



CITY OF PORTLAND, OREGON



Bureau of Police

Sam Adams, Mayor

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EXECUTIVE ORDER

DATE: June 11, 2011

TO: All Bureau Members

RE: DIR 345.00 Employee Information System

ACTION: This directive has been significantly revised including a title change. Please read the attached directive carefully.

345.00 Employee Information System

POLICY (345.00)

It is the policy of the Portland Police Bureau to offer appropriate support, mentorship and review where it is evident that behavior and/or performance problems exist and are likely to undermine or adversely affect the achievements of the member or the Bureau goals.

PROCEDURE (345.00)

Directive Specific Definitions (345.00)

Alert: Automatic notification to the EIS Administrator that a member has reached a pre-established threshold.

Case Management System: the CMS generates electronic alerts based on thresholds programmed in EIS. The CMS is an electronic system to process supervisory reviews.

Database: the database in EIS is a read only, computerized system, which links electronically to various other databases the Bureau already uses, to look at the five year window of existing information. The information is refreshed regularly and provides a timely resource for employees regarding job activities, training and leave usage and accrual.

Precinct Review: a supervisory review initiated by an RU manager based on conduct not specifically monitored in the EIS database.

Supervisor Review: a review of information concerning a member's conduct leading up to a threshold being met. The non-disciplinary behavior review will be conducted by the member's RU based on, but not limited to, threshold limits within the EIS. Threshold criteria are included in the EIS software.

Threshold: pre-programmed criteria established by the Chief of Police as possible indicators that a member needs assistance or non-disciplinary intervention such as complaints, use of force ratio, criminal allegations, and use of deadly force.

Alert Process (345.00)

If a member has reached a threshold, an alert is automatically generated in the CMS. The case is evaluated by the EIS Administrator and the Professional Standards Division (PSD) manager before a Supervisor Review is scheduled. When a Supervisor Review is scheduled, the RU manager will assign to a supervisor to conduct the review. The case will electronically move through the chain of command until completed and is returned to the EIS Administrator for closure. If an issue surfaces outside of the established thresholds, and if the RU manager would like to initiate a review, the RU manager may notify the EIS Administrator to initiate a Supervisor Review.

Supervisory Reviews should be completed within 30 days unless an extension is granted by the EIS Administrator for good cause. If a Supervisor Review is initiated, the time period will be extended until the completion of the review.

Review Evaluation (345.00)

Once the RU has completed the review, it is electronically sent back to the RU manager. The RU manager and supervisor will discuss the possibility of intervention options. These intervention options are added to the Supervisor Review in the notes section by the RU manager. This is not a disciplinary process nor is it meant to be punitive. The Supervisor Review is intended to provide assistance to a member before discipline becomes the only option.

EIS Administrator Review Process and Responsibilities (345.00)

The EIS Administrator will review the database for thresholds being met. The EIS Administrator will evaluate the alert after assigning a case number. The EIS Administrator may take one of two actions:

- a. Recommend a Supervisory Review be initiated and notifying the member's RU manager.
- b. Recommend that a Supervisory Review not be initiated and notify the PSD manager who will either concur with the EIS Administrator's decision and close the case, or decide to forward the alert to the member's RU Manager.

The EIS Administrator is responsible for the following:

- a. Maintain the EIS.
- b. Manage the CMS including alerts and open reviews.
- c. Monitor access and usage of EIS.
- d. Assist in intervention options
- e. Close supervisory reviews.
- f. Provide feedback on the system and its usage to all bureau members (command, supervisors, and employees).
- g. Develop and provide on-going training to Bureau members.

Professional Standards Division Review Process and Responsibilities (345.00)

The PSD manager will be responsible for evaluating alerts sent for closure by the EIS Administrator. If the PSD manager agrees with the EIS Administrator the case will be closed, or the PSD manager can send the case to the RU manager to evaluate for a Supervisor Review.

RU Manager Review Process and Responsibilities (345.00)

The RU manager will evaluate the case and decide if a Supervisor Review is appropriate. If appropriate, the RU manager will assign the supervisor review to a supervisor. If not appropriate, it is sent back to the PSD manager. The RU manager responsibilities are:

- a. Review cases sent.
- b. Ensure reviews are completed.
- c. Recommend reviews to the PSD Manager.
- d. Ensure that reviews are offered and completed.

Supervisor Review Process and Responsibilities (345.00)

Supervisors are encouraged to use EIS to review a member's performance and recognize and reward good work. This provides an opportunity for supervisors to communicate about performance issues in a positive way with an employee, and to discuss career development. A periodic review of the database may assist a supervisor in recognizing members who may be experiencing problems related to job stress and work toward a beneficial outcome. When assigned a Supervisor Review, the supervisor will complete the review and forward a recommendation to the RU manager. The supervisor's responsibilities are:

- a. Complete cases sent.
- b. Brief reviewed member and place any notes regarding the review in the Performance Discussion Tracker located within the EIS system.
- c. Recommend reviews to the RU manager.
- d. Ensure input on reviews by member.

Professional Standards Division Manager Responsibilities (345.00)

The PSD manager will evaluate and make a final decision in two case scenarios:

- a. The RU manager has determined a formal Supervisor Review is not necessary and the case is sent to the PSD manager for final evaluation. If the PSD manager concurs, the case is sent to the EIS Administrator for closure. If the PSD manager decides a review is needed, the case is returned to the RU manager.
- b. A case has been completed by the RU manager and the PSD manager makes a final decision on review.

EIS Data Access (345.00)

Access to EIS is controlled by the EIS Administrator. All bureau members will have access to their own data in EIS. A member's chain of command has access to employees they supervise. Temporary or additional access may be granted by request from an RU manager or the EIS Administrator. The Chief, Branch chiefs, the PSD manager and the EIS Administrator have entire bureau access.

Public Records Requests (345.00)

Requests for information in EIS will indicate what specific information is sought. The request will be sent to the appropriate agency or division responsible for creating and maintaining the requested data. Data in the CMS are considered personnel investigations that will not result in discipline and will not be disclosed under ORS 181.854(3). Information in the CMS often contains personal information specified under ORS 192.502(2).

Information usage (345.00)

Information viewed in EIS should not be attached to any disciplinary files or notes. Nor should they be used for any purpose other than reviewing employee performance in order to better manage learning opportunities and document positive steps to help deal with crisis that effect their professional careers.

For more information, please contact Marsha Palmer at 503-823-0264.

Michael Reese

MICHAEL REESE
Chief of Police

MWR/mp