



*149. The COCL, PPB, and DOJ will jointly develop metrics to evaluate community engagement and outreach. PCCEP may review these metrics and may suggest additional metrics to DOJ and PPB.*

Because “community engagement and outreach” is the focal point of par. 149, we begin with a definition:

*Community engagement and outreach are here defined as actions on the part of the Portland Police Bureau that involve reaching out to members of the community, whether individually or collectively, to provide services, establish relationships and build public trust in the police as public servants.*

Within this framework, PPB, DOJ, and COCL have developed the following indicators of community engagement and outreach:

***Interactions with the public and general service delivery.*** *PPB is expected to continue to engage with diverse community members in a manner that is fair (unbiased), respectful, and helpful. Public perceptions of the PPB and the performance of its officers are considered important metrics, as they affect public trust and confidence in the police. These can be measured through community and/or contact surveys.*

***Communication with the public.*** *The PPB is expected to maintain and continue to establish conduits of information to encourage the bi-directional flow of information between the community and the PPB. These can be measured through the presence, quality, and quantity of information available on PPB’s website and social media outlets.*

***Collective engagement with the community through boards, commissions, committees and other stakeholder forums/groups/meetings.*** *PPB is expected to continue to participate in a wide range of public events and groups for purposes of accountability, transparency, and public education. This participation could be measured through the presence, quality, and quantity of PPB participation in these collective events.*

***Regular reporting to the community on PPB activities.*** *In the interest of transparency and public education, PPB is expected to continue to report regularly to the community regarding its activities and events in the realm of community engagement (including #3 above). These can be measured through the presence, quality, and quantity of information contained in PPB’s reports, website and social media outlets.*