

2021

ANNUAL REPORT



Eugene Police Auditor's Office

800 Olive Street Eugene, OR 97401 541-682-5016

www.eugene-or.gov/policeauditor

Table of Contents

Executive Summary	1
Mission & Purview of the Police Auditor	2
Organizational Structure & Independence	3
Functions of the Office of the Police Auditor	4
2021 Outcomes for the Office of the Police Auditor	5
Complaint Intake, Classification & Investigation.....	5
Intakes	5
Classification.....	6
Service Complaints, Policy Complaints & Inquiries	9
Incident Reviews	9
Allegations	10
Disposition.....	11
Sustained Allegations & Discipline	12
Administrative Progress & Results	16
2022-2023 Goals & Challenges	22
Conclusion	25

Executive Summary

I am honored to present the 2021 Annual Report of the Office of the Police Auditor. I am extraordinarily proud of the work we were able to accomplish last year, including:

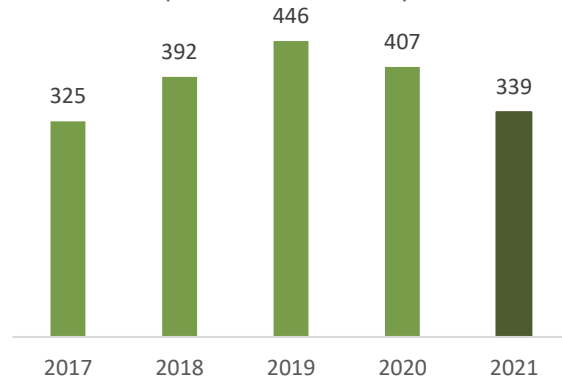
- Sustaining the trust and relationships with community stakeholders that has been carefully built over the past 12 years;
- Improving our online accessibility, including taking steps to establish a community portal for complaints and updates;
- Securing funding to examine and address inequities in the complaint system; and
- Overseeing the investigations into more specific allegations than in any previous calendar year, despite having only one employee focused on auditing investigations.

I am enormously grateful to Vicki Cox and Beatriz Otero-Hernandez for the support and consistency they provided through this year of transition. Our very small office is only able to accomplish great things through the commitment and incredible abilities of this fantastic team, and I am so looking forward to seeing what we can accomplish as a fully-staffed office in 2022.

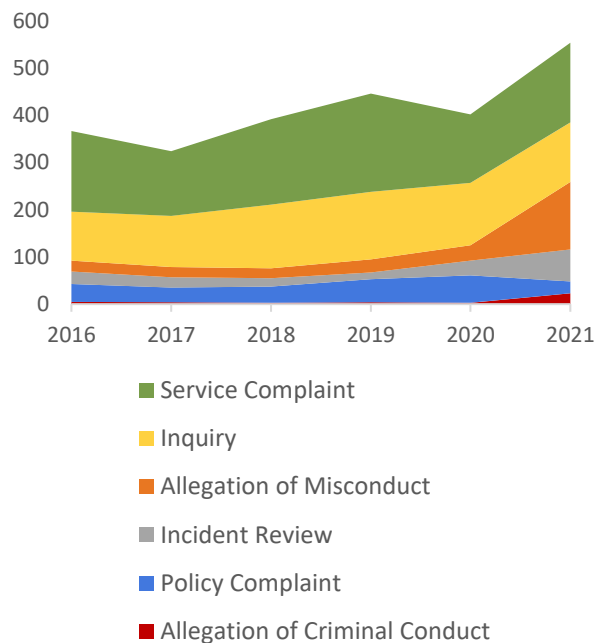
Leia Pitcher

Interim Police Auditor

Complaint Volume by Year



Classifications: Type & Volume Five Year Trend



What is the Mission & Purview of the Office of the Police Auditor?

MISSION

To provide an accessible, safe, impartial and responsive intake system for complaints against Eugene Police Department (EPD) employees and to ensure accountability, fairness, transparency and trust in the complaint system through the intake, classification, auditing and adjudication process of the complaint system; and to support and staff a Civilian Review Board (CRB) that monitors the work of the Police Auditor, reviews complaint cases and provides policy recommendations to the Eugene Police Department and the Police Commission.

Mission and Purview

The Office of the Police Auditor (OPA) 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. The OPA provides services in an efficient, clear, and accessible manner, and is committed to the mission of transparency and accountability for police services in Eugene. Eugene City Code [2.450-2.456](#) further details the Auditor’s Office functions.

FUNCTIONS OF THE OFFICE OF THE POLICE AUDITOR

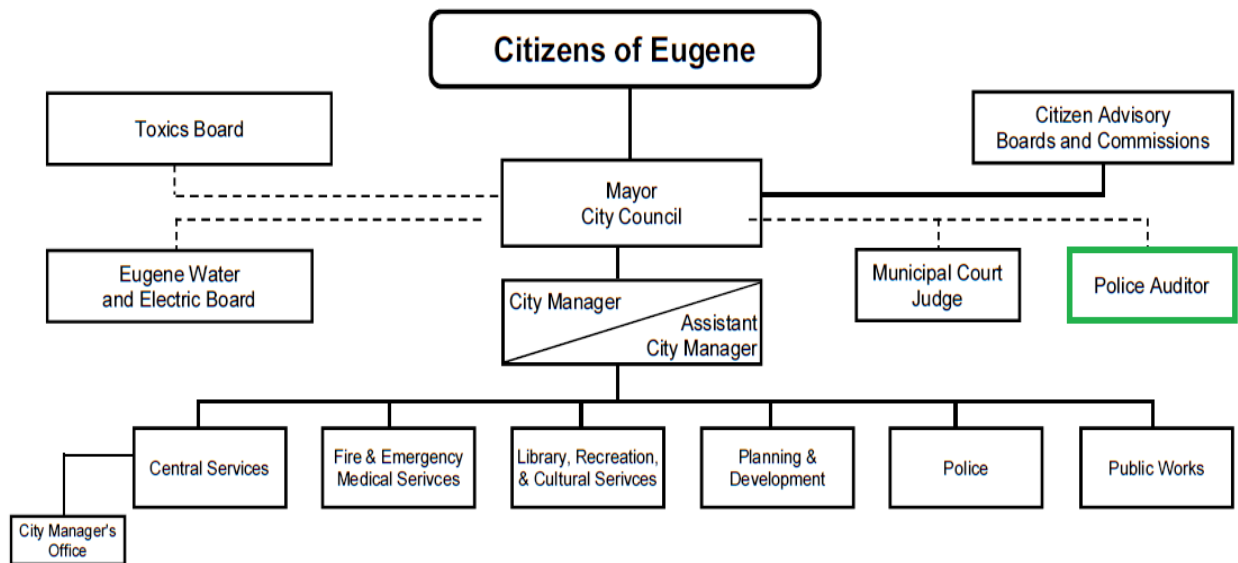
- COMPLAINT INTAKE
- CLASSIFYING COMPLAINTS
- MONITORING INVESTIGATIONS
- RECOMMENDING ADJUDICATIONS
- RECOMMENDING POLICY AND TRAINING
- REPORTING TO THE COMMUNITY
- SUPPORTING CIVILIAN REVIEW BOARD

Where does the Office of the Police Auditor fit within the City?

INDEPENDENT CIVILIAN POLICE OVERSIGHT

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

City of Eugene Organizational Chart



MAYOR & CITY COUNCIL

Mayor: Lucy Vinis
 Ward One: Emily Semple
 Ward Two: Matt Keating
 Ward Three: Alan Zelenka
 Ward Four: Jennifer Yeh
 Ward Five: Mike Clark
 Ward Six: Greg Evans
 Ward Seven: Claire Syrett
 Ward Eight: Randy Groves

CIVILIAN REVIEW BOARD

Chair: Carolyn Williams
 Vice Chair: Bernadette Conover
 Michael Hames-García
 José Cortez
 Bill Whalen
 Alan Leiman (from 6/2021)
 Clay Neal (from 6/2021)
 Rick Roseta (through 6/2021)
 Lindsey Foltz (through 6/2021)

OPA STAFF

Police Auditor: Mark Gissiner, (until 2/26/2021)
 Deputy/Interim Police Auditor: Leia K. Pitcher, (Interim from 2/26/21)
 Senior Program Coordinator: Vicki Cox
 Community Engagement Coordinator & Translation Specialist: Beatriz Otero-Hernandez

How does the Office of the Police Auditor Accomplish its Mission?

INTAKE

- EXTERNAL
- INTERNAL
- AUDITOR

INTAKE

To ensure access and safety the OPA has a wide variety of ways to receive complaints including phone, E-mail, website, walk-in and via mail. Complaints can be generated externally by community members (including anonymous and third-party complaints), internally by EPD staff, or by the auditor.

CLASSIFY

- POLICY
- SERVICE
- INQUIRY
- INCIDENT REVIEW
- ALLEGATION

CLASSIFY

The authority to classify complaints rests with the Police Auditor alone. This classification determines the path of investigation for each complaint. The Auditor may also dismiss complaints if, for example, it falls outside the jurisdiction of the OPA, isn't timely (as defined by City Code), or is better remedied in an alternate venue such as the courts.

MONITOR

- DATA ACCESS
- INTERVIEW PARTICIPATION

MONITOR

The OPA actively monitors investigations and has complete access to all reports, body-worn and in-car video footage, call logs, dispatch records, e-mail correspondence, and interviews with witnesses and involved parties.

RECOMMEND

- ADJUDICATION
- POLICY & PRACTICE

RECOMMEND

Based on review of investigatory materials, the Auditor makes allegation adjudication recommendations. These recommendations are documented in adjudication memos that are shared with the Chief and chain of command at EPD.

REPORT

- CLOSING LETTERS
- CRB
- ANNUAL REPORT

REPORT

Community complainants receive a closing letter informing them of the classification and outcome of their complaint. The Civilian Review Board selects cases to publicly review and receives monthly updates on intakes and closed cases; finally the OPA generates an annual report detailing complaints and outcomes from the previous calendar year.

What were the Outcomes for the Office of the Police Auditor in 2021?

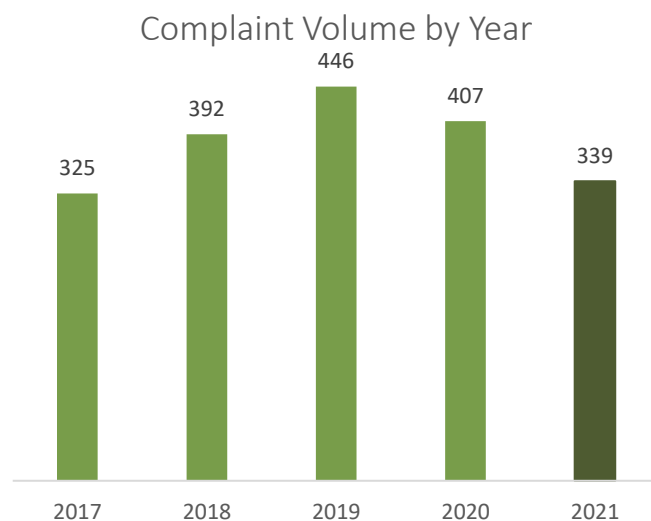
Complaint Intake, Classification, & Investigation

Overview

The OPA serves as the intake point for all complaints about EPD employees. In 2021 the office received 339 complaints. Additionally, the OPA proactively reviewed every reportable use of force and vehicle pursuit. During 2021, 152 reportable uses of force and 3 vehicle pursuits were reviewed by the OPA. The OPA also serves as one of several intake points for police commendations.

Complaint Intake

Our office remained closed to walk-in traffic for the duration of 2021. We continued to receive complaints by phone, email, mail, social media, and through our website. As in years past, we also had a significant number of internally generated complaints which are initiated either by EPD employees or the Auditor. We received a total of 339 complaints, an overall decrease from 2019 and 2020. In addition, our office reviewed 152 reportable uses of force and three vehicle pursuits.



The most common method used by the community to file complaints with our office continues to be the telephone (52%). The phone has consistently been the source of at least half of our complaints and this number increased over the past two years. This is correlated to the lack of walk-in complaints due to office closures because of the Covid-19 pandemic. Community members also submitted a significant number of complaints

electronically via the online complaint form (20%) and Email (12%). Just under 10% of complaints are internally generated.

Of the complaints our office received, 50 were dismissed. The most common reason for dismissal was because the complaint was related to an employee or practice outside the jurisdiction of the OPA. Cases were also dismissed for reasons such as not meeting the timeliness requirements established by City Code ([Section 2.456\(1\)\(k\)-\(l\)](#)), the employee was not identifiable, or there was a more appropriate alternate remedy such as the courts.

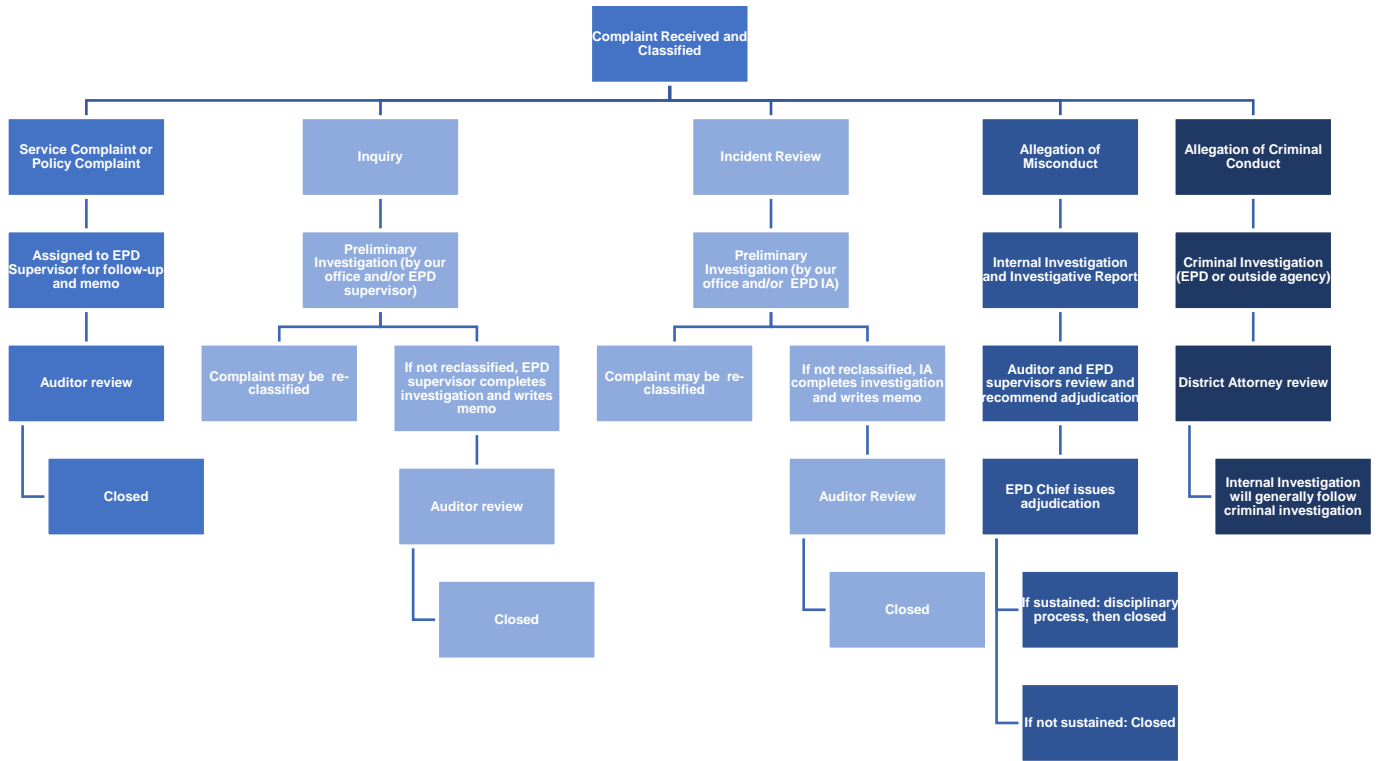
This means that 289 complaints led to an investigation during 2021. Of these, 281 were completed within the calendar year, closing within an average of 42 days. Eight cases opened in 2021 remained open as of the writing of this report. This is an unusually large number of cases still under investigation and is attributable to significant staffing shortages during 2021, which will be addressed in the administrative section of the report below.

Classifications by Category

Once a complaint is received, the Police Auditor reviews it to determine if it is within the jurisdiction of the OPA, meets timeliness requirements elaborated in the City Code, and that the OPA is the most appropriate and effective venue for the nature of the complaint. If the complaint is not dismissed, then it is classified by the Police Auditor. This classification determines the investigation and resolution process for that complaint. The following are the classifications used by the Police Auditor:

- Policy Complaint
- Service Complaint
- Inquiry
- Incident Review
- Allegation of Misconduct
- Allegation of Criminal Conduct

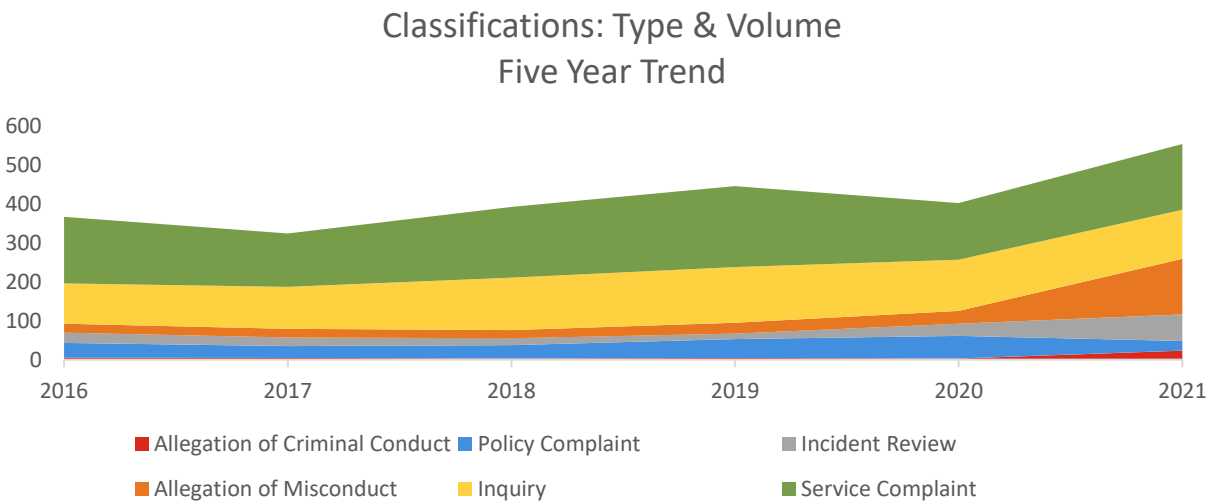
Once a complaint has been classified it follows the corresponding path outlined in the flow-chart on the next page.



- 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, regardless of classification.
- Community Impact Cases and complaints against the EPD Chief follow different processes as set out in Eugene City Code §2.244 and §2.454, respectively.

A single complaint may generate multiple classifications or specific allegations against one or more EPD employees. In 2021 the auditor classified complaints in the following way:

Specific Allegations	2021
Allegation of Criminal Conduct	23
Policy Complaint	25
Incident Review	68
Allegation of Misconduct	143
Inquiry	126
Service Complaint	169
Total	554



As these charts demonstrate, while complaint numbers were down in 2021, specific allegations generated from each complaint were significantly higher than in any recent year. Service complaints continue to be the most common classification, followed by inquiries. However, there was a markedly higher proportion of allegations of misconduct and allegations of criminal conduct classified during 2021. These are more complex cases that place significant demands on the OPA.

Service Complaints, Policy Complaints, and Inquiries

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

There were 169 service complaints during 2021, up from 145 in 2020. Service complaints, always the most common of our complaints, were focused on performance (104 complaints), followed by service level (38 complaints), and finally courtesy (25). Of these, 159 were addressed by an EPD supervisor, reviewed by our office and then closed. The remaining 10 were dismissed.

There were 25 policy complaints during 2021, down significantly from 2020 (58). Of these, 21 were addressed by an EPD supervisor and 4 were dismissed.

Most inquiries were addressed by an EPD supervisor, reviewed by our office, and then closed (97 of 126); one is related to a case that is still under investigation. The others were dismissed or closed following a preliminary investigation.

Incident Reviews

Incident Reviews were created in 2016 as an intermediate category between allegations of minor misconduct (“Supervisor Actions”, see above) 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. Fifty incident reviews were not reclassified and were investigated and closed as Incident Reviews (summaries of all Incident Reviews are included in Appendix B).

Service Complaint

A service complaint alleges minor misconduct.

Policy Complaint

A complaint is classified as a policy complaint when the concern is related to EPD policy rather than conduct.

Inquiry

A complaint is classified as an inquiry when a policy or service-related complaint is received but the auditor would like to conduct an initial investigation to determine basic facts. Inquiries can be reclassified if appropriate.

Incident Review

A complaint is classified as an incident review when serious misconduct is alleged but a preliminary investigation is needed. Incident reviews can be reclassified if appropriate.

In 2021, we conducted 68 incident reviews. The incident reviews were related to conduct (18), performance (25), use of force (19), discrimination (5), and constitutional rights (1). Fifty incident reviews were investigated by an Internal Affairs supervisor (in collaboration with the OPA) and closed without re-classification and after necessary follow-up. The others were dismissed or administratively closed following the investigation by Internal Affairs and OPA.

Allegations

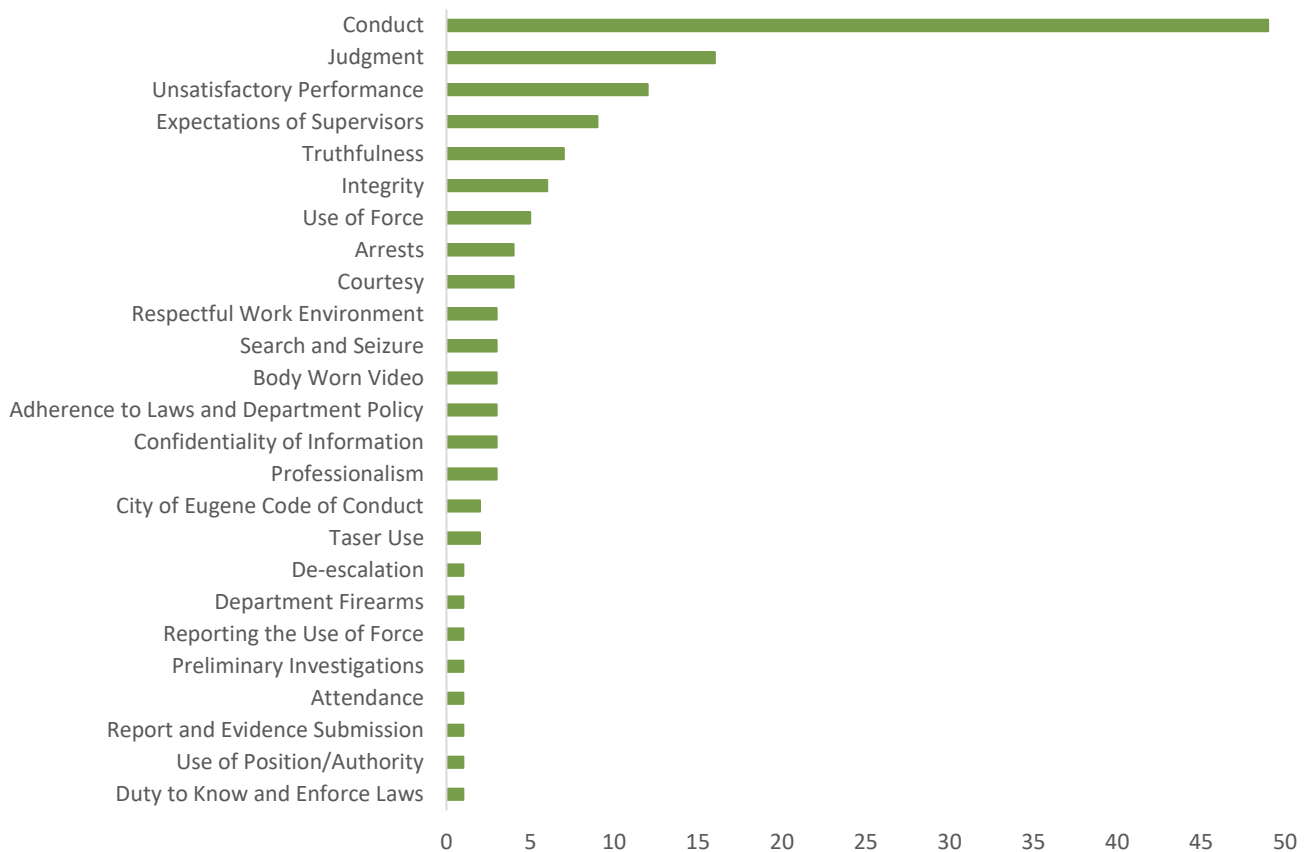
Misconduct/Policy Violations

In 2021, the OPA classified 143 specific allegations of misconduct against 41 EPD employees (arising out of 31 complaints). A summarization of all allegations is attached to this report as Appendix A. The most common allegations were related to conduct, followed by unsatisfactory performance, use of force, and constitutional rights.

Allegation

A complaint is classified as an allegation when serious misconduct or criminal conduct is alleged.

Allegations of Misconduct



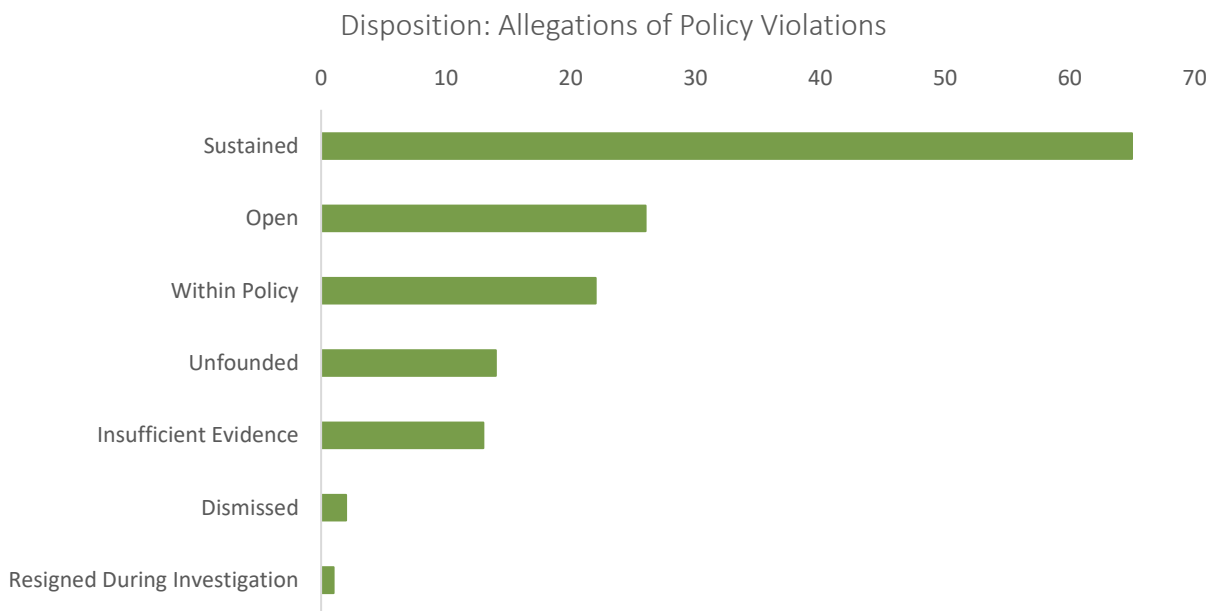
Criminal Allegations

There were 12 complaints classified as allegations of criminal misconduct because they contained elements of alleged behavior, that if true, would have violated the law. There were 11 EPD employees named in these allegations. Related to these 12 cases were a total of 14 specific allegations of criminal conduct and an additional 9 specific allegations of misconduct (violations of EPD Policy rather than law).

Disposition

Misconduct/Policy Violations

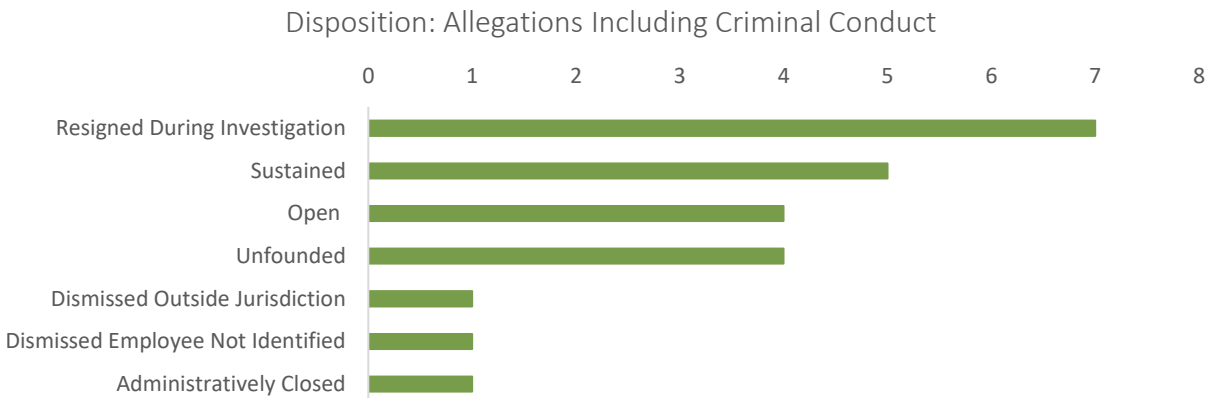
As of the writing of this report, 26 allegations remain under investigation, 14 were unfounded, 22 were within policy, two allegations were dismissed, and one person resigned during the investigation (related to one misconduct allegation). Of the 143 allegations of misconduct, 65 were sustained.¹



¹ Please note that the disposition of one alleged policy violation was changed from “Sustained” to “Within Policy” following an employee grievance.

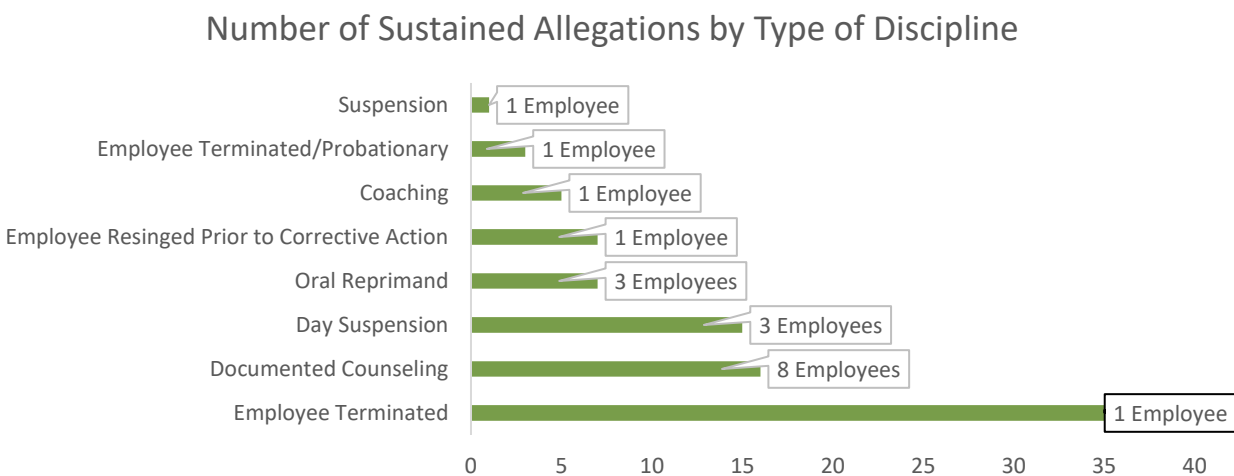
Criminal Conduct

As of the writing of this report, one case alleging criminal conduct was still open, accounting for a total of two criminal allegations and two policy violations. Two cases including allegations of criminal conduct were dismissed, one was administratively closed, and two employees resigned during investigation (related to seven allegations). Four cases were unfounded. There were five sustained allegations of criminal conduct.



Sustained Allegations and Discipline

The OPA is allowed to report on aggregate disciplinary actions taken as a result of sustained allegations of misconduct. The following chart and table highlight the disciplinary outcomes for sustained allegations and which policies were violated. There were 19 employees found to have committed the 70 sustained allegations of misconduct.²



² Please note that the discipline for one sustained allegation was changed from oral reprimand to documented counseling in response to an employee grievance.

Conduct	35
Judgment	6
Adherence to Laws and Department Policy	4
Arrests	4
Integrity	3
Unsatisfactory Performance	3
Expectations of Supervisors	2
Courtesy	2
Professionalism	1
Truthfulness	1
Use of Position/Authority	1
Report and Evidence Submission	1
Attendance	1
Body Worn Video	1
Use of Force	1
Reporting Use of Force	1
De-escalation	1
Respectful Work Environment	1
City of Eugene Code of Conduct	1

Community Impact Case Investigation

During 2021, the OPA finished work on the following community impact case. The Civilian Review Board (CRB) reviewed the majority of the investigations at its December 2020 meeting however two investigative inquiries and one allegation of misconduct investigation were reviewed at the January 2021 and May 2021 meetings, respectively.³ The CRB debriefed on the community-impact case process during their January 2021 meeting.

Background

Spontaneous demonstrations to protest police killings of Black people began in Eugene, as in communities nationwide, on May 29, 2020 in response to the deaths of George Floyd, Breonna Taylor, and others. Over the course of that weekend, some of the demonstrations became violent. The City declared city-wide curfews and designated some of the demonstrations as unlawful gatherings. The Eugene Police Department (EPD) ultimately used force on some demonstrators, including tear gas, pepper spray, PepperBalls, 40mm sponge rounds, and field force batons (PR-24s). The Office of the

³ The final allegation of misconduct was discovered during a review of body-worn video and was not opened until January 2021.

Police Auditor was contacted by dozens of community members regarding this and other conduct.

Given the clear community interest in EPD's response to the demonstrations over the weekend of May 29, our office recommended to the CRB that they designate the resulting investigations as a community impact case. The CRB concurred in a unanimous vote.

The community impact case investigations included:

- Incident reviews offering an overview of the events on May 29, May 30, and May 31
- An incident review/catch-all for complaints about the Chief and command-level decisions
- Seven Allegation of Misconduct investigations, largely focusing on uses of force
- Two additional incident reviews, into specific incidents
- Six inquiries
- One service complaint

The investigations were substantially complete within six months and included work from the Auditor's Office, two Internal Affairs investigators, one EPD employee reviewing video nearly full time, and staff support from both the Auditor's Office and EPD Internal Affairs. EPD recorded over 600 hours of video footage of the weekend from body-worn and in-car cameras.

The community impact case process allows the CRB input into the Chief's adjudication before the adjudication is final. The process also allows the CRB to re-open the investigation under certain circumstances. These cases included 13 specific allegations against seven employees. The majority of CRB members concurred with the Chief's preliminary adjudication in all but one investigation, which focused on an employee's use of a 40mm "sponge round" launcher. In that case, a majority of the CRB members disagreed with the Chief (and agreed with the Auditor) that three of the four uses of that launcher were in violation of EPD policy. The CRB's adjudication recommendations were included in a memo to the Chief, but the Chief did not change the preliminary adjudication finding. The Chief's final adjudication found that the employee's actions were within policy.

The CRB did not vote to re-open any of the investigations included in the community impact case. The group made several recommendations to the Chief on EPD policy and practice, including:

- A recommendation that the SWAT team be outfitted with body-worn cameras
- Several changes to the policy governing the use of the 40mm “sponge round” launcher (including that it should not be used in crowd-control situations)
- Limitations on asking for mutual aid from agencies that lack accountability mechanisms such as civilian oversight
- Several changes to the training and policy governing the use of PepperBall launchers

These recommendations were included in a memo from the CRB to the Chief, in compliance with the City ordinance on community impact cases. In addition, the CRB meetings covering the community impact case are available on the City’s website, and the Auditor’s Office and CRB will be issuing a concise report on the process and outcome of the investigations.

Deadly Force Investigations

In 2021 EPD did not use deadly force, though the Civilian Review Board did review a case involving deadly force from November of 2019 in their June 2021 meeting. Police use of deadly force is one of the most sensitive issues our office covers, and rightfully so. Our role in oversight is primarily to ensure that investigations into the use of deadly force are thorough, fair, and complete, and then to provide transparency into the investigative process (to the greatest extent permissible under current state law). The process of investigating deadly force can be frustrating, as our office (at least initially) takes a secondary role to the Lane County Interagency Deadly Force Investigation Team (IDFIT), as set out by state law and local intergovernmental agreement. However, City code requires that our office is notified promptly of any critical incident, including police use of deadly force, and either the Auditor or Deputy Auditor responds to the scene and performs a walk-through. We also review IDFIT investigations upon their closure and release by the Lane County District Attorney to determine whether any further investigation is necessary. We participate in any further investigation and in the Deadly Force Review Board, which is convened by EPD pursuant to policy and examines the actions of the involved employees, focusing on potential policy violations and lessons learned. However, the Auditor’s Office is not a voting member of the Force Review Board under current EPD policy. The closed investigative file is available for review by the Civilian Review Board in their public meetings.

2021 Administrative Progress and Results

Overview

In addition to receiving, classifying and investigating complaints, OPA staff supports the Civilian Review Board, regularly attends Police Commission and Human Rights Commission meetings to answer questions those groups may have regarding the office, and conducts extensive public outreach. In 2021, OPA staff also participated in meetings of the Ad Hoc Committee on Police Policy and the Interim Auditor provided input to the City Manager on a roadmap for City Council to consider and implement recommendations generated by that committee.

Staffing Changes

The greatest challenge in 2021 was related to staffing changes in our office. Auditor Mark Gissiner retired in early 2021, and Deputy Auditor, Leia Pitcher, was appointed Interim Police Auditor. We were able to conduct a successful search and hiring process for two Associate Auditors that wrapped up in December of 2021. That meant the office was understaffed from late February through the end of 2021 which presented significant challenges. The COVID-19 pandemic also continued to impact operations and opportunities for in-person meetings, intakes, and outreach. Despite these challenges, staff demonstrated remarkable resilience and dedication to providing the best possible service given the constraints.

Staff Support for Civilian Review Board

The Civilian Review Board (CRB) met ten times in 2021. They did not meet in August or December, but the group held public meetings in every other month. The CRB continued to hold all its meetings virtually, record the meetings, and make them available to the public. The virtual format facilitated this process, though we did encounter challenges due to the restrictive nature of Oregon Public Records law. Specifically, CRB members are prohibited under that law from releasing identifying personnel information; in rare instances that anyone accidentally mentioned identifying details, the recording was not posted to the public, though robust minutes were still made available.

The CRB reviewed 14 cases, continuing in their effort to review more than one case per meeting. This required ongoing dedication from our staff who are committed to providing excellent support for the board and spent numerous hours each month coordinating with the CRB chairs to develop agendas and select cases to review,

compiling and delivering case files to CRB members, hosting and recording the virtual meetings, and uploading materials to the public facing website. The CRB Annual Report can be found on the CRB website.

The CRB liaisons to the Police Commission, Human Rights Commission, and the AHCPP worked extensively to coordinate communication between those bodies. The Police Commission liaison focused on bringing CRB concerns from case reviews to the Commission for relevant improvements to EPD policy, and the CRB representatives on the AHCPP worked tirelessly to illustrate how their experiences on the Board informed their recommendations and votes in that committee.

As established by ordinance, our office also collaborates with the Mayor to convene a community panel to review CRB applications and forward recommendations to City Council for consideration during the CRB appointment process. During 2021 this was done remotely.

[Ad Hoc Committee on Police Policy](#)

In July 2020, the Eugene City Council created the Ad Hoc Committee on Police Policy (AHCPP), with the charge of looking at current EPD policy through the lenses of Campaign Zero's 10-point plan for policing reform and the pillars of President Obama's Task Force on 21st-Century Policing. The Committee consisted of 30 members, appointed by Council, who represented marginalized groups in the community. Our office worked with the support staff for the group to provide training around Eugene's current system of community oversight. We pulled together background materials for the group and met with staff and the Committee as a whole to answer questions. We also provided the Committee and several of the subcommittees with additional presentations (recorded separately from the meetings and provided to committee members ahead of time) related to specific issues in policing and community oversight.

The AHCPP began meeting in September 2020 and continued through March 2021; our office was present at every meeting of the larger group as well as its subcommittees to answer questions on the current community oversight system. Where possible, we assisted with questions outside of the meetings as well. The AHCPP meetings continued concluded in March 2021, and the group issued its [Final Report](#) in April 2021. The Interim Auditor worked closely with the City Manager, and Municipal Court Judge to provide a roadmap for City Council to consider and address the recommendations of the group surrounding policing and community oversight. This included the development of

the [Policy Recommendation Status Matrix](#) which City Council can use to systematically consider recommendations and strategize implementation. This is ongoing work that our office will continue to be actively engaged with in 2022.

Community Outreach Efforts

Outreach efforts by the Auditor's office continued to be impacted during 2021 due to the COVID-19 pandemic. Virtual channels were critical to our ongoing efforts as in-person events and engagement were still limited for public health reasons.

Presentations, Collaborations, & Media Outreach

- Presentation to City Council: Ad Hoc Committee on Police Policy Update
- National Day of Empathy: Presented on the Eugene Model of Police Oversight for a Virtual Town Hall for Billings, Montana
- Presentation to City Council on Auditor and CRB 2020 Annual Reports
- Introduction to Civilian Oversight at EPD's Sergeants' Academy
- Introduction to Civilian Oversight at EPD's Officers' Academy
- Multiple training videos and attendance at meetings of the Ad Hoc Committee on Police Policy (and its subcommittees)
- Presentation to Police Commission on Auditor's 2020 Annual Report
- Onboarding meetings with new CRB members
- Civilian Review Board Member Recruitment Efforts & Subcommittee Meeting
- Continued distribution of informational materials from the Auditor's Office in locations open to the public during the ongoing pandemic

Continued Spanish Translation Services for Emergency Operations Center and other City Departments during the COVID-19 Pandemic

While in past years our Community Engagement Coordinator and Translation Specialist has mostly focused on sharing information about the Auditor's Office and Civilian Review Board, we recognized the need to keep the community informed about ongoing changes to city services and aid during the pandemic. Our Engagement Coordinator continued to serve the City of Eugene Emergency Operations Center and translated time-sensitive pandemic-related content and service changes. Some of the translation projects completed throughout the year include:

- COVID-19 Community Updates by COE Executives
- Eugene Police Department's Online Reporting System (Coplogic) Translation Review
- Eugene Airport Human Trafficking Translation

- Community Safety Initiative Survey and Responses
- COVID Survey Responses
- Financial Support for Small Businesses affected by COVID
- US Small Business Administration Funding Information
- Emergency Broadband Benefit Information
- Rent Relief Information
- Updated Vaccine Information and Guidance
- Office of Human Rights and Neighborhood Involvement Hate & Bias Online Reporting Tool Translation Review
- Periodic research on other City of Eugene pages that require translation updates
- Updates to the City of Eugene website as new services/resources/information became available

Continued Collaboration on Aquí en la Ciudad (Here in the City) Weekly Broadcasts for Spanish-speaking Community Members

Funding secured by staff from the Office of Human Rights and Neighborhood Involvement allowed for the continuation of this weekly online news broadcast targeted to reach the local Spanish-speaking community who oftentimes does not have an accessible way to receive information in their native language. City of Eugene departments are encouraged to submit City-related news and services available to Eugene residents. The production team met on a weekly basis to discuss potential topics, translate any information that was not available in Spanish, and draft a script scheduled to air the following week. While preference is always given to City of Eugene news, culturally relevant topics are also highlighted. We are committed to continuing this important work to ensure every resident in Eugene knows of City services available in our community.

Public Safety Engagement

The Eugene Police Department and the Aquí en la Ciudad production team collaborated to record a series of short recruitment videos for the Latinx community. The goal of this video series was to showcase a young officer's personal experience throughout the hiring process to become a police officer with EPD. These special segments were promoted and shared during the weekly productions to encourage more bicultural and bilingual community members to submit their applications and remove any potential barriers to or fears of applying.

Another public safety project staff from our office collaborated on was the Community Safety Initiative Survey. Eugene's Community Safety System includes a wide array of services to keep the community safe. As the community grew, unmet service needs were

identified, as was the necessity for more funding to meet those needs. As a result, a Community Safety Initiative was developed to enhance or add services to address the identified unmet needs in the Community Safety System. Survey results, along with focus group input and public comments helped provide guidance to City Council as they considered adjustments to the Initiative, which was supported by a payroll tax the City of Eugene started collecting on January 1, 2021. Targeted outreach was implemented to ensure the City received responses from sectors of the community who often do not engage in providing feedback to government entities. OPA staff worked in collaboration with the Aquí en la Ciudad production team to review the questions in the community survey and make culturally relevant changes to verbiage to ensure accurate feedback was obtained. An incentive was also offered and broadcasted to local monolingual Spanish-speaking families and promoted through the weekly broadcasts.

Lastly, one of the largest translation projects completed during 2021 was a complete overhaul of the Eugene Police Department's Online Citizen Reporting System, Coplogic. Major inconsistencies and poorly translated verbiage were identified, and an offer was made to EPD staff for the Aquí en la Ciudad team to translate the online reporting tool in its entirety. Our Community Engagement and Translation Specialist completed a thorough revision of the translation to ensure consistency in terminology and recommended culturally appropriate changes. We look forward to seeing the updated version of the online reporting tool and hope these major changes encourage more residents to use this valuable tool in the future.

Outreach for Hiring of Two Associate Auditor Positions

After 12 years, Police Auditor Mark Gissiner officially retired and Deputy Police Auditor Leia Pitcher took on the Interim Police Auditor role. Two limited duration Associate Police Auditor positions were created to aid the interim auditor with the vast number of complaints received and classified throughout the year. Efforts were made to share the job opportunity to numerous community and national networks to ensure a diverse pool of applicants. After an extensive hiring process, the positions were filled, and we are excited to welcome our two new associate auditors in the start of 2022.

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:

- Criminal Justice Information System (CJIS) Training
- Police Executive Research Forum Series: What Police Chiefs and Sheriffs Need to Know about Collecting and Analyzing Use-of-Force Data
- City Cybersecurity Training
- OSHA COVID Training

- National Association of Civilian Oversight of Law Enforcement (NACOLE) Webinar Series and the Canadian Association of Civilian Oversight of Law Enforcement (CACOLE) Virtual Conference, including:
 - Good Governance by Design: Mindsets and Strategies for Crisis Leadership
 - 2021 Webinar Series: Investigation and Systemic Review of Police Responses to Large-scale Protests
 - Managing Demonstrations: New Strategies for Protecting Protesters and the Police
 - Police Arbitration Reform
 - Oversight Commissions and Boards: How Member Selection Criteria and Processes Can Impact Effectiveness
 - Supreme Court of the United States Legal Update
 - Mental Health Assistants: Compassion, Opportunities, and Partnerships
 - Challenges of Arbitration Within Oversight and Accountability
 - Legal Updates
 - Towards Racial Equity
 - Civilian Oversight and Its Role in Reform
 - Law Enforcement Responses to Large-Scale Demonstrations: Promoting Democracy and Advancing Community and Officer Safety

Regular Attendance at Reoccurring Meetings

- Civilian Review Board
- Police Commission
- Human Rights Commission
- Latinx Outreach Network
- Immigrant Integration Network of Lane County
- Aquí en la Ciudad (Here in the City) weekly production meetings
- Ad Hoc Committee on Police Policy and its subcommittees
- Regular meetings with the City Manager and Municipal Court Judge to craft a path forward related to the recommendations from the Ad Hoc Committee on Police Policy
- Meetings with the Eugene Police Employees' Association
- Use of Force Review Boards
- Meetings with Internal Affairs and EPD command staff
- All City Meetings & Huddles
- Check-ins with Mayor Lucy Vinis and Council Supervision Team (Council President Jennifer Yeh and Council Vice-President Claire Syrett)
- State of the City Address

Looking Ahead: Goals for 2022-2023

We are proud of our accomplishments in the immensely challenging environment of 2021, and we are look forward to building on those accomplishments in the coming years. We will continue to focus on community outreach and fortifying our relationships and rapport throughout our diverse Eugene community; we will also continue to collaborate with partners throughout City government, including EPD leadership, to broaden accountability and transparency in policing.

We have ambitious goals for 2022, and several initiatives are already underway:

Accessibility

- The pandemic illustrated that that an improved website interface, with an online portal for updating reporting parties on the status of their complaints, would greatly improve users' experience. We have worked with the City's Information Services Division to select a vendor to provide a community portal to the website, which will keep users up to date with the status of their complaints and allow for easier submission of evidence (photos, video, etc.) The community portal will be added to the website in 2022, and we are very excited about how it will improve the service experience.
- With the Auditor's office finally being fully staffed, we have outgrown our office space. We are narrowing down options for new office spaces that are convenient and open to the community, and we have prioritized spaces that allow for both accessibility and privacy of our reporting parties. We are hoping to open our new office space in the final quarter of 2022.

Diversity, Equity, and Inclusion

- Our office is dedicated to promoting diversity, equity, and inclusion in the civilian oversight process. Our outreach efforts have proven that positive, practical presence in the community (whether at community events, or at an event that we create) is imperative in establishing relationships with members of our community who would not otherwise seek us out. We are so excited to see the return of in-person community events, and we are working diligently to ensure that we are a visible presence at those events. We are also working to restore our highly successful Public Safety Forums, and hope to hold an in-person event in the latter half of 2022.
- We are in the process of finding an external contractor to conduct a Diversity, Equity, and Inclusion evaluation of our office and our practices, to ensure that we are providing a safe environment for our community and

that our practices are inclusive and supportive of all members of our community.

- Recognizing that a possible outcome of that analysis would be a full-time DEI officer, we have secured funding for that position in our office. The Auditor's office is in the unique position of having access to EPD to analyze trends and make recommendations, and of being insulated from the executive branch of City government. We have access to EPD and can analyze their policies and practices (including hiring and training, promotions and discipline) through an equity lens. EPD has expressed a desire to install a similar position within the department; we are hoping to establish a complementary and collaborative position in oversight. A critical but collaborative, consistent examination of DEI issues within EPD and the oversight system will result in improved services for everyone in our community.

Deadly Force Investigations

- Accurate, thorough, and transparent deadly force investigations are vital to building community trust in policing. Our office is continuing to work with Internal Affairs staff, EPD leadership, and other local leaders to improve deadly force investigations. The CRB has repeatedly criticized the IDFIT model, which was created by Lane County to comply with Oregon law, and in 2022, the state imposed new, more thorough requirements for interagency deadly force investigations. We will continue our work with EPD to ensure that the administrative investigation that follows the IDFIT investigation meets community expectations.

Ad Hoc Committee on Police Policy Recommendations

- In 2021, the AHCPP issued several recommendations surrounding policing and community oversight. Council appointed the Auditor, City Manager, and the Municipal Court Judge to examine the recommendations of the AHCPP and determine next steps for the City. Our group made our initial presentation to Council, with recommendations on how to organize and conceptualize the recommendations, in February 2022.
- At the February 2022 meeting, Council requested a work session from the Auditor going over the history and structure of the current Eugene model of community oversight. The Auditor provided that presentation in May 2022. The Auditor will return to Council in 2022 with her recommendations for improvements to the oversight system, as well as an analysis of the AHCPP recommendations and areas where the recommendations are consistent.

- The Auditor has also regularly met with the City Manager, City Attorney, Police Chief and additional City staff to sort through the recommendations and how/if they can be implemented. We will continue to work with this team of City employees to strengthen the City's status as a leader in public safety and community oversight.

Early Intervention System

- We are continuing our work to implement an Early Intervention System for police employees. We are collaborating with EPD staff and the Eugene Police Employees' Association to establish areas of common ground and how to move forward. Staffing changes and shortages at EPD may slow down this work in 2022, but we are committed to creating an effective, supportive intervention model.

Core Competencies

- 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 cannot predict the events that may require flexibility and adaptability, but we also learned that we can and will continue to provide the highest level of customer service regardless of challenges. We are happy to offer bilingual services, and we hope to continue to expand the availability of those services.

Outreach

- The Auditor's Office has continued and expanded outreach efforts as in-person community events have returned. Our staff is working on plans for an in-person Spanish language Public Safety Forum to return in 2022, as well as updating our education materials (including the potential for more video testimonials/presentations), updating our online platforms to be more accessible and interactive, and creating new opportunities for community members to engage with the oversight process.

CRB Support

- One final focus of our office is our staffing obligations to the Civilian Review Board. Our Board is made up of enthused, involved volunteers, and we prioritize our continued provision of excellent staffing to meet their needs. We have updated how we provide materials to the group, with an eye towards ease and accessibility, and we are updating our onboarding process to be more helpful and inclusive. In 2022, we will also implement

exit interviews for CRB members who choose not to continue; we see these as a valuable tool to improve the CRB experience.

Challenges for 2022-2023

The challenges that came to the forefront in 2020 – specifically, the pandemic and the racial justice reckoning – will continue to present challenges in 2022. However, we have learned that we can be both flexible in how we provide service and unwavering in our commitment to our community. Our experience navigating through 2020 and 2021 will only aid us in confronting the challenges of the coming years.

Two part-time Associate Auditors, Rob Eller and Lindsey Foltz, began working in January 2022. Our office will be engaged in significant training and renewed evaluation of office structure and practices throughout 2022 to make the best use of these additional staff members.

Pandemic-related challenges appear to be waning, but we are still limited in how we engage in-person with our community. We are looking forward to re-establishing our Public Safety Forums and to meeting community members face-to-face. We anticipate that we will be able to re-open our doors to walk-in complaints, but it is difficult to predict exactly when that may occur. We will continue to be flexible in our community engagement and complaint intake efforts.

In addition, the nationwide tension between communities and the police is a continuing challenge. The time of unrest and community outrage following George Floyd’s murder was extraordinarily difficult and painful. Times of reckoning always are. Our office is well-situated to help our community emerge from this time stronger, and with a greater understanding of each other’s lived experiences. Eugene is fortunate to have a robust civilian oversight system, and the challenges of 2020 offered clarity into many of its strengths and areas for improvement. A central challenge of 2022 will be applying what we have learned.

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

We are committed to continuing to provide meaningful independent, civilian oversight of police in a cost- and time-efficient manner, and we are working with the community and City staff to improve our services and meet the needs of our community in 2022 and into the future.

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, Human Rights Commission, and the Ad Hoc Committee on Police Policy, for volunteering their time and donating their labor to work to improve police and community oversight. We truly appreciate the tremendous support provided to our office by the Central Services Division for assistance with finances, information technology, and employee resources. The City Manager's Officer, the City Attorney's Office, and the Eugene Police Department have all aided our office in accomplishing its core function and goals. Specifically, EPD Chief Chris Skinner, Deputy Chief Stacy Jepson, and the EPD Internal Affairs Team significantly contribute to the smooth functioning of our office through their collaborative efforts. Finally, we wish to thank the Mayor and City Councilors for having patience and taking the time and energy to be effectively involved in the evolution of the community oversight process in Eugene.

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged that a jail deputy used excessive force. Dismissed: Outside Jurisdiction			N/A - Dismissed			1/12/2021			1/14/2021	
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 an officer kept coming to his home and molesting him. Dismissed: No employee Identified	Allegation of Criminal Conduct: Conduct		N/A - Dismissed			1/13/2021			2/23/2021	
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 excessive force during an arrest.	Allegation of Misconduct: Use of Force	800 Use of Force	WP	WP	WP	1/14/2021	2/12/2021	3/4/2021	3/15/2021	
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's deployment of a Taser while affecting an arrest was in violation of policy.	Allegation of Misconduct: Use of Force	809 Taser Use	WP	WP	WP	1/20/2021	3/2/2021	4/7/2021	4/16/2021	

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

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal allegation that an employee's deployment of a Taser while affecting the arrest of a criminal Trespass suspect was in violation of Policy.	Allegation of Misconduct: Use of Force	809 Taser Use	WP	WP	WP	1/21/2021	3/10/2021	4/7/2021	4/15/2021	
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 allegations that employees made inappropriate statements, mocked the use of force on community members and engaged in conduct that brought the department into disrepute.	Allegation of Misconduct: Conduct	103.5.9 Conduct	S	S	S	0/27/21	3/24/2021	5/6/2021	10/6/2021 **in grievance/ arbitration process	
		103.5.9 Conduct	S	S	S					
		103.5.9 Conduct	S	S	S					
		103.5.9 Conduct	S	S	S					
		103.5.9 Conduct	S	S	S					
		103.5.9 Conduct	S	S	S					
		103.5.9 Conduct	S	S	S					
		103.5.9 Conduct	S	S	S					
		103.5.9 Conduct	S	S	S					
		103.5.9 Conduct	S	S	S					
		103.5.9 Conduct	UF	UF	UF					
		103.5.9 Conduct	S	S	S					
		103.5.9 Conduct	WP	WP	WP					

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

Appendix A: Allegations of Misconduct and Criminal Conduct

		103.5.9 Conduct	S	S	S					
		103.5.9 Conduct	S	S	S					
		103.5.9 Conduct	UF	UF	UF					
		103.5.9 Conduct	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 Investigation into an employee who failed to conduct an adequate preliminary investigation, failed to take appropriate action in writing a report and failed to use good judgment in the handling of the incident.	Allegation of Misconduct: Performance	405 Preliminary Investigations	UF	WP	UF	1/23/2021	6/16/2021	1/24/2022	3/7/2022	
		103.5.12 Duty to Know and Enforce Laws	UF	S	UF					
		103.4.1 Judgment	S	S	S					
		103.5.22 Report and Evidence Submission	S	S	S					
		103.5.1 Truthfulness	IE	IE	IE					

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

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that employees engaged in conduct that brought the department into disrepute and that compromised their honesty.	Allegation of Misconduct: Conduct	103.5.9 Conduct	S	S	S	1/27/2021	3/25/2021	8/5/2021	8/4/2021	
		103.4.3 Integrity	S	S	S					
		103.5.9 Conduct	S	S	S					
		103.4.3 Integrity	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 investigation into whether an employee used poor judgment while advising junior employees in the use of baton.	Allegation of Misconduct: Performance	103.4 Judgment	WP	WP	WP	1/27/2021	3/24/2021	4/26/2021	4/30/2021	
		103.4 Judgment	WP	WP	WP					
Summary of Complaint	Allegations	Adjudication	Dates/QC				CRB Review?			
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Allegation that an employee used poor judgment when offering a prescription narcotic to another employee. Allegation that an employee failed to foster a respectful work environment.	Allegation of Misconduct: Conduct	103.4.1 Judgment	S	S	S	1/2/2021	2/22/2021	4/7/2021	5/4/2021	
		103.5.9.g Conduct	S	S	S					
		103.5.9.g Conduct	S	S	S					

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

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged that an EPD employee and members of other law enforcement agencies kidnapped and then raped RP. Criminal Investigation by OSP: Allegation was Unfounded	Allegation of Criminal Conduct: Conformance to Laws				UF	2/5/2021			9/2/2021	
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 employees did not exercise good judgment at the scene of a fire.	Allegation of Misconduct: Performance	103.4.1 Judgment	WP	WP	WP	2/8/2021	3/29/2021	5/6/2021	5/10/2021	Nov-21
		103.4.1 Judgment	WP	WP	WP					
		103.5.14 Unsatisfactory Performance	WP	WP	WP					
		1203 Body Worn Camera	WP	WP	WP					

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

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that employees did not exercise good judgment at the scene of a carbon monoxide leak.	Allegation of Misconduct: Performance	103.4.1 Judgment	WP	WP	WP	2/17/2021	4/6/2021	5/6/2021	5/21/2021	
		103.5.14 Performance	WP	WP	WP					
		103.4.1 Judgment	WP	WP	WP					
		103.4.1 Judgment	WP	WP	WP					
	103.5.14 Unsatisfactory Performance	WP	WP	WP						
		322 Search and Seizure	UF	UF	UF					
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	CRB Review?
Allegation that an employee may have committed an unreported sexual assault years prior to becoming an employee. Dismissed: Employee resigned during investigation. Forwarded to an outside agency for review.	Allegation of Criminal Conduct		N/A - Employee resigned during investigation			2/10/2021			2/26/2021	
Summary of Complaint	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	CRB Review?
Internal investigation into finding of cash in a patrol vehicle that may have been related to property cash found by earlier by another employee. Criminal Review Conducted by Albany PD: No evidence of a crime.	Allegation of Criminal Conduct: Conformance to Laws		N/A - No evidence to support criminal allegation			3/9/2021			5/7/2021	

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

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP raised concerned about safety of EMT's at the scene of an incident in which a man had been stabbed in the leg.	Allegation of Misconduct: Performance	103.4.1 Judgment	S	S	S	3/9/2021	4/22/2021	5/25/2021	6/1/2021	
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 raised concerns that an employee did not investigate a DUII called in by a family member.	Allegation of Misconduct: Performance	103.4.1 Judgment	UF	WP	UF	3/16/2021	6/2/2021	1/25/2022	3/7/2022	
		103.5.14 Unsatisfactory Performance	UF	WP	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 employee was arrested for DUII by another Law Enforcement Agency.	Allegation of Criminal Conduct: Conformance to Laws	103.5.4 Adherence to Laws and Department Policy			S	4/3/2021			7/23/2021	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Internal Allegation that an employee was untruthful during background investigations during the hiring process. Employee resigned during investigation.	Allegation of Misconduct: Conduct	103..5.1 Truthfulness	N/A - Employee resigned during investigation			4/4/2021			6/8/2021	

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

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation that a supervisor created a hostile work environment.	Allegation of Criminal Conduct: Conformance to Laws	103.4 Judgment	S	S	S	4/19/2021	8/14/2022	6/7/2022	6/7/2022	
		103.5.9 Conduct Respectful Work Environment	S	S	S					
		103.5.23 Expectations of Supervisors	S	S	S					
		103.5.4 Adherence to Laws and Department Policy	S	S	S					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
RP alleged that an employee was not respectful during an interaction with a citizen who refused to wear a mask inside a business. Officer stipulated to the facts.	Allegation of Misconduct: Courtesy	103.5.8 Courtesy			S	5/6/2021			11/8/2021	2/8/2022

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

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged that an employee failed to fully investigate a hit and run and provided inaccurate information about the damage in reports and to a supervisor.	Allegation of Misconduct: Conduct	103.5.14 Unsatisfactory Performance	Dismissed	Dismissed	Dismissed	6/1/2021	6/16/2021	6/30/2021	7/14/2021	
		103.5.1 Truthfulness	UF	UF	UF					
		103.5.1 Truthfulness	UF	UF	UF					
		103.4.3 Integrity	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		
RP alleged that an employee pushed him and was rude and disrespectful when his vehicle was being towed.	Allegation of Misconduct: Courtesy	103.5.8 Courtesy	S		S	7/15/2021	10/26/2021	11/10/2021	1/25/2022	2/8/2022
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 pushed her to the ground causing a bloody nose.	Allegation of Misconduct: Performance	103.4.1 Judgment	UF	WP	UF	7/18/2021	11/4/2021	12/19/2021	2/1/2022	
		1203 Body Worn Video	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		
RP alleged that an employee searched his vehicle without his permission.	Allegation of Misconduct: Constitutional Rights	322.7.3 Search and Seizure	IE	concurrent	WP	7/22/2021	11/18/2021	1/6/2022	1/19/2022	Mar-22

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

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP alleged being held captive, beaten and assaulted by various law enforcement officers. Dismissed: Outside Jurisdiction. Forwarded to proper jurisdiction.	Allegation of Criminal Conduct: Conformance to Laws		N/A - Dismissed			7/29/2021			10/29/2021	
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 being held captive, beaten and assaulted by various law enforcement officers. After review of criminal investigation the case was closed (Unfounded).	Allegation of Criminal Conduct: Conformance to Laws		N/A - Investigation uncovered no evidence to support criminal allegation			7/29/2021			10/27/2021	
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 failed to show up for a overtime shift, causing issues with a partner agency.	Allegation of Misconduct: Conduct	103.5.9 Conduct	S	S	S	8/23/2021	11/17/2021	12/2/2021	2/2/2022	
		103.5.7 Attendance	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 employee used force in excess of that which was reasonable under the circumstance and failed to document the use of force.	Allegation of Misconduct: Use of Force	800.2 Use of Force	WP	WP	WP	8/25/2021	1/10/2022	1/19/2022	2/14/2022	Apr-22
		800.6 Reporting of Use of Force	S	S	S					

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

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an officer used force in excess of what which was reasonable during an arrest.	Allegation of Misconduct Use of Force	800 Use of Force	S	S	S	8/25/2021	1/13/2022	2/1/2022	2/16/2022	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Allegation that a call taker did not verify the address of a call and did not comply with protocols. Employee Stipulated to the Facts	Allegation of Misconduct: Performance	103.5.14 Unsatisfactory Performance			S	9/25/2021			11/17/2021	
		103.5.14 Unsatisfactory Performance			S					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Auditor initiated allegation after review of a Use of Force Incident. That an employee failed to make reasonable efforts to de-escalate, used force in excess of that which was objectively reasonable, and failed to be respectful and neutral while transporting the suspect.	Allegation of Misconduct: Use of Force	820 De-escalation	S	S	S	10/4/2021	1/31/2022	2/25/2022	4/14/2022	
		800 Use of Force	WP	WP	WP					
		103.4.2 Professionalism	WP	WP	WP					

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

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that employees failed to transport a custody to a proper facility as soon as possible and mistreated the person in custody by leaving them in a patrol car handcuffed for an extended period of time.	Allegation of Misconduct: Constitutional Rights	300 Arrests	S	S	S	12/11/2021	3/14/2022	3/31/2022	4/28/2022	Jun-22
		300 Arrests	S	S	S					
		300 Arrests	S	S	S					
		300 Arrests	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 of an on duty sexual relationship between an employee and a woman involved in a domestic dispute.	Allegation of Criminal Conduct			UF	UF	11/30/2021			12/16/2021	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed		
Auditor initiated allegation that an employee was discourteous toward a suspect and used force in excess of that was reasonable under the circumstances.	Allegation of Misconduct: Use of Force	103.5.8 Courtesy	WP	S	WP	12/17/2022	2/24/2022	6/6/2022	6/9/2022	
		800 Use of Force	UF	WP	UF					

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

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/7/2021	2/16/2021	39	Service Level	RP was unhappy with the length of time it took to get his firearm back from EPD.	Supervisor reviewed video and learned no specific timeline had been given to RP. No policy violations were found. Lt. spoke with RP who had just recently had the firearm released.
1/6/2021	1/14/2021	8	Incident Review: Conduct	RP reported that a vehicle registered to an officer had been involved in a hit and run.	An investigation by another agency found that the officer had sold the vehicle 3 months earlier and was able to provide a bill of sale attesting to the date of the sale.
1/3/2021	2/1/2021	28	Performance	RP reported an officer parking in a disabled parking space when others were available.	Sgt. found that the officer was been dispatched to a disorderly suspect in the area. When the officer arrived it was the closest spot available to enable the officer to get to the incident quickly. No policy violation. RP was anonymous.
1/6/2021	1/13/2021	7	Performance	RP called in a Cahoots welfare check on a woman who had laid out a blanket in an alley. An officer showed up told her to move her stuff and no help was offered to the woman.	Sgt. learned that Cahoots had responded but had been unable to find the woman. The officer was not dispatched but happened to notice something laying the alley. The officer approached and found a rug and some other items. A woman near by told the officer the items were not hers and the officer moved them from the alley and left. The woman did not ask the officer for assistance. Sgt. contacted RP with the findings.
1/7/2021	1/11/2021	4	Performance Dismissed: Employee not identified	RP reported a police vehicle traveling on West 11th without head lights on.	Dismissed: Employee not identified
1/7/2021	1/21/2021	14	Incident Review:	RP believes officers should have taken him to the hospital and not to jail during a state of psychosis.	Sgt. learned that RP had committed several significant crimes, three of which had mandatory arrest stipulations under Oregon law. No policy violations were found in the handling of RP's arrest.
1/7/2021	2/16/2021	39	Service Level	RP was concerned about how long it took him to get his property released from EPD.	Review of the incident found that a newer officer unfamiliar with the process to release property was the cause of the delay. The officer was trained on the procedure and RP's property was released.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/7/2021	2/11/2021	34	Policy Dismissed: Outside Jurisdiction	RP complained about a homeless camp on West 11th.	Dismissed: Outside Jurisdiction
1/7/2021	1/29/2021	22	Policy Dismissed: Outside Jurisdiction	RP complained about a homeless camp on West 11th.	Dismissed: Outside Jurisdiction
1/7/2021	1/21/2021	14	Service Level	RP feels EPD is not taking seriously her reports about cyber issues and a possible entry into her apartment where pills may have been taken.	Sgt. learned that the officer had offered to take a report about the possible theft but RP declined. The officer took extensive notes in the dispatch record. The cyber issues officer spent nearly an hour with RP explaining what type of information would need to be gathered by RP before a report could be taken. The officer also advised RP to call dispatch with further information. No policy violations were found. Sgt. spoke with RP about their concerns.
1/11/2021	1/15/2021	4	Incident Review	RP's reported EPD declared a riot on 1/9/21 and then allowed the crowd to continue their protest. Also RP felt that special treatment was given to this group over previous groups.	Sgt. learned that during a planned protest a physical altercation happened. When officers asked the rest of the crowd to disperse they did so and were allowed to continue the peaceful protest. The folks involved in the altercation were arrested.
1/12/2021	2/9/2021	27	Performance	RP was concerned that an officer would not take a report about a verbal altercation between himself and his landlord.	Sgt. found that the issue was determined to be a landlord/tenant issue and not criminal. No policy violations were found. RP did not return calls to discuss the issue.
1/12/2021	1/20/2021	8	Inquiry Dismissed: Previously Reviewed	RP reported an incident in which a friend was tased and his wife pushed down by police.	Dismissed: Previously Reviewed
1/12/2021	2/11/2021	29	Policy	RP is concerned about the homeless camp near a church run daycare and the nightly trespassing with hazards being left behind.	Sgt. contacted RP about policies that guide EPD on camping enforcement. Information about the Community Engagement Team was given to RP for suggestions on the property in question.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/14/2021	2/23/2021	39	Incident Review: Use of Force	Internal Review of a PepperBall deployment on May 31, 2020. (added to Community Impact Case Review)	Review of the incident found that officers had given the crowd a lawful order to disperse as well as admonishment that pepper balls would be used. An unnamed female did not leave as directed and PepperBall were deployed around the ground where she stood. Policy allows PepperBall to be deployed to disperse crowds.
1/16/2021	2/22/2021	36	Inquiry	RP inquired into how to reach an officer to have some property returned and about potential criminal acts.	Review by the Sgt. found no cases or contact between RP and the officer named. RP did not return calls to the Sgt.
1/20/2021	2/1/2021	11	Incident Review Dismissed: Other	RP reported officers using excessive force to arrest a black man by kneeling on his neck.	Review of body cam by the Auditor found that the allegation was inconsistent with the facts. Dismissed: Other
1/23/2021	2/8/2021	15	Inquiry	RP feels harassed by EPD because they were contacted for noise complaints before 10 pm.	Review by the Sgt. found that officers were dispatched to possible noise from a dispute, once officers were able to verify that occupants of the apartment were all safe, information about the noise ordinance was given to RP. No policy violations were noted. RP did not return phone calls.
1/26/2021	2/9/2021	13	Inquiry	RP reported an EPD vehicle sped through a pedestrian crosswalk with people in the center divider.	RP did not return calls to the Sgt. Body cam and ICV found no evidence of the incident in the time frame RP specified.
1/26/2021	3/18/2021	52	Performance	RP was upset with how EPD handled an incident in which two men showed up to repossess his truck.	Sgt. reviewed the issue and found that the officers handled the call within policy, explaining to RP that the issue was a civil one. The officers stayed long enough to keep peace between the parties.
1/26/2021	1/28/2021	2	Inquiry Dismissed: Timeliness	RP reported an incident from a few years ago when officers told him an assault was a misdemeanor.	Dismissed: Timeliness
1/27/2021	2/12/2021	15	Performance	RP has been unable to get an officer to return calls about an incident in a parking lot that she would like to press charges for.	Sgt. learned that the officer and RP had been phone tagging each other. After speaking with RP, Sgt. learned the officer had made contact with an update.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/26/2021	2/25/2021	29	Incident Review Performance	RP is concerned about how a case of stolen identity is being handled by an officer.	Sgt. reviewed body cam and records of the incident and found that the officer did a thorough job of investigating the crime, writing a report and supplemental reports and putting out an Attempt to Locate. No policy violations were found and RP was notified of how the case was going.
2/1/2021	2/2/2021	1	Inquiry Dismissed: Outside Jurisdiction	RP reported illegal camping in a neighborhood park.	Dismissed: Outside Jurisdiction
2/1/2021	2/9/2021	8	Inquiry	RP reported an officer who emailed a threat to her about not contacting her boyfriend's ex and did not identify themselves as a police officer.	Sgt. learned that the officer had emailed RP on EPD email for a telephonic harassment issue. The officer explained consequences and identified himself with name, badge number and department. RP did not return the sergeant's call.
2/2/2021	2/24/2021	22	Inquiry	RP was upset that an EPD officer cited him on a telephonic harassment issue 6 months after the contact.	Sgt. reviewed the situation and found that the officer had established probable cause for the citation and an attempt to locate was generated. It was only after 6 months that RP was located and served the citation. No Policy violations. Sgt. spoke with RP about the incident.
2/2/2021	2/9/2021	7	Service Level	RP was unable to reach an officer to add information to a police report.	Sgt. learned that the officer who had recently switched positions thought his voicemails would transfer to his cell phone. Once the officer was notified of the call he returned RP's voice message.
2/3/2021	2/12/2021	9	Service Level	RP reported a trespasser camped out in a parking space of his complex. When EPD told him to leave it was several hours before he left.	Sgt. found that when the officer was dispatched back the trespasser was gone, the officer updated RP and the conversation went well. Sgt. contacted RP who expressed frustration with the rampant trespassing and homeless issues and was appreciative of the police efforts.
2/3/2021	2/11/2021	8	Inquiry Dismissed: Timeliness and Outside Jurisdiction	RP reported being harassed by what he believed was an undercover police officer.	Dismissed: Timeliness and Outside Jurisdiction

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/2/2021	2/5/2021	3	Inquiry Dismissed: Timeliness	RP reported excessive force during a disturbance between his girlfriend and mother.	Dismissed: Timeliness
2/4/2021	3/11/2021	37	Courtesy	RP felt officers were rude and disrespectful during a call about a dispute RP was having with a roommate.	Review of body cam found that the officer handled the incident with professionalism and respect to both parties in the dispute. Lt. spoke with RP and listened to the concerns.
2/5/2021	3/17/2021	42	Inquiry	RP was upset that officers did not take a report about 3 fake calls that were made to EPD about her.	Review of the incident found that when officers investigated the calls and found no truth to them incident numbers were generated but no police report was required. Sgt. spoke with RP about the findings.
2/5/2021	3/12/2021	37	Policy Dismissed: Other	RP inquired into the policy that allows officers to drive their vehicles on the bike paths.	Sgt. communicated with RP about officers being allowed to drive their cars on the bike paths during emergency calls.
2/1/2021	3/12/2021	41	Policy	RP felt officers misquoted the law during an incident with a mask-less woman in a store.	Sgt. reviewed video of the incident and found no misquotes by the officer. RP did not return calls to discuss the incident.
2/5/2021	3/1/2021	26	Performance	RP has not been able to get in touch with an officer to pass along further information about a case.	Sgt. had officer contact RP to take the report RP now wanted taken. RP was satisfied with the outcome.
2/8/2021	2/22/2021	14	Service Level	RP reported that EPD did not seem to want to help with home burglaries that she has been reporting.	Sgt. found that in the first incident when an officer was dispatched to RP's call RP was not available, follow-up noted RP would call again but did not. During the second an officer was able to speak RP and take a report shortly after contacting the Auditor. RP was satisfied with the update.
2/5/2021	3/2/2021	27	Performance	RP was unhappy with a discussion with a supervisor about a previous complaint.	Lt. reviewed the interaction with the supervisor and RP and found that the supervisor was polite and direct with RP about the incident. RP did not return calls to speak with the Lt.
2/8/2021	3/1/2021	23	Inquiry	RP inquired into how the school district found out about an incident involving her children within hours.	While looking into the incident the Sgt. learned that one of the juveniles' acquaintances may have contacted the school. None of the officers involved notified any other agency.
2/6/2021	2/19/2021	13	Inquiry Dismissed: Other	RP alleged that an officer called them racist because they had written about white privilege.	RP did not identify the officer nor themselves, no contact information provided. Dismissed: Other

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/10/2021	2/23/2021	13	Performance	RP has been unable to get an officer to return calls about a case for an update and to add information.	Sgt. spoke with the officer who had forgotten to return RP's call. The officer was reminded of the importance of following up with calls. Sgt. notified RP that the officer would be calling with an update.
2/10/2021	3/2/2021	22	Inquiry	RP felt officers were not handling a violation of a stalking order correctly.	Cpt. learned that the officers had thoroughly investigated the incident and found no probable cause to arrest for a violation in this incident. The officer also went a further step and had two DA's review the incident who agreed with the findings. Cpt. spoke with RP about the findings and answered question RP had.
2/13/2021	2/17/2021	4	Inquiry	RP alleged that an officer touched him in an inappropriate way during an arrest.	Sgt. reviewed body cams from the arrest and found that the allegation did not happen. Per Auditor dismissed: Supervisor Reviewed.
2/15/2021	2/17/2021	2	Inquiry	RP was concerned about some of the words used by an officer during an investigation which she found to be sexist.	Sgt. spoke at length with RP and reviewed body cam. The officer's words were a description of what he had seen in a video. Sgt. found no language that would be considered sexist.
2/16/2021	3/22/2021	36	Inquiry	RP never heard back from an officer to take a supplemental report about the theft of his gun by a family member.	Sgt. directed the officer to contact RP to take the report and spoke with RP about what would be happening with the case.
2/16/2021	3/18/2021	32	Courtesy	RP felt an officer had been rude and refused to give a message to the chief.	Sgt. found that RP had a history of making calls to EPD that were not for official business and had been advised that RP could be charged with Telephonic Harassment. RP was called and once again notified of the seriousness of only calling with emergencies.
2/16/2021	2/23/2021	7	Courtesy	RP alleged an officer approached him without a mask and inappropriately spoke about how hard his job was.	EPD was unable to identify the officer involved but did contact RP about the incident.
2/17/2021	2/14/2021	-3	Inquiry Dismissed: Outside jurisdiction	RP alleged excessive use of force by officers at the hospital.	Dismissed: Outside Jurisdiction

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/17/2021	2/24/2021	7	Incident Review: Conduct	RP reported an incident in which she observed officer kneeling on a suspect. They also ignored the suspect when told there was an injury.	Review of body cam found that officers had to kneel on the suspect for a short time due to combative behavior of kicking officers. Once handcuffs and leg restraints were in place EMT's evaluated the suspect and transported him to the hospital.
2/18/2021	3/1/2021	13	Policy Dismissed: Other	RP expressed concerns about the illegal activity all around the city due to prohibited camping.	Dismissed: Other
2/18/2021	3/1/2021	13	Inquiry	RP was upset that EPD would not take a report about a storage shed that had been broken into and bikes stolen, because the bikes were not his.	Supervisor reviewed the call and found that RP had not articulated that there was damage to the storage shed, hence the call taker needing reports from the bike owners only. The supervisor after speaking with RP was able to help RP get a report on this missed portion of the incident.
2/18/2021	4/1/2021	43	Policy	RP inquired in to the process to get a public records request.	Supervisor contacted RP to answer questions about the public records process.
1/31/2021	3/17/2021	47	Service Level	RP alleged that she had called EPD 200 times in one month about her boyfriend assaulting her.	Only one call had come in to EPD from RP in the recent month, officers responded and found no probable cause to make an arrest. RP stated to the Sgt. that the call to the Auditor's was only because she was being evicted.
2/19/2021	3/22/2021	33	Performance	RP was upset that EPD investigated damage to a neighbor's motorbike, but would not even come out when he reported a hit and run in the same parking lot.	Sgt. reviewed that call and found that RP was mistaken in the reason officers had responded to the apartments, it had nothing to do with the bike. Sgt. spoke with RP explained that and give information in how to report on-line hit and runs that have no suspect information.
2/23/2021	3/22/2021	29	Performance	RP alleged that her name and address was given out by a call taker to a person she sold a phone to.	Supervisor reviewed the calls made to the non-emergency number, the allegation could not be substantiated by the details RP was providing. RP had never given EPD call takers her name or personal information.
2/23/2021	3/1/2021	8	Performance	RP has been unable to get an officer to return calls about an incident she needs to add information to for insurance.	Sgt. reviewed the officer's call log and found that the officer had not returned at least one of RP's calls. The Sgt. had the officer give RP a call and took care of her issue.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/24/2021	3/2/2021	8	Incident Review: Conduct	RP alleged that an officer inappropriately groped his buttock area.	Sgt. reviewed body cam of the officers doing a pat down search of RP. No inappropriate touching was found. The pat down was conducted with standard procedures.
2/25/2021	3/17/2021	22	Inquiry	RP inquired into a case that she thought was being sent to a detective. RP has been unable to get an officer to return her calls.	Sgt. found that the officer had not returned the on call RP made. Sgt. was able to speak with RP and update on where the case stood.
2/25/2021	4/5/2021	40	Performance	Internal review of a new officers driving skills.	Sgt. reviewed ICV of the dispatched drive, noted issues with experience. Spoke with officer involved and training officer about issues to work on.
2/21/2021	4/1/2021	40	Service Level	RP had not heard back on a public records request.	Supervisor contacted RP with the information she was looking for.
3/1/2021	4/5/2021	34	Inquiry	RP alleged officer violated his constitutional rights and used excessive force by applying handcuffs too tight.	Review of body cams found that officer had probable cause to arrest RP. When RP complained of tight cuffs and second set was applied to give RP more movement. No policy violations were found and Lt. spoke with RP about his concerns.
3/1/2021	4/9/2021	38	Inquiry	RP felt a canine officer allowed his dog to bark and snarl in the back of a patrol car to threaten him.	Sgt. found that RP never had contact with an EPD officer. RP's concerns appear to be based on a personal perception. Lt. spoke with RP about his concerns.
2/26/2021	6/8/2021	102	Incident Review/Conduct	Internal review of discrepancy on an officer's original background check.	Review of background and follow up questions led to officer resigning during the investigation.
3/2/2021	4/6/2021	34	Performance	RP was unhappy that an CSO officer did not agree that a parked vehicle was a hazard and declined to tow it.	Supervisor found that the officer had notified parking services but did not believe the vehicle was obstructing the roadway enough to warrant a citation or tow. Supervisor spoke with RP about the incident.
3/8/2021	3/12/2021	4	Inquiry	RP was concerned that police lights and sirens during a school parade had a negative effect on families that had trauma from violent interactions with police.	A review of the complaint found that the school had reached out to EPD to be part of the parade. Sgt. reached out to RP about the concern.
3/8/2021	3/17/2021	9	Performance	RP reported officers who stop in the middle of the road side by side blocking traffic.	Sgt. contacted RP to speak with him about his concerns and give info on why and officers may be stopped in the road momentarily.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
3/8/2021	4/7/2021	29	Inquiry	RP was concerned that EPD employees had not returned calls to her about a hate crime incident in her neighborhood.	Cpt. reviewed officer's reports of the incident and found them to be thorough and professional. Cpt. reached out to RP to explain the steps EPD was taking in the case.
3/8/2021	4/8/2021	30	Inquiry	RP noticed two officers in the parking lot where her and her husband were parked and believes she is being harassed.	Sgt. found that the two officer had meet up in the lot for a quick conversation. They did have contact with a woman and her child in which they gave the child a sticker. The officer had no contact with RP or her husband. No policy violations were found.
3/15/2021	4/15/2021	30	Courtesy	RP felt an officer was rude to her when she asked a clarifying question about a restraining order.	Review of body cam found that the officer was professional, polite, and patient with RP, unfortunately the officer was 2 stories below RP and had to shout the answer to RP's question leading RP to believe the officer was being rude. Sgt. contacted RP to talk about the concern.
3/15/2021	3/16/2021	1	Inquiry Dismissed: Timeliness	RP reported a situation from 2018 in which he did not receive help for an internet issue.	Dismissed: Timeliness
3/16/2021	4/5/2021	19	Service Level	RP was upset with the service he received when he called the non-emergency line for transport to a doctor's appointment for his wife.	Supervisor reviewed the call and found that the call taker did not adequately explain to RP that medics only transport to emergencies rooms and not to doctor appointments. Supervisor reached out to RP to explain the process.
3/17/2021	3/29/2021	12	Performance	RP feels an officer needs more training as the matter the officer interfered in was civil.	Sgt. spoke with RP about his concerns, noting that the officer is a new officer, but his training officer did agree with the information provided to RP at the time.
3/19/2021	4/22/2021	33	Courtesy	RP felt an officer who took his information about a domestic violence incident didn't seem to care that he had been able to get a lot of detail. Some enthusiasm from the officer would have been nice.	Sgt. learned from the officer that indeed RP had been very detailed and helpful in his description of the incident, but had had to end his conversation with RP to continue the investigation. RP did not return calls from the Sgt.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
3/19/2021	3/31/2021	12	Inquiry	RP feels an officer did a poor job of documenting a family dispute, possibly leading to a no file by the DA.	Sgt. reviewed body cam and reports and found no policy violations by the officer, a harassment charge was filed and then later a supplemental report was done which upgrade the charge. Sgt. spoke with RP who seemed happy with the follow up.
3/20/2021	3/29/2021	9	Service Level	RP was unhappy with the time it took officers to respond to his call about another vehicle bumping him in traffic and then breaking out his car window when he stopped.	Sgt. found that when RP called the person had left the scene and no immediate danger was present, the call with dispatched to the next available officer. Sgt. contacted RP and explained the call triage system in place.
3/22/2021	3/25/2021	3	Performance	RP reported he did not receive a call back from an officer, as he was promised.	Cpt. learned that the officer had not returned the call after hearing that RP's issue had been addressed by another agency. Cpt. spoke with RP about the finding.
3/25/2021	4/15/2021	20	Courtesy	RP was upset that an officer contacted him to move a vehicle in a no parking zone, but didn't bother to talk to the other vehicle owners. The officer noted that the vehicle could be towed.	Sgt. learned that the parking issue had been called in by a garbage service that needed to access the space. The officer was able to contact all the vehicle owners via phone. No policy violations were found. Sgt. spoke with RP about the incident.
3/25/2021	4/19/2021	24	Inquiry	RP was upset that an officer approached her vehicle during a traffic stop with his hand on his gun at his side.	Sgt. spoke with RP explaining that officers very often rest their hands on top of their weapon on their belt for officer safety. RP understood but did not feel it was a necessary practice.
3/26/2021	4/8/2021	12	Inquiry	RP was concerned that there was no follow up to the public about two explosions and a dead body found in her area of town.	Supervisor emailed RP with the media updates of the incident and answered further questions of RP.
3/26/2021	3/30/2021	4	Inquiry	RP felt her vehicle was towed illegally by EPD.	Review of the tow found that the vehicle was impeding the bike lane and roadway. The officer tried reaching the registered owner before the tow. RP was notified of the findings.
3/29/2021	3/29/2021	0	Performance	RP reported seeing patrol officers breaking traffic laws.	Cpt. forwarded complaint on to patrol supervisors.
3/29/2021	3/31/2021	2	Inquiry Dismissed: Other	RP reported that EPD is harassing him by driving by where he goes fishing.	No policy violations per Auditor. Dismissed: Other

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
3/29/2021	4/12/2021	13	Performance	RP was upset that an officer took a report about his stolen car, but did not include the household items taken.	Sgt. reviewed the report and found that the officer had indeed included RP's household belongings and that the issue was a misunderstanding between EPD records and RP.
3/30/2021	4/8/2021	8	Performance	RP reported an incident in which a patrol vehicle was traveling to a call with lights and sirens and came very close to RP who was crossing an intersection.	Review of ICV by the supervisor found that the officer followed all policies during his response, and at least a 1/2 block of separation between RP and the officer's vehicle. No policy violation was found.
3/31/2021	4/16/2021	16	Incident Review	RP alleged an officer illegally passed him on the right.	Sgt. learned that the incident happened on a stretch of road with a passing lane. No driving laws were broken by the officer.
4/1/2021	4/6/2021	5	Service Level	RP was concerned about how officers handled a call for service for a hit and run in a parking lot.	Review of the incident found that the officer followed policy in how the incident was handled. Sgt. spoke with RP, who understood once the officer's actions were explained.
4/5/2021	4/14/2021	9	Performance	RP feels call takers did not do a good job of handling his call for a friend who was overdosing.	Review of the call found that the call was dispatched within seconds of RP's call, the questions asked by the call taker were protocol for the type of case. Supervisor spoke with RP who believed the supervisor was lying.
4/3/2021	6/3/2021	60	Incident Review: Use of Force	RP reported officers who used excessive force during a bogus call about a repossessed motorhome.	Review of body cams found that during an arrest the suspect fought with officers and various members of the household tried to interfere in the arrest. Force used was reasonable under the circumstances and within policy.
4/5/2021	4/8/2021	3	Inquiry	RP noted his disappointment in the increase in crime in his neighborhood and that there are not more police patrols in the area.	Cpt. ran the crime analysis for RP's area and found that it was consistent for the last few years. Cpt. had the crime prevention unit reach out to RP for tips and ideas and also spoke with RP about his concerns.
4/5/2021	4/26/2021	21	Courtesy	RP felt officers were rude and disrespectful during a call about a welfare check on his son.	Supervisor spoke with RP about his concern and asked that the officers be reminded of a level of compassion that needs to be taken into account when speaking with citizens.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
4/6/2021	4/26/2021	20	Performance	RP was unhappy with how his call was handled when he was assaulted by man trying to drop off a tow vehicle.	Sgt. reviewed the call for service and found that at the time of the incident RP declined to press charges and no other policy violations were noted. Sgt. spoke with RP about his concerns.
4/6/2021	4/14/2021	8	Performance	RP reported that officer did not provide him with their cards as requested.	Sgt. found that when requested by RP each officer provided verbally their name and badge number. Policy does not require a card be provided. Lt. spoke with RP about his findings.
4/9/2021	4/15/2021	6	Inquiry Dismissed: Timeliness	RP inquired into why EPD did not help her friend in 2015 when she reported abuse issues.	Dismissed: Timeliness
4/6/2021	4/15/2021	9	Courtesy Dismissed: Outside Jurisdiction	RP alleged an officer was rude when questioning her about a friend.	Dismissed: Outside Jurisdiction
4/7/2021	5/7/2021	30	Performance	RP was upset that an officer cited him after a dispute with his minor child.	Review of the incident found that the officer followed policy and did a thorough investigation before the citation was written. While speaking to RP the Sgt. learned that the minor son had embellished the incident to the officer, RP was advised to work with his lawyer and the court about this new information.
4/8/2021	5/15/2021	37	Performance Dismissed: Outside Jurisdiction	RP reported a patrol car driving erratically.	Dismissed: Outside Jurisdiction
4/12/2021	4/28/2021	16	Policy	RP inquired into why EPD is allowing protest groups to take over the street and block traffic.	Sgt. spoke with RP about how EPD is monitoring the protest activity.
4/12/2021	4/19/2021	7	Inquiry Dismissed: Timeliness	RP felt a traffic citation given in 2020 was unfair.	Dismissed: Timeliness
4/14/2021	5/17/2021	33	Performance	RP was unhappy with how a call was handled concerning a neighbor damaging a fence.	Review found that the officer looked into the issue and found that the neighbor had been gardening and some dirt had been piled up near the fence but no damage was done. The officer was professional and kind to both parties.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
4/13/2021	4/28/2021	15	Policy	RP wanted something done about a homeless camp where people are running into the street causing a dangerous situation.	Information about the area was forwarded to Patrol.
4/15/2021	5/19/2021	34	Performance	RP is upset that no police report was taken when he reported that a man in his parking lot was peering into cars and shot at him with a soft pellet gun.	Review of the incident found that both parties in the incident had plausible explanations for their actions and no probable cause existed for a crime. Sgt. spoke with RP about the findings.
4/15/2021	5/7/2021	22	Inquiry	RP was concerned about the way an officer handled an incident with her neighbor in which she was pushed and threatened with a gun.	Sgt. learned that the incident happened when RP tried to speak with the neighbor about an interaction that had happened with her daughter. RP was on the neighbor's property. The officer did a thorough investigation of both sides of the dispute but found no probable cause for a crime. Sgt. spoke with RP about the officers' actions and why they were unable to cite the neighbor.
4/15/2021	5/19/2021	34	Inquiry	RP is concerned that EPD would not dispatch a unit for an illegally parked vehicle that was blocking his loading dock.	Lt. spoke with RP about the proper venue to call for the illegal parking issue.
4/19/2021	5/25/2021	36	Performance	RP was upset at how an incident was handled when a store employee assaulted her daughter who is bipolar.	Sgt. found that the daughter had a mental health crisis episode in the store and that the employee had controlled her by her wrist and escorted her from the store. An investigation of the incident by officers which included store video found no assault. No policy violations were noted, Sgt. spoke with RP about the findings.
4/20/2021	5/5/2021	15	Courtesy	RP felt the notation an officer made on a revised citation he was mailed was unprofessional.	In review of the citation the Sgt. found that the notes on the bottom of the citation were actually RP's comments at the time of the stop. And were not meant to be disrespectful. Sgt. spoke with RP about the concern.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
4/23/2021	5/13/2021	20	Inquiry	RP was upset at being stopped during an investigation and an officer trying to take his knife while he was detained.	Sgt. reviewed body cam of the incident and found that due to RP being detained in handcuffs during the investigation the knife was removed from RP. It was returned after RP was free to go. RP's phone did not accept voicemails and Sgt. was unable to speak with RP.
4/26/2021	4/29/2021	3	Inquiry Dismissed: Other	RP was concerned about a threat a possible future employee made.	Dismissed: Other
4/27/2021	6/8/2021	41	Incident Review Use of Force	Internal Review of an officer's use of a taser during an arrest.	After review of the incident it was forwarded to the supervisor to address performance issues.
4/28/2021	6/1/2021	33	Inquiry	RP was upset that her belongings were missing when released from jail.	Supervisor found that the contents of the locker at the jail had been disposed of per policy. RP had signed a Waiver of Ownership at the time of arrest. No policy violation found. Supervisor spoke with RP about the findings.
4/28/2021	5/11/2021	13	Incident Review	RP alleged that EPD used profiling and excessive force during his arrest.	Review of RP's arrest found that officers were dispatched to a felon in possession of a Firearm violation. After barricading in a closet a canine was deployed to arrest RP. No excessive force was used.
4/30/2021	6/3/2021	33	Performance	RP is upset that she can't get a prohibited noise issue taken care of.	Supervisor found 9 out of 15 times officers responded the noise had ceased by they time officers got there. Call volume for more urgent issues was a factor. Supervisor spoke with RP, who advised her and a neighbor had spoke with the party and issue had been resolved.
4/30/2021	5/6/2021	6	Performance	RP inquired into why he was approached by officers at the library.	Review of the incident found that officers were dispatched to the library at the library's request to have RP restricted. Sgt. emailed RP about the findings and assured him there was not issues with EPD and the library would contact him.
5/3/2021	6/10/2021	37	Performance	RP is concerned about speeding on her street.	Due to RP's repeated calls about speeding on the street Sgt. sent officers to monitor speed on the street, set up the radar trailer and monitored in an unmarked vehicle. These measures showed that the average speed over 7 days was 23 mph. Sgt. spoke with RP about the findings.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
5/2/2021	5/21/2021	19	Performance	RP was unhappy that officers did not inform people in the EPD Headquarters parking lot that a BLM protest was coming.	Lt. found that an officer did indeed drive through the parking lot and notify those present that a march could be on the way. No policy violation found.
5/3/2021	5/4/2021	1	Courtesy Dismissed: Other	RP was unhappy with the questions a call taker asked.	No policies violations Dismissed: Other
5/3/2021	6/10/2021	37	Inquiry	RP inquired about a bias crime that was reported but no report taken.	Sgt. found that the officer was dispatched to the incident but found no victim at the time. Once the officer tracked down the victim he found that the issue was a dispute, with one individual yelling foul language from across the street. The shouting was protected free speech, not a crime. The officer explained the issue at the time. No report was required. Sgt. communicated with RP about the findings.
5/4/2021	5/26/2021	22	Courtesy	RP felt officers did not have a firm grasp on the harassment statute when dispatched to a neighborhood dispute.	Review of body cams found that the officer did a through investigation and the harassment statute did not apply to the situation. The officer warned both parties in the stop and filed a complete police report. Sgt. spoke with RP about his findings.
5/4/2021	5/21/2021	17	Incident Review: Use of Force	RP alleged officers used excessive force during an investigation in to a domestic dispute.	Review of the incident found that officers were dispatched to a physical dispute, per ORS 133.033 officers are obligated to determine if anyone had been hurt. Both parties resisted and fought with officers, causing them to be detained and handcuffed. Once officers determined no physical harm had occurred the parties were released. No policy violations were noted, Sgt. spoke with RP about the incident.
5/4/2021	6/10/2021	36	Performance	RP feels she is getting the run around about her case.	Lt. found that after a through investigation RP's case was suspended due to the alleged offender was not a the scene of the incident at the time in question. Lt. went over the case with RP.
5/5/2021	6/7/2021	32	Policy	RP inquired into why EPD does not cite people who hit someone else in a car accident.	Sgt. spoke to RP about EPD's policy (due to staffing levels) to only do crash investigations and cite people in serious physical injury accidents.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
5/6/2021	5/26/2021	20	Inquiry	RP was upset that an officer followed his girlfriend home for a traffic stop.	Sgt. found that when he noticed a cracked windshield on the vehicle he turned around to make a stop and the woman driver had parked and went into a house. The officer requested she come out a speak with him about the issue. No policy violation were found. RP did not leave a valid number.
5/7/2021	5/26/2021	19	Performance	RP feels he is being profiled by police because of relatives.	Sgt. found that RP was stopped because of a suspended license and no proof of insurance. No policy violations found. Sgt. spoke with RP.
5/10/2021	5/24/2021	14	Inquiry	RP was upset that officers would not get involved a dispute over a dog even when the other party had hit him.	Sgt. reviewed body cam of the investigation in which RP was asked if he wanted to press charges for being hit. RP declined, the officer then explained that the issue with the dog was civil and he would need to go to civil court for the matter. RP expressed he understood. No policy violations by the officer.
5/10/2021	6/3/2021	23	Courtesy	RP felt a call taker was rude and unhelpful when she called in a erratic driver in her neighborhood.	Review of the call found the call taker brisk and argumentative with RP. Supervisor reviewed the call with the call taker and then emailed with RP about the findings.
5/12/2021	7/6/2021	54	Policy	RP felt EPD's accepting free meals from local businesses and then posting about it was a violation of Policy.	City Policy provides for such meals as long as no individual employee benefits more than 50.00 dollars and there are no pending contracts or lobbying possibilities with the business.
5/12/2021	6/3/2021	21	Service Level	RP reported a trespassing incident in which no officer ever showed up.	Review of the call found that officers were dispatched and cleared advised at the time. RP later learned officers had come and was sorry for the confusion of making a complaint.
5/13/2021	6/23/2021	40	Service Level	RP has been unable to get EPD to contact a man who is illegally sleeping in the park in his neighborhood.	Supervisor found that the call takers followed through on dispatching the calls for service but that call load prevented officers from addressing the less critical issue. Supervisor spoke with RP and found that the issue had finally been addressed.
5/13/2021	6/1/2021	18	Policy	RP was upset about the Thin Blue Line flag he noticed strung up between the flag poles at EPD. RP felt is was a divisive symbol.	Sgt. found that an anonymous person had hung the flag and it was removed by EPD.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
5/7/2021	6/1/2021	24	Incident Review: Conduct	RP alleged retribution from EPD after being arrested for riot and reporting an officer who had stalked and raped her.	In reference to the alleged stalking and rape a criminal investigation was done by an outside agency and found the relationship between the parties to be consensual. Review of the rioting incident found RP was treated the same as other protestors who were arrested at the time.
5/14/2021	7/29/2021	75	Incident Review	RP was concerned that after an altercation with a roommate the roommate was not arrested but she was.	Sgt. reviewed police reports and body cams and found that after an investigation officers had probable cause to make the arrest of RP but not the roommate. Officers also sent the incident to the DA who agreed there was not probable cause to cite the roommate. Sgt. spoke with RP about the findings.
5/15/2021	6/2/2021	17	Inquiry	RP was upset at how a call for service about her cell phone being stolen and her being assaulted was handled by an officer.	Sgt. learned that the officer did a through job of investigating the incident. The suspect was arrested and a report filed. Sgt. spoke with RP who was upset at the quick release of the suspect. Sgt. explained that was a court issue that officers had no control over.
5/17/2021	5/20/2021	3	Policy Dismissed: Other	RP inquired about officers drugging women at bars and stealing their eggs.	Dismissed: Other
5/18/2021	6/3/2021	15	Performance	RP felt singled out for a speeding citation because of liberal stickers on his vehicle.	Sgt. found that RP was clocked doing 82 in a 55 and the officer would not have been able to see the stickers from the initial distance the radar was detected. Sgt. spoke with RP about the findings.
5/19/2021	6/16/2021	27	Inquiry	RP reported EPD officers coming into his home without his permission.	Sgt. found that officers were dispatched to a call about a loud explosion and a neighbor having a mental health episode. When officers knocked on the door it swung open. RP closed the door, RP was advised of making loud noises and officer left the scene. RP did not return calls.
5/19/2021	7/6/2021	47	Courtesy	RP was upset that an officer would not mask up to speak with RP.	Sgt. learned that the officer and a CSO were speaking to one another socially distancing when RP approached from 30 yards away, demanding the officer put on a mask. RP had not been contacted by the officer for any reason. No policy violation.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
5/19/2021	6/1/2021	12	Performance Dismissed: Employee not identified	RP reported a police vehicle driving erratically on Hwy 99.	Dismissed: Employee not identified
5/24/2021	5/24/2021	0	Inquiry Dismissed: Outside jurisdiction	RP inquired into an incident that involved another agency.	Dismissed: Outside Jurisdiction
3/31/2021	7/26/2021	116	Incident Review	RP alleged that an officer was having an inappropriate relationship with a complainant in a criminal case.	RP did not return calls from the Auditor's office for clarification. Review by IA included contact with the complainant who denied any such relationship. The complaint was closed pending receipt of any further information.
5/25/2021	7/7/2021	42	Service Level	RP was upset that an officer had not responded to his text for an update about his case.	Sgt. learned that the officer had not had contact with RP for a while due to no new updates on the case. A warrant had been applied for but not yet issued. Sgt. requested the officer contact RP and then also followed up with a call to RP.
5/25/2021	6/23/2021	28	Inquiry	RP felt harassed by officers because her neighbor accused her of banging on his door with a stick.	Sgt. found that officers were following up on an investigation into a complaint of criminal mischief. Officers were not harassing RP. Sgt. spoke with RP about the findings.
5/26/2021	6/10/2021	14	Performance	Anonymous complaint that an officer was tailgating them.	Due to little information about the incident there was no way to substantiate the driving issue.
5/27/2021	6/7/2022	370	Inquiry	Auditor-initiated inquiry into a conversation that wa alleged to have happened on a call for service.	Review found no evidence that the alleged conversation had occurred as described.
5/27/2021	9/2/2021	95	Incident Review	RP a reported a couple of friends that were cited for jaywalking who felt it was a profiling incident.	Review of body cam found that the officer observed RP's friends begin to cross against the walk signed and warned them not to cross. It was after both parties went ahead and crossed against the light that the officer gave the citation. No policy violations found. Reviewed by CRB.
5/31/2021	6/14/2021	14	Performance	RP was upset that a call taker was dismissive of her when she tried to call in an elderly person who had fallen down outside her home.	Supervisor found that the call taker failed to follow EMD protocol during the call. The call was reviewed with the call taker and Supervisor spoke with RP about the findings.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
6/2/2021	6/9/2021	7	Inquiry	RP felt officers took the word of someone who was not a witnesses in a dispute when they arrested her husband.	Sgt. learned that officers responded to a dispute in which the caller had witnesses one of the parties pointing a gun at the other. Officers did a thorough investigation with numerous witnesses before an arrest was made. Sgt. spoke with RP about the findings.
6/2/2021	6/23/2021	21	Inquiry	RP felt that a man and woman who were threatening their neighbors should have been cited.	Sgt. found that a dispute had happened but when officers investigated neither victim wanted to press charges. Sgt. spoke to RP about the incident.
6/3/2021	7/13/2021	40	Performance	RP is upset with how call takers handled a call in which she tried to report harassment by her landlord.	Review of calls found that each call taker was polite and professional and after asking RP numerous questions were able to determine no crime had been committed. RP did not return calls to supervisor.
6/7/2021	6/22/2021	15	Performance	RP felt officers accused her of harassing her neighbors when she had been the one who contacted police and filmed the dispute.	Supervisor reviewed bodycam of the incident and found that a dispute did take place, no one was injured and neither party wished to press charges. The officer did speak with RP but did not insinuate that RP was involved. Sgt. spoke with RP letting RP know that if an officer speaks with someone about an incident it does not necessary mean they were involved.
6/6/2021	7/7/2021	31	Performance	RP believes that an officer did an inadequate job of investigating a theft from her home.	Review of police reports found that officers did a complete investigation and found no probable cause that the person RP accused committed the crime. RP did not return Sergeant's calls.
6/10/2021	7/15/2021	35	Performance	RP felt an officer did not handle an incident in which a mentally ill homeless person menaced him and his wife correctly.	Sgt. reviewed police reports and body cam and found that the woman felt RP had tried to take her belongings that were laying on the sidewalk. No probable cause was found for a citation. Sgt. spoke with RP about the incident and why the officer did not cite.
6/10/2021	6/14/2021	4	Incident Review Dismissed: Outside jurisdiction	RP reported an incident that happened during police transport.	Dismissed: Outside Jurisdiction

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
6/14/2021	7/8/2021	24	Inquiry	RP is concerned about the arrest of her father who had been harassed by a group of white men yet her father (an African-American) was arrested.	Sgt. learned that probable cause had been developed for the arrest. RP's father had declined to give officers details about the harassment he was dealing with. Sgt. spoke with RP.
6/14/2021	7/13/2021	29	Inquiry	RP reported that an officer failed to give Miranda to her ex-boyfriend which caused the court case to be thrown out.	Sgt. spoke with RP who was not upset with the officer, only that the court case had taken over a year.
6/17/2021	7/23/2021	36	Performance	RP reported an officer tailgating and speeding on Beltline.	Review found that the officer was on a call for a dispute with a person unconscious and the driving was within policy.
6/18/2021	7/2/2021	14	Performance	RP reported that an officer following him on Hwy 99 failed to use turn signals.	Sgt. attempted to identify the officer involved but was unsuccessful.
6/21/2021	7/16/2021	25	Performance	RP reported an EPD vehicle driving erratically on 7th Avenue.	Sgt. spoke with the officer about the complaint. RP did not return voice messages left to discuss the complaint.
6/21/2021	7/16/2021	25	Performance	RP reported an EPD vehicle speeding near the Amazon Pool with out light and sirens.	Sgt. learned that the officer was responding to a call. The code 1 response was appropriate. Sgt. corresponded with RP about the findings.
6/22/2021	6/23/2021	1	Service Level	RP felt three weeks was too long to wait to obtain a police report.	Supervisor found that RP's public records request was actually filled within the 10 allotted timeline.
6/22/2021	7/21/2021	29	Performance	RP was upset that an officer told the owner of her rental unit that she was a meth dealer which has led him to not inform her of a break in at the complex.	Sgt. learned that RP's code had been used at the complex, and that the owner had reached out to the officer about the incident. The officer provided truthful information to the owner. No policy violations were found. Sgt. spoke with RP and explained the issue and provided information on how to make a report if she found her belongings had been impacted.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
6/25/2021	8/2/2021	37	Inquiry	RP was unhappy with how an officer handled an incident in which he reported a neighbor for leaving dog waste in the street.	Sgt. found that RP and a neighbor's family had an on going dispute. The officer investigated and warned the family about the dog waste issue, then left a detailed message about how the incident had been handled including advising RP that his unruly and harassing behavior needed to cease also. No policy violations were found Sgt. spoke with RP about the findings.
6/28/2021	7/14/2021	16	Courtesy	RP felt an officer was rude and disrespectful, accused her of lying when she was reporting an assault.	Lt. reviewed the body cam and found that the officer had been unable to collaborate RP's account of the assault even with security camera video of the place and time. The officer was professional, but had asked RP clarifying questions about the incident. No policy violations were found and Lt. spoke with RP about the findings.
6/28/2021	7/14/2021	16	Inquiry	RP reported an officer that harassed a vendor of the farmers market.	Sgt. looked into the incident and was unable to identify any officer that may have spoken to the vendor. RP did not return voice messages to obtain further information.
6/29/2021	7/27/2021	28	Performance	RP feels a call taker did not take his report of a woman pulling a knife on him on the sidewalk seriously.	Review of the call found that RP did not make it clear to the call taker that the knife had been pulled on him and RP had called the incident in 45 minutes after the woman had left the area. Supervisor spoke with the call taker about asking further clarifying questions and then with RP about the findings.
6/28/2021	7/23/2021	25	Performance	RP was unhappy with how an officer investigated an incident at Alton Baker Park (taking the other party's side and then suspending the case).	Sgt. found that the officer had followed policy and procedure in the investigation and found that the issue was a civil one. The incident was followed up with the City Prosecutor who agreed. Sgt. spoke with RP about the findings.
6/29/2021	8/4/2021	35	Incident Review	RP was upset about an officer's demeanor and a statement made to him at the Eugene Airport when the officer was responding to an incident at the snack bar.	Sgt. found that the officer had responded to help mediate an interaction between restaurant employees and RP. Body Cam showed that the officer did make a statement about ensuring safety as his responsibility at the airport is to ensure the safety of all involved, it was not made to be rude or as a threat.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
6/29/2021	8/4/2021	35	Inquiry	RP was unhappy with how an incident was handled in which he was assaulted, he was brushed off and sexual and racial undertones of the incident were brushed off.	Sgt. learned that the altercation had been started by RP and the other party did not want to press charges. The Sgt. also agreed with the officer decision and spoke with RP to assure him that only the facts were looked into by the officer.
7/2/2021	9/2/2021	60	Inquiry	RP felt officers used excessive force on a man and that the officer should have waited for back up.	Review found that the suspect had just fought with another officer prior to the interaction that RP witnessed, but that the officer should have waited for back up. Sgt. spoke with RP about the findings.
7/2/2021	7/23/2021	21	Performance	RP reported an EPD officer driving erratically on Hwy 99.	Sgt. learned that the officer was in the process of making a traffic stop and passed cars in the left lane. No policy violations found. RP did not provide contact information for a call back.
7/7/2021	8/2/2021	25	Courtesy	RP was upset that an officer awakened her very early and made her move from the location she was in.	Sgt. learned that the interaction actually took place a 9:51 am and RP was trespassing. No policy violations were found.
7/7/2021	7/20/2021	13	Inquiry	RP was concerned that an officer parked his vehicle partially blocking his driveway.	Sgt. found that the officer realized he had blocked the driveway but the officer determined the suspect of his call who was welding a bat took precedence. No policy violation found. RP was happy with the information about the incident.
7/8/2021	8/9/2021	31	Performance	RP was unhappy that a call taker did not take his call for a welfare check on his children seriously and did not dispatch officers.	Call details showed RP could not provide any information that his children were in immediate danger. The issue was a custody dispute that needed to go to the court. Supervisor spoke with RP .
7/8/2021	10/5/2021	87	Incident Review	An Anonymous RP alleged that an EPD officers made inappropriate remarks about citizens during while off duty.	Due to the Anonymous RP and no one to contact for more details no investigation was conducted. Sgt. spoke with officer about importance of citizen perceptions even when off duty.
7/9/2021	9/16/2021	67	Incident Review	RP reported that he had been told by a friend that an officer had taken a bribe during a traffic stop.	Review of body cams of the stop in questions found the video evidence did not support the claim that RP made.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
7/12/2021	8/2/2021	20	Inquiry	RP was unhappy that his vehicle was searched by EPD with out his permission during a traffic stop made on his roommate who had been driving his car.	Sgt. found that during the traffic stop it was learned that the driver had warrants, a felony suspended license and in possession of 2 grams of meth in plain sight in the vehicle. No warrant was required for the search and there is no requirement to contact the owner prior to the search. RP did not return messages left by the Sgt.
7/13/2021	7/21/2021	8	Policy	RP was concerned about the harm it does to people when EPD releases names to the media. One mistake takes on huge ramifications.	Supervisor spoke with RP about what information EPD can legally release and how they have no say in how the media uses the information.
7/19/2021	9/7/2021	48	Policy	RP was concerned that the Wireless Emergency Alert system did not appear to work as intended, with him getting alerted hours later and a friend not getting an alert at all when he was with in blocks of the incident.	Review of the incident found that a wireless alert system was used which uses cell tower phone sites which are not as precise. Supervisor communicated with RP about the system and how it works.
7/19/2021	8/12/2021	23	Inquiry	RP was concerned that a police vehicle followed him and his son home from a dog park, but never stopped them.	Records showed that officers were in the area concerning a physical dispute between a male and female where a juvenile was involved, officers may have observed RP and his son and then realized that they were not the people they were looking for. Sgt. contacted RP to explain the situation.
7/22/2021	10/5/2021	73	Incident Review	An Anonymous RP believed shady stuff was happening and police did not secure a warrant when using an armored vehicle. RP also referred to the incident as a shooting.	Sgt. learned that the incident was a domestic violence issue and officers had probable cause for an arrest. A warrant was obtained when the suspect refused to leave the residence. The suspect was found deceased of a self-inflicted gun shot wound.
7/22/2021	8/20/2021	28	Service Level	RP tried to report an issue with a man who came to his door about a parking issue and threatened him. Call taker said nothing they could do.	Review of the call found that none of the behavior articulated by RP to the call taker was a crime. Supervisor spoke with RP to explain further the criminal definition of harassment.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
7/30/2021	9/7/2021	37	Inquiry	RP inquired into traffic stop protocols.	Lt. reviewed RP's traffic stop and found no policy violations and then spoke with RP to answer his questions.
7/28/2021	9/7/2021	39	Performance	RP was unhappy with how officers handled a trespassing issue near his home.	Sgt. found that the area in question is actually a common area and that the issue between neighbors was civil in nature and not criminal. Sgt. spoke with RP about why officers were unable to provide the outcome he expected.
8/4/2021	9/15/2021	41	Inquiry	RP called EPD about indecent exposure issues with her neighbor and has not been allowed to press charges.	Sgt. learned that the officers could find no criminal activity at the time of RP's call. Sgt. spoke with RP about what the law would allow officers to arrest or cite for in this situation.
8/3/2021	9/7/2021	34	Courtesy	RP was upset that officers showed up at his home in middle of the night looking for some woman who hadn't lived there in a year.	Sgt. found that the officers had been dispatched to a call of a woman in distress called in by her sister who did not have an address. Officers went to the most recent know address which they found out was not current when they encountered RP. No policy violations noted. Sgt. spoke with RP about the incident.
7/24/2021	8/10/2021	16	Performance	RP was upset that her son was charged but other individuals were not during an altercation at the Fair.	Supervisor spoke with RP about the concerns and how to help RP's lawyer follow up with possible witnesses.
8/6/2021	10/14/21	68	Inquiry	RP is trying to obtain body cam of an incident to used to request a restraining order.	Supervisor reviewed the request and found that a letter was sent to RP explaining that EPD does not provide body cam expect in certain circumstances. Information on that was provided. Also that a records request for the CAD was completed and given to RP.
8/6/2021	9/8/2021	32	Performance	RP inquired into why an officer did not follow through on a request for a welfare check on her child.	Sgt. learned that a custody dispute was going on between the parties and that RP had been unable to articulate a reason for the welfare check and that the other party held an emergency custody order. No policy violations were found. RP did not return numerous voicemails left by the Sgt.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
8/6/2021	9/7/2021	31	Inquiry	RP was concerned that EPD could do nothing to help with a situation where a homeless man was squatting in her rental home.	Sgt. learned that with the information the officer had at the time, that the man had been in the home 6-12 months it was a civil issue. The officer did attempt to contact the man but received no answer at the door. The incident was investigated appropriately by the officer. Sgt. spoke with RP about the concern.
8/5/2021	9/8/2021	33	Service Level	RP feels EPD has given her no help with being harassed by the husband on an acquaintance.	Sgt. reviewed the calls for service and spoke with RP. Explaining the steps that officers had taken and the limitations of the telephonic harassment laws.
8/9/2021	9/21/2021	42	Courtesy	RP felt an officer was rude and disrespectful when he tried to report a group of homeless men digging a tunnel under the overpass.	Sgt. learned the incident happened in the parking lot of Public Works and the officer thought he was having a short conversation with a PW employee and not a citizen trying to report something.
7/26/2021	9/17/2021	51	Policy	RP was upset that his vehicle was searched by EPD after a traffic stop in which a friend had been driving his car.	Sgt. found that officers had established probable cause as the driver had confirmed warrants was driving with suspended license, drug paraphernalia was in plain sight and the vehicle had been traveling on a public roadway when the traffic stop was conducted. RP did not return voicemails.
7/27/2021	2/16/2022	199	Inquiry	RP is upset with patrols lack of enforcement of traffic issues near her home and in the school across the street. RP also alluded to a rape possible involving an officer.	Sgt. reviewed RP's calls for service and spoke with RP about her concerns. Sgt. learned that the rape alluded to by RP was not by an officer and had happened many years ago.
8/11/2021	8/19/2021	8	Inquiry Dismissed: Outside Jurisdiction	RP reported a traffic stop issue that involved an outside agency.	Dismissed: Outside Jurisdiction
8/13/2021	10/7/2021	54	Performance	RP reported an EPD vehicle that did a U-turn and then was speeding and not staying in the lane.	Sgt. learned that the officer had just been dispatched to a burglary in progress call. Sgt. noted that the officer should have activated his lights and siren to make the turn. The incident was discussed with the officer.
8/13/2021	11/23/21	100	Incident Review/Discrimination	RP was upset that officers who came to his home late at night to give him a citation were transphobic and racist.	Review of body cam showed the officers served RP with a citation that that had been developed during an investigation with probable cause and no evidence of transphobic or racist behavior.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
8/19/2021	9/8/2021	19	Performance	RP was upset with an interaction that her son had with two officers. One officer knock her son's phone out of his hand because he believed he was filming them, they also had their name tags covered up.	Body cam of the incident found that officers had waved RP's son past the stop that was taking place and a few minutes later told him it was ok to film, but he needed to back up to a safe distance. When asked by the son about what was going on the officer politely told him he was in the middle of the situation and could not focus on the son. The phone was not knocked from his hand, and the officer's name plates were clear in the bodycam. Lt. contacted RP with his findings.
8/18/2021	8/26/2021	8	Inquiry	RP was concerned about how a custody dispute was handled by officers	Sgt. found that officers found no criminal activity in the incident, but worked with the two parties to end the dispute. Officers explained the course of actions through the court that the parties needed to take. No policy violations were found. Sgt. spoke with RP about the findings.
8/23/2021	9/28/2021	35	Performance	RP reported an officer who failed to return voice messages.	Sgt. learned that the officer had called and texted with RP at least 20 times and they had made contact.
8/23/2021	9/14/2021	21	Inquiry	RP was upset that an officer would not bring charges against a homeless man who stole \$5000 worth of tools from him.	Sgt. found that the officer used information from the homeless man to charge another man who had initiated the theft. Sgt. spoke with RP who was happy to learn a theft charge had been made.
8/26/2021	10/18/21	52	Policy	RP reported that a homeless man in Washington/Jefferson park who was using a cooking fire was given 5 minutes to pack up and leave or face trespass and arrest.	Sgt. reviewed the incident in question and found officers acted within policy and Administrative Order 52-21-25. Sgt. spoke with RP who felt that the city should revise the appeal process for the Notice of Restriction for City Parks.
8/31/2021	10/5/2021	35	Inquiry	RP was upset that her recovered stolen vehicle was towed by EPD when she was told the tow would be free.	Sgt. found the that when the officer called RP to notify her the vehicle would need to be moved due to it blocking the roadway, RP did not answer. It was safekeep tow per policy. RP did not respond to calls to discuss the issue.
8/31/2021	9/21/2021	21	Performance	RP felt an officer who came to her home on an investigation of a rape by a family member did not take into account the information she reported.	Sgt. reviewed the case in question and found that it was still open and had been forwarded to the District Attorney for review as per policy. No policy violations were found. Sgt. spoke with RP about the investigation and where the case was at this point.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
9/3/2021	10/7/2021	34	Inquiry	RP's repeated calls for welfare checks have not resulted in an officer being dispatched.	Supervisor found that RP has called frequently over the last few years and that the daughter involved has made note that she is in no danger and does not need the welfare checks. During the latest call 911 operators checked in with the daughter.
9/7/2021	9/15/2021	8	Policy	RP was upset that two officers came to her door unmasked.	Sgt. learned officers were on a welfare check for a call that included hearing screams. Officers stood over 6 ft away from RP and the contact lasted 30 seconds. No Policy violation. Sgt. spoke with RP about the concern.
8/30/2021	2/3/2022	153	Incident Review	RP alleged that officers falsely arrested her son and arrested her after throwing her to the ground.	Review of the incident found that RP was arrested after striking an officer in the face while interfering in a police investigation. RP's son was arrest on a warrant. Sgt. made attempts to speak with RP about the findings.
9/4/2021	9/8/2021	4	Inquiry Dismissed: Outside Jurisdiction	RP was looking for help with issues from outside agencies.	Dismissed: Outside Jurisdiction
9/7/2021	11/8/2021	61	Incident Review/Constitutional Rights	RP alleged that an EPD officer and a park employee talked about planting evidence to have a homeless person kicked out of a park.	Sgt. spoke with RP about the allegation and reviewed extensive bodycam footage but was unable to corroborate if the incident occurred.
9/5/2021	9/15/2021	10	Performance	RP reported a patrol car speeding and weaving through traffic on River Road.	Lt. learned that the officer was on a call for service in which it was not tactically sound to use lights and sirens.
9/14/2021	10/18/21	34	Performance	RP felt an officer who came to her home at 4 am to give her a citation for harassment was biased against people with disabilities.	Sgt. found that the officer was dispatched at that time, body cam showed that no discussion of a disability took place and that RP's concern at the time was that the other party was not cited also. The officer took the time to explain to RP. Sgt. spoke with RP about the findings.
9/14/2021	10/11/21	27	Inquiry Dismissed: Timeliness	RP is upset that an officer did not file charges in an assault from 2019.	Dismissed: Timeliness

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
9/16/2021	9/24/2021	8	Performance	RP is concerned that when calls about trespass at his place of business are made officers seem reluctant to arrest or even cite the trespasser.	Sgt. spoke with RP about his concerns, explaining at this time due to COVID protocols officer would most likely cite a trespasser and not do a physical arrest.
9/20/2021	10/21/21	31	Inquiry	RP felt officers where very aggressive with her and her husband when they responded to a call that her car had been set on fire.	Sgt. learned that officers had been dispatched to an arson in progress with possible shots fired. Body cam showed the RP and her husband were hysterical and in a panic. An officer had to repeated ask them to stop and calm down so information could be obtained. Once RP calmed down and it was learned that the shots were things exploding in the car, the situation was handled and an arrest was made.
9/21/2021	11/18/21	57	Inquiry	RP was upset that an officer was rude when RP questioned a parking citation.	Lt. reviewed the CAD from the incident and spoke with the officer who noted he had made no contact with RP during the writing of the citation. Lt. spoke with RP who admitted he had not seen the officer. No policy violations.
9/22/2021	9/28/2021	6	Service Level	RP has been unable to get EPD to deal with a noise complaint that he as called over and over about.	Sgt. found that in each call an officer had contacted the resident and gave warnings that gain compliance. RP lives in a student housing area. Sgt. spoke with RP about the steps officers had made and encouraged RP to continue to call in the noise complaints.
9/24/2021	10/8/2021	14	Inquiry	RP watched officers handled what appeared to be a domestic violence issue and on the second call officer left without talking to the woman.	Sgt. learned that officers could not gain compliance from the woman involved to answer the door to allow officers to visually determine if there were no injuries. Previously at another location officers had contacted the other party involved, so knew no current danger was present. Sgt. spoke with RP about the findings.
9/24/2021	10/28/21	34	Inquiry	RP reported an officer who was screaming profanities at vehicles while directing traffic.	Sgt. reviewed video of the incident and found no profanities uttered by the officer. The officer did yell at a car that accelerated around other stopped vehicles in a reckless manner. Sgt. spoke with RP about the findings.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
9/24/2021	10/22/21	28	Courtesy	RP reported being yelled at by an officer to go around two police vehicles that were parked in the middle of a parking lot.	Sgt. found that numerous officer had been dispatched to the business for a large crowd causing damage and shoplifting at a store. The officers were discussing the dispatch and noted that there was room for cars to go around them. Sgt. spoke with RP who wanted officers to know it could give citizens a reason to not like police.
9/27/2021	10/28/21	31	Service Level	RP has been unable to get ahold of an officer to add information to his report.	Sgt. learned that the officer had reached out to RP and explained he needed to work with an out of state agency due to the issues with the case.
9/28/2021	10/25/21	27	Policy	RP questioned why officers don't ask citizens in the area if they have seen a suspect they are searching for.	Sgt. found that in the incident RP mentioned EPD was an assisting agency, RP did not return calls to talk about the issue.
9/29/2021	1/3/2022	94	Incident Review: Performance	RP felt officers did a poor job of handling a psychotic woman, by not trying to calm her or the situation. RP learned later the woman was taken to jail not the hospital.	Review of body cam showed the officers did a good job of calming the woman and moving her to the patrol car where she kicked an officer twice. When it was learned she had warrants she was transported to the jail. No policy violations were noted by the officers. RP's phone number had changed and Sgt. was unable to contact.
10/5/2021	11/10/21	35	Performance	RP was concerned that an officer dispatched to speak to them about a child abuse situation went to the suspects home first, inadvertently tipping them off.	Sgt. found that a mistake had been made by the officer in going to the wrong address. Both the RP and the detective in charge were notified of the issue.
10/7/2021	10/13/21	6	Incident Review: Performance Dismissed: Alternate Remedy	RP alleged that an officer committed perjury during a criminal proceeding.	Dismissed: Alternate Remedy
10/13/21	11/24/21	41	Inquiry	RP was concerned that an officer did not appear to understand the Oregon Residential Landlord and Tenant Act while dealing with a landlord tenant issue.	Body cam review of the incident found that the officer researched the law while on the call with the DA's office and the internet. No enforcement action was taken due to this research. No Policy violations. An email was sent to RP about the findings.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
10/14/21	10/19/21	5	Performance	RP reported a neighborhood dispute in which an officer was upset with her children ringing the doorbell of his father. RP's children were not involved.	Sgt. spoke with both parties about the issue, mediated it to the satisfaction of both.
10/15/21	12/9/21	54	Incident Review	RP reported to another jurisdiction that she was sexually assaulted during her arrest.	Sergeant's review of all body cams from officers at the incident found no evidence of RP being sexually assaulted. The Auditor's Office confirmed and closed the complaint: Unfounded.
10/18/21	11/9/21	21	Service Level	RP was unhappy with how his daughter's call about a man on her porch and in the alley of her home were handled.	Call details showed that daughter called about an incident on her Ring camera that had happened 90 minutes before and the man was no longer there, the information was forwarded to patrol, the call about the alley was later that night and it was not conclusive that it was the same person. Call takers handled the call within policy, with documentation and information forwarded to patrol. Supervisor communicated with RP about the findings.
10/14/21	12/2/21	48	Policy	RP is frustrated with the littering, theft, trespass etc. of the homeless camps in his area. Nothing is ever addressed.	Sgt. spoke with RP about his concerns, and forwarded a code enforcement issue to the proper department.
10/19/21	2/14/22	115	Incident Review: Conduct	Via another agency RP alleged that an officer had sexually assaulted her.	Investigation of the allegation included interviewing RP. RP was unable to articulate any sexual contact. Body cam footage of the entirety of EPD's contact with RP also found no sexual contact with RP.
10/2/2021	10/29/21	27	Incident Review: Conduct Dismissed: Timeliness	RP added a new detail to a previously reported complaint from 2020	Dismissed: Timeliness
10/24/21	1/28/22	94	Incident Review: Conduct	RP was unhappy that officers would not cite or arrest the other party in an altercation say it was mutual combat.	Sgt. reviewed records of the interaction and found the officer did an investigation at the time. Witnesses reported that RP was the initial aggressor in the altercation between the parties. Officers had probable cause to cite both parties, who then declined to press charges.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
10/25/21	12/8/21	43	Policy	RP was concerned that when co workers call EPD about drunk drivers leaving an apartment complex nothing is done.	Sgt. contacted RP for more information about the complaint and did not hear back from RP.
10/25/21	10/28/21	3	Inquiry Dismissed: Outside Jurisdiction	RP tried to report a crime her ex had committed and has been unable to get police to respond.	Dismissed: Outside Jurisdiction
8/27/2021	10/29/21	62	Incident Review: Performance Dismissed: Other	RP complained that when RP reported harassment by some unhoused folks, RP was arrested and given no medical help from EPD.	Preliminary Review by Auditor found no policy violations. Dismissed: Other
10/27/21	2/9/22	102	Incident Review: Discrimination	RP filed a complaint on behalf of a unhoused camper alleging that officers treated the camper differently than others and failed to provide accommodations for disabilities.	Review of Body Cams, police reports showed that in one incident listed the other party was jailed while the camper was cited in lieu of arrest. In the other incident park workers and homeless advocates assisted the camper with his belongings. No Policy violations were found.
10/30/21	11/23/21	23	Inquiry	RP is upset that an EPD officer would not accept a report of perjury against another party in a court case.	During review it was found that the issue is actually under the jurisdiction of another agency. RP was notified.
11/1/2021	12/2/21	31	Policy	RP tried to report two illegal parking issues and was told is was not EPD's problem.	Sgt. spoke with RP about the illegal parking and how parking services is the proper venue for his issue.
11/1/2021	11/8/21	7	Other Dismissed: Outside Jurisdiction	RP feels he is being set up by someone calling the police for a welfare check.	Dismissed: Outside Jurisdiction
11/2/2021	11/10/21	8	Performance	RP felt an officer never got out of his vehicle to look into the a prowler around her property.	Review of the incident found that the officer did check out the area, saw no one, went down the street and contacted RP. RP demanded the officer come to her house which he did. RP then refused the officer's offer to check the backyard. No policy violations. Sgt spoke with RP.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/2/21	12/2/21	30	Policy	RP was unhappy that a call taker would not allow her to be anonymous when reporting a restraining order violation.	Supervisor reviewed the call and found that the call taker correctly told RP that a report could not be generated if EPD did not know who the victim is. Supervisor spoke with RP explaining EPD's policy on making reports.
11/1/21	1/3/22	62	Performance	RP was upset that an officer provided an incorrect case number for his robbery .	Sgt. spoke with the officer about the error and cautioned care in the future. Sgt. spoke with RP about the issue.
11/3/21	11/8/21	5	Performance Dismissed: Alternate Remedy	RP felt an officer ticketed him in error.	Dismissed: Alternate Remedy
11/3/21	12/3/21	30	Courtesy	RP felt a call taker was dismissive, and minimized his concern about illegal camping.	Review of the call found the call taker was professional and tried to help RP but found no dispatch criteria to proceed. A Parking Services referral was made, which RP feels gets him nowhere. Supervisor spoke with RP about the call and his concerns.
11/4/21	11/7/21	3	Inquiry Dismissed: Other	RP is concerned about how officers handled an incident at a local cookie shop.	Per Auditor, preliminary review found no policy violations. Dismissed: Other
11/4/21	11/8/21	4	Inquiry Dismissed: Previously Reviewed	RP reported an incident from 2017 that RP felt was not handled correctly by officers.	Dismissed: Previously Reviewed
11/8/21	1/4/22	56	Performance	RP was concerned that an officer at the airport directed them to leave the loading zone before he was able to install his child's car seat that had been brought on the plane.	No body cam was found of the incident. Sgt. spoke with the officer who did not remember an incident as described. RP did not return calls to discuss the complaint.
11/6/21	11/18/21	12	Incident Review: Performance Dismissed: Alternate Remedy	RP alleged officers violated constitutional rights during two incidents.	Dismissed: Alternate Remedy

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/8/21	2/23/22	105	Incident Review: Conduct	RP felt an officer had retaliated against her client by issuing a citation after a first complaint had been made.	Review of the officer's body cam found no retaliatory behavior made by the officer, records then showed the appeal that RP's client had filed was made 2 days after the officer had made the citation. Sgt. spoke with RP about the findings.
11/9/21	12/3/21	24	Service Level	RP is concerned about EPD's response to a group of men camped on the sidewalk in front of her home, as well as numerous other issues she's had with the camp across the street.	Review of body cam of the contact with RP found the officers were professional and explained what they could and could not do. When the Sgt. spoke with RP the frustration with the situation was apparent and the complaint was not against any individual officer.
11/9/21	12/2/21	23	Service Level	RP is upset with all the issues she has to deal with living across from the Washington Jefferson Park and EPD's lack of enforcement.	Review of calls found that the call takers were professional and processed RP's call appropriately. Supervisor spoke with RP about her frustration on how the city is handling the homeless issue in her neighborhood.
11/5/21	12/29/21	54	Performance	RP was unhappy that an officer would not charge a man with HIV who assaulted and spit on him.	Lt. found that the officer had explained to RP a double jeopardy issue with the law which made it preferable for RP to be tested on the HIV before filing charges. Once that had happened the officer sent the charges through to the DA. RP did not return calls to the LT.
11/10/21	11/22/21	12	Inquiry	RP inquired into EPD's rape kit backlog.	Lt. spoke with RP to provide the information that EPD does not have a rape kit back log.
11/12/21	11/17/21	5	Performance Dismissed: Other	RP feels officers are not doing their jobs. No specific incident cited.	Dismissed: Other
11/12/21	11/23/21	11	Incident Review: Use of Force Dismissed: Other	RP alleged officers used excessive force during an arrest causing nerve damage in both arms	Dismissed: Other. Review of all body cams by Auditor's Officer found no policy violations.
11/12/21	11/23/21	11	Inquiry Dismissed: Alternate Remedy	RP was upset that her car was searched when her friend was driving on a mobile warrant.	Dismissed: Alternate Remedy
11/11/21	11/18/21	7	Inquiry	RP wrote the Auditor about an issue with the Winston OR police department.	Dismissed: Outside Jurisdiction

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/13/21	12/21/21	38	Inquiry	RP was upset with how an officer handled a report of a sexual assault of a minor.	Review of the investigation found that the officer did a thorough investigation, documented the evidence presented by RP and forwarded the case to detectives as per policy. RP was contacted and further information that had not been presented to the officer was added to the report.
11/15/21	11/17/21	2	Conduct Dismissed: Previously Reviewed	RP reported an incident from 2014.	Dismissed: Previously Reviewed
11/15/21	12/3/21	18	Inquiry	RP alleged that EPD personnel used the DMV record system to look her up and then cite RP for hit and run.	Review of the incident found that no EPD personnel looked up RP. The officer cited RP due the investigation and the found probable cause. Sgt. spoke with RP about the findings.
11/15/21	12/3/21	18	Incident Review: Performance Dismissed: Outside Jurisdiction	RP alleged pornographic material was being emailed to him.	Dismissed: Outside Jurisdiction
11/6/21	1/14/22	68	Performance	RP alleged that an officer demanded he sit down and when he refused, picked him up and slammed him to the ground for no reason.	Review of the incident found that officers arrived to a physical dispute in progress and asked the participants to sit down so the situation could be sorted out. RP refused and was guided to the ground with an in policy arm bar technique and handcuffed. Within 3 minutes RP was identified as the victim and released from handcuffs but still refused to cooperate with officers.
11/17/21	1/3/22	46	Incident Review: Conduct	RP inquired about an incident he heard from a friend of an officer who came into their business after a police action outside and offered to sell them weapons.	After review of body cam and talking with the officer Sgt. learned that officer did have a discussion with RP's friend about weapon sales but not about selling to the friend. The Sgt. followed up with friend and found nothing outside of policy. Sgt. spoke with RP about the findings.
11/17/21	1/20/22	63	Incident Review: Performance	RP reported various issues with EPD officers at the Washington/Jefferson St. Park.	Sgt. reviewed body cam from each issue listed and found no policy violations.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/17/21	12/9/21	22	Inquiry	RP inquired into whether a note could be added to her address file due to the same number on an adjacent street having frequent EPD contact. (Officers end up at her address by mistake)	Supervisor reviewed the issue and assisted RP with adding a note to the system to try and solve the issue.
11/17/21	12/21/21	34	Service Level	RP felt an officer did a poor job of looking into the theft of his bike trailer.	Review of the report found that the officer handled the call properly documenting RP's allegations against someone he believed took the trailer and wheel. The officer established no probable cause due to RP's story changing multiple times. No policy violations. RP did not return calls.
11/17/21	1/10/22	53	Service Level	RP was unhappy with how an officer handled an assault by a friend of RP.	Review of the incident found that no assault had taken place, but that the officer should have taken a report due to an allegation that RP had been hurt. Sgt. spoke with RP and directed the officer to fill out a report.
11/17/21	11/23/21	6	Inquiry Dismissed: Alternate Remedy	RP feels an officer did an inadequate job investigating before arresting him for kidnapping.	Dismissed: Alternate Remedy
11/18/21	11/24/21	6	Performance Dismissed: Other	RP feels EPD has not followed up on his reports of burglary.	Dismissed: Other
11/18/21	12/9/21	21	Inquiry	RP feels that a complete background check was not completed by an officer regarding an application.	Review of the process found that a complete background check was completed. Sgt. spoke with RP about the findings and to answer RP's questions about the process.
11/2/21	1/26/22	84	Service Level	RP was upset that a call taker would not forward him to a supervisor without details of the issue and that the supervisor refused to take his complaint about a child custody issue.	Supervisor reviewed the call and found that both the call taker and supervisor were within policy in the handling of the call. Call takers are instructed to ask for details. The supervisor correctly advised RP that the issue was one that would need to be take up with the court.
11/22/21	12/1/21	9	Inquiry Dismissed: Outside Jurisdiction	RP was upset that a call taker gave her the wrong number, and that officers threatened to shoot her.	Dismissed: Outside Jurisdiction. No EPD contact with RP was found in the system.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
11/23/21	12/21/21	28	Performance	RP was upset that when he told an EPD officer where his stolen vehicle was it was towed without him being allowed to come get it.	Review of the incident found that RP was unable to pick up the vehicle during the time frame needed. The officer followed policy in initiating a safe tow. Sgt. spoke with RP about the findings.
11/29/21	12/2/21	3	Inquiry Dismissed: Previously Reviewed	RP feels EPD did a poor job of handling an issue between his ex-and himself.	Dismissed: Previously Reviewed
11/29/21	1/3/22	34	Inquiry	RP was unhappy with the way an officer spoke to her after an interview with her child, and that no charges were filed in the incident that was reviewed.	Review of the incident by the Sgt. found that the officer did get pointed with RP and that DHS workers at the interview felt that officer was being honest and forthright with RP about the situation; they did not see anything unprofessional in the exchange. Sgt. spoke with RP about the findings.
11/29/21	12/20/21	21	Performance	RP reported a patrol vehicle driving with lights but no sirens that almost hit his vehicle.	Review of body cam noted that the officer was not using sirens, Lt. spoke with the officer about using due care while on emergency calls. RP did not return voicemails.
11/29/21	12/13/21	14	Service Level	RP was upset that EPD had not reached out to take a report of an assault.	Review of the Police Report found that an officer contacted RP and documented RP's allegations in the assault. Sgt. spoke with RP who did not realize this had happened.
11/29/21	12/10/21	11	Inquiry	RP felt an officer did not follow through with citing a man who hit her son in the face.	Sgt. reviewed the incident and found that the son and friends had initiated the incident and then later confront the suspect with a knife. The officer and Sgt. both contacted RP with details of the investigation.
11/30/21	1/25/22	55	Inquiry	RP was unhappy that no investigation was undertaken when her son was assaulted by a man outside of a bar.	Cpt. found that the officer had responded to the bar and provided first aid to RP's son. RP's son made no mention that he had been assaulted, nor did bystanders. Based on this information at the time no report was taken. Supervisor reached out to RP and offered to move forward with an investigation if RP's son wished.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
12/1/21	12/16/21	15	Performance	RP was unhappy that a noise complaint about a construction company starting before 7am was not handled properly.	Lt. found that the severity of the noise was missed by the officer responding. Lt. had the issue documented, forwarded to Planning and Development and the company cited. Lt. spoke with RP about the issue and the remedy.
12/2/21	12/20/21	18	Performance	RP felt an officer was harassing him by showing up and telling him he had to move before the 72 hour notice was up.	Lt. reviewed body cam and found that the officer was professional, and was just providing a warning that RP's time to move was approaching. No policy violations. RP did not return calls to discuss the incident.
12/3/21	12/13/21	10	Inquiry Dismissed: Outside Jurisdiction	RP reported a man who said he was law-enforcement who yelled at her for driving 5 miles per hour too fast in a residential area.	Dismissed: Outside Jurisdiction
12/6/21	12/16/21	10	Inquiry Dismissed: Timeliness	RP reported an incident that occurred in 2017.	Dismissed: Timeliness
12/7/21	12/21/21	14	Service Level	RP was unhappy with how EPD handled an issue with a protective order.	Sgt. found that the officer documented RP's concern provided no information that indicated probable cause for a crime. No policy violations. Sgt. spoke with RP about the findings.
12/8/21	1/18/22	40	Service Level	RP has gotten no response from EPD when she tries to report being harassed by a gang member.	Sgt. reviewed calls made by RP to EPD and found in each that the person who RP had called about had left the scene. Beat information was given to patrol. No policy violations found.
12/9/21	1/20/22	41	Inquiry	RP was unhappy with a non-emergency call in which RP was placed on hold 3 times and then given legal advice about where to report the incident she was describing.	Non-emergency calls are handled by 911 operators and are many times placed on hold. The calltaker's referral to BOLI on a mask issue was correct. No violation of EPD policies were found. Supervisor contacted RP about the findings.
12/9/21	2/15/22	66	Performance	RP was unhappy that an officer approached her vehicle and opened the car door during a traffic stop without a mask.	Sgt. learned that at the time of this stop no outdoor mask mandate was in place. Sgt. spoke with RP apologizing for making her feel uncomfortable, also explaining the officer had not violated any policy.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
12/10/21	12/21/21	11	Performance	RP feels an incident in which he was assaulted in his car by another man was not investigated accurately and no citation was issued.	Sgt. learned that RP had actually driven his car toward another man and a third man jumped in to stop him when the altercation happened. The officers found no probable cause for a citation. RP was notified of the findings.
12/16/21	1/20/22	34	Inquiry	RP felt an employee that was on an interview panel should not have participated as a relative was RP's current supervisor.	Supervisor found that the employee was scheduled well in advance for the panel and that RP did not list the relative as the current supervisor on the job application. Once the interview was over the employee immediately dismissed themselves from further assessing RP and let HR know. Supervisor spoke with RP about the findings.
12/15/21	1/25/22	40	Performance	RP was upset that an officer did not take the time to view a video she had taken of her son threatening her.	Review of the call for service found the officer had taken time with RP, was compassionate and professional and had explained that her son verbally insulting her was not a criminal matter. Sgt. spoke with RP about the findings.
12/20/21	1/18/22	28	Performance	RP was upset that an officer did not show up to take his report about an arrow that showed up near where he was camping.	Supervisor found that the information being provided was not sufficient to dispatch an officer as it was not in progress. No policy violations. RP was notified of the findings.
12/21/21	1/20/22	29	Inquiry	RP inquired into why EPD would not consider theft of services a criminal issue vs a civil one.	Supervisor was able to have an officer dispatched to determine if RP's issue was civil or criminal. RP was satisfied with the response.
12/21/21	2/4/2022	43	Inquiry	RP was unhappy that no officer was dispatched when she called about her car being broken into and someone possibly in her house.	Supervisor found that policy was followed in the triage portion of the call; no active crime was taking place. Call notes by the call taker could have been more precise and the call taker was coached. Supervisor spoke with RP about the triage process and what her expectations were.
12/21/21	2/8/2022	47	Inquiry	RP was unhappy with how a couple of officers interacted with her when she tried to report harassment and her phone being hacked. Both officers told her she was delusional.	Review of body cams showed that one officer entered a police report and a supplemental was attached by the other. Body cams showed the officers acting with patience while speaking with RP. No policy violations found. RP did not return calls made by the Sgt.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
12/23/21	2/4/2022	41	Incident Review: Performance	RP reported various issues with an arrest in which officer taunted her and asked weird questions.	Review of the arrest found that RP had been on meth at the time and that no body cam footage was found that showed any officer taunting RP or asking questions that did not pertain to the arrest. Sgt. spoke with RP about the findings.
12/24/21	2/1/22	37	Policy	RP is unhappy with the service received from EPD when calls about security alarms not being a priority and homeless camping near his business.	Sgt. spoke with RP about the concerns, explained EPD's triage system for prioritizing calls and answered questions.