



City of Portland
Portland Disability Advisory Committee Agenda
6:00 PM
Room 24, City Hall

1. Call to Order at 6:00 pm
2. Public comment session
3. Subcommittee business
 - Acceptance of minutes from May 8, 2019
 - Discussion of guidelines for evaluating PCRS review criteria of ensuring that investigations are thorough, objective, fair, and timely
 - Continued discussion on public outreach
 - Discussion of Annual Report
4. Adjournment

PCRS Criteria For Evaluating IA Investigations
May 20, 2019

(DRAFT ONLY)

Was IA investigation completed in a timely manner?

Track and report average number of days between:

- date of complaint and date of IA letter transmittal to command staff;
- date of IA letter of transmittal and IA letter of disposition sent to complainant.

Was the investigation thorough?

Was key evidence (including available video and audio files, telephone logs, electronic media posts, photos, written statements, etc.) pursued and analyzed?

Were witnesses interviewed who were mentioned in the complaint? Was an adequate level of due diligence used to locate and contact witnesses?

Was a chronological record of key activities kept and reported?

Did the investigator fully investigate potential violations of department policy and standard practices?

Did the investigator elicit relevant information from the complainant in an interview?

Did the IA report identify training deficiencies and opportunities and recommend preventative measures?

Was a specific finding or dispositional recommendation made to the command staff?
(Sustained, Not sustained, Exonerated, Unfounded)

Once the IA investigation was complete, was a letter explaining the disposition of the case sent to the complainant?

Did IA notify in writing the receipt of a complaint filed electronically or by mail with the complainant?

Was the investigation fair?

Was the investigation completed in an open, impartial, neutral, empathetic and reassuring manner to the complainant without offering any opinion or judgement about the substance of their allegation(s)?

Was the investigation completed with independence from persons outside the IA department?

Was confidentiality maintained throughout the course of the investigation?

Was the investigation process followed as defined by IA department standards and policies?

Were the rights of the complainant honored and observed?

Was the complainant interview(s) held at a convenient and comfortable location?

Was critical evidence adequately collected, protected and maintained following chain of custody policies and procedures appropriate to the situation?

Did the investigation comply with applicable federal, state and local law and were IA department policies and standard operating procedures followed?

Was the investigation objective?

Was the investigator professional, neutral, non-judgmental, and unbiased in his/her interviews?

Did the investigator evaluate all facts and evidence in a dispassionate, objective manner?

Was open-ended questioning used by the investigator?

Did the investigator explain his or her role and the IA process, including the role of the PCRS?