



Eugene City Council

125 E. 8th Ave., 2nd Floor
Eugene, OR 97401-2793
541-682-5010 • 541-682-5414 Fax
www.eugene-or.gov

EUGENE CITY COUNCIL AGENDA

May 8, 2017

5:30 p.m. CITY COUNCIL WORK SESSION

Harris Hall

125 East 8th Avenue

Eugene, Oregon 97401

**Meeting of May 8, 2017;
Her Honor Mayor Lucy Vinis Presiding**

Councilors

Alan Zelenka, President

Emily Semple

Claire Syrett

Mike Clark, Vice President

Greg Evans

Chris Pryor

Betty Taylor

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

A. WORK SESSION:

Yogi Tea Enterprise Zone Extension

B. WORK SESSION:

Police Auditor Annual Report and Community Engagement Update

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,
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EUGENE CITY COUNCIL AGENDA ITEM SUMMARY



Work Session: Yogi Tea Enterprise Zone Extension

Meeting Date: May 8, 2017

Agenda Item: A

Department: Planning and Development Department

Staff Contact: Amanda Nobel Flannery

www.eugene-or.gov

Contact Telephone Number: 541-682-5535

ISSUE STATEMENT

East West Tea Company LLC (Yogi Tea) submitted an Enterprise Zone Authorization Application seeking a tax exemption on a proposed investment of \$25 million for the construction of a new facility in West Eugene. The Authorization Application included a request for a two-year extension of the standard three-year exemption (total of five years). Council is asked to consider approval of Yogi Tea's two-year extension request consistent with the conditions included in the resolution in Attachment A.

BACKGROUND

Yogi Tea was originally founded in LA in 1984, and moved to Springfield in 2008 to come under the Golden Temple umbrella. Golden Temple, formerly known as Amrit Bakery, was founded in 1972 in Springfield and produced both Yogi Tea and Peace Cereal, before selling the latter to an Illinois-based company. Yogi Tea is distributed nationally and has become the number one seller of tea in the natural markets and is the fastest growing seller in grocery stores. The company currently employs 115 people, including over 40 new hires in the past three years.

The company is constructing a new 189,000 square foot facility in West Eugene to consolidate three existing leased spaces, located in Springfield, Coburg, and Eugene and meet their existing growth demands. The single facility will include manufacturing, warehouse, and office space, and is designed to accommodate the company's anticipated growth. About 75% of the contractors working on the investment are local to the Eugene area, and the building will be the first LEED-certified tea facility in the world. Yogi Tea is B Corp Certified and all of its products have both USDA Organic and Rainforest Alliance Certifications.

Yogi Tea's new location is located in the West Eugene Enterprise Zone and the company is eligible by-right for the program's standard three-year exemption. The program is designed to encourage new investments that create jobs and increases tax revenue. To qualify for the three-year exemption, the business must be a (non-retail) manufacturing, processing, call-center, headquarters, distribution, or warehouse business that will increase its base employment by at least ten percent. Yogi Tea has met the qualifications for the three-year exemption and will receive the exemption benefit in Years 1-3 (estimated at \$900,000) regardless of council's decision on the two-year extension request.

Two-Year Extension

Yogi Tea has requested an optional two-year extension that, if approved, would extend the tax exemption benefit to a total of five years. State statute allows businesses to request a two year extension, subject to approval by the local zone sponsors (City Council and County Board of Commissioners). To receive the extended exemption, a business must qualify for the standard three-year exemption, and (1) provide all new employees an annual compensation of at least 150% of the county's average annual wage, (2) abide by any additional conditions that the sponsor may reasonably request, and (3) enter into a written agreement with the zone sponsor confirming the conditions associated with the extended exemption. The provision for additional conditions associated with the two-year extension is guided by state administrative rules. If the additional conditions include an economic cost to the company, Oregon Administrative Rule (OAR 123-065-2540) states that any additional requirements "shall not substantially offset or reduce the relevant tax benefit for the eligible business firm, such that... these costs shall not exceed one-third of the tax savings".

Yogi Tea's Extension Request

The extension is expected to provide an additional \$630,000 tax exemption in Years 4 and 5. The City's share of this is \$280,000. In exchange, Yogi Tea will contribute \$50,000 to 4J and Bethel School Districts and provide 20 internships over the exemption period. The draft extension agreement details are included in the resolution (Attachment A), and summarized below:

- Average annual compensation (with benefits) of new employees must be greater than or equal to 150% of county average wage ($\$40,824 \times 150\% = \$61,236$), consistent with state statutes.
- Annual financial contribution of \$10,000 to Bethel and 4J School Districts (\$5,000 per district) to support youth employment programs for each year of the five years of tax exemption.
- At least four high school internships per year over the five year exemption period.

Should either zone sponsor choose not to approve Yogi Tea's request for the two year extension, Yogi Tea would still receive the standard exemption benefit in Years 1-3, as long as they continued to meet ongoing program requirements.

Next Steps

If council approves the extension request, the Lane County Board of Commissioners will be asked to approve the request. Following approval by both Zone sponsors, both sponsors will enter into an agreement with Yogi Tea consistent with the terms included in the resolution (Attachment A).

RELATED CITY POLICIES

The West Eugene Enterprise Zone encourages economic development activity targeted in the core area that supports adopted planning and policy goals and objectives. Examples include:

Envision Eugene Pillars

- o *Provide ample economic opportunities for all community members*
 - 1(a). Plan for an employment growth rate of 1.4 percent. This growth rate translates into an increase of 35,800 jobs over 20 years.
 - 1(c). Work with property owners of current vacant or developed industrial lands, especially those larger than 25 acres, to reduce the financial and regulatory obstacles to development, with a goal of making these sites ready for development.

Regional Prosperity Economic Development Plan

- o *By 2020, create 20,000 net new jobs in the chosen economic opportunity areas; reduce the local unemployment rate to, or below the state average; and increase the average wage to or above the state average.*
- o *Strengthen Key Industries*
 - Identify strategies to address unique and logistical needs of existing and emerging industries
 - Develop associations or networks among targeted cluster businesses for innovative networking, information-sharing and provide opportunities for business growth
 - Pursue opportunities to expand and recruit businesses, ideas, and entrepreneurs into our region
 - Enhance our existing business and community

Bethel Economic Development Plan (Building a Better Bethel)

- o *Expand regional workforce development partnerships*
 - The expansion of existing workforce development programs with area educational institutions is critical for a thriving economy that retains existing businesses as they grow and attract new businesses

COUNCIL OPTIONS

1. Approve the exemption extension resolution (Attachment A).
2. Amend the terms and approve a resolution with the amended terms.
3. Deny the exemption extension.
4. Take no action at this time.

CITY MANAGER'S RECOMMENDATION

The City Manager recommends approval of Yogi Tea's two-year extension request consistent with the conditions in the resolution (Attachment A).

SUGGESTED MOTION

Move to adopt Resolution 5191 for the 2-year exemption extension.

ATTACHMENTS

- A. Resolution No. 5191
- B. Yogi Tea Fact Sheet

FOR MORE INFORMATION

Staff Contact: Amanda Nobel Flannery
Telephone: 541-682-5535
Staff E-Mail: Amanda.nobelflannery@ci.eugene.or.us

RESOLUTION NO. 5191

A RESOLUTION APPROVING A TWO-YEAR EXTENSION REQUEST FOR A PROPERTY TAX EXEMPTION TO EAST WEST TEA COMPANY, LLC FOR ITS OPERATIONS IN THE WEST EUGENE ENTERPRISE ZONE.

The City Council of the City of Eugene finds as follows:

A. The City of Eugene and Lane County are co-sponsors of the West Eugene Enterprise Zone, which became effective on July 1, 2016.

B. East West Tea Company, LLC (“East West Tea”) is an eligible business firm as provided in ORS 285C.135 and has the right under ORS 285C.175 to seek property tax exemptions in the enterprise zone.

C. East West Tea has filed an authorization application with the West Eugene Enterprise Zone Manager seeking a three-year property tax exemption for its operations in the West Eugene Enterprise Zone under ORS 285C.200(1). That application will be approved, if at all, by the West Eugene Enterprise Zone Manager and the Lane County Assessor.

D. East West Tea also seeks a two-year extension to the tax exemption, for a total five-year exemption.

E. If the Council approves the two-year extension, the request would then be considered by the Lane County Board of Commissioners.

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. Pursuant to ORS 285C.160, the City Council approves East West Tea’s request for an additional two-year tax exemption at the end of any tax exemption period authorized by the West Eugene Enterprise Zone Manager and the Lane County Assessor pursuant to ORS 285C.140, provided that East West Tea complies with the following conditions for each year of the entire exemption period:

(a) All of East West Tea’s new employees shall receive an average level of compensation equal to or greater than 150 percent of the county average annual wage, in accordance with the specific definitions and guidelines in Oregon Administrative Rules (OAR), Chapter 123, Division 674 (OAR 123-674-0600).

(1) Such compensation may include non-mandatory benefits that can be monetized;

(2) The county average annual wage is set at the time of authorization, except as pursuant to ORS 285C.160(4), according to the 2015 Lane County average annual payroll rate of \$40,824, for which 150 percent equals \$61,236;

(3) Average level of compensation is calculated for new jobs, which is defined as jobs filled for the first time between the date of May 23, 2016, which was the date of submission of the authorization application, and December 31 of the first year for which an exemption is claimed and whose duties are performed within the current boundaries of the West Eugene Enterprise Zone; and

(4) Only full-time, year-round and non-temporary employees engaged in a majority of their time in East West Tea's eligible operations consistent with ORS 285C.135 and 285C.200(3) are counted, regardless if such employees are leased, contracted for or otherwise obtained through an external agency or are employed directly by East West Tea.

(b) East West Tea shall meet the following additional requirements as reasonably requested by the Zone Managers under ORS 285C.160(a)(B):

(1) East West Tea shall pay \$5,000 per year to Bethel School District and \$5,000 per year to 4-J School District, on or before July 1 in each of the five years of the enterprise zone exemption to contribute to programs that offer youth employment opportunities.

(2) East West Tea shall offer four internships each year to local high school students.

Section 2. The City Manager is authorized to sign agreements with Lane County, the co-sponsor of the West Eugene Enterprise Zone, and East West Tea incorporating the terms described in this Resolution only if the following two conditions are met:

(a) The West Eugene Enterprise Zone Manager and the Lane County Assessor approve the application for authorization for the initial three-year property tax exemption; and

(b) East West Tea accepts the conditions outlined in this Resolution.

Section 3. The City Manager is authorized to take appropriate action to facilitate the extension of the property tax exemption as described in this Resolution.

Section 4. In the event that East West Tea fails to comply with any of the conditions in Sections 1 and 2 of this Resolution, the City Manager shall notify the Lane County Assessor that East West Tea has become unqualified for the exemption.

Section 5. This Resolution is effective immediately upon its passage by the City Council.

The foregoing Resolution adopted the ____ day of _____, 2017.

City Recorder



- Yogi is a local company with National Distribution
- Growing sustainably at double digits over the last decade
- #1 in Natural Markets
- Fastest growing in Grocery
- Over 450 million teabags produced



Local History

- 1972 – Amrit Bakery founded in Springfield
- 1976 – Became Golden Temple Bakery
- 1984 – Yogi Tea Founded
- 2008 – Yogi Tea moved to Springfield
- 2017 – **Yogi Tea moves to Eugene**

Employees

- 115 Local employees
 - 40+ new hires last 3 years
 - Hired Technicians from LCC
 - Internships for UofO students
- 13% minority
- 39% female
- Average age – 42 years old
- Average length of employment - 5.6 years

Employee Benefits

- Company contribution to Employee 401K plan
- Company provided medical insurance for full family
- Paid time to charity volunteer work
- Company paid gym membership
- Short and Long Term Disability insurance
- Up to four weeks vacation

Purpose: To serve and inspire with the products we make and by doing good in the world

"Our products must represent our personality, our purity, our standard, and our services. They must represent us inside out.....we are here to serve your spirit"

- Yogi Bhanan (Dec 29, 1999)

Local Community

2017 – Team Yogi raised \$10,660

- Race for the Cure
- Olympic Trials
- Eugene Marathon
- A Family for Every Child
- Pearl Buck Center
- Relief Nursery
- United Way Day of Caring
- Food for Lane County
- Palmo Peace Center



Ongoing operational partnerships with FFLC and Pearl Buck Center



Rendering

New Building in West Eugene

- \$25M investment
 - \$19M building/land
 - \$6M infrastructure
- 190k Sq Ft facility on 13.3 acres
- Local contractor with mostly local sub-contractors
- 15+ new employees within first year of move
 - All jobs exceed Living Wage levels (entry level \$14/hr)

Environmental Stewardship

- Products
 - Organics
 - B Corp Certified
 - Rainforest Alliance
- Sourcing
 - 100% corrugate sourced locally
 - 10% botanicals sourced in the NW
- New Building
 - LEED certified – First tea facility in the world
 - Energy efficient lighting, water, and HVAC



EUGENE CITY COUNCIL AGENDA ITEM SUMMARY



Work Session: Police Auditor Annual Report and Community Engagement Update

Meeting Date: May 8, 2017

Department: Office of the Independent Police Auditor

www.eugene-or.gov

Agenda Item Number: B

Staff Contact: Mark Gissiner

Contact Telephone Number: 541-682-5016

ISSUE STATEMENT

The Office of the Independent Police Auditor are appearing before the Mayor and City Council to present our 2016 Annual Report and discuss our current community engagement strategies and actions.

BACKGROUND

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

RELATED CITY POLICIES

Eugene Charter and Police Auditor Ordinances.

COUNCIL OPTIONS

Offer comments and questions.

CITY MANAGER'S RECOMMENDATION

No council action or motions are suggested. This item is informational only.

ATTACHMENTS

A. 2016 Annual Report (pdf)

B. Community Engagement Strategy (PowerPoint)

C. 2016 Annual Report Summary (PowerPoint)

FOR MORE INFORMATION

Staff Contact: Mark Gissiner

Telephone: 541-682-5016

Staff E-Mail: mark.a.gissiner@ci.eugene.or.us

CITY OF EUGENE

Office of the Police Auditor

2016 Annual Report

Mark Gissiner, Police Auditor

5/8/2017



A WORD FROM THE POLICE AUDITOR'S OFFICE

THE OFFICE OF THE INDEPENDENT POLICE AUDITOR WAS ESTABLISHED BY CHARTER AMENDMENT IN 2005 TO PROVIDE AN EXTERNAL, INDEPENDENT MECHANISM FOR THE RECEIPT, CLASSIFICATION, AND MONITORING OF COMPLAINTS AGAINST EMPLOYEES OF THE EUGENE POLICE DEPARTMENT (EPD).

BY DESIGN, THE AUDITOR'S OFFICE IS SEPARATE FROM THE REST OF CITY GOVERNMENT. THE POLICE AUDITOR IS HIRED AND SUPERVISED BY THE EUGENE CITY COUNCIL. THE EUGENE CITY CHARTER ALSO PROVIDES FOR A CIVILIAN REVIEW BOARD, WHOSE MEMBERS ARE APPOINTED BY CITY COUNCIL AND ARE TASKED PRIMARILY WITH REVIEWING CLOSED COMPLAINTS.

EUGENE CITY CODE DESIGNATES OUR OFFICE AS THE INTAKE POINT FOR ALL COMPLAINTS AGAINST EMPLOYEES OF EPD. WE IMPARTIALLY AND THOROUGHLY MONITOR THE COMPLAINT PROCESS TO ENSURE THAT IT IS FAIR AND UNBIASED. WE ALSO MAKE RECOMMENDATIONS TO THE POLICE CHIEF AND POLICE COMMISSION REGARDING POLICIES, TRAINING, AND TRENDS.

WE WERE FORTUNATE TO ADD A COMMUNITY ENGAGEMENT COORDINATOR IN SUMMER 2016; THE POSITION HAS DRAMATICALLY IMPROVED OUR CAPACITY FOR OUTREACH AND THE ABILITY OF OUR OFFICE TO PROVIDE SERVICES TO THE ENTIRE EUGENE COMMUNITY.

COMPLAINTS DECREASED BY 6% IN 2016; WE RECEIVED A TOTAL OF 374. THE MAJORITY WERE SERVICE COMPLAINTS, POLICY COMPLAINTS, AND INQUIRIES. WE ALSO REVIEWED ONE NON-FATAL DEADLY FORCE INCIDENT AND 196 TOTAL USE OF FORCE INCIDENTS (INCLUDING 107 TASER WARNINGS OR DISPLAYS).

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.

MAYOR LUCY VINIS
CITY MANAGER JON RUIZ

CITY COUNCILORS:

WARD ONE: **EMILY SEMPLE**
WARD TWO: **BETTY L. TAYLOR**
WARD THREE: **ALAN ZELENKA (PRESIDENT)**
WARD FOUR: **GEORGE POLING**
WARD FIVE: **MIKE CLARK (VICE PRESIDENT)**
WARD SIX: **GREG EVANS**
WARD SEVEN: **CLAIRE SYRETT**
WARD EIGHT: **CHRIS PRYOR**

CIVILIAN REVIEW BOARD MEMBERS (2016)

ERIC VAN HOUTEN (BOARD CHAIR)
CHRIS WIG (BOARD VICE-CHAIR SINCE DEC. 2016)
STEVEN BUEL-MCINTIRE
MAURICE A DENNER
HEATHER MAREK
RICK ROSETA
LINDSEY FOLTZ

POLICE AUDITOR'S OFFICE:

INDEPENDENT POLICE AUDITOR: **MARK GISSINER**
DEPUTY POLICE AUDITOR: **LEIA PITCHER**
SENIOR PROGRAM COORDINATOR: **VICKI COX**
COMMUNITY ENGAGEMENT COORDINATOR AND TRANSLATION SPECIALIST: **BEATRIZ HERNANDEZ**

OFFICE OF THE INDEPENDENT POLICE AUDITOR

CITY OF EUGENE
800 OLIVE STREET
EUGENE, OR 97401
PHONE: 541-682-5016
FAX: 541-682-5599
EMAIL: POLICEAUDITOR@CI.EUGENE.OR.US

PROGRESS AND RESULTS FOR 2016 GOALS

1. Continued improvement in community engagement with all community members, with a focus on underrepresented groups.
 - Our Community Engagement Coordinator has radically accelerated our progress in this area. She has appeared on local television news, authored a Guest Viewpoint in the Register Guard, and conducted several interviews to publicize our office. She has also created a variety of new outreach materials and attended numerous community events.
2. Work to improve the Interagency Deadly Force Investigation Team (IDFIT) model.
 - Improvement on this model has proven difficult. We will continue working with community stakeholders throughout the county to seek improvements on the model.
 - EPD was involved in one deadly force incident in 2016, which was not fatal. IDFIT investigated the incident. Our office reviewed that investigation and participated in a Deadly Force Review Board, where we shared our continued concerns with the model.
 - The CRB liaison to the Police Commission conveyed IDFIT-related concerns to that Commission.
3. Continue to provide excellent customer service to internal and external reporting parties.
 - Our returned customer service surveys reflect overall satisfaction with our office.
 - Internal complaints continue to increase, constituting 21% of total complaints (up from 12% in 2015). We believe this reflects increased confidence in the complaint process.
4. Continue to meet and exceed staffing expectations for the Civilian Review Board.

GOALS FOR 2017-2018

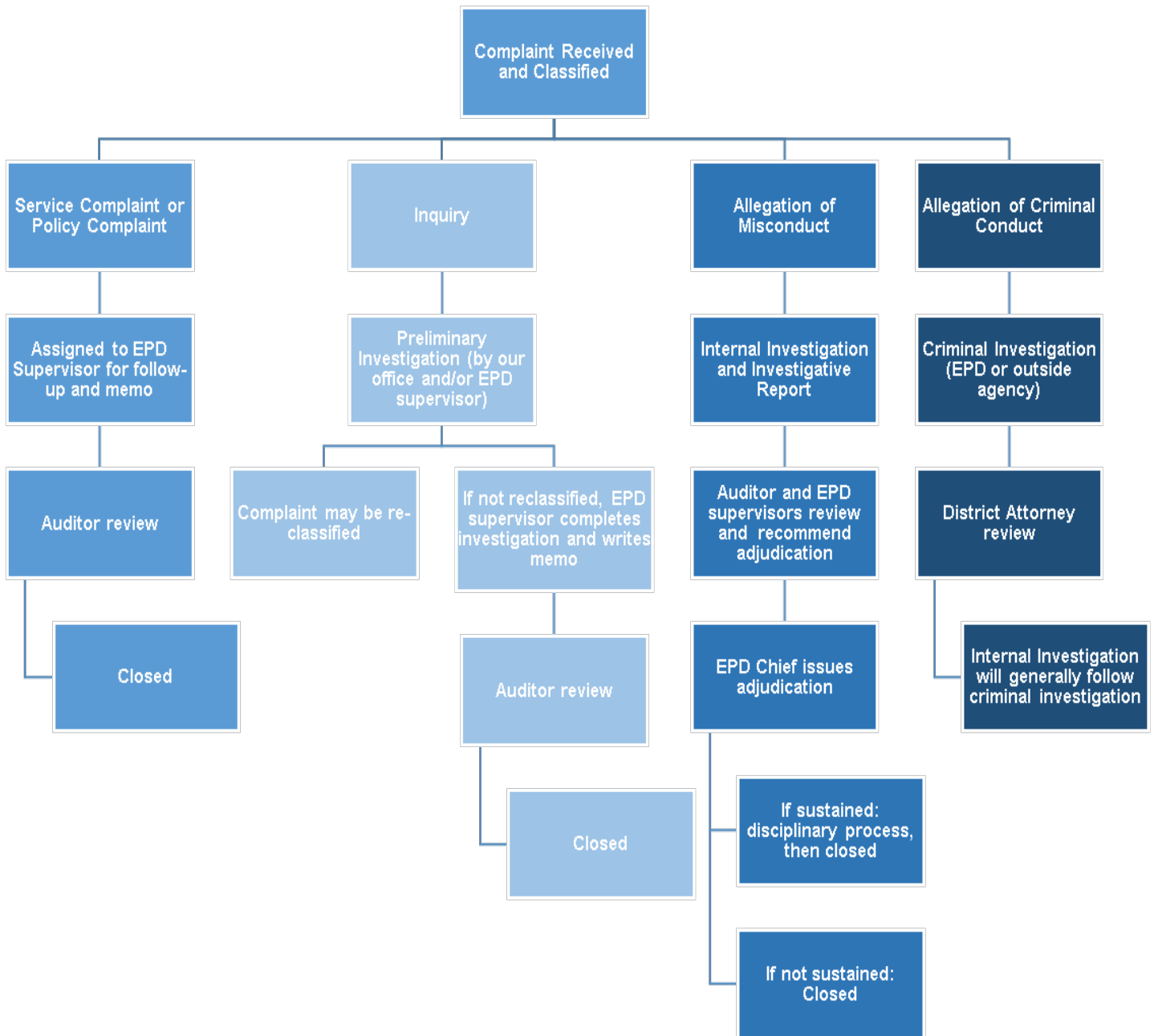
1. Continuing to improve community engagement efforts
 - Beatriz Hernandez, our community engagement coordinator, has been an invaluable addition to our office. Expanding Ms. Hernandez' working hours with our office will allow her to fulfill her ambitious plans for expanded community engagement.
2. Continuing to provide excellent customer service to internal and external reporting parties
 - The continued increase in internally reported complaints indicates to us that a cultural shift is occurring whereby EPD employees trust that complaints will be addressed in a fair and impartial manner.
 - The addition of a bilingual, bicultural staff member to the office has dramatically improved our capability to provide excellent customer service to the community.
 - We will continue to work with City staff from the Human Rights and Equity Office, EPD, and other City departments to ensure that all avenues for complaint and commendation intake are open and available.
3. Work with EPD personnel to ensure training and policies reflect community values and best practices in policing.
4. Continue to meet and exceed staffing expectations for the Civilian Review Board.

CHALLENGES FOR 2017-2018

Possible challenges we may encounter include the following:

1. The current political environment is encouraging distrust in government from underrepresented portions of the community.
2. Working with several stakeholders in the City to ensure that complaints regarding the work environment at EPD are handled thoroughly and fairly.
3. Personnel changes at EPD, including most significantly the retirement of Chief Kerns, constitute both an opportunity and a challenge.
4. Translating the work we have engaged in at the state level regarding constitutional stops and detentions to the implementation of an accurate and thorough data gathering program at EPD.

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.

EXECUTIVE SUMMARY

The growth of our staff over the past year has been the most conspicuous improvement for our office. The addition of a Community Engagement Specialist has been a tremendous success. Our office is more visible due to increased signage, our social media presence is growing, and the materials produced by our office are more diverse and user-friendly. We are looking forward to Ms. Hernandez' continued work in this area. She plans to produce short, educational videos; to conduct more outreach to community organizations, and to host an open forum and panel discussion focusing on our annual report and community concerns. We are hopeful that the efforts of Ms. Hernandez, as well as the rest of the staff at the Auditor's office, will result in improved trust and communication with underserved populations in our community. We recognize the fear of government and police that is common in portions of the community, and we strive to alleviate those fears and empower all members of our community to engage in our services when needed.

We continue to focus staff efforts on complaint intake and investigation monitoring, review of uses of force, and scrutiny of EPD policies and practices related to search and seizure, profiling and bias, police pursuits, and performance issues. Customer service consumes a significant portion of our workload; we also prioritize identifying and advocating for structural changes in EPD policies, supervision, and practices. We have continued to observe an increase in internally reported complaints, including complaints related to the working environment at the Department. We will be working over the next year to delineate our office's role in investigations that are more appropriately handled by Human Resources, rather than Internal Affairs.

13 of the 24 complaints classified as Allegations of Misconduct resulted in a sustained policy violation, for a sustained rate of 54%. More precisely, 29 complaints were classified as Allegations of Misconduct or Allegations of Criminal Conduct; those complaints included 71 specific alleged policy violations, 24 of which were sustained (34%). The investigations conducted by Internal Affairs staff continue to be of impeccable quality.

The Civilian Review Board met ten times in 2016 to review cases and engage in training opportunities. The contributions of the Board to our process are incredibly valuable, and we are grateful for their service. Due to term limits and one resignation, we currently have three openings on the Board, which will be filled in summer 2017. Through the course of its case reviews, the Civilian Review Board has identified a number of policies that they believe would be benefitted by review by the Police Commission. The CRB liaison to the Police Commission has worked tirelessly over the past year to accurately and thoroughly represent the CRB's concerns at those meetings.

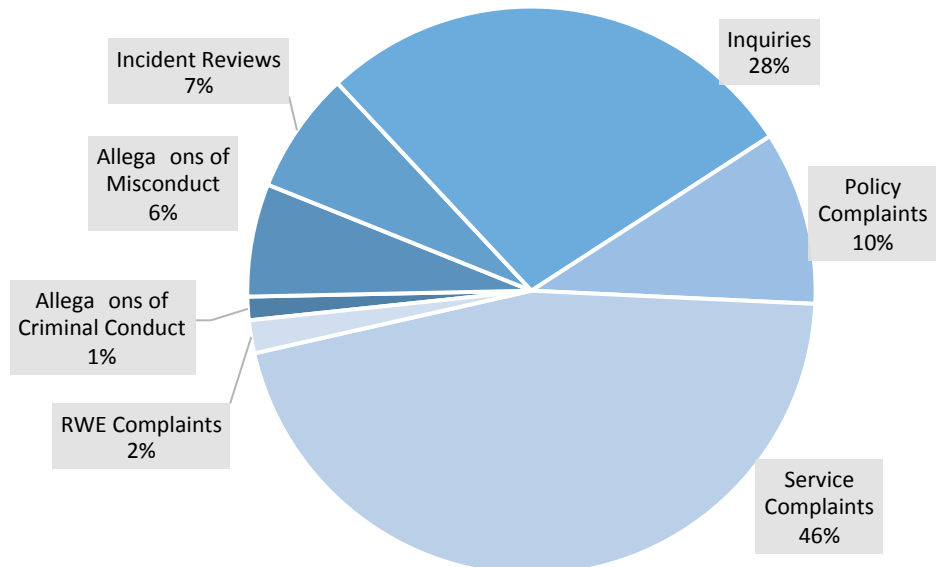
One identifiable trend from 2016 was a string of complaints related to EPD's handling of sexual assault and domestic violence calls for service. Our office is working with EPD's investigations staff to improve service to the community and ensure that the department is engaging in best investigation practices.

2016 COMPLAINT STATISTICS

The Auditor's Office received 374 complaints in 2016. This is a 6% decrease from the 398 complaints received in 2015. The majority of the complaints were classified as inquiries and service complaints.

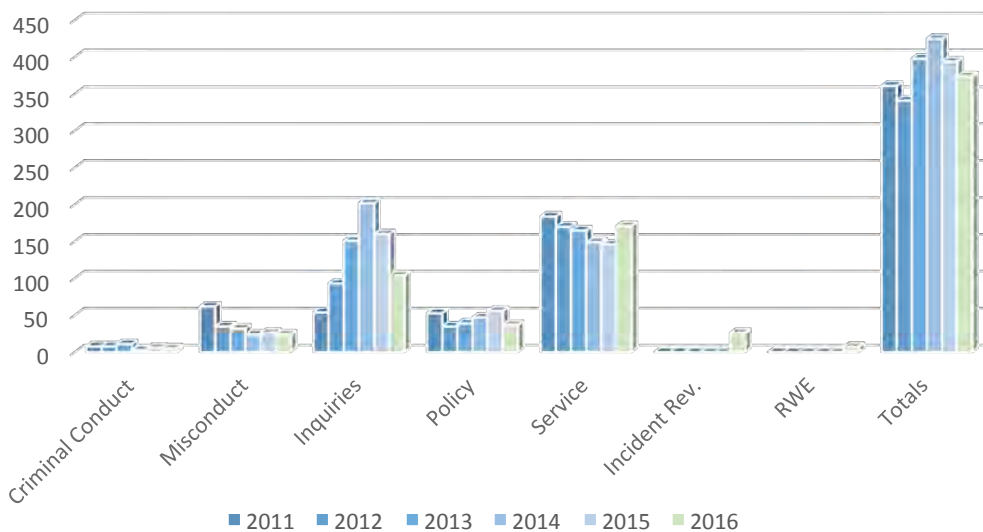
Classification	Number of Complaints
Allegation of Criminal Conduct	5
Allegation of Misconduct	24
Incident Review	22
Inquiry	104
Policy Complaint	37
Service Complaint	171
Respectful Work Environment Complaints	7

2016 Complaints and Classification



CLASSIFICATIONS FOR INCIDENT REVIEWS AND RESPECTFUL WORK ENVIRONMENT COMPLAINTS WERE ADDED IN 2016. ALLEGATIONS OF MISCONDUCT REMAINED STEADY, WITH 24 IN 2016 COMPARED TO 26 IN 2015. ALLEGATIONS OF CRIMINAL CONDUCT ALSO REMAINED STEADY (SIX IN 2015 AND FIVE IN 2016).

Total Complaints and Classifications, 2011-2016



INQUIRIES DECREASED BY 35%, AT LEAST PARTIALLY DUE TO THE NEW CLASSIFICATION SYSTEM. SERVICE COMPLAINTS INCREASED BY 17%

COMPLAINT DISTRIBUTION AMONG EPD EMPLOYEES

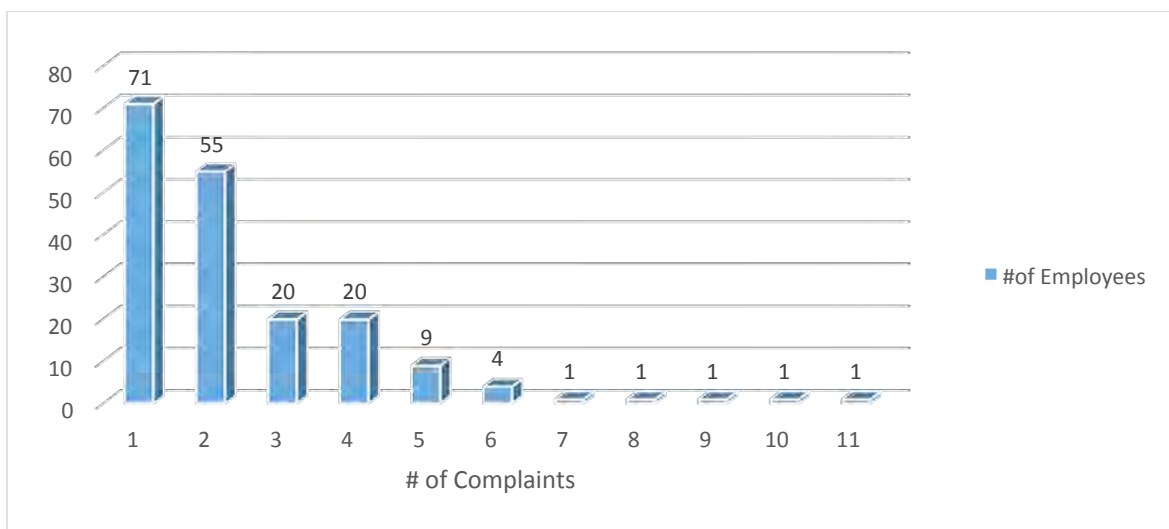
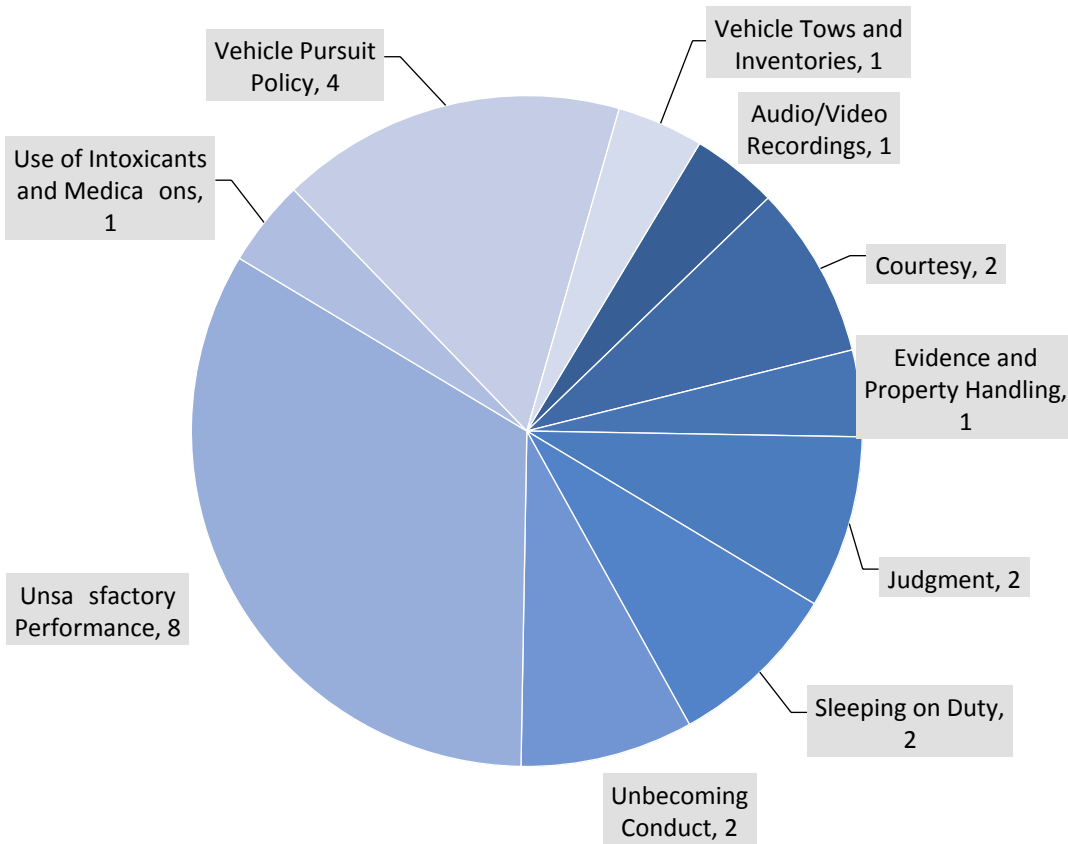


Table 1. 2016 Complaints by Number of Employees

	Number of Employees	Number of Complaints Received	Percent of All EPD Employees
Employees with Complaints	185	374	61%
	71	1	23%
	55	2	18%
	20	3	7%
	20	4	7%
	9	5	3%
	4	6	1%
	1	7	<1%
	1	8	<1%
	1	9	<1%
	1	10	<1%
	1	11	<1%
Employees with No Complaints	119		39%
Total	304		100%

ALLEGATIONS

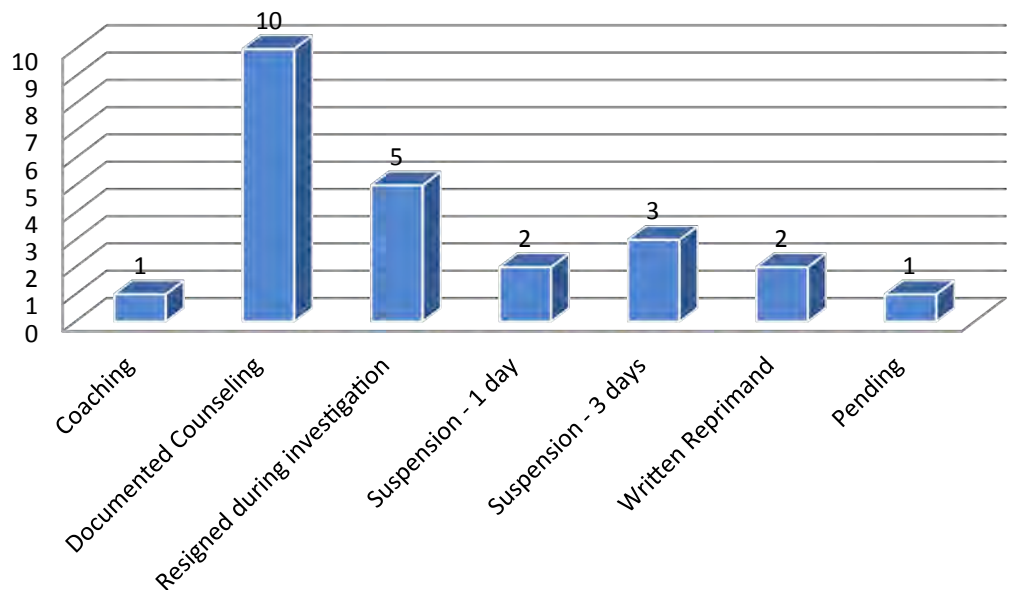
2016 Specific Sustained Allegations



UNSATISFACTORY PERFORMANCE CONTINUED TO BE THE MOST COMMON SUSTAINED ALLEGATION. VIOLATIONS OF THE VEHICLE PURSUIT POLICY INCREASED SIGNIFICANTLY, FROM ONE IN 2015 TO FOUR IN 2016.

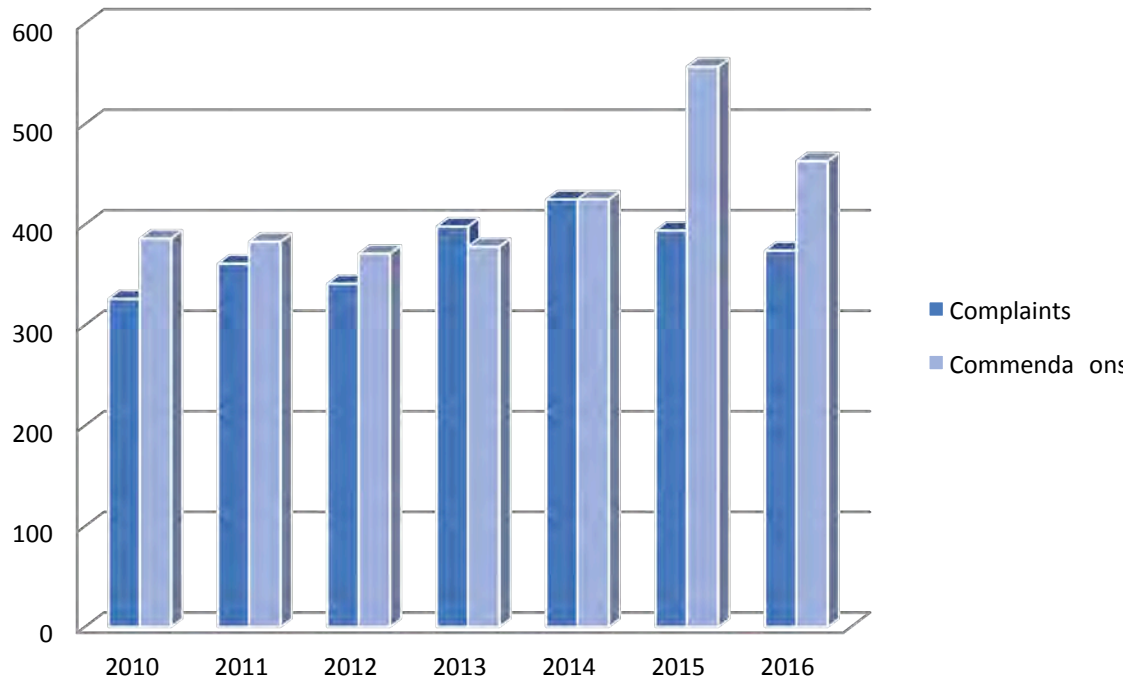
DOCUMENTED COUNSELING WAS THE MOST COMMON FORM OF DISCIPLINE. IN ADDITION, ONE EMPLOYEE RESIGNED PRIOR TO ADJUDICATION OF THE INVESTIGATION.

2016 Discipline for Specific Sustained Allegations



COMMENDATIONS

Complaints and Commendations, 2010 - 2016



EPD RECEIVED 463 COMMENDATIONS IN 2016; THIS WAS A DECREASE FROM THE 557 RECEIVED IN 2015. COMMENDATIONS CONTINUE TO OUTNUMBER COMPLAINTS.

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. 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.

2016 Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal allegation that call takers failed to take appropriate action in obtaining information about a call for service and failed to dispatch the incident correctly.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	Sustained	Sustained	Sustained	1/22/16	3/29/16	4/20/16	6/1/16	
		1101.1.B.9 Unsatisfactory Performance	Sustained	Sustained	Sustained					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal allegation that an officer did not promptly file a report of Animal Abuse delaying Animal Controls action on the incident.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	Sustained	Sustained	Sustained	2/2/16	4/19/16	4/20/16	4/27/16	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an officer did not follow proper policy when towing a motorcycle for evidence. That the officer used an outside source to process the vin number of the vehicle.	Allegation of Misconduct: Performance	510 Vehicle Tows and Inventories	Sustained	Sustained	Sustained	2/16/16	4/12/16	4/20/16	5/5/16	Jun-16
		804 Evidence and Property Handling	Unfounded	Sustained	Unfounded					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal allegation that officers engaged in a pursuit of a suspect of a stolen vehicle that fled from a traffic stop in violation of the pursuit policy.	Allegation of Misconduct: Performance Allegation of Misconduct: Performance	314 Vehicle Pursuit Policy	Sustained	Sustained	Sustained	2/18/16	4/8/16	5/3/16	5/31/16	
		314 Vehicle Pursuit Policy	Sustained	Sustained	Sustained					

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal allegation that an officer failed to take appropriate action required by Oregon state law to effect the arrest of a suspect.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	Sustained	Sustained	Sustained	3/3/16	7/13/16	8/16/16	12/5/16	Oct-16
		1101.1.B.7 Courtesy	Unfounded	Sustained	Unfounded					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal allegation that an officer engaged in a pursuit of a potential DUII suspect vehicle in violation of pursuit policy.	Allegation of Misconduct: Performance	314 Vehicle Pursuit Policy	Sustained	Sustained	Sustained	3/17/16	6/16/16	6/2/16	7/8/16	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged that an officer was discourteous during an interaction with him and violated his father's constitutional rights to remain silent. A further allegation of improper use of In Car Video was added.	Allegation of Misconduct: Constitutional Rights	1101.1.B.6 Constitutional Rights	Insufficient Evidence	Insufficient Evidence	Insufficient Evidence	3/24/16	6/13/16	8/1/16	8/23/16	Apr-17
		1101.1.B.7 Courtesy	Sustained	Sustained	Sustained					
		446 Performance-Audio Video Recordings	Sustained	Sustained	Sustained					

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Investigation into 2 officers evidence handling of a backpack that contained illegal drugs.	Allegation of Misconduct: Performance	804 Evidence and Property Handling	Unfounded	Unfounded	Unfounded	3/30/16	6/8/16	5/7/19	9/8/16	
		804 Evidence and Property Handling	Sustained	Sustained	Sustained					
		1101.1.B.9 Unsatisfactory Performance	Unfounded	Unfounded	Unfounded					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation that an officer physically assaulted a suspect during his arrest.	Allegation of Criminal Misconduct: Conduct	1101.1.B.5 Conformance to Laws	Unfounded	Unfounded	Unfounded	4/1/16	N/A Criminal Report submitted to DA	6/24/16	7/6/16	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation that an officer while off duty placed a firearm in a female's lap causing her to call 911. Allegation that the officer's companion attempted to purchase an illegal controlled substance while in his presence.	Allegation of Misconduct: Conduct	1101.1.B.17 Judgment	Sustained	Sustained	Sustained	4/5/16	9/8/16	10/11/16	1/17/17	Feb-17
		1101.1.B.25 Unbecoming Conduct	Sustained	Sustained	Sustained					
		1101.1.B.3 Associations	Within Policy	Within Policy	Within Policy					
		1101.1.B.16 Integrity	Unfounded	Unfounded	Unfounded					

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Investigation into an officer who initiated and engaged in a pursuit of a suspect in violation of the pursuit policy.	Allegation of Misconduct: Performance	314 Vehicle Pursuits	Sustained	Sustained	Sustained	4/7/16	5/17/16	6/10/16	7/15/16	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation that officers allowed an impaired person to drive away in a motor vehicle with two children as passengers.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	Within Policy	Within Policy	Within Policy	4/7/16	6/7/16	7/5/16	7/21/16	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation that an employee failed to notify their supervisor about damage to a secure gate and failed to be sure the gate was secured before leaving.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	Sustained	Sustained	Sustained	4/7/16	5/12/16	6/2/16	7/7/16	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP reported discourteous behavior by a member of an agency that works with EPD. Dismissed: Outside Jurisdiction	Allegation of Misconduct: Courtesy					4/30/16			5/4/16	

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged officers used excessive force at her home during an arrest of a tenant. That officers treated a second RP unfairly due to race.	Allegation Of Misconduct: Use of Force Allegation of Misconduct: Professional Police Contacts	300 Use of Force	Within Policy	Within Policy	Within Policy	5/20/16	1/4/17	2/27/17	2/27/17	Mar-17
		402 Discrimination	Unfounded	Unfounded	Unfounded					
		300 Use of Force	Within Policy	Within Policy	Within Policy					
		402 Discrimination	Unfounded	Unfounded	Unfounded					
		402 Discrimination	Unfounded	Unfounded	Unfounded					
		300 Use of Force	Within Policy	Within Policy	Within Policy					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Allegation that a supervisor while attending a work related conference became intoxicated in a public place and committed acts that would bring the department into disrepute.	Allegation of Misconduct: Conduct	1101.1.B.25 Unbecoming Conduct	Sustained	Sustained	Sustained	6/8/16	9/15/16	10/3/16	12/28/16	Feb-17
		1101.1.B.17 Judgment	Sustained	Sustained	Sustained					
		1101.1.B.27 Use of Intoxicants and Medications	Sustained	Sustained	Sustained					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Internal allegation that an officer failed to conform to the standards established for his rank or position and failed to timely report his direct observations of off-duty conduct by an EPD manager that he knew violated one or more EPD policies.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	Sustained	Sustained	Sustained	6/23/16	8/18/16	9/7/16	11/4/16	Feb-17

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Anonymous complaint that an employee was conducting an improper relationship with a witness in a case.	Allegation of Criminal Misconduct: Conduct	1101.1.B.9 Unsatisfactory Performance	N/A - Resigned during Investigation			6/27/16			2/2/17	
		1101.1.B.2 Abuse of Position								
		1101.1.B.9 Unsatisfactory Performance								
		1101.1.B.17 Judgment								
		1101.1.B.16 Integrity								
		1101.1.B.25 Unbecoming Conduct								
		1101.1.B.4 Confidentiality of Information								
		1101.1.B.15 Insubordination								
		1101.1.B.18 Neglect of Duty								
		APM 12.1 General Causes for Discipline								
		APM 5.8 Vehicle Use Policy								
		1101.1.B.15 Insubordination								
		1101.1.B.15 Insubordination								
		1101.1.B.25 Unbecoming Conduct								
		1101.1.B.25 Unbecoming Conduct								
		1101.1.B.15 Insubordination								

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal allegation related to an employee's response to a call for service. Investigation temporarily suspended.	Allegation of Misconduct: Performance	1101.1.B.8 Competency				7/31/16	Pending	Pending	Pending	
		1101.1.B.9 Unsatisfactory Performance								
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation that an officer put a woman in handcuffs without a warrant while being questioned about leaving a child home alone. Dismissed: Other	Allegations of Misconduct: Use of Force		N/A - Dismissed/Other			8/23/16			8/30/16	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation that an officer failed to take appropriate action when dispatched to a Criminal Trespass case, around the time and location of an alleged violent crime, when he located a bag with potential evidence. Dismissed: Retired during investigation.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	N/A = Retired during Investigation			8/25/16			1/5/17	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Employee self reported receiving a voicemail alleging that he had made physical and verbal threats to RP and his family. Dismissed: Other	Allegation of Criminal Conduct/ Constitutional Rights		N/A - Dismissed/Other			9/20/16			10/10/16	

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged officers used excessive force against her and arrested her as a Jane Doe. Dismissed: Outside Jurisdiction	Allegation of Misconduct/Use of Force		N/A - Dismissed/Outside Jurisdiction			11/17/16			12/7/16	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged that officers stole his money during a DUII arrest.	Allegation of Criminal Conduct: Conduct Allegation of Criminal Conduct: Conduct	1101.1.B.5 Conformance to Laws			Unfounded	12/3/16	2/15/17	2/24/17	2/27/17	
		1101.1.B.5 Conformance to Laws			Unfounded					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged that an officer used excessive force when he grabbed her arms during a welfare check.	Allegation of Misconduct: Use of Force	800 Use of Force	Within Policy	Within Policy	Within Policy	12/29/17	3/7/17	4/3/17	4/5/17	

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/3/2016	1/29/2016	26	Inquiry	RP tried to complain to an EPD employee regarding a TSA agent's patdown and was told to file her complaint with TSA supervisors.	Supervisor reviewed all the information about the incident and found that a report should have been taken and forwarded to the DA for further review. A report was taken from RP.
1/4/2016	1/6/2016	2	Inquiry	Officer self-reported \$10 missing from the time the officer counted it out to a suspect at the scene and when it was counted out at the jail.	Supervisor spoke with suspect at the jail who reported that the officer counted out the money and placed it directly back into his wallet.. He advised that he did not want to file a complaint about the incident.
1/6/2016	1/6/2016	0	Performance Dismissed: Outside Jurisdiction	RP complained about an officer's conduct surrounding a DUI stop.	Dismissed: Outside Jurisdiction
1/6/2016	2/4/2016	28	Policy	A school principal reported that she was told by EPD to destroy marijuana that had been found with two students from her school.	Sgt. found that officer had followed policy in regards to the new Oregon Marijuana laws, but a gap in training seemed to be happening in regard to minors and how officers were applying the law. The policy was sent to the Policy Sgt. for review.
1/11/2016	2/16/2016	35	Incident Review	RP was upset that officers came on her property that was clearly marked No Trespassing to question her about a warrant. Officer did not provide information nor did they give their names.	Sgt. found that since the officers had a valid arrest warrant for someone they believed was at the residence it was lawful for them to be on the property. Sgt. spoke with RP about his findings.
1/12/2016	2/9/2016	27	Performance	RP was upset that officers showed up outside her hotel room looking for someone that was not her and refused to give her information about the incident so she would feel safe.	Sgt. found a case of mistaken identity on the officers' part, Sgt. spoke with RP about the incident who understood how it could have happened but hoped officers would take time to explain to better alleviate fears.
1/9/2016	4/27/2016	108	Incident Review: Conduct	Internal review of an in custody death.	An EPD detective reviewed the incident and found no policy violations, the review was then forwarded to the DA's Office for review, with the conclusion no Officer involvement in the death.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/13/2016	2/17/2016	34	Performance	RP was upset that an officer told him he had to move on from panhandling, when RP knew it was legal for him to be in that spot.	Sgt. reviewed ICV and noted no policy violation with the officers handling of the interaction. RP was not cited or arrested nor was he detained. The officer provided his name when asked. Sgt. communicated with RP about the findings.
1/14/2016	4/28/2016	104	Courtesy	Internal allegation that an officer was rude and condescending to a suspect.	Sgt. reviewed ICV and noted the officer made comments that were outside of policy; Sgt. Advised the officer of how the situation could have been handled differently.
1/14/2016	1/15/2016	1	Other Dismissed: Timeliness	RP alleged two officer committed sacrilege when they arrested him.	Dismissed: Timeliness
1/13/2016	1/28/2016	15	Courtesy	A co worker felt an officer was rude during an interaction at work.	Sgt. found that the officer had not intended the interaction to be taken in that way, the officer apologized for the miscommunication.
1/1/2016	2/26/2016	55	Inquiry	RP reported a concern about EPD not having enough disabled parking spaces in front of police headquarters.	A review of the spaces found that EPD was within the code for having one space to every 24 spaces. A letter was sent to RP notify him of the findings.
1/20/2016	2/18/2016	28	Incident Review	RP inquired into whether proper protocols were followed regarding an incomplete 911 call.	After review of the 911 calls and of the procedure manual it was determined that the call taker did follow proper protocol and was within the norm of how this type of call would be handled. Sgt. spoke with RP about his findings.
1/21/2016	2/29/2016	38	Policy	RP was upset that officers called an issue with his landlord a civil issue.	Sgt. reviewed the incident and spoke with officers about the issue. Sgt. found that the officers were correct in their judgment that the issue was civil. RP did not return calls.
1/21/2016	2/24/2016	33	Courtesy	RP was upset that an officer harassed him for having his dog in an unauthorized area even though it is clearly marked service animal.	Sgt. spoke with officer about the incident and found that officer stop and explained the city code for the area to RP but did not cite him. Sgt. emailed RP about her findings listing the codes and other information for RP.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/21/2016	3/10/2016	49	Courtesy	RP felt an officer at a road block near his home was rude and unhelpful.	Sgt. found that the RP did not like the answer the officer gave about the street closure and to detour. When RP still tried to get through the blocked off area the officer changed his tone with RP. Sgt. spoke with RP about the incident.
1/24/2016	1/26/2016	2	Other Dismissed: Alternate Remedy	RP alleged his arrest for trespass was not valid.	Dismissed: Alternate Remedy
1/1/2016	3/8/2016	67	Performance	Internal allegation that an officer did not lodge evidence in a timely fashion.	Sgt. spoke with RP about the policies involved.
1/1/2016	1/28/2016	27	Performance	Internal inquiry by ECU into a piece of evidence that was not lodged at the Evidence Control Unit.	Sgt. spoke with the involved officer and rectified the issue.
1/28/2016	3/9/2016	41	Policy	RP was upset that when she called for service about an issue with an auto repair owner trying to keep her daughter's keys she was told it was a civil issue.	Supervisor reviewed the call and found that call takers handled the matter correctly with the advice that it was a civil issue, but that officers could have been dispatched to keep the peace. Supervisor spoke with RP about her findings.
1/29/2016	2/10/2016	11	IR: Discrimination	RP felt an officer gave his wife preferential treatment when questioning him about an incident because he is Asian and she is white.	Sgt. reviewed police reports spoke with the officer and with RP who also explained the incident as described in the report. The Sgt. explained that usually the complainant speaks with the officer for a longer amount of time. RP felt that was the only factor in his complaint and did not express any other treatment that could be biased.
2/1/2016	2/26/2016	25	Courtesy	RP complained that the officer who responded to her call about being assaulted at a bar was rude and made things worse.	Sgt. learned that the officers had investigated the incident including video at the bar and found no assault had happened the Sgt agreed that no arrest was appropriate for the circumstances and spoke with RP about his findings.
2/4/2016	3/2/2016	28	Performance	RP was upset that he seemed to get different answers about how his call for service regarding a trespasser was going to be handled.	Supervisor reviewed calls with call takers and spoke with RP about the incident.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/7/2016	3/10/2016	33	Courtesy	RP reported two officers who were rude and arrogant with him, while ordering him away from a death investigation.	Lt. learned that RP had crossed crime scene tape and that when he did not obey an officer's request to move back a Sgt. had to raise his voice at RP to get him to comply. RP did not return phone calls.
2/8/2016	3/3/2016	25	Policy	RP was upset that no citation was given when her daughter was rear-ended by a man with no license or insurance.	Sgt. spoke with RP about EPD's policy in traffic accidents and how officer time is prioritized.
2/8/2016	3/10/2016	32	Performance	An anonymous RP reported an EPD officer driving erratically.	Lt. spoke with the officers giving him a reminder of the importance of public perception and setting a good example.
2/8/2016	3/10/2016	32	Inquiry	RP was unhappy that an officer was dispatched to talk to her about a sign she posted in her own yard seeking a neighbors cat for being on her property.	Supervisor spoke with RP about her concerns and explained that a complaint had come in about the sign and they were obligated to investigate, even though RP was within her constitutional rights to post the sign.
2/9/2016	2/11/2016	2	Policy	RP feels EPD is out of compliance for the amount of disabled parking spaces it has in the rear of their building.	The code was reviewed for compliance and Lt. found that 1 more space was needed in the lot. A work order was submitted to Pubic Works.
2/9/2016	2/16/2016	7	Policy	RP alleged that EPD narcotic officers had been following him for at least four years.	Sgt. reviewed records and spoke with the inter-agency narcotics team and found that no case is in progress. RP was notified of the findings.
2/9/2016	2/22/2016	13	Inquiry	RP alleged a hate crime against him and a false arrest charge. He requested a review of his case.	Sgt. reviewed all police reports and ICV of the incident and found that probable cause had been established in the case.
2/9/2016	2/22/2016	13	Performance	RP was upset that an officer had a poor attitude when she tried to help him find her ex-boyfriend.	Sgt was unable to contact RP to obtain further details of concerns.
2/10/2016	2/29/2016	19	Inquiry	RP, located out of state, felt a local welfare check on his child was handled poorly by EPD.	Sgt. reviewed records of the incident involving the child and found that the officer had been thorough and professional in the welfare check. Sgt. spoke with RP about his findings.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/10/2016	2/18/2016	8	Policy	RP inquired into speaking with a supervisor about better communication with officers who come into his place of business and arrest patrons in the waiting room.	Lt. spoke with RP about his concerns and then sent a reminder to patrol about communicating with business owners and explaining EPD's purpose and actions whenever possible.
2/10/2016	2/12/2016	2	Performance	RP was upset that officers on the scene of a injury accident did not block cars from turning around farther from the scene. An officer also shone a bright flashlight in her eyes.	Lt. spoke with RP about her concerns.
2/11/2016	3/9/2016	28	Incident Review	RP reported an officer who was discourteous with her while trying to located her boyfriend.	Sgt. learned that RP was violating the Prohibited Camping ordinance and the officer warned RP she could be cited, though he did not issue a citation. Sgt. spoke with RP about her concerns.
2/11/2016	3/16/2016	35	Performance	RP reported an officer he noted running a stop sign and driving too fast in a school zone.	Sgt. learned who the officer in question was and reminded him of safe driving practices. RP did not return phone calls from the Sgt.
2/11/2016	2/16/2016	5	Inquiry Dismissed: Alternate Remedy	RP was cited for no working lights on his bike.	Dismissed: Alternate Remedy
2/12/2016	3/28/2016	46	Performance	RP was unhappy with the investigation into his assault case.	Sgt. learned that officer reopened the case to add information, all leads have been exhausted and the case was suspended. Sgt. spoke with RP about his frustration.
2/12/2016	2/26/2016	14	Performance	RP complained that a theft report filed by her boyfriend was not followed up on.	Sgt. found that the officer had followed up but a phone tag situation with the boyfriend ensued. The suspect was cited and RP notified.
2/18/2016	7/12/2016	144	Performance	Internal complaint that an officer failed to properly store evidence.	Supervisor spoke with officer about the timely and complete submission of evidence.
2/18/2016	8/15/2016	177	Performance	Internal complaint that an officer failed to properly store evidence.	Supervisor spoke with officer about the timely and complete submission of evidence.
2/1/2016	3/3/2016	32	Performance	Internal complaint that an officer had not returned a piece of evidence that had been checked out for a trial.	Officer submitted a memo to the chain of command concerning the missing item.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/22/2016	2/25/2016	3	Performance	RP reported that a call taker asked the same repeated question and then did not send fire personnel to a dumpster fire.	Supervisor reviewed call and actions taken and found the call taker asked protocol questions and did dispatch fire who spent 5 minutes on scene and cleared, No damage. A message was left with RP about the findings.
2/19/2016	4/4/2016	45	Performance	RP was upset that an at fault driver that struck her vehicle was not cited.	Sgt. spoke with RP about current EPD policy in regards to vehicle accidents and answered her questions.
2/22/2016	3/23/2016	31	Inquiry	During a dispute in the park RP alleged that officers only stopped him because of his race.	Lt. found that officers tried to detain RP who they believed to have been in the dispute and RP tried to leave the scene, RP was arrested for interfering with a police officer. ICV review found no evidence that the officer used any bias. Lt. was unable to located RP to speak to him about the findings.
2/24/2016	4/14/2016	50	Performance	Internal report of a call taker who did not provide complete detail on a suicidal subject dispatch.	Supervisor reviewed call logs and listened to recordings of the call, this incident was discussed with employee.
2/24/2016	4/4/2016	40	Performance	RP reported an officer parking in such a way as to be a traffic hazard.	Sgt. found that officers were responding to call for service in the area .
2/26/2016	2/29/2016	3	Inquiry	RP submitted a letter to EPD about how incidents were handled over 15 years and a recent parking citation given by Parking Services.	Dismissed Supervisor previously reviewed at time of incidents. Parking citation outside of Jurisdiction.
2/24/2016	3/31/2016	37	Performance	RP felt an officer provided poor customer service when he tried to report an incident in which he felt he was harassed.	Sgt. found that the officer, even though he was off duty spoke with RP about his concerns and why the incident in question was not a criminal act.
2/25/2016	3/29/2016	34	Performance	RP was upset at the slow response by EPD when the school he worked at went into voluntary lockout due to verbal threats made by a neighbor toward a mother.	Sgt. reviewed all calls to the communication center and found due to the information provided dispatcher assigned the call per policy. A Sgt did investigate the situation.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/26/2016	4/4/2016	38	Performance	RP was upset at how an officer handled his call for service regarding a trespass.	Sgt. learned that the person RP wanted cited for trespass was the son of his girlfriend and had established residency at the home and had been allowed access by the girlfriend. RP did not return calls by the Sgt.
2/29/2016	3/9/2016	9	Incident Review	Internal review of a use of force during a call for service.	Sgt. learned that the suspect who was under a nervous system stimulant continually tried to run in to traffic and force was used to pull her back out of the roadway. Sgt. found no policy violations in the incident.
2/27/2016	3/1/2016	4	Disputed Facts Dismissed: Alternate Remedy	RP felt he was mistreated and harassed by an officer for citing him for not giving his name, even though he complied when told why he had to.	Dismissed: Alternate Remedy
2/29/2016	4/4/2016	34	Inquiry	RP inquired into a situation in which her child was questioned at school by officers.	Sgt. learned that because RP could not be present the principal participated in the situation, RP did not return phone calls to Sgt. to discuss the issue.
3/1/2016	3/15/2016	14	Performance Dismissed: Other	RP complained that on officer did not cite someone for coming too close to a pedestrian in a crosswalk.	Dismissed: Other No Policy Violation
3/1/2016	3/11/2016	10	Inquiry	RP was unhappy with an officer that handled two incidents in which she was involved.	ICV and police reports found no policy violations in the handling of the two incidents. Sgt. spoke with RP the findings and answered RP's questions.
3/4/2016	4/11/2016	37	Courtesy	RP complained that an officer was rude with her while dealing with a trespass issue between her and her neighbor He did not write a police report about the incident.	Sgt. found that no report was required for the incident and spoke with RP. Sgt. spoke with the officer to give feed back on the contact and RP's perceptions of the incident.
3/4/2016	3/23/2016	19	Policy	RP inquired into the trespass letter system and how it applied to his business.	Lt. contacted RP and answered questions about the policy.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
3/7/2016	3/30/2016	23	Performance	RP complained that an officer was rude and misinformed about disabled parking.	Sgt. found that RP had actually been parking in two spaces and was asked to move up into one. RP was not cited. Sgt. was unable to speak with RP but did discuss handicap parking regulations with the officer. No Policy violation was noted.
3/7/2016	5/2/2016	55	Performance	RP was upset that after a burglary at her place of business she was told to not touch anything and then officers did not show up for over 7 hrs. making it impossible to open her store for the day.	Supervisor reviewed the incidents of the day and found a heavy call volume that lead to the delay, the review of call takers handling of the incident found that a few more clarify questions could have led to RP being able to proceed with opening the business.
3/9/2016	4/14/2016	35		RP reported an incident in which his mentally ill son was having a psychotic break and officers did not remove his son from the home when asked to by his younger son and their grandmother. Later after officer left, his younger son was hurt.	Lt. spoke with RP and explained limitations officers have in regard to probable cause which did not exist during the officers initial call for services. RP was satisfied with the information provided.
3/11/2016	4/22/2016	41	Incident Review	RP alleged that officers used excessive force during his arrest	Review of ICV, police reports found RP to have sustained his injuries prior to contact with police.
3/11/2016	3/15/2016	4	Lindsay	RP had a concern about how an officer handled a sexual assault.	Dismissed: Outside Jurisdiction
3/15/2016	1/31/2017	316	Respectful Work Environment	Internal allegation that an employee made inappropriate comments to a supervisor.	Investigation conducted by Human Resources, utilizing an external investigator. Allegation was sustained.
3/17/2016	3/21/2016	4	Inquiry	RP was upset that he was taken to the ground in a contact with an officer during a trespass.	Lt. reviewed incident and spoke with witness at the scene and found that the officer acted professionally.
3/17/2016	7/12/2016	115	Performance	An Internal audit found evidence items that were improperly stored.	Supervisor explained the importance of submitting evidence in a timely manner.
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2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
3/11/2016	4/20/2016	39	Inquiry	RP felt an officer harassed him when he cited him for possession of marijuana in the Park.	Sgt. reviewed ICV of the officer's interaction with RP and found no policy violations made by the officer. RP has been cited numerous times for smoking marijuana in public and has failed to appear in court causing warrants to be issued. Sgt. spoke with RP.
3/17/2016	3/22/2016	5	Inquiry Dismissed: Timeliness	RP asked about a situation from 2015 in which a raid was made on his landlord's residence.	Inquiry: Dismissed- Timeliness
3/22/2016	5/24/2016	62	Performance	RP was upset that officer's drove too fast down his small residential street. He was fearful for the children in the area.	Sgt. reviewed the call that officers were on when traveling on RP's street and learned they were engaged in an emergency response. Review of ICV noted no erratic driving by the officers. RP did not respond to Sgt. for feedback.
3/22/2016	5/25/2016	63	Inquiry	RP alleged that an officer returned to her place of business and spoke with her supervisor telling him she was lying because she did not know that a man in their waiting room was a hit and run suspect.	Lt. reviewed the incident's records and spoke with the officer involved, and learned that the officer was not aware that the business was a Alcohol Anonymous office at the time but felt that the receptionist was hindering an arrest. RP could not be contacted.
3/24/2016	3/29/2016	5	Discrimination Dismissed: Other	RP alleged that during an altercation with other men, he was arrested because he was black.	Dismissed: Other No Policy Violation
3/24/2016	3/25/2016	1	Performance Dismissed: Other	RP felt officers failed to properly investigate when they seized his child pursuant to a DHS-related Warrant.	Dismissed: Other. Preliminary investigation showed no indication of a policy violation.
3/25/2016	4/25/2016	30	Courtesy	RP was upset with an officer who she felt made false accusations against her and did not listen to what she had to say.	After speaking with the officer Sgt. learned that the issue was a landlord tenant issue and the officer had explained that call for the police was not the correct remedy for the issue and if either side continue to call 911 there could be consequences such as a citation or arrest. Sgt. spoke with RP about what he had learned and RP was thankful for the explanation.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
3/25/2016	4/22/2016	27	Inquiry	RP claimed that an officer touched her uncomfortably during a pat down search.	Sgt. reviewed ICV, (pat down was in front of the camera), and spoke with witness officers. None of the alleged behavior was found in the ICV.
3/25/2016	4/22/2016	27	Inquiry	RP alleged that officers tried to choke her and punched her when helping her into a cab.	Sgt. reviewed building video and spoke with witness officers. Officer used pressure points on RP's as she feigned losing consciousness. None of the use of force allegations were found to be true per witness and officer statements.
3/25/2016	3/31/2016	6	Inquiry Dismissed: Alternate Remedy	RP alleged that an officer exceeded his authority by citing him for trespass.	Dismissed: Alternate Remedy
3/29/2016	3/31/2016	2	Inquiry Dismissed: Other	RP felt it strange that on officer rang her bell late at night to let her know her dome light was on.	Dismissed: Other. No Policy Violation
3/29/2016	4/28/2016	29	Performance	RP inquired into the status of a restraining order violation.	Sgt. researched the issue and found that it involved another Agency. Sgt. spoke with RP about who they needed to contact.
3/29/2016	4/13/2016	14	Performance	RP reported threats by his ex and that EPD was not helping him with the issue. RP also was concerned that he did not hear back about a welfare check he had called in on his daughter.	Sgt. reviewed the situation. This involved legal issues with RP and the Ex and a misunderstanding on the welfare check as no return call was need was noted on the dispatch report.
4/1/2016	5/26/2016	55	Conduct	Internal complaint that two officers used a messaging system inappropriately.	Sgt. reminded employees of appropriate use of the system.
3/31/2016	4/25/2016	25	Performance	RP was upset that a young driver was not issued a citation when he hit her car. RP also felt the issue was the kid was the son of some area VIP.	Sgt. reviewed the officer's report and agreed with the conclusions made by the officer. RP did not agree with the Sgt.'s review but thanked him for calling.
4/1/2016	4/4/2016	3	Inquiry Dismissed: Timeliness	RP reported an incident that happened in 2002.	Dismissed: Timeliness

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
4/1/2016	4/15/2016	14	Policy	RP was upset with the service he received when reporting a verbal altercation with a mentally ill neighbor who was threatening him.	Sgt. learned that due to call volume the response was delayed and officers did not speak with the neighbor until making contact with RP, the neighbor in the mean time left the area. Sgt. spoke with RP who understood but was still unhappy with the slow response time.
4/5/2016	4/25/2016	20	Inquiry	RP was unhappy that Officers did not arrest a couple of visitors to her home with they got physical with her during an argument.	After review ICV of the incident and speaking with the officer the Sgt. concurred with the actions take by the officer as to finding the incident mutual combativeness. After 4 attempts and no return call the case was closed.
4/4/2016	5/2/2016	28	Performance	RP was concerned about how an officer handled a domestic dispute.	Sgt. reviewed the police report and spoke with officer to learn the circumstances of the call and agreed with the handling of the situation by the officers.
4/7/2016	4/25/2016	18	Performance	RP was unhappy with the way an officer responded to a call without using his siren, she felt that a car at the intersection didn't hear him and almost hit the officer's car.	Sgt. reviewed the information and found that the officer was responding to a suicidal subject and ICV showed his response was within policy and practice. RP felt the officer should have at least honked to let traffic know he was proceeding.
4/11/2016	5/27/2016	46	Inquiry	RP was unhappy with how an officer handled a call for service concerning her cousin and her ex.	Sgt. reviewed police reports and spoke with RP, sharing what information he could with a third party in the incident.
4/13/2016	4/15/2016	2	Inquiry Dismissed: Outside Jurisdiction	PR was upset that officers would not trespass illegal campers from his property.	Dismissed: Outside Jurisdiction
4/13/2016	4/15/2016	2	Inquiry: Dismissed: Outside Jurisdiction	RP reported an incident she believed to be an illegal search.	Dismissed: Outside Jurisdiction
4/15/2016	5/9/2016	24	Policy	RP reported illegal camping in the Washington Jefferson Park that seems to have been ignored by EPD.	Lt. reviewed records of the call for service, and found that an officer had directed the campers to move on, but call volume did no allow the officer to return to see if the campers had moved.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
4/19/2016	4/21/2016	2	Inquiry Dismissed: Other	RP reported an odd posting on a social media site that may have been by an officer.	Dismissed: Other Not enough information to proceed.
4/19/2016	5/2/2016	13	Performance	RP reported an officer driving too fast on I-5	Sgt. spoke with RP and t the officer about the incident.
4/21/2016	5/2/2016	11	Policy	RP was upset that when his step daughter's apartment was broken into and no officer was dispatched or a follow up report taken.	Sgt. found that because of the circumstances in the calls for service from the room mates no officer was dispatched and follow up has not taken place due to the roommates not being available to the officer that has called them 3 times to take the report. Sgt. spoke with RP about the efforts taken to get the report and provided an alternate for him.
4/21/2016	4/26/2016	5	Performance	Internal review of a call taker's handling of a standby call involving EFD.	Supervisor, reviewed the call and found issues that were not handled correctly, call taker was instructed on the correct way to have handled the call.
4/21/2016	5/2/2016	11	Service Level	RP is unhappy with the help he has received dealing with a neighbor who is vandalizing his vehicle.	Lt. spoke with RP providing information and suggestions to allow the RP to help law enforcement have probable cause in the situation.
4/21/2016	4/25/2016	4	Other Dismissed: Previously Reviewed	RP felt an officer harassed him when he cited him.	Dismissed: Previously Reviewed
4/21/2016	5/2/2016	11	Service Level	RP was upset that a man from his apartment complex was not arrested when he assaulted a man down the street.	Sgt. reviewed the incident and found the officer had cited the suspect in lieu of custody which is a court summons and not just a citation. Sgt. explained this to RP who was thankful to know the difference.
4/22/2016	6/2/2016	40	Inquiry	RP inquired into 911 calls made by her now deceased boyfriend and rather or not they were dispatched to the county correctly.	Supervisor researched the involved calls and spoke with RP about the findings.
4/25/2016	6/2/2016	37	Service Level	RP was upset that when he filed an online report but he did not receive follow-up.	Sgt. learned that RP had used a tip line form on the website and had not actually filed a report., after speaking with RP the Sgt. had on officer call and take a report.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
4/26/2016	5/31/2016	35	Performance	RP expressed dissatisfaction at the service level given his friend on a call for service.	Lt. researched the call and emailed RP the details of why police made the decisions they did on the call.
4/26/2016	5/31/2016	35	Inquiry	RP expressed a concern about officers using her street as a cut off from a busy street and speeding.	Lt. reached out to RP but email was not returned.
4/27/2016	6/10/2016	43	Inquiry	RP alleged officer repeatedly threatening to cite or arrest his wife for leash law violations even though her dog is a service animal. No citations were given to RP's wife, only warnings.	Sgt. reviewed ADA, ORS and City Code to determine rather the officer violated policy and determined that the officer did not violate policy. Sgt. spoke at length with RP about the laws involved and how she could be in compliance of each.
4/27/2016	4/29/2016	2	Inquiry	RP alleged officer only asked for his ID because of his race.	Sgt. reviewed the stop, in which RP was helping an ill man get to his home outside of city limits. Circumstances seemed strange as the two were headed away the location of the residence prompting the officer to ask for ID from all parties involved. No Policy violation. Sgt. spoke with RP.
4/29/2016	5/3/2016	4	Performance	RP felt an officer was disrespectful when talking with her about a neighbor dispute.	Sgt. spoke with RP about her concerns and encouraged her to seek advice about an civil suit that might be appropriate.
5/2/2016	5/18/2016	16	Service Level	RP was upset that an officer told her that after she turned her rifle in for safe keeping it could be picked up the next day. Instead it a has been a lengthy process.	Sgt. spoke with ECU to learn the process for retrieving weapons that are in safe keeping and learned that under normal circumstances it takes approximately on month to get a gun released from police custody. Sgt educated those in his command about this process and spoke with RP.
5/2/2016	5/3/2016	1	Inquiry Dismissed: Other	RP felt an officer kept telling her he didn't believe her and asked misleading questions during a domestic violence call.	Dismissed: Other After review of ICV-no basis for complaint.
5/2/2016	5/3/2016	1	Inquiry Dismissed: Alternate Remedy	RP was unhappy with a citation she was given by an officer.	Dismissed: Alternate Remedy

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
5/6/2016	5/9/2016	3	Performance	RP was concerned when she observed someone take their young children into the liquor store and the EPD call taker did not take her seriously.	Supervisor reviewed the call and found that a call taker in training sounded confused and unsure of why RP was calling, an email was sent to RP about the findings and the call taker was given coaching.
5/6/2016	5/9/2016	3	Policy	RP was upset that the bike path near the fairgrounds had been closed during a political campaign use.	RP was told by Lt. after making several demands that the Secret Service had made the ultimate decision on the bike path and it would not be opened during the event.
5/6/2016	5/23/2016	17	Policy	RP was upset with EPD's general response to transients' illegal behavior in his neighborhood.	Sgt. spoke with RP about his concerns, RP would like the police to be more proactive in the transient issues.
5/6/2016	6/2/2016	26	Performance	RP reported discourteous driving by an officer.	Sgt. spoke with officer involved who did not remember being discourteous to anyone. Officer was reminded to be aware of his driving. RP did not return calls.
5/6/2016	5/17/2016	11	Use of Force	During a citing by police another bystander threw a bottle, when this suspect did not comply and get on his stomach he was pushed to the ground by officers. The suspect's friends complained of excessive force.	Review found the use of force to be within policy.
4/27/2016	5/31/2016	34	Constitutional Rights	RP alleged that officers searched her home illegally and damaged her door.	RP did not return calls to gather further information to identify the calls in question.
5/10/2016	6/16/2016	36	Inquiry	RP inquired into obtaining ICV of his contacts with an officer he felt was harassing him.	Sgt. contacted RP with the information to obtain Public Records.
5/13/2016	6/13/2016	30	Policy	RP was upset with a news article she saw that stated an bicyclist was not cited for an accident that was his fault.	Sgt. spoke with RP about EPD's policy and how the majority of non-injury accidents are not investigated by EPD due to call load demands.
5/13/2016	6/23/2016	40	Inquiry	RP alleged that officers refused to take a report when her sister was supposedly assaulted by her ex's mother.	Sgt. learned via ICV and reports that the officers followed procedure. RP's sister refused any medical treatment and to press charges at the time of the incident.
5/13/2016	5/23/2016	10	Policy	RP was frustrated at how long it took to get illegal campers moved from her street.	Sgt. spoke with RP and explained the program that is in place concerning illegal camping.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
5/16/2016	6/2/2016	16	Performance	RP was unhappy with how an officer handled a call about a man stalking her who was trying to serve her legal papers.	Sgt. found that the officer had taken a report and submitted it to the DA even though he felt it to be a civil issue. Sgt. explained the issue to RP.
5/16/2016	6/16/2016	30	Inquiry	RP reported being struck by and EPD vehicle and inquired into rather a report had been taken.	Sgt. spoke with RP, and reviewed Security cam footage of the incident and provided RP with the CAD number to obtain a incident report.
5/16/2016	5/25/2016	9	Policy	RP was concerned about EPD's policy of not responding to non injury accidents.	Sgt. spoke with RP about the policy and the call load constraints EPD deals with leading to the policy of not being able to respond to non injury accidents.
5/17/2016	5/19/2016	2	Inquiry	A suspect claimed an officer touched his genitals during a pat down.	Sgt. reviewed ICV of the pat down and spoke with witness officers. No such action was found.
5/17/2016	6/2/2016	15	Service Level	RP reported that when he tried to report a motorcyclist drinking in public and then driving away the call taker transferred him to non emergency and hung up on him.	Supervisor found that when the call taker placed RP on hold to take an emergency call she found the line dead. The supervisor was not sure which phone caused the glitch.
5/18/2016	6/13/2016	25	Policy	RP was concerned about an officer he saw on a cell phone. RP is unhappy about this policy	Sgt. spoke with RP and provided the ORS that allows officers to use communication devices while operating a emergency vehicle.
5/19/2016	8/21/2016	92	Performance	RP was concerned that officers did not take a police report in an incident in which 2 drunk men were outside her home making threats, RP's husband chased the suspects with his gun.	Lt. reviewed information from the call and found a CAD that documented the situation with a correct disposition of the issue. The Lt. had a report completed from the incident. RP did not return calls to the Lt.
5/23/2016	5/25/2016	2	Policy Dismissed: Other	RP was upset that an EPD patrol vehicle was driving around with an out of order sign.	Dismissed: Other Only vehicles being taken for repair, returned from repair or testing during repair use the out of order sign.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
5/23/2016	7/1/2016	38	Inquiry	RP was upset that during a call for service by her roommate for a mental health issue and an officer stood with his hand on his waist near his gun the whole time. The officer also had them stand outside.	Sgt. explained that officers rest their hands on their equipment belt during conversations with people. Sgt. also explained the officer safety issue of being in an open area for effective communication as officers don't always know if there may be objects that could be used as weapons etc. in a home.
6/23/2016	7/1/2016	8	Inquiry	RP reported an officer who was unprofessional when he cited his daughter for parking in a disabled parking spot.	Sgt. learned that the officer was ticketing a car at the request of the owner of the lot. The officer admitted making an unprofessional comment on the radio before RP's daughter contacted him, he was unaware she had heard the comment. The officer took responsibility for the incident.
5/23/2016	6/17/2016	24	Performance	RP questioned whether officers did a good job of checking her yard for intruders as parts of her yard are locked.	Sgt. learned that the officer had been able to search the area near the bike path, speak with a neighbor who was outside on his porch at the time and look into the backyard with flashlights. RP was happy to know what had been done.
5/24/2016	7/20/2016	56	Inquiry	RP felt a Police report was inaccurate and property was not returned in a timely manner.	Sgt. found that the investigation and report were done to EPD Policies. Sgt. spoke with RP explaining the steps of the investigation and answering RP's questions.
5/24/2016	6/3/2016	9	Policy	RP was upset that a supervisor sent officers to his apartment about a noise complaint he had reported when he had told the call taker to not send officers.	Lt. reviewed the issue and contacted RP about his concerns.
5/25/2016	6/20/2016	25	Inquiry	RP alleged that he was arrested by an officer for entering a property he owned had had control of after a tenant failed to pay rent,	Sgt. reviewed the case, and spoke with Parties involved and the DA's office which dismissed the case. The issue needed to be address in a civil arena as a landlord/tenant dispute.
5/21/2016	6/16/2016	25	Performance	RP posted on Facebook an EPD Vehicle partially parked on a curb strip with the statement, "If you were anybody else you'd surely get a ticket".	Supervisor spoke with officer about appropriate parking and alternate locations that would have been appropriate to park.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
5/26/2016	7/27/2016	61	Inquiry	RP feels officers are not telling the truth about responding to calls about illegal camping in the Washington Jefferson Park. Every time he checks back the campers are still there.	Sgt. reviewed CAD of the officers and found that the in question dates the officer had made contact with the campers and were not lying. Many times campers return after officers leave. RP did not return calls to the Sgt.
5/26/2016	6/27/2016	31	Inquiry	RP was upset at the huge show of force presented to his call for service for a mental health issue.	Lt. reviewed the complaint and found that RP had contacted EPD on many prior occasions, making inflammatory comments and using threats of being armed. The deployment was with in policy.
5/27/2016	6/7/2016	10	Performance	RP reported officers coming to her home at 12:30 am and not explaining who or why they were there, RP questioned rather they were legitimate or not.	Lt. looked into the issue and found that officers had responded to the wrong address and were actually looking for a nearby address. Lt. emailed with RP about what had taken place.
5/31/2016	6/13/2016	13	Policy	RP was concerned about officers removing homeless people from under the I-105 bridge in the rain.	Sgt. reviewed police reports and ICV of the event and spoke with RP about the incident. The camp and grown to a size large enough to become a safety issue with some occupants of the camp being hostile and threatening violence.
6/1/2016	6/7/2016	6	Discrimination	RP alleged that a stop was because of his race.	Review of the stopped revealed officers had probable cause to stop RP due to him matching the description of a suspect involved in a reported crime. Sgt. spoke with RP at the scene.
6/2/2016	6/16/2016	14	Service Level	RP contacted EPD via mail from the Lane County Jail and had been unable to get EPD to take a report about his stolen vehicle.	Supervisor dispatched an officer to speak with RP and take the report he needed.
6/3/2016	6/8/2016	5	Performance Dismissed: Alternate Remedy	RP was upset that officers woke her from sleep and arrested her on for a matter that had already been resolved.	Dismissed: Alternate Remedy
6/3/2016	7/14/2016	41	Service Level	RP was upset that he had not gotten a follow up on a theft investigation.	Sgt. found that the detective on the case had arranged for another detective to meet with RP and retrieve his items from a resale store as RP was a graduating Senior at U of O. The items were returned.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
6/6/2016	6/13/2016	7	Policy	RP was upset that officers took his bicycle he was selling on Craig's List because a third party claimed it was theirs. RP had verified the bike was not stolen at the time he bought it at a garage sale.	Sgt. reviewed the police report generated by the bike and spoke with RP, expressing it was unfortunate he was caught in the middle of the issue, but enough distinguishing parts were available to show the cycle actually belonged to the third party.
6/3/2016	7/6/2016	33	Courtesy	RP alleged that on officer flipped off him and his friend as he drove by his porch.	Sgt. spoke to various officers that had been on a call in the area and learned that a car had driven by the stop with the occupants yelling vulgar names at the officers.
6/3/2016	7/1/2016	28	Performance	RP felt an officer did not handle a dispute about a lawn mower correctly.	Sgt. reviewed the records and found that RP was not owner nor the victim in the situation and that the officer had rightly informed RP that is was a civil issue between her ex-husband and the other party.
6/7/2016	7/14/2016	37	Courtesy	RP alleged an officer was rude and disrespectful when contacting him in the park blocks.	Sgt. found that officers were moving people to another area of the park for Park workers to be able to clean, witnesses noted no unprofessional behavior or rudeness by officers.
6/7/2016	7/28/2016	51	Courtesy	RP complained that on officer made a degrading remark about her residence while on standby with code enforcement.	Sgt. learned that an officer did make a remark about the conditions of RP's backyard, but not in a joking manner. Sgt. reminded officer of being courteous at all times.
6/8/2016	6/10/2016	2	Inquiry Dismissed: Other	RP reported that he had not heard back form an officer that he had left messages for.	Dismissed: Other
6/8/2016	7/7/2016	29	Performance	RP was unhappy with how an accident was investigated.	Sgt. learned that RP felt the other driver had been drinking and the CSO officer did not believe that to be the case, but went above and beyond in helping with information exchanges etc.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
6/9/2016	7/28/2016	49	Inquiry	RP was unhappy that officers accessed his backyard without permission while looking for a suspect that had put a local school on lockdown.	RP corresponded with EPD asking to drop the complaint, that upon further reflection the circumstances that had been present trumped gaining permission to look in his backyard.
6/9/2016	6/17/2016	8	Performance	RP was unhappy that an officer had told her she would be contacted if her stolen vehicle was found, so she could retrieve it and not incur a tow charge. She was not notified and now must come up with 300.00 to retrieve her car.	Sgt. found that dispatch had tried to contact RP but had used the number of her cell phone that was in the stolen car. No attempts to call the second number given by RP were made. A failure in department policy appears to have happened as only the one number was called.
6/9/2016	6/10/2016	1	Policy Dismissed: Other	RP reported law enforcement tracking his phone.	Dismissed: Other
6/9/2016	7/7/2016	28	Inquiry	RP alleged an officer told her he would be watching her because of who she was hanging with.	Sgt. reviewed ICV of the event and found the statement didn't happen.
6/9/2016	7/7/2016	28	Inquiry	RP was upset that on officer harassed her for standing in the plantings in the park.	Sgt. found RP was standing in an area in the plantings that was not meant for foot traffic, a warning was given, no citation.
6/9/2016	7/12/2016	33	Performance	RP was upset at the follow up in what she felt was a home invasion by a previous friend.	Officer who took the call determined that the suspect could be cited for Criminal Trespass and an Attempt to Locate was put out for the suspect.
6/9/2016	7/6/2016	27	Performance	RP reported an officer driving aggressively on I-105.	Sgt. reviewed ICV of officers driving at the time of the incident and found nothing apparent that would have put anyone in danger.
6/13/2016	7/6/2016	23	Policy	RP was upset that after 2 weeks of calling EPD there was still an illegal camper in front of his apartment complex.	Lt. spoke with RP explaining the camping programs time line. Lt. noted that the issue was now on EPD's call log.
6/14/2016	7/21/2016	37	Policy	RP was upset that EPD would not help him with a situation in which a neighbor continued to harass him by dumping his trash into the street.	Lt. spoke with RP and directed him to call EPD if the issue happened again and notify them he wanted to press charges, as the issue is considered criminal mischief and a citation can be given.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
6/14/2016	6/16/2016	2	Performance	RP was upset that EPD generated an additional Incident number when she called to say she did not want to pursue an incident she had reported previously.	Supervisor researched the call and found the call taker misunderstood what RP was asking about and was being helpful by forwarding it to the desk officer. RP did not want follow up contact.
6/14/2016	6/17/2016	3	Inquiry Dismissed: Alternate Remedy	RP felt an officer was picking on her for citing her for a pedestrian violation when a car had stopped for her.	Dismissed: Alternate Remedy
6/16/2016	7/21/2016	35	Inquiry	RP felt that her daughter's ex had an inside connection at EPD, officers keep showing up to do welfare checks but when she reports domestic abuse nothing is done.	Sgt. found officer had responded to call for service about a custody dispute. Sgt. explained to RP EPD's duty to ensure the safety of the children and could not ignore stories until they had been checked.
6/16/2016	6/23/2016	7	Inquiry	RP disputed the accuracy of a police report about an incident at her home.	Sgt. reviewed reports of the incident and the CAD details. The officers account of the incident were consistent with the CAD. During the investigation the Sgt. found no evidence to support RP's allegation of inaccuracy.
6/17/2016	7/29/2016	42	Inquiry	RP complained that officers released his car to a girl he had only given a ride to while he was being detained by officers.	Sgt. learned that at the time of the issue RP declined assistance to locate his vehicle and did not return calls left with his message service.
6/18/2016	6/20/2016	2	Inquiry	RP felt she was only arrested because an officer refused to look for her debit card during a traffic stop for DUII.	Sgt. spoke with RP at the Lane County Jail, in her statement to the Sgt. she did not articulate a policy violation.
6/17/2016	7/6/2016	19	Policy	An anonymous RP reported being cited by what he felt was an entrapment project, giving \$300 citations for not stopping when a pedestrian put one foot off the curb.	The Pedestrian Safety Operation was conducted in partnership with ODOT and Public Works.
6/20/2016	6/23/2016	3	Performance	RP emailed the Chief unhappy with the service he received when reporting a theft in his home.	Lt. reviewed the call and learned the suspects in the theft were RP's partner's children, Lt. took follow up information from RP.
6/20/2016	6/30/2016	10	Inquiry	RP was unhappy about the way an assault was investigated.	Sgt. reviewed report of the incident and found 3 valid determinations that lead officers to suspend the case. Sgt. spoke with RP about his findings.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
6/20/2016	6/21/2016	1	Inquiry	RP complained that officers contacted him because of his protected class.	Sgt. learned that RP was swinging a bat at cars while walking in a travel lane, when contacted by officer RP refused to stop and comply.
6/21/2016	7/21/2016	30	Performance	RP was unhappy with the response by an officer to her call about a dog left in a car. RP felt the officer didn't do anything and that and didn't even get out of the patrol car.	Sgt. learned that the officer RP spoke with was a cover officer another officer spoke with the dog owner and found he had only dropped someone off and had been away from his car only minutes. It was morning hours and not hot, the dog was no danger.
6/21/2016	8/24/2016	63	Policy	RP is upset that an officer is tagging his motorhome every 72 hours. He believes he should be able to park near his home.	Sgt. spoke with RP about the city ordinance of not storing a vehicle on the street. The Sgt. did not see any evidence that the same officer was giving RP citations for illegal camping.
5/22/2016	6/24/2016	32	Inquiry	RP complained that he was arrested because he was homeless.	Sgt. found that RP was smoking meth near the river which was the probable cause.
6/22/2016	7/27/2016	35	Inquiry	RP was unhappy with an officer who was threatening to cite her for texting people who she felt were slandering her.	Sgt. left messages with RP to discuss the issue and did not receive a return call.
6/23/2016	7/25/2016	32	Performance	RP alleged that an officer who responded to a call about a man who was an acquaintance of her sister's and was trying to get into her home was told "Have a nice night" and never looked for the guy.	Sgt. learned that as is standard practice in such calls one officer spoke with the complainant while another officer was searching the complex looking for the suspect.
6/23/2016	6/30/2016	7	Performance Dismissed: Outside Jurisdiction	RP reported an unmarked police SUV pulling out of a business lot at a high rate of speed.	Dismissed: Outside Jurisdiction
6/23/2016	8/5/2016	42	Inquiry	A supervisor at the airport reported that officer did not handle a situation with unauthorized people in taxiway in a professional manner.	Sgt. learned that the complaint had come in third hand and after speaking with officers and those involved found there to be no policy violations.
6/21/2016	6/27/2016	6	Inquiry Dismiss: Alternate Remedy	RP alleged that police pointed a gun at her son and dragged him from his car and that they also piled on charges.	Dismiss: Alternative Remedy

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
6/23/2016	7/25/2016	32	Performance	RP was upset that EPD would not take a report of identity theft from a healthcare provider.	Supervisor spoke with RP about her concerns and determined it was a civil issue with other venues to make her complaint.
6/23/2016	7/1/2016	8	Performance	RP reported trouble making a report about a tow truck driver striking him in a crosswalk.	When the Sgt. spoke with RP about his complaint he was unable to remember the date and time in question.
6/26/2016	7/14/2016	18	Inquiry Dismissed: Employee not active	RP reported an officer had his cuffs on too tight.	Dismissed: Employee not active
6/27/2016	8/9/2016	42	Inquiry	RP reported a neighbor who noticed an officer speaking with two homeless people who live in the area and found out they were told they could not use the port-potty's in the Park.	Sgt. spoke with the officer and found that a school had asked to have the officer speak with the men about not being on school property, there was no issue with the park facilities.
6/27/2016	8/1/2016	34	Policy	RP was upset that an officer did not arrest a neighbor who used racial slurs against him, as the neighbor had been arrested previously. RP was never told the outcome of the 1st arrest and wonders if this incident was even looked at or a report taken.	The Auditor and a Lieutenant from EPD were able to facilitate a meeting with RP and the DA's office about the previous situation and to provide a plan going forward for any new issues.
6/28/2016	7/21/2016	23	Courtesy	RP alleged he was stopped by an officer by yelling at him to sit on the curb, and that when he asked an officer for his card it was thrown at him,	Sgt. spoke with officer about the incident in which numerous officers where stopping people who fit a description of a suspect, RP was angry for being stopped and asked for the officers card, RP would not take the card as he argued with the officer about being stopped, when the officer had to leave on another call he placed the card in front of RP on the ground.
6/30/2016	7/21/2016	21	Courtesy	RP was unhappy that an officer berated him for over 10 min for leaving his dog in the car with water and then let him go with a warning, even though he had done nothing criminal.	Officers were called to a dog in distress and spoke with RP about the seriousness of the situation, finally giving a warning.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
6/30/2016	7/8/2016	8	Inquiry Dismissed: Other	RP alleged two officers came up behind him and without warning guided him to the ground.	Dismiss: Other Review of ICV found that the allegation did not happen.
7/6/2016	8/15/2016	39	Service Level	RP was unhappy with the service he received from a 911 call taker, who would not give him a ETA for an ambulance and continued to ask ridiculous questions	Supervisor reviewed that calls and found that the call taker followed questioning protocols during the call, did not give ETA as is policy, because of the variables involved. RP and family members of the injured were given information that medics had been dispatched. Supervisor spoke with RP about her findings.
7/6/2016	8/26/2016	50	Performance	RP felt an officer illegally searched her car and impounded it when she refused a drug dog search.	Sgt. reviewed ICV and police reports and found that RP was cited for no valid OR license and no insurance, that the search was per policy when a vehicle is impounded.
7/6/2016	7/25/2016	19	Performance	RP was upset that call takers argued with him and did not seem to understand the law when he called about a naked man in his establishment.	Supervisor reviewed the calls that RP made to the call center and found that RP was given correct information on they type of law/ordinance involved. Supervisor spoke with RP about the calls.
7/7/2016	7/8/2016	1	Performance	RP questioned why and officer who was in the vicinity of a red light runner didn't take action.	Lt. spoke with RP explaining various reasons why an officer may have not taken action, the officer may have been dispatched to a call and need to continue on to it.
7/8/2016	7/15/2016	7	Performance Dismissed: Outside Jurisdiction	RP alleged an officer ran a red light with pedestrians in the crosswalk.	Dismissed: Outside Jurisdiction
7/8/2016	8/18/2016	40	Courtesy	RP felt an officer was disrespectful and was not understanding of incident in which he forgot his backpack after volunteering at the Olympic Trails.	Sgt. found that a possible explosive device call and been generated from the unattended bag and that the officer was trying to advise RP of the seriousness of the unattended bag issue. Witness noted that the officer was professional but serious with RP.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
7/5/2016	7/29/2016	24	Policy	RP reported a concern about a camper in the Amazon Park Parking lot and no one seemed to want to deal with the issue.	Sgt. spoke with RP and then followed up by verify that the camper was camping illegally and then moving him along if that was the case.
7/12/2016	8/25/2016	43	Inquiry	RP was upset that an officer did not press charges against two men that physically assault her and her son.	Sgt. found that the incident was related to a dispute over child custody. No parties were hurt so no charges were filed.
7/12/2016	7/25/2016	13	Performance	RP alleged a call taker was snide and abrupt with him.	Review of the calls by Supervisor found both call takers were professional and assertive with RP.
7/13/2016	8/19/2016	36	Inquiry	RP was unhappy because he felt an officer lied to him about a mentally ill man who was pointing and swinging a bat near his child. He was told the man had been arrested but he could still hear him down the block.	The Sgt. assigned the complaint was personally present during the arrest to the man and could not identify any policy violations; he also noted that there was an arrest and related police report. RP did not return messages from the Sgt.
7/13/2016	7/28/2016	15	Performance	RP was upset that he has been unable to speak with an officer about a verbal dispute he had with his spouse.	Sgt. learned that the officers had been gone for training and check his messages when he returned and had not received a call from RP. He also learned a Lt. had spoken with RP about the issue.
7/14/2016	8/26/2016	42	Courtesy	RP was unhappy a report was not made by and officer who she felt was rude and threatening with her.	Sgt. found that RP had been asked to leave school grounds repeatedly by the administration and the officer sternly advised RP that is she did not leave she could be arrest. Sgt. spoke with RP about the situation.
7/13/2016	7/28/2016	15	Policy	RP felt an officer cited and impounded his vehicle illegally.	Sgt spoke with RP who believes he does not need to have a license registration or insurance as he is a sovereign citizen. Sgt. found officers actions to be within policy.
7/18/2016	7/20/2016	2	Inquiry	RP was unhappy that an officer stopped him and was concerned it was due to his race.	Sgt. and ICV confirmed that the officer stopped RP due to a description of a person if interest broadcasted by dispatch. RP fit the description. No policy violations.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
7/18/2016	7/28/2016	10	Performance	RP was unhappy that officers didn't arrest his downstairs neighbor for being in his vehicle and possibly trying to steal parts.	Sgt. learned that officers tried to mediate a solution to the issue as they determined that it was a misunderstanding and the neighbor had gotten into the wrong vehicle. Sgt. spoke with RP who was still unhappy with the outcome.
7/19/2016	7/20/2016	1	Constitutional Rights	RP was unhappy that officers came and did a welfare check after she posted on Facebook that her boyfriend hit her.	Sgt. spoke with RP and explained the community care taking requirements of officer. No policy violation.
7/20/2016	7/28/2016	8	Performance	RP had been unable to get an officer to return her calls.	Sgt. learned that the officer had attempted a return call to find RP did not have a voicemail setup. Sgt. was able to have the officer contact RP with him present and take care of the issue.
7/25/2016	8/2/2016	7	Performance	RP reported an officer driving a long way down River Road talking on a cell phone.	Sgt. reminded the officer that even though it is legal for officers to use cell phones for business a long conversation if best done by pulling over.
7/27/2016	8/22/2016	25	Courtesy	RP reported that an officer who contacted him to take a report was rude to him.	Sgt. spoke with RP who clarified that the officer wasn't rude the situation was and that EPD was rude with how they handle crime in the community.
7/27/2016	9/6/2016	39	Inquiry	RP was unhappy that her case had not been sent to the DA's office for prosecution.	Lt. reviewed case details and found that there was not information that lead officers to believe a crime had been committed. Lt. spoke with RP who felt information was missing and the DA agreed to look into the matter.
7/27/2016	8/18/2016	21	Inquiry	Inquiry into whether an injury to a suspect was a reportable use of force.	Sgt. reviewed ICV and found that the suspect head butted a door while in custody causing a small abrasion. There was no use of force by an officer.
7/27/2016	8/16/2016	19	Performance	RP called dispatch inquiring into why an officer was sitting in front of her home. A previous issue with law enforcement caused her to be fearful.	A supervisor was unable to identify the officer, but spoke with RP about her concerns.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
7/30/2016	9/2/2016	32	Inquiry	RP claimed he was put in a choke hold by officers outside of a Eugene bar. And then detained without knowing why.	Review of ICV by the Sgt. found that RP was not detained by officers but did have interaction with RP's intoxicated associates. After speaking with RP it was also learned that RP's issue was with the Bar Security and not the police officers.
8/2/2016	8/15/2016	13	Performance	RP felt call takers were lying to her and ignoring her calls to have Cahoots sent.	Communications Supervisor reviewed the calls and found that the call takers are taking RP's calls seriously, but many times less serious calls are placed on a call list that Cahoots manages. A communications supervisor made sure that RP's name was placed at the top of the call list the next morning.
8/2/2016	9/8/2016	36	Use of Force	RP was upset that her 17 year old daughter was covered in bruises when she picked her up from SERBU after being arrested for public intoxication. RP said officers slammed her daughter to the ground.	Review of Body Cam by the Sgt. found that RP's daughter was never subjected to use of force by the officers, when she tried to flee from officers she was gently guided to a bench so officers could try and to determine her identity. RP's daughter kicked one officer and repeatedly asked why she was being detained to which the officer patiently explained. She had to be transported to SERBU because she refused to identify herself.
8/3/2016	4/3/2017	240	Respectful Work Environment	RP indicated their retirement was due to a hostile work environment.	Hostile work environment claim was unfounded; investigation identified a need to thoughtfully consider team dynamics in the future.
8/4/2016	8/8/2016	4	Service Level Dismissed: Other	RP was upset that call takers dispatched Cahoots instead of taking the report he wanted taken.	Dismissed: Other
8/5/2016	8/9/2016	4	Inquiry	RP complained that officer did not have probable cause to arrest her and kicked her car during the stop.	Sgt. learned that during a traffic stop for driving without headlights. The ID check found RP had a suspended license, no insurance also an Attempt to locate for a theft. An officer did lightly kick RP's tire during the stop and apologized when RP complained. ICV captured the incident.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
8/8/2016	8/30/2016	22	Performance	RP questioned why and officer did not return her call about security footage she had available for an incident.	Sgt. learned the officer was in training and that he received messages via the call center and his training officer, he never received RP's message. Sgt. spoke with RP about the miscommunication.
8/8/2016	8/9/2016	1	Policy	RP reported a parked car that was creating a traffic hazard.	RP emailed back the next day relay that the issue had been resolved.
8/9/2016	9/9/2016	30	Performance	RP reported that she needed to call police about a man laying partially in the street, not having the non emergency number she called 911, immediately told the call taker it wasn't an emergency expecting to get the non emergency number but was told to call 411.	After review of the call Supervisor found that the customer service received by RP was not adequate. Supervisor spoke with RP and the call taker.
8/9/2016	9/3/2016	24	Incident Review	Allegation that a supervisor inappropriately shared confidential information.	Complaint was referred to City Manager and was determined to be unfounded.
8/11/2016	8/22/2016	11	Service Level	RP reported that he never received a return call after trying to report drug activity.	Sgt. spoke with RP and took the information to forward to the Interagency Narcotics Unit.
8/11/2016	8/26/2016	15	Courtesy	RP was unhappy with an officer who just yelled and pointed at him for running in the bike lane. He felt is was rude and unprofessional.	Sgt. spoke with officer involved and reminded him of being courteous, even when his action was for the citizens safety. RP did not want a return call from a supervisor.
8/13/2016	8/16/2016	3	Service Level	RP was unhappy that officers did not arrest a man for misdemeanor violations only cited him.	Sgt. spoke with RP about policy of citing in lieu of custody in this type of situation and that officers had made the correct decision in the investigation.
8/15/2016	9/30/2016	45	Service Level	RP questioned why EPD did not sent an officer for a report of a man sleeping on her porch.	Supervisor found that when the call originally came in no officers were available, when an officer was available almost 2 hours later, the man had departed. Supervisor spoke with RP about the staffing issues EPD is experiencing.
8/22/2016	9/30/2016	38	Inquiry	RP reported an issue with the 911 call center that did not pick up his call that he made after being injured in a motorcycle accident.	Supervisor reviewed the calls and found that the filter system applied to screen out the numerous pocket calls 911 receives everyday was at issue in this case and not an issue with personnel.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
8/23/2016	8/26/2016	3	Performance Dismissed: Other	RP reported a youth being arrested at the Park blocks for smoking when he wasn't.	Auditor ICV review found no policy violations. Dismissed: Other
8/23/2016	9/9/2016	16	Performance	RP reported an officer that continued straight several blocks in the bus lane that was a turn only lane to vehicles.	Sgt. spoke with RP about his concern and reminded officer that they are expected to follow all relevant traffic laws.
8/12/2016	9/20/2016	38	Courtesy	RP reported an officer made an unprofessional remark to media members after a press conference.	Supervisor spoke with media members present, who felt the remark was made jokingly and in a light atmosphere, supervisor reminded employee of being conscientious of future comments that might be perceived incorrectly.
8/25/2016	9/30/2016	35	Inquiry	RP was upset that the call taker refused to dispatch an officer to speak with him about a burglary at his storage unit.	Supervisor found that the call taker had placed RP on hold and verified with the Watch Commander that RP's situation had already been investigated. RP was then informed no officer would be dispatched. RP did not return phone calls by the supervisor.
8/26/2016	10/12/2016	46	Service Level	RP was unhappy that an officer would not take a report about his house keeper taking thousands of dollars of his belongings.	Sgt. found that the officer had learned that the woman had actually been invited to stay at RP's home and the items had been given to her by RP.
8/27/2016	9/26/2016	29	Courtesy	RP felt an officer was rude and condescending when he contacted her at her home on the word of a neighbor.	Sgt. reviewed ICV and found that the officer was professional attempting to gather information about the incident, once he verified that it was a verbal dispute only and no criminal issues he disengaged from RP who had become verbally aggressive with the officers.
8/29/2016	10/24/2016	55	Inquiry	RP complained that an officer was insensitive and showed a lack of respect toward RP's cultural and religious beliefs while investigating and incident with his son.	Sgt. spoke with RP about the safety and training implications of officers taking off their shoes before coming into a home.
8/28/2016	8/30/2016	2	Inquiry Dismissed: Other	While being arrested a woman screamed and alleged officer were hurting her.	ICV review of the entire incident found no evidence to support RP's allegations. Dismissed: Other

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
8/29/2016	9/7/2016	8	Inquiry	RP complained that an officer arrested him because of his race.	Sgt. learned that RP was stopped for an open container and then refused to follow officer's orders. RP is a repeat offender of at least 26 arrests or citations in the 3 summer months.
8/26/2016	10/4/2016	38	Courtesy	RP was concerned about the was an officer spoke with person he apparently misidentified in front of the Occupy Medical Tent.	Supervisor reviewed body cam of officers interaction and noted no policy violations in his investigation. Supervisor met with Occupy Medicals director and discussed issue related to police patrol and their community outreach.
8/29/2016	10/13/2016	44	Inquiry	RP needed clarification on some issues on a burglary case involving her place of business.	Sgt. was unable to reach RP to answer concerns and give clarification.
8/30/2016	10/12/2016	42	Performance	RP reported an officer who ran a red light.	Lt. found that the officer and 3 others were responding to a call. Officer was coached on the importance safe driving while on a call for service.
8/30/2016	9/23/2016	23	Service Level	RP's were unhappy with the service they received when they reported a man standing in the street urinating.	Sgt. found that the man had been checked on and found that he had mental health issues, rather than citing or taking the man to jail, Cahoots was called to assist the man.
8/30/2016	9/9/2016	9	Service Level	RP was concern that his call about a prowler in his back yard went unanswered by EPD.	Supervisor found that at the time of the call all available officers were dispatched and a shift change was in progress. After no additional calls came in about the situation the call was changed to beat information which officers follow up on in unobligated time.
8/31/2016	10/13/2016	43	Performance	RP was frustrated with an identity theft issue on going for over 6 years. A reported taken by EPD was not forwarded to the DA.	Sgt. learned that a detective had followed through on RP's case file and had found the events reported unfounded.. Sgt. spoke with RP about his findings.
8/30/2016	9/2/2016	2	Policy	RP reported that when he tried to report a fire in a field on the bike paths he kept getting a message that all circuits were busy.	Supervisor spoke with RP about calls, assuring him that the 911 center was not transmitting that message but was instead generated by a cell tower provider.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
8/23/2016	9/6/2016	13	Performance	RP was unhappy with the outcome of a domestic disturbance in her neighborhood.	Lt. reviewed the emotionally charged and alcohol fueled event and dispatched an officer to contact RP who was not involved nor witnessed the event to answer any questions.
9/1/2016	10/6/2016	35	Service Level	RP was unhappy with an officer who would not cite his neighbor for a dog that barked continuously.	Supervisor found that the officer had conducted a thorough investigation and determined that at this time a citation was not warranted.
9/1/2016	9/26/2016	25	Courtesy	RP felt that officers ignored him at a injury accident, taking 20 or minutes to speak with him and never asking if he was ok.	Sgt. reviewed ICV's and spoke to the officers and learned that is was a rollover crash with a person going to the hospital and traffic to be diverted. An officer had made an initial contact with RP and then because of the scene it was 15 to 20 minutes before RP was contacted to ask him about the accident.. When speaking with RP he learned that as well as the initial quick contact with an officer RP also spoke with Medics who verified that he was uninjured.
9/2/2016	9/22/2016	20	Inquiry	RP was unhappy with how an investigation in to animal cruelty was handled, believing the officer misrepresented the facts.	Supervisor reviewed the file of the issue and spoke with the officer to clarify the supposed discrepancy. RP did not return calls from Supervisor.
9/6/2016	9/6/2016	0	Policy	RP was upset that officer did a welfare check on her and her apartment.	Sgt. spoke with RP about the welfare check policy and how officers had not violated that policy, RP understood the issue and asked to have a notation on her name that she did not want future welfare checks done.
9/7/2016	9/30/2016	23	Inquiry	RP inquired into the correct way for media to obtain information from EPD in the overnight hours.	Supervisor spoke with RP about the process and a meeting has been set up between communications and patrol to improve responsiveness to the after hours media line.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
9/7/2016	9/20/2016	13	Courtesy	RP did not feel an officer handled his call for service correctly and a man who took a picture of his wife was not cited, the officer then tried to tell him he couldn't have his belongings on the tree strip as it was private property.	Supervisor found that a property owner in the area had reported RP illegally camping and had taken a picture of RP, not his wife. The officer did advise RP that indeed the planting strips are part of each property and as such are private property so he could not store his belongings in the that area.
9/7/2016	10/25/2016	48	Respectful Work Environment	Internal Affairs conducted an inquiry into concerns related to a personal relationship issue that was possibly impacting the workplace.	The matter was handled via chain of command, and the involved employee was advised of appropriate workplace conduct.
9/8/2016	10/13/2016	35	Inquiry	RP inquired into the status of a burglary report.	Sgt. spoke with RP about the status of his case.
9/12/2016	10/24/2016	42	Service Level	RP inquired into why a woman who assaulted her was charged with a lesser crime.	Sgt. learned that RP's concern was mostly with the Prosecutor's Office, as she was still dealing with her injuries. The Sgt. was able to have a supplemental report done with these new details and submitted to the Prosecutor. RP was happy with the service from officers.
9/13/2016	11/10/2016	57	Performance	RP reported an issue with a call for service in her care home. She believes she received conflicting information from the officer and wants to understand what she needs to do in case of future issues .	Sgt. Reviewed the information about the call and spoke at length with RP about her concerns.
8/9/2016	12/14/2016	125	Inquiry	Allegation that an officer provided confidential information to a private detective.	Supervisor learned the detective had only requested the report via the records department as per policy.
9/13/2016	9/21/2016	8	Performance	RP reported that his bike was missing from the EPD lock up area at the jail.	Sgt. looked into the issue and found that the bike was missing after being placed there by officers that arrest RP. RP was given information to file a Risk claim.
9/14/2016	10/13/2016	29	Service Level	RP reported that he was unable to get EPD to take a report on suspicious activity in his neighborhood.	LT. learned that both an officer and a Sgt. spend time with RP discussing the issues in the neighborhood.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
9/19/2016	10/3/2016	14	Inquiry	RP was unhappy that his roommate was not arrested for assault as he believed the situation was a mandatory arrest under Oregon ORS.	Review of the police report noted that the situation had been mutual combat and as the participants were roommates only they did not fit the criteria for the mandatory arrest. The situation was explained to RP.
9/16/2016	9/20/2016	4	Performance	RP inquired about a patrol vehicle doing excessive speed on his street and wanted to know what was acceptable.	Sgt. spoke with RP explaining that officers have an obligation to use due regard, in this case the officer was responding to a call of an assault on a woman with a baby.
9/14/2016	10/24/2016	40	Inquiry	RP reported an accident that he believed should have been dispatched with a medical unit and only police were sent.	Supervisor reviewed the calls and learned that even though the call involved the element of a dispute between a property owner and the accident victim medic's should have been called out. Training was provided to call takers.
9/19/2016	10/12/2016	23	Conduct	RP reported an officer who was cocky and rude with him after approaching him in an alley, The behavior activated his mental health issue. RP feels the officer needed better training.	Supervisor reported that he was called to the scene of the incident with RP and noted that after RP became agitated the back up officer took over contact and the supervisor was called to try and provide a calming presence for RP.
9/22/2016	10/28/2016	36	Policy	RP was upset with the level of service he and his neighbors have received from EPD concerning drug dealing, thefts and harassment.	Sgt. spoke with RP about EPD Staffing issues and limitations on services. He provided information on community watch and crime prevention.
9/22/2016	10/24/2016	32	Service Level	RP reported that when he call EPD about a prowler no one showed up.	Supervisor found that the call was entered and information given was that the suspect was leaving the area, no officers were available, 2 hours later an officer checked the area and did not find the suspect.
9/25/2016	10/14/2016	19	Performance	RP withdrew complaint	Complaint withdrawn
9/28/2016	10/5/2016	7	Performance	RP was unhappy that an officer demanded her friends who had given her a Macaw return it to someone that had given it to them with no proof that he was the original owner.	Sgt. found that the officer had determined that the issue was civil and that no one involved disputed who original owner was. The officer's actions were with in policy. Sgt. talked with RP about the issue.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
9/27/2016	11/14/2016	47	Performance	RP was upset that EPD would not release reports to her that made an allegation against her and in which she had a court date.	Sgt. Investigated the issue and found that RP had been directed to the Prosecutors officer to receive the information she needed for her court date.
9/27/2016	11/23/2016	56	Incident Review	An officer received via text messages and allegation that a man she knew was not getting arrested because officers were taking bribes.	After numerous conversation with RP the Sgt. determined that the allegation was an assumption by RP and not known fact. Per Auditor case was closed.
9/29/2016	10/17/2016	18	Inquiry	RP had not been able to reach an officer about a report he had filed. The officer's business card gave the wrong extension.	Sgt. learned that once the officer learned the extension was wrong he corrects it on all cards given out.
9/29/2016	10/28/2016	29	Courtesy	RP was unhappy with a conversation with an animal welfare officer, who he felt was power tripping.	Supervisor reviewed the case and attempted contact with RP. Supervisor also spoke with officer about the complaint.
10/3/2016	10/31/2016	28	Service Level	RP was unhappy with how a call taker handled his call for service concerning a drone in his neighborhood.	Supervisor reviewed call and found that while at this time it is not a crime to fly drones over other people's property the call taker did not make the caller feel heard. Supervisor coached call taker and spoke with RP about findings.
10/3/2016	10/7/2016	4	Inquiry Dismissed: Outside Jurisdiction	RP reported an unmarked transport van driving erratically.	Dismissed: Outside Jurisdiction
10/3/2016	10/12/2016	9	Performance	RP was unhappy that an officer did not file charges against a friends brother who took a swing at her.	Sgt. learned that the officer after speaking with witnesses did not have probable cause to make an arrest. The officer stated that new witnesses had been identified and he was following up.
10/4/2016	10/24/2016	20	Performance	RP was unhappy officers did not cite her daughter who had thrown a picture frame at her .	Sgt. found that the officers had been dispatched to a dispute, the daughter denied throwing the frame and the mother had no visible injuries, the officers conducted a civil stand by as the daughter moved her belongings out of the home.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
10/4/2016	10/25/2016	21	Inquiry	RP was stopped for a license plate violation but didn't actually have expired tags, She was perplexed as to why she was stopped.	Sgt. contacted RP with the information that her tags had been placed incorrectly on the plate and that was the reasoning to provided that information and give the warning.
10/7/2016	11/14/2016	37	Incident Review	Investigation of an allegation that an officer had used law enforcement data bases to find out information that did not have a law enforcement purpose.	After speaking with RP and pulling audits of the data bases in question no such use was found.
10/10/2016	11/16/2016	36	Inquiry	RP was unhappy with the way an officer responded to a call in which his Hispanic friend was robbed.	Sgt. Reviewed the reported taken by the officer and found it to be complete and thorough. When speaking with RP Sgt. found that his main issue was the response time of EPD.
10/10/2016	11/7/2016	27	Incident Review	RP felt an officer had been less than helpful in obtaining video surveillance about in incident in which he was assaulted.	Sgt. reviewed ICV of the investigation and found the officer was professional and respectfully during the contact with RP.
10/11/2016	11/16/2016	35	Incident Review	RP stated she was promised \$1000 by an officer for giving information about a man and his illegal activities.	Sgt. spoke with RP who could not given any further clues as to who the officer was.
10/12/2016	10/13/2016	1	Policy Dismissed: Other	RP reported EPD would not stop the people who were using loud audible voices that rang out all over the southern valley in South Eugene.	Dismissed: Other
10/13/2016	10/31/2016	18	Inquiry	RP is unhappy that no one would take a report of her loud neighbors in the apartment above her.	Supervisor reviewed dispatch logs and found that an several occasions officers did contact RP about the issue. RP phone did not accept incoming calls for contact with the supervisor.
10/1/2016	11/15/2016	44	Performance	RP advised she witnessed at least 5 different officers not using blinkers.	Officer were reminded by command staff about safe and courteous driving.
10/14/2016	11/15/2016	31	Inquiry	An inquiry in to a potential conflict with the City's nepotism policy.	Lt. investigated the issue and found that the party involved had voluntarily moved shifts to mitigate the situation. The employee was within policy.
10/13/2016	10/24/2016	11	Inquiry Dismissed: Other	RP was unhappy that an officer would not call AAA to have his car towed when he was arrested.	Dismissed: Other

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
10/14/2016	2/21/2017	127	Performance	RP was upset that on officer arrested him for just sitting in a car with a minors in the backseat and that the officer used crude language and left his car unsecured when he transported him to the jail.	Sgt. learned that the officer had developed probable cause to arrest RP after speaking with one of the minors who provided information about RP being present when the minor received drugs from another male while in RP's presence.
10/17/2016	11/21/2016	34	Policy	RP wondered why officer entered his home without a warrant and woke him and his girlfriend.	Sgt. reviewed the call and found that a call for an on going and active dispute had been placed by a neighbor, when officers arrived it was quiet but officers found a significant amount of blood in the entry area and got no response from the occupants. Entry was made under ORS 133.033 the community caretaking law.
10/18/2016	10/31/2016	13	Service Level	RP report no one responded to his call for service when a trespasser was sleeping on his porch.	Supervisor found that because of the call load at the time of day this type of call could be expected to be held over an hour. The call taker should not have advised a 15-20 min response time.
10/18/2016	10/31/2016	13	Courtesy	RP, who has a mental disability felt a call taker treated him with disrespect and without compassion.	Supervisor reviewed the call and provided coaching with call taker on how to have better handled the call.
10/19/2016	11/15/2016	26	Inquiry	RP reported an officer was short with her during a traffic stop.	Cpt. found that the officer was headed to a meeting when he observed a vehicle changing lanes without signaling. The stop involved giving RP a warning, not a citation. The officer noted he may have seemed short as he was headed to a meeting.
10/19/2016	11/21/2016	32	Performance	RP reported to EPD harassment by a landlord, who told her she had to leave her home without gathering her belongings.	Sgt. found that at the time of the call RP and friends were in the process of moving RP's belongings because of the on going dispute with the landlord. No criminal actions were taking place and the officer did not tell RP she had to leave or leave her belongings.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
10/20/2016	11/29/2016	39	Performance	RP was unhappy that his RV had been towed after an officer told him he had 72 hours to move it. A notice on the vehicle said he had until a certain date. He then found it towed before that date.	Sgt. found that an officer made a mistake on a written notice for the tow date, but had given RP a verbal notice. The officer was coached on attention to details.
10/20/2016	10/28/2016	8	Performance	RP was unhappy that an officer did not provide a card and a police report number.	Sgt. found that RP had asked for a police report number and as no report was being taken no # was available, and that RP had not requested a card. Sgt. spoke with RP and provided the incident number for the call and the officer's name and badge number.
10/21/2016	12/16/2016	55	Incident Review	Review of in incident in which officer arrested a suspect at the park blocks.	Review of the use of force and handling of the crowd in the incident found no excessive use of force.
10/21/2016	12/1/2016	40	Service Level	RP was upset with the length of time it took for EPD to respond to a child custody complaint and then a mix up of paper work.	Lt. spoke with RP and was able to provide information so that RP could obtain the correct paperwork to allow EPD to intervene in the custody issue.
10/24/2016	12/1/2016	37	Service Level	RP was unhappy with the response to a injured man when 2 hours later no one had arrived.	Supervisor found that a call for an intoxicated man with an injury was entered for Cahoots, by the time Cahoots had cleared from a previous call the man was no longer at the location.
10/24/2016	10/31/2016	7	Performance	RP's stated he was advised that police would not be responding to his call about illegal parking outside his home by customers of a nearby business and that he would need to detain the person himself.	Supervisor found that the call was listed UTD Unable to Dispatch due to the involved vehicles having already left the scene and that there is no issue enforceable by police at the scene as there is legal parking in front of RP's residence.
10/25/2016	11/7/2016	12	Performance	Rp reported a patrol vehicle following too closely in heavy traffic.	Lt. spoke with the employee involved about traffic safety. RP did not leave a name for contact.
10/25/2016	10/31/2016	6	Inquiry	RP was upset that Springfield police showed up when she had called for an ambulance.	Supervisor reviewed the call for service and found that call takers forwarded the call to Springfield dispatch and was policy in the situation.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
10/21/2016	10/28/2016	7	IA16-319	RP felt a call taker she spoke with was rude and abrupt with her.	Supervisor found that the call taker was not rude but did abruptly terminate the call. Supervisor spoke with the call taker about the call and contacted RP with her findings.
10/26/2016	10/28/2016	2	Inquiry Dismissed: Other	RP inquired into obtaining help with issues in her neighborhood.	Dismissed: Other Inquiry forward to Supervisor for contact with RP. No complaint.
11/1/2016	12/8/2016	37	Inquiry	Internal inquiry into an employee's traffic stop by another agency.	Sgt. found that the employee was stopped due to suspicious activity and was found to be playing Pokémon Go. No further issues were found.
11/1/2016	12/9/2016	38	Performance	RP was unable to reach an officer in regards to a motor vehicle accident in which he was hurt.	Sgt. worked with RP and the officer to provide RP with the answers he was seeking. The matter was found to be civil in nature.
11/1/2016	11/28/2016	27	Service Level	RP was unhappy with the level of service when reporting illegal camping in the Washington Jefferson Park.	Sgt. spoke with RP about his concerns, RP made a clear distinction between homelessness and those that are using drugs and dealing in the park. Sgt. discussed with RP might reach out to city government to promote change.
11/1/2016	12/7/2016	36	Performance	RP was upset with the level of service he had received with issues such as trespassing on his property on the most recent incident he was promised the suspect would be arrested and found out he was only cited.	Sgt. found that the suspect had to be taken to the hospital for stitches and because of time constraints and getting the officer back out on patrol was a priority he was directed to issue the citation instead of waiting to take the suspect to jail.
11/2/2016	12/9/2016	37	Inquiry	RP reported an incident at a school in which her granddaughter was harassed and wanted to make sure the officer was looking into the situation.	Sgt. spoke with RP about the situation and that the officer in charge of the school was aware of the issue and was ready to move forward if RP and her granddaughter wanted to press charges.
11/3/2016	11/7/2016	4	Inquiry	RP inquired in to how to get less attention from officers when he drives his girlfriends new car since he is Hispanic.	Sgt. spoke with RP and advised and what information he could request from officers to help in an investigation if he felt he was being profiled.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/7/2016	12/9/2016	32	Performance	RP was unhappy that officers had his car towed when it ran out of gas in the middle of the road instead of call his own tow since he had AAA.	Sgt. found at the scene of the stalled vehicle the owner had wandered off and seemed to be panhandling down the block. After being unable to push the vehicle a tow was called at RP's request. No mention of his own insurance was made at the time.
11/10/2016	12/20/2016	40	Service Level	RP was upset with the service level he has been receiving from EPD concerning his fence being damaged and his trash cans being backed into.	Sgt. reviewed each of the 15 calls for service RP had made in recent months and spoke with officers involved, no policy violations were found.
11/9/2016	12/2/2016	23	Inquiry	RP was concerned about officers driving with lights and sirens on Dillard Road as it has a blind curve, feeling this poses risk to area residents.	Lt. found that EPD had no officers in the area doing an emergency run during the time of the incident. Lt. spoke with RP about his concerns and passed that information on to supervisors.
11/11/2016	12/2/2016	21	Inquiry	RP alleged an officer pulled him over because he knew he had a suspended license. And then patted him down for a traffic violation.	Sgt. reviewed the complaint and found that the officer acted in the scope of EPD best practices following policy and procedure.
11/16/2016	1/3/2017	47	Inquiry	RP was concerned how police handled a call for service about a dispute in which he felt the women involved was not treated correctly. That officers failed to listen to her side of things.	Lt. reviewed the incident and found that officers at the scene did a complete investigation and no policy violations were found. Lt. spoke with RP about the issue who was concerned about the traumatization issue with the couple involved and hope EPD could develop and deeper understanding with how to deal with traumatized people.
11/15/2016	12/29/2016	44	Inquiry	RP claimed that officers treated him unprofessionally in an incident in which a gang member had been harassing him and using racial slurs, and then he had a seizure in front of the officers.	Review by Lieutenant of ICV clearly showed the officer acting profession and providing medical treatment as needed. RP did not respond to speak with Lt.
11/16/2016	12/2/2016	16	Incident Review Dismissed: Alternate Remedy	RP alleged that an officer illegally searched his son's car after an arrest for a possible hit and run even after being shown how the son's car was damaged.	Dismissed: Alternate Remedy Review of the incident by Auditor's Office found no policy violations, only court issues.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/30/2016	1/3/2017	33	Inquiry	RP was upset that EPD officers did not assist her when a former landlord's family and friends broke in to her house. RP acknowledge it was a complicated issue with new owners etc.	Lt. reviewed the issue and confirmed that the officer had made the correct determination that the situation was a civil landlord tenant issue. Lt. spoke with RP who understood but was frustrated that officers could not help with civil issues.
11/22/2016	1/12/2017	50	Service Level	RP was concerned about the length of time it took for a response to a male laying on the ground next to his bicycle, with no apparent injuries.	Supervisor found that the call was not dispatched for almost 50 minutes, because of no officer available, Fire or EMS should have been dispatched.
11/21/2016	1/6/2017	45	Policy	RP reported an officer who was driving to fast against a red light with lights and sirens. It felt like a Hollywood Movie to RP.	Sgt. reviewed ICD of the officer's code 3 response to shots fired and found that the driving to be with in policy, as trained precautions were taken by the officer.
11/30/2016	12/12/2016	12	Inquiry Dismissed: Other	RP reported concerns about a warrant arrest of her daughter.	Dismissed: Other RP did not provide enough information to identify the situation and did not return requests for more information.
12/2/2016	1/9/2017	37	Service Level	RP is upset that there is never a response to illegal camping issues in his neighborhood. The St. Vincent program does not work.	Sgt. had received this complaint before it had been assigned to him and had directed an officer to make contact and begin enforcement since St. Vincent had already made contact with no results. The campers had moved.
12/5/2016	1/3/2017	28	Performance	RP was unhappy that when her car was left on the side of the Hwy after her friend was arrested her car was stolen because the officer left the key in the car.	Sgt. found that the officers waited until a friend of the arrestee arrived before leaving the scene leaving the car in the possession of that person.
12/5/2016	12/9/2016	4	Performance	RP reported that EPD did not notify him of a court date, put out an ATL, while he was in jail at the time.	Sgt. notified RP that the jail system and EPD's are not compatible and the officer could not know that he was at the jail at the time.
12/5/2016	12/8/2016	3	Court	RP reported a call taker being discourteous and telling her a supervisor would not be calling her back.	Supervisor reviewed the call and did not find the level of rudeness reported by RP, but did note RP was told a supervisor may not call back. The call taker was coached on that response.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
12/7/2016	1/25/2017	48	Inquiry	RP reported an incident in which he and another man became involved in a dispute with the man using racial slurs against him. The officer then arrested and cited him and not the other man.	Sgt. reviewed the ICV of the incident and found that the officer did not violate policy. After investigating it was found the RP had incited the dispute with the other man and since both parties had used slurs and RP was the aggressor he was the one cited. RP was contacted about the findings.
12/8/2016	1/12/2017	34	Service Level	RP was upset that he could not get more patrols in his neighborhood.	Supervisor found that a call for a reckless driver came in but no identifying information was available so dispatch could not be done. Supervisor left message for RP about the issue.
12/8/2016	2/9/2017	61	Inquiry	Internal inquiry into whether an employee released a police reported to a victim's mother while it was still an open case.	Sgt. found that a redacted copy of the report and been provided by the employee who has since resigned from EPD.
12/9/2016	1/3/2017	24	Performance	RP had been unable to get an officer to return his calls.	Sgt. spoke with officer and asked him to contact RP. RP reported that he had heard from the officer and needed no further assistance.
12/13/2016	1/26/2017	43	Courtesy	RP alleged and officer was disrespectful, trying to incite him into a confrontation.	Sgt. found the officer was dispatched to a argument at a local hotel between RP and the manager. Officer had to get stern with RP to be able to conduct him investigation of the incident.
12/11/2016	1/26/2017	45	Performance	RP reported an officer speeding and driving recklessly in wet conditions	Sgt. learned that officer was on a call that required no lights and sirens. No policy violations.
12/14/2016	1/13/2017	29	Incident Review	RP reported that her ex husband appeared to have an unauthorized credit card in her name at his home.	Cpt found that the card had been on a account that was the officer's with a RP being an authorized user over 10 years ago. No illegal activity was found and RP was advised of the findings.
12/13/2016	12/14/2016	1	Inquiry Dismissed: Other	RP reported an officer treated him unfairly by not assisting him.	Dismissed: Other Review of ICV and reports by Auditor's Office found no policy violations.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
12/4/2016	1/27/2017	53	Inquiry	RP is unhappy with how an investigation into an assault on his son is being handled Six weeks later and it still has not been sent the district attorney.	Sgt. found that the investigation had been lengthily with multiple interviews, review of medical records, etc. Once the investigation was finished the report was submitted to the district Attorney.
12/17/2016	2/24/2017	67	IR/Performance	Auditor initiated review of policies pertaining to after action events during a Deadly Use of Force scene.	Sgt. provided clarification to the Auditor concerning the policies in place and the time line of events during a 2016 Deadly Use of force scene.
12/19/2016	1/17/2017	28	Inquiry	RP was upset that an officer could spend a week pouring over security tape and arrest him but could not deal with the illegal parking issues in front of his home.	Sgt. found that the officer had been dispatched to RP's residence in response to a call of illegal camping and then an call came in for criminal mischief.
12/19/2016	1/12/2017	23	Courtesy	RP reported that a call taker was rude and laughed at him when he reported a rock had been thrown at his place of worship.	Supervisor reviewed the call and found that the call taker had not laughed at RP and no policy violation occurred.
12/20/2016	1/20/2017	30	Service Level	RP was unhappy with the illegal activity in the parks, and feels that no matter how many times he reports issue nothing is ever done.	Sgt. had a lengthy conversation with RP about officer's work load and what they can and can't do with the issues he reports.
12/21/2016	1/31/2017	40	Incident Review	RP alleged EPD impounded her vehicle that she had the title for but not yet registered and then released it to another person.	Sgt. found that the RP had actually given the keys to an EPD officers during an investigation, and that the title issue was a civil issue between RP and the owner on the title.
12/28/2016	1/26/2017	28	Performance	RP was unhappy that an officer made a call for service for an assault into a trespass issue.	Supervisor found that the investigation showed RP had aggressed the other person and he pushed RP in self defense. Sgt. spoke with RP about why the officer made the decisions he did after the investigation.
12/28/2016	1/26/2017	28	Performance	RP was unhappy that when he was arrested after a traffic violation an officer confiscated his girlfriend's weapon when she had done nothing wrong and is now being told it will take up to a month to retrieve the weapon.	Sgt. learned that no mention was made by RP or his girlfriend that the weapon was the girlfriends until after one of the officers had left the scene to secure the weapon. No policy violations were found.

2016 Service Complaints, Policy Complaints, Incident Reviews, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
12/28/2016	2/1/2017	33	Courtesy	RP was unhappy that an officer rapped on her car window and yelled at her and her family after they went through an intersection being flagged by police and made a left hand turns She felt the officer was rude and he scared them.	Sgt. found that the officer was flagging cars through the intersection so as to not allow the left turn, when he rapped on the window to inform them of the incorrect movement the occupants ignored the officer. The officer was able to eventually tell the driver in a firm voice what he had done wrong.
12/29/2016	1/26/2017	27	Inquiry	RP was unhappy that an officer told her minor during a call for service about a dispute between the two of them that she could just get emancipated.	Sgt. spoke with the officer and found out that during the course of speaking with the minor about her obligation to listen to and follow her mother's rules she included the information about becoming emancipated and the lengthy legal requirements to that.

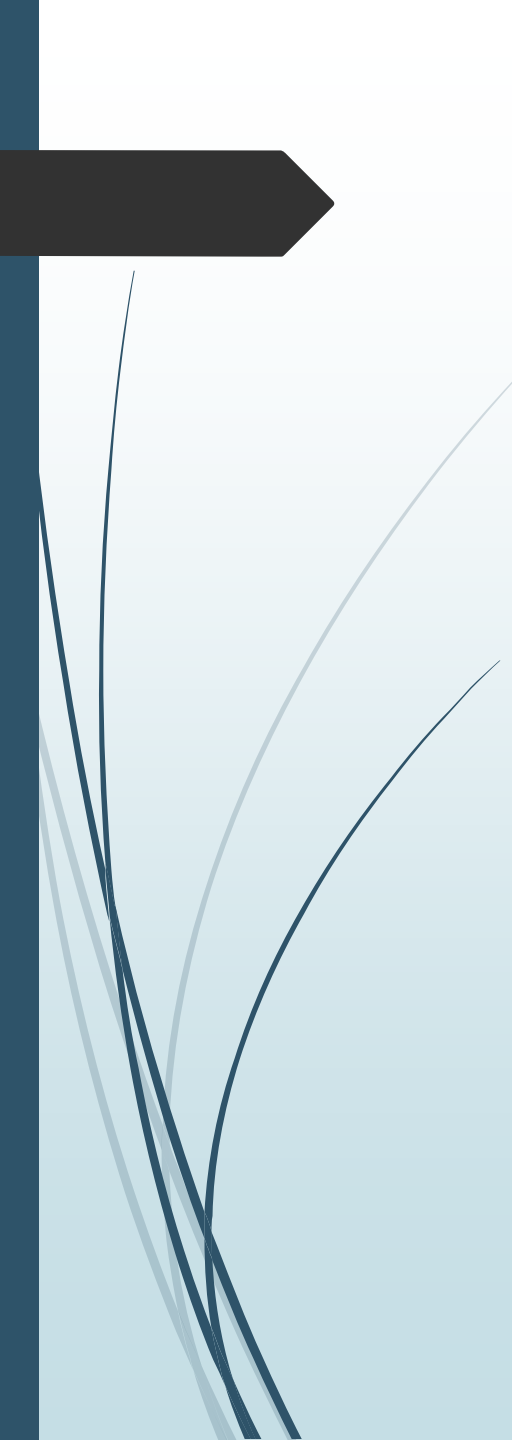
Community Engagement Strategy



Beatriz Hernandez

City of Eugene

Independent Police Auditor's Office



Goals of Community Outreach

- Inform the community of our services; Absent a negative encounter or a newspaper subscription, many still are not aware we are here.
- Build relationships of trust between the community, law enforcement, and our office.
- Greater sense of openness and breaking down barriers of fear.
- An opportunity for people to ask questions, voice opinions and receive answers. Transparency and openness in government.

Example of Informational Video

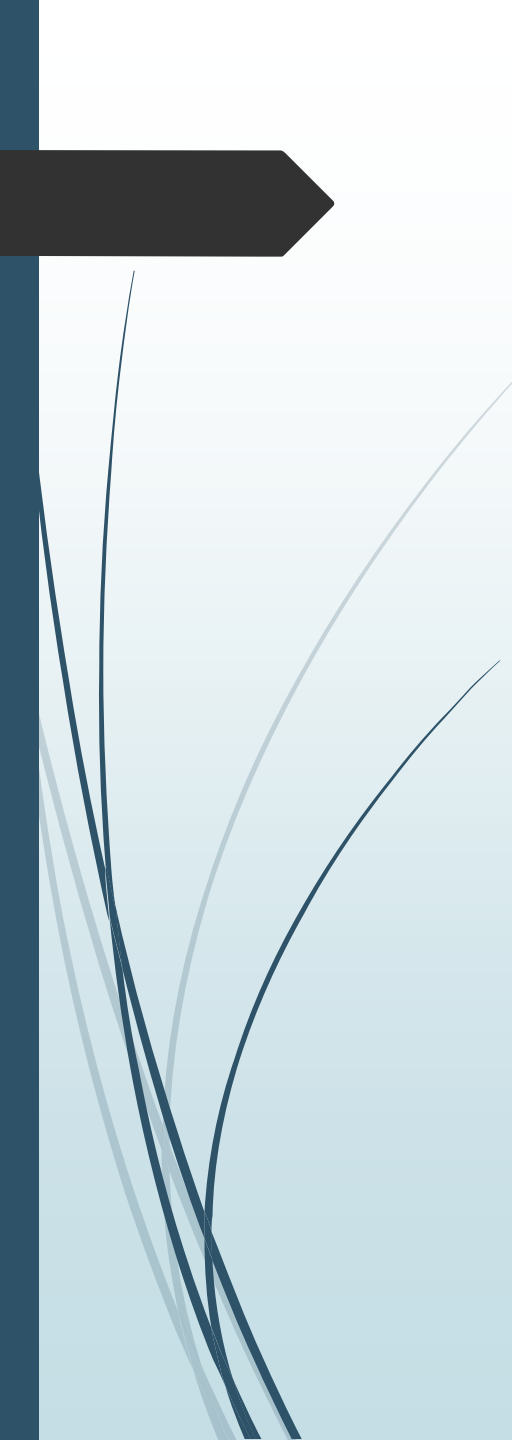


WAYS TO SUBMIT
COMPLAINTS AND COMMENDATIONS
AT THE
POLICE AUDITOR'S OFFICE



Publications/Interviews in the Community

- ▶ Interview with **K-VAL** regarding new outreach position.
 - ▶ <http://kval.com/news/local/beatriz-hernandez-joins-police-auditors-office-to-assist-latinx-community>
- ▶ Guest Viewpoint in **Register Guard**.
 - ▶ <http://registerguard.com/rg/opinion/35020662-78/office-of-police-auditor-seeks-inclusiveness.html.csp>
- ▶ Interview via Facebook Live with **Alex Reyna from La E-Kiss** to over 5,000 followers.
- ▶ Bilingual interview with **KLCC's** Armando Morales for his program, **Ahora Si!**

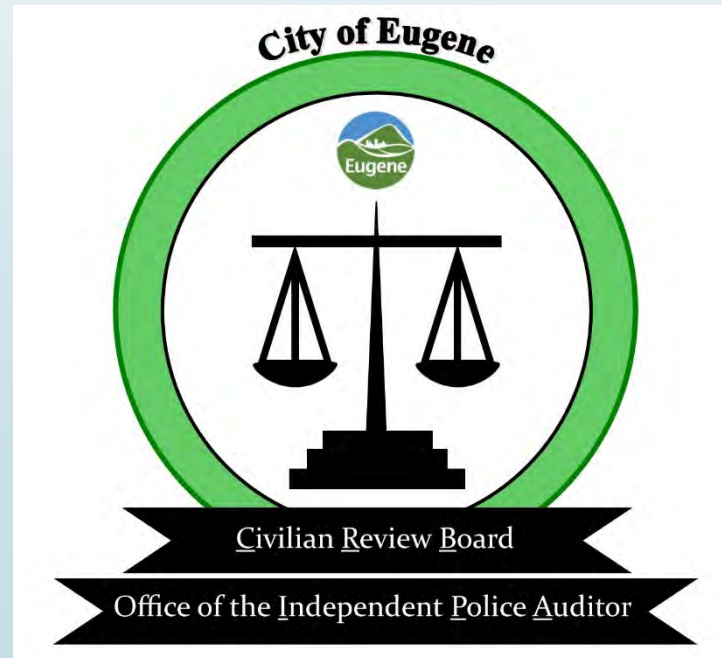


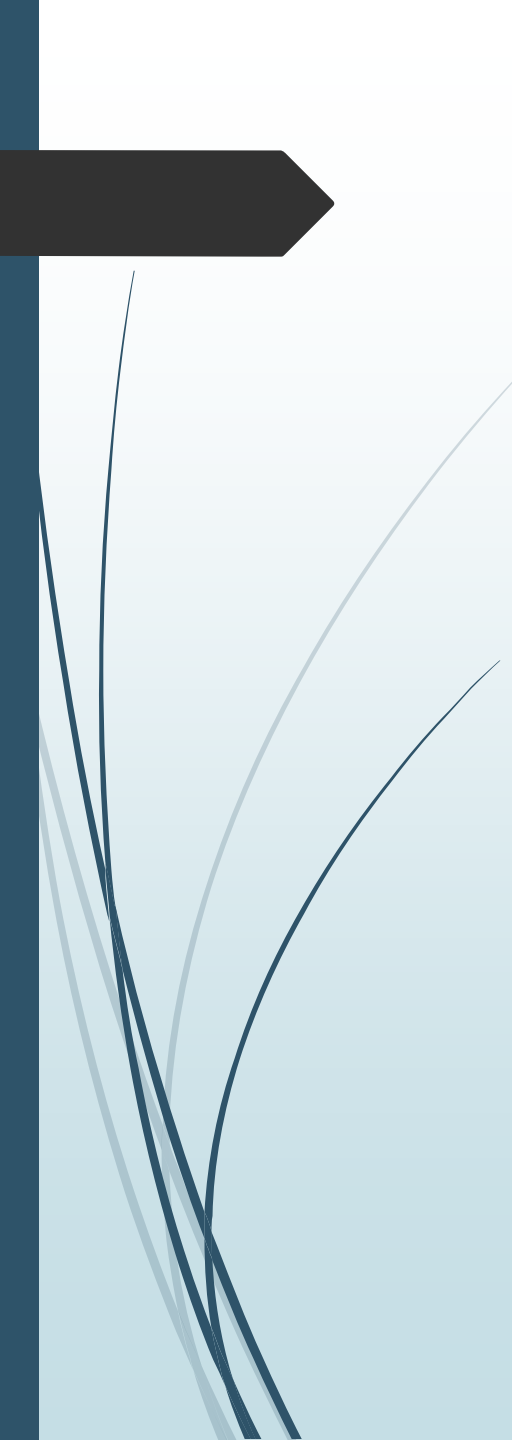
New Outreach Materials

- Frequently Asked Questions brochures in English and Spanish.
- Know Your Rights wallet cards in English and Spanish.
- Updated online complaint form in Spanish.
- Added an option on our phone systems to leave a message in Spanish.
- Created flyers in English and Spanish and are continuing to disperse throughout Eugene and Springfield.
- Created short and long version of community presentations in both English and Spanish.
- Created an anonymous survey to ensure all community members can voice concerns without fear of being identified.

New Outreach Materials cont'd..

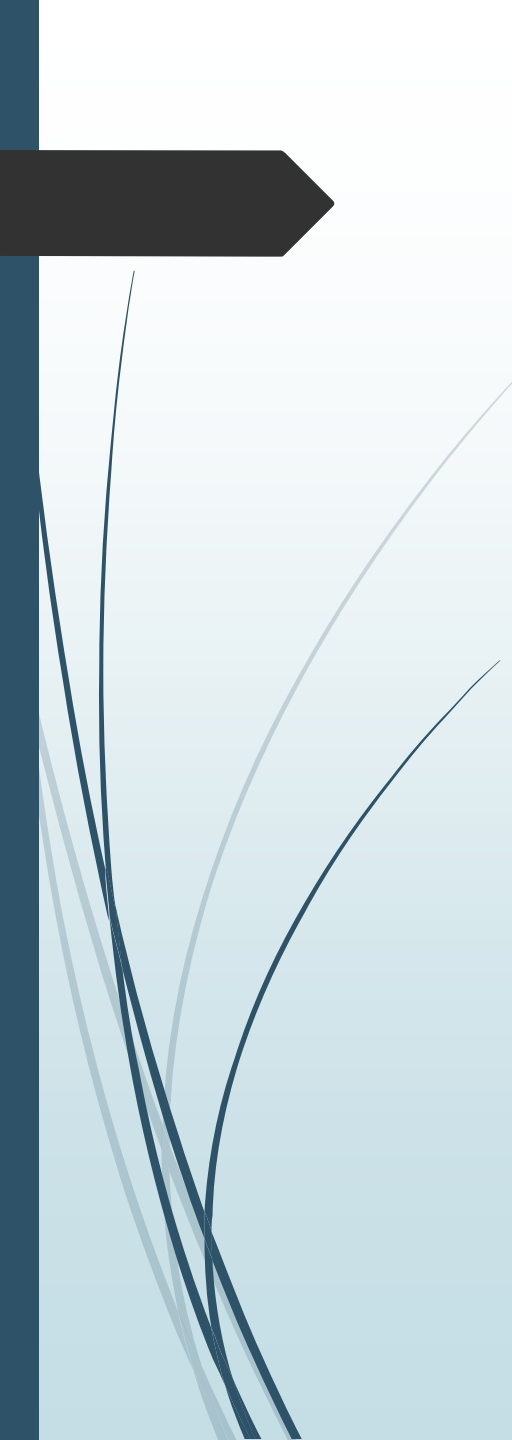
- New Independent Police Auditor and Civilian Review Board logo.
- New pens with Police Auditor's Office information.
- New table runner and tablecloth for tabling events.
- Two new outdoor banners– extremely useful when LTD buses from the Eugene Station pass by our office every few minutes.





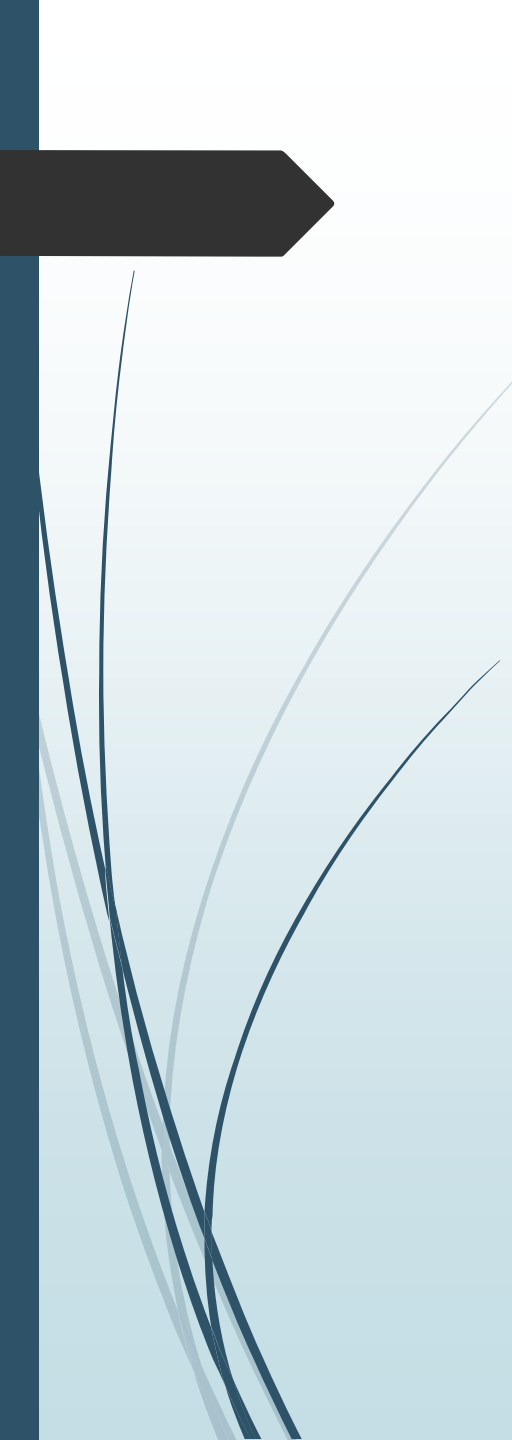
Community Events

- Monthly attendance at **Police Commission, Human Rights Commission** and **Civilian Review Board** meetings.
- Monthly engagement at **Integration Network** meetings: great opportunity to learn about projects/events regarding the Latino community in Eugene/Springfield.
- Attended several **Neighborhood Association** meetings to discuss the work of our office and answer community members' questions directly.
- Tabling at the **Mobile Mexican Consulate** event at Oakhill School.
- Presented information at **Downtown Languages** courses.
- Tabling at the **2016 Posada**; great family event during the holidays.
- **Build Bridges not Walls/ All are Welcome Here** campaign.
- **Latino Professionals Connect** monthly meetings.
- Panel discussion for Lorna Flormoe's **Public Participation in Diverse Populations** course.



Current Projects

- Throughout the months of March-May, **McKenzie River Broadcasting**'s first local Spanish radio station **97.7 FM La Que Buena** aired a PSA with information about our office.
- **Lane Transit District** will be adding internal advertisements to half of their buses throughout the month of May- we hope to give exposure to people who normally don't frequent downtown- buses change routes, so they will be seen by a lot more people.
- Working to grow our social media presence through our **Facebook and Twitter** pages.
- Continuing to work on **Student Guide to Police Practices**; need to decide best method to disperse information and get approval from school districts.
- Every other month, we are conducting outreach at **Centro Latino Americano** during their **bus pass sale days**. It is a great opportunity to talk to people one on one and allow them to ask any questions they may have about our office.



Current and Future Projects

- A condensed version of our **2016 Annual Report**.
 - Aiming to be more reader-friendly and straight-to-the-point about key patterns and findings in the past year
- A series of short, **educational videos** that are easy to share and incorporate into our educational workshops.
 - “Different Ways to Submit a Complaint”
 - “Classification of Complaints”
- Continuing to reach out to local nonprofits & churches who work closely with the Latino population for future collaboration opportunities.
- Host an open forum/panel discussion on 2016 Annual Report & Community Concerns.



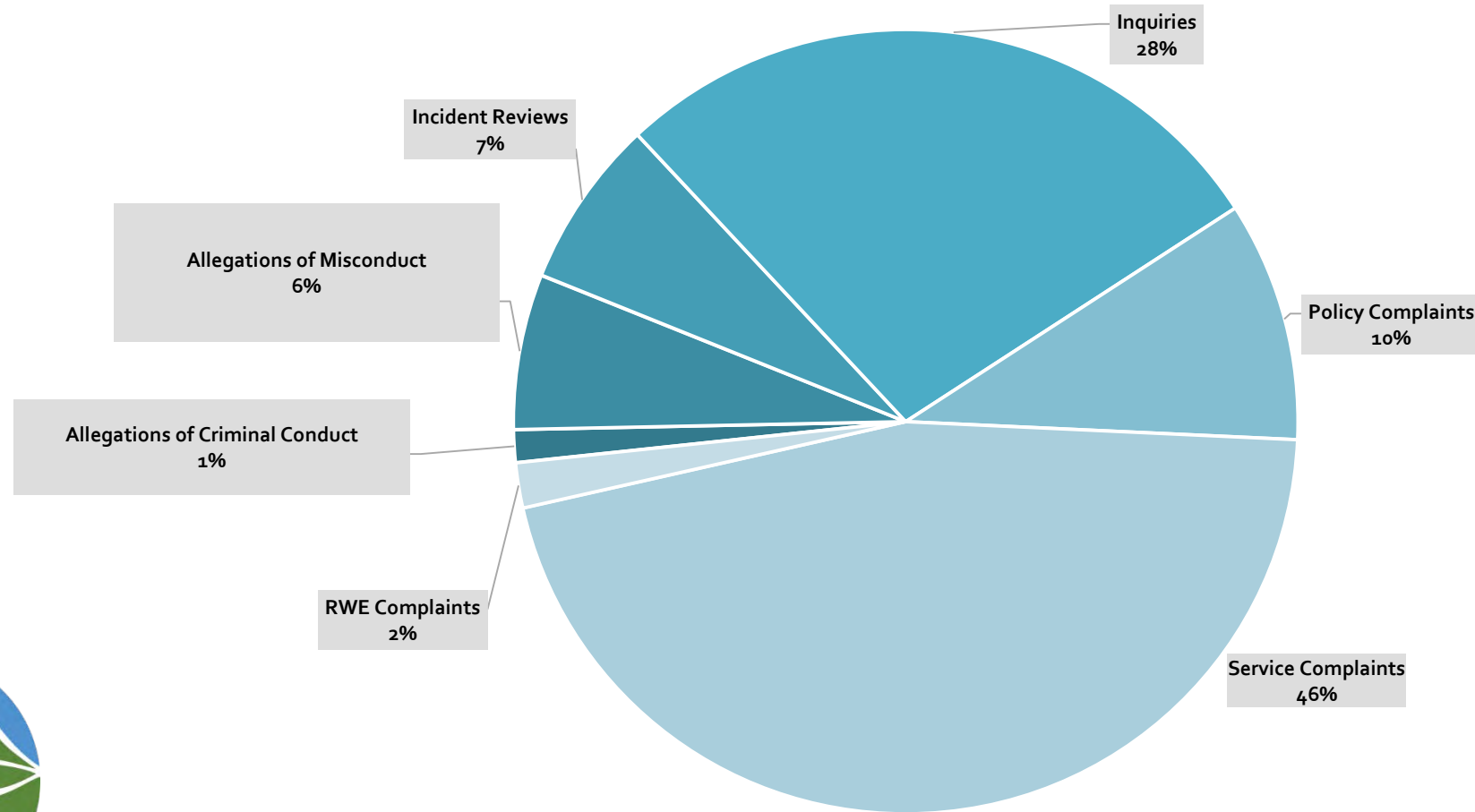
2016 ANNUAL REPORT SUMMARY

Office of the Independent Police Auditor

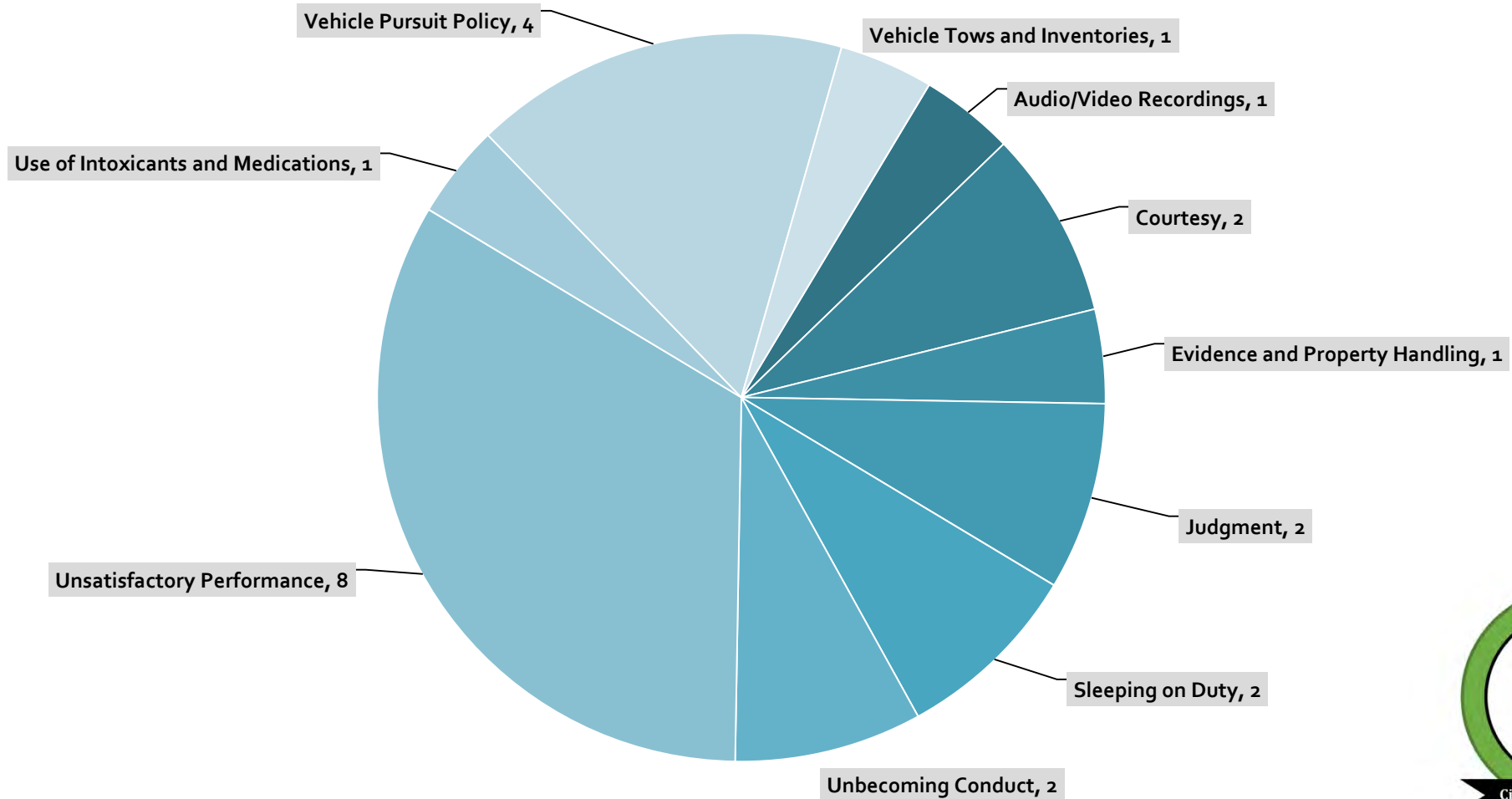
City Council Presentation

May 8, 2017

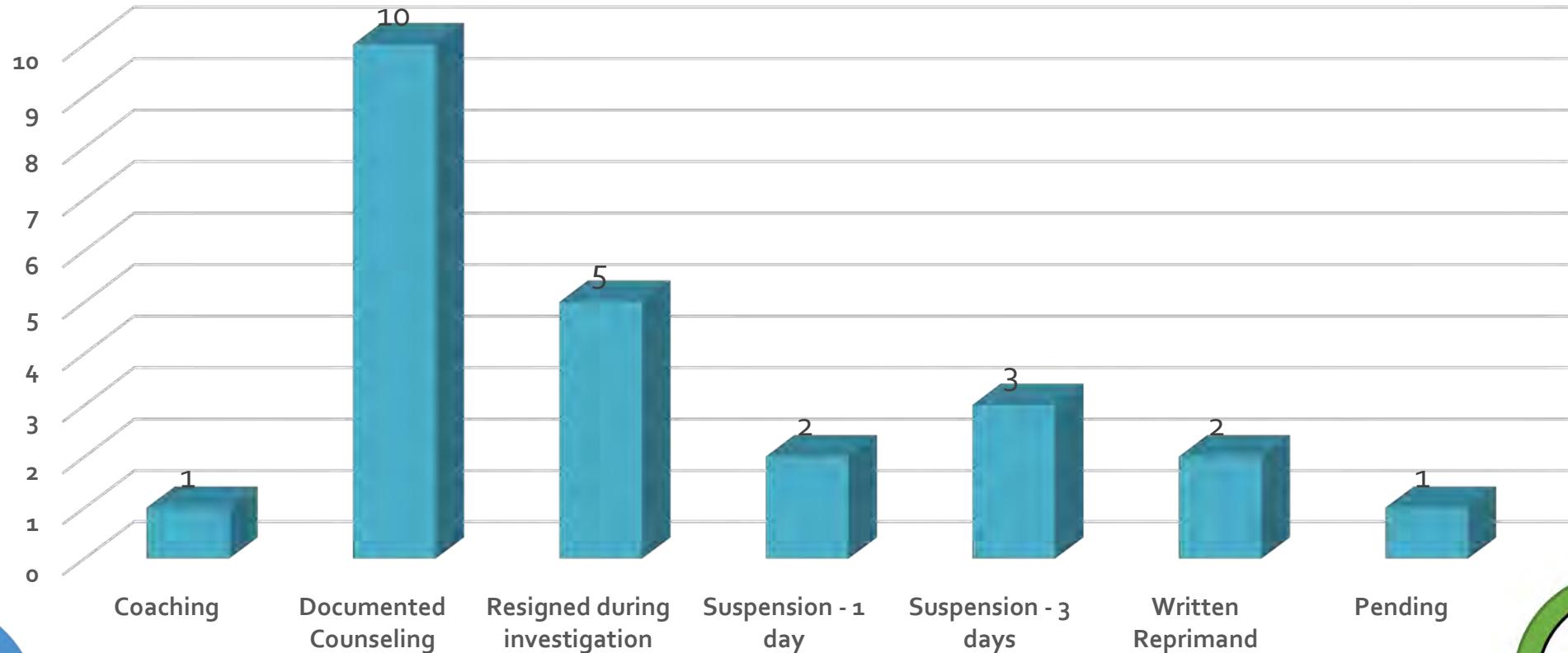
2016 Complaints and Classification



Specific Sustained Allegations



Discipline for Specific Sustained Allegations



Commendations

Complaints and Commendations, 2010 - 2016

