

CITY OF EUGENE

# Office of the Police Auditor

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## 2014 Annual Report

**Mark Gissiner, Police Auditor**

**6/19/2015**



## EUGENE MAYOR AND CITY COUNCILORS

MAYOR: KITTY PIERCY

Ward One: George Brown

Ward Five: Mike Clark

Ward Two: Betty L. Taylor

Ward Six: Greg Evans  
Council Vice-President

Ward Three: Alan Zelenka

Ward Seven: Claire Syrett  
Council President

Ward Four: George Poling

Ward Eight: Chris Pryor

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June 19, 2015

Honorable Mayor Kitty Piercy  
Council President Claire Syrett  
Council Vice-President Greg Evans  
City Councilors

I am honored to present the 2014 Annual Report of the Office of the Independent Police Auditor (OPA). This report covers the period from January 1, 2014 – December 31, 2014. 2014 was again marked by a stable, dedicated and hardworking Civilian Review Board (CRB), investigative work by EPD's Internal Affairs Section that continued to meet expectations, and decisive actions on sustained complaints. With minimal impact caused by personnel changes, all entities were able to focus on the work that needs to be accomplished to meet Council and community goals.

We remain constrained by Oregon Public Records laws that restrict our ability to communicate with optimal transparency to the community about important issues. We aim to be as transparent as possible with our weekly newsletter and annual report. The keys to building and maintaining community trust are transparency and open government. Laws that shield the public from openness and transparency feed portals of distrust and discontent and block the opportunities to identify good work done by many employees.

This report includes analysis of complaints and trends, decisions on classifications of complaints, policy and adjudication recommendations, the work of the Civilian Review Board (CRB), community outreach and education, and discussion of major cases. Statistical profiles of complaints, allegations and findings are provided with commentary. One issue of note is the continued increase in overall complaints, as well as in internally generated complaints. Our opinion is that the number of external complaints is indicative of the wide knowledge the community has of our office, the historic nature of Eugene in engaging in civic affairs, and public confidence (albeit not universal) in the complaints system. We interpret the increase in internal complaints as an EPD expression of confidence in the oversight system, and it has largely been accomplished both through our office's monitoring of Blue Team entries (data software detailing use of force, property damage, vehicle pursuits and accidents, and similar incidents) and increased identification of clear expectations of EPD supervisors and command staff in understanding their responsibilities in reporting potential misconduct. These successive advancements have helped direct our focus toward higher value work.

Beyond complaint resolution, we work with the Police Commission and EPD to promote policy improvements, focused on emphasizing the training and skills necessary to successfully navigate interactions with the community. The OPA and the CRB meet and continue to work with external groups to learn about their interests and the services they provide.

We wish to thank the Mayor and City Council for their support in actively and vigorously participating in the oversight process. Also, we wish to thank the City's Executive Team, and other support staff for all of the "back room" functions they provide including but not limited to finance, budget, information technology and human resources. Without them, we would have a more difficult time providing customer service to our community.

Staff work from Deputy Auditor Leia Pitcher and Senior Program Coordinator Vicki Cox has been nothing short of exemplary. Finally, my congratulations and sincere gratitude to the members of the CRB

(chaired by Bernadette Conover) for their hard work on difficult issues and their tireless volunteer efforts to the community to assist us with this process. They take valuable time from their personal and professional lives to give back to the community under circumstances that at times can be stressful and controversial.

Many Eugene police officers work tirelessly for the greater good of our community. These efforts should be recognized. In addition, we have seen, although not necessarily measurable, upward trending in supervisor engagement in the daily activities of officers. No one is mistake free. The vast majority of police who make mistakes of the heart — meaning they have no malice and are not attempting to shirk responsibility — are treated fairly and sent back to work. Some have come forward on their own to admit mistakes or lapses in judgment. At the same time, those who commit acts with malice and forethought are treated with swift and decisive action.

We welcome your comments and suggestions regarding how we can improve this report.

Respectfully submitted,

Mark Gissiner  
Police Auditor

### **Our Mission**

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

### **Our Purpose**

The Police Auditor has three broad mandates: 1) to receive and classify complaints of police misconduct; 2) to audit the investigations based on these complaints; and 3) to analyze trends and recommend improvements to police services in this city. In addition, the Police Auditor supports a Civilian Review Board, which provides valuable input about the fairness and diligence of the investigation process. Ultimately, the goal of the Civilian Review Board is to make the system of police accountability more transparent and increase public confidence in the manner that police conduct their work.

### **Contact Information**

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### **Staff**

**Mark Gissiner, Police Auditor** – started as Eugene Police Auditor in June 2009. He brings approximately 30 years of experience and consulting in the field of external oversight of law enforcement.

In his career with Cincinnati, Mr. Gissiner served in the City Manager's Office as Director and Investigator of the Office of Municipal Investigation (OMI) and worked in the Department of Human Resources. He helped develop Cincinnati's Collaborative Agreement and the Memorandum of Understanding with the United States Department of Justice. Mr. Gissiner was the first two-term President of the International Association for Civilian Oversight of Law Enforcement (IACOLE). Mr. Gissiner's writings on issues of government accountability, government reform and human rights have been published in 14 languages. He consulted for the United States Justice Department and governments including South Africa, Brazil, Northern Ireland, Portugal, Hungary, Australia, China, Hong Kong and Spain. He was a keynote speaker at the 50<sup>th</sup> Anniversary of the European Declaration of Human Rights in Evora, Portugal.

**Leia Pitcher, Deputy Auditor** – Leia Pitcher began working as the Deputy Police Auditor in November 2010. She came to Eugene in 2003 for law school, and after obtaining her J.D., she clerked at Division Two of the Washington Court of Appeals for two years before returning to Eugene to work in private practice. She currently serves as a member of the board for Oregon Research Institute's Community and Evaluative Services.

**Vicki Cox, Senior Program Coordinator** – Ms. Cox has worked for the City of Eugene for 9 years, beginning in the City Manager’s Office as receptionist, the last 7 years as Administrator to the Police Auditor’s Office. Vicki is the front door to the Auditor’s office. She organizes all administrative functions, coordinates information flow to the civilian review board and the public, maintains files, data entry and is the first point of contact for complainants or others in need of services, including services not provided by the Auditor’s Office.

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## Executive Summary

This is the Office of the Independent Police Auditor's annual report to the City Council covering January 1, 2014 to December 31, 2014. For detailed information about all aspects of our office, please visit our website at: <http://www.eugene-or.gov/policeauditor>

The Office of the Independent 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 employees of the Eugene Police Department (EPD); contract for outside investigations when necessary; and provide monitoring of the EPD internal investigations of allegations of misconduct and supervisors' investigations of service complaints. The Charter Amendment also authorized 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 Police Auditor is hired and supervised by the Eugene City Council.

Eugene has an oversight system based on the parliamentary model of oversight, in which a professional and experienced police oversight auditor is employed by the legislative branch, the City Council. Under the "parliamentary model," a greater separation of powers occurs, which is healthy for the oversight process. To enhance the system, Council appoints a civilian review board which gives a community perspective on the police complaints process. This combination creates a sound structure for police accountability when implemented effectively, fairly and without bias. What I think takes some complainants by surprise is that what starts as a community member complaint, becomes, in fact, an administrative investigation where the focus turns to the conduct of the involved officer. This shift is confusing to some as there is sometimes an expectation that the Auditor's office will be an advocate. This further emphasizes the need for all systems to be effective and vigorous, including but not limited to, attorneys, the courts, ACLU and other advocacy groups.

We intake all complaints against police employees, including complaints generated internally. We independently, impartially and thoroughly monitor the investigation process; identify ways to improve the complaint process; provide recommendations to the police chief and police commission on policies, training and trends; and provide staffing and counsel to the civilian review board on cases and policy issues. Our office monitors the overall integrity and fairness of the administrative investigative process, and in the course of such examination, reviews how citizen complaints are investigated and resolved.

Ordinance 20374, which enables Eugene's Civilian Review Board, requires the Board to "...prepare and present an annual report to the city council that:

- (a) Summarizes the civilian review board's activities, findings and recommendations during the preceding year;
- (b) Assesses the performance of the police auditor...; and,
- (c) Evaluates the work of the auditor's office, including whether the office is functioning as intended." [ORD 20374; 2.246 (7)]

Eugene's Civilian Review Board (CRB) is designed to provide transparency and help ensure public confidence in the police complaint process. The Board evaluates the work of the independent Police Auditor, and reviews complaints to provide a community perspective about whether complaints are



handled fairly and with due diligence. Their annual report will also be available on the Police Auditor's website at: <http://www.eugene-or.gov/policeauditor>

2014 was another year of increase (nearly 7%) in the number of complaints our office received and monitored. In the past five years, our complaints have increased by 30%. The oversight process continues to grow and mature; 2014 was marked by continued improvements in the quality of investigations, improvements in EPD policies, increased expectations of EPD supervisors (especially regarding use of force), clearer performance expectations for EPD employees, and continued incremental progress in documenting demographic characteristics of arrests, citations and detentions.

The Auditor's Office and Civilian Review Board (CRB) were constructed primarily as a citizen complaint based model based on single incidents. While there is a brief portion of the legislation and protocols that gives the Auditor some latitude to initiate a complaint, the primary focus is on citizen complaints. However, internal complaints have increased substantially over the past few years (detailed statistics are below), and 2014 was the first year in which our office was not compelled to initiate a complaint.

The CRB membership is stable and provides a thoughtful and candid discussion. CRB members are a mix of community members dedicated to improving policing in the community and gaining community trust. The CRB held nine meetings in 2014, including one joint meeting with the Police Commission. Case reviews involved a significant width of issues; whether based on the conduct of individual officers or those that had significant policy implications. Regrettably, much of the general public does not take the opportunity to attend these meetings.

Leia Pitcher and Vicki Cox provide extraordinary customer service and efficiency in working to achieve our mandate. We remain pressed in our activities as we manage over 400 complaints a year. Few oversight organizations in the United States receive as many complaints per capita as our office; demonstrating the expectations of our community and the knowledge of our activities in the community. (For example, San Jose, with a population of nearly one million, received 340 complaints. Cincinnati, with a very similar oversight model as Eugene, received 320.)

This year our complaints rose by nearly 7%. This has a significant impact on our work, as the cornerstone of our model is the intake of complaints outside of the police process. Our classifications of complaints as allegations continued to decrease. There are a number of variables that caused this to occur, including, but not limited to more investigative work done by the Auditor's office at the earliest stages of a complaint. This is accomplished because of the continued improvement in ICV hardware and software, and greater accountability for using ICV. Blue Team, body cameras and the new Records Management System (RMS) have provided the opportunity to "cover more ground" early on in the complaint process so as not to prematurely classify complaints as allegations.

We have noticed as we review allegation investigations that the depth and breadth – and overall quality of the investigations has expanded and improved. Allegations are those cases which are investigated by the Internal Affairs Section of EPD and usually require far more comprehensive investigations and time. The balance of complaints (called service complaints, policy complaints and inquiries), are handled through an alternate dispute resolution (ADR) process; most often with supervisors discussing these issues with the reporting parties and involved employees. Inquiries are most often requested by the Auditor as a fact finding tool to determine how a complaint should be classified. At times, this process has concluded that, in fact, there is no basis for a complaint.

**Intake Processes and Accomplishments:** The Auditor's Office was constructed primarily as a citizen complaint-based model. While there is a brief portion of the legislation and protocols that gives the Auditor some latitude to initiate a complaint, the primary focus is on citizen complaints. A complaint process under this design has the potential to leave gaps, unless our office and EPD are willing to generate complaints as well. I believe that these gaps are closing as a result of improved supervisory efforts in EPD utilizing Blue Team, technology upgrades to the data tracking system, and open and honest communication between EPD's command staff, the EPD Office of Professional Standards, and our office regarding individual behavior issues, systemic enhancements and policy weaknesses.

We remain pressed in our activities as we managed 425 complaints in 2014 (a 7% increase) for approximately 179 sworn officers. (For comparison purposes, Boise, population 210,000, with 312 sworn officers, audited 210 investigations and monitored an addition 49 citizen complaints.) Anecdotally, an increasing portion of the population we serve appears to be suffering from a mental health crisis. The intersection of how EPD and our office interact with this portion of the population is an area of increased focus for our office in the coming years.

We spend hours working with complainants to navigate and understand the complaint process; and assist them in understanding the roles of the courts, their attorneys and how their roles differ from the auditor's office. Returned survey data indicates a high satisfaction level with the customer service provided by the Auditor's office.

We also saw a continued significant increase in internally generated investigations and complaints (from 11% of our total complaints in 2013 to 16% of total complaints in 2014). I believe this is indicative of the oversight process, at least to some degree, bringing EPD supervisory expectations to a higher level through reporting of incidents, including uses of force. If the Auditor or EPD command staff review a report in Blue Team and identify potential performance issues or policy violations, an investigation is initiated.

We also frequently receive complaints from people who receive traffic citations and appear or are scheduled for municipal court, who believe that the Auditor's office is an alternative to a judicial determination of guilt or innocence. Even with explanation, often the expectation remains that our role is as court advocate, rather than a neutral evaluator of police conduct within the context of police policies and procedures. We continue to work to correct this misperception and explain clearly to reporting parties our neutral role in the process.

While I believe that we generally succeed in ensuring our classifications are fair and neutral, some concerns are expressed about the classification of some cases. We hold EPD employees to high standards and probably identify cases as allegations where in many jurisdictions they may not reach the level of an allegation (such as use of pepper spray, pointing a Taser but not firing, which is considered a rather benign use of force in most policing jurisdictions). However, I believe that these classification standards are in line with community expectations and efforts to build community trust. We recognize and appreciate the impact of our decisions on reporting parties and their families, community, officers, their families and the other interested parties. We make these decisions with careful consideration based on our experience, training and policy evaluations, with recognition that our decisions are not always going to please others.

The service complaints, policy complaints and inquiries are handled through an alternate dispute resolution process, as stated above; most often with supervisors discussing these issues with the

complainants and officers. The satisfaction rate for this process, based on returned surveys, is almost 70%. In the “industry” of civilian oversight of police, this is an excellent resolution measure.

**Investigations:** The quality of internal investigations continues to improve and meet expectations. The current Internal Affairs investigators, supervisor, and staff accept the role of our office; we work to maintain a collaborative relationship and endeavor to make every investigation clear, unbiased, and sound. During 2014, both Internal Affairs Investigators had at least one year of experience (one investigator completed a two-year rotation in the position and elected to continue, bringing invaluable experience). In addition, the Internal Affairs supervisor had completed two year of service in the position, gaining valuable experience and insight into the process. EPD also added a full-time sergeant to aid in policy writing in implementation in 2013. That person significantly improved the speed and quality of the policy revision process, as well as adeptly handling several policy complaints and inquiries.

Some allegations of criminal conduct are turned over to an outside agency, to avoid any perceptions of bias or favoritism. Many have returned for adjudication in the administrative process. I have found no evidence of interference with Internal Affairs investigators by command staff in fulfilling their duties of conducting a fair and objective investigation.

**BlueTeam:** – a software system that tracks uses of force, vehicle pursuits, property damage, and citizen complaints (among others) – has had a significant impact on transparency between our office and EPD. It has been online for about two and a half years, and the changes are remarkable. With EPD command staff agreeing that full access for my office is important for the success of Blue Team, we are now able to look at all uses of force within 24 hours of their occurrence. We were able to issue a Use of Force Report for 2013 and will do so as soon as practicable for 2014.

With our current system we have identified those officers with the highest number of complaint involvement. The best measure in these circumstances is a sustained rate; however, a higher complaint rate does generate supervisory review as discussed at the weekly Auditor’s Office/EPD Internal Affairs/EPD command staff meeting. Several past and current investigations are identifying sworn and non-sworn employees who have exhibited a pattern of policy violations.

**Communications:** We work to foster positive and constructive relationships and partnerships with Council through monthly meetings with the Mayor, Council President and Council Vice-President, respectively; in addition to written and oral reports to Council. Beyond the public civilian review board member meetings, we have reached out by attending various community meetings and neighborhood association meetings. Mark issued a Community Engagement Strategy that our office and the CRB are working to implement. Absent hot button issues, given the broad range of community issues in Eugene, we do not stand out above other city issues. We engaged in a community forum on race and criminal justice, held a joint meeting between the CRB and the Police Commission, and we are working with the Human Rights Commission staff about coordinating more community activities. We spoke at neighborhood meetings and meet as often as possible with leaders in groups that advocate for community members. We plan to work with the staff of the City’s Human Rights and Equity Office to create a position for a Community Engagement Coordinator. It is becoming an industry best practice for oversight agencies to employ such a coordinator, and the complaint load at our office largely monopolizes current staff time.

The customer service aspect of our responsibilities consumes a significant portion of our workload. Identifying and advocating for structural changes in EPD policies, supervision and police interactions has continued to be a priority for us. We have had discussions with other agencies to pool our resources to better expose the community to the work of the Police Commission, Human Rights Commission and the Civilian Review Board. We created new brochures as well as descriptive handouts related to each of the classification categories to better inform customers of the complaint process. All of these new documents have been translated into Spanish. We are working with the Human Rights Commission to organize community forums with emphasis on the needs of the Latino community.

Again this year, we spent considerable time with individuals apparently suffering temporary or permanent mental health crisis. Mark continues to advocate for greater attention to this matter in his work as a member of the Oregon League of Cities Intergovernmental Committee. In addition, our office supports and will continue to advocate for EPD to better track its interactions with people apparently suffering from mental illness. Such tracking would provide valuable information to the community and government regarding use of police resources. As the Police Commission plans to work on EPD's Mental Health Crisis response policy during the 2015-2016 FY, this seems to be an opportune time to amend the policy to include tracking and response.

**Performance and Policy Impact:** For EPD, of the 24 cases that were opened as allegations, 79% resulted in a sustained allegation (more details follow below). For comparison purposes, Cincinnati had a sustained rate of 10%, Boise – 14%, Seattle – 16%, and San Jose – 5%.

We (Auditor and CRB) have advocated, with varying degrees of success, for policy improvements in search and seizure, canine use, vehicle pursuit, *Brady* issues, use of force, response to people in mental health crisis, and response to unusual behavior by arrested subjects. With a full time policy analyst in the office of Professional Standards, policy changes and additions were finalized for the following 28 policies:

- Use of Force; Flexible Restraint Device; Carotid Restraint; Handcuffing, Control Holds, and Impact Weapons; Spit Hoods; Edged Weapons
- Deadly Force Investigations; Department Firearms
- Vehicle Pursuits
- Search and Seizure; Searches and Inventories of Detained Persons
- Prohibited Camping Enforcement
- Officer Response to Calls
- Domestic Violence and Restraining Orders; Law Enforcement Employee Domestic Violence
- Citations in Lieu of Custody
- Prisoner Transports; Jail Van Operations
- Vehicle Tows and Inventories
- Special Weapons and Tactics; Explosive Disposal Unit
- Crime Analysis Unit
- Evidence and Property Handling
- Personnel Complaints (IA)
- Workplace harassment
- Fiscal Management, Criminal Justice Information Systems, Department Training,

Having a sergeant working full-time on policy has meant an incredible improvement in the speed, efficacy, and quality of EPD policy revisions and updates. We are providing commentary to EPD and the community on new policies and data collection to determine the scope of bias-based policing issues. It is a monumental task but one that I am certain will be of great benefit to the community.

**Other Accomplishments:** We returned budgeted funds to the general fund although diminishing due to City cutbacks; provided staff support and training initiatives to the CRB; spent many hours assisting community members with problems unrelated to police officers; attended public meetings in the community; published a weekly newsletter and a thorough and transparent annual report that captures the work of our office.

Throughout the reporting period we maintained contact with the public through our website, holding meetings with key stakeholders and the general public, conducting interviews with print and TV media, participation in public forums and on panels, attendance at civilian oversight conferences, and a great source of weekly activities our newsletter. We continue to work with the Human Rights Commission to outreach to the Latino community about our services. This is an area that requires growth.

**Reflection:** In 2003 Dr. Sam Walker, formerly of the University of Nebraska and arguably one of the top experts in the nation on police oversight wrote a paper and chaired a conference on the “Core Principles for an Effective Police Auditor’s Office.” I believe we are meeting these standards. Key points were:

#### INDEPENDENCE

- A police auditor’s office must be fully independent of the law enforcement agency under its jurisdiction.
- Specific language in the enabling ordinance must indicate that an auditor may be removed from office only for cause and through a clearly defined removal process.

#### CLEARLY DEFINED SCOPE OF RESPONSIBILITIES

- The scope of the responsibilities of a police auditor’s office must be clearly defined by ordinance (or contract).
- Specific language, for example, must define the auditor’s responsibility to audit complaint files, have unfettered access to all relevant records and reports, to make policy recommendations, to issue public reports, to investigate individual critical incidents....

#### ADEQUATE RESOURCES

- A police auditor’s office must have adequate resources to ensure that all duties can be conducted effectively and efficiently....

#### UNFETTERED ACCESS

- A police auditor must have unfettered access to all documents and data in the law enforcement agency. This unfettered access must be spelled out in the enabling ordinance. The only exception to this rule would be files related to an on-going criminal investigation.
- All documents must be provided to the police auditor without charge to the auditor’s office.

#### FULL COOPERATION

- A police auditor must have the full cooperation of all employees of the law enforcement agency under its jurisdiction.
- All employees, including sworn officers, shall cooperate as a condition of their employment.

- With respect to potential self-incrimination, the standards defined in *Garrity v. New Jersey* shall prevail.

#### SANCTIONS FOR FAILURE TO COOPERATE

- [There must be] sanctions for failure to cooperate with the work of an auditor on the part of the law enforcement agency employee.

#### PUBLIC REPORTS

- A police auditor must issue periodic public reports.
- Such public reports shall be issued at least once a year and, ideally, more frequently.

#### NO PRIOR CENSORSHIP BY THE POLICE DEPARTMENT

- Reports by the police auditor shall not be subject to prior censorship by the law enforcement agency.
- A police auditor may reject any and all demands by the law enforcement agency to see draft copies of public reports.

#### COMMUNITY INVOLVEMENT

- A police auditor must have the benefit of community involvement and input.
- Community involvement and input can best be achieved through an advisory board consisting of members who represent the diverse composition of the local population.

#### CONFIDENTIALITY / ANONYMITY

- The work of a police auditor must respect the confidentiality of public employees as defined in the applicable state statute....In the interests of enhancing public understanding, a police auditor may report on specific incidents with personal identifiers removed without violating standards of confidentiality.

#### ACCESS TO THE POLICE CHIEF

- A police auditor must have direct access to the chief executive of the law enforcement agency under its jurisdiction. Upon request, a police chief or sheriff must agree to meet with the police auditor. It is understood that a chief executive may decline to meet in the case of an unreasonable number of such requests. Failure to meet with a police auditor for a period of one year shall be considered unsatisfactory performance on the part of a chief executive and be taken into consideration in performance review.

#### NO RETALIATION

- The enabling ordinance of an auditor's office must specify that there shall be no retaliation against the auditor for work done as a part of the auditor's responsibilities, including statements made in public reports.

## Progress and Results for 2014 – 2015 Goals

1. Finalize community engagement strategy and implement the strategy.
  - a. The community engagement strategy was adopted in the latter half of 2014. We are working to implement the strategy, as noted above. We also plan to work with the

City's Equity and Human Rights Office to staff a full-time Community Engagement Coordinator.

2. Rather than the Auditor being a complainant on any case, particularly a major case, that the complainant is EPD when not a citizen complaint.
  - a. We were successful in this; the Auditor's office was not listed as a reporting party/complainant on any 2014 complaint.
3. Have CRB review more classification decisions.
  - a. The CRB reviewed service complaints, policy complaints, and inquiries at its public meeting in June 2014. In addition, those complaint files have been made available to CRB members, some of whom have taken the opportunity to view the files and offer insight into the classification decisions.
4. See through to implementation the new data tracking system for all arrests, citations and detentions during police stops. This is a major project that will have great benefit to the community.
  - a. This policy has been approved; however, the software update and actual implementation of the tracking program have lagged and are not yet fully operational. We will continue on this area, as it is one of great importance to our community.
5. Continue with the goals set forth in previous years:
  - a. Work with the Police Commission, Human Rights Commission and Municipal Court and partner with community agencies to broaden the understanding of the services provided in each venue and how those services interact with police actions, particularly with segments of the community in which English is not a first language.
    - i. Progress is ongoing. As stated above, Mark composed a community engagement strategy that our office is in the process of implementing. As complaints continued to increase significantly in 2014, our office was focused on responding and monitoring those complaints, but we anticipate full implementation of the community engagement strategy in 2015-2016.
  - b. Promote constitutional – based policing as the foundation for law enforcement in Eugene.
    - i. EPD's new policy governing professional contacts will, when it is implemented, begin to provide meaningful data regarding bias in policing. We continue to urge EPD to effectuate that policy to align with best practices.
    - ii. We are also working with EPD to shift towards legitimacy in policing – that is, re-directing sworn employees away from strictly law enforcement and more towards community building. In many cases, it may be perfectly legal and acceptable for an employee to take enforcement action, but that enforcement action may not actually confer a benefit to the community.
    - iii. This initiative is taking place in EPD and also through the effort toward quantifying any biases in policing through data collection and analysis.
  - c. Identify and evaluate weaknesses in high risk policies and practices.
    - i. Numerous changes have occurred in policies with the recommendations of our office receiving serious consideration by EPD – specifically, we have been very



impressed with the effect a new vehicle high speed pursuit policy has had, with pursuits down 76% in 2014.

- d. Ensure that supervisors are meeting their Blue Team responsibilities. Conduct trend analysis based on Blue Team data.
  - i. The Auditor's office issued a Use of Force Report in early 2015 that was composed using data from BlueTeam. We have been impressed by the level of transparency and access provided by the program and its implementation.
- e. Maintain the outstanding performance of staff and the CRB.
  - i. We continue to provide excellent customer service, as evidenced by our returned survey data. We also continue to be impressed with the valuable, insightful review offered by the CRB.
- 6. Maintain the "Core Principles for an Effective Police Auditor's Office" as written by Dr. Sam Walker, one of the leading civilian oversight experts in the U.S.
  - a. This remains a consistent area of focus for our office.

## Goals for 2015 – 2016

We have identified the following focus areas for 2015 and 2016 but the primary focus needs to be on the tracking of stops to determine if individual or systemic patterns of bias are occurring:

1. Collaborate with EPD Internal Affairs and Professional Standards staff to create and implement a new classification system that more accurately classifies, routes, and tracks complaints.
2. Continue with implementation of community engagement strategy.
3. Work with EPD to ensure policies are up to date and comport with best practices, including policies surrounding sexual assault investigations and bias policing.
4. Provide excellent customer service to both internal and external reporting parties; work to provide clear, concise, and timely response to complaints.
5. Work with EPD to create and implement system to track encounters, both positive and negative, with people apparently suffering from a mental health crisis, including PTSD and our veteran population.

## Primary Challenges for 2015 – 2016

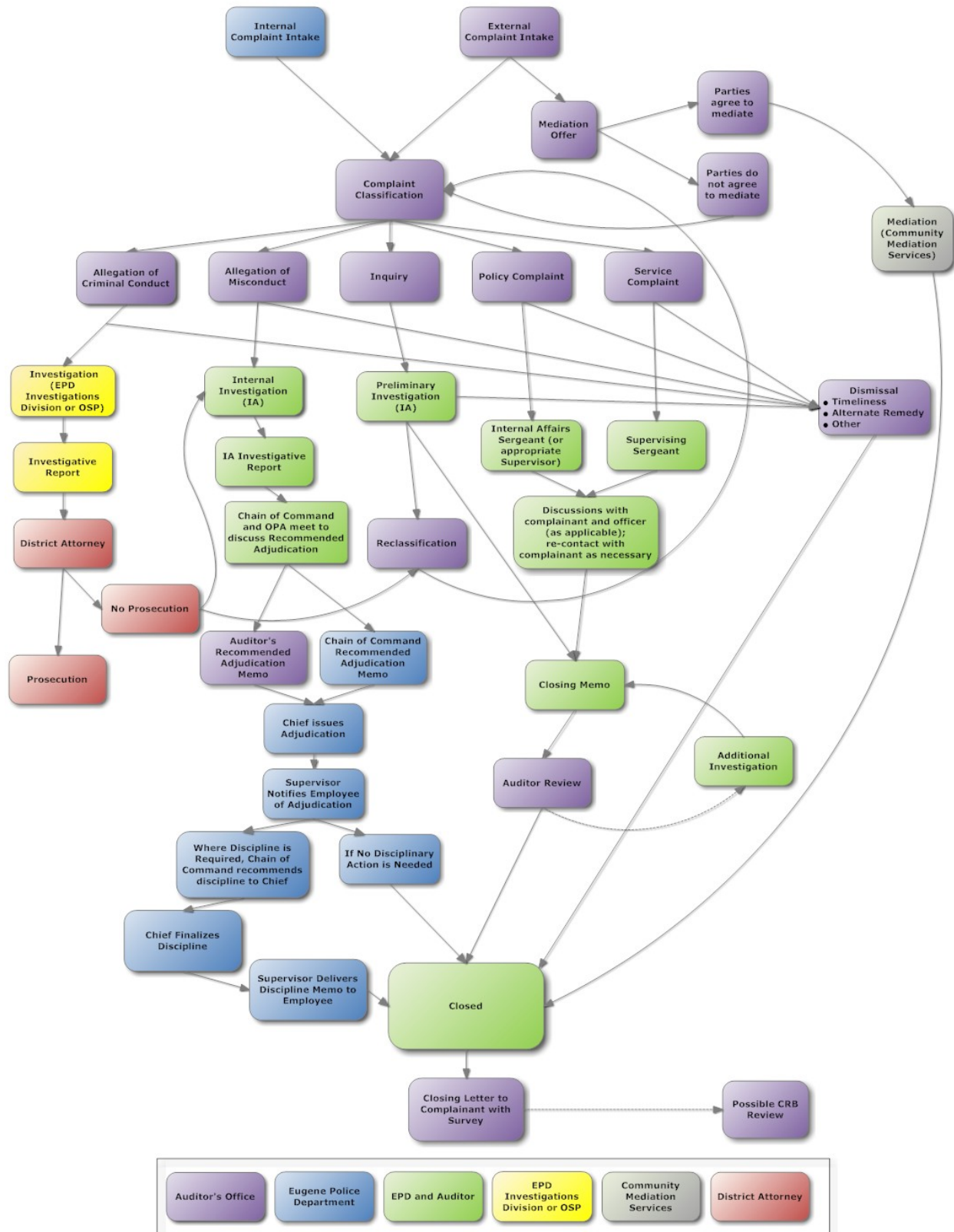
1. The Interdepartmental Deadly Force Investigative Team (IDFIT) model, since my arrival in Eugene in 2009, inadequately investigates officer involved shootings (OIS) from an administrative standpoint. It is not my mandate to comment on the criminal investigation portion. It needs to change, whether internally through EPD or re-structured. It does not meet with the administrative standards I expect. **The most important and controversial issue facing a police department is an officer involved shooting.** It is critical that the best of the best lead incident command, organize and supervise functions, investigate and conduct forensic analysis under the watchful eyes of the Police Auditor's office.
2. Constitutional stops and detentions remain an issue in my mind. On occasion, community members are being involuntarily detained without reasonable suspicion or probable cause. It



should never happen with proper training and supervision. This merges with our previous discussion about having a bias-free relationship between police and the community.

3. The role of officers to report incidents to supervisors remains unclear. I appreciate that officers are given a tremendous amount of discretion daily in their jobs. They have the power to take away freedom and in deadly force situations, lives. At the same time, there needs to be the knowledge base to recognize that what an employee may see or do, needs to be brought to the attention of a supervisor for resolution.

## Complaint Process



## Related EPD Data

Calls for service in 2014 decreased slightly from 2013 (down to 123,157 from 126,552 – a decrease of 2.7%). This is equivalent to an average of 337.4 calls per day, or about 14 per hour).

Year	Total Calls for Service
2014	123,157
2013	126,552
2012	114,500
2011	104,660
2010	97,277
2009	98,796

In 2014, EPD implemented a new records system and changed the way they internally track data related to arrests/charges. Thus, comparisons between 2014 and previous years related to arrests, citations, and charges are not feasible. In 2014, EPD recorded 12,254 misdemeanor citations. They also created 9,614 cases in 2014, which resulted in 17,517 charges filed. Eugene has an estimated population of 159,190; the rate of charge per capita was therefore approximately 0.110.

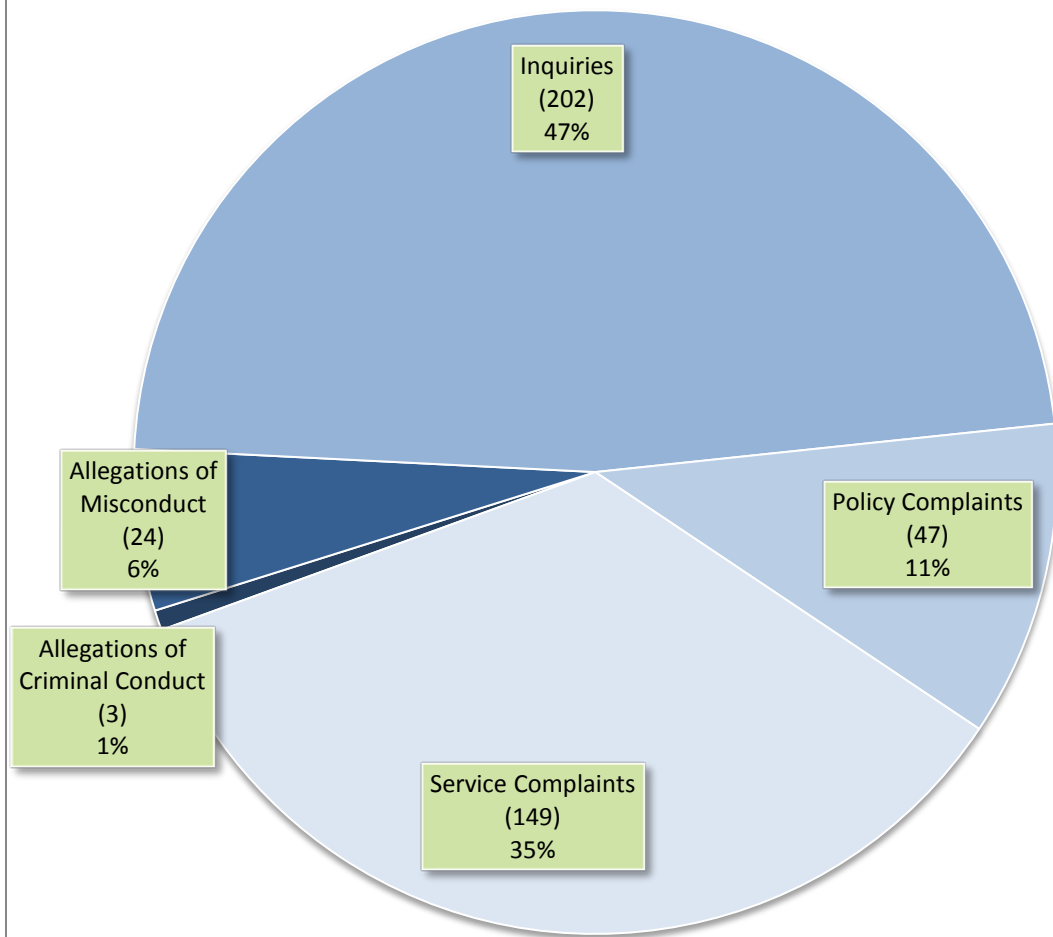
EPD began tracking uses of force using BlueTeam on April 15, 2013. Our office issued a Use of Force report, focused on reported uses of force in 2013, earlier this calendar year. We plan to release another Use of Force report, based on 2014 data, later this year. Preliminary data shows that EPD engaged in 197 reportable uses of force in 2014, including 74 Taser displays and 42 uses of the Taser.

## 2014 Complaint Statistics

The Auditor's Office received 425 complaints in 2014, which represented a 6.8% increase from the 398 complaints we received in 2013. Service complaints and inquiries again constituted the vast majority of the complaints (35% and 47.5%, respectively).

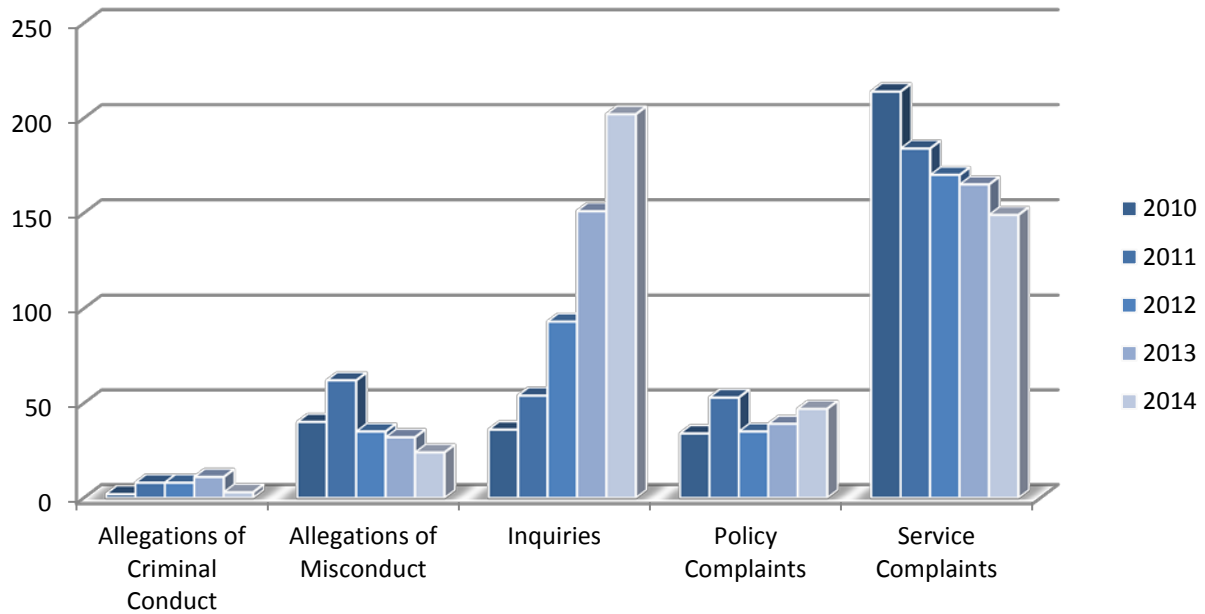
<u>Classification</u>	<u>Number of Complaints</u>
Allegation of Criminal Conduct	3
Allegation of Misconduct	24
Inquiry	202
Policy Complaint	47
Service Complaint	149

## 2014 Total Complaints

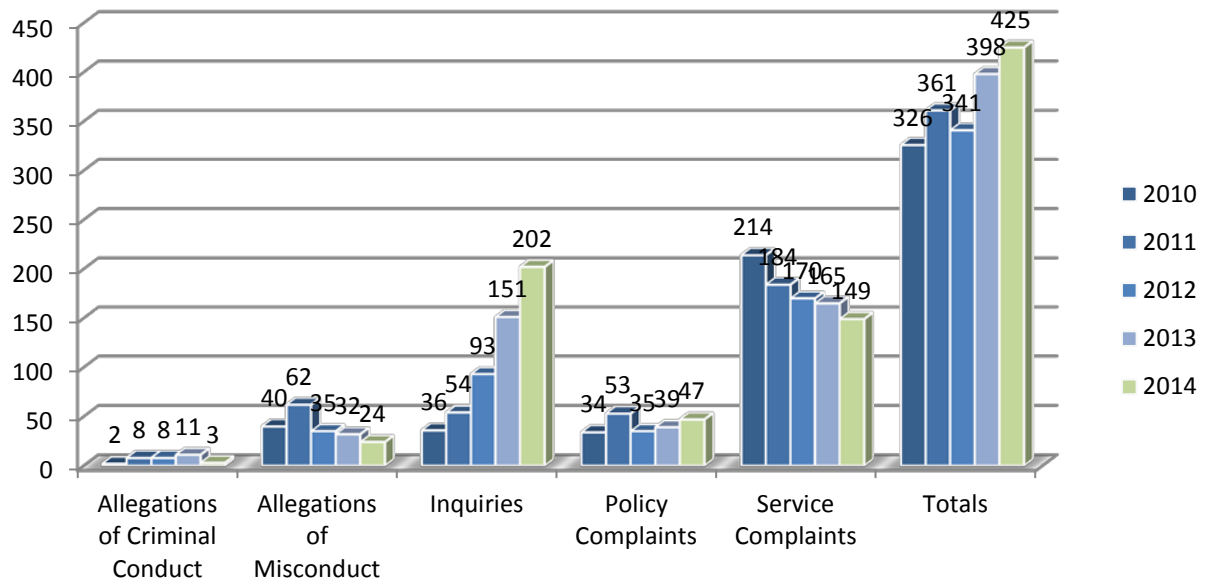


Allegations decreased in 2014, with 24 during the year compared to 32 in 2013. Inquiries continued to increase, with 202 in 2014 compared to 151 in 2013 (an increase of 34%). Policy complaints also increased in 2014 (from 39 to 47, an increase of 21%).

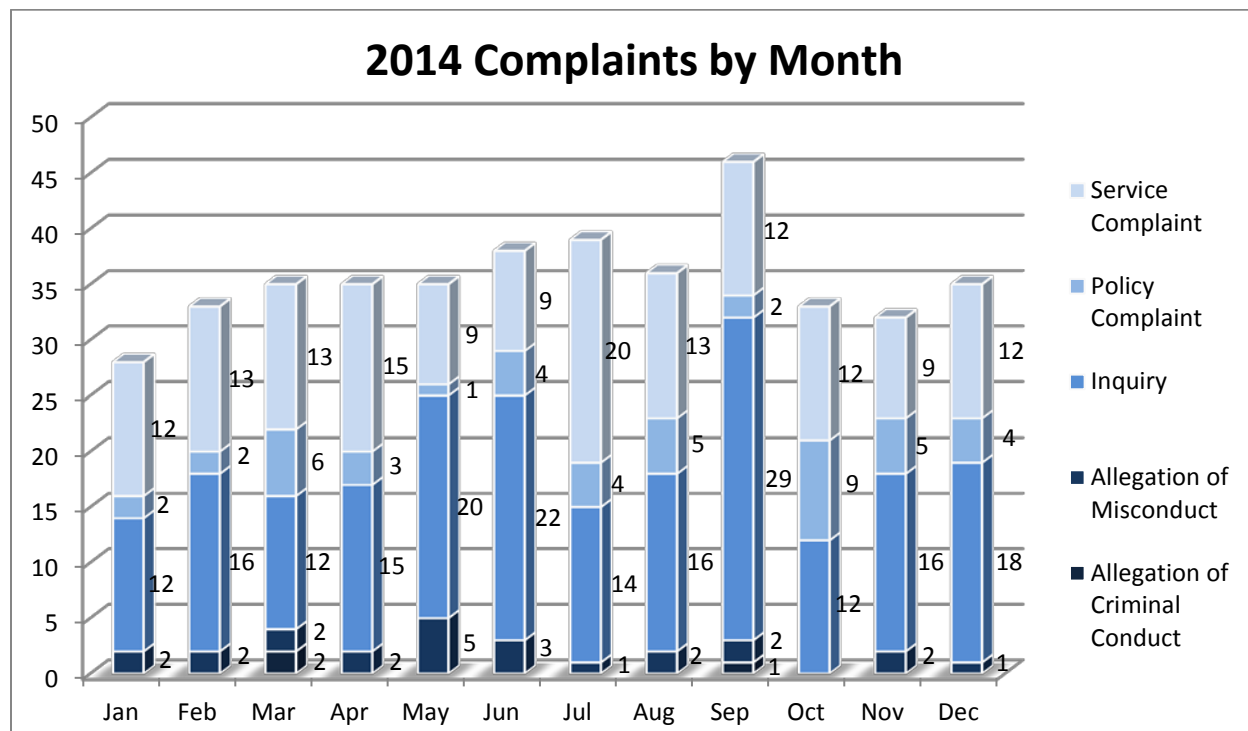
## Classification of Complaints, 2010 - 2014



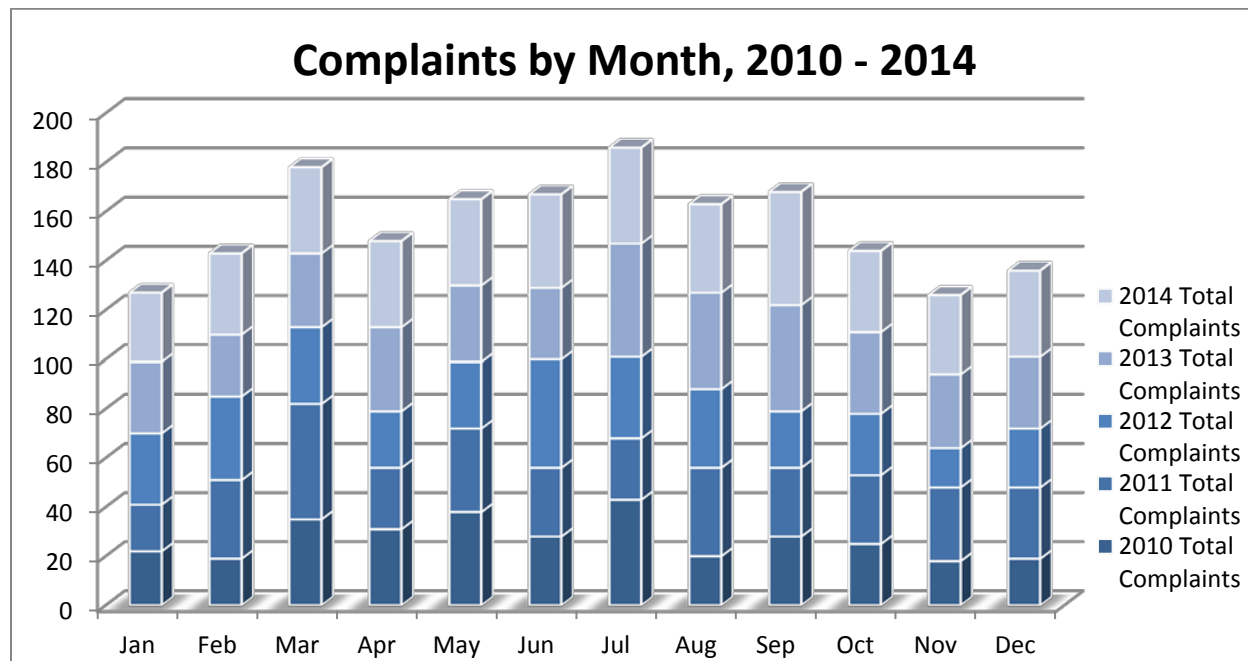
## Total Complaints and Classifications, 2010 - 2014



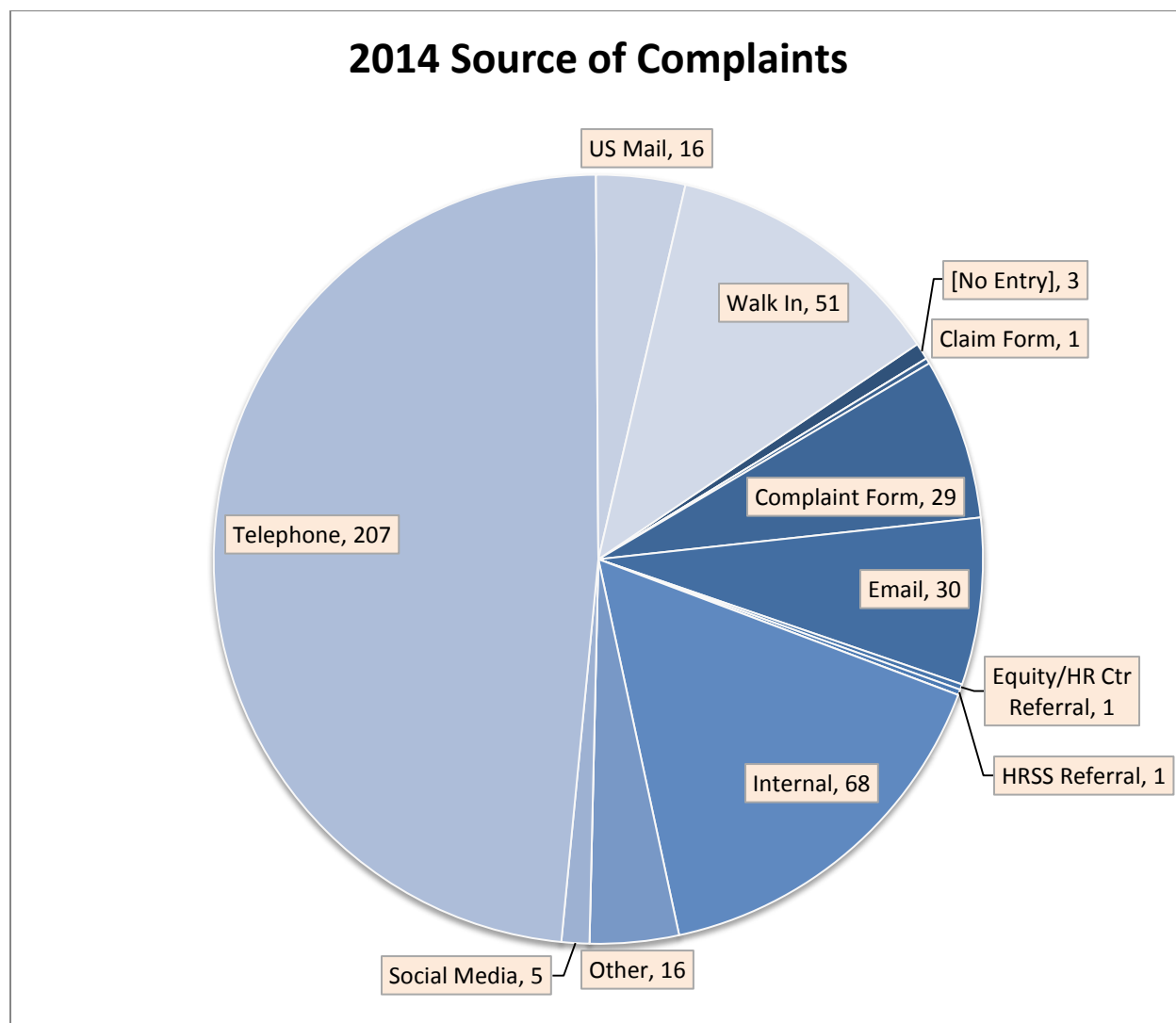
We received a fairly steady average of 35.4 complaints per month in 2014, with a spike of 46 complaints in September and a low of 28 complaints in January. The average of 35.4 complaints per month constituted a 6.8% increase over 2013's average of 33.2 complaints per month.



Data from the past five years shows that we generally have more complaints in March and the warmer months. Complaints are generally decreased November – January.

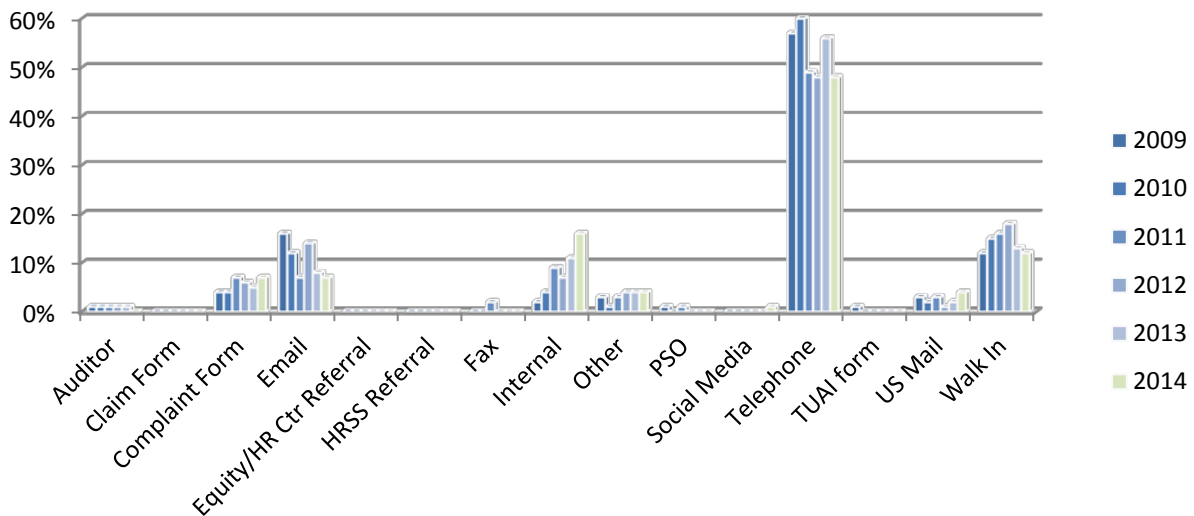


Most of our complaints are received by phone (207 complaints, or 48% of our total). 2014 continued to see an increase in internally reported complaints, from 23 in 2012 (7% of total complaints) to 45 in 2013 (11% of complaints), to 68 in 2014 (16% of complaints). Our walk-in rate remained steady compared to 2013, with 51 in each year (13% of the 2013 total and 12% of the 2014 total).



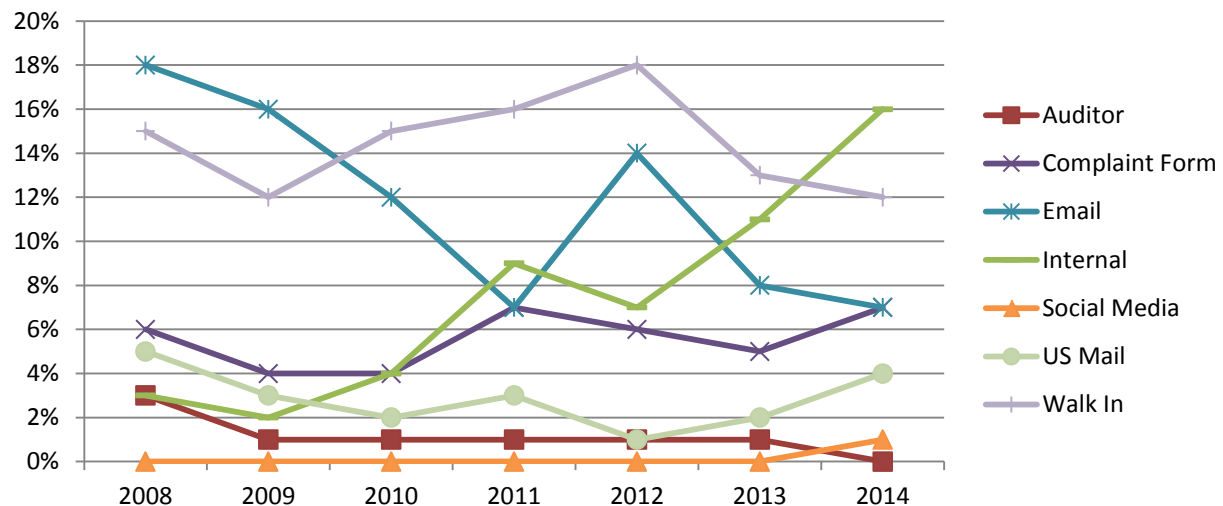
The telephone has consistently been the most common way for us to receive complaints. Methods such as referrals from the Equity and Human Rights office, submissions of EPD's "Tell Us About It" (TUAL) form, fax, referrals from the City's Public Service Officer, and submission of risk claim forms, have remained consistently low over the years.

### Complaint Source as Percent of Annual Total Complaints, 2009-2014



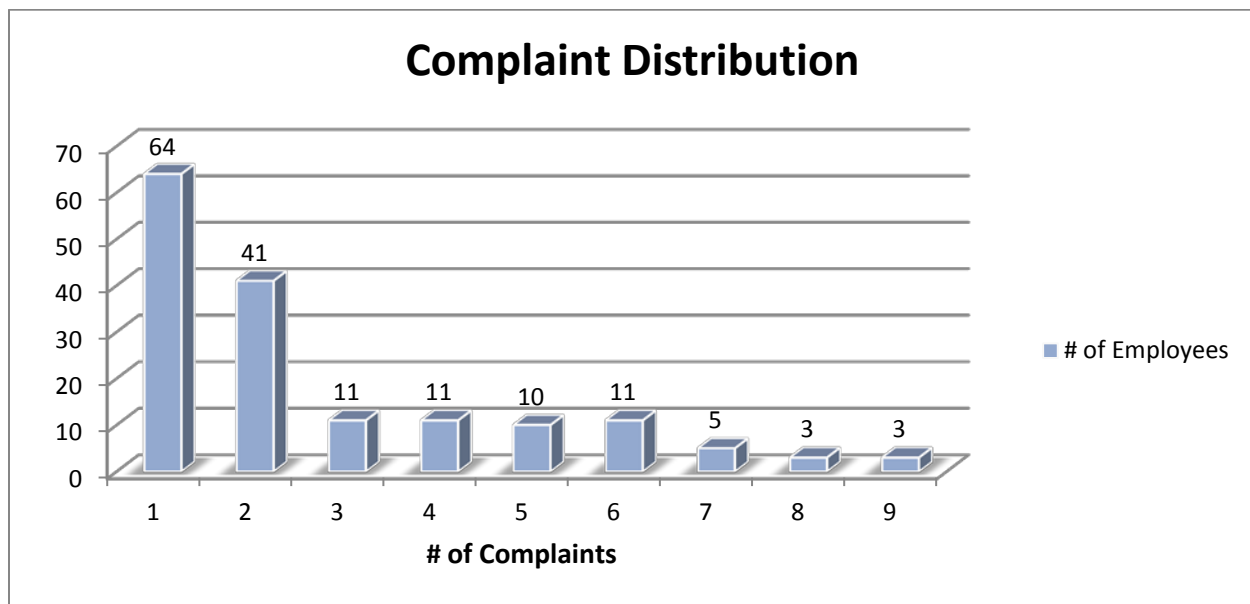
Internal complaints have increased greatly over the years; internally reported complaints consisted of 2-4% of the total complaints in 2008-2010, but they consisted of 16% of the complaints received in 2014. Auditor-initiated complaints have remained steady at about 1% of total complaints. The percent of complaints received via walk-ins or our complaint form has remained fairly consistent over the years, hovering around 15% and 5%, respectively. In 2014, we received 5 complaints via various social media platforms, accounting for 1% of complaints received. 351 of the 425 complaints we received in 2014 were from community members.

### Select Complaint Sources, 2008 - 2014





Complaints were distributed among 159 employees; 40% of those employees (64 employees) had only one complaint levied against them. Three employees had 9 complaints, another three employees had 8 complaints, and 5 employees had 7 complaints.



\* Please note, some complaints name more than one employee.

Our office is the intake point for complaints for all employees of EPD, including sworn and non-sworn employees (a total of 291.25 FTE, as of May 2015). The 159 employees with complaints represent 54.6% of the employees at EPD.

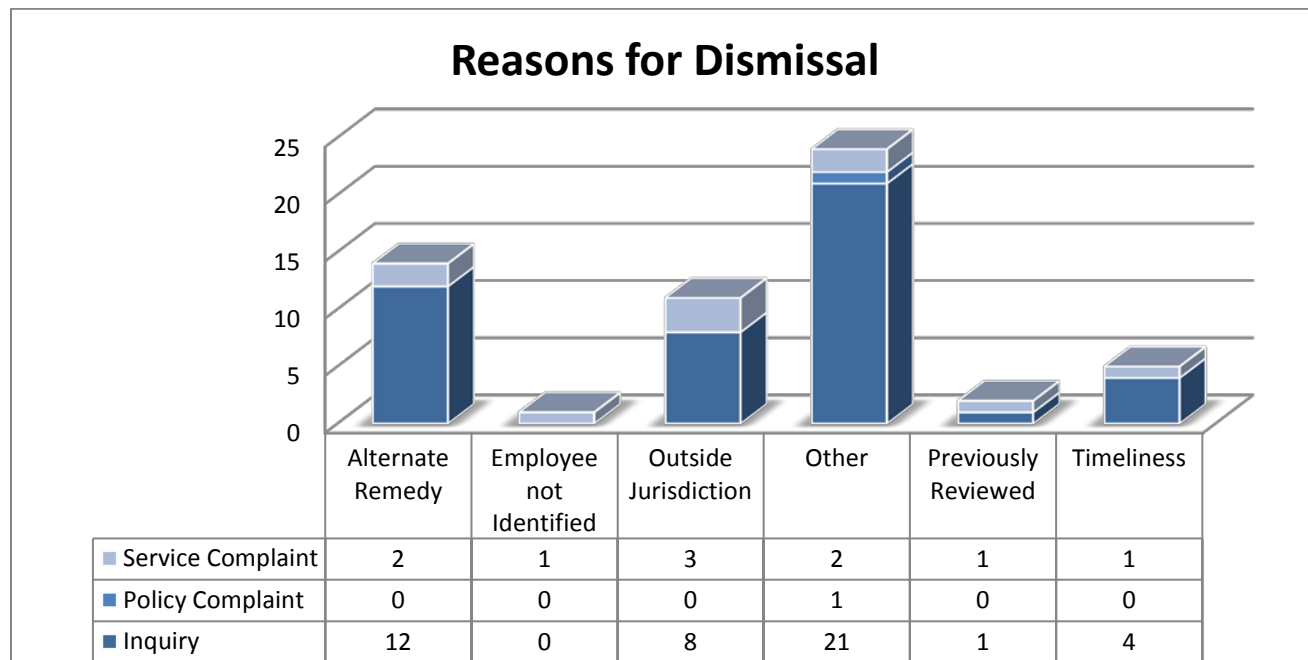
**Table 1. 2014 Complaints by Number of Employees**

	Number of Employees	Number of Complaints Received	Percent of All EPD Employees
Employees with Complaints	159	425	54.6%
	64	1	22.0%
	41	2	14.1%
	11	3	3.8%
	11	4	3.8%
	10	5	3.4%
	11	6	3.8%
	5	7	1.7%
	3	8	1.0%
	3	9	1.0%
Employees with No Complaints	132.25	0	45.4%
Total	291.25	425	100%

The distribution of sustained allegations of misconduct among employees, as opposed to complaints (which may be unfounded) is addressed below.

## Dismissals

Of the 425 complaints received in 2014, 57 were dismissed (13.4%). Only 5 were dismissed for a lack of timeliness (1.2%) – a decrease from 2013 – which may indicate that members of the community who wish to file a complaint know about our office (and therefore file the complaint in a timely manner). No allegations of criminal conduct or allegations of misconduct were dismissed in 2014.



Similar to 2013, inquiries were dismissed far more than other classifications of complaints. This reflects our thorough preliminary investigations – often, a complaint will be classified as an inquiry while we perform a preliminary investigation. The additional information gained in that investigation may allow us to dismiss a complaint where appropriate. Often, in-car video (ICV) is included as part of the preliminary investigation; where it is clear from the video that the involved employee followed policy, the complaint may be dismissed (these would fall under the category of dismissed-Other, above). This practice is discussed in further detail below.

## Allegations

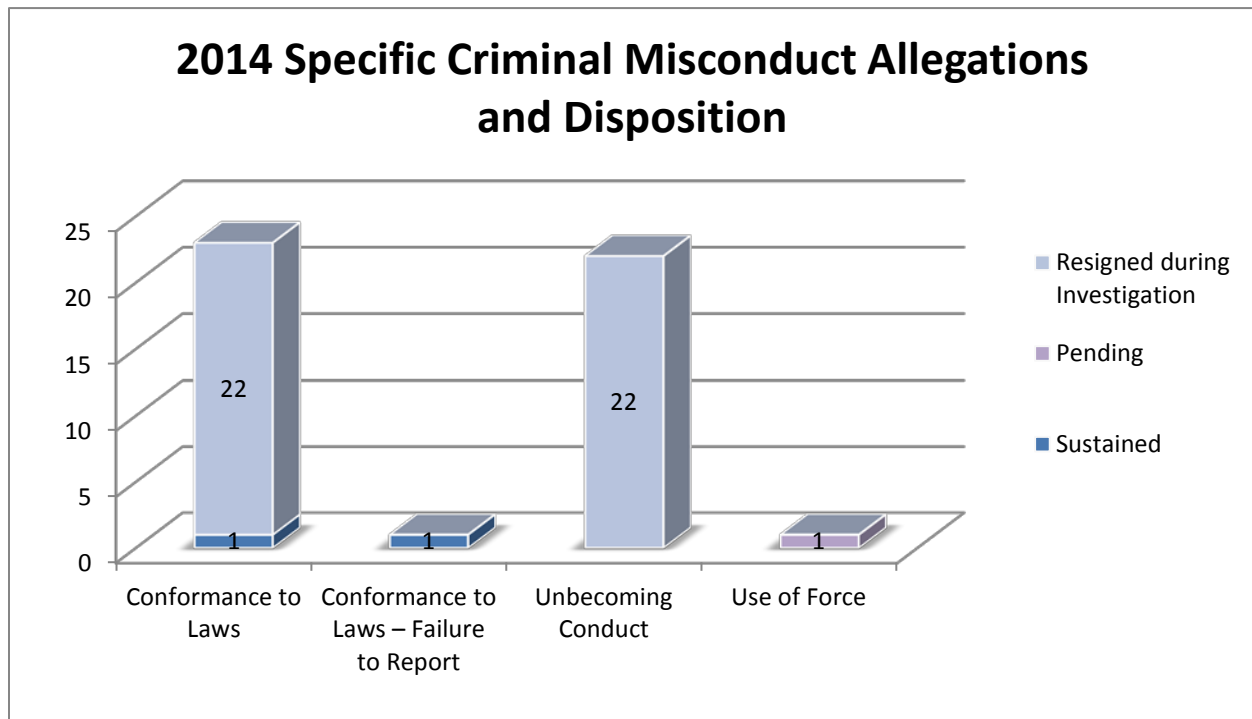
A complaint is classified as an allegation if it alleges serious misconduct. There are two main categories of allegations: allegations of criminal conduct (where the actions alleged, if found to be true, would constitute criminal conduct by an employee) or allegations of misconduct (where the actions alleged constitute a major rules violation, including excessive force that causes physical injury or egregious acts of disparate treatment).

## Criminal Conduct

The Auditor's office received 3 complaints in 2014 that were classified as allegations of criminal conduct; this was a sharp decrease from the 11 complaints of criminal conduct in 2013. The 3 complaints included 47 separate allegations of violations of policy (44 were included in one complaint).

**Table 2. 2014 Specific Allegations of Criminal Misconduct**

	# of Allegations	Sustained	Pending	Resigned during Investigation
Conformance to Laws	23	1	0	22
Conformance to Laws – Failure to Report	1	1	0	0
Unbecoming Conduct	22	0	0	22
Use of Force	1	0	1	0
Totals	47	2	1	44



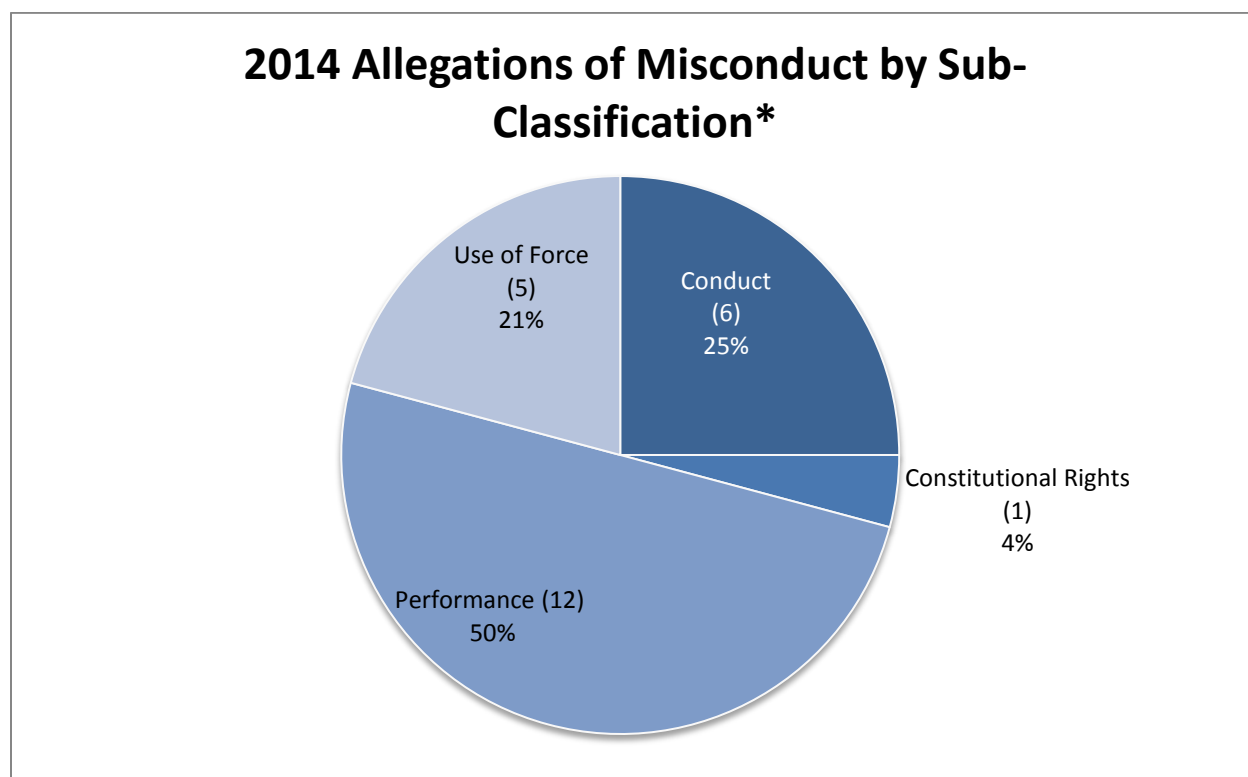
The sustained allegations were from the same incident; an employee received a DUI and failed to immediately report the incident to the EPD chain of command as required by policy.

As stated above, 44 separate allegations (22 allegations that the employee failed to conform to laws, and 22 allegations that the employee engaged in unbecoming conduct) were included in one complaint against one employee. That employee resigned during the investigation.

In the final complaint of criminal conduct, the criminal investigation is still pending and will not be commented upon in detail here. When the investigative process is complete, a summary will be included in the Police Auditor's Weekly Update.

### **Misconduct**

In 2014, the Auditor's office received 24 complaints (from both internal and external sources) alleging serious misconduct. Most allegations were related to issues of unsatisfactory performance; we also received allegations related to conduct, use of force, and constitutional rights. Allegations of misconduct are investigated by Internal Affairs sergeants, and the Auditor's office participates in and oversees those investigations. The 24 complaints alleging serious misconduct included \_\_\_\_\_ specific alleged policy violations by EPD employees.



\* In the graph above, only the primary allegation is indicated.

19 of the 24 complaints were sustained – about 79% of the complaints. This is an increase from previous years: our sustained rate in 2013 was 44%, 29% in 2012, and 30% in 2011. Three complaints were found to be within policy, and two allegation investigations are still pending. No allegations of

misconduct were dismissed. This is likely a further reflection of our preliminary investigations and classification processes.

The following table and graph illustrate in further detail the types of allegations we received in 2014 and their outcomes (instead of addressing only the primary allegation). The primary allegation is designated within the Internal Affairs database that we share with EPD, using the primary of what may be several allegations against several officers.

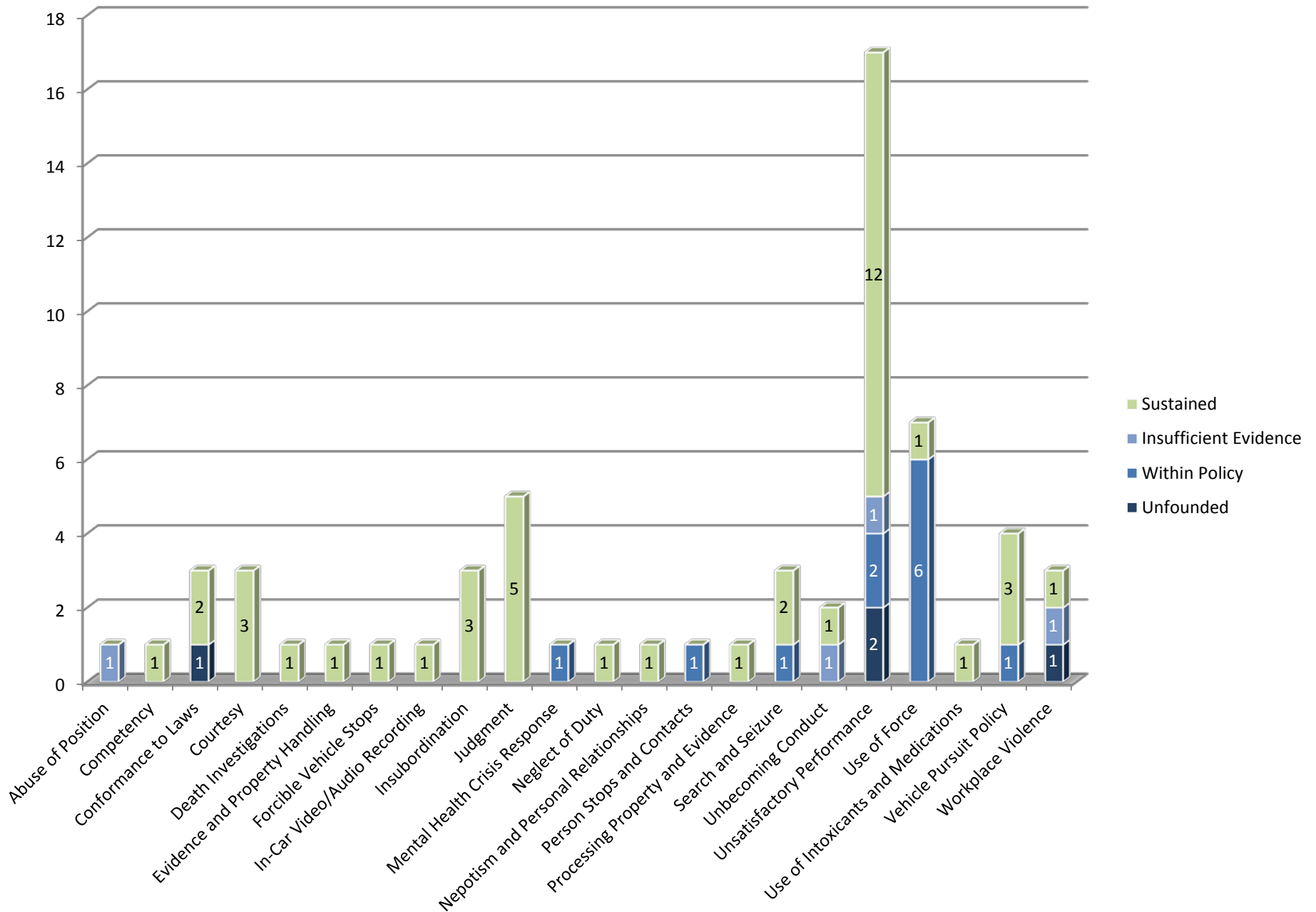
**Table 3. 2014 Specific Allegations**

	# of Allegations	Unfounded	Within Policy	Insufficient Evidence	Sustained
Abuse of Position	1	0	0	1	0
Competency	1	0	0	0	1
Conformance to Laws	3	1	0	0	2
Courtesy	3	0	0	0	3
Death Investigations	1	0	0	0	1
Evidence and Property Handling	1	0	0	0	1
Forcible Vehicle Stops	1	0	0	0	1
In-Car Video/Audio Recording	1	0	0	0	1
Insubordination	3	0	0	0	3
Judgment	5	0	0	0	5
Mental Health Crisis Response	1	0	1	0	0
Neglect of Duty	1	0	0	0	1
Nepotism and Personal Relationships	1	0	0	0	1
Person Stops and Contacts	1	0	1	0	0
Processing Property and Evidence	1	0	0	0	1
Search and Seizure	3	0	1	0	2
Unbecoming Conduct	2	0	0	1	1
Unsatisfactory Performance	17	2	2	1	12
Use of Force	7	0	6	0	1
Use of Intoxicants and Medications	1	0	0	0	1
Vehicle Pursuit Policy	4	0	1	0	3
Workplace Violence	3	1	0	1	1
Totals	62	4	12	4	42

\*In both incidents where conformance to laws was sustained, the district attorney declined to prosecute.

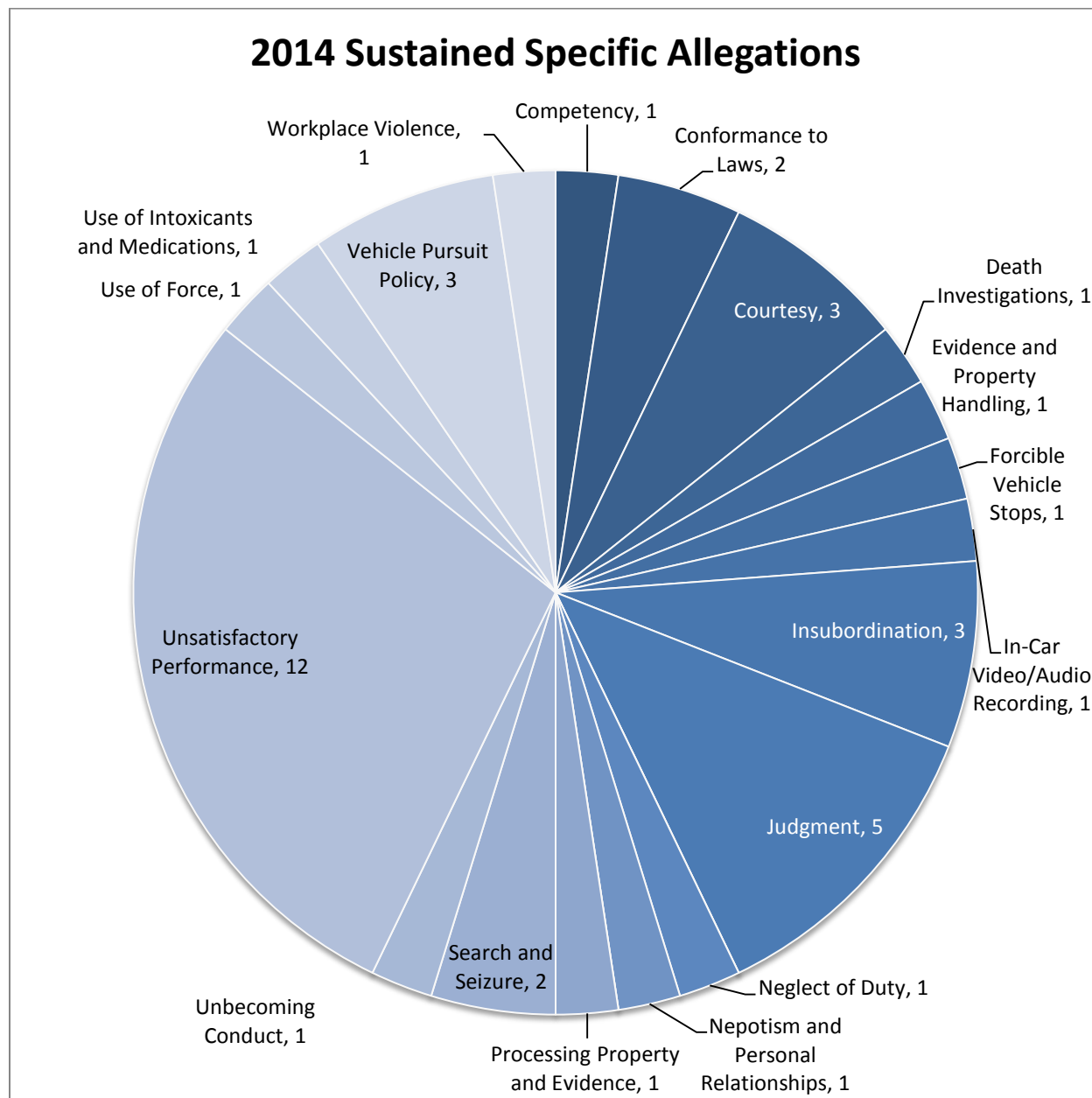
\*\*Pursuit was not within policy, but the employee's actions taken during the pursuit were within policy.

## 2014 Specific Allegations and Disposition

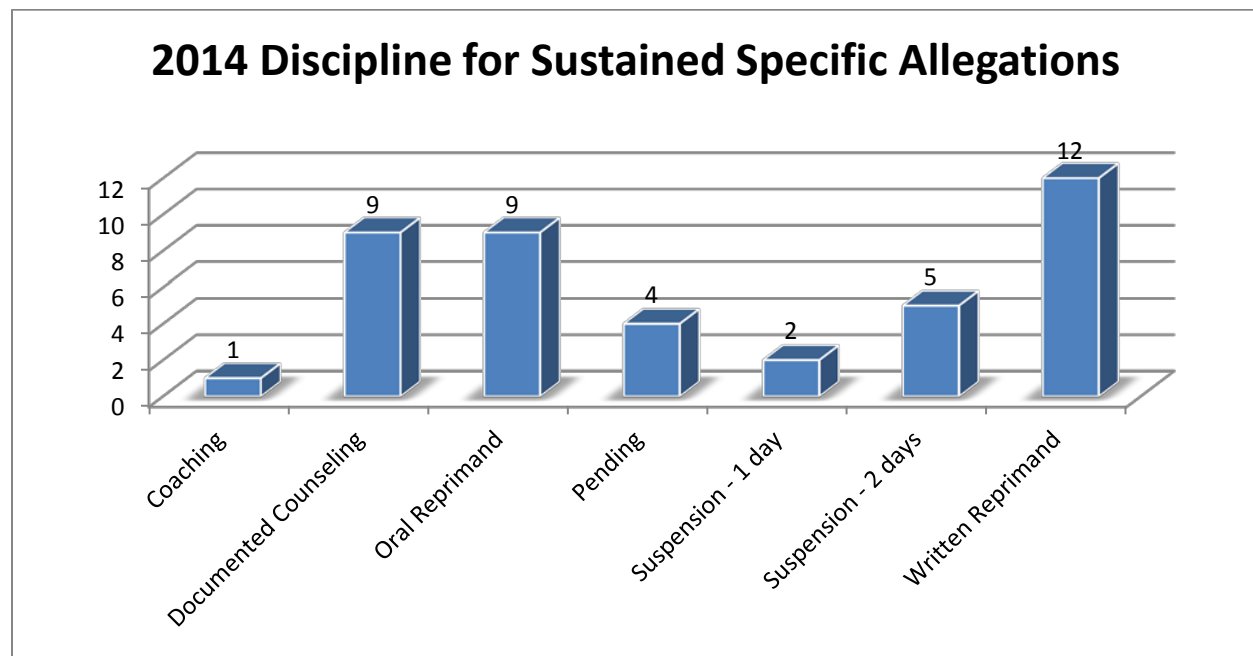


The most common specific policy violation alleged was unsatisfactory performance, with 17 allegations (12 sustained). Most of these allegations were externally reported (10 allegations). In addition, we received 7 complaints regarding use of force (5 externally reported, 2 internally reported – one instance was actually self-reported by the involved employee).

Unsatisfactory performance was also the most commonly sustained allegations, with 12 sustained performance allegations. Five allegations of poor judgment were sustained, as well as three each for courtesy violations, insubordination, and violation of the vehicle pursuit policy.



Discipline for specific sustained allegations varied. The purview of our office is limited to the investigatory process; we are excluded from commenting on discipline of EPD employees. However, in the interests of transparency, discipline information is provided below.



Allegations were distributed among 20 employees, or 6.9% of EPD employees. One employee had six specific sustained allegations, another had five, and another had 4. Ten other employees had two sustained allegations each, and another 7 employees had one sustained allegation.

**Table 4. EPD Employees with Sustained Allegations of Misconduct**

# of Sustained Policy Violations	# of EPD Employees	% of EPD Employees
6	1	0.0%
5	1	0.0%
4	1	0.0%
3	0	0.0%
2	10	3.4%
1	7	2.4%

## Inquiries

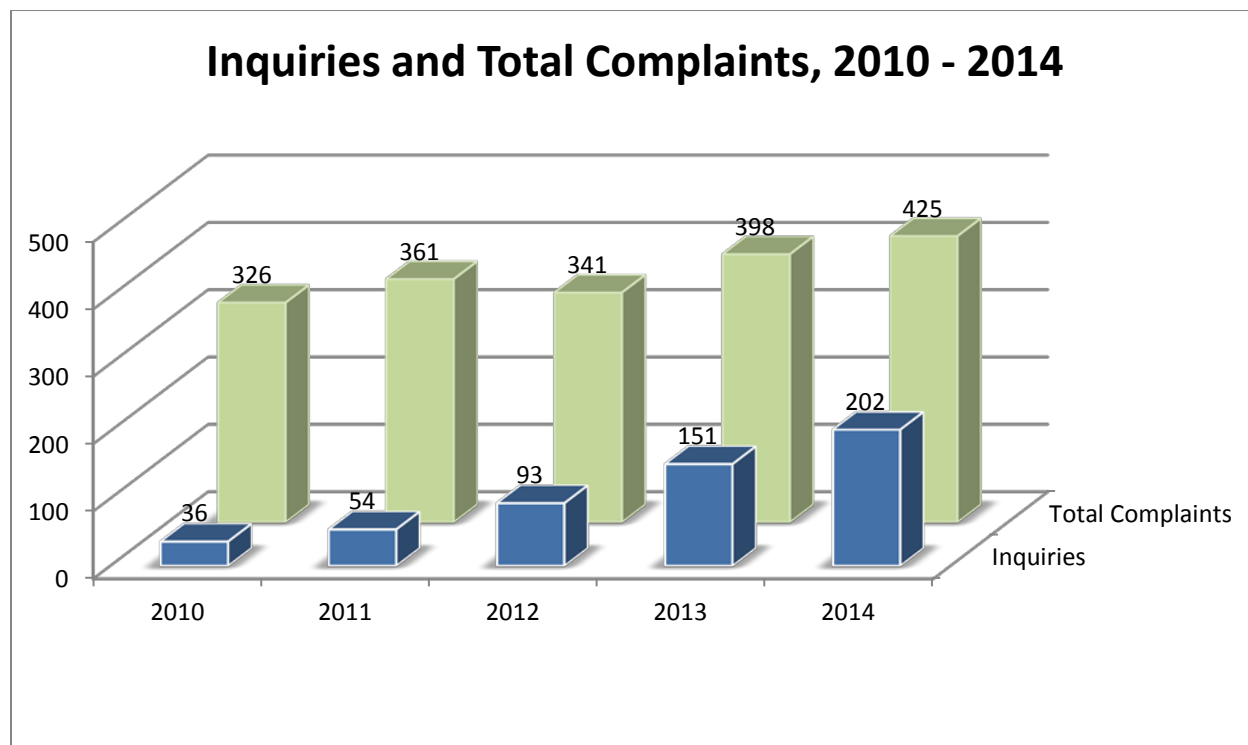
Inquiries, service complaints, and policy complaints are handled in a different manner than allegations of criminal conduct or misconduct. A complaint may be classified as an inquiry where it involves a “question about the propriety of an employee’s actions or a department policy, procedure, or regulation in a manner which indicates dissatisfaction, but which does not necessarily constitute or imply an



allegation of misconduct.” EPD Police Operations Manual (POM) 1102-3, Part I.A.1. An inquiry may be investigated by a supervisor, Internal Affairs sergeant, or the Internal Affairs coordinator, as appropriate. The Auditor’s Office is kept informed regarding the progress of inquiries and will contact the reporting party with a resolution.

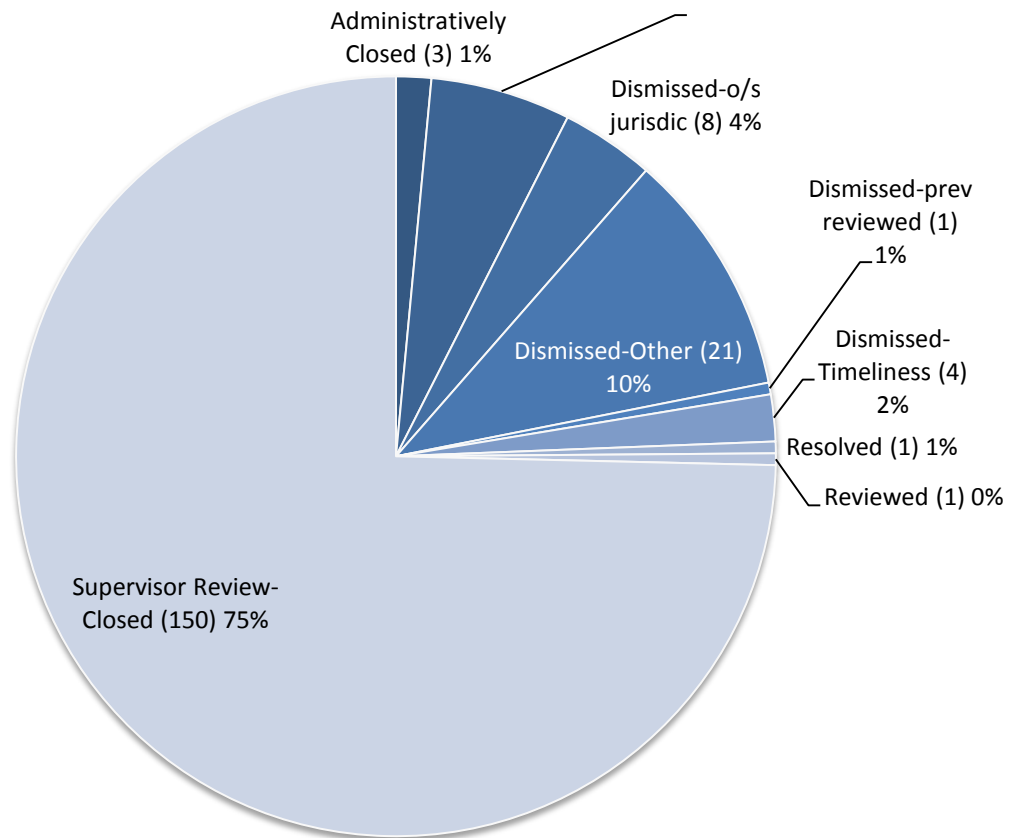
Inquiries have steadily increased since 2012 (from 93 in 2012 to 151 in 2013 to 202 in 2014, an increase of over 100% over the past two years). This is likely related to our evolving classification process; our office has continued to focus on improving preliminary investigations of complaints, and often complaints are classified as inquiries until the preliminary investigation has developed. Often, inquiries will be reclassified to allegations, service complaints, or policy complaints depending on what is discovered in the preliminary investigation.

This theory is supported by the sharp decrease in dismissed allegations over the past few years. In 2011, 15 specific allegations of misconduct (from several different complaints) were dismissed for various reasons. In 2012, only 2 specific allegations were dismissed; in 2013, only 1 specific allegation was dismissed; and in 2014, we did not dismiss any allegations.



A little over 75% of inquiries are reviewed and/or resolved, either by EPD supervisors or the Auditor’s Office. 45 inquiries were dismissed for various reasons, as shown below.

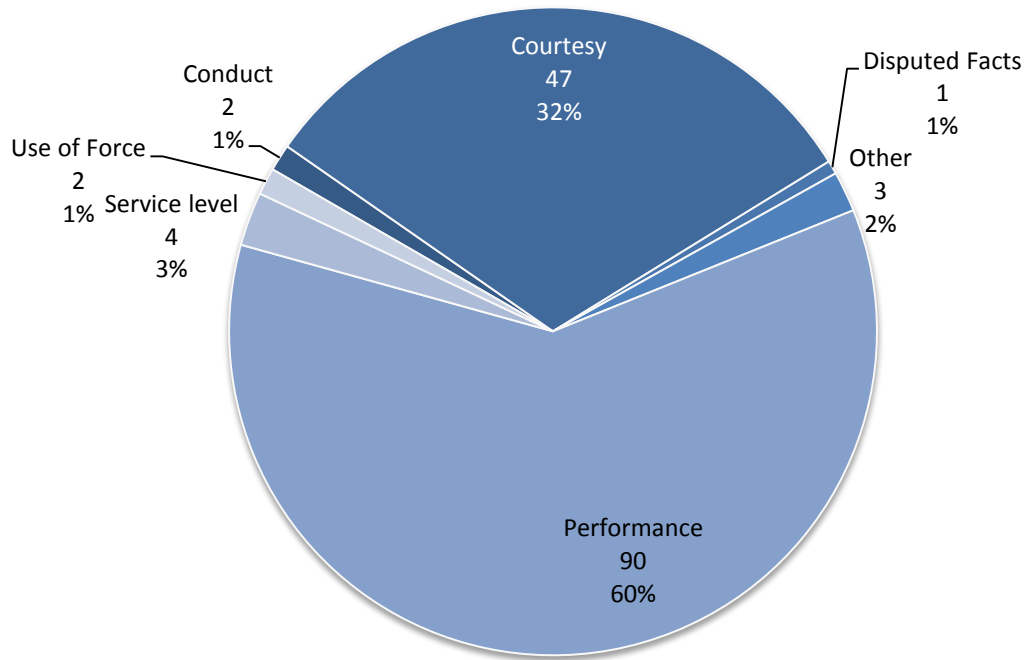
## Disposition of Inquiries



## Service Complaints

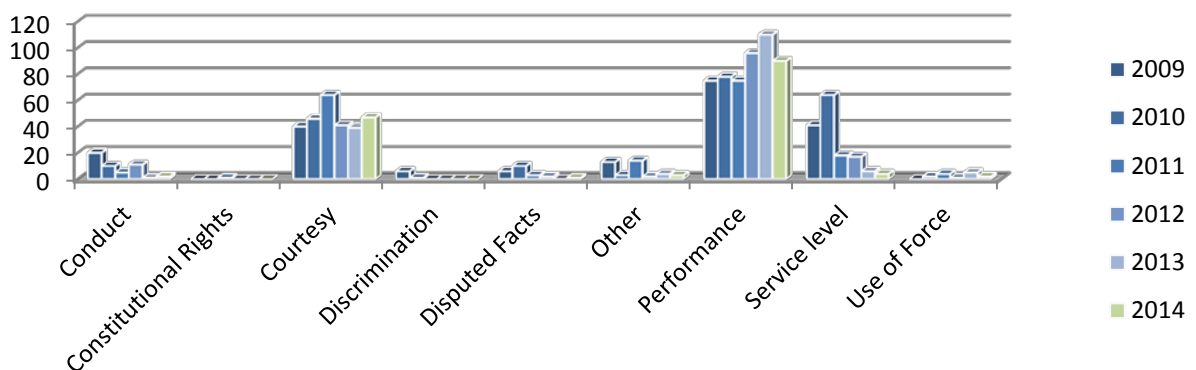
Service complaints are complaints “about police employee performance or demeanor, customer service and/or level of police service.” E.C.C. § 2.452. Generally, service complaints are referred to the supervisor of the involved officer(s) for follow up with both the complainant and the involved officer(s). The supervisor will write a memo detailing their review of the complaint and contact with the involved parties, which the Auditor’s Office reviews for completeness and thoroughness. The Auditor’s Office then contacts the complaining party for a follow up survey.

## 2014 Service Complaints by Sub-Classification



As in previous years, the majority of service complaints were related to performance or courtesy. We saw a slight increase in courtesy complaints, with 47 in 2014 compared to 39 in 2013. Service complaints related to performance decreased over the past year, with 90 in 2014, a decrease of about 18% from the 110 received in 2013.

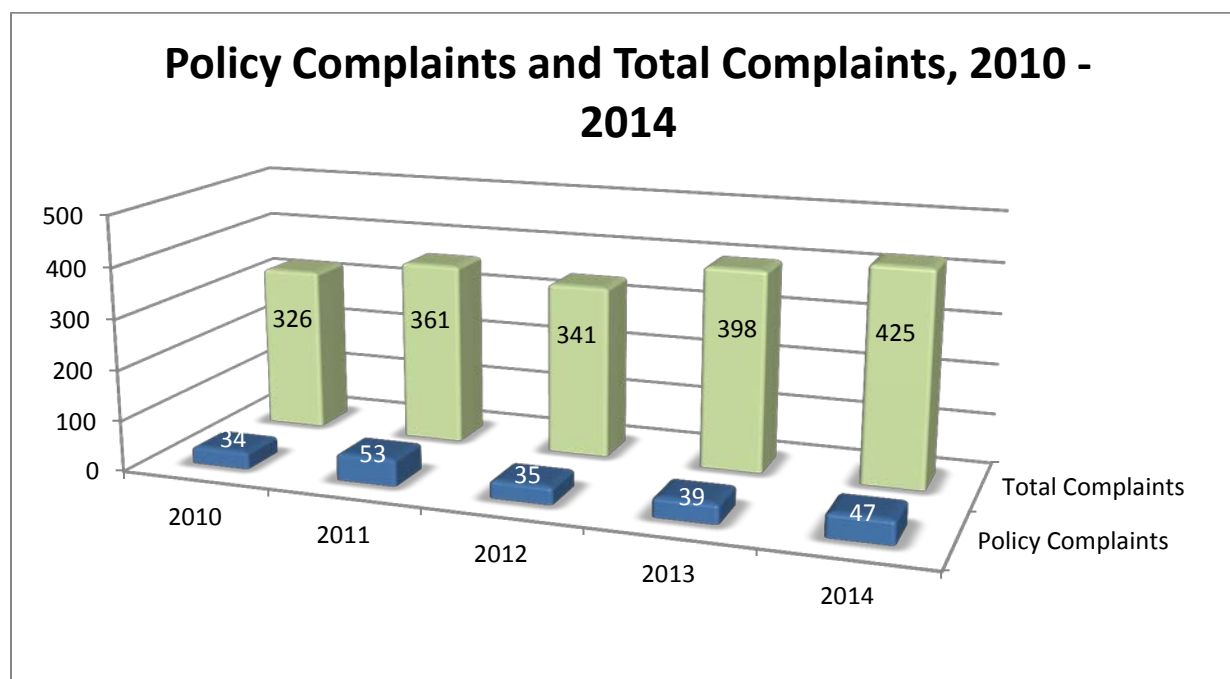
## Service Complaints by Sub-Classification, 2009 - 2014



## Policy Complaints

Complaints are classified as policy complaints where the complainant “is dissatisfied with current policies or established procedures.” Civilian Oversight Protocols, Classification of Complaints 1.d. These complaints are referred to either a supervisor (where appropriate) or an Internal Affairs sergeant. For example, a policy complaint may be investigated by a supervisor where a particular officer, division, or program is the focus of the complaint. Similar to a service complaint, the investigator will contact the complainant, as well as any involved officer(s), and write a memo detailing their resolution of the complaint. The Auditor’s office reviews the memo and follows up with the complaining party.

Policy complaints increased again in 2014; we received 47 policy complaints in 2014 as compared to 39 in 2013 (an increase of about 20%). Policy complaints also constituted more of our overall complaints in 2014: 11% of the 425 complaints we received in 2014 were policy complaints, compared to 9.7% in 2013.



## Inquiry/Service Complaint/Policy Complaint Surveys

In 2014, we received 56 returned surveys. This survey is sent at the close of each inquiry, service complaint, and policy complaint unless (1) the complaint was internally generated, (2) the complaint was generated by our office, or (3) the reporting party indicated that they did not want to be contacted or provided insufficient contact information. Our office sends a different survey form for reporting parties of complaints classified as allegations, but we did not receive any returned allegation surveys in

2014. We sent out approximately 350 Inquiry/policy complaint/service complaint surveys in 2014, for a response rate of about 16%.

The questions on the surveys are as follows:

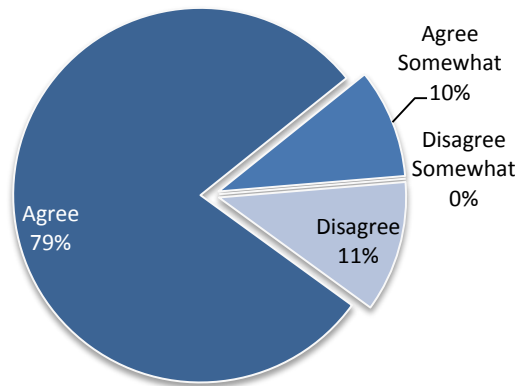
- 1) Staff member(s) at the Office of the Police Auditor was/were helpful in taking my complaint.
- 2) Were you contacted by the EPD employee's supervisor?
- 3) If yes to #2, my concerns were addressed by the supervisor.
- 4) The supervisor listened to my concerns.
- 5) I am satisfied with the outcome of the complaint investigation.
- 6) Would you have preferred to speak with the involved officer rather than the supervisor?

Questions #1, #3, #4, and #5 are answered with a ranking: Agree, Agree Somewhat, Disagree Somewhat, and Disagree. Question #2 is a yes or no question. We received 47 "Yes" answers (83.9%) and seven "No" answers. Upon review, the "No" answers were not entirely correct; the incidents occurred as follows:

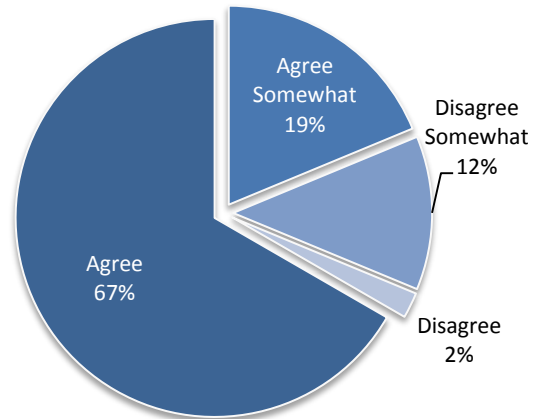
- the respondent had spoken with the supervisor but would have preferred that the supervisor pay him for his trouble
- the supervisor confirmed with our office that contacting the respondent would likely jeopardize a related criminal investigation; our office therefore provided the follow-up in lieu of the EPD supervisor
- the supervisor was the person who initially received the complaint (which may have been the source of the respondent's confusion)
- the supervisor had spoken with the respondent; respondent answered negatively to every survey question and appeared disappointed with the overall process
- supervisor had spoken with respondent, but respondent was confused as to whether the person she spoke with was a supervisor
- supervisor's several voicemails were not returned by the respondent; our office contacted respondent with findings after receipt of the survey
- supervisor contacted respondent, but respondent was disappointed that another agency was responsible for the conduct leading to his complaint

Question #6 was added to the survey during 2011; it is a yes or no question and includes a space for comments. Of the 56 surveys that answered this question, 5 indicated that they would have liked to speak with the involved officer (whether in addition to or instead of speaking with the supervisor).

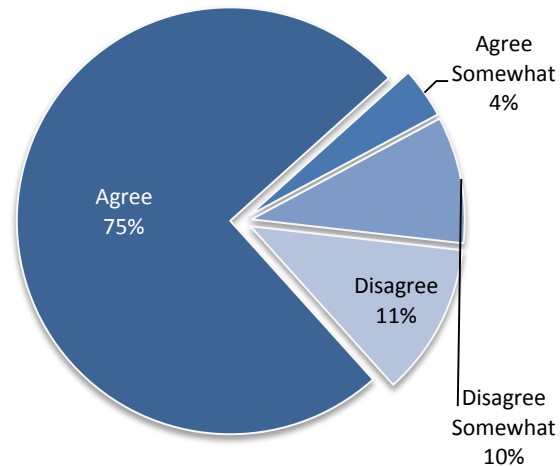
### Question 1: Helpfulness of the Auditor's Office



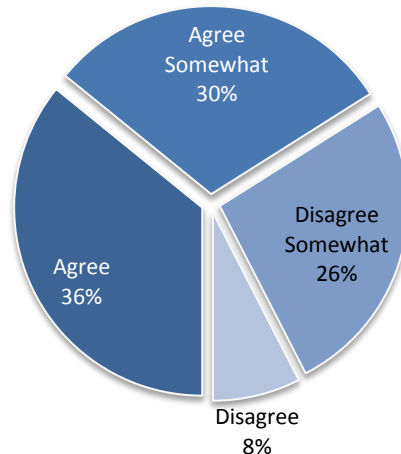
### Question 3: Supervisor Addressed Concerns



### Question 4: Supervisor Listened to Concerns

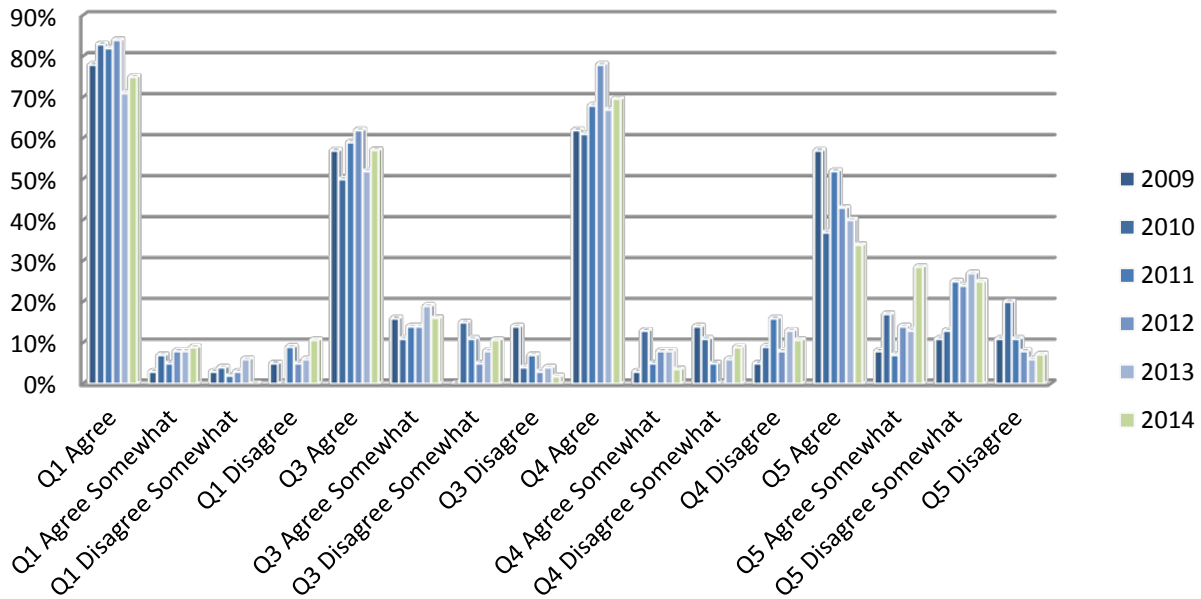


### Question 5: Overall Satisfaction with Outcome



In 2014, 89% of respondents agreed or somewhat agreed that the Auditor's Office was helpful in taking their complaint (Question 1). This is an increase from last year's 86% and identical from 2011 (89%). Overall satisfaction increased slightly, from 61% in 2013 to 66% in 2014. The 66% overall satisfaction rate is our highest since we started recording survey data.

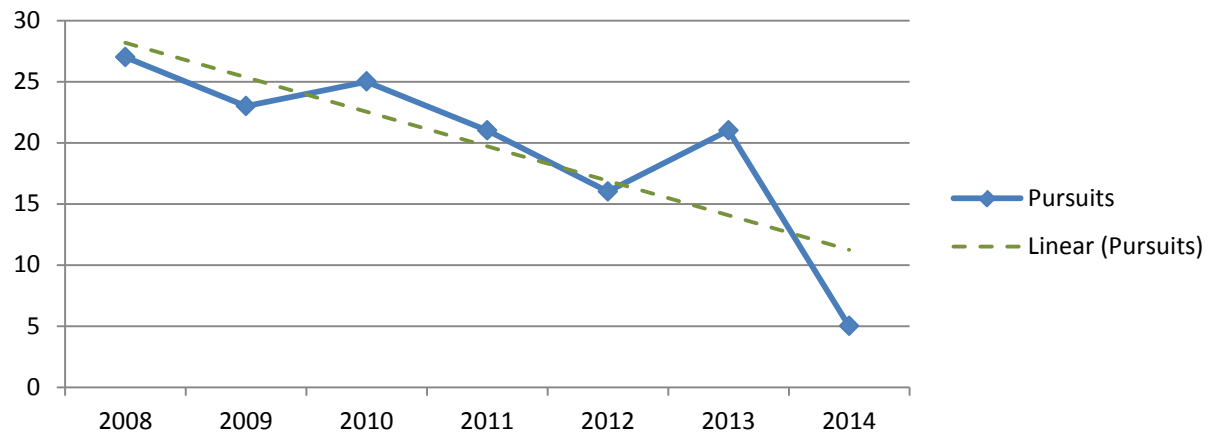
## Service Complaint Surveys, 2009 - 2014



## Vehicle Pursuits

Vehicle pursuits declined sharply in 2014. EPD only engaged in five vehicle pursuits in 2014, a decrease of 76%. Our office focused on working with EPD to institute a new vehicle pursuit policy that became effective in February 2014, and we are very pleased to see the decrease in the number of vehicle pursuits. In addition, 4 of the 5 pursuits lasted less than 1 mile (there was no data entered on the other pursuit).

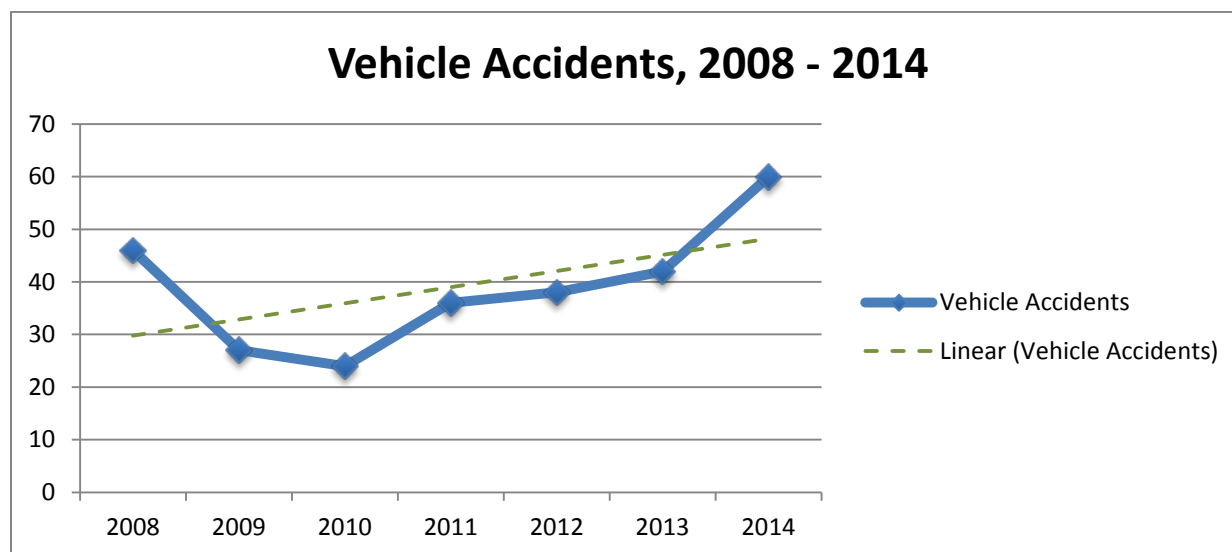
## Vehicle Pursuits, 2008 - 2014



Every vehicle pursuit is reviewed by EPD's Emergency Vehicle Operations team and entered into the Internal Affairs database that our office shares with EPD. If either the EPD EVOC team, the EPD chain of command, or our office identifies a concern with the pursuit, an administrative investigation, conducted by Internal Affairs and with the participation of our office, may be initiated. In 2014, none of the five pursuits were found to be justified or within EPD policy.

## Vehicle Accidents

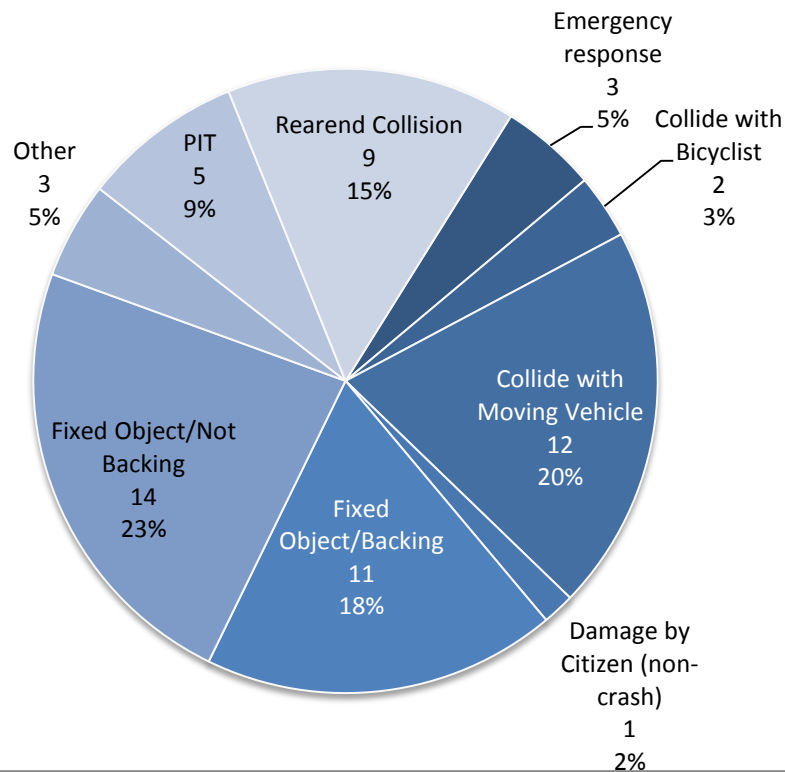
Vehicle accidents increased in 2014. EPD was involved in 60 vehicle accidents in 2014, an increase of 43% over the 42 accidents that occurred in 2013. Vehicle accidents are reviewed by the involved employee(s)' supervisor and entered into the Internal Affairs database that is shared between our office and EPD. The supervisor determines whether the involved employee was at fault or not at fault. Of the 60 vehicle accidents in 2014, 32 (53%) were determined to be the fault of the involved EPD employee.



Approximately 41% (25) of the accidents were with fixed objects. Only three accidents (5%) were caused by the employee's emergency response. Five of the accidents (9%) were intentional maneuvers by the EPD employee in an attempt to force another vehicle to stop (called a PIT maneuver).



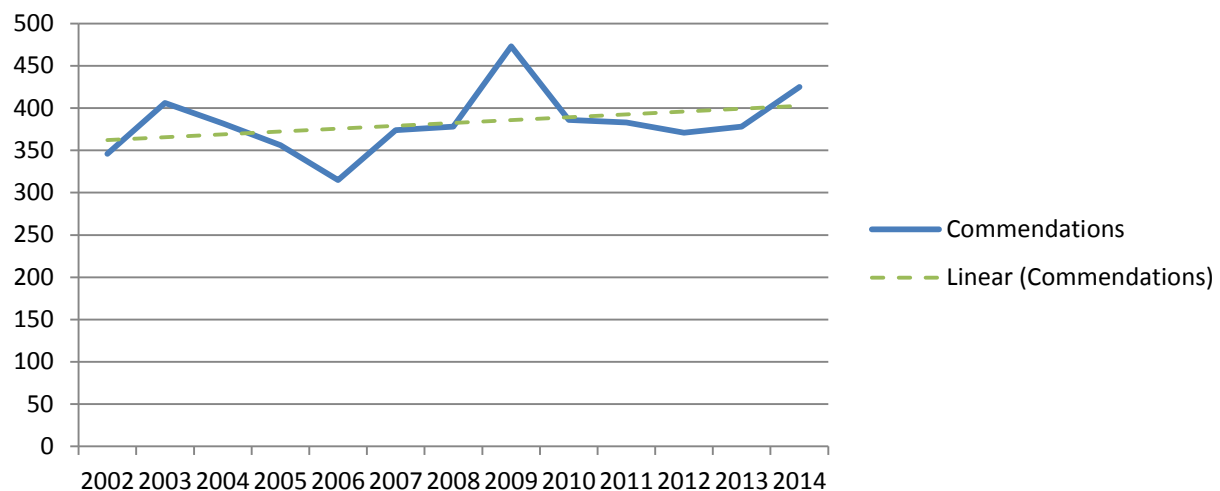
## Cause of Vehicle Accidents, 2014



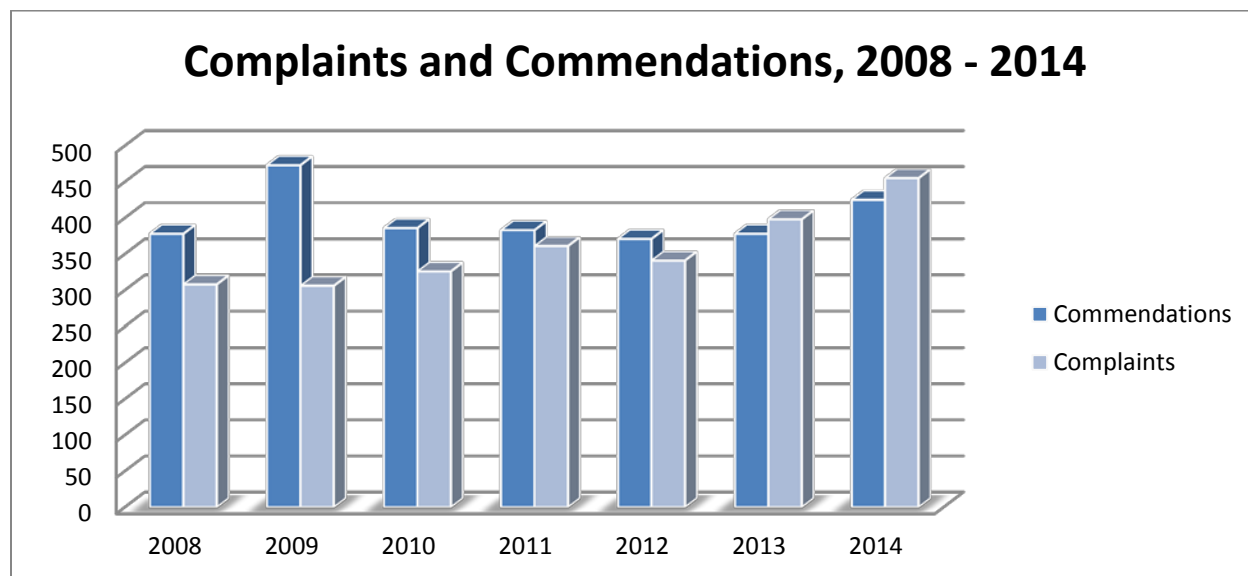
## Commendations

The Auditor's Office and EPD continue to intake commendations, a total of 455 in 2014. This was a 20% increase from the 378 received in 2013.

## Commendations, 2002 - 2014



Despite the nearly 7% increase in complaints in 2014, commendations again outnumbered complaints in 2014.



## Community Impact Cases

The Auditor did not receive any complaints in 2014 that were designated as a community impact case.

## Critical Incidents

There were no critical incidents in 2014, as defined in E.C.C. § 2.452 (“An occurrence involving a significant police action including, but not limited to, a civil disturbance or riot, an officer-involved shooting, or other action by a sworn police officer resulting in serious physical injury or death”).

## Conclusion

We wish to also thank the outstanding volunteers for the Civilian Review Board, past and present, as well as members of the Police Commission and the Human Rights Commission. We truly appreciate the outstanding support provided by the Central Service Department for finances, information technology, budgets, human resources, payroll and other functions. The City Manager’s office, the City Attorney’s office, and the Eugene Police Department have all been helpful in assisting the Auditor’s Office accomplish its core function and goals. Finally, we wish to thank the Mayor and City Councilors for having patience and taking the time and energy to be effectively involved in the evolution of the civilian oversight process in Eugene.

## 2014 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	Total ***	
Internal: Allegation that a supervisor failed to properly manage an in custody death scene, failed to promptly notify his supervisors, and failed to contact the Violent Crimes Unit.	Allegation of Misconduct	1101.1.1.B.9 Unsatisfactory Performance		S	S	1/7/14	4/30/14	5/15/14	9/4/14	128	9/9/2014
		308.6 Death Investigation		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	Total ***	
Officer self-reported that he had locked marijuana taken from a suspect in his desk drawer and had forgotten to lodge it at PCU. <b>New expedited Review process used.</b>	Allegation of Misconduct	Performance 804 Evidence and Property Handling	S	S*	S	1/29/14	N/A	2/28/14	4/4/14	29	
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	Total ***	
Internal allegation that an officer had mishandled items left behind by a suspect during a vehicle break-in.	Allegation of Misconduct	1101.1.B.9 Unsatisfactory Performance	S	S*	S	2/5/14	3/17/14	5/13/14	7/2/14	98	
		1101.1.B.20 Processing Property and Evidence	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	Total ***	
Allegation that a call-taker did not correctly dispatch a rural vehicle injury accident call.	Allegation of Misconduct	1101.1.B.9 Unsatisfactory Performance	WP	WP*	WP	2/22/14	4/9/14	5/7/14	6/12/14	75	
		1101.1.B.9 Unsatisfactory Performance	S	S*	S						
		1101.1.B.17 Judgment	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	Adjud-ication	Closed	Total	
The Oregon Department of Justice notified EPD that an officer was under investigation in relation to child pornography. <b>Officer resigned during investigation.</b>	Allegation of Criminal Misconduct	1101.1.B.5 Conformance to laws	N/A - Resigned during Investigation			3/10/14			5/5/14	55	
		1101.1.B.25 Unbecoming Conduct									
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command**	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	Total ***	
RP alleged that an officer grabbed her and threw her to the ground during a person stop at the LTD town down station and that she was illegally searched and cited for minor in procession of tobacco.	Allegation of Misconduct:	901.1 Use of Force	WP	WP	WP	3/11/14	5/6/14	6/24/14	6/26/14	103	10/14/2014
		308.40 Person Stops and Contacts	UF	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	Adjud-ication	Closed	Total	
Eugene Police Department Employee was arrest for DUII by a local police department.	Allegation of Criminal Misconduct	1101.1.B.5 Conformance to Laws		S*	S	3/27/14			6/12/14	75	
		1101.1.B.5b Conformance to laws: notify supervisor Immediately		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	Adjud-ication	Closed	Total ***	
Internal: Allegation that officers pursued a suspect in violation of the Vehicle Pursuit Policy.	Allegation of Misconduct Performance	314 Vehicle Pursuit Policy	S	S*	S	3/29/14	6/11/14	7/3/14	9/3/14	94	
		314 Vehicle Pursuit Policy	WP	WP*	WP						
		314 Vehicle Pursuit Policy	S	S*	S						

Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB
	Auditor's Classification	POM Violations	EPD Chain of Command**	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total ***	Review?
RP alleged that an officer unlawfully and illegally and without provocation reached into his apartment and pulled him into the hallway to continue an interview about cell phones he had found in an alley less than an hour before.	Allegation of Misconduct: Constitutional Rights	322 Search and Seizure	S	S*	S	4/15/14	5/29/14	6/20/14	7/18/14	65	
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB
	Auditor's Classification	POM Violations	EPD Chain of Command**	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total ***	Review?
RP alleged that an officer racially profiled him for walking down the street with a white female and used excessive force by slamming his head up against a wall.	Allegation of Misconduct	901.1 Use of Force	UF	WP	WP	4/29/14	6/12/14	10/3/14	10/30/14	154	
		1101.1.B.9 Unsatisfactory Performance	UF	UF	UF						
		1101.1.B.7 Courtesy	UF	S	S						
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB
	Auditor's Classification	POM Violations	EPD Chain of Command**	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total ***	Review?
Misinformation broadcasted by a call taker resulted in an officer approaching a vehicle which he thought to be stolen with guns drawn. RP was very upset about the mistake.	Allegations of Misconduct	1101.1.B.9 Unsatisfactory Performance	S	S*	S	5/8/14	6/12/14	7/3/14	8/15/14	55	
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB
	Auditor's Classification	POM Violations	EPD Chain of Command**	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total ***	Review?
Internal Allegation that a supervisor did not properly notify their supervisor about an incident of horseplay and that the notification lacked information a reasonable employee in similar circumstances would have provided.	Allegation of Misconduct	1101.1.B.9 Unsatisfactory Performance	S	S	S	5/9/14	8/13/14	9/26/14	11/24/14	137	2/10/2015
		1101.1.B.17 Judgment	IE	IE	Dismissed						

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	Total ***	
Internal Allegation that an officer acted in a manner to as to reflect negatively on the police department while attending an out of town conference. Internal allegation that a supervisor failed to report the incident.	Allegation of Misconduct	1101.1.B.25 Unbecoming Conduct	IE	IE	IE	5/9/14	8/20/14	10/15/14	1/16/15	156	
		1101.1.B.17 Judgment	S	S	S						
		APM 15.2 Workplace Violence	UF	UF	UF						
		1101.1.B.5 Conformance to Laws	UF	UF	UF						
		1101.1.B.25 Unbecoming Conduct	S	S	S						
		1101.1.B.17 Judgment	S	S	S						
		1101.1.B.27 Use of Intoxicants and Medications	S	S	S						
		APM 15.2 Workplace Violence	IE	IE	IE						
		1101.1.B.15 Insubordination	S	S	S						
		1101.1.B.5 Conformance to Laws	IE	S	S						
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command**	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total ***		
Internal: Allegation that an officer delivered one more strike to a fighting suspect after he had been secured in handcuffs.	Allegation of Misconduct	901.1 Use of Force	S.	S	S	5/11/14	7/30/14	9/5/14	10/28/14	114	3/10/2015

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	Total	
Internal: Allegation that on officer was insubordinate and disrespectful toward a supervisor. <b>New expedited Review process was used.</b>	Allegation of Misconduct	1101.1.B.15 Insubordination	S	S*	S	5/22/14			8/11/14	79	
		1101.1.B.7 Courtesy									
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	Total ***	
Internal: That an officer was insubordinate and articulated an unwillingness to do an assignment.	Allegation of Misconduct	1101.B.15 Insubordination	S	S	S	6/12/14	8/27/14	9/9/14	10/22/14	87	
		1101.1.B.9 Unsatisfactory Performance	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	Total ***	
Internal: Allegation that an officer did not have probable cause or reasonable suspicion to detain a suspect.	Allegation of Misconduct	901.1 Use of Force	WP	WP	WP	6/14/14	8/26/14	9/23/14	10/9/14	99	11/11/2014
		418 Mental Health Crisis Response	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	Total ***	
RP alleged that an officer used profanity toward him, continually shined a flashlight into his eyes, used excessive force to detain him and that one officer stepped on his dreadlocks during his arrest, and that officers dragged him to the patrol car and smashed his head into the car door.	Allegation of Misconduct Use of Force	901.1 Use of Force	UF/WP	WP	WP	6/16/14	9/11/14	10/7/14	10/17/14	111	12/9/2014
		901.1 Use of Force	WF/WP	WP	WP						
		901.1 Use of Force	UF/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	Adjud-ication	Closed	Total ***	
Internal Allegation that a supervisor responsible for hiring and supervising an EPD community program violated hiring independent contractors and nepotism policies as well as abuse of position.	Allegation of Misconduct: Conduct	1101.1.B.2 Abuse of Position	IE	IE	IE	7/31/14	2/9/15	3/10/15	5/4/15	220	
		1101.1.B.5 Conformance to Laws	S	S	S						
		APM 4.2 Nepotism and Personal Relationships	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	Adjud-ication	Closed	Total ***		
Internal Allegation that an officer violated work place violence policy by displaying his firearm near another employee during a conversation. There was no police reason to draw the firearm.	Allegation of Misconduct	APM15.2 Workplace Violence Policy	S	S	S	8/6/14	9/9/14	10/2/14	11/25/14	56	
		1101.1.B.17 Performance: Judgment	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	Adjud-ication	Closed	Total ***		
Officer engaged in a vehicle pursuit out side of policy.	Allegation of Misconduct	308.2 Performance Vehicle Pursuits	S	S	S	8/8/14	N/A	1/24/15	1/26/15	166	
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?
Auditor's Classification	POM Violations	EPD Chain of Command**	Auditor	Chief	Intake	IA Report	Adjud-ication	Closed	Total ***		
Internally reported allegation that an officer used excessive force against a person in custody. Criminal investigation ongoing.	Allegation of Criminal Conduct	Use of Force	PENDING			9/11/14	PENDING				



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	Total ***		
RP alleged that officer failed to adequately investigate a theft; additional allegations related to performance were uncovered during the course of the investigation. Discipline pending.	Allegation of Misconduct	Unsatisfactory Performance	S	S*	S	9/16/14	2/8/15	3/24/15	PENDING	188		
		Unsatisfactory Performance	S	S*	S							
		Unsatisfactory Performance	S	S*	S							
		Unsatisfactory Performance	IE	IE*	IE							
		Neglect of Duty	S	S*	S							
Summary of Complaint	Allegations		Adjudication			Dates/QC					CRB Review?	
Auditor's Classification	POM Violations	EPD Chain of Command**	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Total ***			
Internal allegation that an employee attempted to pin a suspect vehicle in violation of policy; additional allegations added during investigation. Discipline pending.	Allegation of Misconduct	Forcible Vehicle Stop Techniques	S	S	S	9/23/14	2/5/15	3/22/15	PENDING	179		
		Unsatisfactory Performance	S	S	S							
		Unsatisfactory Performance	S	S	S							
		Competency	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	Total ***			
RP alleged that officer failed to take appropriate action after being dispatched to a dispute call and questioned RP's disability in a discourteous manner. Additional allegations related to ICV policy and search and seizure policy were added during investigation.	Allegation of Misconduct: Performance	1101.1.B.9 Performance	UF	UF	UF	11/7/14	12/30/14	2/12/15	4/9/15	95	5/12/2015	
		322 Search and Seizure	S	S	S							
		301.4 In-Car Video recording systems	S	S	S							
		1101.1.B.9 Performance	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	Adjud-ication	Closed	Total ***	
Allegation that an officer detained Reporting Party with out reasonable suspicion that a crime had been committed. That the officer referred to Reporting Party with a term of profanity.	Allegation of Misconduct: Conduct	322 Search and	S	S*	S	11/10/14	12/30/14	2/1/15	2/18/15	81	
		1101.1.B.7	S	S*	S						
		Courtesy									
Internal allegation that an officer damaged his vehicle and caused injury to officer of another agency during horseplay.	Allegation of Misconduct: Performance	1101.1.B.17 Judgment	S	S	S	12/17/14	1/22/15	2/12/15	3/10/15	55	5/12/2015
		1101.1.B.9 Unsatisfactory Performance	S	S	S						

Adjudication recommendations are: Sustained (S), Insufficient Evidence(IE), Unfounded (UF), and Within Policy (WP). Those terms are defined in Eugene's Civilian Oversight Protocols (2007):

Sustained = the complainant's allegation(s) was determined to be a violation of EPD policies, rules and/or procedures and, the employee(s) involved committed the violation(s) as alleged.  
 Insufficient Evidence = The chain of command was unable to determine whether or not a violation of EPD policies, rules, and/or procedures occurred.  
 Unfounded = The claim is unsubstantiated - it was determined that the employee(s) involved did not engage in the behavior as alleged by the complainant.  
 Within Policy = It was determined that the behavior of the employee(s) involved did occur but was consistent with EPD policies, rules, practices and/or procedures.

\* Indicates that the Auditor's Office reviewed the investigation and conferred with EPD Chain of Command/EPD Chief but declined to write an adjudication memo.

\*\* Indicates the recommended adjudication from the highest ranking reviewer - in some cases, direct supervisor's recommendation may have been different.

\*\*\* Total time in Police Auditor's Office - from intake to adjudication (does not include time to notify employee, discipline, and close file).

## 2014 Service Complaints, Policy Complaints, and Inquiries

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/2/2014	1/28/2014	26	Inquiry	RP was concerned about the way an assault against him was handled by an EPD Officer. RP alleged he was handcuffed, not allowed access to EMTs and his home searched even when he denied consent.	Sgt. learned officers were dispatched to a possible gun shot victim and observed a unoccupied running vehicle with a metal object on the ground and a blood trail leading to an apartment. Witnesses verified a dispute with the occupants had occurred. RP and his girlfriend exited the apartment as asked and a search was conducted to assure there were no other injured subjects. RP was evaluated by medics and transported to the hospital. Further investigations were conducted by EPD officers. Sgt. spoke with RP the sequence of events and his findings.
1/3/2014	1/28/2014	25	Service/ Performance	RP alleged that an officer failed to conduct a competent investigation of an assault 2 in which he was the victim.	Sgt. verified the findings of the officer's report and classification of the crime and spoke with RP about his findings.
1/6/2014	1/28/2014	22	Service/ Performance	RP alleged that officers would not cite or arrest a neighbor who had trespassed on his property telling him it was not worth the trouble because he would be out in 5 hours.	Sgt. learned that RP and his neighbor have a lengthy dispute going in which they call police but then can not provide evidence of for the allegations. Officers in this incident while not arresting any one filed a well documented report. Sgt. spoke with RP about her findings.
1/6/2014	2/14/2014	38	Service/ Performance	RP was upset that officers have returned twice to her mother-in-laws home looking for her son.	Sgt. learned that officer had developed information that the location the son was living, a warrant was on file for the son, so no policy violation was found. RP's phone was disconnected and could not be reached to discuss the incident.
1/4/2014	1/29/2014	25	Policy	RP was upset that when she complained about an upstairs neighbor dropping heavy objects on his floor and no one responded.	Supervisor found that the call had been entered but because of priority call volume the information was relayed to the beat officers as beat information. Supervisor spoke with RP who relayed that her neighbor had spoken with an officer and between that and her landlord the situation was resolved.
1/7/2014	1/23/2014	16	Inquiry	RP was upset that officers searched his home after he called the non emergency line for mental health issues. Officers confiscated his gun and cited him for an illegal discharge.	Sgt. spoke with RP about the issues involved in his contact with officers and the confiscation of the gun was due to it being evidence of a crime.
1/7/2014	1/23/2014	16	Inquiry	RP was concerned about an incident in which she was assaulted by relatives of her friend. RP felt pressured by the officer not to press charges and later learned she had a concussion.	Sgt found that at the time of the incident officers were unable to discern who the primary aggressors were or if it was mutual combat. Sgt. spoke with RP who now wanted to press charges, an officer was dispatched to take a report.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/7/2014	1/15/2014	8	Inquiry <b>Dismissed: Outside Jurisdiction</b>	RP reported a SUV he believed was an EPD vehicle run a red light.	<b>Dismissed: Outside Jurisdiction Not EPD.</b>
1/5/2014	2/5/2014	30	Inquiry	RP told supervisors that he was unhappy with how arresting officers handled his arrest.	Several attempts to contact were made with no return contact from RP. Complaint closed pending further contact from RP.
1/9/2014	2/10/2014	31	Service/ Performance	RP was upset that nothing was being done about the illegal camping in his neighborhood.	Sgt. spoke with RP about the procedures in place to deal with illegal camping. Sgt. also gave a 24 hours notice to the camper.
1/8/2014	2/10/2014	32	Service/ Performance	RPs were concerned that an officer did not take the time to investigate or even file a report about an altercation they were involved in on New Years Eve in the downtown area.	Lt. researched the incident and spoke with witness officers and found two issues: no report was taken and participants were not identified. Body cams were not turned on by officers. RPs have not made themselves available to Lt for feed back on their concern.
1/9/2014	1/22/2014	13	Inquiry	RP was upset at the way officers handled an incident in which a neighbor pushed his way into his home and assaulted him. He feels officers did not hold this person responsible.	Sgt. learned that physical evidence did not support RP's report of the incident. Officer had been unable to discern who the primary aggressor was in the incident. A thorough report was taken and forwarded to the City Prosecutor to determine if enough information was available to prosecute. Sgt. spoke with RP about the findings.
1/10/2014	1/30/2014	20	Service/ Performance	RP was upset that when she was threatened with harm by the campers at "Whoville." An officer showed up across the street but did not contact her.	Sgt. spoke with the officers who responded and learn that RP refused to walk over to officers who then contacted her and spoke with RP and others in the camp.
1/10/2014	1/23/2014	13	Inquiry <b>Dismissed: Alternative Remedy</b>	RP felt that since officers could not cited an ORS on noise verbatim from the statute therefore he should not have been cited.	<b>Dismissed: Alternate Remedy. Guilt of innocence determined by the court.</b>
1/13/2014	2/14/2014	31	Inquiry	RP left a voicemail with the Auditor's upset that EPD was trying to return evidence from a 10 year old rape case that was never prosecuted and feels victimized again.	Lt. left voice message with RP apologizing for the contact. Lt also spoke with PCU about changing practices and procedures involving such type of evidence.
1/21/2014	1/28/2014	7	Inquiry <b>Dismissed: Alternative Remedy</b>	RP was upset that she was arrested for trespass while delivering presents.	<b>Dismissed: Alternate Remedy: other agency.</b>

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/23/2014	2/10/2014	17	Inquiry	Inquiry into the decision making process of an arrest during a U of O football game.	Sgt. interviewed officers involved in the situation and determined that various officers make the decision after consulting with one another.
1/27/2014	2/3/2014	6	Service/ Performance	RP was upset that he was not notified when his stolen vehicle was recovered and he incurred towing fees.	Sgt. found a miscommunication between agencies had happened and RP had not been called. He directed him to the Risk department to file a claim.
1/27/2014	3/17/2014	50	Inquiry	RP was upset that it took officers 2 hours to notify her when minor son was detained.	Sgt. reviewed the incident and the actions that officers took during the detention of RP's son and learned due to the amount of witnesses that were contacted and interviewed a delay in transporting the minor to Headquarters took place. Sgt. spoke with RP about the issue and policies involved in the incident.
1/20/2014	2/13/2014	23	Policy	RP tweeted his unhappiness with EPD for how long it took to have a police report taken about a stolen gun.	Sgt. spoke with RP about his concerns and explained dispatch requirement involving his situation and pawn shop reporting methods. Sgt. also explained his feed back would be used to analyze the current policy.
1/21/2014	2/12/2014	21	Inquiry	RP was upset that when his son's girlfriend was in an accident and ended up going to urgent care with a concussion EPD did not respond to the scene.	Sgt. found that fire and EMTs were first on the scene and were told by RP that she did not know if she was hurt. A tow truck was called and EMTs left the scene and because there was no injuries at the time called EPD to disregard as per policy. Sgt. spoke with RP about the incident and the policies involved.
1/21/2014	2/18/2014	27	Inquiry	RP was upset at the demeanor of on officer who came to his place of business investigating a vandalism issue nearby.	Sgt. reviewed police reports, ICV of incident and spoke RP about his concerns then with the involved officer about RP's concerns.
1/21/2014	2/14/2014	23	Service/ Performance	RP reported an EPD vehicle driving erratically.	Sgt. learned the officer involved was following a suspect from a known drug house, Stg. spoke with officer about the public perception of the driving even though he was doing legitimate police work. Sgt. spoke with RP about her concerns and his findings.
1/30/2014	2/3/2014	3	Service/Courtesy Dismissed: Other	RP was upset that an officer told him he might look into anger management.	<b>Dismissed: Other. No policy violation alleged.</b>
1/23/2014	2/4/2014	11	Service/ Use of Force	RP alleged that officers used excessive force by grabbing his wrists during an event in which he would not get off a bus.	ICV captured the incident, Sgt. found officers used only the amount of force necessary to control the situation. (control hold and pressure points only)

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/30/2014	2/24/2014	24	Service/Courtesy	RP was upset at a citation he was given after passing an officer on his cell phone on I-5. And that the officer was rude with him later that day at an event they both attended.	Sgt. reviewed ICV and noted that the erratic lane change citation appeared to be legitimate. Sgt. spoke with RP about the issue.
2/3/2014	2/19/2014	16	Service/Courtesy	RP was upset that an officer told a woman she was caretaker for that she could not unplug the cable because of another tenant in the garage.	Sgt. reviewed the records and spoke with officer and learned that the cable was being paid for by the tenant in the garage and he spoke to the other tenant that unplugging it could be bring a criminal mischief charge. RP is not respond to Sgt's attempts to contact her.
2/5/2014	2/6/2014	1	Inquiry	RP was upset that his motorcycle was impounded while the VIN number was verified in pursuant to ORS 819.440	RP was advised that he would be contacted as soon as the VIN had been verified.
2/5/2014	2/11/2014	6	Service/Courtesy	RP complained that when she was cited for using her cell phone while sitting at a stop sign the officer was rude and talked down to her.	Sgt. Spoke with RP and then with the Officer about her concerns.
2/6/2014	2/10/2014	4	Inquiry <b>Dismissed: Alternate Remedy</b>	RP was concerned that an officers inflated his "pacing" percentage to the court.	<b>Dismissed: Alternate Remedy</b>
2/7/2014	2/26/2014	19	Policy	Auditor inquired into the actions of a canine release.	Sgt. reviewed the incident and followed up with the Auditor on the policy of off lead releases of K-9 dogs.
2/10/2014	2/11/2014	1	Inquiry <b>Dismissed: Outside Jurisdiction</b>	RP's were concerned about their treatment by the Deschutes County Jail.	<b>Dismissed: Outside Jurisdiction</b>
2/10/2014	2/14/2014	4	Service/ Performance	RP was upset that officers were not calling her back about her report of a theft.	Closed before investigation by Supervisor: Reporting Party satisfied with results of investigation.
2/7/2014	4/21/2014	74	Inquiry	RP feels that officers are giving preferential treatment to his ex-girl friend in a couple of incidents they have been involved in because she is female. And that an officer used foul language toward him during one of the incidents.	Sgt. reviewed police reports and spoke with witnesses of each incident and found neither allegation made by RP to be accurate. RP did not return calls to speak to the Sgt.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/14/2014	2/27/2014	13	Inquiry	RP was upset that an officer confiscated a bike he was trying to sell on Craigslist even though he had documentation to show he had purchased the bike from Brashers. The lady that claimed the bike was her had no proof.	Sgt. reviewed the officers report and found that the bike was confiscated while the officer followed up on the true owner of the bicycle. More information was obtained and the officer followed up with RP.
2/11/2014	2/13/2014	2	Service/ Performance	RP was upset that when a neighbor called EPD about a prowler in the area there was no response. Also he did not receive a return call about a drug tip.	Lt. spoke with RP about his concerns and the beat information that was relayed in the prowler incident, he also had EPD's crime prevention specialist contact RP about crime preventions efforts in his neighborhood.
2/11/2014	2/18/2014	7	Inquiry	RP felt that an officer was retaliating against him for filing a complaint by getting him kicked out of his apartment.	Sgt. spoke with manager of apartment and was assured he had never spoken with officer and that the eviction was due to other matters. Sgt. spoke with RP about his findings.
2/14/2014	2/24/2014	10	Service/Courtesy	RP was upset that on officer told her husband who has a seizure disorder to go inside while she finished her traffic stop instead of continuing to stand and smoke his cigarette in front of her overhead lights.	Sgt. spoke with RP and her husband about the incident, specifically about officer safety issue Involved in turning off of the warning lights during a stop.
2/15/2014	2/18/2014	3	Policy	RP was upset that an officer did not investigate or cite the other person in a traffic crash.	Sgt. spoke with RP about the policy injury involved-only investigating in an injury accident. RP understood the policy but did not like how the policy worked.
2/13/2014	2/25/2014	12	Service/ Performance	RP was upset that an abandoned vehicle had not been removed from her neighborhood.	Lt. contacted parking services and worked with them to have the vehicle moved.
2/14/2014	2/19/2014	5	Service/ Performance Dismissed: Outside Jurisdiction	RP complained about actions of the Springfield Police Department.	<b>Dismissed: Outside Jurisdiction</b>
2/19/2014	2/21/2014	2	Inquiry <b>Dismissed: Outside Jurisdiction</b>	RP was upset that a parking control officer applied graffiti to his vehicle. (Chalked a tire.)	<b>Dismissed: Outside Jurisdiction</b>
2/19/2014	3/14/2014	25	Inquiry	RP in reviewing a case he was involved in at the Public Defender's office believed an officer may have given the judge false information about probable cause for a search warrant.	IA Sgt. reviewed the filed and the ICV's involved and found no contradictory information in the material. Sgt. spoke with RP about his findings.

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
2/20/2014	2/26/2014	6	Inquiry	RP complained that an officer unnecessarily placed his hands on him and was rude to him.	
2/21/2014	4/10/2014	49	Inquiry <b>Dismissed: Timeliness</b>	RP felt an officer was unprofessional in his comments about other professions at a traffic accident site.	<b>Dismissed: Timeliness</b>
2/20/2014	2/24/2014	4	Service/ Performance	RP felt a volunteer was not sensitive when telling her she needed a new type of permit to park in the handicap parking slot.	Supervisor spoke with RP about the issue and the new law and what permits allow what parking. Supervisor also researched the new law and spoke with the volunteers about the best way to educate the public on compliance.
2/24/2014	3/10/2014	16	Service/Courtesy	RP was upset that on officer threatened to take him down to the ground if he tried to run and alluded to how other officers would back that up.	Sgt. reviewed incident and learned RP had a history of fleeing law enforcement and comment was made during an arrest in order to prevent having to use force if RP fled. Sgt. spoke with RP about the incident.
2/24/2014	2/28/2014	4	Inquiry	RP feels that he is being profiled because officers are aware he has a medical marijuana and a growers card.	Sgt. reviewed ICVs of contact with RP and spoke with RP about his findings advising him that to not come afoul of the law he need to not bring large quantities of marijuana downtown and to refrain from showing it to others, which can lead to delivery charges.
2/26/2014	4/10/2014	44	Inquiry	RP was upset that officers tried to question him about an assault while he was being treated at the hospital and when he was release found that no report had been taken or charges pressed against his assailant.	Sgt. researched the incident in question and found that because officers did not have a full description of the incident the assailant could not be held. RP wished to press charges now that he was able and a report was taken.
2/26/2014	3/2/2014	6	Service/Courtesy	RP was upset that officer was rude and intimidated him while giving him a traffic citation.	Sgt. discussed the issue with RP and with the officer about RP's perception of the stop.
2/26/2014	3/18/2014	22	Service/ Performance	RP was upset that an officer would not cite her neighbor for trespassing.	Sgt. reviewed the records of the incident and found the officer acted within policy, spoke with RP about the incident and the civil actions she could take with her landlord.
2/26/2014	3/14/2014	18	Inquiry	RP was upset that an officer in a white police SUV flipped him off and mouthed a profanity at him when he motioned for him to get off a cell phone.	IA Sgt. found that the vehicle described did not belong to EPD. RP was notified.
2/27/2014	3/25/2014	28	Service/Courtesy	RP alleged that an officer made inappropriate remarks to her during a person stop.	LT. reviewed ICV and found that the officer replied had made discourteous remarks to goading by RP. Lt. Spoke with RP about his findings.



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2/28/2014	3/18/2014	18	Inquiry	RP was concerned about a news story that used pictures of her infant daughter, pictures she believed were from a computer confiscated by the police.	Sgt. reviewed the issue and found that the photos had not been released from EPD but that they were in the public domain-(social media etc.) and that the media in question had found the images used on their own.
2/28/2014	3/6/2014	6	Inquiry <b>Dismissed: Alternate Remedy</b>	RP was upset because she felt downtown officers were profiling her son and other young people.	<b>Dismissed: Alternate Remedy</b>
3/3/2014	3/14/2014	11	Inquiry	Anonymous RP was upset at patrol vehicles speeding in residential areas.	Concern was added to the periodic driving reminder list.
3/3/2014	3/24/2014	21	Policy	RP was upset that an officer took a set of his clothing outside to photograph it during an investigation when he asked him to leave the items in his home.	Sgt. spoke with RP about the reason officer took the clothing outside with him when he retrieved his camera and the policy involved.
3/3/2014	3/17/2014	14	Service/Courtesy	RP was upset that an animal control officer was rude and threatening with her, even calling the police.	Supervisor reviewed the incident and learned that RP was uncooperative with officer about a dog off leash and policy was followed. Supervisor spoke with RP about the incident and policies involved.
3/4/2014	3/6/2014	2	Service/ Performance	RP felt that an EPD patrol car was going to fast even with it's lights and sirens activated.	Lt. spoke with RP about his concerns and found that the officers actions were in policy-responding to a person in danger call.
3/5/2014	3/25/2014	20	Inquiry	RP inquired into a stop that was conducted on her autistic grandson for not having a bike light.	Sgt. reviewed the incident and invited RP to review the ICV so she could understand what had transpired during the stop.
3/5/2014	4/11/2014	36	Inquiry	RP felt an officer was rude and blew her off when she was inquired about an incident when the officer used her chair to gain access to her neighbors back yard.	Sgt. Reviewed incident and found that the allegation of discourtesy was unfounded and that the officer had a legal right to be on the property at the time the chair was used. Sgt. spoke with RP about his findings.
2/26/2014	5/1/2014	65	Inquiry	RP alleged that an officer bounced his head off the patrol car door frame, applied the cuffs too tight and made derogatory remarks to RP during a DUII arrest.	Sgt. review ICV's of the stop and found none of the allegations occurred.
3/6/2014	3/27/2014	21	Inquiry	RP was upset that officers were coming to her door looking for a woman she does not know.	Sgt. spoke with RP and then contacted officers about her concerns.

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3/6/2014	4/3/2014	27	Inquiry	RP filed a third party complaint about an officers response to a request through the prosecutor's office for ICV from a traffic stop.	Sgt. learned that the person who was issued the citation did not put in the request for the ICV until the day before the court appearance. The officer did not have a chance to respond before the court date. No policy violations found. Sgt. spoke wit RP about his findings.
3/5/2014	4/3/2014	28	Inquiry	RP inquired into how the ICV booting up procedure works in the patrol vehicles.	Sgt. contacted RP and explained how the ICV system works.
3/10/2014	3/24/2014	14	Inquiry	RP noticed an EPD patrol vehicle using it's lights to move traffic out of it's way on I-5, it did not appear the officer had any official business.	Sgt. learned officer had noticed a traffic crash on the opposite lanes of the freeway and was responding to the crash code 4. Sgt. spoke with RP about his findings, RP had also noticed the accident and was happy for the information.
3/11/2014	4/14/2014	33	Service/ Performance	RP was upset that when she called in a report about intruders trying to break into her apartment, no officer responded to her door.	Sgt. learned that officer contacted two suspects in the lobby of the complex who were heavily intoxicated and believed that they were in their hotel and had been unable to get into their room - they were assisted in getting a cab to the correct place but because of call load RP was not contacted. Sgt. spoke with officer about importance of making that contact and called RP with his findings.
3/11/2014	3/13/2014	2	Inquiry	RP was upset that when he was released from jail he didn't have his drivers license or his wallet or the information where his car was towed.	Lt. learned that officer did not find RP's belongings where he said they were in the car at the time of arrest and that the tow sheet was given to RP.
3/12/2014	3/13/2014	1	Service/Courtesy	RP felt an animal control officer used a tone with other employees that was not appropriate.	Supervisor looked in to the incident and spoke with both RP and officer about the interaction.
3/12/2014	3/13/2014	1	Inquiry	RP was upset at being detained, profiled and harassed by an officer.	LT. spoke with RP during the detention of a possible theft explaining that he fit the description of the suspect.
3/13/2014	4/14/2014	31	Policy	RP filed a third party complaint about a driver who had been stopped for having a license plate light that was too bright. RP had never heard of this and questioned it's legitimacy.	Sgt. reviewed ICV and learned that the light was positioned in such a way as to obscure the officers view of the plate-facing out and not toward the plate and that the stop was legitimate. RP was contacted about findings.
3/14/2014	5/1/2014	47	Inquiry	RP was concern about an interaction he had with an officers who made derogatory remarks about some of the downtown teenagers.	Lt. spoke with officer involved who remembered the conversation with RP about issues with the students in the downtown area but not making derogatory statements. Lt. spoke with RP about his concerns.

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3/14/2014	3/25/2014	11	Service/Courtesy	RP was upset with an officer he felt was harassing him and talking to others about him after he was released from jail.	Sgt. reviewed body cam of the original arrest, reviewed police reports and spoke with witnesses about the issue finding that the officer was being pro active in enforcement efforts. RP did not return efforts to contact him.
3/14/2014	5/1/2014	47	Policy	RP complained that his daughter was cited for riding her bike on the sidewalk and at least 4 officers responded. He did not feel this level of enforcement was warranted.	Sgt. reviewed body cam of officers and found that 2 officers had been present during the stop not the 4 alleged. RP did no respond to Sgt's calls.
4/1/2014	4/8/2014	7	Policy	RP submitted a letter to a supervisor requesting a citation be dismissed because the same officer had previously given her a citation for what she felt was the same issue.	Sgt. reviewed ICV and records of the stop and noted no policy violations by officer. RP did not return phone calls.
3/17/2014	4/4/2014	17	Service/Performance	RP filed a third party complaint about a supervisor that contacted a complainant at an unreasonable hour.	Auditor's office contacted complainant involved to resolve the issue.
3/17/2014	4/1/2014	14	Service/Performance	RP was upset that she was not notified when her stolen car was recovered.	Sgt. learned that the new EPD data system incorrectly populated old contact information for RP so the officer was unable to contact RP. Sgt. spoke with RP about his findings and directed her to Risk Services to file a claim.
3/18/2014	4/30/2014	42	Service/Courtesy	RP called about an officer who was directing traffic who was acting unprofessionally, yelling at motorists.	Sgt. spoke with reporting party about her observations and then with officer about the perception of the public even when they are working dynamic assignments.
3/19/2014	4/14/2014	25	Policy	RP inquired into the policy about officers providing the Fix-it-Ticket brochure to drivers who have been cited for one of the covered infractions.	Sgt. review the program and learned that the policy does not require the officer to provide the brochure through most do. RP was contacted about the wording of the policy.
3/19/2014	4/4/2014	15	Inquiry	Internal inquiry into a volunteer releasing patrol briefing information.	Supervisor reviewed information available about the incident and spoke with those involved about her findings.
3/19/2014	4/2/2014	13	Service/Performance	RP complained that a call taker told her she could stop by the main headquarters at anytime to have her Fix-It-Ticket verified, which was not true.	Supervisor listen to call made by RP and found that the call taker did give erroneous information to RP. Sgt. followed through with training for call taker and spoke with RP.
3/20/2014	4/14/2014	24	Service/Courtesy	RP alleged that an officer escalated a warning into a citation when she disagreed with the law and declined to give her name.	Sgt. reviewed ICV and noted that officer was very patient with RP only citing for a traffic citation when he could have arrested RP for not identify herself. Sgt. spoke with RP about the situation and his findings.

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3/3/2014	3/25/2014	22	Inquiry	Internal inquiry into whether funds were credited to the correct fund.	Sgt. reviewed records and verified the funds were used and credited to the correct fund.
3/25/2014	3/27/2014	2	Inquiry	RP complained that an officer was harassing him with frequent contacts.	<b>Dismissed: Timeliness</b>
3/25/2014	4/1/2014	6	Service/ Performance	RP has contacted EPD over 10 times about a prohibitive camping issue in her neighborhood.	Sgt. contacted the campers and explained the law and then spoke with RP about the campers leaving the area.
3/25/2014	4/8/2014	13	Policy	RP, who has PTSD, was concerned about a traffic slowing tactic that he went by in which an officer was standing in the bushes with a radar gun.	Sgt. noted RP's comments, this particular area is on a bridge and there is no other area for officers to stand.
3/30/2014	4/11/2014	11	Service/ Performance	RP was upset that an officer did not investigate or cite the person whom she sold her trailer to for taking some of her belongings.	Sgt. reviewed the incident and concluded that the officer had reached the correct conclusion that the matter was civil. Sgt. spoke with RP about his findings
4/1/2014	4/14/2014	13	Policy	RP was upset that two motorcycle officers were parked on the sidewalk merely talking.	Sgt. spoke with RP about police exceptions from traffic laws while performing their duties. Officers involved were discussing enforcement issues.
4/1/2014	4/9/2014	8	Inquiry <b>Dismissed: Alternate Remedy</b>	RP felt that officers were discourteous and unhelpful with a tenant she wanted out of her house.	<b>Dismissed: Alternate Remedy</b>
4/2/2014	4/14/2014	12	Service/ Performance	RP inquired into why no action had been taken on the theft of his step-son's belongings that were being sold on EBay.	RP was contacted with the status of the investigation.
4/1/2014	4/8/2014	7	Inquiry	RP was upset that a School Resource Officer was harassing her son, who is not a student and has gotten him kicked off the bus.	Sgt. spoke with officer about the interactions with RP's son and learned and learned that tips from students had led to the interactions. Sgt. spoke with RP about the incidents.
4/3/2014	4/7/2014	4	Service/ Performance	RP was upset that an officer parked in a red zone with his motor running while doing personal bank business.	Sgt. reviewed issue and found officer was at the bank following up on a case. Sgt. spoke with RP about the incident and relayed the officers actions and the reason vehicles are left running to keep the electronics needed up and running.
4/4/2014	4/21/2014	17	Service/ Performance	RP complained that the officer who took a report about an incident he was involved in did not return phone calls.	Sgt. found that the officer usually gives her cell phone number to people to call and did not realize the call center sends callers to her department voicemail which she rarely checks. RP did not return messages to speak with the Sgt.

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4/4/2014	4/21/2014	17	Service/ Performance	RP called about an officer who made an unsafe turn across a solid line almost causing her to hit the patrol car.	Sgt. spoke with officer, who was not aware of the incident described by RP; Sgt. gave reminders to drive safely. Sgt. spoke with RP about his findings.
4/4/2014	4/15/2014	11	Inquiry: <b>Dismissed: Alternate Remedy</b>	RP filed a third party complaint about a violation that on officer had scratched out on the top ticket that did not go through to the courts copy. RP also noted the driver felt the officer was biased.	<b>Auditor reviewed ICV and dismissed: Alternate Remedy</b>
4/4/2014	5/8/2014	34	Inquiry	An anonymous RP alleged that an officer conducted a poor investigation into an incident in which he was involved in road rage with a semi truck.	Sgt. reviewed ICV, and spoke with witness officers and officer involved and learned that the investigation found RP actions to be the cause of the incident; the truck driver did not want to press charges.
4/7/2014	4/8/2014	1	Inquiry <b>Dismissed: Alternate Remedy</b>	RP was upset that the charges filed against her boyfriend did not reflect what had happened during the incident in question.	<b>Dismissed: Alternate Remedy</b>
4/7/2014	5/2/2014	25	Service/ Performance	RP felt an officer who responded to his call for service about issues with his neighbors was belligerent and unprofessional.	Sgt. reviewed officers ICV and found that the officer was professional and patient with RP while relying information RP did not agree with. Sgt. spoke with officer about public expectation and taking time to listen to past history.
4/10/2014	5/14/2014	34	Service/ Performance	RP, an apartment manager, was upset that an officer contacted her after hours for a follow up of a trespass complaint she had filed.	Sgt. spoke with RP and explained that officer works a night shift and had only been trying to leave a message for the manager not awaken her.
4/10/2014	4/21/2014	11	Service/ Performance	RP was concerned that a patrol car came within 3 ft. of him while he was riding his bicycle in the downtown area.	Sgt. spoke with officer who was believed to be in the area, who did have any recollection of cutting off a cyclist or being that close, officer reminded to be cautious while driving. Sgt. spoke with RP about his findings.
4/9/2014	4/14/2014	5	Service/ Performance	RP felt that an officer acted unprofessional with the comments he made to him during a stop.	Sgt. spoke with RP about the incident and RP also apologized to the officer for his own behavior.
4/15/2014	4/16/2014	1	Service/ Performance Dismissed : Other	RP filed an anonymous complaint about officers not utilizing an hearing interpreter, not enough information was given to identify officer or stop.	<b>Dismissed: Other</b>

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4/15/2014	4/21/2014	6	Service/ Performance	RP's dog escaped her yard after officers damaged her fence in an arrest. RP felt officer should have been aware the dog was in the yard before they left a card and left.	RP spoke with officers involved who had not seen a dog in the yard, when they left the premises. Sgt. spoke with RP and explained officers normally make every effort to secure damage and not allow pets to be unsecured. A dog door allowing the animal into the backyard was not noticed by officers.
4/15/2014	4/22/2014	7	Policy	RP was upset that an officer gave him a warning about letting pedestrians get 6ft. away before turning and he didn't cite others in the area who were at fault also. He thought it was discriminatory.	Sgt. spoke with RP about officer discretion when citing and warning people.
4/18/2014	4/28/2014	10	Inquiry	RP was upset that an officer forced him to sit on a curb and was unprofessional when he walked between the officer and his bicycle.	Sgt. reviewed ICV and spoke with officer about the incident and learned the officer was in the middle of a person stop when RP approached within a foot of the officer causing interference in the stop. Sgt. spoke with RP about the incident and the reason for the officer's actions.
4/17/2014	5/5/2014	18	Service/ Performance	RP was upset that a patrol car ignored an illegally parked vehicle in a yellow zone near her home.	Sgt. learned that during the time frame stated by RP officers were in route to a Criminal Mischief call. Sgt. spoke with RP about the circumstance at the time and that illegally parked cars are unfortunately a lower priority. Sgt. did forward the information to traffic enforcement to watch that area.
4/17/2014	5/21/2014	34	Inquiry	RP reported a patrol vehicle that came to close to three girls in a crosswalk	Lt. was unable to identify officer involved but learned officers in the area were responding to a bank robbery in progress. Lt. spoke with patrol team about the importance of safe driving.
4/21/2014	5/5/2014	14	Inquiry	RP was upset that an officer responded to his home after an argument that had taken place with his employee in which he had left peacefully.	Sgt. reviewed information on the incident and spoke with RP about why the officer had responded to his home to assess the situation.

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4/18/2014	6/9/2014	51	Inquiry	RP is upset at the depth of investigation he received from EPD concerning an assault.	Lt. reviewed information about the case and found that officers performed their duties within policy and forwarded the case to the city prosecutor's office as expected. RP did not return calls to speak with Lt.
4/24/2014	6/9/2014	45	Inquiry	RP, a nurse, voiced a concern about how a patient was dropped off at the hospital.	Sgt. spoke with RP to review the preferred method that the hospital staff expects when EPD transports a patient to the hospital.
4/24/2014	5/20/2014	26	Inquiry	RP was upset that an officers were randomly stopping vehicles at 1:30 in the morning and complained that the officer refused to give his badge number.	Lt. reviewed information about the stop and learned that an officer had conducted a stop for unlawful display of a plate and RP and another woman (passengers) had created a safety issue when they exited the car. When the officer told the RP he would speak with him after he completed the stop, RP and the passenger left the scene. RP did not respond to Sgt. contact.
4/18/2014	4/29/2014	11	Service/ Performance	RP was upset that her son was unable to make a report about a hit and run accident in which his vehicle was damaged.	Lt. reviewed information available about the incident and spoke with RP about steps to take so they could file a claim with their insurance.
4/25/2014	5/22/2014	27	Service/Courtesy	RP filed a complaint that an officer was rude and sarcastic with him when he looked over a stairwell to see what the commotion was about while exiting a parking garage.	Lt. found that the officer was holding suspects in the stairwell and was concerned about the possible distraction by RP above her in the stairwell. Lt. spoke with RP about his findings and the officer safety issue involved at the time.
4/25/2014	5/9/2014	14	Policy	RP was concerned that when she was involved in an accident and the other driver was unlicensed and uninsured police did not respond because there were no injuries.	Sgt. contacted RP about her concern and explained EPD policy on non-injury accidents to RP.
4/28/2014	5/12/2014	14	Inquiry <b>Dismissed: Other</b>	RP submitted a complaint concerning his rights during an arrest. Dismissed previously reviewed.	<b>Dismissed: Other</b>
4/28/2014	4/30/2014	2	Service/Courtesy Dismissed: Employee not Identified	RP, a supervisor at a local gas station, called about a woman claiming to be a EPD officer who was rude and argumentative when asked to move a vehicle for safety reasons.	Description of individual did not fit any known EPD employee. <b>Dismissed: Employee not identified.</b>

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4/28/2014	5/23/2014	25	Inquiry	RP was upset that when he was taken in for a DUI and found to have no alcohol in his system the officer agreed to not issue a citation and then later called him and had changed her mind.	Sgt. learned that the officer had spoken with RP later but had continued with the decision to not cite. Sgt. was able to clear up the misunderstanding for RP.
4/29/2014	5/20/2014	21	Inquiry	RP reported that she had observed officers using excessive force on an a person they were arresting from across the parking lot.	Sgt. reviewed ICV and contacted RP relaying the full picture of the incident to RP and why officer had pushed the suspect over the hood of the patrol car.
4/30/2014	5/12/2014	12	Inquiry	RP complained to the Sgt on the scene that officers took offense when he challenged authority, touched him when he didn't want to touched and arrested him for homelessness.	Sgt. found that RP was arrested for criminal trespass and that officers were within policy during the arrest.
5/1/2014	5/30/2014	29	Service/ Performance	RP was upset that officers ignored a malfunctioning traffic light allowing traffic to back up for over 1/2 mile.	Lt. learned that officers in the field had relayed to the command center that traffic was flowing smoothly and the decision was made not to dispatch.
4/25/2014	5/2/2014	7	Inquiry <b>Dismissed: Alternate Remedy</b>	RP was upset that an officer cited him for cell phone use instead of a warning, when he learned that he is waiting for a kidney and had answered his phone because of that medical issue.	<b>Dismissed: Alternate Remedy</b>
5/1/2014	5/5/2014	4	Inquiry <b>Dismissed: Timeliness</b>	RP called about an officer who made assumptions about a situation with her neighbor.	<b>Dismissed: Timeliness</b>
5/2/2014	7/16/2014	74	Inquiry	Internal: Officer did not use protocols when responding to a call for service concerning a suicidal subject and did not respond well to supervisor direction about the incident.	Sgt. reviewed incident and discussed his findings with the involved parties.
5/2/2014	5/9/2014	7	Service/ Performance	RP called back to EPD to find out the outcome of a situation she had referred to DHS.	Lt. contacted RP and relied the information she was seeking.
5/8/2014	7/22/2014	74	Service/ Performance	Internal: Officer was not completing a Performance Improvement Plan to a Supervisors satisfaction.	Sgt. reviewed information available and situation was handled by chain of command as performance issues.
5/7/2014	5/22/2014	15	Service/ Performance	An anonymous caller alleged that a patrol vehicle failed to yield to him, a pedestrian in a crosswalk.	Sgt. was able to determine the officer involved who had no recollection of the incident and was reminded the importance of safe driving.



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5/3/2014	6/9/2014	36	Inquiry	RP alleged officers were domineering and would not tell RP and his friends why they were being stopped and detained.	Sgt. learned that officers were dealing with a volatile situation in which the members of the group not being arrested were yelling and surrounding officers and not following officers commands to move back. Sgt. found no policy violations committed by officers. RP did not return messages to speak with Sgt.
5/7/2014	5/23/2014	16	Service Complaint	RP complained about an officer's actions while informing him of and enforcing a restraining order against RP.	Sgt. reviewed ICV and related reports and could not find any policy violations by the officer. Sgt. contacted RP and explained his findings.
5/8/2014	6/10/2014	32	Inquiry	RP filed a third party complaint about trespass citations she had observed in court.	Sgt. reviewed the situations involved in the two citations were in error and contacted the court for dismissal. RP was contacted about the findings
5/14/2014	5/27/2014	13	Inquiry	RP alleged that ICV from a person stop was not available for a public records request and believes it may have been destroyed.	Preliminary investigation found that the ICV in question had been retained and RP was notified it was available for pickup.
5/19/2014	6/20/2014	31	Policy	A disabled man was upset that an officer would not wait for him more than 20 minutes to retrieve his car or it would be towed.	Sgt. learned that the vehicle was illegally parked in the roadway with a flat tire, and the officers followed policy of allowing a 20 minute timeframe for owners to get their vehicles. Sgt. spoke with RP about the policy in question.
5/21/2014	5/21/2014	0	Inquiry Dismissed: Other	RP reported a stalking issue with unknown men who contacted her psychic energy field.	<b>Dismissed: Other</b>
5/22/2014	5/30/2014	8	Inquiry	An officer self reported an incident in which a family member was scratched during an argument.	Sgt. investigated the situation forwarded to the DA who found no grounds for further review of the matter.
5/23/2014	6/9/2014	16	Service/ Performance	RP was upset that advisory committee material was not posted to the website promptly.	Sgt. spoke with employee involved to get the material posted.
5/20/2014	7/3/2014	43	Inquiry	Officer activated his taser without giving warning.	Sgt. reviewed police reports, ICV and taser reports and found that the situation had been dynamic with numerous persons fighting and dogs causing concern for citizens in the area and officers, and that the taser was deployed on a suspect that had just kicked another person in the head. Incident was referred to officer's supervisor for review of protocols.

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5/27/2014	7/17/2014	50	Inquiry	RP was concerned about officers showing up at her home looking for someone she does not know. She felt the officers basically called her a liar and was told officers would keep coming looking for this person.	Sgt. learned that officers were looking for a fraud suspect and the last known address was the address of RP. Sgt. spoke with RP about his findings
5/27/2014	6/18/2014	21	Inquiry	RP feels that he and his terminally ill friend were stereotyped as homeless drug dealers because they were smoking their medical marijuana in the park.	Sgt. reviewed ICV of the incident and found that officers had a discussion with RP and his friend about how the law worked and that they could be cited and arrested for smoking in public. Sgt. found the conversation to be cordial. Sgt. spoke with RP about his findings.
5/26/2014	5/27/2014	1	Inquiry <b>Dismissed: Alternate Remedy</b>	RP filed an online complaint disputing his traffic citation	<b>Dismissed: Alternate Remedy</b>
5/27/2014	5/27/2014	0	Inquiry	RP was upset that an investigation on scene was taking so long and that officers were harassing him.	Lt. spoke with RP about the issues involved in the investigation and the timeframe required.
5/1/2014	5/28/2014	27	Inquiry	Internal complaint filed by a Sgt. looking into whether an officer had destroyed evidence (marijuana) during a person stop while being a training officer.	Sgt. learned that during the stop in question, the suspect admitted to having a small amount of marijuana in him and quickly dumped it out on the ground. Being that it was now rendered useless to anyone it was allowed to remain in the grass. Sgt. found that in this instance the officer did not violate policy.
5/27/2014	6/13/2014	16	Inquiry	RP alleged that officers who arrested her were verbally abusive and used excessive force.	Sgt. reviewed ICV and found that the use of force was minimal and within policy.
5/27/2014	5/29/2014	2	Inquiry	RP emailed city officials complaining about how an officer handled a situation with his process server who had been assaulted and her cell phone taken.	Sgt. learned that a civil issue escalated into telephone harassment and that the phone had been lodged as evidence in the case. RP did not return phone calls to the Sgt.
5/28/2014	7/8/2014	40	Service/Courtesy	RP was upset that EPD would not require her ex-husband to return her service animal that he took from her.	Sgt. reviewed information about the incident and learned that it was a civil issue between the two parties, and that the court was the only one able to distribute property between the two parties.

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5/29/2014	6/16/2014	17	Inquiry	RP alleged that an officer who pulled her over for a possible DUII used profanity toward her. RP also complained that a second officer, who arrested her and took her for a Breathalyzer test (which was negative), told her he would have her tow fee reduced, which did not happen.	Sgt reviewed ICV of the stop found that the officer had probable cause to pull over RP due to failure to maintain lane and he found that no profanity had been used by the officer. Sgt. also found that the second officer had requested a safe tow rather than an impound which is less expensive and had explained the difference to RP. RP phone did not accept messages so Sgt. was unable to speak with RP about his findings.
6/30/2014	6/9/2014	-21	Service/ Service Level	RP had been unable to reach an officer to have his belongings returned after a ambulance transport.	Sgt. reviewed the incident and found that Eugene Fire/EMS had possession of RP's belongings his concern was forwarded to Fire and RP was contacted with findings.
5/30/2014	6/2/2014	2	Inquiry	RP was upset that a Lt. in plain clothes cited him for speeding and then at court showed up in uniform identifying himself as a patrol officer saying he was in uniform and on patrol on the day of the citation.	Sgt. reviewed the incident and spoke with Lt. involved who had indeed been on patrol (watch commander) on the day in question, and believed that he had been wearing his uniform as it was his normal workday. No policy issues were found. Sgt. spoke with RP about the issues involved and how his citation could be mediated by the court.
5/30/2014	7/21/2014	51	Service/Courtesy	RP was upset that an officer cited her under a different ORS for her tinted windows even though she has a medical excuse from her doctor.	Sgt. reviewed ICV and found that officer had complied with policy throughout the stop; the merits of the citation issued were deferred to the court for determination.
6/2/2014	7/1/2014	29	Service/ Performance	RP had an EPD patrol car pull out in front of him causing him to have to brake sharply.	Sgt. spoke with RP about the incident and passed on RP's comments with a reminder about safe and courteous driving practices to the officer.
6/3/2014	8/13/2014	70	Inquiry	RP was upset that EPD would not respond to his daughter's call for service about her neighbors making loud noises.	Supervisor reviewed call with call taker and RP's daughter and found that the call had been handled professionally and with in policy. Supervisor spoke with RP about his findings.
6/3/2014	6/30/2014	27	Service/ Performance	RP was upset that officers who came to her door did not identify themselves and stood with their backs to the peephole.	Sgt. spoke with officers about the incident and learned that officers were trying to contact an ex boyfriend of RP's who was non to flee when contacted. Sgt. spoke with RP about the incident and the reason for the officers conduct.
6/4/2014	6/9/2014	5	Inquiry: <b>Dismissed Alternate Remedy</b>	RP complained that her friend's service animal had been taken from him by EPD.	<b>Dismissed: Alternate Remedy</b>
6/6/2014	6/30/2014	24	Inquiry	RP was upset because he felt an officer called him a pedophile because he had been filming the neighbors children because of a dispute with them damaging his vehicle.	Sgt. spoke with officers about the incident and found that the parents of the children were upset about their children being filmed and asked officers to speak with RP about the issue, at no time did the officers accuse RP of being a pedophile. Sgt. spoke with RP about his findings.

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6/6/2014	6/30/2014	24	Service/ Performance	RP was upset that an officer would not return phone calls and that a citation that resulted from a false report had not been dismissed which he had been told would happen.	Sgt. learned that officer had not followed through with notifying the courts to dismissed the charges. Officer was directed to complete that and Sgt. spoke with RP.
6/6/2014	6/13/2014	7	Policy	RP observed a court trial in which a man was cited for urinating in public and wondered why the officer did not have a body cam which would have made the situation easier to judge.	Sgt. spoke with RP about the policy surrounding body cams and the fact EPD at this point does not have body cams for every officer on patrol at any given time.
6/4/2014	6/10/2014	6	Inquiry	An internally reported incident of harassment in the workplace.	Further information received found that the incident did not rise to that level and RP wished to retract the allegation..
6/9/2014	6/30/2014	21	Inquiry	RP inquired into a traffic stop that he felt was odd. His friend driving his wife's car was asked by the officer if he was some other person and was never asked for his own identification.	Sgt. reviewed the incident and found that the officer was verifying if the driver was the registered owner or not and that in the ICV his friend could be seen handing his license to the officer. RP thanked the Sgt. for the information on the stop.
6/9/2014	7/8/2014	29	Service/ Performance	RP was upset that EPD would not take a report about his vehicles that were fraudulently taken by his elderly father's care taker.	Sgt. researched the incident including the officer's initial contact with RP about the vehicles and found he had followed policy in regard to the vehicles that were taken by an ex-wife in his investigation. After not being able to contact the ex the officer followed up with RP about the vehicles. RP did not return phone calls to Sgt to discuss the situation.
6/9/2014	6/13/2014	4	Inquiry	RP complained that an officer harassed him asking him questions about his medical marijuana and then cited him for trespass for standing on the sidewalk.	Sgt. reviewed body cam and learned that no medical questions were asked by the officer and that RP had been on property that the owner had previously trespassed him from. Sgt. spoke with RP about his findings.
6/7/2014	7/10/2014	33	Inquiry	RP was upset that officers broke up a party that he had been hired as private security for and believed that nothing illegal had been going on.	Sgt. reviewed police reports and spoke with the supervisor at the scene and found that officers had been dispatched for a noise complaint and found over 200 people at the residence with minors being served alcohol at one point while being cited the resident offered to pay officers to leave. RP did not respond to calls to discuss the findings.
6/9/2014	7/1/2014	22	Inquiry	RP was upset that his minor niece who was a passenger in a vehicle was searched by a male officer during a traffic stop.	Sgt. reviewed ICV and found that the female passenger was not body searched put that she had voluntarily opened her purse for inspection. Sgt. explained to RP the circumstances of the incident.

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6/10/2014	6/11/2014	1	Inquiry	Anonymous complaint that officers were wasting time looking for trash can tippers and not policing the streets in his area.	Complaint was forwarded to patrol as information on an area of concern.
6/10/2014	7/9/2014	29	Inquiry	RP was upset at an interaction with animal control officers and a patrol officer when they visited her home regarding a feral cat issue in her neighborhood.	Sgt. reviewed ICV and spoke with officers about the interaction and then with RP about her concerns.
6/11/2014	6/18/2014	7	Inquiry	Internal complaint filed by a Sgt. into how an officer handled the reporting of an incident in which he was rushed by a suspect.	Sgt. spoke with officer about proper stops in filling out an incident report.
6/11/2014	7/21/2014	40	Inquiry	RP contacted the Auditor's about a motorcycle officer she observed texting on his phone near a stop light while failing to see red light runners.	Lt. found employee was positioned at the intersection to cite red light violators, and that the employee often communicates via text message due to the difficulty hearing his radio on a motorcycle. The employee admitted that he may have missed a violator due to this. Lt. left a message with RP to call to discuss the issue.
6/13/2014	6/23/2014	10	Inquiry	RP felt that during an altercation she witnessed officer detained some of the suspects only because of their race.	Sgt. spoke with RP at the scene and assured her that her complaint was taken seriously. Sgt. spoke with other witness and found that all parties detained had been part of the altercation and race was not involved.
6/14/2014	6/16/2014	2	Service/ Conduct	RP was concerned that officers would not wait until she arrived to cited her daughter for shop lifting and Possession of less than an ounce of marijuana.	Sgt. spoke with officer and RP and learned that a miscommunication was the problem. RP was understanding of the issue.
6/16/2014	7/23/2014	37	Inquiry	RP was upset that an officer who questioned her at her place of employment about a customer who had abused her told her supervisor that she was intoxicated leading to her being fired.	Sgt. reviewed police reports of the incident and spoke with officer and supervisor about the issue and learned that the officer did not tell the supervisor that RP was intoxicated. Sgt. spoke with RP about his findings.
5/12/2014	6/17/2014	35	Inquiry	Internal inquiry into pre-employment events to assess potential integrity or performance issues of a probationary officer.	Review determined no further action was warranted.
6/18/2014	8/19/2014	61	Service/Courtesy	A third party complaint that an officer conducting a traffic stop only cited the driver because of his race.	Review of ICV indicated that the officer had a probable cause of a traffic violation for the stop, that the stop was professional and cordial and that the officer spend time explaining EPD's program to meditate the citation by fixing the issue with the driver's car. RP was notified of the findings.

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5/23/2014	6/25/2014	32	Inquiry <b>Dismissed: Other</b>	RP alleged that he was thrown to the ground by an officer because he was upset that RP is investigating the police and their collusion with the Free Souls.	<b>Dismissed: Other</b>
6/20/2014	6/23/2014	3	Inquiry <b>Dismissed: Other</b>	RP alleged that officers who responded for her call for service did not take a report or help her.	<b>Dismissed: Other</b>
6/20/2014	7/2/2014	12	Policy	RP inquired into how EPD would be handling illegal fireworks on the 4th of July Holiday.	Lt. contacted RP and explained the policy in place.
7/21/2014	7/29/2014	8	Inquiry	RP is upset that officer keep coming to her home looking for her daughter who has warrants.	Sgt. spoke with RP about her concerns, explaining that officers will continue to try and find RP's daughter.
6/22/2014	6/30/2014	8	Inquiry	RP was upset that an officer drove through his neighborhood at a high rate of speed.	Sgt. found that the involved incident was an emergency response to assist another officer with a combative suspect; the officer was reminded to always be safe while driving and RP was told the circumstances of the issue which were within policy.
6/23/2014	8/13/2014	50	Service/Service Level	RP was upset that officers would not allow him to call his own tow company with AAA causing him to have to incur charges.	Sgt. learned that officers had tried to use the tow company requested but had been put on hold too long, to clear the accident scene they had to have dispatch send the first available tow on the approved list. Sgt. spoke with RP about his findings and directed RP to Risk Services to pursue the matter.
6/23/2014	7/23/2014	30	Service/Courtesy	RP was upset about EPD's accident citation policy, RP has been in two accidents this year the first the other at fault driver was not cited in the second he was cited. When he complained to the officer he was told I'm just doing my job and the officer then threw his citation in to his car.	Sgt. learned that in the 1st accident there was not an injury and in the second there was. Officer had placed citation in car as he helped RP tie up parts of his vehicle so he could drive it home. Sgt. spoke with RP about the accident citation policy.
6/23/2014	7/3/2014	10	Inquiry <b>Dismissed: Other</b>	RP alleged officers assaulted him in the store without cause.	<b>Dismissed: Other</b> Preliminary review of ICV by author found no evidence to support the allegation.
6/20/2014	7/24/2014	34	Inquiry	RP was upset that an officer would not return phone calls about an issue concerning a hit and run he was cited for.	Sgt. learned that RP wanted to add information to the police report that evidence did not support. Investigation was handled within policy by the officer. Sgt. spoke with RP about his findings.

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6/25/2014	7/25/2014	30	Service/ Performance	RP reported an EPD vehicle that blatantly ran a red light..	Although Sgt. was unable to identify driver he made contact with RP about the incident.
6/26/2014	9/9/2014	73	Inquiry	An issue with per diem reimbursement was discovered.	Cpt. addressed issue involved and spoke with employee about per diem policy.
6/28/2014	8/22/2014	54	Inquiry	RP claimed that an officer at the scene of his medical call would not listen to his girlfriend and just assumed he was doing drugs.	Sgt. found that officer had assisted Fire Department personnel but had not had an active roll in the call. Sgt. left a message with RP's attorney about his findings.
6/30/2014	7/2/2014	2	Inquiry <b>Dismissed: Outside Jurisdiction</b>	RP was upset at how a warrant search of her home was conducted.	<b>Dismissed: Outside Jurisdiction</b>
6/30/2014	7/7/2014	7	Inquiry <b>Administratively Closed</b>	RP via Facebook alleged that an officer had used excessive force on her friend for carrying an open container.	<b>Administratively Closed:</b> RP did not reply for request for information to be able to identify the incident.
6/30/2014	7/21/2014	21	Policy	RP was upset that her son can not get EPD to investigate a hit and run of his parked vehicle.	Sgt. spoke with RP about EPD's policy concerning traffic accidents and hit and runs and in light of no suspect or timeframe information and EPD's call load they are unable to respond to every call.
7/2/2014	7/10/2014	8	Service/Courtesy	Officer self reported a situation in which he used sarcasm in reply to a citizens question during an arrest.	Sgt. spoke with officer about courtesy and making sarcastic comments.
7/2/2014	9/4/2014	62	Inquiry	RP alleged that an off-duty officer trespassed her from a sporting event for threatening people which did not happen.	Sgt. learned that officer was working off duty with a sports league and at no time had identified himself as an officer or used his authority as an officer. Sgt. spoke with RP about his findings.
7/2/2014	7/9/2014	7	Inquiry <b>Dismissed: Other</b>	RP filed a third party complaint about a traffic stop that might have been racially motivated.	<b>Dismissed: Other</b> Preliminary review of incident by Auditor found officer had probable cause for a stop.
7/2/2014	7/9/2014	7	Policy <b>Dismissed: Other</b>	RP filed a third party complaint about an Asian student who received a citation and wondered if EPD officers stop and detain Asian students to inquire into their driving status.	<b>Dismissed: Other</b> Preliminary review found officer had probable cause for a stop.
7/2/2014	7/16/2014	14	Service/Courtesy	RP alleged that an officer was rude and condescending with her while having a conversation about where the officer was parked to do his paperwork.	Lt. spoke with officer involved who remembered the conversation with RP and could now see how some of his replies could have be misconstrued. Officer had not meant to be disrespectful. Lt. spoke with RP about her concerns.



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7/3/2014	7/22/2014	19	Inquiry	Internal: An officer allowed a fellow officer into a secure area at the airport without going through security.	Sgt. learned a misunderstanding by a TSA employee led to the complaint and that no policy was violated.
7/8/2014	7/29/2014	21	Service/ Performance	RP was having trouble getting an officer to release his property from PCU.	Sgt. learned that officer had filed the paperwork with PCU for the release when he received it. Officer learned during this follow up that his phone ext. was incorrect on his business cards so he had not received any of RP's messages, that issue has been corrected. RP was happy with the outcome.
7/7/2014	7/25/2014	18	Policy	RP inquired into how a towing company used by EPD was gouging people.	Sgt. found that RP's son had requested the tow company give him extra time to move his belongings leading to the extra charge. Sgt. spoke with RP about his findings.
7/9/2014	7/30/2014	21	Inquiry <b>Dismissed: Other</b>	RP was upset that officers pushed him into a patrol car. He questions the use of force.	<b>Dismissed: Other</b>
7/10/2014	7/17/2014	7	Inquiry	RP was upset about an officer interviewing his adult son in prison about an accusation without his lawyer.	Sgt. learned that officer was following up on a lead and identified himself and his purpose for the interview with RP's son who did not ask for an attorney. Sgt. communicated his findings to RP.
7/10/2014	8/11/2014	31	Inquiry	RP alleged that officers attacked him after asking him if he was in a dispute.	Sgt reviewed ICV and police reports and learned that officers had responded to a call of a victim being threatened and chased by a man matching RP's description. RP was arrested after first refusing to stop when officers confronted him.
7/10/2014	7/29/2014	19	Inquiry	RP was upset that officers handcuffed him because he had warrants in Albany, but then released him.	Sgt. learned officer were told RP had unconfirmed warrants and he was detain pending the warrant conformation this incident was within policy.
7/8/2014	8/6/2014	28	Service/Courtesy	RP was upset that a call taker would not dispatch for a welfare check on her grandchild.	Supervisor reviewed the call and found that dispatcher followed protocol in triaging the call and a dispatch was not warranted in this case.
7/14/2014	8/6/2014	22	Service/ Performance	RP was upset that officers who drove by her daughter in her broken down vehicle did not stop and help.	Sgt. was unable to identify officer who might have been involved. Sgt. spoke with RP about the incident.
7/14/2014	8/11/2014	27	Service/Courtesy	RP was getting conflicting information which led to a citation about how and where he can ride his small moped.	Sgt. spoke with RP and reviewed ICV of the call. Sgt. also spoke with officers who had since learned that he might have given RP the wrong information about his responsibilities when driving the moped.
7/17/2014	8/28/2014	41	Inquiry	RP was upset that a naked man being detained by officers was exposed to the public.	Sgt. learned that the suspect had been struggling with officers and had been taken to a patrol vehicle as soon as possible. RP did not wish to be contacted.



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7/17/2014	8/14/2014	27	Service/Performance	RP was concerned about an officer who he observed speeding on I-105.	Sgt. was unable to identify officer who might have been involved, but Sgt. emailed with RP about the incident.
7/17/2014	8/14/2014	27	Inquiry	RP was upset at how an officer treated her when she had her vehicle towed to a dealership.	Sgt. learned that RP was having a mental health crisis at the time of the incident and that CAHOOTS completed the call for service. The officer secured RP's vehicle before departing the scene.
7/17/2014	8/7/2014	20	Service/Courtesy	RP was upset at how an officer treated her when she stopped him to give her observations of a crime he was following up on.	Sgt. spoke with RP about the situation and spoke with the officer involved and documented RP concerns.
7/18/2014	8/11/2014	23	Service/Courtesy	RP was upset that officer told her she could walk from the scene of a traffic stop when she tried to explain that she need to hurry as the pharmacy was closing. RP is pregnant.	Sgt. learned that RP was a passenger in the vehicle that had been stopped for a traffic infraction, the store in question was few blocks and the officer told RP she was free to leave and walk to the store or wait for the 5 minutes it would take to complete the stop.
7/18/2014	8/18/2014	30	Service/Performance	RP complained about an officer who was tailgating.	Sgt. spoke with the officer about the issue, RP did not want to be contacted.
7/21/2014	8/26/2014	35	Service/Service Level	RP was upset that patrol officers passed by her daughter's friend who had crashed her bike and did not stop to help.	Sgt. was unable to identify any of the involved patrol vehicles, but spoke with RP about her concerns.
7/22/2014	9/22/2014	60	Service/Courtesy	RP felt an officer was rude with him during a traffic stop, that the officer grabbed his phone from him and told him he was not going to film, and RP felt the stop was racially motivated.	Sgt. reviewed ICV of the incident and learned that stop was due to RP committing a traffic violation at the scene of an accident that was being cleared. The officer never took RP's phone from him. The Sgt. did note that the officer should have help facilitate RP's movement back into traffic after the stop.
7/23/2014	8/11/2014	18	Service/Courtesy	RP reported that during the arrest of her boyfriend officers ridiculed him because of his speech impediment.	Sgt. learned that the officer in question had actually been speaking to her supervisor about the fact that the arrestee was not intoxicated but that his speech was due to an impediment. No ridicule had been involved. Sgt. spoke with RP about his findings.
7/22/2014	8/8/2014	16	Inquiry <b>Dismissed: Other</b>	RP complained on Facebook about officers' treatment of one of his employees during a stop.	Preliminary investigation showed RP did not have all the information about the incident. <b>Dismissed: Other</b>
5/23/2014	9/11/2014	108	Service/Courtesy	RP complained that when officers responded to his home for a noise complaint one of the officers was aggressive and threatening with him and his guests.	Sgt. found that officers initially had meet with resistance from the party members and that officer had explained what the consequences of not complying with the noise order could be.

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7/25/2014	8/20/2014	25	Policy	RP was upset that officers could not do anything about a neighbor's alarm that had been going off for 4 or 5 hours, she wondered if the person was in distress and couldn't come to the door.	Sgt. reviewed the calls for service about the alarm and learned that officers had looked into whether or not someone was in the home. and had been unable to contact the owner. They did not have a lawful reason to make entry into the residence. Nearly 12 hours later a Sgt. was able get a ladder and disengage the alarm at the speaker.
7/25/2014	8/11/2014	16	Service/ Performance	RP was upset that an officer was speeding on West 11th and at the light was on his cell phone. Ordinary citizens would have been cited for both.	Sgt. spoke with RP but was unable to identify an involved officer by the RP's description of the vehicle driven.
7/25/2014	7/28/2014	3	Other <b>Dismissed: Alternate Remedy</b>	RP complained that he was given a citation by officers for something he didn't do.	<b>Dismissed: Alternate Remedy</b>
5/18/2014	9/3/2014	105	Inquiry	RP inquired into why EPD did not respond when an elderly women was hit by a bicyclist on the bike path and then left the scene.	Lt. learned that a person down call had come into 911 and medics were dispatched. It wasn't until the patient was transported that it was learned a bicyclist was involved and EPD should also have responded. Lt spoke with RP about his findings.
7/28/2014	7/29/2014	1	Inquiry	RP was upset that an officer took a fighting stance with him when he did not comply with the officers commands to show his hands.	Sgt. spoke with RP on scene and explained why this did not violate policy.
7/29/2014	9/5/2014	36	Service/Courtesy	RP was upset that an officer who responded to his home because a roommate said he was too loud was rude and scared his 12 year old son who was also in the room.	RP learned that the officer had discussed the noise ordinance with RP who only wanted to argue with him about it. Sgt. spoke with RP about the incident.
7/30/2014	8/7/2014	7	Service/Disputed Facts <b>Dismissed: Alternate Remedy</b>	RP disputed the facts of his arrest for animal abuse.	<b>Dismissed: Alternate Remedy</b>
7/31/2014	7/31/2014	0	Inquiry <b>Dismissed: Outside Jurisdiction</b>	RP complained of mistreatment by officers.	<b>Dismissed: Outside Jurisdiction</b>

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7/30/2014	8/20/2014	20	Policy	A third party complaint that an officer conducting a traffic stop did not use his head lights.	Sgt. reviewed ICV and found that the officer's headlights had been on during the stop.
7/29/2014	8/28/2014	29	Service/ Performance	RP was upset that when her roommate called about a neighbor coming to her door and making unwanted sexual advances to her no officer was dispatched.	Supervisor reviewed call and found that call taker had taken over 8 minutes with the call and had triaged it correctly. Supervisor contacted RP about his findings.
7/31/2014	9/4/2014	34	Inquiry	RP was upset that an officer continues to come to his fiancé's home and ask irrelevant questions, RP does not live at the home.	Sgt. learned that officer had been attempting to locate RP who had a warrant. RP had been known to frequent the address attached to his fiancée. Sgt. found no policy violation and spoke with RP about his findings.
8/1/2014	8/21/2014	20	Service/ Performance	RP was upset and frustrated over EPD's enforcement of illegal fireworks.	Lt. made several attempts to speak with RP about the issue but was unable to make contact.
8/1/2014	9/3/2014	32	Service/Courtesy	RP was upset about the demeanor of an officer when he tried to report an unattended bag at the airport.	Sgt. learned that when RP contacted the officer he appeared to be luring the officer to the bag and refused to disclose his name, officer than followed procedures outlined for dealing with suspicious devices. No policy violation.
8/4/2014	9/2/2014	28	Service/ Performance	RP reported an officer who came very close to her in a crosswalk after rolling through a stop sign.	Sgt. was unable to identify the officer involved with the information reported by RP.
8/4/2014	8/7/2014	3	Service/Courtesy Dismissed- Timeliness	RP complained that an officer treated her badly during an interview in which she was reporting an incident about her doctor.	<b>Dismissed: Timeliness</b>
8/4/2014	9/2/2014	28	Inquiry	RP was concern about an arrest for DUII. RP complained that the stop took over 30 min and she passed all the test. RP had not been driving, but only sitting in the park. RP feels ICV and police reports do not match.	Sgt. spoke with RP, reviewed the police reports and ICV. Sgt. noted that RP clearly failed at least two of the DUII tests, and that RP admitted to the officer that she had driven to the location and had parked because she had had too much to drink.
8/5/2014	8/25/2014	20	Service/ Performance	RP was upset that an officer parked a suspect in his patrol vehicle close enough to her home that the suspect would be able to figure out where she lived.	Sgt. spoke with officer who believed that he had been far enough from the home and around the block that the suspect would not have been able to identify RP's home. Sgt. remind officer to be mindful of this issue in the future. Sgt. spoke with RP about his findings.

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8/2/2014	8/6/2014	4	Inquiry <b>Dismissed: Outside Jurisdiction</b>	RP wrote to EPD to petition for a lawsuit against an officer.	<b>Dismissed: Outside Jurisdiction</b>
7/30/2014	8/6/2014	6	Inquiry	RP complained that an officer took money from his wallet during a persons stop.	Sgt. reviewed body cam video and found that RP's wallet never left his hands. Witness officer also confirmed the incident. Sgt. was unable to contact RP at the number he had listed.
8/6/2014	8/20/2014	14	Policy	RP was upset that his ex-son-in-law continually called EPD to make false reports about his daughter and EPD continues to respond.	Sgt. explained to RP that EPD was obligated to respond to the calls for service that are being reported by his son-in-law, as they have also responded to his daughter's calls to ensure the safety of those involved.
8/6/2014	9/3/2014	27	Policy	RP was unhappy with the location that an officer made a traffic stop on a highway, as heavy traffic made it dangerous.	Sgt. spoke with the officer involved and learned that particular stop is where violator had stopped and the officer had deemed it would have been more dangerous for him to have had the violator move. The area was a long straight stretch with no obstructions to vision. Sgt. spoke with RP about his findings.
8/8/2014	9/29/2014	51	Inquiry	RP was upset that an officer pulled him over for a lane change violation and conducted a DUII investigation even though he was not intoxicated.	Sgt. reviewed ICV and spoke with RP about the stopped. ICV indicated the probable cause for the stop and that it was conducted in the proper manner.
8/11/2014	9/10/2014	29	Inquiry	RP alleged that an officer hit her boyfriend with a baton for no reason and shook him while arresting him. Also that after she hit the officer in the face she was tased 3 times and hit with the baton.	Preliminary review of ICV and police reports by the Auditor found much of RP's allegations to be unfounded, and the use of force used was within policy. City prosecutor reviewed the probable cause for the initial stop and found it also to be within policy.
8/14/2014	8/28/2014	14	Service/ Performance	RP was upset because officers would not arrest a tenant who assaulted his girlfriend.	Sgt. learned that the officer and RP had spoken on the same day the complaint had been filed and had resolved the issue.
8/14/2014	8/28/2014	14	Inquiry	RP complained that officers illegally evicted him out of his apartment which he had paid rent to in advance.	Sgt. found that RP had been trespassed from a mechanical room that was not indented as an apartment and that RP was instructed to speak with the building owner about any money he was owed.
8/14/2014	9/18/2014	34	Service/Courtesy	RP complained about an officer's rude and unprofessional behavior when he was contacted at the Eugene Airport.	Sgt. learned that officer had ticketed RP for leaving his vehicle unattended in a no parking area and then that the vehicle had to be moved or towed. Sgt. spoke with RP about the issues with parking at the Airport and that much of the regulations come from federal agencies and that officer does not have discretion in the matter.

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8/15/2014	9/30/2014	45	Inquiry	RP called dispatch to complain about threats she had received from an EPD employee.	Sgt. spoke with RP who could not provide details to substantiate the complaint.
8/18/2014	9/2/2014	14	Policy	RP complained that EPD over charged for a public records request.	Sgt. reviewed public records laws and EPD policy and found no issues.
8/14/2014	9/15/2014	31	Service/ Performance	RP reported that the investigation into a dispute at a club was unprofessional and not through.	Sgt. learned that the investigation had revealed no crime had been committed and RP was unhappy with that outcome. RP did not return calls to Sgt.
8/19/2014	8/26/2014	7	Service/Courtesy	RP felt he was bullied and talked down to while being cited for letting his dog defecated on a neighbors lawn.	Sgt. reviewed body cam and learned that officer was professional throughout the contact with RP who was angry about the citation.
9/19/2014	9/22/2014	3	Service/Courtesy	RP was upset that an officer who cited her for not having a front plate was sarcastic with her making a rude comment.	Lt. spoke with officer about the stop who admitted his chose of words used during the incident could have been better. Lt. spoke with RP about the stop.
8/19/2014	9/2/2014	13	Inquiry	RP was upset that an officer pressured his son into admitting he keyed a car which his son only did because he was scared and didn't want to be arrested. No citation was given and the car owners are now pressuring his son to pay for damages.	Sgt. learned that officer had probable cause to discuss the issue with RP's son as two uninvolved witness saw the incident. Officer allowed the issue to be addressed civilly and did not issue a citation with the warning that a citation or arrest could happen if the matter was not resolved. RP did not return phone calls from Sgt.
8/19/2014	9/2/2014	13	Policy	RP was upset because EPD did not respond when his daughter's ex failed to deliver their daughter to her day care.	Sgt. learned that the call taker who spoke with RP's daughter happened to be a supervisor who walked her through the steps that RP's daughter needed to do in regard to the child custody issue.
7/31/2014	8/26/2014	26	Inquiry	RP posted on Twitter that he had been put on hold and the called back 5 minutes later by 911.	Repeated attempts to contact RP went unanswered. Complaint closed due to lack of information.
8/20/2014	9/10/2014	20	Inquiry	LCSO notified EPD that a suspect had alleged she had been assaulted by the police during her arrest.	Sgt. reviewed ICV of arrest and found that it covered the complete arrest and transport of the incident. No indication of the allegations being true were found.
8/21/2014	8/28/2014	7	Inquiry	RP felt that an officer did an inadequate job of investigating an assault.	Sgt. reviewed police report, ICV and spoke with the officer and found that the physical evidence did not match the description given by RP. Sgt. spoke with RP about his findings.
8/22/2014	9/2/2014	10	Policy	RP was upset about a training an EPD team did in her neighborhood. RP also feels the militarization of the police department is wrong.	Lt. spoke with RP and listened to her concerns also taking the time to explain department tactics and how and why equipment is used to keep citizens, officers, and suspects safe.

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8/4/2014	9/3/2014	29	Inquiry	RP has a civil dispute with her daughter who is an EPD employee and would like help in the matter.	Sgt. reviewed issue and contacted RP about what rights she had in the issue.
8/25/2014	8/27/2014	2	Service/ Performance Dismissed: Outside jurisdiction	RP was upset that an officer had stopped dead in the middle of the road almost causing her to hit him.	<b>Dismissed: Outside Jurisdiction</b>
8/26/2014	9/2/2014	6	Inquiry	RP was concern about a traffic stop he was involved in. RP felt that the officer in an unmarked SUV was aggressive in following him, scaring him enough that he wanted to get away from the vehicle until the officer activated lights and he understood him to be police.	Lt. reviewed ICV of the stop and spoke with RP about the actions he noted in the film.
8/26/2014	10/7/2014	41	Service/ Performance	RP complained that an officer failed to correctly fill out a citation with no court marked, or the type of citation.	Sgt. pulled a copy of the citation and confirmed that the officer had correctly issued the citation. RP did not respond to Sgt's messages.
8/27/2014	9/11/2014	14	<b>Inquiry Dismissed: Timeliness</b>	RP was upset at the unfair treatment he received from an officer (arrest instead of a citation) And that he had to sit in the patrol vehicle for 20 min at the jail.	<b>Dismissed: Timeliness</b>
8/28/2014	9/23/2014	25	Inquiry	RP was upset that her phone number was released to a suspect in a hit and run that she had witnessed and reported by the officer who took the report.	Sgt. learned that the suspect in question had obtained the police report via a public records request and the number had not been released by the officer. Sgt. spoke with RP about his findings.
8/28/2014	9/15/2014	17	Service/ Performance	RP was upset that officers blocked a lane of traffic on the highway while doing a traffic stop. He felt cars coming up the on ramp were put in a dangerous position to have to maneuver around the stop.	Sgt. learned the officer making the stop had requested back up to block the lane for safety reasons when he learned that the driver had a warrant and was being arrested.
8/28/2014	9/10/2014	12	Inquiry	A LCSO sheriff filed a complaint that officers failed to find a knife in the possession of a suspect and did not properly lodge the item when booking the suspect into the jail.	Sgt. reviewed body cams of the arrest and noted procedure was followed up until, the item was not removed from suspects bag at the jail, (hidden under a tee shirt) Incident was discussed with involved officers to take care in following protocols when booking suspects.

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9/1/2014	9/10/2014	9	Inquiry	RP and a friend complained that RP's adult son had been stopped and thrown to the ground and his face rubbed into the pavement by EPD officers before being released.	Sgt. spoke with RP's son and learned that none of the alleged behavior happened and that the 3rd party reports had gotten the issue wrong.
8/28/2014	9/4/2014	6	Inquiry	RP complained that information about a child custody case had been released to the media when it should not have been.	Cpt. found that the concerns raised had not been supported by the facts, no policy violation.
9/3/2014	9/25/2014	22	Inquiry	RP made allegations that the online blotter available for the public to see had been changed in an incident that she had been involved in.	Sgt. spoke with employee charged with entering information into the police blotter and found that it was a common occurrence to update the blotter as more details of the incident came in. RP did not return contact calls to Sgt.
9/2/2014	10/7/2014	35	Inquiry	RP was upset that officers allowed her son's ex-wife to enter his home to retrieve items.	Sgt. learned that the ex-wife had obtained a court order and was therefore legally allowed to retrieve items from the home. Sgt. spoke with RP about his findings.
9/2/2014	9/29/2014	27	Service/Courtesy	RP complained that an officer was rude and unprofessional when she tried to inquire about how to get around a road block.	Sgt. inquired into the incident and learned that RP was insistent on traveling on the road that was block for a road race and had stopped in a travel lane of a busy road to argue with the officer. Only when RP refused to move did the officer advise that RP could be ticketed. Sgt. spoke with RP about the incident.
9/3/2014	9/12/2014	9	Service/Performance	RP was upset that officer came to her home about midnight and pounded on her door about some car her daughter had sold to another party. RP feels officers were only looking to harass her.	Sgt. learned that officer had responded to the residence to attempt to locate RP's daughter who had a warrant and that officer's spoke with a man who answered the door and never had contact with RP. Sgt. spoke with RP about the incident.
9/3/2014	9/11/2014	8	<b>Inquiry Dismissed: Other</b>	RP filed a complaint that an officer was also a full time business owner.	<b>Dismissed: Other</b>
9/3/2014	9/11/2014	8	<b>Inquiry Dismissed: Other</b>	RP complained that he was attacked and that an officer violated his rights.	After preliminary investigation Auditor <b>Dismissed: Other</b>
9/3/2014	9/18/2014	15	Service/Performance	RP reported an EPD vehicle that nearly hit him as it swerved to miss an island in the street.	Supervisor spoke with CSO involved who remembered the incident and ask the supervisor to express his apologies for the incident. Supervisor spoke with RP about her findings.
9/9/2014	9/22/2014	13	Inquiry	RP was upset that officers parking in a lot near Opportunity Village in the early morning hours were making enough noise to disturb resident's sleep.	Sgt. learned that a couple of patrol teams use a back lot at Public Works to write reports and did not realize that the Village was in such close proximity that their noise traveled and disturbed residents.



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9/10/2014	10/7/2014	27	Service/ Performance	RP reported an officer who was not returning phone calls about a stolen cell phone issue.	Sgt. spoke with officer and found that he had failed to check his voicemail for a 2 week period and was instructed that that was too long. Sgt. spoke with RP who had finally spoken with the officer and was satisfied with that conversation and the outcome of the complaint.
9/14/2014	10/6/2014	22	Service/ Performance	RP was upset about the response she got from a call taker when she reported a man lying on the sidewalk in her neighborhood.	Supervisor reviewed the CAD record and the recording of the call for service and found that the call was triaged correctly and entered as a welfare check with CAHOOTs being dispatched. Supervisor spoke with RP about her findings.
9/14/2014	9/15/2014	1	<b>Inquiry Dismissed: Other</b>	Entered in error; purged.	<b>Dismissed: Other</b>
9/9/2014	9/29/2014	20	Inquiry	RP complained that an officer is tell people that she is a criminal making it hard for her to improve her life.	Sgt. was unable to find any contact between RP and officer involved in the records and attempts to locate RP to speak with her were unsuccessful.
9/9/2014	9/25/2014	16	Service/ Performance	RP was upset that an officer did not follow up with him after he reported a theft from his apartment. RP left several messages with the officer.	Sgt. spoke with RP about his concerns and had an officer follow up with him doing a supplemental report about the incident.
9/10/2014	10/6/2014	26	Service/Courtesy	RP was upset about the contact she had with an officer after a false alarm the bank RP manages.	Sgt. spoke with officer about the false alarm call and learned that the manager had seemed in a hurry and was not interested in talking about the incident, when Sgt. spoke with RP about what he had learned RP felt, that could have been the impression that she had made. RP and the Sgt both felt that it was a learning experience for them and was sorry that any miscommunication had occurred.
9/10/2014	10/2/2014	22	Inquiry	RP alleged that an officer failed to help her when requested outside a downtown bar.	Sgt. learned that the officer in question had actually help RP to try and located her keys at an establishment that she had been trespassed from. RP did not respond to calls from Sgt.
9/10/2014	9/22/2014	12	Inquiry	RP felt entrapped by officers who told him he could not use his long board in the street but never informed him he would be cited for riding on the sidewalk also.	Lt. learned that RP was actually told he could not ride the long board in the downtown area and then moments later crossed the street and began riding the board at which time he was cited. Lack of communication between officers and RP seemed to be the issue.
9/12/2014	10/2/2014	20	Inquiry	RP inquired into ICV's and a report about an incident in which there was no functioning ICV's.	Sgt. learned that a software issue was to blame for the ICV's being inoperable and patrol had been instructed to turn in ICV's for software updates on the same day as the incident..



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9/12/2014	10/16/2014	34	Service/Courtesy	RP reported EPD not being helpful when he tried to report people writing bad checks.	Supervisor reviewed the call and learned call taker handled the call appropriately and professionally.
8/20/2014	12/10/2014	110	Inquiry	RP spoke with the HRC office about his treatment by officers and that officers not helping him based on his disability.	Sgt. reviewed records and spoke with officer involved about the interaction with RP and found no policy violations, Sgt. reported his findings to the HRC for further contact with RP.
9/15/2014	10/16/2014	31	Inquiry	RP was upset that an officer approached her teenage nephew and asked him questions about the occupants of her home.	Sgt. reviewed ICV from the incident and found officer professional with the young man, speaking to him from the street, not on RP's property. Repeated calls to RP to discuss his findings went unanswered.
9/16/2014	10/7/2014	21	Service/Performance	RP reported an officer who ran a red light.	Sgt. spoke with officer involved who was unaware that the incident had occurred. Sgt. reminded officer of the importance of being a positive role model to motoring public.
9/15/2014	10/21/2014	36	Inquiry	RP inquired into why a man that he had reported to EPD had not been arrested for Solicitation of Murder.	Lt. reviewed records and learned that the situation had been looked into. RP did not return calls from Lt.
9/15/2014	9/26/2014	11	<b>Inquiry Dismissed: Other</b>	RP questioned why so many officers showed up for a traffic stop when he was only warned and not cited for a broken tail light.	<b>Dismissed: Other</b>
9/16/2014	10/1/2014	15	Service/Performance	RP was upset that when he reported suspicious activity in his neighborhood it took over an hour for officers to respond.	Supervisor found that staff that had taken the calls had been courteous and professional with the caller and had triaged and correctly. Supervisor spoke with RP about his findings and call volumes that lead to the slower than expected response time.
9/16/2014	9/30/2014	14	Inquiry	RP reported an officer doing a traffic stop who was standing in an unsafe position on the Highway.	Sgt. reminded his officers to be aware of their positioning during stops.
9/17/2014	9/22/2014	5	<b>Inquiry Dismissed: Other</b>	Inquiry into how an advisement call by another agency was handled by call takers.	<b>Dismissed: Other</b>
9/18/2014	9/19/2014	1	<b>Inquiry Dismissed: Other</b>	RP was upset that officer use the bike bridge to drive across, even though it doesn't seem to be an emergency.	<b>Dismissed: Other</b>
9/18/2014	10/10/2014	22	Inquiry	RP alleged that since he had filed a previous complaint, he has been pulled over 3 times and followed many others by police.	Sgt. researched any stops involving RP and could find none. RP was unable to provide names and dates of his contact with officers and was advised to document any other contacts with officers so the matter could be looked into.

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9/18/2014	10/3/2014	15	Inquiry	RP was upset that he has been given citations by volunteers for parking in a wheelchair/disability spot when he has a disabled placard.	Supervisor looked into the incident and learned that RP had not obtained the new state mandated placard for parking in a wheelchair only spot. Supervisor advised RP about the new law and how to become compliant.
9/12/2014	9/22/2014	10	<b>Inquiry Dismissed: Alternate Remedy</b>	RP was upset that he was cited for assault when he didn't do any thing.	<b>Dismissed: Alternate Remedy</b>
9/20/2014	11/5/2014	45	Inquiry	A outside law enforcement agency notified EPD that an EPD officer had been contacted at the scene of a verbal domestic dispute.	Sgt. reviewed reports and spoke with witnesses and found not laws or policy violations were broken.
9/21/2014	10/1/2014	10	Inquiry	RP was stopped for a traffic violation and mentioned to officer that this and a prior stop seemed to be racially motivated.	Sgt. reviewed ICV and citations for both stops which indicated that officers had probable cause to make the stop. RP did not return numerous voicemails left by Sgt.
9/22/2014	10/3/2014	11	Service/ Performance	RP posted on Facebook that she had observed an officer blow through a stop sign near her home.	Sgt. reviewed ICV and found that the officer was initiating a traffic stop and had slowed to be sure the intersection was clear before continuing the stop.
9/23/2014	9/29/2014	6	Inquiry	RP alleged that an officer pushed him into the roadway after he expressed his 1st amendment rights by yelling obscenities.	Sgt. spoke with witnesses on scene and reviewed ICV and found no policy violation.
9/23/2014	10/16/2014	23	Inquiry	RP was concerned that an officer did not cite or arrest his ex-wife's boyfriend for impersonating an EPD police officer over the phone. He also alleged that the incident was never turned over to the DA.	Sgt. reviewed the police report of the incident and learned that the officer did not have probable cause to cite the suspect and that most of RP's concerns had to do with a child custody/civil issue. Sgt. was unable to speak with RP after multiple attempts.
9/23/2014	11/12/2014	49	Inquiry	RP commented that he felt a news report on EPD's sexual predator sting might be violating people's rights.	Sgt. summarized how the operation was completed with officers only knowing phone numbers from texts before arrests were made.
9/24/2014	10/10/2014	16	Policy	RP was concerned about EPD's policy of only allowing the initial officer to take updates and reports about an incident. He had tried to give updates about a home invasion at his home and the officer was on days off.	Sgt. reviewed police reports and spoke with RP about how the case had been actively worked behind the scenes and the reasoning behind EPD's practice. The suspect was apprehend and RP was relieved to learn that case was worked even though the initial officer had been on days off.

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9/23/2014	10/13/2014	20	Inquiry	RP alleged that an employee used their position to obtain a privilege that others would not be able to.	Sgt. reviewed the issue and found that the employee had made a report via the non emergency line requesting assistance as any citizen would, with no privileges extended. Sgt. spoke with reporting party about the situation and his findings.
9/18/2014	10/10/2014	22	Inquiry	A local attorney group posted on their Facebook page claiming that during cross-examination they were able to prove an officer was fabricating evidence.	Sgt. spoke with the District Attorney responsible for the case and found that allegation was untrue, the case had been dismissed because of a victim and witness issue, nothing that EPD had done.
9/29/2014	10/2/2014	3	Inquiry	RP reported an incident in which a suspect was repeatedly punched in the rib by an officer. His concern was about how this looked to bystanders near the bus station.	Sgt. who had been at the scene of the incident contacted RP to explain why in this situation the use of force had been necessary. RP was thankful for the incite about the incident.
9/29/2014	10/10/2014	11	Policy	RP was upset that EPD did not seems to want to retrieve found items he had reported.	Sgt. spoke with RP about call volume issues and that at times it will take time for EPD to respond to non-emergency issues. (Items were picked up from RP within two days.)
9/29/2014	10/3/2014	4	Service/ Performance	RP was upset that on officer pulled his cruiser up outside White Bird Clinic and proceeded to do paperwork. RP felt this had a chilling effect on the clients of the clinic.	Sgt. spoke at length about RP about her concerns with EPD and the homeless population.
9/30/2014	10/21/2014	21	Inquiry	RP was upset that officers made inappropriate comments to her as the victim did not arrest the suspect and did not complete an accurate police report.	Sgt. learned that the suspect had been arrested but because of his level of intoxication the jail refused him and he was taken to Buckley House, and that the report submitted by the officers was a detailed four pages with all the information necessary about the incident.
10/2/2014	11/6/2014	34	Service/ Performance	RP was concerned that he could not get any answers about an RV fire that happened on a lot belonging to the city behind his home.	Supervisor reviewed RP's call for service and found that the call taker gave RP all the information that was available and provided the phone number for the officer RP wanted to speak with, no policy violations were noted. Supervisor contacted RP to follow up with any further questions.
10/3/2014	10/8/2014	5	Inquiry <b>Dismissed: Other</b>	RP alleged on a Facebook post that EPD was not following through on a stalking situation.	<b>Following preliminary investigation, Dismissed: Other</b>
10/2/2014	10/6/2014	4	Service/Courtesy	RP was upset at how his son was treated at the scene of a roll over accident, stating that the officer was rude, accusatory and called him a liar.	Sgt. spoke with RP about the incident and how officers are expected to conduct an investigation, even at times when it makes those involved feel uncomfortable. Sgt. also spoke with officers.

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10/3/2014	10/17/2014	14	Service/Courtesy	RP was upset that volunteers were rude and unreasonable when she parked in a disabled spot without her disabled permit. Even when she showed them a picture of her permit on her phone, they asked her to move.	Sgt. spoke with RP about the incident and then with the volunteers about RP's complaint.
10/3/2014	10/27/2014	24	Policy	RP was upset that when he tried to report to EPD items dumped on his property(personal items, papers etc. that may have been part of a crime no one wanted to help him.	Sgt. attempted to contact RP to discuss the situation but was unable to speak with RP.
10/7/2014	10/22/2014	15	Service/Performance	RP reported an officer driving on the highway without signaling lane changes.	Sgt. spoke with RP and then with multiple shifts of patrol officers about obeying traffic laws as they go about their shift.
10/7/2014	10/8/2014	1	Service/Performance Dismissed: Outside jurisdiction	RP reported that an unmarked police car was in the Bimart parking lot with a canine inside on a hot day.	<b>Dismissed: Outside Jurisdiction</b>
10/8/2014	10/10/2014	2	Service/Performance	RP was upset that the other party in a domestic dispute was not arrested.	Sgt. at the scene spoke with RP about his concerns and the reasons behind officers' actions at the scene of the dispute.
10/8/2014	10/29/2014	21	Policy	RP was upset that the Animal Control Department was using an outside company, who's records were not corrected, to notify people of animal license issues.	Sgt. contacted RP and discussed her concern and updated her on EPD animal control policy.
10/8/2014	10/16/2014	8	Service/Other	RP was upset that EPD Animal Control Officers continue to harass her, showing up at her home for no reason.	Sgt. reviewed records and spoke with RP about the reason behind officers visiting her home.
10/10/2014		-41320	Inquiry	Internal complaint of a hostile and uncomfortable work place created by a supervisor.	Preliminary investigation into issues reported found them to be unfounded.
10/10/2014	10/14/2014	4	Inquiry <b>Dismissed: Alternate Remedy</b>	RP reported that the citation she received stated that workers were present in the area she received her speeding ticket when they were not.	<b>Dismissed: Alternate Remedy</b>
10/9/2014	10/16/2014	7	Inquiry <b>Dismissed: Other</b>	RP reported seeing an officer punch a suspect in the face after being tased.	<b>Dismissed: Other</b> Preliminary review of ICV by author found no evidence of allegation.

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10/15/2014	10/17/2014	2	Inquiry <b>Dismissed: Outside Jurisdiction</b>	RP reported to officers who did nothing while family members loaded up her belongings.	<b>Dismissed: Outside Jurisdiction</b>
10/16/2014	10/17/2014	1	Inquiry <b>Dismissed: Alternate Remedy</b>	RP alleged that he observed two men arrested for selling drugs when they had only exchanged cellophane, and that officers searched a backpack that did not belong to the suspects.	<b>Dismissed: Alternate Remedy</b>
10/15/2014	11/6/2014	21	Service/ Performance	RP complained that because an officer did not list the locker number on his property sheet the jail deputies would not release his belongings.	Sgt. confirmed that the needed number was not documented and spoke with the officer about the oversight. Sgt. emailed RP to contact him about his next steps to retrieve his belongings.
10/15/2014	11/12/2014	27	Policy	RP wondered why EPD did not track the statistics of where serious accidents happen.	Sgt. spoke with RP about how EPD does have crime analysis for locations and how officers are often deployed to areas that are experiencing high collision rates. Sgt. also explained that the city traffic engineers' office does maintain the type of lists she was interested in.
10/16/2014	10/29/2014	13	Inquiry	RP inquired into a situation where EPD was using an unoccupied building for training late at night when she was trying to sleep.	Sgt. spoke with RP about her concerns, and notified the team who had been doing the training about the issue.
10/16/2014	10/24/2014	8	Policy	RP inquired into an incident in which a court defendant and an officer had different recollections of an arrest, RP wondered why the officer did not have body cam so the issue could have been resolved easily by the judge. RP also complained that the police transport van does not have ICV.	Sgt. reviewed the incident and learned that the officer in question position is not assigned a body cam. No policy violations were noted.
10/19/2014	11/14/2014	25	Service/ Performance	RP was concerned about how an officer handled a shop lifting issue at a local store.	Sgt. spoke with RP about her concerns that the officer seemed to only issue a citation because he was obligated to. Sgt. spoke with officer about RP's concerns.
10/20/2014	10/21/2014	1	Inquiry <b>Dismissed: Previously Reviewed</b>	RP alleged that officers broke the strap on his purse and caused him pain when they arrested him for trespass.	<b>Dismissed: Previously Reviewed</b>

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10/20/2014	11/4/2014	14	Inquiry	RP was upset that when an officer came on the scene where he had been assaulted and was holding on to the suspect's ankle, he was pepper sprayed.	Lt. found that officer had been unable to tell at the time who was the aggressor in the incident, officers did make efforts to find the aggressor and took complete reports of the incident.
10/21/2014	11/3/2014	12	Inquiry	Internally reported complaint concerning an employee's work time adjustments.	Sgt. reviewed information about the situation and spoke with supervisor and confirmed the situation was a performance issue.
10/23/2014	10/24/2014	1	Inquiry <b>Dismissed: Other</b>	RP alleged that an officer was discourteous while giving him a citation.	Preliminary review of ICV by the Auditor noted no policy violations by officer. <b>Dismissed: Other</b>
10/22/2014	4/27/2015	185	Inquiry	RP alleged that an officer pocketed some of his money during his arrest.	Sgt. reviewed police records spoke with RP, witnesses, and reviewed ICV and found that RP was unable to articulate how much money he had in his possession and his story of where and why he had money continued to change through out the investigation. No evidence was found of any officers taking RP's money.
10/24/2014	10/29/2014	5	Policy	RP was concerned that EPD was not willing to evict campers from the park near her home and near an elementary school.	Lt. spoke with RP about the current camping ordinances and EPD's limited ability to move campers from the area.
10/24/2014	11/13/2014	19	Service/ Performance	An anonymous caller reported an EPD patrol vehicle driving erratically.	Sgt. spoke with officer involved and reiterated the departments expectation for safe and courteous driving.
10/27/2014	11/18/2014	21	Service/ Performance	RP was concerned about how an officer handled a call for service regarding a panic alarm.	Sgt. learned that when the officer arrived, an employee had been checking the location, and a miscommunication occurred when officer tried to verify the identity of the employee, leading the officer to use stern voice commands to control the situation. Sgt. spoke with RP about the incident.
10/27/2014	1/14/2015	77	Policy	RP inquired into why members of gangs can't just be arrested, or continually raided until they get the message to get out of town.	Sgt. in charge of the gang task force spoke with RP about the issue involved in monitoring gang activity.
10/28/2014	11/12/2014	14	Policy	A third party complainant was concerned that someone's property had been destroyed by PCU.	Sgt. learned that after the DA released the evidence in the case the person was notified by PCU that the items would be destroyed and after waiting the required 15 months the items were destroyed.
10/29/2014	11/21/2014	22	Service/Courtesy	RP reported that when she tried to get help from an officer when her car had struck some storm debris he was rude and unhelpful.	Lt. spoke with officer about the encounter and expressed the goal of providing exceptional customer service and discussed ways the interaction could have gone better. Lt. contacted RP about the incident.

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10/30/2014	12/5/2014	35	Service/ Performance	RP was concerned that the only way for her to make a report about an accident was to come in and wait until someone was available to speak with her. RP lives 40 minutes away and after the second try at making a report is frustrated.	Sgt. reviewed the issue and found an officer to take a phone report to facilitate the filling of RP's report.
11/1/2014	11/6/2014	5	Inquiry <b>Dismissed: Other</b>	RP alleged that an officer had struck her and caused her head injury.	<b>Dismissed: Other</b> Preliminary review of ICV found RP to have purposely struck her head on the interior of the patrol car.
11/1/2014	12/3/2014	32	Inquiry	RP was upset that she was not read her Miranda Rights when she was detained for suspicion of shop lifting.	Sgt. reviewed records and found that officers did not question RP and Miranda provides a person with the right to an attorney before questioning thus it was not required in this instance.
11/1/2014	1/6/2015	65	Inquiry	RP witnessed an altercation between officers and a man trying to cross the street after a football game.	Sgt. looked at police records and reviewed ICV and spoke with officers and a witness and found no policy violation in how officers handled the situation. Sgt. spoke with RP about the incident.
11/1/2014	12/12/2014	41	Inquiry	RP alleged that officers did not look into an assault that he reported to them as they stood at 13th and Hilyard.	Sgt. found one record of RP calling the 911 line, the line disconnected and rang 11 times when dispatch tried to recall the line. RP did not return calls left by Sgt.
11/3/2014	1/12/2015	69	Inquiry	RP filed a complaint about an officer who cited him for minor in possession who illegally detained him and searched his bag without consent.	Sgt. reviewed police report of the incident and learned that only after RP interfered in the stop of another person did officer cite him for the MIP; RP also gave consent for the search of his bag to retrieve his identification.
11/3/2014	11/14/2014	11	Service/Courtesy	RP felt that officers who had responded to his apartment complex about a trespasser were very disrespectful to him.	Sgt. reviewed the records and spoke with RP, walking him through why the officers handled the situation the way they did, because he had interjected himself into the situation. Sgt. offered to speak with officers about better ways to deal with the situation in the future.
11/3/2014	1/23/2015	80	Service/ Performance	RP was concerned about how rude an officers was when he spoke with her about the parking lot she used while working at the airport.	Sgt. spoke with parties involved and found a miscommunication about events caused the issue where the officer felt the vehicle needed to be towed. RP was happy with learning why the officer had tried to tow her vehicle.
10/31/2014	12/3/2014	33	Policy	RP was concerned that an officer was using his cell phone while driving.	Sgt. contacted RP and explained the police and ORS involved allowing officers to use cell phones while driving so long as it is related to police business.

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11/3/2014	12/24/2014	51	Inquiry	RP alleged that EPD impounded a homeless women's RV for no reason.	Sgt. learned that officer had been dispatched to an incident and had spoken with the women who at the time parked in a legal area, officers had advised her not to drive because of her intoxication level, after leaving the scene the officer noticed the RV on the road and stopped the vehicle and arrested the women for DUII leading to the impound.
11/4/2014	12/5/2014	31	Service/ Performance	RP was upset at how call for service by her daughter was handled. RP stated that officers downplayed an assault issue and vandalism to her daughter's car, and that the case was not turned over to the DA as promised.	Sgt. reviewed records and ICV of the incident and learned that it had been a verbal and physical altercation with all parties involved (mutual combat) No witnesses existed for the vandalism and the report was suspended. No policy violations were found and Sgt. spoke with RP.
11/5/2014	11/21/2014	16	Inquiry	RP felt he was being harassed by officers, who have told them their group of campers must move due to no camping postings.	Cpt. reviewed information about the issue and spoke with RP about policies regarding prohibited camping.
11/7/2014	11/19/2014	12	Service/ Performance	RP had been unable to get an officer or supervisor to return her call about an attempted break in at her apartment.	Sgt. directed the officer to contact RP and then also followed up with RP.
11/7/2014	1/6/2015	59	Service Level	RP felt that an incident he was involved in after a football game was over the top when an officer handcuffed him and cited him for interfering with a police officer when he tried to cross the street.	Sgt. looked at police records and reviewed ICV and spoke with officers and a witness and found no policy violation in how officers handled the situation. Sgt. spoke with RP about the incident.
11/7/2014	12/2/2014	25	Inquiry	RP was upset that 911 did not dispatch officers to an accident in which the other party appeared to be drunk.	Supervisor reviewed intake calls and found that there appeared to be a miscommunication between what a neighbor in the area reported and what RP's wife reported leading to officers not being dispatched. Supervisor spoke with RP about her findings.
11/7/2014	11/12/2014	5	Inquiry <b>Dismissed: Outside Jurisdiction</b>	RP alleged that an officer threatened to run him over.	<b>Dismissed: Outside Jurisdiction</b>



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11/10/2014	12/5/2014	25	Inquiry	Officer self reported an incident in which he which he returned a marijuana bud to a suspect after notifying him of park rules.	Sgt. spoke with the involved employee and learned that he was more focused on gaining compliance on the after hours park issue. The employee accepted responsibility for the policy violation and felt that self reporting was another way he can show officers in his command that mistakes happen in all levels and candor when resolving issues is the best approach.
11/11/2014	1/6/2015	55	Inquiry	RP during arrest alleged that an officer had been involved in a personal relationship with her.	Sgt. contacted RP at the jail with several witness to speak with her about her allegations, RP refused to answer questions. RP could not provide any further information to investigate her allegations.
11/13/2014	12/18/2014	35	Service/Courtesy	RP was upset that an officers yelled at her when she came to the scene of her friend's murder to lay a flower.	Sgt. learned that the officer was not trying to be brisk with RP but as crime scene security was only trying to be sure the scene was secure. RP did not return the Sgt's calls.
11/13/2014	12/15/2014	32	Service/Performance	RP was concerned about how a traffic stop was conducted. RP has disabilities and felt the officer needed better training in dealing with citizens with disabilities.	Sgt. reviewed ICV and found that the officer had been professional and polite even though he had probable cause to cited RP for impaired driving, because it was due to disabilities the officer allowed a family member with a valid license to take over the wheel and them to continue on their way. Sgt. spoke with RP about her findings.
11/18/2014	12/15/2014	27	Policy	RP was upset that the person she has a bench warrant on was not arrested by EPD when her whereabouts had been identified.	Sgt. learned that the officer had made a judgment call at the time of the interaction as there was no one to take custody of a minor child who otherwise would have been released to Child Services. The suspect also was not wanted for a criminal matter. Sgt. found no policy violation and relayed that to RP.
11/18/2014	1/2/2015	44	Service/Performance	RP complained that the officer that helped at a traffic stop did not require the other driver to show a license or insurance card and RP later found that the insurance supplied was not valid.	Sgt. spoke with officer about the incident and learned that because there were no injuries he only help conduct an information exchange which was within policy. Sgt. spoke to RP about his findings.
11/19/2014	11/25/2014	6	Inquiry <b>Dismissed: Alternate Remedy</b>	RP complained that an officer held him up and insinuated that he was trespassing.	<b>Dismissed: Alternate Remedy</b>
11/20/2014	12/18/2014	28	Policy	RP who lives at a busy intersection inquired into how he can get officers to contact him with driver information who are involved in accidents that damage his front lawn.	Sgt. spoke with RP about how to get the information he needs when an accident occurs and the vehicles end up on his property.

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11/20/2014	12/8/2014	18	Inquiry: <b>Dismissed: Other</b>	RP reported an arrest she observed in which she felt too much force was used.	<b>Dismissed: Other</b> Preliminary review of ICV by Auditor found force used was within policy.
11/21/2014	12/26/2014	35	Service/ Performance	RP complained about the follow-up to burglary at the gas station she is the manager of.	Sgt. learned that the issue was caused by the officer not being able to speak with the manager at the time of the incident and by the time the officer's call work load had eased another officer had made contact.
11/21/2014	12/11/2014	20	Inquiry	RP was upset that officers were taking photographs of her vehicle and did not notify her of why they were doing it.	Sgt. learned that RP had previously reported being harassed by people throwing pumpkins and rocks at her vehicle, but the officer who took the report had not returned to take photos. No EPD employee was found to have been in the area taking pictures of RP's van. Sgt. spoke with RP about her concerns.
11/24/2014	11/25/2014	1	Policy <b>Dismissed: Reviewed</b>	RP filed a third party complaint concerning a passenger in a traffic stop that was told he must verbally notify an officer if he is being filmed. RP also was concerned about the search of the vehicle prior to towing.	Auditor's preliminary review found no policy violations during the stop. <b>Dismissed: Reviewed</b>
11/21/2014	11/25/2014	4	Inquiry <b>Dismissed: Reviewed</b>	Third party complaint in which RP is concerned if taser policies were adhered to and policies regarding the public recording of officers.	<b>Dismissed: Reviewed</b>
11/24/2014	12/18/2014	24	Policy	RP posted a concern on Crime Prevention's Facebook page stating she was not impressed with the response by EPD when she reported a man attempted to persuade her to sleep against the side of his house which could have been a possible attempted rape issue.	Sgt. reviewed calls and Facebook postings and found that RP's phone conversation did not relay the same information to the call taker as posted on Facebook. Calls were handled appropriately in relationship to the information give at the time. No Policy violation found.
11/25/2014	12/19/2014	24	Policy	RP is concern about the amount of traffic enforcement she sees. During a 5 minutes she noted several violations with officers in the area ignoring them.	Sgt. spoke with RP and explained that many times high call loads keep officers busy and if the officer has been dispatched to a call he needs to respond to that call so many times even if an officer sees a traffic violation they are unable to start stop. RP was thankful for the information.
12/3/2014	1/5/2015	32	Service/ Performance	RP reported a EPD SUV traveling a high rate of speed on a highwat at about 2 in the morning with no apparent policing reason for the speed.	Lt. was unable to identify officer involved or identify if the vehicle had been EPD. RP did not return requests for contact.

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11/25/2014	12/8/2014	13	Inquiry <b>Dismissed: Reviewed</b>	Third party complaint in which RP is concerned policies may have been violated related to the recording of police by the public.	<b>Dismissed: Reviewed</b>
12/4/2014	12/8/2014	4	Service/ Performance	RP was unhappy about how a call taker handled her call about her daughter's stolen property and information she had about a crime that had been committed in the area.	Supervisor reviewed the call and found that the dispatcher though not rude was not as helpful and they could have been. Supervisor spoke with the call taker about the call and a detective followed up with RP.
12/4/2014	1/8/2015	34	Conduct	RP complained that an officer texted about the arrest of her boyfriend and it made her feel comfortable.	Sgt. had already been notified of the issue by the officer involved and found that the text was sent from the officers assigned telephone. Investigation of the text messages found that they were work related and no policy violation was noted.
12/5/2014	12/26/2014	21	Inquiry	RP alleged that two officers used excessive force while arresting him.	Sgt. reviewed records and spoke with a witness at the scene of the arrest and found officers did not use force on RP.
12/5/2014	2/10/2015	65	inquiry	RP felt that officers acted inappropriately when they took custody of his daughter when he was being investigated for wielding a firearm at his neighbor.	Sgt. learned that once it was determined that no crime had been committed, the large group of officers were dismissed. The daughter was taken into custody under direction from DHS. Sgt. spoke with RP about the incident.
12/8/2014	1/22/2015	44	Inquiry	RP feels officers handled her more roughly than needed during her arrest.	Sgt. reviewed the police report and ICV related to the arrest and learned that RP had been in a physical altercation with a boyfriend before police were called and that injuries that RP noted were from the prior altercation. ICV showed no excessive force by officers.
12/2/2014	1/5/2015	33	Service/Courtesy	RP reported a series of traffic stops by the same officers in which she felt the officer was rude and another stop by an officer who claimed her vehicle was stolen.	Sgt. reviewed the stops: the first for a taillight problem, RP was cited for no insurance. In the second stop the officer misidentified that the previous stop had been for an insurance card issue and questioned RP about a suspended license. The third stop was an issue with dispatch and the officer - training issues were identified. RP is not return attempts by Sgt. to discuss the issue.
12/4/2014	12/12/2014	8	Service/ Performance	RP reported a patrol vehicle that ran a red light about 10:03 p.m. with no lights or sirens activated.	Sgt. was unable to identify officer involved or any calls the vehicle may have been involved in. Sgt. spoke with RP and noted that he would remind his officers the importance of safe driving.

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12/2/2014	1/16/2015	44	Service/ Performance	RP was upset about a phone call from an officer who was at her home looking for her son. The officer told her someone was in the apartment which she did not believe to be true and felt the officer was making up stories to find her son.	Sgt. found that RP did not return the officer's call for 2 hours and at the time of the initial call to RP those were the officer's observations. Sgt. spoke with RP about the miscommunication in the incident..
12/2/2014	12/18/2014	16	Policy	RP alleged that a recruit officer told him he couldn't record the officer and the training officer did nothing.	Sgt. followed up with officers to review EPD policy regarding the public filming officers. RP has moved out of the country and was not contacted.
12/10/2014	1/23/2015	43	Service/ Performance	RP was upset that officers showed up a month after her daughter had moved out (after a dispute with roommates and accused her of taking a knife)	Lt. spoke with RP and answered her questions about the incident.
12/9/2014	12/17/2014	8	Inquiry	RP claimed an officer pepper sprayed him in the eyes with no warning given.	Sgt. reviewed records and found that RP had been advancing on the officer with a 3 foot stick and was warned to stop before being pepper sprayed and detained.
12/14/2014	12/31/2014	17	Inquiry	RP was upset that officers did not detain her daughter's roommate for menacing.	Sgt. spoke with officer involved and found that the issues the mother was concerned about had not happened during the call. RP did not respond to Sgt. calls.
12/16/2014	1/13/2015	27	Inquiry	RP was concerned about a motorcycle officer he observed riding his bike on the sidewalk against traffic. He felt it put people who might be turning left at risk, as they would not expect a vehicle on the sidewalk coming that direction.	Sgt. learned that officer had used the sidewalk for about 1/2 a block to contacted a vehicle who had been traveling the wrong way on a one way street. No policy violation was noted. Sgt. spoke with RP about his findings.
12/18/2014	1/8/2015	20	Inquiry	Third party complaint that a defendant in traffic court was unable to access any of the police records prior to trial and that the officer questioned him at the hospital while in traction.	Sgt. learned that defendant had not gone through the discovery process for information and was asking for access the morning of trial. Regarding questioning at the hospital, officers question witnesses and victims as quickly as possible to be timely in their reports.
12/18/2014	1/26/2015	38	Inquiry	RP filed a third party complaint about a citation given to a court defendant using high beams. When defendant became angry about being pulled over the officer cited instead of giving a warning and the officer said in court that his high beams were also on.	Sgt. spoke with officer about the issue and found that the officer has a newer SUV with lights that are brighter even on low beam. The officer had had maintenance check them and they were correct. RP misunderstood what the officer was telling the judge in court. Officer's also have discretion on rather or not to cite or give a warning. No policy violations were found.

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12/11/2014	12/19/2014	8	Inquiry <b>Dismissed: Other</b>	RP alleged that low frequency weapons were being used to harass her.	<b>Dismissed: Other</b>
12/19/2014	1/2/2015	13	Service/ Performance	RP was upset that a man was not arrested or a report taken when he damaged her garage door with his vehicle and then fled the scene.	Sgt. found that the man was issued a driving while suspended citation but no arrest was made at the request of RP hence no police report was needed. Sgt. spoke with RP about his findings and identified that he would also cite the driver with driving without insurance if he could be found.
12/2/2014	1/9/2015	37	Policy	RP is concerned because he is unable to get a rapid response from EPD concerning property crimes at the assisted living home he manages.	Sgt. spoke with RP about his concerns and then looked into the call logs for the facility in question, of the 10 calls in a 3 month period none reported a situation requiring police response beyond a patrol check when time allowed, a couple were of suspicious behavior with the suspects already gone. Sgt. followed up with RP about his findings and guidance in how to have his managers report incidents in a timely manner.
12/20/2014	1/21/2015	31	Service/Courtesy	RP was upset that an officer did not call ahead when he responded to her home to speak with her and that the second time he came he was rude to her 15 year old son.	Sgt. spoke with RP about why in this instance the officer did not try and contact her before the contact at her home, he also spoke with the officer about RP's concerns of rudeness.
12/20/2014	12/30/2014	10	Inquiry	RP sent a letter to EPD asking about property taken from him upon his arrest.	Sgt. learned that RP was still being lodged at the jail and that his property was in the lockers and would be returned to him upon his release.
12/26/2014	1/2/2015	6	Service/ Performance	RP was upset she could not get a call back from an officer about a restraining order.	Lt. spoke with RP about her concern and provided her the contact she needed.
12/23/2014	2/10/2015	47	Policy	RP was concerned about officers that use their lights and sirens to get through areas quickly and then turn them off when no emergency situation seems to be happening.	RP did not respond to message left by Sgt. to speak to the issue.
12/24/2014	1/15/2015	21	Inquiry	RP was upset that EPD could not seem to find his change of name document that INET confiscated from him in 1999.	Supervisor researched the issue and even spoke with a retired officers about the information being requested and found that the warrant that RP's paperwork was taken in was a federal warrant and EPD never had possession of it. Supervisor spoke with RP about her findings.

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12/24/2014	12/31/2014	7	Inquiry <b>Dismissed: Outside Jurisdiction</b>	RP was concerned about a traffic stop his daughter was involved in.	<b>Dismissed: Outside Jurisdiction</b>
12/26/2014	1/2/2015	6	Policy	RP is upset that EPD is taking what she feels is selective enforcement about a illegal camping issue in her neighborhood.	Sgt. spoke with RP about her concerns and the policies EPD has in place surrounding illegal camping.
12/26/2014	1/6/2015	10	Inquiry	RP alleged that an officer who questioned him about trespassing always wants to fight with him.	Sgt. found that the officer in question has had no recent interaction with RP nor any physical altercations.
12/26/2014	1/19/2015	23	Inquiry <b>Dismissed: Other</b>	RP alleged wrongful arrest in a contact with officers.	Preliminary Auditor review noted no violations. <b>Dismissed: Other</b>
12/27/2014	1/8/2015	11	Service/ Performance	RP reported an EPD SUV that crossed two lanes without signaling to make a left turn.	Sgt. reviewed records but was unable to find ICV. RP's email address came back invalid.
12/23/2014	1/8/2015	15	Inquiry	RP filed a driving complaint about an officer that was driving slowly with his lights flashing in the area of MLK Blvd. causing traffic to be disrupted.	Sgt. found that officer had been dispatched to a theft suspect in the area and was patrolling the area from his vehicle looking for the suspect.
12/30/2014	2/26/2015	56	Inquiry	RP was concerned about how dispatched handled a call for service placed by her blind daughter.	Sgt. and Supervisor contacted RP about her concerns and gave her information to help her daughter if she ever needs to call in an emergency again.
12/30/2014	2/3/2015	33	Policy	RP was upset that he and other tenants of his condo building can not get EPD to help with tenant who is loud and threatening.	Sgt. researched calls for service at the address and contacted RP about his concerns and learned that the property management is working to address the issue. Sgt. gave RP guidelines and helpful tips on reporting any more issues to EPD.
12/31/2014	1/2/2015	2	Inquiry	Third party complaint that RP did not believe officer's testimony in court matched ICV.	Sgt. reviewed ICV and spoke with officer and found that testimony and ICV matched. RP attempted to rescind complaint, but it had already been closed.
12/31/2014	1/12/2015	12	Inquiry	RP felt an officer profiled him during a traffic stop by following him from one part of town to another.	Sgt. reviewed ICV and found that RP had committed a lane change violation and because of the tint of the windows would have been unable to identify the race of the driver. Sgt. spoke with RP about his review of the ICV.