



To: Bill Sinnott
Portland Business Alliance

From: Thomas Hunt
COO, Portland Patrol Inc

Date: July 9, 2019

Re: Quarterly Clean & Safe Complaint Summary – 2nd Quarter 2019

Source: Robert King, Mayor Wheeler's Office via email on August 14, 2020

There was one complaint in the 2nd quarter - April - June 2019 to report to Clean and Safe. The summary is as follows:

On 4/14/19 a caller to the dispatch number for Clean and Safe said he had an “aggressive guy” on the sidewalk yelling indiscriminately at people in the area; but at no one in particular. He asked for an officer to respond to make the man leave. Approximately an hour later the same caller called dispatch again and was angry, stating he demanded to speak to a supervisor and wanted to make a complaint. The Day Shift sergeant on duty spoke to the man by phone. The caller reiterated that he called us to remove an angry and aggressive man from the sidewalk who was yelling at people and stated that no officer responded, and the man was still there. The man demanded a response and stated people in the area were obviously fearful of the man.

The PPI sergeant responded to the area and spoke to the officer who was dispatched to the original call. The officer said based on the description and the behavior the caller described, he knew who the man was and said he does this every day as a “regular” in the area. The officer said the man does yell and is known to have mental health issues but does not harm anyone. The officer said the man was in compliance with the sidewalk ordinance, so he did not engage the man as he did not want to further agitate him. The officer did not call the complainant and inform him of the results of the call. The supervisor and the officer returned to the scene and found the man was there yelling but was in compliance with the sidewalk ordinance, just as the officer stated. They approached the man together and asked him if he was ok. The man persisted and would not respond to the officers’ request to leave the area and/or quit yelling. The man refused any direction given to him and continued his rant intermittently. He also refused to leave. The officers realized this was beyond their control, so they left the area. The supervisor called the complainant and informed him of the result. Although the caller was frustrated, he understood there was nothing we could do to make the man stop. The caller was referred to the police if he believed the situation escalated to the point that required the police.

The officer was instructed to notify a caller in the future if he responded a call and there was nothing we could do. He understood and said he would do so in the future.

It should be noted there were no 2800 units working at this time, so information was shared with the officers at a later time. No further action was needed.