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filed the claim, Klug agreed to have his lawsuit dismissed with prejudice in exchange for the charges against him being dropped, according to the City Attorney's Office.

Because Klug had filed a tort claim, the Independent Police Review had already begun a full investigation into his arrest. Internal Affairs at Portland Police Bureau opened his complaint just 10 days before he signed off on the deal with the district attorney to drop his claim.

During its investigation, the Police Bureau's Internal Affairs investigators interviewed the police involved and a private security guard who had witnessed the incident.

The arresting sergeant told investigators that during his interaction with Klug, which he remembered thinking was "abnormal" at the time, he was not thinking about mental illness. The security guard who had witnessed the event, however, told investigators that Klug was "yelling and frantic" as he rode his bike away from the road-rage incident and that based on the way he was interacting with the police, it was his belief that Klug was undergoing some type of post-traumatic stress disorder.

Independent Police Review and Portland Police approved the investigation in July, which determined the officers were to be exonerated.

Klug went before the Citizen Review Committee in early October to appeal this decision. His advocate, former committee member T. J. Browning, pointed out to the committee that investigators spoke only with the police and security guard and failed to interview the three civilian witnesses, some of whose statements were not consistent with the police reports.

The committee sent the case back to the Police Bureau for further investigation, which Dan Handelman at Portland Copwatch said was significant.

"In June, City Council granted them the authority to order such investigation," said Handelman, explaining in an email that numerous times in the past, the Citizen Review Committee requested further investigation but either the police Bureau or the Independent Police Review – or both – denied the request. But this time, that request re-opened the investigation.

As of Dec. 1, Klug's case was sitting with a Police Bureau manager for review. Klug had expected a final decision at the Dec. 2 Citizen Review Committee meeting because his case had been open for 218 days by that time. The city's agreement with the Department of Justice requires that complaints be settled within 180 days.

For the past several months, the Independent Police Review has released a list of open cases more than 129 days old at the start of each month. It's intended to serve as an early warning of cases that are likely to go over the desired timeline.

On Dec. 1, there were 37 cases on this list, including Klug's. Some open cases on the list are more than a year old. Eight cases have been resolved but are still listed because the officer hasn't been disciplined.

Derek Reinke, senior management analyst at Independent Police Review, said that only five of the listed cases are past where the Department of Justice requires them to be at the 180-day mark.

In March, Reinke released a memo examining the length of time each step in the complaint process was taking in an effort to pinpoint areas that could be improved upon to speed things up.

"Only two of the 23 cases examined were completed between 180-200 days," he wrote, with the median time to closure being 319 days.

Reinke said it took an average of 28 days for police precinct captains to review and write their findings – double the suggested timeline. And in six instances he examined, it was more than 100 days after a case's closure before the officer was disciplined.

Portland Police Bureau spokesperson Sgt. Pete Simpson said the cases Reinke examined were investigated before new protocols were put in place to keep cases within the 180-day timeframe, and some of these cases were

delayed because officers involved were out for medical needs. He also said sometimes new information uncovered during an investigation can lead to new allegations, which adds time.

Reinke said most cases are reviewed and closed within the 180 days; it's the full investigations that take longer.

"That's a major improvement over three or four years ago," he said.

The median time it took to close a case in 2009 was 344 days. By 2013, it had gone down to 177 days.

The reason full investigations take so long, he said, is all the steps and handoffs involved.

"We're hitting 50-50 on if we get those done within 180 days," he said.

Each case is handed back and forth between the Independent Police Review, the police and departments within the bureau more than a dozen times. When there's an appeal, such as in Klug's case, it takes longer, as the steps are repeated.

In October, the Independent Police Review requested funding to hire two additional investigators. On Nov. 12, City Council voted to fund one, which Reinke said will help "some," but the investigation stage is where they've already seen the most improvement.

"The problem is after that, if it has to go through six or eight levels of review, are all of those necessary?" he asked. "There are some stages that need to be evaluated to see if they add value."

Reinke said Klug's case has moved along relatively fast, considering it had been appealed.

Klug said he's not angry, and doesn't know how the police could have known about his mental illness. But the complaint process has been long and frustrating, he said.

"I would love to see the city and the Citizen Review Board get the process ironed out," he said.

As of press time, Klug's case had been open for 232 days. Simpson said Klug's case is now in line with several other cases, waiting for a new hearing date before the Citizen Review Committee, and that Internal Affairs has no control over the volunteer committee's timeline.

Street Roots will report on the outcome once it has been reached.

[emily@streetroots.org](mailto:emily@streetroots.org)

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