directing traffic before the Duck game was extremely disrespectful.	Sgt. spoke with the officer who remembered the incident and admitted he was snappy with RP and asked the Sgt. to apologize. Sgt. spoke with RP and also provided information about how to get around the area during game day.
10/1/2019	10/29/2019	28	Courtesy	RP was upset that an officer was rude about turning off his strobe light during a traffic stop, due to her having epilepsy.	Review of the body cam found that the officer was professional, explained the stop, and -- after his initial contact -- turned off his front lights, but kept the back ones on for officer's safety as well as RP's. Sgt. spoke with RP about his findings.
11/9/2019	12/2/2019	23	Courtesy	RP was upset that an officer made a snarky remark when he was asked what had happened at a pedestrian/vehicle accident scene.	During the incident the Sgt. overheard the remark and spoke with the officer about his response to the man. It was then quickly learned that the man was the son of the pedestrian. Later follow up included the Sgt. calling RP and the officer making an apology to RP.
11/13/2019	12/17/2019	34	Courtesy	RP was upset that officers seemed to criminalize mood disorders and that officers were rude and bullied her.	Officers have had many contacts with RP and do their best to direct her to services that can help. Sgt. found no instances of officers being rude or bullying her.
11/19/2019	12/18/2019	29	Courtesy	RP was dissatisfied with an officer's demeanor while being cited during a traffic stop.	Review of the body cam by the Sgt. found the officer's ICV showed a valid violation and that during the stop the officer was professional, even when RP got out of his vehicle and began to argue about one of the citations. Sgt. spoke with RP about his findings.
11/19/2019	12/20/2019	31	Courtesy	RP was upset that officers showed up at 11 pm to discuss a hit and run. RP thought some one in her family had died.	Sgt. found that though the hit and run call was called in at 2:30 pm, officers were not dispatched until 11pm due to call load. RP had caused damage to another vehicle. No policy violation by the officer. RP did not return voicemails.
12/4/2019	1/9/2020	35	Courtesy	RP alleged an EPD employee was rude to her when she tried to report a possible crime.	Sgt. spoke to RP. Witnesses stated that the employee was not rude.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
12/6/2019	1/7/2020	31	Courtesy	RP reported an interaction with an officer in a city park in which he found the officer to be unreasonable and rude.	Sgt. reviewed the body cams of the incident and found that the officer tried to inform RP of the park violations that he was committing. RP became angry, entered his vehicle and left the scene. No policy violations were noted by the Sgt. Sgt. spoke with RP about the interaction and clarified park rules with RP.
12/20/2019	2/11/2020	51	Courtesy	RP reported an officer who was rude and overbearing while giving her a parking warning at the airport.	Sgt. spoke with RP and then with the officer about being courteous and professional when speaking with members of the public.
1/2/2019	1/15/2019	13	Performance	RP felt an officer did not complete a thorough investigation and wanted to file a report against someone who filed a false report.	Review of body cam and police report found officer handled the incident correctly. Sgt. attempted to explain the outcome to RP and how it would be handled by the courts.
1/4/2019	1/23/2019	19	Performance	RP feels his son, who is living on the streets and trying to get his life back in order, is being harassed by police.	Sgt. learned that the police contacts with RP's son are due to him trespassing. Contacts in body cam have been professional with citations being given in lieu of custody. Sgt. spoke with RP about his findings.
1/4/2019	2/11/2019	37	Performance	RP was unhappy with how an officer handled a dispute between her and her neighbor, particularly with the officer contacting the neighbor first.	Supervisor found that both neighbors had contacted EPD, explaining why it appeared that the officer had contacted the neighbor first. The officer spent considerable time explaining that no enforceable laws applied in the dispute. No policy violations.
1/8/2019	1/22/2019	14	Performance	RP reported an officer failing to signal lane changes.	Sgt. spoke with the officer about being sure to drive in a safe manner. RP requested no call back.
1/9/2019	1/15/2019	6	Performance	RP wanted to file a false report claim against another person and an officer would not let her.	Sgt. reviewed the officer's investigation and found that there was no probable cause to file a report against the other person. Sgt. spoke with RP.
1/11/2019	1/22/2019	11	Performance	RP was upset that while driving on West 11th, four different police cars went flying through traffic not giving people a chance to get out of the way.	Supervisor spoke with RP about the circumstances of the call which officers were responding to.
1/16/2019	2/15/2019	29	Performance	RPs felt that an officer who cited them for crossing the street against a light was not making the best use of the police force's time.	Sgt. reviewed BWC of the stop and spoke with RPs about their concerns.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/16/2019	1/31/2019	15	Performance	RP was unhappy with how an officer handled an issue with him and a neighbor who placed biologically toxic waste in his yard waste bin.	Sgt. reviewed body cams of the interaction and found the officers were polite and professional while trying to get to details of the issue, which upset RP, who then retreated into his home. No policy violations were noted. RP's phone did not allow Sgt. to leave a message, or even connect to a ring tone.
1/17/2019	2/22/2019	35	Performance	RP was upset that call takers would not enter a call when she reported that acquaintances had took off with her belongs and left her stranded.	Supervisor reviewed the call and found that the call takers had made assumptions that the acquaintances were friends and had placed the call in the calls holding for an officer to contact RP when they had time, instead of understanding that it was a theft taking place at the time. Supervisor reviewed the call with the call takers and spoke with RP.
1/17/2019	1/22/2019	5	Performance	RP reported an officer driving erratically.	Dismissed: Outside Jurisdiction
1/18/2019	2/11/2019	23	Performance	RP was unhappy with how a call taker handled a call, continually repeating questions he did not have answers to.	Supervisor reviewed the call and noted that the call taker needed to have transitioned the line of questioning and could have reassured the caller that help had been dispatched. RP was contacted about the findings and the call was reviewed with the call taker.
1/22/2019	2/11/2019	19	Performance	RP was upset that he received a 72 hour notice on his RV that had been parked in front of his place of work.	Sgt. learned that the officer had placed a sticker that details the City's parking restrictions on the vehicle; it was not a citation or a notice. RP did not return calls.
1/23/2019	2/13/2019	20	Performance	RP was upset that officers knocked on her RV late at night and told her she needed to be gone in the morning.	BWC noted that the officers contacted 8 separate campers of the illegal camping due to a complaint from an owner about trespassing. No policy violations; the officers were polite and professional. Sgt. spoke with RP about the findings.
1/23/2019	1/30/2019	7	Performance	RP was upset that her camper, which was on a flat bed, was towed while other motorhomes in the area were not.	Sgt. reviewed the incident and found that RP's flat bed was parked in a crosswalk and was a traffic hazard. The other vehicles in the area were given warnings. Sgt. spoke with RP about the findings.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/28/2019	2/26/2019	28	Performance	RP was concerned that she has been unable to get real help for her disabled vet ex-husband, and when an officer promised to try and get the hospital to hold him, it didn't happen once again.	Lt. found that the officer in question did advocate for RP's ex, but ultimately the hospital makes a final determination on treatment and holding someone at the hospital. Lt. spoke with RP about her concerns.
2/4/2019	2/14/2019	10	Performance	RP was unhappy that during a civil standby, she felt an officer gave her instructions that were counter to what a previous officer had given her.	Sgt. reviewed the issue and learned that the officer had not made the comments or given the instructions RP was concerned about. RP did not return calls to speak with the Sgt.
2/5/2019	2/28/2019	23	Performance	RP felt he was given inaccurate information about traffic court by an officer.	Sgt. reviewed the stop and found that the officer provided the correct information, but a misunderstanding about the fine was made. Sgt. spoke with RP and clarified the information.
2/11/2019	3/15/2019	34	Performance	RP was upset that an officer accused her of drinking after she was assaulted, when she had not been.	Sgt. reviewed body cam of the interaction and spoke with RP about her concerns.
2/20/2019	2/22/2019	2	Performance	RP was concerned about a domestic abuse report and the ensuing investigation.	Dismissed: Timeliness Service complaints must be filed within 30 days and allegations of misconduct within 6 months of occurrence.
2/26/2019	3/22/2019	26	Performance	RP reported her cell phone missing from her belongings after an arrest.	Sgt. learned that the phone was inadvertently lost by the officer. RP was notified how to file a claim with Risk services.
2/26/2019	4/16/2019	50	Performance	RP was unhappy with the way officers handled a call for service for a trespass with a former friend.	Lt. reviewed body cam and police reports and found that during the heated verbal conflict, RP was uncooperative with officers trying resolve the dispute. Lt. spoke with RP about the incident explaining why officers handled it the way they did.
3/4/2019	4/2/2019	28	Performance	RP was unhappy that an officer brought a man who claimed he had a child on the premises into her home and that he suddenly appeared in her dining room.	Sgt. learned that the suspect in a shoplifting incident claimed he had a small child at the location and the officer felt compelled to verify that a child was not alone or in danger. Once at the location, it was determined that the suspect was lying. No policy violations. Lt. spoke with RP.
3/4/2019	3/6/2019	2	Performance	RP was unhappy that during a call to non-emergency, he was directed to read the municipal code.	Dismissed: Other

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3/6/2019	3/28/2019	22	Performance	RP was concerned about the response time for officers after a neighbor hit her.	Supervisor found that there was no probable cause for the arrest of RP. Sgt. spoke with RP about the issue.
3/7/2019	3/27/2019	20	Performance	RP reported an officer who came too close to a pedestrian carrying a child in a crosswalk.	Sgt. spoke with the officer about driving safety, and spoke with RP to follow up.
3/7/2019	4/18/2019	41	Performance	RP was upset that EPD would not send paramedics without police when he calls about a medical issue. He also added the call taker he complained to was rude.	Supervisor found that RP had previously assaulted a medic, leading to medical calls for service having EPD dispatched also. Supervisor spoke with RP about their findings.
3/7/2019	3/12/2019	5	Performance	RP reported an officer who ran a red light with no lights or sirens.	Dismiss: Other - Not able to identify employee with information provided.
3/8/2019	3/28/2019	20	Performance	RP was unhappy that her neighbor had not been arrested for assaulting her a second time.	Reports found that the officer's investigation lead to no probable cause to make an arrest. Sgt. spoke with RP about the incident.
3/13/2019	3/20/2019	7	Performance	An outside agency reported an incident in which a call taker did not give complete details to the first responders.	Supervisor reviewed the call and noted a few points that the call taker missed in communicating the call. Supervisor spoke with RP and with the call taker about expectations.
3/18/2019	4/25/2019	37	Performance	RP reported a patrol vehicle that used his lights and sirens to blow through a traffic light.	Sgt found that the officer had been responding to a call when the dispatch radioed that the issue was secure. The officer stopped his lights and siren response as per policy. Sgt. spoke with RP to give him the details of the situation.
3/18/2019	3/27/2019	9	Performance	RP was unhappy with the help she had been getting from EPD about a man who had been harassing her family and threatening to burn down their house. He had violated a restraining order and had still not been arrested.	Sgt. learned that the officer had written a detailed report and requested the DA review an issuance of a warrant. The suspect was arrested a few days later. Sgt. spoke with RP, who noted she appreciated the officer's efforts.
3/18/2019	4/22/2019	34	Performance	RP was unhappy that dispatch would not send an officer for dogs in a car on a hot day.	Supervisor found that the call takers followed policy on when to dispatch for a dog in a car. RP did note that the security at the establishment was checking on the dog and would update EPD as needed. Supervisor spoke with RP about EPD and city policy.
3/18/2019	3/27/2019	9	Performance	RP had been unable to file a courtesy report about an ex-partner who was a sex offender, who was not in Eugene.	Sgt. spoke with RP and explained the steps for filing such a report.

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3/20/2019	4/15/2019	25	Performance	RP was upset that a call taker would not dispatch an officer when he reported that a roommate was smoking marijuana and would soon be driving.	Review of the call found that the call taker provided RP with the correct information and that calling back when the person was operating a vehicle would be the appropriate time to report the issue. Beat car information was entered. Supervisor spoke with RP about their findings.
3/20/2019	3/22/2019	2	Performance	RP was concerned that a photo that was used to identify him was not included in the police report when he requested a copy of the report.	Cpt. found that the photo was a third party picture and did not capture any illegal activity. Cpt. spoke with RP.
3/22/2019	4/1/2019	9	Performance	RP inquired into EPD policy of contacting next of kin when someone has been wounded, as the family did not find out about a relative until they were in surgery.	Sgt. spoke with RP about her concerns and answered questions. Sgt. noted that the hospital is the agency that listed the relative as a John Doe.
3/22/2019	4/18/2019	26	Performance	RP was upset that an officer told him he would come back and get his witness statement and he never showed up.	Sgt. reviewed the officer's report and body cams and found that the officer did come back to the scene and took numerous witness statements, but RP had left the area.
3/25/2019	4/25/2019	30	Performance	RP was upset that an officer gave them inaccurate information about a minor relative.	Lt. reviewed the situation and found the information provided to be accurate. Follow up was done with RP.
3/27/2019	4/15/2019	18	Performance	RP felt an officer gave him false information during a traffic stop and did not like his demeanor.	Lt. reviewed body cam of the stop and noted that RP was driving uninsured, with expired registration and an out of state license. A conversation about the issues lead to the officer citing for the insurance and a warning on the other issues. No policy violations noted. Lt. spoke with RP.
3/28/2019	4/29/2019	31	Performance	RP had not been able to get a return call from an officer so paperwork could be filed to allow her to retrieve her belongings.	Sgt. reviewed the issue and found that the officer had been out on extended leave, but the paperwork had been filed and RP retrieved her belongings.
4/1/2019	4/5/2019	4	Performance	RP alleged dispatchers were rude and condescending to her when she reported a burglary.	Dismissed: Timeliness
4/10/2019	5/13/2019	33	Performance	RP inquired into how officers determine whether calls for service are a criminal or civil issue.	Sgt. reviewed the call in question and noted that while the issues were indeed civil in nature, the officer could have done a better job interacting with RP. RP did not return calls. Sgt. spoke with the officer about the interaction.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
4/10/2019	5/3/2019	23	Performance	RP felt an officer should have done a DUII test on a person he knows smokes marijuana everyday after an auto accident.	Sgt. reviewed the incident and found that at the time of the accident the person involved did not appear to be impaired, so the officer did not have probable cause to conduct a DUII test. Sgt. spoke with RP about the findings.
4/10/2019	5/10/2019	30	Performance	RP alleged that EPD failed to help her or take a report when she called about her brother who was harassing her.	Sgt. reviewed the incidents around RP's call for service and spoke with her about the officer's actions which were within policy.
4/10/2019	5/14/2019	34	Performance	RP was upset that her ex had not been arrested on a violation of a restraining order.	Sgt. learned that there was a disconnect when RP restarted a complaint that was in progress, but an investigation was completed and an attempt to locate was put out for RP's ex.
4/15/2019	5/13/2019	28	Performance	RP alleged no one took a report that they were assaulted by hospital staff.	Sgt. reviewed body cam and spoke with RP and learned that RP would not reply to questions about the incident at the time, so no report could be taken.
4/15/2019	5/16/2019	31	Performance	RP reported that officers joked and laughed with the red caps after they accused him of trespass and assaulted him.	Body cam of the incident found that the officers summoned medics when RP claimed a medical issue, loosened handcuffs that were too tight and conducted a thorough investigation. No policy violations were noted.
4/16/2019	4/29/2019	13	Performance	RP was having difficulty getting a response about campers in front of her home.	Sgt. spoke with RP about the process EPD used to remove campers.
4/18/2019	6/6/2019	48	Performance	RP was upset that he was told that a former employee stealing company property while officers were on the scene was a civil issue.	Lt. reviewed body cam of the incident and found some performance issues with how officers handled the call, as well as some miscommunication between RP and the officers. Lt. spoke with RP about the findings and with officers about the issues noted.
4/23/2019	5/23/2019	30	Performance	RP was upset that an officer did not enforce her restraining order.	Sgt. reviewed body cam and found the officer did a thorough investigation and found no probable cause for an arrest.
4/24/2019	5/1/2019	7	Performance	RP felt EPD was not doing enough to find the driver who hit his parked car. They also would not file a police report.	Sgt. spoke with RP about the steps taken and the lack of leads, also the policy for writing police reports.
4/29/2019	5/20/2019	21	Performance	RP was upset that an officer did not allow her to press charges against her brother for assault.	Sgt. learned that at the time of the call, after speaking with the officer, RP and her family declined to press charges. Sgt. spoke with RP and confirmed that information.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
4/29/2019	5/20/2019	21	Performance	RP had not heard back from an officer concerning a hit and run accident his wife was in.	Sgt. found that the officer had been in contact with the store to obtain video footage and was requesting a subpoena for it. Sgt. spoke with RP about the progress of the investigation.
4/30/2019	5/1/2019	1	Performance	RP inquired into the best way to handle situations with trespassers.	Dismissed: Outside Jurisdiction
5/1/2019	5/3/2019	2	Performance	RP reported a patrol vehicle driving erratically.	Dismissed: Outside Jurisdiction
5/4/2019	5/6/2019	2	Performance	RP felt it took a call taker too long to come up with an address for her during a medical emergency.	Supervisor reviewed the call and found that the call taker was newly trained and unfamiliar with the resource to find the address quickly. Supervisor did additional training with the call taker.
5/5/2019	6/17/2019	42	Performance	RP was upset with the response from EPD about a domestic disturbance in his apartment complex.	Lt. reviewed the calls for service and the documented EPD response, found each was handled within policy. RP did not return messages left by the Lt.
5/6/2019	5/8/2019	2	Performance	RP was concerned about what the police department was doing in regards to safety near campus since the recent shooting of a young man.	Sgt. contacted RP to provide information and answer RP's questions.
5/6/2019	6/11/2019	35	Performance	RP was frustrated with lack of enforcement of a restraining order.	Sgt. reviewed the incidents involved and spoke with RP about why officers were unable to enforce the order in those situations.
5/6/2019	6/4/2019	28	Performance	RP was upset that an officer would not take a report about homeless people living in his stored vehicle and stolen paperwork from the vehicle.	Sgt. found that a report on both issues had been taken, and notified RP of the numbers of the reports.
5/6/2019	6/11/2019	35	Performance	RP was told that an officer would write a report about an incident in which she was hit by a car. The records department said only an incident report was taken.	Sgt. learned that 6 days after the incident, after speaking with RP, the officer offered to submit a report, which he did. Because of the time lapse, computer software limitation did not show the incident number RP provided to records, and it assumed no report was done. Sgt. was able to access the report with RP's name and case number information was provided to her.
5/9/2019	6/10/2019	31	Performance	RP reported a parade of EPD vehicles coming from Short Mountain and the lead car stopping in the merge lane.	Sgt. spoke with RP about his observation of the officers.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
5/29/2019	6/27/2019	28	Performance	RP reported being pulled over numerous times in the last few weeks on what he felt were bogus reasons.	Sgt. reviewed the stops and found that on the first instance, RP was missing a front plate and was given a warning. The second stop was for the same reason. Once the officer verified RP had a front plate, he was released with out even being ID'd.
5/31/2019	6/27/2019	27	Performance	RP was unhappy that officers refused to enforce a restraining order against her ex-husband.	Body cam revealed that after the officer's investigation, no probable cause for a violation was found. RP was unhappy with this determination. Sgt. spoke with RP and explained further why no action was taken.
6/2/2019	7/1/2019	29	Performance	RP was unhappy with how officers handled an issue with a man who threatened her and her friend with violence.	Body cam revealed that RP could not articulate a crime to the officers. RP's friend was upset and used slurs toward the other person, and officers separated the group. RP did not return calls.
6/3/2019	6/27/2019	24	Performance	RP alleged that officers were verbally aggressive and disrespectful when she tried to get information about a situation in which 3 girls were arrested.	Body cam review found that RP and another woman interfered with officers escorting suspects to a patrol car. One woman was pushed aside and warned of interfering. After the suspects were secured in the vehicle, that officer returned and spoke with the women about the situation and provided his card. RP did not return calls.
6/4/2019	6/25/2019	21	Performance	RP was concerned officers didn't file a report about a woman who threatened him in a store.	Sgt. reviewed body cam and found that officers spoke with RP and investigated the issue and no probable cause was found to cite or arrest anyone. No policy violations were found in the officer's actions.
6/4/2019	6/7/2019	3	Performance	RP was upset that a marked police car was parked in the fire lane at a store. He feels police should follow the same rules as citizens.	Lt. spoke with RP and explained that any car could stand for a short time if they were not impeding traffic, and that the officer was likely on a call or observing as part of their duties. RP hung up on the Lt.
6/4/2019	6/27/2019	23	Performance	RP was upset that her partner was not arrested for assault.	Sgt. found that the officer did a thorough investigation, spoke with RP, the partner and other witnesses, and found no probable cause to make an arrest. Sgt. spoke with RP about his findings.
6/5/2019	6/7/2019	2	Performance	RP reported motorcycle officers driving dangerously.	Dismissed: Outside Jurisdiction

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
6/10/2019	7/8/2019	28	Performance	RP felt he was treated like a criminal, for being issued a ticket for where he was parked without even speaking with him first to verify the information given by an airport employee.	Body cam noted that the officer treated RP with dignity and respect, using proper enforcement for the situation.
6/11/2019	6/26/2019	15	Performance	RP complained that patrol cars parked and idled next to a fire hydrant, just shooting the breeze.	Sgt. found that the officers were actually staging for a call for service. No policy violation. RP did not leave contact information.
6/11/2019	7/31/2019	50	Performance	RP reported an unmarked police car driving erratically on I-105.	Lt. learned that the officer was attempting to stop a vehicle that had run a stop sign and cut other people off. RP did not return numerous messages.
6/11/2019	7/15/2019	34	Performance	RP was unhappy about how officers handled a restraining order issued between her and her brother.	Sgt. found that the officer handled the incident professionally and made the arrest that was mandated. RP was upset with the officer when he tried to explain how the situation could have been avoided. RP did not return calls.
6/13/2019	6/27/2019	14	Performance	RP observed a patrol car pulling away from a man who was chasing it while upset and making threats.	Sgt. learned that the officer had conducted a traffic stop with the man, who continued to be upset after a citation was issued. The officer made the decision to leave the scene before the incident escalated. No policy violations noted.
6/14/2019	6/26/2019	12	Performance	RP reported an incident in which a patrol car sped up and came extremely close to his coned off bucket truck while he was up in the air. It was an extreme safety hazard.	Sgt. was unable to identify the employee involved, but reached out to RP about his concern.
6/15/2019	7/15/2019	30	Performance	RP felt officers didn't believe him when he reported someone had broken into his neighbor's home.	Sgt. learned that the officer had responded to the call and checked all the doors and windows and found the window mentioned by RP to be locked from the inside. RP became upset when the officer tried to explain what steps had been taken and that no one had broken into the home. Sgt. spoke with RP.
6/17/2019	7/22/2019	35	Performance	RP was unhappy that an officer tried to demand he take his animal to a vet by a certain date or be cited.	Supervisor found that while what the officer told RP about citing him was true, a different approach would most likely have worked better, noting RP has some developmental health challenges.
6/17/2019	7/18/2019	31	Performance	RP was upset that she could not get animal control to intervene in an issue in which a neighbor's dog killed her cat.	Supervisor found that the officer had been able to speak with RP and begin the investigation of the issue. RP did not return calls.

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Complaints shaded in YELLOW are related to policing and the unhoused population.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
06/20/19	7/17/2019	27	Performance	RP was upset that an officer did not look into an incident of a man threatening him with a stun gun because he wasn't afraid.	Sgt. found that the officer had asked RP questions to build a case for probable cause for a crime and tried to explain the questions to RP. The officer conducted a complete investigation. Sgt. spoke with RP.
6/25/2019	7/8/2019	13	Performance	RP was upset that a man who threatened him and his friends with a gun was not arrested even though they insisted on filing charges.	Sgt. found that after the investigation of the incident, the officer noted that the gun was a pellet gun and it was only produced after RP's off-leash dog made the suspect feel threatened. The suspect was cited in lieu of arrest for park violations. Sgt. contacted RP to discuss the findings.
6/27/2019	7/22/2019	25	Performance	RP feels that an officer did not know how to communicate in a sensitive manner with a victim.	Sgt. reviewed body cam and found that RP became upset with the officer when he tried to get details of the issue she was reporting, and they ultimately were able to get the details the officer needed. No policy violations. Sgt. spoke with RP.
6/27/2019	7/31/2019	34	Performance	RP reported an unsafe EPD driver.	Sgt. learned that the officer was responding to assist other officers. Sgt. spoke with officer about the need to respond with lights and sirens in such incidents. RP did not return calls.
7/1/2019	7/9/2019	8	Performance	RP was upset that officers knocked on his bedroom door looking for someone in an issue that had nothing to do with him.	Sgt. learned that officers had been dispatched to a dispute and that other roommates had given permission for officers to contact additional witnesses in the home. RP did not leave name or contact information.
7/4/2019	7/22/2019	18	Performance	Internal performance issue noted in regard to an officer's details in reports.	Dismissed: Timeliness
7/8/2019	7/18/2019	10	Performance	RP was unhappy with how EPD handled her call for service for a hit and run.	Sgt. learned that at the time of the crash, RP gave dispatch the information that it was a non-injury accident, and due to the call volume of 20 or 30 call holding it was not dispatched. Sgt. spoke with RP about the incident.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
7/8/2019	8/5/2019	27	Performance	RP reported a traffic stop in which the officer displayed a level of aggression she had not experienced before.	Sgt. reviewed body cam of the stop and found that RP had failed to yield, ran a red light, and immediately exited the vehicle and began approaching the officer. These actions caused an officer safety issue. The officer used a minimal amount of force to verify that RP did not have a weapon and then proceeded with the traffic stop. Sgt. spoke with RP about the incident.
7/9/2019	7/24/2019	15	Performance	RP reported that officers came up to his girlfriend's vehicle, told them the plates were stolen, and took them off the vehicle without any explanation.	Sgt. reviewed body cam and found that the officers did take the plates, but they also spoke with RP's girlfriend and explained the issue and provided information about how to proceed at the DMV. No policy violations. RP did not return calls.
7/15/2019	7/22/2019	7	Performance	RP reported an officer who failed to yield to him as he stood at a street crossing, intending to cross.	Lt. spoke with RP about his concerns.
7/16/2019	8/22/2019	36	Performance	RP alleged she was thrown down naked and threatened with being dragged outside if she didn't give up.	Sgt. learned that RP was unclothed when she was first contacted and an officer held up a sheet so RP could dress before being handcuffed. At no time was RP thrown down or threatened with being dragged outside naked. Sgt. was unable to contact RP due to a wrong number.
7/17/2019	8/15/2019	28	Performance	RP reported an officer's vehicle parked illegally when he was arresting someone. The officer then made a snide remark when he called him on it.	Sgt. spoke with RP and explained that officers are allowed to disregard a traffic law if necessary in the lawful execution of their job. No policy violation made by the officer.
7/17/2019	7/25/2019	8	Performance	RP reported an unmarked police car tailgating on Delta Highway.	Sgt. learned that the officer was traveling to assist another agency and encountered another vehicle in the fast lane that was driving below the posted speed. The officer went around the vehicle and continued. Sgt. found no policy violations but noted to the officer that activating his emergency lights to clear the lane would have been an option. Sgt. spoke with RP.
7/24/2019	8/30/2019	36	Performance	RP reported an incident at a downtown eatery where he was assaulted by staff and officers did a poor investigation into the incident.	Sgt. reviewed body cams, business security cams, police reports etc. and found officers did a thorough job of investigating the incident. Sgt. spoke with RP about his findings.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
7/26/2019	9/5/2019	39	Performance	RP alleged an officer contacted him at a downtown bike rack just to harass him.	Sgt. found that the officers were dispatched to the scene to contact RP due to a call for service. RP did not have a valid phone number.
7/29/2019	8/9/2019	10	Performance	RP felt an officer failed to provide a complete investigation into harassment he experienced at the fair due to a MAGA hat he was wearing.	Review of body cam showed that the officer was unable to conduct a complete investigation due to the hostility displayed by RP. The witness that the officer did speak with, noted the RP had started the interaction. Sgt. spoke with RP about her findings.
8/2/2019	9/9/2019	37	Performance	RP tried to report a woman screaming and yelling in his neighborhood for hours. The call takers told him the woman was refusing help and they would need someone to come in and file a formal complaint for a noise ordinance violation.	Supervisor learned that the call takers did provide RP with the correct information about the incident, but that RP had hung up before it could be explained that he only needed to agree to a complaint and did not have to come in. RP did not return calls to discuss the findings.
8/5/2019	8/9/2019	4	Performance	RP felt an officer was not respecting his code of ethics by questioning him about a prior complaint.	Lt. reviewed body cam of the interaction with RP and found no policy violations. Lt. spoke with RP about his concerns.
8/7/2019	9/16/2019	39	Performance	RP was upset that a call taker would not dispatch an officer for her neighbor's loud muffler, telling her they had to be present when the car was in motion.	Review of the call found that the call taker provided RP with the correct information. RP did not return calls to discuss the findings.
8/7/2019	8/23/2019	16	Performance	RP found a man sitting in a vehicle, who when questioned, told him gruffly, "Sir, please move out of my way." RP later found out he was an undercover officer. The man did not identify himself as such.	Sgt. reviewed the incident and found that it was a new officer to undercover work. Sgt. spoke with RP and outlined next steps in training so the officer would understand how to handle similar situations in the future. RP was happy to find out issues in his neighborhood were being addressed and thanked the Sgt. for calling.
8/19/2019	9/17/2019	28	Performance	RP was upset that the prohibited camping issue in her neighborhood had not been dealt with.	Lt. asked that the designated Sgt. check on the status, officers were then dispatched and the area cleared.
8/19/2019	9/16/2019	27	Performance	RP was unhappy with how investigation into a bicycle/car door accident was handled.	Sgt. learned that there was not enough evidence to determine who was at fault, so no citations were issued. RP requested contact information for the other party and the Sgt. passed the request on to the officer to provide the information to RP.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
8/20/2019	10/2/2019	42	Performance	RP reported an EPD vehicle that failed to stop for him at the corner of 6th and Fillmore.	Sgt. was unable to identify the employee involved, due the vehicle being out of service and possibly driven by a maintenance employee, but reached out to RP about his concern.
8/26/2019	9/17/2019	21	Performance	RP reported an officer who almost hit him on his bicycle and then just drove off.	Sgt. was unable to identify the employee involved, but reached out to RP about his concern.
8/29/2019	10/10/2019	41	Performance	RP felt an officer did not understand the law in regard to citizens using their cell phones to record police.	Lt. found that the officer did not have the correct understanding of how the law applied and was coached on the issue. Lt. corresponded about the outcome with RP.
8/31/2019	9/16/2019	16	Performance	RP reported an EPD vehicle driving at a high rate of speed without clearing an intersection and then cutting in front of a fire truck.	Sgt. spoke with the officer involved regarding driving and EPD policies.
9/3/2019	10/16/2019	43	Performance	RP was upset that officers refused to look at his disabled friend's Facebook pages to see documentation of things that had happened prior to a call for service involving menacing.	Sgt. reviewed body cams of the interaction with RP's friend and found that the friend never requested or spoke about a Facebook posting. Officers followed policy and procedures. Sgt spoke with RP about the findings.
9/3/2019	10/3/2019	30	Performance	RP was upset that a car she sold 8 years ago was towed and that her name was given to the people involved who were now trying to contact her.	Sgt. learned that the officer who impounded the vehicle provided a copy of the impound report to the person present with the car, which lists the registered owner with DMV. This is policy. It appears the title had never been changed after RP sold the vehicle. Sgt. spoke with RP and provided information for dealing with the title issue with the DMV.
9/4/2019	10/10/2019	36	Performance	RP was upset that an officer failed to abide with his custody papers and was discriminating against him because he was male.	Sgt. reviewed the paperwork and felt that the paperwork did not allow the custody RP believed it did. The Assistant DA was also consulted and agreed with the Sergeant's findings. Sgt. spoke with RP about the matter.
9/6/2019	9/23/2019	17	Performance	RP reported a call to EPD when some guy almost hit her by driving up on the sidewalk and no one showed up until hours later.	Sgt. called RP; a return voicemail noted that she did not want contact.
9/11/2019	10/11/2019	30	Performance	RP was upset that an officer would not allow him to file charges against another resident of his care home.	Sgt. reviewed officer's report and, because of witness statements, concluded that the officer made the correct determination. Sgt. spoke with RP about the incident.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
9/13/2019	10/7/2019	24	Performance	RPs reported being threatened by a man with a knife at Tugman Park and the officer who arrived spoke with them from his car and never even looked for the man.	Sgt. learned that the officer who responded took the call in between dispatched calls and spoke with RPs. Finding that the incident had happened nearly 30 minutes earlier and there was no longer an immediate threat, he updated the call log before he was dispatched to another call. Sgt. contacted RP.
9/18/2019	11/7/2019	49	Performance	RP was frustrated with the run around he was getting between EPD and E-Parking. RP lives near Autzen, which finds numerous parking issues during game days.	Supervisor spoke with RP and worked with E-parking to address RP's concerns.
9/19/2019	10/10/2019	21	Performance	RP was frustrated that a hit and run accident was treated as just an accident by officers.	Sgt. reviewed the investigation and found the officers spoke with all involved parties and found no probable cause for a hit and run. Sgt. spoke with RP who had only wanted to find out what had happened to the other driver and not to complain about an officer.
9/20/2019	10/2/2019	12	Performance	RP was upset with two officers who harassed him for illegal camping when he was not. RP's vehicle is an RV and he can not park it in the lot where he works.	Review of the body cams found that the officers were polite and professional, explained the laws about prohibitive camping and storage on the street. They then provided RP with a packet of services.
9/20/2019	10/31/2019	41	Performance	RP had a concern about an officer who did not take a school employee who represented himself as law enforcement seriously.	Sgt. spoke with the officer who had learned that the man held a job as a security officer, but was not employed by the school. Sgt. spoke with RP about his findings.
9/27/2019	10/1/2019	4	Performance	RP was upset that an officer was rude when approached on the street to deal with a dispute he was having.	Sgt. found that the officer was on a call at the time RP approached him, but could have responded in a more professional manner. Sgt. spoke with RP about the findings
10/1/2019	10/10/2019	9	Performance	RP reported an incident in which he was harassed for being developmentally disabled, and the officer not doing anything about the verbal abuse, only telling him it was free speech. RP believes it is illegal.	Sgt. spoke with RP about his concerns and explained the court order he believed made it illegal was not a criminal law, but one that updated changing terms for disabilities. Sgt. found no policy violations by the officer.
10/4/2019	10/29/2019	25	Performance	RP was upset that an officer called his mother at 4 am looking for him about a restraining order violation, and then demanded he come speak to him at Headquarters or he would issue a warrant.	Sgt. reviewed the records and found the officer conducted a thorough review of his case and acted within policy. Sgt. spoke with RP and explained the reasoning behind the officer's actions, and facilitated a meeting so RP could show the officer his evidence that a crime was not committed.

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10/8/2019	10/23/2019	15	Performance	RP was upset that he had no resolution to a report he had made for theft of services, even through he provided plate numbers.	Sgt. learned that the officer had completed a preliminary investigation but hadn't followed up further by filing an ATL for the suspect. Sgt. spoke with RP about the initial attempts and what follow up would occur.
10/9/2019	11/8/2019	29	Performance	RP had been unable to get an update from an officer on his case due to his hours being late at night.	Supervisor was able to coordinate a contact so RP could get the information he needed.
10/9/2019	11/27/2019	48	Performance	RP was confused on whether or not a report had been filed on her stolen wallet.	Supervisors reviewed the calls RP made and contacted RP to get a complete report taken.
10/16/2019	12/12/2019	56	Performance	RP had been trying for a least a year to get an issue with a neighbor's barking dog dealt with. Animal control had not returned calls after telling him they were given a warning. The issue continued.	Supervisor found that RP had not provided the needed evidence that the animal had barked 15 minutes continuously. After speaking with RP, the supervisor determined that RP had not received relief from the continuous annoyance and directed a citation be given.
10/18/2019	11/25/2019	37	Performance	RP felt an officer was rude and unprofessional with him when he tried to report his ex-wife driving recklessly with his child in the car.	Sgt. reviewed the incident and found that after investigating the situation, the officer found no criminal activity and tried to explain that to RP. RP became angry and talked over the officer. The officer was polite and professional. No policy violations were found. Sgt. spoke with RP about his findings.
10/18/2019	11/25/2019	37	Performance	RP reported an altercation with her ex who pounded on her car window scaring her; the officer decided no crime had been committed.	Sgt. reviewed the call and found that the officers did not have probable cause for a crime. Sgt. spoke with RP and answered her concerns about the call.
10/23/2019	10/31/2019	8	Performance	RP was upset that her name was released to her son during a welfare check even though she requested it not be made public.	Review of the records found that the call taker failed to notate the request in the call log leading to the officer releasing the name. Sgt. spoke with RP about her concern. Call center also spoke with the call taker about the incident.
10/25/2019	11/1/2019	6	Performance	RP reported an officer who was driving about 20 miles over the speed limit and who, while changing lanes, came close to a pedestrian. No lights or sirens were activated. Dash cam video from RP was provided.	Sgt. reviewed the information provided by RP and spoke with the officer who agreed he was going too fast; the officer accepted responsibility. Sgt. spoke with RP about his concerns and thanked him for bringing it to EPD's attention.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
10/28/2019	12/10/2019	42	Performance	RP felt a discussion with a supervisor did not go well, with RP being told he was wrong about a law.	Cpt. spoke with RP about his concerns with how the interaction went.
10/29/2019	11/25/2019	26	Performance	RP reported an EPD patrol vehicle that came within 5 ft of him at an intersection.	Employee was unable to be identified. Sgt. spoke with RP and thanked him for reporting the issue even though the employee could not be identified.
10/29/2019	12/5/2019	36	Performance	RP was upset that he could not get an officer to return his calls to provide an update to his case.	Lt. reviewed the issue and learned that the officer was behind in returning calls and was coached on the prompt return of voice messages. RP did not return calls.
11/1/2019	11/5/2019	4	Performance	RP was unhappy with how a call for service about a dispute with her boyfriend was handled.	Sgt reviewed body cam of the incident and found that RP declined to press charges in the dispute. Sgt. spoke with RP who didn't remember all of the interaction with officers and understood what had happened once she talked with the Sgt.
11/4/2019	12/13/2019	39	Performance	RP was frustrated that no follow up had occurred to his assault report. RP felt he had provided enough information to have the person arrested.	Sgt. reviewed reports and found that at the time of the report, the officer handled the investigation properly and suspended it when leads went dead. Sgt. learned that dispatch had not placed RP's repeated calls about the whereabouts of the suspect on the dispatch board, believing that only the first officer could respond. A training component was identified for both the call center and the officer. The Sgt. reopened the case.
11/8/2019	11/25/2019	17	Performance	RP reported that officers were not willing to do anything about the suspicious activity going on outside his home late at night.	Sgt. was able to go on a call with officers to RP's home and spoke with him about his concerns.
11/12/2019	11/25/2019	13	Performance	RP anonymously reported two patrol cars that failed to enforce red light violations.	Sgt. emailed RP to gain further information about the incident with no reply from RP.
11/13/2019	12/18/2019	35	Performance	RP was unhappy with the length of time to get a public record.	Supervisor spoke with RP about the report she requested and the laws around what can and cannot be released.
11/14/2019	12/17/2019	33	Performance	RP reported officers who threatened her with disorderly conduct for singing.	RP was contacted for screaming in the area. During the contact, RP thanked the officer for his interaction with her.
11/15/2019	11/15/2019	0	Performance	RP reported a white police SUV speeding on Pepples Road near the range.	Dismissed: Outside Jurisdiction

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/18/2019	12/26/2019	38	Performance	RP was concerned that officers did not feel his ex violated a restraining order with supervised visits when she took his child from the agreed upon area.	Sgt. reviewed the incident and the order and learned that the officer had spoken with the person who was the observer and found that this person had given tacit approval. The officer found no criminal wrongdoing and the Sgt. concurred. Sgt. spoke with RP about the findings.
11/29/2019	11/29/2019	0	Performance	RP reported an EPD car ran a red light.	Dismissed: Employee not identified.
12/9/2019	1/29/2020	50	Performance	RP was frustrated that her report about her prescription drugs being stolen was taking a long time.	Sgt. learned that the officer had been following up on the case but had been unable to reach the suspect or RP's medical doctor. The officer had also attempted to call RP and messages had not been returned. Sgt. spoke with RP about her concerns.
12/16/2019	1/6/2020	20	Performance	RP reported an EPD vehicle that was weaving in and out of traffic.	Sgt. learned that the vehicle in question was not checked out to patrol at the time. It possibly could have been driven by a maintenance worker. Driver was unable to be identified. Sgt. left a message with RP about the findings.
12/23/2019	1/13/2020	20	Performance	RP reported an officer who ran a stop sign near the EWEB building.	Sgt. spoke with officer about the importance of following all the rules of the road. Sgt. spoke with RP about his concerns and his follow up with the employee.
12/26/2019	1/22/2020	26	Performance	RP was upset with the customer service she was provided by EPD while trying to report thefts at her home.	Sgt. found that the officer had attempted to contact RP in person but, due to conditions at the home, instead called RP. RP did not have the all the information needed at the time of the call, and the officer provided contact information for RP to return his call when she gathered the info. Sgt. spoke with RP about her concerns and requested a desk officer call RP to finish up her report.
12/27/2019	1/7/2020	11	Performance	RP alleged that an officer ran a red light.	Dismissed. No officer identified.
12/31/2019	1/6/2020	6	Performance	RP was frustrated that he can not get EPD to respond to his calls for service when his neighbors come on his property.	Sgt. spoke with RP about his concerns. No policy violation was committed by officers.
1/4/2019	1/22/2019	18	Service Level	RP was unhappy that an officer was not dispatched to his report of a man on a bike going through a woman's purse, stuffing things in his pocket, and discarding other items.	Supervisor found that the call taker was professional but due to call load, the call was not dispatched for over 90 minutes. Supervisor spoke with RP about call priorities and EPD's ability to respond.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/8/2019	2/13/2019	35	Service Level	RP was upset that no officer would be dispatched for a stray dog.	RP did not respond to a call back by the Sgt. who would have explained that EPD is currently hiring for a 2nd Animal Control Officer. It was the lone officer's day off and emergency issues would have been handled by patrol officers, but a stray dog not harming anyone could not be at this time.
1/8/2019	2/7/2019	29	Service Level	RP reported a call taker who she felt was rude and disrespectful.	RP reported the issue on social media and did not respond to communication for more details of the issue.
1/11/2019	1/18/2019	7	Service Level	RP was unhappy that no one would come and pick up a partially-filled syringe she found near her neighbor's home.	Sgt. spoke with RP about the incident and options for future disposal.
1/14/2019	1/23/2019	9	Service Level	RP reported she could not get any follow-up on the theft of her wallet.	Supervisor found that the officer had been working the case but the suspect did not have a known address or phone number, and had been unable to develop probable cause. The case was still active and Sgt. relayed this information to RP.
1/17/2019	2/22/2019	35	Service Level	RP was upset that nothing was being done about the prohibited camping outside her home since 2017.	Lieutenant reviewed the situation near RP's home and found that Public Works had recently cleaned the area. Lt. spoke with RP about the city's policy and program for working with homeless campers.
1/25/2019	2/28/2019	33	Service Level	RP was frustrated with how jurisdictions handed over his calls about illegal driving issues that crossed into each others areas.	Supervisor spoke with RP about his concerns and learned that in most incidents, RP had been reporting calls to 911, not the non-emergency line, which would have been more appropriate.
1/25/2019	1/28/2019	3	Service Level	RP was concerned about issues with illegal camping, trespassing and property crime in Eugene and the long wait times for an officer.	Supervisor spoke with RP about his concerns, how EPD prioritizes calls and what is in the pipeline to help with the issue.
1/28/2019	2/22/2019	24	Service Level	RP had continuously called in illegal camping issues and seen no improvement in his neighborhood.	Lt. found that even after police enforcement and Public Works clean up, campers return to the area. Lt will work with property owners to re-landscape the curb strips to make them less inviting to campers.
1/30/2019	2/11/2019	11	Service Level	RP reported that when trying to reach the non-emergency line in Spanish, the line went silent and then hung up after 30 min.	Supervisor tested the system and found it as RP had explained. IT was notified and the system repaired. Contact was made with RP to take his original concern and to notify him of the repairs.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/11/2019	3/8/2019	27	Service Level	RP was unhappy that nothing was being done about trash cans people were leaving in the bike lanes.	RP was directed to code enforcement to file a complaint.
2/11/2019	3/12/2019	31	Service Level	RP was upset that a call taker would not take the time to look up his previous calls for the same issue and insisted on asking the same questions over and over. The call taker eventually hung up on RP.	Supervisor reviewed the call and found it to be just as RP advised. This issue was addressed with the call taker and RP was notified of the findings.
2/11/2019	2/21/2019	10	Service Level	RP had contacted EPD 4 times over the last month regarding a homeless camping issue in front of his place of work.	Lt. found that the car camping log had not been updated by SVDP resulting in officers not having information that the location was ready for police contact. Lt. spoke with RP about the findings and had an officer make contact and issue a 24 hour notice.
3/18/2019	5/8/2019	50	Service Level	RP reported an issue with EPD's online reporting system, and he got conflicting messages about how to proceed with his complaint.	Supervisor contacted RP to thank him for reporting the issue and directed a Community Service Officer to contact RP to take his report.
4/1/2019	5/13/2019	42	Service Level	RP reported a hit and run of her dog and RP didn't feel the call taker showed compassion.	Supervisor reviewed the call and found that RP's initial call was handled per policy and was 2 minutes long. The second call was 8 minutes long in which the call taker took time to listen and understand RP's concerns. Supervisor spoke to RP about the incident and explained that EPD does not dispatch for violations.
4/8/2019	4/10/2019	2	Service Level	RP reported issues in her apartment complex that she felt EPD should be addressing.	Review of calls for service found the issues were quality of life issues and not criminal. Sgt. spoke with RP about the findings.
4/18/2019	4/29/2019	11	Service Level	RP was unhappy with the level of service she received about a neighbor's loud noise.	Sgt. researched the issue and reviewed calls for service from RP. Sgt. spoke with other neighbors in the area and found that the issue was more of a neighbor dispute. Sgt. attempted to speak with RP who slammed the door in the Sgt's face.
4/18/2019	4/19/2019	1	Service Level	Report of stolen mail in 2017.	Dismissed: Timeliness
4/19/2019	4/23/2019	4	Service Level	RP reported an incident concerning gangs and cops destroying evidence from 2012.	Dismissed: Timeliness

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
4/22/2019	4/25/2019	3	Service Level	RP was unhappy that her neighbor had yet to be cited for a barking dog.	RP requested complaint be closed after the citation was issued the next day. Dismissed: Resolved
5/29/2019	7/10/2019	41	Service Level	RP was concerned that officers were not taking the report of her son being grabbed in his private parts seriously enough.	Cpt. spoke with RP about her concerns, and where the case was going at this point.
6/13/2019	7/9/2019	26	Service Level	RP was concerned that she was being requested to file issues happening at her downtown convenience store online, when she is required by her office to call EPD. RP feels EPD is not showing a lot of support for the needs of businesses.	Sgt. spoke with RP about her concerns and explained why some of the incidents she reports are more appropriate for an online form.
7/3/2019	8/5/2019	32	Service Level	RP was concerned about EPD's policy that requires officers to question and do follow up with people who are in the emergency room.	Sgt. spoke with RP about his concerns and explained EPD's reasonings for having the follow-up while a person involved in an incident, or accident is still in the hospital.
7/11/2019	8/5/2019	24	Service Level	RP reported waiting for a long time for an officer to respond to his call about his neighbor leaving some liquid on the floor in front of his apartment and that the officer didn't seem to care about the issue.	Sgt. found that RP did not actually know where the liquid came from, and the officer found no criminal issues. Sgt. spoke with RP.
7/19/2019	9/10/2019	51	Service Level	RP was awakened while sleeping in a tent in his backyard by 3 armed men and a dog, who told him they were police searching for someone and to go back inside. When he called EPD to verify after the men had left, he was told they did not have officers in the area.	Sgt. learned that the officers had not checked out on RP's street as they were conducting a street search, so the call takers did not have that information and were unable to verify the men were officers. Lt. contacted RP with his findings and apologized for the mistake.
8/12/2019	10/4/2019	52	Service Level	RP was concerned about speeding on her street and would like to see more patrols in her area.	Sgt. reviewed the data from the speed trailer and provided that to RP, along with information for how to report a traffic complaint form on the EPD website.
8/26/2019	10/3/2019	37	Service Level	RP felt the new street crimes unit was only harassing elderly people smoking outside her apartment complex and not dealing with the people shooting up.	Sgt. spoke with RP who was frustrated with the crime happening in her area. RP was encouraged to report any issues so an uptick in the area could be noted.
9/9/2019	10/16/2019	37	Service Level	RP was upset at the delayed response from EPD when she reported a disorderly subject at her place of business.	Review of the call logs found that each contact from RP was handled appropriately but call load and availability of officers was a factor in the delay. Supervisor spoke with RP.

Complaints shaded in ORANGE indicate alleged discrimination.

Complaints shaded in YELLOW are related to policing and the unhoused population.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
9/11/2019	10/4/2019	23	Service Level	RP was concerned about the conditions he sees at Skinner's Butte Park, with the illegal camping, and people shooting up in the bushes.	Sgt. spoke with RP about his concerns and explained how to report issues at the park using Park Watch.
9/16/2019	10/21/2019	35	Service Level	RP was upset that no officer responded to calls about a man standing in traffic in his residential neighborhood.	Supervisor reviewed the records for the time in question and found that the call load was so heavy that the only way to dispatch for the man in the street was to pull an officer from more urgent situations. Supervisor spoke with RP about the findings.
9/23/2019	10/29/2019	36	Service Level	RP was concerned she had been unable to get a report taken for her stolen vehicle.	Sgt. learned that the during initial contact with RP, she did not want to press charges. During the second attempt, RP was unable to be located for contact. Finally on the 3rd attempt an officer was able to take RP's report. RP did not return voicemails to speak with the Sgt.
9/25/2019	9/26/2019	1	Service Level	RP was upset that it took EPD 12 hours to send an officer about a caretaker stealing his cologne.	Sgt. spoke with RP about how calls are triaged and the call loads at the time of his call. The upcoming expansion with new officers coming on board was also mentioned.
10/2/2019	11/7/2019	35	Service Level	RP had been unable to get a return call about a case that involved his child. RP was seeking information about the follow up.	RP was able to provide Lt. with his call logs with the voicemails RP had left, which allowed the supervisor to address the issue.
10/7/2019	10/29/2019	22	Service Level	RP had been unable to get a response from an officer in regards to a report she filed.	Sgt. learned that the officer, who is new to the department, did not realize he had a landline voicemail that citizens are directed to. Sgt. spoke with RP and provided the number for the detective who was now assigned the case.
10/8/2019	10/9/2019	1	Service Level	RP was upset that nothing had been done about the drug-dealing complaint he had made the day prior or follow up with him about photos he'd taken.	Lt. had been the officer who had responded, but no details that RP had wanted follow up were included in the dispatch. Lt. was able to speak with RP about the situation and review his photos. Beat officers were informed of the issue for future incidents.
10/28/2019	11/5/2019	7	Service Level	RP was upset that EPD would not assist him with his parenting time.	Supervisor reviewed the call and found that the call taker was able to determine from speaking with RP that no crime had been committed. The call taker was polite and professional with RP even though no officer could be dispatched.

Complaints shaded in ORANGE indicate alleged discrimination.

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Complaints shaded in YELLOW are related to policing and the unhoused population.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/5/2019	12/3/2019	28	Service Level	RP felt a wait time of over an hour to speak with an officer at headquarters was excessive.	Sgt. reviewed call load and staffing concerns at the time of RP's wait and found that it was consistent with current response times. Sgt. spoke with RP about the issue and explained call triage and call load issues that lead to the long waits.
11/14/2019	11/15/2019	1	Service Level	RP expressed frustration that no one would listen to her about tweaker gangs, sleeping with murderers etc.	Dismissed: Previously Reviewed
11/18/2019	12/9/2019	21	Service Level	RP reported problems with the non-emergency automated attendant.	Supervisor called the system several times following the prompts to evaluate how the system was working and found it to be working as designed. Supervisor left messages for RP to go over the findings.
11/26/2019	12/2/2019	6	Service Level	RP expressed frustration that he cannot get service in regard to the homeless camp in front of his business.	Sgt. reached out to RP and explained what enforcement options EPD had. RP had his questions answered and came away with a better understanding of the issues.
11/27/2019	12/19/2019	22	Service Level	RP is concerned about a homeless camp that has been across the street from his business for over 3 months.	Lt. spoke with RP about the policy and procedures that are in place regarding homeless camping.

Totals: Service/Performance: 144

Inquiry: 143

Policy: 46

Service/Service Level: 41

Service/Courtesy: 24

Incident Review: 12

Conduct: 3

Constitutional Rights: 1

Total: 414

YELLOW indicates complaint related to policing and the unhoused population

ORANGE Indicates complaint alleging discriminatory treatment