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Springfield Police
Department

2025

YEAR-END REPORT



COMPLAINTS & COMMENDATIONS

Report Prepared By:

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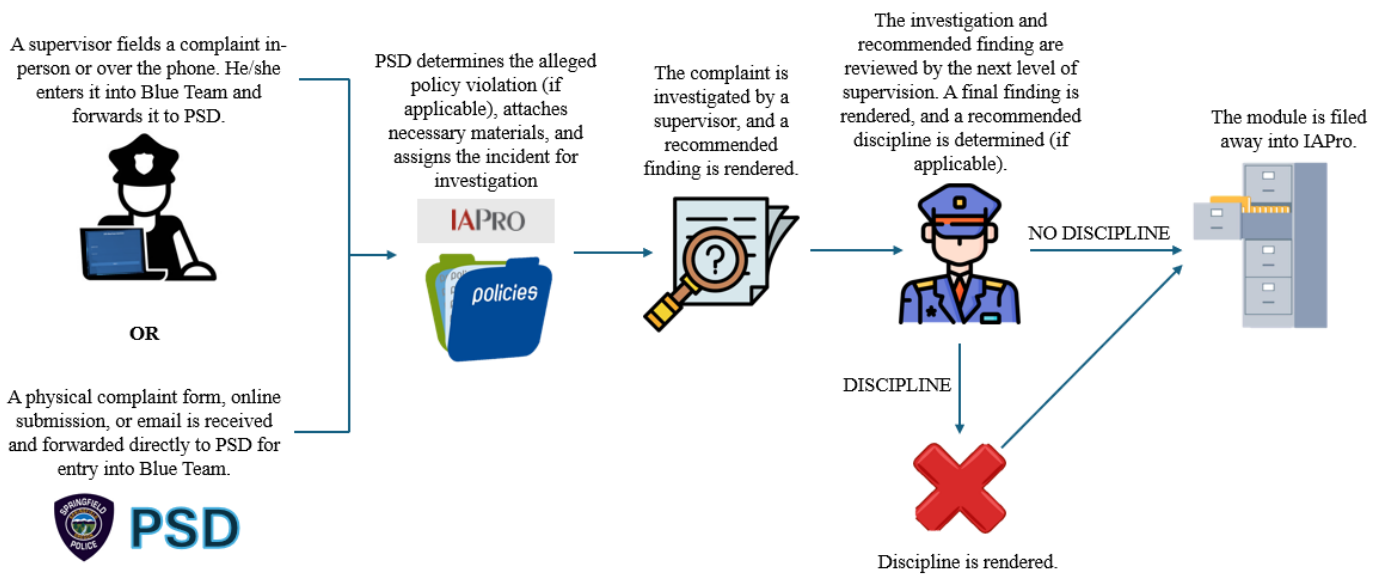


Introduction

Trust and legitimacy are at the core of effective policing. The responsibilities the members of the Springfield Police Department (SPD) and Springfield Municipal Jail (SMJ) shoulder are great, and public expectations of them are rightfully high. When a member is accused of misconduct, a fairly-conducted, fact-finding investigation to uncover the truth occurs, and a finding is rendered. This report provides a summary of community-generated complaints, their findings, and commendations received in 2025.

Community complaints are received in a variety of ways. Physical, online, and email complaints are forwarded directly to the Professional Standards Division (PSD) for entry and investigation assignment. On-duty supervisors who field complaints in person or over the phone create a Blue Team module, which is then forwarded to PSD. PSD determines what policies have been allegedly violated and assigns the incident for investigation. After every fact-finding investigation, each allegation of misconduct is given its own finding. Figure 1 displays how complaints are fielded, investigated, and routed.

Figure 1. Complaint Routing



Complaints, Calls for Service, and Jail Bookings

The Springfield Police Department received 43,823 calls for service in 2025. 34,038 calls were handled by SPD patrol personnel (police officers, community service officers, animal control officers, and detectives), 1,007 calls were handled over the phone or at the lobby counter (by business services), 2,364 calls were handled by CAHOOTS¹, and 6,414 calls were not

¹ SPD does not process, investigate, or retain complaints about CAHOOTS.

dispatched or were handled by other SPD personnel. Furthermore, the Springfield Municipal Jail booked 1,847 adults into custody in 2025.

SPD received 76 community-generated complaints in 2025. Sixty-eight complaints involved patrol personnel, five complaints involved business services personnel, and three complaints involved detention personnel².

Figure 2. Complaint Counting Method

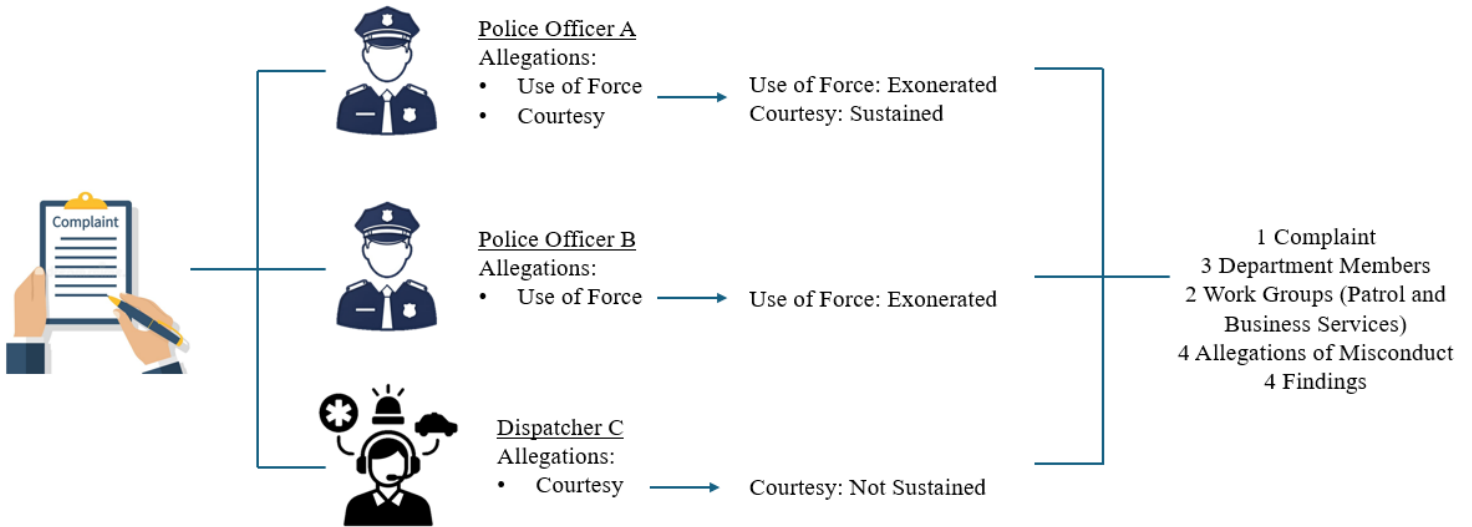
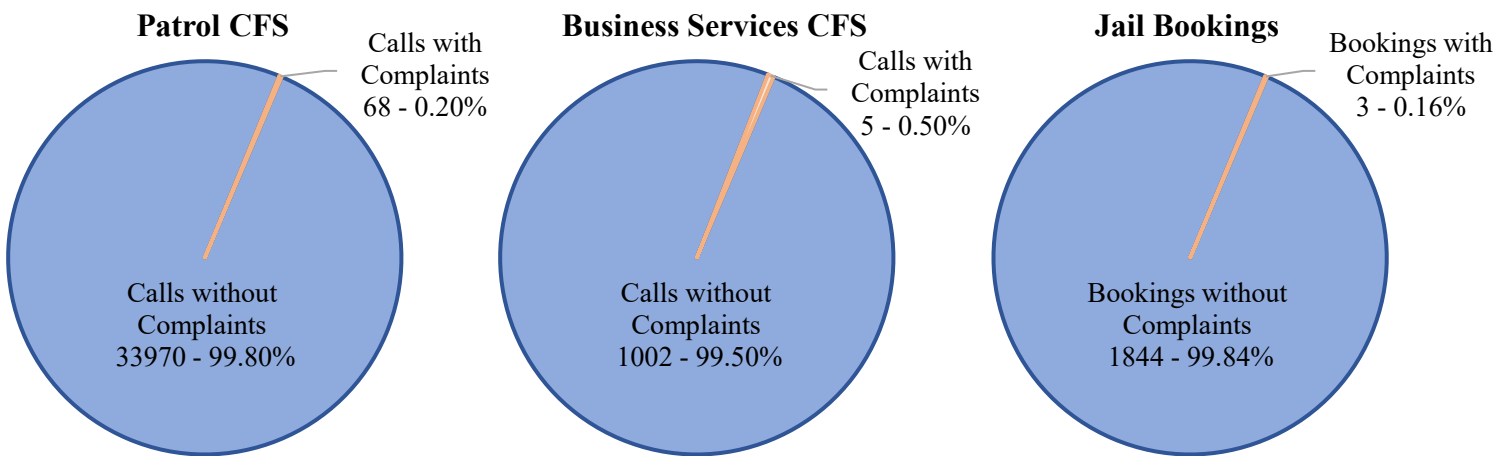


Figure 3. Calls for Service and Jail Bookings that Generated Complaints



² Complaints can involve more than one work group. One complaint in 2025 involved both records and patrol personnel. Some complaints also involve unknown employees, and are therefore not tied to any work group.

	Number of Calls	Percentage of Calls	Number of Jail Bookings	Percentage of Jail Bookings
Complaint	73	0.21%	3	0.16%
No Complaint	34,972	99.79%	1,844	99.84%

Table 1. Calls for Service and Bookings with and without Complaints

Allegations and Findings

In 2025, the 76 community-generated complaints involved 110 allegations of misconduct and 43 department personnel. Four complaints involved unknown or unnamed personnel. Each allegation was given a finding in accordance with the definitions outlined in General Order 52.1.1.1:

Sustained – There is sufficient evidence to indicate the misconduct did, in fact, occur.

Not Sustained – There is insufficient evidence to prove or disprove the allegation.

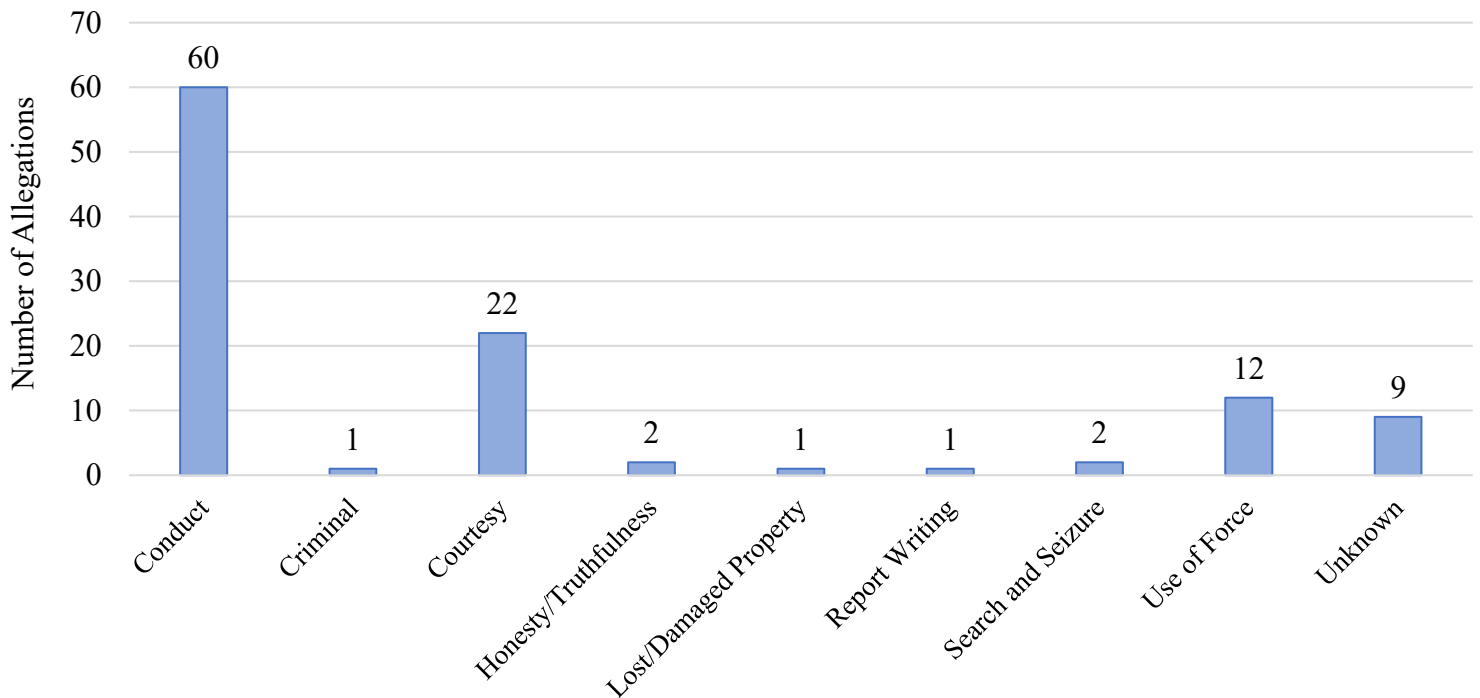
Unfounded – The investigation revealed the allegation was false and not based upon fact. No misconduct occurred.

Exonerated – The investigation revealed the incident did occur, but the named member acted lawfully and properly.

Other Misconduct – Sustained misconduct not alleged in original report but discovered during the investigation.

Resolved at Intake – There is sufficient information provided to the reporting party to satisfy their inquiry or resolve the reporting party's complaint.

Figure 4. Allegation Types for Community-Generated Complaints



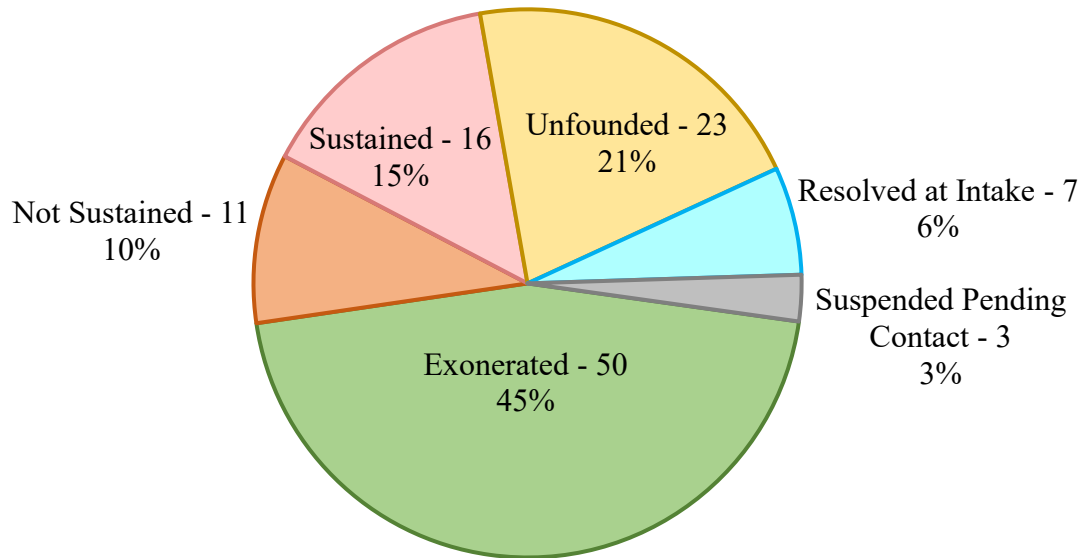
Allegation	Finding	Community-Generated Allegations	Total
Conduct	Sustained	11	60
	Not Sustained	6	
	Exonerated	30	
	Unfounded	10	
	Resolved at Intake	3	
Criminal	Unfounded	1	1
Courtesy	Sustained	3	22
	Exonerated	14	
	Unfounded	3	
	Resolved at Intake	2	
Honesty/Truthfulness	Not Sustained	1	2
	Exonerated	1	
Lost/Damaged Property	Sustained	1	1
Report Writing	Sustained	1	1
Search and Seizure	Unfounded	2	2
Use of Force	Not Sustained	3	12
	Exonerated	2	
	Unfounded	6	
	Resolved at Intake	1	
Unknown	Not Sustained	1	9
	Exonerated	3	
	Unfounded	1	
	Resolved at Intake	1	
	Suspended Pending Contact ³	3	

Table 2. Findings for Community Generated Allegations

³ Two complaints (involving three allegations of misconduct) were unable to be investigated due to lack of information provided by the complainants, and investigators were unable to reach them. These complaints will be re-opened if/when the complainants desire to move forward with their complaints.

Of the 110 community-generated allegations received in 2025, sixteen (15%) were sustained.

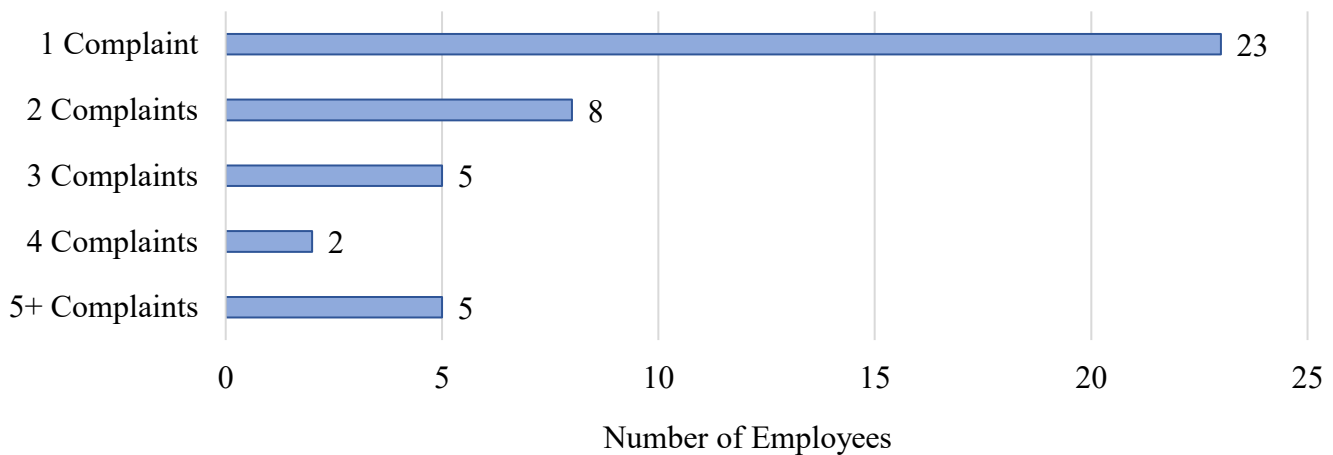
Figure 5. Community-Generated Allegation Findings



Complaints – Involved Staff

Of the 43 staff members who received community generated complaints in 2025, 20 (47%) received more than one complaint. These 20 employees had a total of 82 allegations of misconduct, which is 75% of all community-generated allegations. The number of complaints received by any employee does not correspond to the number of his/her sustained complaints. As complaints are received, the involved employees’ history is reviewed to determine if there are any patterns or repeated displays of misconduct.

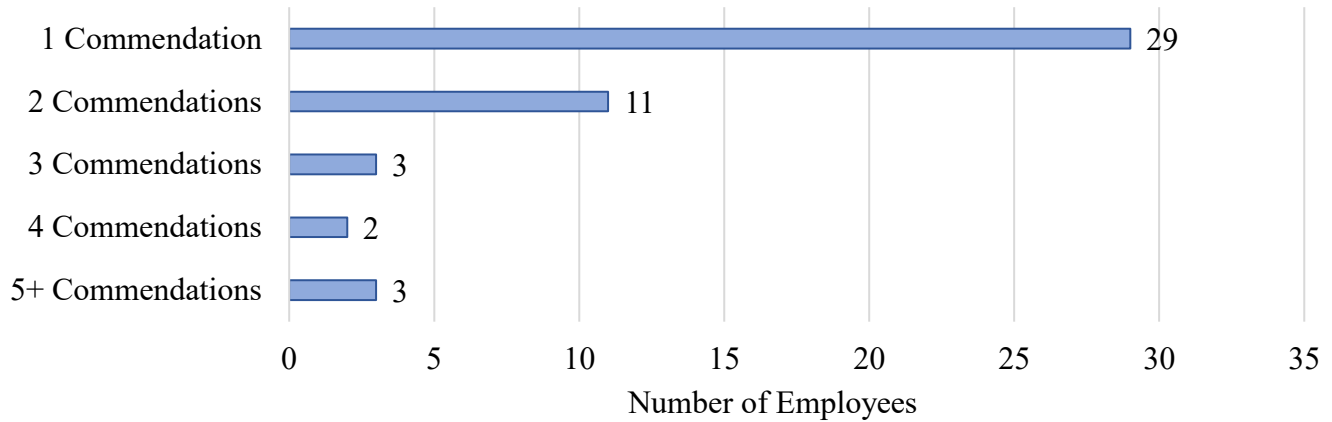
Figure 6. Community Generated Complaints per Employee



Commendations

Commendations are community-driven, positive recognitions of Springfield Police Department and Springfield Municipal Jail member actions. In 2025, SPD and SMJ received 48 commendations involving 48 staff members. Nineteen staff members received more than one commendation in 2025.

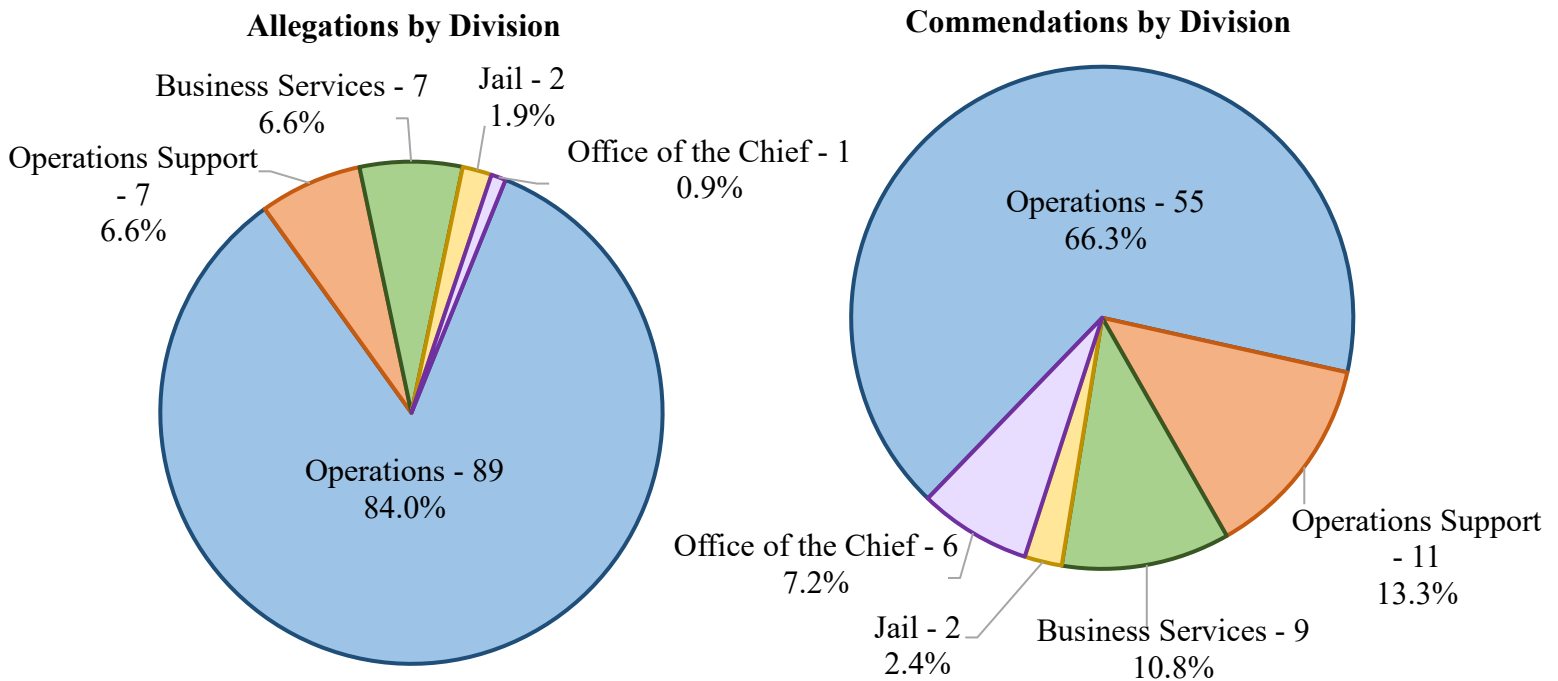
Figure 7. Community Generated Commendations per Employee



Comparisons

The Springfield Police Department received 76 complaints (comprised of 110 allegations of misconduct) and 48 commendations in 2025. Figure 8 displays the number of allegations of misconduct and commendations that were generated by each division.

Figure 8. Allegations and Commendations by Division



Year-to-Year Comparison

Between 2022 and 2023, there was a noticeable increase in the number of complaints and allegations of misconduct. The process for receiving, handling, and tracking complaints was improved and solidified in 2023 – all complaints, regardless of how complex or specific, are routed to the Professional Standards Division (PSD) for categorization and assignment. The following table compares complaints and commendations over the last four years.

	2025	2024	2023	2022
Number of Complaints (Allegations of Misconduct)	76 (110)	65 (104)	70 (95)	39 (47)
Number of Sustained Allegations of Misconduct (% of all Allegations)	16 (15%)	9 (9%)	8 (9%)	5 (11%)
Number of Employees who Received at Least One Complaint	43	40	44	25
Percentage of all Calls for Service that Resulted in a Complaint	0.21%	0.13%	0.14%	0.08%
Percentage of Jail Bookings that Resulted in a Complaint	0.16%	0.19%	0.06%	0%
Number of Commendations	48	41	41	53
Number of Employees who Received at Least One Commendation	48	39	38	46

Table 3. Four-Year Complaints and Commendations Comparison