



1 North San Antonio Road  
Los Altos, California 94022-3087

## MEMORANDUM

**DATE:** February 22, 2021  
**TO:** Los Altos City Council  
**FROM:** Andy Galea, Chief of Police  
**SUBJECT:** POLICE TASK FORCE RECOMMENDATIONS UPDATE

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City Council provided direction to City Staff regarding the Police Task Force recommendations at the November 10, 2020 City Council Meeting. The approved minutes can be found at the following link: [Minutes approved from November 24, 2020 City Council Meeting](#)

This summary encompasses City Council's direction regarding the Police Task Force recommendations and the actions taken thus far by Police Department administrative staff.

- 1.) Staff directed to implement an online complaint/commendation submission form, submitted to both the Police Department and an Independent Intake Portal.

**Action Taken:** Completed. The online submission form has been created. This form will be submitted to the Police Administration email ([PoliceFeedback@losaltosca.gov](mailto:PoliceFeedback@losaltosca.gov)) and to the Independent Intake Official. We are referring to the third party receiving complaints as the Independent Intake Official to be clear that this is an individual and is outside of the Police Department.

- 2.) In addition to the Police Department, submissions of hard-copy, online complaints and phone calls may be made to the Independent Intake Official. The Police Department and Independent Intake Official will, within a reasonable amount of time, share information received with the other.

**Action Taken:** Completed. The agreement with the Independent Intake Official has been signed. The contact information for the Independent Intake Official has been added to the department website. All complaints entered on the webform will be automatically sent to the Independent Intake Official and Police Administration. The Independent Intake Official has been added to the distribution list for [PoliceFeedback@losaltosca.gov](mailto:PoliceFeedback@losaltosca.gov).

3.) Staff directed to:

- a. Ensure the City has a tracking data base that would track both formal and informal complaints.

**Action Taken:** Completed. A new tracking database has been installed and is being utilized. This database is capable of tracking both formal and informal complaints.

- b. Retain an **Independent Intake Official** to do intake for informal and formal complaints about Los Altos Police Officers. The Independent Intake Official will share all informal and formal complaints received with the Police Department within a reasonable amount of time and will also receive informal and formal complaints that are initiated at the Police Department. This independent intake official will track all informal and formal complaints according to the list recommended by the Task Force presented in the staff report.

**Action Taken:** Completed

- i. The City has entered into an agreement with an Independent Intake Official. The tasks of this official will align with the Council's direction noted above.
  - ii. All complaints initiated via the online submission form will be sent to both the Police Admin staff and the Independent Intake Official.
  - iii. Complaints initiated in person, by email or by phone at the PD will be entered into the internal database and shared within a reasonable period. (Two business days)
  - iv. A list of open complaints will be shared with the Independent Intake Official regularly and upon request.
- c. All formal complaints (investigation and resolution) shall not exceed one-year from the submission date or within the time frame set forth by current law.

**Action Taken:** Completed. The tracking data base is capable of tracking milestones and due dates. These dates will be monitored by both Police Administration and Independent Intake Official.

- d. The Independent Intake Official will receive copies of all reports from the Police Department of the results of their investigation and produce an annual report of informal and formal complaints to the City Council and the information deemed appropriate for public disclosure be made available online including demographic information.

**Action Taken:** Completed. This process was outlined in the agreement with the Independent Intake Official.

- e. The Police Department will collect additional data about the complainants and the nature of their complaints.

**Action Taken:** Completed. This information will be collected within the database of the new software, and has been included as optional information on the complaint webform

- 4.) Staff directed to consider modifications to the complaint brochure per the following Task Force recommendations as follows:

PTF recommended that the City Attorney and police department review the language in the "Civilian Complaint & Commendation Procedure" brochure to determine whether or not it is appropriate to change "may" to "will" in the following sentences under the heading "The Complaint Procedure":

- a. "An investigator will be assigned to investigate the complaint."
- b. "If the investigation proves that the employee violated any laws or policy of the Los Altos Police Department, he/she may (will?) be subject to the Department's discipline process\*. In addition, investigations that disclose potential criminal activity may (will?) be referred to the District Attorney for criminal prosecution." (\*explanation of why behavior would not be subject to discipline)

**Action Taken:**

- a. "An investigator will be assigned to investigate the complaint." The language will remain the same. Not all complaints are retained and investigated internally.
- b. "If the investigation proves that the employee violated any laws or policy of the Los Altos Police Department, he/she may (will?) be subject to the Department's discipline process\*. This language will remain the same. The Department is not able to impose discipline if employees terminate employment prior to the administration of the discipline. In addition, investigations that disclose potential criminal activity may (will?) be referred to the District Attorney for criminal prosecution." This section will be changed from may to will. Investigations that disclose potential criminal activity will be referred to the District Attorney's Office for review.

- 5.) Staff directed to provide outreach education to the community on how to file a complaint and prominently display information on how to file a complaint as outlined below:

- a. Deliver information/education about the existing complaint process to Los Altos High School students, parents, staff, and faculty

**Action Taken:** On Hold. School is still operating remotely, limiting our ability to provide outreach.

- b. Prominently display of information on the complaint procedure in all police premises, particularly in custody areas:

**Action Taken:** Completed. Current complaint brochures have been placed in the police holding facility. Complaint information is readily displayed in PD lobby. The brochures are currently being updated to include Independent Intake Official contact information and revised language. Once completed, they will replace the current brochures displayed.

- c. Display of information in non-police public spaces: city hall, community center, library, high school:

**Action Taken:** Pending. Library and Community Center are not currently open to the public. City Hall has been provided the complaint brochures for display.

- d. Display clearly on the city website the complaint process with a flow chart of all the steps involved in different circumstances.

**Action taken:** Completed. Complaint/Commendation link is on first page of Police website. Flow chart was added to the “How Are We Doing” segment of the website, along with all other complaint/commendation information.

- e. At every traffic stop and pedestrian stop, officers are strongly encouraged to give information about how to file a complaint/commendation on a business card and/or brochure.

**Action taken:** Completed. Business cards were modified to provide a feedback link. The cards and instruction have been provided to all officers. In addition, the Police Department website has been added to back of patrol vehicles.

6.) Staff directed to:

- a. Eliminate the School Resource Officer program from Los Altos High School by the end of the 2019/2020 school year and inform the school administration of the Council action in order to determine and start the appropriate termination process

**Action Taken:** Completed. The Police Department School Resource Officer Program at the Los Altos High School has ended. This has been communicated to both the District Superintendent and the Los Altos High School Principal.

- b. Inform the school district that the City is ready to partner with the school administration to develop an alternative program to foster overall student well-being and create a safe and equitable environment preferably by the start of the 2021/2022 school year; and form a Council/Mountain View Los Altos Union High School District task force.

To be completed by Los Altos City Councilmembers and Los Altos Union High School District. Police Administration personnel are available to assist if our participation is requested.