



## City of Eugene CIVILIAN REVIEW BOARD

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*It is the mission of the Civilian Review Board to provide fair and impartial oversight and review of internal investigations conducted by the City of Eugene Police Department involving allegations of police misconduct, use of force and other matters. The Board will strive to build trust and confidence within the community and to ensure that complaints are handled fairly, thoroughly and adjudicated reasonably. The Board will encourage community involvement and transparency in order to promote the principles of community policing in the City of Eugene.*

Meeting Agenda: Civilian Review Board  
**Tuesday, August 8, 2017 - 5:30 p.m.**  
**Eugene Public Library, 100 West 10<sup>th</sup> Avenue, Bascom Room**  
**Contact: Vicki Cox, 682-5016**  
*(A Light dinner will be available for board members beginning at 5:00 pm.)*

<u>ITEM</u>	<u>TIME (Starting)</u>
1. Agenda and Materials Review	5 minutes (5:30 pm)
2. Public Comment	5 minutes (5:35 pm)
3. Minutes Approval (Minutes from June meeting)	5 minutes (5:40 pm)
4. Comments from Board Members, Human Rights Commission Liaison and Police Commission Liaison	10 minutes (5:45 pm)
5. Case Review: Review of Internal Complaint Related to Use of Pepper Spray	25 minutes (5:55 pm)
6. Case Reviews: Review of Inquiry (Third Party Complaint on Use of Force) and Incident Review (Related to an EPD Vehicle Collision)	25 minutes (6:20 pm)
7. Break	10 minutes (6:45 pm)
8. Training Topic: Auditor's Annual Report	30 minutes (6:55 pm)
9. Auditor Report	10 minutes (7:25 pm)
10. Adjourn	(7:35 pm)

# MINUTES

Civilian Review Board  
Sloat Room—Atrium Building—99 West Tenth Avenue  
Eugene, Oregon

June 13, 2017  
5:30 p.m.

PRESENT: Eric Van Houten, Chair; Maurice Denner, Rick Roseta, Heather Marek, Chris Wig, Civilian Review Board members; Mark Gissiner, Leia Pitcher, Beatrice Hernandez, Police Auditor's Office; Bonnie Cannon, Human Rights Commission; Sergeant Crompton, Sergeant

Mr. Van Houten convened the Civilian Review Board (CRB) at 5:35 p.m.

## 1. AGENDA AND MATERIALS REVIEW

No Changes were suggested. Mr. Wig deemed the agenda approved by acclamation.

## 2. PUBLIC COMMENT

No one present wished to provide public comment.

## 3. MINUTES APPROVAL— May 2017

Mr. Wig deemed the May 2017 minutes approved by acclamation, as presented.

## 4. COMMENTS FROM BOARD MEMBERS, HUMAN RIGHTS COMMISSION LIAISON AND POLICE COMMISSION LIAISON

Ms. Marek announced that she was recording the meeting. She planned to make the recording available online at [www.tinyurl.com/crbaudio](http://www.tinyurl.com/crbaudio). She did not attend the Human Rights Commission meeting last month, so she did not have any updates.

Mr. Denner suggested that the CRB review two open cases from May 2017:

- An active case from May 1, 2017, a summary of which was on page 12 of the CRB meeting agenda. The Reporting Party (RP) of the case, surmised race played a part in the officer's treatment his wife, who was detained after a traffic crash incident.
- An active case from May 16, 2017, a summary of which was on page 16 of the CRB agenda packet. The RP perceived as EPD's very public show of force in front of the library while arresting two different African American men.

Mr. Gissiner said that any time there was a complaint that referenced racial disparity, the auditor's office made sure to include that in the notes to ensure that Eugene Police Department (EPD) sent it to the State of Oregon Law Enforcement Contact Committee.

Mr. Denner referred to an open case from May 22, 2017, a summary of which was included on page 17 of the CRB agenda packet, in which the RP reported an incident in which his girlfriend's car was hit by an EPD officer in the parking lot near their apartment. RP alleged that medics were not called for his girlfriend who hit her head, nor were they even offered by the officers. Mr. Denner wondered about the training for EPD officers regarding concussions. He thought concussion protocol was an important training topic for situations in which victims, or police officers themselves experience a head injury.

**Mr. Van Houten arrived at 5:37 p.m.**

Mr. McIntire reported on the Police Commission. Bill Whalen was re-elected as chair and Scott Nowicki as Vice Chair. The Police Commission held a planning session for the 2017-2018 work plan. The following topics were set as the Police Commission's priorities:

- Provide input on policies that reflect community values
  - Use of force and de-escalation
  - Firearms training and de-escalation
  - Professional police stop policy
  - Biased based policing
  - Drone policy
  - Code of conduct
  - Encourage policies and technology that are force multipliers
  - Review video policy and full reporting on police actions
  - Review the parade permitting process
- Identify police policy and resource issues related to preferred policing alternatives
  - Downtown crime enforcement
  - Supervisor evaluation and training
  - Police legitimacy and procedural justice
  - Societal issues affecting police
  - Citation for no driver's license and insurance
  - Frequency of arrests and citations
- Increase communications between the community and the police
  - Assess what public wants regarding police services
  - Outreach to minority communities
  - Feedback from public of police response
  - Provide explanations about response time
- Decrease misunderstandings regarding the nature of adopted police policies
- Address recommendations regarding the gap between public expectations and reality
- Assist the Eugene City Council with balancing priorities and resources by advising on police resource issues
  - Review and recommend policy about body cameras and recommend to City Council the resources to implement
  - Increase police staffing
  - develop method to increase communication with the City Manager's office

Mr. McIntire believed that the Police Commission would provide input in the hiring process for the new Chief of Police. Perhaps the CRB could also provide input.

Mr. Van Houten thanked Mr. McIntire for his work on the Police Commission. He thought Mr. McIntire was an active and valuable Police Commission Liaison for the CRB.

Mr. Wig Thanked Mr. Van Houten for his service on the CRB. He respected Mr. Van Houten as a colleague and reflected on how much Mr. Van Houten helped Mr. Wig adjust to the CRB as a new member four years ago.

Mr. Wig mentioned that mass incarceration was a topic that the CRB discussed from time to time; he recommended the ACLU's new report on mass incarceration entitled: *Back to Business: How Hiring*

*Formerly Incarcerated Job Seekers Benefits Your Company*, a copy of which could be found on the ACLU website.

Ms. Marek echoed Mr. Wig's comments about Mr. Van Houten's service to the CRB. She appreciated his service and found his insights and professional background helpful. She thought he was a constructive facilitator and his contributions were highly valued.

#### **5. Update on Hiring Process for Eugene Police Chief**

Kristie Hammitt, Central Service Director for the City of Eugene, and Allana Holmes, the Human Resources Director for the City of Eugene, provided an update on the hiring process for the Eugene Police Chief. They encouraged the CRB members to communicate with them about the Police Chief hiring process as boards and commissions that were critical to the operations of the police force were important; the information gathered would include the community's preference in traits, qualities, characteristics, and experiences of a police chief and would be used to inform the recruitment firm. They added that robust community outreach, focused on reaching parties of the community that typically did not normally show up at the community outreach and engagement events, would be a priority throughout the hiring process. The hiring process had not yet been finalized; as soon as they had more information, they would notify the CRB. They planned to launch a website that included regular updates on the status of the process by the end of the month. They planned to select a recruiting service that had successful experience in the recruitment of a police chief hiring process and would be interested in collaborating, rather than running the entire search. Once candidates were selected, they planned to move into the interview process by the end of the calendar year.

#### **6. Training Topic: Crisis Intervention Training**

EPD officer Bo Rankin provided the CRB with a PowerPoint presentation on the EPD's Crisis Intervention Training (CIT). He said CIT was used to resolve police encounters with people who have mental illnesses safely and connect them to mental health services. CIT personnel worked with trained dispatchers, Crisis Assistance Helping Out on the Streets (CAHOOTS) and mental health providers. The training included a 40-hour course and ongoing training. He provided an overview of the 40-hour initial CIT course. The curriculum included the following:

- A consumer panel on interactions with the police
- Age-related disorders
- Alcohol and drug addiction
- Crisis negotiations and active listening
- Autism and developmental disabilities
- Psychiatric disorders
- local resources
- CIT protocols and policy
- Crisis intervention for adults and juveniles
- Sessions on Posttraumatic Stress Disorder
- Site visits
- Mental status exams
- Mental Health Court
- Crisis intervention scenarios
- Perspectives from consumers and advocates
- Suicide/suicide intervention
- Personality Disorders
- Tactical communications

- The crisis cycle and modes of communication

Ms. Pitcher asked how many EPD officers were CIT trained.

Officer Rankin said almost one hundred percent of EPD officers had begun CIT.

Mr. Wig asked if the University of Oregon Police Department (UOPD) also completed CIT.

Officer Rankin thought a few UOPD officers had completed CIT, but not many yet.

Mr. Van Houten asked for an example of the scenarios taught in the training.

Officer Rankin offered the example of someone who was suicidal or demonstrating bipolar characteristics. The scenarios were meant to help teach the trainees to recognize mental health crises.

Mr. Gissiner asked about the consumer and advocate panel.

Officer Rankin said the consumer panel consisted of individuals who had past interactions with the police and had experienced mental health issues. They provided the trainees with a description of what happened, what worked and what didn't, as well as suggestions to better de-escalation a mental health crisis. The advocate panel consisted of family members, particularly mothers, of people with mental health disorders. They provided information on their experience, and past interactions with police.

Mr. Denner asked if there was time to debrief and reinforce CIT training in the field after police officers responded to a mental health crisis.

Officer Rankin said this was a goal. He had seen this happening more often in recent years. Often Sergeants took time to debrief these situations with an officer in training. In addition, there were department wide debriefs of critical incidents.

Mr. Roseta asked if officers agreed on how to respond during a mental health crisis incident since most EPD officers went through CIT.

Officer Rankin thought so. He thought EPD did an amazing job at dealing with people in a crisis and all EPD officers had the ability to talk to people in such a crisis.

Ms. Pitcher asked about the percentage of mental health crises EPD officers faced daily.

Officer Rankin said EPD officers, especially those working in the downtown area, dealt with a lot of people who were living in a constant state of crisis and several in an elevated state of crisis.

Mr. Van Houten asked if officer self-care was included in the CIT curriculum.

Officer Rankin said it was discussed, but there was not a section of the curriculum focused on officer self-care. There had been a section devoted to officer suicide, which touched on officer self-care. EPD was starting to focus more on officer self-care after experiencing pushback from trainees on the officer suicide section of the curriculum. However, there wasn't much time left in the curriculum to add new subjects.

Mr. Denner thought it was difficult to have a small amount of people addressing the mental health crisis issue; he was concerned that most of the public misunderstood mental health crises. He wondered how information about people in mental health crises could be shared with the public to increase awareness and understanding.

Officer Rankin said often there were national mental health awareness campaigns; however, they weren't always funded. Recently the EPD discussed a mental health/ first aid event in which community members would be invited to.

Mr. Denner asked if the grant Officer Ranking mentioned in his presentation was a grant from the Department of Justice (DOJ).

Chief Kerns said the state managed the grant, which came from Lane County. Whitebird wrote the grant but used the county as a vehicle to acquire the state grant.

Officer Rankin added that part of the grant funded the CAHOOTS unit in Springfield.

Chief Kerns reported the Lane County Sheriff' was working on a platform that instituted a database of information about a person's mental health conditions, medications, and reactions to law enforcement. The information could only be collected on a voluntary basis and was only in Lane County. The information would be automatically purged after a certain amount of time, unless the individual elected to leave the information in the database for another amount of time. Chief Kerns thought this database would help reduce the use of force substantively. They hoped to have the platform functional by the end of the calendar year.

## **7. BREAK**

The CRB took a brief break from 6:35 p.m. to 6:47 p.m.

## **8. CASE REVIEW: Review of External Complaint Alleging Excessive Force**

Ms. Pitcher offered a PowerPoint presentation entitled *Case Summary—Civilian Review Board—June 13, 2017* and facilitated a discussion with the CRB.

### **Summary of Facts**

- RP called 911 and complained that someone was remaining on her property after she had asked him to leave. The call-taker stayed on the line until the person had reportedly left. RP stated that she would call back if he returned.
- Approximately 3 hours later, officers were dispatched to the address and advised that the call involved a dispute between RP and a person who was no longer on scene.
- Officers A and B were allowed inside by RP; she informed them that the other party had returned and was asleep in the back room. Officers asked RP for his name, and she stated that she did not feel that it was her place to provide his name.
- Officers stated that they needed to check on all parties involved in the dispute, and Officers A and B went to the back room to wake the ex-boyfriend.
- RP followed them to the room and stated that she was concerned about what they were going to do to the other party. Officer B asked RP to wait outside of the bedroom and she stated "No."
- RP stated that an officer grabbed her wrist hard and moved her arm up, which resulted in bruising and a sore shoulder.

- Officer B stated that he used an open hand to stop RP from approaching A and that he did not grab her wrist. Officer A recalled placing his open hand on RP's back to prevent her from turning but could not recall grabbing a wrist.
- Due to officers' location inside the home, the ICV recorded audio but not video of the interaction.
- Following the incident, RP came to the Auditor's Office to file this excessive force complaint.

#### **Allegations**

- Use of Force: That Officer A used excessive force when he grabbed RP by her wrists, resulting in bruising.

#### **Recommended Adjudication**

- Use of Force
  - EPD chain of command: Within policy
  - Auditor's office: Within Policy
  - Chief: Within Policy

#### **Issues for CRB Discussion**

- Complaint Intake and Classification
  - Intake through Auditor's Office
  - Classification: Allegation of Misconduct

Ms. Marek was curious why there weren't concerns about the officer's presence in the RP's home after she rescinded her consent to the officers being there and limited them in where they could go in her house.

Ms. Pitcher said it was initially raised during the intake interview. After reviewing the audio, it seemed as if the Community Caretaking Act was being utilized, which required a mandatory arrest in the case of domestic violence. The officers needed to check on the man to ensure there had not been any domestic violence.

Ms. Marek asked what triggered a mandatory arrest through the Community Caretaking Act.

Ms. Pitcher said an arrest was mandated under the Community Caretaking Act if violence took place between individuals in a previous or current intimate relationship.

Ms. Marek was concerned that there was no indication of injury in this case.

Ms. Pitcher said the RP didn't have injuries, but the officers were unsure about the man's status, so they needed to check on him, as well. Ms. Pitcher recognized Ms. Marek's concern. She indicated that there may have been a miscommunication between the dispatchers and the officers; the dispatchers said there was a dispute and the officers responded accordingly.

Ms. Marek was concerned that the implications of this would be that in any situation where anyone called the police during a dispute and involved someone in an intimate relationship, then the police had the authority to enter a person's house.

Ms. Pitcher indicated that in this case, the officers had consent to enter the house.

Ms. Marek added that they could enter the house, but the officers needed consent throughout any

part of the process; for example, the RP restricted where the police could go in her house.

Ms. Pitcher said this was a difficult balance between constitutional right and fulfilling duties as an officer.

Mr. Denner was unclear as to how much law enforcement had when they responded. It was clear that the intent of the legislation was if a reported dispute had an element of physical contact, there was an obligation. His concern was about courtesy. There was an assertion by the RP that she did not have pants on and when the Sergeant interviewed her, he allowed her to restate this. He interviewed the officers and both made comments to the effect that if she hadn't been wearing pants, they would have noticed. The allegation never became part of the file and he thought that had to do with the age of the RP and her not knowing what to ask for.

- Complaint Investigation and Monitoring

Mr. Roseta thought the complaint investigation and monitoring was done thoroughly. He agreed with Mr. Denner; the RP was young and had unsophisticated knowledge about the process. For example, the RP complained that the officers did not identify themselves when knocking on the door, but Mr. Roseta thought this fell within policy. They were responding to a call from the RP; he thought they did a good job.

Mr. Denner appreciated the timeliness of the interviews. He struggled to listen to the audio recordings due to the veracity of the RP, whose story had inconsistencies. He thought she felt intimidated during the incident and would have reacted in the same manner as the police officers.

Mr. Gissiner was concerned that there was a three-hour time difference from when the RP made the call, to when the officers showed up to the scene. However, after listening to the In Car Video (ICV) it was evident that the RP gave consent for the officers to enter the house.

Mr. Roseta said if there were an issue regarding something that was seized, then there might be a complaint about the search. However, that was not the case here therefore there was no issue with the officers' actions.

Ms. Marek indicated that the seizure of property was not what would trigger the right, but rather conducting a search, even without seizing property, could be a violation of a person's privacy right.

Mr. Roseta thought the issue that mitigated against that conclusion was that the officers had a duty to determine whether the man was injured.

Ms. Marek said the legislature in enacting a community caretaking statute, did not have the authority to legislate away her privacy rights. They could not say the Fourth Amendment or the Oregon Constitution did not apply in certain situations. There still needed to be consent to search or provide emergency aid.

Mr. Van Houten thought the line of questioning was good. There were moments when the RP seemed intimidated and treated older than she was. The investigator was in a difficult scenario and Mr. Van Houten wished the RP's age had been taken into consideration.

Mr. Wig commended internal affairs for turning the investigation around within six months.



- Relevant Department Policies and Practices
  - 800 Use of Force

Mr. Wig was concerned that the officers, knowing the relationship status of the RP and the other individual, did not do more to identify the other individual. There was an assumption that the RP had been the victim of domestic violence and the bruises may have been caused not by officers, but in an incident of domestic violence.

Mr. Van Houten noted that the officers felt that they were responding to an incident that had recently occurred. He asked about the policy or practice around reviewing the time of the call to determine the exigency of the scenario.

Chief Kerns replied stating that there was an expectation that officers attempted to understand all the details about a call prior to responding. It did not surprise him that the officers did not recall the three-hour time delay because that was a second order of information to the immediate purpose of the call. The interview was probably months later and if they didn't work with a union representative to review all the details of the case, they may not have remembered that.

Mr. McIntire wondered about the department policy and practice regarding the obligation to identify someone when they refused to be identified.

Ms. Pitcher thought the officers' main priority was to see if the man was injured; after determining he wasn't injured and did not want to speak to them, the officers decided to leave after determining a mandatory arrest was not needed. She thought this was a way to de-escalate the situation, as the RP had become upset by that point. She agreed that it may have been beneficial to identify the individual to determine if he was under a restraining order, but she understood that the officers made the decision to leave to de-escalate.

Mr. Denner did not think that Officer A had been coached after the incident. He noted that the officers answered a burglary call nearly after they had driven only a mile from this incident, leaving little time to debrief. He believed an opportunity was missed to coach a young officer in training.

Ms. Marek echoed the concern around the officers' knowledge of the gap in time between when the RP called the incident in, and the time that the officers responded. She felt it was an important piece of information.

- Policy and/or Training Considerations

Mr. Denner reiterated that it was important for officers to debrief incidents, summarize calls and take thorough notes. In this case, there was no case summary written by the officer in training and no case number assigned.

Mr. Van Houten emphasized the importance of officers being transparent and explaining the reasoning behind their actions. For example, the RP reported that she was not informed as to why the officers looked at her hands and why they needed to check on the man involved in the incident.

- Adjudication Recommendations

Mr. Denner agreed on the adjudication recommendations on use of force. Had there been an

allegation on courtesy, he would have believed it to be unfounded.

Mr. Roseta agreed with the adjudication recommendations. He did not see an unreasonable use of force.

Ms. Marek indicated that she thought the adjudication recommendation should have been found to have insufficient evidence, rather than within policy because she found the evidence to be inconclusive.

Mr. Wig agreed with the adjudication recommendations.

Mr. Van Houten agreed with the adjudication recommendations, but also thought that insufficient evidence may have been a better determination.

Mr. McIntire agreed the adjudication recommendations but indicated that he shared Mrs. Marek's concern; he would have preferred the determination of insufficient evidence in use of force.

Ms. Pitcher said when reviewing this case for insufficient evidence, she would have searched for inconsistencies between the stories of two parties involved in the incident and if the use of force alleged was excessive. However, the degree of force alleged was within policy.

#### **Additional Comments/Concerns**

Mr. Wig commended the officers for de-escalating the situation.

Mr. Van Houten appreciated the conversation that arose from reviewing this case.

Mr. Denner noted that the CRB would not have reviewed this case if the body camera was not used.

Mr. Gissiner mentioned that how many complaints were decided or dismissed due to the use of body cameras was being tracked in Las Vegas. They also issued criminal charges to individuals who submitted a false complaint. He was glad that practice was not done here.

Mr. Denner emphasized that body cameras defended police officers as well as a RP.

### **8. AUDITOR REPORT**

Mr. Gissiner reported on the following:

- Council approved the candidates, Mr. Denner, former Judge James Hargreaves and Carolyn Williams, a substitute teacher, to fill the CRB vacancies.
- New CRB member training was tailored to the CRB's requests based on survey responses collected a year ago.
- Beatrice Hernandez attended the Friendly Neighbor's Board meeting and gave a presentation about the auditor's officer and the complaint system.
- Advertisements about the complaint system were posted on buses in English and in Spanish.
- Ms. Hernandez had been working with school resource supervisors and officers to communicate the complaint system.
- Ms. Hernandez was working on approval for an online anonymous survey to gather information from the community about the police department. She asked the CRB members to let he know if

they had information about or connections with non-profits and other organizations that provided direct services to community members.

- The next CRB meeting was planned for August; there would not be a meeting in July.
- EPD officer numbers were low; only sixty-eight officers patrolled the streets currently.
- Ms. Pitcher was creating a report on use of force and she planned to be done before the CRB meeting in August.
- Ms. Hernandez had been doing a great job to help reduce complaints through her problem-solving efforts when talking with community members.

Mr. Gissiner presented Mr. Van Houten with a trophy to commemorate his service on the CRB. He thanked and commended Mr. Van Houten for his valuable contributions to the CRB throughout his tenure.

Mr. Van Houten thanks the Auditor's Office staff. When he first started on the CRB it was contentious between Auditors and the EPD. The Auditor's office had done a great job improving the relationship with the EPD. He said it was a pleasure to work with the Auditor's Office staff, as well as the CRB members. He would miss being a part of the CRB.

#### **10. ADJOURN**

Mr. Van Houten adjourned the CRB meeting at 7:45 p.m.

*(Recorded by Emily Mathis)*

## Eugene Police Department

July 2017 Closed Case Report

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Incident type: IA Investigation  
Status: Completed  
Received date: Mar 22, 2017  
Class/sub-class: Allegation of Misconduct / Use of Force  
Disposition: Insufficient Evidence

### 1302 Forcible Vehicle Stop Techniques

It is alleged that an officer conducted a boxing in maneuver with his patrol car that was not authorized by policy.

It is alleged that a supervisor conducted a boxing in maneuver with his patrol car that was not authorized by policy.

### Allegations:

Use of Force - 1302 Forcible Vehicle Stop Techniques - Insufficient Evidence

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Incident type: IA Investigation  
Status: Completed  
Received date: May 1, 2017  
Class/sub-class: Allegation of Misconduct / Conduct  
Disposition: Dismissed-Other

The Police Auditor's Office received an anonymous letter alleging that approximately 7-10 years ago a sworn EPD employee violated City and EPD policy while off duty involving conduct with a subordinate.

Reclassified by the Auditor and Dismissed for Timeliness.

## Eugene Police Department

### July 2017 Closed Case Report

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Incident type: Supervisor Action  
Status: Completed  
Received date: Jul 2, 2017  
Class/sub-class: Inquiry  
Disposition: Supervisor Review-Closed

An officer was looking for a suspicious subject called in by a citizen. They were unable to locate the individual after performing an area check. They noticed the RP (reporting party) in the area of the suspicious subject. The RP was sitting next to the building, directly underneath a no trespassing sign. The two officers contacted him and learned he had a valid warrant. During the arrest he told the officers they were harassing him because he was homeless. The officer requested a supervisor and requested a response to the location to speak.

Upon arrival the supervisor spoke to the RP who was seated in the back of a patrol vehicle. Initially he was unsure why a supervisor spoke to him. The supervisor told him why the officers were in the area and what they were looking for. After explaining the circumstances to the RP he understood why he was contacted. He understood the officers weren't actively looking for him even though he was committing the crime of trespassing.

Open Inquiry: Close per Auditor, reviewed by supervisor.

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Incident type: Incident Review  
Status: Suspended  
Received date: Jul 2, 2017  
Class/sub-class: Incident Review / Conduct  
Disposition:

During a criminal trespass investigation, the involved suspect, reported that she was assaulted by her "best friend," and who is allegedly an undercover Eugene police officer. She identified the person by a specific name and a very specific description. No EPD employees or other local law enforcement officers have that name. EPD will attempt to locate her to get more information.

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Incident type: Supervisor Action  
Status: Active  
Received date: Jul 5, 2017  
Class/sub-class: Service Complaint / Performance  
Disposition:

RP contacted the Auditor's Office with a concern about not being able to get a camper off the street near his church. RP and his neighbors have called repeatedly about the issue with illegal activity happening in the camper and have been promised over and over that it will be moved.

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Incident type: Supervisor Action  
Status: Active  
Received date: Jul 5, 2017  
Class/sub-class: Inquiry  
Disposition:

RPs stopped by the Auditor's Office with the concern that officers stopped them in the city park and told them that their service animals could not be in the park without a city license. And that they could not be downtown unless they are getting a public service. RP contends that using a park is a public service

and that they are allowed to be anywhere with their dogs. RP's also tried to show officers their ID's that shows their dogs are service animals issued by the USAR (US Animal Registry). RP's also believe officers were discriminating against them because they are homeless.

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Incident type: Supervisor Action  
Status: Active  
Received date: Jul 5, 2017  
Class/sub-class: Inquiry  
Disposition:

RP's stopped by the Auditor's Office with a couple of concerns. 1. In April they were served with a criminal eviction by their landlord. They had never been informed of any criminal charges or even an investigation. They finally found out a report had been taken alleging that the RP had almost hit a social worker in her parking space. No officer had bothered to contact them. Once they found about the issue it took weeks before the officer submitted the report.

2. RP and her husband had been moving from the apartment complex and two officers came to the apartment and accused them of reckless endangering a man in the complex with a walker. The officers were rough and harsh, RP was cited with no proof of any endangering. RP gave a lengthy intake with background of issues at the apartment complex that she believes have lead up to the situation they are in.

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Incident type: Supervisor Action  
Status: Active  
Received date: Jul 6, 2017  
Class/sub-class: Inquiry  
Disposition:

RP stopped by the Auditor's Office with a concern about having her motorhome towed sometime in late May, early June. RP who is not living in the motorhome happened to be there when St. Vincent's came by, he spoke with her but gave her no warning about being towed. About a week later her vehicle was towed, the tow company claims EPD authorized the tow, EPD says the tow company did.

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Incident type: Supervisor Action  
Status: Active  
Received date: Jul 6, 2017  
Class/sub-class: Service Complaint / Courtesy  
Disposition:

RP contacted the Auditor's Office with a concern about the demeanor of a non-sworn employee when she accidentally got on to the marathon race course by turning out of an alley on to Pearl. She quickly went to the intersection so she could be directed out of the area. The officer manning the area quickly escalated, getting really mad at her.

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Incident type: Supervisor Action  
Status: Completed  
Received date: Jul 10, 2017  
Class/sub-class: Service Complaint / Performance  
Disposition: Supervisor Review-Closed

RP would like to speak with a supervisor about an EPD officer and Dispatcher who are not current on the laws pertaining to pedestrians and when vehicles may turn through a crosswalk.

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Incident type: Supervisor Action  
Status: Active  
Received date: Jul 10, 2017  
Class/sub-class: Policy Complaint  
Disposition:

RP was forwarded to the Auditor's office by dispatch. RP got the runaround when he called the non-emergency number to report aggressive dogs at large at the Wild Iris Ridge Park. The owners were also aggressive with RP and his wife. He was transferred to Lane County, then transferred back and then to the Auditor's Office. RP just wanted to report the incident and to ask questions about what he should do if this type of situation happened again.

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Incident type: Supervisor Action  
Status: Completed  
Received date: Jul 10, 2017  
Class/sub-class: Service Complaint / Service level  
Disposition: Supervisor Review-Closed

RP contacted the Auditor's Office upset with a call for service about loud noise coming from her neighbor's apartment due to the nature of the call and the length of time before an officer would arrive.

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Incident type: IA Investigation  
Status: Active  
Received date: Jul 10, 2017  
Class/sub-class: Allegation of Misconduct / Performance  
Disposition:

Internally generated:

1. 1101.1.B.9 Unsatisfactory Performance: It is alleged that a non-sworn employee destroyed evidence without ensuring the proper disposal review process had been followed.
2. 1101.1.B.9 Unsatisfactory Performance: It is alleged that a non-sworn employee destroyed evidence in that was designated to be returned to the owner.

Allegations:

Performance - 1101.1.B.9 Unsatisfactory Performance  
Performance - 1101.1.B.9 Unsatisfactory Performance

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Incident type: Supervisor Action  
Status: Active  
Received date: Jul 12, 2017  
Class/sub-class: Service Complaint / Courtesy  
Disposition:

RP contacted the Auditor's Office about a traffic stop in which she felt the officer was rude, abrupt, and unkind with her.

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Incident type: Supervisor Action  
Status: Active  
Received date: Jul 13, 2017  
Class/sub-class: Inquiry  
Disposition:

RP reported an incident that happened on the West Eugene area bike path. RP's wife was riding a bike and encountered officers searching for someone who had supposedly stabbed someone. When asked how safe it was to be out on the city paths, the officer's reply was "I'd carry a gun at all times." This strikes RP as an inappropriate comment to make to someone without knowing someone's skill level with a firearm. RP wonders if this type of comment is policy and where they can get statistics about the safety of the area to gauge the risk.

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Incident type: Incident Review  
Status: Completed  
Received date: Jul 14, 2017  
Class/sub-class: Incident Review  
Disposition: Supervisor Review-Closed

RP contacted the Auditor's Office referred by the DA upset that she has been unable to get any help with issues surrounding her ex-husband attempting to kill her sometime in 2013. RP alleges that no one would press charges, and officers were not accurate in their reports. This has led to RP's husband getting custody of their son.

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jul 14, 2017  
Class/sub-class: Inquiry  
Disposition: Supervisor Review-Closed

RP stopped by the Auditor's Office with a concern that an assault he reported has not been taken seriously.

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Incident type: Supervisor Action  
Status: Completed  
Received date: Jul 14, 2017  
Class/sub-class: Service Complaint / Performance  
Disposition: Supervisor Review-Closed

RP was very animated and almost immediately let me know he was going to hire an attorney and sue the city over what happened during his arrest. In summary RP's complaint was twofold. His primary complaint was that when he was arrested his dog was taken to an animal shelter and the officer promised him there would not be a fee for him to get the dog out. However, this morning when he went to retrieve his dog he was informed he had to pay \$100. His second complaint was that his roommate had stolen several items of property and we were not doing anything about it.

The second officer stated that he was not sure about the fee but did not think there was a fee for the dog if it was only for a safe keep due to an arrest. He also said that the RP seemed very familiar with the process and had to pay a large fee last time he was arrested so he probably knew more about it than he did. However, the shelter indicated that the RP has paid numerous fees and was familiar with the process.

Regarding the property, the officer explained to him the civil issues associated with having a roommate. During the contact the officer asked him if he wanted to deal with the property or if he just wanted his roommate to leave. He stated he just wanted him to leave. It was clear based on the circumstances that the RP's roommate had access to the residence and there was no way for the officers to keep him out of it.

The supervisor provided the second officer with the correct information regarding the Shelter fees so he would not make the same error in the future.

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jul 17, 2017  
Class/sub-class: Service Complaint / Performance  
Disposition: Dismissed-alt remedy

RP contacted the Auditor's Office with a concern about how an officer handled an issue between him and his customer and money from a job that was not yet completed. The officer showed up to basically arrest him without listening to his side of the issue, or allow him to talk with a friend that was at the premises that could have helped him with the amount owed.



Dismiss - alternate remedy.

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jul 18, 2017  
Class/sub-class: Inquiry  
Disposition: Dismissed-Other

RP reported numerous incidents of officers harassing his mother and himself by driving up and down her street. (West 18th Avenue) and himself as he goes to the airport where his girlfriend works.  
Dismiss-other.

---

Incident type: Supervisor Action  
Status: Active  
Received date: Jul 21, 2017  
Class/sub-class: Service Complaint / Performance  
Disposition:

RP reported an incident in which she was hit by another woman. When she called to report the incident it took EPD over 7 hours to respond finally showing up at 10:10 pm when she was asleep. She finally spoke with an officer who took the report. She has had no communication since then about the incident from the officer. She has also left messages with no response.

---

Incident type: Supervisor Action  
Status: Active  
Received date: Jul 23, 2017  
Class/sub-class: Service Complaint / Courtesy  
Disposition:

RP called to report that an officer had been "rude" to him during a call for service. RP was contacted due to a child neglect complaint that was cleared with no enforcement action taken. He said that as the officer walked away he stated, "Good luck" under his breath in a condescending way.

---

Incident type: Supervisor Action  
Status: Active  
Received date: Jul 24, 2017  
Class/sub-class: Service Complaint / Performance  
Disposition:

RP contacted the Auditor's Office with a concern about how the ER and EPD dispatch interacted during an assault incident at the ER.

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jul 24, 2017  
Class/sub-class: Inquiry  
Disposition: Dismissed-Other

RP stopped by the Auditor's Office with a concern about the demeanor of an officer who stopped him.  
Dismiss - no discourtesy after review of ICV.

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jul 25, 2017  
Class/sub-class: Inquiry  
Disposition: Dismissed-Other

RP contacted the Auditor's Office alleging that when he was arrested he was left in the patrol car for 30-45 minutes with the windows up and his cuffs too tight. He had to finally get attention to get cooled down. He was then taken on a wild ride to the jail, in which he was not buckled in. The officer seemed to be training a cadet, they were swerving around, running red lights, and surfing the internet looking at Chevy trucks, once at the jail they were bragging about it.

Per Auditor - Dismissed-Other, after review of body cameras.

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jul 25, 2017  
Class/sub-class: Inquiry  
Disposition: Dismissed-alt remedy

RP alleged that 2 officers woke her and her daughter, asking to speak to her grandson, that officers came into her home without permission and led him from the house in handcuffs without a warrant or without reading him his rights. They were not allowed to speak with him.

Per Auditor - Dismissed - Alternate Remedy. Legally justified arrest for a violent felony.

---

Incident type: Supervisor Action  
Status: Active  
Received date: Jul 25, 2017  
Class/sub-class: Service Complaint / Performance  
Disposition:

RP contacted the Auditor's Office frustrated with the service he is receiving from EPD. RP's car was damaged in the Walmart Parking lot and cannot get EPD to look at the video surveillance tapes to see who might have done the damage.

---

Incident type: Supervisor Action  
Status: Active  
Received date: Jul 25, 2017  
Class/sub-class: Service Complaint / Performance  
Disposition:

RP filed a complaint upset with the service she has received when calling EPD about vandalism and needle issues at her place of work. Either no one shows up or when they do they won't wait long enough to take a report.

---

Incident type: IA Investigation  
Status: Active  
Received date: Jul 27, 2017  
Class/sub-class: Allegation of Misconduct / Use of Force  
Disposition:

1. 803 Oleoresin Capsicum Aerosol: It is alleged that an officer's use of OC spray while attempting to make an arrest of a suspect was outside of policy.
2. 1101.1.B.7 Courtesy: It is alleged that an officer's use of profanity while contacting the suspect was in violation of policy.

Allegations:

Use of Force - 803 Oleoresin Capsicum Aerosol  
Courtesy - 1101.1.B.7 Courtesy

## **Eugene Police Department**

June 2017 Closed Case Report

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Incident type: IA Investigation

Status: Completed

Received date: Mar 11, 2017

Class/sub-class: Allegation of Misconduct / Conduct – Internally Reported

Disposition: Sustained

Several party patrol units responded to a loud party call.

1. 803 Oleoresin Capsicum Aerosol - It is alleged that an officer deployed OC spray in or near a residence in a manner that was unauthorized and outside the scope of the intended use.
2. 1202 Audio and Video Recording - It is alleged that an officer turned off a sergeant's ICV mic without an authorized strategic or tactical purpose.
2. 1101.1.B.17 Judgment - It is alleged that an officer used poor judgment by deploying OC spray and muting a sergeant's ICV mic.

### Allegations:

Use of Force - 803 Oleoresin Capsicum Aerosol - Sustained

Conduct - 1101.1.B.17 Judgment - Unfounded

Performance - 1202 Audio Video Recordings - Sustained

## Eugene Police Department

### June 2017 Open Case Report

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Incident type: Incident Review  
Status: Completed  
Received date: Jun 2, 2017  
Class/sub-class: Incident Review / Conduct  
Disposition: Supervisor Review-Closed

Internally generated: While at jail booking, an arrested person alleged that an officer's pat down search was overly intrusive. The supervisor responded and reviewed the ICV and found no inappropriate or unprofessional behavior.

---

Incident type: Supervisor Action  
Status: Completed  
Class/sub-class: Inquiry  
Disposition: Supervisor Review-Closed

RP stopped by the Auditor's Office with an inquiry into how to deal with a homeless man who his daughter befriended and has now begun to harass her. EPD spoke with him about possible options.

---

Incident type: Supervisor Action  
Status: Active  
Received date: Jun 5, 2017  
Class/sub-class: Inquiry  
Disposition:

Internally generated: Officers stopped a man after they were dispatched to a harassment. The man's girlfriend called police to report he was yelling and threatening to beat her up. She also stated he had previously assaulted her. While in route to the call, an officer notified officers he had probable cause to arrest the man related to a Robbery he investigated previously.

When the officers stopped him he was verbally threatening and told the officers they only stopped him because he was black. Per policy, an officer requested a supervisor respond to the location to speak with the man about the contact. The man yelled obscenities refused to talk about the incident. In-Car-Video was active during the contact.

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jun 5, 2017  
Class/sub-class: Inquiry  
Disposition: Supervisor Review-Closed

RP contacted the Auditor's Office upset with the supervisor who contacted her for the complaint she made. RP asserted that the supervisor acted like a thug. Interrupting her answers to questions and telling her she was ranting. He also told her he would hang up on her instead of trying to have an intelligent conversation about her complaint. RP also alleged he threatened to clear the report off the record.

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jun 6, 2017  
Class/sub-class: Service Complaint / Performance  
Disposition: Supervisor Review-Closed

On June 6, a community member, sent a Facebook to the Eugene Animal Services page complaining about how one of their vehicles was parked.

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Incident type: Supervisor Action  
Status: Completed  
Received date: Jun 6, 2017  
Class/sub-class: Policy Complaint  
Disposition: Supervisor Review-Closed

RP reported an officer (motorcycle) tagging speeders on the shoulder of Beltline between the white line and the concrete barrier, causing traffic to abruptly apply brakes as the drivers tried to move over quickly into the next lane. RP felt this was posing a danger to both the public and the officer.

---

Incident type: Supervisor Action  
Status: Active  
Received date: Jun 6, 2017  
Class/sub-class: Service Complaint / Courtesy  
Disposition:

RP contacted the Auditor's Office with a concern that when her husband talked with a call taker about some issues they were having with their neighbor calling in false reports about them, the call taker referred to her as crazy. (Found to be untrue.)

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jun 7, 2017  
Class/sub-class: Inquiry  
Disposition: Dismissed-Timeliness

RP contacted the Auditor's Office about an issue she is still dealing with 2 years later. RP had sold her car to another party. An officer cited the woman for various violations, but failed to properly id her. Instead the officer cited the name on the registration of the vehicle, RP.

Timeline issue. Please forward to EPD if they want to help.

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jun 7, 2017  
Class/sub-class: Inquiry  
Disposition: Dismissed-Other

RP reported being tackled by and handcuffed by an EPD officer, during a situation with a friend being transported by EMT. A friend's girlfriend had tried to interfere with EMT's as the friend did not want to be transported and he was trying to get her out of the way.

Per Auditor - Dismissed/Other. RP's recollection was factually inaccurate based on ICV.

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Incident type: Supervisor Action  
Status: Active  
Received date: Jun 8, 2017  
Class/sub-class: Inquiry  
Disposition:

RP filed a complaint form alleging that even though no charges are being filed and the DA has released his property a detective is refusing to release his property unless he allows the detective to download all the contacts and content from his cell phone that was seized.

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Incident type: Supervisor Action  
Status: Active  
Received date: Jun 9, 2017  
Class/sub-class: Inquiry  
Disposition:

RP emailed the Police Auditor with a concern about conversations and emails he has received from an officer who RP feels is handling an investigation poorly.

---

Incident type: Supervisor Action  
Status: Active  
Received date: Jun 13, 2017  
Disposition:

RP filed a complaint about a traffic stopped that turned absurd. The officer pulled him over because he had not had his turn signal on through a turn in a turn lane, even though he had signaled to move into the lane. After waiting over 15 minutes for the officer to return to the car he got out with his hands visible and asked what was taking so long. He was asked to move to the back of his car where he was checked for weapons, when he offered to retrieve his multi-tool from his pocket the officer accused him of threatening him. He was then informed that he was being cited for speeding also, even though there had been no prior mention of speeding. RP felt he was bullied by an unprofessional officer because of the car he drove.

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jun 14, 2017  
Class/sub-class: Service Complaint / Service level  
Disposition: Dismissed-Other

RP stopped by the Auditor's Office with a concern about how a case in which he, his family and numerous other members of his church are being threatened via email and texts. In late May they began to get emails from a previous member of the church with threatening language, later they reported the issue to EPD and were told that until the language became more explicit in the threats there was not much that could be done. As soon as that happened it was reported to the officer, who had not yet even reviewed the file, and says he thinks he knows who it is but, doesn't have enough probable cause to do more.

---

Incident type: Supervisor Action  
Status: Active  
Received date: Jun 14, 2017  
Class/sub-class: Policy Complaint  
Disposition:

RP filed a complaint form upset that EPD has repeatedly neglected the damage done to public property by illegal camping, dog owners using the parks and trails as dog parks, etc. When asked about the issue he is told that officers have discretion when dealing with any matter including damage to public property.

---

Incident type: Supervisor Action  
Status: Active  
Received date: Jun 15, 2017  
Class/sub-class: Service Complaint / Discrimination  
Disposition:

RP contacted the Auditor's Office with a concern about a traffic stop in which he felt he was profiled for pulling a drift boat behind his car and for being Hispanic. Also forward to LECC.

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jun 15, 2017  
Class/sub-class: Service Complaint / Courtesy  
Disposition: Dismissed-Other

RP contacted the Auditor's Office upset with an officer who he claims went off on him for asking a question about why officers were in his apartment complex. RP said the officer spoke to him in a rude and nasty tone.

Dismissed after review of BWV (body worn video) - no policy violation.

---

Incident type: Incident Review  
Status: Completed  
Received date: Jun 15, 2017  
Class/sub-class: Incident Review / Conduct  
Disposition: Supervisor Review-Closed

RP contacted the Auditor's Office alleging that an officer she knew from childhood is harassing her on facebook.

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jun 16, 2017  
Class/sub-class: Service Complaint / Performance  
Disposition: Dismissed-EE Not Identif

An Anonymous caller reported a driving issue with EPD SUV, RP was following the patrol car on Centennial to Ferry Street, on three separate opportunities the officer failed to signal turns and also failed to signal lane changes.

Note: Unable to determine the involved employee related to this complaint. Recommend this complaint be Dismissed - Employee Not Identifiable.

---

Incident type: Supervisor Action  
Status: Active  
Received date: Jun 19, 2017  
Class/sub-class: Service Complaint / Performance  
Disposition:

RP contacted the Auditor's Office with a concern that he has been unable to get an officer to return his phone calls concerning his case in which he had video of his neighbor stealing his trash cans.

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jun 19, 2017  
Class/sub-class: Inquiry /  
Disposition: Supervisor Review-Closed

RP contacted the Auditor's Office with a concern about her case which she has been told numerous times is being sent to the DA's office.

---

Incident type: Supervisor Action  
IA No: IA17-159 Status: Completed  
Received date: Jun 19, 2017  
Class/sub-class: Inquiry  
Disposition: Supervisor Review-Closed

RP claimed that she bought a bicycle at a police auction. Later, the victim of this bike theft came and claimed the bike. The buyer felt that since she paid money for it at auction, she should have the bike. The RP was reimbursed for the cost of the bike.

---

Incident type: Supervisor Action  
Status: Active  
Received date: Jun 20, 2017  
Class/sub-class: Service Complaint / Courtesy  
Disposition:

RP stopped by the Auditor's Office to report a person stop. RP was in the park blocks when he was stopped and cited for having his dog in the park. RP feels that the officer was rude and disrespectful with him while issuing the citation, and banning him from the park. On another date, RP encountered the same officer as he was walking out of the diner and the officer asked him what he was doing and continued with, "I thought I told you about that damn dog."

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jun 20, 2017  
Disposition: Dismissed-alt remedy

RP dropped off a complaint at the Auditor's Office that during his arrest officers did not log two of the three knives he had in his backpack. RP alleges that on the in-car video officers on the scene can be heard saying "I have one in my pocket." And another officer stated "I got one in my pocket too."

Dismissed - Alternate Remedy. This was a Risk claim and ICV shows proper inventory procedures were followed.

---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jun 26, 2017  
Class/sub-class: Inquiry  
Disposition: Supervisor Review-Closed

RP contacted the Auditor's Office with a concern about a 2015 case involving his daughter. RP contacted EPD in April 2017 to see what the status of the case was and why no one had been arrested or prosecuted for not getting his daughter help. RP was told the case was still open and he could not get the report, he also learned that no officer was assigned to the case. Closed – RP had been estranged from the family and did not know that detectives were keeping the mother informed of the investigation.

---

Incident type: Supervisor Action  
Status: Active  
Received date: Jun 28, 2017  
Class/sub-class: Inquiry  
Disposition:

RP contacted the Auditor's office with a concern that EPD is not treating the prohibitive camping issue the same in all neighborhoods, that richer areas of town get immediate service and the rest get a much longer process going through St. Vincent.



---

Incident type: Supervisor Action  
Status: Completed  
Received date: Jun 29, 2017  
Class/sub-class: Inquiry  
Disposition: Dismissed-Other

RP stopped by the Auditor's Office with a concern that an EPD officer who responded to her call for service concerning about children fighting would not arrest anyone.

Dismissed by the Auditor after review of the ICV.

**The Eugene Police Department received 32 commendations from citizens in May, 2017. Below is a sample of those commendations.**

A citizen submitted a 'Thank You' card to commend an officer for their efforts during the Olympic Trials. The citizen commented, "We appreciate your tireless work to keep all our guests safe and to make the experience as efficient and responsive as possible. You are awesome to work with!"

An officer was commended by a citizen for their kindness and compassion during a recent incident where a teenage boy had been badly beaten. The citizen commented, "(Officer's name) is one of the kindest people I have ever met. He treated this boy with the utmost kindness and respect, and was so thoughtful with us every step of the way."

A citizen commended the Eugene Police Department for their efforts in cleaning up the Downtown area and making it a safer place. The citizen commented, "I have noticed a difference since the police have been present in the Downtown area. Much quieter, cleaner and peaceful. It just feels nice."

Officers were commended by a citizen for their assistance related to a suspicious conditions incident. The citizen commented, "The situation was handled very well and we really appreciate their response." The citizen further stated, "The team that showed up to handle it were perfect with it. Thank you very much!"

A citizen commended officers for their response and professionalism related to a vehicle accident the citizen was involved in. The citizen commented, "I think they went above and beyond everything they needed to do. They were really super nice!" The citizen also stated, "They were very hospitable!"

The Eugene Police Department was commended by a citizen for their prompt action in dealing with potential threats towards a local mosque. The citizen commented, "Thank you for arresting and charging the person who threatened members of the mosque. Also, thank you for offering to patrol the area near the mosque more so people can pray in peace."

Officers were commended by a citizen for their response related to a possible march taking place near an elementary school. The citizen commented, "Sincere and heartfelt thanks for the excellent support provided to (school name) students and families. Eugene is lucky to have public servants as awesome as you!"

The principal at a local middle school commended an officer for their dedication and compassion while serving as the school's resource officer. The principal commented, "Characteristics such as dependable, dedicated, compassionate, and hardworking come to mind when I think of (officer's name)." The citizen further stated, "In short, (officer's name) surpasses all expectations and has the demonstrated ability to "raise the bar" for all students, staff and community members."

An officer was commended by a citizen for their ability to put the citizen at ease during a recent minor accident the citizen's father was involved in while using the citizen's vehicle. The citizen was on vacation out of country at the time of the accident. The citizen commented, "It was just so well communicated that I never had any worries. It was very clear. He was really kind and communicated so gracefully."

A citizen submitted a letter to commend the Eugene Police Department during Police Appreciation Week. In the letter, the citizen commented, "Thank you for putting your lives on the line to carry out your duties, and thank you for being willing to risk your safety to protect ours."

An officer was commended by a citizen for the positive interaction they had with the officer when the citizen was given a warning in regards to a traffic infraction. The citizen commented, "It was one of the best experiences I've had with a police officer in the last twenty years. Absolutely pleasant guy and very helpful. He made my day!"

A citizen commended an officer for the professionalism shown while handling an animal cruelty incident at Saturday Market. The citizen felt the officer did a great job keeping things peaceful during a situation that was very uncomfortable. The citizen commented, "She handled the incident very well. She was amazing!"

Officers were commended by a citizen that were very impressed with how the officers handled subjects that had been smoking marijuana in a downtown alley. The citizen commented, "They had to put up with some disrespectful individuals, but handled it very nicely."

**The Eugene Police Department received 22 commendations from citizens in June, 2017. Below is a sample of those commendations.**

A citizen commended a community service officer for the way a situation was handled involving two autistic individuals. The citizen felt the officer showed "lots of patience" during the incident. One of the involved citizens previously had a negative experience with law enforcement, but the citizen felt the officer engaged the situation in a way that was less stressful for the individuals involved. The citizen was very appreciative of the officer's efforts in the matter.

An officer was commended by a citizen for the way they handled an incident involving a resident that had been injured by a gardening tool. The citizen stated the officer was "very professional" in the way they engaged the involved parties.

A citizen commended officers for the way a situation was handled during a SWAT call-out. The citizen commented, "The police department, when they responded, were extremely professional...extremely patient. I really appreciate the professionalism of your force."

Call-takers were commended for their efforts in the handling of a house fire event. The citizen stated the call-takers were "helpful and clear, as well as easy to work with as crews battled the blaze".

A citizen submitted a 'Thank You' card commending an officer for their professionalism related to a road rage incident the officer was dispatched to. The citizen commented, "I called in a road rage incident just for public safety concerns. To my surprise, (officer's name) was dispatched to interview me. He was professional, smart, courteous and informative."

Officers were commended by a citizen for their assistance in dealing with a subject that was trespassing at their place of business recently. The citizen commented, "I just wanted to say 'Thank You' to the Eugene Police Department. I really appreciate their efforts to help keep our business safe and presentable to the public."

A citizen submitted a 'Thank You' card to commend officers for their efforts during the recent March for Truth event. The citizen commented, "We sincerely thank (officer's name) and his team for their presence and help in ensuring our ability to express our views in a manner that was safe and peaceful for us and for our community."

An officer was commended by a citizen for the way they handled a situation in working with a 'physically challenged' subject that was living out of a van in the citizen's neighborhood. The officer was able to work with the subject in explaining the need to leave, at the same time giving her the flexibility of what the subject needed to do that night. The citizen commented, "I just thought he did a really good job."

A citizen commended EPD staff for their professionalism and dedication while participating in local car seat clinics during recent months. The citizen commented, "Because of their long-standing service in this area, our children have been protected and parents educated to keep their children safe."

Officers were commended by a citizen for their efforts related to a Burglary that took place at the citizen's residence. The citizen had been in contact with the officers over the last couple of months dealing with the recovery of items that were stolen and also issues dealing with credit cards taken from the home. The citizen commented, "(Officer's name) really went above and beyond in terms of follow-up and was extremely supportive..." The citizen further stated, "I've never had such a positive experience with the police."

A citizen commended officers for their efforts and how they handle situations in the downtown area. The citizen works downtown and has witnessed officers "doing all kinds of good things". The citizen stated they see officers that "are put in a stressful situation by an individual on drugs or alcohol and always seem to professionally handle the situation".

Officers were commended by a citizen that was on a recent ride-along with an officer. The citizen witnessed numerous types of responses to calls for service, but was very impressed with how officers handled a suicidal subject. The citizen commented, "Due to their training and caring about this individual, a life that was certainly headed for destruction was saved. To see your officers in action was simply amazing and I hope you will commend all of them for the poise and heroism they showed in saving the individual's life."