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EUGENE CITY COUNCIL AGENDA

September 24, 2018

5:30 p.m. CITY COUNCIL WORK SESSION
Harris Hall, 125 East 8th Avenue
Eugene, Oregon 97401

Meeting of September 24, 2018;
Her Honor Mayor Lucy Vinis Presiding

Councilors

Mike Clark, President	Betty Taylor, Vice President
Greg Evans	Chris Pryor
Emily Semple	Claire Syrett
Jennifer Yeh	Alan Zelenka

5:30 p.m. CITY COUNCIL WORK SESSION
Harris Hall, 125 East 8th Avenue

1. **Committee Reports and Items of Interest**

2. **WORK SESSION: Civilian Review Board and Police Auditor's Office Annual Reports**

3. **ACTION: An Ordinance Changing the Street Name of the Undeveloped Portion of Suzanne Way to Tennyson Avenue, as it Extends North From Crescent Avenue to Tennyson Avenue (City File SC 18-1)**

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.

For more information, contact the Council Coordinator at 541-682-5010,
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: September 24, 2018
Department: Police Auditor
www.eugene-or.gov

Agenda Item Number: 2
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 2017 Annual Report of the Civilian Review Board and the Annual Report of the Police Auditor's Office.

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

RELATED CITY POLICIES
Eugene Charter and Police Auditor Ordinances

COUNCIL OPTIONS
Offer comments and questions

CITY MANAGER'S RECOMMENDATION
Not applicable.

ATTACHMENTS
A. 2017 Civilian Review Board Annual Report
B. 2017 Annual Report of the Police Auditor's Office

FOR MORE INFORMATION
Staff Contact: Mark Gissiner
Telephone: 541-682-5016
Staff E-Mail: MGissiner@eugene-or.gov

ATTACHMENT A

CITY OF EUGENE

Eugene Civilian Review Board Annual Report

2017

EUGENE CIVILIAN REVIEW BOARD 2017 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 2017. As set forth in the ordinance case reviews and assessment of the police auditor and the auditor's office are set forth 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 job.

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. It also allows members of the public that have filed complaints to ask the board for review of their case at a future meeting.

In our reviews full, open, and at times lively discussions have occurred. We hope that we have reflected the tenor of all parts of the community when we have these discussions. This means at times we have disagreed with findings, but we have attempted to the best of our abilities to be cordial and respectful of varying points of view. 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 to which we have all agreed to as a board member and the expectations of transparency in order 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 rarely attended. We have detailed minutes, but some members expressed a preference for audio or video recordings.

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. There was open discussion that remained respectful of individual personnel matters.

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.

Training and the use of Body Worn Cameras have improved the ability of Internal Affairs and the Auditor's office to more precisely see the events unfold in a situation where there is a question about an officer's conduct. Members of the CRB also watch the recordings and listen to the audio. Our reviews are improved by this technology. However, we are cautious to be 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 Blue Team software program which allows for tracking of uses of force allowing both EPD and OPA the chance to know quickly when a use of force has been used 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. Blue Team review and the accompanying report, plus the Body Worn Cameras enhance the review process 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 continuing 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 member who attends their monthly meeting.

OPA staff conducted outreach to the community through the work of staff. A community public safety meeting was organized by the OPA in North Eugene to the Latinx community, entirely in the Spanish language. In addition to members of the OPS staff, other community groups tabled and provided information. Several bi-lingual officers were available to respond to questions. City officials from fire, emergency management and the Human Rights Commission also participated. An effort was made to provide radio and internet broadcast of the event. The CRB also invited a representative of the Latino community to discuss issues directly with the board in one of our training sessions.

We appreciate the support of the City Council, Mayor, the Office of the Police Auditor, the Eugene Police Department, the Eugene Police Employees Association 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 the officers present are able to hear comments from community members in a thoughtful, and we hope, helpful forum.

Sincerely,

Chris Wig
2017 Board Chair

Maurie Denner
2017 Board Vice-Chair

Civilian Review Board Members Serving in 2017

Current Members:

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.

Maurice A (Maurie) Denner lives in south Eugene and is a retired elementary principal. 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.

Heather Marek has lived in Eugene since 2007. She is a concurrent doctoral and law student at the University of Oregon, where her research has focused on human rights issues in the criminal justice system. Before returning to graduate school, Heather worked for nonprofits advocating for civil liberties and democracy reform. Heather received a BA in criminology from the University of Montana. Heather plans to use her background in social science and law to conduct rigorous public interest research.

Jim Hargreaves is a lifelong resident of Eugene. He received his B.A. from the University of Oregon and his law degree from the University of Oregon School of Law. After a few years practicing law in Eugene, Jim served from 1975 to 1995 as a judge in Lane County, first for two years on the then District Court, and then 18 additional years on the Circuit Court. Since retiring from the courts in 1995, Jim has worked as a national and international consultant in the fields of court management and the introduction of technology in courts. His most recent work was serving as both a trial court judge and appellate court judge in the country of Kosovo as a member pf a program sponsored by the European Union.

Rick Roseta has practiced as a trial lawyer in Eugene for over 40 years. Most of his practice has included the defense of 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.

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 cultural competency, as well as literature and history.

Past Members Serving in 2017:

Eric Van Houten has a Masters in Social Work and is a senior level health care administrator. His background includes working with individuals with a myriad of issues including drug and alcohol abuse and addiction, mental health issues, violence, and homelessness. Eric was raised in Eugene, OR and returned to the community in 1993. Eric's background includes a 3 year stint with the Peace Corps as a volunteer in Senegal, West Africa. He is married with two children.

Chris Wig, CRB Vice Chair and Chair, serves as Chair of the Democratic Party of Lane County and works as the Program Director for the Drug Court Program at Emergence Addiction and Behavioral Therapies. Chris earned his MS in journalism from the University of Oregon and his BA in cultural anthropology from the University of Toronto. He serves the Eugene community as an advocate for housing affordability, alcohol and drug treatment, and police-community relations. Chris also serves as a member of the Grupo Latino de Accion Directa Executive Board, Intergovernmental Housing Policy Board Renter Protection Workgroup and Democratic Party of Oregon Executive Committee. Mr. Wig served as Chair for most of the year. He recently resigned because he is no longer a resident of Eugene.

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.

2017 Overview

The CRB is required to meet four times a year. The CRB met nine times in 2017, 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 2017 our representative to the Police Commission, Steven McIntire, worked vigorously in providing policy recommendations to the Police Commission. Heather Marek was our representative to the Human Rights Commission, providing valuable insight to the CRB on some of the concerns expressed by the Human Rights Commission related to policing issues.

Training

The CRB members were polled to determine what training they wished to receive in 2017.

The CRB was involved in seven training sessions and held a joint meeting with the Police Commission:

Training topics:

- Update on Crisis Intervention Training (CIT)
- Conversation with the Eugene Police Employees Association
- Auditor's Annual Report
- EPD Recruitment and Hiring Process
- Public Records and Public Meetings Laws
- Community Engagement Strategy
- Report from Mr. Denner on the National Association of Civilian Oversight Conference held in Spokane, Washington
- Objectives and Challenges of Implementation of Civilian Oversight of Law Enforcement
- Community Members from Minority and Underrepresented Communities
- Chief Kerns Discussion of Corrective Action in Disciplinary Cases

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 and the hundreds of exemptions that exist in Oregon Public Record law. The CRB consistently meets more than the minimum requirements of the ordinance. At most meetings, the entire board is present. The CRB must evaluate difficult personnel and policy issues that impact community members and sworn police personnel. They have been complimentary, critical, inquisitive and decisive. It is an honor and privilege to serve the community of Eugene. In 2017 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.

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.

Civilian Review Board Case Summaries 2017

A. February Case Reviews – Case 1

During a performance review of Supervisor A, it was discovered that while out of town at a training conference, he became intoxicated in the presence of subordinate employees and members of other law enforcement agencies and interacted with a female employee of another agency in a manner that made her and the others present uncomfortable.

- The investigation indicated that at the end of the day of training, Supervisor A went out for drinks with Supervisor B and Officer D (also EPD employees), as well as two employees from outside agencies.
- All witnesses agreed that Supervisor A became very intoxicated during the evening. Supervisor B and Officer D noticed "flirty" behavior from Supervisor A directed at a female employee of an outside agency, which Supervisor B recalled as including touching of her leg and neck/shoulder/hair.
- Supervisor B and Officer D tried to intervene, which resulted in Officer D sitting between Supervisor A and the woman in the vehicle. Supervisor A reached around Officer D and continued to touch the woman's hair.

Summary of Facts: Case 1

At some point in the evening, Supervisor A became sick. His conduct toward the female employee then stopped and the group returned to the hotel.

- The investigation indicated that Supervisor A apologized to members of the group the next day.
- Supervisor A did not recall the evening clearly during his administrative interview, but he admitted to becoming excessively intoxicated and engaging in conduct that was unbecoming.
- The investigation (prior to the interview with Supervisor A) was reviewed by the District Attorney in the county where the conduct occurred. The DA declined to prosecute, citing insufficient evidence of sexual and/or general harassment.
- A related IA was initiated examining whether Supervisor B violated policy when he failed to report Supervisor A's conduct.

Allegations:

1. 1101.1.B.17 Judgment: That Supervisor A's decisions and actions were not in line with what a reasonable employee in similar circumstances would use or take, given the information he knew or should have known at the time.

2. 1101.1.B.25 Unbecoming Conduct: That Supervisor A's actions reflected negatively on the Eugene Police Department and brought discredit upon himself and the Eugene Police Department.

3. 1101.1.B.27 Use of Intoxicants and Medications: That Supervisor A, while representing EPD at a conference and off-duty, used intoxicants in a manner that was unprofessional and brought discredit upon himself and the Eugene Police Department.

Recommended Adjudications:

1. Judgment
   - EPD chain of command: Sustained
   - Auditor's Office: Sustained
   - Chief: Sustained
2. Unbecoming Conduct
   - EPD chain of command: Sustained
   - Auditor's Office: Sustained
   - Chief: Sustained
3. Use of Intoxicants and Medications
   - EPD chain of command: Sustained
   - Auditor's Office: Sustained
   - Chief: Sustained

Issues for the CRB:
Board members agreed that the case was in violation of the code of conduct policy and concurred with the sustained findings. A discussion of the Code of Conduct Policy found many members concerned with the vagueness of many portions of the policy and the policy had in the past been referred to the Police Commission for review.

Case 2:

Summary of Facts:

- During the investigation of Supervisor A, it was noted that Supervisor B was potentially in violation of policy when he failed to report Supervisor A's conduct in a timely manner.
- Supervisor B stated in his administrative investigation that he thought for a long time about whether Supervisor A's conduct was criminal conduct or misconduct; in his determination, he did not believe that Supervisor A's conduct rose to the level of criminal conduct, but he had a difficult time deciding whether it rose to the level of an EPD policy violation.
- In Supervisor B's memory, he had investigated allegations under similar circumstances that were not sustained as violations of EPD policies.
- Supervisor B recalled discussing the incident with Officer D, and Officer D did not see that the incident was reportable misconduct.
- Supervisor B also discussed the incident with Supervisor C, who encouraged him to report it.

- Supervisor B ultimately reported the incident when asked about Supervisor A during a performance review.

Allegations:

1101.1.B.9 Unsatisfactory Performance: That Supervisor B failed to conform to the standards established for his rank or position and failed to take appropriate action by failing to timely report his observations of the off-duty conduct of Supervisor A, which he knew, or should have known, violated EPD policies.

Recommended Adjudications:

Unsatisfactory Performance
- EPD chain of command: Sustained
- Auditor's Office: Sustained
- Chief: Sustained

Issues for the CRB:
Board members were disappointed that the Supervisor had not come forward right away and then did not take the advice of a superior to report the issue. There was concern that employees may not feel they can come forward about policy violations made by their peers.

Case 3:

Officer A was out with a woman who was staying at his home. She consumed alcohol throughout the day, including while they were in his personal vehicle parked in a City park.

- They went to dinner and to a club. While at the club, the woman informed Officer A that she had been unsuccessful in an attempt to buy an illegal controlled substance from someone who worked at the club. Officer A and the woman were later asked to leave the club.
- They returned to his residence and began arguing about a text message the woman had received, as well as about racially-charged comments the woman had made earlier in the day.
- Officer A told the woman he would take her to the Eugene airport so that she could leave town. They continued to argue while in the car. The woman asked Officer A to pull over, so she could get out. Officer A did so, but was concerned for her safety and asked her to get back in the car.
- When the woman returned to the car, Officer A placed his loaded firearm in her lap and his badge on the center console in an attempt to belay any fears she may have had about him.

Allegations:
1101.1.B Code of Conduct:

1. Judgment: That Officer A displayed poor judgment when he placed a loaded firearm in a woman's lap, when they were involved in a heated verbal argument at the time and he knew her to be intoxicated.

2. Unbecoming Conduct: That Officer A took a series of actions that directly contributed to a 911 call, which resulted in law enforcement agencies responding to the scene, conducting a high-risk traffic stop, detaining Officer A in handcuffs, seizing his firearm, and administering field sobriety tests; and that these actions reflected negatively upon him as a Eugene police officer, as well as the department.

3. Integrity: That Officer A failed to scrupulously avoid conduct that may compromise his integrity when he advanced a relationship with a woman after she had attempted to purchase an illegal controlled substance.

4. Associations: That Officer A failed to avoid association with a person he should have known "may have a reputation as a criminal" when he attempted to advance a relationship with a woman after she attempted to purchase an illegal controlled substance.

Recommended Adjudications:

1. Judgment
   - EPD chain of command: Sustained
   - Auditor's Office: Sustained
   - Chief: Sustained
2. Unbecoming Conduct
   - EPD chain of command: Sustained
   - Auditor's Office: Sustained
   - Chief: Sustained
3. Integrity
   - EPD chain of command: Unfounded
   - Auditor's Office: Unfounded
   - Chief: Unfounded
4. Associations
   - EPD chain of command: Within Policy
   - Auditor's Office: Within Policy
   - Chief: Within Policy

Issues for the CRB:

Members concurred with the adjudication of the case by the Auditor, Chain of Command and the Chief. One member noted that the young inexperienced officer conducted himself with clear and apparent integrity throughout the investigation, leading him to believe the department had not given up on the officer. Going forward his choices would prove whether

the officer learned from the experience and would be able to fulfill the responsibilities of the job.

B. March Case Review

Officers were dispatched to a report of a violation of a restraining order. Officer D confirmed a valid restraining order and spoke with the petitioner, confirming that probable cause existed to arrest Reporting Party 3 for violation of the RO.

- Officer D, Officer B, and Officer C went to the address where they believed RP3 was living. RP3 exited the house, Officer D informed him he was under arrest, and RP3 returned inside the house.
- Officers, as well as a supervisor who arrived on scene to assist, used force to effect the arrests of RP1 (for interfering with an officer and resisting arrest), RP2 (for interfering with an officer and resisting arrest), and RP3 (for violating a restraining order, resisting arrest, and escape).
- Involved Party was also arrested (for interfering with an officer), but no reportable force was used in her arrest.
- The force used included focused blows, control holds, Taser warning, and Taser deployment.
- RP1, RP2, and RP3 filed complaints with the Auditor's Office.
- In-car video captured audio, but not video, of the incident.

Allegations:
300 Use of Force

1. **Use of Force:** that Supervisor A used excessive force against RP1 during her arrest.

2. **Use of Force:** that Officer B used excessive force against RP1 during her arrest.

3. **Use of Force:** that Officer C used excessive force against RP1 during her arrest.

402 Professional Police Contacts

4. **Professional Police Contacts:** that Officer D treated RP3 unfairly due to his race during his arrest.

5. **Professional Police Contacts:** that Officer B treated RP3 unfairly due to his race during his arrest.

6. **Professional Police Contacts:** that Officer C treated RP3 unfairly due to his race during his arrest.

Recommended Adjudications:

1. Use of Force – Supervisor A
    - EPD chain of command: Within Policy
    - Auditor's Office: Within Policy
    - Chief: Within Policy
2. Use of Force – Officer B
    - EPD chain of command: Within Policy
    - Auditor's Office: Within Policy
    - Chief: Within Policy
3. Use of Force – Officer C
    - EPD chain of command: Within Policy
    - Auditor's Office: Within Policy
    - Chief: Within Policy
4. Professional Police Contacts – Officer D
    - EPD chain of command: Unfounded
    - Auditor's Office: Unfounded
    - Chief: Unfounded
5. Professional Police Contacts – Officer B
    - EPD chain of command: Unfounded
    - Auditor's Office: Unfounded
    - Chief: Unfounded
6. Professional Police Contacts – Officer C
    - EPD chain of command: Unfounded
    - Auditor's Office: Unfounded
    - Chief: Unfounded

Issues for the CRB:

CRB members commented on how quickly the incident got messy and appreciated the Internal Affairs Sergeant's untangling of the facts. Discussion of policies noted that this situation was a mandatory arrest issue due to the restraining order. One member expressed concern that something as egregious as race-based policing would be alleged when there was no apparent basis for it. Another member noted the officer's teamwork as they worked through the situation.

C. April Case Review

Officer A was dispatched to an assisted-living facility to investigate alleged sex abuse involving residents. He contacted the director of the facility and later returned in order to contact the involved residents.

- Officer A was approached by the Reporting Party when he entered the facility (Reporting Party's father was one of the involved residents). RP attempted to give Officer A a note asserting that his father would be invoking his right to remain silent.
- Officer A informed RP that his father would have to assert his rights himself. Officer A later contacted RP's father and confirmed that he did not wish to participate in the investigation.
- Officer A activated his ICV after his contact with RP was already in progress, and he muted his mic at a series of different points during the contact.
- RP alleged that Officer A was belligerent and rude toward RP, RP's family, and the director of the facility. He also alleged that Officer A threatened RP and his family when they attempted to assert their right to remain silent.
- An additional allegation was added related to Officer A's operation of ICV.

Allegations:

1. **1101.1.B Constitutional Rights**: That Officer A failed to "observe, respect, and protect the constitutional rights" of RP and RP's father when he attempted to coerce them into speaking with him against their wishes to assert their right to remain silent.

2. **11.1.1.B Courtesy**: That Officer A was discourteous towards RP, RP's father, and the facility director.

3. **446.4 In-Car Video**: That Officer A improperly muted his ICV during this contact.

Recommended Adjudications:

1. Constitutional Rights
   - EPD chain of command: Insufficient Evidence
   - Auditor's Office: Insufficient Evidence
   - Chief: Insufficient Evidence
2. Courtesy
   - EPD chain of command: Sustained
   - Auditor's Office: Sustained
   - Chief: Sustained
3. In-Car Video
   - EPD chain of command: Sustained
   - Auditor's Office: Sustained
   - Chief: Sustained

Issues for the CRB:

CRB Members discussed whether or not the constitutional rights allegation was appropriate. Ms. Pitcher explained that at the time of the investigation the allegation was the officer had tried to coerce the father to speak, it wasn't until the investigation was started that the allegation was determined to not be true. Members also commented on the excellent job done by the IA Sergeant interviewing and getting the facts of the situation. All but one member agreed with the adjudication recommendations.

D. May Case Reviews – Service Complaints

[Comment: Service Complaints are reviewed by direct supervisors and approved by command staff for thoroughness and appropriate classification. The OPA reviews the Service Complaints. Annually, the CRB reviews a selection of Service Complaints.]

Complaint 1:

- Officer A stopped a vehicle under suspicion of DUII. He learned the driver was affected by a medical condition, and that the driver had recently met his passenger, who had offered to help him get home. However, the vehicle was traveling in the wrong direction to get to the driver's home.
- Officer A began to suspect that the passenger may be taking advantage of the driver and asked for his identification. RP complained at that point that he was being harassed due to his race, and Officer A requested a supervisor respond.
- The supervisor explained the officer's actions to the RP.
- Further investigation indicated that the officer's instincts may have been correct, as RP had a record of robbery.
- The supervisor recorded the complaint in BlueTeam and recommended that it be closed. Our office concurred.

- Classification: Inquiry

Issues for the CRB:

Several CRB members felt that the passenger's previous record was not relevant to his complaint of harassment due to race. One member felt that the case was handled well and appreciated the Blue Team function that allowed supervisors to document complaints. The Auditor commented that a new law mandated a process for allegation of discrimination to be reported to a supervisor and for EPD follow-up reporting to the State of Oregon Law Enforcement Contacts Committee.

Complaint 2:

RP contacted the Auditor's Office to complain about how Officer A handled a situation related to ownership of a macaw.

- RP received the bird from friends when they became unable to care for the bird. At some point after that, the friends wanted the bird back and called EPD to report that RP had stolen the bird. Officer A contacted RP and told her to return the bird.

- Supervisor A contacted RP and discussed ownership of the bird and attempted to explain that the matter was civil. The supervisor advised the employee that RP also complained that he had not returned calls.

- Classification: Service Complaint/Performance

Issues for the CRB:

One member questioned why the officer had gotten involved and called RP to return the bird in what was clearly a civil issue. Another member commented that this was the type of situation officers had to deal with daily, one in which one party may not end up happy.

Complaint 3:

RP called the Auditor's Office to complain about how officers handled a dispute between her and her daughter.

- The assigned supervisor spoke with the involved employees and the RP. He found that the officers had not found sufficient evidence to support probable cause for an arrest and had instead remained at the location while the daughter moved her things in an attempt to keep matters peaceful.
- The supervisor explained the officers' actions to RP to her, there was a better understanding. The complaint was closed.

- Classification: Service Complaint/Performance

Issues for the CRB:

One member questioned whether this case was one in which a mandatory arrest needed to have been made due to the potential for domestic abuse. It was noted that due to no evidence of injury one was not required. Another member appreciated the Supervisor reviewing the complaint and taking the extra step of reviewing In-Car-Video.

Complaint 4:

RP called the Auditor's Office to inquire as to why officers had entered his residence the night before.

- The assigned supervisor reviewed the dispatch records and related reports. He found that there had been a 911 call from a woman who lived in the apartment next to RP's; she had complained that there was an ongoing and active dispute in that apartment.
- Upon their arrival, officers noted a significant amount of blood in the entryway. Repeated knocks and announcements were not answered. Officers then entered the residence.
- The supervisor made several attempts to contact the RP but was unsuccessful.

- Classification: Policy Complaint

Issues for the CRB:

Most members could see the clear example of the Community Caretaking Act being used effectively. One member would have liked to see the officer investigate further to ensure the woman was safe, even though she denied any physical altercation.

Complaint 5:

RP called the Auditor's Office to complain about how he was treated during a call to his home. He stated that they laughed at him when he had a seizure and were confrontational with him.

- The assigned supervisor reviewed in-car video and found that officers had not acted in the way described and had not violated policy.
- The supervisor made several attempts to contact the reporting party but was unsuccessful.

- Classification: Inquiry

Issues for the CRB:

Members commented on the value of In-Car-Video in this case as the supervisor was able to see that the officer's actions were not as described by RP. Another member noted the mental health aspect of the situation and how the RP did not realize what officers and medics had done to help him.

E. June Case Review

RP called 911 and complained that someone was remaining on her property after she had asked him to leave. The call-taker stayed on the line until the person had reportedly left. RP stated that she would call back if he returned.

- Approximately 3 hours later, officers were dispatched to the address and advised that the call involved a dispute between RP and a person who was no longer on scene.
- Officers A and B were allowed inside by RP; she informed them that the other party had returned and was asleep in the back room. Officers asked RP for his name, and she stated that she did not feel that it was her place to provide his name.
- Officers stated that they needed to check on all parties involved in the dispute, and Officers A and B went to the back room to wake the ex-boyfriend.
- RP followed them to the room and stated that she was concerned about what they were going to do to the other party. Officer B asked RP to wait outside of the bedroom and she stated "No." RP stated that an officer grabbed her wrist hard and moved her arm up, which resulted in bruising and a sore shoulder.
- Officer B stated that he used an open hand to stop RP from approaching A and that he did not grab her wrist. Officer A recalled placing his open hand on RP's back to prevent her from turning but could not recall grabbing a wrist.
- Due to officers' location inside the home, the ICV recorded audio but not video of the interaction.
- Following the incident, RP came to the Auditor's Office to file this excessive force complaint.

Allegations:

1. **800 Use of Force**: That Officer A used excessive force when he grabbed RP by her wrists, resulting in bruising.

Recommended Adjudications:

Use of Force
- EPD chain of command: Within Policy
- Auditor's Office: Within Policy
- Chief: Within Policy

Issues for the CRB:

CRB members were concerned about officers not knowing about the 3-hour time lapse from when RP originally called dispatch and when officers responded. Another member felt that once RP withdrew permission to go farther into her home officers should have stopped, but other members noted that the officers had an obligation due to the Community Caretaking Act to assure the other party was not injured. Members agreed that the use of force was lawful, but some members would have preferred an Insufficient Evidence determination.

F. August Case Review

- Officer A responded, with several other employees, to a loud party call. Following the call, Officer A approached Sergeant C, pushed the mute button on the supervisor's ICV microphone, and indicated that he had deployed pepper spray into the windows of the back of the house.
- Supervisor C later confirmed with Officer A that he had sprayed his pepper spray. In order to comply with EPD procedures surrounding allegations of misconduct, he did not question Officer A further, but instead routed his concerns through Internal Affairs and the Auditor's Office.
- The investigation showed that the occupants of the house shut all windows and doors. Officer A did not have contact with any residents.
- Officer B was with Officer A at the perimeter of the house. Officer B did not witness Officer A deploy pepper spray.
- Officer A stated in his interview that he sprayed pepper spray for approximately one second into the bushes and mulch; he did not offer a reason why. He explained that his later actions with Supervisor C were intended to be a joke.
- There was no evidence of pepper spray at the residence the next day. None of the residents knew about or complained about any use of pepper spray by police.
- The internal investigation showed that none of the windows of the residence near where Officer A was standing would be easily reached by pepper spray.

Allegations:

1. **803 OC Spray:** That Officer A deployed OC (pepper) spray in or near a residence in a manner that was unauthorized and outside the scope of the intended use.
2. **1202 Audio and video Recording:** That Officer A turned off Supervisor C's ICV microphone without an authorized strategic or tactical purpose.
3. **1101.1.B.17 Judgement:** That Officer A used poor judgment by deploying OC spray and muting a supervisor's ICV microphone.

Recommended Adjudications:

1. OC Spray
   - EPD chain of command: Sustained
   - Auditor's Office: Sustained
   - Chief: Sustained

2. Audio and Video Recordings
   - EPD chain of command: Sustained
   - Auditor's Office: Sustained
   - Chief: Sustained

3. Judgment
   - EPD chain of command: Unfounded
   - Auditor's Office: Unfounded

- Chief: Unfounded

Issues for the CRB:

CRB Members questioned why the officer would have thought that using the pepper spray was funny, as it is considered a weapon. One member wondered how seriously officers took pepper spray and felt more training was in order. Most members felt that the Judgement allegation should have been sustained.

Inquiry Review:

Auditor's Office received a third-party complaint related to uses of force during arrests. The assigned supervisor reviewed the related police reports and recordings of the incidents in question; nothing in his review indicated that the involved employees had violated policy. The supervisor contacted the reporting party and explained his review of the incidents and the reasons for the officers' actions.

Classification: Inquiry

Issues for the CRB:

CRB members appreciated the follow up with the Reporting Party to explain specifics of the incidents in question.

Incident Review:

Reporting Party complained that his girlfriend was involved in a vehicle crash with an EPD vehicle and that medics were not called.

- The crash was also internally reported, per policy.

- The assigned supervisor reviewed related police reports and in-car video of the incident. That review indicated that, following the crash, a responding officer determined that RP's girlfriend (the driver of the car) was likely impaired.

- A DUII investigation followed, during which the driver indicated that she had no injuries.

- The investigation showed that the involved employees followed policy during and after the crash. After conferring with the Auditor, the complaint was closed.

- Classification: Incident Review

Issues for the CRB:

CRB members were satisfied with the gathering of evidence by officers and that the situation was handled within policy, but some felt that the concerns of the Reporting Party were not completely addressed.

G. September Case Review – Case 1

Officer A was dispatched to a recovered stolen vehicle. Reporting Party was with the vehicle and had been for several hours.

- Officer A contacted the RP, who had hooked the vehicle up to a tow truck. Officer A engaged in conversation with RP while he investigated the status of the vehicle.
- Officer A verified that the vehicle was stolen, and informed RP that the vehicle would have to be unhitched, per EPD policy. RP unhitched the vehicle and left.
- RP contacted dispatch and asked for a supervisor to contact her. When the supervisor returned the call, she complained about the length of time for the dispatch, as well as the tone and content of Officer A's conversation with her.
- The supervisor entered the complaint into BlueTeam, where our office reviewed it and classified it as an allegation of misconduct.

Allegations:
1101.1.B.25 Unbecoming Conduct: That, during a contact with the reporting party, Officer A made comments that reflected negatively on the Eugene Police Department and brought discredit upon himself and EPD.

Recommended Adjudications:
1101.1.B.25 Unbecoming Conduct

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

Issues for the CRB:

One CRB member felt that the Unbecoming Conduct Policy was a dumping ground for allegations that didn't fit elsewhere. Another member commented that it could be used that way but also served a purpose, in this case the entire conversation with RP seemed to be too familiar and unprofessional. Members felt a look at how EPD handles tows and how tow companies are utilized was in order. Members also agreed with the adjudication.

Case Review 2:

- Officers A, B, and C were dispatched to a disorderly subject described as "violent and aggressive." Officer C was the primary officer. Officer B contacted the suspect and the Reporting Party (RP).
- Officer B later stated he was having trouble communicating with RP. Officer A arrived and also contacted RP.
- RP later complained to the Auditor's Office that Officer A repeatedly told him to "shut the f*** up" and that Officer A flipped him off when he left the scene.
- The investigation showed that Officer A used profanity repeatedly during his conversation with the RP.
- Officer A denied that he flipped off RP when leaving; in-car video (ICV) of the incident appeared to show him waving to a different group (but video quality was somewhat poor).

Allegations:

1. **1101.1.B.7 Courtesy**: That Officer A spoke to the RP in a discourteous and unprofessional manner, using profane and insolent language.

2. **1101.1.B.7 Courtesy**: That Officer A used a profane and insolent gesture directed toward RP as he drove away from the scene of their contact.

Recommended Adjudications:

1. Courtesy
    - EPD chain of command: Sustained
    - Auditor's Office: Sustained
    - Chief: Sustained
2. Courtesy
    - EPD chain of command: Unfounded
    - Auditor's Office: Unfounded
    - Chief: Unfounded

Issues for the CRB:

CRB members agreed with the classification of the case as the officer had used profanity repeatedly with RP. A discussion of language as use of force ensued with some members believing it could be a useful tool and others feeling that its use at all was unprofessional.

H. October Case Review

Officer A and Officer B were dispatched to a call of a suspicious subject who had frightened the caller. Officer B contacted the person and was concerned by his responses to her questions. Officer B knew that Officer A was some distance away and did not try to detain the person.

- Officer A arrived and asked Officer B if she was comfortable standing by with the person; she stated that she was not. Officer A believed the person to be under the influence of a stimulant and was concerned by his behavior.
- Officer A directed the person to sit down, and the person refused. Officer A stated that he would be pepper sprayed if he did not sit down. The person responded by saying, "If you pepper spray me, I will kick your ass."
- Officer A put his pepper spray away and transitioned to a Taser. He pointed the Taser at the person and warned that if he did not sit down, he would be tased. The person still did not sit down, and Officer A deployed the Taser, with the probes striking the person in the lower abdomen. 38 seconds passed between Officer A verbally contacting the subject and Taser deployment.

Allegations:

809.4.1 Use of the Taser: That Officer A's use of the Taser against this person was not reasonable based on the totality of the circumstances.

Recommended Adjudications:

Use of Taser

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

Issues for the CRB:

CRB members were concerned at some of the inconsistences of the Taser Policy that enabled the adjudication of the incident to be Within Policy. Members felt that more communication between the officers would have been helpful in letting the second officer understand the situation before he escalated from pepper spray to using a taser in less than 38 seconds. Members struggled with whether the officer's action was reasonable.

I. November Case Review

Our office received an anonymous complaint in March 2016 alleging that inappropriate conduct had occurred between Supervisor A and Lower-level Supervisor B, and that the investigation and treatment of the conduct by the City and EPD had been inadequate.

- Our office conducted an intake interview with Lower-level Supervisor B, who stated that Supervisor A (who is of a higher rank) had taken a picture of her chest without her consent and despite her objection.
- Lower-level Supervisor B had mentioned the incident to her immediate supervisor, who reported it to Human Resources. HR met with Lower-level Supervisor B and

Supervisor A separately and discussed their recollections of the incident. Those recollections were the basis of an HR report that was submitted to EPD in December 2015.

- Our office's preliminary investigation (conducted upon receipt of the complaint) included review of the HR investigative report. Finding that report to be inadequate, the complaint was classified as an allegation of misconduct; specifically, a violation of the City's Respectful Work Environment policy.

An outside investigator was retained to perform the investigation, which included recorded interviews with each of the involved parties and witnesses with whom they discussed the incident. The investigation was submitted to the City in October 2016.

- Our office reviewed the investigation and found it to be unbiased and complete.

Our recommendation to Chief Kerns, submitted later in October 2016, was that the allegation be sustained.

- Chief Kerns issued his initial adjudication in January 2017; at that time, he stated that the evidence did not meet the threshold for violation of the City's RWE policy.
- Our office received new information related to this investigation in March 2017. At that time, the investigation was re-opened and re-assigned to the outside investigator for follow up.
- At the conclusion of the re-opened investigation, our office found no need to submit an additional adjudication recommendation, as our recommendation had not changed. Chief Kerns re-adjudicated the case in July 2017.

Allegations:

APM 1.4 Respectful Work Environment: That Supervisor A's actions violated the City's policy promoting a respectful workplace.

Recommended Adjudications:

APM 1.4 Respectful Work Environment

- Auditor's Office: Sustained
- Chief (initially): Did Not Meet Threshold
- Chief (final): Sustained

Issues for the CRB:

Many members expressed concern that the issue had come to the Auditor's Office. Had it been handled adequately or professionally by the Human Resource's Office it would not have been handled by the Auditor's Office. Many felt the Human Resource report should not have been accepted by the Chief of Police. The members also found it troubling that training on respectful work place and sexual harassment was only required at an employee's initial hiring. Member's agreed with the adjudication of the case, as the officer was clearly in violation of the policy.

Independent Police Auditor's Office

2017 Annual Report

Mark Gissiner
Police Auditor

Leia K. Pitcher
Deputy Auditor

Office of the Police Auditor
Eugene, OR

Published June 2018

Eugene Mayor and City Councilors

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Maurice A Denner, Vice Chair
Carolyn Williams
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Rick Roseta
Steven McIntire
Jim Hargreaves
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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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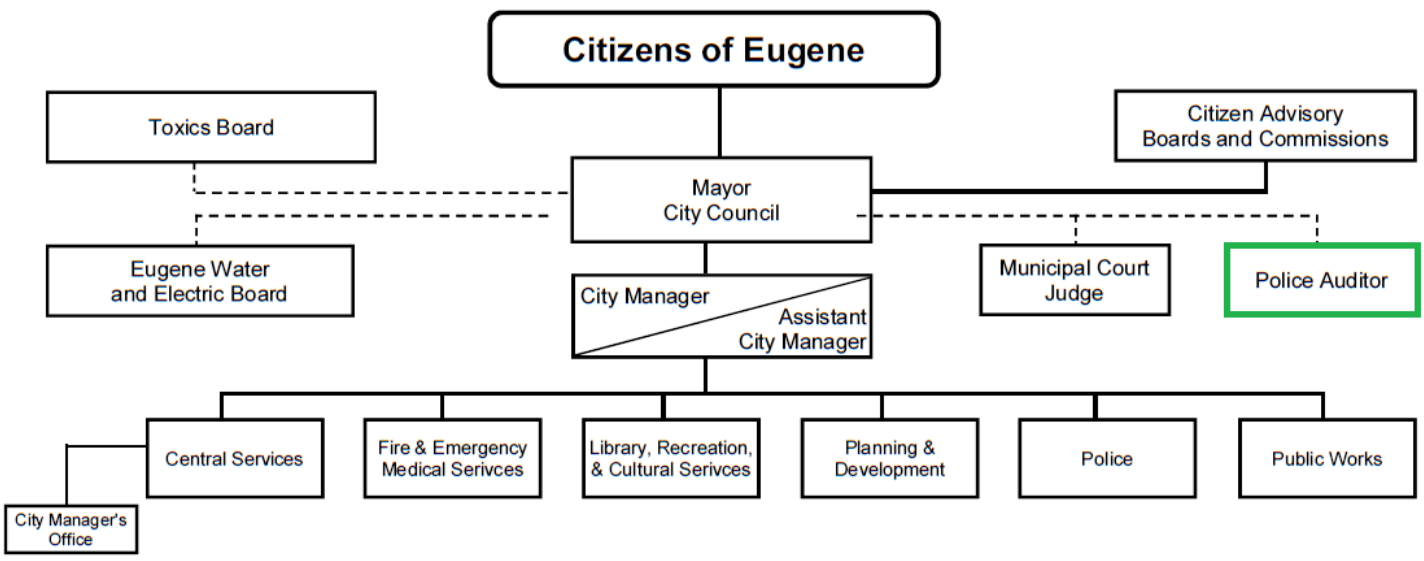


A Look Back

Since 2009, our office received 3,254 complaints, including 48 allegations of criminal misconduct, 128 vehicle pursuits, 316 allegations of serious misconduct, and 1,537 service complaints. From mid-2013 through 2017, we reviewed 939 reportable uses of force. We generally extend higher scrutiny to uses of force involving people experiencing mental health crisis.

Highlights from 2017

Progress and Results

Our office greatly expanded our community outreach efforts in 2017; those efforts are described in more detail below. In addition, our day-to-day work progressed in many different areas; our office reviewed 325 complaints and 230 reportable uses of force in 2017.

Body Worn Camera Evidence

- Body-worn cameras (BWC) were issued to all EPD officers in June 2017. The effect on our work was nearly immediate; in addition to the 325 complaints we reviewed last year, we also review every reportable use of force. In 2017, there were 230 reportable uses of force. BWC's are a significant improvement over in-car video both technologically and as far as portraying a more thorough and accurate version of the police contact. Evidence generated by BWC's can be

viewed by both Internal Affairs (IA) and our office. Our preliminary investigations almost always include review of the BWC video, and we have been able to both identify suspected misconduct (triggering a full IA investigation) and identify situations where no policy violation has occurred. Overall, the implementation of these cameras has significantly increased the efficiency of the investigative process.

Deadly Force Investigation

- Our office reviewed one use of deadly force in 2017. We were promptly notified of the use of force and participated in the pursuant internal affairs investigation; however, in Lane County, use of deadly force by law enforcement is primarily investigated by the Lane County Interagency Deadly Use of Force Investigation Team (IDFIT). Our office reviews that investigation at its close and works with IA to determine what additional investigative steps may be necessary. We then are invited to participate in EPD's Deadly Force Review Board. The Board found, and we concurred, that the use of deadly force by EPD employees was well within policy.

Successfully Provided Staff Support for Civilian Review Board

- The Civilian Review Board (CRB) met nine times in 2017. Those meetings included a joint meeting with the Police Commission, seven training topics, and review of 18 complaints (11 allegations of misconduct, five service complaints, one incident review, and one inquiry). Our office is committed to providing excellent staff support for the Board, and numerous staff hours are spent on meeting preparation.

Attended Trainings on Sexual Assault Investigations

- Our office participated in two trainings offered by the Oregon Attorney General's Sexual Assault Task Force. The trainings were instrumental in learning best practices for sexual assault and domestic violence investigations; we continue to work with EPD to ensure that best practices are trained and followed.

Participated in Oregon Law Enforcement Contacts Committee (LECC) meetings

- Our office participates in quarterly meetings of the LECC. The Committee receives and analyzes demographic data to ensure that law enforcement agencies perform their missions without discrimination.

Participated in Selection of Recruiter for New EPD Chief

- Finally, our office participated in a panel interviewing three recruitment agencies that the City was considering to engage to assist in the hiring process of a new Police Chief.

Successful Community Outreach Efforts

We continued with our efforts to reach marginalized sectors in our community by actively participating in community events and meetings. Below are just some of the outreach efforts that took place in 2017 which our office participated in:

Implementation of Anonymous Survey

- Community Satisfaction of Local Law Enforcement survey was dispersed online throughout several platforms. We received over 300 responses from community members.

Public Safety Forum

- In partnership with the 4J School District, our office held a Spanish forum with participation from 5 City of Eugene departments and over 15 local nonprofits. We provided community members an opportunity to share their experiences, voice any concerns, and learn about several services the City of Eugene provides.

Police Chief Outreach to Latinx community

- Held discussions regarding the most important qualities the Latinx community wishes to see in the next police chief. This was a unique opportunity to hear from a growing sector in our community

Public Participation in Diverse Communities panel member

- Shared insight to University of Oregon students about working in city government while addressing specific sectors of the community

Neighborhood Association meetings

- Continued our efforts of reaching out to multiple associations and providing insight about our office practices, procedures, and limitations

Presentations to local non-profits

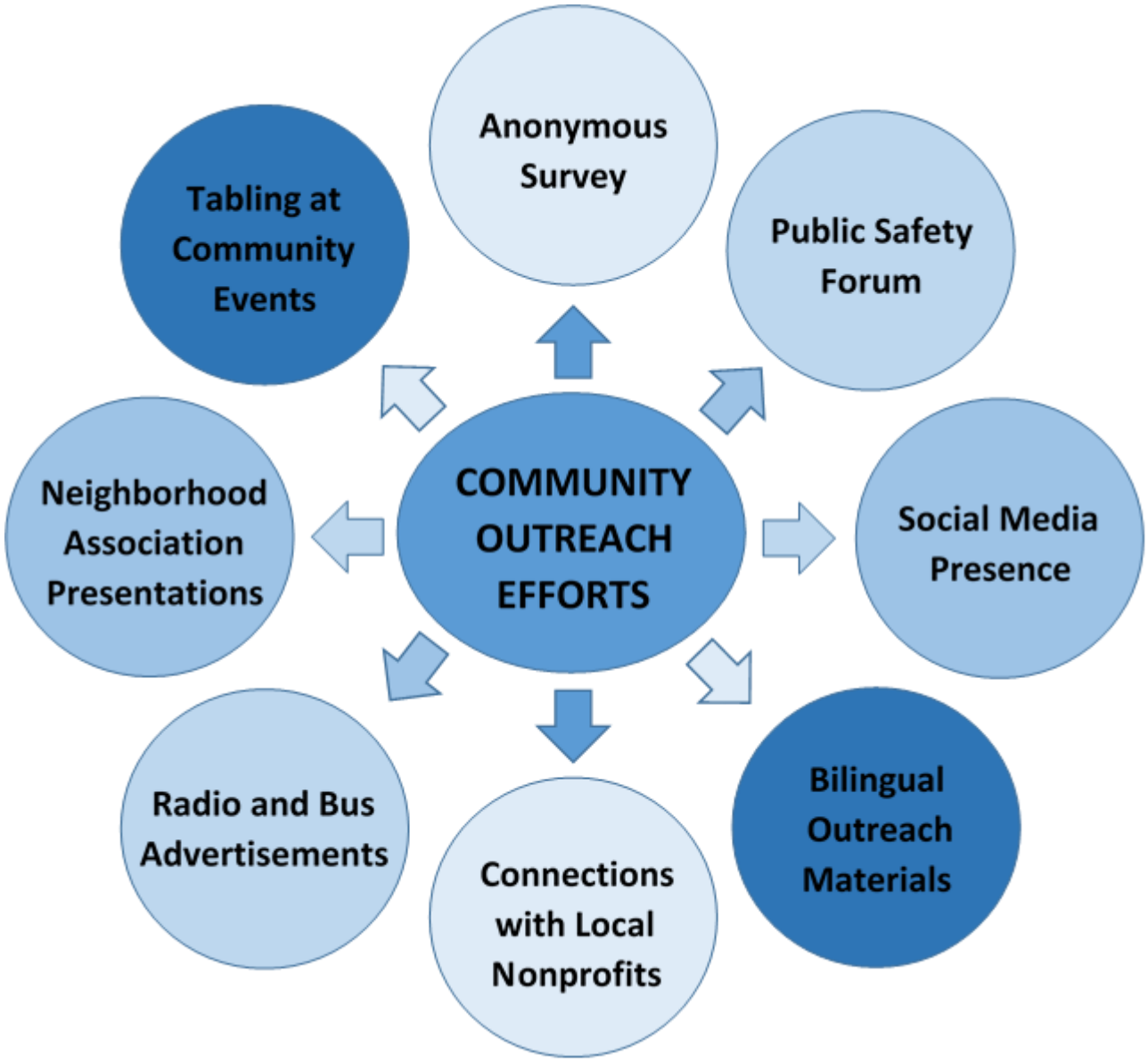
- Continued reaching out to local agencies in both Eugene and Springfield to provide staff the necessary information about our office's duties and limitations to forward to the clients they directly serve

Tabling at local events including:

- 2017 Posada Latina
- Noche Cultural
- SHS Latino Family Night
- Mobile Mexican Consulate
- River Road Elementary Social
- MECHA graduation

Latinx community members gather as City of Eugene departments answer questions and share information about the services they provide during our first Public Safety Forum.

Community Outreach at a Glance



Although our outreach strategies were intended for the community as a whole, most of the key events were primarily geared towards the growing Latinx/Spanish-speaking community in the area. In the coming year, we hope to broaden our outreach efforts to include the African American and mental health communities. By sharing information about our office, as well as educating and hearing from the broader community about their thoughts on local law enforcement, we will strive to build an informed community who understands and trusts the civilian oversight process.

Looking Ahead
Goals for 2018-2019

Our goals for the next few years may be our most ambitious yet. With the addition of Beatriz Hernandez (our community engagement coordinator) and the ability to evaluate police encounters in a more timely manner (due to body-worn cameras), we should be able to expand our opportunities for engagement and refinement of practices internally and with EPD. We are confident that many of these goals and issues that are intertwined with EPD operational concerns will get resolved through collaboration with new EPD Chief Chris Skinner.

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.

We will also continue to work on connectivity to our community partners. Ms. Hernandez' survey illustrated that there are still sectors in the community with whom we need improved outreach. We are embarking on an ambitious effort to reach out to organizations that offer support to individuals with neurological disorders (including autism spectrum disorder, developmental disorders, and some learning disorders).

We also continue to focus on providing excellent customer service to all reporting parties. We continue to receive a significant portion of complaints from within EPD, which seems indicative of an organizational shift towards trust in our system. Furthermore, we have been able to provide dramatically improved service to the community through the addition of a bilingual, bicultural staff member.

We are continuing our work with City staff from the Human Rights and Equity Office, EPD, and other City Departments and community stakeholders to improve knowledge regarding our office and to ensure that all avenues for complaint and commendation intakes are open and available.

In this time of extensive personnel changes at EPD, we continue to work with their professional standards staff to ensure that training and policies reflect community values and best practices in policing. One area of focus will be issues with Communications with regard to customer service and prioritization of calls. We will also focus on assisting Chief Skinner to understand Eugene's civilian oversight process and role in the community.

We will continue to work with EPD to ensure communication, compassion, and empathy with crime victims; we also will focus on ensuring that incidents are reported in full compliance with policy. In addition, we hope to reduce the apparent reliance by EPD employees on the oversight system to address issues that are more properly handled by Human Resources. While some workplace environment issues are legitimately serious misconduct, other departments may be better suited for those types of issues and investigations.

September 24, 2018, Work Session – Item 2

We have also noticed a trend of EPD supervisors and officers seeking out our office for strategic consultations. While we appreciate their trust and confidence in our abilities, it would be optimal if such consultations were addressed by command staff in an environment of mutual trust and respect.

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.

Challenges for 2018-2019

In the coming year, we anticipate several challenges. The current national political environment is not one that encourages underserved communities to seek out government entities for assistance; our community engagement efforts and increased trust in our office from the community as a whole will hopefully help offset this challenge.

The paradigm of the complaint process has shifted in recent years. We reviewed at least three major incidents in which dispatch and/or response times were inconsistent with the critical need for a timely response. It appears that there may be an over-reliance on CAHOOTS, or insufficient resources to meet the demand for calls for service. It is a continued concern that there are no sworn EPD personnel staffed at the Communications Center to assist with triaging police-related issues.

We have also observed an upward trend in complaints from crime victims. The frequency of such complaints can be difficult to track, as they almost always require a citizen complaint (i.e., they are not generally reported internally). There currently is no internal system at EPD to track dissatisfaction or indifference to victims. We reviewed one case where a crime victim was ultimately arrested.

Another anticipated challenge arises from low staffing levels at EPD. We are seeing the impact of the uptick in retirements by veteran employees and the emergence of new supervisors on patrol. The influx of new supervisors and new officers requires a collaborative effort between our office and EPD to ensure that the community's standards for policing and for resolution of complaints are met.

On a positive note, it appears that officers are making increased efforts to de-escalate situations, particularly those involving a mental health event. There also appears to be less emphasis on a rush to force and a greater emphasis on problem-solving skills.

It is also worth noting that our office performs all its duties without going over budget; we have been able to return money to the General Fund each of the nine years that Mr. Gissiner has been Auditor.

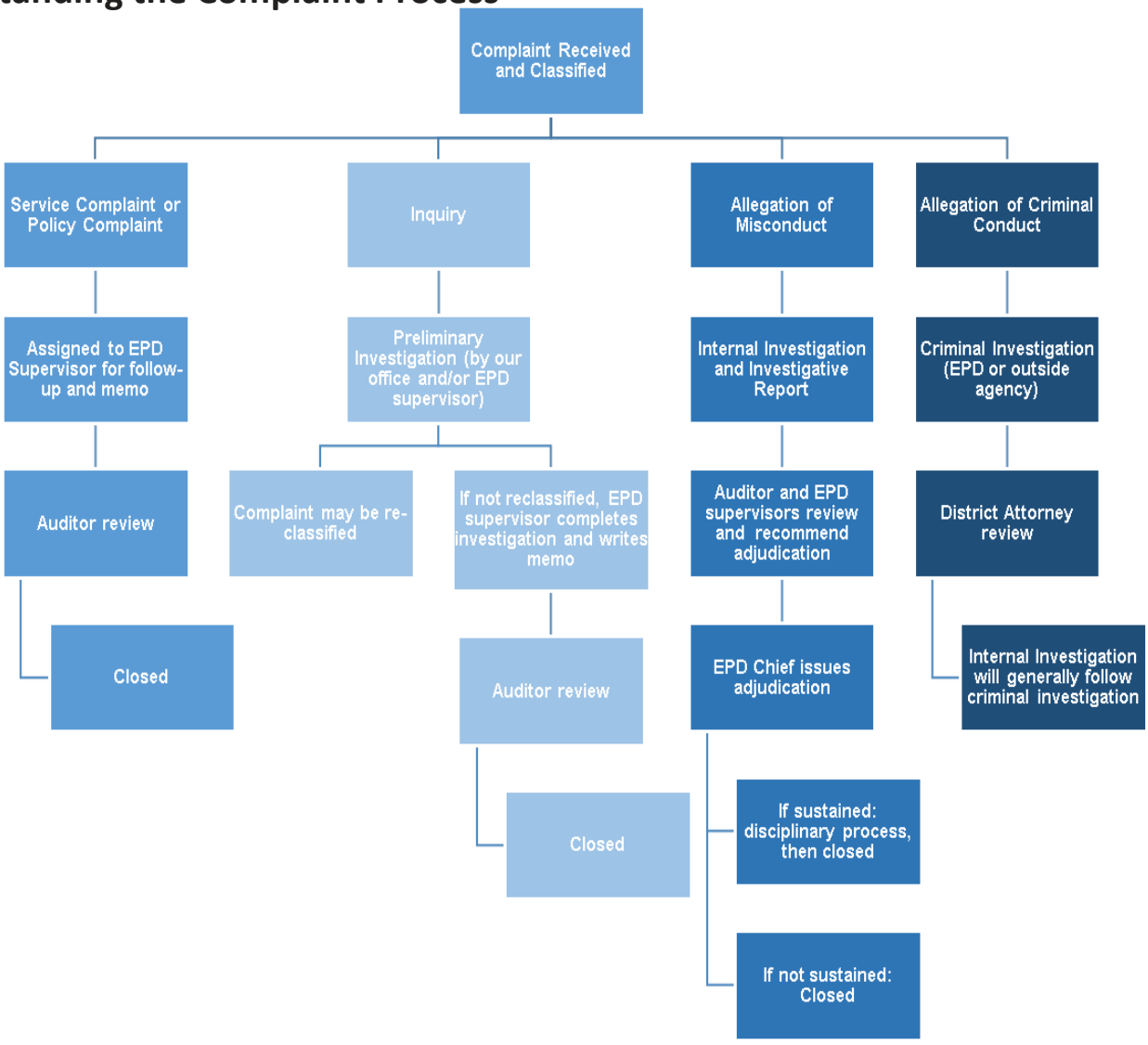
We are optimistic about meeting these and any other challenges that arise in the next year; our office is experienced, engaged, and committed to providing excellent service to the community.

How does the civilian oversight system work?

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.

Understanding the Complaint Process



Any complaint may be selected for possible mediation, which follows a different process. Community Impact Cases and complaints against the EPD Chief follow the processes set out in Eugene City Code §2.244 and §2.454, respectively.

2017 Complaint and Commendation Statistics

Classification and Number of Complaints

Our office received 325 complaints in 2017, which was an 11% decrease from 2016.

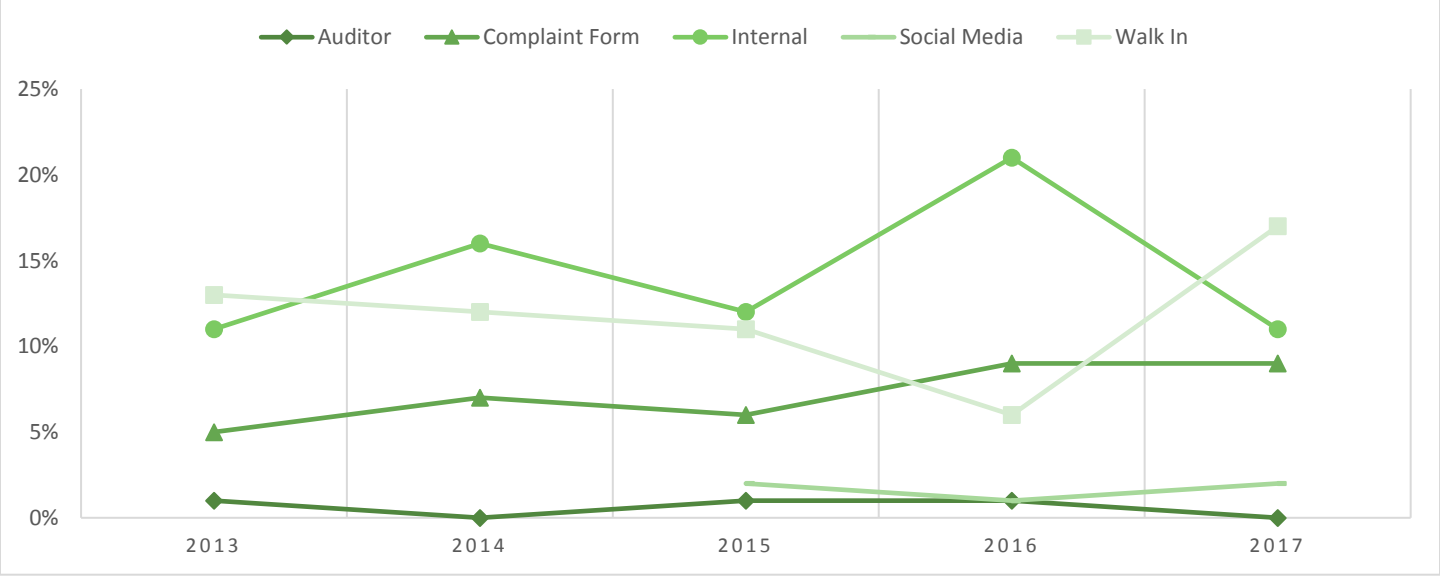
Classification	2017	2016
Allegation of Misconduct	22	24
Allegation of Criminal Conduct	4	5
Incident Review	22	22
Respectful Work Environment	1	7
Inquiry	108	104
Policy Complaint	31	37
Service Complaint	137	171

Service complaints decreased most sharply (almost 20%). Respectful Work Environment complaints also decreased significantly, from 7 in 2016 to only 1 in 2017.

	2017 Result	Trend from 2016
Misconduct complaints from community members	275	↘
Internally generated complaints	49	↘
Officer involved shootings	1	→
Allegations of Misconduct(including Criminal Conduct)	26	↘
Days to close Supervisor Actions (median)	24	↘

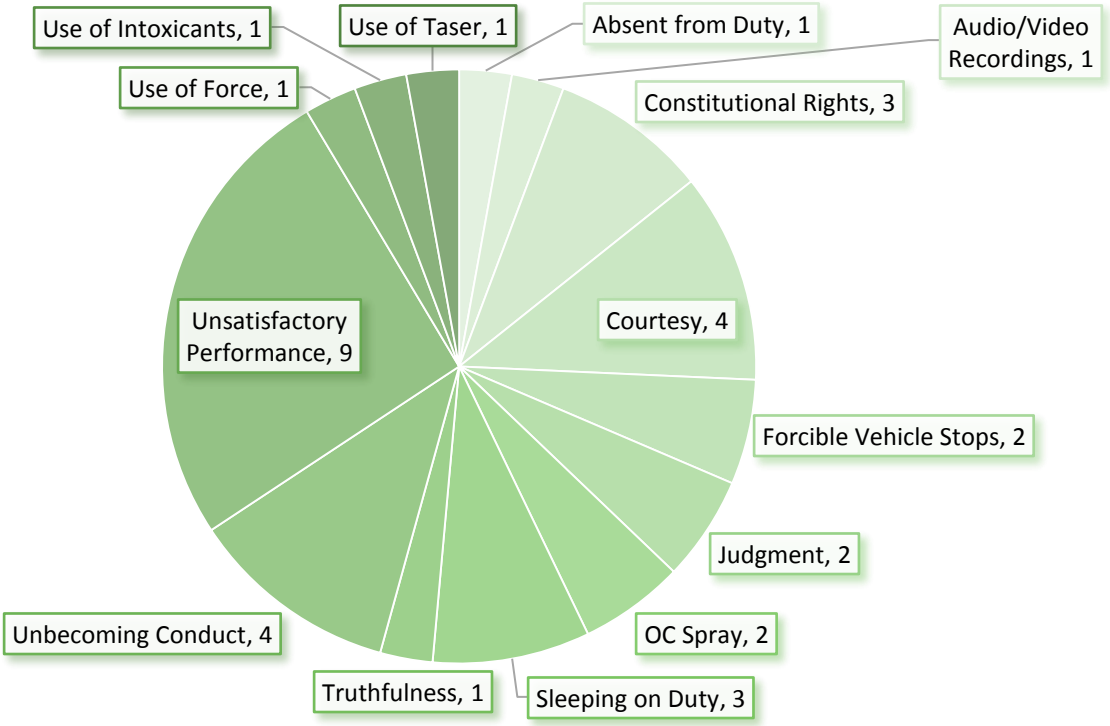
How were complaints filed?

The most common method used by the community to file complaints with our office continues to be the telephone (52%). The phone has consistently been the source of about half of our complaints. Walk-in complaints increased substantially, possibly due to our additional signage.



Allegations

The 22 allegations of misconduct and 4 allegations of criminal conduct included 41 specific allegations against 28 EPD employees. The most common allegations were related to performance, courtesy, and unbecoming conduct.



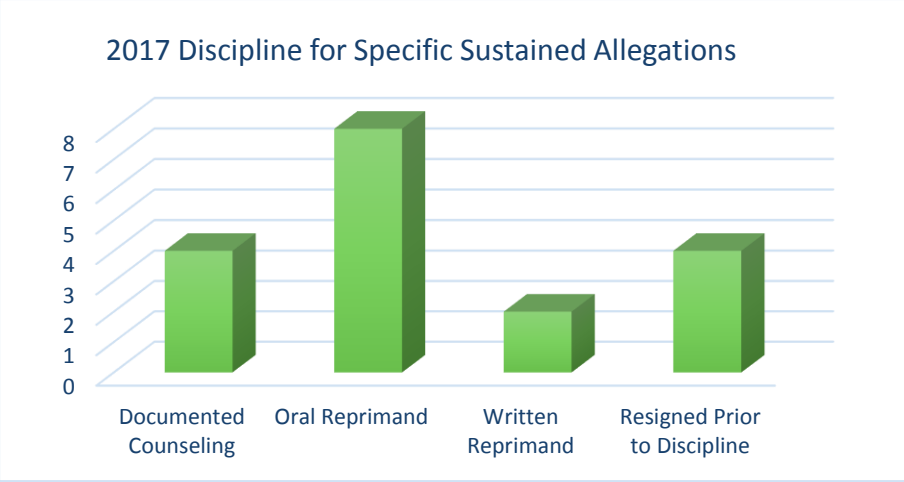
Sustained Allegations and Discipline

44% of Specific Allegations were Sustained.

Sustained Allegations:

- 7 Unsatisfactory Performance
- 3 Courtesy
- 2 Unbecoming Conduct
- 1 Conformance to Laws
- 1 Constitutional Rights
- 1 Judgment
- 1 OC Spray
- 1 Use of Intoxicants

12 employees were found to have committed the 18 sustained allegations. Half of those employees were not sworn law enforcement officers, which means they are subject to the jurisdiction of the Auditor's Office but not the Civilian Review Board. All investigations that resulted in sustained allegations against sworn employees were reviewed by the Civilian Review Board. Two employees resigned prior to discipline.



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. The 22 incident reviews were those that were not reclassified and were handled via the Internal Affairs investigation

Most incident reviews were related to performance (9) or conduct (7). Three complaints of uses of force were addressed as incident reviews.

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.

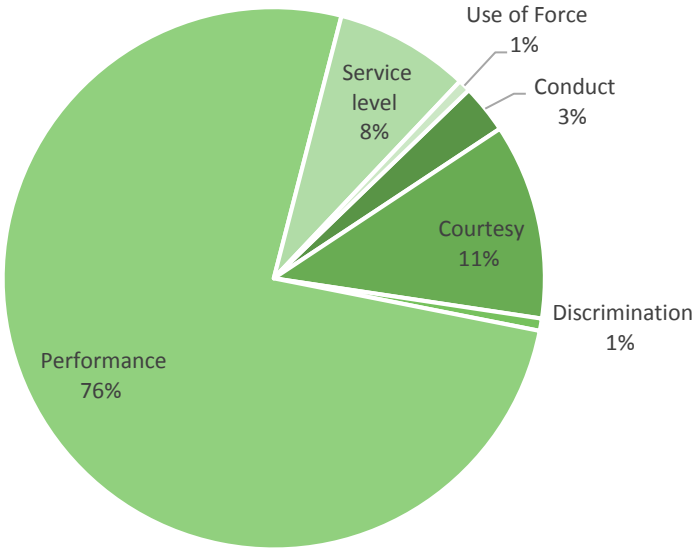
Service Complaint
A service complaint is a complaint of minor misconduct.

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.

Inquiry and policy complaint numbers remained steady from 2016 into 2017. The majority of inquiries were handled by the supervisor and closed; 24 of the 108 were dismissed before that step. Similarly, 27 of the 31 policy complaints were adequately addressed by the supervisor; an additional 3 were dismissed.

Service complaints were our most common type of complaint, as has been the pattern over the last several years.

Service Complaints by Sub-Classification



September 24, 2018, Work Session – Item 2

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, former Chief Pete Kerns, Interim Director of Public Safety David James, and the staff at EPD Internal Affairs, through their collaborative efforts, significantly contribute to the smooth functioning of our office. 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.

September 24, 2018, Work Session – Item 2

2017 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	Adjud-ication	Closed	
RP alleged that money was missing from his belongings after an arrest for DUII.	Allegation of Criminal Misconduct: Conformance to Laws	1101.1.B.5 Conformance to Laws			Dismissed/ Unfounded	1/7/17			2/28/17	
	Allegation of Criminal Misconduct: Conformance to Laws	1101.1.B.5 Conformance to Laws			Dismissed/ Unfounded					

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
Internal: Self-reported incident in which a call taker did not complete a call and did not realize the mistake until almost an hour later, causing a delay in dispatch.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	S	S	S	1/21/17	2/21/17	3/13/17	4/21/17	

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
RP reported being threatened with arrest if he did not provide a SSN when being cited for riding his bike on the wrong side of the road. **Employees admitted wrongdoing; complaint was closed through facilitated conversation.	Allegation of Misconduct: Performance	Performance 306 Social Security Numbers	S	S	S	1/25/17			5/8/17	

2017 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	Adjud-ication	Closed	
RP reported an officer who was unprofessional while waiting for a tow, making negative comments about other employees and his former spouse. RP also complained that the officer was frequently cursing.	Allegation of Misconduct: Conduct	1101.1.B.25 Unbecoming Conduct	S	S	S	1/23/17	2/24/17	3/20/17	5/8/17	Sep-17

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
Allegation that an officer used profane and insolent language and a profane gesture during an interaction with a citizen.	Allegation of Misconduct: Conduct	1101.1.B.7 Courtesy	S	S	S	2/14/17	4/7/17	8/8/17	8/8/17	Sep-17
		1101.1.B.7 Courtesy	UF	UF	UF					

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
Internal reported allegation related to an officer's possible misuse of OC spray (pepper spray), possible misuse of Audio Recording equipment, and related poor judgment.	Allegation of Misconduct: Conduct	803 Use of Force	S	S	S	3/11/17	4/25/17	5/17/17	6/19/17	Aug-17
		1101.1.B.17 Judgment	UF	UF	UF					
		1202 Audio Video Recordings	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	Adjud-ication	Closed	
Internal allegation that a non-sworn employee did not handle property in jail lockers properly.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	S	S	S	3/15/17	4/26/17	6/23/17	9/22/17	

2017 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	Adjud-ication	Closed	
Internal Allegation that an employee was sleeping on duty and absent from duty without authorization. **Employee resigned during investigation.**	Allegation of Misconduct:	1101.1.1.B.24 Sleeping on Duty	N/A - Employee Resigned			3/16/17			4/7/17	
		APM 12.1 Absence from duty without Authorization								

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
Internal allegation that two employees conducted a box-in/forcible vehicle stop maneuver that was not authorized by policy.	Allegation of Misconduct: Use of Force	1302 Forcible Vehicle Stop Techniques	WP	WP	WP	3/22/17	5/10/17	7/11/17	7/11/17	
		1302 Forcible Vehicle Stop Techniques	IF	IF	IF					

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
Internal Allegation that an employee was sleeping on duty. **Employee resigned during investigation.**	Allegation of Misconduct	1101.1.1.B.24 Sleeping on Duty	N/A - Employee Resigned			3/26/17			4/7/17	

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
Internal Allegation that an employee was sleeping on duty. **Employee resigned during investigation.**	Allegation of Misconduct	1101.1.1.B.24 Sleeping on Duty	N/A - Employee Resigned			4/14/17			4/28/17	

2017 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	Adjud-ication	Closed	
Allegation that an officer used profane and insolent language in an interaction with citizens.	1101.1.B.7 Courtesy	S	S	S	S	4/22/17	6/12/17	6/23/17	8/8/17	
Summary of Complaint	**Allegations**		**Adjudication**			**Dates/QC**				**CRB Review?**
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
Internal self-reported incident into an officers off-duty contact with his children.	Allegation of Criminal Conduct:	1101.1.B.5 Conformance to Laws	UN	UN	UN	4/28/17			9/22/17	
Summary of Complaint	**Allegations**		**Adjudication**			**Dates/QC**				**CRB Review?**
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
Anonymous Allegation that an officer was sexually harassed by a supervisor while at an off duty party. **Dismissed: Timeliness**	Allegation of Misconduct: Conduct					5/1/17			7/3/17	
Summary of Complaint	**Allegations**		**Adjudication**			**Dates/QC**				**CRB Review?**
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
Internal allegation that an officer used his taser in a manner that was not reasonable based on the totality of the circumstances.	Allegation of Misconduct: Use of Force	809 Use of Taser	WP	WP	WP	5/25/17	7/14/17	8/9/17	8/31/17	Oct-17
Summary of Complaint	**Allegations**		**Adjudication**			**Dates/QC**				**CRB Review?**
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
Internal Allegation that an employee destroyed evidence in violation of policy.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	S	S	S	7/10/17	9/8/17	8/29/17	9/22/17	
		1101.1.B.9 Unsatisfactory Performance	S	S	S					

2017 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	Adjud-ication	Closed	
Internal Allegation that employee's use of OC spray (pepper spray) was outside policy.	Allegation of Misconduct: Use of Force	803 Oleoresin Capsicum Aerosol	WP	WP	WP	7/27/17	9/22/17	8/11/17	10/19/17	
Summary of Complaint	**Allegations**		**Adjudication**			**Dates/QC**				**CRB Review?**
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
RP reported an incident in which an off duty officer engaged him and his family in a road rage incident.	Allegation of Misconduct: Conduct	1101.1.1.B.25 Unbecoming Conduct	S	S	S	9/11/17	10/16/17	11/6/17	12/11/17	Feb-18
Summary of Complaint	**Allegations**		**Adjudication**			**Dates/QC**				**CRB Review?**
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
Two reporting parties reported an incident in which one reporting party was detained and arrested after she had been pushed by another person; the other RP was pushed by an officer as she approached.	Allegation of Misconduct: Conduct	800 Use of Force	WP	WP	WP	9/17/18	11/22/17	1/31/18	3/23/18	May-18
		1101.1.B.7 Courtesy	S	S	S					
		1101.1.B.6 Constitutional Rights	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	Adjud-ication	Closed	
Internal allegation that a non-sworn employee was arrested for DUII while off-duty.	Allegation of Criminal Conduct	1101.1.B.5 Conformance to Laws	S	S	S	5/30/17	8/8/17	8/21/17	10/30/17	
Summary of Complaint	**Allegations**		**Adjudication**			**Dates/QC**				**CRB Review?**
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
Internal Allegation that an officer's actions toward his assigned canine during a call for service were abusive.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	WP	WP	WP	3/21/17	9/15/17	10/19/17	11/15/17	

2017 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	Adjud-ication	Closed	
RP reported that when she and coworkers reported a man who had come in to their workplace and requested CAHOOTS, EPD did not respond in a timely manner. The man became upset with the delay and then threatened to shoot up the place if EPD did not respond.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	S	S	S	10/10/17	11/27/18	1/2/18	1/29/18	
		1101.1.B.9 Unsatisfactory Performance	UF	UF	UF					
		1101.1.B.9 Unsatisfactory Performance	UF	UF	IE					

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
Allegation that a call taker failed to take appropriate action when processing a call for service resulting in a delay in dispatch.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	S	S	S	10/17/18	11/27/17	12/22/17	1/22/18	

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	
An allegation that an EPD volunteer responded inappropriately when informed of a possible crime. **Volunteer resigned.**	Allegation of Criminal Conduct: Conformance to Laws	1101.1.B.9 Unsatisfactory Performance	S		S	8/18/17			2/13/18	
		1101.1.B.17 Judgment	S		S					

2017 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/4/2017	2/3/2017	29	Performance	RP was unhappy for with having to pay a tow fee for a vehicle that she didn't even know was stolen.	Lt. found that the car was recovered before RP knew it was stolen and attempts to contact the RP were not successful. The case was forwarded to Risk Services for reimbursement to RP.
1/5/2017	1/17/2017	12	Inquiry	RP was unhappy that an officer falsely accused him of lighting fires when he had only burned off a kerosene rag.	Sgt. found that the officer responded to a call of a man burning particle board and pallets. The officer observed a stack of pallets in the median strip. RP admitted to burning several items. The officer gave RP a warning about reckless burning and did not cite him. No policy violation was found.
1/3/2017	1/27/2017	24	Performance	RP alleged that at the end of an investigative contact, an officer directed the RP into a room and told the RP that his reactions were concerning to the officer. The RP stated that the officer made him feel scolded, intimidated and uncomfortable.	Sgt. investigated and spoke with several witnesses; it was determined that the officer's conduct did not violate policy.
1/8/2017	2/6/2017	28	Policy	RP was unhappy that officers did not provide a ride home after arresting their friend for DUII.	Sgt. explained to RP that EPD did not have the staffing abilities to take an officer off patrol to drive someone home; he also pointed out that the officer had volunteered to call a taxi, but the offer was declined.
1/10/2017	1/10/2017	0	Performance **Dismissed: Previously reviewed**	RP reported an incident from Feb 2016 that was reviewed at the time of the incident.	**Dismissed: Previously Reviewed**
1/11/2017	1/25/2017	14	Performance	RP reported a patrol vehicle that proceeded through a pedestrian crossing when its lights were flashing.	Sgt. reviewed the laws pertaining to the crossing light and notified RP that it is legal for vehicles to cross when a pedstrian is not within 6 feet of the lane of travel. RP appreciated the information.
1/11/2017	2/21/2017	40	Courtesy	RP felt and officer had a resentful and hostile attitude about taking her call for service.	Sgt. found that the officer had not felt that he was rude but was only trying to clarify the situation and make sure that RP understood what officer could and could not do for her. Sgt. spoke with RP about his findings.
1/16/2017	1/18/2017	2	Performance	RP alleged that an officer only stopped him because of his race.	Sgt. found that the description of the suspect matched RP. When the Sgt. spoke with RP, RP stated that he had been upset and was experiencing some mental health issues. No policy violations.
1/18/2017	3/9/2017	51	Inquiry	RP was upset that an officer was calling him on his friend's phone and continued after he was asked to stop.	Sgt. learned that the contact was to notify RP that he could be arrested for telephonic harassment if he did not stop making contact with a person with a restraining order. Sgt.'s attempts to contact RP were unsuccessful.

2017 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/23/2017	2/21/2017	28	Performance	RP was unhappy that a hit and run driver was not cited by officers and that officers did not return calls.	Sgt. found that there was insufficient evidence of a hit and run at the time of the incident; further witness interviews also did not indicate a hit and run had occurred. Sgt. spoke with RP about the incident and his findings.
1/23/2017	3/20/2017	57	Performance	RP reported a patrol car driving dangerously in heavy traffic.	Sgt. spoke with RP about the incident and then with the officers about driving with care.
1/24/2017	1/27/2017	3	Inquiry	Anonymous letter alleged a crime might have been committed by an EPD officer.	**Dismiss: Other.** Arrested suspect admitted to the crime.
1/27/2017	1/31/2017	4	Inquiry **Dismissed: Alternate Remedy**	RP was unhappy that an officer had him transported to Lane County by another jurisdiction over telephonic harassment, when he had also filed a complaint against the other person.	**Dismiss: Alternate Remedy**
2/1/2017	2/6/2017	5	Policy	RP complained that EPD was not helping after numerous reports of illegal camping and drug dealing.	Sgt. spoke with RP about EPD's staffing issues and call priority parameters; Sgt. understood that RP was upset. RP expressed that the city needed to staff more officers.
1/31/2017	2/1/2017	1	Conduct **Dismissed: Other**	RP was upset that three officers just showed up and entered her home without permission.	**Dismissed: Other.** Preliminary investigation found the issue was permissible under community caretaking.
2/1/2017	2/21/2017	20	Inquiry	RP was upset that an officer released his name to a drug dealer, and he now has the cartel looking for him.	After reviewing police reports and ICV, Sgt. found that the officer never mentioned RP's name to the alleged drug dealer during his investigation. The officer also denied doing so as he felt that it would jeopardize his developing street information in the future. RP has not returned messages to talk about the issue.
2/1/2017	3/13/2017	42	Policy	RP was unhappy that he was placed in the CORT program against his wishes.	Lt. found that RP was not placed in the program, and was unable to speak with RP as RP left Eugene without contact information.
2/2/2017	2/6/2017	4	Inquiry **Dismissed: Other**	RP alleged that an officer took his cell phone without permission and has been contacting his friends.	**Dismissed: Other** Preliminary investigation found RP voluntarily gave his phone to officers during an investigation and that RP was provided paperwork to retrieve the device.
2/2/2017	3/6/2017	34	Performance	RP was unhappy that officers took over an hour to contact her about the violation of a restraining order by her neighbor and then didn't do anything.	Sgt. learned that the officers conducted a proper investigation of the incident, and that they did not find probable cause to make an arrest. Sgt. has been so far unable to speak with RP about the incident.
2/2/2017	2/21/2017	19	Inquiry	RP inquired into why officer did not arrest protesters who slashed the tires of a man flying a Trump flag on his car.	Sgt. spoke with RP about the incident and the officers' decisions at the time. He explained that after further investigation arrests could still possibly be made.

2017 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/3/2017	3/10/2017	37	Inquiry	RP was unhappy that officers did not listen to his side of an incident, just to the Red Caps' version.	Sgt. reviewed ICV and BWV of the incident. RP appeared to be in a mental health crisis during the incident and resisted any help officers tried to provide. Officers acted professionally and within policy as they assessed the situation. Sgt. spoke with RP about the incident.
2/3/2017	3/17/2017	44	Courtesy	RP reported an incident in which officers approached him at Putters demanding to know what he was doing, instead of a more caring approach.	Supervisor was unable to identify the involved officer, but he did speak with RP about his concerns.
2/3/2017	2/24/2017	21	Performance	RP was unhappy that the owner of a continuously barking dog was not being cited.	Lt. researched the issue and spoke with the involved employees and various neighbors; she found that the owner was working to stop the disturbance. Because of the owner working with Animal Control and the neighbors, it was within the employees' discretion not to issue citations. Lt. spoke with RP about her findings.
2/3/2017	2/21/2017	18	Inquiry	RP was unhappy that an officer cited him for not having a rear bike light when he later found out he only needs a reflector.	Sgt. found that the statute requires a reflector that is visible from six hundred feet. The citation was issued because the reflector was not visible to the officer, and he was concerned about the man's safety in the dark as the officer had not seen him when approaching from the rear. Sgt. spoke with RP about his findings.
2/7/2017	2/17/2017	10	Performance	RP was concerned about how a domestic violence call was handled; specifically, that officers did not separate the victim from the suspect during questioning.	Sgt. contacted the victim and was able talk with her without the alleged suspect being present. The same information provided to the officers was provided to the Sgt. The Sgt. was also able to determine that the victim had been able to speak with officers away from the suspect during the initial contact.
2/9/2017	3/16/2017	37	Inquiry	RP was unhappy when she learned that an item she thought was being tested for DNA was ordered destroyed by a supervisor.	Supervisor spoke with RP and informed her that the State crime lab does not do DNA testing on misdemeanor charges due to resource issues.
2/10/2017	3/10/2017	30	Performance	RP was unhappy with the response by call takers when he reported a mentally disturbed man on his property.	Supervisor reviewed the calls and found that the call takers followed policy in dispatching the calls but could have done a better job clarifying what RP wanted EPD to do. Supervisor spoke with RP and the call takers about the call.
2/13/2017	3/23/2017	40	Inquiry	RP felt that an officer was extremely disrespectful while speaking with him about an assault and that the officer did not follow up with the investigation.	Sgt. reviewed the incident and found that the officer performed all expected follow up, finding video footage and attempting to contact witnesses. RP did not return calls from the Sgt. to discuss the incident.

2017 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/13/2017	3/23/2017	40	Inquiry	RP internally reported an incident in which an employee approached another city employee over a personnel issue, which the RP felt was inappropriate.	Sgt. spoke with both employees involved about the situation and resolved it.
2/13/2017	3/23/2017	40	Service Level	RP was unhappy that while trying to report an issue about things that have been happening to him he was left waiting at headquarters for over an hour while another person was seen in 10 minutes.	Supervisor researched the issue and found that EPD had 90 calls for service during the 3 hour period when RP was at headquarters. The goal is to have an officer take a report within 30 minutes, but call volume prevented it that day. Supervisor spoke with RP about his concern.
2/14/2017	3/17/2017	33	Service Level	RP was unhappy with the level of service he received from call takers when reporting an issue with his vehicle.	Review of the non-emergency calls by the supervisor found no policy violations. Messages have been left with RP to discuss the issue.
2/15/2017	4/14/2017	59	Conduct	RP alleged that an officer in the downtown area continues to harass him, walking up behind him and watching him when he is in the area.	Sgt. reviewed BWV of the officer's contacts with RP and court records pertaining to the complaint. No policy violations were found. Sgt. spoke with RP about his complaint.
2/15/2017	2/17/2017	2	Inquiry **Dismissed: Outside Jurisdiction**	RP said a man who was refusing to pay him for services rendered was an officer.	**Dismissed: Outside Jurisdiction**
2/15/2017	3/28/2017	43	Inquiry	RP felt EPD was ignoring his report of a child molester who lived in his apartment complex.	Supervisor discussed the matter with the employee and found no indication of a policy violation. The supervisor made several attempts to contact the RP but was unsuccessful.
2/16/2017	2/24/2017	8	Inquiry	RP was unhappy that an officers searched her private property, seized a key ring, and were requiring proof of ownership for every vehicle to match the keys.	Sgt. reviewed the stop and found that the search was incident to arrest. The Sgt. also spoke with the DA's office to clarify and found that the inventory of the vehicle was justified and lawful. RP did not return calls to discuss the incident.
2/17/2017	4/3/2017	46	Inquiry	RP was concerned that his daughter was told that nothing could be done about her ex-husband's verbal threats to harm her.	Supervisors review of the call found that the call taker should have asked some further clarifying questions to determine if any telephonic or electronic harassment had taken place. Supervisor coached the employee and spoke with RP about the findings.
2/23/2017	3/27/2017	34	Performance	RP alleged that an officer pushed her when helping out during a traffic accident.	Sgt. reviewed BWV and found that RP had pushed herself past the officer to take a picture of the other driver after being asked to move back, and that the officer actually had probable cause to arrest RP for interfering but did not do so. RP did not return calls and messages left by the Sgt.
2/28/2017	3/1/2017	1	Inquiry	RP complained about a traffic stop and arrest; he disputed the cause for the arrest.	**Dismissed - alternate remedy.**

2017 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/28/2017	3/3/2017	3	Inquiry	RP complained about difficulty in trying to get his property back from ECU.	Sgt. found that after RP requested his belongings, the clerk started the process for retrieval. The involved employees took all appropriate steps. RP was informed to make an appointment to retrieve his belongings.
3/7/2017	3/9/2017	2	Policy	RP, an employee at UDH, was concerned that EPD did not notify the hospital during in incident in which a man was firing a gun in the area. RP felt security should have been told.	RP's concern and request was forwarded to the Watch Commanders.
3/7/2017	3/10/2017	3	Inquiry **Dismissed: Alternate Remedy**	RP reported an officer who cited him for trespassing while he was protesting in front of the Chase Bank.	**Dismissed: Alternate Remedy** Preliminary review by the Auditor's Office found no policy violation.
3/7/2017	3/30/2017	23	Performance	RP complained via email to the Chief that an officer who she believed was harassing and behaving inappropriately refused to provide his name and badge number.	Sgt. was unable to locate the incident in dispatch records, and RP did not respond to an email requesting further details.
3/9/2017	4/3/2017	24	Inquiry	RP was unhappy with how a domestic violence call concerning her daughter was handled by officers.	Sgt. reviewed ICV and found the officers acted appropriately and professionally, and well within department policy and training expectations. The situation involved mutual harassment and neither wished to pursue charges. No physical injuries were present, so no mandatory arrest was required. Sgt. spoke with RP about the call and how it was handled.
3/10/2017	4/4/2017	24	Inquiry	RP was upset at what he felt was harassment by an officer who directed him away from a property where he believed he could be; RP was also upset that his dog was impounded.	Sgt. found that the officer had in fact been contacted by Animal Control to assist in the seizure of the dog, and that officers typically require proof of permission for a person to be on a property that has a letter of no trespass. Sgt. spoke with RP about his complaint and learned that RP had recently obtained a letter of permission.
3/13/2017	4/17/2017	34	Inquiry	RP was upset that an officer pulled his daughter out of class to question her about RP's whereabouts.	Lt. learned that an out of state agency had provided information that RP might be in the area and seeking to contact with family, causing a safety concern. The officer followed policy regarding speak with the minor. Lt. spoke with RP about his concern.
3/13/2017	3/14/2017	1	Performance	RP was unhappy that an EPD employee had taken his dog to the pound.	Supervisor spoke with RP about his concerns.

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3/14/2017	4/17/2017	33	Performance	RP was unhappy that an officer who was arresting him for disorderly contact told him his vehicle would be given a courtesy tow, and now has to pay over $300.00 to a tow company.	Sgt. found that the vehicle was found parked in an alley and was towed for safekeeping, as it was a hazard. RP was never told it was a free tow. RP did not return messages to speak about the complaint.
3/15/2017	4/28/2017	43	Incident Review: Conduct	Internal: An officer was alleged to have been using his taser at parties and that a friend was in photos posing with his firearm.	Sgt. found that officer had not yet been issued an EPD taser and that the picture with a firearm was not EPD issued. No policy violations were found.
3/15/2017	4/6/2017	21	Inquiry	RP alleged that an EPD officer accompanied his wife to court to intimidate and collect anything that could be used against him at his criminal trial.	Lt found that the officer had accompanied RP's wife to court but did not go into the court room.
3/17/2017	3/24/2017	7	Policy	RP is concerned about the illegal camping and activity in his neighborhood.	Sgt. reached out to RP about the issues in his neighborhood and discussed EPD's policy concerning illegal camping.
3/20/2017	5/31/2017	71	Inquiry	RP inquired into the use of force used on his daughter when she was handcuffed during a stop.	Sgt. reviewed the stop and found that the officer had taken a hold of RP's daughter in order to detain her for the citation. No policy violations were found. Sgt. spoke with RP about the incident.
3/20/2017	4/21/2017	31	Incident Review: Performance	RP was concerned at the response time for a call for service for a robbery that she heard about. RP suspected discrimination on the part of EPD.	Sgt. reviewed the call for service and found that at the time of the call 4 other higher priority calls were holding, and that the victim's daughter had called back to 911 to let them know they would be at the hospital and could be contacted there for a report.
3/20/2017	4/20/2017	30	Performance	RP was unhappy with how a call taker handled his call for a welfare check on a family member.	Supervisor reviewed the call and found that the call taker did not get across that a call for a welfare check had been put through. Supervisor left messages to speak with RP about her findings.
3/19/2017	3/31/2017	12	Performance	Internal Review of a call taker not completing a medic call.	Supervisor provided training and coaching on the proper procedure forwarding out of area calls.
3/21/2017	4/17/2017	26	Policy	RP was unhappy that an officer made her and 4 other vehicles that were camping in the park leave.	Sgt. learned that St. Vincent's had requested EPD assistance in contacting over 20 campers/vehicles in violation of the overnight parking camping ordinance. ICV showed that officer was professional in explaining the issue and provided contact information to those in violation while giving warnings.
3/22/2017	4/25/2017	33	Performance	RP was upset that officers did not talk with her after her roommate called police.	Sgt. reviewed records of the incident and found that officer spoke with the calling party, no crime had been committed. No policy violation.

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3/23/2017	4/24/2017	31	Inquiry	RP felt an officer did not have probable cause to stop him for a traffic stop, in which his vehicle was ultimately impounded.	Review of the officer's ICV found that the officer had made the stop due to the inability to ready the unlit license plate. During the stop it was revealed that RP did not have a valid license and that the vehicle was not insured. No policy violation were noted by the officer. Sgt. spoke with RP at length about the stop.
3/26/2017	3/28/2017	2	Performance **Dismissed: Employee not identified**	RP reported an officer who ran a red light with no lights or sirens.	**Dismissed: unable to identify employee**
3/27/2017	4/21/2017	24	Incident Review: Conduct	Internal Review of a payroll overtime practice	A review of the issue found the officer's supervisor had approved the overtime. No policies were violated.
3/20/2017	5/18/2017	58	Inquiry	RP complained that an officer saw him unlock his bike, and a few days later his bike was stolen.	Supervisor reviewed BWV and found that the officer was not standing near RP when he unlocked his bike.
4/11/2017	4/14/2017	3	Performance	RP was upset that the party in a dispute was not arrested.	Lt. found that no probable caused existed for an arrest. Lt. spoke with RP about the issue.
4/3/2017	4/28/2017	25	Performance	RP did not feel officers correctly handled a dispute between her and her neighbor.	Sgt. reviewed the steps officers took to handle the dispute and found no policy violations. Sgt. spoke with RP and advised that even though the neighbors' behavior may be unsettling to her it is not illegal.
4/7/2017	4/17/2017	10	Inquiry	RP reported an EPD vehicle speeding in a non-emergency situation.	Dispatch records showed officers were being dispatched to burglary in progress. Omitted lights and sirens were within policy. RP was anonymous, so no follow up was attempted.
4/12/2017	5/22/2017	40	Inquiry	RP, a non custodial parent, was upset with officers explaining emancipation to his 15 year old daughter and not allowing him to take her home.	Sgt. found that officers had been alerted to a loud argument in the downtown area and responded to find the father and daughter arguing. The officers determined that no laws were being broken and the RP was not the custodial parent. There was no probable cause to detain the youth at the time.
4/16/2017	6/5/2017	49	Inquiry	RP alleged that officers failed to deal with a neighbor who was harassing him with racial slurs and threatening his dog, telling him it was free speech. He was also upset that he was then arrested for strangulation.	Sgt. found that the officers were unable to identify the person or person making the derogatory statements; the related incidents were forwarded to a detective for further investigation. Review of surveillance video from the strangulation incident clearly showed RP had an opportunity to remove himself from the situation but did not. Sgt. agreed with the officers' enforcement actions taken at the time.

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4/12/2017	4/17/2017	5	Service Level	RP complained that even with continuous calls illegal camping is still taking place in front of his business.	Previous to the complaint being assigned, EPD had reached out to RP and begun to help him with the issue.
4/12/2017	5/15/2017	33	Performance	RP was upset that it took over 40 minutes for officers to arrive when she reported a woman trying to break into her apartment.	Sgt. found that the call was dispatched 23 minutes after the call was received due to call load. After dispatch, officers arrived within 6 minutes. Sgt. spoke with RP about how the call was dispatched and officers' handling of the call.
4/12/2017	4/14/2017	2	Policy **Dismissed: Outside Jurisdiction**	RP was unhappy with the fees paid in a diversion program	**Dismissed: Outside jurisdiction**
4/15/2017	4/19/2017	4	Conduct	RP was unhappy with how she was treated by officer during a dispute call.	Sgt. reviewed ICV and found that officers acted within policy and used de-escalation to calm the dispute when the parties involved became angry with the officers.
4/17/2017	5/12/2017	25	Performance	RP reported an officer who turned against traffic at a divider to go and speak with another officer, which did not set a good example.	Sgt. spoke with RP about when it can be more efficient to move a motorcycle in the manner she witnessed. The Sgt. also spoke with the officer about setting a good example.
4/18/2017	5/19/2017	31	Inquiry	RP was upset that he could not make a report to EPD about the theft of his motor boat without a computer.	Sgt. spoke with RP and listened to his concern that there was no phone option to ask for a person to report issues. The Sgt. explained EPD's staffing issues and how they did not have 24/7 availability to staff report phones. An officer was directed to call RP and take a report.
4/18/2017	5/10/2017	22	Inquiry	RP inquired into how she should have responded to an officer using lights and sirens in a way she was unfamiliar.	Sgt. made contact with RP and explained what the officer was doing in the situation and answered RP's questions.
4/18/2017	5/2/2017	14	Performance	RP was unhappy with how reports for his stolen truck were handled.	Sgt. found that at the time of the initial report RP did not have proof of ownership as he had recently bought the car. RP then waited 15 days before making the report with the documentation needed. Sgt. spoke with RP about the issue.
4/15/2017	6/1/2017	46	Inquiry	RP alleged that his arrest for a pedestrian violation was driven by race.	The Sgt. found that RP had run in front of the patrol car at night; the officer had been unable to tell the race of the individual.
4/21/2017	5/5/2017	14	Performance	RP was upset that officers would did not return her calls about a stolen car issue with an ex-boyfriend.	Lt. spoke with RP about her concern and directed the officer to follow up with RP.
4/24/2017	5/11/2017	17	Performance	RP alleged that an officer gave him a criminal citation just because he did not want to talk with him without a lawyer.	**Dismissed: Alternate Remedy** Preliminary review by the Auditor's Office found no policy violation.

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4/25/2017	4/28/2017	3	Incident Review: Use of Force	RP alleged that officers used excessive force in arresting her daughter.	ICV review showed that the officer's use of force was within policy.
4/24/2017	5/3/2017	9	Inquiry	RP was upset that his 12 year old was served a subpoena at school.	Supervisor found that the subpoena was served at the school in the principal's office after a message was left with the mother. Supervisor also looked into best practices and made a change that would entail securing permission from parents. Supervisor spoke with RP.
4/28/2017	5/9/2017	11	Performance	RP was upset at the amount of time it took for EPD to respond to a robbery in his store.	Lt. spoke with RP about the concern and apologized for the poor customer service in this situation.
5/1/2017	5/2/2017	1	Inquiry	RP alleged that officers arrested him and forced him to go to the hospital with no probable cause.	**Dismissed: Alternate Remedy** Preliminary review by the Auditor's Office found no policy violation.
5/1/2017	6/1/2017	30	Performance	RP was upset that a bad check for over $6,000.00 was considered a civil issue by EPD.	Sgt. reviewed the process that the officer and a detective took in the matter and found that the issue was civil in nature. Sgt. spoke with RP to explain the process taken and how to move forward.
4/19/2017	5/8/2017	19	Inquiry	An officer self-reported a situation with another agency.	Sgt. spoke with the agency and was able to determine the situation had been resolved, with no policy violations by the officer.
5/1/2017	8/8/2017	97	Incident Review	RP alleged that officers failed to allow his wife, who had been involved in a traffic accident, to leave with their child in the ambulance. RP felt his wife's race had something to do with it.	A review of ICV, dispatch records and Medic notes found no medical treatment was delayed and that the ambulance was underway within 12 minutes with RP's wife. RP failed to cooperate with further investigation.
5/1/2017	5/30/2017	29	Inquiry	RP was unhappy that an officer told him he could not take his service animal into an ice cream store.	Sgt. reviewed BWV and found that RP was stopped for various violations involving his animal. The officer patiently explained the issues and and asked RP questions allowed under the ADA. RP's animal did not meet any of the descriptors or service animal. RP was warned, with no policy violation by the officer. RP did not return voice messages left by the Sgt.
5/2/2017	6/26/2017	54	Courtesy	RP was unhappy with an officer's demeanor when he spoke with him at the park blocks, accusing him of camping when he was only hanging out until an appointment.	Sgt. reviewed bodycam of the officer's interaction with RP and found that RP was sleeping under a blanket on top of a sleeping bag at the time of the interaction. Sgt. noted that the officer was patient and professional with RP as he explained the park rules and gave RP a warning. (no citation). Sgt. spoke with RP about his findings.

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5/2/2017	5/11/2017	9	Performance	RP was upset that he was told he could not have his service dog downtown.	Lt. reviewed BWV and spoke with officers involved and found that they were not up to date on the new dog ban. Training was provided, and Lt. spoke with RP.
5/3/2017	6/17/2017	44	Performance	RP was frustrated that officers did not allow him to retrieve his own bicycle from a friend's porch.	Lt. found that officers were called by a neighbor who believed that bicycle was being stolen. At the time of contact RP did not have proof of ownership. The Lt. found during his investigation that the bicycle did in fact belong to RP. No policy violation by officers at the time of the incident. RP did not provide contact information for the Lt. to speak with him.
5/4/2017	5/8/2017	4	Inquiry	RP alleged officers took 20 dollars from him.	ICV noted the officer counting RP's money on the hood of the patrol car, no 20 was included. Supervisor spoke with RP who admitted he was drunk and high at the time and he may have spent the money.
5/5/2017	6/5/2017	30	Courtesy	RP alleged an officer was rude and responded with curse words when he flagged him down to report a man playing matador in traffic.	Sgt. reviewed ICV which showed the officer was working on another call and traffic was heavy. The officer and RP seemed to have trouble hearing each other, but no curse words were spoken. The Sgt. spoke with RP explaining that the officer was dealing with a person in custody and could not respond to the other issue.
5/5/2017	5/23/2017	18	Performance	RP reported an officer who was arrogant with him and a delivery person, and didn't seem to know the parking laws downtown.	Sgt. reviewed the situation and found that RP had been correct. Sgt. spoke with RP and then brought the officer up to speed about how the law applied in the situation.
5/5/2017	5/10/2017	5	Inquiry	RP inquired about evidence that she believed had not been properly forwarded to Marion County.	Supervisor was able to determine that all requested evidence had been sent to Marion County. Supervisor spoke with RP about her findings.
5/7/2017	6/15/2017	38	Inquiry	RP was unhappy that officers did not cite a neighbor who assaulted her dog and her husband.	Lt. found that the officers had investigated the neighbor dispute and found no crime other than a dog at large issue. When officer tried to explain the issue at the time, one of the complainants walked away and the other refused to discuss the situation. Lt. spoke with RP about the findings and explained the reasons officers came to the conclusions they did.
5/8/2017	6/23/2017	45	Performance	RP was unhappy that follow through was not done when she reported her preschool child being bullied and assaulted by other children in his class.	Supervisor spoke with RP and assigned an officer to contact RP to take a full report.

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5/8/2017	6/15/2017	37	Performance	RP was unhappy with an officer who pulled her away from her husband who was having a altercation with a motel clerk.	Sgt. reviewed the incident and found that RP was moved away from the situation so officers could focus on the situation and not on a third person. Sgt. spoke with RP about the applicable policies and practices.
5/8/2017	6/6/2017	28	Policy	RP reported an officer who he felt was hiding in a parking lot in order to catch speeders and that it was not legal for him to do so.	Sgt. spoke with RP about the difference between entrapment and the officer hiding, and explained that the officer was not in violation of the law.
5/8/2017	5/15/2017	7	Performance	RP was unhappy with the hearing process with her dog, stating it took over 5 months to have the issue resolved.	Lt. found that the main issue of concern by RP was actually with another agency. Referral was made to the correct agency.
5/10/2017	6/22/2017	42	Performance	RP felt his son had not been treated well by officers during a mental hold.	Sgt reviewed ICV and reports from the situation and found that officers went beyond required policy to protect the privacy of RP during the situation. RP did not return calls to discuss the findings.
5/6/2017	5/16/2017	10	Inquiry	RP was upset that an officer demanded that she return a vehicle; she believed she was the proper owner.	Sgt. learned that the officer had spoken with the executor who did not have proof of any transfer of the ownership of the vehicle. The officer had the vehicle towed at on behalf of the executor. No policy violations noted. Sgt. spoke with RP about the matter.
5/15/2017	6/22/2017	37	Inquiry	RP alleged that an animal control officer struck the curb going 40 miles an hour with in feet of RP.	Supervisor found that the officer involved had moved over in the lane to pass a car turning left but had no memory of striking a curb. Supervisor spoke with RP about her findings.
5/15/2017	5/22/2017	7	Performance	RP was upset that an officer failed to return his license after citing him.	Sgt. reviewed ICV of the stop and found that the officer did indeed return RP's license. The Sgt. notified RP of his findings.
5/15/2017	7/5/2017	50	Performance	RP was unhappy that officers did not force a homeless man with obvious mental issues into treatment.	Sgt. reviewed the call for service pertaining to the complaint and found that officers acted within policy. Sgt. spoke with RP about the probable cause that must be in place before officers can force a person to be seen for treatment.
5/15/2017	6/12/2017	27	Conduct	Internal review of an issue with a grant program that reversed its decision about providing EPD with a drug dog.	Sgt. spoke with those involved and found no policy violations by any EPD employee.
5/17/2017	7/5/2017	48	Inquiry	RP inquired into whether or not it was ok for officers to interview her children about a fight between her and her husband without her present.	Sgt. reviewed the details of the call and found that officers acted within policy when speaking with RP's children. Sgt. spoke with RP about the call and explained that officers are legally allowed to speak with and interview the children.

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5/18/2017	6/27/2017	39	Inquiry	RP alleged that officer entered her home with without probable cause and looked through RP's phone without a warrant.	Sgt. reviewed the incident and found officers had contacted RP in relation to a investigation into a family member. RP had given permission for the phone to be seized and a search warrant was obtained. Sgt. spoke with RP about her concerns.
5/19/2017	6/1/2017	12	Policy	RP was upset that officers were threatening to tow his motorhome that was his place of business.	Sgt. spoke with RP who admitted that he was also living in his motorhome and had not moved it in over a week. No policy violations were found by officers.
5/16/2017	7/5/2017	49	Inquiry	RP was upset with what she perceived as a very public show of force while arresting two black men on separate days.	Lt. reviewed the reports from both incidents that RP mentioned and found that the no policy violations were found in either incident. Lt. spoke with RP, describing some of the background leading up to what she observed. RP was happy with the conversation and had a better understanding of what had transpired.
5/22/2017	6/15/2017	23	Courtesy	RP was unhappy with the service she received when trying to report a man making loud noises near her home in the middle of the night. The officer was discourteous and blamed her for the situation.	Sgt. reviewed ICV and found the officer to be kind and patient with RP. Sgt. spoke with RP about his findings.
5/22/2017	5/25/2017	3	Performance	RP alleged that when an officer T-boned his girlfriend in a parking lot, officers did not even ask if she need medical help and seemed to be very secretive about the investigation.	Sgt. reviewed ICV of various officers who responded to the scene and found that medical help was offered and refused. Standard procedures for accident scenes were followed. Sgt. spoke with RP about the incident.
5/24/2017	6/15/2017	21	Inquiry	RP was unhappy that an officer accused her daughter of theft and cited her. RP also claimed the officer continued to ask questions even after he was asked to stop.	Sgt. found that the officer had probable cause to arrest RP's daughter for theft and opted to cite her in lieu of arrest. The questions asked after RP asked him to stop were questions required to fill out the citation and were within policy. Sgt. spoke with RP about his findings.
5/24/2017	7/13/2017	49	Inquiry	RP complained that a traffic stop by an officer was in retaliation to incident RP had had in a laundromat with a woman who claimed to be a police officer's wife.	Sgt. reviewed ICV of the stop and found that the officer followed policy and was professional with RP; it was also determined that the officer's wife had never been to the laundromat in question and did not drive the type of vehicle alleged by RP. Sgt. spoke with RP about his findings.
5/24/2017	6/6/2017	12	Service Level	RP was unhappy with the response time of officers when he reported a road rage situation.	Sgt. spoke with the call center and found that due to call load no officers were available to respond to RP, who at the time of his call was no longer in danger. Sgt. contacted RP and spoke with him about the situation.

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5/25/2017	6/27/2017	32	Inquiry	RP was unhappy that he was told he could not be present at the same location with his wife and children when they were questioned about an investigation in which he was the suspect.	Sgt. reviewed the reports of the incident and found that the officer followed policy in regard to RP not being able to be at the location. Sgt. spoke with RP about the situation.
5/24/2017	9/22/2017	118	Incident Review Performance	An allegation that an officer did not take the basic investigative steps in a rape allegation.	Review of the investigation found that the officer followed policy and no steps were left out of the process.
5/26/2017	6/21/2017	25	Inquiry	Internal: A nonsworn employee was alleged to have mishandled property.	After review the employee was coached on the importance of proper evidence handling.
5/26/2017	8/9/2017	73	Performance	RP was unhappy that officers did not arrest a man who was trespassing and making threats to harm him.	Supervisor found that the man in question had mental health issues and at the time of the call officers mediated the outcome by having him leave the business, the officers had not gotten the impression that RP was unhappy with the outcome at the time. Sgt. spoke with RP about the incident.
5/30/2017	6/5/2017	5	Inquiry **Dismissed: Other**	RP was upset that detectives contact her about things she has no knowledge of.	**Dismissed: Other**
6/2/2017	6/19/2017	17	Incident Review: Conduct	RP alleged that when an officer frisked her prior to arrest her private parts were touched intentionally.	Sgt. reviewed ICV footage of the contact and arrest and found the allegation unfounded.
6/2/2017	6/6/2017	4	Inquiry	RP inquired into best tactics to deal with someone who is harassing and threatening his daughter.	Sgt. corresponded with RP and answered his questions.
6/5/2017	7/5/2017	30	Inquiry	Internal review of an man who was arrested for harassment and assault of his girlfriend; the man stated during his arrest that officers only stopped him because of his race.	Sgt. reviewed this mandatory reporting incident and found that officers had probable cause to locate and arrest RP for the crimes against his girlfriend and that he was not stopped due to his race.
6/5/2017	6/15/2017	10	Inquiry	RP was unhappy with a supervisor who contacted her about a complaint, feeling the officer was disrespectful.	Lt. spoke with RP about the call and her concerns.
6/6/2017	6/15/2017	9	Performance	RP reported poor parking by an animal control officer on Facebook.	Supervisor spoke with the involved employee about better parking practices.
6/2/2017	6/16/2017	14	Policy	RP reported officers tagging speeders on the shoulder of the Beltline, causing motorist to swerve to get into the far lane.	Sgt. listened to RP's concerns and agreed to speak with his officers about RP's perspective of the issue.

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6/6/2017	7/13/2017	37	Courtesy	RP reported that when her husband called about an issue with their neighbor the call taker called her crazy.	Supervisor was unable to identify the call to review, contact with RP did not bring further clarification to be able to identify when the call was place.
6/7/2017	6/12/2017	5	Inquiry **Dismissed: Timeliness**	RP inquired into help about an issue in which an officer cited her, the registered owner of the car, instead of the person she had sold the car to, for traffic violations.	**Dismissed: Timeliness**
6/7/2017	6/12/2017	5	Inquiry	RP complained that he was tackled and handcuffed by an officer when he was only trying to get a friend out of the officers way.	**Dismissed: Other** Auditor's ICV review found no policy violations.
6/8/2017	7/11/2017	33	Inquiry	RP was unhappy that his cell phone had not been released and an officer was trying to download his information.	Sgt. found that the officer had been in almost daily contact with RP and that he currently had a warrant to search the phone, with that was completed the phone would be returned. RP did not return calls.
6/9/2017	7/20/2017	41	Inquiry	RP felt an officer's request that he speak to him and only him was wrong.	Supervisor sreviewed the incident and found no policy violations. Sgt. spoke with RP about his findings.
6/13/2017	7/20/2017	37	Inquiry	RP complained about a traffic stop in which he believed he did not commit the infractions, and that the stop took an long time to complete.	Review of ICV by the Sgt. found that the infractions happened as the officer had observed and that the total time of the stop was under 14 minutes. Sgt. spoke with RP about the stop and various policies concerning traffic stops.
6/14/2017	6/16/2017	2	Service Level **Dismissed: Claimant Dropped**	RP felt like a harassment case was not being taken seriously.	**Dismissed: Claimant Dropped**
6/14/2017	7/31/2017	47	Policy Complaint	RP complained that EPD was ignoring the damage done to public property by illegal camping and dog owners.	Supervisor contacted RP and explained issues around enforcement of illegal camping.
6/15/2017	8/9/2017	54	Discrimination	RP was upset at what he felt was profiling of him because he was pulling a drift boat. RP believed officers were seeking out DUII's, as they stated that people on the river are usually drinking. RP was also concerned that his ethnicity contributed to the stop.	Sgt. reviewed ICV and BWV and found the contact to have been polite, cooperative and professional; no policy violations were noted. Sgt. spoke with RP about his findings.
6/15/2017	6/16/2017	1	Courtesy **Dismissed: Other Auditor Review**	RP felt an officer was rude when he asked why he was at his apartment complex.	**Dismissed: Other Auditor's Office Reviewed**

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6/15/2017	6/22/2017	7	Incident Review: Conduct **Dismissed: Complainant withdrew complaint**	RP reported a officer she had known in the past was harassing her on Facebook.	**Dismissed: Complainant withdrew complaint.**
6/16/2017	6/21/2017	5	Performance	RP alleged an officer did not use turn signals on various occasions while RP was following him.	**Dismissed: Employee not identified**
6/19/2017	7/11/2017	22	Performance	RP was unhappy that he has been unable to get an officer to return his calls concerning a case with a theft by his neighbor.	Supervisor spoke with RP and found that PR has since spoken with the officer and is happy with how the case is moving forward.
6/19/2017	6/26/2017	7	Inquiry	RP was unhappy that her case had still not made it to the DA's office after being told numerous times it was being sent.	Sgt. found that a miscommunication had occurred over who sent the cases over, the records department or the officers. The officer did not understand it was his responsibility to get it to the DA's office. A correction was made and the case sent over. Sgt spoke with RP.
6/20/2017	7/20/2017	30	Courtesy	RP complained that he was stopped and cited for having his dog in the park and that the officer was rude and disrespectful and that a later date the officer saw him at the diner and made a rude comment about his dog.	Sgt. reviewed BWV and found the officer to be courteous and within policy while issuing the citation. It was also found that the officer was on duty as a School Resource officer that day of the alleged 2nd incident (and did not contact RP). RP did not return phone calls to discuss the complaint.
6/20/2017	6/21/2017	1	Inquiry **Dismissed: Other**	RP reported he did not have all of his knives returned after his arrest, and that the ICV supports his claim.	**Dismissed: Other** After Auditor's review of ICV.
6/19/2017	6/29/2017	10	Inquiry	RP was unhappy that a bike she bought from a EPD auction was taken from her and given to a man that claimed it had been stolen from him 2 years prior.	Sgt. reviewed the issue and found that the original owner had provided proof of ownership and the officer rightfully returned the bike to the owner. At the time of the burglary the owner did not have the serial number to report, once he reported that number significant time had passed and the number was not linked to the report, hence it had been recovered but not linked up to the report. Reporting Party was directed to file a Risk claim with the city and received reimbursement for the amount she paid for the bike.

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6/26/2017	6/27/2017	1	Inquiry	RP was unhappy that he could not obtain information about a case from 2015 in which his daughter died.	Sgt. found that RP had been estranged from the family and that communication about the case had been through with the mother of the victim. Sgt. contacted RP and explained the status of the case.
6/28/2017	8/14/2017	46	Inquiry	RP was concerned that EPD was not treating the prohibited camping issue the same in all neighborhoods.	Lt. attempted to contact RP about the issue of prohibited camping, messages were not returned.
6/29/2017	6/30/2017	1	Inquiry **Dismissed: Other**	RP was unhappy with how a call for service concerning the bullying of her preschool child was handled by an officer.	**Dismissed: Othe**r after Auditor review of BWV.
7/2/2017	7/6/2017	4	Inquiry	RP was upset that officers harassed him because he was homeless.	Sgt. found officers were in the area, dispatched to a suspicious subject called in by a citizen. RP was trespassing directly underneath a sign that said no trespassing. After the Sgt explained to RP why officers were in the area and that they happened to notice him trespassing, RP understood it was not because he was homeless.
7/5/2017	8/10/2017	35	Performance	RP was frustrated that he had been unable to get illegal campers out of his neighborhood after repeated calls to EPD.	Sgt. contacted RP and explained EPD's processes for illegal camping versus abandon vehicles, and the time it takes for enforcement and towing.
7/5/2017	8/14/2017	39	Inquiry	RPs were unhappy that officers stopped them and said that their service animals could not be in the park unless they were licensed, and receiving a public service. RPs believe using the park is a public service.	Sgt. reviewed BWV and noted that the offices informed RP's of local municipal laws and provided social service information including where they could get their dogs licensed. Sgt. also reviewed relevant ADA requirements and found that the officers gave correct information to the RPs. Sgt. spoke with RPs about the findings.
7/5/2017	8/3/2017	28	Inquiry	RP was upset that an officer did not contact her about the status of her criminal complaint.	Sgt. reviewed reports and BWV and found officer made numerous attempts to speak with RP about the case and when that happened the report was filed in a timely manner. Sgt. spoke with RP about his findings.
7/6/2017	8/7/2017	31	Inquiry	RP was unhappy with having her motorhome towed, claiming that she was not given notice of the tow.	Lt. was able to find complete documentation of notices and citations given to RP concerning the motorhome. Sgt. spoke with RP about his findings. Sgt. followed up with St. Vincent's and found complete paperwork on both St. Vincent's and EPD's part for the tow.
7/6/2017	8/23/2017	47	Courtesy	RP was surprised at the demeanor of a CSO when she accidentally got on to a race course.	Sgt. found that the CSO had yelled at RP in an effort to get her attention, in urgency so that no one would be hurt. Sgt. spoke with RP about his findings.

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7/10/2017	7/27/2017	17	Performance	RP requested to speak to an supervisor as an officer he had contact with did not know the current laws pertaining to pedestrians in the crosswalk and when vehicle could proceed.	Lieutenant spoke with Officer and confirmed that he had not been updated on the new law; training was provided, and Lt. spoke with RP.
7/10/2017	8/25/2017	45	Policy	RP felt he got the run around when trying to report aggressive dogs in a city park.	Sgt. contacted RP and explained EPD procedures for dealing with dog at large issues.
7/10/2017	7/27/2017	17	Service Level	RP was unhappy with response time for loud noise coming from her neighbors.	Supervisor reviewed calls and found that call takers processed the calls professionally and within policy. Supervisor contacted RP who felt that the call takers should have recognized that she was in distress and having a medical emergency and at least sent Cahoots. Supervisor explained that RP would have to make that clear to call takers as her call that night had been a patrol call for the noise only.
7/12/2017	9/1/2017	49	Courtesy	RP felt an officer was rude and abrupt during a traffic stop, right after she had experienced a tragic event.	Sgt. reviewed the officer's BWV and found the officer to have been professional in the contact. Sgt. spoke with RP who agreed that her perception could have been off because of the situation she was dealing with. RP was happy with the follow up.
7/2/2017	8/25/2017	53	Incident Review Conduct	RP claimed that an INET officer who was undercover for EPD sexually assaulted her.	Investigation found that the man identified was not a police officer. Springfield PD followed up with RP to file a report.
7/13/2017	8/16/2017	33	Inquiry	RP was unhappy that an officer advised his wife to carry a gun at all times when traveling bike paths without knowing her level of gun expertize.	Sgt. spoke with RP and his wife concerning the interaction with the officer.
7/14/2017	7/25/2017	11	Incident Review **Dismissed: Timeliness**	RP alleged that EPD would not help her with filing charges against her ex for attempting to kill her in 2013.	Sgt. reviewed reports taken at the time and verified that officers had come to the proper conclusion, finding no probable cause to arrest RP's ex. **Auditor Dismissed: Timeliness**
7/14/2017	7/20/2017	6	Inquiry	RP alleged that a rape that was reported 3 days previously was not taken seriously.	Sgt. found that no incident had been reported by RP in the last week. Reports from earlier in the year had been reported and the cases were open and in progress.
7/14/2017	7/18/2017	4	Performance	RP was unhappy because he had to pay a fee to retrieve his dog from the shelter after being arrested.	Sgt. learned that the officer in question did not have the correct information about the fee that would be charged, and he was provided the correct information.
7/17/2017	7/20/2017	3	Performance **Dismissed: Alternate Remedy**	RP was unhappy with how an officer handled an issue between him and a customer and money from a job not yet completed.	**Dismissed: Alternate Remedy**

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7/18/2017	7/19/2017	1	Inquiry **Dismissed: Other**	RP reported numerous incidents of officers harassing his mother and himself by racing up and down her street.	**Dismissed: Other**
7/23/2017	8/22/2017	29	Courtesy	RP felt an officer had been rude to him during a call for service, making an inappropriate comment as he walked away.	Sgt. reviewed the officer's BWV and found that the contact had not gone well, with RP upset that officers had been called. The officer did make a remark and then apologized to RP as he explained his thoughts further. Sgt. spoke with RP about the contact; RP agreed he had been upset and probably could have handled the situation better. Sgt. spoke with officerand reminded him to act in a professional manner.
7/21/2017	8/28/2017	37	Performance	RP was unhappy that an officer has not communicated with her about a case.	Sgt. spoke with RP about her concern that she had to call officers to get information, the Sgt. also explained the work load of officers, and gave RP an update of her case.
7/24/2017	8/25/2017	31	Performance	RP was unhappy with how a supervisor interacted with her while trying to get a better understanding of how the hospital staff and EPD could better work together.	Supervisor spoke with RP about her concerns.
7/24/2017	7/25/2017	1	Inquiry **Dismissed: Other**	RP alleged that an officer's demeanor toward him during a traffic stop was unprofessional.	Auditor review of ICV and BWV found no policy violations. **Dismissed: Other**
7/25/2017	7/27/2017	2	Inquiry **Dismissed: Other**	RP alleged that officer handcuffed him and placed him in a hot car for 45 minutes, and that he was taken on a wild ride to jail, with the officer and a training cadet swerving and running lights during the drive.	Auditor review of ICV and BWV found no policy violations. **Dismissed: Other**
7/25/2017	7/27/2017	2	Inquiry **Dismissed: Alternate Remedy**	RP alleged that officers entered her home and arrested her son without permission and without a warrant.	**Dismissed: Alternate Remedy**
7/25/2017	8/3/2017	8	Performance	RP was unhappy that a call taker told him they could not help him get surveillance video from a store in regard to his damage car.	Supervisor reviewed that call and provided RP the policy surrounding retrieving surveillance video.
7/25/2017	8/31/2017	36	Performance	RP is unhappy with how EPD is handling her complaints of vandalism and needles left on her business property.	Sgt. spoke with RP and explained the difference between response for calls in progress versus not-in-progress calls and EPD's available resources to handle those type of calls.

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7/26/2017	8/28/2017	32	Performance	RP was unhappy that EPD misplaced his property. The locker number he was given was empty.	Sgt. learned that RP's property had been found in a different locker and returned. Sgt. spoke with officer involved with a reminder to pay attention to details.
7/27/2017	9/8/2017	41	Performance	RP felt officer ignored her report of a neighbor who leaves children home alone.	Lt. found no policy violation by officers and spoke with RP about what probable cause officers need to file a report.
7/27/2017	7/29/2017	2	Policy **Dismissed: Outside Jurisdiction**	RP alleged that CAHOOTS employees discussed his medical information with people he did not authorize.	**Dismissed: Outside Jurisdiction** RP was provided contact information for White Bird (who employs CAHOOTS workers).
7/27/2017	8/28/2017	31	Inquiry	RP was upset with an officer who accused him of driving the wrong way on a street when he did not, he believes it was an excuse to see if he was intoxicated.	ICV of the stop did not capture the street where wrong way driving was alleged, but it did confirm various traffic violations that lead up to the stop. After confirming that the driver was not intoxicated he was given a warning. The supervisor spoke with RP about his findings.
8/2/2017	9/18/2017	46	Inquiry	RP reported her motorhome being towed without warning and that officers did not allow her time to look for her cat.	Sgt. found that RP was given a 24 hour notice by the St. Vincent camping program and that at the time of the tow officers gave RP over and hour and a half to remove her belongings and retrieve her cats. RP did not return calls made by the Sgt. to discuss his findings.
8/2/2017	8/30/2017	28	Performance	RP reported a motorcycle officer who was swerving in and out of the traffic lane from the sidewalk.	Review of the BWV showed the officer pulling into traffic from the side of the road to go after a violator; no careless or unsafe maneuvers were seen.
8/2/2017	9/18/2017	46	Performance	RP alleged EPD officers have been following him around demanding he move his vehicle.	Sgt. learned that the officers involved are on assignment with the prohibited camping program and as such often contact those in violation of the ordinance. Sgt. left a message with RP's contact number to provide him with information about available services.
8/2/2017	9/5/2017	33	Inquiry	RP was unhappy how officers handled a call for service when he was assaulted.	Lt. reviewed BWV from the incident and found that RP did not accurately relay what had happened to officers or to the Auditor's Office. No report was warranted (though a record of the incident was noted in dispatch records). Lt. agreed with the officers' handling of the incident.
8/2/2017	9/5/2017	33	Inquiry	RP complained that he was robbed and that officers did not listen to him or take a report.	Supervisor reviewed video and dispatch records and found that the involved employees acted appropriately. The supervisor contacted RP with his findings.
8/2/2017	9/19/2017	47	Policy	RP was unhappy that officers towed his commercially marked vehicle and did not allow him to take his equipment from the motorhome.	Lt. learned that officers had verified with St. Vincent's employees that RP was a willful violator of the city ordinance. RP was allowed by officers to remove equipment and property from the motorhome before it was towed.

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8/6/2017	8/14/2017	8	Inquiry	RP reported what he thought was an EPD officer pull up to a parking lot get out of his vehicle with a female passenger and have what he believed to be a nefarious conversation.	Sgt. was unable to locate any officer in the vicinity at the time and place identified by RP.
8/7/2017	8/9/2017	2	Inquiry **Dismissed: Outside Jurisdiction**	RP reported an officer who slammed his head down leaving him with scrapes and a goose egg.	**Dismissed: Outside Jurisdiction**
8/7/2017	9/14/2017	37	Performance	RP was unhappy with an officer who stopped him on his bicycle for not obeying a traffic control device. The officer did not tell him why he was stopped and then threw his backpack on the hood of his patrol car. He also listed him as a transient.	Sgt. reviewed BWV, and found that because RP was not cooperative with the officer he was asked to sit on the curb. The officer informed RP why he was stopped and why he was being cited. The backpack being placed on the hood did not appear outrageous or outside of policy. RP was listed as a transient as he did not have a permanent address. RP did not return phone calls made by the Sgt.
8/7/2017	8/9/2017	2	Performance	RP was unhappy call takers and a supervisor would not make contact with an out of state agency to verify his identity in a welfare check issue with his child.	Lt. found that RP had a restraining order and was not allowed to make contact with his child. Lt. spoke with RP and explained why EPD could not help him.
8/9/2017	9/22/2017	43	Performance	RP reported an EPD vehicle that failed to stop at the scene of an accident.	Lt. reviewed records to determined the officer involved; that officer did not remember driving around an accident. Lt. left a voice message for RP to return his call.
8/10/2017	9/5/2017	25	Courtesy	RP was unhappy that an officer cited him on his bicycle for being on the wrong side of the road, when he had only moved over to let the vehicle pass.	Sgt.'s review of BWV showed no policy violations. RP did not return calls to speak with Sgt.
8/15/2017	9/1/2017	16	Performance	RP was unhappy that an officer did not correctly right the amount of her husband's citation on the copy given to him, at court he found the citation was more.	Sgt. spoke with RP about her concerns and with the officer. The officer was asked to ensure that his citation books were updated with the current fine information.
8/3/2017	8/18/2017	15	Inquiry Dismissed: Alternate Remedy	RP was concerned about how her son was treated during a traffic stop for DUII.	After preliminary review of ICV and BWV by the Auditor. **Dismissed: Alternate Remedy**
8/16/2017	8/17/2017	1	Inquiry **Dismissed: Timeliness**	RP reported an officer putting a boot on her back and being taken by Cahoots to the hospital sometime in 2016.	**Dismissed: Timeliness**

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8/16/2017	9/25/2017	39	Policy	RP reported a crosswalk entrapment in which the person on the curb made eye contact and abruptly stepped off the curb. RP noted that part of the ordinance states a pedestrian does not have the right away when a vehicle is close enough to create an immediate hazard.	Sgt. spoke with RP about why EPD conducts these types of operations.
8/18/2017	9/14/2017	26	Service Level	RP was unhappy with the response time when he called about a verbal altercation concerning another man's lack of attention to his child in a pool.	Supervisor reviewed BWV from the officer and concurred that there was not probable cause to charge the other party in the altercation. Supervisor spoke with RP regarding his findings.
8/18/2017	9/22/2017	34	Inquiry	RP was unhappy with two encounters he'd had with EPD officers: a stop for which he disputed the justification, and an incident where officers made him sit then yanked him up.	Sgt. reviewed ICV and BWV of the stop which noted multiple driving infractions that gave officers a legal reason to conduct a stop. In the second encounter, BWV showed RP sitting in a chair and an officer assisting him non-forcefully to move to anther location. Sgt. spoke with RP about his findings.
8/23/2017	10/6/2017	43	Inquiry	RP wanted officers to understand that people with Tourette's Syndrome do not have the same filters for controlling speech as others do.	Lt. reviewed the information RP provided.
8/23/2017	9/22/2017	29	Inquiry	RP was unhappy with how an officer handled a incident in which RP was struck in the face by a another man for playing his flute in the park. RP was given a park exclusion.	Review of police reports and BWV showed a 3rd party witness who saw RP being the aggressor in the incident; officers had no probable cause to cite the other person. No policy violation was found. RP did not return phone calls.
8/24/2017	8/31/2017	7	Performance	Internal complaint that a call was not dispatched correctly.	Supervisors reviewed the call with involved employee.
8/23/2017	9/28/2017	35	Performance	RP reported an EPD vehicle speeding and cutting people off.	Sgt. learned that officers were attempting to find a wrong way driver at the time of the incident. The officer was reminded to always drive safely and use emergency lights when possible. Sgt. spoke with RP about the situation.
8/28/2017	10/2/2017	34	Use of Force	RP felt that an officer should not have disarmed him during a stop.	Lt. found that the officer had a justifiable reason to stop RP, and that when the officer learned RP had a gun readily accessible, the officer removed the weapon for the duration of the stop. The officer did not violate policy in doing so. RP did not return the Lt.'s calls.

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8/25/2017	9/25/2017	30	Inquiry	RP was unhappy that an officer contacted him over the phone to request he return to Eugene to answer questions about an assault investigation.	Sgt. learned that RP is a suspect in the case and that the officer was initiating an investigation. No policy violations. Sgt. spoke with RP about the situation.
8/28/2017	9/25/2017	27	Inquiry	RP alleged that an officer did not file a report about incident she reported about theft and vandalism by an ex.	Sgt. reviewed BWV and found that the officer had no credible information to proceed with a report. No policy violation.
8/28/2017	9/22/2017	24	Inquiry	RP was upset that officers broke down the wrong door during an incident at his home.	Sgt. found that officers were given permission by the room's owner to breach the door to search for an intruder. No policy violation. Sgt. spoke with RP.
8/28/2017	9/28/2017	30	Policy	RP had a couple of concerns about EPD procedures.	Sgt. spoke with RP giving information about how and why each concern was addressed by EPD.
8/30/2017	9/11/2017	11	Performance	RP reported she was almost hit in a crosswalk by an EPD vehicle.	Preliminary investigation of the time frame, description of officer, and location did not match an EPD officer on duty at the time.
8/31/2017	10/5/2017	35	Performance	RP was unhappy that an officer made her sit on the curb during an interaction with officers about her parked vehicle.	Sgt. reviewed BWV of the officer and found that during the call for service, RP was directed to sit on the curb for officer safety reasons, and that the officer was polite and respectful. No policy violations were noted. RP did not return calls to speak with the Sgt.
8/21/2017	9/22/2017	31	Policy	RP was upset she was given notice to move her motorhome out of the city without previous warning.	Lt. reviewed ICV of the officer's interaction with RP. The officer provided RP with 24-hr notice and community resource information, which was within policy.
9/1/2017	10/6/2017	35	Inquiry	RP reported that he was cited for no proof of insurance when that was not the reason he was told he was stopped.	Lt reviewed BWV of the officer and found the stop to be professional, RP was given a warning for the traffic infractions noted by the officer but was cited when RP could not find his auto insurance card. Lt. spoke with RP about his findings.
9/5/2017	10/17/2017	42	Performance	RP complained that an EPD patrol car did not stop for him as he stepped off the curb nor did they cite the car in front of them for doing the same thing.	Sgt. spoke with RP about his concerns and with his team about the importance of paying attention while driving and of EPD's public image.
9/5/2017	9/6/2017	1	Inquiry **Dismissed: Other**	RP inquired into whether a person who helped facilitate an information exchange following a car accident was an off duty officer.	**Dismissed: Other**

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9/6/2017	9/18/2017	12	Performance	RP has been unable to get a return call from the officer investigating his car theft.	Sgt. learned the RP had left calls on the officer's days off and that the officer had returned calls when he returned to duty. The officer had also looked into a possible security video that showed no usable video of the incident. Sgt. also left messages with RP.
9/6/2017	9/7/2017	1	Courtesy	RP alleged two officers made derogatory remarks to him as they were booking him into jail 8 months ago.	Review of reports, ICV and interviews with officers found no evidence that officers made rude remarks to RP.
9/6/2017	9/11/2017	5	Policy	RP inquired into whether a police report should have also been submitted to the DA and not just to the court.	Sgt. learned that because the report was pertaining to an official court issue, the officer did need to route it only to the court. Sgt. spoke with RP about his inquiry.
9/6/2017	9/14/2017	8	Policy	RP was concerned that she now has a police contact on her record after an officer spoke with her about smoking in a non-smoking area.	Sgt. learned that RP was given a warning and the officer completed an FI card to document his contact with RP. The warning is not eligible to be removed from records. RP did not answer calls to speak about the incident.
9/6/2017	9/18/2017	12	Performance	RP was unhappy with a call taker who took a long time to ask questions about his bike being taken.	Supervisor found that the call taker entered the call for dispatch within a minute and a half of RP's call, then continued to ask questions about the bike. As the call taker was in training, a failure to communicate that to RP was noted. The Supervisor spoke with the call taker and with RP about the findings.
9/6/2017	9/14/2017	8	Discrimination	RP was upset that an EPD officer called the Springfield PD to report a man in his yard, a possible burglary in progress. RP was concerned that the call was due to his race.	Sgt. found that the call for service was made by an EPD officer who reported a suspicious white male (not a suspicious black male) at the address. The Sgt. noted to RP that many times someone casing the home may go to the front door knock and then go around back once they believe no one is home. RP understood the circumstances of the call after speaking with the Sgt.
9/8/2017	10/27/2017	49	Inquiry	RP was unhappy that an officer questioned her son about the cars, and things in their garage, after her son had allowed the officer access to their property while looking for a suspect. RP's son is Latino and RP felt that was what prompted the questions.	Sgt. spoke with the officer involved who thought that he had built a rapport with RP's son, and felt bad when he realized it had not been taken that way. The officer requested to apologize to the son.
9/11/2017	11/14/2017	63	Performance	RP was unhappy that an officer had not returned his calls about a stolen wallet.	Sgt. learned that the officer had taken the report on desk duty and did not know follow-up had been requested. Officer checked in with RP.

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9/11/2017	10/6/2017	25	Inquiry	RP was concerned that on officer opened the door of his son's car during a traffic stop.	Sgt. reviewed BWV of the stop and found that the driver indicated to the officer his window was broken and that is when the officer opened the door to facilitate the stop. The officer was polite and professional. Sgt. spoke with RP about the stop and officered to let RP come down and review the body cam.
9/12/2017	10/6/2017	24	Policy	RP was concern about the service his sister was receiving from EPD when she called about trespassing on her property by the same man.	Sgt. found that at each call RP's sister declined to prosecute, and each call was handled within policy. Sgt. spoke with RP and his sister about the calls, EPD policy in each case and encouraged her to continue to call and that in an emergency officers would be dispatched.
9/14/2017	10/12/2017	28	Policy	RP made a Facebook post about being unhappy that an officer did not arrest a man who was impeding traffic and being a public nuisance, screaming and yelling at women and children in the area.	Sgt. could not identify any officer working in the area described by RP. RP did not respond to a request about more information.
9/13/2017	10/24/2017	41	Performance	RP was concerned that her case had not yet been sent to the DA's office.	Sgt. spoke with RP and updated her on the grand jury findings in the case.
9/13/2017	10/19/2017	36	Performance	RP was upset that after 3 days she had not heard from anyone to take a report on a fraudulent credit card issue.	Sgt. found that the officer had left a message about how to report the issue on-line and RP's husband had submitted a report. Sgt. spoke with RP about the miscommunication.
9/14/2017	11/2/2017	48	Performance	RP was upset that officers filed breaking and entering charges against her ex-husband. RP feels police are not helping her in a situation where her ex needs mental help.	Lt. assigned to complaint spoke with RP at length about what police could do to help in the situation and providing information to help with any future contacts with police concerning her ex.
9/15/2017	10/26/2017	41	Inquiry	RP reported an officer was rude and threatening with him when RP served a subpoena at the officer's home.	Sgt. spoke with officer and found that he had returned home on a day off and was startled by the person who served the subpoena; in that startled state, the officer told the man to leave or he would have him arrested for trespass. Sgt. noted to RP that he shouldn't have been treated disrespectfully, but in the future subpoenas should be served to officers at work. RP was happy with the discussion.
9/15/2017	9/25/2017	10	Performance	RP reported an officer that jumped the light, and cut off a pedestrian.	Employee was unable to be identified by time and place reported by RP.
9/15/2017	9/22/2017	7	Performance	RP was concerned that officers informed the recipient of a welfare check that RP had been the one to call it in, despite RP's request for anonymity.	Sgt. reviewed BWV of the interaction and found that the officer did not reveal RP's name. Sgt. spoke with RP about his findings.

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9/15/2017	10/30/2017	45	Inquiry	RP inquired into why a situation that is not true can become a public record just because the police say so.	RP did not return calls to discuss the situation made by the supervisor.
9/7/2017	9/21/2017	14	Inquiry	RP was unhappy that no charges were brought against a suspect in an incident that she had been involved in.	Sgt. reviewed police reports of the situation and found that officers had assessed the situation correctly and that no behavior was discovered that was a sufficient basis for a criminal charge. Sgt. spoke with RP about her concerns.
9/15/2017	11/17/2017	62	Policy	RP was concerned that EPD would not taken a report form a 83 year old woman due to short-term memory issues.	Sgt. learned that the issue was documented in a police report on the same day, and assigned to a detective for follow up. Investigation found that the alleged crimes were committed out of state in another jurisdiction. Sgt. spoke with RP about the findings.
9/21/2017	10/9/2017	18	Performance	RP reported an EPD officer driving dangerously close to a car in front of him.	Sgt. was able to determine the officer was en-route to a physical dispute call. Sgt. spoke with the officer about the complaint; RP did not return calls.
9/21/2017	10/30/2017	39	Performance	RP reported an officer who was texting while driving.	Sgt. found that the car number given by RP was not an EPD vehicle, but he spoke with his team about only texting in a work emergency.
9/25/2017	9/27/2017	2	Inquiry **Dismissed: Outside Jurisdiction**	RP reported an incident that happened in another city.	**Dismissed: Outside jurisdiction**
9/27/2017	11/14/2017	47	Inquiry	RP was unhappy that an officer questioned her son, who was only sitting on the riverbank.	RP did not return supervisor's calls to discuss the situation.
9/27/2017	10/6/2017	9	Policy	RP reported an officer using his cell phone while driving, the length of time seemed excessive for it being a work related call.	Sgt. spoke with RP about the cell phone law and what officers are allowed to do. Sgt. told RP he would let the officer know of the complaint.
9/27/2017	10/10/2017	13	Policy	RP reported she felt humiliated by officers who responded with lights and sirens when she had only asked to speak to CAHOOTS.	Supervisor reviewed the call and found that the call taker handled the call appropriately; officers are sometimes dispatched to CAHOOTS calls to ensure the safety of CAHOOTS employees. Supervisor spoke with RP about the situation.
9/28/2017	10/23/2017	25	Policy	RP was unhappy that officers have not contacted her when responding to a continuing noise disturbance issue.	Sgt. spoke with RP about her concerns and agreed to meet with her to identify the apartment the noise is coming from so that future calls can be handled in a more efficient manner.

2017 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
9/28/2017	10/17/2017	19	Performance	RP was unhappy with a police response in which several EPD vehicles raced down her street. The final vehicle, a black unmarked SUV, did not have its lights and sirens activated. RP felt this was dangerous.	Sgt. reviewed ICV's of the involved vehicles and noted that all were responding to a call and all were driving with in a manner described in policy. The final vehicle did not appear to belong to EPD. Sgt. spoke with RP about his findings.
10/1/2017	10/30/2017	29	Inquiry	RP was concerned that officers ignored requests for officers to slow down their speech when investigating a traffic stop, as RP is hard of hearing.	**Dismissed: at request of RP.**
10/6/2017	11/30/2017	54	Performance	RP reported that his belongings were not in the jail locker EPD indicated.	Sgt. found that RP had been provided the correct locker number at the jail and had retrieved his belongings. Sgt. spoke with officer about being exact in filling out paperwork.
10/9/2017	11/27/2017	48	Policy	RP reported an officer who was mean and threatened to check for warrants for RP if he didn't move his vehicle.	Sgt. reviewed BWV of the interaction and found that the officer was stern with RP but was not mean or threatening. RP did not return phone calls made by the Sgt.
10/9/2017	10/19/2017	10	Inquiry	RP alleged an officer was racist toward him.	Sgt. spoke with RP who did not offer any examples of the officer saying or doing anything that indicated bias.
10/12/2017	11/20/2017	38	Policy	RP reported an incident in which a patrol vehicle was shining a light into cars as they were traveling on the Beltline in the dark. The light caused momentary blinding.	Sgt. was unable to identify an EPD officer who might have been involved. Sgt. spoke with RP to clarify if he was sure it was an EPD vehicle, which he was not. Sgt. shared RP's concerns with his officers.
10/12/2017	11/14/2017	32	Policy	RP was unhappy with the service his mother received after a burglary at her home.	Sgt. learned that the officer had taken a report and performed follow-up in the case. Sgt. spoke with RP about his findings.
10/14/2017	11/30/2017	46	Performance	RP was unhappy with how an officer handled a call in which a neighbor barged into her home yelling at her to turn off her music. Later her window was pelted with BBs, and the officer did not do anything to the neighbor.	Sgt. reviewed the police report and BWV and found that the officer handled the call appropriately, as there was no probable cause to cite or arrest the neighbor. Sgt. spoke with RP about his findings.
10/16/2017	11/14/2017	28	Performance	RP was unhappy that an officer was not helping him retrieve his stolen vehicle.	Sgt. found that the issue was actually a civil issue and RP had been notified of that by the officer. Sgt. spoke with RP about the issue.

2017 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
10/16/2017	10/27/2017	11	Performance	RP felt an officer treated her rudely and keep her outside in the cold too long during an investigation.	Sgt. reviewed BWV of the incident and found that when the officer asked RP clarifying questions, the RP yelled at the officer. Video showed the officer was professional and polite while trying to get all the information he needed. The officer did not require RP to stay outside during the investigation. Sgt. spoke with RP regarding his findings.
10/17/2017	11/2/2017	15	Inquiry	RP inquired into some misinformation she was given when her son was taken to the hospital by EPD.	Sgt. learned that the son had been cited in lieu of arrest, which should have been communicated to RP. Sgt. spoke with RP about the situation.
10/17/2017	11/30/2017	43	Performance	RP was unhappy with the service he received from officers who took a report about a caretaker stealing from him.	Sgt. reviewed BWV of the interaction and found that officers only asked questions necessary to file the report for RP. The response was delayed due to higher priority calls. No policy violations were noted.
10/17/2017	11/20/2017	33	Performance	RP complained about the service received during several calls to 911.	Review of calls made by the address in question noted that each was resolved during the call or within a hour of the call being place. No policy violations were noted.
10/23/2017	11/1/2017	8	Performance	RP reported an EPD volunteer who did not stop at the stop line at an intersection.	Supervisor spoke with RP about the concern.
10/24/2017	11/30/2017	36	Performance	An anonymous caller reported a motorcycle officer impeding the flow of traffic by being stopped on the side of the road on 18th Avenue during the morning rush hour.	Sgt. reviewed the complaint and found that the motor officer was having the desired effect of slowing traffic in the area that has received numerous complaints of speeding.
10/24/2017	10/25/2017	1	Performance **Dismissed: Alternate Remedy**	RP alleged that on officer violated his rights by asking for identification when he was not violating any laws.	Preliminary review by Auditor's Office found officer had probable cause to cite RP. **Dismissed: Alternate Remedy**
10/25/2017	11/17/2017	22	Performance	RP was unhappy with the service she received from the Animal Control Division.	RP was unhappy with the length of time for a response; Lt. found that each time RP contacted Animal Control, she received a return contact in 24 hours or less. Lt. spoke with RP at length about the situtation she was experiencing in her neighborhood.
10/30/2017	11/20/2017	20	Performance	RP expressed concerned that he was unable to get an officer to call him back regarding an incident in which his son was hit by a car.	Sgt. spoke with RP about his concerns and counseled the officer about checking his voicemail and returning calls.
10/31/2017	11/22/2017	22	Incident Review Performance	RP was concerned about the level of service his daughter and her roommates received after a break in.	Sgt. reviewed the calls made to the non-emergency line by RP's daughter and roommates and found at the time of the call absolutely no officers were available. The call takers followed policy by giving instructions for next steps, but could not give a time frame for a response.

2017 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/2/2017	11/13/2017	11	Performance	RP was unhappy with how a traffic accident involving his wife was handled and felt she was treated dismissively.	Sgt. reviewed BWV of the incident and found that officers did not arrive on the scene until after medics had examined and released RP's wife, and that she appeared to be ok. An officer provided her a ride from the scene at her request. Sgt. spoke with RP about the incident and explained EPD policy involving accident scenes.
11/1/2017	11/15/2017	14	Inquiry	RP contacted an officer about an incident that he had witnessed.	Lt. contacted the RP, who was happy with their discussion.
11/3/2017	12/13/2017	40	Policy	RP was unhappy that officers told her she could not be a witness in an incident involving her boyfriend.	Sgt. reviewed BWV of the investigation by the officer and learned that he did take a statement from RP, but noted to her and her boyfriend that he would need to seek video surveillance to substantiate the allegation, as RP was not a impartial witness. No policy violations were noted. Sgt. spoke with RP.
11/3/2017	11/20/2017	17	Performance	RP asked that an officer who cited her be informed that the citation she received was not eligible for the program he told her about.	Sgt. spoke with RP and then updated the officer on the issue.
11/6/2017	11/11/2017	5	Inquiry	RP was unhappy that his son was stopped by an officers while walking home from school on two separate occasions.	Lt. learned that RP's son was with a subject who was thought to have been involved in an incident of vandalism. RP's son was not a suspect and was treated respectfully by the officer. Sgt. spoke with RP about the incident.
11/8/2017	12/1/2017	23	Performance	RP was upset that an officer stopped in the middle of the road with no lights and sirens and blamed him when an elderly driver hit the side of this mirror as they were merging from 2 lanes to one.	Sgt. reviewed BWV of the incident, found a couple of coaching issues and spoke with the officer and with RP about the incident.
11/9/2017	11/20/2017	11	Policy	RP was concerned at how often EPD vehicles speed down his street on calls. RP lives near a school and even though the officers use lights and sirens he feels it is too fast.	Sgt. spoke with RP and offered to forward his concerns to the Professional Standards and Training Lieutenant.
11/5/2017	11/20/2017	15	Inquiry	RP alleged that an officer did not take action because she was a minority woman.	Sgt. reviewed BWV and found that the officer had made his decisions based on the information discovered in the investigation. Nothing indicated the officer made any decisions based on RP's race or gender. Sgt. spoke with RP about his findings.

2017 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/6/2017	11/22/2017	16	Incident Review: Use of Force	RP felt that an officer's contact with a juvenile was a little harsh.	Sgt. reviewed BWV of the incident and found that the juvenile was physically trying to hurt the officer and CAHOOTS employee. The interaction was calm and controlled as the officer explained that he could hurt the juvenile if he needed to keep himself and the others in the room safe. The officers involved were professional and maintained composure throughout the incident.
11/11/2017	12/22/2017	41	Performance	RP got conflicting information about trying to report a hit and run with no suspects.	Supervisor reviewed the call and spoke with RP to clarify any misunderstandings about RP's situation.
11/13/2017	12/28/2017	45	Performance	RP feels he was not taken seriously when he reported an assault.	Review of the contact between RP and the officers taking his report found no policy violations by the officers; in fact, they could have charged RP as well but did not. RP did not return calls from the Sgt
11/15/2017	12/1/2017	16	Performance	RP was upset that an officer did not double lock his hand cuffs, that he used a patch on RP's jacket to justify drawing his service weapon, that the officer did not have his body cam on, and that the officer hit RP's head on the car door when removing him from the vehicle.	Sgt. reviewed BWV, which was turned on, and found that at initial handcuff placement, they were not double locked, but that the officer soon checked on the RP and noticed the cuffs and completed that action. The employee did not remove the gun from the holster.
11/17/2017	12/21/2017	34	Performance	RP was unhappy that an officer would not tell him the details of an investigation into a noise complaint he called in.	Sgt. reviewed BWV and concluded that the officer handled the call correctly. When the officer tried to tell RP the information he asked for, RP became upset and would not listen. RP did not return calls from Sgt.
11/22/2017	1/26/2018	64	Incident Review	RP reported an incident in 2014 in which she was frisked by an officer and was touched in her crotch area.	Review by Sgt. of police reports and interviews of officers at the scene of RP arrest found no evidence that an improper frisk happened. Auditor dismissed due to timeliness.
11/25/2017	12/20/2017	25	Inquiry	RP was unhappy that officer did not allow medics to examine her because she was too disorderly, and that they threw a hood over her head.	BWV showed that RP was highly intoxicated and was rude and resistive to medics and law enforcement officers. RP refused medical treatment. RP did not return calls to speak about the incident.
11/27/2017	1/16/2018	49	Performance	RP was unhappy with an officer's response to his call about a vehicle parked illegally on his street.	Sgt. reviewed the officer's ICV which documented the car's location and showed that the violation was not one that allowed the officer to tow the vehicle. Sgt. spoke with RP and gave him information about the contact and how to reach parking control for such issues in the future.
11/27/2017	12/28/2017	31	Performance	RP reported a EPD vehicle driving without headlights.	Sgt. was unable to identify employee involved. RP had requested no call back.

2017 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/28/2017	11/29/2017	1	Performance	RP was upset at the amount of time it took for EPD to respond to a trespass call, and wondered if it was because of bias.	Lt. spoke with RP about his call for service noting that it was within the time frame that most calls for trespass are handled. Lt. gave RP information on speaking with the downtown supervisor to provide the picture he had of the trespasser and to work out a safety plan for his business.
11/29/2017	12/26/2017	27	Service Level	RP complained that EPD said it was not theft, but a civil issue, when an eBay buyer did not return an item he claimed was defective after receiving a refund.	Sgt. reviewed the issue and concurred that the issue was civil and had actually occurred out of state. Sgt. was familiar with eBay's procedures and provided RP with an incident number, allowing RP to work with EBay and have his money refunded.
11/29/2017	12/11/2017	12	Service Level	RP was unhappy that he could not get animal control to cite his neighbor for a barking dog.	Supervisor found that only two previous calls had come in regarding the dog and each was handled promptly. On the day of the third complaint, RP called the Auditor's office within 15 minutes of calling in the original issue. RP has not returned phone calls from the supervisor.
12/2/2017	12/15/2017	13	Performance	A report of an unattended child in a car came in through a citizen, regarding the child of an officer.	A welfare check was conducted and found that the child was safe and not endangered. The child was also within an age that being left alone for a short while was appropriate.
12/1/2017	12/18/2017	17	Performance	RP has been unable to get a return call from the officer investigating his car theft.	Sgt. found out officer had not recently checked voicemail, and directed him to follow up with RP. RP advised Sgt. at a later date that she had been able to follow up with the officer.
11/25/2017	12/15/2017	20	Incident Review	Internal review of a call for service concerning a person in crisis.	Supervisor review found that clarifying questions should have been asked. Training was provided.
12/8/2017	12/14/2017	6	Inquiry	RP questioned whether her arrest was due to her race.	Sgt. reviewed the arrest reports and found it was due to a mandatory ORS issue, and appeared to be unrelated to race.
12/8/2017	12/14/2017	6	Inquiry	RP felt he was arrested due to his race.	Sgt. reviewed the arrest reports and found the arrest was based on RP filing a false police report, and appeared to be unrelated to race.
12/8/2017	1/23/2018	45	Performance	RP was unhappy with what he felt was a misstatement by an officer that resulted in an investigation by Senior and Disabled Services.	Sgt. reviewed the police report and BWV of the interaction, which showed that the officer did not convey any misinformation. Sgt. spoke with RP about his findings.
12/11/2017	1/8/2018	27	Performance	RP inquired into why an officer had not filed charges against a woman who had assaulted her at her mobile home park.	Sgt. learned that the call was cleared without a report because the suspect was an 86 year old with dementia. Sgt. spoke with RP about the situation and what things were happening to help the suspect and what RP could expect.

2017 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
12/11/2017	12/14/2017	3	Performance	RP reported an officer texting while driving.	RP left no contact information to enable supervisor to gain further detail or identify officer involved.
12/11/2017	12/18/2017	7	Performance	RP was upset that officers came to his home to talk to him about some text messages he had sent.	Sgt. found that RP gave a false name to the Auditor's Office and that he had an active Attempt to Locate to speak to him about harassment. No policy violations were noted by the officers.
12/11/2017	12/26/2017	15	Courtesy	RP was unhappy with the tone an officer took with his wife who had been in a traffic accident.	Sgt. reviewed BWV and found that RP's wife was disoriented due to the air bag deploying and had trouble following the officers questions, but that at no time was the officer rude or disrespectful to RP's wife. Sgt. spoke with RP and offered to let him view the video.
12/13/2017	1/16/2018	33	Inquiry	RP inquired into an incident in which her mentally ill son was arrested. RP asked about CIT training and the use of force used.	Sgt. reviewed police reports and BWV of the arrest and spoke with RP about how each officer had CIT training and the reasons force had been used on her son during the incident. The Sgt. found no force that was outside of EPD policy.
12/14/2017	12/26/2017	12	Performance	RP reported that a call taker would not take a report about a man who had menaced him.	Supervisor reviewed the call and found that a third party came on the line and said that RP could no longer use the phone. The call was then disconnected before the call taker could get more details. RP did not call back.
12/14/2017	1/19/2018	35	Performance	RP was concerned that an officer would not take a report about an acquaintance who had sold his vehicle without his permission, claiming it was a civil issue.	Sgt. reviewed officer's report and concurred that it was a civil issue. RP did not return calls to Sgt.
12/16/2017	12/29/2017	13	Policy	RP was unhappy that officer did not take a report or cite the person involved in a accident.	Sgt. reviewed the incident and spoke with RP about EPD's policy in traffic accidents.
12/19/2017	1/22/2018	33	Performance	RP was concerned about EPD vehicles speeding on a road leading to the firing range, and the large SWAT trucks using the road even though it is signed No Thru Trucks.	Sgt. spoke with RP about his concerns and asked SWAT and Patrol to encourage officers to use Hwy 99 when possible.
12/19/2017	1/24/2018	35	Inquiry	RP was unhappy that EPD would not conduct a welfare check on her daughter.	Cpt. learned that RP had called numerous agencies and that a complete check had been done on RP's daughter by another agency, which EPD had access to review. No policy violations were found.

2017 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
12/20/2017	1/23/2018	33	Performance	RP reported that a officer arrested him for having a concealed weapon after he was assaulted by two men.	Sgt. reviewed police reports and found that the officer had developed probable cause to arrest RP after speaking with witnesses at the time. RP was intoxicated and a concealed knife was found on RP. RP did not return calls to Sgt. to discuss the incident.
12/23/2017	12/29/2017	6	Use of Force	RP alleged that an officer punched him in the face when putting him in a squad car.	Review of BWV by the Sgt. found no such use of force was used on RP, who was intoxicated at the time of his arrest.
12/26/2017	2/7/2018	41	Inquiry	RP was unhappy with how a search warrant was executed at her home.	A supervisor reviewed the warrant and found it to be valid and issued by a judge. No irregularities were noted. Sgt. spoke with RP about the issue.
12/20/2017	2/20/2018	60	Performance	RP was unhappy that a report was not taken when he was assaulted and that there was insufficient follow-up.	Sgt. learned that the officer did interview the suspect in the incident and cited him in lieu of custody; the officer also spoke with RP and explained what actions had been taken.
12/27/2017	12/28/2017	1	Inquiry **Dismissed: Other**	RP reported an officer that pulled up next to her on the roadway and then pulled in to a business.	Dismissed: Other
12/28/2017	2/7/2018	39	Inquiry	RP reported that during an arrest in July his shoulder was hurt, and the handcuffs applied too tightly.	Sgt. reviewed police reports and BWV. RP was arrested and placed in handcuffs properly. At the jail they were checked again. When asked if he had any illnesses or injuries, RP made no mention of any. Sgt. spoke with RP and was told the shoulder didn't start hurting until five months after the arrest, and that RP just wanted to change the handcuff policy. RP was directed to the Police Commission to discuss policy.
12/28/2017	2/17/2018	49	Courtesy	RP complained that an employee accused him of placing a gun in a wreath at the EPD substation.	Sgt. found that RP was suffering from mental health issues, and that EPD has had various interactions with RP; RP has been provided with direction to services that may be of assistance.
12/28/2017	1/12/2018	14	Performance	RP reported a patrol vehicle that did not stop for her in an intersection.	Sgt. was unable to locate an EPD vehicle that was in the area at the time described by RP. Sgt. spoke with RP about his findings, RP also requested more traffic enforcement in the area.

EUGENE CITY COUNCIL
AGENDA ITEM SUMMARY

Action: An Ordinance Changing the Street Name of the Undeveloped Portion of Suzanne Way to Tennyson Avenue, as it Extends North From Crescent Avenue to Tennyson Avenue (City File SC 18-1)

Meeting Date: September 24, 2018
Department: Planning and Development
www.eugene-or.gov

Agenda Item Number: 3
Staff Contact: Nicholas R. Gioello
Contact Telephone Number: 541-682-5453

ISSUE STATEMENT
The City Council is scheduled to take action on a street name change for the portion of Suzanne Way which extends north of Crescent Drive to Tennyson Avenue. The request was submitted by Living Strong, LLC. A vicinity map is provided as Attachment A.

BACKGROUND
On September 10, 2018, the City Council held a public hearing to consider the applicant's request for the street name change of Suzanne Way north of Crescent Drive. Suzanne Way, on the north of side of Crescent Avenue, is an approximately 236-foot-long unimproved public street. At its northernmost point, Suzanne Way curves 90 degrees to the east and connects to the westernmost portion of Tennyson Avenue. Both described portions of Suzanne Way and Tennyson Avenue are unimproved and there is currently no development along either section of these roadways. Both portions of Suzanne Way and Tennyson Avenue are scheduled to be improved by the applicant as a local public street concurrent with the development of Crescent Place Apartments.

Applicable Criteria
This request for street name change is being considered in accordance with section 9.8485 of the Eugene Code. The relevant approval criterion from EC 9.8485 for the proposed street name change is listed below:

> *The planning commission shall recommend, and the city council shall approve an application for a street name change upon determining that a proposed renaming is in the best interest of the city.*

Consistent with the required process, the Planning Commission held a public hearing on July 10, 2018, and unanimously recommended approval of the street name change.

The findings provided with the draft ordinance (see Attachment B) demonstrate that changing the street name of Suzanne Way north of Crescent Avenue to Tennyson Avenue is in the best interest of the City. This determination is based on the conclusion that this street name change will

eliminate confusion with the short segment of Suzanne Way as it merges with Tennyson Avenue, will improve emergency response, and will provide better visibility for pedestrians, bicyclists and motorists accessing Tennyson Avenue.

City Council Process
The September 10, 2018 City Council public hearing was conducted consistent with quasi-judicial procedures in State law and as set forth in EC 9.7065 through EC 9.7095. The record was closed immediately following the public hearing. At the public hearing, Teresa Bishow, on behalf of the applicant, testified in favor of the proposed street name change, and no other testimony was received.

The applicant provided written testimony in support of the street name change from the Northeast Neighbors prior to the public hearing. No opposition to the street name change has been received. All written testimony is included in the application file, a copy of which is contained in a binder that has been placed in the Council Office for reference.

Staff recommends City Council conclude that approval of the street name change is found to be in the best interest of the City, consistent with the approval criteria. Detailed findings to support these conclusions are provided within the ordinance, included as Attachment B. An alternative draft resolution that denies the street name change, is included as Attachment C.

The Map of Street Name Change presented to City Council on September 10, 2018, has been revised to remove an incorrect street label. The corrected map is included as Attachment A of this Agenda Item Summary and as Exhibit C of the Resolution.

RELATED CITY POLICIES
The approval criteria for this street name change (the full text is included above) is located at EC 9.8485, which requires the council to find that approval of a street name change is in the best interest of the City.

COUNCIL OPTIONS
The City Council may:

1. Approve the street name change and adopt the ordinance as attached.
2. Approve the street name change with conditions.
3. Deny the street name change application by adopting the attached resolution.

CITY MANAGER'S RECOMMENDATION
The City Manager recommends that the City Council approve the street name change and adopt the ordinance provided in Attachment B.

SUGGESTED MOTION

Move to adopt an ordinance changing the street name of the undeveloped portion of Suzanne Way to Tennyson Avenue, as it extends north from Crescent Avenue to Tennyson Avenue.

ATTACHMENTS

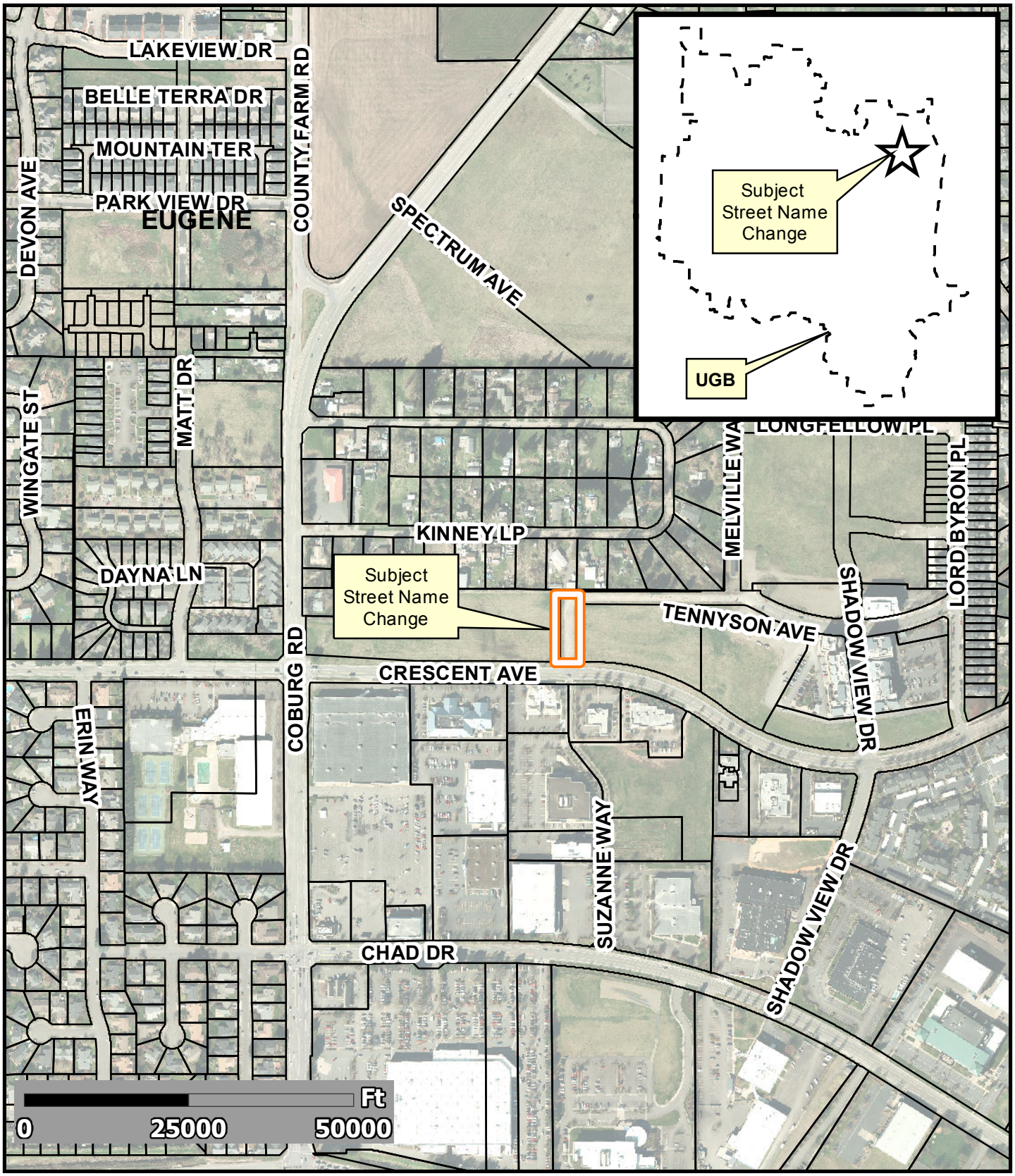
A. Aerial Map of Street Name Change Request
B. Ordinance Approving the Street Name Change
    Exhibit A – Map of Street Name Change Request
    Exhibit B – Findings
C. Resolution Denying the Street Name Change Request
    Exhibit A – Map of Street Name Change Request

FOR MORE INFORMATION

Staff Contact: Nicholas Gioello, Associate Planner
Telephone: 541-682-5453
Staff E-Mail: ngioello@eugene-or.gov

Attachment A

Living Strong, LLC (SC 18-1)
Street Name Change



Subject Street Name Change

Taxlots

N

Caution:
This map is based on imprecise source data, subject to change, and for general reference only.

August 2018

ORDINANCE NO. _____

AN ORDINANCE CHANGING THE STREET NAME OF THE UNDEVELOPED PORTION OF SUZANNE WAY TO TENNYSON AVENUE, AS IT EXTENDS NORTH FROM CRESCENT AVENUE TO TENNYSON AVENUE (CITY FILE SC 18-1)

The City Council of the City of Eugene finds that:

A. On April 24, 2018, Living Strong LLC submitted a street name change application to rename as Tennyson Avenue the approximately 236 foot unimproved section of Suzanne Way located north of Crescent Avenue, and connecting Crescent Avenue to the existing Tennyson Avenue. The section of Suzanne Way proposed to be renamed is depicted on the map attached as Exhibit A to this Ordinance.

B. ORS 227.120 and Eugene Code, 1971 (EC) Sections 9.8475 through 9.8490 set forth the procedures for considering a street name change, which includes a Type IV review process requiring the Planning Commission to hold a public hearing according to the quasi-judicial procedures of state law and those set out in EC 9.7065 through 9.7095, and to make a recommendation to the City Council to approve, approve with modifications, or deny the application.

C. On June 8, 2018, notice of a Eugene Planning Commission public hearing was mailed to the applicant, owners and occupants of property located within 300 feet of the perimeter of the unimproved portion of Suzanne Way, the Northeast Neighbors (affected Eugene neighborhood association), and to persons who requested notice. Notice was also posted in at least three locations within 300 feet of the perimeter of the subject property and freestanding signs were installed pursuant to EC 9.7415.

D. On July 10, 2018, the Eugene Planning Commission held a public hearing on the proposed street name change and, following the public hearing, the Planning Commission unanimously recommended that the City Council rename the unimproved section of Suzanne Way to Tennyson Avenue.

E. Pursuant to EC 9.7435, the City Council public hearing is to be conducted within 60 days of the Planning Commission's recommendation unless a longer time frame is agreed to by the applicant. The applicant agreed to hold the public hearing on September 10, 2018, 62 days after the Planning Commission's recommendation.

F. On August 24, 2018, notice of the September 10, 2018 City Council public hearing on the proposed Ordinance was mailed to the applicant, owner of the subject property, all parties who submitted written or oral testimony and to parties who requested notice of the Planning Commission decision pursuant to EC 9.7440.

G. On September 5, 2018, notice of the September 10, 2018 City Council public hearing on the proposed Ordinance was published in the Register Guard, as required by EC 9.7440(3).

H. On August 23, 2018, notice of the September 10, 2018 City Council public hearing was published in the Register Guard as required by Section 28 of the Eugene Charter of 2002.

I. On September 10, 2018, the City Council held a public hearing on the proposed street name change.

J. Evidence exists within the record, and within the findings attached as Exhibit B, establishing that the proposal meets the requirements of Chapter 9 of the Eugene Code, 1971, and the requirements of applicable state and local law.

NOW, THEREFORE

THE CITY OF EUGENE DOES ORDAIN AS FOLLOWS:

Section 1. In accordance with the Eugene Planning Commission recommendation, the street name of the approximately 236 foot unimproved section of Suzanne Way located north of Crescent Avenue within the City of Eugene, as shown on the map attached as Exhibit A to this Ordinance, is renamed to Tennyson Avenue.

Section 2. The above findings and the findings set forth in Exhibit B attached to this Ordinance are adopted in support of this street name change.

Section 3. The City Manager is directed to cause appropriate signage to be installed indicating that the section of Suzanne Way described in Section 1 above and depicted on the map attached as Exhibit A, is now Tennyson Avenue.

Section 4. Certified copies of this Ordinance shall be filed with the Lane County Recorder, the Lane County Assessor, and the Lane County Surveyor.

Passed by the City Council this

_____ day of September, 2018

_____
City Recorder

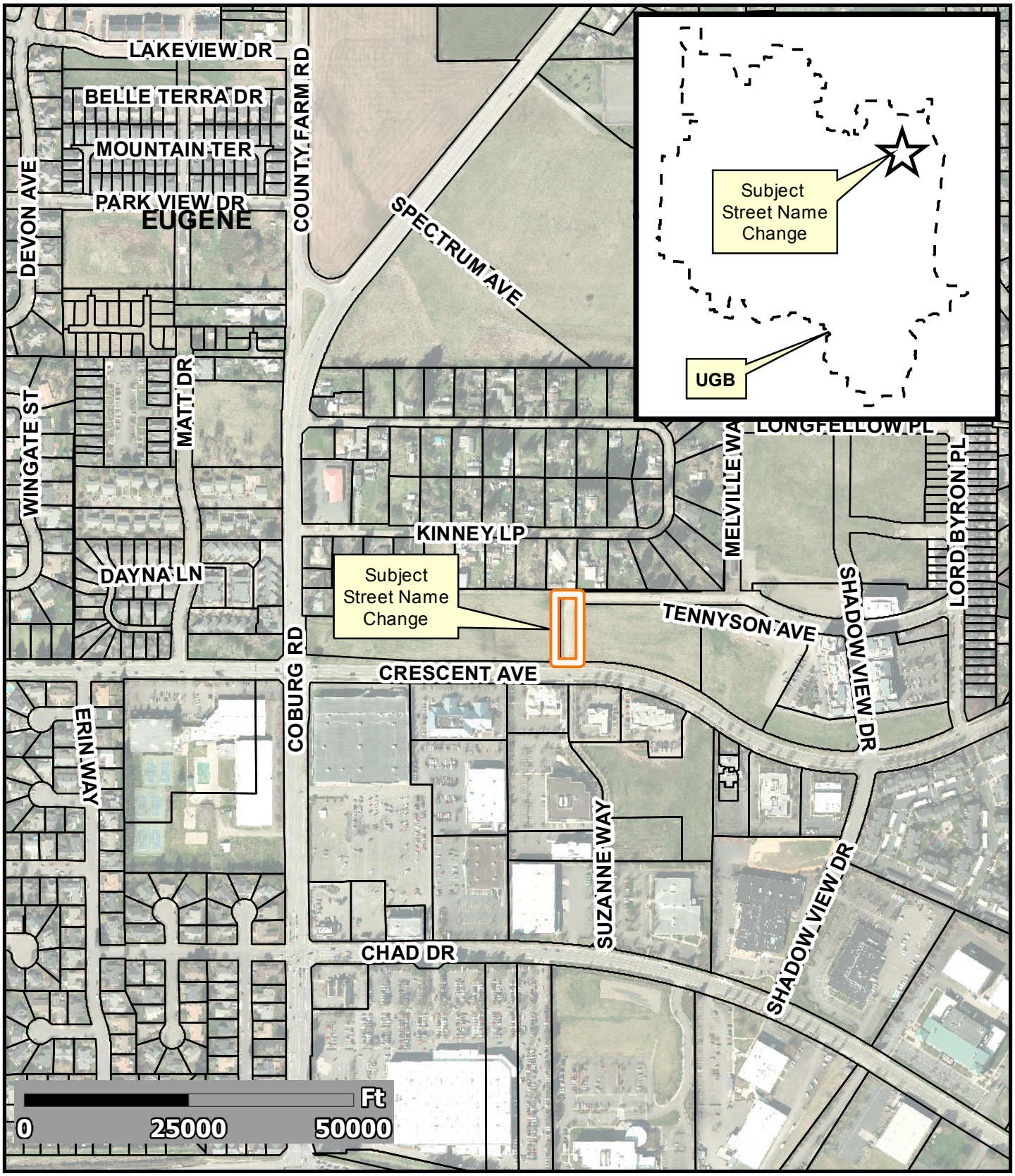
Approved by the Mayor this

_____ day of September, 2018

_____
Mayor

Exhibit A

Living Strong, LLC (SC 18-1)
Street Name Change



Subject Street Name Change

Taxlots

N

Caution:
This map is based on imprecise source data, subject to change, and for general reference only.

August 2018

Exhibit B

Findings of Consistency with Street Name Change Criteria

Section 9.8485 of the Eugene Code (EC) provides the sole criterion for evaluating a proposed street name change, stating:

> **EC 9.8485 Street Name Change Approval Criteria. The planning commission shall recommend, and the city council shall approve an application for a street name change upon determining that a proposed renaming is in the best interest of the city.**

Based on the Planning Commission's recommendation, the records of the public hearings before both the Planning Commission and the City Council, the City Council finds that it is in the best interest of the City to change the name of the approximately 236-foot unimproved section of Suzanne Way located north of Crescent Avenue within the City of Eugene.

The City Council finds that the proposed name change will minimize inconvenience and confusion and improve the ability of motorists, bicyclists, and transit users to easily identify Tennyson Avenue, and emergency response will be improved for future residents, businesses, and the general public located on Tennyson Avenue.

The City Council further finds that based on street name changes that have occurred in the past, service providers like 9-1-1 Emergency Communications Center and the U.S. Post Office can make the necessary changes in their database systems with 30 days prior notice. Since no addresses are assigned to this portion of Suzanne Way, no adverse impacts are anticipated with the proposed street name change.

RESOLUTION NO. _____

A RESOLUTION REJECTING THE EUGENE PLANNING COMMISSION'S RECOMMENDATION TO CHANGE THE STREET NAME OF THE UNDEVELOPED PORTION OF SUZANNE WAY TO TENNYSON AVENUE, AS IT EXTENDS NORTH FROM CRESCENT AVENUE TO TENNYSON AVENUE (CITY FILE SC 18-1)

The City Council of the City of Eugene finds that:

A. On April 24, 2018, Living Strong LLC submitted a street name change application to rename as Tennyson Avenue the approximately 236 foot unimproved section of Suzanne Way located north of Crescent Avenue, and connecting Crescent Avenue to the existing Tennyson Avenue. The section of Suzanne Way proposed to be renamed is depicted on the map attached as Exhibit A to this Ordinance.

B. ORS 227.120 and Eugene Code, 1971 (EC) Sections 9.8475 through 9.8490 set forth the procedures for considering a street name change, which includes a Type IV review process requiring the Planning Commission to hold a public hearing according to the quasi-judicial procedures of state law and those set out in EC 9.7065 through 9.7095, and to make a recommendation to the City Council to approve, approve with modifications, or deny the application.

C. On June 8, 2018, notice of a Eugene Planning Commission public hearing was mailed to the applicant, owners and occupants of property located within 300 feet of the perimeter of the unimproved portion of Suzanne Way, the Northeast Neighbors (affected Eugene neighborhood association), and to persons who requested notice. Notice was also posted in at least three locations within 300 feet of the perimeter of the subject property and freestanding signs were installed pursuant to EC 9.7415.

D. On July 10, 2018, the Eugene Planning Commission held a public hearing on the proposed street name change and, following the public hearing, the Planning Commission unanimously recommended that the City Council rename the unimproved section of Suzanne Way to Tennyson Avenue.

E. Pursuant to EC 9.7435, the City Council public hearing is to be conducted within 60 days of the Planning Commission's recommendation unless a longer time frame is agreed to by the applicant. The applicant agreed to hold the public hearing on September 10, 2018, 62 days after the Planning Commission's recommendation.

F. On August 24, 2018, notice of the September 10, 2018 City Council public hearing on the proposed Ordinance was mailed to the applicant, owner of the subject property, all parties who submitted written or oral testimony and to parties who requested notice of the Planning Commission decision pursuant to EC 9.7440.

G. On September 5, 2018, notice of the September 10, 2018 City Council public hearing on the proposed Ordinance was published in the Register Guard, as required by EC 9.7440(3).

H. On August 23, 2018, notice of the September 10, 2018 City Council public hearing was published in the Register Guard as required by Section 28 of the Eugene Charter of 2002.

I. On September 10, 2018, the City Council held a public hearing on the proposed street name change.

NOW, THEREFORE,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EUGENE, a Municipal Corporation of the State of Oregon, as follows:

Section 1. Based on the above findings, and the testimony presented to the Planning Commission and City Council, the City Council rejects the Eugene Planning Commission's recommendation to rename the unimproved section of Suzanne Way located north of Crescent Avenue, to Tennyson Avenue.

Section 2. The City Recorder is requested to forward a copy of this Resolution to the Eugene Planning Commission, to those persons who have requested notice, and to persons who presented oral and written testimony at the public hearings before the Planning commission and City Council.

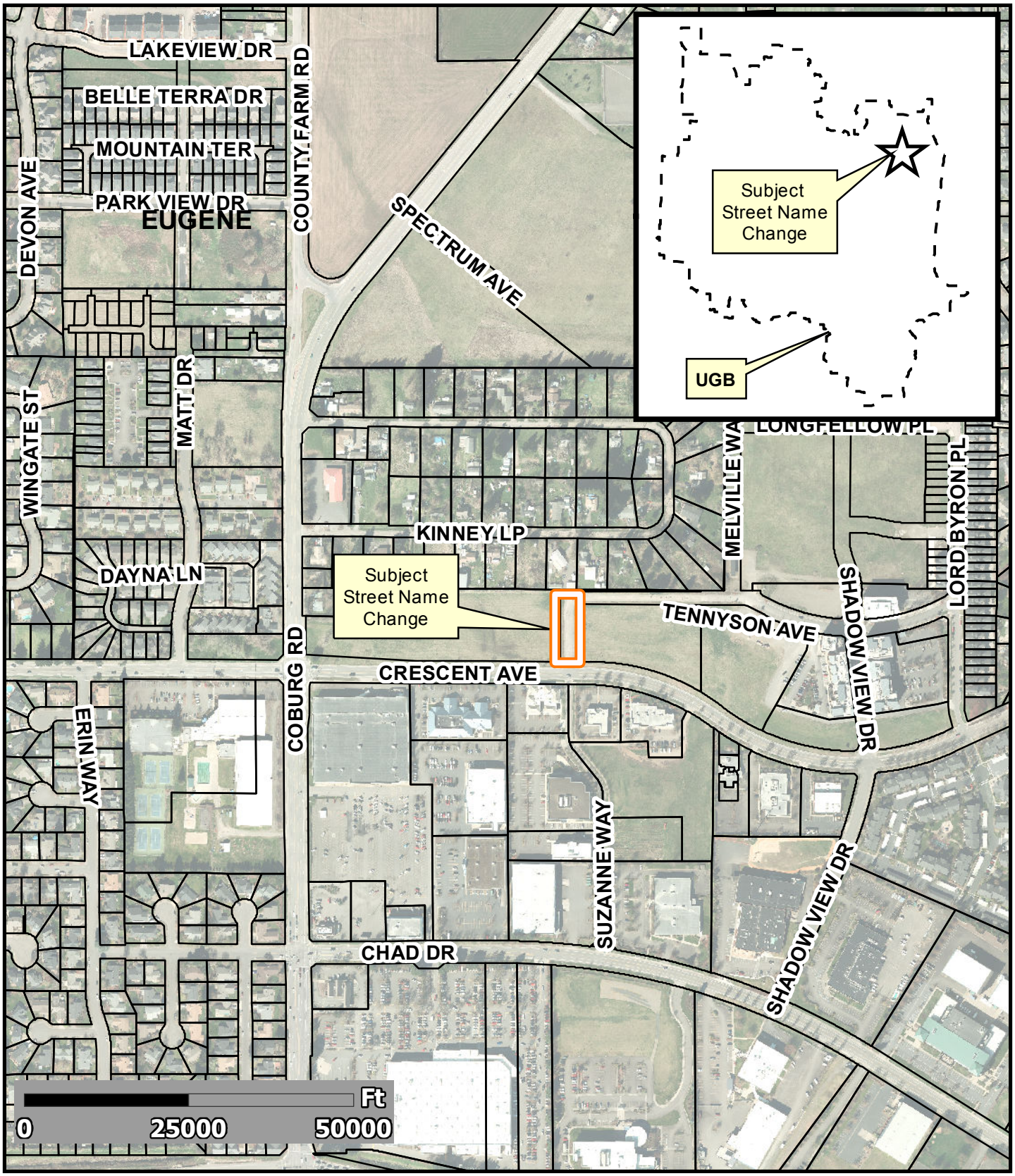
Section 3. This Resolution shall become effective immediately upon its adoption

The foregoing Resolution adopted the ____ day of September, 2018.

City Recorder

Exhibit A

Living Strong, LLC (SC 18-1)
Street Name Change



Subject Street Name Change

Taxlots

N

Caution:
This map is based on imprecise source data, subject to change, and for general reference only.

August 2018