

Claim #: 20070013		Primary Claimant: NANCY BURKE	
Location: 000001 - El Cajon		Insurance Claim #:	
Loss Date: 02/03/2005	Claim Date: 05/07/2007	Close Date: 11/03/2010	Reopen Date:
Claim Type: EMPLOYMENT PRACTICES		Status: CLOSED	Close Method: SETTLED

Accident Type: MISCELLANEOUS 00006 Incident Location:
 Div./Dept.: POLICE DEPARTMENT Specific Location: 1000 blk Broadway
 Injury/Damage: POLICE MISCONDUCT Employee:
 Service:

Description: Police Misconduct, Sexual assault, etc.

Driver:	Vehicle:	License #:
Claim litigated? N	Claim reported to excess insurer? N	

Remarks: Claimant pd \$80,000, ins. Reimb \$16,666.66

Financial Summary	Remaining Reserves	Payments	Recovery Collected	Incurred	Recovery Due
Indemnity	-80,000.00	80,000.00	0.00	80,000.00	0.00
Expense	-210.63	210.63	0.00	210.63	0.00
Legal	0.00	0.00	0.00	0.00	0.00
Total	-80,210.63	80,210.63	0.00	80,210.63	0.00

Custom Fields:

Last User: TERESA	Date/Time Last Modified: 08/13/2014 08:56:33 AM
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Claim #: 20060019	Primary Claimant: BARBARA GASKIN			
Location: 000001 - El Cajon	Insurance Claim #:			
Loss Date: 09/12/2005	Claim Date: 08/31/2006	Close Date: 11/03/2010	Reopen Date:	
Claim Type: EMPLOYMENT PRACTICES	Status: CLOSED	Close Method: SETTLED		

Accident Type: MISCELLANEOUS	00006	Incident Location:
Div./Dept.: POLICE DEPARTMENT		Specific Location: Unknown parking lot
Injury/Damage: POLICE MISCONDUCT		Employee:
		Service:
Description: Police misconduct, sexual battery		

Driver:	Vehicle:	License #:
Claim litigated? Y	Claim reported to excess insurer? N	

Remarks: Claimant pd\$120,000;\$16,666.67 Reimb;\$13,743.48 lg

<i>Financial Summary</i>	Remaining Reserves	Payments	Recovery Collected	Incurred	Recovery Due
Indemnity	-120,000.00	120,000.00	0.00	120,000.00	0.00
Expense	0.00	0.00	0.00	0.00	0.00
Legal	-13,743.48	13,743.48	0.00	13,743.48	0.00
Total	-133,743.48	133,743.48	0.00	133,743.48	0.00

Custom Fields:

Last User: TERESA	Date/Time Last Modified: 08/13/2014 11:31:47 AM
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Claim #: 20070048		Primary Claimant: BETHANY WOOD	
Location: 000001 - El Cajon		Insurance Claim #:	
Loss Date: 05/13/2005	Claim Date: 05/16/2007	Close Date: 11/04/2010	Reopen Date:
Claim Type: EMPLOYMENT PRACTICES	Status: CLOSED	Close Method: SETTLED	

Accident Type: POLICE 00021 Incident Location:
 Div./Dept.: POLICE DEPARTMENT Specific Location:
 Injury/Damage: POLICE MISCONDUCT Employee:
 Service:

Description: Color of authority; sexual battery

Driver:	Vehicle:	License #:
Claim litigated? Y	Claim reported to excess insurer? Y	

Remarks: Claim. pd \$87500; reimb \$16666.67 frm insur.

Financial Summary	Remaining Reserves	Payments	Recovery Collected	Incurred	Recovery Due
Indemnity	-84,278.23	84,278.23	0.00	84,278.23	0.00
Expense	0.00	0.00	0.00	0.00	0.00
Legal	0.00	0.00	0.00	0.00	0.00
Total	-84,278.23	84,278.23	0.00	84,278.23	0.00

Custom Fields:

Last User: TERESA	Date/Time Last Modified: 05/15/2015 04:24:32 PM
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Year

	ALLEGATIONS	DISPOSITION
2009	Rude Behavior	Not Sustained
2009	Violation of Civil Rights; Excessive Force; Failure to Complete Thorough Investigation	#1, #2 and #3 All Unfounded
2009	Constitutional Violations	#1 Sustained
2009	Courtesy; Failure to document crime	#1 Not Sustained, #2 Sustained
2009	Use of Force, False Arrest	#1 Exonerated; #2 Exonerated
2009	Discrimination, Issued False Citation, Rudeness & Discourteous; Courtesy; Courtesy	Unfounded, #2 Other, #3 Not Sustained; #1 Unfounded; #1 Unfounded
2009	Discrimination, Intimidation	#1 and #2 Unfounded
2009	Constitutional Rights; Improper Use of Force	#1 and #2 Exonerated
2009	Courtesy	#1 Not Sustained
2009	Neglect of Duty; Courtesy	#1 Unfounded, #2 Not Sustained; #1 Sustained; #1 Unfounded
2009	Inconsiderate Actions; Judgment; Untruthfulness	#1, #2 and #3 all Unfounded
2009	Truthfulness; Neglect of Duty	#1 and #2 Unfounded
2010	Welts on wrists from handcuffs; Impounding of Complainant's vehicle by officer; Discourteous	#1 Exonerated, #2 Exonerated, #3 Not Sustained
2010	Discrimination and Constitutional Rights; Improper Use of Force -	#1 and #2 Unfounded; #3 Unfounded
2010	Discrimination because of injury and made to sit on curb during contact	#1 Exonerated
2010	Courtesy; Language	#1 and #2 Unfounded

		#1 Sustained, #2 & #3 Not Sustained, #1 & #2 Sustained, #1 Unfounded, #2
2009	Courtesy, Language and Neglect of Duty; Truthfulness and Citizens Arrests ;Courtesy and Language; Courtesy	Exonerated; Not Sustained
2010	Excessive Force; Violation of 4th Ammendment (Search of Vehicle)	Unfounded x2
2010	Gen Order (Courtesy/Conduct)	Unfounded
2010	Courtesy	#1 Unfounded, #2 Sustained; Unfounded
2010	False Arrest; Truthfulness	#1 and #2 Unfounded
2010	Courtesy; Neglect of Duty	#1 Sustained, #2 Not Sustained
2010	Rudeness, Citation Code; Misleading Info and Citation Code	#1 (Not Sustained), #2 Unfounded; #1 and #2 (Unfounded)
2010	Misconduct and violations of not following police procedures	#1 Unfounded; #Training Recommended
2011	Profiling; Category 1 Discrimination, Category 2 No Right to Stop Procedure	# 1 Not Sustained; #2 Exonerated
2011	Neglect of Duty	#1 Unfounded
2011	General Conduct	#1 Not Sustained (for all)
2011	General Orders (Courtesy)	#1 Not Sustained
2011	Improper Use of Force	#1 Unfounded
2011	General Order - Respect for Constitutional Rights General Order - Courtesy	#1 Exonerated #2 Unfounded
2011	Courtesy	#1 Not Sustained
2011	Neglect of Duty	#1 Not Sustained

2012	Courtesy; Enforcing the law in a fair and impartial manner.	#1 Not Sustained #2 Unfounded
2012	Courtesy	#1 Not Sustained
2012	Improper Use of Force	#1 Exonerated
2012	Improper Use of Force	#1 Not Sustained
2012	Improper use of Force: Courtesy	#1 and #2 Not Sustained
2012	Improper Use of force; Courtesy; Constitutional Rights (illegal access)	#1: Not Sustained #2: Not Sustained #3: Exonerated
2013	Discourteous Behavior	#1 Not Sustained
2013	Respect for Constitutional Rights; Truthfulness	unfounded
2013	1.Baseless and Inappropriate Complaint 2.Complaints led to job termination	Unfounded
2013	Courtesy	Not Sustained
2013	General Conduct	Sustained
2013	Discrimination and Conduct	#1 Unfounded and #2 Unfounded
2013	Courtesy; Constitutional Rights, Discrimination, General Conduct	#1 (Exonerated): #1, #2, #3 Exonerated
2013	G.O. 15.2 Improper Use of Force	Exonerated (for both officers)
2014	Improper Use of Official Information	Unfounded
2014	Battery	Unfounded

El Cajon Municipal Code							
Up	Previous	Next	Main	Collapse	Search	Print	No Frames

[Title 1 GENERAL PROVISIONS](#)

Chapter 1.10 CLAIMS

1.10.010 Authority.

This chapter is enacted pursuant to Section 935 of the California Government Code. (Ord. 4855 § 1, 2006.)

1.10.020 Claims required.

All claims against the city for money or damages not otherwise governed by the Tort Claims Act, California Government Code Sections 900 et seq., or another state law (hereinafter in this chapter, "claims") shall be presented within the time, and in the manner, prescribed by Part 3 of Division 3.6 of Title 1 of the California Government Code (commencing with Section 900 thereof) for the claims to which that part applies by its own terms, as those provisions now exist or shall hereafter be amended, and as further provided by this chapter. (Ord. 4855 § 1, 2006.)

1.10.030 Form of claim.

All claims shall be made in writing and verified by the claimant or by his or her guardian, conservator, executor or administrator. No claim may be filed on behalf of a class of persons unless verified by every member of that class as required by this section. In addition, all claims shall contain the information required by California Government Code Section 910. (Ord. 4855 § 1, 2006.)

1.10.040 Claim prerequisite to suit.

In accordance with California Government Code Sections 935(b) and 945.6, all claims shall be presented as provided in this chapter and acted upon by the city council prior to the filing of any action on such claims and no such action may be maintained by a person who has not complied with the requirements of this chapter. (Ord. 4855 § 1, 2006.)

1.10.050 Suit.

Any action brought against the city of El Cajon upon any claim or demand shall conform to the requirements of Sections 940 through 949 of the California Government Code. Any action brought against any employee of the city of El Cajon shall conform with the requirements of Sections 950 through 951 of the California Government Code. (Ord. 4855 § 1, 2006.)

1.10.060 Claims accruing prior to effective date; retroactivity.

This chapter shall apply to any claims accruing after the effective date of this ordinance. Notwithstanding the foregoing, for any claims or causes of action that have accrued prior to the effective date of the ordinance adopting this chapter, and which are exempt from the Tort Claims Act by Government Code Section 905, this chapter shall apply retroactively so that such claims must be filed within one year of the effective date of the ordinance adopting this chapter. (Ord. 4855 § 1, 2006.)

**CITY OF EL CAJON
ADMINISTRATIVE POLICY**

SUBJECT: COMPLAINTS REGARDING INADEQUATE SERVICE OR EMPLOYEE MISCONDUCT	Policy B-1	
REFERENCE: City Council Policy A-3: Formal Citizen Complaints and/or Requests for Service, Police Department Policy & Procedure, Vol II, Chapter 7, Section 730; Revised 11/2/81; 1/28/82; 9/14/98	Effective 09/14/98	Page 1 of 2

PURPOSE:

The City, in its continuing effort to maintain a high standard of service and positive relations with the community, invites constructive criticism of its programs, personnel and services. Members of the public are encouraged to contact the City Manager's Office or any Department regarding service responses and/or employee behavior which they believe to be inadequate, objectionable or unreasonable.

BACKGROUND:

While it is generally obvious when a complaint alleges misconduct on the part of an employee, complaints concerning lack of service or improper procedures are sometimes difficult to identify. For example, a member of the public may be merely requesting a clarification of a policy or procedure. In such cases, the individual should be given a thorough explanation of the procedures or issues involved in the situation that initiated the inquiry. Because there may be fine line between complaints and inquiries, if there is any doubt, an inquiry should be considered a complaint and forwarded for further action.

POLICY:

Employees of City Departments shall encourage members of the public to bring forward grievances regarding inadequate City service or misconduct by members of the City staff. Such complaints shall be received courteously and processed without delay. Members of staff shall assist and cooperate in the expeditious and impartial processing of complaints consistent with established procedures.

In some cases, the complainant may receive sufficient information in the initial contact so as to satisfactorily resolve the complaint or misunderstanding without further action. Complaints against City personnel or services which cannot be immediately resolved within a department shall be referred to the City Manager's Office. Allegations of theft or misappropriation of property from a citizen or an employee shall be immediately referred to the City Manager before the department initiates ANY investigative action.

NOTE: When a citizen's complaint is received at the Police Department, a copy of the citizen complaint form shall be immediately forwarded to the City Manager's Office for placement in the central complaint file. The complaint shall be handled in accordance with Police Department's Procedure Manual.

**CITY OF EL CAJON
ADMINISTRATIVE POLICY**

SUBJECT: COMPLAINTS REGARDING INADEQUATE SERVICE OR EMPLOYEE MISCONDUCT	Policy B-1	
REFERENCE: City Council Policy A-3: Formal Citizen Complaints and/or Requests for Service, Police Department Policy & Procedure, Vol II, Chapter 7, Section 730; Revised 11/2/81; 1/28/82; 9/14/98	Effective 09/14/98	Page 2 of 2

If the individual desires to file a complaint in person or by telephone, the City Manager's staff will record the complaint on the three part Citizen's Complaint Form, CM-3-91. Filing a complaint requires the identification of the complainant and a statement describing the complaint. If the complainant does not desire to make a written statement, the staff member will notify the appropriate department of the pertinent information.

Copies two and three of the completed "Citizen's Complaint" Form will be forwarded to the appropriate Department for investigation with one copy remaining on file in the City Manager's Office. The findings and corrective action, if any, shall be reported to the City Manager's Office within ten working days.

Written complaints received by a department shall be responded to by the department in writing within ten working days of receipt. A copy of the complaint and the response shall be maintained by the department.

Complaint Investigations may be assigned to Division Managers or supervisors. When a City employee is investigating a complaint, the identity of the complainant shall not be disclosed.

At the conclusion of the investigation, the Department Director or designee shall notify the complainant that the investigation has been completed and if action has been, or will be, taken to remedy the complaint.

The City Manager's Office shall be responsible for maintaining a central index of all complaints from the public concerning City services. The City Manager's staff shall maintain a numerical file of all complaints recorded on complaint forms; shall notify departments and coordinate departmental responses to complaints; and shall review complaints and responses to identify recurring problems or developing patterns which may require corrective action.

CITY OF EL CAJON
CITY COUNCIL POLICY

SUBJECT: FORMAL CITIZEN COMPLAINTS and/or REQUESTS FOR SERVICE

POLICY #
A-3

REFERENCE:

EFFECTIVE

PAGE

6-75

1 of 1

PURPOSE

To provide an expeditious means of receiving and responding to citizen's requests for service or complaints.

BACKGROUND

Numerous requests and complaints are received by the City Council. Citizens expect and deserve a prompt reply to their inquiries. The lack of a reply or a late reply is irritating and frustrating to the citizen as well as representing a poor level of service. This policy is to help insure that citizens receive prompt response to their requests for service and complaints.

POLICY

Upon receipt of a citizen complaint, or request for service, by the City Council, the City Council shall refer it to the City Manager's Office for an investigation and report as indicated. A three-part form, stating the nature of the complaint, or request, and the name, address, and telephone number of the citizen involved, will be prepared and two copies forwarded to the appropriate department or departments.

The effected department head will then, within ten (10) working days, investigate the complaint or request, take such action he deems necessary, and notify the City Manager of his findings or action by way of the pink copy of the form. The yellow copy is to be retained by the department. In the event the complaint cannot be resolved, or request performed, within the 10 day period, the City Manager shall be apprised of its progress by memo. The concerned citizen shall also be informed of its progress at that time.

In most instances, complaints or requests can be resolved on a departmental basis and will necessitate no further contact of the citizen by the City Manager's Office. However, in those instances where an administrative decision or an interpretation of City Council Policy is required, the City Manager will make contact. The City Council will be notified of the final disposition of requests or complaints submitted by the individual Councilperson.

CITY OF EL CAJON
CITY COUNCIL POLICY

SUBJECT: CLAIMS AGAINST THE CITY FOR DAMAGE TO PERSON OR PROPERTY		POLICY # A-5
REFERENCE: Resolution 198-74 Resolution 42-83 Adopted 5-21-75 Revised 2-8-83	EFFECTIVE 2-8-83	PAGE 1 of 1

BACKGROUND

Certain legal procedures must be followed regarding the filing of claims against the City. The City Council has designated the City Manager to handle claims in accordance with Resolution 198-74. A standard claim form has been devised and should be filled out by anyone desiring to file a claim against the City. Anyone seeking information about claims procedures or desiring to file a claim should be referred to the City Manager's office.

POLICY

Filing the Claim

Standard claim forms are available in the City Manager's office and will be provided to the claimant. The claim must be filed with the City Clerk, either in person at the City Clerk's office in City Hall or by mail addressed to the City Clerk, 200 East Main Street, El Cajon, California 92020.

The City Clerk shall accept the claim and date stamp it. Three photo copies of the claim shall be prepared. One copy shall be forwarded to the City Attorney, the original and one copy shall be forwarded to the City Manager and one copy shall be retained by the City Clerk's office.

Procedure for Processing Claims

1. The City Manager or designee is authorized to process all claims at his discretion with authority to settle claims in an amount of ~~\$1,000.00~~ ^{10,000} or less.
2. Denial of claims by the City Manager or designee shall be made by letter, the form of which shall be approved by the City Attorney.
3. Claims processed by the City Manager or designee and disposition thereof shall appear on the agenda under General Information.
4. All claims not covered by insurance which require payment of more than ~~\$1,000.00~~ ^{10,000} shall be approved by the City Council.

RESOLUTION NO. 42-83

RESOLUTION SETTING POLICY ON INSURANCE CLAIMS AGAINST
CITY OF EL CAJON

WHEREAS, the Government Code of the State of California provides that a General Law City can delegate authority to process claims against such a city within certain limits; and

WHEREAS, it is desirable in the interest of efficiency and to the benefit of the citizens of the City of El Cajon to delegate such authority under certain circumstances.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EL CAJON AS FOLLOWS:

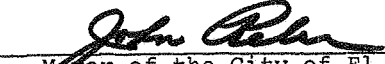
1. That the City Manager of the City of El Cajon, or his designated representative, is hereby authorized to process all claims against the City, and he is hereby authorized, in his discretion, to compromise any claims which require payment on the part of the City of El Cajon of an amount of \$1,000.00 or less.

2. The Director of Finance shall cause warrants to be issued upon the written order of the City Manager for such amounts for which a claim has been allowed, compromised, or settled.

3. This resolution supersedes Resolution No. 198-74, adopted on May 21, 1974, and said Resolution shall be of no further force or effect.

PASSED AND ADOPTED by the City Council of the City of El Cajon, California, at an adjourned regular meeting held this 8th day of February, 1983, by the following vote to wit:

AYES : Hanson, Foster, Smith, Reber
NOES : None
ABSENT : Stockwell



Mayor of the City of El Cajon

ATTEST:



City Clerk

RESOLUTION NO. 198-74

RESOLUTION SETTING POLICY ON INSURANCE
CLAIMS

*Revised by
Res. 42-83.*

WHEREAS, the Government Code of the State of California provides that a General Law City can delegate authority to process claims against such a city within certain limits; and

WHEREAS, it is desirable in the interest of efficiency and to the benefit of the citizens of the City of El Cajon to delegate said authority under certain circumstances.

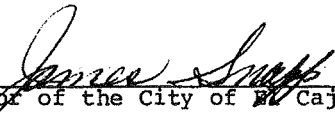
NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EL CAJON AS FOLLOWS:

1. That the City Manager of the City of El Cajon is hereby authorized to process all claims against the City, and he is hereby authorized, in his discretion, to compromise any claims which require payment on the part of the City of El Cajon of an amount of \$999.00 or less.

2. The Director of Finance shall cause warrants to be issued upon the written order of the City Manager for such amounts for which a claim has been allowed, compromised, or settled.

PASSED AND ADOPTED by the City Council of the City of El Cajon, California, at an adjourned regular meeting held this 21st day of May, 1974, by the following vote to wit:

AYES	:	Cornett, Moore, Reber, Pierce, Snapp
NOES	:	None
ABSENT	:	None



Mayor of the City of El Cajon

ATTEST:



City Clerk

CLAIMS AGAINST THE CITY

Review City Council A-5 Policy

Dir. of HR

The Assistant City Manager administers all claims against the City. Generally, all claims against the City are to be submitted on the appropriate City form (Attachment A) to the City Clerk, who then distributes accordingly. A supply of claim forms is located in the top file drawer behind the secretary's desk. These are provided to any person that makes a request, either in person, or by phone, e-mail, etc.

When a claim is received from the City Clerk's Office, a new file folder is made listing the claimant's last name followed by first name and middle name or initial. Enter claim data into Access database: Click on start; click on programs; click on MS Office; click on Microsoft Access; click on H:\ACCESS\claimsop; click on OK; click on OPEN. Enter information according to heading title.

NOTE: You will not be entering something for every category. Many items are entered as claim process proceeds. (See Attachment B-1 for Claim type codes and department codes.) The original claim form is filed in this folder with a claim cost form on top and the copy is clipped to the outside of the folder with a memo to the appropriate department requesting a report (see Attachment B). It is then given to the Assistant City Manager for review and signature.

At the direction of the Assistant City Manager there are many standard letters and memos used in claims administration. Some of the more frequently used letters are listed below.

Transmittal of Information

Transmittal of copy of claim with memo (Attachment B) to appropriate Department Director requesting report on incident.

Determination is then made to settle, reject or refer to claims adjuster for review and recommendations. If referred to claims adjuster, a standard letter (Attachment C) with a copy of the claim, relevant reports and a copy of the rejection notice, if applicable, is forwarded to the claims adjuster for handling.

Additional departmental reports relative to a claim are forwarded to our claims adjusters or attorneys with a standard transmittal letter (Attachment D or E).

Rejection Notices

A rejection letter is sent as notification that the claim has been rejected by the City. This letter also advises of the options available (according to statutes). This letter is addressed to that person listed in #3 of the original Claim Form. If an attorney is listed in #3 (representing the claimant), be sure to use a rejection notice "with the attorney paragraph". There are several different rejection notice letters as listed below:

Form 1 - Notice of Insufficiency (Attachment F)

Claim is insufficient as it does not provide all the information that is required by Government Code.

Form 2 and 2a - Claim Filed Late (Attachment G & H)

Claim was filed after the 6 month statute has expired.

Form 3 and 3a - Rejection of Claim on Merit (Attachments I & J)

Form 3b and 3c - Rejection of Claim on Merit with Frivolous Claim Warning (Attachments K & L)
The final paragraph of this rejection notice usually explains why a frivolous warning is being given (such as - incident in question occurred outside the City limits).

Form 4 and 4a - Rejection of Claim after 45 Days (Attachment M & N)
By operation of law, claim is rejected 45 days after date claim was received.

Form 5 and 5a - Rejection of Application to Present Late Claim (Attachment O & P)

Form 6 - Late Claim Application Accepted but Claim Rejected on Merits (Attachment Q)

Requests for Payment

Requests for payment of services to the claims adjusters, attorneys or other professional services are usually processed upon receipt then placed on ACM's credenza for signature. Be sure to verify totals. (See Attachments R, S & T). Some invoices need to be forwarded to the third party adjuster for review prior to payment. (See attached transmittal letter- Attachment U.) Copies of these payments should then be forwarded to the third party adjuster for coding (See Attachment V).

Requests for settlement payment are also processed automatically if under \$10,000.00 after review by ACM. Any settlement over \$10,000.00 must be first be approved by the City Council. All RDP's for settlement drafts are to be IN HOUSE. (See Attachments W & X)

Request for Closed Session

When the settlement request exceeds \$10,000, City Council approval is required. Prepare Request for Closed Session memo for ACM signature (attachment Y and Y-1). Original should be delivered to the City Clerk with a copy to the City Attorney.

Settlement

If the City is settling directly with the claimant, prepare release form and forward to claimant for signature (Attachments Y-2 and Y-3). Upon receipt of the executed release, prepare payment request. Once the check is received from Finance, prepare the standard transmittal letter to the appropriate party (Attachment AA).

See above "Requests for Payment" for process used when requesting settlement drafts. When the Finance Department delivers the draft as requested, a standard letter is used to transmit the check to the appropriate party. (See Attachments Z, AA & BB)

Summons

Receipt of a summons notifying the City it is being sued for a personal injury or property damage complaint will generally relate to a claim already on file. A standard letter is used to transmit this complaint (Attachment CC).

Miscellaneous

Phone calls from claimants or attorneys representing claimants are referred to whichever organization is handling the particular claim for the City (claims adjuster, attorney, etc.).

Data Processing Printouts are received quarterly from the claims adjusters. These need not go to ACM but are immediately filed. When filing a report, the oldest report in the file may be discarded. These records are retained in this file for a one year period.

Closed Claims

When disposition (settled, statute, tendered, dismissed, etc.) of the claim is complete, mark the file label (in red pen) CLOSED with the current date and place in the Closed Claims File. In addition, notify the appropriate department that the claim has been closed and the reason (settled, dismissed, statute expired, etc.). (See attachment DD) Delete information for ACCESS Database (OPEN CLAIMS) and add to ACCESS Database (CLOSED CLAIMS).

ORDINANCE NO. 4855

AN ORDINANCE OF THE CITY COUNCIL OF THE
CITY OF EL CAJON ADOPTING A NEW CHAPTER 1.10 TO
TITLE 1 OF THE EL CAJON MUNICIPAL CODE ADOPTING
PROCEDURES FOR CLAIMS AGAINST THE CITY

The City Council of the City of El Cajon does ordain as follows:

SECTION 1. Chapter 1.10, being sections 1.10.020, 1.10.030, 1.10.040, 1.10.050 and 1.10.060, is hereby added to Title 1 of the El Cajon Municipal Code to read as follows:

Chapter 1.10 CLAIMS

1.10.010 Authority.

This chapter is enacted pursuant to Section 935 of the California Government Code.

1.10.020 Claims required.

All claims against the City for money or damages not otherwise governed by the Tort Claims Act, California Government Code Sections 900 et seq., or another State law (hereinafter in this chapter, "claims") shall be presented within the time, and in the manner, prescribed by Part 3 of Division 3.6 of Title 1 of the California Government Code (commencing with Section 900 thereof) for the claims to which that part applies by its own terms, as those provisions now exist or shall hereafter be amended, and as further provided by this chapter.

1.10.030 Form of claim.

All claims shall be made in writing and verified by the claimant or by his or her guardian, conservator, executor or administrator. No claim may be filed on behalf of a class of persons unless verified by every member of that class as required by this section. In addition, all claims shall contain the information required by California Government Code Section 910.

1.10.040 Claim prerequisite to suit.

In accordance with California Government Code Sections 935(b) and 945.6, all claims shall be presented as provided in this chapter and acted upon by the City Council prior to the filing of any action on such claims and no such action may be maintained by a person who has not complied with the requirements of this chapter.

(Continued on Page 2)

1.10.050 Suit.

Any action brought against the City of El Cajon upon any claim or demand shall conform to the requirements of Sections 940 through 949 of the California Government Code. Any action brought against any employee of the City of El Cajon shall conform with the requirements of Sections 950 through 951 of the California Government Code.

1.10.060 Claims accruing prior to effective date; retroactivity.

This chapter shall apply to any claims accruing after the effective date of this ordinance. Notwithstanding the foregoing, for any claims or causes of action that have accrued prior to the effective date of the ordinance adopting this chapter, and which are exempt from the Tort Claims Act by Government Code section 905, this chapter shall apply retroactively so that such claims must be filed within 1 year of the effective date of the ordinance adopting this chapter.

SECTION 2. Should any provision of this chapter, or its application to any person or circumstance, be determined by a court of competent jurisdiction to be unlawful, unenforceable or other void, that determination shall have no effect on any other provision of this chapter or the application of this chapter to any other person or circumstance and, to that end, the provisions hereof are severable.

SECTION 3. This ordinance shall take effect thirty days following its passage and adoption.

PASSED AND ADOPTED by the City Council of the City of El Cajon, California at an Adjourned Regular Joint City Council/Redevelopment Agency Meeting held this 26th day of September 2006, by the following vote to wit:

AYES	:	Lewis, Hanson-Cox, Kendrick, Ramos
NOES	:	None
ABSENT	:	McClellan
DISQUALIFY:		None

MARK LEWIS
Mayor of the City of El Cajon


ATTEST:

KATHIE RUTLEDGE
City Clerk

(Continued on Page 3)

Page 3 of 3, Ordinance No. 4855

I hereby certify that the above and foregoing is a full and true copy of Ordinance No. 4855 of the Ordinances of the City of El Cajon, California, as adopted by the City Council at the Adjourned Regular Joint Meeting of the City Council/Redevelopment Agency on the 26th day of September 2006.



Kathie Rutledge, City Clerk

EL CAJON POLICE DEPARTMENT

GENERAL ORDERS

CITIZEN COMPLAINTS

Members of the Department shall courteously and promptly respond to complaints made by any person against any member of the Department. Members may attempt to resolve the complaint, but shall not attempt to dissuade any person from lodging a complaint against any member of the Department. Members shall follow established Department procedures for processing complaints

INFORMAL COMPLAINT PROCEDURE

Any employee who believes he or she has been harassed is encouraged, whenever possible, to confront and inform the harasser that his/her behavior is offensive and, if continued, will lead to a formal complaint.

An employee also has the right to file a complaint of discrimination with the California Department of Fair Employment and Housing whether or not they have filed a complaint with the City. Complaints must be made within one (1) year of the harassment.

To file a complaint, either call (619) 643-2681 or file a complaint in person at 350 W. Ash Street, Ste. 950, San Diego.

The complainant, as well as other employees who support the complainant, are protected against any retaliatory action stemming from the complaint. Those employees involved in any retaliatory events will be subject to disciplinary action.

FORMAL COMPLAINT PROCEDURE

Step 1

Any employee, applicant or person providing services pursuant to a contract for employment who believes he or she has been harassed may make a complaint orally or in writing to any of the following:

- Immediate supervisor;
- Any supervisor or manager within or outside of the Department;

- Department director; or
- Director of Human Resources or designee.

Any supervisor or Department director who has received a harassment complaint shall notify the Director of Human Resources or designee immediately. Upon notification of a harassment complaint, the Director of Human Resources shall:

Step 2

Authorize the investigation of the complaint and supervise and/or conduct the investigation of the complaint. The investigation shall include interviews with the complainant, the accused harasser, and any other persons the Director of Human Resources has reason to believe have relevant knowledge concerning the complaint. This may include possible victims of similar conduct. All parties to the investigation shall maintain confidentiality at all times.

Step 3

Review factual information gathered from the investigation to determine whether the alleged conduct constitutes harassment, giving consideration to all factual information and the totality of the circumstances, including the nature of the verbal, physical, visual or sexual conduct and the context in which the alleged incident(s) occurred.

Step 4

Report the results of the investigation and the determination as to whether harassment occurred to appropriate persons including the City Manager, complainant, alleged harasser, supervisor, and Department director.

Step 5

If it is determined that harassment has occurred, recommend to the City Manager prompt and effective remedial action, which may include dismissal of the harasser. Any recommendations for disciplinary action shall be commensurate with the severity of the offense and all appropriate procedural due process protections shall be provided. The nature of the specific action shall not be communicated to the complainant; but the complainant shall be informed that appropriate action was taken;

- Take reasonable steps to protect the victim and other potential victims from further harassment;
- Take reasonable steps to protect the victim from any retaliation as result of communicating the complaint;
- If appropriate, take action to remedy the victim's loss, if any, which resulted from the harassment.

Step 6

If an employee who is disciplined under this procedure has appeal rights, said appeal rights may be exercised.

CENTRAL COMPLAINT INDEX

The Internal Affairs (IA) Division shall be responsible for maintaining a comprehensive central index of all Citizen's Complaints received by the Department. The responsibilities of the IA Division in relation to the central complaint index shall include the following:

- Maintain a numerical file of all complaints recorded on complaint forms.
- Coordinate and review internal investigations relating to complaints.
- Statistical analysis of complaints to identify trends or patterns developing within the Department, or individual officers, that may require additional training or corrective action.
- To purge outdated files by removing the named party out of the complaint, while keeping the basis of the complaint for statistics.

PROCEDURE FOR ACCEPTING COMPLAINTS

The Department, in its continuing effort to maintain a high standard of service and positive relations with the community, invites constructive criticism of its programs, personnel, and services. The public is encouraged to contact the Department regarding any situation they believe to be objectionable or unreasonable. It is Department policy to investigate all complaints received regarding Police personnel.

The Duty Watch Commander shall receive complaints against Department personnel. In some cases the complainant may receive sufficient information in the initial contact so as to satisfactorily resolve the complaint or misunderstanding without further action. If the complainant desires to file a complaint, the Duty Watch Commander will then provide the Personnel Complaint Form, which requires the identification of the complainant and a written statement describing the complaint. If the complainant does not desire to make a written statement a taped recording of the complaint can be made from the conversation with the Duty Watch Commander.

The completed "Personnel Complaint" shall be forwarded through the chain of command to the Chief of Police for review as soon as possible and no later than 5 working days after having received the complaint. If circumstances warrant a longer delay in submitting the complaint, the

Watch/Division Commander must advise the appropriate Bureau Captain of the complaint and reason for the delay.

For complaints on sworn police officers, the complaint package must include a POBR (SB-90) time accounting sheet. If after review, the Chief of Police or his/her designee believes there are sufficient grounds for a formal investigation, a copy of the complaint will be assigned to the appropriate staff for investigation. The original "Personnel Complaint" will then be forwarded to the IA Division where a case/tracking number will be assigned.

Investigations shall be completed and returned to the Chief of Police via chain of command within 45 days of assignment. Only the Chief of Police may authorize requests for time extensions. Completed investigations of complaints are forwarded to the Chief of Police and the City Manager for review. A complaint may be classified as Unfounded, Exonerated, Not Sustained, Partially Sustained, Sustained, and Misconduct Not Based On The Complaint. In those cases having Sustained, Partially Sustained, or Misconduct Not Based On The Complaint, disciplinary or corrective action is implemented under the authority of the Chief of Police. At the conclusion of the investigation the Chief of Police notifies the complainant that the investigation has been completed.

From: "REPORT A CONCERN" <rnorsen@brinkster.net>
To: "T. Yale" <tyale@ci.el-cajon.ca.us>
CC: "T. Bussey" <tbussey@ci.el-cajon.ca.us>, "T. Yale" <tyale@ci.el-cajon.ca...>
Date: 3/25/2010 7:09 PM
Subject: REPORT A CONCERN FORM SUBMISSION

-----NEW EMAIL FROM REPORT A CONCERN FORM-----

Concern Type: Other
Concern Address: ██████████
Concern Address2:
Concern City: El Cajon
Description: Mr. Mayor

My name is Edward Turnage, I live at '██████████' a residential area 25 mile hour speed limit,(no signage at all) I have spoke to you about it and the Police department lack of enforcing the speed limit or attempting too more than once in a while when I complainin about that, Really I have many complaints about the El Cajon Police Department and I have spoken to you about those too! Remember, I told you about the Policemen coming to my house and accusing me of jerking off on a car , told me they had me on video, (bullshit) They called me a lair more than twice when I denied it, told me I was scum and he was going to bust my lying ass, I had to tell him to check my DNA, it's on file and to get off my Porch or Arrest Me, (more than once) they left and nothing ever came of it, Becuause it wasn't Me!!! I filed a formal complaint down at the station with a Leutinant, I wanted an apology! He said I would never get one and I didn't, although I deserve one! Also there was the Kids who were throwing rocks at my Sliding Glass front door trying to break it, they could see in, But I can see out so I took chase cell phone in Hand on the phone with the dispatcher, I've got the kids corner, kinda, no cops showing kids get away, dispatcher is no help this goes on The kids are back up by my place the other end of the block, I call again asking where the Police is, I'm chasing Kids around shady lane, no cops show again, so I lose there kids, they duck into an apartment, I call again the dispatcher tells me, there busy and if it not an Emergency or someone is hurt I'll just have to wait, I tell the dispatcher if I catch these kids some will be getting hurt, 5 Police cars show up! 5!!! I only needed 1 policeman, Nothing came of it. Then there was the Black Man from down at Casa de El Cajon who pulled his Cock out of his pants and wagged it at Me!!! Did I jump over the fence and kick his Ass? No! I called the Police agin like a Good Citizen/Idiot, 45 minutes before a policeman showed up, they talked to Him, That's all, Remember I called you and Complained!!! He was Crazy, that was the answer I got after You called the Police Department in my behalf, from you, not them the day I called !! they just left! I wonder how many kids he did that too? Oh! he would have gotten Arrested or Not? I heard though the Casa de El Cajon Grapevine, he had given Siphillis to one of the other Patients? Then I had a Girl over, Turns out she was Nuts and I told her to leave she wouldn't I was screaming telling her to get out, I finally got her out, The Police show up I tell them what happened, they leave, alls good. A couple weeks later she stops by she seems normal, She wigs out, thrown a full can of Potatoes at Me Hits me in the Head, I call 911 trying to tell the dispatcher I'm bleeding and who, meanwhile this Bitch is all over me punching kicking and screaming, long and short of it is, The dispatcher called me a Lair!!! because I didn't give her the right answer to once of the stupid questions she asking while I'm getting My ass Kicked. Because it's against the Law to Hit back! My Nieghbors called too! and witness it! When Did the Police show Up 20 minutes later!!! they just got the call !! is what I was told when I asked why it took 20 minutes to get there whenn I called 911, I should be Sueing the City!!! But here I am writing You One last letter Asking You to Do Something about the BULLSHIT!!! The Crown Trailer Park in which is Part of the Crime Free Trailer parks of El Cajon and it is free of Trailer Trash! My Residents is facing the street across from the alley that runs behind Dixieline Lumber, I have a nice porch I and awning and a swing to relax on and watch the world and it's People go by... I say Hello to most everyone who passes. Just down the street is Casa de' El Cajon a Nursing Home and Nut house for lack of a better word at the moment, Many of them on walkers or just slow moving, there are lots of children up and down the street, is it safe? Hell no it's not!! Do Something about the SPEEDING if You can?

A Really Pissed Off CITIZEN !!! A Human Being by God!
Sender's Name: Edward Grover Turnage

Sender's Address: [REDACTED]
Sender's Address2:
Sender's City: el cajon
Sender's State: ca
Sender's Zip: 92021
Sender's Phone: [REDACTED]
Sender's Alt Phone: 6 [REDACTED]
Sender's Email: [REDACTED]
Preferred Contact Method: E-Mail

From: "REPORT A CONCERN" <rnorsen@brinkster.net>
To: "M. Sanchez" <msanchez@ci.el-cajon.ca.us>
CC: "T. Bussey" <tbussey@ci.el-cajon.ca.us>, "T. Yale" <tyale@ci.el-cajon.ca...>
Date: 1/25/2010 7:40 PM
Subject: REPORT A CONCERN FORM SUBMISSION

-----NEW EMAIL FROM REPORT A CONCERN FORM-----

Concern Type: Street Light Repair (For lights on wooden poles, call (858) 654-1216)

Concern Address: [REDACTED]

Concern Address2:

Concern City: El Cajon

Description: First off- there are no street lights on our block. I don't really feel safe going outside in the pitch black.

Second- this street needs speed bumps. I'm getting particularly fed up with people going down this residential street at 50mph. We've contacted the police dept on several occasion- and nothing has ever been done about this. A dog was hit and killed right in front of my home tonight because someone was able to speed down this street...

I would really like to live in a neighborhood where I can see when go outside and night and I don't have to worry about myself or a neighborhood kid getting plowed down. Is that what it's going to take- a little kid getting murdered before something is done?!?!?

Sender's Name: christina gaudette

Sender's Address: [REDACTED]

Sender's Address2:

Sender's City: el cajon

Sender's State: ca

Sender's Zip: 92020

Sender's Phone: [REDACTED]

Sender's Alt Phone:

Sender's Email: [REDACTED]

Preferred Contact Method: E-Mail

Teresa Bussey - Re: Animal Shelter Complaint

From: Steve Kirk
To: Teresa Bussey
Date: 10/22/2013 10:14 AM
Subject: Re: Animal Shelter Complaint

I spoke with her and clarified her concerns. She is going to come in later this week to look again.
Thanks for the heads up.
Steve

>>> Teresa Bussey 10/17/2013 4:29 PM >>>
Hi Steve,

I received a call today from Rochelle, [REDACTED] who visited our Animal Shelter and was very upset about the conditions she perceived for the animals. She was concerned that the animals do not have blankets, even though she saw a pile of blankets at the shelter, and that people were not interacting with the animals. She said the front office staff was rude. She inquired about 4 different dogs and was told that she needed an 8' fence to be able to adopt. She was discouraged that we are making it too difficult for people with loving homes to adopt these pets. She was crying, she was so upset about this. Can you please call her and talk with her about our shelter, volunteers, etc.?

Thank you,

Teresa

From: Steve Kirk <skirk@cityofelcajon.us>
To: tbussey@cityofelcajon.us
CC: JDavis@cityofelcajon.us, JSangsanoy@cityofelcajon.us, Tyale@cityofelcajo...
Date: 4/23/2014 2:05 PM
Subject: Re: NEW MESSAGE FROM CONTACT FORM

I spoke with the r/p and advised her that I would let the officer know about her concerns. She is fine with that. Unless the r/p specifically asks to remain anonymous and that is related to aco in the complaint, then there is always the possibility that the r/p may be contacted in person. Please refrain from advising them that all complaints are kept confidential as that is not always true or even possible when officers are investigating a reported crime.
Steve

Sent from my iPhone

> On Apr 23, 2014, at 7:39, "Teresa Bussey" <tbussey@cityofelcajon.us> wrote:
>
> Can someone please make contact with this reporting party? Also, I thought we were contacting people via phone instead of in person so that it is not obvious who reported the address in question.
>
> Thanks bunches,
>
> Teresa
>
> >>> "DO NOT REPLY" <rnorsen@thecityofelcajon.com> 4/22/2014 9:11 PM >>>
> -----NEW EMAIL FROM CONTACT FORM-----
>
> First Name: Antonietta
> Last Name: Baldwin
> Telephone: [REDACTED]
> Address: No Answer
> City: El Cajon
> State: CA
> Zip: 92020
> Email: [REDACTED]
> Comments: Today two El Cajon Animal Control officers came by at my residence to give me an update about the complaint I had of possible animal abuse. That matter is taken care of. Thank you.
>
> There is an issue I need to address about one of the officer's unprofessional behavior toward me. Description of officer: A heavy set woman officer with short hair, 5'6. She practically said I was a hypocrite for not having my dog licensed. Her words were but don't quote me on this, "You are complaining about someone's dog owner and you don't have a license for your own dog!" She frightened me and I didn't like her attitude. Very rude!
>
> After the warning from the officer I had to sell my high school ring in order to buy a dog license today for my dog. My dog has a 3 year license.
>
> El Cajon Animal Control shouldn't turn the tables on someone who has a legit complaint of a dog owner who is abusing their dog. The officer had no right to put me in a position of being the bad guy. I want an apology from the officer. I will confront my issue on Twitter and Facebook. I will never contact El Cajon Animal Control for a complaint again because of that one officer.
>
> -----
>
>

From: "REPORT A CONCERN" <rnorsen@thecityofelcajon.com>
To: "T. Yale" <tyale@cityofelcajon.us>
CC: "T. Bussey" <tbussey@cityofelcajon.us>, "T. Yale" <tyale@cityofelcajon.us>
Date: 4/23/2014 2:41 PM
Subject: REPORT A CONCERN FORM SUBMISSION

-----NEW EMAIL FROM REPORT A CONCERN FORM-----

Concern Type: Other
Concern Address: ██████████
Concern Address2:
Concern City: El Cajon
Description: El Cajon Animal Control Officer Turned the Tables on Complainer.

On April 22, 2014 El Cajon Animal Control officers came by to a residence to give an update about a complaint of possible animal abuse from a dog owner.

Update: The matter was taken care of but?

There is an issue I need to address about one of the officer's unprofessional behavior toward my friend. Officer's name: Collins. Description of officer: A heavy set woman with short pepper (grayish black) colored hair, 5'6. She practically said my friend is a hypocrite for not having her own dog licensed. Her words were, but don't quote me on this, "You are complaining about someone else's dog owner and you don't have a license for your own dog!" She frightened my friend and I didn't like her attitude. Very rude! Mind you, this is solely about the update on the dog abuser witnessed by a friend and she turned the tables making the innocent legit complainer a bad person.

After the warning from the officer my friend had to sell her high school ring in order to buy a dog license for her dog. She was that frightened and upset thinking the officer was going to take her dog away to the point where she went to a pawn shop to sell her ring. Her dog has a 3 year license now.

The officer also said to my friend she should not be looking in someone's yard to see what the owner is doing to the dog. Her exact words were, "That is unfair." So my friend is not supposed to witness a potential crime by viewing the premises with her own two eyes which happens to be at least 50 yards away. Her words were out of order. My friend was deeply concerned for the animal's well-being. Note: In March 2014, my friend witnessed the owner hit the dog in the face. Anyway, that issue was resolved.

El Cajon Animal Control should not turn the tables on someone who has a legit complaint of a dog owner abusing their dog. The officer had no right to put my friend in a position of being the bad guy. An apology from the officer would be a fair deal. She will never contact El Cajon Animal Control for a complaint again because of that one officer. She is traumatized by the heavy set officer's attitude.

It should not be like this at all. Why are unprofessional cops still on the force?

I will not give my friend's physical address or phone number for security reasons. I do not trust the El Cajon Animal Control officer who showed aggressive behavior toward my friend.

Sender's Name: Toni
Sender's Address: ██████████
Sender's Address2:
Sender's City: El Cajon
Sender's State: CA
Sender's Zip: 92020
Sender's Phone: ██████████
Sender's Alt Phone:
Sender's Email: ██████████

Teresa Bussey - Fwd: Re: Complaint About Unresponsive Police Assistance

From: Teresa Bussey
To: Sara Phillips
Date: 5/27/2014 11:26 AM
Subject: Fwd: Re: Complaint About Unresponsive Police Assistance
CC: Jackie Sangsanoy-Heng

Excellent. Thank you so much.

Teresa

>>> Sara Phillips 5/27/2014 11:25 AM >>>
 Hi Teresa,

Capitan Arvan has provided the below update.

Thanks,
 Sara

>>> Jeff Arvan <jarvan@cityofelcajon.us> 5/27/2014 11:11 AM >>>

I personally contacted the owner this morning at her place of business and told her we would be assigning the Sector Watch Commander Lt Ransweiler who will be reaching out this week. I also provided her my card.

J. D. Arvan
 Captain
 El Cajon Police Department
 100 Civic Center Way
 El Cajon CA, 92020
 619.593.5718

On May 27, 2014, at 10:28 AM, "Sara Phillips" <sphillips@cityofelcajon.us> wrote:

> Hi Jeff,
 >
 > Please see the complaint forwarded from the City Manager's Office, they would like a status update when contact has been made.
 >
 > Thank you,
 > Sara
 >
 > >>> Teresa Bussey 5/27/2014 10:22 AM >>>
 > Good morning Sara,
 >
 > I received a call this morning from Lucero Silva, owner of Silva's Taco Shop at 998 Broadway, phone 447-4196. Ms. Silva is not happy with the ongoing lack of police response/support when she phones the police about drug

activity, prostitution, people using needles and sniffing paint cans, all in front of their taco shop. She has repeatedly contacted the police about this activity and she said it usually takes two hours or more to get anyone to respond, if they show up at all, yet, last week a homeless person with a shopping cart resulted in 5 police officers showing up and then waiting at that location until someone could come and pick up the cart. She is fed up with paying her taxes and getting no response for activity that should generate a more prompt police response when a homeless person with a shopping cart gets more police attention than the illegal activity. She would like to discuss this with someone.

>

> Can you please have someone contact Ms. Silva to discuss her concerns?

>

> Thank you,

>

> Teresa

Teresa Bussey - Placard Dispute Complaint - Parking Violation ECP 121142 (Tibbetts)

From: Teresa Bussey
To: Sara Phillips
Date: 8/7/2014 3:49 PM
Subject: Placard Dispute Complaint - Parking Violation ECP 121142 (Tibbetts)
Attachments: Placard Dispute Complaint-Tibbetts.pdf

Hi Sara,

Barbara Tibbetts, [REDACTED] came into the City Manager's office while I was out at lunch to complain about the way her handicapped parking violation appeal was handled. Attached is her detailed account of what happened. Can you please look into this and let me know what happened, as well as contact Ms. Tibbetts with a procedure for resolving this matter?

Thank you,

Teresa

Teresa Bussey
Executive Assistant
CITY OF EL CAJON
City Manager's Office
200 Civic Center Way
El Cajon, CA 92020
(619) 441-1716
(619) 441-1770 FAX
tbussey@cityofelcajon.us



Barbara Tibbets

El Cajon Police Department

August 5, 2014

Reference: Parking Violation ECP 121142

I was issued a parking violation on 8/22/2013, for not displaying my Handicap placard. The ticket was reviewed, and discharged. I went to the Police Department on 10/24/2013, realizing only that day that it was overdue, I was really panicked and talked with clerk # 5304. She listened to my explanation, stepped away from her desk for a few minutes, and came back to say that it would be excused. She accepted my payment of \$25.00 for the administration fee, and told me I didn't have to do anything else, it was all taken care of.

Since that date I have not received a letter, or any other communication by mail, from the ECPD, until I received the letter dated 7/31/2014, which was noted at the bottom of the letter as mailed Friday, 8/1/2014, but was postmarked 8/4/2014.

On Friday, 8/1/2014, I visited the ECPD regarding a DMV Registration Renewal. I had several errands to run, and got to the ECPD right after noon. The renewal notice stated that my registration fee was \$498 and included \$359.00 due the ECPD for that parking violation in August 2013.

I assumed it was an error, and decided it would be best to correct it at the ECPD. The clerk on duty Friday looked at my documents, and checked her computer; she said it was listed as paid on her end, but administration still showed it as due, and she didn't know why they hadn't cleared it. She took my number and said they would call me.

It must have been Monday when I got a call from a woman concerning the matter, I got so upset that I don't recall her name, how she identified herself, or what day she called. I told her what had happened, but she assured me that no one in that department would have done that, they were not allowed to do that. I asked if she was accusing me of lying, she replied that it was merely a misunderstanding, implying that I misunderstood the clerk back in 2013 I guess. Later in the conversation she said the clerk had just "made a mistake", and couldn't I understand that? I know this is not word for word, but it is the gist of what was discussed. It got very intense, I finally told her I was going to file a complaint, and she hung up.

The letter dated 7/31/2014 came in the mail on Tuesday, 8/5/2014, I did find it odd that it was noted on the bottom right of the letter that it was mailed 8/1/2014, the date of my visit to the ECPD, but the postmark on the letter was 8/4/2014. Prior to the renewal notice and this letter I had no knowledge that the ECPD was still pursuing this matter, or that they had even sent it collection in November of 2013. I also never received a bill from any collection agency.

I think it is obvious that my visit to the ECPD on 8/1/2014 provoked both the letter, which although it was dated 7/31/2014, was not mailed until 4 days later, and the phone call!

I feel like I am being intimidated into paying this \$359 because someone either did something they weren't supposed to do, or another department fell down on the job. I would like to see documentation of all letters sent to me after 10/24/2013, the name and address of the collection agency, and I want to know who the woman was that called me and the number she called from, so I can locate it on my phone history.

I am very upset about this, especially because it involves the police, I have always been taught to respect law enforcement, but I don't feel the police are treating me with any respect. I am retired, and live on a fixed income, and I am probably going to lose my car over this, because I won't be able to park it in my garage or on the street without a current registration, which is way over my budget with all the added fines and fee.

Teresa Bussey - Fwd: Concern reference [REDACTED]

From: Teresa Bussey
To: Tracy Yale
Date: 6/10/2011 2:53 PM
Subject: Fwd: Concern reference [REDACTED]

FYI

Teresa Bussey
 Executive Assistant
 City Manager's Office
 200 Civic Center Way
 El Cajon, CA 92020
 (619) 441-1716
 (619) 441-1770 FAX
 >>> EL Cajon Police Generic Admin ECPD 6/10/2011 11:22 AM >>>
 Dear Mr. Root:

I am in receipt of your email. Thank you for posting your inquiry on the Intranet.

I am forwarding your concern reference possible drug dealings out of [REDACTED] to our Sector 6 Commander, Lieutenant Jeff Arvan. You should be hearing back from us soon.

Regards,
 Jackie Sangsanoy-Heng
 Police Administration

>>> "DO NOT REPLY" <rnorsen@brinkster.net> 6/9/2011 9:42 PM >>>
 -----NEW EMAIL FROM CONTACT FORM-----

First Name: Michael
 Last Name: Root
 Telephone: [REDACTED]
 Address: No Answer
 City: No Answer
 State: No Answer
 Zip: No Answer
 Email: [REDACTED]

Comments: Our reports of crime in our neighborhood have been ignored. A neighbor was dealing drugs. The reports were ignored. Eventually, one of them burglarized my house. We were ignored when we reported their suspicious activity even after the burglary. Eventually, the guy hit his grandmother and threatened your officers and our problem disappeared.

Now we have a situation again. We believe someone is dealing drugs out of [REDACTED] We really need a response this time before it escalates.

Please call me for more information.

I also intend to call the major's office tomorrow in hopes of drawing attention to this. I will tell whoever is willing to listen some of the reactions I've received from the police department.

Thank you,

Teresa Bussey - Re: Fwd: Tony Burlson

From: Teresa Bussey
To: Jackie Sangsanoy; Jeff Davis
Date: 9/13/2011 9:00 AM
Subject: Re: Fwd: Tony Burlson

Thanks Team. I will pass this information along to the Mayor so he can call Mr. Burlson back.

Teresa Bussey
Executive Assistant
City Manager's Office
200 Civic Center Way
El Cajon, CA 92020
(619) 441-1716
(619) 441-1770 FAX
>>> Jackie Sangsanoy 9/13/2011 8:56 AM >>>
Thank you, Jeff.

Jackie

>>> Jeff Davis 9/12/2011 7:09 PM >>>
Mr. Burlson called PD on 09/11/11 at 4:45:56 PM to report he was hit by an unknown male who then took his money. At 4:49:01 PM he advised the call taker he was in the front lot of the PD. His call was categorized by Communications as a Priority 4. At 6:14:30 PM, Mr. Burlson re-called, upset with the delay. At 6:15:21 PM Communications Supervisor Craig Groll notified me of the call and that Mr. Burlson was in the front lot of the PD. I asked Sgt. Conlon to personally contact Mr. Burlson in the front lot and assign a mid shift patrol officer to investigate his call. When Sgt. Conlon went to the front lot, Mr. Burlson was gone. Sgt. Conlon called his home phone and spoke to him, explaining the delay was due to calls for service. Sgt. Conlon offered to have an officer drive to Mr. Burlson's Santee residence and take a report. At 6:26:37 PM, mid shift officer L. Michael was dispatched to Santee to take the crime report for Mr. Burlson. Officer Michael arrived at Mr. Burlson's Santee home at 6:58:04 PM and took a crime report.

Day shift staffing consisted of 10 officers, 2 of which were on overtime due to staffing. Between 3:43 PM and 6:28 PM, day shift was responding to 21 calls for service which included: 3 separate vehicle accidents, a call of gunshots, a vandalism, a theft with employees holding the suspect, a battery, a robbery at the mall, a call of terrorist threats and a commercial burglary alarm call. These calls were just between 3:43 PM and 6:28 PM. This incident occurred on Sunday when the Business Office was closed.

>>> Jim Redman 9/12/2011 8:12 AM >>>
Please handle this, Jeff.

Jim Redman, Captain

El Cajon Police Department
El Cajon, Ca. 92020
(619) 579-3388 Desk
(619) 921-3554 Cell

>>> Jackie Sangsanoy 9/12/2011 8:10 AM >>>

Jim,

Just received a call from Teresa Bussey ref RP above. He left a message for the Mayor. He called yesterday (2x): one at around 5 PM and the other at 6 PM. The incident occurred at around 4 PM. Teresa called him back this morning.

Mr. Burellson claimed he was beat up and rob at his business on 270 Douglas. He said he did not receive a response from the PD until 4 hours after he had gone home (Santee).

He was sitting in front of our multi million \$\$\$ building and can see the officers inside the station and can't believe nothing can be done sooner.

Teresa wants us to research and see if there is more to the story and if someone can please update her so she can let the Mayor know of details.

Thanks.
Jackie

Teresa Bussey - Fwd: NEW MESSAGE FROM CONTACT FORM

From: Rob Turner
To: Teresa Bussey
Date: 10/3/2011 6:12 AM
Subject: Fwd: NEW MESSAGE FROM CONTACT FORM

Isn't this the same person from before? Can you refresh my memory please?

>>> "DO NOT REPLY" <rnorsen@brinkster.net> 9/30/2011 3:39 PM >>>
-----NEW EMAIL FROM CONTACT FORM-----

First Name: Maryann
Last Name: Ostermeyer
Telephone: [REDACTED]
Address: [REDACTED]
City: El Cajon
State: CA
Zip: 92021
Email: [REDACTED]

Comments: My home was entered illegally by the ECPD Animal Control on December 14th. Animals were confiscated, I was screamed at by the initial officer, had bird water thrown in my face and had to go through a mandatory hearing which I should never have been exposed to. I am an emotional wreck from the entire ordeal and cannot leave the city soon enough. During the illegal mandatory hearing Officer Espinoza said he had recommended me for counseling services. He is an official of the city. I need to know when you are going to provide those services to me. I have horrendous nightmares of the illegal entry, am devastated over the loss of the animals and really wish I were dead. Please advise when the psychological sessions. Please advise when these services will begin as per Espinoza's request. The City Manager's office has been great each time I have sobbed my heart out. The code people were wonderful. Most of animal control were good but my 4th Amendment rights were violated by a very angry and volatile officer, a ticket was issued with erroneous information, I had to pay so much money to the city that I could not get my birds back. I am destroyed and fear the power of the city. I want to throw up each time I see a city insignia. Please give me the psychological services that your officer stated he had requested during the mandatory hearing. At no time have I seen a city break so many laws and be allowed to get by with it. I wrote a letter with no response from the city. Please just send me the information on psychological services. I beg you because I cry all of the time and wish I were dead after the horrendous events of the 14th of December.

Teresa Bussey - Re: Fw: Hanson CE # 317854

From: Tracy Yale
To: [REDACTED]
Date: 2/13/2012 11:02 AM
Subject: Re: Fw: Hanson CE # 317854

Hi Betty,

I received your email twice. I notice in one of them my email address was incorrect, but I did, in fact, receive it and will print it out for the Mayor as you requested.

Thank you,
Tracy Yale

Tracy Yale
Administrative Secretary
City Manager's Office
200 Civic Center Way
El Cajon, CA 92020
(619) 441-1718
(619) 441-1770 fax
tyale@cityofelcajon.us

CITY HALL HOURS

El Cajon City Hall is open: Monday - Thursday: 7:30 a.m. - 5:30 p.m. Alternate Fridays: 8 a.m. to 5 p.m.
City Hall is closed on alternate Fridays.

>>> [REDACTED] 2/13/2012 10:59 AM >>>

-----Original Message-----

From: [REDACTED]
Date: 2/13/2012 10:55:59 AM
To: tyale@cityofelcamon.us
Subject: Fw: Hanson CE # 317854

'in my in-box twice - ???

-----Original Message-----

From: [REDACTED]
Date: 2/13/2012 10:16:05 AM
To: tyale@cityofelcajon.us

Subject: Fw: Hanson CE # 317854

-----Original Message-----

From: [REDACTED]
Date: 2/13/2012 10:09:17 AM
To: tyale@cityofelcamon.us
Cc: publicaffairs@sdccda.org
Subject: Hanson CE # 317854

This is what I replied to the El Cajon police department when they quit investigating my case.

Hanson ransacked my home of nearly 32 years and has left me completely broken.

The El Cajon police have done no more investigating when they should indeed get text records .

They've written me off completely and I'm completely devastated.

The computer repairman is involved I know because the thief called here to ask if he'd left yet - after he heard me get calls from hospice.

Hanson called here to see if the computer man left - I broke the case by getting his and my phone logs, he confessed and pled guilty in court but will not give up his co-criminals.

I know the computer man was a look-out for him because Hanson called me to see if he'd left yet -The computer man heard my being called by hospice to visit my terminally ill husband and how did Hanson know his name when he called here if he's not connected.

The police have made me out to be a liar and take the word of a confessed criminal over mine.

I'm completely at my wit's end over this and have no place else to turn for help. I have a complete file on this case but might just as well shred it for all the help I'm not getting.

Is there anything the mayor's office can do to help me?

I understand the police department "serves at the pleasure of the mayor's office".

Thank you.

Betty Shoblom - zip code 92019

-----Original Message-----

From: ██████████
Date: 2/13/2012 9:15:00 AM
To: sshakowski@ci.el-cajon.ca.us; erict@cityofelcajon.us; dvoitaskovic@ci.el-cajon.ca.us; [GrassoClaudia](#); anna.stewart@sdcounty.ca.gov
Subject: Re: Hanson/Shoblom

I'm sorry too when your underlings do not do their job and lie to me about getting text records, etc.

If that's the way the law enforcement works I guess there's not a darn thing I can do about it.

The "blue wall" surely is a strong one and who cares about the victim? Surely not you. You allow them to lie to me about getting records - you allow them to tell me I'm a liar when I know what I heard, etc.

Your choice, but it surely leads more to a paranoid elder lady to get even worse mentally - you just don't give a darn about anything but your staff. It's just not fair that you don't care about the victim. I'm getting down more as time goes by - that this little punk gets away ruining my life and you just write me off.

I hope all of you sleep well at night - I surely don't - and my health depends upon you and your's.

So - have a good day and remember - one day you and your's will get "repaid" for your not being up front with me. What goes round, comes round.

You forget - all you "working" this case I'm the one who broke it in the first place and none of you have the guts to follow through - but instead call me a liar, believe the criminal over me and leave me to wallow in my advanced years

So - you've directed your staff to have no further communication with me - what a choice when you should instead direct them to get real text records, etc but it's much easier for you to advise them to just plain forget about it.

Only 1 good fingerprint out of how many? That's also not much to say about your staff. - they don't follow through with a darn thing.

You don't give a damn about an nearly 84 year old woman who laid her only child to rest, husband terminal and violated by this drug crazed kid and leave me with only my valium as "comfort".

As above stated - if it would not have been for me getting my and David's phone logs at the get-go this case would be like all your other burglaries. - just plain sitting in "unfinished business". I get no credit for that.

As my physician told me - he too was a victim and your staff didn't even bother to gather fingerprints, cigarette butts and other evidence "because you have too many cases like it". What a joke is our so-called law enforcement.

I hope all of you sleep well - I surely don't and you surely add to my being paranoid about the undone work you've allowed your underlings to just let sit.

Sleep warm, I sure don't and I hope all of you are completely satisfied you've

broken this tax paying citizen. An accidental overdoes of medication would surely rest with you and your "enforcement" people -
Betty Shoblom

-----Original Message-----

From: Steve Shakowski
Date: 2/13/2012 8:19:57 AM
To: David Vojtaskovic; Eric Taylor; [REDACTED]
Subject: Re: Hanson/Shoblom

Mrs. Shoblom,
 At my direction, the El Cajon Police Department Investigations staff will have no further communication with you in regards to this incident, unless there is a change in the status of the case, based on additional evidence we are awaiting analysis on. Your repetitive accusations of dishonesty, and failure to believe our investigative analysis renders communication with you as useless. I'm sorry to have to take this stance, but I see no other manner in which to handle this.

Lt. Steve Shakowski

>>> [REDACTED] [REDACTED] 2/11/2012 9:25 AM >>>

Detective V11,

No courtesy of reply to my last 2 messages. And I'm sure you have not been honest with me.

You told me David's parents gave you his Dec 11th text messages.

That's impossible because they can only go back to the last billing period. Any records beyond that would have to be done via a warrant.

I also strongly feel you did not get a warrant for Ty Harmon's text records - or even phone records - for Dec 11th because I know for positive Sprint will give their customer records only back as far as the last billing period.

You've not been honest with me relative to getting these records to shut me up and you can get on with your next case.

If you want me to believe you when you say you've ordered the text records - & phone for Ty- you've have to show me the warrant for each.

Please don't cite "privacy" as it's part of your investigation in which I am indeed the victim.

Irene might have a big smile on her face for her precious boy court ordered into rehab - her main desire- but I've not been able to smile since the incident and tired of being pushed around by the law enforcement.

I'm positive Ty Harmon is involved but you're just plain letting it go and taking

the word of a criminal over mine. I know what I heard from David's cell phone.

"Has Ty left yet?"

Please - please don't make my life any worse - as if it could be - by NOT getting warrants for Ty and David's text/phone records.

You know I broke the case in the first place but I have no power to get additional records - you do - so use it!

Most unhappy and back on valium.

Teresa Bussey - Re: Elizabeth Trenor [REDACTED]

From: Frank LaHaye
To: Jackie Sangsanoy
Date: 4/18/2012 9:05 AM
Subject: Re: Elizabeth Trenor [REDACTED]
CC: Rob Ransweiler

Rob will take care of this when he returns tomorrow. We have spoken to her several times about the lack of suspect information regarding her crash and there is no licence plate number known.

>>> Jackie Sangsanoy 4/17/2012 5:28 PM >>>
Frank,

Just rec'd a call from Teresa (CM's office) ref above subject. Ms. Trenor called to complained about Whitman.

In February, she was involved in a HR at the Jack in the Box on Main. She called to request for a license plate number for her insurance and Whitman give her the impression that he was annoyed. As of now, she still has not received the information she needs. She has called numerous times and nobody has return her call. She would like a call back please.

Thanks,
Jackie

Teresa Bussey - Citizen Complaint Against Police Department

From: Teresa Bussey
To: J'Adore Grobe; Jackie Sangsanoy
Date: 5/2/2012 4:43 PM
Subject: Citizen Complaint Against Police Department

Hi PD Team,

I received a call from James Larson, [REDACTED], asking how he would lodge a complaint against the Police Department. He started off by saying the Police are not responding in a timely manner, or at all. He said he was assaulted in the parking lot of the old police station by his ex in front of the police and camera and the Police would not allow him to file assault charges against her. He has called 911 and the Police did not respond until he was already in bed. He was locked out of the house that he lived in for 38 years. He was assaulted in his own home by two individuals they caught up with down the street and Police wrote it off as a drug deal gone bad, yet he claims he has never had drugs in his house. His car was damaged in a DUI accident 3 years ago and he claimed he was still trying to get records from the Police Department. He told me he had a copy of the accident report. When I asked what other records he was trying to get, he commented the outcome of the case. I asked if he had requested those records from the court and he said they (and the Police Department) have no record???? He claims he was arrested for drunk in public in his own front yard. He is now homeless and lives out of a motorhome on the street that he cannot park for more than 5 minutes in El Cajon without getting a ticket. When I asked him if these things had occurred recently, he said they have been occurring over the past 3-4 years. I told him I would pass the info to you and ask that someone contact him about filing a citizen complaint. Sorry this is so lengthy. He provided his three previous addresses of [REDACTED] (his grandmother's house), [REDACTED], [REDACTED].

Thanks,

Teresa

Teresa Bussey - Re: Fwd: Complaint-ADA Counter at Police Station and Desk Officer Behavior

From: Teresa Bussey
To: J'Adore Grobe; Michael Moulton
Date: 6/25/2012 5:25 PM
Subject: Re: Fwd: Complaint-ADA Counter at Police Station and Desk Officer Behavior

Thanks Jay and Mike.

>>> J'Adore Grobe 6/25/2012 4:29 PM >>>
Teresa,
FYI below.....looks like Lt Moulton handled it.
Thanks,
Jay

>>> Michael Moulton 06/25/12 2:54 PM >>>
Capt.,

I talked to Mr. Johnson for 23 minutes (according to the timer on my Shoretel phone) and addressed all of his concerns. He did not wish to make a formal complaint and he was satisfied with our conversation.

Mike

>>> Jeff Davis 6/25/2012 2:24 PM >>>
Mike,
Can you look into the Desk Officer complaint. Support will look into the ADA issue.

>>> J'Adore Grobe 6/25/2012 11:18 AM >>>
Hi Jeff,
I know Jackie sends these to you...do you forward them or does she take care of that?
Let me know so I know what I need to do :-)
Jay

>>> Teresa Bussey 06/25/12 11:11 AM >>>
Good morning PW and PD. My e-mail is two-fold reference a visit I had from Steve Johnson, [REDACTED] on Thursday at 5:00 p.m. and is being forwarded to both Facilities and Police Admin.

Facilities: Mr. Johnson indicated the ADA Counter at the Police Station is not properly marked and there is no chair available for individuals who cannot stand for extended periods of time while conducting business. Additionally, while he was there on Friday, he was not offered a chair for use at the ADA Counter while his request was taking an extensive period of time.

Police Admin: Mr. Johnson took issue with the desk officer, indicating he was rude, and that other officers, who did not appear to be actively working, were just standing around where the desk officer was. He came in to get a copy of a report, which was not available. He did not feel the desk officer, nor the police department handled his request efficiently. He was ultimately told, after waiting for what he described as a long time, that the computers were down; information that came from dispatch.

Can these issues be investigated and Mr. Johnson be contacted?

Thank you,

Teresa

Teresa Bussey - Fwd: URGENT: notification of dangerous animal control issue and lack of adequate response

From: Douglas Williford
To: Teresa Bussey
Date: 8/30/2012 1:34 PM
Subject: Fwd: URGENT: notification of dangerous animal control issue and lack of adequate response

Please email this individual and indicate that the CM has reviewed his email and is looking into this situation personally and that he will directly hear back from the City soon.

>>> Ian McGehee < [REDACTED] > Thursday, August 30, 2012 >>>

Hello,

Due to the inability and/or unwillingness of the appropriate city departments to deal with this issue, I am contacting you directly in hopes that you can see that this serious matter receives the attention it warrants-

This is to notify you of and officially document our numerous complaints regarding the serious public safety issue presented by a pack of pit bull dogs that have repeatedly escaped the premises of their owners at [REDACTED] (according to ECPD) to roam at large and harass and attack people.

These dogs consist of one intact male approximately 70-80 lbs in weight, a female approximately 60 lbs and two juveniles that appear to be around one year of age, maybe 30-40 lbs each.

In late July, these animals broke free from their inadequately fenced yard and began roaming the adjacent yards...we kept our eye on them and when they were back in their yard within about 20 minutes we chose not to report what we charitably chalked up to an isolated incident.

We also assumed that reasonable and responsible pet owners would consider this escape notice that they needed to seriously address the security of the enclosure used to contain and control their animals, and left it at that.

Less than two weeks later the animals escaped again and when we saw them jump a fence into another yard of a family with small dogs and children, we called EC Animal Control and reported them as being at large, along with the fact that this was now the second time. We also reported the fact that the dogs were **ACTIVELY** attempting to get inside our fenced yard by climbing whatever they could and lunging for the top of the fence, as well as trying to dig underneath our fence and push it out of their way in an attempt to get at us and our ten pound dog.

As this was going on, the owner of the pit bulls noticed that the dogs were roaming the other yards, and rather than go get them, stood in a window gently telling them to "come home", which the dogs completely ignored. I yelled at her to go *get* her dogs, and was never acknowledged- she just kept up her ineffective attempts at voice control. This was also reported to the dispatcher.

We saw someone poking around in one yard an hour or so later but they didn't identify themselves or ask about any loose dogs or where they went, and we were never contacted by animal control other than getting a call many hours later telling us that someone had looked for the dogs but "couldn't find them", and that that was all they could/would do as the dogs appeared to not be at large anymore. When I asked if anyone from Animal Control had actually contacted the owners regarding their inadequate containment or inspected it before deeming the matter finished, the answer was non-comittal.

Three weeks later, at 4:30 AM this Tuesday I hear something/someone very large rummaging around outside in my yard and fearing that it might be a prowler I peered through the blinds to see one of these same pit bulls in our yard, just as I had warned animal control they were trying to do the first time I reported this dangerous situation of a pack of pit bulls at large.

I called animal control again, and while I was being shuttled through all of the menu choices and being redirected to the police dispatcher I went about trying to secure the house- when I went to close the window, the act of raising the blind alerted the dogs to my presence at which time they ALL lunged towards the window opening in an extremely aggressive manner with the big alpha male leading the charge, knocking over plants and tearing down a gutter downspout in the process. I have NO doubt that had I not moved fast or had been within easier reach, I would have been bitten/mauled.

This is by definition an attack whether there was any bite or other physical contact or not-

Title 6, Division 2, Chapter 6 of the San Diego County Code, SEC. 62.602.-

(d) "Attack" means an action by an animal which places a person in reasonable apprehension that the animal will cause the person immediate bodily harm.

At this point the dogs managed to break through our latched gate, and I called the dispatcher back to let them know that the officers were actually dealing with four pit bulls who were now completely loose on the street and had attacked me.

Next I get a call from the dispatcher asking me if I can identify the pit bull that the responding officer is holding, so I went out to look, only to be met by the rest of the pack approaching me as the responding officers ordered me to "hang up the phone" and "answer the questions" rather than try to get to a protected location where I felt safe. They actually acted peeved that I took my personal safety into consideration as a dog jumped on me, rather than answer their questions instantly, and nobody made any effort to intervene or prepared to use force to stop any impending attack- they just watched and demanded answers as I was being surrounded and scrambled into the closest car to protect myself.

The officers somehow managed to get the dogs back into my yard, shoved our trash can up against the gate in an attempt to keep them contained then they all left without telling me what was going on, leaving me stranded outside my house and my girlfriend trapped inside. I had to climb in a window to call the dispatcher again to find out what they were doing after approximately 20 minutes of nothing. I was told that they were getting the owners so they could retrieve their dogs, even though they had already sent another officer and a squad car to the owners address at least 15 minutes earlier...when they all finally came back with the

owners, at least 30-40 minutes had elapsed from the time that the first officer left to get them, despite the fact that it's at most a four minute walk between the properties.

Despite having three civilians and three police officers involved, it took another 20 minutes to get the dogs out of our yard, as they continuously lunged at the gate aggressively as a pack. Also it appeared that the owners didn't even have enough leashes for all four dogs so they had to ferry them away individually. During this operation the situation was deemed dangerous enough that one officer stood by with his steel baton deployed and ready to intervene should the other four people lose control over any of the animals.

During this time more damage was done to our property as a result of the dogs lunging and clawing at our fence and gate. When the dogs were finally gone, none of the responding officers made any attempt to let us know that the area was secure, or what was going to happen with the dogs or who to follow up with to address what is clearly an ongoing and ESCALATING issue to our personal safety and property, not to mention that of our neighborhood.

They never spoke to us again and simply left, and as we learned later, assisted the owners in putting the dogs back in the exact same area that had already proven to be inadequate on three different previous occasions, all reported to El Cajon Animal Control/Police via phone and directly to the officers who did it anyway.

We learned this when, not two hours later, the dogs had AGAIN broken loose, and were AGAIN in our yard...and AGAIN, when my girlfriend went near the window, they attacked her at the open window exactly the same way that had been reported to El Cajon Animal Control/Police when they did it to me, before the responding officers gave these irresponsible dog owners their dangerous dogs back and put them in area that they admit they knew was not secure and in violation of NUMEROUS laws regarding the proper care and control of animals.

My girlfriend called 911 this time, and when officers arrived they tried to downplay the entire event because the dogs were "back home now" and actually tried to lecture us on proper use of police resources by telling us the "this really isn't a police matter" and that we shouldn't be calling them- if this were the case then it is entirely the fault of the system by which animal control calls are routed and reported to police when animal control isn't on duty and there are no animal control officers on call to deal with immediate threats to public safety posed by roaming packs of unsocialized and aggressive dogs.

This also ignores the fact that had anyone from Animal Control actually investigated the original report beyond just glancing around and not seeing any loose dogs and shrugging their shoulders, the pit bull owners might have felt compelled to secure the area and the two separate pit bull attacks we experienced on our property and the related property damage and the expense of multiple police officers and squad cars responding might never have happened.

At no time did any of the police dispatchers or responding officers tell me that a report would be forwarded to Animal Control, and in fact I was told by more than one responding police officer that I would have to make any such report myself as it "wasn't their job". When we

attempted to make a report and follow up with Animal Control, my girlfriend and I were met with a telephone that went unanswered or gave a busy signal for at least two dozen attempts over the course of the day Tuesday.

Since there was no functional way to contact Animal Control I had to call the ECPD number again and explain at length that I couldn't get through directly so that I could get transferred, and then was only able to leave a message....many hours later after no response, when the single call that was answered at Animal Control went through, I was again told that all I could do was to leave a message- after being cheerfully told that if I saw loose dogs I should just call Animal Control and there really wasn't any more need to contact them over previous incidents.

As I see it there are two issues at hand- first is the immediate issue of the continued presence of dangerous animals that threaten the safety and property of myself, my neighbors and all of our children, pets and guests. These animals are NOT gentle pets that one can simply corral and hold for the owners to come get; they are unsocialized, left outdoors to bark and howl in distress at all hours of the day and night with no one to intervene or train them not to, and are aggressive with strangers not just alone but as a pack that is led by a large and very aggressive intact male.

The other overlapping issue is the utter indifference shown by El Cajon Animal Control and Police to repeated reports of this ESCALATING problem and the manner by which they continually attempt to downplay and divert attention from this problem and clear violations of the law, and act as if we are just overreacting, even after two separate incidents of snarling pit bulls attacking us and aggressively attempting to enter our house through a window within the space of two hours.

All that seems to matter to the authorities is that we stop calling them unless the dogs get loose yet again, and even then all they claim to be able to do to abate the dangerous situation -IF they happen to find them at large- is to move the dogs back to the yard they have now broken out of four separate incidents (that we know of) that have all been reported to the agencies ostensibly charged and given the tools to CONTROL ANIMALS, that won't return our calls or take official reports.

This is entirely UNACCEPTABLE...I am now reduced to having to make sweeps of my own yard at some risk to my personal safety, just so I can leave my house, let my dog out, etc. and not be face to face with a pack of dogs that the city won't do anything about even after police felt the need to brandish weapons in defense against their "disposition, tendency, or propensity to attack". I can't leave my own dog unattended in my own fenced yard because it's too risky with these unattended dogs able to get out and roam with impunity, and their now PROVEN desire to get into our yard and house to attack us if they can. I can't even leave my door open for air in the summer heat for fear that I couldn't get to it quickly enough should they break loose and try to enter yet again.

As this is now clearly a matter of documenting the events leading up to a potential tragedy and ensuing legal action, we are now requesting written confirmation that El Cajon Animal Control has made contact with these owners and has addressed the various issues involved with the safe and legal care and handling of these animals, most notably that they are reasonably secured and unable to wander at large and harass and attack people and destroy their property- if nothing else, they need to be kept indoors when the owners are otherwise

distracted, sleeping, at work, etc. and unable to come get them in a timely manner if they do escape.

Also, in light of the escalation of this problem and the continued attempts by city employees to treat it as nothing worth addressing, we need to know EXACTLY how many times an owner of dogs that have been reported as aggressive, who have now attempted to get into our house through open windows, who need five people to get under control, are legally allowed to roam free and nothing more happens than the police come and help put them back in the same space they just got out of, all at taxpayer expense...?

How many attacks does it take to get anyone to take action, or even return a phone call?

El Cajon Animal Control acts as if roaming packs of pit bulls aren't a high priority, at least that is what their complete silence on the matter and refusal to return phone calls or take a direct report indicate.

The official position seems to be that there is nothing that can be done, I guess until someone actually gets physically injured or killed, which in the case of myself and my girlfriend came down to a matter of less than a foot of space and a window screen to prevent it. If it is indeed the position of El Cajon Animal control and the ECPD and by extension the City that oversees these departments that no action can be taken to address dangerous dogs that have shown a propensity towards aggressive and intimidating behavior until they actually physically injure someone, then I'd appreciate being made aware, in writing, of what code or other legal authority backs up this claim.

My understanding of the law comes from my reading of the El Cajon Municipal Code, which states in part-

"6.22.010 Definition of "dangerous animal."

A. For the purposes of this chapter, "dangerous animal" means an animal which:

4. Has twice within a forty-eight-month period shown the disposition, tendency, or propensity to attack, bite, or otherwise cause injury to a person engaged in a lawful activity

6.22.050 Public protection from animals.

A. Animal owners shall at all times prevent their animals from biting or harassing any person engaged in a lawful act and from interfering with the lawful use of public or private property. Any person who violates any provision of this section is guilty of a misdemeanor.

B. Any person owning or having custody or control of a dangerous animal is guilty of a misdemeanor if, as a result of that person's failure to exercise ordinary care, the animal injures or shows the disposition, tendency, or propensity to attack or cause injury to a person engaged in lawful activity and the owner or custodian knew or should have known of the dangerous nature or propensity of the animal.

Furthermore, the code states-

6.26.030 Violation—Misdemeanor.

Any owner or possessor allowing a dog to be kept in violation of the provisions of this title shall be deemed guilty of a misdemeanor, and shall be subject to the provisions of the general penalty clause as set forth in Section 1.24.010 of this code.

The chief of police, or a representative of the chief, may enter upon any property pursuant to law to ascertain if any of the provisions of this ordinance or any state law relating to the care, treatment or impound of animals is being violated."

That last part would indicate that despite their many representations to the contrary, it in fact IS the job of the police to abate animal related public nuisances involving dangerous animals that present a danger to the public...the fact that all after hours calls to El Cajon Animal Control are routed to police dispatchers who send police officers out in response would also indicate that it is in fact their job when there are no dedicated Animal Control officers able to respond in a timely manner. I fully understand that the police have higher priorities, yet when their resources are taxed with ongoing animal control issues they seem to feel and actually state that they have no responsibility whatsoever to see that the proper authorities *are* made aware of the problem so that it can be abated, and don't even offer a phone number to victims of dog attacks who they insist must do all the follow up themselves. They don't even bother with the common courtesy of letting the attack victims know that the dogs have been removed after the police themselves put them in the victims yard in an attempt to contain them.

All of this of course virtually assures the need for yet more precious public resources be put towards responding to future incidents of an ongoing problem, and opens the city up to far greater cost due to potential civil liability should calls to abate dangerous dogs be ignored and someone is hurt as a result of the city's deliberate and frankly callous lack of any real response.

We have now requested three separate times over the course of a month that El Cajon Animal Control or some other duly appointed agent go to the property where these dogs are kept "pursuant to law to ascertain if any of the provisions of this ordinance or any state law relating to the care, treatment or impound of animals is being violated" and to please let us know when it's been done and if the area was officially determined to meet the standards adequate to contain these dangerous animals, so that we can live with the reasonable expectation of not being attacked in our own yard and even inside our house. To date all of our attempts to get a response from EC Animal Control or to officially document these incidents directly to them have been ignored, except for the single follow up call from the first report of the dogs being at large, that was only to tell us that nothing happened as a result and the matter was dealt with as far as they were concerned.

It is beyond comprehension that with all of the available information and tragic case histories of dangerous dog attacks available to anyone who cares, that any city would be so cavalier in their disregard for concerned citizens reporting an escalation of aggression in dogs that are textbook examples of the types of dogs that give all of these breeds a bad name- namely, backyard bred dogs that are not properly trained and restrained, males left intact, and allowed to roam in packs while not only the owners but *the very people charged with abating these dangers* pretend that the people making the complaints are the real problem, and essentially ignore and pooh-pooh their concerns and stonewall their attempts to report the problem until

it's too late.

As far as I am concerned, "too late" happened when, after reporting the issue the first time, I was later attacked and the police response was to place the animals that attacked me back in the "care" of the people who allowed them to attack me after ignoring everything I told them about the history of these dogs and the unsecured area they were kept in, and refusing to pass on the information to Animal Control as part of their sworn duty to protect the public.

"Too late" happened when as a result of that thoughtless and lackadaisical attitude towards public safety and utter indifference shown to citizen reports to police officers and other city agencies of an ongoing problem and its history, my girlfriend was attacked in EXACTLY the same manner less than 120 minutes later.

It isn't too late to address this issue in a manner that will satisfy us and more importantly preserve public safety, but the time for us to just sit by complacently while animal control refuses to address our concerns while simultaneously being told to stop bothering the police who get the unanswered calls to Animal Control and is LONG past...if that is to be the only response the various city departments are willing to make, then we will have to take other measures to address both the problem of the dogs and the problem of El Cajon Animal Control and Police departments that refuse to help abate and control a reported dangerous animal problem and help ensure public safety.

We are of course more than willing and welcome the opportunity to speak directly to anyone who might actually take good faith action to see that this matter gets addressed, and are not at all calling for ANY specific enforcement action or punishment, only that the situation be investigated and that we be informed of the final determination so we can take reasonable action to protect ourselves, and that the two attack incidents of Tuesday as well as the previous incidents be historically documented by Animal Control so that any potential future incidents involving these animals can be seen and dealt with in context, before someone or their child or pet gets mauled or killed and the people whose job it is to deal with these public safety issues feign ignorance of any prior incidents or potential danger the way they almost always do when someone gets hurt or killed by pit bulls and similar breeds kept by irresponsible owners.

God forbid it gets to that point and I trust that a competent and engaged and reasonable city manager will make every effort to see that it doesn't- but rest assured that should such an unfortunate event take place not just with these animals but ANYWHERE under the responsibility of the city of El Cajon or its agencies charged with animal control, any public statements or testimony from city officials or the El Cajon Animal Control or Police departments claiming that proper authorities were not made aware of any dangerous dog problems will NOT go unchallenged by these dog attack victims.

Sincerely,

Ian McGehee
Dawn Owens

Teresa Bussey - Complaint-ADA Counter at Police Station and Desk Officer Behavior

From: Teresa Bussey
To: Chris Presmyk; J'Adore Grobe; Jackie Sangsanoy; Matt Lyer
Date: 6/25/2012 11:11 AM
Subject: Complaint-ADA Counter at Police Station and Desk Officer Behavior
CC: Nancy Palm

Good morning PW and PD. My e-mail is two-fold reference a visit I had from Steve Johnson, [REDACTED] on Thursday at 5:00 p.m. and is being forwarded to both Facilities and Police Admin.

Facilities: Mr. Johnson indicated the ADA Counter at the Police Station is not properly marked and there is no chair available for individuals who cannot stand for extended periods of time while conducting business. Additionally, while he was there on Friday, he was not offered a chair for use at the ADA Counter while his request was taking an extensive period of time.

Police Admin: Mr. Johnson took issue with the desk officer, indicating he was rude, and that other officers, who did not appear to be actively working, were just standing around where the desk officer was. He came in to get a copy of a report, which was not available. He did not feel the desk officer, nor the police department handled his request efficiently. He was ultimately told, after waiting for what he described as a long time, that the computers were down; information that came from dispatch.

Can these issues be investigated and Mr. Johnson be contacted?

Thank you,

Teresa

From: Tim Henton
To: Jackie Sangsanoy
CC: J'Adore Grobe; Jeff Davis; Teresa Bussey
Date: 6/3/2012 3:41 PM
Subject: Re: Fwd: Citizen Complaint Against Police Department - Sector 7 Concern

Mr. Larson came in last week with his sister. His sister seemed to calm him down and keep in check. I spoke to him about the incidents that upset him. I told Mr. Larson and his sister that we wanted to know about situations during which our officers acted inappropriately, but the fact that they waited over two years to report the problems made it difficult to research the incidents. His sister said they did not want to file a complaint. They asked for some information on some incidents that occurred at the Pine address, and I gave them what I could. They asked for advice on some civil matters, and I told them they need to consult an attorney. They did not seem upset when they left, but I wouldn't be surprised if we heard from Mr. Larson again. He is a bit volatile.

Tim

>>> Jackie Sangsanoy 5/3/2012 7:37 AM >>>

Tim,

Please refer to the attached CM complaint and advise on contact/dispo.

Thanks,

Jackie

Teresa Bussey - Re: Fwd: Complaint - Kennedy Park Response 10/10/12

From: Jackie Sangsanoy
To: Teresa Bussey; Tracy Yale
Date: 10/11/2012 3:31 PM
Subject: Re: Fwd: Complaint - Kennedy Park Response 10/10/12

Please see attached response from Patrol reference the subject above.

Thanks,
Jackie

>>>

From: Jeff Arvan
To: Sangsanoy, Jackie
CC: Davis, Jeff
Date: 10/11/2012 1:47 PM
Subject: Re: Fwd: Complaint - Kennedy Park Response 10/10/12

Called the R/P today and addressed the issue. This is a two fold issue:

1. R/P was frustrated with the phone dispatcher and (admittedly) was also abrupt and hung up before finishing the telephone call. I am pulling the phone recording to evaluate the contact and will bring Wendy into the loop also.
2. R/P frustrated with the continued alcohol and drug usage by the highschool students before school when he walks the park.
3. R/P was also frustrated with the interaction with our responding officers.

I have ensured the R/P I will look into the matter as well as direct resources to the park in the morning hours to detour the drug and alcohol usage in the park.

Jeff

Lt. Jeff D. Arvan
Patrol Watch Commander
El Cajon Police Department
100 Civic Center Way
El Cajon, CA 92020
619.593.5718
619.444.8312 (fax)

>>> Jackie Sangsanoy 10/10/2012 11:28 AM >>>
Jeff,

Please refer to the attached CM complaint and advise on dispo. (Due 10/24/12)

Thanks,
Jackie

From: Jeff Davis
To: Jackie Sangsanoy
Date: 10/10/2012 11:25 AM
Subject: Re: Fwd: Complaint - Kennedy Park Response 10/10/12

Jackie, please assign to Arvan.

>>> Jackie Sangsanoy 10/10/2012 10:34 AM >>>
Please see below complaint and advise on assignment.

Thanks,
Jackie

>>>

From: Tracy Yale
To: J'Adore Grobe; Jackie Sangsanoy
CC: Teresa Bussey
Date: 10/10/2012 10:31 AM
Subject: Complaint - Kennedy Park Response 10/10/12

I just received a phone call from an upset resident. He also left a voice mail for the Mayor. He's very frustrated because the "police aren't doing anything" about several incidents in Kennedy Park. There were a few high school kids doing drugs in the park (claims this happens daily) and two girls were on the ground and couldn't get up - one was yelling. He called the Police and they asked him several questions regarding description, etc. He answered some questions, but became frustrated and asked Dispatch if they were sending an officer out or not and they responded to him by telling him to just answer the questions. After answering several questions, he hung up. An exercise group in the park ended up calling 911. Both girls were taken away in ambulances. As for the two boys who supplied the drugs, they walked away. He said our officer told him that he was busy and was done talking to him. Can you please see what you can find out about this and let us know when he's been contacted so we can provide the Mayor with the status?

Reporting Party:
Cal Robertson

████████████████████
████████████████████

Thank you,
Tracy

Tracy Yale
Administrative Secretary
City Manager's Office
200 Civic Center Way
El Cajon, CA 92020
(619) 441-1718
(619) 441-1770 fax
tyale@cityofelcajon.us



CITY HALL HOURS

El Cajon City Hall is open: Monday - Thursday: 7:30 a.m. - 5:30 p.m. Alternate Fridays: 8 a.m. to 5 p.m.

City Hall is closed on alternate Fridays.

Teresa Bussey - Fwd: letter re: El Cajon Shelter

From: Heather [REDACTED]
To: <tbussey@cityofelcajon.us>
Date: 10/24/2012 10:30 AM
Subject: Fwd: letter re: El Cajon Shelter
CC: [REDACTED]
Attachments: shelter.doc

Hi Theresa~

I sent this to the wrong email address on Friday and yesterday...

----- Forwarded message -----

From: Heather <[REDACTED]>
Date: Mon, Oct 22, 2012 at 4:41 PM
Subject: letter re: El Cajon Shelter
To: tbussey@cityofelcajon.com

Hi Theresa~~

Thank you for calling me today regarding my experience at the El Cajon Animal Shelter. Attached is the letter that I sent to the shelter and copied to others, including the City Manager and Councilmembers. I cut and pasted the letter into the email links on the website. Not sure why the emails didn't go through.

Since I wrote this letter, I've been in communication with both Dr. Jennifer Sipes and Sergeant Steve Kirk from the shelter. They have come up with a plan to right the wrong, to the best of their ability. We cannot change that this kitten sat in a cage with broken bones for six weeks, but they have agreed to give him the surgery he needs so that he may possibly be able to walk again.

Although Steve, our new kitten, will receive the care he needs, our concern remains that this will happen again. We realized that something was wrong with this kitten within a short time of having him home. The day after we adopted him, my vet stated "there is something seriously wrong with him" while doing the exam and before looking at the xrays. How is it that we were able to notice that something was wrong with a simple observation and my vet notice that something was wrong during a routine exam while no one at the shelter noticed any problems over a six week time period? How did no one notice that he couldn't stand or walk?

Dr. Sipes stated that she "thought the kitten was feral", so they did not further investigate the reason he was hiding in the back of his cage. Furthermore, she knew that he had a fractured front leg, as evidenced by her notes from August 30th. She stated in the notes that he would be monitored for limping. There were no additional notes in the next four entries indicating that there was a follow up to look at his fractured leg. Did anyone check this kitten's leg after August 30th and over the next six weeks that he sat in the cage?

I appreciate your follow up to our concerns. As stated in the last paragraph of my letter, we would like to see some kind of written plan to ensure that this does not happen again. I understand that there are limited funds at city-run shelters, however this is not excusable. Sergeant Kirk has taken responsibility and said he will follow up on this issue. In fact, he even returned my call during his vacation. On the other hand, Dr. Sipes has not admitted to any wrongdoing. She simply stated that, "you don't understand, we do a lot of good here". I agree that there is a lot of good done at the El Cajon Animal Shelter for animals and the community, however that does not change what happened to Steve.

I appreciate your time and look forward to a response.

Respectfully,
Heather Medei

October 17, 2012

El Cajon Animal Shelter
1275 North Marshall Avenue
El Cajon, CA 92020

Heather Medei
[REDACTED]
[REDACTED]
[REDACTED]

RE: Neglect to provide reasonable veterinary care

To Whom It May Concern:

Yesterday adopted a seven month old kitten from your shelter. We went to visit him a few times since the end of August when he arrived at the shelter. Each time, I held him and he snuggled in my neck and nuzzled my hair. When we placed him back in the cage, he would move to the back of his cage and stare out with his big golden eyes. During our third visit around the beginning of October, we noticed that his eyes and nose were oozing. The attendant mentioned that he was being medicated for an infection that was going around the cat room and would be seen by the vet. I was coming up on a trip to Pennsylvania to visit my family and said to myself, "If he is still here when I get back, I will take him home". The day after I returned to California, I went to the shelter and he was still there. He is now sleeping on a pillow next to my sofa with our dog.

The sad part of this story is that we don't know how long he will be sleeping on that pillow next to the sofa with the dog. Shortly after we brought him home last night, we noticed that he was having problems standing and would not walk. I am not a veterinarian, but I've had enough pet cats to know that something was wrong. Today I brought him to my vet and received some very disturbing news. Our new, sweet kitten has multiple fractures and breaks in his bones that have been there so long that they began to heal on their own without being properly set. He has a spiral fracture in his right front leg that will cause his right leg to be shorter than his left. He has a few fractures in his spine and both ball and socket joints in his hips are broken. Not only are they broken, the ball joint had actually been torn away from the bone. Due to the breaks in his ball and socket joints in his hips, his pelvis has shifted and is partially blocking his colon. The vet said that the kitten had sustained such traumatic physical injuries that he could not believe he was still alive. He believes that the kitten was hit by a car some time ago. The official names of his injuries are as follows: older bilateral femoral capital fractures, bilateral sacroiliac luxations and an old right humeral fracture.

I understand that the local animal shelter has limited funding. I understand that there will be instances where something is wrong with an animal that was not detected, so they are unable to inform the potential adopter of the problem. This situation, however, seems to be excessive. We were informed that he had a "possible fracture in his right humerus that was healed", but no one noticed that the kitten couldn't walk or even stand up? As previously mentioned, I am not a vet and noticed in a very short amount of time that there was something very wrong with this kitten. How did the professionals and volunteers at the shelter not notice that something was wrong? How did the vet who treated him for his upper respiratory infection and neuter not notice that the kitten could stand up or walk? How did no one notice that this little kitten was broken and in pain? The fact that no one noticed leads me to believe that he was not given any pain medication during his almost two-month stay at the shelter.

It breaks my heart to know how much this little, innocent kitten suffered while in the care of the very people who were supposed to keep him safe. If a citizen of the County of San Diego would have neglected this kitten by not providing proper veterinary care, he would be fined and possible sent to jail. How can a government-funded agency not comply with the same laws?

I've shed many a tear watching him try to stand, try to walk, and pull himself across my carpet with his front claws as he tries to play with toys. I don't know what I am going to do. I want to help him, but do not have a couple thousand dollars to spend on the surgeries. What was supposed to be a very positive experience has turned into a very, very sad one.

I know there is nothing that can be done to fix the situation at hand. What I can do is try to ensure that this does not happen to another innocent animal.

Please respond to my correspondence, in writing, with your plan detailing what will be done to comply with CA Penal Code 597, Cruelty to Animals and case law, including, but not limited to 1.) access to veterinary care deemed necessary by a reasonably prudent person to relieve distress from injury, neglect or disease, and 2.) continuous access to an area with space for exercise necessary for the health of the animal, 3.) continuous access to an area with adequate ventilation and kept reasonably clean and free from excess waste or other contaminants that could affect the animal's health. Furthermore, please inform me of who will be responsible to ensure that the plan is enforced and no more animals suffer in the care of the El Cajon Animal Shelter.

I look forward to your response.

Respectfully,

Heather Medei

C: El Cajon City Manager
Mark Lewis, El Cajon Mayor and Chair
Tony Ambrose, Councilmember and Mayor Pro Tem
Gary Kendrick, Councilmember and Member
Bob McClellan, Councilmember and Member
Bill Wells, Councilmember and Member
KUSI News
Editor, Union Tribune

Teresa Bussey - Fwd: Re: Complaint from City Manager's Office

From: Tracy Yale
To: Julie Cotton
Date: 7/18/2013 5:15 PM
Subject: Fwd: Re: Complaint from City Manager's Office
CC: Teresa Bussey

Thanks, Julie.

Tracy

>>> Julie Cotton 7/18/2013 2:39 PM >>>
F.y.i.

On 7/18/2013 at 1:32 PM, in message <51E7EE75.9236.0070.1@ci.el-cajon.ca.us>, Julie Cotton <Jcotton@ci.el-cajon.ca.us> wrote:

Tim,

Thank you for responding to Mr. Wydock. I will forward your response to Tracy at the City Manager's Office for future reference.

Julie

On 7/18/2013 at 1:26 PM, in message <51E7ED0F.1331.0007.1@ci.el-cajon.ca.us>, Tim Henton <thenton@ci.el-cajon.ca.us> wrote:

I just spent almost 25 minutes on the phone with Mr. Wydock, who really had no current complaint with the PD. He was adamant that he did a report on the Internet almost two years ago for the vehicle burglary, but he received no personal service from our personnel. When I checked our records, I found that a PSO responded to his home, met with him and took a report. The incident involving the mail theft occurred four years ago. His main complaint regarding the police had to do with the fact that society has reached a point where criminals break the law.

I finally asked him why he was upset, and he said he was upset with the city government in general. He said he called city hall in the first place because of problems with his sewer bill.

Tim

>>> Julie Cotton 7/17/2013 2:47 PM >>>
Thanks Tim.

>>> On 7/17/2013 at 2:46 PM, Tim Henton <thenton@cityofelcajon.us> wrote:
Message left. Will try to call again in AM.

Tim

Sent from my iPhone

On Jul 17, 2013, at 9:42 AM, "Julie Cotton" <jcotton@ci.el-cajon.ca.us> wrote:

Thank you Tim.

On 7/17/2013 at 9:41 AM, in message <51E666D4.1331.0007.1@ci.el-cajon.ca.us>, Tim Henton <thenton@ci.el-cajon.ca.us> wrote:

I will handle.

>>> Julie Cotton 7/17/2013 9:39 AM >>>

Good morning,

I just received a call from Tracy at the City Manager's Office regarding a complaint from Mr. Lawrence Wydock. He resides at [REDACTED] across the street from a vacant commercial lot. He was very angry/upset with the "lack of service" from the police department.

He claimed that his car was broken into a couple of years ago, where someone stole his registration papers and other items from his glove compartment. When he called the PD, he was advised to file an online report, which he claimed he did, only to receive no response back. He also claimed that he put a check in his mailbox the other day before going to the grocery store; when he returned, the check was gone but the mail hadn't run.

Tracy requested that Mr. Lawrence is expecting a call from the PD (a.s.a.p.), and would appreciate if someone would give him a call today.

Julie Cotton
Administrative Secretary
El Cajon Police Department
Administration/Fiscal Unit
(619) 441-1520
jcotton@cityofelcajon.us

Teresa Bussey - Re: Fwd: Corey Green [REDACTED]

From: Jackie Sangsanoy
To: Randy Soulard
Date: 6/28/2013 4:45 PM
Subject: Re: Fwd: Corey Green [REDACTED]
CC: Teresa Bussey; Tracy Yale

Thanks, Randy!

Jackie

>>>

From: Randy Soulard
To: Jackie Sangsanoy
Date: 6/28/2013 3:16 PM
Subject: Re: Fwd: Corey Green [REDACTED]

I called him today. Done!

>>> Jackie Sangsanoy 6/27/2013 5:16 PM >>>

Randy,
Please see the below and advise the CM's office of our contact.

Thanks,
Jackie

>>>

From: Tracy Yale
To: Jackie Sangsanoy
Date: 6/27/2013 4:50 PM
Caller: Corey Green
Phone: [REDACTED]

Telephoned Please call
 Will call again Returned your call
 Wants to see you Came to see you
 Urgent

Fender bender yesterday near First and Main Street. Pulled over to speak with other party. No damages. Both parties continued on their way. Ten minutes later, Mr. Green was pulled over by Whitman. Mr. Green claims that Whitman told him he was involved in a hit and run, that his vehicle was now a marked vehicle, and that he was calling Oklahoma to recommend his license be suspended. He told him he would pull him over any time he saw his vehicle and would give him a ticket for anything that he can. Mr. Green called our office to speak with an elected official and I advised him to speak with someone from the Chief's office first.

Please let us know the outcome.

Thank you,
Tracy

From: "REPORT A CONCERN" <rnorsen@thecityofelcajon.com>
To: "T. Yale" <tyale@cityofelcajon.us>
CC: "T. Bussey" <tbussey@cityofelcajon.us>, "T. Yale" <tyale@cityofelcajon.us>
Date: 10/15/2013 3:41 AM
Subject: REPORT A CONCERN FORM SUBMISSION

-----NEW EMAIL FROM REPORT A CONCERN FORM-----

Concern Type: Other
Concern Address: [REDACTED]
Concern Address2:
Concern City: El Cajon
Description: I have a complaint about the El Cajon Police Department. They entered my home a day i was not home and searched my home. They left a notice on my kitchen counter listing what they took from my home. Is that legal? They took my U.S. mail (letters) that were named and addressed to me. I would like them back. I believe they are letters my sister has written to me.
Sender's Name: Monique Lopez
Sender's Address: [REDACTED]
Sender's Address2:
Sender's City: El Cajon
Sender's State: Ca
Sender's Zip: 92115
Sender's Phone: [REDACTED]
Sender's Alt Phone: [REDACTED]
Sender's Email: [REDACTED]
Preferred Contact Method: Mail

From: "DO NOT REPLY" <rnorsen@thecityofelcajon.com>
To: "Douglas Willford" <tbussey@cityofelcajon.us>
Date: 4/22/2014 9:09 PM
Subject: NEW MESSAGE FROM CONTACT FORM

-----NEW EMAIL FROM CONTACT FORM-----

First Name: Antonietta
Last Name: Baldwin
Telephone: [REDACTED]
Address: No Answer
City: El Cajon
State: CA
Zip: 92020
Email: [REDACTED]

Comments: Today two El Cajon Animal Control officers came by at my residence to give me an update about the complaint I had of possible animal abuse. That matter is taken care of. Thank you.

There is an issue I need to address about one of the officer's unprofessional behavior toward me.
Description of officer: A heavy set woman officer with short hair, 5'6. She practically said I was a hypocrite for not having my dog licensed. Her words were but don't quote me on this, "You are complaining about someone's dog owner and you don't have a license for your own dog!" She frightened me and I didn't like her attitude. Very rude!

After the warning from the officer I had to sell my high school ring in order to buy a dog license today for my dog. My dog has a 3 year license.

El Cajon Animal Control shouldn't turn the tables on someone who has a legit complaint of a dog owner who is abusing their dog. The officer had no right to put me in a position of being the bad guy. I want an apology from the officer. I will confront my issue on Twitter and Facebook. I will never contact El Cajon Animal Control for a complaint again because of that one officer.

From: "REPORT A CONCERN" <rnorsen@thecityofelcajon.com>
To: "T. Yale" <tyale@cityofelcajon.us>
CC: "T. Bussey" <tbussey@cityofelcajon.us>, "T. Yale" <tyale@cityofelcajon.us>
Date: 4/23/2014 2:41 PM
Subject: REPORT A CONCERN FORM SUBMISSION

-----NEW EMAIL FROM REPORT A CONCERN FORM-----

Concern Type: Other
Concern Address: [REDACTED]
Concern Address2:
Concern City: El Cajon
Description: El Cajon Animal Control Officer Turned the Tables on Complainer.

On April 22, 2014 El Cajon Animal Control officers came by to a residence to give an update about a complaint of possible animal abuse from a dog owner.

Update: The matter was taken care of but?

There is an issue I need to address about one of the officer's unprofessional behavior toward my friend. Officer's name: Collins. Description of officer: A heavy set woman with short pepper (grayish black) colored hair, 5'6. She practically said my friend is a hypocrite for not having her own dog licensed. Her words were, but don't quote me on this, "You are complaining about someone else's dog owner and you don't have a license for your own dog!" She frightened my friend and I didn't like her attitude. Very rude! Mind you, this is solely about the update on the dog abuser witnessed by a friend and she turned the tables making the innocent legit complainer a bad person.

After the warning from the officer my friend had to sell her high school ring in order to buy a dog license for her dog. She was that frightened and upset thinking the officer was going to take her dog away to the point where she went to a pawn shop to sell her ring. Her dog has a 3 year license now.

The officer also said to my friend she should not be looking in someone's yard to see what the owner is doing to the dog. Her exact words were, "That is unfair." So my friend is not supposed to witness a potential crime by viewing the premises with her own two eyes which happens to be at least 50 yards away. Her words were out of order. My friend was deeply concerned for the animal's well-being. Note: In March 2014, my friend witnessed the owner hit the dog in the face. Anyway, that issue was resolved.

El Cajon Animal Control should not turn the tables on someone who has a legit complaint of a dog owner abusing their dog. The officer had no right to put my friend in a position of being the bad guy. An apology from the officer would be a fair deal. She will never contact El Cajon Animal Control for a complaint again because of that one officer. She is traumatized by the heavy set officer's attitude.

It should not be like this at all. Why are unprofessional cops still on the force?

I will not give my friend's physical address or phone number for security reasons. I do not trust the El Cajon Animal Control officer who showed aggressive behavior toward my friend.

Sender's Name: Toni
Sender's Address: [REDACTED]
Sender's Address2:
Sender's City: El Cajon
Sender's State: CA
Sender's Zip: 92020
Sender's Phone: [REDACTED]
Sender's Alt Phone:
Sender's Email: [REDACTED]

Preferred Contact Method: E-Mail

Teresa Bussey - Re: Complaint About Unresponsive Police Assistance

From: Sara Phillips
To: Bussey, Teresa
Date: 5/27/2014 10:25 AM
Subject: Re: Complaint About Unresponsive Police Assistance
CC: Sangsanoy-Heng, Jackie

Thank you Teresa,

I will forward to Captain Arvan and update you after Patrol makes contact.

Thank you,
Sara

>>> Teresa Bussey 5/27/2014 10:22 AM >>>
Good morning Sara,

I received a call this morning from Lucero Silva, owner of Silva's Taco Shop at 998 Broadway, phone 447-4196. Ms. Silva is not happy with the ongoing lack of police response/support when she phones the police about drug activity, prostitution, people using needles and sniffing paint cans, all in front of their taco shop. She has repeatedly contacted the police about this activity and she said it usually takes two hours or more to get anyone to respond, if they show up at all, yet, last week a homeless person with a shopping cart resulted in 5 police officers showing up and then waiting at that location until someone could come and pick up the cart. She is fed up with paying her taxes and getting no response for activity that should generate a more prompt police response when a homeless person with a shopping cart gets more police attention than the illegal activity. She would like to discuss this with someone.

Can you please have someone contact Ms. Silva to discuss her concerns?

Thank you,

Teresa

Tracy Yale - Re: Jayson August [REDACTED]

From: Jim Redman

To: Tracy Yale

Date: 3/5/2014 2:07 PM

Subject: Re: Jayson August [REDACTED]

Thanks

>>> Tracy Yale 3/5/2014 2:04 PM >>>

"The Mayor used the Police to suppress a news story against him. He told the Police that I'm crazy and I'm not."

Tracy Yale - Visitor Yesterday

From: Teresa Bussey
To: Jackie Sangsanoy-Heng; Sara Phillips
Date: 2/25/2015 10:38 AM
Subject: Visitor Yesterday
CC: Tracy Yale

Good morning PD Admin,

Yesterday we were visited by Sainte A. Thomas, [REDACTED] who began stating he wanted to talk about Neighborhood Watch. This discussion led to the fact that he felt the neighborhood watch was harassing him and overstepping their authority within the program. He went on to state he moved from his residence in Lemon Grove and was living with his mother at 559 Ballantyne. He said he began hearing rustling noises in the bushes outside his bedroom, as well as comments from people in the area about his "sexual fetishes". He said these people he believed to be involved in the neighborhood watch program followed him from his previous residence to his mothers and were now causing problems between he and his mother. He continued for approximately 15-20 minutes about hateful people in El Cajon and how he called the police on three separate occasions concerning this stalking and his suspicion that people were on the property. He said the Police told him they did not take a report because they felt he was "mentally unstable" and he was imagining these things. I confirmed with Ryan Briley that there were several calls that came from that address recently: one was a check the welfare, one was a PERT type call and I don't recall what the third one was. He said he appreciated the desk officer's honesty about not taking a report because they thought he had some mental issues, but assured me he was of sound mind and body (3 times). He is unhappy that the Police are not taking him seriously and was hoping City Hall could help. He said he would continue to pursue this he got to the bottom of who was harrassing him. Initially, we were going to wait to see if he came back to the office, but decided it would be best to have a watch commander contact him to discuss his concerns and perhaps ask if he wanted to file a citizen complaint.

Can you please turn this over to the watch commander and ask that contact be made with Mr. Thomas?

Thank you,

Teresa

Thank you,

Tracy Yale - Re: Fwd: Tracy Yale ref Hani Yalda Toma [REDACTED]

From: Tracy Yale
To: Jackie Sangsanoy; Ron Smithson
Date: 6/10/2011 8:35 AM
Subject: Re: Fwd: Tracy Yale ref Hani Yalda Toma [REDACTED]
CC: Teresa Bussey

Yes, thanks! =)

>>> Jackie Sangsanoy 6/9/2011 4:27 PM >>>
Thanks Ron!

>>> Ron Smithson 6/9/2011 4:08 PM >>>
Jim,

I called Mr Toma today and spoke with him about the arrest of his brother. He is claiming his brother is innocent and the victim make a bad identification. He could not explain why a witness made the same identification?

I explained the process we took with him and he states he is "happy" with our conversation. (especially when I had to hear about his own arrest in 2008 at his gas station at 1st & Main)

Should be solved.
Ron

>>> Jim Redman 6/9/2011 3:42 PM >>>
Ron,

Please handle this complaint.

Jim

>>> Jackie Sangsanoy 6/9/2011 2:16 PM >>>
Jim,

Mr. Hani Yalda Toma, came to the CM's office to file a complaint against the PD. His brother was arrested yesterday reference a fight at a Chaldean Community Club (811 E. Main), Said Toma. He told Tracy his brother was

wrongly arrested. He came to the station to tell the desk officer of such. I transferred Tracy to the WC's office but there was not response. I was then told RP has already spoken to Lt. Smithson. RP informed Ron of same and response was (something to the affect of) you will be arrested too.

I sent Tracy an electronic copy of the Citizen's complaint form and explained the complaint process. CM's office asked if we can call RP back today.

I am cc'ing Teresa and Tracy on this email.

Tracy Yale - ECPD Citizens Complaint.doc

From: Tracy Yale
To: [REDACTED]
Date: 8/28/2012 8:57 AM
Subject: ECPD Citizens Complaint.doc
Attachments: ECPD Citizens Complaint.doc; ECPD Citizen Complaint Procedure.pdf

Ms. Ritter,

Per our telephone conversation today, attached is the form you requested along with the procedure to file a complaint against an Officer. A hard copy has been sent to your attention to [REDACTED] El Cajon, CA 92021.

You may also file a Citizen's Complaint in person through the Watch Commander at the El Cajon Police Station, 100 Civic Center Way, El Cajon, CA 92020.

If you have any further questions regarding this procedure, please don't hesitate to contact our office.

Sincerely,
Tracy Yale

Tracy Yale
Administrative Secretary
City Manager's Office
200 Civic Center Way
El Cajon, CA 92020
(619) 441-1718
(619) 441-1770 fax
tyale@cityofelcajon.us



CITY HALL HOURS

El Cajon City Hall is open: Monday - Thursday: 7:30 a.m. - 5:30 p.m. Alternate Fridays: 8 a.m. to 5 p.m.
City Hall is closed on alternate Fridays.

Tracy Yale - Abject failure to respond to overt animal neglect/abuse @ ██████████

From: SRCSD Information <info@southwesternrottweilerclub.com>
To: <skirk@ci.el-cajon.ca.us>, <tbussey@ci.el-cajon.ca.us>, <tyale@ci.el-caj...>
Date: 10/7/2012 12:26 AM
Subject: Abject failure to respond to overt animal neglect/abuse @ ██████████

Shame on you El Cajon Animal Control for ignoring repeated requests for help AND shame on San Diego Humane Society for being more concerned about 'turf' than animal welfare.

Our club has been monitoring this case and the lack of diligence and response on the part of El Cajon Animal Control and SDHS for several months. We appreciate that "the wheels of Animal Control" move slowly but this latest complaint (there were others prior to this one) has been going on for **over 5 months** resulting in nothing more than a couple of citations and a few perfunctory visits from an officer with a profound ignorance of a **healthy** Rottweiler appearance.

Ms. Bieda has comprehensively documented not only the circumstances, but also her attempts to obtain assistance from the appropriate government and sanctioned agencies, and their failure to resolve the deplorable conditions in which these dogs continue to exist. As a concerned citizen she has followed the law and involved us only after repeated requests to you were ignored. We suggested she contact SDHS whose only advice was "stop feeding and watering the dogs so the officer can see them at their worst". This advice was given when temperatures were over 100* and the owners had been gone for days.

Members of our club have visited Ms. Bieda and seen the living conditions of the dogs before and after the token visit from El Cajon AC. The condition of this Rottweiler has continued to deteriorate and clearly there has been no follow up visit to ensure compliance by the owners. He now has infected wounds on his leg that were not present during the last El Cajon AC visit (while SDHS sat in the air conditioned van down the street) and previous open wounds were not treated and are again infected.

Today the Rottweiler was tethered to the porch post on a 3 foot strap all day and unable to reach a water source. The remaining Chihuahua is locked in a crate outside also without access to water. The owners have been gone all day and their demonstrated pattern of activity indicates they will not return until later on Sunday. **It's our understanding that it's a against the law to tie up a dog for this amount of time with no food or water.** Of course, if you don't see it so there is nothing you can do.

The inaction and apathetic response to this complaint is shameful and has been discussed among our club members as well as other local and regional clubs. It appears that until the dogs are dead or near death that their case will not get attention from El Cajon Animal Control nor San Diego Humane Society. We sincerely hope that one of these agencies will send someone to see the dogs on Sunday. But the only way to see them is from Ms. Bieda's back yard as they cannot be seen from either of the front (presumably to prevent anyone from seeing their condition). Ms. Bieda is more than willing to facilitate this viewing if someone would contact her directly.

Please let us or Kim know what is being done to help the dogs at [REDACTED]. It's clear that the basic needs of the dogs are not met and the owners have not fully complied with the conditions of the citations.

Sincerely,

Southwestern Rottweiler Club of San Diego