

WHAT HAPPENS TO COMMUNITY COMPLAINTS

IPR received 385 community complaints in 2010. Following preliminary investigations, IPR referred 30% to IA and four percent to mediation. IPR dismissed 45% because the complaining parties described police conduct that was lawful and consistent with Police Bureau policy. Twenty-one percent were dismissed for other reasons.

Intake Decision	2006		2007		2008		2009		2010	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Dismissed by IPR*	429	64%	332	58%	329	62%	226	60%	234	66%
Referred to IAD	198	29%	205	36%	175	33%	140	37%	106	30%
Pending or Completed Mediation	25	4%	17	3%	15	3%	8	2%	14	4%
Resolved at Intake	9	1%	5	1%	8	2%	1	<1%	1	<1%
Referred to Other Agency	13	2%	10	2%	2	<1%	-	-	1	<1%
Total**	674		569		529		375		356	

* IPR subsequently referred 39 of the 234 dismissals to precinct commanders or division captains for information.

** IPR makes case-handling decisions after completing preliminary investigations (which take a few weeks). The number of decisions made in a given year will typically differ from the number of complaints received because of this lag time.

IA processed 128 community complaints in 2010. Following initial assessments by IA supervisors, 52% were handled as Service Improvement Opportunities and 22% as administrative investigations. Subject to IPR approval, IA declined to take further action on 26% for reasons explained in letters to the complaining parties.

Assignment Decision	2006		2007		2008		2009		2010	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Service Improvement Opportunity	92	39%	149	60%	95	51%	93	58%	67	52%
Investigation	65	28%	55	22%	47	25%	27	17%	28	22%
Declined	51	22%	42	17%	46	24%	40	25%	33	26%
Resolved Administratively*	28	12%	3	1%	-	-	-	-	-	-
Total	238		249		188		160		128	

* Administrative resolution was a category predominantly used for complaints that IA declined to investigate but referred to a precinct commander for information. Such cases now are categorized as "Declined with subsequent referral or are processed as "Service Improvement Opportunities."

Officers were found to have committed at least one act of misconduct in 37% percent of the fully investigated community complaints.

Completed Investigations	2006		2007		2008		2009		2010	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
All Non-sustained Findings	29	62%	42	75%	28	78%	46	78%	12	63%
One or More Sustained Findings	18	38%	14	25%	8	22%	13	22%	7	37%
Total	47		56		36		59		19	

Bureau or Member Action	2006		2007		2008		2009		2010	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Termination	1		1		1		1		3	
Resignation or Retirement with Investigation Pending*	8		4		6		5		5	
81+ Hours SWOP**	0		1		4		3		1	
10-80 Hours SWOP**	5		7		10		4		13	
Letter of Reprimand	11		9		10		9		5	
Command Counseling	16		10		8		7		7	
Total***	41		32		39		29		34	

* 6 of the 28 resignations or retirements appear unrelated to the pending complaint.

** SWOP = suspension without pay

*** Counts include officers disciplined in Bureau, Community, or Tort cases only.

Bureau performance and collision reviews led to discipline for additional officers.

The Police Bureau took corrective action against 29 officers as a result of complaints in 2010. An additional five officers resigned or retired while complaints were pending.

OUTREACH — BUILDING COMMUNITY TRUST

The IPR Community Outreach Coordinator (Coordinator) worked throughout the year to build positive relationships with the public and community advocacy groups. Outreach ranged from one-on-one meetings to presenting at local and statewide events, and included contact with the following groups:

- African American Chamber of Commerce
- Annual Brokerage Resource Fair
- Avel Gordly Center for Healing
- Center for Intercultural Organizing
- Colored Pencils Art and Culture Night
- Gateway Domestic Violence Center
- High school and college civic leadership classes
- Hispanic Metropolitan Chamber of Commerce
- Immigrant Refugee Community Organization
- Muslim Educational Trust
- National Alliance on Mental Illness
- National Association for the Advancement of Colored People
- National Night Out
- Native American Youth and Family Center
- Oregon Assembly for Black Affairs
- Oregon Native American Chamber
- Outside In
- Police Awards Ceremonies
- Portland Business Alliance
- Say Hey Northwest
- Self Enhancement, Inc.
- St. Andrew Legal Clinic
- United Villages
- Urban League of Portland

Outreach activities promoted understanding about IPR's role in the complaint and commendation process. The Coordinator and other IPR staff members met with leaders of immigrant communities, speaking with and listening to them in English, Spanish, and Russian. IPR also distributed 4,500 brochures in English, Russian, Spanish, Chinese, and Korean.

OUTREACH — HEARING THE PUBLIC

Several organizations asked IPR to reduce the barriers that some community members perceive when they consider filing a complaint or commendation. In response, IPR complaint investigators have travelled to various locations throughout Portland to interview witnesses and complainants.

IPR expanded its effort to recruit a culturally-diverse group of applicants for appointment to CRC, including posting announcements and applications online, in non-traditional news media, and in brochures handed out at presentations.

CULTURAL COMPETENCE TRAINING FOR IPR AND CRC

IPR arranged six hours of cultural competence training for new CRC members. In addition, a half-day, follow-up training session was scheduled for IPR staff in January 2011.

INDEPENDENT POLICE REVIEW

Executive Summary of the Annual Report 2010



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

INDEPENDENT POLICE REVIEW

The Independent Police Review (IPR) division is an impartial oversight agency under the authority of the independently elected City Auditor (Auditor). IPR was created to 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 and commendations about Portland Police Bureau (Police Bureau) officers.

2. ADMINISTRATIVE INVESTIGATIONS

Conduct or oversee personnel administrative investigations of Police Bureau officers charged with misconduct.

3. REPORTS AND RECOMMENDATIONS

Issue periodic reports about complaints and investigations, and recommend policy changes to reduce complaints and misconduct.

4. SHOOTINGS AND DEATHS

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

5. APPEALS

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

Additionally, IPR conducts outreach to hear community concerns and build community trust; provides administrative and technical staff support to the Citizen Review Committee (CRC), an advisory body appointed by Portland City Council (Council); and coordinates mediations between community members and officers.

EXPANDED OVERSIGHT AUTHORITY

In 2010, the Council significantly strengthened IPR's oversight of the Police Bureau:

- Increased IPR's authority to conduct independent administrative investigations, including the power to subpoena civilian witnesses, to compel the production of evidence, and to participate directly in Police Bureau investigations of officer-involved shootings and in-custody deaths.
- Authorized IPR to initiate investigations in cases of community concern, whether or not a community member files a formal complaint.

- Required that completed administrative investigations be approved by IPR before being submitted to senior Police Bureau managers for recommended findings and disciplinary recommendations.
- Authorized IPR to challenge senior Police Bureau managers' recommendations and require the cases be considered by the Police Review Board (Board).
- Made IPR a voting member of the Board and authorized IPR to make recommendations to the Chief of Police (Chief) regarding findings and discipline.
- Increased civilian influence on the Board decisions by increasing civilian membership to two and reducing police membership to three. The civilians include the IPR representative and a community member nominated by the Auditor and appointed by Council.

A skilled professional will facilitate the Board hearings and also write a statement of findings and discipline that will be forwarded to the Chief. In addition, the Police Bureau is required to publicly report (no less than twice a year) the Board's recommendations.

CITIZEN REVIEW COMMITTEE

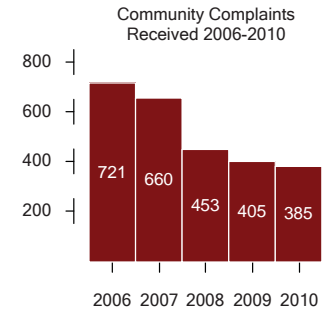
The nine-member CRC is appointed by Council to:

- gather community concerns about police services;
- help the IPR Director develop policy recommendations to address patterns of problems with police services and conduct;
- review and advise IPR and Internal Affairs (IA) on the complaint-handling process; and
- hear appeals from community members and officers, and publicly report their findings.

2010 CRC ACCOMPLISHMENTS

- **IPR AUTHORITY** — CRC members helped shape the expansion of IPR authority by providing input on drafts of the ordinance, participating in the subsequent Stakeholder Committees' process, and testifying before Council.
- **TRAINING** — CRC provided input and suggestions to aid in development of an 18-hour training series for new and existing CRC members and community members of the Board.
- **POLICY REVIEW** — CRC created a workgroup tasked with reviewing Police Bureau use of Tasers and other less-lethal force options.
- **COMMUNITY PUBLIC FORUMS** — CRC hosted two forums to discuss police accountability and hear community concerns.

COMPLAINTS



Complaints may be filed in person, by telephone, fax, mail, e-mail, or through the IPR website. Most complaints are filed by telephone. There were 385 community complaints received in 2010.

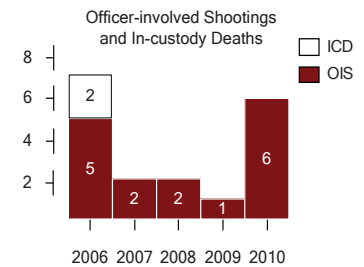
Most Common Allegations in 2010

Detailed Allegations	Cases
Rude Behavior or Language	106
Fail to Take Appropriate Action	42
Excessive Force	41
Unjustified Behavior	24
Fail to Provide Accurate or Timely Info.	18

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

OFFICER-INVOLVED SHOOTINGS AND IN-CUSTODY DEATHS

There were six officer-involved shootings in 2010, three in the last five weeks of the year. There were no in-custody death incidents in 2010.



ALLEGATIONS OF USE OF FORCE

In 2010, 42 community or bureau complaints contained at least one allegation of excessive force. Force complaints dropped by more than 50% from 2006 to 2010.

