

Independent Police Auditor's Office

2018 Annual Report



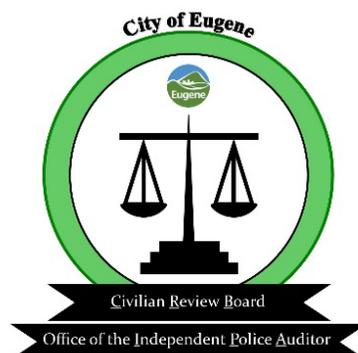
Mark Gissiner

Police Auditor

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Deputy Auditor

Office of the Police Auditor
Eugene, OR





Published June 2019

Eugene Mayor and City Councilors

MAYOR: LUCY VINIS

Ward One: Emily Semple, Vice President

Ward Two: Betty Taylor, President

Ward Three: Alan Zelenka

Ward Four: Jennifer Yeh

Ward Five: Mike Clark

Ward Six: Greg Evans

Ward Seven: Claire Syrett

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City Manager: Jon Ruiz

Civilian Review Board (CRB) Members

Chris Wig, Chair (resigned April 2018)

Maurice A. Denner, Chair (May 2018 – present; previously Vice Chair)

Carolyn Williams, Vice Chair (May – October 2018)

Steven McIntire, Vice Chair (October 2018 – present)

Lindsey Foltz (appointed July 2018)

Jim Hargreaves (resigned October 2018)

Chris Hayes (appointed July 2018, resigned October 2018)

Heather Marek (term ended June 2018)

Rick Roseta

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

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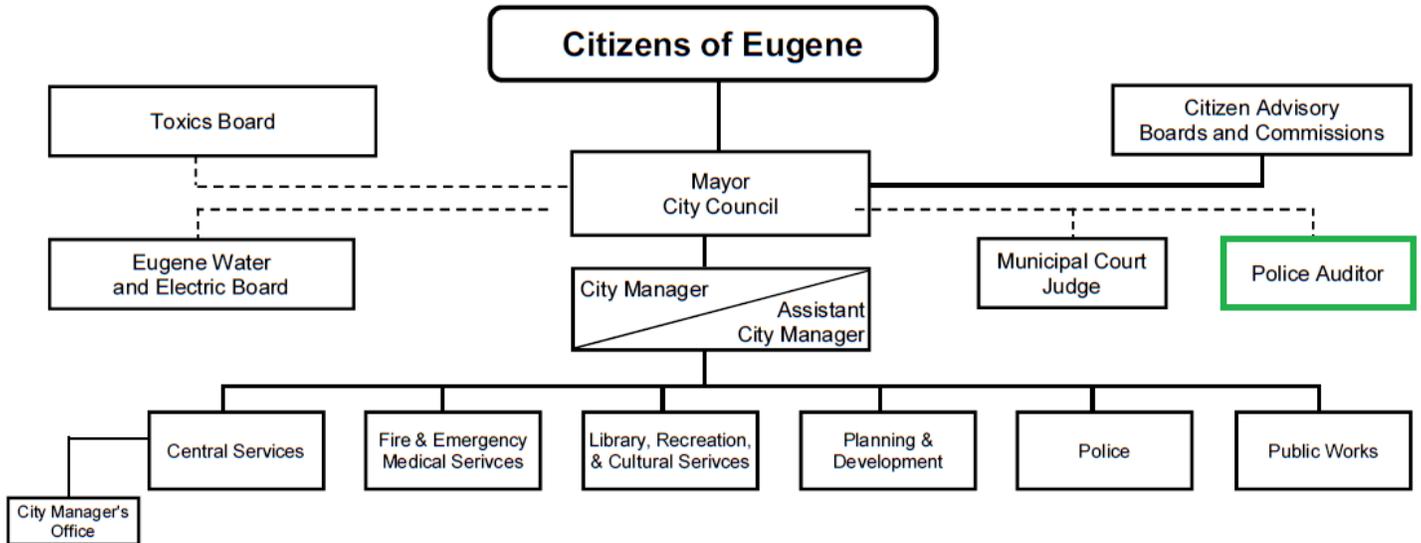
Our mission: To provide an accessible, safe, impartial and responsive intake system for complaints against the Eugene Police Department employees and to ensure accountability, fairness, transparency, and trust in the complaint system.

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

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City of Eugene Organizational Chart

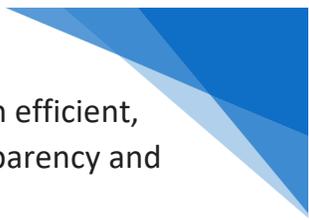


Mission and Purpose

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

Overview

Our office serves as the intake point for all complaints about EPD employees. On average we review 370 complaints per year (average 2010-2018). We also review every reportable use of force, and we have done so since mid-year 2013. This translates to review of slightly more than 200 uses of force per year. We also serve as one of several avenues of intake for police commendations. Our staff supports the Civilian Review Board, and we regularly attend Police Commission and Human Rights Commission meetings to answer any questions those groups may have regarding our office. We have emphasized community engagement efforts over the past several years; we sponsor an annual Public Safety Forum and outreach to community events and neighborhood meetings to inform the



community about our services and answer questions. We provide our services in an efficient, transparent, and accessible manner, and we are committed to our mission of transparency and accountability for police services in Eugene.

2018 Progress and Results

Our office continued to focus efforts on community outreach in 2018; those efforts are described in more detail below. In addition, our day-to-day work involving complaints increased significantly; our office received 392 complaints (a 20% increase) and reviewed 201 reportable uses of force in 2018.

Body Worn Camera Evidence

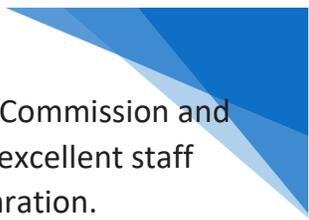
- Body-worn cameras (BWC) were issued to all EPD officers in June 2017. The effect on our work was nearly immediate, as we are now able to thoroughly review every reportable use of force. BWC's are a significant improvement over in-car video both technologically and as far as portraying a more thorough 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. EPD is extremely responsive to our requests to view video. The agency is the holder of the video records, but they grant us access to requested videos nearly immediately. Both our office and the CRB have noted several instances where video has been invaluable in discovering the facts of the incident; Overall, the implementation of these cameras has substantially increased the efficiency and accuracy of the investigative process.

Deadly Force Investigation

- Our office reviewed one use of deadly force in 2018. 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). This particular IDFIT investigation was complicated by a concurrent EPD criminal investigation (into the activity that led to EPD being called and the ensuing deadly force situation). Our office reviews the IDFIT investigation at its close and works with IA to determine what additional investigative steps may be necessary. Following the close of the administrative investigation, our office participates in EPD's Deadly Force Review Board. In this instance, the Board found, and our office 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 eight times in 2018; all were public meetings. Those meetings included seven training topics and review of 12 complaints (seven allegations of misconduct and five incident reviews/inquiries). The CRB liaison to the Police Commission,



Steve McIntire, worked extensively with staff to bring policy concerns to the Commission and to work to effect change in EPD policy. Our office is committed to providing excellent staff support for the Board, and numerous staff hours are spent on meeting preparation.

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 New EPD Chief

- Finally, our office participated in the hiring process for new EPD Chief Chris Skinner and established solid working relationships with both Chief Skinner and former Interim Chief David James.

Successful Community Outreach Efforts

Our staff has continued with their outreach efforts to ensure the community is informed of the services offered in our office, as well as to provide the community an opportunity to ask direct questions and share concerns. Our office often collaborates with other City departments and local organizations to share insight about best practices for providing services and sharing information to specific community groups. Below are just some of the outreach events that took place in 2018 in which our office participated:

Public Safety Forum

Our first public safety forum was a success, and we are now planning on having this event on a yearly basis. Due to the growing interest from local community organizations to be involved, we are almost doubling the number of participating organizations and have shifted our date from December to May, in hopes that the nicer weather will allow for an even more festive and fun-filled family event.

Presentations, Collaborations, & Media Outreach

Despite our best efforts to inform the community that we are **not** part of the Eugene Police Department, we often still get the perception that we are. We look forward to receiving presentation requests and questions about our office from sectors of the community we have been unable to reach, so please send them our way!

- Eugene City Club: Community Spotlight- A Conversation w/Mark Gissiner
- Lane Community College English as a Second Language Course Presentation
- University of Oregon Emerald Newspaper Interview
- Consult with City of Davis, CA on Civilian Oversight Systems and Implementation

- Language Access Initiative- Collaboration with Human Rights Office for COE website materials in Spanish

Neighborhood Association meetings

We once again reached out to various neighborhood associations this year and shared information about our office and the Civilian Review Board. We'd like to thank the following for allowing us to share our work and for the great questions and discussions that took place:

- Northeast Neighbors Quarterly Meeting
- Whiteaker Community Council Picnic
- Santa Clara Community Organization Meeting
- Amazon Neighbors Neighborhood Association Meeting
- Cal Young Neighborhood Association Meeting
- Downtown Neighbors Association Meeting
- Harlow Neighbors Association Meeting

Trainings & Conferences

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

- Police Sergeant's Training Academy
- Police Executive Research Forum Annual Conference, Nashville
- Ride-alongs and trainings for new EPD supervisors
- Implicit Bias Training w/ Dr. Erik Girvan
- IAPro Software Training, San Diego

Tabling at local events including:

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

- Lane Arts Council First Friday Fiesta Cultural
- International Human Rights Day
- Watermelon Social @ River Road Elementary
- 2018 Posada Navideña

Community Outreach at a Glance



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



Looking Ahead

Goals for 2019-2020

Our goals for the next few years are ambitious, but attainable. We are continuing to expand our community engagement opportunities and our input into refinement of practices internally and with EPD. We are working to collaborate with the new EPD Chief to address the goals related to EPD operational concerns, including training, staffing, and ensuring a respectful work environment.

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 anticipate a potential increase in complaint volume over the coming years, as increased staffing at EPD will likely lead to more complaints related to judgment and inexperience. However, a significant portion of our complaints in 2018 were related to response time, or lack of response altogether; we hope that the increased staffing will ultimately result in a decrease of that type of complaint.

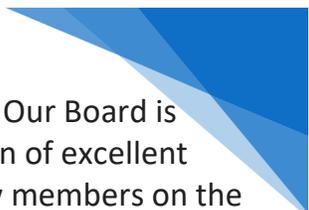
EPD is experiencing extensive personnel changes, starting with a new Chief of Police. We will continue to work with Chief Skinner to improve connection and collaboration between our office and IA and training staff. Between the new Chief, a new Deputy Chief, and a several large recruit classes, the next few years offer a real opportunity to foster a culture of transparency and collaboration between the police and civilian oversight. Our office has been invited by Chief Skinner to participate in recruit training, and we look forward to speaking with them about the role of civilian oversight in Eugene.

We will continue to expand our outreach efforts, as noted above. Our public safety forum was a great success, and we will work to collaborate with community partners to implement similar events. We plan to focus on further outreach with neighborhoods, as well as partners in the mental health community.

With a substantial increase in complaints in 2018, and 2019 appearing to continue that trend, we will continue to focus on providing excellent customer service to all reporting parties. We have experienced a significant increase in walk-in complaints over the past two years, and between the walk-ins and telephone calls, a substantial amount of staff time is devoted to complaint intake. We provide bilingual services, though our only current bilingual employee is .8 FTE.

We work with EPD to create an environment where employees are comfortable with reporting possible instances of misconduct. We continue to receive a good portion of internal complaints from EPD employees, which appears to be evidence of organizational trust in our complaint system.

2019 will see many opportunities for our office to collaborate with other City organizations (such as the Human Rights and Equity Office and EPD) and community stakeholders to improve knowledge regarding our office's role and to ensure that all avenues for complaint and commendation intakes are accessible.



One final focus of our office is our staffing obligations to the Civilian Review Board. Our Board is made up of enthused, involved volunteers, and we prioritize our continued provision of excellent staffing to meet their needs. Due to Board turnover, we will have a majority of new members on the Board starting in June 2019. This is a great opportunity to have Board membership from different parts of the community; staff will focus efforts in the second half of the year on training new members.

Challenges for 2019-2020

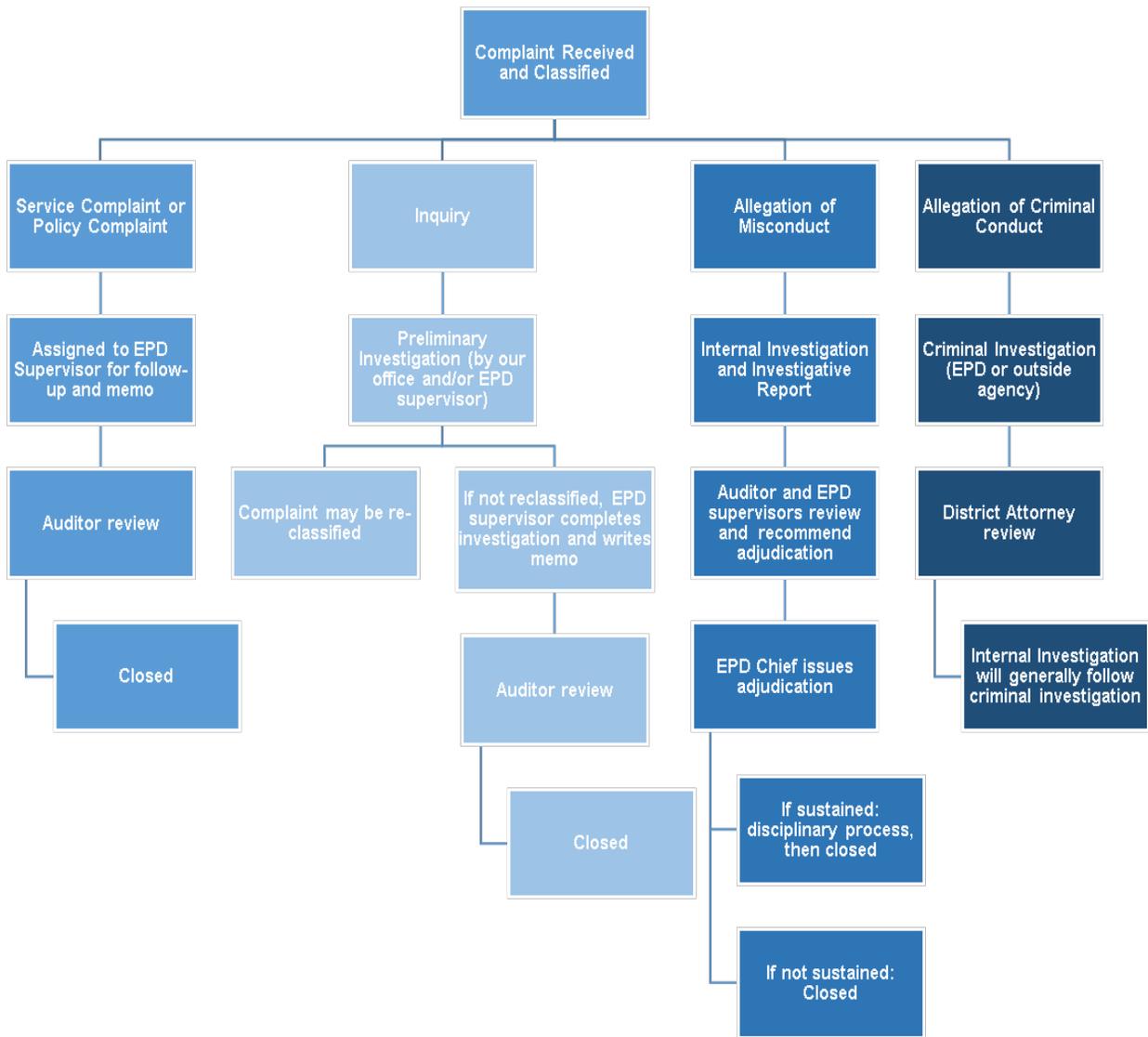
We anticipate several challenges over the coming year. Building community trust in policing can seem like a monumental task in the current national political environment. Our community engagement efforts and sustained work to build the credibility of our office throughout the community have helped to build trust; we will need to continue to focus our efforts in this area.

We continue to receive a large number of complaints related to lack of police response and response times. Chief Skinner has prioritized staffing, and it is our hope that these types of complaints will decrease. However, having a disproportionate number of police officers with less than five years of experience may result in an increase in judgment-related complaints. Proper, extensive training will help minimize those types of complaints, and we will continue to reach out to EPD training staff to ensure recruit employees are getting the best training possible.

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 ten 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.

Understanding the Complaint Process



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

2018 Complaint and Commendation Statistics

Classification and Number of Complaints

Our office received 392 complaints in 2018, which was a 20% increase from 2017.

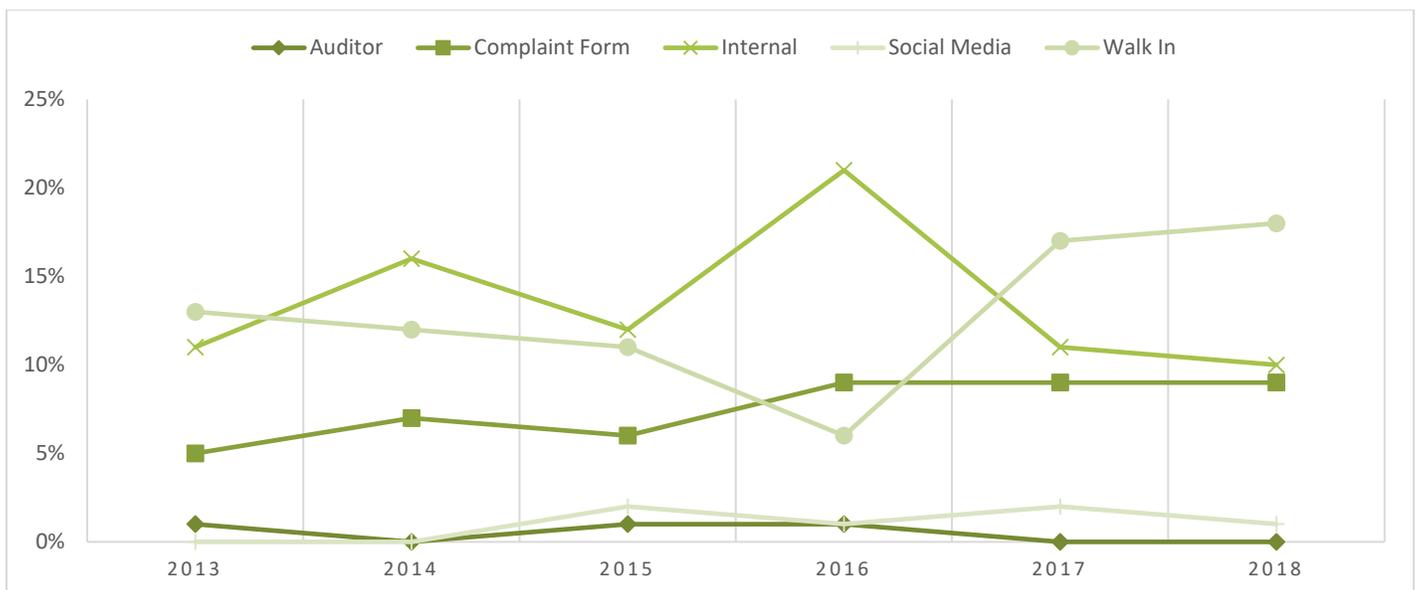
Classification	2016	2017	2018
Allegation of Misconduct	24	22	21
Allegation of Criminal Conduct	5	4	3
Incident Review	22	22	18
Respectful Work Environment	7	1	1
Inquiry	104	108	135
Policy Complaint	37	31	34
Service Complaint	171	137	181

Most categories of complaints remained steady; however, inquiries increased by 25% and service complaints increased by 32%. The total number of complaints was above our 8-year average of 370.

	2018 Result	Trend from 2017
Misconduct complaints from community members	355	↑
Internally generated complaints	37	↑
Officer involved shootings	1	→
Allegations of Misconduct (including Criminal Conduct)	24	↑
Days to close Supervisor Actions (median)	18	↑

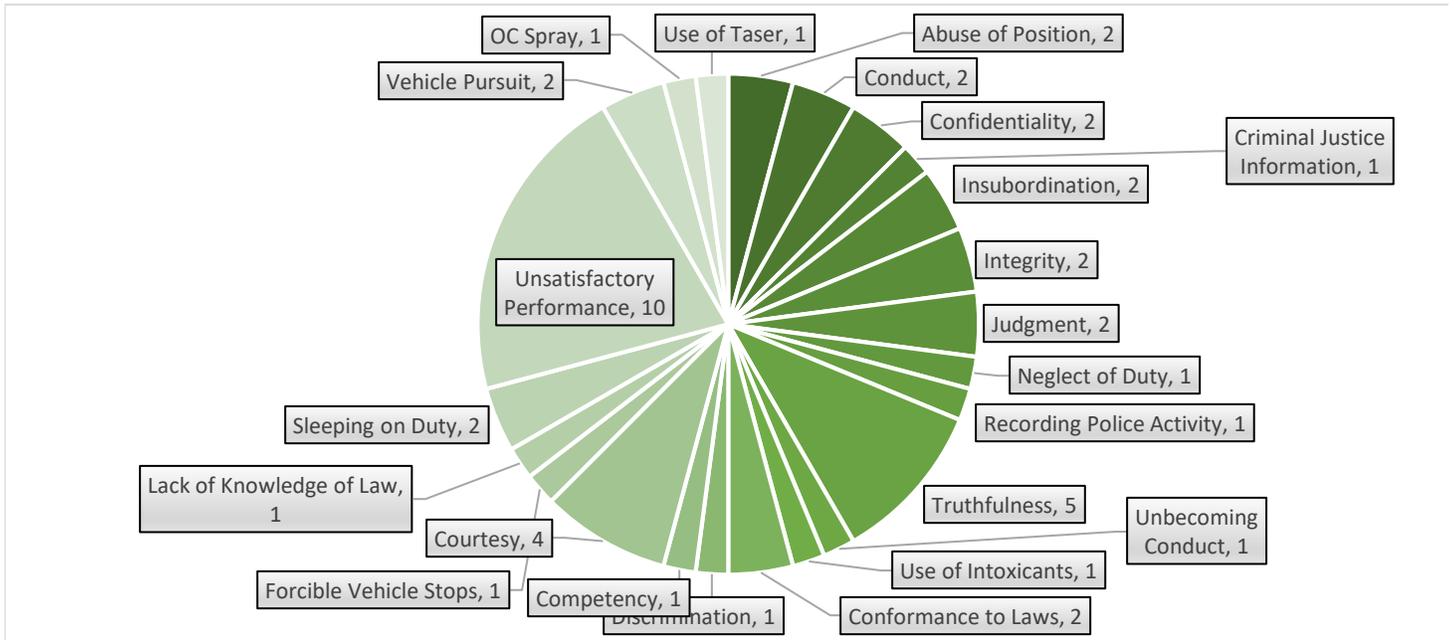
How were complaints filed?

The most common method used by the community to file complaints with our office continues to be the telephone (50%). The phone has consistently been the source of about half of our complaints. Walk-in complaints continued to increase substantially (over 230% increase from 2016-2018), possibly due to our additional building signage.



Allegations

The 21 allegations of misconduct and 3 allegations of criminal conduct included 48 specific allegations that were adjudicated against 23 EPD employees (one employee resigned before allegations could be adjudicated). In addition, there were three allegations that were dismissed and not adjudicated (see Appendix A). The most common allegations were unsatisfactory performance, truthfulness, and courtesy. The EPD code of conduct changed in October 2018, changing some policy names; the below chart is compiled for clarity.



Sustained Allegations and Discipline

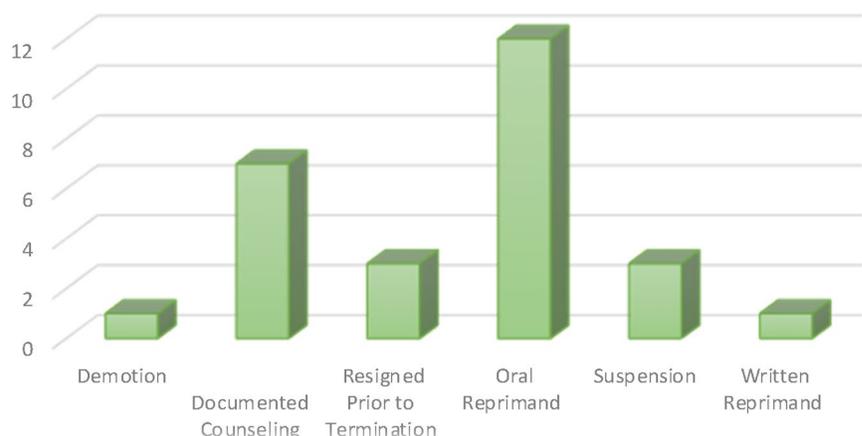
56% of Specific Allegations were Sustained

Sustained Allegations:

- 8 Unsatisfactory Performance
- 3 Courtesy
- 2 Integrity
- 2 Judgment
- 2 Sleeping on Duty
- 2 Vehicle Pursuits
- 1 Competency
- 1 Conduct
- 1 Confidentiality of Information
- 1 Insubordination
- 1 Lack of Knowledge of Law
- 1 Truthfulness
- 1 Unbecoming Conduct
- 1 Use of Intoxicants

15 employees were found to have committed the 27 sustained allegations. Seven 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. Two employees resigned during the process; one prior to discipline, and one prior to adjudication.

2018 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 18 incident reviews were those that were not reclassified and were handled via the Internal Affairs investigation.

Most incident reviews were related to conduct (9) or performance (6). Four 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

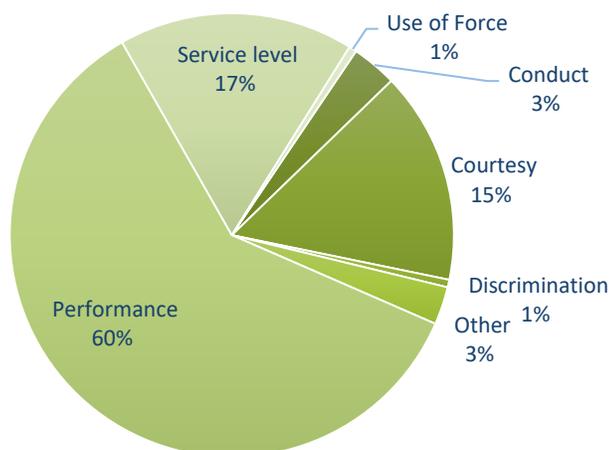
A service complaint is a complaint of minor misconduct.

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.

Inquiries and service complaints increased from 2017 to 2018, with policy complaints remaining steady. Most inquiries were handled by the supervisor and closed (82 of 135); 53 were dismissed following our preliminary investigation. Similarly, 33 of 34 policy complaints were adequately addressed by the supervisor; only 1 was dismissed.

Service complaints were our most common type of complaint, as has been the pattern over the last several years; 157 of 181 were handled and closed by an EPD supervisor.

Service Complaints by Sub-Classification





Conclusion

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

2018 Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that a nonsworn employee failed to obey a verbal direction given by a supervisor.	Allegation of Misconduct: Conduct	1101.1.B.15 Insubordination	UF	IE	IE	1/5/2018	3/6/2018	7/2/2018	7/2/2018	
		1101.B.29 Truthfulness	IE	S	S					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Internal Allegation that an employee made disparaging comments about other employees and used rude and profane language in the workplace. Employee resigned prior to corrective action.	Allegation of Misconduct: Conduct	1101.1.B.7 Courtesy	IE	IE	IE	1/5/2018	2/21/2018	3/21/2018	6/1/2018	
		1101.1.B.7 Courtesy	S	S	S					
		1101.1.B.7 Courtesy	S	S	S					
		1101.1.B.15 Insubordination	N/A	S	S					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Allegation that an officer had accessed the CJIS/NCIC data system for a non law enforcement purpose.	Allegation of Misconduct: Conduct	205 Criminal Justice Information System	WP	WP	WP	2/6/2018	2/22/2018	3/12/2018	3/13/2018	

2018 Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an officer was sleeping on duty and failed to notify a supervisor that they could not stay awake.	Allegation of Misconduct: Performance	1101.1.B.24 Sleeping on Duty	S	S	S	2/17/2018	3/14/2018	3/30/2018	4/30/2018	
		1101.1.B.24 Sleeping on Duty	S	S	S					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Internal Allegation that an officer violated the Vehicle Pursuit Policy.	Allegation of Misconduct: Performance	814 Vehicle Pursuit Policy	S	S	S	3/27/2018	4/25/2018	6/8/2018	8/9/2018	
		1302 Forcible Vehicle Stop Techniques	WP	WP	WP					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
A woman reported that her mother who is a sex worker had clients who were EPD employees.	Allegation of Criminal Conduct: Conformance to Laws			UF	UF	4/3/2018	4/25/2018		4/26/2018	

2018 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 failed to recognize a incident was a Vehicle Pursuit and did not follow a supervisor's direction.	Allegation of Misconduct: Conduct	1101.1.B.9 Unsatisfactory Performance	S	S	S	4/5/2018	5/31/2018	6/29/2018	7/5/2018	9/11/2019
		1101.1.B.9 Unsatisfactory Performance	S	UF	S					
		1101.1.B.29 Truthfulness	IE	IE	IE					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Internal allegation that an employee misused Intoxicants.	Allegation of Misconduct: Conduct	11401.1.B.27 Use of Intoxicants and Medications	S	S	S	4/13/2018	5/29/2018	6/29/2018	7/17/2018	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
RP alleged that an officer had she had been dating sexual relations with her while on duty. Employee resigned during investigation.	Allegation of Misconduct: Conduct	1101.1.B.5 Conformance to Laws	N/A - employee resigned			4/24/2018	7/3/2018		7/3/2018	
		1101.1.B.2 Abuse of Position								
		1101.1.B.4 Confidentiality of Information								
		1101.1.B.18 Neglect of Duty								
		1101.1.B.29 Truthfulness								
		1101.1.B.29 Truthfulness								

2018 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 refused to take a report, failed to arrest the perpetrator and failed to treat him fairly during an altercation with another person.	Allegation of Misconduct: Discrimination	1101.1.B.9 Unsatisfactory Performance	S	S	S	5/7/2018	6/19/2018	8/16/2018	9/20/2018	10/9/2018
		Discrimination 402 Police S.T.O.P.S	UF	S	UF					
		1101.B.9.b.(1) Lack of knowledge of the law	UF	S	S					
		1101.1.B.9 Unsatisfactory Performance	Allegation added by Chief		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		
RP alleged that when calling in for an medical emergency regarding her husband the call taker was unprofessional.	Allegation of Misconduct Performance	1101.1.B.9 Unsatisfactory Performance	S	S	S	6/6/2018	8/8/2018	8/27/2018	10/10/2018	
		1101.1.B.7 Courtesy	S	S	S					
		1101.1.B.8 Competency	S	S	S					
		1101.1.B.9 Unsatisfactory Performance	S	S	S					

2018 Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged that an officer violated policy when RP was cited for blocking the sidewalk after filming a police action.	Allegation of Misconduct: Conduct	415 Recording Police Activities by the Community	WP	WP	WP	6/29/2018	8/15/2018	8/29/2018	9/6/2018	
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 inappropriate conduct by recording a rant which included profanity and other inappropriate language.	Allegation of Misconduct: Conduct	1101.1.B.25 Unbecoming Conduct	S	S	S	7/10/2018	9/4/2018	10/1/2018	11/8/2018	1/8/2019
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that officers violated the Vehicle Pursuit Policy.	Allegation of Misconduct: Performance	814 Vehicle Pursuit Policy	S	S	S	7/10/2018	9/18/2018	10/22/2018	12/10/2018	
		1101.1.B.9 Unsatisfactory Performance	IE	IE	IE					
		814 Vehicle Pursuit Policy	S	S	S					

2018 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 of Misconduct that a 911 operator failed to take appropriate action and verify an address for dispatch leading to a delay in medics arriving.	Allegation of Misconduct: Performance	1101.1.B.9 Unsatisfactory Performance	S	S	S	8/13/2018	10/2/2018	10/22/2018	12/19/2018	
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 use of OC Spray was outside of policy.	Allegation of Misconduct: Use of Force	803 Capsicum Aerosol	WP	WP	WP	9/11/2018	10/2/2018	10/22/2018	10/26/2018	11/13/2018
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 the an employee was dishonest about work hours.	Allegation of Misconduct: Conduct	1101.1.B.16 Integrity	S	IE	S	9/20/2018	4/8/2019	3/8/2019	4/8/2019	
		103.5.1 Truthfulness	IE	IE	IE					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
RP alleged that 6 or 7 years ago an EPD officer paid for sex with her. Dismissed: Employee no longer employed	Allegation of Criminal Conduct: Conformance to Laws	Dismissed - employee no longer active			10/2/2018			10/3/2018		

2018 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 used city computer systems to gain information for personal use.	Allegation of Misconduct: Conduct	1101.B.2 Abuse of Position	IF	IF	IF	9/30/2018	11/19/2018	12/10/2018	1/22/2019	
		1101.1.B.17 Judgement	S	S	S					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Internal Allegation that an officer had an altercation with a citizen while off duty and then drove his vehicle while intoxicated.	Allegation of Criminal Conduct: Conformance to Laws	Conduct - 103.5.4 Adherence to Laws and Dept. Policy	UF	UF	UF	10/27/2018	12/20/2018	1/10/2019	1/15/2019	2/12/2019
		Conduct - 103.5.9 Conduct	UF	UF	UF					
		Performance - 103.5.14 Unsatisfactory Performance	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 Allegation that an officer discharged his taser against a handcuffed prisoner.	Allegation of Misconduct Use of Force	809 Taser Use	WP	S	WP	11/17/2018	12/14/2019	2/18/2019	2/25/2019	3/12/2019

2018 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 failed to report to a supervisor his modified duty doctor's orders and reported his hours inaccurately.	Allegation of Misconduct: Conduct	103.4.1 Judgement	S	S	S	10/27/2019	1/22/2019	2/18/2019	3/28/2019	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation that an employee took a confidential report from the office of another employee without permission and shared the report with at least 2 others.	Allegation of Misconduct: Conduct	103.5.10 Confidentiality of Information	S	S	S	11/14/2018	12/20/2019	11/10/2019	4/25/2019	
		103.4.3 Integrity	S	S	S					
		103.5.9 Conduct	S	S	S					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation that an officer failed to respond to a dispatched call. Allegation investigated and adjudicated but dismissed following EPEA grievance.	Allegation of Misconduct: Conduct	103.5.19 Neglect of Duty	S	S	S	11/16/2018	3/18/2019	4/9/2019	5/7/2019	
		103.5.17 Insubordination	IE	IE	S					

2018 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/5/18	2/14/18	39	Performance	RP was unhappy that an officer refused to take a report when the person he bought the vehicle from took the vehicle and his money.	Sgt. learned that RP did not have legal documentation to support proof of ownership of the vehicle, so the officer was unable to take a report. RP did not return calls to discuss the issue.
1/9/18	1/31/18	22	Inquiry	RP was upset that he was given a 30 day exclusion for illegal camping without any warning.	Sgt. learned that two weeks prior, RP had been cited for illegal camping and given a warning. The officer who towed the vehicle and gave the 30 day exclusion reviewed records, and spoke with the other officer before taking enforcement action. No policy violation was found. RP did not return calls to Sgt.
1/8/18	1/17/18	9	Inquiry Dismissed: Other	RP reported an incident at a pharmacy that was non-EPD related.	Dismissed: Other
1/10/18	2/7/18	27	Performance	RP was unhappy about a that a call taker told him his issue was civil.	Supervisor reviewed the call and agreed that that the issue was a civil issue between RP and the other party.
1/11/18	2/15/18	34	Inquiry	RP stated that she was interrogated for over 25 minutes with the officer checking over her car; the officer even called another officer to the traffic stop. RP feels she was profiled because of being Muslim.	Sgt. reviewed body cam of the stop and found the officer to be professional in manner; the stop was 9 minutes long and the officer had to ask clarifying questions due to RP having a protected registration that did not come up in DMV records. No policy violations were noted, Sgt. spoke with RP about the findings.
1/11/18	2/2/18	21	Service Level	RP has been unable to get any enforcement on a illegal bike path camping issue.	Sgt. spoke with RP about the issue, providing feedback on the illegal camping policy and about EPD's new parks police program.
1/12/18	2/20/18	38	Inquiry	RP's inquired into a issue with an officer who they believed was harassing a homeless woman, continually towing her trailer.	Sgt. reviewed the incidents in question and learned that at one point the vehicle was towed due to it having been in an apparent traffic crash and left blocking the road. The second incident involved the trailer being towed because it had been tagged by St. Vincent as a willful prohibited camping violator. The third time the trailer was blocking a private drive and did not have a cap on the septic pipe. The trailer was not registered to the woman in question. Sgt. found no policy violations by the officer. Sgt. spoke with the complainant.

2018 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/17/18	2/13/18	26	Incident Review: Conduct	RP, while apparently suffering a mental health crisis, accused an EPD officer named Thor of raping her years ago.	Sgt. investigated and spoke with the RP, and was unable to provide any evidence of a crime. No EPD employees have been named Thor, or have gone by "Thor."
1/17/18	2/22/18	35	Incident Review: Performance	RP reported an officer who watched them being attacked at Kesey Square and did nothing.	Sgt. reviewed bodycam and found that the officer noticed both RP's boyfriend and another man being disorderly and made contact with the boyfriend; the other party walked away. The officer offered information on services to the young man and spoke with him about getting off drugs. No policy violations were found.
1/17/18	3/12/18	55	Inquiry	RP questioned whether a assault/bias crime was handled correctly by officers.	Sgt. reviewed police reports, body cams and spoke with officers and found that the investigation, including talking with unbiased witnesses of the incident, showed the incident was mutual combat/disorderly conduct and did not appear to be assault/bias crime. Sgt. spoke with RP about the findings.
1/17/18	1/22/18	5	Performance Dismissed: Other	RP reported law enforcement that had him on camera.	Dismissed: Other
1/18/18	1/23/18	5	Conduct Dismissed: Employee no longer employed	RP claimed she was only arrested for DUI by an officer because she wouldn't go on a date with him.	Dismissed: Employee not longer employed
1/19/18	2/27/18	38	Incident Review: Conduct	RP alleged that an officer shoved his son during a walk out demonstration at his high school.	Sgt. reviewed the incident, spoke with witnesses and reviewed body cam, and learned that the student tried to push into the school first and was pushed back by the officer after being given an order by school staff and officers to not enter the buildings. No policy violation were found.

2018 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/22/18	3/2/18	40	Incident Review: Courtesy	RPs reported an officer who they felt was harassing them and trying to get them to leave the area.	Sgt. reviewed the contacts between RPs and the involved officer and found that the officer had been working with RPs through EPD's Community Outreach Response Team (CORT) and had provided them with money to buy a vehicle part to enable them to move back to CA, per their request. After the help was provided, RPs did not leave the area and have since come in contact with officers for various city ordinance violations. No policy violations were found. Sgt. spoke with RPs about her findings.
1/22/18	2/13/18	21	Inquiry	RP could not understand why he was detained in handcuffs after officers awoke him and his girlfriend in the middle of the night by pounding on their window.	Sgt. reviewed details of the incident and found that a hang up call for help had come from a phone connected to RP's apartment, when officers could not get through a security door they pounded on the window to gain access. RP came out of the apartment in an angry manner and, until officers were able to discern whether or not someone was in danger, RP was placed in handcuffs. RP was released as soon as it was determined that the call had not come from the apartment. The officers' actions were within policy in accordance with the community care taking laws. Sgt. spoke with RP about the incident.
1/24/18	2/7/18	13	Policy	RP feels unprotected because her car has been broken into 3 times and wants to know what type of patrols happen in her parking garage.	Sgt. obtained a summary of the patrols in the area done by a security firm and then advised RP of them, also provided crime prevention tips.
1/25/18	2/13/18	18	Service Level	RP wished to request EPD do a follow-up report on an issue being looked into by the DEA.	Sgt. learned that RP was concerned about mentally ill people being taken advantage of by others in the homeless camps set up by St. Vincent and others.
1/25/18	3/5/18	40	Courtesy	RP felt officers were rude and belligerent when they responded to a call about trespassing.	Sgt. reviewed body cam and found that RP was actually also trespassing and did not have the authority to trespass anyone else from the property. Sgt. noted officers never raised their voices nor yelled at RP about the situation but calmly explained the issue. Sgt. was unable to contact RP.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/26/18	1/29/18	3	Service Level Dismissed: Timeliness	RP was unhappy about a receipt he did not receive for services at an establishment.	Dismissed: Timeliness
1/23/18	2/23/18	30	Performance	Internal review of a 911 call for service. Call taker did not follow proper procedure in triaging the call.	Review of the call by Supervisor found that the call did not follow proper protocol, but it did not rise to the level of serious misconduct. A remedial training plan was put in place with the involved employee.
2/1/18	2/22/18	21	Inquiry	RP inquired if EPD has the ability to freeze emails, this happened to her after using the online reporting link.	Supervisor contacted RP with the information that EPD does not have this ability.
2/2/18	2/13/18	11	Incident Review: Performance	RP felt a tasing that occurred during his arrest was excessive.	Sgt. reviewed body cam and police reports of the arrest and found that the force used to arrest was within policy and reasonable. Officers followed policies and procedures.
2/3/18	2/5/18	2	Conduct Dismissed: Timeliness	RP reported an incident that happened in the 1990's in which an officer was rude.	Dismiss: Timeliness
2/5/18	3/15/18	40	Performance	RP was upset that officers were pounding on his door after he had called 911 about an officer not stopping to speak with him after he observed them making an arrest.	Sgt found that officer did a welfare check on RP because of statements he made to the call taker. Body cam found no policy violations in the welfare check. Sgt. spoke with RP.
2/5/18	3/15/18	40	Performance	RP alleged his ex-girlfriend was only cited for breaking into his house (not arrested) because of her race (she's white and he's black).	Sgt. found that the ex-girlfriend had been living at the residence for the last 6 months and had paid rent; the citation in lieu of arrest was appropriate for the incident. Body cam showed nothing that indicated the decision was made due to race. RP did not return phone calls from the Sgt.
2/5/18	2/22/18	17	Inquiry	RP reported being arrested by EPD on a 23 year old warrant last time he was stopped for a traffic issue, causing him to pay money to get it cleared up.	Sgt. reviewed police records on contacts with RP and found that the issue was with SPD and UOPD. The last contact RP had with EPD was 15 years ago. RP did not return calls, Auditor's Office notified him via letter.

2018 Incident Reviews, Inquiries, Policy Complaints, and Service Complaints

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/6/18	2/20/18	14	Inquiry	RP was unhappy that after sitting at EPD for over two hours the officer told her nothing could be done about her property managers' verbal harassment.	Sgt. reviewed the incident and found that the officer was correct in stating that it was a civil issue. Sgt. spoke with RP and gave her information and resources about the property owner to follow up with.
2/7/18	3/2/18	25	Policy	RP was unhappy that officers would not respond when she and her daughter called about finding drugs in her grandson's room.	Sgt. found a police report documenting actions in this incident in which an officer responded and collected the substance, and wrote a report. RP did not respond to the Sergeant's calls.
2/10/18	2/22/18	12	Incident Review: Conduct	Internal review of an employee's posting on social media.	Supervisor spoke with employee with a reminder of appropriate social media posts.
2/9/18	3/5/18	26	Inquiry	RP requested a listing on the online call log not identify the work place that called in about gun shots but rather the address the shots came from.	Supervisor reviewed the call and the listing and believes that a data entry error was made and that the call log needed to be corrected as per the request of RP. Supervisor made and documented the change and contacted RP.
2/9/18	3/15/18	36	Inquiry	RP reported that a school resource officers trespassed him from the school when he tried to find out about his son's grades.	Sgt. found that RP is not the custodial parent of the children and because of the disruption RP was causing on the school grounds the officer was instructed by school personnel to trespass RP.
2/12/18	3/19/18	37	Performance	RP complained of becoming over heated in the back of a patrol car at the jail, and felt the officer asked a bunch of stupid questions before he rolled the window down.	Sgt reviewed body cam of the officer and found that the officer was at first outside of the vehicle when asked about the window, within 2 minutes the officer entered the vehicle and rolled down the window. It was 43 degrees. Sgt. spoke with RP about his findings.
2/12/18	2/20/18	8	Inquiry	RPs felt harassed by an officer who gave them an exclusion from the city streets with their camper.	Sgt. learned that the vehicle in question was an unlicensed trailer that had been given 2 previous warnings as well as information about community services.
2/12/18	2/13/18	1	Inquiry Dismissed: Outside Jurisdiction	RP reported an officer who he felt was rude and used excessive force to detain him.	Dismissed: Outside Jurisdiction

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/14/18	2/21/18	7	Inquiry Dismissed: Other	RP was upset that during a welfare check excessive force was used.	Dismissed: Other Review of police reports and body cam by the Auditor found no policy violations.
2/14/18	2/21/18	7	Inquiry Dismissed: Other	RP reported in incident with an officer in which he felt he was being asked to do things not quite kosher involving a traffic incident with his ex-wife.	Dismissed: Other Review of police reports and body cam by the Auditor found no policy violations.
2/15/18	4/4/18	49	Policy	RP reported his vehicle towed without warning.	Sgt. learned that the officer responded to the vehicle due to numerous illegal camping complaints, and found it leaking fluids onto the street. It was towed as a hazardous vehicle. All police reports, bodycams, in-car video, impound forms showed no policy violation.
2/15/18	3/6/18	21	Courtesy	RP reported that when trying to report a dead animal the call taker was rude.	Supervisor reviewed the call, and though the call taker handled the call correctly more time should have been taken with the caller, who had a language barrier. Supervisor spoke with the call taker. RP was anonymous.
2/15/18	2/22/18	7	Incident Review: Conduct	RP reported an issue with a civil transaction he had conducted with an EPD employee.	Supervisor reviewed: Civil issue
2/16/18	3/26/18	40	Service Level	RP inquired into what information is provided to outside agencies when sharing stolen vehicle information.	RP did not return calls from the Sgt. to address his questions, information was left on voicemail.
2/18/18	2/22/18	4	Inquiry	RP alleged he was only given a trespass citation because of his race.	Sgt. review found that RP did not appear to be racially profiled; two others were also cited who were not African American. Sgt. spoke with RP about the citation.
2/18/18	2/21/18	3	Inquiry Dismissed: Timeliness	RP reported an incident from 2016 in which he felt he was not treated fairly by EPD.	Dismissed: Timeliness
2/20/18	2/28/18	8	Performance	RP reported a patrol vehicle that did not signal a turn.	Officer was advised of the importance of following all traffic laws.
2/20/18	2/28/18	8	Performance	An anonymous RP reported an officer who RP felt was distracted while driving.	Lt. notified the officer of the complaint.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/21/18	6/22/18	121	Incident Review	Internal review of respectful work place policy .	Involved employee resigned during review.
2/20/18	2/28/18	8	Policy	RP was concerned about the use of an attorney's personal home address in a police report.	Sgt. sent a reminder to patrol to watch for auto-populate in the data system and to not use criminal justice system employees' home addresses. Sgt. spoke with RP.
2/22/18	4/2/18	40	Policy	RP inquired into why no police report was taken when he was hit by a car in the Costco Parking lot.	Sgt. reviewed body cam of the incident and the incident report and found that witnesses were spoken to and based on those statements the incident was not a reportable accident. RP and the other party involved exchanged insurance information.
2/22/18	3/26/18	34	Policy	RP inquired into if he could contact someone by registered mail, even though he had a verbal warning by an officer to not contact the person.	Sgt. contacted RP and answered questions he had about the issue.
2/22/18	2/23/18	1	Inquiry Dismissed: Other	RP felt he was harassed by EPD because they claimed to have a dropped call from the address he was parking his trailer on. Officers insisted on looking in his trailer and other buildings on the property.	After review of bodycams by the Auditor's Officer of the incident no policy violations were seen and complaint was Dismissed: Other
2/23/18	3/28/18	35	Inquiry	RP was upset that officers put him on his back and officers should know not to put hands on him.	Body cam showed that the officers were professional with RP in a call for service in which he was being trespassed from a warming center. RP was guided to his buttocks by officers, no force was used and RP was never on his back.
2/25/18	3/14/18	19	Service Level	RP was unhappy that when he detained someone who had taken mail from a neighbor's box, no one responded.	Supervisor found that at the time of the call, RP only knew where the suspect lived, and did not have the person detained, he was told to have the victims notify the police and to not try and detain the suspect. Supervisor spoke with RP.
2/26/18	3/15/18	19	Policy	RP was concerned about the flashing lights on patrol cars and how they effect people with epilepsy.	Sgt. spoke with RP about his concerns and provided resources for contact.
2/28/18	4/23/18	53	Performance	RP did not believe an officer took the correct action with the violation of a restraining order.	Sgt. reviewed CAD for the incident and spoke with the officer. The Sgt. agreed that the officer did not have cause to take action. Sgt. spoke with RP about his findings

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
3/1/18	3/15/18	14	Performance	RP reported an officer who cut him off while he was trying to cross the bridge.	Sgt. reviewed ICV and found that the officer was heading to a call at the time of the incident, the officer activated the rear lights and motioned to the driver that a lane change was needed. No policy violations were observed. RP did not want a return call.
3/2/18	3/5/18	3	Inquiry	RP reported an officer who he felt intentionally hit a wound on his wrist when putting on handcuffs.	Sgt. spoke with officer who admitted he may have accidentally hit the scab as it was under a bracelet worn by RP. Sgt. examined the wound and found that the scab had not been broken and photographed the wrist as he spoke with RP about the incident.
3/2/18	3/5/18	3	Inquiry	The passenger in a hit and run accident was transported for a stress related seizure to the hospital. This person later claimed that the seizure was caused by the crash and demanded to know the outcome of the incident.	Sgt. found that the driver of the car involved had declined to press charges and no report was taken, since RP, a passenger, now claimed an injury from the crash officers were directed to file a report.
3/2/18	4/19/18	47	Performance	RP felt that the records department was unclear about how to obtain reports and information about various incidents, making it especially hard for victims of domestic violence.	Supervisor spoke with RP about the policies in the records department.
3/6/18	3/15/18	9	Inquiry	RP inquired into why officers had come to her door. RP is a non English speaker and was concerned.	Sgt. found that officers were looking for what they learned was a previous resident of the Apt. Sgt. spoke with RP about his findings.
3/7/18	4/5/18	28	Performance	RP felt an officer didn't seem to know what his job task was in an incident in which they were witnesses to a accident. RP felt the officer did not seem to care.	Sgt. learned that the crash had been non-injury and no report needed to be filed. RP did not return Sgt's calls to speak about the incident.
3/7/18	4/9/18	32	Performance	RP inquired into whether or not more investigation was warranted into his juvenile daughter's suicide.	Sgt. reviewed steps taken to date and forwarded the information to the DA's office, which conclude that the investigation was thorough and complete. The DA's office contacted RP to explain their findings.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
3/11/18	4/4/18	23	Discrimination	RP felt that an officer had not conducted a thorough investigation due to her race.	Sgt. reviewed all body cam and reports about the matter and learned that the issue RP was concerned about was a civil landlord tenant dispute. No policy violations were committed by the officer.
3/12/18	4/23/18	41	Performance	RP's reported an incident in which and officers required them to communicate by writing instead of getting them an interpreter. RPs are deaf.	Sgt. found that EPD has no one on its Language skills list that is proficient in ASL. In the body cam, the officer had a successful dialog with RP's using writing, RP's did not request a ASL interpreter. Sgt. spoke with RP's about the incident and then reached out to the Human Rights Office to see what needed to be done to make EPD compliant with the Americans with Disabilities Act.
3/12/18	3/28/18	16	Policy	RP was unhappy his vehicle was towed for prohibitive camping.	Sgt. reviewed body cam, impound reports and police reports and found that the officer had probable cause to take the actions he did. No policy violation.
3/13/18	3/15/18	2	Courtesy	RP was upset that an officer addressed her husband instead of her in an interaction.	Supervisor spoke with RP who felt the officer had been sexist and just wanted the supervisor to know.
3/13/18	4/25/18	42	Performance	RP was concerned that during a death investigation the body was not covered quickly enough. And a wheel chair that was not taken from the scene.	Sgt. found that the wheel chair had been left behind and an officer was instructed to pick it up. Sgt. spoke with RP about the issue.
3/13/18	3/30/18	17	Courtesy	RP felt an officer was rude while citing him for a moving violation on his bike.	Sgt. reviewed body cam of the stop and found the officer was curt with RP. Sgt. coached the officer about the stop and spoke with RP.
3/14/18	5/3/18	49	Performance	RP was unhappy with how an officer suddenly activated his lights, and when RP pulled over, the officer kept on going.	ICV from the officer's vehicle did not depict the incident, but this type of situation happens at times when an officer is dispatched to a call and drivers think they are being pulled over. RP did not respond to Sgt's calls.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
3/14/18	3/26/18	12	Incident Review: Use of Force	RP alleged officers used excessive force on her and her boyfriend without even telling them why they were being detained. They were beaten, hog tied and taken to jail.	Sgt. reviewed police reports, body cams and found that Officers had probable cause to arrest RP's boyfriend due to a dispute at a local eatery. The boyfriend refused to stop for officers, RP physically inserted herself between officers and at one point hit an officer. Other than the initial take down no force was used, feet restraints were applied due to the couple kicking officers. No policy violations were found.
3/16/18	3/21/18	5	Courtesy Dismissed: Other	RP reported an officer who was snooty with her and grabbed her behind when she walked passed.	Dismissed: Other Auditor review of body cam of RP's interaction found the allegations made to be false. Dismissed by Auditor
3/20/18	5/11/18	51	Policy	RP was concerned about the armed robberies in the area and wanted to know what police were doing to keep people safe.	Lt. spoke with RP about his concerns and the noted the increased patrols added to the area.
3/20/18	3/21/18	1	Courtesy Dismissed: Other	RP was upset to learn that community court required officers to report contacts with police to them.	Dismissed: Other No policy violation
3/20/18	4/23/18	33	Courtesy	RP was unhappy with an interaction with an officer at the Eugene Airport.	Sgt. reviewed body cam of the interaction and found that the officer was requested to escort RP from the TSA area by agents, and had to advise RP that if her behavior continued she could be trespassed from the Eugene Airport. No policy violations were noted.
3/21/18	4/5/18	14	Courtesy	RP was unhappy with comments made by and officer issuing him a citation. Rp felt his character was assaulted.	Sgt. spoke with the officer involved who admitted he was a little gruff with RP due to the considerable distance RP drove before pulling over. He did not feel he had made any comments that would have offended RP. Sgt. spoke with RP about the incident and offered to talk with the officer about his perception of the incident.
3/21/18	4/4/18	13	Courtesy	RP reported an officer who was rude and disrespectful, practically yelling at her during a traffic stop.	Sgt. reviewed that body cam and found that the officer did not violate any EPD policies. Sgt. spoke with RP about the findings and with the officer about RP's perception of the stop.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
3/22/18	3/26/18	4	Policy	RP report a serious issue of transients camping under a bike path underpass. RP has had to make his way past 20 to 30 people, many times being threatened.	Sgt. spoke with RP about his concerns and explained EPD's lack of resources to respond to every homeless camping call. He also provided information about what actions were being taken in the area that RP called about.
3/22/18	5/2/18	40	Performance	RP reported that an officer did not adequately investigate an a child abuse allegation he reported.	Sgt. reviewed body cam of the report taken by the officer. At no time did RP make an allegation of abuse about a child. No policy violation.
3/22/18	4/2/18	10		RP reported an incident in which he believed an officer tried to use his status to get a favor.	Sgt. spoke with RP and learned further details of the incident and found that RP had unknowingly called the officers work line which caused the confusion that the officer's status was involved. RP no longer believed the officer tried to use their position.
3/20/18	3/28/18	8	Inquiry Dismissed: Timeliness	An anonymous RP questioned an officer's supervision skills.	Dismissed: Timeliness
3/23/18	5/7/18	44	Inquiry	RP reported a use of force in which he was suddenly pushed from behind, handcuffed, maced and hooded.	Sgt. reviewed police reports, body cams and ICV's of in the incident involving RP. A call for service about a disorderly male in the middle of the street was made. Officer arrived and found RP who appeared to under the influence. RP actively fought and spit on officers and had to be restrained. RP was transported to the hospital. All force used was within policy. Sgt. spoke with RP about the incident.
3/24/18	5/4/18	40	Inquiry	RP felt officers illegally entered her home without a warrant upon the request of Cahoots.	Sgt. reviewed body cam and reports and found that RP had invited Cahoots into her home and it was determined that at the time RP was a danger to herself. Officers entered the home under the community care taking statute. Officers did not violate policy. Sgt. spoke with RP about her concern.
3/26/18	3/27/18	1	Inquiry Dismissed: Alternate Remedy	RP was unhappy with a citation for violation of park rules.	Dismissed: Alternate Remedy

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
4/14/18	4/21/18	7	Incident Review: Performance	An outside agency reported that an EPD officer refused to perform a DUII investigation when asked by an officer in that agency, in the Eugene city limits.	Body cam revealed when asked to perform the investigation the officer replied that it had been sometime since he had done one. The other officer conducted the investigation with the EPD officer serving as back up. It appears that the officer provided appropriate assistance and did not violate policy.
3/26/18	6/6/18	70	Incident Review: Use of Force	RP reported an incident in which her mentally disabled adult son was accidentally tased by an officer who was trying to tase her husband.	Body cam revealed a suspect that was fleeing into the home in a darkened hallway, the officer mistook the son, who was also in the hallway, for the suspect who had fled. Sgt. spoke with RP about her concerns in the incident.
3/30/18	4/4/18	4	Courtesy Dismissed: Outside Jurisdiction	RP noted an officer's comments to him were laced with profanity during a traffic stop.	Dismissed: Outside Jurisdiction
4/2/18	5/7/18	35	Performance	RP reported a patrol car that suddenly switched on it's overhead lights and pulled in to the lane almost hitting her husband who was traveling behind her.	ICV showed that the officer only readjusted his vehicle in a lane he had already partiall blocked, in order to further protect the back of a CAHOOTS van that was in the lane. Officer was reminded to use caution at all times, RP was happy with the contact and the reminder to the officer.
4/2/18	4/9/18	7	Policy	RP was unhappy with a tow and storage bill when his car was recovered after being stolen.	Sgt. found that all documents that inform citizens of the possibility of a car being towed when recovered were received by RP. RP was also called a the time of the discovery and notified that it would be towed if he could not respond within 20 minutes. RP acknowledged that communication.
4/4/18	4/10/18	6	Performance	RP was unhappy with the fact that a burglary report listed her last name incorrectly. And some items were not listed.	Sgt. noted that the text of the report correctly noted RP's last name and concluded that the system auto populated a previous last name. Sgt. also delivered RP a citizens supplemental report form to submit.
4/9/18	4/12/18	3	Inquiry	RP reported that officers only stopped him for trespassing because he is African American.	Sgt. found that officer noticed RP sitting below a no trespass sign on property that has a no trespass letter with the city. RP originally gave a false name and was ultimately arrested for trespass and warrants. Officers had probable cause for the stop, and race did not appear to be a factor.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
4/10/18	5/17/18	37	Courtesy	RP was upset that when she tried to report a parking issue with her neighbor, an officer was rude and failed to provide her assistance.	Sgt. spoke with the employee and learned that the employee had tried to explain to the angry RP the correct way to report her issue and that it was handled by parking control and not EPD. RP decided to file a complaint and she was directed to the Auditor's Office. Sgt. left 4 voice messages for RP and did not receive a return call.
4/11/18	5/23/18	42	Courtesy	RP felt he was threatened with DHS by an officer after they responded to a possible physical dispute.	Sgt. reviewed body cam and reports and found that this incident was the type that is forwarded to DHS. RP did not return voice messages left by the Sgt.
4/12/18	5/3/18	21	Policy	RP reported that he never gets follow up when he reports crimes in his neighborhood.	Sgt. spoke with RP who voiced that he was frustrated with the service provided by EPD. The Sgt. agreed that he had every right to feel frustrated and explained the staffing issues EPD is facing.
4/18/18	5/7/18	19	Courtesy	RP reported an officer who refused to allow one of his tow car drivers to take a tow that had been called in by the cars owner; RP also complained that the officer went ballistic with the driver.	Sgt. reviewed the body cam and found that the officer was not rude. Sgt. allowed RP to listen to the Audio of the body cam and he agreed the officer was not rude or ballistic. RP requested that the officer in the future inform tow drivers why they are not being allowed to tow.
4/5/18	4/19/18	14	Inquiry Dismissed: Outside Jurisdiction	RP reported an issue with an officer who is employed with another agency.	Dismissed: Outside jurisdiction
4/11/18	4/23/18	12	Inquiry Dismissed: Other	RP reported EPD electronically tracking his vehicle.	Dismissed: Other
4/18/18	6/4/18	46	Performance	RP raised concerns about how an apparently unhoused person was treated while being cited for trespass.	Review of body cam by the Sgt. found that officers had probable cause to cite the person, and no policy violations were found.
4/19/18	4/23/18	4	Inquiry	RP reported that he was only arrested because he was Asian.	Sgt. spoke with RP, who admitted that he had paid someone to break a window.
4/13/18	4/23/18	10	Inquiry Dismissed: Timeliness	RP reported an incident in 2016 in which he felt an officer lied on a police report.	Dismiss: Timeliness

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
4/2/18	6/1/18	59	Policy	RP was unhappy with poor customer service about a burglary she experienced.	Sgt. reviewed body cam, police reports and found that the case was handled correctly, in that with no leads or evidence to identify a suspect it was not turned over to a detective. A supplemental report was also done after further information was brought forth. Officer did a thorough investigation.
4/20/18	5/17/18	27	Courtesy	RP was concerned about a call for service in which her son was having a bi-polar episode and officers used excessive force, laughed and mocked her son.	Review of body cam show RP's son was unconscious on the floor, and an officer used a knee to press into his back to keep him prone only when the son came to and tried to get up before medics were finished examining him. The force used was not excessive. The conversation that RP believed was mocking her son was not; the involved employee was speaking about an in-service training and not talking or laughing about RP's son.
4/23/18	5/29/18	36	Performance	RP was unhappy with an officer threatening her teenage daughter with a search, when she and friends were just walking by where officers were making an arrest.	Sgt. learned that it was a campus monitor who made the comment to the girls, and not an EPD officer. Arrangements were made for the officer and the monitor to speak with the girls.
4/18/18	6/1/18	43	Inquiry	RP reported various conspiracy theories related to officers involving landlord trafficking and being abducted remotely.	Sgt. reviewed the police contact with RP and found that the officer's report was factual, and he acted within the scope of his authority. Sgt. spoke with RP about this report and provided information on social services to RP.
4/26/18	4/30/18	4	Inquiry	RP reported that EPD would not take his report about how unhappy he was with a tattoo and the skin reaction he had. RP feels he was poisoned.	Lt. explained to RP that at this time there was no reportable criminal activity that RP was describing. If in the future, more information become available, such as blood tests showing a probable cause for his symptoms he should re-contact EPD.
4/25/18	6/1/18	36	Policy	RP was unhappy that an officer harassed his employees selling things from his booth that he had a permit for.	Cpt. reviewed the incident and found that RP had the wrong type of permit for the type of booth. The interaction with the officer and the employees was described by a witness as unremarkable, with the officer being informative and professional. RP has since obtained the correct permit.

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4/26/18	5/31/18	35	Performance	RP reported an officer driving erratically.	Sgt. reviewed body cam and ICV of the officer and found that during the time of the complaint the officer was responding to calls. Sgt. did not observe any behavior that was not within policy. Sgt. spoke with RP about the incident.
4/30/18	5/3/18	3	Inquiry Dismissed: Other	RP was unhappy with being stopped by EPD officers who searched his backpack and then frisked him. RP felt he would be going to jail if he didn't allow the search.	Dismissed: Other Auditor's review of body cam of the officers found no policy violations.
4/30/18	5/29/18	29	Performance	RP inquired into what was happening in a case in which he was assaulted.	Sgt. learned that the incident had been determined to be mutual combat. Sgt. spoke with RP about the case.
4/30/18	6/5/18	35	Performance	RP alleged that the reason she is not getting help with a neighbor issue is that an officer told her he is friends with the neighbors.	Sgt. reviewed body cam and found no evidence of the officer telling RP that he was friends with the neighbors. Sgt. spoke with RP about his findings.
5/1/18	6/6/18	35	Inquiry	Internally reported issue found during an audit of improperly stored items.	Sgt. reviewed the issue and conducted re-training with employee.
5/1/18	5/3/18	2	Policy	RP inquired into the technology EPD used to ping an electronic device. RP feels that what they are using is not accurate.	Sgt. spoke with RP who had an in-depth knowledge of the technology available and talked about what EPD is using.
5/3/18	5/31/18	28	Policy	RP was upset that when he reported an incident no help was sent.	Supervisor reviewed the call and found that the call taker handled the call correctly, processing it to dispatch while she was still talking to RP. The suspect left the area, and RP told the call taker no officer was needed. Supervisor spoke with RP about the call and clarified with him that the call taker had started the process behind the scene. RP felt that all involved would have felt more assured if they had known that.
5/7/18	5/9/18	2	Inquiry Dismissed: Timeliness	RP felt an investigation in to a daycare was not handled appropriately.	Dismissed: Timeliness

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
5/3/18	5/31/18	28	Inquiry	RP was concern about a disconnect between his and his wife's calls about a friend who needed Cahoots.	Supervisor reviewed the calls made by RP, and found the first was disconnected by RP in order to take a call from his wife; the call taker did not have enough information to dispatch. The second call resulted in a dispatch to Cahoots, but was placed in waiting as Cahoots had calls waiting. Supervisor spoke with RP and addressed his concerns.
5/3/18	6/15/18	42	Performance	RP was upset that an officer told the person she had called about trespassing that it was her that called.	Review of the body cam noted that the officer pointed at the dumpster where the suspect had been trespassing, but at no point did he say who had called. Sgt. spoke with RP about the findings.
5/5/18	6/18/18	43	Inquiry	RP observed an arrest of a woman in which she felt officers used excessive force.	Sgt. reviewed body cams of the incident and found in spite of the resistance of the woman officers used only control holds to get the woman into custody. Sgt. spoke with RP about the findings.
5/8/18	6/6/18	28	Performance	RP reported an officer driving at a high rate of speed with no lights and siren, then followed him for 1/2 mile before pulling him over.	Sgt. reviewed body cam and ICV of the stop and found that officer had sped up and then moved close to RP to get the plate number, then backed up to a safe distance. The officer then made the stop when he had heard back from dispatch. No policy violations were found in the stop.
5/8/18	6/5/18	27	Performance	RP felt officers were dismissive of her call for service about a dispute with her roommate in which she was assaulted.	Sgt. reviewed police reports and body cams of officers and found that the officer complete a thorough investigation and found a mutually combative situation, which was explained to RP at the scene. The officers acted respectfully and professionally with RP. Sgt. spoke with RP about the findings.
5/8/18	6/13/18	35	Inquiry	RP was unhappy with how the investigation into a pedestrian accident involving his son was handled by an officer.	Sgt. spoke with RP about EPD policies in regard to traffic accidents, noting that the officer followed policy.
5/8/18	6/22/18	44	Performance	RP was unhappy that an officer did not arrest the people RP had pointed out to him who were shooting up in the alley.	Sgt. found that the officer observed the people in question and showed no signs of drug use, hence he had no probable cause to make an arrest. The officer explained that to RP at the time. RP did not return calls.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
5/8/18	5/29/18	21	Performance	RP was upset that an animal control officer did not address a dog at large issue in a city park.	Supervisor learned that the officer was in the middle of a contact when RP approached him, when he finished the contacted and went to address the issue the people involved had left the area. RP did not return messages left by the Supervisor.
5/8/18	5/22/18	14	Performance	RP was upset that he did not get a response from EPD when he called to report that his daughter's ex-boyfriend, who had threatened RP's family, was parked outside his home.	Supervisor reviewed calls made by RP's wife and found two calls with her reporting the threats. A third call letting them know that the suspect had left the area and no response was needed. Supervisor spoke with RP about the calls and what EPD call takers had done in the situation.
5/8/18	5/29/18	21	Performance	RP was unhappy about how a officer handled a call for service about stalking by her ex.	Review of the body cam found that the officer did a complete and professional investigation into the issue, finding no criminal issue at this time. The officer spent time to provide RP with other ideas on how to document the issue she was having. Sgt. spoke with RP about his finding
5/9/18	5/14/18	5	Inquiry	During the course of his arrest RP stated that officers were racist and only arrested him because he was black.	Lt. learned that RP was arrested with probable cause for stealing a chainsaw from a construction site.
5/11/18	6/20/18	39	Service Level	RP was unhappy that officer never showed up about an issue with her neighbors, even though she had witnesses waiting to speak with them.	Sgt. found that because of call activity at the time an officer was not dispatched until many hours later. After knocking three times the officer left knowing that RP was probably sleeping. RP did not return calls made by the Sgt.
5/11/18	6/13/18	32	Policy	RP was unhappy that officers were dispatched and not just Cahoots in response for her call for service for help with her son.	Supervisor reviewed the call and found that with in the information provided in the call the call taker followed correct procedure in dispatching officers. Supervisor spoke with RP and explained how and why officers are dispatched vs. when only Cahoots can be dispatched.
5/11/18	6/6/18	25	Inquiry	RP was unhappy that an officer told his employer medical information about RP that RP did not authorize.	Review of body-worn cameras, police reports and the Civil Rights HIPPA website found that the officer followed guidelines for police personnel while speaking with the employer. Sgt. spoke with RP about the findings.
5/15/18	6/20/18	35	Inquiry	RP was unhappy with how an incident with her husband and his employer was handled.	Lt. found that no crime was committed against RP's husband and that officers followed correct procedure in investigation the situation. RP was unhappy with the findings.

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5/17/18	6/4/18	17	Courtesy	RP alleged that an officer made a remark about him being on meth, which is not the case.	Review of body cam found RP to have been in the middle of a mental health crisis and that the officer worked patiently with RP to get him help. No such comment was noted on the body cam.
5/18/18	6/2/18	14	Inquiry	RP reported an officer who stuck his foot in his door so it could not be shut.	Sgt. reviewed body cam and found that the officer was dispatched for a welfare check on RP's children and at one point did place his foot in the threshold which a common tactic to ensure a door is not forced closed during a contact. The officer determined the children were safe and left the residence without entering. No policy violation by the officer. Sgt. spoke with RP about his findings.
5/18/18	6/4/18	16	Performance	RP reported an officer using a cell phone while driving.	Lt. attempted to contact RP to explain that police officers have an exemption from the cell phone law, but did not receive a return call.
5/18/18	6/22/18	34	Performance	RP felt his burglary case was not investigated properly.	Review of the case file by Sgt. found that the officer in question did do follow-up into the burglary, and no policy violations were found. RP was notified of the findings.
5/21/18	5/30/18	9	Inquiry Dismissed: Other	RP described an incident at the Greyhound station where he was questioned by officer for 4 hours.	Dismissed: Other
5/23/18	6/6/18	13	Performance	RP was unhappy that a red light runner was not cited even though they caused an accident.	Sgt. found that in the non-injury accident officers followed policy, and facilitated an information exchange. Sgt. spoke with RP about EPD policy in traffic crashes.
5/23/18	7/2/18	39	Inquiry	RP was unhappy that more charges were not added to an acquaintance who came into her home uninvited.	Review of the call by Supervisor found that the call did not follow proper protocol, with new information not being relayed to officers. The involved employee was coached and the Supervisor spoke with RP about the incident.
5/27/18	6/7/18	10	Performance	An officer missed briefing, without making prior arrangements.	Sgt. handled as an internal performance issue.
5/29/18	5/30/18	1	Performance Dismissed: Other	RP didn't like a comment made by an officer.	Dismissed: Other

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5/29/18	7/10/18	41	Service Level	RP was upset that an officer did not make an arrest after a dispute with her partner. RP felt it was a domestic assault.	Review of the officer's report and body cam found that the officer did not have enough probable cause to make an arrest at the time of the incident. Sgt. spoke with RP and explained the governing OR statute.
5/29/18	7/2/18	33	Performance	RP reported that her son was told that an inmate being released from jail had a stolen gun in his belongings.	A review of ICV showed the arresting officer documenting the contents of the bag belonging to the inmate, no gun was found. Lt. contacted RP with the findings.
5/30/18	6/18/18	18	Service Level	RP reported that a call taker would not take a report about an incident in which his son was threatened downtown.	Supervisor found that the caller should have been allowed to give a phone report about the incident, even though an officer would not have been sent out. The call taker a new employee will be coached about the call. Supervisor spoke with RP about her findings.
5/30/18	6/1/18	1	Other Dismissed: Alternate Remedy	RP was upset he got a park violation.	Dismissed: Alternate Remedy
5/31/18	7/10/18	40	Performance	RP was unhappy with how an officer handled a situation in which he was bitten by a pit bull in his neighborhood.	Sgt. found after reviewing body cam that the animal had not bitten. RP was provided information about how to file a civil action if he felt the need. The incident was documented and forwarded to animal control.
5/31/18	6/4/18	4	Incident Review Dismissed: Other	RP alleged use of force by an officer.	Review of body cam by Auditor's Office found no force used in the incident. Dismissed: Other
5/31/18	6/18/18	18	Inquiry	RP was unhappy that an off-duty officer blocked her car in and threatened to give her a citation for following to close.	Sgt. learned that the officer had been tailgated by RP and then watched her tailgate another car in front of him which caused her to have to drive into the median when the other driver stopped quickly. Officers, even off-duty, have discretion on whether to give citations, and the officer only intended to warn RP about her driving. No policy violation found. Sgt. spoke with RP.

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6/1/18	6/14/18	13	Conduct Dismissed: Outside jurisdiction	RP was concerned about a silver unmarked police vehicle that followed her home.	Dismissed: Outside Jurisdiction
6/4/18	6/5/18	1	Inquiry Dismissed: Other	RP alleged an officer did not do his job right in 2014.	Dismissed: Other
6/5/18	6/13/18	8	Performance	RP alleged an officer was just trying to show off to his friends when he hassled RP for taking cans from a restaurant, even though he had permission.	Sgt. learned that the officer had witnessed RP taking the cans and was told by the waitress that he did not have permission; later RP was released when another waitress came forward and related that she had give RP permission. No policy violation by the officer. Sgt. spoke with RP.
6/6/18	7/9/18	33	Performance	RP alleged an officer dragged his backpack with his vehicle.	Sgt. reviewed body cam and ICV and found that RP had left the area on foot with the backpack before the officer got into his vehicle.
6/7/18	6/20/18	13	Service Level	RP was concerned that when he reported a trespass situation at his church, no one showed up for over 6 hours.	Supervisor reviewed the call logs and noted that for the day in question, 332 law enforcement events were reported. At the time of the RP's call no officer was available. Supervisor followed up with RP about his concerns.
6/11/18	7/11/18	30	Performance	RP reported an EPD vehicle that did not stop to help a disabled vehicle in a busy intersection.	Review of records found that the vehicle that was in the area at the time was an animal control officer; dealing with a traffic issue is outside of the scope of duties for this type of officer. CAD details also mentioned the vehicle was in the break down lane with its flashers on and not posing in immediate risk.
6/12/18	7/16/18	34	Performance	RP reported an officer talking on a cell phone while stopped at a light.	Sgt. tried to contact RP, with no call back. ORS811.507 provides an exception for police employees using cell phones in the scope of their employment.
6/15/18	7/23/18	38	Performance	RP reported an incident in which her 19 year old daughter and friends were left in an isolated area with a man who had hit her car and had previously been yelling at them.	Sgt. reviewed body cams of the officers involved and spoke with RP about EPD policy concerning non injury accidents and steps the officers had taken at the scene.

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6/18/18	8/2/18	44	Performance	RP has been able to get in touch with an officer in regards to a citation that was issued to son under false information.	Sgt. learned that the officer had followed through with RP and the situation had been resolved since she had been assigned the complaint. Sgt. spoke with RP to verify.
6/18/18	7/5/18	17	Policy	RP inquired into EPD's policy of releasing a DUII driver after an accident in which there had been a fatality.	Sgt. left a messaging with RP detailing situations where an immediate arrest might not take place.
6/18/18	7/18/18	30	Inquiry	RP felt he could not get anyone at EPD to take seriously an issue he was having with a juvenile on parole who had previous assaulted him.	Supervisor reached out to RP and spoke with him about his concerns.
6/15/18	6/26/18	11	Performance Dismissed: Timeliness	RP alleged officers would not look into a drug dealer who was threatening him with a gun.	Dismissed: Timeliness
6/25/18	8/7/18	42	Performance	RP felt an officer was trespassing her due to her race.	Sgt. found that the officer had been dispatched to the location because of a complaint with no knowledge of the race of the person involved. The owner of the property had asked RP to leave and RP refused. No policy violations by the officer. Sgt. spoke with RP.
6/21/18	7/26/18	35	Performance	RP reported an off duty officer at the court house parking in a reserved space.	Sgt. spoke with the officer about the concern, and explained that in future he needed to use a metered spot or a patrol vehicle when attending court.
6/21/18	7/31/18	40	Performance	RP was unhappy that an officer used her business driveway to make a traffic stop.	Sgt. reviewed body cam of the stop and found that the vehicles were off to one side of the driveway and not completely blocking it. Sgt. spoke with RP about the stop and that the officer had not violated policy, but would pass along her request that stops were not conducted in her driveway if possible.
6/21/18	7/16/18	25	Courtesy	RP was unhappy that an officer threatened her with a citation for the misuse of 911.	Sgt. reviewed bodycam and found that RP had called in two separate false reports to 911, during the second contact RP was informed of the misuse of 911 law and advised she could receive a citation. No policy violations by the officer. RP did not return calls by the Sgt.

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6/22/18	6/27/18	5	Performance Dismissed: Timeliness	RP alleged an officer did not iron out his issues with LTD.	Dismissed: Timeliness
6/26/18	7/16/18	20	Courtesy	RP reported an officer who responded "Alligator Bite" to a question about what was going on in his neighborhood	Sgt. spoke with the officer who admitted it was a bad attempt at humor and apologized for upsetting RP with the comment. Sgt. spoke with RP about the incident.
6/22/18	6/29/18	7	Courtesy	RP felt an officer was rude and would not listen to his side of the story when he was being trespassed from a store.	Sgt. reviewed body cam and found that the officer took the time to go into the store and review the security tape, and then (at the request of the store manager) issued the trespass notice.
6/27/18	7/16/18	19	Performance	RP was unhappy that when she has called EPD about issues near her Conestoga Hut she rarely gets service, but when she had a slight altercation with a woman near her home and that person called officers showed right up. RP wonders if it's because she is homeless.	Sgt. spoke with RP about how calls are prioritized and that a call about drug activity and smoking near her Conestoga hut would be a lower priority than an active dispute call and that calls are not prioritized by the status of the complainant.
6/28/18	8/13/18	45	Performance	RP was unhappy with the length of time it took for an officer to respond to his tenants call for service regarding racial and sexually biased language from a roommate.	Sgt. reviewed the incident and found that an officer had responded the next day and taken a report. In one of the situations, the tenant had declined to press charges. Sgt. contacted RP and spoke to him about the findings.
6/28/18	7/9/18	11	Courtesy	RP reported officers were rude when she questioned them about an incident she was observing.	Sgt. reviewed body cam and found that officers were professional but direct in requesting RP to move back from the situation.
6/28/18	7/13/18	15	Inquiry	RP was unhappy that her 15 year old son was given a citation for crossing the street against a light. RP noted that cars can turn after checking for traffic.	Sgt. reviewed the body cam of the officer who issued the citation which clearly showed RP's son cross a busy intersection against the light. Sgt. spoke with RP about the safety issue to her son in this incident and the law that allows citations for disregarding a pedestrian cross signal.
7/2/18	8/1/18	29	Inquiry Dismissed: Other	RP emailed about a friend who had a bad experience with EPD but provided no date, time or details of the situation.	Dismissed: Other RP did not response to an email to provide further detail.

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7/2/18	7/10/18	8	Performance	RP was concerned about inaccuracies in police report.	Lt. reviewed body cam, which contradicted RP's account of the incident. Body cam confirmed the officer's account in the police report. Lt. spoke with RP about the findings.
7/2/18	7/11/18	9	Service Level	RP was unhappy that after being instructed by call takers to not touch anything after a burglary no officer showed up for 9 hours.	Sgt. spoke with RP about the staffing shortage at EPD and that he had every right to be frustrated with the time of service.
7/3/18	7/17/18	14	Service Level	RP reported calling EPD in response to a couple of people setting up camp in the grass strip across from his house. Officers eventually arrived 40 hours after he called.	Sgt. spoke with RP about the staffing shortage at EPD and understood RP's frustration.
7/5/18	8/6/18	31	Performance	RP was unhappy that an officer did not arrest her ex-husband.	Review of the body cams of officers found that the situation that RP was reporting was civil. The officers involved provided that explanation to RP. Sgt. had officers submit a report on the findings.
6/30/18	7/6/18	6	Performance	RP alleged an officer blew off an investigation.	Review of body cams showed the officer conducting a thorough investigation, but when told the outcome RP became argumentative with the officer, who eventually walked away.
7/5/18	7/10/18	5	Performance	RP was unhappy that officers only confiscated illegal fireworks from neighbors but did not cite them.	Lt. learned that officer did not witness the neighbors actually setting off the fireworks so could not cite them. The officer did gain compliance from the neighbors to give them up. Lt. spoke with RP about the issue.
7/5/18	8/13/18	38	Courtesy	RP reported an officer who was rude and condescending when she tried to speak with him about a citation.	Sgt. spoke with RP about the situation surrounding the citation and why the officer had not waived it.
7/5/18	7/6/18	1	Inquiry	RP inquired into how officers interpret the park rules.	Auditor's Office provided RP with a print out of the City of Eugene Park ordinances.
7/6/18	7/10/18	4	Inquiry Dismissed: Alternate Remedy	RP was unhappy about a citation given for his puppy.	Dismissed: Alternate Remedy

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7/5/18	9/11/18	66	Policy	RP alleged that he had witnessed selective enforcement by EPD.	RP did not return calls from the Cpt. to provide further information and details about the allegation.
7/5/18	8/22/18	47	Performance	RP reported her son being grabbed from behind by an adult and claw marks being left on his neck. RP felt officers were unprofessional when they responded.	Review of body cam showed officers made the correct judgment that no crime had been committed. RP did not respond to calls or texts from the Sgt.
7/6/18	8/20/18	44	Inquiry	RP was unhappy that EPD would not release a police report.	Supervisor reviewed the situation and learned that ORS rules exemption release of reports that have been forwarded to DHS. RP was provided with contact information to DHS and informed that the DA's office could order the report released.
7/7/18	8/20/18	43	Inquiry	RP was upset that officers used his parking lot with lights activated for about 30 minutes.	Sgt. learned that the officer was part of a perimeter set up for a hit and run incident. RP spoke with RP about the officer's reason for being in the parking lot.
7/9/18	7/10/18	1	Performance Dismissed: Timeliness	RP felt a police report from 2016 contained errors.	Dismissed: Timeliness
7/9/18	8/6/18	27	Performance	RP reported an officer who had not returned phone calls.	Sgt. spoke with officer about phone management and contact RP.
7/10/18	7/1/18	-9	Inquiry Dismiss: Outside Jurisdiction	RP reported an issue with an outside agency.	Dismissed: Outside Jurisdiction
7/10/18	7/11/18	1	Inquiry Dismissed: Timeliness	RP reported an officer following him in 2017.	Dismissed: Timeliness
7/10/18	7/12/18	2	Inquiry Dismissed: Other	RP provided a copy of a letter stating various agencies had labeled him a danger to himself and others, and then stated he thought EPD had also.	Dismissed: Other

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7/11/18	7/26/18	15	Service Level	RP reported calling EPD about a man sleeping in his yard and would not leave. The next morning the guy was gone but he never heard a word from EPD.	Sgt. found that an officer was dispatched and made contact with the man, but was then dispatched to a high priority call he did not make contact with RP. Sgt. spoke with RP about her findings.
7/12/18	7/13/18	1	Inquiry Dismissed: Other	RP called about ducks in the roadway on Delta Hwy.	Dismissed: Other
7/12/18	8/28/18	46	Performance	RP was unhappy that officers allowed a man who was still high to drive off in his vehicle.	Cpt. reviewed the incident, officers found no drugs at the scene, the man did not want medical assistance and officers had no legal right to detain him. The man was cautioned not to drive. Cpt. spoke with RP about the findings and the reason officers took the action they did.
7/12/18	8/16/18	34	Performance	RP was unhappy that more people in the chain of his stolen bicycle did not get charged.	Lt. learned that the original person who stole the bike was charged but the DA declined to press charges. St. spoke with RP about the incident.
7/13/18	7/18/18	5	Inquiry Dismissed: Other	RP was upset that a woman was escorted out of the Dead Concert and that EPD would not send someone to jump his vehicle after the concert.	Dismissed: Other
7/13/18	8/6/18	23	Inquiry	RP watched a whole swarm of officers show up for a incident in which a woman reached into her bag for a water bottle. It seemed a waste of resources for a bottle.	Sgt. reviewed body cam and found that a lone officer confronted a group of people trespassing, asked them to leave, a woman in the group began reaching for an unknown object in her backpack and continued after the officer requested she stop. The officer requested emergency cover. No policy violations were noted. RP did not return calls.
7/16/18	8/23/18	37	Courtesy	RP had a interaction with an officer who insinuated he had done something wrong by throwing his dog's business in a trash can in which the occupants had recently moved.	Sgt. found that the officer had been dispatched to the area for a trespass complaint by the owner. RP was upset that the officer was being accusatory, but RP was on private property. A performance issue with the giving of the officer's badge number was noted and addressed with the officer. RP did not return phone calls.

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7/17/18	8/13/18	26	Service Level	RP inquired into why his employee's call for service about a disturbance in their parking lot took two hours for a response by EPD.	Sgt. spoke with RP about the call log and officer staffing issues that EPD is experiencing and the triage that takes place when dispatching calls.
7/19/18	8/6/18	17	Inquiry	RP was cited for parking her vehicle for an extended amount of time at the airport loading zone and felt the citation was because of her race.	Sgt. reviewed records and video's of the incident and found that RP had been parked at the terminal for over 40 min and when asked to move by an employee, only moved farther up the lane. The citation was given due to the infraction.
7/20/18	7/25/18	5	Inquiry Dismissed: Other	RP reported issues with a report from 2011.	Dismissed: Other
7/23/18	8/13/18	20	Inquiry	RP was unhappy that she must leave a place if a person who has a restraining order against her comes to the establishment even if she was there first.	Sgt. intended to give RP information on the retraining order requirements but did not receive a return call from RP.
7/23/18	8/28/18	35	Service Level	RP was unhappy with EPD's response to illegal camping in her neighborhood.	Sgt. found that the two times RP had called, call load for officers did not allow them to respond to a non emergency complaint. Sgt. spoke with RP about EPD's call load and how calls are prioritized. Sgt. offered an explanation to how the St. Vincent program works in regard to illegal camping.
7/23/18	8/28/18	35	Inquiry	RP was upset officers did not arrest someone that harassed them for a hate crime.	Lt. learned that RP had gotten in an altercation with a man, and when another man stepped in to help, RP pepper sprayed him, causing him to let out a string of expletives. RP was the aggressor, and officers found no probable cause to cite the man. RP did not return calls to discuss the situation.
7/24/18	7/25/18	1	Inquiry Dismissed: Outside Jurisdiction	RP reported being denied his medication at the Lane County Jail.	Dismissed: Outside Jurisdiction

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7/25/18	7/27/18	2	Courtesy Dismissed: Outside Jurisdiction	RP reported a Cahoots employee who she felt was rude.	Dismissed: Outside Jurisdiction
7/25/18	8/1/18	6	Inquiry	RP claimed he was held in the back of a patrol car for an excessive amount of time.	Sgt. reviewed body cam of RP in the patrol car and found that he was in the vehicle less than 6 minutes, in the early morning hour, with the vehicle parked in the shade. Temperature was 60 degrees. No policy violation. RP did not return calls.
7/11/18	8/30/18	49	Inquiry	RP was unhappy with a conversation she had with officers on a downtown street.	Supervisor was with officers at the time of the interaction and found them to be cordial with RP while asking her to be aware of the volume and tone of her songs and the effect it was having on other citizens. No Policy violation.
7/24/18	8/9/18	15	Incident Review	Internal complaint that an officer had interfered in another officer's project.	Determined to be a performance issue and forwarded to supervisor.
7/28/18	8/13/18	15	Inquiry	RP reported that he was threatened with retaliation if he pursued a case in which the officer determined was non-criminal.	Body cam review showed the officer being professional and respectful, spending more than two hours investigating RP's complaint, making no threats of retaliation. Sgt. spoke with RP about the findings.
7/26/18	8/1/18	5	Inquiry Dismissed: Timeliness	RP spoke at length about issue that had happened in 2009.	Dismissed: Timeliness
7/27/18	8/14/18	17	Inquiry	RP reported finding an Oregon DOJ website that listed her ex-husband's date of death by a police shooting with a 4 day discrepancy.	Investigation of the website found that by Oregon law police agencies must report the incident date of a police deadly use of force, this date was erroneously listed as date of death. RP's ex actually died a few days later in the hospital. The DOJ was notified about the discrepancy. The Auditor's officer notified RP about the findings.
7/30/18	8/30/18	30	Performance	RP was unhappy that an officer in charge of his theft case was not returning calls.	Sgt. reviewed the case and found that it had been investigated thoroughly by the officer, who found no probable cause to arrest the suspect. Sgt. also learned that the officer had been under the impression that once he had been issued a cell phone he no longer needed to maintain his voice line. Sgt. spoke with RP about the confusion and about the outcome of his case.

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7/30/18	8/1/18	1	Performance Dismissed: Outside Jurisdiction	RP reported two officers who failed to help a motorist in distress.	Dismissed: Outside Jurisdiction
7/25/18	8/1/18	6	Inquiry	RP alleged that an officer who had been questioning her about her mental health state only did so because of her race.	Review of body cam showed that the officer did not appear to make decisions about the incident because of RP's race. RP declined to provide identifying information for follow up.
7/30/18	8/13/18	13	Service Level	RP was unhappy that no officer was dispatched in a rear end collision.	Sgt. spoke with RP about EPD policies in regard to traffic accidents, with no response for non injury accidents.
7/31/18	9/6/18	36	Performance	RP was unhappy that an officer showed up at the hospital 3 hours after she was assaulted and told her she would be cited if she tried to press charges.	Body cam revealed that the officer followed policy in his investigation and the conversation with RP was not as RP explained. Sgt. attempted to speak with RP, who was unhappy with EPD and hung up on the Sgt.
7/31/18	9/11/18	41	Performance	RP was unhappy that an officer did not cite another driver in which she felt was a road rage issue.	Sgt. learned that the officer spoke with both drivers and facilitated an information exchange, but could not cite either driver without witnesses. No policy violations were found. RP did not return voice messages.
8/1/18	9/10/18	39	Inquiry	RP was upset with an officer who failed to arrest the suspects who had jumped her son, causing a broken jaw.	Sgt. reviewed police report and body cams of the incident and found that the officer conducted a thorough investigation, speaking with RP her son and other witnesses. Camera phone video was found and reviewed. The issue was found to be mutual combat and body cam refuted many of the statements RP made in her allegation. Sgt. spoke with RP about the incident.
8/2/18	8/3/18	1	Performance Dismissed: Timeliness	RP was unhappy that officer did not allow him to retrieve items from his vehicle that had been towed.	Dismissed: Timeliness
8/2/18	8/16/18	14	Inquiry	RP inquired in to how a restraining order was handled by an officer.	Review of body cam showed the officer handled the situation correctly. Sgt. spoke with RP about the findings and provided ideas that might help mitigate the issue she is having.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
8/6/18	11/29/18	113	Inquiry	RP reported a concern about how her elderly mother was treated after the death of her father.	Lt. reviewed reports and body cams of the incident and found that officers tried to contact someone to stay with RP's mother and failing that make her as comfortable as possible before they cleared the scene. Some of RP's concerns related to how the Medical Examiner's office failed to follow up with RP. Lt. spoke with officers to provide further training on what they might have done to insure RP's mother was not left alone at the scene.
8/6/18	8/13/18	7	Service Level	RP was unhappy that officers could not have investigated more to find out who was shooting off fireworks in his neighborhood.	Sgt. spoke with RP about how officers had responded to the area and seeing and hearing nothing had closed the call. RP explained EPD's call load and how they do not have the man power to investigate this type of issue by knocking on every door in the area.
8/6/18	8/7/18	1	Inquiry Dismissed: Outside Jurisdiction	RP reported undercover officers following him.	Dismissed: Outside Jurisdiction
8/6/18	9/14/18	38	Inquiry	RP reported an officer who he feels is racially profiling him, after RP was cited for violation of park rules and the white man RP was with was not cited.	Review of the body cam of the incident shows that RP when approached was smoking in the park, as the officer began to speak with him about it, RP became argumentative, a citation was issued for the park violation. The other man was not observed violating a park rule hence was not cited. Sgt. called RP to discuss the issue.
8/6/18	9/27/18	51	Performance	RP is frustrated with the response by EPD into illegal camping issues.	Sgt. spoke with RP about how EPD prioritized calls for service.
8/8/18	8/23/18	15	Performance	RP reported a motorcycle officer speeding on Beltline.	Officer advised he may have been speeding in order to catch up to a car in violation of a traffic law, but did not remember specifics from that day. RP was anonymous and no further information was available.
8/2/18	8/15/18	13	Inquiry	RP alleged that officers punched him in the face and that the contact with him was due to his race.	Sgt. reviewed police report and body cam and found that officers were dispatched to a motel with RP who was intimidating and yelling racial slurs at the motel manager. RP was not punched by any officer. Sgt. spoke with RP about the findings.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
8/13/18	8/29/18	16	Inquiry	RP alleged that he was arrested because he was black.	Sgt. had also responded to the scene when RP had alleged he was arrested because he was black. The officer had been dispatched for a call for trespassing which was why RP was arrested. No policy violations.
8/14/18	10/5/18	51	Performance	RP was unhappy with an officer that did not call him back with information about his case and appears to have a voicemail box that is full.	Sgt. reviewed information about the incident and found that the officer had been able to recover RP's belongings but was waiting for fingerprints to return before making an arrest. Once a complaint was filed the officer was directed to not contact RP. The Sgt. spoke with RP and updated him on the case.
8/14/18	8/20/18	6	Inquiry Dismissed: Other	RP alleged that officers used excessive on the arrest of her son, because of his African American/American Indian heritage.	Dismissed: Other Review of police reports and body cams by the Auditor's Office found no Policy Violations by officers.
8/14/18	8/20/18	6	Inquiry Dismissed: Other	RP alleged that an officer awoke her by rubbing his fist on her ribs, and then excessive force was used to arrest her.	Dismissed: Other Preliminary review by Auditor found allegations to be false.
8/13/18	9/18/18	35	Service Level	RP was unhappy how officers addressed an issue of an ex-boyfriend handling a gun around her and how long it took for officers to respond.	Review of the incident found that the call takers had triaged the call correctly and that officers had made the correct call on not citing or arresting RP's boyfriend.
8/15/18	8/15/18	0	Inquiry Dismissed: Timeliness	RP was upset with an officer who questioned him after he was assaulted in 2017.	Dismissed: Timeliness
8/11/18	8/28/18	17	Performance	RP reported an officer who did not use turn signals.	Sgt. spoke with the officer about being mindful of using signals. Sgt. contacted RP about the issue.
8/16/18	9/27/18	41	Service Level	RP is unhappy with the response to calls about illegal camping in front of her property.	Sgt. drove the area in question and noted no violation at the time. Sgt. spoke with RP and learned that the campers had just recently been contacted and had moved on. Sgt. suggested RP continue to call in if the problem reoccurs.
8/18/18	8/20/18	2	Performance	RP was unhappy that officer would not take the enforcement action he wanted.	Review of body cams found that the officers were professional and took the appropriate action for the situation. Sgt. spoke with RP.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
8/17/18	9/26/18	39	Policy	RP inquired into why EPD will not waive the fee for body cam video.	Supervisor advised RP of the steps to appeal denial of the release of the body cam.
8/17/18	9/6/18	19	Inquiry	RP was unhappy he was stopped by officers who were supposedly looking for someone who had stolen a bike, he feels like he was racially profiled because he is brown.	Sgt. reviewed body cam and found that the officers were polite and professional while speaking to RP who matched a description of someone who had stolen a bait bike in the area. Once the officers determined RP was not the suspect he was free to go.
8/20/18	9/17/18	27	Performance	RP was unhappy that officer failed to cite a man who was urinating in front of his apartment building; the man got in an argument with RP and RP's wife, and RP was punched in the face.	Sgt. found that the officer did a thorough investigation and that witnesses and the other party did not see a physical altercation between the parties. Due to the officer not witnessing the urinating no citation was issued. The officer explained this situation to RP. The Sgt. spoke with RP about his findings.
8/16/18	8/22/18	6	Performance	RP reported his client was missing property after stealing the EPD bait car it was not returned to him after he was arrested.	Lt. found that the bag had turned up missing and that it probably had been taken by the next suspect who had stolen the bait car. RP was directed to Risk Services.
8/22/18	8/28/18	6	Performance	RP was unhappy with an officer's demeanor when speaking to him about jaywalking.	Sgt. reviewed bodycam of the incident and spoke with the officer. RP was anonymous so no follow up was conducted.
8/22/18	10/25/18	63	Performance	RP felt officer did not take an incident in which his roommate pulled a knife seriously.	Sgt. reviewed body cam of the interaction with RP and found that the officers made the correct call with the information available at the time. RP did not return voice messages.
8/22/18	9/14/18	22	Policy	RP is unhappy that he cannot get a response to illegal camping and a bicycle chop shop sprawled across the sidewalk near his business.	Sgt. spoke with RP about EPD's call load and the prioritization of calls. RP was notified that the campers had been contacted that morning and had moved on for now.
8/22/18	8/23/18	1	Use of Force Dismissed: Timeliness	RP alleged officer used excessive force by not undoing his handcuffs during a DUII arrest.	Dismissed: Timeliness

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8/23/18	9/24/18	31	Inquiry	RP was upset that when she was pulled over for not having a light on her bike, they discovered she had bought it from a party that had stolen the bike. The bike was confiscated and she was left to walk home in the dark.	Review of body cam showed that the officers did confiscate the bike once they learned it was stolen and RP did not ask for assistance in transportation. Sgt. spoke with RP about the incident.
8/24/18	9/25/18	31	Policy	RP inquired in to EPD's policy concerning trespass and who and who is not a tenant.	Sgt. contacted RP and answered questions he had about the issue.
8/24/18	8/27/18	3	Inquiry Dismissed: Other	RP was unhappy with being given a park warning and said she witnessed officers breaking the door of a motorhome.	Dismissed: Other Review by Auditor found allegation about the door to be false, and other parties with RP admitted to the park violation.
8/27/18	10/5/18	38	Performance	RP was unhappy with an interaction with an officer when she called about a trespasser. The officer was unconcerned about her safety and showed obvious disrespect for his own department.	Supervisor spoke with the officer about the interaction and advised of more responsive ways to interact with citizens.
8/27/18	9/26/18	29	Performance	RP was unhappy that officers did not cite her boyfriend's ex with assault when she threw a beer bottle at RP	Sgt. reviewed body cam of the incident and found that officers conducted a complete and thorough investigation and found that no one actually saw the bottle hit RP and RP had no marks indicating that she had been struck. Due to no probable cause officers did not cite or arrest. RP did not return phone calls to speak about the findings.
8/28/18	9/19/18	21	Inquiry	RP alleged officer kicked him in the ankle to wake him up.	Review of video showed the officer tapped RP on the shoe to wake RP who was dozing off in the booking room. No policy violation noted.
8/27/18	9/5/18	8	Courtesy Dismissed: Other	RP was unhappy that officers forced him to do a sobriety test when he had not been drinking and had only taken some medication and treated him unkindly.	Dismissed: Other Review of Body cam and police reports by the Auditor found no policy violations.

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8/29/18	10/3/18	34	Service Level	RP reported that officers did not take a report when she tried to speak to them about a threat that was made against her.	Supervisor found that the information provided by RP at the time was very vague and a crime was not articulated by RP, so no report was generated. Sgt. spoke with RP's mother, and left a message for RP.
8/29/18	9/11/18	12	Conduct	RP reported being intimidated by EPD officers and that during his arrest he was inappropriately touched.	Review by Internal Affairs and the Auditor's Office of police reports, body cams and ICV's found no merit to RP's allegations.
8/30/18	9/4/18	4	Inquiry	RP reported getting the run around when he tried to get records involving a citation he was issued.	Supervisor contacted RP and provide RP the information needed to proceed with his records request.
8/24/18	9/4/18	10	Policy	RP was unhappy that a prohibited camping violation was given.	Sgt. reviewed the incident and found that the occupants of the vehicle admitted to camping illegally in the city. No policy violations were made by the officer. Sgt. spoke with RP about the findings.
8/31/18	9/4/18	4	Other Dismissed: Other	RP asked for a supervisor to file a complaint, but due to RP's disorderly behavior, RP was taken directly to segregation at the jail.	Dismissed: Other Per Auditor will be reopened if RP makes contact.
9/4/18	10/5/18	31	Performance	RP was unhappy that his ex-wife was not arrested after trespassing on his property.	Sgt. reviewed body cam of the officer's investigation and found that they correctly identified probable cause for the trespassing and cited RP's ex-wife in lieu of arrest. No policy violations were found. Sgt. spoke with RP about the findings.
9/5/18	9/6/18	1	Conduct Dismissed: Other	RP reported an officer who he felt pressured him to confess to stealing from his landlord and then arrested him without proof.	Dismissed: Other Review by Auditor of police report and body cam found that the officer completed a thorough investigation and developed probable cause to arrest RP for theft.
9/4/18	9/6/18	2	Performance Dismissed: Other	RP complained about the level of service he received from EPD because they called him back from a blocked number and did not handle a dispute he was in the way he expected.	Dismissed: Other Auditor's review of police report found that EPD officers had handled the incident appropriately. No policy violations found.

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9/5/18	10/3/18	28	Inquiry	RP reported an incident he observed downtown in which officers were interacting with a large African American man, one officer called the man big boy.	Sgt. learned that officers made contact with the man due to him menacing people with a large stick. The officer was able to talk to the man calming him and officers did not have to use force to arrest him. By using calm reassuring tones the officer de-escalated the situation. The body cam showed that the officer was using the language in regard to the man's size and not in an intentionally derogatory way.
9/5/18	10/16/18	41	Policy	RP felt that the motorcycle officers posted downtown should be setting a better example and no riding on the sidewalk or blocking pedestrian crossings. He also found them to be condescending when he spoke with them about it.	Sgt. reviewed the complaint and reached out to RP who did not return voicemails. Sgt. noted that in carrying out their duties officer at times do block crosswalks and even have their cycles on the sidewalk.
9/6/18	9/11/18	5	Inquiry	RP alleged a female officer dislocated her shoulder.	Sgt. review of the incident found no female officer was on the scene and that RP was highly intoxicated during the incident.
9/6/18	10/16/18	40	Policy	RP was unhappy that officers awoke her at 0600 and told her she had to move. RP was not on private property.	Sgt. reviewed body cams and found the officers to be polite and professional with RP, explained the reason for the contact and educated RP on the court ruling that had been handed down, but did not apply to her in this situation. Sgt. spoke with RP about the contact.
9/10/18	10/1/18	21	Performance	RP reported a suicidal female in the street, with no response from EPD.	Call records reviewed by the supervisor found that the call takers had in deed followed protocol and had dispatched Cahoots to help the woman. The supervisor found that one call taker did not inform RP that Cahoots was on scene when she called back.
9/11/18	9/14/18	3	Inquiry Dismissed: Other	RP alleged an officer tried to tell him he couldn't text a friend who is a Sheriff's Deputy.	Dismissed: Other Review by the Auditor found no conversation in which the officer told RP he could not text his friend.

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9/12/18	9/18/18	6	Performance	RP is having trouble getting his property released from property control.	Supervisor reviewed the records and found that employees followed procedure in the release of the property, which includes getting a release from involved officers. Supervisor spoke with RP's father to relay the information and instructions for proceeding.
9/13/18	9/14/18	1	Inquiry Dismissed: Other	RP requested a further look in to her son's death.	Dismissed: Other Review of reports and body cam by the Auditor found the medical examiner took over the investigation at the scene and further review must be done through that office.
9/13/18	9/21/18	8	Incident Review Performance	RP was unhappy with an interaction with police and dispatchers when she called about a man sleeping in front of her office doorway.	Sgt. learned that because of call load officers were not dispatched for an hour after the initial call. Call takers were professional and courteous with RP and attempted to explain the issue to RP. Sgt. spoke with RP about her concerns and provided advice on how to handle similar issues in the future.
9/6/18	9/17/18	11	Performance	RP was upset how officers handled an incident in the stands at a Duck game.	Lt. reviewed body cam and found that the officer had missed a key detail about the situation which lead to RP becoming upset with the officer. Lt. spoke with RP about his findings and went over the situation with the officer.
9/14/18	10/11/18	27	Inquiry	RP is unhappy that an officer will not assist her in getting a LTD video of a man who ran over her foot on the bus.	Sgt. learned that the officer had extensively investigated the issue and found that it was a civil issue with no criminal element. Sgt. explained the situation to RP and provided information about filing a civil court claim.
9/14/18	10/19/18	35	Performance	RP was unhappy that officers refused to give her the contact information for the other driver in an accident.	Sgt. reviewed the incident and found that the officer had completed a police report. Body cam showed the officer spoke with RP and explained how to get the report and were polite and courteous with RP. Sgt. found that the officers in the name of customer service should have also provided the information to RP at the scene.
9/17/18	10/15/18	28	Performance	RP were unhappy that an officer would not verify insurance information after an accident.	Sgt. spoke with RP about EPD policy of only facilitating information exchange and not doing a report for non injury accidents.

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9/18/18	10/16/18	28	Other	RP was upset that EPD vehicles driving down his street will turn on their sirens and then turn them off for no apparent reason. RP feels this is misconduct as it is disturbing.	Sgt. found that RP lived on a main east/west thoroughfare in the city and that the sirens were police, fire and medical emergency vehicles using the road. Sgt. spoke with RP about his concern.
9/19/18	9/20/18	1	Inquiry Dismissed: Alternate Remedy	RP was upset that she was cited for prohibited camping, even though she was on public property.	Dismissed: Alternate Remedy
9/20/18	9/20/18	0	Inquiry Dismissed: Other	RP reported an officer who did not help a member of the community with a quick phone call.	Dismissed: Other Review by the Auditor's office of body cam found officer was helping the man on a civil stand by and went beyond what he needed to try and help the citizen.
9/4/18	9/20/18	16	Inquiry Dismissed: Other	RP sent a video to EPD showing an interaction with officers but did not provide a complaint or context.	Dismissed: Other
9/20/18	10/25/18	35	Inquiry	RP requested to talk to a supervisor about EPD's new system to identify marijuana impairment.	RP did not return voicemails to speak to a supervisor about the policy.
9/21/18	11/27/18	66	Performance	RP was unhappy that after an officer helped call him a tow for his disabled vehicle, the tow company would not take his insurance.	Sgt. reviewed the issue and found that the way the officer called in the tow RP should have been able to use his insurance and that information has been provided to Risk Services. Sgt. spoke with RP about his findings.
9/24/18	10/15/18	21	Policy	RP was unhappy with the response time to a situation at her daycare center.	Review by Supervisor found that the call takers triaged the call correctly and dispatched officers as quickly as they were available. Supervisor contacted RP and walked her through the steps that were taken.
9/26/18	10/15/18	19	Performance	RP has not been able to get a return call from an officer about her case.	Sgt. found that while the officer had tried to speak with RP, his voicemail was not working correctly and had not received her return calls. Sgt. spoke with RP and answered her questions about the case.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
9/23/18	10/16/18	23	Inquiry	RP reported an officer who watched him training his dog for over an hour and then finally told him it couldn't be off leash. RP feels it's because he's Hispanic looking.	Sgt. was unable to identify the officer involved and RP did not return voicemails seeking further clarification.
9/27/18	10/1/18	4	Performance	RP reported she could not get a call back from an officer handling her case.	Sgt. learned that the officer had been out on vacation and when he had returned and tried to contact RP various times the phone rang and rang with no voicemail option.
9/14/18	9/28/18	14	Inquiry Dismissed: Other	RP reported an officer harassing his family and showing up where they were at.	Dismissed: Other
9/29/18	10/8/18	9	Policy	RP a loss prevention specialist was upset that they have not been able to prosecute shop lifters as EPD is too busy to come when they have apprehended a suspect.	Sgt. spoke with RP about EPD's staffing issues and what solutions that were in the pipeline, such as the new full time employee hires that should begin to alleviate the situation.
10/4/18	10/8/18	4	Performance	RP reported an officer who was rude and dismissive when told about an elderly vet that had fallen down a hill. The officer said an ambulance would be dispatched but one did not show up.	After review of Bodycam by the Auditor's Officer of the incident no policy violations were seen as the officer called for medical help and an ambulance arrived within 5 minutes and was unable to find the injured man. It was learned that the man's family arrived and transported him to the hospital.
10/4/18	10/8/18	4	Courtesy	RP complained to a supervisor about a rude comment an officer typed into his in-car computer.	Sgt. spoke with RP and reviewed the communication in question on the screen and found that it was not within EPD's courtesy policy. Sgt. spoke with the officer as the RP had requested.
10/4/18	10/10/18	6	Policy	RP was upset that EPD would not come out and make a report about his traffic accident.	Sgt. spoke with RP and outlined EPD's policy regarding response to traffic accidents.
10/5/18	10/8/18	3	Policy	RP reported a police vehicle blocking the road without lights activated.	Review of time and location provided by RP found no patrol vehicle checked out at the location. RP did not leave name or contact info for a call back.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
10/4/18	10/23/18	19	Inquiry	RP inquired if EPD could post more notifications when using an old school for training. It causes anxiety if people are not aware it is a training exercise.	Capt. Reviewed the information provided by RP and noted that signs are posted, but will make supervisors aware of the concern.
10/8/18	11/13/18	35	Performance	RP was unhappy with the handling of a case involving her car being vandalized and getting no response from the officer.	Sgt. spoke with officer about RP's case and found the officer had done some follow up but had been unable to view a security video. The officer then followed up with this detail after speaking with the Sgt. Sgt. spoke with RP.
10/10/18	11/7/18	27	Policy	RP was upset that an officer threatened him with eluding if he moved his motorhome a short distance to a lot nearby.	Sgt. reviewed the incident and found that the officer never threatened such action, but did not allow RP to move the vehicle due to no insurance and that he had be served a 24th hour notice and had not complied, requiring the officer to take enforcement action. RP did not return voicemails.
10/10/18	10/18/18	8	Inquiry	RP was unhappy that EPD was unwilling to look into a sexual assault of her disabled non-verbal child.	Lt. found that the officer attempted to arrange an interview of the child but was advised by trained forensic interviewers that because of the nature of the type of information needed from the child it could not be done. RP was provided access to support services for her child.
10/12/18	10/17/18	5	Inquiry	RP felt an officer was rude during a traffic stop.	Sgt. reviewed body cam and found the stop made by the officer to be professional and respectful even though RP was argumentative and disrespectful to the officer. Sgt. spoke with RP about his findings.
10/12/18	11/20/18	38	Service Level	RP was upset that a call taker blew him off when he reported a neighbor verbally harassing him.	Supervisor reviewed the call and found that the call taker give RP the correct information, that what he was describing was a free speech issue and officers would not be dispatched. The call taker was professional with RP. RP did not return calls.
10/15/18	11/27/18	42	Inquiry	RP was unhappy that EPD would not handle a noise complaint issue with her neighbor.	Review of RP's calls to EPD found that by the time officers responded due to high call volume the noise had ceased and the calls were cleared. On the sixth call an officer made contact and gave the occupants a warning. Lt. spoke with RP who was still upset that no citation had been given, the Lt. offered to have a video recording of the noise reviewed for possible citation action.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
10/17/18	11/28/18	41	Courtesy	RP felt an officer was rude and unreasonable when he kept pedestrians from crossing the street for 15 min after a football game.	Sgt. learned that the officer had been given direction by a supervisor to hold pedestrians while bus congestion was cleared. RP became frustrated with the situation and addressed the officer in the middle of the road when they were finally allowed to cross. Sgt. spoke with RP about the incident, RP still felt that the officer was rude and wanted him reprimanded.
10/17/18	11/30/18	43	Performance	RP was upset that an officer threatened to arrest him for having a hammock in the park.	Sgt. learned that the type of hammock in question was one that closed around the person and fits the definition of a structure for park rules. Lt. spoke with RP about his findings.
10/18/18	10/18/18	0	Inquiry Dismissed: Outside Jurisdiction	RP reported an issue he had with a warrant served on his home.	Dismissed: Outside Jurisdiction
10/17/18	10/19/18	2	Performance	RP reported an EPD volunteer who was not paying attention at a crosswalk and almost hit her.	Supervisor spoke with RP and then with the volunteers and provided coaching. Volunteers are also being enrolled in EPD's Basic Vehicle Operation Course.
10/19/18	10/30/18	11	Courtesy	RP reported an inappropriate comment made by an officer in regard to human trafficking.	Supervisor spoke with the officer about the interaction and advised being careful of how words can be perceived. Supervisor spoke with RP and listened to his concerns.
10/23/18	11/19/18	26	Performance	RP reported an EPD vehicle driving at an excessive speed on Patterson.	Supervisor spoke with the employee about following all traffic laws and the need to be an example with driving. RP requested no call back.
10/23/18	11/27/18	34	Performance	RP was unhappy that a call taker would not transfer him to a supervisor.	Supervisor reviewed the call and found that the call taker handled the call with standard procedure and was professional with the RP. Supervisor spoke with RP about the findings, but RP continued to be unhappy about the call.
10/23/18	10/24/18	1	Inquiry	RP reported that an interaction with officers scared her son.	Lt. reviewed body cam of the contact in which officers had been dispatched for possible child abuse. Officers were kind and professional with RP as they investigated. One officer engaged the child while the other spoke with the mother, about the call that had come in. Once it was determine no crime was committed the officers cleared as advised, no crime.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
10/24/18	11/27/18	33	Inquiry	RP reported that an officer who came to his home to present charges was domineering and intimidating and insisted that the door remain open during their conversation.	Body cam of the interaction showed that the officer was professional and at no time was verbally or physically forceful or aggressive with RP. Calls to RP would not go through and no voicemail was available.
10/25/18	10/29/18	4	Inquiry	RP reported that while he waited 2 days for officers to help with a civil standby, the minutes the property manager called 5 officers showed up and refused to allow him to gather his belongings.	Cpt. learned that during the incident RP had told the officers he would not leave if allowed to enter the property. RP also did not take officers up on the offer to gather some of his items for him. The officers were patient and understanding with RP but could not allow him to enter. Cpt. spoke with RP about the incident.
10/29/18	11/20/18	21	Service Level	RP was unhappy that an officer was not dispatched to deal with her drug addict mother who was lurking outside her apartment.	Review of the CAD and calls about the incident found that the call was difficult to triage due to the mother continually coming and going from the property. Due to the fact that no clear emergency was articulated and the call loads at the time, the call held on the screen until much later in the day. Supervisor spoke with RP and explained what EPD could do, how Cahoots could be utilized and policies that relate to her type of issue.
10/30/18	11/1/18	1	Performance Dismissed: Timeliness	RP reported an interaction with an officer in May that he felt he was being brushed off.	Dismissed: Timeliness
11/1/18	11/19/18	18	Service Level	RP was upset that the illegal camping issue in front of her business has not been dealt with, even with repeated calls.	Lt. reviewed the process involving the camping issue near RP's business and noted where they were in that process; Lt. then spoke with RP and sent an officer to attempt contact. A 72-hour notice was given. Lt. has recently been assigned the camping program and is reviewing to identify solutions for making the program work more efficiently.
11/1/18	12/3/18	32	Courtesy	RP was felt an officer's email exchange was rude and unhelpful.	Review of the emails found them not to be rude, but they redirected RP back to an online form without answering her questions. Sgt. explained to the officer it may have been more efficient to have called RP and answered her questions. Sgt. spoke with RP.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/2/18	12/10/18	38	Service Level	RP was unhappy with the length of time it took to get help at EPD headquarters.	Supervisor reviewed the dates that RP noted and found that on each date 25 or more calls were holding and that each time RP waited an hour or more.
11/1/18	11/7/18	6	Inquiry	RP reported being entrapped by officers. The officer observed him in a park for over an hour and then arrested him for concealed carry even though his gun was visible.	Lt. found that officers had been notified by park officials about man who that thought was carry a concealed gun. Officers observed the suspect and noted that at times the gun was concealed. RP did not have a concealed gun permit. Lt. spoke with RP about his concerns.
11/2/18	11/5/18	3	Inquiry	RP alleged that an officer used an offensive racial slur toward him during his arrest.	Sgt. reviewed the entire body cam interaction with RP and the officer and found no instance in which the officer used a racial slur.
11/2/18	11/27/18	25	Service Level	RP was concerned that when EPD wanted to meet with her about a burglary at her storage unit, no one showed up.	Sgt. learned that due to call loads no officer was ever dispatched due to call loads. Sgt. spoke with RP who had in the mean time spoken with a CSO officer and given her report.
11/5/18	11/8/18	3	Inquiry Dismissed: Alternate Remedy	RP felt an officer acted unprofessionally with her son and other students by questioning them without their parents. RP feels her son is being targeted.	Dismissed: Alternate Remedy Review of body cam and reports by the Auditor's Office found no policy violations.
11/5/18	11/6/18	1	Inquiry Dismissed: Other	RP reported that officers notified her granddaughter she had called in an incident when she had requested to remain anonymous.	Dismissed: Other Auditor review of body cams found no officer had reported RP's name to those involved in the incident.
11/6/18	11/8/18	2	Inquiry Dismissed: Alternate Remedy	RP reported an officer whose actions during a traffic stop were unprofessional.	Dismissed: Alternate Remedy Review of body cam and reports by the Auditor's Office found no policy violations.
11/6/18	12/12/18	36	Performance	RP was upset that he was given incorrect information from EPD records and believes this led to him losing his housing.	Supervisor spoke with RP and explained it's always better to come into records to request information. RP had also obtained the records for the issue in question in August.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/8/18	11/29/18	21	Other	RP reported EPD officers that parked their vehicles on the sidewalk near the downtown station.	Issue was forwarded to supervisor for review.
11/9/18	11/19/18	10	Performance	RP had been unable to speak with an officer who handled the death of his daughter.	Sgt. learned that the officer had not received any messages from RP but would be happy to contact him. The Sgt. also reached out to RP and answered his questions.
11/2/18	11/14/18	12	Service Level	RP was concerned about the lack of response by EPD to transients trespassing on the property he manages.	Lt. spoke with RP about his concerns and the noted the staffing shortages EPD is experiencing. Lt. provided contact information to RP for future issues.
11/8/18	12/20/18	42	Inquiry	Auditor initiated Defensive Tactics review of a Use of Force incident.	Review of the incident found that the use of force was within policy and that a review of controlling handcuffed subjects was in order for one of the officers involved.
11/13/18	12/18/18	35	Policy	RP was upset that when he requested a body cam video it was no longer available.	Supervisor contacted RP to provide information about the retention dates of Body Cams. RP requested the body cam be kept a month past the retention date.
11/13/18	11/27/18	14	Performance	RP alleged that an officer grabbed her arm and pulled her from a room leaving a bruise.	Review of body cam by Cpt. found that RP had been asked to move out of the room by officers as the room was dark with no working lights and another party in the room was partially concealed by a blanket leading to a officer safety issue. When RP wanted to stay, she was pulled through the doorway. No policy violations were found in the interaction. Cpt. spoke with RP about the findings.
11/15/18	11/19/18	4	Inquiry	RP tried to convince officers that her child had been kidnapped by her ex and was unhappy when they didn't take the child from her ex.	Lt. found that the officers followed protocol in determining if the parent had custodial paper work and who was in charge of the child.
11/14/18	11/28/18	14	Inquiry	RP alleged he was assaulted by an officer in the ambulance on the way to the hospital.	Review by Sgt. found that no officers rode in the ambulance with RP. Dismissed at Intake by the Auditor.
11/23/18	1/2/19	39	Performance	RP was unhappy with a phone interaction with an EPD Supervisor.	Review of the phone call did not reveal any violations of policy by the Supervisor. Appropriate accommodations were taken for RP's disability.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/24/18	12/24/18	30	Performance	RP was upset that he did not receive follow-up after leaving a message for Animal Control.	Supervisor found that a miscommunication between the call taker and RP had occurred: although information was documented and forward to Animal Control, it was not noted that RP was expecting a call back. Supervisor spoke with RP about the miscommunication.
11/22/18	12/27/18	35	Inquiry	RP was unhappy that he was detained by officers in handcuffs when he responded to EPD about a name mix-up on a warrant.	Supervisor determined that the error was on the part of a records clerk. RP was provided information on filing a risk claim.
11/27/18	12/27/18	30	Service Level	RP was upset that he waited over 45 minutes for an officer to show up when he had a suspect in sight after the suspect broke into RP's roommates vehicle. No one even contacted him to take a report.	Supervisor found that a miscommunication between the call taker and dispatch lead to the call being closed after 39 minutes due to no officer available. No call back to RP was done. Supervisor spoke to RP about her findings and steps take to prevent this type of incident in the future.
11/26/18	12/4/18	8	Performance	RP's believes he was reverse discriminated against by officers after a dispute with his partner.	Review of body cams found the officers had been trying to provide information about the domestic violence laws to RP and his partner. This led to RP feeling that he was being discriminated against since he was the male.
11/28/18	1/2/19	34	Incident Review/ Performance	RP's reported a concern about the lack of police response when a disorderly man entered their business, threatened employees and refused to leave.	Sgt. reviewed call records and spoke with RP about the incident, acknowledging that they did not receive the type of help that they should have. Sgt. provided strategies for communication with call takers in the future that would ensure a more positive result.
11/29/18	12/5/18	6	Inquiry	RP felt he was treated poorly by officer who came to his home about a woman screaming. He was the only person in his apartment.	No policy violations were found by the Sgt., but officers could have explained the reason they had to search RP's apartment more clearly (letting him know that they had to verify that no one was hurt).
11/30/18	1/2/19	32	Performance	RP was unhappy that officer have not responded to his messages about a report of a man who assaulted him.	Sgt. found that RP had been unable to provide enough information about the man to identify him, so the case was suspended. Sgt. left messages for RP to contact him.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/28/18	1/22/19	54	Inquiry	RP was concerned that an officer did not follow through with taking to jail a suspect who had been found with weapons, drugs, and evidence of burglary, but instead released the suspect within blocks of the arrest.	Sgt. found that the officer did take the suspect to jail on a warrant, but had no probable cause for a current arrest. Once at the jail it was found that the other agency asked for a cite and release. The officer did then take the person back to the area, which was officer discretion. Sgt. spoke with RP about his findings.
12/1/18	1/2/19	31	Inquiry	RP was unhappy that officers came to his home very late at night looking for his roommate and were unprofessional with him.	Sgt. spoke with RP about staffing and call load issues that at times have officers doing investigations at late hours, he also reviewed his viewing of the body cam with RP and noted that while the officers were pushy they were not unprofessional. Sgt. spoke with officers about RP's perception of the incident.
12/3/18	1/2/19	29	Performance	RP was unhappy with a process that denied him his custody time with his son.	Lt. reviewed Body Cams of the interaction with officers and RP and found that due to the emotionally charged issues at the time officers felt it was better for the minor to leave with his mother. No policy violations were found, and Lt. spoke with RP about his findings.
12/3/18	12/4/18	1	Performance Dismissed: Outside Jurisdiction	RP reported a traffic stop he felt was odd.	Dismissed: Outside Jurisdiction
12/3/18	12/4/18	1	Inquiry Dismissed: Alternate Remedy	RP was confused that he had been arrested for a minor incident that had happened 9 months before.	Dismissed: Alternate Remedy Review found EPD had an Attempt to Locate on RP, and when they made contact the issue was still pending.
12/4/18	12/18/18	14	Performance	RP reported that EPD is unwilling to help him when he is harassed on the street.	Contact with RP was made and he declined to speak with a supervisor about his complaint.
12/3/18	12/17/18	14	Performance	RP reported an officer who sped through a motel parking lot without lights or sirens.	Supervisor reviewed body cam of the incident and understood RP's concern. Sgt. spoke with the officer about his expectations, of safe driving and courtesy to citizens.
12/5/18	1/10/19	35	Inquiry	RP felt an officer was off base by telling him he could not park his truck and trailer across four parking spaces.	Lt. reviewed body and found the officer to be polite and professional while telling RP he was violating park rules. Lt. spoke with RP and explained the code.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
12/6/18	1/22/19	46	Performance	RP alleged that an man with a gun and a vicious dog threatened him and his dog and police refused to arrest him.	Sgt. reviewed records and body cams of the incident and found that officers conducted a through investigation, which included speaking with witnesses, no crime was committed. RP's phone had been disconnected so follow up was not done.
12/7/18	12/17/18	10	Service Level	RP, an Assets Protection team leader for a local business, reported frustration at not have officers respond when he is holding suspects in theft or fraudulent prescription issues.	Sgt. spoke with RP and offered to forward his concerns to the supervisors of the loss prevention program to see if priority levels for in custody or in progress thefts can be adjusted to speed response times.
12/8/18	12/11/18	3	Inquiry	RP alleged that a situation in which he was not allowed to stay at the airport was racially motivated.	Sgt. spoke with RP at the scene and learned that he did not have a boarding pass and only passengers with a boarding pass are allowed to stay at the airport after hours. RP had a flight two days in the future and wanted to stay at the airport. Bodycam showed the officer was following policy and protocol in the situation; there was no evidence of a racial bias.
12/10/18	12/26/18	16	Incident Review/Conduct	Internal Review of a risk assessment screening that was routed to EPD via DHS.	Review of DHS report on a EPD employee found dispositions of N/A.
12/10/18	12/11/18	1	Inquiry Dismissed: Outside Jurisdiction	RP requested follow up on a theft report.	Dismissed: Outside Jurisdiction
12/11/18	1/2/19	21	Policy	RP requested to speak with a supervisor about how transients are allowed to steal shopping carts.	Sgt. spoke with RP about his concerns and ideas around the issue.
12/10/18	12/17/18	7	Service Level	RP is concerned about a homeless camp near the river that even though the owner of the land has a no trespass letter, people are always camping there. RP feels unsafe using the bike paths.	Lt. reviewed the issue and found that the owner did have a letter of trespass, the Lt. responded to the site and warned the campers to vacate the property or they could be cited. Lt. spoke with RP about what had been done and how EPD handles the illegal camping issues in Eugene.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
12/11/18	12/12/18	1	Inquiry Dismissed: Alternate Remedy	RP was unhappy about officers pulled him over due to a false allegation by another party.	Dismissed: Alternate Remedy
12/12/18	1/2/19	20	Service Level	RP was unhappy when his call about a hit and run went unheeded by EPD for over a day.	Sgt. spoke with RP about EPD's staffing issues and what emergency calls were in place at the time. Sgt. encouraged him to contact the officer who took his report for updates.
12/13/18	12/27/18	14	Service Level	RP reported he felt targeted by EPD employees, because he has received numerous citations and had been given a downtown exclusion.	Sgt. reviewed the issue and found that RP is a repeat offender of various city regulations, and has refused the help of the Shelter Care Community Outreach that would have provided housing and of the Community Court Program.
12/14/18	12/18/18	4	Inquiry	RP alleged that an officer arrested him for hit and run because of his race.	Sgt. reviewed the investigation by the officer and found that RP admitted to having recently been driving the vehicle involved and that the other party identified RP as the man driving the car that hit her. No racial discrimination appeared to be involved. Sgt. spoke with RP about the findings.
12/15/18	12/18/18	3	Inquiry	RP was frustrated by associates being required to constantly move or be threatened with a citation for car camping.	Lt. spoke with RP about how EPD's calls are prioritized with car camping being a lower priority than criminal behavior.
12/14/18	1/24/19	40	Inquiry	RP feels that a rape case concerning her friend is not getting a complete follow-up.	Sgt. found that the case was moving forward toward prosecution. Due to the fact RP is not the victim, updates could not be provided.
12/14/18	12/18/18	4	Inquiry Dismissed: Other	RP alleged excessive force by officer during his arrest for trespass at a local restaurant.	Dismissed: Other Review by Auditor found no policy violation by officers.
12/18/18	1/9/19	21	Inquiry	RP felt that the officers who gave a friend a verbal trespass notice did not have probable cause to tell her that.	Sgt. learned that RP's friend had previously been legally evicted from the property and officers had legal authority to warn of the trespass.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
12/19/18	1/2/19	13	Performance	RP was unhappy with the investigation of an incident in which a man approached her daughter while she was waiting for the bus.	St. learned that the officer followed up on the report and spoke with a suspect who denied any knowledge of the incident. A report was written and sent to the violent crimes unit. Sgt. spoke with officer about following up with victims and with RP about his findings.
12/14/18	1/3/19	19	Performance	RP reported that Animal Control is refusing to provide public protection from a documented vicious dog.	Sgt. reviewed the reports and body cams of the issue in question. No policy violations were noted, and the city prosecutor concurred. Sgt. spoke with RP who is still unhappy with the answers he has received from EPD.
12/15/18	12/20/18	5	Inquiry Dismissed: Other	RP submitted a disjointed complaint about an issue in 2014 with another agency's officers.	Dismissed: Other
12/19/18	12/26/18	7	Inquiry	RP feels EPD is harassing his friends and family because they think his home is a drug house. Most recently a traffic stop of his girlfriend.	Cpt. reviewed body cam of the stop and found that the driver had no front license plate on the car. The officer was cordial and professional, cited the driver for a suspended license, warned of driving uninsured and did not tow the vehicle. RP did not respond to phone messages to discuss the issue.
12/17/18	12/21/18	4	Inquiry Dismissed: Other	RP submitted documents concerning issues with his bank.	Dismissed: Other
12/24/18	12/31/18	7	Inquiry Dismissed: Other	RP reported excessive force was used against him during a incident with EPD officers.	Dismissed: Other Review by Auditor found no policy violation by officers.
12/27/18	1/22/19	25	Performance	RP was unhappy that an officer threatened to arrest her if she did not return a friend's dog she had been caring for due to a hospitalization, when she had reported abuse to Animal Control and was working with them about the issue.	RP found that at the time the officer spoke with RP he had not been given the information about RP working with Animal Control, the officer was responding to a dispatch about the theft of the dog. Sgt. spoke with RP about the findings and made a recommendation to Animal Control to in the future enter a call for service that can be seen by other officers.
12/28/18	1/2/19	4	Inquiry Dismissed: Other	RP reported excessive force was used by EPD officers during his arrest for DUII.	Dismissed: Other Review by Auditor found no policy violation by officers.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
12/28/18	1/22/19	24	Performance	RP reported officers who had not returned her calls about her son and money missing from his wallet.	Sgt. found that the officers did not return calls due to the fact RP's son is an adult male and details of the investigation can not be released to her. It was also found that the wallet was not handled by EPD but was transported with her son in an ambulance. Sgt. spoke with RP about the findings.
12/31/18	1/7/19	7	Policy	RP was unhappy that when he was protesting in front of a downtown business he was approached by an EPD employee inside the establishment, almost as if they were a private security.	Sgt. found that the business had contacted police due to the protesters blocking the doorway and requested they be trespassed if any of them entered the business. The protestors were allowed to continue outside. EPD has the duty to protect both the business and the protestors.