TO: HONORABLE CITY COUNCIL
FROM: CITY MANAGER DEPARTMENT: POLICE
DATE: AUGUST 4, 2008 CMR: 326:08
SUBJECT: COMMENDATIONS AND COMPLAINTS MADE BY MEMBERS OF THE PUBLIC TO THE POLICE DEPARTMENT, JANUARY THROUGH JUNE 2008

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 first and second quarters of 2008 (Attachment A). A summary of commendations for employees is also included. 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. 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.

The Police Department received eleven (11) new complaints during this period (January 2008-June 2008). Six (6) complaints were investigated during this period. The remaining five (5) are still under investigation.

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.
Attached is a matrix showing citizen complaints and internal investigations that the Police Auditor has reviewed. (Attachment B)

**ATTACHMENTS**

Attachment A - Type and Disposition First and Second Quarter Report 2008
Attachment B - Matrix of Police Auditor Review of Citizen Complaints

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