



**To:** Andrew Myerberg, OPA Director  
**CC:** Mark Grba and Grainne Perkins, OPA Assistant Directors  
**From:** Lynn Erickson, OIG Public Safety Auditor/Investigator  
**Date:** 1/29/2021  
**Re:** 2020OPA-0502

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**CERTIFICATION:**

OIG has reviewed the Investigation for 2020OPA-0502 and is certifying the investigation as timely, thorough, and objective.

In reviewing this case, it was noted that OPA did not respond or have any contact with the Community Member who submitted the complaint. Even though there was sufficient evidence to move forward with the investigation without conducting an interview of that person, communication is essential to transparency and accountability. OIG therefore suggests that in all investigations, OPA considers conducting outreach to individuals who contact your office to make a complaint. Even a simple acknowledgment and information that the matter is already under investigation can go a long way in building public trust.

Thank you very much.

*Lynn Erickson*

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