



To: Bill Sinnott
Portland Business Alliance

From: Thomas Hunt
COO, Portland Patrol Inc

Date: April 8, 2019

Re: Quarterly Clean & Safe Complaint Summary – 1st Quarter 2019

There were two complaints in the 1st quarter of 2019 January – March 2019 to report to Clean and Safe. The summaries are as follows:

Complaint #1

On 01/16/19 we received a call from Mario's on 833 SW Broadway regarding an "Unwanted subject" loitering inside that was suspected of being a known thief. The caller suspected the man may steal and asked for a PPI Officer to come to their store to offer a presence and encourage the subject to leave. An unarmed PPI officer responded and was met by the caller who directed the officer to a man inside the store carrying bags. The man wandered around the store and left soon after. As the man left, he walked down the street a short distance then yelled at the PPI officer, accusing the officer of being "racist" for watching him because the man was African American (As is the PPI Officer who responded). The man got into a vehicle which had been described by the Mario's employees. The man and the vehicle had been previously described as related to several thefts from local retailers in downtown. Due to the accusation of being "racist" the Mario's employee reported the incident to their corporate management team who requested a review of the incident. As a result, we assigned this to a supervisor for follow-up where we interviewed officer and the store employees involved. We learned the above facts and determined the officer acted appropriately. We advised the officer to notify police in future similar incidents. The accusation was found to be **UNFOUNDED**.

Complaint #2

On 2/12/19 we were notified by Clean and Safe Staff that they received a tweet from a downtown coffee shop, Simple Local Coffee at 115 SW Ash St., depicting a photo of 2 unarmed officers in the open-space foyer of the building who had apparently been there for some time. The tweet alluded to this being a waste of their taxpayer dollars. As a result, we assigned the incident to a supervisor for follow-up to determine what the circumstances were at the time the photo was taken. (It should be known that the ownership of this establishment has had several prior antagonistic encounters with PPI officers due to local homeless issues and their dissatisfaction with PPI's inability to move people who are in compliance with the sidewalk ordinance). We interviewed the officers in the photo, an FTO and her training partner, and learned the officers were doing their problem solver paperwork as well as teaching the elements of report writing. The officers said they had been there nearly an hour but were engaged in training and doing reports. I spoke to the owner by phone and explained to her what we discovered. She shared her perspective and concerns about the appearance of the officers sitting for prolonged periods of time. She said she doesn't want officers "loitering" in her shop or in the building foyer, especially if they aren't going to spend money buying her goods. I

explained to her the foyer is open to the public and our officers are allowed to use that space. She said the building occupants should have some say in it and added that she doesn't like the officers "hanging out." She alleged the other building occupants were all in agreement. I explained to her that I had spoken to at least two other building occupants, one of which is an organization that previously asked PPI for a business quote for services and asked us to provide more visibility in the area. She did not seem happy with this response but said she understood. I asked if I could stop by at some point to meet and discuss any issues and she seemed responsive to that idea. Several days later I visited the coffee shop, introduced myself and ordered a coffee. We chatted for a few minutes and I explained to her that we did not want to have any misunderstandings or hard feelings. She said she has had officers in the past visit the shop and things were okay then, but recently officers quit buying coffee so she didn't want them there. We spoke for a few minutes about the BID and our officers' responsibilities. I told her I would share her feedback and let our officers know not to frequent the area for protracted periods. I thanked her for her time and left. For the next several days we spoke this issue at roll call and directed our officers to find other spaces to do their paperwork. No further action was necessary.