

TRENDS IN COMPLAINT RESOLUTION

IPR dismisses about 60% of the cases it receives after conducting an intake investigation. The most common reason for dismissal was that the officer's actions, as described by the complaining party, most likely did not violate Police Bureau policy or constitute misconduct.

IPR Case Handling Decisions										
Intake Decision	2005		2006		2007		2008		2009	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Dismissed by IPR *	399	57%	429	64%	332	58%	329	62%	226	60%
Referred to IAD	267	38%	198	29%	205	36%	175	33%	140	37%
Pending or Completed Mediation	29	4%	25	4%	17	3%	15	3%	8	2%
Resolved at Intake	5	1%	9	1%	5	1%	8	2%	1	<1%
Referred to Other Agency	6	1%	13	2%	10	2%	2	<1%	-	-
Total	706		674		569		529		375	

* 31 of the 226 IPR Dismissals in 2009 were still referred to Police Bureau Management for its consideration.

IAD declined to investigate 40 cases referred by IPR; the other cases are assigned as *service improvement opportunities* or full *disciplinary investigations*.

Internal Affairs Assignment Decisions for Complaints Referred by IPR										
Assignment Decision	2005		2006		2007		2008		2009	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Service Improvement Opportunity *	135	42%	92	39%	149	60%	95	51%	93	58%
Investigation	39	12%	65	28%	55	22%	47	25%	27	17%
Declined	103	32%	51	22%	42	17%	46	24%	40	25%
Resolved Administratively	41	13%	28	12%	3	1%	-	-	-	-
Total	318		236		249		188		160	

* If a community member complains directly to a precinct supervisor about an officer's quality of service or a minor rules violation, the supervisor may initiate a *Precinct-generated Service Improvement Opportunity*. Since IPR's oversight role is the same for both types of Service Improvement Opportunities, this table treats them as a single category.

The rate of sustained cases is down from a peak in 2006, but remains at its longer-term average.

Completed Full Investigations of Citizen Complaints with Findings by Year										
Completed Investigations	2005		2006		2007		2008		2009	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
All Non-sustained Findings	43	90%	29	62%	42	75%	27	75%	45	78%
One or More Sustained Findings	5	10%	18	38%	14	25%	9	25%	13	22%
Total	48		47		56		36		58	

Discipline, Resignations, Letters, and Counseling					
Bureau or Member Action	2005	2006	2007	2008	2009
Termination	1	1	1	1	1
Resignation or Retirement with Investigation Pending *	3	8	4	6	5
150-600 Hours SWOP **	2	0	1	4	2
10-149 Hours SWOP **	6	5	7	10	5
Letter of Reprimand	6	11	9	10	9
Command Counseling	2	16	10	8	6
Total	20	41	32	39	28

* 3 of the 26 resignations or retirements appear unrelated to the pending complaint.

** SWOP = suspension without pay

*** Counts include officers disciplined in Bureau, Citizen, or Tort cases only. Bureau performance reviews led to discipline for many additional officers.

The Police Bureau took corrective action against 23 officers as a result of complaints in 2009, including one termination. An additional five officers resigned or retired while complaints were pending.

COMMUNITY OUTREACH

IPR worked to improve outreach to the Portland community through implementation of a community outreach plan. The first step was to hire a Community Outreach Coordinator (Coordinator). The Coordinator has made strides in increasing the awareness of IPR and CRC by educating community stakeholders that complaints against the Police Bureau are taken seriously and by explaining the evaluation and investigation process.

Historically, marginalized communities often have less trust of police oversight, so the Coordinator has worked to cultivate and strengthen relationships with many groups representing those communities.

Significant efforts were made to broaden the scope of outreach and attain a more culturally diverse pool of CRC recruits in 2009. The four new members who joined CRC are a reflection of those outreach efforts and are representative of Portland's cultural diversity.

CULTURAL COMPETENCY TRAINING

IPR staff engaged in twelve hours of cultural competency training, which covered oppression theory, racism, intercultural competence, personal leadership, and best practices.

A new CRC member orientation program was designed, which includes six hours of training covering cultural competency topics and an on-site training at IAD.

2009 CRC ACCOMPLISHMENTS

Citizen Review Committee members approved the Biased-based Policing Workgroup's interim report "Disparate Treatment Complaints" and released the report to the public. The report's recommendations include: improved interviewing and intake techniques; office policies; IPR, IAD, and officer training; and additional follow-up research.

CRC held a biennial retreat and established the following goals for 2009 and 2010: increase credibility among stakeholders regarding the IPR/CRC complaint process; review and make recommendations regarding satisfactions with the Police Bureau; and evaluate and develop in-house training for CRC.

Finally, CRC made significant progress on two other work products: a thorough assessment of IPR's structure and authority and an evaluation of the Police Bureau's response to external reviews of officer-involved shooting and in-custody death investigations.

INDEPENDENT POLICE REVIEW

Executive Summary of the Annual Report 2009



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The full report and other reports produced by the Independent Police Review Division and the Citizen Review Committee are available on the Internet web site at: www.portlandonline.com/auditor/ipr.

INDEPENDENT POLICE REVIEW

The Portland City Auditor's Independent Police Review (IPR) division is an impartial oversight agency under the authority of the independently-elected City Auditor. City Council created IPR in 2001 to help improve police accountability, promote higher standards of police services, and increase public confidence.

IPR has five primary responsibilities:

1. COMPLAINTS AND COMMENDATIONS

Receive community members' complaints about Portland Police Bureau (Police Bureau) officers. IPR also receives commendations from community members complimenting officers for their actions.

2. ADMINISTRATIVE INVESTIGATIONS

Monitor administrative investigations by the Police Bureau's Internal Affairs Division (IAD) and conduct joint or independent investigations as needed.

3. REPORTS

Report on complaint and investigation activities and recommend policy changes to prevent future complaints and address patterns of misconduct.

4. SHOOTINGS AND DEATHS

Hire a qualified expert to review closed investigations of officer-involved shootings and in-custody deaths, and report on policy and quality of investigation issues.

5. APPEALS

Coordinate appeals filed by members of the community and Police Bureau members who are dissatisfied with the outcome of administrative investigations.

Additionally, IPR:

- Conducts outreach to hear community concerns and build community trust;
- Works closely with the nine-member Citizen Review Committee (CRC), an advisory body appointed by City Council;
- Coordinates mediations between complainants and officers; and
- Surveys complainant satisfaction.

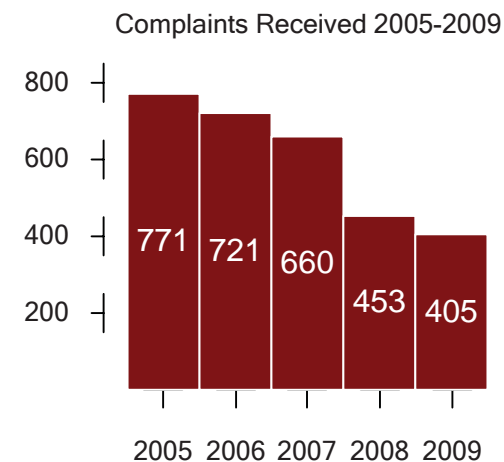
CITIZEN REVIEW COMMITTEE

The community volunteers of the CRC are appointed by City Council to:

- **MONITOR IPR AND IAD**
Review IPR's and IAD's handling of complaints and provide recommendations for improvements.
- **ADVISE IPR ON POLICY RECOMMENDATIONS**
Help IPR develop policy recommendations to address patterns of complaints with police services and conduct.
- **HEAR APPEALS**
Hear appeals from community members and officers about the Police Bureau's findings from disciplinary investigations.
- **OUTREACH**
Listen to community concerns about policing and build awareness of IPR and CRC within Portland's communities.

COMPLAINT COUNTS

The number of complaints IPR received from the community *dropped substantially* over the past two years. Complaints were steadily declining before the noted drop in 2008.



Complaints may be filed in person, by telephone, fax, mail, e-mail, or through the IPR website. Most complaints are filed by telephone.

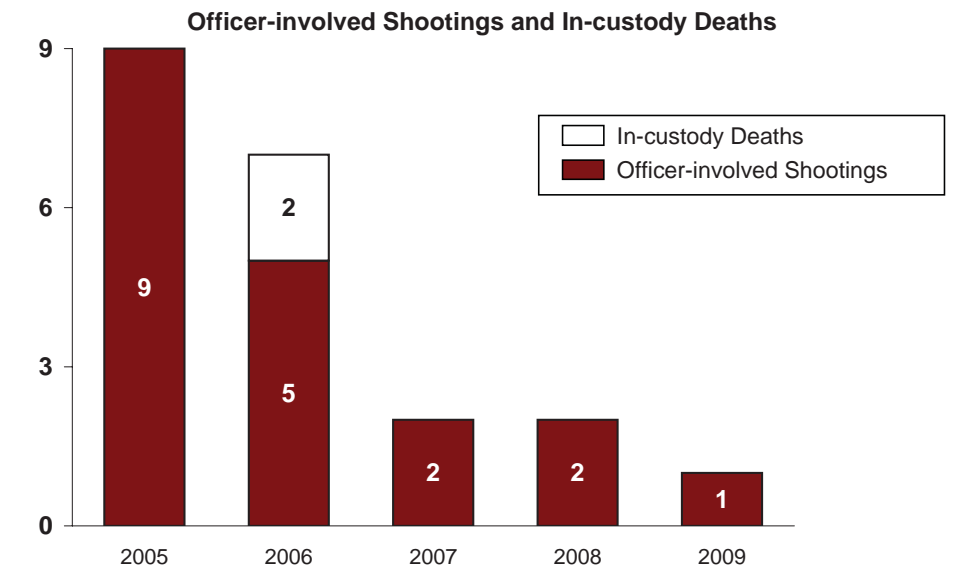
Most Common Allegations in 2009

Detailed Allegations	Cases
Rude Behavior or Language	106
Fail to Take Appropriate Action	45
Excessive Force	44
Racial Profiling/Discrimination	29
False or Inappropriate Arrest	27

Rude Behavior or Language continues to be the most common allegation among community complaints.

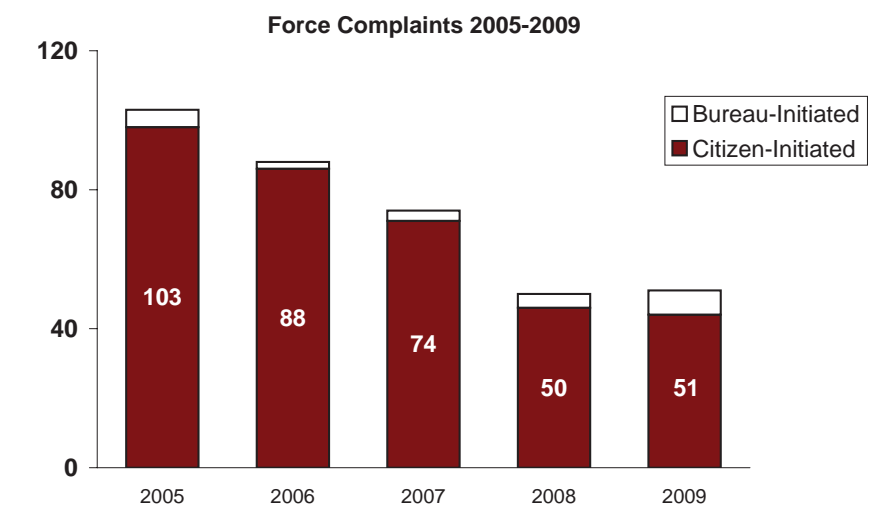
OFFICER-INVOLVED SHOOTINGS AND IN-CUSTODY DEATHS

In 2009, there was only one *officer-involved shooting* and no *in-custody deaths*. There were approximately eight shootings and/or deaths per year from 1997 through 2006.



EXCESSIVE FORCE COMPLAINTS

Force complaints have leveled after dropping by more than 50% from 2005 to 2008.



A Force Task Force comprised of CRC, IPR, and Police Bureau members was convened in late 2006 to review trends in the Police Bureau's use of force. Their initial work (finished in 2007) resulted in 16 recommendations designed to improve the Police Bureau's management of force and reduce complaints. The task force released a follow-up report in July 2009.