

2022

ANNUAL REPORT



Eugene Independent Police Auditor

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www.eugene-or.gov/policeauditor

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Executive Summary

I am pleased to present the 2022 Annual Report of the Office of the Independent Police Auditor. I am extraordinarily proud of the work we were able to accomplish last year, including:

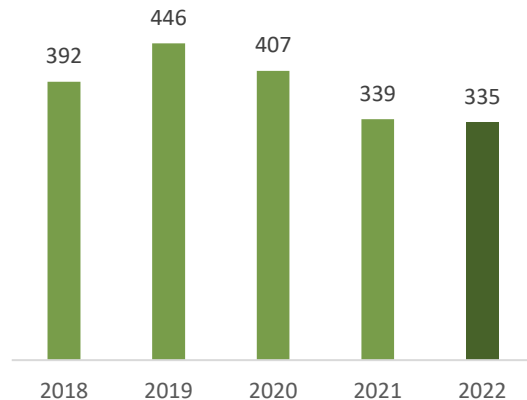
- Sustaining the trust and relationships with community stakeholders that has been carefully built over the past 13 years;
- Improving our online accessibility, including the launch of an online portal for complaints and communicating with complainants;
- Moving to new office space with enhanced security and comfort that includes meeting space to accommodate our return to in-person/hybrid Civilian Review Board Meetings.

I am enormously grateful to my team: Vicki Cox, Rob Eller, Lindsey Foltz, and Beatriz Otero-Hernandez. They are professional, capable, and dedicated to this work. Our very small office is only able to accomplish great things through the commitment and incredible abilities of this fantastic team, and I am so looking forward to seeing what we can accomplish in 2023.

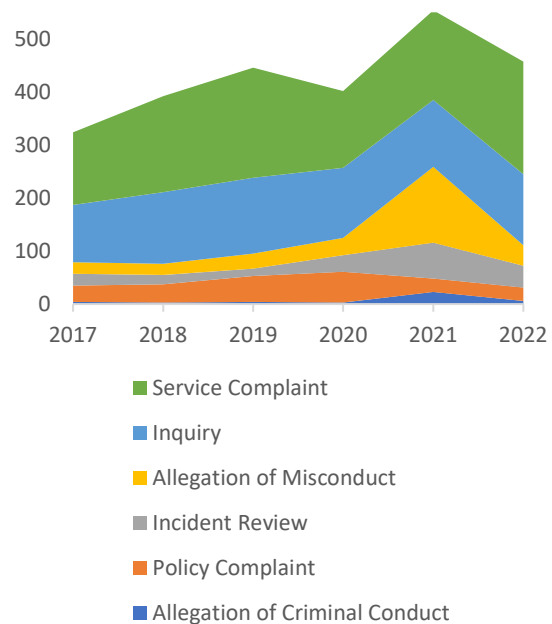
Leia Pitcher

Interim Police Auditor

Complaint Volume by Year



Classification: Type & Volume 5 Year Trend



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

MISSION

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

Mission and Purview

The Office of the Independent Police Auditor (OIPA) was established by [charter amendment](#) in 2005 to provide an external mechanism for the independent receipt, classification, and routing of complaints against sworn and non-sworn EPD employees; contract for outside investigations when necessary; and provide monitoring of EPD internal investigations of allegations of misconduct and supervisors' investigations of service complaints. The charter amendment also authorizes the auditor to make recommendations regarding adjudications, policies and training to the Police Chief; prepare reports concerning complaint trends and police practices; and act as a liaison and staff support for a civilian review board. The OIPA provides services in an efficient, clear, and accessible manner, and is committed to the mission of transparency and accountability for police services in Eugene. Eugene City Code [2.450-2.456](#) further details the Auditor's Office functions.

FUNCTIONS OF THE OFFICE OF THE POLICE AUDITOR

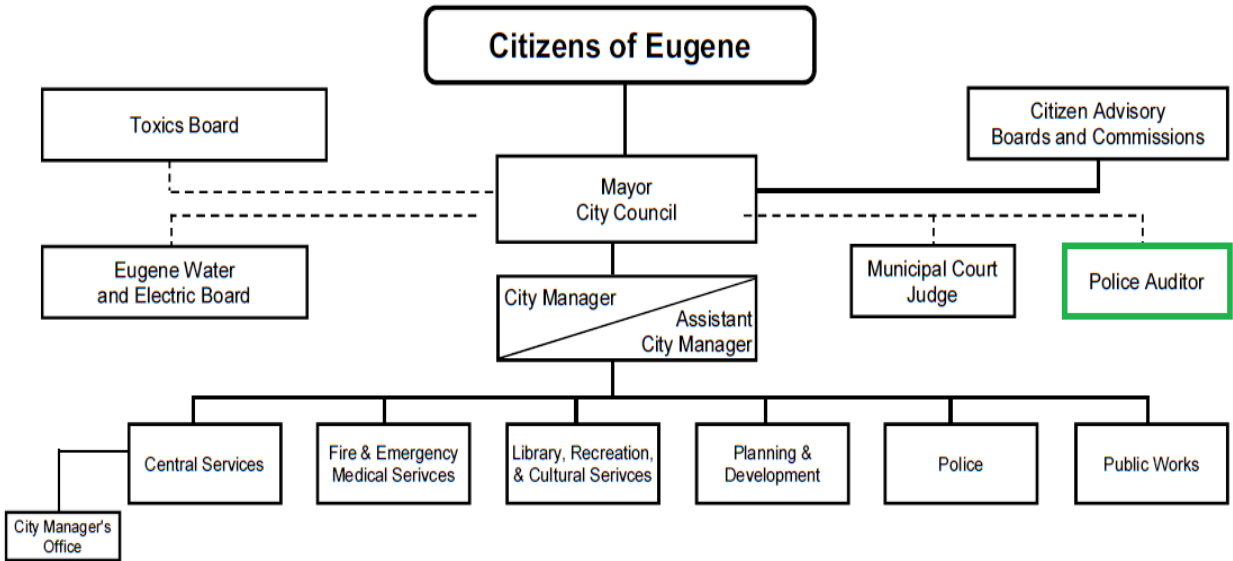
- COMPLAINT INTAKE
- CLASSIFYING COMPLAINTS
- MONITORING INVESTIGATIONS
- RECOMMENDING ADJUDICATIONS
- RECOMMENDING POLICY AND TRAINING
- REPORTING TO THE COMMUNITY
- SUPPORTING CIVILIAN REVIEW BOARD

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

INDEPENDENT CIVILIAN POLICE OVERSIGHT

The OIPA and the CRB operate independently. The OIPA reports directly to, and is funded by, the Eugene City Council. The OIPA is an independent, civilian entity performing oversight of the EPD; neither the funding nor management overlap with EPD. No employee of the Auditor’s office is an employee of the EPD.

City of Eugene Organizational Chart



MAYOR & CITY COUNCIL

- Mayor: Lucy Vinis
- Ward One: Emily Semple
- Ward Two: Matt Keating
- Ward Three: Alan Zelenka
- Ward Four: Jennifer Yeh
- Ward Five: Mike Clark
- Ward Six: Greg Evans
- Ward Seven: Claire Syrett
- December 2022: Lyndsie Leech
- Ward Eight: Randy Groves

CIVILIAN REVIEW BOARD

- Chair: Carolyn Williams
- Vice Chair: Bernadette Conover
- José Cortez
- Monique Griffin (from 6/2022)
- Michael Hames-García (through 6/22)
- Alan Leiman
- Clay Neal
- Rick Roseta (from 6/2022)
- Bill Whalen (through 6/2022)

OIPA STAFF

- Interim Police Auditor:
- Leia K. Pitcher
- Associate Auditor:
- Rob Eller
- Associate Auditor:
- Lindsey Foltz
- Senior Program
- Coordinator: Vicki Cox
- Community Engagement
- Coordinator & Translation
- Specialist: Beatriz Otero-Hernandez

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

INTAKE
<ul style="list-style-type: none">EXTERNALINTERNALAUDITOR

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

CLASSIFY
<ul style="list-style-type: none">POLICYSERVICEINQUIRYINCIDENT REVIEWALLEGATION

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

MONITOR
<ul style="list-style-type: none">DATA ACCESSINTERVIEW PARTICOIPATION

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

RECOMMEND
<ul style="list-style-type: none">ADJUDICATIONPOLICY & PRACTICE

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

REPORT
<ul style="list-style-type: none">CLOSING LETTERSCRBANNUAL REPORT

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

What were the Outcomes for the Office of the Police Auditor in 2022?

Complaint Intake, Classification, & Investigation

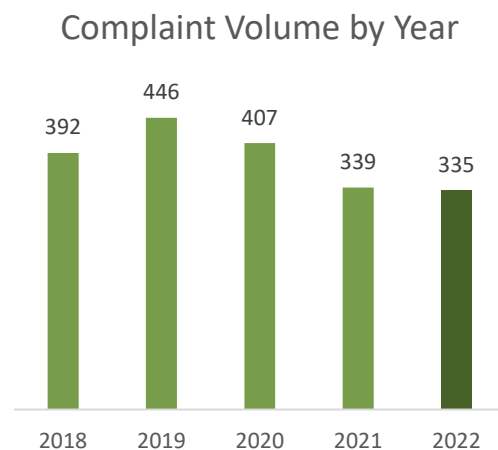
Overview

The OIPA serves as the intake point for all complaints about EPD employees. In 2022 the office received 335 complaints. Additionally, the OIPA proactively reviewed all reportable uses of force and vehicle pursuits. During 2022, there were 159 reportable uses of force and 10 vehicle pursuits. The OIPA also serves as one of several intake points for police commendations.

Complaint Intake

While our office remained closed to unscheduled walk-in traffic during 2022, we were available for in-person intakes by appointment. We continued to receive complaints by phone, e-mail, mail, social media, and through our website. As in years past, we also had a significant number of internally generated complaints which are initiated either by EPD employees or the Auditor.

Approximately 14% of complaints were internally generated in 2022. This is a slight increase from previous years. We received a total of 335 complaints, very similar to 2021 though a decrease from the higher numbers in 2019 and 2020. In addition, our office reviewed 159 reportable uses of force and 10 vehicle pursuits.



The most common method used by community members to file complaints with our office continued to be the telephone (45%). Community members also submitted a significant number of complaints electronically via the online complaint form (26%) and E-mail (13%). In 2022 we completed the work to transition from a web-based form to a fully functional public portal for filing complaints. The new portal allows for truly

anonymous complaints, the ability for complainants to upload photos, videos, and documents, and up to date status notifications to complainants.

Of the complaints our office received, 71 were dismissed. The most common reasons for dismissals were because the complaint was related to an employee or practice outside the jurisdiction of the OIPA, timeliness, or there was no alleged or observable policy violation found in a preliminary investigation. The timeliness requirements were established by City Code ([Section 2.456\(1\)\(k\)-\(l\)](#)) and dictate that under ordinary circumstances our office must receive service level complaints within 60 days and that major allegations of misconduct must be submitted to our office within 120 days of the incident. In a very small number of cases the employee was not identifiable, there was a more appropriate alternate remedy such as the courts, or the complaint had been previously reviewed. Two cases were administratively closed, meaning there was insufficient evidence to pursue an investigation, but they could be re-opened.

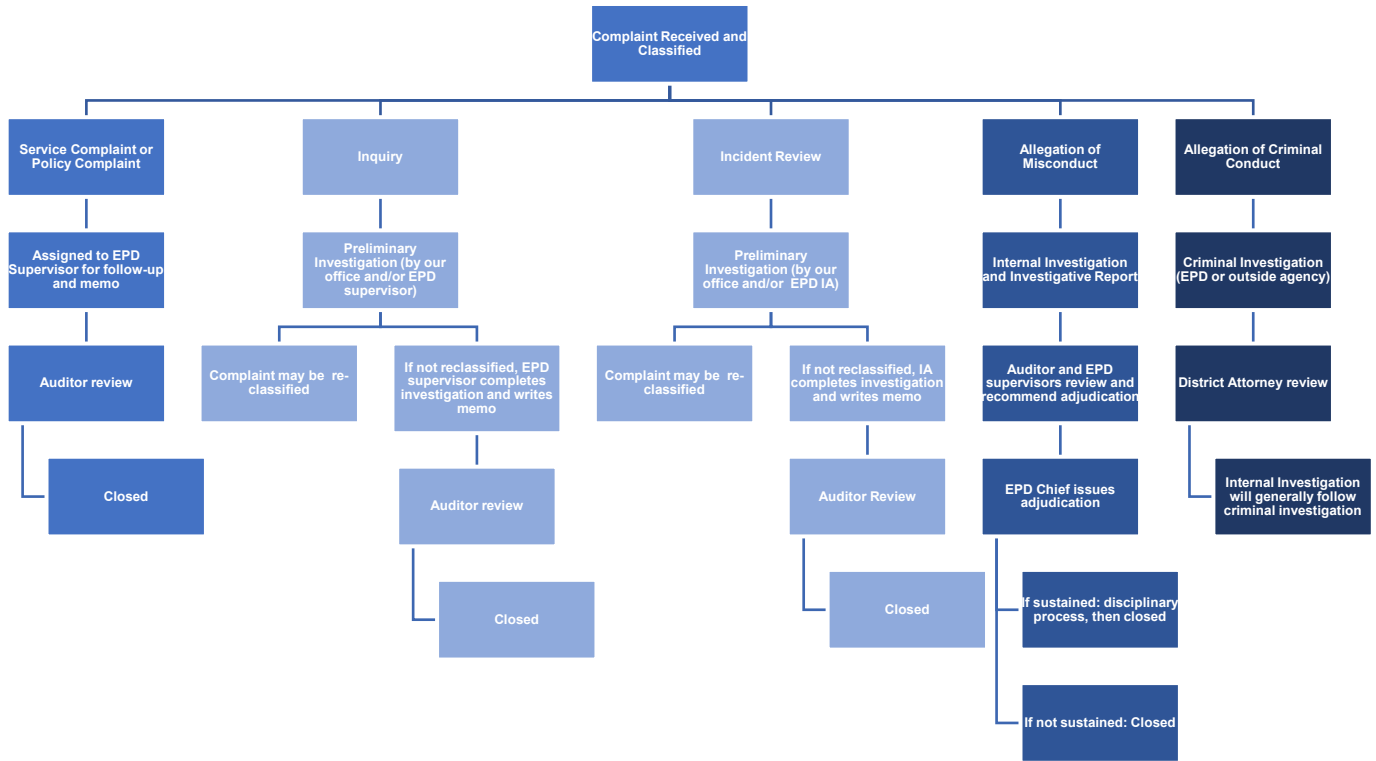
This means that 262 complaints led to an investigation during 2022. Of these, 260 were completed within the calendar year, closing within an average of 31 days - 10 days faster than in 2021. Only two cases opened in 2022 remained open as of the writing of this report. Both cases were allegations of misconduct and occurred in the final quarter of 2022.

Classifications by Category

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

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

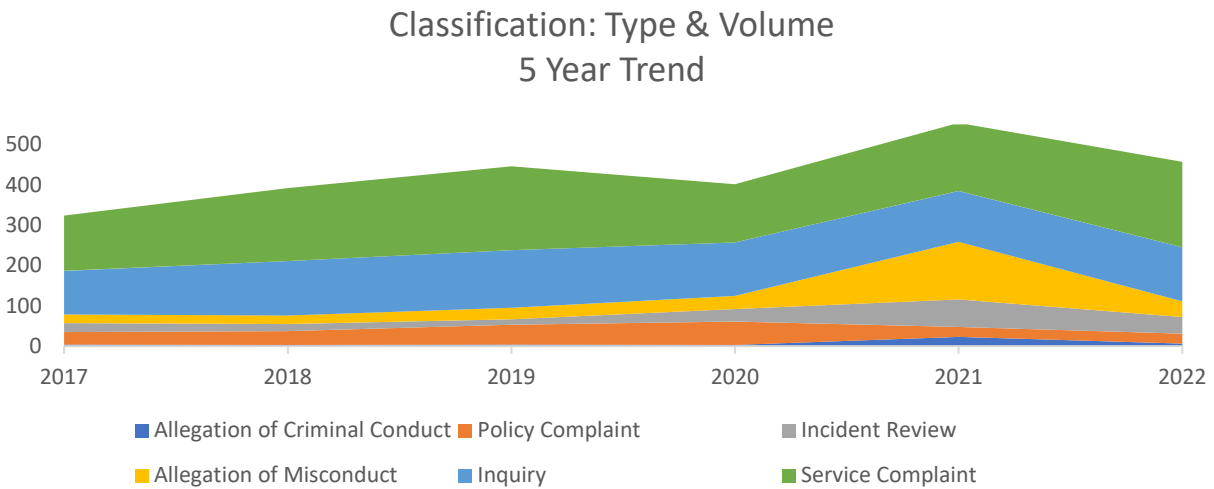
Once a complaint has been classified it follows the corresponding path outlined in the flow-chart on the next page.



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

A single complaint may generate multiple classifications or specific allegations against one or more EPD employees. In 2022, the auditor classified complaints in the following way:

Specific Allegations	2022
Service Complaint	212
Inquiry	134
Incident Review	41
Allegation of Misconduct	39
Policy Complaint	25
Allegation of Criminal Conduct	6
Total	457



These charts demonstrate that both number of complaints and the number of specific allegations generated from each complaint were slightly lower than in 2021, though continued to be higher than average compared to previous years. Service complaints continue to be the most common classification, followed by inquiries. There were significantly fewer allegations of misconduct and allegations of criminal conduct classified during 2022 compared to 2021 but still elevated compared to five-year trends.

Service Complaints, Policy Complaints, and Inquiries

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

There were 212 service complaints during 2022, up from 169 in 2021. Service complaints, always the most common of our complaints, were focused on performance (98 complaints), followed by service level (67 complaints), and finally courtesy (27). It is worth noting this is a significant increase in service level complaints. Of the service complaints, 175 were addressed by an EPD supervisor, reviewed by our office and then closed. The remaining 37 were dismissed.

There were 25 policy complaints during 2022, the same as in 2021 but down significantly from 2020 (58). Of these, 20 were addressed by an EPD supervisor and 5 were dismissed.

Most inquiries were addressed by an EPD supervisor, reviewed by our office, and then closed (89 of 134). The others were dismissed or closed following a preliminary investigation.

Incident Reviews

Incident Reviews were created in 2016 as an intermediate category between allegations of minor misconduct (“Supervisor Actions”, see above) and allegations of serious misconduct. Our office participates in Internal Affairs’ investigations into incident reviews, and prior to interviewing the involved employee, our office consults with Internal Affairs to determine if the complaint should be reclassified (for instance, if it appears serious misconduct occurred) or if the investigation to date is thorough, fair, and complete.

Service Complaint

A service complaint alleges minor misconduct.

Policy Complaint

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

Inquiry

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

Incident Review

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

In 2022, we conducted 41 incident reviews. The incident reviews were related to performance (15), conduct (12), use of force (11), discrimination (2), and constitutional rights (1). Thirty-four incident reviews were investigated by an Internal Affairs supervisor (in collaboration with the OIPA) and closed without re-classification and after necessary follow-up. The other six were dismissed or administratively closed following the investigation by Internal Affairs and the OIPA (summaries of all Incident Reviews are included in Appendix B).

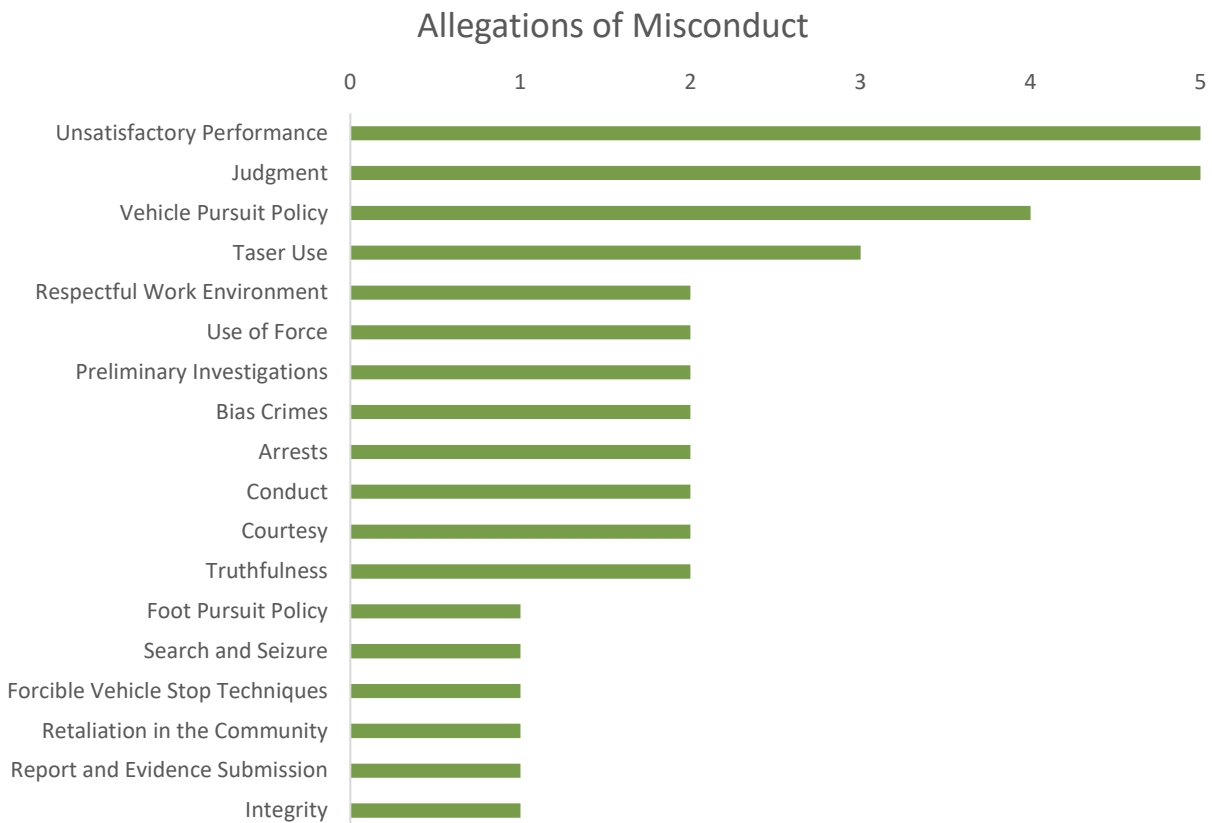
Allegations

Misconduct/Policy Violations

In 2022, the OIPA classified 39 specific allegations of misconduct against 21 EPD employees (arising out of 17 complaints). A summarization of all allegations is attached to this report as Appendix A. The most common allegations were related to unsatisfactory performance, followed by judgement, vehicle pursuits, and taser use.

Allegation

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



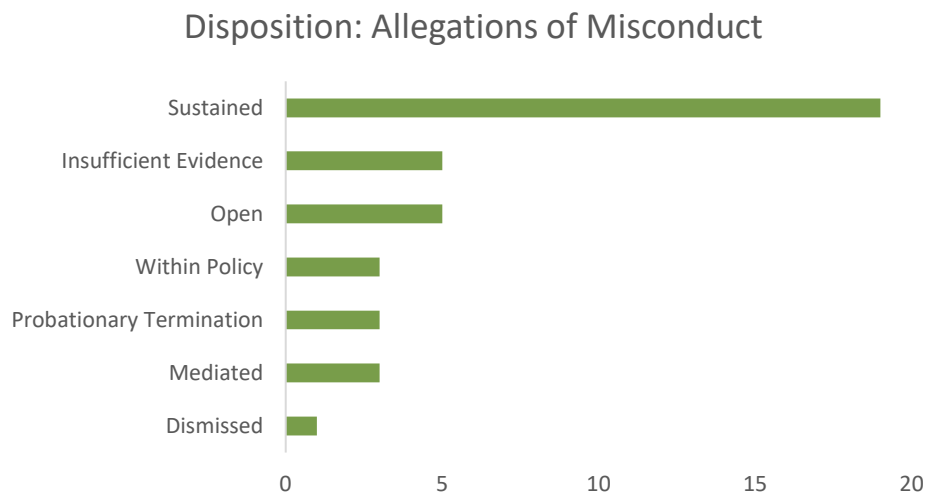
Criminal Allegations

There were 2 complaints classified as allegations of criminal misconduct because they contained elements of alleged behavior, that if true, would have violated the law. One complaint was administratively closed because there was insufficient information from the complainant to pursue an investigation. There was one EPD employee named in the other criminal allegation. A criminal investigation into the incident was conducted by an outside agency, and we were kept apprised of that investigation. This complaint ultimately generated one specific allegation of criminal conduct and an additional 4 specific allegations of misconduct (violations of EPD Policy rather than law), which were administratively investigated by Internal Affairs with Auditor oversight.

Disposition

Misconduct/Policy Violations

Of the 39 specific allegations of misconduct, 5 remain under investigation as of the writing of this report. For those that have been completed, 19 were sustained, there was insufficient evidence to prove five allegations, three were within policy, and one was dismissed. One probationary employee was terminated during the allegation investigation (related to three misconduct allegations). In 2022, three cases were resolved through mediation.



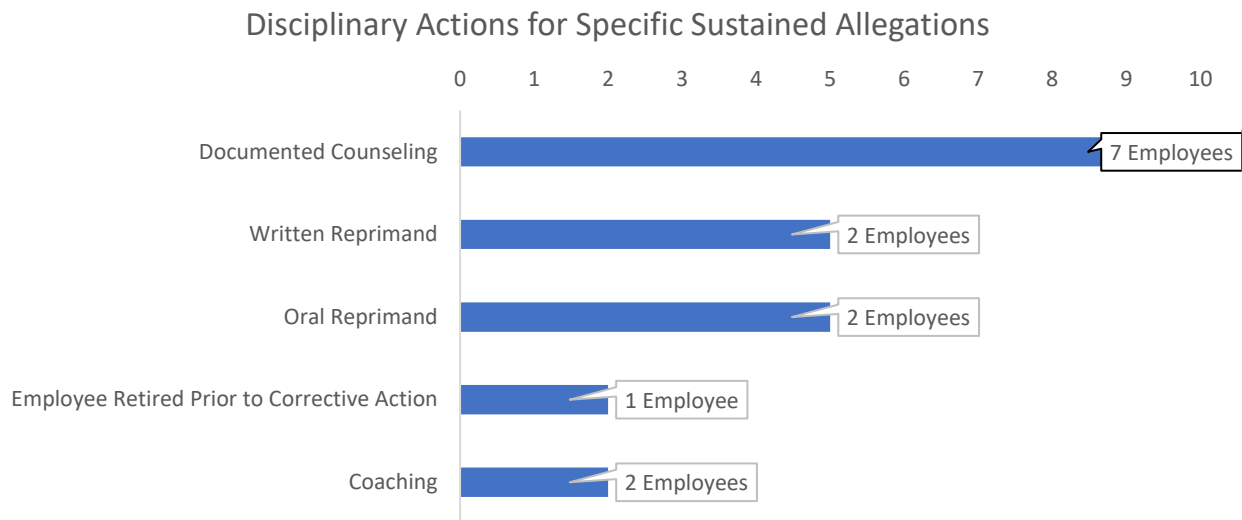
Criminal Conduct

In 2022, there were two complaints that contained allegations of criminal conduct. In one case, there was insufficient evidence to substantiate the criminal allegation, while the four other allegations of misconduct were sustained. The one other complaint alleging criminal conduct was reviewed but the complainant could not provide sufficient

detail to investigate and therefore it was administratively closed pending the receipt further details.

Sustained Allegations and Discipline

The OIPA is allowed to report on disciplinary trends, though we are not involved in discipline of EPD employees. The following chart and table highlight the disciplinary outcomes for sustained allegations and which policies were violated. There were 14 employees found to have committed the 23 sustained allegations of misconduct.¹



Policies Violated

Conduct	2
Judgment	4
Evidence & Property Handling	2
Arrests	2
Unsatisfactory Performance	5
Forcible Vehicle Stop Technique	1
Preliminary Investigations	2
Vehicle Pursuit	1
Respectful Workplace	2
Use of Force	2

¹ Please note this combines all policy violations including those that were associated with criminal allegations that were not substantiated.

Deadly Force Investigations

In 2022 EPD did not use deadly force. Police use of deadly force is one of the most sensitive issues our office covers, and rightfully so. Our role in oversight is primarily to ensure that investigations into the use of deadly force are thorough, fair, and complete, and then to provide transparency into the investigative process (to the greatest extent permissible under current state law). The process of investigating deadly force can be frustrating, as our office (at least initially) takes a secondary role to the Lane County Interagency Deadly Force Investigation Team (IDFIT), as set out by state law and local intergovernmental agreement. However, City code requires that our office is notified promptly of any critical incident, including police use of deadly force, and either the Auditor or Associate Auditors respond to the scene and perform a walk-through. We also review IDFIT investigations upon their closure and release by the Lane County District Attorney to determine whether any further investigation is necessary. We participate in any further investigation and in the Deadly Force Review Board, which is convened by EPD pursuant to policy and examines the actions of the involved employees, focusing on potential policy violations and lessons learned. However, the Auditor's Office is not a voting member of the Force Review Board under current EPD policy. The closed investigative file is available for review by the Civilian Review Board in their public meetings.

2022 Administrative Progress and Results

Overview

In addition to receiving, classifying and monitoring the investigations into complaints, OIPA staff supports the Civilian Review Board, regularly attends Police Commission and Human Rights Commission meetings to answer questions those groups may have regarding the office, and conducts extensive public outreach. In 2022, the Auditor continued to work at the direction of City Council in response to the recommendations from the 2020-2021 Ad Hoc Committee on Police Policy. This included both working with the City Manager and Municipal Court Judge to craft a structure for considering recommendations, and independent work to ground the Council in the history and structure of the current oversight system, with an eye to potential improvements in the future.

Personnel Restructuring

There were significant staffing changes in 2022 which greatly facilitated the overall function and timeliness of the office. Leia Pitcher remained the Interim Police Auditor while adding two part-time Associate Auditors, Rob Eller and Lindsey Foltz, in January. This triangulated structure of the office allows for improved preliminary investigation capacity and resulted in markedly faster resolution of complaints. The COVID-19 pandemic also continued to impact operations and opportunities for in-person meetings, intakes, and outreach. Despite these challenges, staff demonstrated remarkable resilience and dedication to providing the best possible service given the constraints.

Staff Support for Civilian Review Board

The CRB met nine times in 2022. They did not meet in January, August or December, and they had a tour of the EPD evidence/property unit in May. In all other months, the group held public meetings. The CRB continued to hold all its meetings virtually, record the meetings, and make those recordings available to the public in accordance with Oregon Public Records Law. The OIPA also contracts with the Lane Council of Governments to record and post robust minutes of CRB meetings.

The new OIPA office includes a public meeting space for CRB meetings, and we are looking forward to holding meetings in a consistent location to facilitate public access. The first hybrid meeting of the CRB in the new space was in February 2023.

In 2022, our office worked to improve CRB onboarding, meeting with new members and going over Eugene's oversight system and the role of the CRB and Auditor. We also instituted exit interviews when CRB members move off the Board, which were enormously beneficial in obtaining feedback on the members' experiences on the CRB and as a resource for potential improvements moving forward.

The CRB reviewed 10 cases, continuing in their effort to review more than one case per meeting when possible. This required ongoing dedication from our staff who are committed to providing excellent support for the board and spent numerous hours each month coordinating with the CRB chairs to develop agendas and select cases to review, compiling and delivering case files to CRB members, hosting and recording the virtual meetings, and uploading materials to the public facing website. The CRB Annual Report can be found on the CRB website.

The CRB has liaisons to both the Police Commission and Human Rights Commission who worked extensively to coordinate communication between those bodies and the CRB. The Police Commission liaison focused on bringing CRB concerns from case reviews to the Commission for relevant improvements to EPD policy.

As established by ordinance, our office also collaborates with the Mayor to convene a community panel to review CRB applications and forward recommendations to City Council for consideration during the CRB appointment process. During 2022 this was done remotely. The panel submitted its recommendations to Council, and Council appointed Monique Griffin and Rick Roseta to fill the seats vacated by Michael Hames-Garcia and Bill Whalen in June 2022.

Potential Improvements to Oversight Process

In July 2020, the Eugene City Council created the Ad Hoc Committee on Police Policy (AHCPP), with the charge of looking at current EPD policy through the lenses of Campaign Zero's 10-point plan for policing reform and the pillars of President Obama's Task Force on 21st-Century Policing. The Committee consisted of 30 members, appointed by Council, who represented marginalized groups in the community. The AHCPP issued its [Final Report](#) in April 2021, and the Interim Auditor worked closely with the City Manager and Municipal Court Judge to develop a matrix to track the recommendations of the group and the City's response. The Interim Auditor, City Manager, and Municipal Court Judge presented an update to Council on [February 9, 2022](#).

The AHCPP recommendations included some relating to the civilian oversight system. Council asked the Interim Auditor to give a presentation on the history and structure of oversight in Eugene, to provide a grounding for any changes or improvements to the system. The Interim Auditor gave that presentation on [May 25, 2022](#); follow up sessions on potential changes to the oversight system are ongoing in 2023.

In July 2022, the Interim Auditor, along with the City Manager, Municipal Court Judge, and the Police Chief, also invited former members of the Ad Hoc Committee on Police Policy to meet and discuss follow up on the City's actions in response to recommendations from the Committee. The meeting was productive; the City Manager also offered one-on-one follow up meetings with the former members of the Committee.

Community Outreach Efforts

OIPA staff worked to expand outreach efforts in 2022 as we started to move forward from the limitations of the COVID-19 pandemic. Virtual channels were critical to our ongoing efforts, in addition to in-person events and engagement.

Presentations, Collaborations, & Media Outreach

- Presentation to City Council: Update on Ad Hoc Committee on Police Policy
- Presentation to City Council: History and Structure of Civilian Oversight
- Presentation to City Council: Auditor and CRB 2021 Annual Reports
- Meetings with other jurisdictions looking to Eugene’s oversight model, including:
 - Rochester, NY
 - Olympia, WA
 - Philadelphia, PA
- Presentations to local groups giving an overview of Eugene’s oversight model, including:
 - University of Oregon School of Law Public Law & Policy Scholars
 - University of Oregon School of Law Local Government Law class
 - Lane County Public Defenders
 - Police Reform Advocates from Springfield, OR
- Outreach to local media to provide background on Eugene’s model of civilian oversight
- Member, National Association of Civilian Oversight of Law Enforcement’s (NACOLE) Communications Committee
- Introduction to Civilian Oversight at EPD’s Sergeants’ Academies
- Introduction to Civilian Oversight at EPD’s Officers’ Academies
- Presentation to Police Commission: Auditor’s 2021 Annual Report
- Onboarding meetings with new CRB members; exit interviews with former CRB members
- Civilian Review Board Member Recruitment Efforts & Subcommittee Meeting
- Continued distribution of informational materials from the Auditor’s Office in locations open to the public

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

Funding secured by staff from the Office of Equity and Community Engagement allowed for the continuation of this weekly online news broadcast targeted to reach the local Spanish-speaking community. City of Eugene departments are encouraged to submit City-related news and services available to Eugene residents. The production team met on a weekly basis to discuss potential topics, translate any information that was not

available in Spanish, and draft a script scheduled to air the following week. While preference is always given to City of Eugene news, culturally relevant topics are also highlighted. We are committed to continuing this important work to ensure every resident in Eugene knows of City services available in our community.

Public Portal Translation

One of the largest translation projects completed during 2022 was completing all the implementation work for our Public Portal for receiving community complaints. This required a team effort including extensive support from our Community Engagement and Translation Specialist to complete a thorough revision of the translation to ensure consistency in terminology and recommend culturally appropriate changes. We look forward to seeing the benefits of this new tool and hope these major changes encourage more residents to report and track their complaints online.

Trainings & Conferences

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

- Police Executive Research Forum (PERF) conference and annual meeting of the Major Cities Chiefs' Association (MCCA) in May/June 2022.
- IAPro Users' Conference in November 2022
- Oregon Bar Association, Labor and Employment Law Section CLE: Early Intervention Systems for Police Officer Performance
- Police Executive Research Forum Series
- National Association of Civilian Oversight of Law Enforcement (NACOLE) Webinar Series, including:
 - Understanding Brady and Giglio: Civilian Oversight's Role
 - Situating Body Worn Cameras within Civilian Oversight
 - Evidence-based Policing
 - Implicit Bias Training for Law Enforcement -Current State of the Field
- Criminal Justice Information System (CJIS) Training
- City of Eugene Cybersecurity Training
- Listening for Success, Less Stress, and More Effectiveness Training

Regular Attendance at Reoccurring Meetings

- Civilian Review Board
- Police Commission
- Human Rights Commission
- Latinx Outreach Network

- United for Immigrant Justice (Formerly Integration Network of Lane County)
- Regular meetings with the City Manager, Municipal Court Judge, and City Council Sounding Board to continue progress on recommendations from the Ad Hoc Committee on Police Policy
- Meetings with the Eugene Police Chief and Eugene Police Employees' Association
- Use of Force Review Boards
- Meetings with EPD Internal Affairs and command staff
- Regular check-ins with Mayor Lucy Vinis and Council Supervision Team (Council President Claire Syrett and Council Vice-President Matt Keating)

Tabling at Community Events

- Noche Cultural
- Migrant Education Program Summer School Mercado
- Asian Celebration
- Pride in the Park
- Community Alliance of Lane County Fiesta Con Nuestros Vecinos
- Black Cultural Festival
- Lane Arts Council Fiesta Cultural
- Southeast Neighbors Picnic at Tugman Park

Looking Ahead: Goals for 2023-2024

We are proud of our accomplishments in a time of many transitions during 2022, and we are looking forward to building on those accomplishments in the coming years. We will continue to focus on community outreach and fortifying our relationships and rapport throughout our diverse Eugene community; we will also continue to collaborate with partners throughout City government, including EPD leadership, to broaden accountability and transparency in policing.

We have ambitious goals for 2023, and several initiatives are already underway:

Accessibility

- The pandemic illustrated that that an improved website interface, with an online portal for updating reporting parties on the status of their complaints, would greatly improve users' experience. We have worked with the City's Information Services Division and the software vendor to integrate a community portal to our website. This portal keeps users up to date with the status of their complaints and allows for easier submission of evidence (photos, video, etc.) The community portal was rolled out in

January 2023 and will be fully operational by mid-year. We are very excited about how it will improve the service experience.

- We have successfully moved into our new office space and in 2023 we look forward to improving access for in-person intakes and hybrid CRB meetings.
- We are in the initial phases of revamping our website, including updated information and more up-to-date reporting. All of our website information will continue to be offered in English and Spanish, with translation into other languages available.

Diversity, Equity, and Inclusion

- Our office is dedicated to promoting diversity, equity, and inclusion in the civilian oversight process. Our outreach efforts have proven that positive, practical presence in the community (whether at community events, or at an event that we create) is imperative in establishing relationships with members of our community who would not otherwise seek us out. We were a visible presence at community events throughout 2022, and we are looking forward to building on our attendance over the past year.
- We are also looking forward to bringing back our highly successful Public Safety Forums in 2023. These events are entirely in Spanish and provide an opportunity for community members to meet with service providers and have an informational Q&A with the public safety providers in our community. The Public Safety Forum will return May 2023.
- We are in the process of finding an external contractor to conduct a Diversity, Equity, and Inclusion evaluation of our office and our practices, to ensure that we are providing a safe environment for our community and that our practices are inclusive and supportive of all members of our community. We were hoping that this audit could take place in 2022, but our accessibility improvements required more staff time than expected. We are looking forward to bringing you the results of the audit, and potential improvements to the oversight system, in 2023-24.

Deadly Force Investigations

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

EPD to ensure that the administrative investigation that follows the IDFIT investigation meets community expectations.

Ad Hoc Committee on Police Policy Recommendations

- In 2021, the AHCPP issued several recommendations surrounding policing and community oversight. Council appointed the Interim Auditor, City Manager, and the Municipal Court Judge to examine the recommendations of the AHCPP and determine next steps for the City. Our group made our initial presentation to Council, with recommendations on how to organize and conceptualize the recommendations, in February 2022.
- At the February 2022 meeting, Council requested a work session from the Interim Auditor going over the history and structure of the current Eugene model of community oversight. The Interim Auditor provided that presentation in May 2022. The Interim Auditor will return to Council in 2023 with her recommendations for improvements to the oversight system, as well as an analysis of the AHCPP recommendations and areas where the recommendations are consistent.
- The Interim Auditor has also regularly met with the City Manager, City Attorney, Police Chief and additional City staff to sort through the recommendations and evaluate potential implementation. We will continue to work with this team of City employees to strengthen the City's status as a leader in public safety and community oversight.

Core Competencies and Reporting

- We will continue to focus on maintenance of our core competencies: intake and classification of complaints, monitoring and participating in investigations, making recommendations regarding adjudication of complaints, and review of reportable uses of force. We cannot predict the events that may require flexibility and adaptability, but we also learned that we can and will continue to provide the highest level of customer service regardless of challenges. We are happy to offer bilingual services, and we hope to continue to expand the availability of those services.
- We are working to improve frequency and availability of reports on our complaints. The Interim Auditor began issuing regular Auditor Reports, coinciding with CRB meetings, in 2022, and will continue into 2023. We are also planning to publish issue-specific reports (related to vehicle pursuits and constitutional rights complaints, for example) into 2023.
- We are also planning to include a reporting dashboard in our website revamp, offering the community more regular updates into our complaint workload and processing.

Outreach

- The Auditor’s Office has continued and expanded outreach efforts as in-person community events have returned. Our staff is working on plans for an in-person Spanish language Public Safety Forum to return in 2023, as well as updating our education materials (including the potential for more video testimonials/presentations), updating our online platforms to be more accessible and interactive, and creating new opportunities for community members to engage with the oversight process.

CRB Support

- One final focus of our office is our staffing obligations to the Civilian Review Board. Our Board is made up of enthused, involved volunteers, and we prioritize our continued provision of excellent staffing to meet their needs. We have updated how we provide materials to the group, with an eye towards ease and accessibility, and we are updating our onboarding process to be more helpful and inclusive. In 2022, we also implemented exit interviews for CRB members who are not continuing with the Board; those interviews provided valuable information about the CRB experience, and we plan to continue with these interviews into the future.

Challenges for 2023-2024

The City’s financial picture has required that all departments take a close look at their budgets and find opportunities for efficiencies. Despite the restructuring of our office (from a Police Auditor and Deputy Police Auditor to an Auditor and two part-time Associate Auditors) and the move to a new office, we were able to come in under budget for FY22-23. Our office is small, and we require a correspondingly small portion of the General Fund, but we are conscientious about our financial stewardship of taxpayer money and will navigate these lean financial years responsibly and in alignment with our mission and values.

Staffing changes and turnover at EPD continue to impact the types of complaints we receive. Service level complaints – where the service is either not delivered or is not in line with the reporting party’s expectations – are increasing. We have also seen an increase in vehicle pursuits and in constitutional rights complaints (impermissible entry or seizure of property or persons). We are analyzing these trends and will publish results in separate reports in 2023.

This office has weathered incredible change over the past few years, between the pandemic, increased community focus on police and oversight services, and the change in Auditor. We have remained stable and responsible throughout, and we have learned

that we can be flexible in how we provide service and unwavering in our commitment to our community.

With the office becoming fully staffed in 2022, we have been able to fulfill our core mission more professionally and efficiently. Our team is experienced, engaged, and committed to this work. We bring diverse perspectives and backgrounds to our work, allowing us to connect with the many populations with whom we interact. The culture of our office is collegial and respectful of each other, and we carry that culture in all our professional contacts.

We are committed to continuing to provide meaningful, independent, civilian oversight of Eugene police in a cost- and time-efficient manner, and we will continue to engage with the community and City staff to improve our services and meet the needs of our community in 2023 and into the future.

Conclusion

We wish to thank the outstanding volunteers on the Civilian Review Board, past and present, as well as the members of the Police Commission and the Human Rights Commission, for volunteering their time and donating their labor to work to improve police and community oversight.

We truly appreciate the incredible assistance provided to our office by the City's Facilities Division and Information Services Division to support our office move and the implementation of Public Portal – those teams went above and beyond to help us improve our services, and we are so grateful.

We also want to thank the City's Finance Division and the Employee Resource Center for their assistance with our budgetary and employee adjustments for our restructuring. The City Manager's Office, the City Attorney's Office, and the Eugene Police Department have all aided our office in accomplishing its core function and goals. Specifically, EPD Chief Chris Skinner, Deputy Chief Shawn Adams, and the EPD Internal Affairs Team significantly contribute to the smooth functioning of our office through their collaborative efforts.

Finally, we wish to thank the Mayor and City Councilors for supporting our work and taking the time and energy to be effectively involved in the evolution of the community oversight process in Eugene.

Appendix A: Allegations of Misconduct and Criminal Conduct

Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Allegation that officers charged a subject with a crime without properly establishing probable cause and misled a supervisor about the incident.	Allegation of Misconduct: Constitutional Rights	300.2 Arrests	S	S	S	1/11/2022	7/27/2022	8/22/2022	2/7/2023	Mar-23
		405 Preliminary Investigation	S	S	S					
		103.4.1 Judgment	S	S	S					
		103.5.1.a Truthfulness	S	S	IE					
		300.2 Arrests	S	S	S					
		405 Preliminary Investigation	S	S	S					
		103.4.1 Judgment	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	
RP reported an interaction with an EPD Patrol Officer who used profanity while threatening to give his a citation.	Allegation of Misconduct: Courtesy	103.5.8 Courtesy	IE	IE	IE	2/7/2022	4/5/2022	4/26/2022	5/10/2022	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
EPD was forwarded an allegation received by an outside agency that RP saw an EPD vehicle drive by and RP later woke up unclothed and concerned about a possible assault. Dismissed: Insufficient Info to investigate.	Allegation of Criminal Conduct: Conduct	N/A	Dismissed - Insufficient Information			2/10/2022			2/25/2022	

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Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Investigation into an employee who left evidence unsecured. Expedited Process : employee stipulated to the facts of the allegation.	Allegation of Misconduct: Performance	103.5.14.c Unsatisfactory Performance	N/A - Expedited Process	S		2/10/2022			5/11/2022	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Investigation into whether or not a vehicle pursuit and forcible vehicle stop were within policy.	Allegation of Misconduct: Performance	814 Vehicle Pursuits	WP	S	IE	3/2/2022	7/14/2022	9/23/2022	11/17/2022	Feb-23
		103.5.22 Report and Evidence Submission	S	S	Dismissed					
		814 Vehicle Pursuits	WP	WP	WP					
		1302.2 Forcible Stops	S	S	S					
		814.2.2 Vehicle Pursuits	IE	IE	IE					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that a supervisor did not demonstrate good judgment when he ordered a subordinate to use a taser in violation of the taser policy.	Allegation of Misconduct: Performance	103.4.1 Judgment	S	S	S	3/7/2022	4/19/2022	5/13/2022	6/15/2022	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that officers failed to write an incident report after responding to a possible arson that the reporting party alleged was a bias crime. Mediated.	Allegation of Misconduct: Performance	304.3.2.f Bias Crime		Mediated		4/5/2022			7/29/2022	
		304.3.2.f Bias Crime		Mediated						

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	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an EPD recruit officer had been untruthful during the application process.	Allegation of Misconduct: Conduct	103.5.1 Truthfulness			Probation Termination	4/26/2022			6/15/2022	
		103.5.9 Conduct			Probation Termination					
		103.4.3 Integrity			Probation Termination					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an officer failed to properly document and store a detainee's property.	Allegation of Criminal Conduct: Conformance to Laws	104 Evidence and Property Handling	S	S	S	4/29/2022	12/21/2022	1/26/2023	2/23/2023	
		104 Evidence and Property Handling	S	S	S					
		103.5.9 Conduct	S	S	S					
		103.5.4 Adherence to Laws and Department Policy	UF	IE	IE					
		103.4.1 Judgment	UF	S	S					
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal investigation that an officer pursued a person by vehicle and on foot and then used a Taser on them, all in violation of policy.	Allegation of Misconduct: Use of Force	814 Vehicle Pursuit	S	S	S	5/5/2022	8/16/2022	10/10/2022	12/7/2022	
		809 Taser Use	S	S	S					
		809 Taser Use	WP	S	S					
		458 Foot Pursuit	WP	WP	WP					

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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	
Outside agency inquired into the reason a medical call was significantly delayed.	Allegation of Misconduct: Performance	103.5.14 Unsatisfactory Performance	N/A - Expedited Process	S		6/13/2022			9/14/2022	
		103.5.14 Unsatisfactory Performance	N/A - Expedited Process	S						
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Internal Allegation that an officer used force that was in excess of what was reasonably necessary during the apprehension of a suspect.	Allegation of Misconduct: Use of Force	800 Use of Force	WP	WP	WP	6/29/2022	10/3/2022	10/15/2022	11/1/2022	Nov-22
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
Auditor initiated complaint that an officer's use of a Taser was in violation of Policy. Mediated.	Allegation of Misconduct: Use of Force	809 Taser Use	Mediated			8/11/2022			11/8/2022	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB Review?
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	
RP raised concerns about EPD actions during a party patrol. Adjudication Pending	Allegation of Misconduct: Constitutional Rights	103.5.5.2 Retaliation in the Community	UF	S	PENDING	10/31/2022	3/2/2023	N/A	N/A	
		322 Search and Seizure	S	S						
		103.4.1 Judgment	IE	S						
		103.5.8.d Courtesy	S	S						

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Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Review?
Internally reported complaint that an officer used force in excess of what was reasonable when they struck a suspect detained in handcuffs. Adjudication Pending.	Allegation of Misconduct: Use of Force	800 Use of Force	WP	S	PENDING	12/21/2022	3/14/2023	N/A	N/A	
Summary of Complaint	Allegations		Adjudication			Dates/QC				CRB
	Auditor's Classification	POM Violations	EPD Chain of Command	Auditor	Chief	Intake	IA Report	Adjudication	Closed	Review?
Allegation that EPD officers handled RP's property incorrectly during an arrest, resulting in RP being unable to retrieve a vehicle from impound and other property from a third party. Expedited: Officers stipulated to the facts.	Allegation of Misconduct: Performance	103.5.14 Unsatisfactory Performance	N/A - Expedited Process	S		12/27/2022			3/29/2023	
		103.5.14 Unsatisfactory Performance	N/A - Expedited Process	S						

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/3/2022	2/8/2022	35	Performance	RP was unhappy that officer did not conduct a DUII screening on a man who hit a tree in his yard.	Sgt. reviewed body cams and found that officers spoke with the driver and found no probable cause of impairment. The driver admitted to using a cell phone. Officers facilitated insurance information between parties. Sgt. spoke with RP about his findings.
1/3/2022	2/25/2022	52	Inquiry	RP expressed concerns that a relative of an officer kept trying to bring the officer into conflicts between the two of them.	Sgt. spoke with the officer involved and found that the father name drops, but that the officer does not get involved and advises him to call the police if warranted. Sgt. spoke with RP about the findings.
1/3/2022	1/18/2022	15	Courtesy	RP felt a call taker who answered RP's call about being unable to contact her son was rude.	Review of the call found that the call taker tried to explain to RP that the situation being described would not allow an officer to force entry to her son's home. The call taker offered a missing persons report. The Supervisor noted no rude or unprofessional behavior. Supervisor contacted RP with the findings.
1/4/2022	1/6/2022	2	Inquiry Dismissed: Other	An anonymous RP reported various Lane County Agencies that they felt were violating several constitutional amendments.	Dismissed: Other
1/4/2022	2/14/2022	40	Performance	RP was upset that an EPD officer contacted her late at night to discuss a traffic accident.	Sgt. found that the later evening hours were the officer's shift time. No policy violations were found. Sgt. spoke with RP and explained the officer's work hours.
1/3/2022	2/25/2022	52	Hargrove	RP was upset with an interaction he had with an officer who he felt treated him like a criminal when he was the one targeted by the other driver.	Sgt. reviewed body cam and found that the officer had come on strong with RP and had set a harsh tone. Sgt spoke with the officer about taking a softer approach. Sgt. spoke with RP about the incident.
1/5/2022	2/25/2022	50	Performance	RP reported an officer who came on very strong with a trespasser in a laundromat, using no de-escalation. The officer also was not wearing a facemask.	Sgt. reviewed body cam and found that the officer contacted the subject inside the location with a calm and polite voice, through after 5 minutes of interaction the officer determined that it was appropriate to call CAHOOTS to help the man with housing. The officer then calmly waited with the man until CAHOOTS was able to come. RP then approached and asked the officer to put on a mask, which the officer did. Sgt. found no sign of officers being aggressive; Sgt. contacted RP with their findings.
1/6/2022	2/10/2022	34	Inquiry	RP was concern that police activity near her child's school did not trigger a lockdown.	Sgt. reviewed the situation and found that there was no threat to the school or the area. Sgt. spoke with RP about the incident and explained EPD's practices around school lockdowns.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/7/2022	1/14/2022	7	Inquiry Dismissed: Other	RP claimed to be the offspring of El Chapo and that EPD officers were 1/2 brothers and thus had criminal ties.	Dismissed: Other
1/7/2022	2/17/2022	40	Service Level	RP was concerned that EPD was not addressing speeding on his street.	Sgt. spoke with RP about EPD's call volume and staffing concerns and will pass along the concerns to the traffic team to work the area.
1/10/2022	1/27/2022	17	Performance	RP was upset that a call taker called him in the middle of the night to let him know EPD would not be responding to his call for service until the next day.	Supervisor found that there was a miscommunication between a previous call taker and RP; the calltaker misunderstood and believed RP requested the call. No policy violations were noted by the call taker. Supervisor communicated with RP about the incident.
1/10/2022	1/25/2022	15	Inquiry	RP was upset that an officer spoke with an out-of-state agency about past issues from Eugene, complicating RP's custody fight.	Sgt. found that the agency had reached out to EPD; the officer only provided the information that was releasable and verifiable. No policy violations found.
1/12/2022	2/24/2022	42	Performance	RP was upset that an officer and a volunteer with a camera stopped to question him and a coworker who were cleaning up graffiti.	Sgt. learned that the officer had been trying to have a positive interaction with a business by checking on the workers expressing concern about the graffiti. Sgt. spoke with RP who understood the intent of the officer and the miscommunication that had occurred.
1/12/2022	1/20/2022	8	Inquiry	Via Facebook RP inquired into whether a vehicle needs to signal before a left turn. A video of a patrol car turning without signaling was attached.	Review of ORS and case law found that if a vehicle did not deviate from the presumed course of travel in a designated turn lane it was a lawful movement. RP left no contact information.
1/10/2022	3/7/2022	57	Inquiry	RP was unhappy with how a supervisor handled his concern about having his vehicle towed.	Lt. contacted RP and explained the procedure for towing and why his vehicle had been towed.
1/13/2022	2/14/2022	31	Performance	RP is very frustrated that he and his passenger were pulled over at gun point by officers who thought he had committed a shooting across town, because his car was similar.	Review of the incident found that RP's car matched the description of the suspect's vehicle. A high risk traffic stop was executed. No weapons were pointed at RP, but they were held at low ready until officers confirmed RP was not the suspect. The supervisor attempted to talk to RP with their findings, but RP stated they did not wish to speak with the supervisor.
1/13/2022	1/26/2022	13	Service Level	RP is frustrated with the service level he receives from EPD regarding shoplifting and people hanging out near his store.	Supervisor spoke with RP about his concerns, and requested officers on his shift to do some proactive patrol checks in the area.
1/11/2022	1/20/2022	9	Performance	RP was upset that CAHOOTS and other help was not available around the clock for a suicidal subject her son was trying to help.	Review found that CAHOOTS was deployed in the correct triage priority. Supervisor spoke with RP, explained the system and why there was a delay to her son's call.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/14/2022	2/17/2022	33	Service Level	RP could not get an officer to return calls to get an update on a case.	Sgt. learned that the officer had not been advised of a voicemail box where calls were forwarded. Officer was instructed on the use of the voicemail. Sgt. spoke with RP.
1/15/2022	2/23/2022	38	Inquiry	RP felt an officer did not follow policy in allowing her to enter a neighbors apartment to get a dog, before clearing the apartment for threats inside. RP found her neighbor deceased inside.	Sgt. learned the officer had been called for a welfare check and attempted to make contact with RP's neighbor. The officer did not have probable cause to enter the apartment and cleared from the call. The officer advised that if family or friends could find a way to enter the residence, he could assist. RP then got the manager to let her into the apartment without the officer present. Once the neighbor had been found officers took over the scene. RP did not return calls to speak with the Sgt.
1/18/2022	2/17/2022	29	Service Level	RP was unhappy with the response time after reporting a potential assault in progress.	Supervisor reviewed the call and found that the call taker should have asked more detailed questions to get from the caller that it was more than just a verbal dispute. These details would have led to a higher priority for the call. Supervisor spoke with the calltaker and RP about their findings.
1/18/2022	3/10/2022	52	Service Level	RP expressed concerns that EPD's policing has gone downhill. RP observed a flagrant traffic violation and the officer in the area ignored it.	Lt. was able to find that the EPD vehicle in the vicinity was a CSO who does not have ticketing authority. Lt. corresponded with RP about the findings.
1/18/2022	2/4/2022	16	Policy	RP was unhappy that a couple of officers were rude and unhelpful when directing traffic during an accident.	No policy violations were identified, the accident was a pedestrian/motor vehicle fatality, which caused the road to be blocked off. Sgt. spoke with RP.
1/18/2022	3/10/2022	52	Service Level	RP had a general concern about how EPD's policing as gone downhill. RP gave an example of no enforcement taking place for red light runners.	Lt. contacted RP to discuss the concerns mentioned.
1/18/2022	2/25/2022	37	Performance	RP was upset that an officer pounded on her door about 8:30 pm looking for a neighbor.	Sgt. reviewed body cam and found that the officer had been dispatched to a violation of a restraining order. No policy was violated by the officer contacting RP. Sgt. spoke with RP.
1/19/2022	2/18/2022	29	Service Level	RP has been unable to get an officer to call her back, and the officer never contacted her after she was struck by a vehicle.	Sgt. learned that the officer had been on days off and had returned her call when he returned. The officer had also contacted RP at the hospital shortly after the accident. Sgt. spoke with RP.
1/21/2022	4/4/2022	73	Inquiry	RP was unhappy with how an interaction with an officer went at a cardiac event at the Washington/ Jefferson Street Park.	Review of body cam found that the officer responded defensively and a bit rudely when those of the scene expressed belief that medics were needed and not police. Sgt. emailed with RP about the findings.

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/23/2022	7/29/2022	186	Incident Review	RP was concerned that a high speed pursuit took place on the bike path.	Review of the incident found that the pursuit was initiated by OSP in response to a possible kidnapping. No EPD vehicle was involved in the pursuit, only following behind the other agencies vehicles. Sgt. spoke with RP who had heard about the seriousness of the incident and was understanding of the police response.
1/21/2022	1/24/2022	3	Performance	RP complained that two subpoena Service Team members woke her up at 10 am, tried to climb over her fence and then served the subpoena to a third party.	Supervisor reviewed security footage provided by RP that showed the volunteers at RP's gate at 11:30 am, they did not climb the fence and a notice was give to the third party and not the subpoena. No policy violations were noted. Supervisor spoke with RP and mailed the subpoena to resolve the issue.
1/24/2022	1/25/2022	1	Inquiry	RP inquired into an incident in which an officer pulled over his daughter for a traffic violation and approached the vehicle with a nightstick drawn.	Review of the officer's body cam showed the officer had his flash light in his hand, hanging vertically, and then tucked up under his arm at when contacting the driver. Lt. spoke with RP about the findings.
1/25/2022	4/4/2022	69	Inquiry	RP inquired into why a dispute that she observed was not a mandatory arrest crime.	Review of the officers' body cam found that the victim refused to cooperate with officers and no probable cause could be found to make an arrest.
1/27/2022	7/7/2022	160	Inquiry	Internal look into a use of force by an officer at the direction of a supervisor.	Supervisor reviewed the use of force and spoke with the officer about expectations of the chain of command.
1/27/2022	2/23/2022	26	Performance	RP felt an officer who called to take his report did not let him finish before hanging up on him.	Sgt. reviewed the call and found that the officer listened to RP, summarized back to RP his concerns, but found no criminal element in RP's report. The officer provided RP with some possible solutions and ended the call. No policy violations were found. Sgt. spoke with RP.
1/29/2022	7/7/2022	158	Performance	RP was unhappy with how an officer handled a call for service in a domestic dispute. RP felt the officer was intimidating and failed to take into account the domestic violence concern during the call.	Review of the body cams found that the officer failed to de-escalate the incident with RP and did not communicate effectively with RP. Sgt. spoke with the officer about the incident and attempted to reach RP who did not return voicemails.
1/27/2022	2/18/2022	21	Performance	RP reported that officer did a lot of damage to his vehicle during a search.	Review of the incident found that the search was conducted per policy and was thorough in compliance with a search warrant; no unusual damage or policy violations were found.
1/31/22	2/7/22	7	Courtesy Dismissed: Employee not Identified	RP reported an officer who was rude to a restaurant employee when asked to mask up. RP also felt the other officers should have said something to the rude officer.	Dismissed: Employee not Identified

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

Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
1/31/2022	3/3/2022	33	Inquiry	RP felt call takers asking questions about jury duty and coming to get his guns were inappropriate while he was trying to make a report.	Supervisor listened to RP's calls to the call center and did not hear any such comments made by call takers. Call takers were professional and moved RP's concern along to dispatch.
2/1/2022	7/1/2022	150	Incident Review Dismissed: Timeliness	RP reported an incident about an alleged illegal vehicle search from 2020.	Dismissed: Timeliness
2/1/2022	8/15/2022	194	Incident Review	RP reported in incident in which an officer appeared to push a bystander who appeared to be unhoused.	Review of body cam found that the officer was conducting an investigation and the bystander had been repeatedly asked to move back to the sidewalk to observe. The officer reached out and touched the bystander to encourage movement toward the sidewalk. No policy violations were found.
2/2/2022	7/1/2022	149	Incident Review Dismissed: Timeliness	RP alleged that an officer lied on a 2019 affidavit.	Dismissed: Timeliness
2/2/2022	4/4/2022	62	Performance	RP alleged an officer used excessive force after escalating an incident in which RP was standing near a woman urinating on the sidewalk.	Review of body cam found that the use of force was within policy, but the officer was coached on using de-escalation techniques. RP did not agree to speak with Sgt.
2/2/2022	3/17/2022	45	Inquiry	RP felt it was odd that a calltaker's supervisor called him to tell him not to call CAHOOTS but to call White Bird, since they had not spoken about CAHOOTS.	Review of the call found that RP was confused about the conversation and had requested CAHOOTS at the time of his call, when it appeared that it would be a lengthy wait for CAHOOTS the supervisor had called RP to advise that information.
2/1/2022	2/15/2022	14	Inquiry Dismiss: Other	RP inquired into a 2015 report that did not name EPD.	Dismiss: Other
2/4/2022	4/18/2022	74	Performance	RP was upset that an officer followed him down a hallway in his home when he went to retrieve documents.	Sgt. reviewed body cam and incident reports and found RP had called for help with a restraining order issue. The officer followed best safety practices when he followed RP due to the officer not knowing if RP would return with a weapon. The officer followed training and no policy violations were found. RP did not return calls to discuss the incident.
2/4/2022	3/7/2022	33	Inquiry	RP was unhappy with how a call about her missing daughter was handled.	Sgt. found that the call was processed correctly and then moved to a detective when RP called back with more details. An officer then located and reached out to the daughter (an adult) who indicated she was ok. Sgt. spoke with RP.
2/4/2022	3/30/2022	56	Inquiry	RP reported a third party incident in which officers were biased and negative towards RP's employee who is from a different religious and ethnic background.	Body cam review showed the officer did a thorough investigation of the incident and calmly and professionally explained to RP's employee what was happening and how the situation would be resolved. Sgt. spoke with RP about the findings.

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1/30/2022	3/3/2022	33	Incident Review	RP alleged that an officer stopped her and questioned why she was driving an unregistered vehicle that he had stopped the previous day. The officer was aggressive in manner and demanded she drive to her husband's work place and tell him the car should not be driven. The officer then followed her but did not stop when she reached her husbands work.	Investigation found that no EPD vehicles were in the vicinity of the stop. Security cameras from nearby businesses did not show RP's vehicle or a police vehicle in the area. Sgt. spoke with RP about the findings.
2/8/2022	3/22/2022	44	Performance	RP has decided to go through with pressing charges in an incident and has been unable to get a hold of the responding officer to go forward.	Sgt. contacted RP to move the report forward and answer questions about the process.
2/10/2022	2/23/2022	13	Inquiry Admin. Closed	RP alleged that some money went missing during an arrest.	Administratively closed pending further information
2/14/2022	2/24/2022	10	Performance	RP alleged an officer did an illegal U-turn pulled in behind him and laughed.	Sgt. was unable to identify an officer who may have pulled an illegal U-turn at the time RP specified. RP did not return calls.
2/14/2022	4/13/2022	59	Incident Review	RP's were upset that officers cited them multiple times in one day for suspended tags and illegal parking.	Sgt. found that the officers did give citations to vehicles who not moved out of 3 hour parking spaces after 3 hours. Vehicles with suspended tags were also cited. No policy violations were found.
2/13/2022	3/28/2022	45	Policy	RP was upset that an officer sent to document a hate crime (graffiti of a swastika) did not immediately take care of the symbol but instead sent a work request to Public Works.	Sgt. found that the officer followed policy in documenting the incident and then submitting the public works order. RP will contact City Council to see if the policy can be changed.
2/16/2022	4/21/2022	65	Performance	RP was unhappy with how an officer handled an issue with a motorist and motorcyclist disagreement. RP believed the motorist should have been cited.	After review of body cam Sgt. agreed with how the incident was handled by the officer. Sgt. spoke with RP who asked to submit a GoPro video about the interaction, as of closing of the complaint the RP had not submitted the video.
2/18/2022	3/3/2022	15	Inquiry Dismiss: Alternate Remedy	RP feels officer were heavy handed in her arrest for trespassing at the Municipal Court.	Dismiss: Alternate Remedy
2/18/2022	3/3/2022	15	Inquiry Dismiss: Other	RP wonders if EPD working with the Sheriff's Officer (outside their Jurisdiction) was meant to harass her.	Dismiss: Other/No policy violations following Auditor review .
1/26/2022	3/4/2022	38	Inquiry	RP feels misled by officers in regard to open police cases against her and her and a boyfriend.	Review of body cams, police reports and interviews found no policy violations by the officers. RP was told that the case would be sent to the DA when completed. Sgt. spoke with RP about the findings.

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2/23/2022	3/14/2022	21	Inquiry	RP was upset that officers did not take her theft report seriously, and that a trainee took her report.	Sgt. spoke with RP about her concerns and noted no policy violations.
2/28/2022	3/28/2022	28	Service Level	RP was upset that a client was not contacted by CAHOOTS as requested.	Review of the CAD details showed that the call taker triaged the call correctly and that due to CAHOOTS' call load it was some time before contact could be made. CAHOOTS made phone contact with RP's client and cleared the call. A supervisor explained their findings to RP, who understood.
2/17/2022	3/4/2022	17	Inquiry Dismissed: Employee no longer employed	RP alleged that a client of her in-home massage business was an EPD employee who offered pay for illegal activities.	Dismissed: Employee no longer employed
2/24/2022	4/6/2022	42	Incident Review	RP's alleged EPD officers used excessive force during an arrest at the Municipal Court and while clearing the court of trespassers.	Review of body cams showed that the RPs disregarded orders to exit the courthouse; officers then formed a line and removed RPs from the courthouse by walking toward them until they were out the door. Review showed no evidence of excessive force.
3/1/2022	6/1/2022	90	Performance	RP felt officer did not handle their assault correctly. The officer also confiscated RP's dog after he was arrested.	Sgt. reviewed police records, and body cams. RP was arrested after an altercation with others in which he was the aggressor according to witnesses. Officers had probable cause for the arrest; they also observed RP abusing the dog during the arrest. Sgt. spoke with RP about the findings.
3/1/2022	4/6/2022	35	Performance	RP was unhappy officer showed up to his door accusing him of harboring a suspect in a home invasion.	Sgt. reviewed details of the incident and found that RP's address was the one given to dispatch for an alleged home invasion. The address was later updated by the caller. No policy violations found. RP did not return calls to speak about the incident.
3/3/2022	3/8/2022	5	Policy	RP was unhappy that EPD spends money on feel good TV spots.	Forwarded to chain of command, who noted the advertisement was approved for recruitment purposes. The opinion was noted.
3/7/2022	6/7/2022	90	Performance	Supervisor failed to direct a subordinate to report a citizen complaint to the Auditor's Office within 24 hours as required by code.	Deputy Chief spoke with the supervisor about expectations of EPD and of the city code.
3/8/2022	4/7/2022	29	Policy	RP inquired into why EPD forms do not include a nonbinary option.	Sgt. spoke with the Department's IT personnel and found that changes to the forms were in the works. RP was pleased about the change.

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3/10/2022	4/13/2022	33	Performance	RP was unhappy with how a stolen, illegally parked motor home issue was handled by EPD.	Review of the incident found that Parking Services had tagged the vehicle for towing and before that happened it was pushed onto private property. When officers investigated the stolen motor home, and found it stripped, the owner declined to have it towed and officers did not have authority to have it moved from private property. RP was unhappy with the outcome.
3/11/2022	4/5/2022	24	Incident Review	RP feels EPD is not taking seriously a situation in which his sibling feels unsafe in his home.	Review of the incident found that officers did a thorough job of investigating the issue with RP's sibling. No criminal behavior was found and some of the issues were civil. Sgt. spoke with RP about the findings.
3/15/2022	3/29/2022	14	Inquiry	RP was annoyed that an EPD vehicle was parked with its siren intermittently activated and lights going for over an hour.	Review of the incident found that officers were searching for a hit and run suspect with a K9 officer. Using visual and intermittent audible signals was within policy.
3/15/2022	4/13/2022	28	Performance	RP was unhappy with an officer who she believed delayed releasing a report which caused a delay for getting custody of her granddaughter.	Sgt. learned that the officer had tried to explain to RP that the criminal report and DHS moving forward with the custody were separate issues, but RP was still unhappy. Sgt. spoke with RP to explain that DHS was the authority for placing the child and that the officer had no say in the matter.
3/17/2022	8/4/2022	137	Policy Dismissed: Timeliness	RP inquired into why a body cam wasn't labeled Evidentiary Value. The case originated in 2020.	Dismissed: Timeliness
3/16/2022	3/21/2022	5	Inquiry Dismiss: Other	RP reported an officer who faked kindness in an interaction, when in the past the officer had been rude and unprofessional.	Dismissed: Other
3/18/2022	5/2/2022	44	Performance	RP felt an officer did a poor job of documenting in the police report a physical altercation RP had with a neighbor.	Review of body cam and police report showed the officer conducting a professional investigation and then citing the other party. The report was consistent with body cam and the Sgt. agreed with the charging decision. RP did not return calls to discuss the incident.
3/18/2022	5/18/2022	60	Performance	RP was frustrated with how EPD was handling their restraining order issue and their stolen vehicle report; RP was concerned that neither seemed to make it to the DA.	Review of the issue showed that a police report was taken and filed for the vehicle, but most of the problems RP needed to resolve were a civil issue that he would need to handle in civil court. Lt. contacted RP with the findings.
3/10/2022	3/21/2022	11	Other Dismissed: Other	RP submitted a letter to inform law enforcement that he is the only contact for making welfare checks on his parents.	Dismissed: Other

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3/20/2022	4/22/2022	32	Performance	RP was unhappy with an officer who made personal contact at her home when she had only called to document a violation of a civil no contact order.	Sgt. found that someone calling into EPD on a civil contact order is unusual and an officer was appropriately dispatched to this call. Body cam showed that officer was professional and determined no criminal issue had occurred. Sgt. spoke with RP about the confusion and answered RP's further questions.
3/21/2022	5/17/2022	56	Policy	RP is frustrated with the poor response to illegal parking near her workplace. Vehicles marked to be towed are not getting towed in a timely manner.	Lt. contacted RP about limitations EPD has in towing vehicles during hours parking services is not on duty. New employees are being brought on board and the situation should improve soon.
3/24/2022	3/28/2022	4	Performance Dismissed: Outside Jurisdiction	An anonymous RP reported a social media video of a city employee making remarks about homelessness.	Dismissed: Outside Jurisdiction
3/25/2022	5/11/2022	46	Policy	RP inquired why it took so long for EPD to take her report about a suspicious man near her storage unit.	Supervisor found that RP had originally left the area she had called from and then did not answer her phone. Due to voicemail not being set it took a couple of days for an officer to connect with RP to take the report.
3/25/2022	5/10/2022	45	Performance	RP felt it was taking a long time to get a check from the Evidence Department for cash that was taken from her son at his arrest.	Supervisor found that each step of the process for release of funds was taken and documented by employees, including release from the DA's office, release from the RP's son, two paperwork reviews and sending the authorization to City Finance. Shortly after RP filed the complaint the check was issued by the city.
3/25/2022	4/6/2022	11	Inquiry Dismissed: Timeliness	RP inquired into an incident regarding her daughter from 2020.	Dismissed: Timeliness
3/28/2022	4/22/2022	24	Performance	RP was confused that an officer showed up at his home demanding he look for a friend's belongs in his home. RP felt it was a civil issue.	Sgt. found that an officer had been dispatched for a report of a theft, after conversation between RP and the officer the items were found and no further follow up was needed. The officer did advise RP and his girlfriend that future contacts with the person who reported the theft could become harassment. No policy violations were found. Sgt. contacted RP with the findings.
3/30/2022	5/25/2022	55	Incident Review	RP reported that an EPD detective was investigating him and disregarding his civil rights. RP also mentioned issues with other agencies.	Review of the officer's involvement with RP showed only a filing of a theft report. After that the officer had been moved to another position and was no longer investigating and had no further contact with RP. No police violations were found.

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3/30/2022	6/1/2022	61	Service Level	RP reported various issues he reported to EPD in which he felt the service was lacking.	Sgt. reviewed calls for service by RP and found one regarding damage to his car window (hit and run) was handled within policy. The second issue regarding a theft of services and RP's mother. The Sgt. reviewed the issue and the background of other party and was able to forward the situation to the DA.
4/1/2022	4/15/2022	14	Inquiry Dismissed: Previously Reviewed	RP was unhappy with the service provided when she tried to report murder, rape and torture crimes against her.	Dismissed: Previously Reviewed
4/6/2022	5/12/2022	36	Service Level	RP was unhappy that he was unable to get EPD to dispatch CAHOOTS or an officer in a timely manner.	Review of the incident found that RP called for an issue that was not life threatening. 15 CAHOOTS calls were holding. An officer was eventually dispatched and was unable to locate the person. No policy violations were noted. Supervisor contacted RP with the findings.
4/8/2022	4/15/2022	7	Inquiry	RP reported that an officer may have conducted herself inappropriately by calling her juvenile daughter about a Criminal Mischief issue.	Review of the incident found that the officer was conducting an investigation of a Criminal Mischief incident and no policy violation were found. The contact was to inform the juvenile of a no contact agreement with the other party.
4/10/2022	4/28/2022	18	Incident Review	RP reported to Lane County Corrections that an EPD officer who arrested her had raped her .	During an intake interview, RP denied any sexual contact with an EPD employee. Closed pending further information.
4/7/2022	7/7/2022	90	Incident Review	RP alleged EPD officers used excessive force, tasing him and using mace during a traffic stop.	Officers pulled the driver over for a warrant, when drugs were seen in the vehicle RP as asked to exit the car. RP refused and began to resist arrest. No policy violations were found. RP was notified of the findings.
4/12/2022	5/26/2022	44	Incident Review	RP reported an incident in which he was stopped by EPD for speeding, and then at gun point accused of driving a stolen U-Haul that his wife had rented. RP also added this incident had racial overtones.	Review of the incident found that an officer made a speeding stop and then was informed the vehicle came back stolen. Officers conducted a high risk stop and detained RP. Once the matter had been looked into, it was determined that RP's wife and U-Haul had miscommunicated and the issue was civil. RP was cited for speeding and released. No policy violations were found. The officer conducting the stop was behind the U-Haul van and could not observe RP's racial identity until the stop.
4/12/2022	4/19/2022	7	Inquiry Dismissed: Other	RP complained via Facebook noted he didn't want employees to profile him off his car and how he looks.	Dismissed: Other No specific complaint by RP.

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4/13/2022	5/10/2022	27	Discrimination	RP was approached by two volunteers who he felt were pretending to be cops and who hassled him because he was black and parked in a parking lot at the bus station.	Review of the incident found that the volunteers approached a vehicle without plates that had been parked in the lot for two days, to check if anyone needed aid. They did not see the person inside, who was under a blanket until they approached the vehicle. No policy violations were found.
4/15/2022	5/5/2022	20	Incident Review	RP reported to another agency that she had been raped by an arresting officer.	Body camera and in-car video recorded the entirety of RP's contact with the officer and showed that nothing improper occurred. IA consulted with the Auditor and they agreed to close the complaint.
4/19/2022	5/2/2022	13	Performance	RP was concerned a hit and run incident was not investigated properly.	Sgt. found that the officer had followed up with the information provided by RP, but was unable to obtain useful information to collaborate RP's hit and run claim. RP did not return Voicemail.
4/19/2022	5/16/2022	27	Inquiry	RP felt an officer had harassed him while in the downtown area.	Body cam review showed the officer being professional and polite while speaking with RP. RP has a exclusion from the area in place and was being asked about his presence in the area. No policy violations.
4/20/2022	4/21/2022	1	Inquiry Dismissed: Timeliness	RP reported being unhappy with how a crash report was done in 2020.	Dismissed: Timeliness
4/21/2022	6/13/2022	52	Conduct	RP reported an officer who used the bike bridge as a short cut to get a coffee and then tried to ID her husband when he called the officer on it.	Sgt. spoke with the store manager who stated he had not witnessed any altercations between police and a citizen in the shop. Sgt. asked for video from the store but did not receive it in a timely manner; the complaint was closed pending further information.
4/21/2022	6/13/2022	52	Service Level	RP is unhappy that animal control failed to cite the owner of an unsupervised dog that was roaming his neighborhood.	Cpt. spoke with the RP and directed animal control to address the issue and cite the offending neighbor.
4/22/2022	6/13/2022	51	Inquiry	RP felt harassed by officers while standing on a public sidewalk and complained that officers refused to provide their names.	Review of body cams found that RP was illegally drinking and smoking marijuana on a public sidewalk and refused officers' requests to leave. RP was issued a citation and both officers provided their names.
4/22/2022	8/4/2022	102	Incident Review Dismissed: Timeliness	RP inquired into discrepancies in an officers statement in a police report from 2020.	Dismissed: Timeliness
4/25/2022	6/1/2022	36	Inquiry	RP's vehicle was towed by an officer when it easily could have been pushed to the side of the road. It was a week before RP found where the vehicle was.	Review of body camera video showed the officer had verified with RP about the tow and had taken the extra step to transport RP to the tow company to retrieve his house keys and to his home afterwards.

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4/25/2022	5/26/2022	31	Performance	RP reported an EPD vehicle speeding down a residential street with no lights or sirens, nearly running over her cat.	Sgt. was unable to identify an officer who may have been in the area. Two calls that evening would have generated an emergency response. Sgt. spoke with RP about the findings who was still unhappy about the issue.
4/25/2022	6/3/2022	38	Performance	RP was upset that an officer spoke with his juvenile son when RP was not at home and appeared to extend a threat from a third party to his son.	Review of the officer's body cam showed the officer had mentioned the other party to RP's son but the conversation was not presented as a threat. The situation was handled by the officer within policy. The Sgt contacted RP with their findings; RP was pleased to know the situation was different than they believed.
4/25/2022	5/16/2022	21	Performance	RP reported a police vehicle that was being driven erratically.	Review showed that the officer was monitoring a confusing and convoluted pursuit by another agency. Sgt. spoke to RP and explained the unusual driving.
5/2/2022	5/26/2022	24	Service Level	RP complained that EPD was incompetent in finding the truth or charging those who were filing false complaints about him.	Due to RP not providing specifics of his issue and not returning calls from the Sgt. this complaint was closed for lack of information.
5/2/2022	5/5/2022	3	Policy	RP complained that it took too long for them to report a traffic light problem through either the nonemergency line or the EPD website.	Supervisor responded to RP about the quickest way to report such incidents.
5/3/2022	5/9/2022	6	Inquiry Dismissed: Other	RP believed officers did not do their duty when investigating a suspicious device.	Dismissed: Other. OIPA review found no policy violations.
5/4/2022	5/25/2022	21	Inquiry	RP reported an officer did not view security that proved RP was assaulted.	Sgt. reviewed the incident and found that the officer did a thorough investigation, and found no probable cause that an assault took place. The officer was unable to view the video because it was the middle of the night. Sgt. was able to access the video and found no assault took place. Sgt. coached the officer in going forward having a day shift officer request the tape.
5/5/2022	5/11/2022	6	Inquiry	RP was upset that call takers would not dispatch an officer to cite people who were illegally going around a school bus, even though RP had video of the vehicles.	Sgt. contacted RP to explain ORS 810.410 with requires officers to observe the traffic violation in person in order to issue a citation.
5/6/2022	5/26/2022	20	Courtesy	RP reported an officer who was rude and treated RP with disdain.	Review of body cam video found no rudeness on the part of the officer. RP has not returned the supervisor's calls.
5/9/2022	5/11/2022	2	Inquiry	RP inquired into EPD officers he has observed speeding without sirens or lights.	Sgt. emailed RP with the explanation that at times officers respond to issues without lights and sirens depending on the call. Sgt. also emailed Patrol Supervisors requesting they take a minute to remind officers to operate vehicles in a safe manner.

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5/9/2022	5/25/2022	16	Incident Review	RP alleged officers busted down his door, drugged, raped and arrested him for misuse of 911, while he was working with the FBI.	Sgt. reviewed body cam and police reports of the incident. None of the alleged actions took place. EPD was granted an warrant for the arrest as RP had called the 911 line 150 times in a 6 hour time span.
5/9/2022	6/27/2022	48	Inquiry	RP was concerned about EPD officers using aggression rather than diplomacy when responding to a campus party.	Cpt. reviewed the records and body cam of the incident and found that as officers were leaving the party an intoxicated male blocked the path of a patrol vehicle. When officers went to detain the man a struggle ensued and the man struck an officer in the face. The man was arrested for disorderly conduct. RP did not return the supervisor's calls.
5/10/2022	5/26/2022	16	Service Level	RP was frustrated with no help with the homeless camping and trespassing issues near his place of business and felt call takers made him feel like he was wasting their time.	Supervisor reviewed RP's calls to the non-emergency number and found the calls were handled politely by the call taker. Supervisor spoke with RP about his concerns.
5/13/2022	6/14/2022	31	Inquiry	RP was concerned for officer safety after observing two officers cross railroad tracks after the gate had went down.	Sgt. was able to identify the officers in question and cautioned them about the incident. Sgt. spoke with RP about his discussion with the officers.
5/16/2022	6/15/2022	29	Policy	RP expressed concern that EPD officers were driving around at dusk and dawn without head lights on.	Sgt. forwarded an email to Patrol Supervisors asking that they discuss safe driving practices with their officers.
5/16/2022	7/5/2022	49	Policy	RP was concerned that EPD released the names of people cited in in the campus area. RP feels like it is bragging and showing off, when these people haven't been to court yet.	Supervisor spoke with RP about Public Records law and what EPD is allowed to release to the public.
5/9/2022	7/6/2022	57	Performance	RP was unhappy with how an officer did an investigation into her assault.	Supervisor reviewed body-worn video and determined that the officer did a thorough investigation. RP did not return voicemails to speak with the Sgt.
5/17/2022	7/18/2022	61	Service Level	RP alleged EPD did not respond to her request for a public records exemption to release body cam video.	Supervisor found that EPD had responded to RP and also provided information on how to appeal and how the court process worked for obtaining records.
5/17/2022	6/13/2022	26	Service Level	RP is unhappy that EPD had not acted on her reports of a neighbor misusing a handicap parking permit.	Supervisor reviewed RP's calls and contacted her to relay what actions EPD could take in the situation.
5/18/2022	6/28/2022	40	Courtesy	RP reported being cited for park violations and given 10 minutes to move her belongings. RP also complained that one of the officers was rude and disrespectful.	Sgt. reviewed body cam of the interaction and determined that one of the officers should have taken time to gather more information from RP. RP had friends on the way to gather her belongings which resulted in Park employees having to store RP belongings. Sgt. spoke with the officer about expectations and with RP about the findings.

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5/12/2022	5/19/2022	7	Performance Dismissed: Other	RP commented on social media that EPD was not taking reports.	Dismissed: Other No contact info to verify complainant's concern.
5/18/2022	5/25/2022	7	Inquiry Dismissed: Outside Jurisdiction	RP reported an incident involving an outside agency.	Dismissed: Outside Jurisdiction
5/19/2022	6/16/2022	27	Performance	RP reported an officer who failed to stop at a pedestrian crosswalk.	Employee could not be identified. Sgt. spoke with RP about the issue and sent an email to Patrol to remind officers of safe driving practices.
5/20/2022	6/1/2022	11	Inquiry	Auditor-initiated examination of EPD's use of force on a person who was believed to be trespassing.	Body cam of the incident found that the suspect wrestled with officers during handcuffing, and the force appeared to be within policy.
5/20/2022	5/25/2022	5	Service Level Dismissed: Other	Anonymous complainant was concerned EPD targeted UofO students with party enforcement, but allowed the homeless issues in front of her son's home to run rampant.	Dismissed: Other - unable to determine any involved employees.
5/23/2022	6/13/2022	20	Conduct	RP was upset that she and her friends were not Mirandized during a person stop for Minor in Possession.	Sgt. reviewed body cam of the stopped and found that the officer had probable cause to make the stop and cited one individual for Minor in Possession. This type of citation does not require a citizen to be Mirandized (<i>Miranda</i> warnings are only required for custodial interrogations). No policy violations found. Sgt. spoke with RP about the stop.
5/23/2022	6/13/2022	20	Inquiry	RP was unhappy with how an officer wrote his report on her assault.	Lt. reviewed the report and body cam and found that the officer had used the wording given to him by a witness. Lt. spoke with RP.
5/25/2022	7/21/2022	56	Courtesy	RP felt a call taker could not clearly explain a scam issue and would not answer yes and no questions. RP was also placed on hold numerous times during the contact.	Review of the call found that the call taker was polite and professional with RP and tried to explain in various ways the issue at hand. Supervisor spoke with RP about the findings, and explained about the 911 center also answering non-emergency calls.
5/25/2022	6/13/2022	18	Performance	RP alleged that EPD officer arrested her husband of with no legal probable cause for theft.	Review of the incident showed that the officer had probable cause to support the arrest, including store security camera video and witness statements. Lt. spoke with RP and her husband about the findings.
5/16/2022	6/2/2022	16	Inquiry Dismissed: Other	RP claimed to be an officer from another jurisdiction and indicated an EPD officer may have been on a porn site.	Dismissed: Other Auditor's Office could not credibly verify any of the information provided. RP did not respond to email request for further info.

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5/26/2022	6/2/2022	6	Use of Force Dismissed: Supervisor Reviewed	RP believed officers used excessive force to detain her.	Dismissed: review of video showed that no policy violation had occurred.
5/27/2022	7/21/2022	54	Service Level	RP felt an officer did a poor job investigating an incident about the killing of a cat. RP also was upset that the officer used age as a descriptor in the report.	Sgt. reviewed body cam and reports and found that the officer did a thorough investigation but found no probable cause for an arrest. The Sgt. did find that the officer used age as a descriptor in the report, which had no bearing on the facts of the report. Sgt. spoke with RP about his findings.
5/27/2022	7/14/2022	47	Discrimination	RP felt an officer only cited him for illegal parking because he had dread locks and tattoos.	Sgt. was unable to identify the officer involved, and the court had no record of the citation number provided by RP. RP did not respond to voicemails left by the Sgt. The complaint was closed pending further information.
5/27/2022	6/13/2022	16	Service Level	RP was upset that it took over 20 hours for an officer to call her about a dispute with her neighbor.	Review of the call for service found that at the time of the call RP was not in danger and the call was placed in the que for first available officer. Sgt. spoke with RP about the issue and told RP if the neighbor continues to harass her and she is in danger to contact the police immediately.
6/1/2022	6/2/2022	1	Service Level Dismissed: Outside Jurisdiction	RP reported to the Mayor's Office concerns about an incident involving a different jurisdiction.	Dismissed: Outside Jurisdiction
6/2/2022	8/4/2022	62	Courtesy	RP was upset that an officer had been hanging around his apartment complex and knocking on his door.	Review of the incident found that the officer had been dispatched to a restraining order violation and the RP had not answered the door, the officer had to return at another time to speak with RP who once again did not respond to the door. No policy violations found. Sgt. spoke with RP.
6/2/2022	6/6/2022	4	Inquiry Dismissed: Timeliness	RP reported an issue with EPD that she had in 2016.	Dismissed: Timeliness
6/3/2022	7/18/2022	45	Inquiry	RP was unhappy with how a call for service about his dispute with another party was handled.	Review of reports and body cam showed the officer had probable cause to cite RP for criminal mischief. The number provided by RP was disconnected. No policy violations were found.
6/2/2022	6/7/2022	5	Incident Review	RP alleged EPD officers injured his shoulder and stomach when they pulled him out of his car during an arrest.	Review of body cam of the arrest showed RP was stopped in a stolen vehicle and refused to exit. Officer's pulled RP from the vehicle with no reportable use of force and placed him on the flat roadway. It was also noted by the Sgt. that RP admitted to doctors at the ER that he had been hit by a car two weeks previously. No policy violations found.

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6/3/2022	8/24/2022	81	Service Level	RP is concerned that EPD will not arrest her ex, who has been trespassed from the property.	Sgt. learned that each time officers were called to RP's home they found no probable cause for an arrest due to the ex still having residency in the home. No policy violations were found. Sgt. spoke with RP about their findings.
6/7/2022	6/22/2022	15	Service Level	RP did not hear back from an officer to take a report about a transient male who refuse to get leave her trash receptacle alone.	Sgt. learned that the officer had not received a notification of RP's voicemail. Sgt. spoke with RP about the oversight.
6/7/2022	6/28/2022	21	Incident Review	RP was unhappy with how a domestic dispute was handled by officers. RP felt ill treated by officers who did not listen to her side of the incident, and didn't check on her well being before arresting her.	Sgt. reviewed police reports and body cam of the incident. The officers did a thorough investigation, speaking with both parties and a witness and identifying probable cause for the mandatory arrest of RP. Officer also asked if RP need to see EMT's. No policy violation was found. Sgt. spoke with RP about the findings.
6/8/2022	6/14/2022	6	Inquiry Dismissed: Employee not identified	RP reported an officer who failed to cite a person towing a child in a cart without a helmet on.	Dismissed: Employee not identified
6/9/2022	7/22/2022	43	Service Level	RP reported that a call taker failed to help her when she called about an attack by her caregiver.	Supervisor reviewed the call and found that the call taker should have clarified the details of the call before sending RP to the non-emergency line. Supervisor spoke with RP about the findings.
6/11/2022	10/5/2022	114	Performance	Internal examination in whether an officer failed to follow a supervisor's directions.	Review of body cams and reports found that the supervisor's directions were not accurately relayed to the officer by another employee. The incident did not rise to the level of insubordination.
6/15/2022	8/11/2022	56	Performance	RP was dissatisfied with an investigation and the follow up with witnesses.	Sgt. reviewed the investigation and found that the officers assigned have done due diligence in trying to contact witnesses, and a through job to this point. Sgt. spoke with RP about where the investigation stands.
6/2/2022	6/24/2022	22	Service Level	RP reported a detective who had not returned her phone calls.	Sgt. spoke with RP about her concerns about the case, and explained that the detective had been out at a training and then vacation.
6/15/2022	7/27/2022	42	Conduct	A third party forwarded a concern from an RP who believed an officer was inappropriate when speaking with RP about RP's daughter.	Review of the incident showed that the officer had contact with RP regarding her daughter's mental health (no body camera footage was available). The RP informed the supervisor that she did not have a problem with the conversation.

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6/17/2022	7/22/2022	35	Policy	RP was concerned that EPD was not taking enforcement action regarding vehicles with expired plates in RP's neighborhood. RP photographed over 30 parked and driving vehicles with expired plates in a 30 minute period.	Sgt. spoke with RP about the concern and forwarded an email to the Traffic Safety Team, Park Officers and Housing Support Officers asking them to focus on the issue in RP's area.
6/17/2022	7/21/2022	34	Performance	RP felt an officer did a poor investigation and follow up of a dispute with her neighbor and has not responded to RP so further information could be submitted.	Sgt. review of the report and body cam found that the officer did a thorough job of investigating the dispute and found no probable cause for an arrest or citation on the part of either party. No policy violations were found. Sgt. spoke with RP.
6/18/2022	9/7/2022	79	Performance	RP was unhappy with how an officer handled a call for service for a family dispute in which RP was struck with a vegetable can. No offer of medical help was offered.	Supervisor spoke with RP and involved employee; supervisor also reviewed video which showed that the officer had no legal authority to make the other party leave the premises. RP was examined by medics and advised to go to the ER. The Sgt. also noted that the officer could have used better verbal communication with RP and discussed the use of sarcasm with the officer.
6/22/2022	7/25/2022	33	Service Level	RP reported that a call to 911 by her elderly mother was not dispatched. A unknown person had been knocking on the door about 11:00 pm.	Review of the call found that the call taker followed policy in not dispatching the call due to the suspect having left the area. Supervisor felt the call taker could have dispatched the call due to the age of the caller and the apparent concern for safety felt by the caller. The supervisor could not follow up with the RP because their number was disconnected.
6/21/2022	7/21/2022	30	Courtesy	RP inquired into why a canine officer did not pick up after his animal who had defecated in RP's yard.	Sgt. spoke with RP about why officers during a search of a potentially dangerous suspect don't stop to pick up the waste. It can confuse the dog, taking the focus off the search.
6/22/2022	7/7/2022	15	Inquiry	RP was unhappy with how an officer handled a call for service during a child exchange in which she felt unsafe giving her child to her ex.	Review of body cam found that the officer handled the call within policy. The officer explained calmly that the parenting plan the court ordered needed to be followed, and that the situation was not criminal, but needed to go through the civil court if a change was needed. The Officer then oversaw the safe exchange of the child.
6/23/2022	8/12/2022	49	Performance	RP was concerned that after a call to 911 regarding a suspicious person outside a neighborhood market it took over an hour for a response.	Review of CAD found that the call was actually in LCSO jurisdiction. EPD was not involved. RP deleted the social media account used to report, so no follow up was conducted.

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6/23/2022	7/6/2022	13	Incident Review	RP felt an officer was biased against him due to his status in several protected classes and gave him a citation instead of a warning after being in the park only 10 minutes after hours closing hours.	Sgt. found that the park hours are posted at the entrance of the lot and that the officer was polite and professional giving RP information on city services that could help. RP was argumentative and indicated he would stay in another part of the park. The officer used his discretion to cite RP and not arrest him for a park violation. OIPA contacted the RP to explain the investigation findings.
6/23/2022	7/27/2022	34	Inquiry	RP expressed concern that her report of being assaulted was not documented in a report.	Sgt. reviewed CAD notes and body cams and found that the officer was unable to find any evidence of a break in or assault, RP claimed to have no memory of the incident. The call for service was documented in the CAD report, no basis for a police report was found.
6/25/2022	6/29/2022	4	Use of Force Dismissed: Outside Jurisdiction	RP reported a concern about an officer from an outside agency during a protest.	Dismissed: Outside Jurisdiction
6/25/2022	8/10/2022	45	Performance	RP was frustrated with how an officer was handling his hit and run case.	Sgt. found that the officer had been following up with the investigation and had been able to identify a suspect who he was trying to locate. This occurred within a two week span of time. RP did not return voicemails for an update on the case.
6/26/2022	7/21/2022	25	Incident Review	RP alleged an EPD officer refused to take her reports about sex trafficking. RP also believed an EPD officer was involved.	Sgt. reviewed the allegations made by RP who had initiated such complaints since 2016. In none of the complaints has RP been able to provide specific information to enable officers to investigate. RP did not provide sufficient information to move forward with an investigation.
6/27/2022	7/18/2022	21	Service Level	RP was concerned that EPD was taking too long with his company's theft report.	Review of the reports and investigation showed the officer had done due diligence on the incident entering 9 supplemental reports to the initial report. The officer was then out on active duty military status and planned to continue with the investigation upon his return. Sgt. spoke with RP about the status of the investigation.
6/28/2022	8/16/2022	48	Incident Review	RP filed a complaint about the use of force used during a protest at Dove Medical.	Internal Affairs reviewed all available video and reports related to EPD's response to the demonstration. Some miscommunications were noted, and OIPA discussed concerns about some crowd control tactics with EPD. However, no policy violations were noted.
6/28/2022	6/30/2022	2	Performance Dismissed: Other	RP was unhappy for being cited for having a child walking out on a busy freeway.	Dismissed: Other Preliminary review by the Auditor's Office found no policy violations.

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6/29/2022	8/2/2022	33	Performance	RP was upset at how a calltaker handled his calls regarding suspected mail thefts at the location he does maintenance.	Review of the call found that RP did not report a trespassing situation occurring at the time of the call. The call taker explained that those with stolen mail would need to report it. The call taker should have offered to document the issues in a Quality of Life No Dispatch(QLON) notation in the CAD record. Supervisor spoke with RP and with the call taker about the findings.
4/3/2022	8/15/2022	132	Policy	RP was upset at EPD's lack of enforcement relating to fireworks in the South Hills.	RP did not respond to calls from the Sgt. to discuss the issue. Sgt. did find out that due to short staffing no illegal fireworks calls for service were dispatched on July 4th.
7/5/2022	9/19/2022	74	Performance	RP was unhappy with how officers were handling their investigation.	Lt. reviewed the investigation and found that the officers had done a thorough look into the incident.
7/5/2022	7/21/2022	16	Incident Review	RP complained that officers had not arrested her boyfriend for assaulting her on 2 separate occasions.	Review of the incidents in question found that in the first call for service RP's boyfriend was arrested. In the second incident, officers did a thorough investigation but were unable to find evidence to support probable cause for an arrest. RP did not respond to calls to speak to the supervisor about the complaint.
7/5/2022	8/4/2022	29	Inquiry	RP was upset that EPD was not helping her with an ongoing stalking issue.	Review of the issue found that RP alleges the stalking but is unable to articulate any specifics about incidents, dates, times, identifying characteristic etc. EPD documents the contacts with RP but there is insufficient evidence to move forward with an investigation.
7/5/2022	9/6/2022	61	Inquiry	RP reported that an on-duty accident was not investigated within policy guidelines.	Sgt. reviewed the incident and found that the incident should have been followed up with more thoroughness. A report was made to supervisors about better practices for any future events. Sgt. spoke with RP about findings.
7/6/2022	7/11/2022	5	Performance Dismissed: Employee Not Identified	RP reported an EPD vehicle speeding through Junction City.	Dismissed: Employee not Identified
7/7/2022	8/18/2022	41	Inquiry	RP alleged that EPD did not respond to RP's records request.	Supervisor searched EPD records and found no records request from RP. Records employees reached out to RP and communicated how to place the request.
7/7/2022	7/13/2022	6	Inquiry Dismissed: Timeliness	RP was unhappy that an officer did not review a video that showed he did not commit the crime he was cited for.	Dismissed: Timeliness

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7/8/2022	9/7/2022	59	Performance	RP felt EPD missed an opportunity to make a great impression on kids, when no officer was dispatched to a dispute at the skate park.	Sgt. reviewed the call and found that due to call volume and no immediate threat, no officer was dispatched to the call. It was moved to Beat Info and an officer drove by later, but no incident was noted at the time. Sgt. reached out to RP to discuss the findings.
7/7/2022	7/13/2022	6	Service Level Dismissed: Other	RP reported that City Employees were pretending RP was dead and had kidnapped RP as an infant.	Dismissed: Other
7/11/2022	7/20/2022	9	Incident Review Dismissed: Alternate Remedy	RP felt a search warrant affidavit contained false information.	Dismissed: Alternate Remedy
7/12/2022	7/13/2022	1	Service Level Dismissed Timeliness	RP felt an investigation that happened 20 years ago was not followed up on. The DA did not see all the evidence.	Dismissed: Timeliness
7/13/2022	8/17/2022	34	Performance	RP was unhappy with the investigation of vandalism to her vehicle tires.	Sgt. reviewed the records of the investigation and RP's submitted video and found that the officer had done a thorough and professional job. Sgt. spoke with RP about the challenges of identifying a suspect with the evidence gathered so far.
7/14/2022	8/4/2022	20	Performance	RP was concerned that what she thought was a courtesy tow of her vehicle after an accident ended up costing money.	Review of the body cams found that the officer followed policy in having the tow initiated, unfortunately RP and the officer miscommunicated over what the tow entailed. Sgt. spoke with RP about the incident.
7/15/2022	7/20/2022	5	Service Level Dismissed: Other	RP reported a man screaming for help since February 5th at Alton Baker Park.	Dismissed: Other
7/19/2022	7/20/2022	1	Inquiry Dismissed: Timeliness	RP reported an incident from 2019 in which officers took possession of his trailer.	Dismissed: Timeliness
7/13/2022	8/11/2022	28	Inquiry	RP felt an officer was unnecessarily rough with a subject.	Review of body cam found that the subject who had been brought to the hospital by CAHOOTS was wandering dangerously close to the street and that the officer grabbed on to the subjects arm and pulled them from the street. No policy violation noted.
7/25/2022	8/30/2022	35	Disputed Facts	RP felt an officer used excessive force when they arrested her daughter.	Review of body cams found that RP's daughter threw herself onto the ground when officer took her arms to make the arrest. No force was used. Sgt. spoke with RP and explained the circumstances of the incident.

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7/25/2022	8/1/2022	6	Incident Review Dismissed: Alternate Remedy	RP reported that he was falsely arrested for DUII by an officer.	Dismissed: Alternate Remedy
7/28/2022	9/19/2022	51	Performance	RP reported feeling pressured by a supervisor about symptoms of her illness and whether or not she was able to return to work.	Supervisor reviewed the incident and provided supervisors training on back to work issues.
7/31/2022	8/15/2022	15	Policy	RP inquired into how to listen to EPD's police calls, scanners do not appear to work.	Cpt. Contacted RP and explained that EPD has moved to a encrypted scanner system, due to officer safety.
8/1/2022	8/2/2022	1	Service Level	RP is concerned that a prohibited camping issue in front of his rental home has gone unaddressed.	Review of RP's calls found that each call was handled appropriately, entered as beat or drug information. RP was directed correctly to the area to report camping issues. Supervisor touched base with RP who had also heard from Public Works and felt things were moving in the right direction.
8/1/2022	8/2/2022	1	Inquiry Dismiss: Outside Jurisdiction	RP made a generalized complaint about the Chief of Police.	Dismissed: Outside Jurisdiction
8/3/2022	9/8/2022	35	Courtesy	RP observed two officers speaking to a couple of people in a park and felt they were rude and harassing them for sitting there. A call taker refused to take a report.	Review of body cams found the officers speaking to a couple of people who had their belongings spread out over a large area. The couple were reminded of park rules against camping. No citations were given and the officer was not rude. The call taker directed RP to the Auditor's Office as was policy in the type of report he wanted to make.
8/5/2022	10/6/2022	61	Service Level	RP was unhappy with how difficult it was to make a fraud report.	Review of CAD found that EPD employees made 8 attempts over a two week period to take RP's report. Sgt. spoke with RP and assigned a specific CSO to take RP's report.
8/5/2022	8/30/2022	25	Inquiry	RP felt a CSO officer was unhelpful when RP reported the theft of a security light by her neighbor.	Supervisor reviewed the contact with RP and found RP might have video evidence but had not produced it. Without evidence there was no probable cause to move the report forward to patrol. Supervisor spoke with RP about the findings
8/5/2022	9/7/2022	32	Incident Review	RP believed that an EPD detective unlawfully confiscated the RP's wife's car and jewelry and other belongings.	Review of the incident found that each of RP's belongings were lodged and cataloged at Evidence Control in the proper manner and with warrants. No policy violation were found. RP refused to discuss the findings with the Sgt.

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8/11/2022	8/23/2022	12	Performance	RP was upset that an officer insisted he had to go to court to pay a citation when in fact he could pay on line or by phone.	Review of body cam found that during the traffic stop the officer tried to explain the citation and some of the court options for diversion or paying the citation. RP became upset and talked over the officer. The officer did tell RP that he needed to go to court to pay the citation. The supervisor learned that the court now has a new online system. The officer was informed of this and RP was contacted with the findings.
8/11/2022	8/30/2022	19	Performance	RP was upset that much of her property was not returned to her after her arrest.	Supervisor reviewed video of the arrest and found that all of RP's property was lodged at ECU except that which was prohibited. (Liquor, drugs etc.) Sgt. attempted to give RP information on filing a risk claim for items RP felt were missing and was unsuccessful.
8/11/2022	8/22/2022	11	Service Level	RP was upset that he was told that CAHOOTS would not be coming for his call for service.	Supervisor reviewed the records and found that CAHOOTS had notified 911 that they would not be responding due to having contacted RP several times. Call taker only relayed the message. No policy violations.
8/14/2022	8/24/2022	10	Inquiry	RP was unhappy that EPD would not enforce trespassing violations on his property.	Review of the calls for service found that RP called about situations where the trespasser (guests of a nearby B&B) were no longer on the property. Supervisor spoke with RP about the limits EPD has to enforce trespass with the suspect has left the property. RP was also referred to a patrol Lt. to speak about prevention ideas.
8/15/2022	9/16/2022	31	Performance	RP was unhappy about the investigation into his neighbor using water from his hose bib to water a plant, and the neighbor giving him Covid. He felt the neighbor should have been arrested.	Sgt. reviewed body cam of the investigation and found the officer did a thorough investigation that showed no probable cause for an arrest. Sgt. spoke with RP explained the investigation and findings to RP.
8/15/2022	9/16/2022	31	Performance	RP reported an officer driving down River Road erratically.	Review of Body Cam found the officer was responding to a call that was then disregarded. Sgt. spoke with officer about being conscious of driving practices and with RP about the findings.
8/16/2022	8/17/2022	1	Performance Dismissed: Timeliness	RP reported an incident from 2012 in which officers allegedly snickered at RP and then switched the statements from those involved.	Dismissed: Timeliness
8/20/2022	9/19/2022	29	Courtesy	RP reported an officer who was discourteous to him.	Review of the incident found that the officer did have a short comeback after RP made a comment. The Sgt. spoke with RP and the officer about the incident.
8/20/2022	10/22/2022	62	Performance	RP reported an EPD officer who made in illegal U-turn on Country Club Road.	Sgt. reviewed body cam and In-car-video of the car involved and was unable to find the reported incident. RP did not return emails to discuss the complaint.

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8/21/2022	8/23/2022	2	Performance Dismissed: Timeliness	RP was upset that an officer detained her instead of pursuing a suspect. The officer was disrespectful and dismissive.	Dismissed: Timeliness
8/21/2022	8/23/2022	2	Performance Dismissed: Timeliness	RP was unhappy with how officers handled the theft of keys and a wallet.	Dismissed: Timeliness
8/22/2022	8/24/2022	2	Service Level	RP was frustrated at being unable to get EPD to take a police report about stolen keys.	Supervisor found that due to patrol volume an officer was unavailable to take the report. Subsequent attempts to reach RP by an officer were unsuccessful. Supervisor spoke with RP and learned that RP had been able to get the keys back and a report was no longer needed.
8/22/2022	9/19/2022	27	Service Level	RP's numerous calls about a prohibited camping issue outside his rental home were being ignored by EPD.	Review of the calls made by RP to the call center found that the call takers listened and took the appropriate action for the information provided. No policy violations were found. Supervisor spoke with RP about the findings.
8/24/2022	9/19/2022	25	Service Level	RP reported another driver that was following his delivery van and after speaking with him the call taker hung up on him.	Review of the call found that RP was not articulating a crime was occurring, then at one point the call was dropped and the call taker continued to try and see if RP was on the line. It appeared it may have been a cellphone dead zone that hung up the call. The call taker called RP back to verify he was ok. Supervisor spoke with RP about the findings.
8/24/2022	8/30/2022	6	Service Level Dismissed: Other	RP was concerned with how officers handled a welfare check on RP's minor child.	Dismissed: Other Auditor's Preliminary review found no policy violations by officers.
8/25/2022	10/5/2022	40	Policy	RP inquired into why an EPD call taker could not tell him if a person RP was inquiring about had been contacted by EPD.	Supervisor was able to explain to RP that in most cases when a person is arrested EPD identifies the person, but not always if it is a medical call that the person is transported by EMT's. Also if a person is attended to by CAHOOTS EPD does not always get the person's name.
8/24/2022	11/23/2022	89	Performance	RP was unhappy with how a supervisor handled a concern about an animal abuse report RP had made.	Cpt. reviewed the incident and was able to explain that while RP was believed, there was not sufficient evidence to support probable cause for an arrest.
8/30/2022	9/7/2022	7	Incident Review Dismissed: Previously Reviewed	RP reported an incident from 2019 alleging excessive use of force	Dismissed: Previously Reviewed
8/31/2022	9/6/2022	6	Policy Dismissed: Outside Jurisdiction	RP reported an issue with a TSA employee.	Dismissed: Outside Jurisdiction

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9/1/2022	9/9/2022	8	Policy	RP expressed displeasure at the new Payroll Tax due to lack of response by EPD to illegal camping and part issues.	Supervisor forwarded the information to Patrol and Operation Support Captains.
9/1/2022	9/19/2022	18	Performance Dismissed: Timeliness	RP felt officers unfairly treated her as the aggressor in a family dispute.	Dismissed: Timeliness
9/6/2022	10/5/2022	29	Performance	RP felt officers did a poor job of investigating a restraining order issue RP reported.	Sgt. reviewed body cam and reports and found that the officer did a complete and thorough job of investigating the call for service and found no probable cause for an arrest or citation. No policy violations, misconduct or discourtesy was found.
9/7/2022	9/15/2022	8	Policy	RP inquired into whether her health information could be added to her EPD record.	Sgt. spoke with RP about how EPD is not allowed to add RP's medical information to their files due to medical privacy laws.
9/6/2022	11/28/2022	82	Conduct	RP reported an officer who required him to stand 30-40 feet away from a police action to record and at one point stuck a flashlight in his chest and pushed him back.	Review of body cam found that the officer did require RP to stand that far back and at one point moved RP back with a push to the chest. Sgt. did not feel that the incident was an officer safety issue and spoke with the officer about his findings. Sgt. also contacted RP.
9/8/2022	11/30/2022	82	Service Level	RP reported an incident in which her son called about a possible restraining order violation and he received no help from EPD.	An extensive review of RP's son's calls to EPD found no calls on the date and time of RP's concern. Supervisor advised RP of the findings.
9/9/2022	9/13/2022	4	Inquiry Dismissed: Other	RP felt an EPD call taker should have had a report taken of criminal issues at the Lane County Court instead of tell him to call his attorney.	Dismissed: Other Review by the Auditor's Office found no policy violations.
9/13/2022	9/19/2022	6	Inquiry Dismissed: Employee not Identified	RP reported a man who approached her vehicle in a parking lot said he was a police officer and lectured her on how to raise her children.	Dismissed: Employee not Identified
9/14/2022	10/26/2022	42	Service Level	RP felt an officer was unprofessional while investigating a stalking order.	Review of body cams and police reports found that the officer was polite, professional, and did a thorough investigation of the incident. RP did not wish to speak to the supervisor.
9/14/2022	9/19/2022	5	Service Level	An anonymous caller was concern about the drug dealing and menacing near River Road and Beltline, with no response by EPD.	Information about the complaint was forwarded to Communications Supervisors.
9/14/2022	10/5/2022	21	Courtesy	RP was upset that a call for service took 14 hours before an officer arrived to take the report.	Review of the call by Sgt. found that EPD had 175 calls for service during the time period. Due to RP's incident not being an active emergency the call was dispatched as soon as possible. Sgt. spoke with RP about the incident.

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9/14/2022	11/30/2022	76	Service Level	RP was unhappy that EPD did not dispatch an officer to a man walking through a park with a machete.	Review of the call for service found that the call taker discerned from RP's conversation that no criminal activity had happened. When RP heard that no officer would probably be dispatched he hung up. Supervisor felt that a beat information note could have been added. PR did not respond to Supervisor's call.
9/19/2022	10/17/2022	28	Service Level Dismissed: Outside Jurisdiction	RP was frustrated at the lengthy time for a response from Parking Services and the City to deal with illegal camping in his neighborhood.	Dismissed: Outside Jurisdiction
9/19/2022	11/2/2022	43	Performance	RP complained that an officer had not returned her calls to inquire about her theft of services case.	Review of police records found that the officer worked RP's case on the reported day and the next before going on days off. The officer then returned RP's call on his next day on shift. No policy violations found. Sgt. spoke with RP about the findings.
9/21/2022	10/5/2022	14	Courtesy	RP felt a call taker was unhelpful and rude when RP asked to speak with an officer on duty and not the officer assigned to his case.	Review of the call found that the call taker followed policy and was polite and professional with RP. The call taker then followed through by having a message forwarded to the assigned officer.
9/21/2022	9/23/2022	2	Inquiry Dismissed: Timeliness	RP complained that officers were unfair when investigating a neighbor dispute.	Dismissed: Timeliness
9/23/2022	9/26/2022	3	Policy Dismissed: Alternate Remedy	RP complained about officers' use of flash bangs for a warrant on RP's rental home. RP wanted information on reimbursement.	Dismissed: Alternate Remedy
9/23/2022	10/14/2022	21	Service Level	RP was unhappy with how long it was taking for a prohibited camping issue near her backyard to be addressed.	Lt. spoke with RP and found that the issue had been resolved. RP had made the complaint at the suggestion of a call taker to be a squeaky wheel. RP had no complaint against an individual officer.
9/23/2022	9/26/2022	3	Performance Dismissed: Timeliness	RP reported an incident that was never completed by EPD involving being assaulted by her neighbor.	Dismissed: Timeliness
9/23/2022	11/2/2022	39	Performance	RP was unhappy that an officer called her a liar and threatened her with jail over a noise complaint.	Review of body cam found that the officers approached RP's apartment being able to hear music in the parking lot. RP was warned that a noise ordinance violation can be an arrestable offense. RP yelled over the officers. Complaint was unfounded. Sgt. spoke with RP.

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Received Date	Closed Date	Time Open (days)	Classification	Summary	Outcome
9/24/2022	9/27/2022	3	Performance	RP was upset with a rude and snide comment made by an officer during the investigation of a dispute.	Sgt. reviewed body cam of the incident and found the officer had made such a comment. Sgt spoke with RP about the incident and with the officer about expectations of courtesy at all times.
9/27/2022	11/15/2022	48	Policy	RP was unhappy with an officer who investigated a domestic violence issue in which RP was a witness. Officer was rude and didn't want to hear what the witnesses had to say.	Review of body cam and police reports found that officers were trying to get a statement from the victim and were interrupted by RP and another witness, the officers needed the victim's information before speaking with the witnesses. The Cpt. found one comment from an officer that lacked empathy which was addressed. Cpt. spoke with RP about the incident.
9/27/2022	9/28/2022	1	Inquiry Dismissed: Other	RP felt an employee did not follow through with forwarding a concern to the Auditor.	Dismissed: Other Auditor's Office dismissed due to the issue that RP wanted forwarded was a police matter, not a complaint.
9/28/2022	9/28/2022	0	Inquiry Dismissed: Other	RP felt that a flag used by EPD in a video was offensive. EPD delivered poor service when RP complained.	Dismissed: Other. Insufficient information was provided to properly address the complaint.
9/28/2022	9/30/2022	2	Policy	RP claimed EPD did not follow policy in the disposal of RP's property.	Dismissed: Timeliness
9/28/2022	9/30/2022	2	Incident Review: Conduct Dismissed: Outside Jurisdiction	RP believed officers have harassed and slandered her.	Dismissed: Outside Jurisdiction
9/29/2022	12/7/2022	68	Inquiry	RP was unhappy that an officer did not cite a neighbor who sicced a dog on her.	Review of body cam revealed that the officer watched a video RP had made of the incident. There was no indication that anyone told the dog to attack RP. The officer had no probable cause to cite anyone which was explained to RP. Sgt. spoke with RP about the findings.
9/30/2022	11/15/2022	45	Inquiry	RP was unhappy that an officer called on the phone and delivered a no contact order with the threat of being arrested. RP does not believe that is legal.	Sgt. found that the officer had done a thorough investigation into a complaint about a customer that a business wanted no contact with. No policy violations were found and RP did not have voicemail set up to receive a call back to Sgt.
9/30/2022	11/2/2022	32	Inquiry	RP was concerned that EPD did not have officers posted at a Middle School the day after a gun threat was made.	Lt. spoke with RP about the investigation into the incident and why, due to staffing issues officers were not posted to the premises.
10/3/2022	12/21/2022	78	Incident Review	RP alleged officers used excessive force during a open container arrest.	Review of body cams found that the suspect resisted and dropped their body weight to the ground, but that no officer appeared to use excessive force.

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10/3/2022	11/23/2022	50	Courtesy	RP felt an officer had lectured her about an incident that had happened several weeks prior to the incident that was being looked into at the moment.	Review of the incident found that the officer had brought up the previous incident due to the effect it had on the person involved in the current incident. Sgt. spoke with RP who understood once clarified by the Sgt.
10/3/2022	10/19/2022	16	Inquiry	RP was concerned that officers had not place a mental hold on a person who was in danger of hurting themselves.	Review of the incident found that the officers were dispatched about the person various times and each time the person was not committing a criminal act, nor acting as if to harm themselves. A third call found the person running into traffic and officers were able to place a non-criminal hold and take the person to the hospital. Sgt. spoke with RP about the findings.
10/5/2022	10/19/2022	14	Service Level	RP is dissatisfied with the service EPD has provided in dealing with a drug house next door. The latest issue involved tires being popped and EPD did nothing.	Review of the incident found that the victim of the tire popping refused to press charges, which limited the investigation. Two people at the residence were arrested on warrants. Sgt. spoke with RP about what officers had been able to do during the incident.
10/10/2022	10/27/2022	17	Performance	RP reported officers left the gate to the church property open and unsecured after pursuing a suspect on to the church grounds.	Sgt. reviewed the incident and found that the final officer on the scene did leave the gate open after the arrest of the suspect. Sgt. spoke with the officer about the oversight and with RP about the findings.
10/9/2022	10/18/2022	9	Incident Review: Use of Force	Anonymous complainant alleged that EPD officers used excessive force by punching a man already in handcuffs during an arrest.	Review of Body cams found that no such force occurred during the arrest.
10/10/2022	10/18/2022	8	Inquiry Dismissed: Other	RP reported being illegally harassed by EPD via telecommunication equipment.	Dismissed: Other
10/10/2022	12/1/2022	51	Inquiry	RP reported a traffic violation by an officer.	Review of the incident found that the officer had crept into the intersection to turn at an unprotected left turn. No traffic violations were noted. Sgt. spoke with RP about the findings.
10/13/2022	10/31/2022	18	Courtesy	RP felt an officer was rude and spoke down to him during a traffic stop. RP also questioned why an officer from Eugene stopped him in Cottage Grove.	Sgt reviewed body cam of the incident in which the officer was stern and pointed with the driver while giving the driver a warning. Sgt. spoke with RP about the stop and also explained that Oregon officers have legal authority to take enforcement action anywhere in the state.
10/17/2022	11/15/2022	28	Inquiry	RP felt officers had profiled a black resident of her apartment complex after a couple of people showed up saying their stolen items were pinging at the complex.	Review of body cams found that information provided by the couple gave no identifiers except the apartment number. Officers were not aware of the race of the tenant. No policy violations were noted in the video. Sgt. spoke with RP about the findings.

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10/17/2022	10/24/2022	7	Incident Review: Performance Dismissed: Timeliness	RP alleged an inappropriate use of force by EPD officers in 2021.	Dismissed: Timeliness
10/11/2022	11/17/2022	36	Service Level	RP felt an officer was rude and unhelpful when he called about a noise complaint.	Lt. reviewed body cam of the incident and spoke with RP. RP conceded his issue was with the neighbors and the noise rather than the individual officer.
10/17/2022	10/25/2022	8	Inquiry Dismissed: Other	RP was unhappy with how officers handled a restraining order violation.	Dismissed: Other Auditor review found no policy violations
10/18/2022	10/21/2022	3	Performance Dismissed: Timeliness	RP was unhappy with how an investigation into mismanagement of funds was handled by a detective.	Dismissed: Timeliness
10/18/2022	11/22/2022	34	Policy	RP was upset that officers and EMT's showed up when CAHOOTS had been requested.	Review of the incident found that CAHOOTS was occupied with previous calls and the nature of the incident required that a faster medical response be dispatched. No policy violations were noted. RP did not return Supervisor's calls.
10/19/2022	10/31/2022	12	Performance	RP reported that after officers accessed her property to search for a suspect the officers left her gate unsecured.	Review of body cams found that the gate latch had been broken either by the suspect or the police. Sgt. spoke with RP about the incident and with the officers involved about securing property or making effort to contact the property owner.
10/19/2022	12/29/2022	70	Performance	RP heard about an incident in which officers supposedly had punched a man in the face and then arrested him.	Review of the incident found that an officer had stopped a man for an open container. The man tried to leave and resisted officers, at one point kicking an officer in the face. During the resistance an officer used focus blows to get the man into handcuffs. No policy violations were found. RP did not return voice messages.
10/19/2022	11/15/2022	26	Inquiry	RP reported an incident in which officers came to one of the Eugene Shelters and were let in by a contractor after telling him they didn't need a warrant to look for a suspect.	Review of body cam found that the contractor let the officers in, but no discussion of a warrant took place. Officers identified themselves to each resident they spoke with and explained the reason for their presence at the complex. No policy violations were found. RP did not return voicemails.
10/20/2022	10/26/2022	6	Inquiry Dismissed: Other	RP commented that officers should not suddenly flip on their lights and sirens in the dark when following another vehicle. If causes surprise by the other driver and could cause an accident.	Dismissed: Other
10/21/2022	10/28/2022	7	Service Level	RP had been unable to get an EPD officer to a scene of an accident from 2 years prior to document an issue. RP also mentioned being unable to report drug houses to EPD.	Sgt. spoke with RP about the accident issue and was able to provide the Police report number from the date of the accident. The Sgt. also explained the best way to anonymously report drug house issues.

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10/21/2022	11/23/2022	32	Use of Force	Auditor initiated look into a use of force at a person stop for open container.	Review of body cams found that an officer had pushed a bystander back from an arrest situation after repeatedly directing the bystander to move back. No policy violations were found.
10/23/2022	12/2/2022	39	Courtesy	RP was concerned that an EPD officer was rude and unhelpful when she tried to turn into a parking venue that she had a reserved space for at a recent Duck game.	Sgt. found that though there was no policy violation by the officer due to the nature of traffic direction during a busy pre-game time, the officer could have taken a minute to review RP's parking pass and provide good customer service to RP. Sgt. spoke with RP about the concern.
10/24/2022	11/28/2022	34	Inquiry	RP reported an officer tailgating and speeding down River Road.	Sgt. spoke with officer about the incident, the officer did recall driving in the manner described. Officer was reminded to be mindful of driving in legal and prudent manner. Sgt. spoke with RP passed along an apology and thank RP for bringing the matter to EPD's attention.
10/24/2022	11/2/2022	8	Incident Review	RP reported that EPD did not respond to her calls for service during a protest. RP had been maced.	Review of the incident found that all available officers at the scene were handling a medical emergency. By the time an available officer could be dispatched the macing incident had resolved. Sgt. spoke with RP about the incident and the staffing issues involved.
10/25/2022	12/1/2022	36	Inquiry	RP was unhappy with an investigation of a pedestrian/vehicle accident by an EPD Officer.	Review of body cams, police reports and speaking with the involved officer found that the officer had no probable cause to cite or arrest the vehicle driver in the incident. Sgt. texted with RP about the findings and provided insurance information from the driver to RP.
10/26/2022	11/28/2022	32	Courtesy	Auditor initiated review of an officer's discourtesy with an citizen at an arrest incident.	Body cam review of the incident showed that the citizen involved did not follow lawful orders to move back from an arrest incident in which the suspect was resisting arrest. The officer in question was professional, but curt and direct with the individual. Sgt. reported back to the Auditor with the findings.
10/26/2022	11/1/2022	5	Inquiry	RP reported an officer in a unmarked vehicle who put his gun and weapon away and then proceeded to question people at her apartment complex.	Sgt. found that the officer, who is a detective did speak to residents of the apartment complex about an investigation while wearing his badge and weapon and providing cards. Then when leaving on official business outside of the city placed his badge and weapon in his gear bag to begin a two hour drive. No policy violations were found. RP did not leave a name or contact information.
10/28/2022	12/2/2022	34	Service Level	RP had been unable to get a call back from the traffic safety desk.	Sgt. reviewed the complaint and contacted RP to apologize for no return call and spoke with RP about the traffic concern she wished to report.

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10/27/2022	1/6/2023	69	Performance	RP was concerned that an officer was impatient and rude during court.	Lt. looked into the matter and found instances of miscommunication between the officer and court staff. Both parties have been spoken with.
10/28/2022	1/5/2023	67	Performance	RP felt an officer threatened him when he was taken to be finger printed.	Sgt. found that the officer had told RP that he could have been killed during the illegal activity he and others had been involved in. No threats toward RP were made.
11/1/2022	12/13/2022	42	Service Level	RP was concerned that after RP held a juvenile shop lifter for several hours, EPD did not respond and asked that the juvenile be released.	Supervisor reviewed the records and found that heavy call volume at the time of RP's call lead to EPD not being able to respond. Supervisor spoke with RP about the findings, apologized for how the incident was handled and explained that it was not best practice and that in most cases EPD would respond.
11/3/2022	1/26/2023	83	Courtesy	RP reported being treated discourteously by officers when they approached him about trespassing.	Lt. reviewed body cams of the incident and found no discourtesy. Lt. spoke with RP about his findings.
11/6/2022	12/28/2022	52	Service Level	RP is unhappy with the inadequate investigation into her stolen car and the break in of her home days later.	After review of police reports and supplementals add by officers to the investigation Sgt. released the report for a Detective to follow up. Sgt. spoke with RP about what is happening with her case.
11/7/2022	11/28/2022	21	Service Level	RP reported that an officer had not called back when she tried to reported a motorist who had damaged her car and would not return calls. RP had also been unable to make a police report.	Sgt. found that the incident had happened in a parking lot and no officer had been assigned to the incident. The officer was unaware that RP had asked for a call back as RP had not left a voice message. Sgt. spoke with RP and clarified what EPD could do in the situation and gave RP a Incident number for her insurance company.
11/7/2022	11/17/2022	10	Inquiry	RP wants to understand why EPD is not looking into and arresting a man who threw water on a homeless woman.	Supervisor found that an EPD case had been opened and the investigation was ongoing.
11/9/2022	12/21/2022	42	Inquiry	RP complained that two letters written to EPD were sent back with a return to sender notation on them.	Supervisor spoke with RP and obtained a picture of the returned letters and was able to determine that because RP had addressed the letters to a retired officer, they were returned. Supervisor advised RP of the findings.
11/12/2022	11/22/2022	10	Inquiry Dismiss: Other	RP felt officers had no legal right to come to his home and shine lights into his windows due to a harassment complaint by his ex.	Dismissed: Other Review of incident by Auditor's Office found no policy violations.
11/14/2022	11/30/2022	16	Performance	RP was treated poorly by a call taker who contradicted a previous call taker RP had spoken with about pressing charges for harassment.	Review of the two calls made to EPD found that in the second call RP did not discuss the previous issue and the call taker handled the call properly. Supervisor has been unable to reach RP to discuss the findings.

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11/14/2022	1/27/2023	73	Performance	RP inquired into officers accessing her back yard with K9 dogs looking for a suspect. RP felt more information from officers would have been helpful.	Review of the incident found that officers were searching for a felony suspect when the K9 indicated to RP's yard. Sgt. determined that speaking with RP and giving information about the search would have eased RP's mind. Sgt. spoke with RP about the incident.
11/14/2022	12/30/2022	46	Inquiry	RP has been unable to get Property Control to release her son's belongings after an arrest. RP was also unhappy the result of a previous complaint after the court did not convict her.	Review of the property issue found that in a third party pick up various steps must happen before property is released. The DA's office and arresting officers must sign off and they a release form from the owner is required. These steps can take several months. No policy violations were noted and RP was notified of where her request was in the process. For RP's second concern, the Sgt. explained the difference in burden of proof between arrest and conviction.
11/15/2022	12/14/2022	29	Performance	RP reported a call taker being rude, and felt EPD did not want to help him because he was the father in a custody dispute.	Review of the call for service found that the call taker had to shift to a 911 call during the discussion with RP and when he returned to the call RP had continued on with the discussion not realizing the call taker had left for a time. This lead to the confusion and RP feeling he was not being helped. Supervisor contacted RP about the findings.
11/16/2022	12/19/2022	33	Courtesy	RP was frustrated that a call taker could not answer questions about Eugene's open container law.	Review of the call found that the call taker tried to explain the laws and for questions the call taker did not know a referral was given to RP for places to obtain the information. When asked for a supervisors name it was provided. After the call the call taker forwards RP's number to supervisor. No policy violations noted. Supervisor spoke with RP.
11/16/2022	11/22/2022	6	Inquiry	RP alleged that two officers "went through" her breast area and improperly searched her apartment.	Sgt. spoke with RP at the scene of the alleged incident where RP denied having made the allegations. RP was heavily intoxicated. Sgt. also reviewed body cams and CAD reports to ensure no policy violations occurred.
11/21/2022	12/12/2022	21	Performance	RP reported property that had been lost by EPD officers during an arrest.	Review of the arrest incident found that the property had been lost, by EPD officers. The incident was forwarded to the Risk Department and RP contacted about the findings, with information on filing a Risk claim.
11/23/2022	1/5/2023	42	Performance	RP is frustrated that officers did not get surveillance video from the establishment where a road rage incident began.	Sgt. reviewed police reports and body cam and found that officers attempted to get video from the establishment as well as a couple of others along the route of the incident and were not able to find any of value to the investigation. Sgt. spoke with RP about the findings.

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11/23/2022	12/21/2022	28	Inquiry	RP felt officers dismissed his complaint about a man who welded an ax at him.	Lt. reviewed body cam and police report of the incident and found that officers did a complete and thorough investigation of the incident. RP had been the instigator of the incident and no witness verified that the man had welded an ax at RP. No probable cause was found for an arrest. Lt. spoke with RP.
11/24/2022	12/13/2022	19	Inquiry	RP was concerned that an employee who had been hit by a car in an intersection waited and waited for police response and they never came.	Review found that the employee had called EPD back after the initial call and let them know they had been able to exchange information with the driver and no response was needed. When the supervisor explained how the call transpired RP apologized for making an unfounded complaint.
11/14/2022	12/15/2022	31	Inquiry	An inmate at the Lane County Jail, RP reported contact with several officers that possibly could have been an assault.	Review of EPD contacts with RP found that none of the officers listed in RP's complaint had had contact with RP within the last two years.
11/28/2022	11/30/2022	2	Performance Dismissed: Outside Jurisdiction	RP was unhappy with how a call taker handled a call for service	Dismissed: Outside Jurisdiction
12/3/2022	1/11/2023	38	Inquiry	RP was unhappy that an EPD officer waved help off, when a person having an overdose refused help.	Review of the incident found that two officers actually administered Naloxone to revive the overdosing person. After EMT's arrived and offered to take the person to the ER is when the officer of more help was declined. No policy violations were found. Sgt. spoke with RP.
12/3/2022	12/21/2022	18	Performance	RP was unhappy with an officer who RP felt gave her wrong information about being able to trespass someone on apartment property.	Review of body cam showed that the information given to RP was correct, but that the officer was sarcastic with RP. Sgt. spoke with RP and the officer about the incident.
12/3/2022	12/5/2022	2	Inquiry Dismissed: Outside Jurisdiction	RP reported an issue with the Florence Police Department.	Dismissed: Outside Jurisdiction
12/5/2022	1/18/2023	43	Inquiry	RP was concerned that a motorist that damaged his mailbox was not charged.	Review of the incident found that RP's son had answered the door at the time of the damage and had told the officer to not worry about it. Once the supervisor found out that RP wanted to press charges, the citation was issued enabling RP to request monetary compensation for damages with the court.
12/5/2022	1/5/2023	30	Inquiry	RP believed officers were harassing him just for being in the park.	Review of contacts with RP found that each time RP was contacted by officers they had probable cause that a crime or city ordinance was being violated. There was no evidence that officers were harassing RP. Sgt. spoke with RP about the findings.

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12/5/2022	1/26/2023	51	Performance	RP complained that an officer did not get a witness statement for the report after a traffic accident.	Review of the officer's report found that the officer took a statement from two witnesses. The witness RP reference noted to the officer she had not seen the event and deferred to her spouse, who had given a statement. No policy violations were found.
12/6/2022	12/14/2022	8	Courtesy	RP was unhappy with the interaction he had with call takers when he called for a welfare check on his children.	Review of the incident found that a call for service was generated by call takers, but due to high call volume (50 calls holding) when an officer was able to contact RP in the early morning hours they did not connect. A supervisor spoke with RP the next morning. No policy violations were found.
12/6/2022	12/8/2022	2	Performance Dismissed: Timeliness	RP was unhappy with an officer's demeanor while working a traffic accident.	Dismissed: Timeliness
12/6/2022	12/19/2022	13	Inquiry Dismissed: Outside Jurisdiction	RP reported she was held for a traffic stop for over 2 hours and then only give a normal traffic citation.	Dismissed: Outside Jurisdiction
12/8/2022	12/15/2022	7	Inquiry Dismissed: Alternate Remedy	RP reported an issue with a child custody case.	Dismissed: Alternate Remedy
12/9/2022	1/9/2023	30	Performance	RP reported an officer who drove through a crosswalk almost hitting RP.	Sgt. reviewed in-car video of the incident and found that the officer was stopped at the light saw a vehicle run the light as it turned green. The officer initiated a traffic stop while making a wide turn to give RP room as he had just started to cross. No reckless actions were found.
12/9/2022	1/5/2023	26	Inquiry	RP wondered why an Animal Control Officer did not give his in-laws information about being able to dispatch an elderly pet outside the city limits.	Supervisor communicated with RP that Eugene Animal Control Officers are trained on Eugene codes and that dispatching is not an acceptable method of euthanasia in Eugene.
12/9/2022	12/13/2022	4	Inquiry Dismissed: Other	RP reported issues with electronic harassment.	Dismissed: Other
12/9/2022	1/23/2023	44	Service Level	RP was concerned that a call taker would not send officers to a home alarm while he was out of the area.	Supervisor's review of the call found that due to the circumstances relied at the time, the call taker would have been right to dispatch for the alarm. Typically this type of alarm is not dispatched. Supervisor spoke with RP about EPD's alarm policy.

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12/10/2022	2/7/2023	57	Performance	A third party complainant reported a EPD employee driving erratically.	The original party was contacted and declined to make a complaint. Employee was advised of following rules of the road for all drivers.
12/13/2022	12/19/2022	6	Inquiry Dismissed: Employee not identified	RP reported his son being held at gunpoint in Eugene. Officers responded but no follow up was done with RP's son.	Dismissed: Employee and incident not identifiable.
12/14/2022	12/21/2022	7	Inquiry	RP filed a confusing account of a call for service in which RP thought she saw her door handle move and that an EPD officer may have been involved.	Review found that the named officer was not on duty at the time of the incident. Sgt. spoke with RP about the findings.
12/14/2022	1/25/2023	41	Inquiry	RP felt that due to the speeding on his street, a driver in a recent accident should have been cited.	Sgt reviewed reports of the incident and found no policy violations. After speaking with RP he forwarded RP's concerns to traffic safety and traffic engineering.
12/15/2022	12/21/2022	6	Inquiry Dismissed: Other	RP was unhappy that an officer convinced another officer to not go through with the sale of a home.	Dismissed: Other
12/16/2022	12/21/2022	5	Courtesy	RP reported EPD officers who laughed at her during a discussion.	Review of body cam of each officer found that no officer had laughed at RP during the short 9 minute interaction with RP.
12/20/2022	12/27/2022	7	Inquiry Dismissed: Timeliness	RP reported an incident in which she believed officers used excessive force during an arrest.	Dismissed: Timeliness
12/22/2022	2/1/2023	39	Inquiry	RP felt a CSO officer was unhelpful when RP reported issues with a neighbor.	Supervisor reviewed the call and found that while the officer was able to give RP some possible solutions to the issue involved, a few further steps could have been taken. Supervisor spoke with RP and provided agencies to report issues.
12/26/2022	1/18/2023	22	Policy	RP tried to report illegal camping near his home and was told that the property was the Railroads and they would need to file the complaint. No further information about contacting the Railroad was provided.	Review of the call found that better customer service could have been provided to RP. Supervisor coached the call taker and spoke with RP.
12/27/2022	12/28/2022	1	Inquiry Dismissed: Other	RP observed an officer drop off a woman at a hotel and then appear to wait for the woman. RP thought it was strange and wanted it looked into.	Dismissed: Other Preliminary review by Auditor found that the incident was a legitimate law-enforcement action, documented in police CAD records.

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12/28/2022	1/26/2023	28	Inquiry	RP refused to take a report about a road rage incident.	Review of the incident found that officers spoke with both parties but did not have probable cause to cite either driver. RP asked for the badge number of the officer but then left the scene while the officer was speaking with witnesses. No policy violation noted. RP did not responded to voicemails.