



City of Eugene Police Department
Community Engagement Team
INTEGRITY.COMPASSION.COURAGE.

Neighborhood Watch Packet

Updated 8-28-20 (All phone numbers listed use a 541 prefix unless otherwise noted.)

For emergencies, call 911. For non-emergencies, call 541-682-5111.

For Community Engagement Team Services, contact team members directly:

<https://www.eugene-or.gov/944/Community-Engagement-Team>

How to start a watch group:

1. Recruit neighbors from within 1-2 blocks of your home to meet.
2. Contact the [Community Engagement Specialist \(CES\)](#) assigned to your area (*listed below*), if you need suggestions related to a start-up meeting.

Neighborhood Watch Overview

1. Mutual Support

Neighborhood Watch helps neighbors meet each other and commit to providing a mutual safety net. Some neighbors agree to check on each other if there is reason for concern and create a telephone tree or network, so that members can reach each other quickly. If your neighbor can reach you at home, at work or on vacation out of town, they can better help you protect your property. Some groups have connected using digital apps (e.g. [Nextdoor](#), [Neighbors App By Ring](#), etc.). To create a Neighborhood Watch Member List, we provide a sample you can use, which is found on the Neighborhood Watch section of our website, at the bottom of the "Protect Your Home" page: <https://www.eugene-or.gov/1659/Protect-Your-Home>.

2. Target Hardening

That means making it hard for the bad guys to get your stuff. Always securing your vehicle (please don't leave ANYTHING inside the vehicle) and house, significantly reduces theft and burglary problems. The [CES](#) for your neighborhood can give you some tips to cover at your Neighborhood Watch meeting. In addition, we offer free home security inspections within the incorporated area of Eugene, by contacting your [CES](#).

3. Property Marking

Marking your property with your Oregon Driver's license or State ID number makes your property harder to fence, less attractive to steal and easier to recover. Use the format: OR123456DL or OR123456ID. Make sure you record information about your property (e.g. serial numbers or unique identifiers you have engraved) somewhere secure, which increases your chances of recovery in the event of a theft. You might also consider registering your bicycles and our website has some tips on how to do that: <https://www.eugene-or.gov/951/Bicycle-Safety-Theft-Prevention>. Even if you don't register your bicycles, make sure you record information, especially serial numbers, about the bicycle and store it in a secure location.

Within the city of Eugene limits, we do not promote citizen patrols or the wearing of uniforms. We do promote neighbors being more vigilant and taking responsibility for their surroundings.

How do I Form a Neighborhood Watch?

If you can bring together a group of neighbors from within 1-2 blocks of your home to form a watch, we will provide some useful tips you can use at your meeting. You can reach out to your **CES** directly for meeting tips.

Where do I order Neighborhood Watch signs, stickers, T-shirts or bumper stickers?

The Eugene Police Department doesn't sell these or endorse any specific companies. One source you might consider, is the National Neighborhood Watch Institute at www.nnwi.org 1-888-669-4872.

What must I know to install a Neighborhood Watch sign?

They should be installed on private property, not public right of way. The sign placement must not obstruct nearby drivers' abilities to see around corners or notice pedestrians and cyclists.

Participants provide their own signs, pole and/or posts for mounting the sign and costs are typically covered by participating Neighborhood Watch members.

It is extremely important to be in compliance with Eugene City Code, prior to purchasing/installing any poles, posts or signage. We recommend that you get in touch with Eugene's Building and Permit Services staff at 541-682-5086 or visit their webpage: <https://www.eugene-or.gov/858/Residential>.

For more information related to your Community Engagement Specialist and other resource information:

Geographic area	Community Engagement Specialist	Substation:
Beats 1 & 3: Northeast and Southeast	Steven Chambers 541-682-5178 Email: SChambers@eugene-or.gov	Downtown – 960 Olive St. Station Manager: Paul Bishop 541-682-5280 Email: PBishop@eugene-or.gov
Beats 2 & 4: Downtown, Southwest and West University	Janina Rager 541-682-8186 Email: JRager@eugene-or.gov	
Beats 5 & 6: Bethel, River Road, Santa Clara and West Eugene	Margaret Mazzotta 541-682-5761 Email: MMazzotta@eugene-or.gov	
Emergency: 911 Non-emergency: 541-682-5111 Police Records: 541-682-5131 Police Headquarters: 300 Country Club Rd		
Abandoned Cars: (online: https://www.eugene-or.gov/785/Report-a-Parking-Problem) 541-682-5729		
Animal Welfare: (online: https://www.eugene-or.gov/1919/Animal-Services) 541-687-4060		
Traffic Safety Unit: (online: https://www.eugene-or.gov/992/Traffic-Safety-Unit) 541-682-5157		
Not sure which Beat you live in? Enter your address using the search box on our website: https://www.eugene-or.gov/944/Community-Engagement-Team		

Police/City of Eugene Phone Numbers and Emails:

Cadet Program: (ongoing, for young people ages 16-20) For Information visit our website: <https://www.eugene-or.gov/589/Eugene-Police-Cadet-Program>

City of Eugene phone numbers and e-mails: <https://www.eugene-or.gov/Directory.aspx>

Police Department Tours: Visit our website: <https://www.eugene-or.gov/589/Eugene-Police-Cadet-Program> or call 541-682-5761

Police Internal Affairs (complaints, inquiries, commendations): <https://www.eugene-or.gov/577/Internal-Affairs>

Public Information Office: <https://www.eugene-or.gov/971/Public-Information>

Ride-Alongs With Eugene Police: 541-682-8332

Volunteering: <https://www.eugene-or.gov/585/Volunteer-at-EPD> or call 541-682-5355

Neighborhood Problems in Eugene: Common Questions & Answers

Abandoned Vehicles On City Streets - Report online via Eugene Parking Services website at: <https://www.eugene-or.gov/785/Report-a-Parking-Problem>.

- Use the link to report a parking problem. Parking Services strives to address all complaints within 24 hours. **If your complaint is urgent and represents a public safety hazard, please call in the complaint at 541-682-5729. If the issue is urgent and it is after 5pm Monday - Friday or the weekend/holiday, please report the issue to the Eugene Police Department via the non-emergency number, 541-682-5111.**
- If your report is related to a vehicle being stored on the street, please be aware of the following. The vehicle must remain in the same location for over 72 hours prior to reporting.
- Once a report is filed, Parking Services will be dispatched to place a 72-hour warning sticker on the vehicle. After 72 hours has expired, if the vehicle has not complied with the code, a citation will be issued and a notice for tow will be posted. After an additional 72 hours, if the vehicle has not moved, a tow truck will be dispatched to remove the vehicle. If at any time during the process the vehicle is moved the case is closed and no further action will be taken unless reported again.
- Report a broken parking meter by calling 541-682-5729 with the meter number.

Bicycle Theft- Good bike locks, especially U-Locks are essential in Eugene and are readily available at local bike shops. You can improve your odds of recovering a stolen bike by documenting unique information about the bicycle, especially the serial number, make, model, color, etc. On most bikes the serial number is stamped into the frame under the bottom bracket; turn the bike upside down to find it. The number may be etched in other locations as well. For information and some registration options to consider, visit our website: <https://www.eugene-or.gov/951/Bicycle-Safety-Theft-Prevention>.

Burglaries - *Burglary* is illegal entry into a building to commit a crime. *Burglary* is often confused with *robbery*, in which force or threat of force is used against people. You usually don't see burglars, but if you are robbed you always meet the robber. Evidence of a possible burglary in progress includes seeing someone climbing in/out a window, or coming home and seeing your door kicked in. For a possible burglary in progress, call 911. If the burglary is clearly over and the burglar is long gone, call 541-682-5111 or report online at: <http://ceapps.eugene-or.gov/epdcoplogic/>. Please be patient, as we respond to in-progress calls first, but know that your situation is important to us! Do not clean up until the police have evaluated and processed the scene, which might include dusting for prints. Ideally, don't even enter the house.

To prevent burglary:

- Arrange for someone to watch the house while you're gone.
- Arrange for a free Home Security Inspection by contacting your [CES](#) or visit our website to figure out who your Community Engagement Specialist is: <https://www.eugene-or.gov/944/Prevention-and-Safety>.
- Make sure you have good locks on windows and doors.
- Mark your property with your Oregon Driver's License or State ID number (OR_____DL).
- Consider forming or joining a Neighborhood Watch group.

- A Eugene Police volunteer group, "Seniors on Patrol" offers free Vacation Home Vacation Checks while you are away.
- **For burglary prevention videos, follow this link:** <https://www.eugene-or.gov/1659/Protect-Your-Home>.

Camping In Cars, Parks, Along Streets/Public Property and On Private Property - To report illegal camping, call EPD non-emergency at 541-682-5111. You will be asked to provide a location, vehicle description, license plate number if known, and any other pertinent information. For more detailed information related to illegal camping, visit the City of Eugene website here: <https://www.eugene-or.gov/3484/Illegal-Camping>.

Car Theft - In progress/within a few minutes -- call 911. Later – call EPD Non-Emergency 541-682-5111.

Did you see who took the vehicle? Ideally, police would like a description of the vehicle, name of the registered owner, license plate, direction of travel, and the amount of time since the vehicle was last seen. Are you behind in car payments? Check to see if your car has been re-possessed. Police will be dispatched to your location to have you sign a stolen vehicle report, which acknowledges that you will pay towing costs if police recover the vehicle and can't avoid having it towed. You can also come to Eugene Police Headquarters, 300 Country Club road, to handle the paperwork if you prefer.

Prevention Tips: Especially if this is a chronic problem, becoming more vigilant is the most important action you can take. Improve your ability to see what's going on with additional lighting, by trimming hedges and limbs, removing visual obstacles, or making other environmental changes. Improved lighting, fencing and electronic gates are options to consider for parking lots. Contact your **CES** for a free site inspection.

Further options to deter thieves:

- Park in areas that are well lit, with lots of people nearby who will notice suspicious activity.
- Install security cameras or organize with neighbors to keep an eye on the neighborhood.
- **Don't leave ANYTHING inside the car.**
- Do not hide a key somewhere on the car frame, over the tire, etc.
- When unoccupied, the car doors and windows should all be closed and locked.
- To deter carjackers (although this crime is rare in this area), the car doors should be locked when the vehicle is occupied as well.
- Electronic theft deterrent devices that cut off the fuel or electrical power, or that use GPS technology to track your car (talk to a professional about installation options).
- Car alarms may help, but they are so commonplace that many people ignore them. If you install one, let your neighbors know so they can alert you if the alarm sounds.
- If you will not be using your vehicle for some time, consider disabling it and keeping it in a secure location.

Domestic Violence - For violence in progress, call 911. For additional information visit our website: <https://www.eugene-or.gov/1056/Domestic-Violence> **Also see: Restraining Orders.**

Dogs - For problem dogs in the incorporated area of the City of Eugene, call 541-687-4060 and there will be a menu with different topics to choose from. For a vicious dog actively threatening people, call 911. If you think the dog is barking because of a crime in progress (i.e. a Burglary) you can call 911 and report "suspicious conditions". For additional information visit our website: <https://www.eugene-or.gov/1919/Animal-Services>.

Drugs- For drug activity in progress, or suspicious conditions, call 541-682-5111 for patrol to respond. If it is of an emergency nature, call 911. For found hypodermic needles: Garbage companies can provide special "Sharps" containers, for disposal purposes, for a fee. Tell kids not to handle needles. Adults can dispose of needles but handle with caution. You can take needles to any police station for disposal or call 541-682-5111 and ask that someone come pick them up when available.

Drug Labs- If you are wondering about whether a house has been used as a drug lab, check the online at: <https://www.oregon.gov/bcd/jurisdictions/Pages/drug-labs.aspx>.

Emergency Notification-

https://lanecounty.org/government/county_departments/lane_county_emergency_management/sign_up_for_emergency_notifications This service, powered by AlertSense, allows fire, police, and other emergency response agencies to issue alerts to citizens in the event of severe weather, fire, flooding, hazardous materials, need for immediate evacuation, civil danger, local area emergencies, and missing persons.

SIGN UP today to select the types of alerts and notifications you would like to receive, as well as your preferred method of contact.

Enter your address or zip code to receive advanced warning of severe weather or emergencies that directly impact the area in which you live or work. In the event of a life threatening emergency, alerts will be delivered to you through priority channels including telephone and/or priority text messages; non-emergency notifications are received through text and email.

Emergency voice alerts sent from the County will come through as telephone number (541) 972-3177 on Caller ID. You can dial that number, if you would like to hear the last message repeated.

Fencing Options- Fences and accessory structures in Residential Zones R-1, R-2, R-3, & R-4 may be built on private property, as long as they meet certain height and setback requirements. This is general information that can be used as a guideline when planning your project. For more detailed information on fences, visit this site:

<https://www.eugene-or.gov/DocumentCenter/View/14252/Fences--and-Accessory-Structures#:~:text=The%20code%20standards%20for%20fences,within%20the%20%2FUL%20overlay%20are>
[a.](#)

Graffiti- 911 is the number to call for any crime in progress. Otherwise non-emergency at 541-682-5111 is the phone number to call. Especially if the graffiti has gang or hate crime overtones, call this number and/or take pictures before removing the graffiti on your private property. Regardless of the type of graffiti, the police will keep photos on file for eventual prosecution in the event that an offender is caught. Only the owner or manager of the vandalized property can file a complaint, as the legal victims. Graffiti can also be reported on-line at: <http://ceapps.eugene-or.gov/epdcoplogic/>.

For additional information related to graffiti removal in public spaces, visit this site:

<https://www.eugene-or.gov/320/Graffiti-Removal>

Hate and Bias Crimes - Hate crimes are attacks on people or property based on perception of race, religion, national origin, gender, disability or sexual orientation. Hate or bias crimes should be reported to the police and 911 should be called if the situation is an emergency. If the crime occurred in the incorporated area of Eugene and is not an emergency, call non-emergency at 541-682-5111. The information can also be reported to the City of Eugene Human Rights and Neighborhood Involvement at 541-682-5177 or online here: <https://www.eugene-or.gov/2476/Equity-and-Human-Rights-Contact-Form>.

Identity Theft- If your wallet is stolen, keep a close eye on your credit card bills, etc. for a while, or consider canceling them or alerting the companies involved to be watchful. If you are the victim of identity theft:

1. Contact any one of the three companies listed here to place a fraud alert on your credit reports. That company will alert the other two. Equifax: 1-800-548-7878; Experian: 1-888-397-3742; or TransUnion: 1-800-916-8800. Have them send you a free copy of your credit reports. Ask that only the last four digits of your social security number appear on the reports. Review the reports for any questionable debts or erroneous personal data. Have the inaccurate information removed. Keep an eye on your credit reports for at least a year. 2. Close accounts that you believe have been tampered with or fraudulently opened. Contact someone in each company's fraud department. Follow up in writing, by certified mail, return receipt requested, and include copies (NOT originals) of supporting documents. Keep originals on file. Use new Personal Identification Numbers and passwords with new credit or debit cards. File challenges to fraudulent charges with each company victimized. 3. Call police who have jurisdiction where the identify theft took place and file a report (In Eugene, 541-682-5111 or online at: <http://ceapps.eugene-or.gov/epdcoplogic/>). Keep a copy of the report, or the report number, on file. 4. File a complaint with the Federal Trade Commission, at 1-877-382-4357 or online: <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>.

Loud Parties/Noise Complaints- Call 541-682-5111. Police will ask whether you've asked the suspects to turn down the noise, what the response was, and whether this is an ongoing problem. It helps if you are willing to sign a complaint. For additional information on the Ordinance on Unruly Gatherings, also known as the Social Host Ordinance, visit our website: <https://www.eugene-or.gov/2373/Party-Safe-Party-Responsibly>.

Neighborhood Crime and Other Problems- For ongoing problems, some neighbors form Neighborhood Watch groups. If you want help doing so, invite a group of trusted neighbors to a startup meeting. A Eugene Police Department Community Engagement Specialist can give you some tips and follow this link to get in touch with your [CES](#).

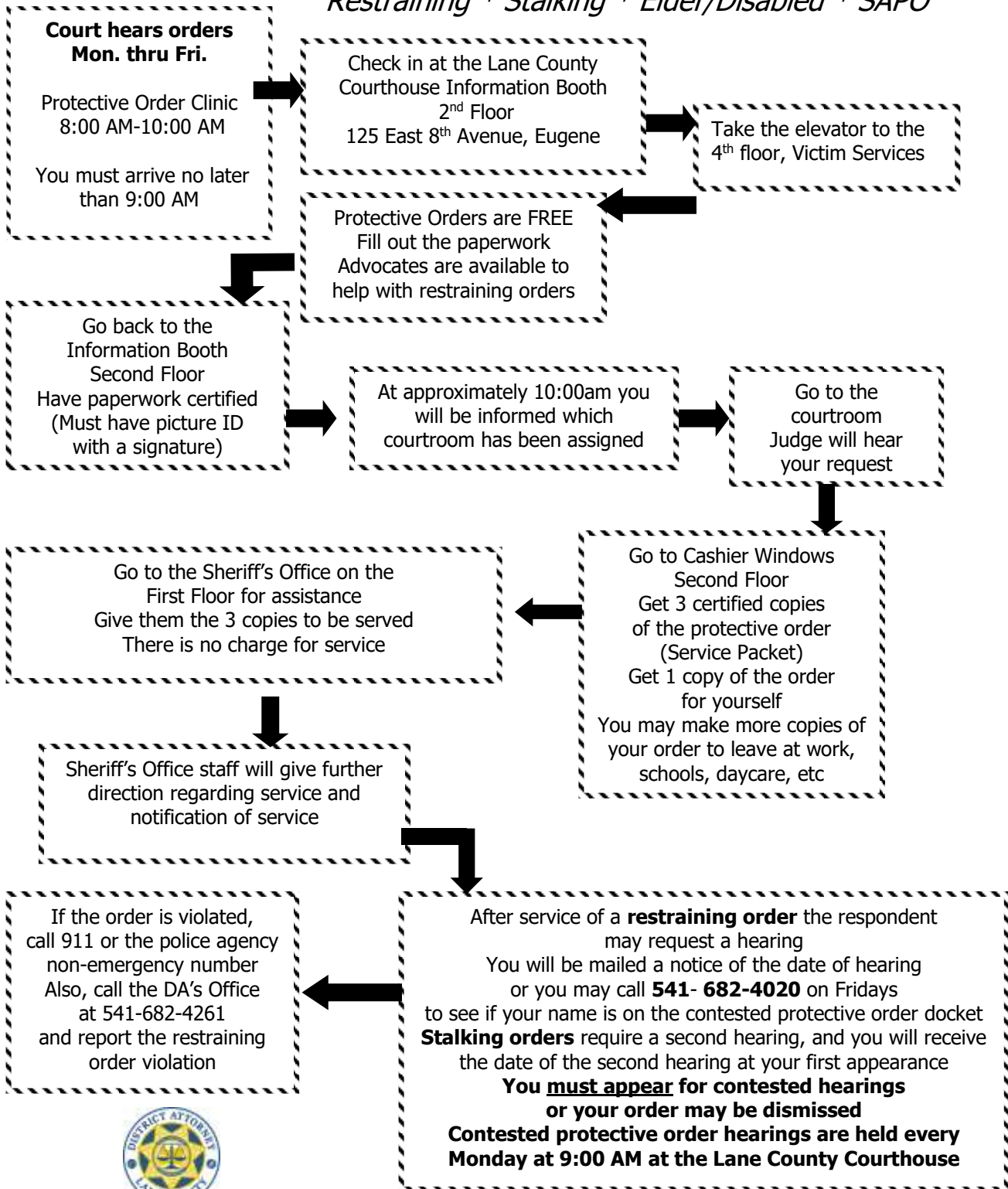
Prostitution- Call 541-682-5111 for non-emergency activity in progress. Descriptions, names (if you have them), locations, license plates and time of occurrence would be useful information.

Protective Orders- During COVID-19 there is an alternate process, where petitioners need to be at Victim Services by 8:30 A.M. The paperwork is completed on your own and after it is complete, it gets reviewed by a Victim Services employee to ensure it is completed properly. The paperwork is then turned in at the 2nd Floor Information Window and then you leave the courthouse. After 10:00 A.M. the Court does a telephonic hearing with the petitioner to inform if the order is granted or denied. If it is granted, then the Court staff takes the paperwork to the Sheriff's Officer for service and then mails a copy of the order to the petitioner.

The next page contains a flow chart that will help guide you through the process:

HOW TO APPLY FOR A PROTECTIVE ORDER

*Restraining * Stalking * Elder/Disabled * SAPO*



Lane County District Attorney
Victim Services Program 541-682-4523

8/26/2020

Release of Offenders - Do not depend solely on the VINE service for your protection. If you feel that you may be at risk, take precautions as if the offender has already been released. The Victim Notification System, or VINE will tell you (text notification is an option) if an inmate is in the custody of the Oregon Department of Corrections, Oregon Youth Authority, or a county jail and will give you other important custody and/or probation and parole information. For information call 1-877-674-8463, or visit Lane County's website here:

https://lanecounty.org/government/county_departments/sheriff_s_office/jail_information_and_inmate_records/or_victim_notification_system

Restraining Orders:

- In effect only after respondent has been served with a copy
- Order is good for one year and may be renewed or modified
- Parties are related by blood, marriage, cohabitation or sexual relationship
- Petitioner may be a minor under some circumstances
- Physical injury or threatened abuse has occurred within the past six months
- Respondent must be an adult
- Valid in all 50 states
- See *"Protective Orders"* for process.

Senior & Disability Services- <https://www.sdslane.org/267/Adult-Protective-Services-Abuse-Reportin>

Sex Offender Notification- Sex offenders are required by law to register with the State Police within 10 days of release on supervision; change of address; or moving into Oregon. For more information related to Sex Offender Registration (e.g. Who Is Required To Register, Oregon Registerable Sex Crimes, Oregon Reporting Requirements, etc.), please visit this website:

<https://www.oregon.gov/osp/programs/SOR/Pages/offenderinformation.aspx>

For lists of Sex Offenders classified as Level 3, visit this website:

<https://sexoffenders.oregon.gov/ConditionsOfUse>

There is also a National Sex Offender Public Website, hosted by the Department of Justice, which you can access by visiting this website: <https://www.nsopw.gov/>

Stalking Order - Criteria:

- No relationship required between the parties.
- Repeated, unwanted contact that is alarming or coercing.
- May be granted against a minor.
- A "guardian ad litem" may be required if the petitioner is a dependent person.
- Permanent order is of unlimited duration, unless limited by law.
- Valid in all 50 states.
- In effect only after respondent has been served with a copy.
- See *"Protective Orders"* for process.

Suspicious Activity, possibly with criminal intent – Call EPD Non-Emergency 541-682-5111.

Tip Line- To leave tips related to drug activity, an accident, theft, suspicious activity, someone breaking into your neighbor's home or car, someone breaking windows of a business or other criminal behavior, visit our website here: <http://ceapps.eugene-or.gov/epdcoplogic/>.

Traffic related complaints or questions.

To address reckless driving, some options include:

1. If in the incorporated area of Eugene, report the activity by calling non-emergency at 541-682-5111, or if an emergency call 911 immediately (using hands-free or while legally parked), while speeding is in progress, with best possible description; or for chronic violators (i.e. "every Monday morning at 7 a.m.") leave info for the Traffic Safety Unit at 541-682-5157.
2. Speed cushions or stop signs (Public Works Transportation 541-682-5471 or <https://www.eugene-or.gov/1729/Traffic-Calming>). Not all streets are good candidates for these kinds of changes.
3. Contact the Traffic Safety Unit 541-682-5157 about placing a decoy police car. For radar speed trailers: <https://www.eugene-or.gov/992/Traffic-Safety-Unit>
4. If vehicles are driving up onto lawns, etc., solutions could include:
 - Blocking access to the property, using fencing, chains, landscaping rocks, ditches or other access control devices.
 - Surveillance cameras on the areas involved, designed for the lighting conditions present. There are cameras on the market that specifically capture license plate numbers, but they can be expensive.
 - Encourage neighbors to be vigilant and report reckless driving immediately to 911, which increases the chances of catching the offender.

Unsightly Homes and Yards – City of Eugene Code Compliance (e.g. Building Codes, Nuisance and Zoning Codes; and Rental Housing Standards) can answer questions and respond to complaints by visiting their website: <https://www.eugene-or.gov/388/Code-Compliance> or call them at 541-682-5819.

Vacation Safety: There are several options for protecting your home while you're gone: (1) Make sure someone, such as a trusted neighbor, knows your plans and how to reach you. Give them a signed letter authorizing them to act as your agent in your absence (such as to press charges against an intruder.) (2) Arrange for a trusted house sitter. (3) Arrange for someone to take in mail and newspapers, mow the lawn, park a car in the driveway, and make the house look lived in. (4) Arrange for the Eugene Police Department Seniors on Patrol to check on your house: <https://www.eugene-or.gov/1659/Protect-Your-Home> (5) Set up a Neighborhood Watch: <https://www.eugene-or.gov/1659/Protect-Your-Home> (6) Don't leave anything of value on display. (7) Put lights, radios or televisions on timers.



EUGENE POLICE DEPARTMENT

Neighborhood Watch

Name	Address	Phone	Email