

**Table 1**  
**Complaints Opened in 2014**

Community Complaints	379
Bureau Complaints	53
<b>Total</b>	<b>432</b>

**Table 2**  
Sources of Community Complaints Received by IPR

	2012		2013		2014	
	Number	Percent	Number	Percent	Number	Percent
Phone	185	41%	174	42%	197	52%
E-mail/Website	105	23%	85	21%	79	21%
Walk-in	60	13%	55	13%	42	11%
Unknown/Other	26	6%	15	4%	20	5%
Inter-office	9	2%	10	2%	14	4%
Mail	41	9%	38	9%	10	3%
Precinct	16	4%	15	4%	9	2%
Fax	2	<1%	9	2%	4	1%
940 Force Investigation**	-	-	8	2%	3	1%
Tort Notice	4	1%	1	<1%	1	<1%
<b>Total*</b>	<b>448</b>		<b>410</b>		<b>379</b>	

\* Complainant contact counts are shown. Because multiple complainants can be named on any given complaint, and they can file multiple complaints, this count will tend to be larger than the annual community complaint count.

\*\* New category for 2013.

**Table 3  
Complainant Demographics**

<b>Gender, Race/Ethnicity, and Age of Complainants</b>	<b>2012 Percent</b>	<b>2013 Percent</b>	<b>2014</b>		<b>Proportion of Portland's Population**</b>
			<b>Number</b>	<b>Percent*</b>	
<b>Gender</b>					
Female	47%	46%	180	45%	50.5%
Male	53%	54%	222	55%	49.5%
Unknown			2	-	
<b>Race/Ethnicity</b>					
Asian	3%	2%	12	5%	7.1%
Black or African American	20%	20%	49	19%	6.3%
Hispanic or Latino	5%	4%	13	5%	9.4%
Native American	1%	3%	6	2%	1.0%
Native Hawaiian/ Other Pacific Islander	0%	0%	1	0%	0.5%
White	66%	69%	168	65%	76.1%
Two or More Races	2%	2%	5	2%	4.7%
Other Race/Ethnicity	1%	1%	5	2%	4.2%
Unknown			145	-	
<b>Age</b>					
24 Years and Younger	18%	17%	56	15%	28.9%
25-34 Years	25%	29%	93	26%	19.6%
35-49 Years	31%	28%	118	33%	22.6%
50-64 Years	21%	21%	83	23%	18.5%
65 Years and Older	4%	5%	13	4%	10.4%
Unknown			41	-	
<b>Total Complainants</b>	<b>418</b>	<b>416</b>	<b>404</b>		

\* Percent calculations exclude responses of 'unknown.'

\*\* From U.S. Census Bureau Data.

**Table 4**  
**Most Common Allegations in 2014\***

<b>Detailed Allegations</b>	<b>Cases</b>
Rude Behavior or Language	77
Action or Assistance - Inadequate	72
Investigation - Inadequate/Improper	43
Use of Force	35
Demeaning/Defaming Conduct	30

\* Within the 379 community complaints opened.

**Table 5**  
**IPR Screening Decisions**

Intake Decision	2012		2013		2014	
	Total	Percent	Total	Percent	Total	Percent
Dismissed by IPR	323	78%	256	76%	268	75%
Referred to IA	85	21%	75	22%	72	20%
Assigned for IPR Investigation	-	-	-	-	7	2%
Pending or Completed Mediation	6	1%	7	2%	8	2%
Referred to Other Agency	-	-	-	-	3	1%
Resolved at Intake	3	<1%	-	-	-	-
<b>Total</b>	<b>414</b>		<b>338</b>		<b>358</b>	

\* IPR subsequently referred 79 of the 268 dismissals to precinct commanders for information.

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

**Table 6  
Top Reasons for IPR Dismissal**

Dismissal Reason	2012		2013		2014	
	Total	Percent	Total	Percent	Total	Percent
No Misconduct	129	40%	127	50%	150	56%
Unable to Identify Officer	32	10%	22	9%	33	12%
Complainant Unavailable	19	6%	27	11%	25	9%
Cannot Prove Misconduct	80	25%	43	17%	16	6%
Filing Delay	17	5%	7	3%	11	4%
Not Reliable, Credible, or Logical	17	5%	2	1%	6	2%
All Other Reasons	29	9%	28	11%	27	10%
<b>Total Dismissals</b>	<b>323</b>		<b>256</b>		<b>268</b>	

**Table 7**  
**Internal Affairs Assignment Decisions for Community Complaints**

Assignment Decision	2012		2013		2014	
	Total	Percent	Total	Percent	Total	Percent
Service Improvement Opportunity	65	53%	46	46%	55	50%
Investigation	40	33%	34	34%	26	23%
Declined	18	15%	19	19%	30	27%
<b>Total</b>	<b>123</b>		<b>99</b>		<b>111</b>	

**Table 8**  
**Most Common Complaint Allegations**  
**Closed as Service Improvement Opportunities in 2014**

<b>Detailed Allegations</b>	<b>Cases</b>
Rude Behavior or Language	24
Inadequate Communication	6
Demearing/Defaming Conduct	5
Investigation - Inadequate/Improper	5
Other Conduct	5



**Table 9**  
**Most Common Bureau Case Allegations in 2014**

<b>Detailed Allegations</b>	<b>Cases</b>
Other Procedure	13
Other Conduct	8
Inadequate Action or Assistance	7
Improper Vehicle Pursuit	6
Next Three Allegations Tied	4

**Table 10**  
**Assignment Decisions for Bureau Complaints**

Assignment Decision	2012		2013		2014	
	Total	Percent	Total	Percent	Total	Percent
Investigation by IA	25	71%	19	42%	27	49%
Internal SIO	3	9%	20	44%	18	33%
Investigation by IPR	1	3%	-	-	2	4%
Declined	3	9%	4	9%	4	7%
Other	3	9%	2	4%	4	7%
<b>Total</b>	<b>35</b>		<b>45</b>		<b>55</b>	

**Table 11**  
**Administrative Investigations Opened in 2014**

Independent Investigations by IPR	9
Community Complaint Investigations by IA	26
Bureau Complaint Investigations by IA	27
<b>Total</b>	<b>62</b>

**Table 12**  
**Completed Full Investigations of Community Complaints with Findings by Year**

Completed Investigations	2012		2013		2014	
	Total	Percent	Total	Percent	Total	Percent
All Non-sustained Findings	21	55%	16	52%	10	34%
One or More Sustained Findings	17	45%	15	48%	19	66%
<b>Total</b>	<b>38</b>		<b>31</b>		<b>29</b>	

**Table 13**  
**Findings on Allegations by Community Complaint Category in 2014**

	Conduct	Control Technique	Courtesy	Disparate Treatment	Force	Procedure	Total	Percent
Sustained	14	0	7	0	4	17	42	42%
Unproven	1	0	3	0	1	2	7	7%
Unproven with Debriefing	4	0	1	0	1	5	11	11%
Exonerate	4	0	3	1	7	7	22	22%
Exonerate with Debriefing	6	0	1	0	4	7	18	18%
<b>Combined Total</b>	<b>29</b>	<b>0</b>	<b>15</b>	<b>1</b>	<b>17</b>	<b>38</b>	<b>100</b>	
<b>Number of Completed Investigations with Findings in 2014</b>							<b>29</b>	

**Table 14****Completed Full Investigations of Bureau Complaints with Findings by Year**

<b>Completed Investigations</b>	<b>2012</b>		<b>2013</b>		<b>2014</b>	
	<b>Total</b>	<b>Percent</b>	<b>Total</b>	<b>Percent</b>	<b>Total</b>	<b>Percent</b>
All Non-sustained Findings	3	14%	3	13%	4	14%
One or More Sustained Findings	18	86%	20	87%	24	86%
<b>Total</b>	<b>21</b>		<b>23</b>		<b>28</b>	

**Table 15**  
**Findings on Bureau Allegations by Complaint Category in 2014**

	Conduct	Control Technique	Courtesy	Disparate Treatment	Force	Procedure	Total	Percent
Sustained	19	0	1	0	0	18	38	68%
Unproven	1	0	0	0	0	1	2	4%
Unproven with Debriefing	8	0	0	0	0	1	9	16%
Exonerate	3	0	0	0	0	4	7	13%
Exonerate with Debriefing	0	0	0	0	0	0	0	0%
<b>Combined Total</b>	<b>31</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>24</b>	<b>56</b>	
<b>Number of Completed Investigations with Findings in 2014</b>							<b>28</b>	

**Table 16**  
**Police Review Board Findings in 2014**

OIS-ICD Reviews found 'In Policy'	2
Community Complaints Not Sustained	2
Community Complaints Sustained	12
Bureau Complaints Sustained	16
<b>Total Cases and Reviews</b>	<b>32</b>



**Table 17  
Discipline, Resignations, Letters, and Counseling**

<b>Bureau or Member Action</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
Termination	0	2	0
Demotion	1	0	0
Resignation or Retirement with Investigation Pending	3	3	7
81+ Hours Without Pay	3	0	1
10-80 Hours Without Pay	9	7	9
Letter of Reprimand	15	7	9
Command Counseling	13	17	15
<b>Total***</b>	<b>44</b>	<b>36</b>	<b>41</b>

\* Only 1 of the 13 resignations or retirements appears unrelated to the pending complaint.

\*\* SWOP = suspension without pay

\*\*\* Counts include officers disciplined in Bureau, Community, or Tort cases only. Automobile collision reviews led to discipline for additional officers.

**Table 18**  
**Frequency of Force Complaints Against Employees by Year**  
**Count of Employees by Year**

<b>Number of Force Complaints</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
5+	0	0	0
4	0	0	0
3	1	0	0
2	9	8	3
1	66	49	51
<b>Total*</b>	<b>76</b>	<b>57</b>	<b>54</b>

\* Includes bureau and community complaints

**Table 19**  
**Community Satisfaction with IPR**

	<b>2012</b>	<b>2013</b>	<b>2014</b>
Good/Very Good	35%	34%	38%
Neutral	44%	46%	45%
Bad/Very Bad	21%	20%	17%

**Table 20  
Timeliness Measures in Median Days**

	2012	2013	2014
<b>Combined Timeliness Measure:</b>			
Overall Case Closure <sup>1</sup>	56.5	55.5	56
for IPR Dismissals	39	34	37.5
for IA Declines	94	88	92.5
for Full Investigations	363.5	325	278
for SIOs	98	84	72
<b>IPR Timeliness Measures:</b>			
Completion of Intake Investigations (w/ IPR Director Decision) <sup>2</sup>	39	33	36
<b>IA and Other Police Bureau Timeliness Measures:</b>			
IA Assignment of (Non-declined) Cases <sup>3</sup>	10.5	5	8
IA Investigations Completed <sup>4</sup>	81	71.5	55
IA Declines Completed <sup>5</sup>	55	43	57.5
Service Improvement Opportunities Completed <sup>6</sup>	26	19	27.5
Command Review of Investigations <sup>7</sup>	14	12	17.5
Review Board Scheduled and Held <sup>8</sup>	95	66	54
Full Investigation Process Complete (w/ Findings, Review Level, etc.) <sup>9</sup>	221.5	176.5	157

<sup>1</sup> Measured from the day a complaint is received to the day it is closed.

<sup>2</sup> Measured from the date IPR receives the complaint to the date the IPR director makes an intake decision. Does not include bureau complaints, officer-involved shootings, or in-custody deaths as those cases do not originate with IPR.

<sup>3</sup> Measured from the day the case is sent to IA to the day IA management assigns the case to an investigator or to a precinct.

<sup>4</sup> Measured from the day IA management assigns a case to an investigator to the day the investigator completes the investigation.

<sup>5</sup> Measured from the day the case is sent from IPR to IA to the day IPR receives the declined complaint back from IA with a letter of explanation.

<sup>6</sup> Measured from the day the case is assigned by IA as an SIO to the day the Bureau Manager completes the SIO.

<sup>7</sup> Measured from the day IA sends the case to a Bureau Manager for the finding to the day the Bureau Manager makes the finding.

<sup>8</sup> Measured from the day the Bureau Manager makes the finding to the day of the Board hearing.

<sup>9</sup> Measured from the day the case is sent from IPR to IA to the day IPR receives the completed case including findings from IA.

**Table 21  
Complaints by Precinct**

	2012		2013		2014	
	Number	Percent	Number	Percent	Number	Percent
East	126	31%	125	31%	106	28%
Central	106	26%	120	29%	100	26%
North	78	19%	72	18%	83	22%
<b>Precinct Subtotal</b>	<b>310</b>	<b>75%</b>	<b>317</b>	<b>78%</b>	<b>289</b>	<b>76%</b>
PPB Traffic	29	7%	36	9%	33	9%
PPB Detectives	11	3%	8	2%	5	1%
PPB Transit	5	1%	7	2%	7	2%
PPB Tactical Operations Division	9	2%	3	1%	4	1%
Large Event/Multiple Precincts	23	6%	-	-	4	1%
All Other PPB Divisions	11	3%	11	3%	9	2%
Unknown/Other Agency	15	4%	27	7%	28	7%
<b>Total</b>	<b>413</b>		<b>409</b>		<b>379</b>	

**Table 22**  
**Frequency of Complaints Against Employees by Year**  
**Count of Employees by Year**

<b>Number of Complaints</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
8+	0	0	0
7	1	0	0
6	0	2	0
5	4	6	1
4	10	11	8
3	30	39	22
2	76	104	74
1	240	203	242
<b>Total*</b>	<b>361</b>	<b>365</b>	<b>347</b>

\* Includes bureau and community complaints

**Table 23**  
**Community Complaint Allegations Reported by Category**

Allegation Category	2012		2013		2014	
	Number	Percent	Number	Percent	Number	Percent
Conduct	231	26%	253	27%	186	24%
Control Technique	36	4%	26	3%	14	2%
Courtesy	182	20%	199	21%	215	27%
Disparate Treatment	34	4%	44	5%	27	3%
Force	101	11%	73	8%	58	7%
Procedure	304	34%	342	36%	289	37%
<b>Total Allegations</b>	<b>888</b>		<b>937</b>		<b>789</b>	
<b>Complaints Received</b>	<b>413</b>		<b>409</b>		<b>379</b>	

**Table 24**  
**Bureau Complaint Allegations Reported by Category**

Allegation Category	2012		2013		2014	
	Number	Percent	Number	Percent	Number	Percent
Conduct	62	85%	32	44%	35	41%
Control Technique	0	0%	0	0%	0	0%
Courtesy	0	0%	3	4%	1	1%
Disparate Treatment	0	0%	0	0%	1	1%
Force	0	0%	0	0%	0	0%
Procedure	11	15%	37	51%	49	57%
<b>Total Allegations</b>	<b>73</b>		<b>72</b>		<b>86</b>	
<b>Complaints Received</b>	<b>39</b>		<b>45</b>		<b>53</b>	