



To: Bill Sinnott
Portland Business Alliance

From: Thomas Hunt
COO, Portland Patrol Inc

Date: January 8, 2020

Re: Quarterly Clean & Safe Complaint Summary – 4th Quarter 2019

There were 3 complaints in the 4th quarter – Oct - Dec 2019 to report to Clean and Safe. The summaries are as follows:

Complaint 1

On December 3, 2019 a security officer at the Target Store at SW 10th and Morrison St. called PPI regarding people in front of the store trespassing and causing a scene on the sidewalk in front of the store. Officers responded to assist and found some known individuals from the group “Copwatch” who frequently film police officers in downtown Portland and other areas of the city. This group is extremely antagonistic to anyone in uniform, particularly authority figures like police officers. They often hurl vulgarities and insults at officers and are also known to interrupt city council meetings with the same behaviors. The officers arrived on scene and spoke to the men to determine what they were doing, and the encounter very predictably deteriorated to the point of being hostile between the men and a couple of the officers who were targeted by the men. The encounter lasted several minutes and involved several PPI officers who responded to assist. The situation finally was resolved by one PPI officer coming to an agreement with the men and the officers all left the area. The men video-recorded the entire incident and uploaded it to social media sites. The incident was investigated by PPI supervisors due to the very public social-media nexus. We informed our officers that in the future they should simply instruct the Target security folks to call police if the Trespassers are in the store. We instructed the officers not to engage with these men in the future and reminded them they are a visible presence in the public spaces, so debating and arguing with these men will not have a positive outcome. This was shared at roll calls for several days. Despite the mens’ threats to the contrary, no official complaint was ever received by PPI and this action was taken preemptively.

Complaint 2

On 12/27/19 an employee of Floyd’s coffee called to complain about officers “sweeping people” from the doorway. The caller obviously was mad that people were sleeping in their doorway at the time the shop was trying to open and also suggested we take too long to clear doorways. A supervisor responded and spoke to the caller. The man is an employee and he immediately yelled a profanity at the supervisor asking “what do you guys do anyway?” The supervisor tried to explain our processes to the man but he was angry that the men weren’t moved earlier. The man was also mad that officers “sweep” some people sitting against or adjacent to the building who aren’t blocking or “bothering” anyone. The supervisor again explained the ordinance and why PPI and the CCC cleaners move people away from the buildings during morning wakeups. Although the man said he understood, he continued behaving as if he was irritated. After the supervisor finished, he left the location. We shared this information at roll calls and instructed officers to pay extra attention to the area in the morning to move people blocking the doorway. Nothing further was necessary.

Complaint 3

On 12/28/19 a caller to our dispatch called to report "garbage" on the street at a "campsite" near 306 NW Everett St. The man wanted the garbage cleaned and the campsite gone. The dispatcher took the information and created the call. A short while later the caller called again and asked for a supervisor. The caller spoke to a Day Shift supervisor and said he wanted to complain about "rude behavior" by the dispatcher. The caller said the dispatcher, who we later determined was an officer relieving the desk temporarily, had a rude demeanor and hung up before the call was concluded. The supervisor told the man he would look into the complaint. The supervisor spoke to the officer who had been dispatching and learned the man called and was frustrated by the garbage and the campsite. The officer said the man complained to him that the mess had been there over a week and had not been cleaned. The officer said he took the information, but the man kept yelling, repeating his same complaint about the mess. The officer said the dispatch phone continued to ring so he tried to explain to the man that he had to answer the other line but he could not get a "break" in the conversation to do so. The officer said he ended the call and hung up so he could answer the other line. The officer was counseled in the future not to hang up on callers until the caller has finished speaking. Further, he was instructed that if a caller appears angry, contact a supervisor for assistance. The officer understood. The supervisor spoke to the caller again who was satisfied with the result. Nothing further.