

CALLS FOR SERVICE

Calls for service increasing

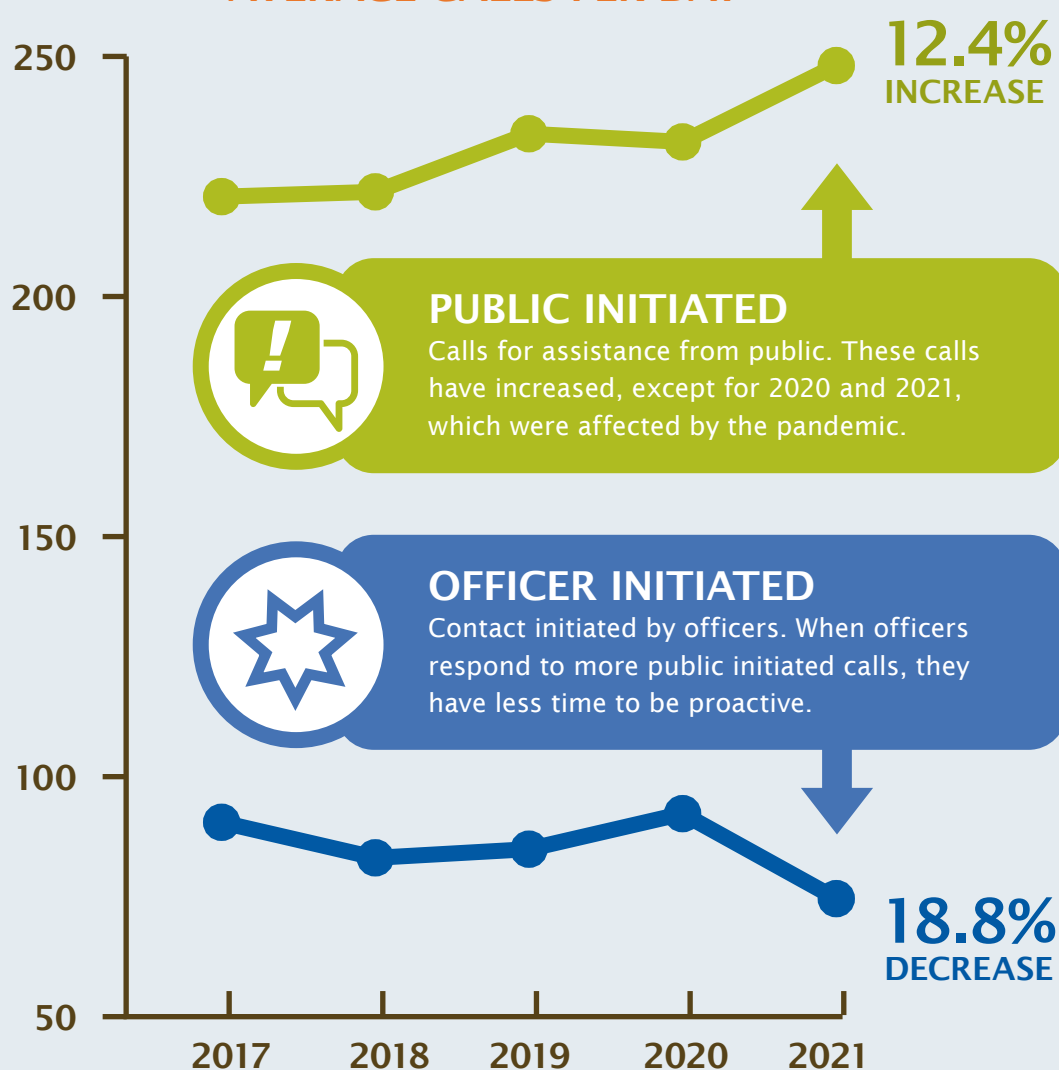
RESPONDING TO THE CALL

Emergency: The Eugene Police Department responds quickly to emergency calls.

Non-emergency: Community Safety Officers are being hired to handle more non-emergency calls and help provide faster response time.

Not all calls receive police action. By policy, not all calls receive a response due to limited resources.

AVERAGE CALLS PER DAY



PUBLIC INITIATED

Calls for assistance from public. These calls have increased, except for 2020 and 2021, which were affected by the pandemic.



OFFICER INITIATED

Contact initiated by officers. When officers respond to more public initiated calls, they have less time to be proactive.

Not all calls receive police action



DAILY CALLS FOR SERVICE WITHOUT RESPONSE

81
2017

78
2018

85
2019

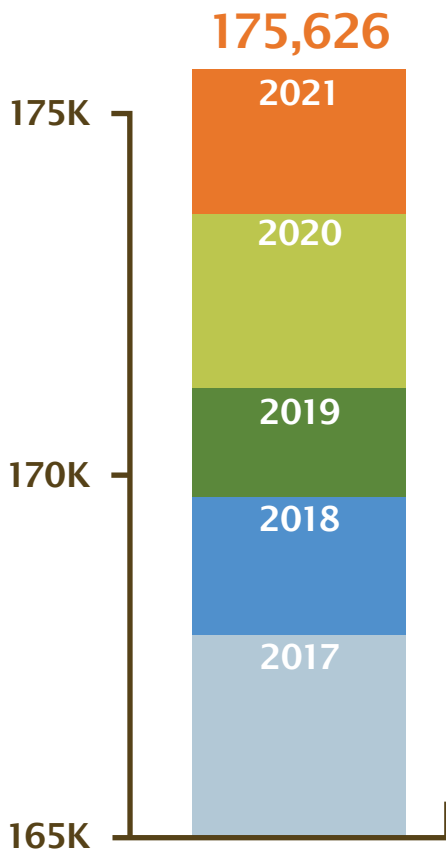
77
2020

84
2021

By policy, some calls do not receive a response. For example, a vehicle accident that has no injuries and is not impeding traffic. Some calls are referred to other city departments. Callers may indicate a situation has been resolved or hang up without completing the call.

Eugene population growth

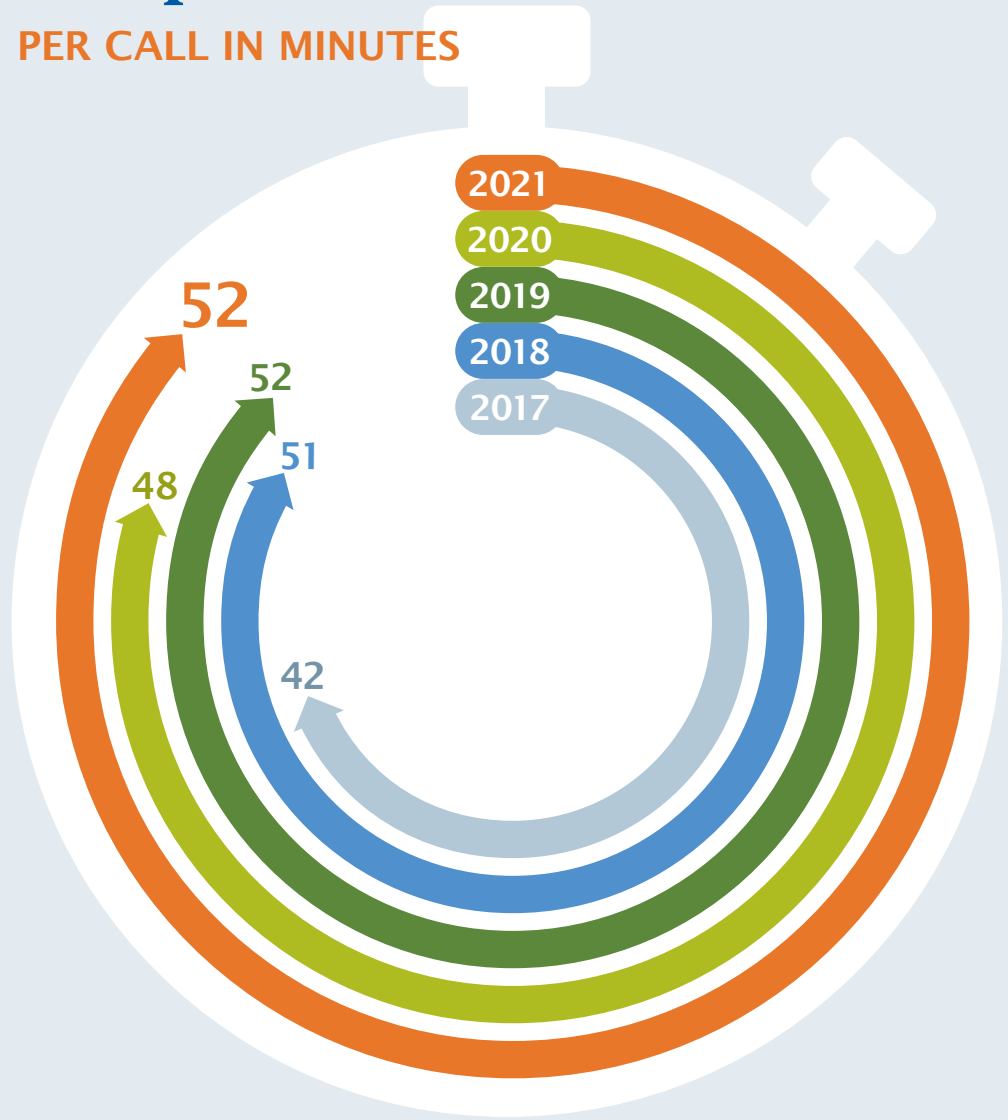
4.7% INCREASE



DAILY AVERAGE

Response time

PER CALL IN MINUTES



What affects response time?

Any of these three factors by themselves could increase response time to non-emergencies. Right now, Eugene faces all three. Calls have increased since 2017. Staff resources are constrained due to exits and a robust hiring process that can take up to 18 months. Both combine to create staff shortages.



NUMBER OF CALLS



SEVERITY OF CALLS

STAFFING LEVELS



STAFFING

Staffing challenges

Eugene's Police Department faces universal staffing challenges that affect all employers.



THOROUGH HIRING PROCESS

Eugene has a robust process for hiring police officers. A cohort of officers is hired at one time and goes through extensive training before being on-the-street. Even for lateral hires, time is taken to verify their readiness to be a police officer.

- ✓ Written/physical abilities exam
- ✓ Interview
- ✓ Background check
- ✓ Medical/psych evaluation
- ✓ Hired
- ✓ State of Oregon Police Academy
- ✓ On-the-job training
- ✓ Officer on the street

ABOUT
410
DAYS



EXITING

Officers may exit because of retirement, a change of career or burnout. Whatever the reason, it takes time to replace them. Eugene has recently seen an increase in employee exits and is continually working to recruit and train qualified people.

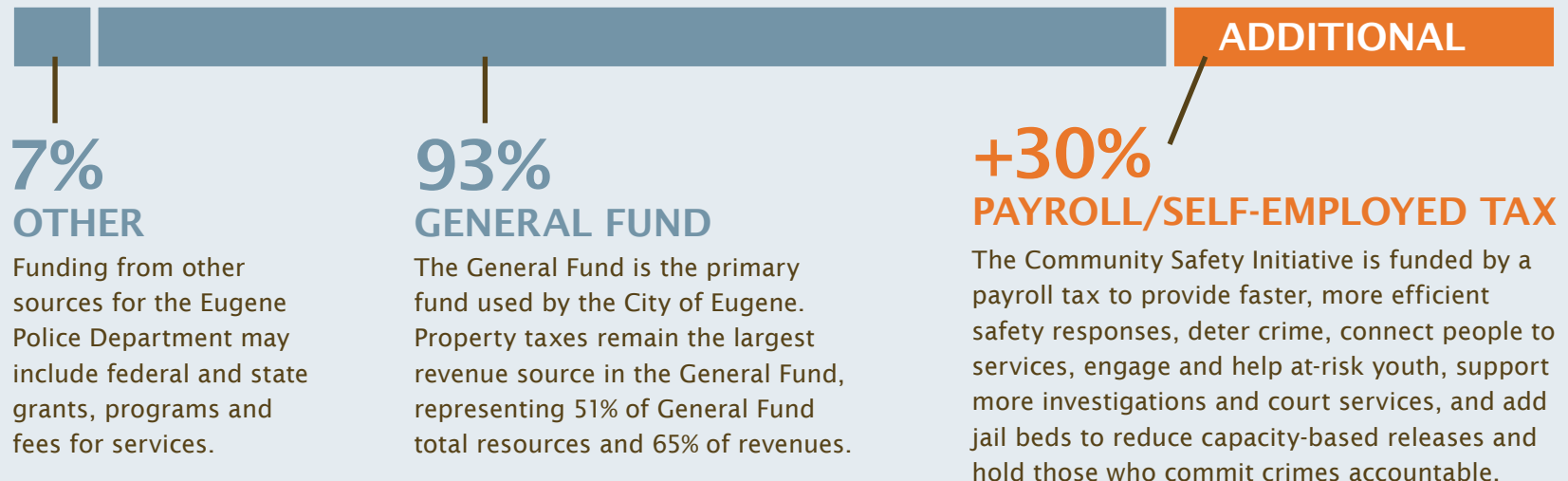
Community Safety Services

Keeping the community safe involves eight different services that come together to **respond** to requests for help, to **resolve** situations in ways that are best for the people involved, and to **prevent** people from entering the system by deterring crime, connecting people to services and engaging at-risk youth.



Budget

When the Community Safety Initiative was adopted by the City Council, it was as a supplement to the Community Safety System budget and was not to replace funds already committed. The chart below reflects the breakout of Eugene Police Department funding, showing the additional amount provided through the Payroll/Self-Employed tax.



OFFICER INTERACTION TIME

Minutes of officer time spent every hour



RESPOND

During this time, officers are responding to calls.

ADMIN

Reports and related paperwork must be completed after every call to document what happened.

RELATE

This time allows officers to get to know the community better and build relationships with citizens.

BALANCING RESPOND AND RELATE

When officers have more time to interact with businesses and citizens, they can be more proactive in reducing crime. That would reduce their time responding to non-emergency calls. Eugene Police are hiring additional Community Safety Officers to respond to many of those calls, which don't require a sworn officer.