TO: HONORABLE CITY COUNCIL

FROM: CITY MANAGER

DEPARTMENT: POLICE

DATE: JANUARY 18, 2005

CMR: 129:05

SUBJECT: COMMENDATIONS AND COMPLAINTS MADE BY MEMBERS OF THE PUBLIC TO THE POLICE DEPARTMENT, THIRD AND FOURTH QUARTERS OF 2004

This is an informational report and no Council action is required.

DISCUSSION

The following report is a summary of all commendations and complaints made by members of the public and investigated by the Palo Alto Police Department during the third and fourth quarters of 2004. Starting with this report, a summary of commendations for employees will also be included. Most commendations reflect the demeanor or professionalism of the employee(s) or highlight the outstanding or above and beyond type of service received.

The Police Department received four new complaints during this period (July 2004 – December 2004). Six complaints were investigated during this period, including one from the first quarter of 2004 and three from the second quarter of 2004. The remaining two investigations will be completed during the first quarter of 2005.

Official corrective action (discipline, admonishment, training, and/or policy review) occurred in all situations where a complaint was deemed sustained. A complaint is sustained when an investigation discloses sufficient evidence to clearly prove the allegations made. Absent such evidence, a complaint is usually deemed not sustained. Other categories of disposition include: unfounded when it can be demonstrated that the
alleged actions did not occur; and exonerated when the acts were consistent with Department policies and procedures.

ATTACHMENTS

Attachment A - Type and Disposition Third and Fourth Quarter Report 2004
Attachment B - Type and Disposition Year to Date Report
Attachment C – Definitions of Complaints by Category

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