

## CITY COUNCIL AGENDA REPORT

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April 19, 2022  
Police

**TITLE: BI-ANNUAL UPDATE TO THE CITY COUNCIL REGARDING POLICE  
DEPARTMENT OPERATIONS, SERVICES AND ACTIVITIES**

**SUMMARY**

Initiated in 2020, the Pleasanton Police Department presents an update to Council on community policing and department operations twice per year. This is the first report for 2022, which includes follow-up from the September 2021 report; an introduction of the department's newly formed mission, vision and values; an update on key community partnerships; personnel investigations; and current and future initiatives.

**STAFF RECOMMENDATION**

Receive bi-annual update on police department operations, services and activities.

**FINANCIAL STATEMENT**

Receiving the report does not create immediate impacts to the City's operating budget.

## BACKGROUND

This bi-annual report provides a general update providing follow-up from the September 2021 report; an introduction of the department's newly formed mission, vision and values, an update on crime and collision trends, school resource officers, alternate response program, personnel investigations, and current and future initiatives including goals and strategies from the department's five-year strategic plan.

## DISCUSSION

After receiving the September 2021 report, the City Council asked staff to include in the next report follow-up in several key areas. Those are identified below and in later sections of the report.

### Department Training

The Commission on Peace Officer Standards and Training (POST) sets minimum training requirements for peace officers in California. Officers are required to complete 24 hours of Continuous Professional Training with 18 hours specifically in five categories: Tactical Firearms: Driver Training and Awareness: Arrest and Control: Strategic Communication and Force Options. The City of Pleasanton is fortunate to provide department-wide training well above the POST mandate of 60 hours. In 2022, in addition to the department-wide training listed below, all sworn members will attend a standardized training curriculum designed by POST on the new statewide use of force laws presented by department instructors. Staff also attends additional training specific to job responsibilities.

Department-wide training includes the following:

POST Required	POST Hours	PPD Training	PPD Hours
Firearms	4	Firearms, Less Lethal Device Training, De-Escalation Strategies, UOF Policy Review, Reality Based Training	28
Driver Training	4	EVOC, Pursuit Update	10
Arrest and Control	4	Arrest and Control, De-Escalation Strategies, Ground Control Techniques	10
Strategic Communication	2	Advanced Crisis Intervention and De-Escalation Training	8
Use of Force	4	Use of Force/De-Escalation Strategies, Duty to Intercede, Duty to Report, Strategic Communication, UOF Policy Review, Reality Based Scenario Training	8
Domestic Violence Complaints	2	Domestic Violence Investigations	6



POST Required	POST Hours	PPD Training	PPD Hours
First Aid	8	First Aid/CPR/Bloodborne Pathogens/Aerosol Transmissible Diseases, Practical scenarios	14
Racial and Cultural Diversity Training; Racial Profiling	Required Every 5 years (no minimum hours)	Diversity, Equity & Inclusion / Cultural Competency Training	8
N/A	0	Active Threat, K9 Utilization and Familiarization Training, Reality Based Scenario Training	10
N/A	0	Working with Homeless Population/Alternative Mental Health Response Training	10
N/A	0	Fair and Impartial Policing	8
N/A	0	Conducted Energy Weapon (Taser) Training, De-Escalation, Taser Qualification, Reality Based Scenarios	10
N/A	0	Temporary Holding Facility Training, Juvenile Law	2
N/A	0	Armored Rescue Vehicle Familiarization Training	1

### Legislative Update

In 2021, Governor Newsom signed several bills related to policing, several of which are noted below with a summary of the legislation and its potential impact on the police department.

#### Assembly Bill 26: Duty to intercede

1. Defines “intercede” for purposes of use of force (UOF) policies so that it *“includes, but is not limited to, physically stopping the excessive use of force, recording the excessive force, if equipped with a body-worn camera, and documenting efforts to intervene, efforts to deescalate the offending officer’s excessive use of force, and confronting the offending officer about the excessive force during the use of force and, if the officer continues, reporting to dispatch or the watch commander on duty and stating the offending officer’s name, unit, location, time, and situation, in order to establish a duty for that officer to intervene.”*
2. Requires UOF policies to include requirements that officer “*immediately*” report potential excessive force.

Impact: This bill does not impact the police department’s current policies and practices.

#### Assembly Bill 48: Less lethal force during protests/demonstrations

1. Reporting requirements
  - a. Monthly Use of Force reporting requirements to comport to FBI requirements.
  - b. After action report on each qualified incident. The only information required to be reported is listed in the bill, and "*only information known to the agency...*"
2. Use of force standard for less lethal, which includes bringing "*an objectively dangerous and unlawful situation safely and effectively under control.*"
3. Sets minimum operational requirements for use of less lethal force

Impact: This bill will require additional reporting if less lethal tools are used during a protest or demonstration.

#### Assembly Bill 481: Military equipment funding, acquisition, and use

1. Requires all municipal agencies to receive approval for the use of military equipment.
2. Agencies must begin the approval process by May 1, 2022.
3. Defines "*military equipment*" with a finite list.

Impact: This bill will require staff to develop and monitor a new policy and program and annually report to Council.

#### Senate Bill 2: Decertification

1. Establishes process to decertify officers for serious misconduct.
2. The Commission on Peace Officer Standards and Training will oversee the decertification process.

Impact: This bill will require staff to report future violations of serious misconduct to POST for decertification review.

#### Senate Bill 16: Release of police personnel files

1. Expands personnel files to be released to include the following:  
Sustained findings of unreasonable or excessive force, failure to intervene, bias or unlawful arrest or search.
2. Extends retention period of sustained complaints
3. Delayed implementation until January 1, 2023.

Impact: This bill will require the department to retain files for a longer period of time that would otherwise be purged and will require the release of investigations that were previously protected.

#### **Mission, Vision and Values**

In March 2021, the police department's leadership team, comprised of supervisors, managers and command officers, convened for a three-day team building workshop to prepare the initial steps of a strategic plan beginning with the development of the department's mission, vision and organizational values, resulting in:



**Mission Statement:** As members of our diverse community, we selflessly serve as guardians with empathy, fairness and respect to protect life, prevent crime and enhance the quality of life.

**Vision Statement:** The Pleasanton Police Department will be a model of excellence and a leader in the law enforcement profession.

**Values:** Service, Courage, Leadership, Safety, Teamwork.

## Department Operations

### Police Activity and Response Times

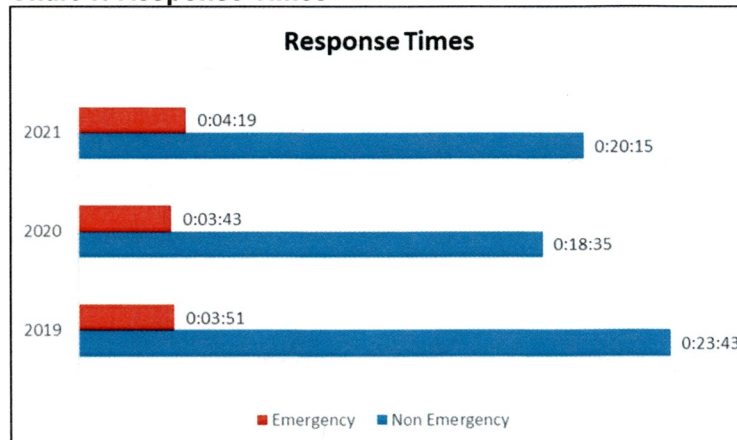
In 2021, the police department facilitated 59,473 incidents of which 26,901 were self-initiated and 32,572 were requests for service. Table 1 below identifies the most frequent types of police activity in 2021 as compared with a prior five-year average.

**Table 1: Police Activity**

	2017-2020 Average	2021
TRAFFIC STOP	11,717	12,785
PATROL CHECK	6,222	7,874
ALARM	3,614	2,679
SUSPICIOUS VEHICLE	2,878	821
SUSPICIOUS PERSON	2,599	957
ANIMAL CALL	1,960	1,707
PARKING COMPLAINT	1,758	1,864
DISTURBANCE	1,737	1,691
WELFARE CHECK	1,569	1,715
PEDESTRIAN STOP	1,286	862

Police response time goals are established in the City's General Plan as 4:00 minutes for emergencies and 20:00 minutes for non-emergency calls for service. Average emergency response time in 2021 was 4 minutes 19 seconds and average non-emergency response time averaged 20 minutes 15 seconds. This is higher than prior years largely due to including more call types as priority one.

**Chart 1: Response Times**



### Crime Trends

Crime, collisions, and arrests continued on a downward trend in 2021. Part 1 violent crime is the only area that has returned to pre-pandemic levels with 111 incidents in 2021 as compared to 112 incidents in 2019. Table 2 below shows that property crime was similar to 2020 yet 30 percent lower than the peak of the past three years (in 2019). One of the property crimes that continues to plague the community – and the nation – is the theft of catalytic converters. In 2020, there were 64 catalytic converter thefts as compared to 166 such incidents in 2021. In addition to active patrolling throughout the community, the police department has had success in identifying and apprehending offenders with catalytic converters or tools to steal. A significant operation was highlighted in the media on November 10, 2021, wherein a joint operation between the Livermore and Pleasanton Police Departments resulted in the recovery of 50 stolen catalytic converters valued at \$65,000. The operation resulted in the seizure of \$91,000 and five arrests. Officers recently completed necessary follow-up investigative work and submitted the case to the District Attorney's Office for charging.

**Table 2: Part I Crime Trends**

<b>PART I CRIMES</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Homicide	0	0	0	1	0
Rape	14	6	12	11	11
Aggravated Assault	34	47	44	42	51
Robbery	53	57	56	40	49
<b><i>Violent Crimes</i></b>	<b>101</b>	<b>110</b>	<b>112</b>	<b>94</b>	<b>111</b>
Burglary	140	158	149	162	121
Larceny/Theft	1416	1197	1386	941	907
Stolen Vehicle	120	112	97	90	113
Arson	5	3	4	5	7
<b><i>Property Crimes</i></b>	<b>1681</b>	<b>1470</b>	<b>1636</b>	<b>1198</b>	<b>1148</b>
<b>TOTAL</b>	<b>1,782</b>	<b>1,580</b>	<b>1,748</b>	<b>1,292</b>	<b>1,259</b>

Arrests in 2021 were 23 percent lower than the high of 1,916 in 2019 led by a 64 percent drop in juvenile arrests. This lower number of juvenile arrests is attributed to two primary factors: at the school sites, the School Resource Officers have engaged with school administration and changed how crime incidents are adjudicated at the schools; and COVID restrictions, along with the lack of businesses requesting prosecution on these types of crimes, have reduced the historically numerous low-level arrests of juveniles at Stoneridge Shopping Center.

During the final months of 2021, officers seized 10 illegally possessed guns from suspects in the community. This increase of crime gun seizures was the result of proactive police contacts utilizing the ALPR (Automatic License Plate Reader) system along with traditional police patrol. These results are aligned with what other agencies in the region are experiencing. Experienced policing practitioners as well as crime studies indicate that the presence of police officers does have a deterrent effect on crime; this was demonstrated during the holiday season at Stoneridge Shopping Center when the



presence of officers enhanced the feeling of safety for patrons and also contributed to the low incidence of crime reports. The proactive and high visible presence of patrol officers is key to maintaining the safe environment the Pleasanton community values.

### Collision Trends

Traffic collisions continue to remain below pre-pandemic levels, although they did increase by 16 percent as compared to 2020. This increase is commensurate with the increase in vehicles on the roadways due to the lessening of COVID restrictions and the return of more people to public settings. Table 3 provides data on the types and frequency of citations issued.

**Table 3: Traffic Data**

	2017	2018	2019	2020	2021
Traffic Stops	14,581	12,398	13,572	6,274	12,785
Moving Citations	3,364	2,909	3,267	1,512	2,822
Mechanical Citations	1,018	877	897	341	595
Parking Citations	1,511	1,313	1,503	674	1,238
Courtesy Citations	5,128	3,125	3,649	1,186	1,508
<b>TOTAL CITATIONS</b>	<b>11,021</b>	<b>8,224</b>	<b>9,316</b>	<b>3,713</b>	<b>6,163</b>
Collision Responses	1,192	1,141	1,011	591	687
Injury Collisions	221	204	195	117	135

### Use of Force

Table 4 provides a detailed summary of use of force incidents since 2017 and shows that 2021 tracked similar to other years with a control hold being the most frequent type of force applied. The carotid hold is no longer an authorized force option and was removed from the list.

**Table 4: Use of Force**

Force Applications	2017	2018	2019	2020	2021
Control Hold	23	24	28	25	31
OC Spray	0	0	0	0	0
Impact Instrument	0	1	0	0	0
Conducted Energy Device	0	11	0	3	3
Kinetic Energy Device	0	0	1	1	0
Canine	1	1	1	1	0
Firearm	1	0	0	0	0
Safewrap	n/a	7	5	6	1
Spit hood	0	1	1	0	2
<b>TOTALS</b>	<b>25</b>	<b>46</b>	<b>38</b>	<b>36</b>	<b>37</b>

### **Community Advisory Board**

Since its inception in September 2021, the Community Advisory Board (CAB) is comprised of 14 members and has met several times. The background of the CAB members includes mental health professionals, Pleasanton Unified School District (PUSD) employees, a homeless outreach worker, faith community representatives, downtown residents and business owners, non-profit organization executives, strategic development consultants and other representatives of diverse backgrounds.

The CAB and police leadership recently identified a list of priorities for discussion using a brainstorming and voting exercise. The CAB's top five topics were Trust (10), Equitable Policing (10), Mental Health (9), Roadway Safety/Traffic Enforcement (8), School Safety (7), Youth Programs (6) and Crime Reduction via Technology (6). The police leadership team conducted a separate voting exercise where the top five topics were Recruitment/Retention (20), Police Resource Deployment (14), Crime Reduction via Technology (11), Employee Wellness (8), and Feeling of Safety (6).

Due to the strong interest of multiple priorities, the CAB decided to increase the frequency of meetings from every other month to monthly. At its March meeting, the CAB heard about the department's recruitment and retention efforts and provided recommendations on how to increase the diversity of applicants. In addition to the department's executive team, police staff present included the professional standards sergeant and the lieutenant who oversees recruitment. CAB members also participate as panelists on hiring panels and help at community events such as Shop with a Cop. Now that COVID restrictions have eased, staff anticipates CAB members will be more visible at police events.

### **School Resource Officers**

The police department continues to support PUSD with two School Resource Officers (SRO). The SROs respond to incidents of student and campus safety and build positive relationships with students and staff. As previously mentioned, overall juvenile arrests were down sharply in 2021, which was similarly aligned with arrests on campus. Since the beginning of the school year, officers made two arrests at Pleasanton schools: one case was a robbery that occurred at Amador Valley High School, and the other was a case of vandalism at Foothill High School.

With the implementation of the Memorandum of Understanding (MOU) between PUSD and the City, staff has changed how they respond to calls for service at schools involving students in crisis. In January, the department selected two officers and a supervisor to implement the Alternate Response to Mental Health Unit. While in the early stages, these two programs have already shown positive outcomes at the schools. Since the beginning of the school year through this past February, SROs and Alternate Response officers have responded to 32 calls requesting a consultation with PUSD staff and students in crisis; of those calls, 21 mental health commitment evaluations were conducted, and seven students were placed on a mental health hold – slightly more



than one per month. This is a reduction from the previous rate of four holds per month over a five-year period of 2015 to 2020 – a nearly 75 percent reduction in holds.

In addition to the work on behavioral health, the department continues to advance the initiatives of the MOU. This includes the reintroduction of juvenile diversion through a partnership with Horizons Family Services for all but the most serious crimes committed by juveniles. This program looks holistically at the juvenile and the circumstances surrounding the incident and provides reasonable consequences and resources that best fit the situation and student's needs. Once complete, the case is closed with a diverted status and is never entered on the juvenile's record.

Another area of focus was to strengthen communication between SROs and PUSD staff. To this end, stakeholders created an SRO MOU Think Tank comprised of a cross section of stakeholders specifically to implement and report on initiatives agreed upon by the City and District in the recently adopted MOU. One of the first topics of discussion is the SRO uniform, although the group has not yet provided a recommendation on this topic.

Finally, PUSD and the police department have partnered to create a new curriculum taught in collaboration with police officers and PUSD faculty in elementary schools. This curriculum will replace what was known as DARE with contemporary instruction tailored for the community and discussing current issues and is anticipated to start during the 2022/23 school year (staffing dependent).

### **Alternate Response**

While not fully implemented, the Alternate Response Unit (ARU) has started responding to calls, both in the schools and more broadly in the community. The ARU is now the primary point of contact for PUSD and students in crisis. Relationship building and connecting students with services have shown the greatest positive impact with this new program. The new approach has resulted in a reduction of mental health holds and successful outcomes for students. The department plans to replicate this for adults when the program is fully staffed.

Staff is working to identify a partner to provide licensed clinicians to complete the staffing for the program. The ARU members are creating several administrative documents as well as visiting other programs throughout the state to observe what policy and procedures are most appropriate for the Pleasanton community. The goal is to fully implement the program in July 2022.

### **Commendations and Complaints**

In December, the department deployed the first phase of a technology solution that will capture several data points used as an early intervention system. While most of the work has been completed further testing is still required to ensure proper workflow. Once fully implemented, the modules will work in concert to provide information for the Early Intervention System. Staff plans to provide an initial report of the findings with the fall update.



The prior report detailed the number of personnel investigations and the disposition of the complaints. This and future reports will identify some of the community generated commendations and the number of sustained complaints for the reporting period.

Residents commonly provide positive feedback about the service provided by all areas of the police department. Of the many community commendations received department-wide, examples include three officers being recognized for their patience and compassion with a developmentally disabled youth; one officer who was recognized by a passerby who witnessed the officer display patience and professionalism while helping someone in crisis; an officer's generosity after he saw a homeless person leave a bagel store empty-handed and brought the man back into the store, purchased an orange juice and bagel for him, and spoke with him for a few minutes to check on his welfare; and an apology letter from a person who berated two officers with racial epithets while in a psychotic episode. Police Department staff, in all areas, continue to serve with the goal of excellence in mind.

In 2021, the police department conducted five internal investigations that resulted in sustained findings of policy violations. There were three community generated complaints, none of which resulted in sustained findings of policy violations.

A review of the department's personnel investigations during a five-year period found that each sustained citizen generated complaint involved a separate and unique officer. Internally generated investigations during a five-year period involved 15 different officers. Some of the involved officers were subject officers in more than one investigation; however, none were subject officers in more than two complaints. The most frequently sustained policy violation was the failure to activate a body-worn camera which occurred more frequently in 2018 and was sustained once in 2019.

## **Current and Future Initiatives**

### Traffic Stop Class

Staff is working with PUSD staff to develop and implement a hands-on scenario-based curriculum that allows students to experience a traffic stop. The curriculum will demonstrate the safety concerns the officer is evaluating while talking to the driver and the value and benefit of a mutually respectful interaction. Staff plans to implement this program in the 2022/23 school year. Pre- and post-class surveys will evaluate the goals of the program toward showing an increase in awareness of the rights and responsibilities of a driver and passenger on a traffic stop, how to voice concerns about the validity of the stop, and how a respectful interaction decreases tension during the stop and leads to better outcomes. The concept of respect will be the focal point of the discussion and its applicability to other relationships to include teachers, parents, friends, and the workplace.

### Strategic Plan

During the past year, the department has worked on the development of a strategic plan designed to serve as a guiding document for the next three to five years. The goals for the plan were developed with the assistance of a consultant and the supporting strategies were developed by the department's management team. Individual action



items support each strategy and are prioritized for accomplishment during the five-year life of the plan. Staff presented the draft plan to the CAB and revised some of the action items based on its input. The strategic plan goals are:

1. Invest in a Healthy and Engaged Workforce
2. Reduce Crime and Increase the Feeling of Safety
3. Increase Community Trust
4. Create and Maintain a Culture of Inclusivity
5. Maximize Organizational Effectiveness and Efficiency

## **CONCLUSION**

The Pleasanton Police Department continues to serve the community with honor and pride, recognizing that strong community support is a byproduct of providing professional and quality service. This report provides a snapshot of the community policing strategies and operational practices that are employed in partnership with the community. Staff plans to return in September 2022 with the next update for the City Council.

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