



## *Oregon Accreditation Alliance*

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**TO:** Oregon Accreditation Alliance Board  
**FROM:** Tom Rousseau  
**AGENCY:** Bend Police Department  
**SUBJECT:** Re-accreditation onsite assessment  
**ONSITE DATE:** November 2, 2021  
**ASSESSORS:** Tom Rousseau, Assessment  
Scott Hayes, Onsite Review

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### **INTRODUCTION**

The Bend Police Department joined the Oregon Accreditation Alliance in July 2001 and was awarded initial accreditation in April 2003. This is the agency's seventh re-accreditation and the first re-accreditation under the leadership of Chief of Police Mike Krantz.

### **CITY PROFILE**

Located along the banks of the Deschutes River and at the foothills of the Cascade Mountains, Bend is an energetic city with a fast-growing population of over 91,122 (2016). To the east of the city is high desert vegetation and to the west is US Forest Service land. Bend, county seat of Deschutes County, covers 33.27 square miles. Bend is noted for its scenic setting, mild climate, growing economy, and diverse and vibrant culture. Locals and visitors engage in year-round outdoor recreation activities such as downhill and cross-country skiing, rafting, and kayaking, golfing, fishing, hiking, mountain biking, and much more.

### **CHIEF OF POLICE MIKE KRANTZ**

Chief Mike Krantz was born and raised in Portland, Oregon. At an early age he knew he was interested in the law enforcement profession, and this led him to become a police cadet at the age of 15 years old. During his high school and college years, he spent time volunteering for the cadet program and the Polk County Fire Department. He also worked

for the Marion County Juvenile Department as an on-call youth counselor and was a full-time dispatcher for the Washington County 9-1-1. At the age of 21, Mike was hired by the Portland Police Bureau where he worked for 27 years.

During his time in Portland, he worked in every branch and in most divisions at some point. He retired from PPB as an Assistant Chief. Mike was hired in Bend as the Chief of Police in August 2020 and looks to utilize his experiences to keep the Bend Police Department as a high performing community engaged department that will lead law enforcement in Oregon.

Mike has a bachelor's degree from Western Oregon University in Public Policy and Administration and is currently working on his master's degree at the University of Charleston School of Business in Strategic and Executive Leadership. He holds his Executive Certification from the Oregon Department of Public Safety Standards and Training and is a graduate from the Police Executive Research Forum Senior Management Institute for Police.

## **AGENCY PROFILE**

The Bend Police Department is a professional organization providing 24/7 emergency and non-emergency police services for the City of Bend with 102 authorized sworn officers, 30 non-sworn professional staff, nine reserve officers, three cadets, and 25 volunteers. The department consists of the following.

### **Patrol Program**

As the foundation of the Bend Police Department, the Patrol Program provides twenty-four-hour police services to the City of Bend. The focus is on protecting the lives, property, and rights of all people by providing a uniformed police response and response to both emergency and non-emergency calls-for-service. Officers are charged with enforcing federal, state, and local laws and city ordinances. The Bend Police Special units such as the K-9 Program and the Tri-County Central Oregon Emergency Response Team (CERT) are included in the Patrol Division.

### **Community Response Program**

The Community Response Program focuses on enhancing the quality and livability of our community. Special units such as the Traffic Team, Crisis Response Team, Problem Oriented Policing Team, Community Service Officers, Community Outreach Officer, and School Resource Officers are included in the Community Response Team. These teams work in collaboration to efficiently focus resources on issues that directly affect the community daily.

### **Criminal Investigation Program**

The Criminal Investigation Program is responsible for providing investigative follow-up and support for the Patrol Program. This program reviews cases that require expertise or an additional amount of time to investigate. These cases generally include homicides, suspicious death investigations, major assaults, sexual assault, child abuse, robberies, embezzlements, and other major thefts. Employees assigned to the Central Oregon Drug Enforcement (CODE) team are also included in this Program. The CODE team is

comprised of local, state, and federal law enforcement agencies within the Tri-County area. Their mission is to suppress major criminal drug activity in the Central Oregon Region.

### **Administrative Services Program**

The Support Services Program includes the Chief's office which provides overall management and leadership of the Bend Police Department. Additionally, the Support Services Program includes administrative personnel who perform foundational support functions that serve the entire Police Department. The administrative service teams include training, information technology, evidence, records, budget, purchasing, payroll, human resources, accreditation, policy, fleet, facilities, reserves, cadets, and volunteers.

### **Inner Agency Participation**

1. Central Oregon Emergency Response Team (CERT)
2. Central Oregon Drug Enforcement (CODE)
3. Tri-County Major Crimes Team
4. Central Oregon Law Enforcement Services (COLES)
5. Crisis Intervention Team (CIT)

## **PRE-ASSESSMENT PLANNING**

The Oregon Accreditation Alliance utilizes a two-phase on-site schedule, part of which replaces the need and costs of mock onsite assessments. The first phase identifies those standards for which compliance has satisfactorily been attained and those files are signed and completed at that time. Files, which may have insufficient proofs or other issues, are reported to the department just as would occur during a mock onsite.

The department has the opportunity to correct those files either during the first phase or prior to the second phase of the onsite. If these files are satisfactorily addressed, the Standard Summary Reports are signed off as complete. If any files still lack adequate proofs or still have deficiencies after the second phase, they are dealt with at that time just as they would during a traditional onsite assessment. Deficiencies are listed in the final report as a file repair, an applied discretion, or non-compliance.

## **ASSESSMENT SUMMARY**

On October 18, 2021, Kim Kampmann, the Accreditation Manager for the Bend Police Department, requested OAA begin the assessment process for their April 2021 re-assessment which was granted a six-month extension. I began the assessment in PowerDMS on this same date to conduct a review. The assessment was completed on October 25, 2021. An on-site review was scheduled to be performed by Scott Hayes Executive Director on November 2, 2021. Refer to his on-site supplemental report for details.

## STANDARDS SUMMARY

Mandatory	<u>104</u>
Not Applicable	<u>1</u>
Non-Compliance	<u>0</u>
Waiver	<u>0</u>
<b>Total</b>	<b><u>105</u></b>

## ONSITE CHANGES/ADJUSTMENTS

### **File Maintenance**

This section reports on the condition of the agency's files presented to verify proof of compliance with accreditation standards. This includes organizing and marking files for review, clerical issues, the adequacy, correctness, and currency of proofs used for compliance. Generally, this section indicates preparation and understanding of the accreditation process. This section does not indicate compliance with standards or report on agency practices.

The agency's files were up to date with current policies and proofs. Only two files needed additional proofs of compliance (1.5.7, and 2.1.5).

### **Applied Discretion**

This section provides specific information on standards found to be in compliance after onsite "adjustments" were made. Adjustments may include modifying agency policies and directives, creating documentation, alteration of the physical plant, deficiencies in performance activities, and "wet ink" issues, where the written directive is newly issued.

There were no policies identified as lacking information.

**Policy Manual:** Lexipol Policy Manual

**Review Period:** 2018, 2019, 2020, the agency requested a six-month extension from April 2021 because of Covid.

### **N/A by Function:**

4.2.2 Operational Procedures (Lockup)

### **Out of Compliance Standard(s):**

None.

## **PERFORMANCE ACTIVITIES**

The agency's activities were measured against all identified time sensitive standards and found to be in compliance with all requirements.

### **1.2.5 – Bias-Based Policing**

Agency policy prohibits bias-based policing against individuals based solely on a common trait of a group, which includes but is not limited to race, ethnic background, gender, sexual orientation, religion, economic status, age, cultural group, or any other identified areas. The agency takes seriously all complaints regarding the service provided by the Department and the conduct of its members. The Department will accept and address all complaints of misconduct in accordance with policy and applicable federal, state, and local law, municipal and county rules, and the requirements of any collective bargaining agreements. It is also the policy of the department to ensure that the community can report misconduct without concern for reprisal or retaliation. Annual training is provided to employees. File documentation substantiated standard compliance. The Support Services commander is responsible for providing the Chief of Police with all complaints of alleged profiling for the Law Enforcement Contacts Policy and Data Review Committee (LECC) established per HB 2002.

### **1.3.3 – Use of Firearms**

Agency policies on the use of firearms comply with all standard requirements. Reports are required for all weapons discharges other than for training purposes. Warning shots or shots fired for the purpose of summoning aid are discouraged and may not be discharged unless the officer reasonably believes that they appear necessary, effective, and reasonably safe. With the approval of a supervisor, a member may euthanize an animal that is so badly injured that human compassion requires its removal from further suffering and where other dispositions are impractical. Shots fired at or from a moving vehicle are allowed only under the most extreme circumstances. File documentation substantiated standard compliance.

### **1.3.4 – Firearms Proficiency**

All members who carry a firearm while on-duty are required to successfully complete training quarterly with their duty firearms. In addition to quarterly training, all members qualify at least annually with their duty and secondary firearms. Training and qualifications must be on an approved range course. At least annually, all members carrying a firearm receive practical training designed to simulate field situations including low-light shooting.

If any member fails to meet minimum standards for firearms training or qualification for any reason, including injury, illness, duty status or scheduling conflict, that member shall notify his or her immediate supervisor as soon as possible. Failure to qualify after three attempts per qualification course will be deemed as a failure to qualify. Sworn members who fail to qualify are provided remedial training by a qualified firearms instructor until proficiency is demonstrated. Members who repeatedly fail to meet minimum standards will be removed from field assignment and may be subject to disciplinary action. File documentation substantiated standard compliance.

### **1.3.7 – Use of Force Reporting and Review**

Officers use only that amount of force that is reasonably necessary given the facts and circumstances perceived by the officer at the time of the event to accomplish a legitimate law enforcement purpose. Any force response by an officer is documented promptly, completely, and accurately in an appropriate report, depending on the nature of the incident. Officers articulate the factors perceived and why he/she believed the use of force was reasonable under the circumstances.

The Support Services Division reviews all Force Response reports to ensure compliance with policy and current training. Based on that review, recommendations regarding changes in policy and/or training are forwarded to the Command Staff. Officers receive periodic training on use of force and demonstrate their knowledge and understanding. Annually, the Support Services Division prepares an analysis report on force response incidents and submits the report to the Chief of Police. File contained annual use of force reporting for 2018, 2019, and 2020. Appropriate file documentation substantiated standard compliance.

### **1.3.8 – Officer Involved Shootings**

The agency established procedures for responding to and investigating deadly force incidents in compliance with statutory and standard requirements. The agency conforms to the Bend Police Department Officer-involved Use of Deadly Force Protocol and the Deschutes County Officer Involved Deadly Physical Force Plan. The agency follows an Investigation Responsibility Matrix table that identifies possible scenarios and responsibilities for the investigation of officer-involved use of deadly force. File documentation substantiated standard compliance.

### **1.5.3 – Evaluations of Employee**

An evaluation is completed monthly for all full-time non-sworn personnel during the probationary period. Sworn personnel are on probation for nine months after the end of their Field Training Program. Probationary officers are evaluated monthly during the probationary period. Permanent employees are subject to two types of performance evaluations: Regular - All personnel are evaluated yearly with the rating period running from January 1st through December 31st of each year. The second performance evaluation is identified as "Special". A special evaluation may be completed any time the rater and the rater's supervisor feel one is necessary due to employee performance that is deemed less than standard. File documentation substantiated standard compliance.

### **1.6.1 – Cash Funds/Accounts**

The agency has comprehensive policy on the use of credit cards, petty cash, the front counter cash draw, and confidential informants. The city Finance Department conducts annual unannounced audits of all cash funds. Good file documentation substantiated standard compliance.

### **1.6.2 – Audits**

Annual audits of all cities fiscal activities, including the police department, are conducted by Moss Adams, LLP. File documentation substantiated standard compliance.

### **1.7.1 – Personnel Complaint Procedure**

The agency has a well-defined citizen complaint process that establishes procedures for complaint acceptance and investigation in compliance with standard requirements. Supervisors may resolve complaints during initial contact with associated complaint documentation procedures. Complaints alleging misconduct must be investigated. All complaints are registered in the Complaint Log. Complaint dispositions include Sustained, Not Sustained, Exonerated, and Unfounded. Discipline is guided by procedures established in city personnel policies, agency policy, and the current bargaining agreement. The agency adheres to a progressive discipline philosophy. Grievance procedures for employees are detailed in policy and the current bargaining agreement.

All complaints and inquiries are documented in a log that records and tracks complaints. The log include the nature of the complaint and the actions taken to address the complaint. On an annual basis, the Department audits the log and send an audit report to the Chief of Police or the authorized designee. The file contained annual reviews for 2018, 2019, and 2020. File documentation substantiated standard compliance.

### **1.8.1- Training Policy**

The appointed Training Sergeant is responsible for development of the training plan. The objectives of the Training Program are to: enhance the level of law enforcement service to the public; increase the technical expertise and overall effectiveness of personnel; provide for continued professional development of personnel; and enhance the safety of officers and the community. The training plan addresses the following areas: legislative changes and changes in case law, state-mandated training, Prison Rape Elimination Act (PREA) and high-liability issues training. File documentation substantiated standard compliance.

File documentation substantiated standard compliance.

### **2.1.2 – Vehicle Pursuit Driving**

The agency has a comprehensive policy that establishes procedures for the initiation and conduct of vehicle pursuits in compliance with all standard requirements. All vehicle pursuits are reported on a separate Vehicle Pursuit Report form as well as the narrative of the incident report. Per policy, a Post-Pursuit Review is required on all such incidents. The Patrol Division Commander will submit an annual review through the chain of command to the Chief of Police for review and comment, with determinations made at each level as to if agency guidelines were met. The Chief of Police may convene an Administrative Hearings Board to further examine an incident and take appropriate action. A review of agency pursuits was completed for 2018, 2019, and 2020. File documentation substantiated compliance with all standard requirements.

### **2.1.6 – Special Response Unit**

The agency has a comprehensive policy on the use of special teams and participates in the Central Oregon Emergency Response Team (CERT). CERT is comprised of two specialized teams: The Crisis Negotiation Team (CNT) and the Special Weapons and Tactics Team (SWAT). The unit has been established to provide specialized support in handling critical field operations where negotiations and/or special tactical deployment methods beyond the capacity of field officers appear to be necessary. The agency provides equipment, manpower, and training necessary for members as outlined in the Central Oregon Law Enforcement Services Agreement (COLES). Good documentation substantiated standard compliance.

### **2.1.7 – Prisoner Transport**

If a prisoner escapes from custody during a transport the transporting officer will immediately notify the local jurisdiction, if possible. Generally, the officer will not attempt to recapture the escapee without sufficient assistance to provide adequate safety for all persons involved in the recapture. File documentation substantiated standard compliance.

### **2.3.1 – Disaster Plan**

The agency participates in the city's Emergency Operations Plan. The plan is reviewed annually by all city Department Directors and updated as necessary. All personnel are provided annual training on the plan. The agency continues to be proactive on keeping personnel up to date on required ICS training. Good documentation substantiated standard compliance.

### **2.5.3 – Vehicle Inspections**

Employees are responsible for assisting in maintaining department vehicles so that they are properly equipped, properly maintained, properly refueled, and present a clean appearance. Unless delayed by an emergency call, employees shall inspect department vehicles at the beginning of each shift for any damage, and to ensure that all systems, lights, and emergency equipment are in good working order. The interiors should be examined to confirm no property or contraband is present. The interior inspection should be repeated at the conclusion of any prisoner transport. File documentation substantiated standard compliance.

### **3.1.3 – Emergency Power (Communications)**

The Deschutes County 911 Center provides 24-hour communications services for the Bend Police Department. The 911 Center moved into a new, state-of-the art facility that is shared with Oregon State Police and the State Crime Lab in 2010. The 911 Center is on the top floor. The facility has video monitoring at all entrances and exits and in hallways. Programmable electronic key card/keypad locks control entry into all areas of the dispatch center, with permission levels assigned for each area based on need or position. Only CJIS cleared personnel, specifically dispatchers or law enforcement personnel, are allowed on the dispatch floor itself, which is near the center of the operation.

There are sixteen (16) dispatch stations, with another four stations in a separate room used for training, that can go live as well and allow trainees to handle calls in real time. All phone lines and radio frequencies are recorded, with instant playback available for up to 60 minutes. A CAT diesel 600KW generator is in a secure compound providing emergency power for the facility. A 1200-gallon fuel tank allows continuous operation for up to 96 hours. The generator is manually load tested monthly by Peterson CAT, along with maintenance. Weekly tests are conducted checking the auto start feature. The facility is also equipped with a newer UPS system that was installed to replace the original unit. File documentation substantiated compliance with all applicable standards.

### **3.3.4 – Administration and Operations (Property and Evidence)**

The agency evidence function is well-run and efficient with policies in place for the administration and operation of this function in compliance with standard requirements. The property and evidence function is in the basement of the police facility, with a large



area available for processing property and evidence that also contains slam lockers for the temporary storage of evidence, including refrigerated lockers. In addition, there are five (5) large walk-in holding areas for temporary storage of large items located adjacent to the storage area and accessed from the secure parking area. An additional fenced storage area for large items such as bicycles is located beneath Municipal Court, which is located in the police facility, that is alarmed, and video monitored.

Access to the storage area is strictly controlled and limited to the two Evidence Technicians. Access to the primary storage area is controlled via electronic key card and is alarmed and video monitored. All guns, money and drugs are stored in a separate, secured room within the main storage area. All bio-hazard material is properly marked. All property and evidence entering the facility is bar-coded.

### **3.3.10 – Property and Evidence Audits**

Agency policy specifies the following inventories and inspections of the property and evidence storage areas: 1) monthly inspections of the storage facilities and policies by the supervisor of the function to ensure adherence to policies and procedures; 2) unannounced inspections of evidence storage areas conducted annually as directed by the Chief of Police; 3) annual inventory of evidence held by the agency conducted by a command officer appointed by the Chief of Police who is not routinely or directly connected with evidence control; and 4) inventory of all evidence and property whenever there is a change in personnel with access to the storage areas conducted by persons not associated with the evidence function. The department conducts frequent inventories and Audits/inspections of the property room and had them available for review. File documentation substantiated standard compliance.

All audits and inspections were up to date. File documentation substantiated compliance with all applicable standards. The agency provides for the following inspections, inventories, and audits:

Year 2018:

- (A) An inspection and inventory of evidence and property was completed on December 5<sup>th</sup>, 2018.
- (B) An audit was completed on March 7, 2018.
- (C) A vault inventory was completed at the end of 2018.
- (D) An unannounced inspection occurred on June 20, 2018.

Year 2019:

- (A) An inventory of evidence and property was completed on February 2, 2019.
- (B) There was no annual audit completed.
- (C) A vault inventory was completed at the end of 2019.
- (D) An unannounced inspection was completed on May 21<sup>st</sup>, 2019.

Year 2020:

- (A) An inspection and inventory was completed in December 2020.
- (B) An audit was completed in December of 2020.

- (C) There was a change in personnel (2) as well as a new Chief of police. A full outside Audit was completed.
- (D) An unannounced inspection occurred on May 27, 2020. The agency is in compliance with standard 3.3.10.

#### **4.1.1 - Temporary Holding Facility Inspections**

The agency operates a temporary holding facility with four holding cells, two interview rooms, and a DUII processing station. Juveniles are held in a separate area which have sight and sound monitoring in place. Prisoners are held for no more than two hours. The facility can be accessed from an enclosed Sally Port or through a door from the interior of the department. Gun lockers are on the outside of both access doors.

The facility is inspected by the Watch Commander to ensure adherence to agency policies and procedures. The inspection includes security, safety, sanitation, and emergency equipment. The agency does not house juveniles. Juveniles are transported directly to the County Juvenile Detention facility. File documentation substantiated compliance with applicable standards.

#### **4.2.1- Lockup Facility**

The agency does not maintain a lockup facility. All prisoners are booked into and housed at Deschutes County Jail.

#### **4.3.2 – Emergency Response**

The agency has an excellent policy for response to any emergency in the temporary holding facility, to include inspections of all equipment and systems and posting of evacuation plans and procedures. The Patrol Division Commander ensures reasonably necessary supplemental procedures are in place to address the following issues (ORS 169.078): (a) General security; (b) Key control; (c) Sanitation and maintenance; (d) Emergency medical treatment; (e) Escapes; (f) Evacuation plans; (g) Fire-and life-safety; (h) Disaster plans; and (i) Building and safety code compliance. File documentation substantiated standard compliance.

### **SUMMARY AND RECOMMENDATIONS**

I have carefully evaluated all aspects of the Bend Police Department and am satisfied that the agency is in compliance with all applicable standards. This is a well-run, professional agency. It is my opinion and recommendation that the Bend Police Department be favorably nominated for state re-accreditation to the Board of Directors of the Oregon Association Chiefs of Police at their next regularly scheduled meeting.

Respectfully,  
Tom Rousseau  
Assessor

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