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**PORTLAND POLICE BUREAU**  
**Training Advisory Council**  
**Training Division**

**Meeting Date: 01/11/2023**

**CASTLE:** All right. Can everyone see my screen? All right. I see thumbs up. Thank you all for being here. Happy 2023. It's great to see everyone. This is our first meeting of the year for the Training Advisory Council. I see - Don, do you have your hand up?

**JOHNSON:** No. It was just a - that was a mistake. Sorry.

**CASTLE:** No worries. Now before we officially start the meeting, I want to welcome everyone and let you know that it is my intention as chair to create a space where every TAC member feels heard, respected, and valued. With that said, I do see that we have attained quorum, and I call this meeting to order at 6:33 p.m. on January 11, 2023. I will begin by reading our mission statement. The mission of the TAC is to provide ongoing advice to the Chief of Police and the Training Division in order to continuously improve training standards, practices, and outcomes through the examination of training philosophy, content, delivery, tactics, policy, equipment, and facilities. The mission of the Portland Police Bureau is to reduce crime and the fear of crime by working with all citizens to preserve life, maintain human rights, protect property, and promote individual responsibility and community commitment. The minutes for the October 26<sup>th</sup> and November 16<sup>th</sup> meetings have been shared with members. I want to address them and approve those in order. First, are there any corrections to the minutes for the October 26<sup>th</sup> special meeting? I should probably have had this open.  
(None heard)

**CASTLE:** All right. Going once. Going twice. Sold. The meetings are approved hearing no alterations. Now, are there any corrections to the minutes for the November 16<sup>th</sup> special meeting - or not special meeting. That was a regular meeting. Again, are there any corrections to the minutes for the November 16<sup>th</sup> regular TAC meeting?  
(None heard)

**CASTLE:** Hearing none. The minutes are approved. Thank you, all. I will now direct your attention to the community agreement. The - you should see it on my screen. There's also - I should post a link in the chat which I will do momentarily. This is currently a draft, and as such, it is a request rather than agreement, but I do ask that all TAC members and guests do their best to, you know, take this and follow the spirit of the agreement. The purpose of the agreement is just to have shared expectations for participation in our meetings. This was first shared in November, and we've been hearing feedback since then, some of which you can see on the screen. For now, again, this is a request from me to you. Later in the evening, we do have time on the agenda to consider this for formal adoption. And I just want to dive into this for a moment. No document can prescribe exactly how to create an enjoyable and productive meeting. We all have our part to play in being thoughtful in how we participate to

## CONFIDENTIAL TAPED STATEMENT

IA# TAC Meeting 011123  
TAC Meeting / N/A

01/11/2023  
Page 2 of 31

53 make sure the environment is respectful and conducive to sharing new  
54 information and tolerant of diverse opinions. All of the parts of  
55 this agreement are important, but I want to call out two. Step up  
56 and step back. If you rarely speak up and find you have something to  
57 contribute, please don't be afraid to speak up. You know, our group  
58 can't function at its best if we're not hearing your voice. And  
59 conversely, if you find yourself speaking very often, consider  
60 holding space to encourage others to share. Now, that's not to say  
61 don't speak up. We do want to hear your thoughts, but sometimes it  
62 can be really helpful to pause and let others go first. And the  
63 second idea I want to address is addressing ideas rather than  
64 people. Disagreement is a normal part of the process, and we are  
65 made stronger by having a diversity of opinions. That means it needs  
66 to be a safe place to disagree. If you have to challenge another  
67 member's perspective or idea, please do it respectfully. It's  
68 generally as a rule not appropriate to call out members by name or  
69 go on the offensive. So, for example, you know, let's say a member -  
70 and this is hypothetical - says, you know, "We want to raise taxes."  
71 The right way to address that is to say, "I don't agree that we need  
72 to raise taxes" rather than to say, "Mikayla is wrong or stupid to  
73 say that we need to raise taxes." That's a contrived example, but I  
74 do hope that you will be mindful in following the guidelines in this  
75 document which we will again be discussing to turn into an agreement  
76 rather than a suggestion at the end of the meeting. All right.  
77 Moving on, I do have some announcements and reminders before we get  
78 into our presentations on time. If you are a TAC member and didn't  
79 get an email from me before this meeting, please check your Spam and  
80 Junk folder. You may need to add ppbtac@gmail.com to your safe  
81 senders or contacts list. If you need help with that or want to  
82 receive text message reminders, please let me know, and I will be  
83 happy to help with that. Throughout this meeting, if you need to  
84 raise your hand, please use the hand function through Zoom. I can't  
85 always see, you know, your video feed, and there have been issues in  
86 the past where you raise your hand physically, and then I don't see  
87 it, and that's not intentional, and apologies in advance if that  
88 happens, but please use the raised hand function. And finally, the  
89 chat function for this Zoom meeting has been left open. In the past,  
90 this has caused some distraction at our meetings. To ensure the chat  
91 function can remain open in future meetings, please limit your use  
92 to sharing information that is of broad use to members, relevant, or  
93 urgent. Please do not use the chat as a side channel for debate or  
94 deliberation. Now, the first item on our agenda is a presentation by  
95 Dr. Henning and Sergeant Yakots, which I hope I pronounced your name  
96 correctly and apologize if I didn't. I'm going to stop sharing my  
97 screen and hand the floor to you if are ready to present.

98 **DR. HENNING:** I am.

99 **CASTLE:** All right.

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 3 of 31**

100 **DR. HENNING:** Let's see. I'm just going to share my screen. All  
101 right. Is the audio okay? Everybody can hear me? All right. My name  
102 is Kris Henning. I'm a professor at Portland State University, and  
103 I'm here with Sergeant Yakots today, we know him as Brad, to share  
104 some findings from a grant that we just completed. So, the Portland  
105 Police Bureau and Portland State University had a grant from the  
106 federal government from the last four years to do crime prevention  
107 in the Parkrose and Hollywood neighborhoods. Obviously, those four  
108 years were a little bit challenging in terms of COVID and lots of  
109 other things happening in the city, and one of the things we pivoted  
110 to is what we're going to be talking about today. I'd like to start  
111 off with just recognizing that we are two members of a slightly  
112 larger team. So, I have two colleagues at Portland State University  
113 that joined me on this project: Katy Wuschke in my department,  
114 Criminology of Criminal Justice, and Kim Kahn from Psychology. And  
115 in addition to Sergeant Yakots, Christian Peterson, the chief crime  
116 analyst for the police bureau was also on this grant. I'm only going  
117 to be talking about one component of the grant today, and I'd like  
118 to start off by asking you to imagine that you're the chief of  
119 police for a large police department, and for a number of reasons,  
120 your department has decided that you will have just one police  
121 officer take 50 percent, half, of all your agency's crime reports,  
122 and imagine that officer is a crusty-looking veteran kind of like  
123 this guy shown right here. And when he arrives at the scene of a  
124 crime to interact with a victim, the very first thing he does is  
125 say, "Warning! Filing a false police report is a crime, and we can  
126 arrest you for that." Once that warning is issued, the officer  
127 launches into asking the victim 50 questions, many of them that are  
128 poorly worded, not applicable, or redundant, the officer is  
129 unwilling by nature perhaps to provide guidance if the victim gets  
130 confused, and yet he will not allow the victim to continue with the  
131 report unless they answer every single question. He gives no  
132 opportunity for the victim to share their feelings, offers no  
133 compassion, and if the victim ends up taking more than 30 minutes to  
134 complete the report, the officers literally stands up, rips in half,  
135 throws it away, and makes the victim start all over again. Once the  
136 officer successfully takes the report, the victim never sees him  
137 again. Chances are if you were the chief of police, on the command  
138 staff, or on a training advisory board for this agency, you would be  
139 concerned about this scenario. Nonetheless, that is essentially what  
140 we have going on in many law enforcement agencies across the county  
141 today. We don't have a single officer that's taking those reports;  
142 we have an online crime reporting system. So, about half of all  
143 police agencies, including the Portland Police Bureau, at this point  
144 use an online crime reporting system to increase efficiency. Rather  
145 than sending an officer out to take an in-person report, people are  
146 referred to go to the online portal where they log in and have to

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123  
TAC Meeting / N/A**

**01/11/2023  
Page 4 of 31**

147 complete an online report documenting the crime that they've just  
148 experienced. And what I just described to you, warnings about felony  
149 - that it's a felony to report a false crime, having many questions,  
150 lack of support and guidance is essentially what people often  
151 experience when they use these online systems. At this point right  
152 now, the online system in Portland is accounting for 39 percent of  
153 all police reports, roughly half of the city's crime reports. So,  
154 we're talking about having contact with more than 29,000 victims a  
155 year using the online system. Crime reporting in itself often an  
156 under appreciated aspect of law enforcement. We don't always  
157 appreciate the fact that if we don't know where crimes are  
158 happening, when they're happening, who the offenders are, we can't  
159 respond very effectively as a law enforcement agency. We can't do  
160 hot spot policing, for example, if we don't know where the hot spots  
161 are. We can't do problem-oriented policing if people don't tell us  
162 where the problems are. Nor can you do focused deterrents if you  
163 don't know who the offenders are. So, clearly, we know that crime  
164 reporting and the community's willingness to report crimes to the  
165 police is incredibly important, but we don't pay a lot of attention  
166 to this, unfortunately. We do pay a little bit more attention to the  
167 concept of trust and legitimacy. So, I'm sure given your role on the  
168 Training Advisory Council that you've heard a lot about procedural  
169 justice and the importance of having confidence in the police/trust  
170 in the police that people are more likely to comply with the law and  
171 participate in crime prevention when they are satisfied and they  
172 believe that the police are trustworthy. Most of the time when  
173 people in law enforcement start talking about training officers to  
174 have more procedurally just interactions with the public where they  
175 listen, they can give the person a voice, they are neutral in  
176 decision making, they express concern - most of the time when we  
177 talk about procedural justice training, it's based on officer-  
178 initiated contacts, traffic stops, investigations, searches, arrests  
179 where we want officers to engage in procedurally just ways. One of  
180 the challenges is that many of the people that are subject to those  
181 interactions with the officers already have somewhat negative  
182 perspectives or negative views on the police. Procedurally justice-  
183 informed interactions may not change those attitudes. It's still a  
184 good idea to treat people respectfully, of course, and to listen to  
185 them, but it may not change their attitudes or their level of trust  
186 in the law enforcement. What often gets missed in procedural justice  
187 when we talk about it and legitimacy is victims, and we would argue  
188 that focusing on victims may actually be more important when it  
189 comes to procedural justice training. Victims account for a large  
190 proportion of police contacts on any given day. Many victims start  
191 off with having high trust in the police. That's why they contacted  
192 them to report the crime. And we also know from research that when  
193 people are victimized, their trust and confidence in the police

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123  
TAC Meeting / N/A**

**01/11/2023  
Page 5 of 31**

194 often decreases. So, we like to think that victims and the police  
195 actually have a lot more to lose when it comes to interacting with  
196 victims, hence the importance of having a positive contact between  
197 victims and the police. Clearly, there is a relationship also  
198 between whether or not people have a positive experience with the  
199 police in a reporting situation and whether or not they report  
200 future crimes. All of this leads to the question though of what can  
201 we do, what do we need to do when we're interacting with victims to  
202 have them have a better experience, leave that interaction with more  
203 satisfaction and trust in the police? And that really raises the  
204 question of what do victims want from their contacts with law  
205 enforcement, and the research is pretty clear. They want two things:  
206 One is distributive justice. Distributive justice means that they  
207 want their case investigated. Ideally, they'd like to have any  
208 property that was stolen returned to them or damage repaired. Many  
209 people want the offenders identified and held accountable. And they  
210 also want the police department to take broader steps to try to  
211 reduce crime in their neighborhood or in their city. So, that's what  
212 we call distributive justice. And the challenge with distributive  
213 justice is that it may be hard to deliver in the current context. We  
214 have had in our city from the last 10 years or so a significant  
215 decline in police resources available. If you compare Portland to  
216 most other western cities or U.S. cities of a similar size overall,  
217 Portland has historically had much lower levels of officer-to-  
218 resident ratios, staffing levels, and we've actually been dropping  
219 or declining at a much faster rate than most other cities. So, it's  
220 going to be hard to deliver distributive justice, especially in the  
221 context of having rising calls for service from the community,  
222 increasing focus on violent crime. All of this has led to very low  
223 rates of clearance for property crimes, the kinds of things that go  
224 through the online reporting system. So, the challenge in terms of  
225 helping victims feel better about their contact with the police is  
226 this may not be something that we can have a whole lot of effect on  
227 given the current situation. The other thing that victims want is  
228 that they want procedural justice. They want to be able to tell  
229 their story, have someone listen to them. They want to be taken  
230 seriously and to be believed. They want the harm that was done to  
231 them acknowledged. They don't want to be blamed for experiencing  
232 their crime, and they want to be kept informed and involved in the  
233 criminal justice process. One would think that this would be easier  
234 to achieve in procedural justice training with officers, but the  
235 challenge that comes up is online reporting. As a field, we have  
236 really paid almost no attention to how do you deliver procedural  
237 justice through mediated contact with members of the public through  
238 an online reporting system for example. We do know that from some  
239 prior research that was done by the national policing foundation in  
240 Portland that people using the online crime reporting system at that

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123  
TAC Meeting / N/A**

**01/11/2023  
Page 6 of 31**

241 time were much less likely to be satisfied with the police response  
242 as compared to people who filed a report directly to an officer. And  
243 in some of the surveys that we've done that I'll be sharing today,  
244 only 17 percent of the victims who go through the online portal are  
245 satisfied with PPB's response to the report. Think about that, 17  
246 percent satisfaction. That is abysmal. You could not run a  
247 successful business with a 17 percent satisfaction rate. The number  
248 one complaint that we see again and again is the lack of any kind of  
249 follow up to these online reports. So, I just jumped into the survey  
250 today. We are currently surveying everybody who is going through the  
251 online portal in Portland right now, and these are the responses  
252 that we got back today from today's survey in terms of how they feel  
253 about the police bureau's response. And we asked them, "If you're  
254 not satisfied, what could the police have done better in responding  
255 to that online report?" And, again, it's the lack of contact, lack  
256 of follow up, right? "It goes into a black hole after I get my case  
257 number." "There's no kind of active engagement with me." "I have  
258 video of the crime being committed, and no one even asked for it,"  
259 right? These are people that are very, very frustrated with the fact  
260 that the online system, while efficient for reporting crime, really  
261 doesn't leave you feeling terribly positive about the police. In  
262 many cases, it doesn't leave people feeling very positive about city  
263 leaders, and it doesn't leave people feeling very positive about the  
264 city as a whole. So, it's not a great scenario for us right now. So,  
265 this situation led to the grant that we worked on trying to do  
266 something about this issue. We decided we wanted to conduct a study  
267 and see if we could increase satisfaction with the police,  
268 confidence and trust in the police, and willingness to report future  
269 crimes by proving the victims with a procedurally justice-informed  
270 follow-up contact. We literally paid officers overtime in North  
271 Precinct using grant funds to call victims on the phone shortly  
272 after they had reported their online crime, and if they couldn't get  
273 a hold of them by phone, they emailed them or left voice messages.  
274 We created a script for the officers to follow that had procedurally  
275 justice-informed content, so these communications were personalized.  
276 The officers knew the name of the person. They knew the crime that  
277 happened, what had been taken, and they left their number - their  
278 name and number if the person wanted to get back in touch with them.  
279 The communication: They expressed concern for the victim, they  
280 normalized the victim's feelings that they might be having, they  
281 reinforced them for crime reporting. "Thank you for reporting this  
282 crime to the police. If we don't know about when and where crimes  
283 are happening, we can't respond appropriately." So, it wasn't really  
284 that complex of a message, right. But it was personalized which we  
285 think is important. The end was also that the officers would mail  
286 people crime prevention flyers that we put together using grant  
287 resources. So, we came up with our own crime prevention flyers that

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123  
TAC Meeting / N/A**

**01/11/2023  
Page 7 of 31**

288 would go out. If you were reporting a theft from your vehicle, we'd  
289 send you that crime prevention flyer. So, that was the intervention  
290 that we designed, very simple follow-up contacts. To study this, we  
291 had treatment and control neighborhoods. So, we had six  
292 neighborhoods in North Precinct that did not get this intervention.  
293 So, if they were filing and online report, and they were from that  
294 neighborhood, they got treatment as usual which usually means  
295 nothing. We had 14 other neighborhoods that we rolled into the  
296 treatment condition where the officers would make the outreach  
297 efforts by phone and email. So, we did this for a little bit under a  
298 year and ended up having over 2,400 contacts with people in  
299 treatment neighborhoods and efforts - no contact with the 987 in the  
300 control neighborhoods. Shortly after the officers made the effort to  
301 contact the victim in the treatment neighborhoods, we sent out an  
302 invitation to all of the victims both in the control and the  
303 treatment neighborhoods asking them to fill out a brief online  
304 survey at PSU. We got about 857 responses back which is about a 25  
305 percent response rate. It's hard to get people to fill out surveys  
306 today. I just finished a survey of the Bend community, and we only  
307 got 15 percent, so 25 percent I'm really pretty happy with. In that  
308 survey, we asked the victim, "Did a Portland police officer  
309 communicate with you?" "Did they do a follow-up contact after the  
310 incident was reported?" "How satisfied are you with the way the  
311 police bureau handled this report?" "Did this incident and  
312 interaction impact your confidence in the police?" We also asked  
313 some general attitudinal questions about the police. So, we wanted  
314 to know are the people that get these contacts more likely to be  
315 satisfied with the Portland Police Bureau after they filed their  
316 online report. Those are the findings. First off, not a surprise.  
317 The victims in the treatment neighborhoods were much more likely to  
318 report. Yes, they actually had a follow-up contact. We didn't see  
319 any difference in terms of in-person contacts. We weren't doing that  
320 in part because of COVID. It was all based on phone and email  
321 outreach. So, we know that the victims that we - who were in the  
322 treatment neighborhoods were much more likely to have some kind of  
323 follow up. The bigger issue is what impact did that have on their  
324 attitudes towards the police, their trust and confidence in the  
325 police, and what we found was pretty significant differences. So, if  
326 you start up here at the top - let me just see if I can get my laser  
327 pointer view working. Up here at the top - this is probably the most  
328 important one - is "How satisfied are you with the police response  
329 to your online report?" So, the victims in the control  
330 neighborhoods, about 17-18 percent were satisfied to very satisfied.  
331 In the treatment neighborhoods with one simple outreach contact  
332 effort, that jumped to 43 percent satisfaction, a highly  
333 statistically significant difference between those two things. We  
334 saw similar changes in terms of confidence in a place going from 7

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 8 of 31**

335 percent to 22 percent. Again, is 22 percent where we'd like it to  
336 be? Absolutely not, but it's a significant improvement, three-fold  
337 improvement over the people in the control neighborhoods that got  
338 treatment in usual. We didn't really see a difference in terms of  
339 willingness to report future crimes. That's possibly because most  
340 people are already there. They're willing to report again in the  
341 future. We saw a significant increase in trust in the police,  
342 perceptions of the police being effective at crime fighting and  
343 being available when they're needed. So, this first study  
344 demonstrated to us that with a simple little effort in terms of  
345 community outreach, we can change attitudes towards the police in  
346 pretty dramatic ways. I see Ira has a question, and feel free to  
347 jump in and ask questions as I go.

348 **BLUMBERG:** Thank you. Just in response to the "no difference of the  
349 witness to report future crime," did you take into account that in  
350 many cases an insurance claim requires a report to the police and  
351 that could be the motivation for future reporting even with  
352 ineffective policing?

353 **DR. HENNING:** Yeah. So, in some of the - we changed some questions  
354 along the way, and we added questions in terms of "Why are you  
355 reporting this crime to the police?" So, we can't necessarily look  
356 at differences - because we didn't have it for everybody, we can't  
357 look at differences between people who wanted their police insurance  
358 report versus not. But we did find that while many people are  
359 reporting this crime because they do want and need a police report  
360 for their insurance, people also cited lots of other reasons in  
361 terms of why they're filing this report. Civic duty came up a lot in  
362 the responses. People feel like it's their civic responsibility. A  
363 lot of people said they reported not because of the insurance but  
364 because they want the police to do something about crime in their  
365 neighborhood, right. So, this - the online systems in many ways are  
366 oriented around and designed for getting people their crime reports  
367 so they can file an insurance claim, but that is not what we see  
368 everybody wants. There are other reasons that people report crimes,  
369 and these systems don't necessarily tap into some of those other  
370 reasons.

371 **BLUMBERG:** Got it. Thank you very much.

372 **DR. HENNING:** Yep. So, that was our first finding. And, you know,  
373 I've worked in this field for 25 years now at this point doing  
374 research. I have really not seen pretty dramatic increases like  
375 this, right. I mean, it's simple - of course, businesses know this,  
376 right. Customer service is basically what we're talking about. And  
377 in medicine, they've been doing this for years, decades, doing  
378 follow-up outreach contacts. This is suggesting that maybe the  
379 police need to do that especially in the context of online reports  
380 because people just feel like it goes into a black hole otherwise.  
381 Why did I even bother to report. So, that was our first study. With



**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 9 of 31**

382 our second study, we wanted to see whether or not you could get the  
383 same benefits by having an automated email with similar content. So,  
384 we created an email that has similar information in there. First  
385 off, "We're sorry to hear about your recent victimization. Being the  
386 victim of a crime can be difficult," right, "and we wanted to thank  
387 you for reporting this crime." So, we had similar content, but it  
388 wasn't personalized. The officer's name wasn't on there. They didn't  
389 - the officers literally listed the times that they would be  
390 available if the person wanted to call them back. But we wanted to  
391 know whether or not there's some benefit of automating some of this.  
392 There are some vendors out there now that offer to automate  
393 communications with victims, and so we think more and more agencies  
394 are going to go in that direction, and the question is do you get  
395 the same benefit from an automated communication than you do with a  
396 personalized outreach by, in this case, an officer. So, we did a  
397 full randomized study. We took all of the victims that were  
398 reporting through the online portal in North Precinct for several  
399 months, and we randomly assigned them. They either went into  
400 treatment as usual which means they didn't get anything different,  
401 they got the automated email, or they got the full personalized  
402 outreach contact by the officer on Saturdays. We followed up with  
403 surveys again, and there's no differences between the three groups  
404 in terms of the demographics of the people involved. That's the  
405 power of randomization. And in terms of the findings, what we found  
406 was that the full outreach is still associated with much higher  
407 levels of satisfaction and that the automated email has some  
408 benefits but nowhere near as much as a personalized contact. So, if  
409 you look down here in terms of satisfaction, the percentage of  
410 people who are satisfied to very satisfied with the police is 32  
411 percent versus 11 percent in the treatment as usual, and you can see  
412 a slight bump in terms of the automated email. Not any difference in  
413 terms of - for the automated email in terms of confidence in the  
414 police, and then, again, a slight bump in terms of the auto email  
415 with whether or not the police could be trusted. Go ahead, Avi.

416 **KLEPPER:** Really good presentation. Thank you very much for  
417 explaining this all so clearly. I'm wondering that given that the I  
418 guess you could you call it the improvement model that you were  
419 comparing the current situation with was live officers who are paid  
420 overtime in a system where we are chronically understaffed, and we  
421 are not going to be out of that for quite some time, I mean, what is  
422 the practical applicability of this study given that there simply  
423 isn't the manpower to do to scale what you did with a small  
424 experiment with a number of officers willing to work overtime.

425 **DR. HENNING:** A couple of thoughts or reactions to that. It's a very  
426 good question. It kind of gets to the heart of what we want to talk  
427 about. One thing to think about is what is the cost associated with  
428 a victim being completely disgruntled and unhappy with the city and

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 10 of 31**

429 the police, right. It's hard to put a dollar figure to that  
430 obviously, but we do have some sense that it is probably not a good  
431 thing for the city, right. We may not be appreciating - most police  
432 departments never serve any of the victims, never do this, so they  
433 don't know that what they're doing may be having a very negative  
434 impact on police-community relations, right. So, I'm sure you guys  
435 have talked a lot about how do we improve police-community relations  
436 and the value of that. What we're seeing is that agencies are adding  
437 online reporting to address efficiency because of lack of resources,  
438 but it's the old, you know, you may win the battle but lose the war.  
439 You may lose the hearts and minds of the people that you're trying  
440 to serve because you're not providing an appropriate service. So,  
441 the first thing I would say is there is a significant cost  
442 associated with not doing this well. Second issue is - that I'm  
443 going to talk about is what are some of the recommendations for how  
444 we could address this in an efficient but also user-friendly,  
445 customer service-oriented way. And we do have some ideas that I'll  
446 get to at the end in terms of how we can do better at this. Does it  
447 really require, for example, fully sworn police officers to do this  
448 outreach? Is it possible that that could be done by PS3s? Is it  
449 possible that it could be done by trainees? Is it possible that it  
450 could be organizing volunteer services, right? So, there are a  
451 number of possible ways that we could actually still deliver  
452 something like this that don't have the full associated costs. Is it  
453 Albyn?

454 **JONES:** Albyn.

455 **DR. HENNING:** Albyn. All right.

456 **JONES:** Yes, thanks. I also like your study, both of them. One  
457 comment I have is that on your finding of about the future  
458 propensity to report, you know, your sample consists of people who  
459 were motivated to submit a report in the first place.

460 **DR. HENNING:** Yep.

461 **JONES:** So, it doesn't surprise me that there's less difference  
462 there than on a lot of your other measures. I imagine that there are  
463 people who would not submit a report, and they're probably quite  
464 different than people who are willing to submit a report. I did a  
465 ride-along last summer, and there was an assault, and the police  
466 officer arrived and asked the victim if she wanted to press charges  
467 and report the assault and, "No. No. I don't want to do any of  
468 that," and she just walked away. So, you know, there are - I think  
469 that's an issue and maybe something else to think about how to get  
470 more people to submit reports.

471 **DR. HENNING:** Absolutely true. We know from national level research  
472 with a national crime victimization survey that slightly more than  
473 half of all property crime victims do not contact the police in the  
474 first place. Most of the time, it is because they don't feel like  
475 the police can do something about it. But obviously, general

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 11 of 31**

476 community attitudes towards the police are going to influence that  
477 as well highlighting the value of continuing in any way we can do  
478 improve police-community relations. So, yeah, underreporting is a  
479 real big issue, and we certainly want to do whatever we can to try  
480 and get people to feel like they can trust the police with these  
481 reports. Gina?

482 **RONNING:** Hi. Thank you. I'm wondering, some of the sort of  
483 behaviors that we're concerned about about the interactions between  
484 police and victims and filing a report seem to me to be very related  
485 and fall somewhat under sort of the bill of victim's rights. And I  
486 was just wondering, like, one of the rights, at least I know in the  
487 Oregon statute, a victim has a right to respect. And I know, for  
488 example, in Denver, Colorado, the attorney general just had a hold -  
489 it had to do with district attorneys, not police, but they were  
490 found in violation of victim's right due to - like, for example,  
491 there were lawyers that were yelling at victims. And I know that  
492 typically when we think of victim's rights, it tends to be applied  
493 to sort of judicial processes, not so much like reporting an  
494 investigation, but I was wondering if there was any thought about if  
495 - whether or not some of these concerns might be applicable to  
496 victim's rights and if there's space for that.

497 **DR. HENNING:** I think the one area that we've touched on that we  
498 actually have data on is that we asked people what are some of the  
499 benefits. If they've had a positive experience, we ask them what's  
500 some of the benefits of online reporting are. And there are  
501 certainly some people in the community that say, "I didn't have to  
502 interact with an officer. I don't want to have to interact with an  
503 officer." So, you know, I'm talking about the negative side of  
504 online reporting. One of the positive sides is that if you have  
505 people in the community that are afraid or have had bad experiences  
506 with police officers, online reporting may actually give you a way  
507 around that, right, to open the door for those people to still be  
508 able to report a crime if they've got insurance but also just to  
509 feel like it's a civic duty. So, I think that's really the only  
510 component that we've seen from our data is that we've had some  
511 people that respond to an open-ended question saying, you know, "I  
512 like the online." It's convenient, no question, and it also allows  
513 people to report even if they're not really - they don't have  
514 confidence in the police. So, I don't know if that's directly  
515 related, but, you know -

516 **RONNING:** I guess what I'm - sorry. I guess what I'm really asking  
517 then is whether or not you feel that some of the expectations around  
518 the training, right, like around police interacting with victims on  
519 the ground, if you think that those would be valuable in sort of  
520 mandating them in - you know, as part of the comprehensive victims'  
521 rights that we already have in place? Because from my understanding,  
522 I don't think what you're describing is covered under victims'

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 12 of 31**

523 rights. Although some of these behaviors are covered in interactions  
524 between victims and attorneys and the judicial system, victims are  
525 not guaranteed certain rights with police. And I guess what I'm  
526 wondering is - because what - I feel like you're providing a very  
527 compelling case as to why victims' rights should be extended to  
528 their interactions with law enforcement.

529 **DR. HENNING:** Yeah. And I guess what I would say is that we have  
530 good reason to believe that procedural justice and training should  
531 be extended to officers' interactions with victims as well. So, like  
532 I said in the beginning, most of the focus when you look at the  
533 literature and you look at trainings happening around, procedural  
534 justice is being emphasized in interactions with suspects with  
535 investigations with the officers initiating that contact, and we  
536 think there is great value in respect, treating victims  
537 respectfully, listening to them, giving them voice, keeping them  
538 informed of the process, doing all of the stuff that we talk about  
539 in terms of procedural justice because we may not be able to address  
540 distributive justice with them at all times, so. The other things  
541 that we've done is we have surveyed people about how they feel about  
542 using the online system. Again, I mentioned some of this already.  
543 The good news is is that many of the people, 60 percent or so, feel  
544 like the online system is relatively easy to use. They highlight the  
545 value of convenience, saving time. They also appreciate the fact  
546 that it saves agency resources and allows the agency to prioritize  
547 more serious incidents. And, again, some people mentioned that it  
548 allows them to avoid a potentially negative interaction with an  
549 officer based on possibly their own prior experience. That said, we  
550 do find that at least 10 percent of people say the online system was  
551 difficult to use. We know that people who said the system was  
552 difficult are much less likely to be satisfied with the police  
553 response to the report, and we also have one caveat to that. We're  
554 only serving people who actually completed the report all the way  
555 through. We don't know how many people start off in the system and  
556 then bail out because it's complicated and has issues. So, we have  
557 asked people, "What are some of the problems that you experienced  
558 with the online system?" and it comes down to things like this: So,  
559 one of them is that many people find the system is clunky. So, the  
560 vendor that Portland uses - we've looked at 975 other police  
561 departments' websites. That was a fun process - and the most common  
562 vendor used is something called LexisNexis, and Portland uses the  
563 same system, and it's clunky. You can't easily fill it out on a  
564 mobile phone. Everybody wants to use their mobile phone for things  
565 today. It's complicated, a lot of redundance of entering  
566 information. One of the things that really pisses people off is  
567 literally if you take more than 30 minutes, it kicks you out. It  
568 times you out and you have to start over again. That is the  
569 equivalent of the officer ripping up the report and making you do it

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123  
TAC Meeting / N/A**

**01/11/2023  
Page 13 of 31**

570 all over again. That's not terribly user friendly. People are - do  
571 express concerns. They get in there; they don't which box they're  
572 supposed to check, and they're worried because they've been told  
573 that if they file a false police report, it's a felony. It's an  
574 intimidating process, and there is absolutely no user support. Once  
575 you get into the system, there is no guidance built into this  
576 whatsoever. And you're expecting people who have never filed a  
577 police report before to be able to successfully manage something  
578 that has 50 plus complex questions. So, it's a little concerning  
579 that there's not - there hasn't been more attention to that issue.  
580 So, what are we recommending in terms of the agency and the city  
581 trying to deal with this and having a better response? The first  
582 point is initial point of contact. A lot of people don't know about  
583 the online reporting system. They hear about it after they call 911  
584 or 311, the non-emergency number. We think the agency could do a  
585 better job of informing people about online reporting, the  
586 availability of it, the benefits of it. For example, it's convenient  
587 for you, but it also saves the agency resources to focus on more  
588 serious incidents in the city. So, we think more could be done in  
589 terms of that. Portland Police Bureau's website, like most of the  
590 900 websites we looked at, you know, again, about have of those use  
591 online reporting, and most of those websites are horribly set up in  
592 all honestly. Ours isn't great. It's about average in terms of what  
593 we've seen. When you go to the online reporting, there is no place  
594 on there right now that says, "Thank you for reporting this crime.  
595 Sorry this happened to you. Being the victim of a crime is really -  
596 can be very distressive." There's no humanity, I guess, in how the  
597 text and the system interacts with the victim. So, we think a lot  
598 more can be done in terms of developing a website that is  
599 procedurally just, acknowledges the harm done, acknowledges people's  
600 feelings about that, and provides better guidance in terms of also  
601 how to fill out the online report. So, we're currently working with  
602 the website designers and communications, and we are going to be  
603 revamping this. Portland Police Bureau, I'm pretty sure, within a  
604 short period of time will have the best site in the nation based on  
605 some of the research findings that we're feeding into this system.  
606 So, hopefully, we'll even have a video from the chief on there  
607 acknowledging, "Sorry about the crime that happened," you know,  
608 "Thank you for reporting this. It helps us do our job better."  
609 Another area where we think it's kind of a broader mission is 60  
610 percent of the agencies using online reporting today use Cop Logic  
611 which is the Nexis Lexis process, and it sucks. It's poorly  
612 designed. It is not user friendly. It forces people to continue even  
613 if they can't answer a question. It times them out. You know,  
614 somebody needs to be putting pressure on this vendor to do a better  
615 job. That might not be one police department. We're hoping - we  
616 actually have an article that we've proposed to Police Chief

## CONFIDENTIAL TAPED STATEMENT

IA# TAC Meeting 011123  
TAC Meeting / N/A

01/11/2023  
Page 14 of 31

617 Magazine that basically says, "Hey! Put pressure on these folks to  
618 do a better job" because if they do a better job, 40-60 percent of  
619 the agencies around the country will do a better job in terms of  
620 dealing with members of the public. And finally, it comes down to  
621 probably the most important thing, and the one, as Avi I think it  
622 was, mentioned that's a challenge is how do we provide some kind of  
623 follow-up contact. We know again and again - I can't tell you how  
624 many comments - we have hundreds and hundreds of comments from  
625 people when we asked, "What were you dissatisfied with?" and it is  
626 about the lack of contact, lack of follow up. So, any kind of  
627 effort, whether or not that's doing what we were able to do, pay  
628 officers overtime on Saturdays to contact victims, we think that's  
629 scalable, and there's a number of ways that you could streamline  
630 that process. We'd like to test out whether or not it's possible to  
631 do it with PS3s. We're also interested in why we - I think are  
632 actually meeting with you guys today is is this a role that trainees  
633 can provide, right? At least rumor has it that there's a backlog at  
634 the training academy. There's a whole bunch of trainees who have  
635 passed background investigations who don't have as much to do right  
636 now because they can't go out to the street. Is it possible that the  
637 agency, the training academy, could add this kind of service and  
638 help people help, help officers, in a controlled environment, learn  
639 how to interact with victims in more procedurally just ways. So, we  
640 think there's a lot of opportunities there in terms of as a training  
641 opportunity as well. Nonetheless, it's a challenge. One of the  
642 things that we ask people is "What are your expectations when you  
643 filed an online report?" Sixty-six percent of people say, "We expect  
644 that somebody is going to contact us to see if we're okay." Seventy-  
645 seven people think that they're going to end up - the police should  
646 contact them to get more information about the crime, that the  
647 police should offer guidance on preventing crime, provide updates.  
648 Eighty percent of people said that they thought that they should get  
649 updates from the police about their online report. The blue bars  
650 represent people's expectations of what they want when they file a  
651 crime report. The orange is what they're getting right now in the  
652 treatment as usual, the control group. That gap is what we call a  
653 service gap, and it is considerable right now. So, to Avi's point,  
654 we ideally would like to move some of that orange up somehow  
655 providing some of these things to people, but maybe we also need to  
656 figure out how can we reduce people's expectations through more  
657 effective communications with them about what's going to happen with  
658 their online report. Until we address that gap though, we're going  
659 to have a lot of dissatisfied people in the community. Avi?

660 **KLEPPER:** You know, I was just thinking as you were talking about  
661 issues of communication and how to use both the combination of a  
662 technical system and human feedback to allow people to feel like  
663 they are being heard better, and what struck me was that the very

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 15 of 31**

664 things that you describe about people's frustrations with this  
665 purely technical way of putting in crime data or filling out a  
666 report mirrors the most egregious and the worst cases of police  
667 communication person to person that we see on a never-ending stream  
668 of videos like the audit website which is like everyday uploading  
669 new videos of cops who are just really just - who are just not  
670 acting like people. They are not responding to questions that people  
671 ask. They are treating communication as though it's a dominance  
672 exercise. It's just - you know, I mean, I'm not saying that all cops  
673 are doing this, but I'm saying that the most egregious examples of  
674 it mirror people's frustrations with this very thing. It's like the  
675 technical platform is mirroring some of the worst parts of police  
676 culture in this country. And I am wondering maybe it might be  
677 fruitful for you to study whether trainees or cops who actually do  
678 this, who say actually have to spend some time on the phone  
679 following up with people who file crime reports, whether that has  
680 any impact on their communication with people out on the street on  
681 regular calls.

682 **DR. HENNING:** Yeah. So, we did have - so, Brad, Sergeant Yakots, is  
683 on the call. We had I think about 6-8 different officers that  
684 participated in these calls, and we did two little focus groups with  
685 them to learn, "What was this experience like for you?" We got a  
686 couple of interesting things out of that. One was a little  
687 surprising to us. A couple of the officers said, "Holy shit! I had  
688 no idea there was this much crime in my district." One of the  
689 things we haven't even thought about is the fact that officers used  
690 to know about the crime happening in their patrol area because they  
691 took the reports. With the online system handling almost half of all  
692 of the reports now in terms of property crimes at least, the  
693 officers never see this. They don't know what's going on, so that's  
694 a disconnect that's an important one that we haven't paid attention  
695 to. Second thing that was interesting was that many of the officers  
696 felt like this was a very positive experience for them, that many of  
697 their interactions with people in the community - it's a very  
698 stressful environment. If they're interacting with a suspect, they  
699 might not be getting cooperation. So, they actually felt like these  
700 interactions were some of the more positive ones. People were so  
701 happy - we actually have the emails from people. They were so happy  
702 that somebody called them back. I mean, it's a pretty low bar. It's  
703 sad, but it's pretty low bar to make them happy, right. So, the  
704 officers themselves started feeling really pretty happy about these  
705 interactions. So, I thought that that was actually a really useful  
706 thing to understand that there may be value to officers who are  
707 getting kind of burned out, cynical on the street to having -  
708 building in more positive interactions for them with something like  
709 this. Another component that is kind of something that the field  
710 just hasn't thought about is what happens - like, historically, you

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 16 of 31**

711 have a group of - a whole bunch of police calls for service. Some of  
712 them are gimmies, easy ones, like a stolen vehicle, and some of them  
713 are hard like an assault, right. What's happening now is what the  
714 officers are actually seeing, what they touch upon, is becoming more  
715 and more violent, more and more of the challenging situations that  
716 can't go through the online reporting. So, the online reporting has  
717 taken away all of the easy calls for service, and we have to think  
718 about what is this doing to officers, to their stress levels, to  
719 trauma by having them really only focus on the more serious  
720 incidents? We haven't seen anything on that. In fact, there's not a  
721 single published article yet looking at online reporting. So, this  
722 is a huge transition that many, if not most, police departments are  
723 heading in this direction. More and more calls for service are being  
724 shoved to the online reporting system. And we know very little about  
725 what impact this is having on officers, on police-community  
726 relations, so it is concerning that there's so many gaps in this.  
727 And, again, why are - agencies are doing this because of a lack of  
728 resources, but they're not - most agencies are not even looking at  
729 how satisfied people are, so they may be doing more harm than good  
730 in some ways. So, yeah. It's a concerning area when you see - it's a  
731 huge investment in technology. Technology will save us. I'm not sure  
732 that that's necessarily the case. At the very least though, Avi, I  
733 totally agree in terms of the website should be designed to maximize  
734 satisfaction. It was not. It was not designed to make it as easy as  
735 possible to humanize the process, right, and that's what we're  
736 trying to work with them on. So, there will be a much better -  
737 probably not going to happen until about March or so. The whole  
738 website will change on the police department's website. The vendor  
739 we don't have as much control over. Albyn?

740 **JONES:** Yes. A quick quality control issue that occurred to me. It  
741 seems to me that it would be really handy to have data on  
742 incompleting online reports and maybe a mechanism for contacting  
743 people who started a report and didn't finish it. So, if they  
744 entered their phone number or email address at the very beginning of  
745 the process, then if they bail out, you have a way of contacting  
746 them to ask, "Why did you bail out? What went wrong?"

747 **DR. HENNING:** Yep. Totally agree. We've actually tried to get into  
748 that and haven't gotten clear guidance yet in terms of whether or  
749 not those data area available. Whether or not anything is saved from  
750 that is a little bit unclear at this point. It's certainly a huge  
751 issue. If the number is small, maybe not as big of an issue, but I  
752 suspect - I mean, when you go to these systems, that warning - some  
753 agencies, it's, like, the very first thing you see is, "Warning!  
754 Filing a false police report is a felony," and it makes you nervous,  
755 right, I mean, especially if you get a little confused about, "What  
756 crime am I supposed to select?" There's all sorts of issues there,



**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 17 of 31**

757 and we do suspect that there's a group of people that just say,  
758 "Forget it. I'm not going to bother." JK?

759 **KAHAN:** Yes. I have two issues here that I'd like to bring up with  
760 you. I like what you're going at. I think there's some aspects of  
761 this that I didn't hear covered that might be worth consideration -

762 **DR. HENNING:** Okay.

763 **KAHAN:** (Inaudible). The first is it seems like this computer system  
764 is a linear system. It has a sequence of questions that are going to  
765 have to be answered in order. The truth of the matter is everybody  
766 who is making a call is in some existential sense unique, and what  
767 is most important to that person is not necessarily the first  
768 question, and the system has no way of assessing what's important to  
769 somebody, and it's very frustrating to be dealing with a robot where  
770 you can't say what really bothers you, and they go around in  
771 circles, and I wonder if this is the source of a lot of  
772 dissatisfaction. The second issue there are a lot of people who are  
773 just plain not comfortable with various forms of IT, and they're  
774 going - they like to stay sort of below the line, and they have  
775 disincentives, whether psychologically or epistemologically based  
776 that keeps them from feeling comfortable contacting. It may be just  
777 a trial to get - to do this stuff. It may be that they're not  
778 comfortable in their written English as opposed to maybe their  
779 conversational English. There are a lot of these things that could  
780 influence what's going wrong with the system, and I think these need  
781 analysis. I think these need study so that we can have a better  
782 sense of how, if there's going to be some sort of electronic  
783 interaction, how it can best interact with human interaction to get  
784 a satisfactory outcome.

785 **DR. HENNING:** Totally agree with you. I failed to mention that the  
786 surveys - that the online system is only available in English,  
787 right. That in and of itself is an issue. And, again, that is one  
788 that the police department itself cannot control. It is a vendor  
789 issue. The vendor would have to make the changes and deliver a  
790 platform that is capable of handling different languages. As far as  
791 I know, they don't do that which is, again, why I think the police  
792 departments as a group need to put pressure on. These are very  
793 complex systems. It is very hard for an agency to design and manage  
794 their own system. Another issue that comes up is, it relates to what  
795 you're talking about, is these systems feed into crime reporting for  
796 the city, the state, and the federal government. So, these online  
797 systems have to be what's **called UCR and NIBRS** compliant. The  
798 reports that are being taken, right, have to - they literally have  
799 to ask all of these questions in order to provide a report that's  
800 compliant with those national reporting standards. And yet that  
801 means that you're asking people to do something really, really  
802 complex. NIBRS which is the new federal FBI reporting system is so  
803 complex that a third of the country still has not joined into that

## CONFIDENTIAL TAPED STATEMENT

IA# TAC Meeting 011123  
TAC Meeting / N/A

01/11/2023  
Page 18 of 31

804 system. After 30 years of support from the FBI and millions and  
805 millions of dollars in grant money given out, you have agencies that  
806 still have not adopted NIBRS standards because it's complex, and yet  
807 we expect victims to be able to go in there and fill it out. And,  
808 again, as you said, many people have language issues. Many people  
809 have technology issues. We haven't addressed those. So, absolutely,  
810 we need to do more research. We need to do better thinking around  
811 how do you design these systems because if we're going to use them,  
812 let's do it well, as well as possible, and we're not there yet.

813 **KAHAN:** If I may respond, there's a hell of a lot of intelligent  
814 systems around there that can turn free text into things that can be  
815 standardized to some extent, and maybe use should be made more of  
816 that than putting unnecessary burdens on the people who are doing  
817 the reporting in the first place, and the police should make this a  
818 requirement in their requests for people who are willing to provide  
819 this material. It can be a specification of what we need. If you  
820 have it, then bid. If you don't have it, then your bid is less  
821 likely to be accepted.

822 **DR. HENNING:** Yep. Well, we've actually done some outreach to  
823 LexisNexis to try to and share our findings with them to give them  
824 some recommendations because it would - if they changed their  
825 product, the whole country benefits. Unfortunately, they didn't  
826 respond. Nathan or Ambush?

827 **CASTLE:** I'll let you answer Ambush's question first.

828 **AMBUSH:** Thanks, Nathan. To kind of piggyback off what JK was  
829 saying, there are definitely different barriers to entry depending  
830 on where you are in society and culturally. The language barrier, of  
831 course, is one to definitely think about. But we have different  
832 forms with the radio station where we just ask people to submit if  
833 you have some events coming up so we can give you free advertising  
834 for events or if you have any outreach you'd like us to get involved  
835 in. And we have what we think are very simple forms, and people  
836 still don't fill them out, and, you know, whether it's they'd rather  
837 call or send it to text message or something like that. I love that  
838 you're making attempts to talk to these vendors about some of the  
839 changes that need to be made. But, I mean, just from the study, the  
840 fact that people responded so well to human interaction I think is  
841 kind of like an earmark of the direction it needs to go. So, maybe  
842 the online platform could be something as short as five questions,  
843 of course, removing that most intimidating part in the beginning  
844 about filing a false police report because I'm sure that deters a  
845 lot of people. But if it's something that is very, very short that's  
846 just a catch all, the second phase is just simply a follow-up phone  
847 call, and maybe there's, like you said previously, maybe there's  
848 another vendor that can be that part of that aspect. I think that  
849 would improve the relations definitely as opposed to giving people  
850 pages of a form to fill out. And then, like someone else mentioned

## CONFIDENTIAL TAPED STATEMENT

IA# TAC Meeting 011123  
TAC Meeting / N/A

01/11/2023  
Page 19 of 31

851 earlier, you know, you're still processing whatever it is that  
852 you've experienced, and you're not even sure if you are putting  
853 things in the right fields, but if you're dealing with someone, a  
854 customer service agent of some sort, at least they can talk you  
855 through the process. They can look at the first five questions that  
856 you've answered and kind of help gather the rest of the information  
857 necessary for a follow-up phone call.

858 **DR. HENNING:** Yeah, I think that's a great idea. I think a tiered  
859 system, right. There are some people who make it through the online  
860 system, and they are perfectly happy with it. But then having - at a  
861 minimum, having a way for some people to get help, right, customer  
862 support, user support once they start getting into the system if  
863 they've got questions. You've got to give them some way to get  
864 help. And another way of doing it is, as you said, hit them with the  
865 basic - a couple of basic questions first, and then somebody  
866 contacts them back. But I think a tiered system will still provide  
867 some of the efficiency that the police departments are hoping for  
868 and not actually having to send an officer out to somebody's house,  
869 but you're not going to - you know, the two extremes, we've got to  
870 find some things in the middle, right, where you're reducing  
871 resources, but you're also not totally discouraging people because  
872 of the process. I think it's a great idea to think about this as a  
873 graded reporting system. Nathan?

874 **CASTLE:** Thank you. I just wanted to do a time check since we're  
875 scheduled until 7:30, and it looks like your presentation came to an  
876 end -

877 **DR. HENNING:** I'm done. Brad? Are you still on, Brad?

878 **YAKOTS:** I'm here. Excellent job. Available for questions. Nothing  
879 to add.

880 **CASTLE:** All right. Well, thank you so much for that presentation.  
881 That was really fascinating, and I know I learned a lot. And it's  
882 just really awesome work. I do see, before we move, Ira, do you have  
883 a question?

884 **BLUMBERG:** Just on a humorous note, I think you're a little harsh  
885 with Nathan Fillion.

886 **DR. HENNING:** He does look stern. I wanted to use a - I probably  
887 should get a picture of Brad and put Brad's picture up there, but  
888 yeah. I loved him in Serenity. It was a great movie. Was it  
889 Serenity? Yeah.

890 **BLUMBERG:** Yes. Agreed. The TV show that preceded it.

891 **DR. HENNING:** That was a good series. He's got a good smirk on him,  
892 doesn't he?

893 **YAKOTS:** My hair's not good tonight to do a portrait of it. Maybe  
894 next presentation.

895 **DR. HENNING:** Okay.

896 **BLUMBERG:** Yeah. He also had a cameo in the Santa Clarita Diet where  
897 he really leaned into his humorous chops.

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 20 of 31**

898 **DR. HENNING:** All right. Well, I appreciate you guys listening. If  
899 you have any follow up - we've shared this information with the  
900 command staff; we've shared it with some city council folks. The  
901 grant ended up in September, so it's not happening anymore. We are  
902 proceeding with changing the website, but at this point, as you saw  
903 from the comments that I've pulled from the survey today, there's no  
904 follow up happening. And, you know, we're hoping something comes  
905 from this. And, again, we recognize the challenging nature of the  
906 situation right now with the lack of officers, but, again, we stand  
907 to lose a lot if we don't address this issue.

908 **CASTLE:** Well, thank you again for that presentation, and thanks for  
909 being here tonight. I know it's a late meeting and a long meeting,  
910 and I really appreciate your being here and sharing this  
911 information. And hopefully - you know, hopefully there are positive  
912 outflows from this going forward. I do want to proceed to the rest  
913 of our agenda, and it looks like we are -

914 **DR. HENNING:** Thank you, everybody.

915 **CASTLE:** Oh, yes. Yes. Thank you.

916 **DR. HENNING:** Bye, bye.

917 **BLUMBERG:** Thank you.

918 **CASTLE:** I do want to move forward to the rest of the agenda. The  
919 next thing is Training Division Updates. I think - Lieutenant Jones,  
920 are you ready to present?

921 **LT. JONES:** I am. Welcome everybody. Lieutenant Jason Jones. I think  
922 most of you know me. Captain Shoening is on vacation and  
923 unavailable. Acting Captain Casey Hettman would have joined us, but  
924 he, like me, were on a tactical event tonight, and we're unavailable  
925 - or he's unavailable, and so I'm in his stead. A couple of things:  
926 First of all, if any you haven't gone on a ride-along and would like  
927 to, I in the comments section just added my email address. I ask  
928 that you email me within a week requesting a ride-along, and then I  
929 can set you up if you haven't been in the last year so that you can  
930 get a sense of what's going on out there on patrol. And you have  
931 your choices of Central Precinct, East Precinct, and North Precinct  
932 and then of course shifts and days. Just let me know if there's  
933 certain days that you would like or a certain part of the city,  
934 certain times that would work best for you that would be helpful  
935 that I can set up and your contact information as well. Big events:  
936 We have our two-day Crowd Control In-Service for all members of the  
937 Portland Police Bureau beginning at the end of January. I'll say  
938 that TAC members participated in the first dry run. We are going to  
939 be doing a dry run again soon. Nathan will have the details on that  
940 for those that want to participate and see that and give us feedback  
941 because we're still refining our classes based on feedback that  
942 those of us that sat in on it provided as well as those TAC members  
943 that sat in. We are going to have our first Advanced Academy for the  
944 year beginning February 16<sup>th</sup>. That's 10 weeks. One of the challenges

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123  
TAC Meeting / N/A**

**01/11/2023  
Page 21 of 31**

945 we're facing in the Training Division is the number of persons who  
946 we're hiring that were going to be going through Basic Academies.  
947 That number will at some point exceed our ability to provide  
948 training in Advanced Academy. And so, right now we're working with  
949 the Advanced Academy task force group as well as with a part of the  
950 TAC as well as just internally trying to figure out how we can  
951 provide quality training, deliver all of the training that needs to  
952 be provided in an urban environment with the requirements that we  
953 have with the DOJ settlement agreement, with the certification  
954 requirements, best practices, and the like and without - you know,  
955 how can we provide all of that training, where, what's needed. And  
956 so, we're doing an overhaul and a review of all of that training and  
957 looking at what is truly needed and where perhaps we should expand,  
958 where we could potentially cut or eliminate, and that's a challenge  
959 because everybody feels that their - as an instructor, their  
960 training is the most important. So, that's been a challenge of ours  
961 as we look at future iterations of the Advanced Academy. Lastly,  
962 I'll just say that - I want to comment on the project that Professor  
963 Henning, Sergeant Yakots, and the other professors and Analyst  
964 Peterson participated in. I've long argue that part of community  
965 policing is instituting a follow-up and follow-through culture like  
966 medicine figured out over two decades ago. They found out that  
967 essentially being more communicative in their - communicating in the  
968 right way, following up, following through had an impact not only on  
969 bedside manner and customer service in healthcare but how patients  
970 felt about that care. And I really think that policing can learn  
971 from that and should learn from that, and this study I think  
972 demonstrates that as well. So, I did want to add that in there. And  
973 that's all we have for the Training Division, and I know you all  
974 have - we have some time to catch up with, so I yield my time.

975 **CASTLE:** Thank you, Lieutenant Jones. And that brings us to our next  
976 agenda item which is task group updates. I'm going to go ahead and  
977 share my screen and then walk through. But before I forget, a  
978 reminder to everyone who hasn't done a ride-along, please schedule  
979 that when you can. Ride-alongs are, you know, technically a  
980 requirement to participating on TAC, but even if they weren't, I  
981 highly recommend them. It's super important information and good to  
982 get that experience as we do the work that we do. I'm going to share  
983 my screen if I can figure out how. It's always an ordeal with Zoom.  
984 Okay. I think I figured it out. Let's see. Here we are. I got a  
985 little bit lost there. I want to work through - call on folks, and I  
986 don't know who the contact is for each group, so I'm going to let  
987 people volunteer. Doing the same thing we did last year - not last -  
988 well yes actually, it was last year/last time. Call on folks, give a  
989 brief update on what you've been up to, and hopefully we can get  
990 through this relatively quickly because I know there's lots of other

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 22 of 31**

991 things we want to discuss later. Who would like to share an update  
992 for the Advanced Academy Task Group?  
993 **PRYOR:** That would be me. We've been in contact with Lieutenant  
994 Jones who asked us to review some of the observations of the last  
995 Advanced Academy. Part of the problem they experienced as I  
996 understand it is too many trainees or not enough trainers. Not that  
997 the too many trainees is a real problem given the staffing needs of  
998 the department, but they were spread thin, and the concern was that  
999 trainees didn't get adequate repetitions and time to practice some  
1000 of the things that were being taught. So, we've been asked to take a  
1001 look at that to see if there can be some improvement. The other  
1002 thing we're doing is now that the Advanced Academy schedule is out,  
1003 we'll look at different classes, different focuses, and see where we  
1004 want to concentrate our efforts, and we'll work in conjunction with  
1005 Lieutenant Jones about that trying to make the best use of our  
1006 limited time and resources. Other than that, we have been - we are  
1007 signed up for observing the upcoming Crowd Control Training, and a  
1008 couple of us have also participated in the Community Resource  
1009 Academy. That concludes.  
1010 **CASTLE:** Thank you, Bill. Restorative Justice?  
1011 **EDMONDS:** Hi, this is Cheryl.  
1012 **CASTLE:** Hi, Cheryl.  
1013 **EDMONDS:** Hi. Good evening. So, I'm Cheryl Edmonds, and there are  
1014 six of us on this task group, and we have been working with  
1015 Lieutenant Hays and Marlon Marion around the launch of the  
1016 Restorative Justice pilot here in Portland. So, they have been  
1017 keeping us up to date on their training plans, how the whole process  
1018 is unfolding, and we're particularly interested in observing some  
1019 training that we did early on, and then they have more training  
1020 coming down the pike, and we will be involved in looking at that  
1021 too. The other area where we're particularly supportive and  
1022 interested is the recruitment process to get police officers to  
1023 engage in the training and be part of the pilot is quite  
1024 challenging. And so, we've been talking with these two folks who are  
1025 heading up the pilot to understand just how is recruitment  
1026 proceeding because it will affect the ability of the pilot to be  
1027 truly, you know, tested and effective. So, we are continuing to have  
1028 ongoing conversations with them about their training plans and about  
1029 their recruitment plans.  
1030 **CASTLE:** All right. Thank you. And not to put you on the spot, do  
1031 you know if I spelled these names correctly?  
1032 **EDMONDS:** It's H-A-Y-S, I believe, and Marlon - yes, that's right.  
1033 **CASTLE:** Okay. Thank you. Don't want to have any bad info in here.  
1034 Thank you for that update. Officer Wellness - this is more sharing  
1035 an update. There was - as discussed at the previous meeting, there  
1036 was some difficulty getting started, and, you know, ultimately, I  
1037 don't want to put any members on the spot, so I'll just talk through

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 23 of 31**

1038 it briefly. I think ultimately the members decided to rather than  
1039 try to reboot at this point in the process, you know, go their  
1040 separate ways, and hopefully members can, you know, as they're  
1041 available join other task groups, but there's also no pressure  
1042 necessarily to do that at this point, because I do know that some  
1043 members had some difficulty with availability, but that's the update  
1044 there. I think we can move on unless there are any objections to the  
1045 CQI Implementation Task Group. Who would like to speak to this?  
1046 **KAHAN:** I'll speak to that. We observed two different sessions of  
1047 the Supervisor In-Service in December, and then the people who had  
1048 observed it got together and met and put together a report which I  
1049 hope you guys will read/have read, and we can discuss later on in  
1050 this meeting. We are also working on getting closer to the  
1051 behavioral health unit and Lieutenant Burley and talking with him so  
1052 that we can find out how other people can work with them that would  
1053 lead to an improvement in the overall performance of their mission.  
1054 They need help. They can't do it all themselves obviously. And so,  
1055 this is the kind of thing we're doing. We're in the process of  
1056 contacting him and other people to refine the kind of recommendation  
1057 that we will be making. I'd also like to comment that I've received  
1058 notification that Assistant Chief Resch is leaving the force, and we  
1059 would like to salute her for the work she did on the ABLE program.  
1060 She was really the guiding light behind that in the bureau as near  
1061 as I can tell, and we think that's one of the CQI success stories  
1062 that we've seen in recent times. So, that's our report.  
1063 **CASTLE:** Thank you. I got tripped up on spelling there, and I think  
1064 I still may have got it wrong. Thank you for that update. Let's see.  
1065 Officer-Community Relationship and Perceptions. Who would like to  
1066 speak for this task group?  
1067 **FLEISCHER:** Hi. This is David Fleischer.  
1068 **CASTLE:** Hi, David.  
1069 **FLEISCHER:** Hi. I wasn't sure whether it was going to be me or  
1070 Ambush or Greg or Kristina.  
1071 **GRIFFIN:** I was hoping for Morgan (inaudible).  
1072 **FLEISCHER:** You want to go, Ambush?  
1073 **GRIFFIN:** That was me. That was Gregg.  
1074 **FLEISCHER:** Oh, Gregg. I'm sorry.  
1075 **GRIFFIN:** I have it up here. We met with - let's see. Let me find my  
1076 notes here.  
1077 **FLEISCHER:** Great.  
1078 **GRIFFIN:** Let me - hold a second. Okay. So, we did have a time where  
1079 we had a meeting with - let's see.  
1080 **FLEISCHER:** Public information officers.  
1081 **GRIFFIN:** Both of them, yes, and we spoke with them for about an  
1082 hour, and we decided we were going to actually have a follow-up  
1083 meeting this month again with them. Since the end of December came  
1084 quickly, we were actually working to actually have another meeting

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 24 of 31**

1085 with them. That one went very well, and we had some great questions  
1086 and some great answers about actually working together and actually  
1087 how we could implement more citizen interaction with our - with the  
1088 police department. Did that cover it?

1089 **FLEISCHER:** Yeah. It was productive.

1090 **GRIFFIN:** Very. So, that's it, Nathan.

1091 **CASTLE:** Okay. Thank you. And thank you, everyone. That was quick  
1092 and efficient. I appreciate that. And, you know, thanks for the  
1093 updates, and thanks for, you know, all the work that you're doing on  
1094 these task groups. I know, you know, that's a huge part of what  
1095 we're doing as a group, and it's always cool to hear about what's  
1096 going on behind the scenes. So - oh, geez. We are a little bit over  
1097 time but not to worry. The next thing on our agenda is the In-  
1098 Service Training observation report which I think I definitely need  
1099 to find. Here it is. This was emailed to members earlier. It was  
1100 sent out last week and sent out a few times since then. This is  
1101 available for anyone who wants to read along in the public meeting  
1102 materials for this meeting. So, I'm going to copy and paste that  
1103 link into our chat. So, that's available for anyone who wants to  
1104 take a look. You know, I think technically per Robert's Rules, we're  
1105 supposed to have motions and whatnot, but I'm just going to  
1106 introduce that what we're talking about here now is taking this  
1107 watermark off and calling this an official report of the TAC.  
1108 Obviously, the participants were Phil, Sylvia, and Jim. I think just  
1109 Jim and Sylvia are here unless Phil appeared recently. And I guess  
1110 I'll open the floor for discussion, so anyone who wants to raise -  
1111 who wants to speak, please go ahead and raise your hand. And in the  
1112 absence of that, I might call on - not to put anyone on the spot,  
1113 but if you want to share - if anyone on the group that read this  
1114 wants to share some brief words in summary, you are completely  
1115 welcome to do so.

1116 (None heard)

1117 **CASTLE:** All right. This appears to be a completely uncontroversial  
1118 report - oh, I see David. You have the floor.

1119 **FLEISCHER:** Yeah. I just wanted to say real quickly that I think  
1120 it's really well done, and it's - the whole thing is written very  
1121 well and very clearly with good suggestions for how to proceed in  
1122 various ways. So, I think it's well done, and I applaud their work  
1123 on this. Thank you.

1124 **CASTLE:** Thank you, David. I saw a thumbs up. Because we are running  
1125 a little bit late and we do want to get to everything, I'm going to  
1126 suggest that we move forward. And, you know, like I said, we're not  
1127 going to deal with the Robert's Rules motion thing, so I just want  
1128 to jump into voting as soon as I hear what Jim has to say.

1129 **KAHAN:** (Inaudible) of the report.

1130 **CASTLE:** Okay. I'm going to ask is anyone opposed to publishing this  
1131 as a TAC report?



## CONFIDENTIAL TAPED STATEMENT

IA# TAC Meeting 011123  
TAC Meeting / N/A

01/11/2023  
Page 25 of 31

1132 (None heard)

1133 **CASTLE:** All right. If there are no objections, all in favor, please  
1134 unmute yourself and say aye.

1135 **MULTIPLE:** Aye.

1136 **CASTLE:** All right. That sounds like a strong agreement in support  
1137 of posting this. So, motion passes with unanimous consent, and this  
1138 will move forward with the process to be posted. Thank you Jim,  
1139 Sylvia, and Phil for this report and for attending this training. It  
1140 was certainly a pleasure to read, and hopefully the Training  
1141 Division finds it valuable. That takes us to the next item on our  
1142 agenda and the final item which I hope we can get into discussion on  
1143 which is the community agreements. So, I'm going to share my screen  
1144 once again, and hopefully everyone can see this. I'm actually going  
1145 to resize, and hopefully this doesn't crash anything. Can everyone  
1146 see my screen? I hope you all can, and I hope everyone had the  
1147 chance to look over this. Obviously, we talked about it at the  
1148 beginning of the meeting. This was shared at the November 16<sup>th</sup>  
1149 meeting, you know, as a suggestion but also as a request for  
1150 feedback. I did want to point out that there was some feedback that  
1151 was incorporated here. So, guidelines for all TAC meeting  
1152 participants was here and then added this brief statement about what  
1153 these are and the requests that guests also follow these rules. And  
1154 really, they're saved as guidelines. You know, they're a little bit  
1155 vague enough to be called rules, but that is what it is, and I'm  
1156 hoping that as a group we can vote to adopt these, and in so doing,  
1157 we would be voting to consciously adopt these agreements as things  
1158 that we agree to follow going forward and not just an imposition of  
1159 the chair. I do see something in the chat, so I'm going to take a  
1160 moment to look at that. "Google Drive was unable to load your view."  
1161 Oh, interesting. What I'm going to do is I'm going to download a PDF  
1162 of this and paste it into the chat. So, that's going to come up in a  
1163 moment too for anyone who is having issues with Google Drive. Sorry  
1164 about that. That should have come through just a moment ago. All  
1165 right. I see - Jim, you have your hand up. You have the floor to  
1166 speak.

1167 **KAHAN:** Thank you very much. I like this. I would appreciate a  
1168 little bit maybe of tweaking with number three which is, "Do not  
1169 minimize or claim to understand the experiences that you do not  
1170 share," because one of the great human capacities is empathy, that  
1171 we can have slightly different experiences, but when we see somebody  
1172 experiencing something, we certainly can't share it, but we can have  
1173 a fairly good grasp of understanding it. And indeed, there are some  
1174 professions where people are trained to do exactly that. And so,  
1175 there are ways of communicating that you understand without saying  
1176 something that you haven't actually experienced yourself in ways  
1177 that could be helpful if you're interacting with somebody.

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 26 of 31**

1178 **CASTLE:** Okay. I'm wondering do you have suggestions on how you  
1179 might want to see this tweaked?

1180 **KAHAN:** I said what I've said, and I'd appreciate hearing if anybody  
1181 else has any suggestions for that before I say I'll go home and work  
1182 on it a little bit for you. I'd really rather hear from some other  
1183 people who I know that have done a lot of this themselves on how  
1184 they might word it.

1185 **CASTLE:** Okay. Thank you, Jim. Sarah?

1186 **SCHURR:** Thank you. I believe it is vital that we work under a  
1187 community agreement, a shared covenant of how we're going to be when  
1188 we're together. I believe that it's most important that we get it  
1189 adopted as soon as possible even if it is imperfect and let it be a  
1190 living document that we can adjust over time. I think it's better  
1191 that we not let the perfect become the enemy of the good and that  
1192 we adopt community agreements as soon as possible that we can, of  
1193 course, perfect over time but that making them perfect now doesn't  
1194 get in the way of us having good community agreements, you know, to  
1195 have on our plate and under our belt while we're doing that other  
1196 work.

1197 **CASTLE:** Thank you, Sarah.

1198 **MOORE:** I'll just - I'll jump in behind Sarah and support what she's  
1199 saying? Can you hear me? I feel like -

1200 **CASTLE:** Yes.

1201 **MOORE:** Okay. I can't even see anybody. Okay. I just think making it  
1202 - adding too much language restricts us a lot too, right, so I think  
1203 keeping it fluid and keeping it alive and knowing that empathy still  
1204 lives in there, Jim. I think empathy still lives in there without  
1205 having to create a lot more language around it for understanding.

1206 **CASTLE:** Well, thank you, Morgan, for that thought. I think - you  
1207 know, I don't know if there's not a lot of other comments because  
1208 it's, you know, because people don't have thoughts, because they're  
1209 in agreement, because it doesn't feel safe to speak. And there's a  
1210 facilitation technique where you leave a really long awkward  
1211 silence, and sometimes people jump in to fill but maybe it doesn't  
1212 work with such large groups. I do see Gary raised your hand, so feel  
1213 free to speak. Go ahead, Gary.

1214 **MARSCHKE:** So, Nathan, I just wanted to comment on the empathy  
1215 piece. You know, part of the lessons of trauma-informed care is you  
1216 express empathy through listening and not necessarily speaking. And  
1217 so, I think it's very, very easy to express empathy in that way  
1218 rather than trying to - how would I put it - trying to just say,  
1219 "Well, I understand how you feel. I appreciate how you feel." "No,  
1220 you don't." I mean, the bottom line is if you don't have that lived  
1221 experience, you can certainly empathize with it. I consider myself a  
1222 chronic empath. The way I express my empathy most effectively is by  
1223 listening. And so, I think that's really the key to that piece of  
1224 the community agreement. And I agree with the sentiment that we need

## CONFIDENTIAL TAPED STATEMENT

IA# TAC Meeting 011123  
TAC Meeting / N/A

01/11/2023  
Page 27 of 31

1225 to adopt something sooner rather than later and make it a living  
1226 document.

1227 **CASTLE:** Thank you, Gary. Avi?

1228 **KLEPPER:** Yeah, I'm in agreement with the last three people. Release  
1229 the hounds, send it out into the world. I think that even though  
1230 words are important and we are a bunch of people that really take  
1231 words seriously, there is a time though where I think tweaking  
1232 things becomes a continual process, and things never get resolved.  
1233 So, yes, it's a living document where, in practical terms, we find  
1234 that something isn't working out as well as we would want it to, we  
1235 can always pull it back, and we can revise it, so let's do it.

1236 **CASTLE:** Okay. Thank you, Avi, and I see Sylvia.

1237 **ZINGESER:** Yeah. I'm just going to throw this out there. What about  
1238 we go ahead and accept it with the idea that we can work on number  
1239 three around empathy, and what was it that Gary said - and maybe  
1240 putting something in there about, "Part of empathy is listening,"  
1241 that we go ahead and accept it. It doesn't have to be long, but  
1242 maybe it can expand it, but we go ahead and accept it with the idea  
1243 that this - and then we can send it out online and see what people  
1244 say, and people can comment on that, make suggestions.

1245 **CASTLE:** Okay. Thank you. Sylvia, I do see some conversation going  
1246 on in the chat which I want to honor. And I'm a little biased  
1247 because I think there might be something to it. Based on the  
1248 conversation about empathy and what's going on in the chat, I want  
1249 to suggest some small changes to this, and I want to ask the group  
1250 to vote on the changes and a simple yes/no. I know we are running up  
1251 into time. So, you know, in the interest of also honoring the idea  
1252 that we need to not let the perfect be the enemy of the good, we're  
1253 just going to let it - you know, we're going to consider it, and  
1254 then if doesn't work, I want to revert back to what we currently  
1255 have. So, I turned on suggesting view, so hopefully everyone can see  
1256 the changes I'm about to make. I'm being too wordy. And I'm going to  
1257 change *members* to *participants*. So, hopefully, everyone can see the  
1258 two changes I made, and I'm going to ask I think - and I don't know  
1259 how the experience is for the other participants in the meeting, but  
1260 if you can - at least on my computer, I have the option to react  
1261 with a thumbs up, but I can also react in other ways. I'm saying  
1262 that now, and now suddenly I can't find the reaction option. If you  
1263 agree, please react with a thumbs up, and if you don't agree, please  
1264 raise with a hand.

1265 **MOORE:** Nathan, there's one other *members*, Mr. Handleman is pointing  
1266 out, in the last section.

1267 **CASTLE:** Oh, good catch. I assume this does not substantively change  
1268 anything. All right.

1269 **RONNING:** Nathan, can I make a quick recommendation?

1270 **CASTLE:** Absolutely.

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 28 of 31**

1271 **RONNING:** It does not change the spirit of the language. It just  
1272 maybe provides some clarity. Instead of saying, "Express empathy  
1273 through listening," I'm wondering if something like, "Demonstrate  
1274 empathy through effective listening." It's a semantics thing, but  
1275 there's all kinds of listening. I think maybe it's helpful to  
1276 clarify what type of listening we're looking for.

1277 **CASTLE:** Okay. Thank you. Thank you for that. I appreciate that. And  
1278 I did record that change. All right. I'm going to - I think maybe  
1279 the best way to do this is ask if there are any strong disagreements  
1280 with these updates to the document.

1281 (None heard)

1282 **CASTLE:** All right. Hearing none, I'm going to approve these  
1283 changes. And now I see - well, now this is the set of agreements  
1284 we're going to discuss, and I'm going to suggest that we approve on  
1285 January 11, 2023, and I'm going to ask that we - I think I'm going  
1286 to go around and do a formal vote one by one and make sure that I'm  
1287 hearing every voice and giving everyone an opportunity to dissent if  
1288 you need to. So, just give me a moment to organize myself, and thank  
1289 you all for your patience through this process. And I'm just going  
1290 to go through alphabetically. When I call your name, please unmute  
1291 yourself and answer yes or no for whether you approve this set of  
1292 community agreements. Patrick?

1293 **ALEXANDER:** Did you call my name?

1294 **CASTLE:** Yes. Sorry.

1295 **ALEXANDER:** Agree.

1296 **CASTLE:** Thank you. Ambush?

1297 **AMBUSH:** Yes.

1298 **CASTLE:** Thank you. Ira?

1299 **BLUMBERG:** Yes.

1300 **CASTLE:** Thank you. And I don't see Emilee, so abstained. I vote  
1301 yes. Cheryl?

1302 **EDMONDS:** Yes.

1303 **CASTLE:** Thank you. David?

1304 **FLEISCHER:** Yes.

1305 **CASTLE:** Thank you. Gregg?

1306 **GRIFFIN:** Yes.

1307 **CASTLE:** Thank you. Donald?

1308 **JOHNSON:** Yes.

1309 **CASTLE:** Thank you. Albyn left. Jim?

1310 **KAHAN:** Yes.

1311 **CASTLE:** Thank you. I don't see Kwame with us tonight. Avi?

1312 **KLEPPER:** Yes.

1313 **CASTLE:** Thank you. I do not see Phil. Gary?

1314 **MARSCHKE:** Yes.

1315 **CASTLE:** Thank you. Morgan?

1316 **MOORE:** Yes.

1317 **CASTLE:** Thank you. I do not see Barry on the line. Bill?

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 29 of 31**

1318 **PRYOR:** Yes.

1319 **CASTLE:** Thank you. Gina?

1320 **RONNING:** Yes.

1321 **CASTLE:** Thank you. Chris?

1322 **ROSSI:** Yes.

1323 **CASTLE:** Thank you. Sarah?

1324 **SCHURR:** Yes.

1325 **CASTLE:** Thank you. Kristina?

1326 **URSIN:** Yes.

1327 **CASTLE:** Thank you. Sylvia?

1328 **ZINGESER:** Yes.

1329 **CASTLE:** Thank you. All right. That concludes the voting. I am very

1330 happy to announce that this passes. Thank you all for your

1331 participation in this process. I think this document looks better

1332 for these changes. And that brings us to the conclusion of the

1333 agenda. I think we probably have a few moments if there are any

1334 announcements or anything from members that we want to discuss

1335 briefly before we move onto public comment. Are there any

1336 announcements for the TAC?

1337 (None heard)

1338 **CASTLE:** All right. Thank you, everyone. And that brings us to

1339 public comment, so I'm now going to - oh, sorry. Ignore that. I see

1340 - David, you have your hand up?

1341 **FLEISCHER:** I just wanted to mentioned real quick that I attended

1342 the police academy, and it was very educational and an excellent

1343 experience, and I would recommend it for anybody. They're going to

1344 do another one which I will probably attend. So, a positive

1345 experience in many ways. I recommend it highly. And also, if you

1346 haven't done your ride-along, you should do the ride-along. Pick a

1347 precinct. I picked East Precinct where I live. It was very, very

1348 educational, and I really recommend it for everybody, and I would -

1349 I'm going to do it again. That's all.

1350 **CASTLE:** Awesome. Thank you, David. You know, I completely agree

1351 with both of those sentiments. I had similar experiences as well.

1352 Okay. That brings us to public comment, and I do see, "Consider this

1353 my raised hand." Dan, do you want to go ahead?

1354 **HANDELMAN:** Yes. Thank you, Chair Castle. This is Dan Handelman. I

1355 use he/him pronouns. I'm a member of the group Portland Cop Watch. I

1356 appreciated being able to view your meeting this evening. I have a

1357 few comments. One of them is that the Crowd Control Training that

1358 you are about to witness that you already witnessed some of is based

1359 on a new policy that the bureau released, and it's going into effect

1360 on January 18<sup>th</sup>. The original requests for comments on that policy

1361 were sent out in May, and then they came back up again I think in

1362 September. We made a bunch of comments, but they weren't all

1363 accepted. And the Citizen Review Committee, which is one of your

1364 sister organizations, made a whole bunch of recommendations about

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123  
TAC Meeting / N/A**

**01/11/2023  
Page 30 of 31**

1365 the Crowd Control policy. They presented it to City Council in  
1366 September 2021, and (inaudible), so I don't know what can be done  
1367 about that at this point, but if there is anything in their report  
1368 that you can bring up while you're watching the training, perhaps  
1369 that would be helpful. In terms of the presentation about the  
1370 officer interactions with the community, I - we really bristle here  
1371 when you're talking about customer service because even the victims  
1372 of crime, it's not like they walked into a police store and wanted  
1373 to be a customer of the police. This is who you have to turn to in  
1374 our society when there's a crime that happens. And the people who  
1375 are the ones who are being picked up suspected of crimes are  
1376 certainly not going into that police store and asking for help. So,  
1377 I think customer service is a bad term to use in that. There was  
1378 also a lot of talk about the percentage of officers versus the  
1379 number of people, but that didn't really compare it to crime rates,  
1380 and that even with the increase in calls to service, a lot of those  
1381 calls are for "unwanted persons," and that has to be considered too.  
1382 I asked the question almost as soon as your presenter answered this  
1383 was does it have to be an armed police officer that does the follow  
1384 up when somebody files a police report because at that point there's  
1385 no danger presumably anymore, so it should be, like, at worst a  
1386 Public Safety Support Specialist and maybe even, like, a crime  
1387 victim advocate or somebody. I don't understand why it even has to  
1388 be a police bureau employee that takes that police report from them.  
1389 The - oh, another policy that the police did something unusual about  
1390 was they changed their policy on releasing the names of officers  
1391 involved in deadly shootings and deadly force incidents from being  
1392 released in 24 hours to being released in 15 days without any public  
1393 input even though the DOJ agreement requires any such policy to be  
1394 put forth for public review. And the bureau's news release said that  
1395 they did this in consultation with the DOJ, and then the DOJ  
1396 revealed at a PCCEP meeting last week that they actually were not  
1397 consulted. They were just given a copy of it. And we have a member  
1398 of the Portland Cop Watch who joked, "Well, maybe next time I get  
1399 pulled over, I'll say I'll tell you who I am in 15 days." There's a  
1400 new People's Police Report, our Cop Watch newsletter, out. It's not  
1401 online yet, but it should be online by the end of next week at the  
1402 latest. I'll try to send that to Chair Castle, and maybe they can  
1403 send that to all of you. And I've said this before, I think that in  
1404 terms of your process of reviewing and accepting documents, I  
1405 thought that the process for the guidelines was much better than the  
1406 one where you accepted the report where - that was actually the  
1407 document I couldn't download from the Google Docs, whatever it's  
1408 called, and I'd - you know, there's no opportunity for me to review  
1409 it and give public comment ahead of time because there was no link  
1410 to it beforehand. I understand there's a link that says, "Here's  
1411 where all the documents are," but in the past, the agendas had a

**CONFIDENTIAL TAPED STATEMENT**

**IA# TAC Meeting 011123**  
**TAC Meeting / N/A**

**01/11/2023**  
**Page 31 of 31**

1412 link directly to documents that you could just click on and download  
1413 them, so I'm hoping that can be resumed, that old process. I have a  
1414 few more comments that I'll send in later. I know I've been talking  
1415 for a while. Thank you.

1416 **CASTLE:** Thank you. And I see Corrine?

1417 **ALFONSI:** Hi. Thank you so much. I'm actually a member of the  
1418 Portland Bureau-wide Advisory Committee, and I found the  
1419 presentation from Dr. Henning very informational. I really  
1420 appreciate all the work you're doing, and I just wanted to thank you  
1421 for having me.

1422 **CASTLE:** Thank you. Any other public comments before we wrap things  
1423 up? All right. Well, thank you all. Thank you to all the TAC  
1424 members, to all the police bureau members, and to all of the members  
1425 of the public who attended, and it's great to see everyone here in  
1426 the new year in 2023. I can't believe it. That feels like a distance  
1427 future, like something from Star Trek, but here we are. And, yeah, I  
1428 just want to heartily say thanks again to everyone, and wishing you  
1429 all a good few months until we meet again. Have a great night, and I  
1430 think that makes this meeting adjourned.

1431

1432 TAC 01-11-2023.doc

1433 Transcribed 02/17/23 @ 10:36 p.m. Elice Turnbull (0212et01)

# TAC Meeting Zoom Chat Log

January 11, 2023

- **Dan Handelman (18:27:58):** Hi I'm two people again, phone and computer
- **Nathan Castle (18:35:33):** [https://docs.google.com/document/d/1tVYNiNwJ8lg9svNyTwr\\_LLny-5cVDR7zNdlvbmaN8LI/edit?usp=sharing](https://docs.google.com/document/d/1tVYNiNwJ8lg9svNyTwr_LLny-5cVDR7zNdlvbmaN8LI/edit?usp=sharing)
- **Jim Kahan (18:51:52):** Is this survey person-to-person or via a robocall or email survey?
- **Jim Kahan (18:53:04):** Answered. Thank you.
- **Morgan Moore (19:37:19):** Thank you very much. Very interesting.
- **Dan Handelman (19:38:04):** I think you called Nathan Fillion "Crusty"
- **Gregg Griffin (19:38:44):** Thanks, for your time and presentation
- **Jason Jones (19:40:01):** RIDE ALONG requests for TAC members within one week of this meeting:  
[jason.jones@police.portlandoregon.gov](mailto:jason.jones@police.portlandoregon.gov)
- **Albyn Jones (19:53:10):** I need to leave now. Thanks everyone!
- **Dan Handelman (19:55:12):** Actually the times on the agenda don't follow each other- 745->725->740->810?
- **Nathan Castle (19:55:25):** [https://drive.google.com/drive/folders/1f103X0ihSpUIRbHLssj1hlyHmfn2kzkz?usp=share\\_link](https://drive.google.com/drive/folders/1f103X0ihSpUIRbHLssj1hlyHmfn2kzkz?usp=share_link)
- **Dan Handelman (19:56:33):** ^^"Google drive was unable to load your view"
- **Dan Handelman (20:00:58):** thanks
- **Dan Handelman (20:07:06):** (understanding I can't input until public input, I think you should change "members" to "participants" in the last item.
- **Morgan Moore (20:07:50):** I agree with DH's suggestion to change to a uniform "participants."
- **Jim Kahan (20:09:10):** Thank you, Nathan. That works for me.
- **Dan Handelman (20:09:36):** there is a second members in the last item
- **Jim Kahan (20:10:20):** Just "I hear you." works.
- **David Fleischer (20:10:50):** 👍



## Training Advisory Council

- **Morgan Moore (20:12:03):**  
You're doing a great job,  
Nathan!!!!
- **Dan Handelman (20:16:08):** I  
want to speak but will use the  
phone (where I can't put my  
hand down) so consider this my  
raised hand.
- **Morgan Moore (20:16:18):**  
Thank you everyone! I have  
some homework to help with!  
See you all soon :-)
- **Gregg Griffin (20:21:54):**  
Great job Nathan