

Independent Police Auditor's Office

2017 Annual Report



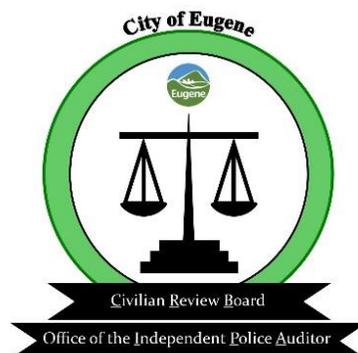
Mark Gissiner

Police Auditor

Leia K. Pitcher

Deputy Auditor

Office of the Police Auditor
Eugene, OR





Published June 2018

Eugene Mayor and City Councilors

MAYOR: LUCY VINIS

CITY MANAGER: JON RUIZ

Ward One: Emily Semple

Ward Two: Betty Taylor

Ward Three: Alan Zelenka

Ward Four: George Poling/Jennifer Yeh

Ward Five: Mike Clark

Ward Six: Greg Evans

Ward Seven: Claire Syrett

Ward Eight: Chris Pryor

Civilian Review Board (CRB) Members

Chris Wig, Chair

Maurice A Denner, Vice Chair

Carolyn Williams

Heather Marek

Rick Roseta

Steven McIntire

Jim Hargreaves

Eric Van Houten

Police Auditor's Office

Mark Gissiner, Independent Police Auditor

Leia K. Pitcher, Deputy Police Auditor

Vicki Cox, Senior Program Coordinator

Beatriz Hernandez, Community Engagement Coordinator & Translation Specialist

Address: 800 Olive St. Eugene, OR 97401

Tel: 541-682-5016

Fax: 541-682-5599

Email: policeauditor@ci.eugene.or.us

Website: <https://www.eugene-or.gov/1039/Police-Auditor>

Facebook: www.facebook.com/EugenePoliceAuditor

Twitter: www.twitter.com/Eugene_IPA

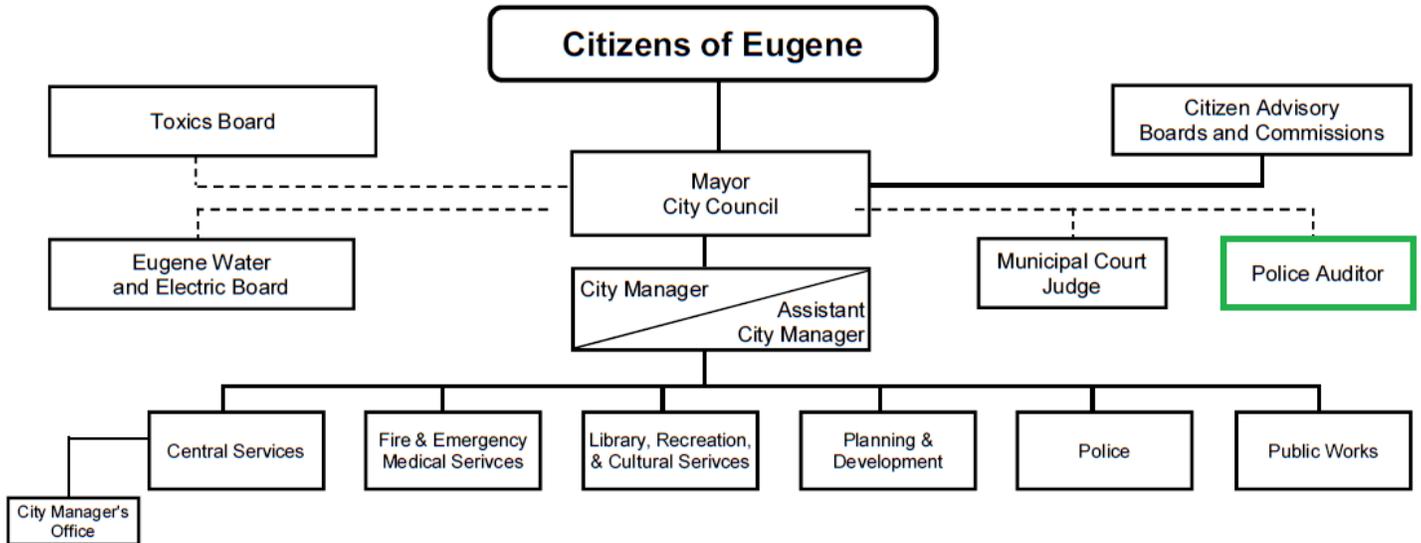
Our mission: To provide an accessible, safe, impartial and responsive intake system for complaints against the Eugene Police Department employees and to ensure accountability, fairness, transparency, and trust in the complaint system.

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

Table of Contents

A Look Back	1
Highlights from 2017	1
Progress and Results	1
Successful Community Outreach Efforts.....	6
Looking Ahead	8
Goals for 2018-2019	8
Challenges for 2018-2019	9
How does the civilian oversight system work?	10
Mission and Purpose	10
Understanding the Complaint Process.....	10
2017 Complaint and Commendation Statistics	11
Classification and Number of Complaints	11
How Were Complaints Filed?	11
Allegations	12
Sustained Allegations and Discipline	12
Incident Reviews	13
Inquiries, Policy Complaints, and Service Complaints.....	13
Conclusion	14
Appendix A: 2017 Allegations of Misconduct and Criminal Conduct	
Appendix B: 2017 Service Complaints, Policy Complaints, and Inquiries	

City of Eugene Organizational Chart



A Look Back

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

Highlights from 2017

Progress and Results

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

Body Worn Camera Evidence

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



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

Deadly Force Investigation

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

Successfully Provided Staff Support for Civilian Review Board

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

Attended Trainings on Sexual Assault Investigations

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

Participated in Oregon Law Enforcement Contacts Committee (LECC) meetings

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

Participated in Selection of Recruiter for New EPD Chief

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

Successful Community Outreach Efforts

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

Implementation of Anonymous Survey

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

Public Safety Forum

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

Police Chief Outreach to Latinx community

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

Public Participation in Diverse Communities panel member

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

Neighborhood Association meetings

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

Presentations to local non-profits

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

Tabling at local events including:

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



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

Community Outreach at a Glance



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



Looking Ahead

Goals for 2018-2019

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

We will continue to focus on maintenance of our core competencies: intake and classification of complaints, monitoring and participating in investigations, making recommendations with regard to adjudication of complaints, and review of reportable uses of force.

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

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

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

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

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



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

One final focus of our office is our staffing obligations to the Civilian Review Board. Our Board is made up of enthused, involved volunteers, and we prioritize our continued provision of excellent staffing to meet their needs.

Challenges for 2018-2019

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

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

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

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

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

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

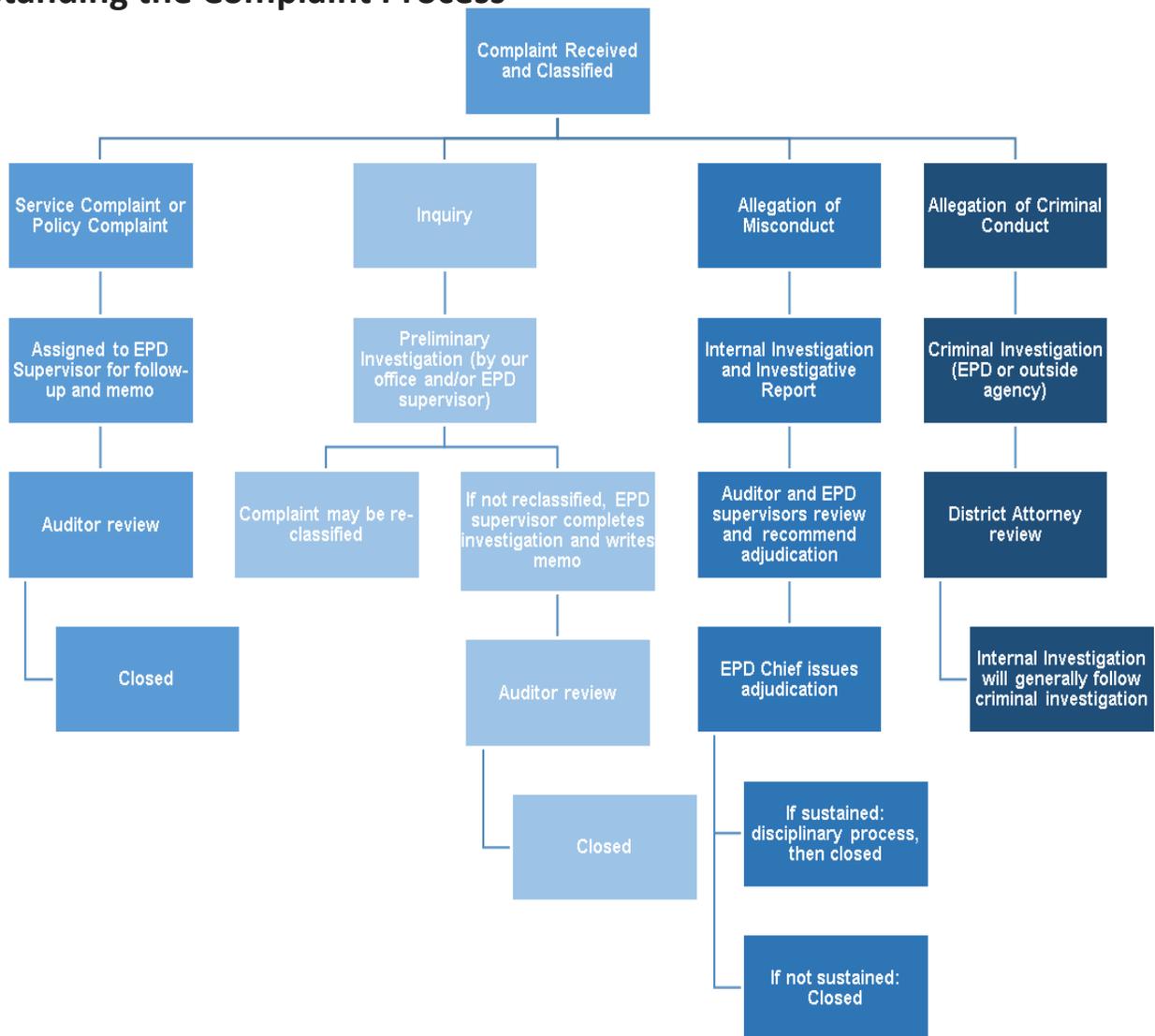
We are optimistic about meeting these and any other challenges that arise in the next year; our office is experienced, engaged, and committed to providing excellent service to the community.

How does the civilian oversight system work?

Mission and Purpose

Our office was established by charter amendment in 2005 to provide an external mechanism for the independent receipt, classification, and routing of complaints against sworn and non-sworn EPD employees; contract for outside investigations when necessary; and provide monitoring of EPD internal investigations of allegations of misconduct and supervisors' investigations of service complaints. The charter amendment also authorizes the auditor to: make recommendations regarding adjudications, policies and training to the Police Chief; prepare reports concerning complaint trends and police practices; and act as a liaison and staff support for a civilian review board.

Understanding the Complaint Process



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

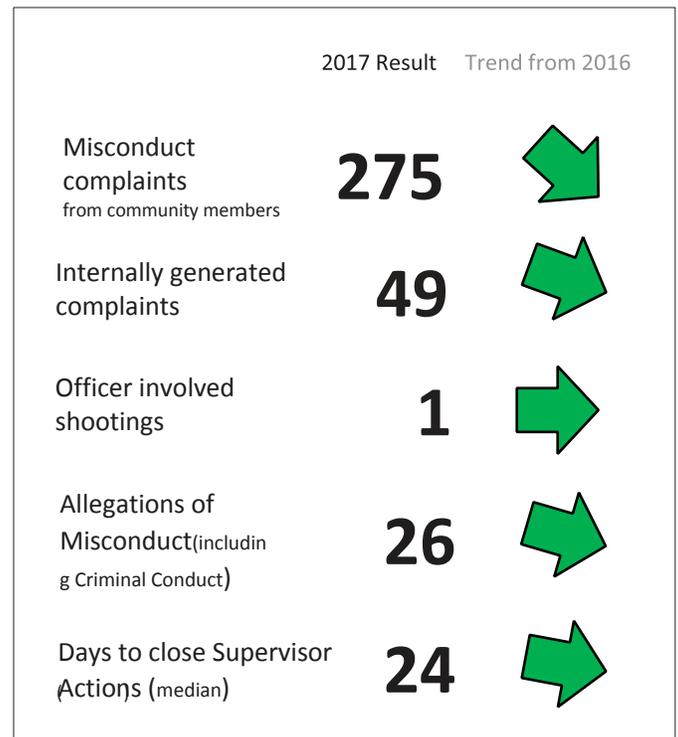
2017 Complaint and Commendation Statistics

Classification and Number of Complaints

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

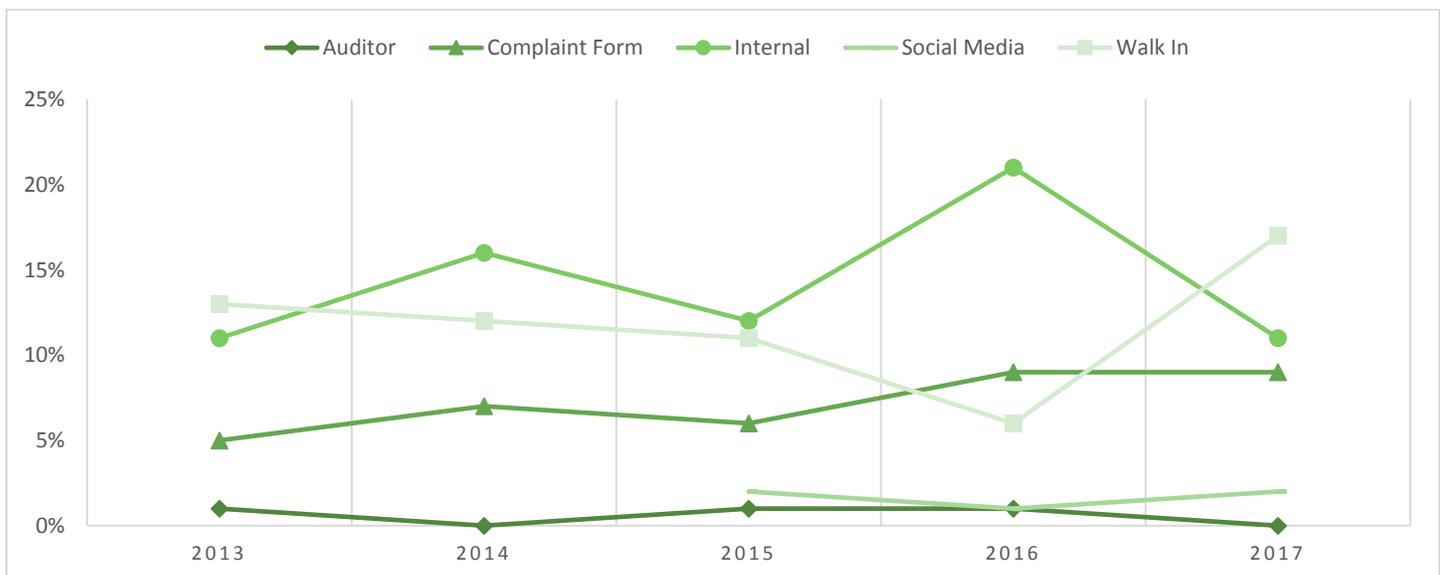
Classification	2017	2016
Allegation of Misconduct	22	24
Allegation of Criminal Conduct	4	5
Incident Review	22	22
Respectful Work Environment	1	7
Inquiry	108	104
Policy Complaint	31	37
Service Complaint	137	171

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



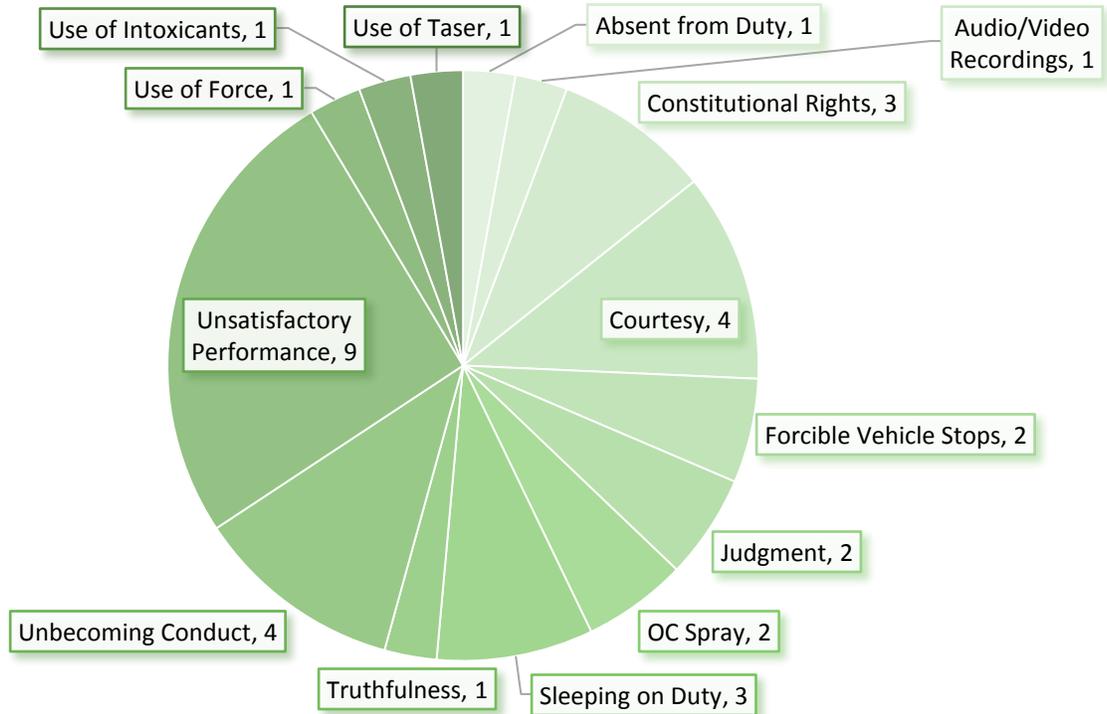
How were complaints filed?

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



Allegations

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



Sustained Allegations and Discipline

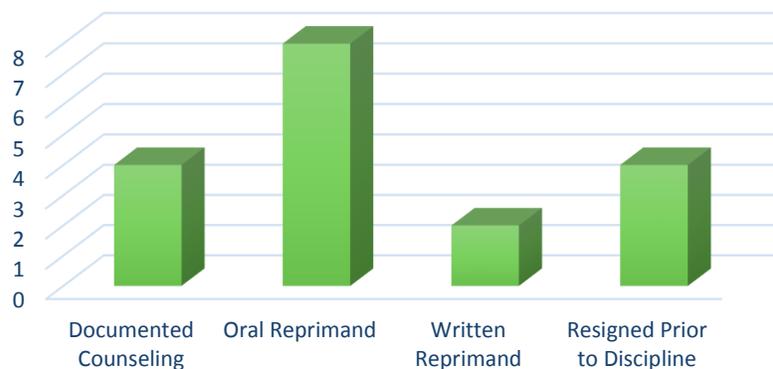
44% of Specific Allegations were Sustained.

Sustained Allegations:

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

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

2017 Discipline for Specific Sustained Allegations



Incident Reviews

Incident Reviews were created in 2016 as an intermediate category between allegations of minor misconduct (“Supervisor Actions”, see below) and allegations of serious misconduct. Our office participates in Internal Affairs’ investigations into incident reviews, and prior to interviewing the involved employee, our office consults with Internal Affairs to determine if the complaint should be reclassified (for instance, if it appears serious misconduct occurred) or if the investigation to date is thorough, fair, and complete. The 22 incident reviews were those that were not reclassified and were handled via the Internal Affairs investigation

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

Inquiries, Policy Complaints, and Service Complaints

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

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

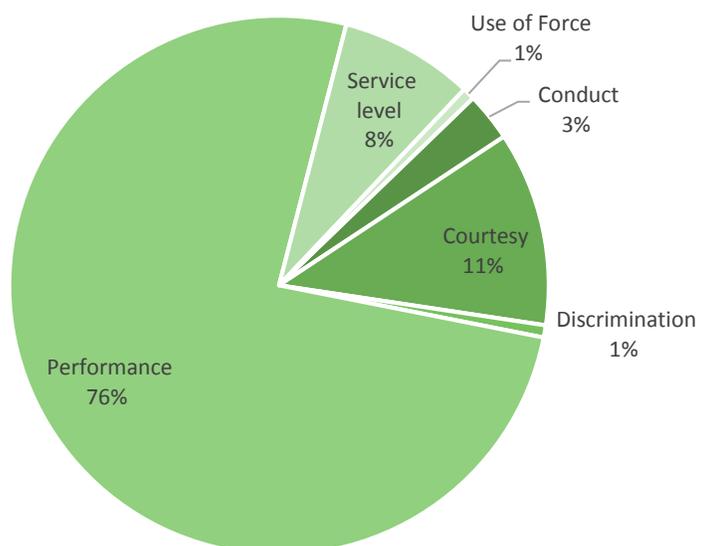
Service Complaint
A service complaint is a complaint of minor misconduct.

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

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

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

Service Complaints by Sub-Classification





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 Office, the City Attorney's Office, and the Eugene Police Department have all been helpful in aiding our office to accomplish its core function and goals. Specifically, former Chief Pete Kerns, Interim Director of Public Safety David James, and the staff at EPD Internal Affairs, through their collaborative efforts, significantly contribute to the smooth functioning of our office. Finally, we wish to thank the Mayor and City Councilors for having patience and taking the time and energy to be effectively involved in the evolution of the civilian oversight process in Eugene.

2017 Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged that money was missing from his belongings after an arrest for DUII.	Allegation of Criminal Misconduct: Conformance to Laws	1101.1.B.5 Conformance to Laws			Dismissed/Unfounded	1/7/17			2/28/17	
	Allegation of Criminal Misconduct: Conformance to Laws	1101.1.B.5 Conformance to Laws			Dismissed/Unfounded					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Internal: Self-reported incident in which a call taker did not complete a call and did not realize the mistake until almost an hour later, causing a delay in dispatch.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	S	S	S	1/21/17	2/21/17	3/13/17	4/21/17	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
RP reported being threatened with arrest if he did not provide a SSN when being cited for riding his bike on the wrong side of the road. **Employees admitted wrongdoing; complaint was closed through facilitated conversation.	Allegation of Misconduct: Performance	Performance 306 Social Security Numbers	S	S	S	1/25/17			5/8/17	

2017 Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP reported an officer who was unprofessional while waiting for a tow, making negative comments about other employees and his former spouse. RP also complained that the officer was frequently cursing.	Allegation of Misconduct: Conduct	1101.1.B.25 Unbecoming Conduct	S	S	S	1/23/17	2/24/17	3/20/17	5/8/17	Sep-17
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Allegation that an officer used profane and insolent language and a profane gesture during an interaction with a citizen.	Allegation of Misconduct: Conduct	1101.1.B.7 Courtesy	S	S	S	2/14/17	4/7/17	8/8/17	8/8/17	Sep-17
		1101.1.B.7 Courtesy	UF	UF	UF					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Internal reported allegation related to an officer's possible misuse of OC spray (pepper spray), possible misuse of Audio Recording equipment, and related poor judgment.	Allegation of Misconduct: Conduct	803 Use of Force	S	S	S	3/11/17	4/25/17	5/17/17	6/19/17	Aug-17
		1101.1.B.17 Judgment	UF	UF	UF					
		1202 Audio Video Recordings	S	S	S					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Internal allegation that a non-sworn employee did not handle property in jail lockers properly.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	S	S	S	3/15/17	4/26/17	6/23/17	9/22/17	

2017 Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an employee was sleeping on duty and absent from duty without authorization. Employee resigned during investigation.	Allegation of Misconduct:	1101.1.1.B.24 Sleeping on Duty	N/A - Employee Resigned			3/16/17			4/7/17	
		APM 12.1 Absence from duty without Authorization								
Internal allegation that two employees conducted a box-in/forcible vehicle stop maneuver that was not authorized by policy.	Allegation of Misconduct: Use of Force	1302 Forcible Vehicle Stop Techniques	WP	WP	WP	3/22/17	5/10/17	7/11/17	7/11/17	
		1302 Forcible Vehicle Stop Techniques	IF	IF	IF					
Internal Allegation that an employee was sleeping on duty. Employee resigned during investigation.	Allegation of Misconduct	1101.1.1.B.24 Sleeping on Duty	N/A - Employee Resigned			3/26/17			4/7/17	
Internal Allegation that an employee was sleeping on duty. Employee resigned during investigation.	Allegation of Misconduct	1101.1.1.B.24 Sleeping on Duty	N/A - Employee Resigned			4/14/17			4/28/17	

2017 Allegations of Misconduct and Criminal Conduct

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

2017 Allegations of Misconduct and Criminal Conduct

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

2017 Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP reported that when she and coworkers reported a man who had come in to their workplace and requested CAHOOTS, EPD did not respond in a timely manner. The man became upset with the delay and then threatened to shoot up the place if EPD did not respond.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	S	S	S	10/10/17	11/27/18	1/2/18	1/29/18	
		1101.1.B.9 Unsatisfactory Performance	UF	UF	UF					
		1101.1.B.9 Unsatisfactory Performance	UF	UF	IE					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Allegation that a call taker failed to take appropriate action when processing a call for service resulting in a delay in dispatch.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	S	S	S	10/17/18	11/27/17	12/22/17	1/22/18	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
An allegation that an EPD volunteer responded inappropriately when informed of a possible crime. Volunteer resigned.	Allegation of Criminal Conduct: Conformance to Laws	1101.1.B.9 Unsatisfactory Performance	S		S	8/18/17			2/13/18	
		1101.1.B.17 Judgment	S		S					

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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