

IA processed 116 community complaints in 2011. Following initial assessments by IA supervisors, 57% were handled as Service Improvement Opportunities and 28% as administrative investigations. Subject to IPR approval, IA declined to take further action on 15% for reasons explained in letters to the complaining parties.

Internal Affairs Case Assignment Decisions						
Assignment Decision	2009		2010		2011	
	Total	Percent	Total	Percent	Total	Percent
Service Improvement Opportunity	93	58%	67	52%	66	57%
Investigation	27	17%	28	22%	33	28%
Declined	40	25%	33	26%	17	15%
Total	160		128		116	

Officers were found to have committed at least one act of misconduct in 26% of the fully investigated community complaints reviewed in 2011.

Findings on Investigations of Community Complaints						
Completed Investigations	2009		2010		2011	
	Total	Percent	Total	Percent	Total	Percent
All Non-sustained Findings	46	78%	12	63%	25	74%
One or More Sustained Findings	13	22%	7	37%	9	26%
Total	59		19		34	

The Police Bureau took corrective action against 23 officers as a result of complaints in 2011. An additional three officers resigned or retired while complaints were pending.

Discipline, Resignations, Letters, and Counseling			
Bureau or Member Action	2009	2010	2011
Termination	1	3	2
Resignation or Retirement with Investigation Pending*	5	5	3
81+ Hours SWOP**	3	1	3
10-80 Hours SWOP**	4	13	7
Letter of Reprimand	9	5	5
Command Counseling	7	7	6
Total***	29	34	26

* 4 of the 13 resignations or retirements appear unrelated to the pending complain

** 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.

OUTREACH – PRESENCE IN THE COMMUNITY

The IPR Community Outreach Coordinator (Coordinator) speaks at conferences, fairs, tabling events, chamber meetings, staff meetings, and in one-on-one conversation. CRC members also attend numerous outreach events with IPR staff. IPR now offers to conduct complainant and witness interviews outside of City Hall.

The Coordinator arranged meetings between IPR staff and members of the Oregon Governors' Office and State Representatives. She met with leaders of African American, Hispanic/Latino, Slavic, Native American, Asian, immigrant and refugee and youth organizations, as well as leaders of groups advocating or providing homeless and mental health services. She also worked with various chambers of commerce.

The Coordinator focused on diverse audiences with her involvement in the monthly Race Talks at Kennedy School and with her leadership of inter-group race dialogues. She worked to connect the Police Bureau's East Precinct with the Russian-speaking communities in the area.

IPR staff met with the editorial boards of the Oregonian, the Portland Observer, the Skanner, Asian Reporter, and KGW's Hispanic Estrella TV as well as appearing in KBOO Radio with the CRC Chair. The Coordinator won the 2010 City of Portland Diversity Champion Award (presented in May 2011), and worked with a summer intern to revise IPR's outreach materials.

OUTREACH – PUBLIC FEEDBACK

The Coordinator gathers concerns from community contacts and the IPR director publicly reports feedback at CRC meetings. These comments range from general police commendations to recommendations for improved policing. An IPR-related question on the Auditor's Annual Community Survey provides feedback as well.

Independent Police Review

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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

Executive Summary of the Annual Report 2011



LaVonne Griffin-Valade
City Auditor

Mary-Beth Baptista
IPR Director



Office of the City Auditor
Portland, Oregon

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, oversee, and/or participate in administrative investigations regarding the conduct of Police Bureau officers.
- 3. REPORTS AND RECOMMENDATIONS**
Issue periodic reports about complaints and investigations, and recommend policy changes to reduce complaints and misconduct.
- 4. SHOOTINGS AND DEATHS**
Respond to incident scenes and participate in the policy reviews of officer-involved shootings (OIS) and non-shooting, in-custody deaths (ICD). Hire experts to study closed investigations and policy reviews, 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, Council voted to increase the oversight authority of IPR and to increase the transparency of Portland's police accountability process. The revisions strengthened IPR's role in oversight of the Police Bureau in three important ways: enhanced IPR's authority to conduct independent administrative investigations; increased IPR's role in administrative investigations conducted by the Police Bureau; and established a more balanced and transparent Police Review Board (Board) to recommend investigative findings and discipline to the Chief of Police (Chief).

With the same vote, Council also established the Police Oversight Stakeholder Committee consisting of members from various community organizations and representatives from City bureaus

and Council members' offices to make further recommendations for change to the City's oversight of the Police Bureau. In 2011, City Code revisions expanded CRC's authority to make policy recommendations directly to the Chief, extended the term of service for CRC members to three years, and clarified procedures of the CRC when hearing appeals.

CITIZEN REVIEW COMMITTEE

The nine-member CRC is appointed by Council to:

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

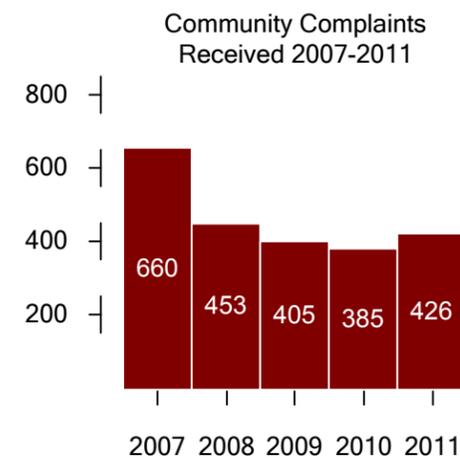
2011 CRC ACCOMPLISHMENTS

- Outreach** – CRC members held a community forum to hear concerns about police services and conducted other outreach throughout the year.
- Workgroups** – CRC created a new workgroup to review the Police Bureau's recruitment, retention, and promotion policies. An existing workgroup published a review titled *The Use of Service Improvement Opportunities*, which included recommendations for systemic improvements.
- Protocols and City Code** – CRC revised several protocols relating to the appeal process and influenced the City Code changes enacted by Council.
- Hearings** – CRC held two case file reviews on incidents of substantial public interest. Additional investigation was requested in one case.

COMPLAINTS

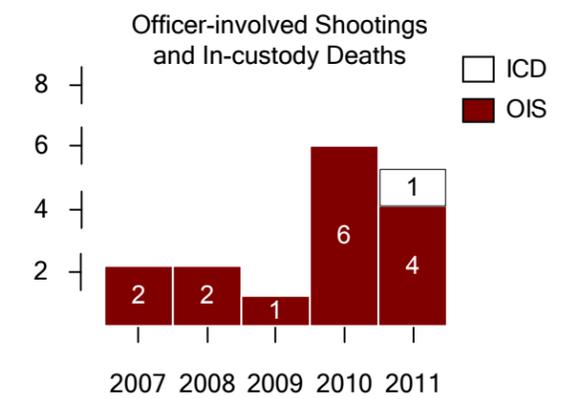
Complaints may be filed in person, by telephone, fax, mail, e-mail, or through to IPR website. Most complaints are filed by telephone. There were 426 community complaints received in 2011.

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



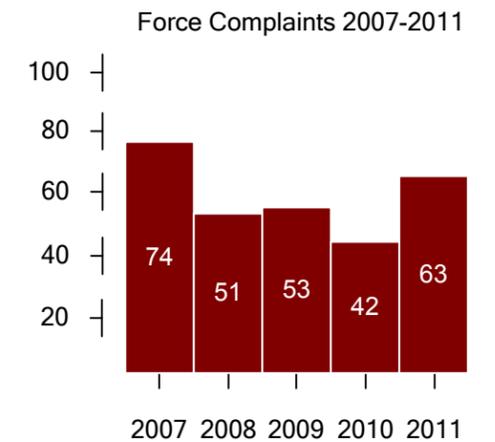
OFFICER-INVOLVED SHOOTINGS AND IN-CUSTODY DEATHS

There were four officer-involved shooting incidents in 2011 – one was fatal. There was also one non-shooting, in-custody death.



ALLEGATIONS OF USE OF FORCE

In 2011, 63 community or bureau complaints contained at least one allegation that an officer violated the Police Bureau's use-of-force policies.



WHAT HAPPENS TO COMMUNITY COMPLAINTS

IPR reviewed 373 community complaints in 2011. Following preliminary investigations, IPR referred 27% to IA. IPR dismissed 38% because the complaining parties described police conduct that was consistent with Police Bureau policy. Thirty-four percent were dismissed for other reasons.

Intake Decision	2009		2010		2011	
	Total	Percent	Total	Percent	Total	Percent
Dismissed by IPR *	226	60%	234	66%	267	72%
Referred to IAD	140	37%	106	28%	100	27%
Pending or Completed Mediation	8	2%	14	4%	5	1%
Resolved at Intake	1	<1%	1	<1%	1	<1%
Referred to Other Agency	-	-	1	<1%	-	-
Total**	375		356		373	

* IPR subsequently referred 37 of the 267 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.