TO:        HONORABLE CITY COUNCIL

FROM:      CITY MANAGER        DEPARTMENT: POLICE

DATE:      JUNE 2, 2008                   CMR:264:08

SUBJECT:   COMMENDATIONS AND COMPLAINTS MADE BY MEMBERS OF
THE PUBLIC TO THE POLICE DEPARTMENT, JULY THROUGH
DECEMBER OF 2007

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 2007. A summary of commendations for employees is also included (Attachments
A&B). Most commendations reflect the demeanor or professionalism of the employee(s) or
highlight the outstanding or “above and beyond” type of service received.

In an effort to be even more transparent, a summary of Informal Inquiry Reports (IIR) is also
included in this report for the first time. Informal Inquiries are intended to document minor
issues that are resolved at the supervisory level to the satisfaction of the citizen initiating the
inquiry. The Informal Inquiry may serve as an early warning indicator, which allows supervisors
to address potential problems before they become serious, and IIR’s do not result in discipline.

The Police Department received three (3) new complaints during this period (July 2007 –
December 2007). Three (3) complaints were investigated during this period. The Department
received eight (8 ) Informal Inquiries.

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.

Attachment C shows the citizen complaints, internal investigations and Informal Inquiries that
the Police Auditor has reviewed.
ATTACHMENTS

Attachment A - Type and Disposition Third and Fourth Quarter Report 2007
Attachment B – Year to Date Report
Attachment C - Matrix of Police Auditor Review of Citizen Complaints

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