

TRENDS IN COMPLAINT RESOLUTION

IPR handles more of the investigation process and dismisses more cases than in previous years (especially before mid-2005).

Intake Decision	IPR Case Handling Decisions											
	2004		2005		2006		2007		2008		#	%
	#	%	#	%	#	%	#	%	#	%		
Dismissed by IPR	388	52%	399	57%	429	64%	332	58%	329	62%	329	62%
Referred to IAD	287	38%	267	38%	198	29%	205	36%	175	33%	175	33%
Pending/Completed Mediation	38	5%	29	4%	25	4%	17	3%	15	3%	15	3%
Resolved at Intake	18	2%	5	1%	9	1%	5	1%	8	2%	8	2%
Referred to Other Agency	14	2%	6	1%	13	2%	10	2%	2	<1%	2	<1%
Referred to Chief's Office	5	1%	-	-	-	-	-	-	-	-	-	-
Total	750		706		674		569		529			

* Note: The total number of cases screened by IPR in 2008 was higher than the number received.

IAD declines to investigate fewer of the cases that IPR refers; IAD assigns more cases as *service complaints* or full *investigations*.

Assignment Decision	IAD Decisions for Complaints Referred by IPR											
	2004		2005		2006		2007		2008		#	%
	#	%	#	%	#	%	#	%	#	%		
IAD Service Complaint	131	37%	100	31%	67	28%	119	48%	79	42%	79	42%
Investigation	55	15%	39	12%	65	28%	55	22%	47	25%	47	25%
Declined	119	33%	103	32%	51	22%	42	17%	46	24%	46	24%
Precinct Service Complaint	33	9%	35	11%	25	11%	30	12%	16	9%	16	9%
Resolved Administratively	18	5%	41	13%	28	12%	3	1%	-	-	-	-
Total	356		318		236		249		188			

The result is a relatively consistent rate of combined dismissals and declines of around 69%. Ultimately, IAD has initiated an investigation on a *greater percentage of the cases* screened by IPR during the past three years compared to 2004 and 2005.

Rates of Combined Dismissals and Declinations, Investigations	Investigations											
	2004		2005		2006		2007		2008			
	#	%	#	%	#	%	#	%	#	%		
Complaints screened by IPR	750	71%	706	71%	674	66%	569	66%	529	71%		
Total Dismissed or Declined	507	68%	502	71%	480	66%	374	66%	375	71%		
Dismissed by IPR	388	55%	399	55%	399	55%	429	55%	332	55%		
Declined by IAD	119	17%	103	15%	103	15%	51	9%	42	8%		
Combined Dismissed or Declined Rate	68%		71%		71%		66%		66%		71%	
Number Assigned for Investigation	55	8%	39	12%	39	16%	65	26%	55	29%	47	25%
Assigned Investigations as a Percent of Screened Complaints	7.3%		5.5%		5.5%		9.6%		9.7%		8.9%	

The rate of *sustained cases* and overall *discipline* are down slightly from peaks in 2006, but remain above their longer-term averages.

Completed Full Investigations of Citizen Complaints with Findings by Year	Investigations									
	2004		2005		2006		2007		2008	
	#	%	#	%	#	%	#	%	#	%
Completed Investigations	53	83%	43	90%	29	62%	42	75%	27	75%
All Non-sustained Findings	11	17%	5	10%	18	38%	14	25%	9	25%
Total	64		48		47		56		36	

EXECUTIVE SUMMARY 2008

INDEPENDENT POLICE REVIEW DIVISION

ANNUAL REPORT

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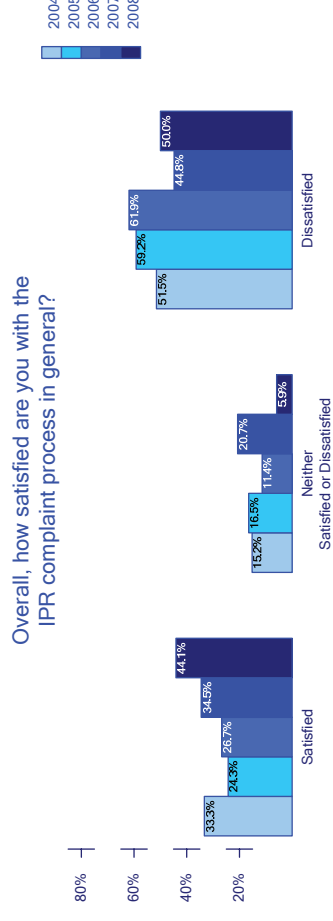
For a full version of the report:
www.portlandonline.com/auditor/ipr

Discipline, Resignations, Letters, and Counseling	2005	2006	2007	2008
Bureau or Member Action	1	1	1	1
Termination	3	8	4	6
Resignation or Retirement with Investigation Pending *	2	0	1	4
150-600 Hours SWOP **	6	5	7	10
10-149 Hours SWOP **	6	11	9	10
Letter of Reprimand	2	16	10	8
Command Counseling	20	41	32	39

* 3 of the 21 resignations or retirements appear unrelated to the pending complaint

** SWOP = suspension without pay

Overall satisfaction with the IPR process is at its highest level; up about 20 percentage points since 2005.



MAJOR OVERSIGHT ACTIVITIES IN 2008

- EXTERNAL PERFORMANCE REVIEW**
 City Council received an evaluation of IPR's effectiveness in early 2008. IPR made a number of process changes throughout the rest of the year in response to the recommendations. A CRC workgroup is helping IPR prioritize and respond to the remaining recommendations.
- IMPROVED REPORTING**
 IPR published two Annual Reports covering three years of operations in 2008. It also redesigned the content and form of its Quarterly Reports and began producing them within a month of the quarter's end.
- LEADERSHIP CHANGES**
 The new IPR Director started in May 2008. Also, a new Assistant Director was hired October 2008. The Community Outreach Coordinator position is set to be filled by March 2009.
- COMMUNITY OUTREACH PLAN**
 IPR hired a consulting firm to assist with communication and outreach strategic planning.

ORGANIZATIONAL HISTORY

City Council established the *Independent Police Review Division* (IPR) and the *Citizen Review Committee* (CRC) in 2001 to provide civilian oversight of police services.

INDEPENDENT POLICE REVIEW DIVISION

IPR is an impartial oversight agency, independent of the Portland Police Bureau (PPB or Bureau). IPR serves three main functions:

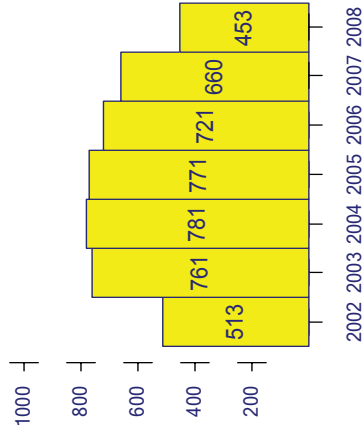
- RECEIVE COMPLAINTS**
 Citizens may file a complaint with IPR by phone, e-mail, and fax or in person. After a preliminary investigation, one of the following methods are selected for resolving the complaint:
 - DISCIPLINARY INVESTIGATION**
 Complaints that appear to demonstrate officer misconduct are referred to Portland Police Internal Affairs Division for a full investigation. IPR may also conduct an independent investigation. In most cases IPR will oversee the on-going investigation and is responsible for ensuring accuracy, thoroughness, and fairness in an investigation.
 - SUPERVISORY REVIEW**
 Directly or through IAD, IPR refers complaints regarding minor policy violations to supervisors or precinct commanders for formal or informal discussion with the officer involved regarding his/her service.
 - FACILITATING MEDIATION**
 If all parties involved in the complaint agree, the City will hire a professional mediator to mediate a complaint at a convenient location—at no expense to the parties.
 - DISMISSAL**
 After a preliminary investigation, a complaint may be dismissed if there was no violation of rules, policy, or procedures; if the incident happened too long ago; or the complainant no longer cooperates with the investigation.
- EVALUATE, RECOMMEND, AND REPORT**
 Evaluate complaint and other information related to community confidence in police services. Recommend policy changes to the Chief of Police to prevent future problems. Report quarterly and annually to the community.
- OUTREACH**
 Distribute complaint forms in languages and formats accessible to all community members, educating them on the importance of reporting complaints, and holding public meetings to hear general concerns about police services.

CITIZEN REVIEW COMMITTEE

The nine community volunteers of the CRC are appointed by City Council to:

- MONITOR IPR AND IAD**
 Review IPR's and IAD's handling of complaints and provide advice on improvements. One of CRC's current workgroups is auditing a sample of IPR case-handling decisions.
- ADVISE IPR ON POLICY RECOMMENDATIONS**
 Help IPR develop policy recommendations to address patterns of complaints with police services and conduct. For example, CRC workgroups are tracking patterns in complaints of disparate treatment and following up on PPB policy changes in response to officer-involved shooting and in-custody death reviews.
- HEAR APPEALS**
 Hear appeals from community members and officers about PPB's findings from disciplinary investigations.
- OUTREACH**
 Solicit community concerns about police services.

Complaints Received 2002-2008



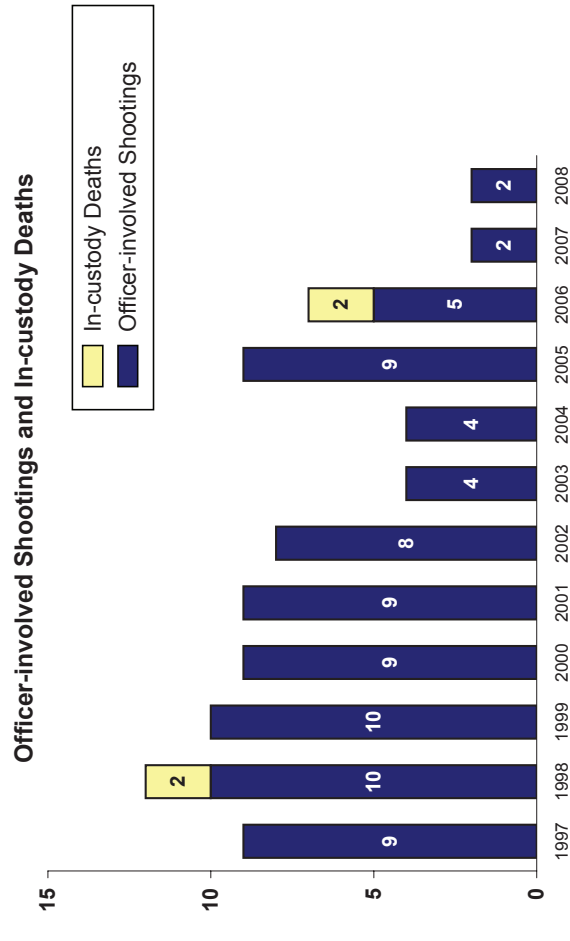
Eight Most Common Allegations in 2008

Detailed Allegations	Cases
Rude Behavior or Language	104
Excessive Force	46
Fail to Take Appropriate Action	43
Fail to Follow Traffic Law	33
Racial Profiling/Discrimination	32
Unprofessional Behavior	28
False Traffic Charges	24
Unjustified Behavior	24

Rude Behavior or Language continues to be the most common allegation among community complaints.

OFFICER-INVOLVED SHOOTINGS AND IN-CUSTODY DEATHS

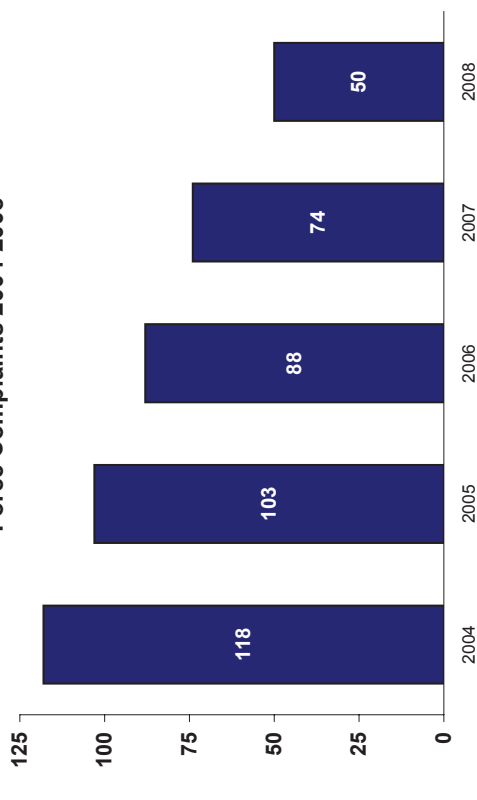
In 2008, there were two *officer-involved shootings* and no *in-custody deaths*. The number of shootings in the past six years is 53% lower than the number of shootings in the preceding six years — 26 vs. 55.



EXCESSIVE FORCE COMPLAINTS

The number of citizen and bureau *force* complaints has *declined 58%* since 2004. Force complaints per 1,000 contacts have declined 54%.

Force Complaints 2004-2008



IPR staff and two CRC members (along with PPB personnel) are serving on the *Force Task Force*, which reconvened in late 2008. The Task Force is following up its spring 2007 report, including a review of progress on the 16 recommendations and an analysis of the most recent data and downward trend in complaint volume.