

May 7, 2024  
Police

**TITLE: CONTINUED FROM APRIL 16, 2024: BI-ANNUAL UPDATE TO THE CITY COUNCIL REGARDING POLICE DEPARTMENT OPERATIONS, SERVICES AND ACTIVITIES**

**SUMMARY**

The Police Department presents an update to the City Council on community policing and department operations twice per year. This is the first report for 2024, which includes an update on crime and collision trends, force options, the Student Resource Office/Alternative Response Unit program, personnel matters, and future initiatives.

**RECOMMENDATION**

Receive update on the Police department's operations, services, and activities.

**BACKGROUND**

Twice each year, the Police department provides an update on operations, services, and activities. Generally, the spring update is focused on reporting annual data metrics, and the fall update is focused on programming, although specifically requested updates will be provided with the most timely report. This bi-annual report provides a general department update on crime and collision trends, force options, the Student Resource Office/Alternative Response Unit program, personnel matters, and future initiatives.

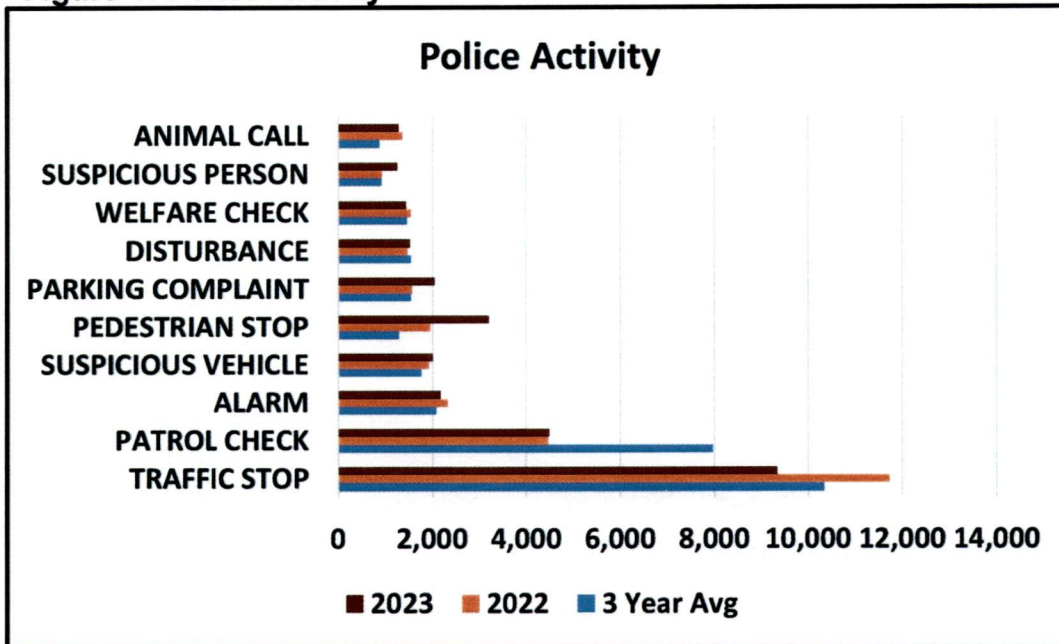
**DISCUSSION**

Department Operations

**Police Activity and Response Times**

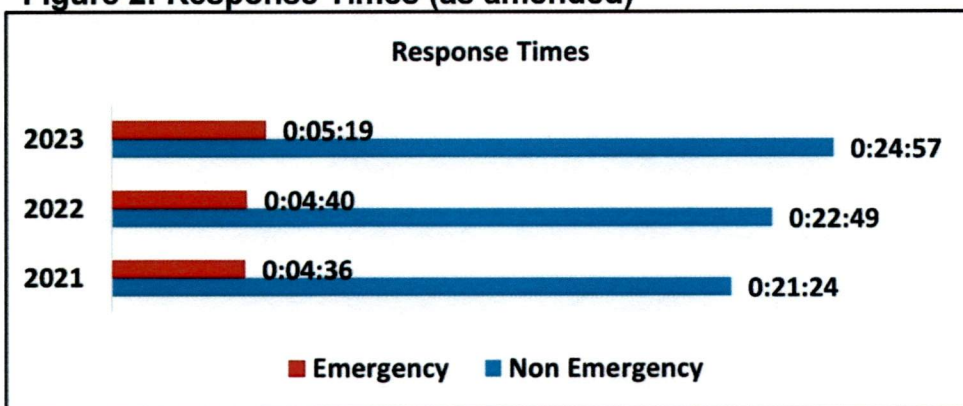
The police department facilitated 59,841 incidents in 2023, of which 21,331 were self-initiated and 38,510 were requests for service. While this is similar to 2022 in which there were 59,548 incidents, officer initiated activity dropped by more than 1,500 incidents and requests for service increased by nearly 2,000. Figure 1 below identifies the most frequent type of police activity in 2023 as compared to 2022 and to the prior three-year average.

**Figure 1: Police Activity**



Police response time goals are established in the General Plan as 4:00 minutes for emergencies and 20:00 minutes for non-emergency calls for service. The average emergency response time in 2023 was 5:19, and the non-emergency response time average was 24:57. While compiling the data for this report, staff realized that the response times for prior reports included a partial data set which inaccurately reflected a lower emergency response time of 4:19 for 2022 and 2021. The response times listed in this report reflect the full data set. To lower response times, the department implemented new protocols to ensure higher priority calls were dispatched more promptly, the result of which is that the response times for January 2024 were 4:53 for emergency calls and 19:52 for non-emergency calls.

**Figure 2: Response Times (as amended)**



Crime and Collision Trends

Reported incidents of Part 1 crime increased in 2023 by 13% over the prior year. Violent crime increased by 12%, punctuated by three homicide incidents and an increase in rape and robberies after a much lower number of robberies reported in 2022; however, this remains lower than reported in 2021. Robberies increased from 18 to 33, moving toward the number of



incidents reported prior to 2022. Reported rapes increased from 11 to 20; this increase is attributed to an increase in cases of sexual assault involving minors. Notably, the Unified Crime Report definition of Rape is a broader definition than the California Penal Code, which could account for the increase in reported incidents. There were five incidents that met the Penal Code definition of rape in 2023 - one of the reported incidents was committed by an unknown offender and remains unsolved. Aggravated assaults were down by 47% from 53 to 36.

Table 1 highlights the Department’s Part 1 crime trends from 2019-2023. The data shows that property crime increased by 13% overall, with a 43% increase in burglaries and an 88% increase in auto theft. While the increase is concerning, Pleasanton is facing similar property crime trends as other cities in the region. The department is actively addressing this rise in property crimes through directed patrols and the deployment of vehicles that have proven to act as a deterrent.

**Table 1: Crime Trends**

<b>PART I CRIMES</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Homicide	0	1	0	0	3
Rape	12	11	11	11	20
Aggravated Assault	44	42	51	53	36
Robbery	56	40	49	18	33
<b>Violent Crimes</b>	<b>112</b>	<b>94</b>	<b>111</b>	<b>82</b>	<b>92</b>
Burglary	162	162	121	144	206
Larceny/Theft	1386	941	907	1078	1100
Stolen Vehicle	97	90	113	100	188
Arson	4	5	7	5	6
<b>Property Crimes</b>	<b>1636</b>	<b>1198</b>	<b>1148</b>	<b>1327</b>	<b>1500</b>
<b>TOTAL</b>	<b>1580</b>	<b>1292</b>	<b>1259</b>	<b>1409</b>	<b>1592</b>

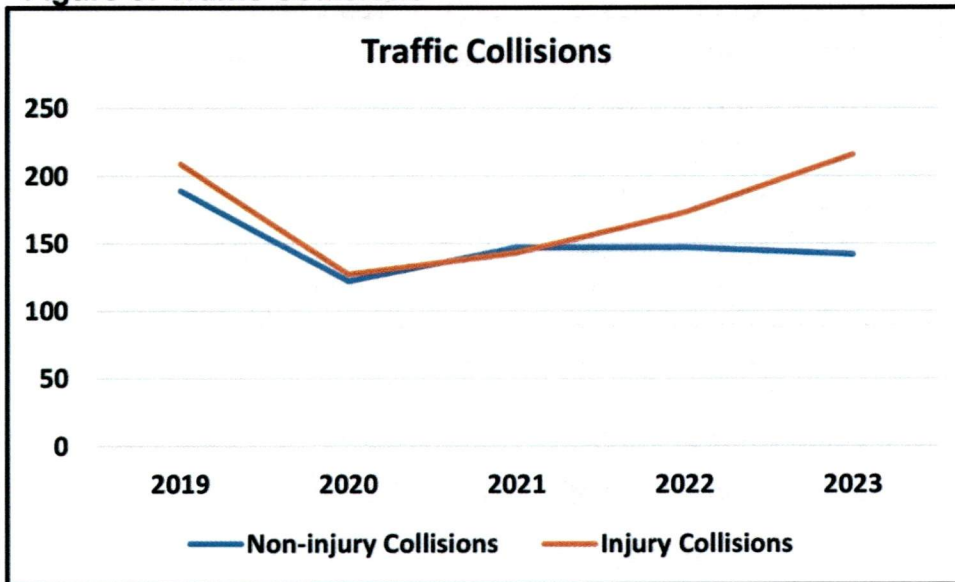
Arrests in 2023 were similar to 2022 with 1,257 total arrests. Juvenile arrests increased from 23 in 2022 to 72 in 2023; contributing significantly to that, juvenile arrests at Stoneridge mall increased nearly five-fold from 9 in 2022 to 43 in 2023. Mirroring overall arrests, 75% of juveniles arrested are not Pleasanton residents. Qualifying police reports of juveniles arrested are referred to the diversion program managed by Horizons.

Table 2 provides data on the types and frequency of citations issued and traffic collisions. As shown in Figure 3, traffic collisions increased by 25% over the previous year and 3% above the pre-pandemic year of 2019. This increase is commensurate with the increase in vehicles on the roadways and may correlate with the temporary reassignment of the traffic unit to support patrol staffing needs. Staff anticipates the traffic unit will be partially reinstated by summer 2024 to more proactively address traffic complaints.

**Table 2: Traffic Data**

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Traffic Stops	13,572	6274	13048	11727	9345
Moving Citations	3,267	1512	2822	1119	874
Mechanical Citations	897	341	595	464	436
Parking Citations	1,503	674	1238	1030	1163
Courtesy Citations	948	1186	1508	948	752
<b>TOTAL CITATIONS</b>	<b>3,561</b>	<b>3,713</b>	<b>6,163</b>	<b>3,561</b>	<b>3,225</b>
Non-injury Collisions	189	122	147	147	142
Injury Collisions	209	127	143	173	216

**Figure 3: Traffic Collisions**



Force Options and De-escalation

In support of the department’s commitment and focus on de-escalation, in 2023, the department implemented a quarterly training program using the Force Options Simulator where officers receive scenario-based training to reinforce de-escalation and crisis intervention skills. The department continues to review each incident where force is used to ensure policy adherence and also opportunities for individual or department-wide training. One area of such training was related to the display of firearms and, when feasible, ensuring that a less-lethal option was deployed when a firearm was displayed.

2023 data noted an increase in restraint types of force to include control holds, SafeWrap (a temporary restraining device) and spit hoods. In the three instances where the Taser (represented in the table as conducted energy device) was used, two instances were deployment of a probe and one instance was a drive-stun. The lowest level of documented force is a control hold, which is also the most frequent type of force applied. In terms of frequency of force used, 0.11% of all police contacts have a component of force used and

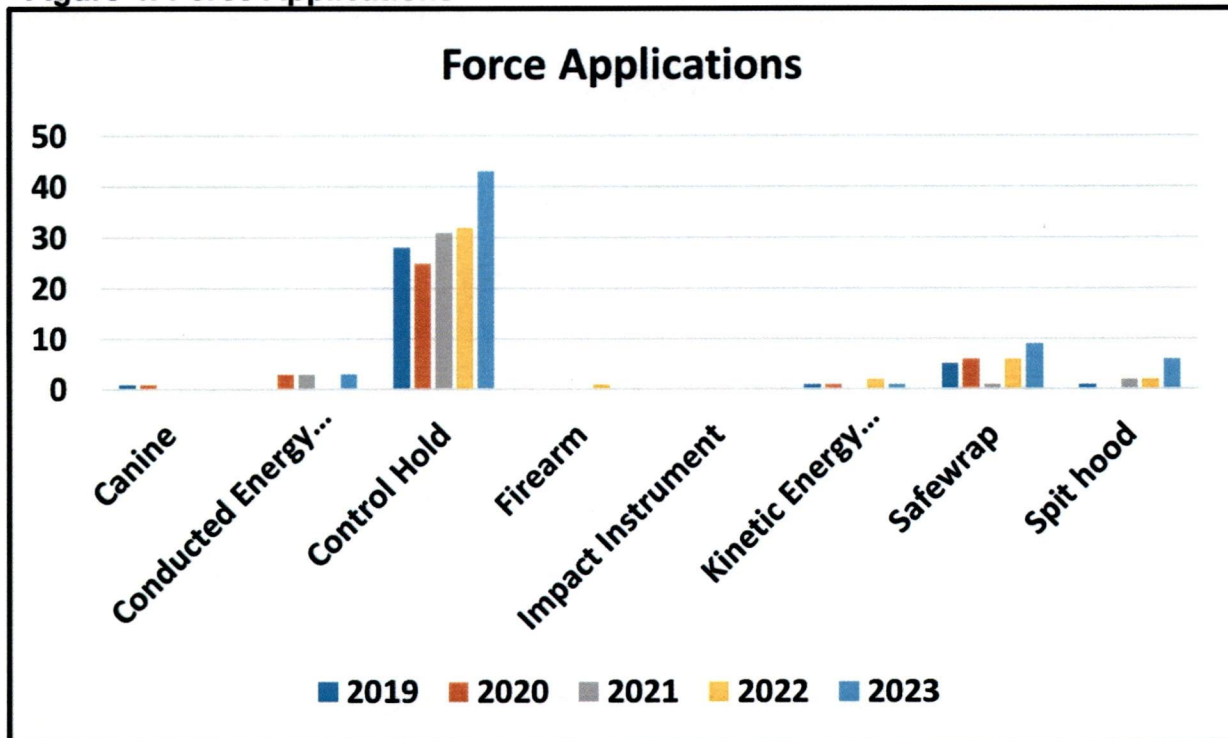


0.02% are greater than a control hold. Of note, the applications of force are greater than the number of incidents where force is used, as one incident may have multiple types of force used. For example, if a SafeWrap and/or spit hood were used, control holds were also used. Table 3 and Figure 4 provide a numerical and visual summary, respectively, of incidents where varying levels of force were used by officers since 2019.

**Table 3: Force Applications**

	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Canine	1	1	0	0	0
Conducted Energy Device	0	3	3	0	3
Control Hold	28	25	31	32	43
Firearm	0	0	0	1	0
Impact Instrument	0	0	0	0	0
Kinetic Energy Device	1	1	0	2	1
Safewrap	5	6	1	6	9
Spit hood	1	0	2	2	6
<b>TOTAL</b>	<b>38</b>	<b>36</b>	<b>37</b>	<b>43</b>	<b>62</b>

**Figure 4: Force Applications**



Alternate Response Unit and School Resource Officers

While not part of the reporting for 2023, in January 2024 the department reorganized and

combined the School Resource Officers (SRO), the SCORE Officer, and the Alternate Response Unit (ARU) under one supervisor in the Operations Division. Staff recognized the force-multiplier of clinicians working more closely with SROs to better serve the student community. By combining the units, staff intends to streamline communication and supervisory oversight and build synergy through the connection points between officers assigned to the schools and the ARU.

SROs respond to incidents of student and campus safety and build positive relationships with students and staff, and the Police department continues to support Pleasanton Unified School District (PUSD) with two SROs. However, one of the two assigned SROs left the department in September 2023, which created an SRO vacancy that remains today. Staff anticipates filling the SRO vacancy prior to the start of the 2024/25 school year. The data shows that juvenile arrests at schools were down from 10 in 2022 to 5 in 2023, and there were no custodial juvenile arrests on any PUSD campus in 2023. The SRO program continued outreach efforts by attending several school community events, such as the Mohr Fun Run, Hearst Walk and Roll to School, Special Olympics for elementary students, and also presented at the Village High School Career Fair. Additionally, a recently retired officer completed her reinstatement process in late March and will start teaching the SCORE program in some of the PUSD K-5 schools as a retired annuitant.

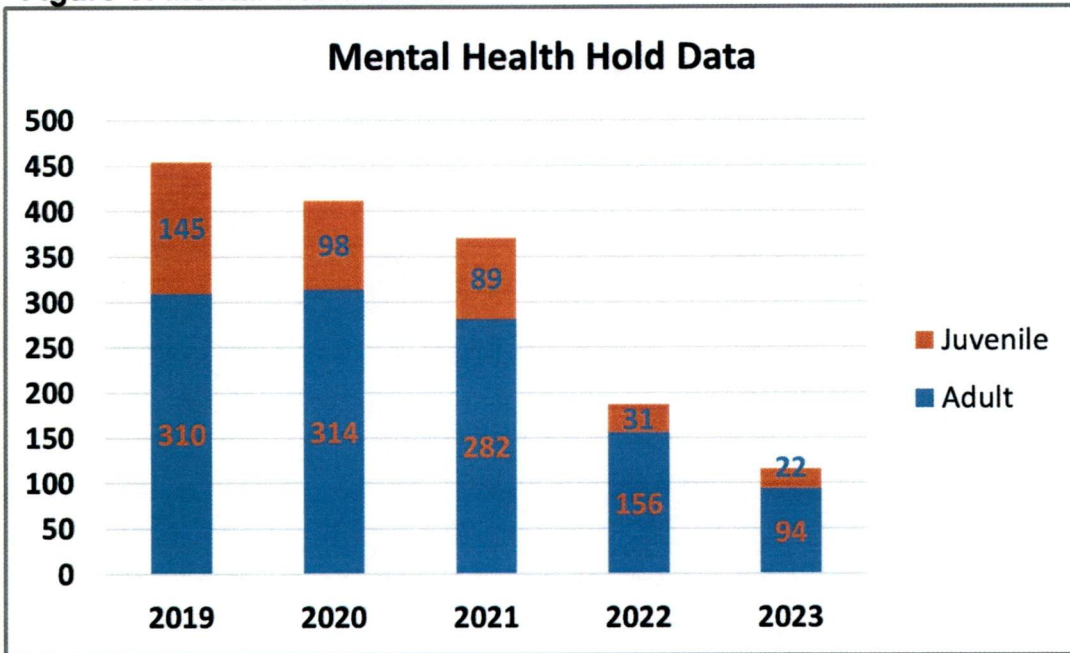
The Operations Division sets goals every year aligned with the department's strategic plan. Aligned with the goal of *Increasing Community Trust*, one goal for 2024 is to strengthen the partnership between patrol officers and personnel at each PUSD school site. Police department staff have attended several meetings and trainings with PUSD staff and will have a larger presence at each school site throughout 2024, to include intruder drills and safety presentations. And each week patrol officers visit every school site in the district; the officers are given discretion as to whether they conduct traffic enforcement, walk the campus, or interact with the students.

In July 2024, the Memorandum of Understanding between the City and the District is set to expire. Staff is working with PUSD to extend the MOU for one year while we begin negotiations intended to result in a cost-sharing agreement for SROs and school crossing guards.

In 2023, the ARU reached full staffing as it continued to respond to calls within the schools and the community. As more people become aware of this resource, the ARU increased its follow-up efforts by bringing services to those in need. The number of mental health commitments (5150/5585 Welfare and Institutions Code) for the city was reduced to 116 in 2023 - 94 adults and 22 juveniles - as noted in Figure 5 below. This reduction is due in part to connecting the most appropriate resources as the situation requires. In 2023, the ARU diverted 362 calls from patrol officers, co-responded with a patrol on 236 calls, and made 241 proactive contacts.

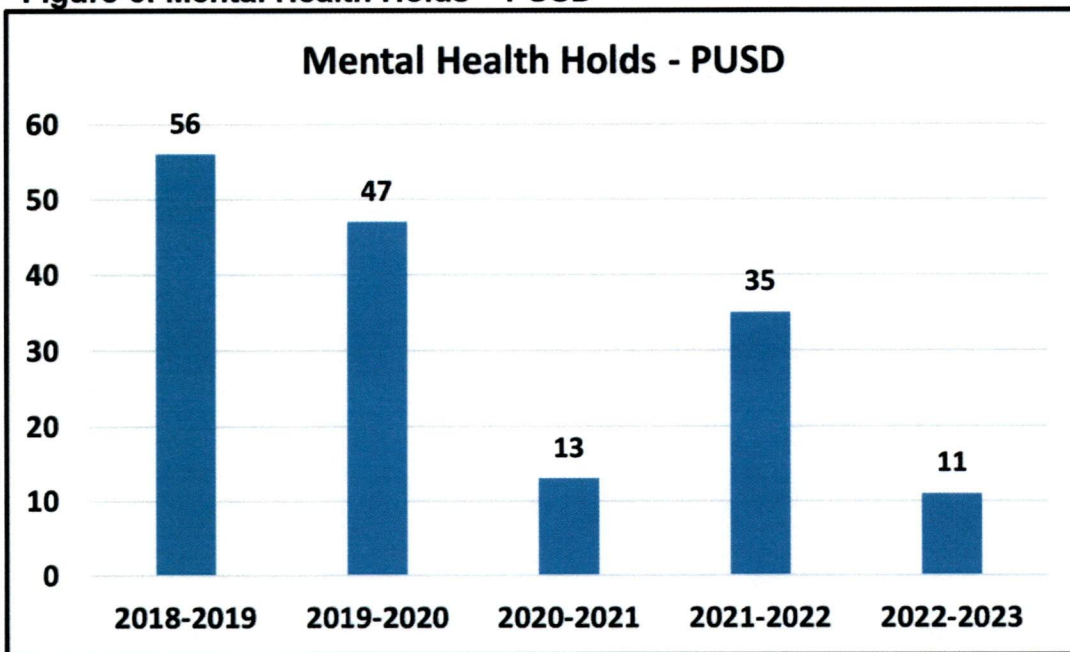


**Figure 5: Mental Health Holds**



As shown in Figure 6 below, at PUSD schools the ARU responded to 113 calls for service, of which 41 resulted in student mental health evaluations in partnership with PUSD staff; 11 of those students evaluated were placed on 5585 W&I mental health commitments.

**Figure 6: Mental Health Holds – PUSD**



During 2023, the partnership with PUSD was strengthened as the two agencies determined best practices for each resource to work together to improve outcomes. For example, the ARU brings expertise through licensed clinicians to calls at school sites where the clinicians work with PUSD counselors and psychologists to determine the best outcome for the student. As a

team, we create safety plans and engage services that the student may be familiar with or engage other county services that provide the best possible outcome. Prior to these protocols, the SROs or patrol officers were the primary resource dispatched, and limited knowledge of mental health resources and training left officers with limited options, commonly resulting in an emergency psychiatric detention. While the number of holds from PUSD has decreased, as referenced earlier, the department has also reduced the overall number of juveniles placed on a mental health hold from 145 to 22 since 2019 (see Figure 5). This significant drop is a direct result of the work of the ARU and the ability to invest time needed to find the most appropriate solution instead of the most expedient.

The ARU continues to serve the city's unhoused population and found long-term permanent housing for two individuals in 2023. Several encampments were compassionately "cleaned up" and vehicles removed from various areas in the community. In January 2024, the ARU joined with City colleagues to conduct the "Point in Time" (PIT) count for the state to determine how many unhoused individuals live in Pleasanton. Staff anticipates learning the results of the PIT count in April 2024. The primary purpose of the PIT is to assist in the allocation of resources to Pleasanton by the state and county.

Over the past year, the ARU has achieved many successful outcomes, but one call exemplifies the benefit the ARU brings to the community. An individual suffering from a mental health crisis was driving erratically through the city and had caused several collisions. This individual drove to his parents' house, parked the vehicle on their front lawn, and made his way to the backyard. Officers arrived and could hear him in the backyard. However, when he realized the officers were present, he became extremely agitated and began throwing metal objects and rocks toward officers, stating he wanted the officers to hurt him. The ARU arrived on the scene, and after building rapport after several hours with him, the individual agreed to walk out of the backyard and was ultimately placed in psychiatric detention to receive needed help. This outcome is the result of the ARU team's work to engage with an individual during a highly emotional and tense time and have the call resolved safely.

The City contracts with Bonita House, a nonprofit organization in Alameda County that provides crisis mental health services, to provide the two licensed clinicians for the ARU. The contract with Bonita House expires later this year and staff is currently evaluating the structure of the program based on data from the past year, particularly to explore opportunities to restructure the partnership while maintaining the level of service in a fiscally sustainable manner.

### Personnel and Hiring

In 2023, the police department conducted two internal investigations that resulted in sustained findings of policy violations. There were six community-generated complaints, none of which resulted in sustained findings of policy violations. Body-worn camera video continues to be helpful in understanding community-generated complaints and the actions of officers and community members.

As mentioned in the Fall 2022 report, staffing of sworn positions continues to be the department's greatest challenge. As of the writing of this report, there are eight vacant sworn positions and four vacant professional staff positions. Additionally, there are 10 sworn positions affected by employees on leave, five officers in the training program, and five officers in the police academy. These combined vacancies and officers in training equal 28% of the



total sworn positions or a deployable strength of 72%. It is anticipated the five officers in training will be on solo patrol by June 2024, increasing the deployable strength to 78%. The five officers in the academy will likely graduate between May and December 2024 and then start their 16-week training program.

### Future Initiatives

The ONE Pleasanton Strategic Plan identifies the implementation of high-priority items from the police department's strategic plan as an action item supporting the Safeguarding Our City goal. One of the Police department's goals in its strategic plan is to *Increase Community Trust* – accomplished, in part, by increasing transparency. To that end, the police department is preparing to post public-facing dashboards on the City's website. These dashboards will serve as a resource for the community to provide point-in-time information about police services. Staff presented the idea of dashboards to the Community Advisory Board (CAB) at its March 26, 2024, meeting. After seeing the sample dashboards that included department demographics, use of force and ARU information, the CAB members felt strongly that the dashboards should provide more than data by also providing the context behind the data. Staff originally planned to include topic areas of department demographics, use of force, calls for service and ARU utilization; however, after receiving input from the CAB staff intends to also prioritize crime type and location and collision type and location.

Another future initiative includes the evaluation and planned implementation of the Active Bystandership for Law Enforcement (ABLE) Project. ABLE is a project by Georgetown Law that is designed to “prepare officers to successfully intervene to prevent harm and to create a law enforcement culture that supports intervention.” The Department is hosting a train-the-trainer course in May and intends to train all staff in the concepts in the upcoming fiscal year. Staff intends to return with an update on the implementation of this program and the dashboards at the next department update.

### **CONCLUSION**

The Police department continues to serve the community with honor and pride, recognizing that strong community support is a byproduct of providing professional, quality service. This report provides a snapshot of the community policing strategies and operational practices employed in partnership with the community. Staff plans to return in September 2024 with the next update.

### **EQUITY AND SUSTAINABILITY**

Not applicable, as the item is a matter of routine City business.

### **OUTREACH**

No outreach was conducted, as the item is a matter of routine City business.

### **STRATEGIC PLAN ALIGNMENT**

The work of the Police Department is aligned with the completion of the department's strategic plan which is incorporated into the ONE Pleasanton goal of *Safeguarding Our City*.

### **FISCAL IMPACT**

Receiving this report does not create an immediate impact on the City's operating budget.

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Attachments:

None