



La Palma City Council
July 17, 2018

Police Department Operational Status Update



Organizational Review Study

- **Completed and presented to Council in December 2016**
- **34 Recommendations**
- **Some were already accomplished**
- **Short-term Progress Report provided in July 2017**



Recommendation 1: Management Team Accountability

Accomplished

- **Management Team – Primary Core Competency**
- **Clearly defined mission**
- **Employees held accountable**
- **High level of participation and involvement**



Recommendation 2: Build Climate of Trust

Accomplished

- **Employees well informed and treated with respect**
- **Sensitive to employee concerns**
- **Address issues in a timely fashion**
- **Celebrate individual success and accomplishment**



Recommendation 3: Participative Management

Accomplished

- **Consistently seek employee input**
- **Hold open and candid discussions on issues**
- **Provide reasons for decisions**
- **Others' opinions are respected**
- **Support the decisions made as a team**



Recommendation 4: Productive Management Team Meetings

Accomplished

- **Regular Monthly Meetings – in a professional, business fashion**
- **Include important discussion topics**
- **Members encouraged to share ideas and give input**



Recommendation 5: Management Planning

Accomplished / On-Going

- **Routine assessment of Department goals**
- **Developmental needs of staff**
- **Utilization of technology and sharing of resources**
- **Goals communicated through meetings**



Recommendation 6: Communications

Accomplished

- **Dissemination of accurate information in timely manner**
- **Err on providing too much information**
- **Employees can freely express concerns**
- **Remote access to email accounts**



Recommendation 7: Proactive Management Strategy

Accomplished / On-Going

- **Active analysis on various issues**
- **Proactive, problem-solving approach**
- **Provide necessary training to personnel**
- **Effectively identify and deal with issues on the horizon**



Recommendation 8: New Chief Expectations

Accomplished

- **Held small group meetings**
- **Clearly stated expectations for each employee**
- **Expectations as an organization**
- **Routine reinforcement of policing philosophy, objectives, and performance standards**



Recommendation 9: Employee Recognition

Accomplished / On-Going

- **Highlight outstanding performance and positive behavior**
- **Recognized in a timely manner**
- **Employee of the Quarter for each division**
- **Other nominated employees also recognized**
- **Annual Appreciation Luncheon/Awards Ceremony**



Recommendation 10: Data Collection and Analysis

Accomplished

- **Streamlined and effective way of compiling statistics**
- **Data shared with Management Team for analysis**
- **Assess overall productivity of Department**
- **Determine allocation of resources and strategies**
- **Spillman system training improved capability and proficiency**



Recommendation 11: Spillman CAD/RMS Training

Accomplished

- **Funding identified in FY 2017-18 budget**
- **3-week on-site training held in February**
- **Several key positions developed as 'Resident Experts'**
- **GIS mapping update & maintenance also budgeted**
- **FY 2018-19 budget includes server upgrade and ongoing maintenance**



Recommendation 12: Training Plan

Accomplished

- **Comprehensive Master Training Plan**
- **Identifies training needs for each job classification**
- **Training exceeds POST standards**
- **Training Manager develops plan for individual's professional goals**



Recommendation 13: POST Team Building Workshop

Accomplished

- **Applied and approved for POST Tam Building Workshop**
- **3-day workshop held in August 2017**
- **Very beneficial to the Management Team**
- **Application every two years**



Recommendation 14: Police Chief/City Manager Workshop

Accomplished

- **Attended 2-day POST approved workshop in May 2017**
- **Designed for New Police Chief and City Manager teams**
- **Also very beneficial**



Recommendation 15: Lexipol Policy Review

Accomplished / On-Going

- **Lexipol policy reviewed and updated**
- **Updates reflect changes within organization**
- **New version of policy approved and ready to be issued**
- **On-going review and update as necessary**



Recommendation 16: Citizen Complaint Procedure

Accomplished

- **No Recommendation**
- **Allegations processed in a legal and professional manner under current procedures**



Recommendation 17: Hiring and Promotion Process

Accomplished

- **No Recommendation**
- **PD works closely with Administrative Services**
- **Current procedure resulted in many quality employees**



Recommendation 18: Retention of Employees

Accomplished

- **Management promotes long-term employment**
- **Careful selection of new employees**
- **Training and opportunity to achieve long-term goals**
- **Compensation strategy to promote longevity**



Recommendation 19: Shared Police Services

Accomplished / On-Going

- **Share services and resources with regional partners**
- **Participates in regional programs**
 - **North County SWAT**
 - **West County Serious Traffic Accident Response (S.T.A.R.) Team**
 - **West County Community Emergency Response Team (C.E.R.T.)**
- **Some services performed by contracted parties at cost savings**



Recommendation 20: Expansion of Volunteer In Policing (VIP) Program

Accomplished

- **Established formal training plan**
- **Regular meetings held each month**
- **Hands-on training addressing procedural and safety issues**
- **“You Are Not Alone” program implemented**



Recommendation 21: Neighborhood Watch

Accomplished / On-Going

- **Staff present at monthly meetings**
- **Provide relevant information and receive input**
- **Incorporate training programs and presentations**
- **Neighborhood visits**



Recommendation 22: Community Emergency Response Team (C.E.R.T.)

Accomplished

- **Working to increase the number of CERT participants**
- **Currently over 25 CERT trained residents**
- **Next CERT Academy scheduled in August**
- **Trailer Driver Training**



Recommendation 23: Police Explorers

Accomplished

- **No recommendation - Program is well managed**
- **Great opportunities and benefits for our youth**
- **Supervised by (1) sergeant and (3) officers who are trained advisors**
- **Regular meetings held**
- **Participate in events and activities throughout the county**



Recommendation 24: Police Interaction with Youth (P.I.Y.)

Accomplished

- **Funding was uncertain in 2016**
- **High priority by Council to include funding in FY 2017-18 Budget**
- **Funding secured in 2017 as part of School Resource Officer program**
- **Funding scheduled to terminate at the end of FY 2020-21**
- **Future funding will be explored**



Recommendation 25: Citizens Police Academy

Under Consideration

- **No outreach efforts made to date**
- **Difficult under current staffing and budget**
- **Citizens academy to encompass all City departments (potentially held every two years)**



Recommendation 26: Bicycle Patrol

Accomplished

- **Implemented in 2017 with grant funding**
- **Utilized during various community events**
- **Extra Patrol when needed in the neighborhoods**
- **Increased hours and officers assigned in FY 2018-19**



Recommendation 27: Case Management for Investigators

Accomplished

- **In-depth Spillman training**
- **Focused on case management/system features**
- **Increase in efficiency in case management**
- **Overall Productivity has increased**



Recommendation 28: Online Police Reporting System

Not Considered

- **Current IT support would not be sufficient**
- **Reports generated from agencies lack pertinent information**
- **Will not be pursuing unless need arises**



Recommendation 29: Police Corporal Program

In Progress

- **Promotional testing/held every 12-18 months**
- **2017 testing yielded (1) sergeant promotion**
- **Next promotional testing in late 2018**
- **Expect a number of qualified candidates**



Recommendation 30: Records Clerk

Accomplished

- **Restored to full-time position in 2017**
- **Records Clerk hired in August 2017**
- **High-level Spillman system training**



Recommendation 31: School Resource Officer

Accomplished

- **Funding secured in 2017 – no impact to City’s General Fund**
- **Works closely with students and administrators**
- **Program has been a huge success**
- **Acknowledgements for excellent work**



Recommendation 32: Motorcycle Traffic Enforcement Officer

Under Consideration

- **Need for a motorcycle officer to enhance traffic safety**
- **Program will be considered when funding becomes available**



Recommendation 33: Suspend Efforts to Contract Out Police Dispatch Services

Accomplished

- **Recommended suspending dispatch contracting**
- **West-Comm no longer a feasible option**
- **Will not be pursued unless fiscal conditions drastically change**



Recommendation 34: Facility Security

Accomplished

- **Funding identified in FY 2017-18 Budget**
- **Improved front counter security**
- **RFP process complete**
- **Construction to begin after contract is awarded**



Fiscal Impact

- **Sufficient funding has been allocated in FY 2018-19 budget for all costs associated with the on-going projects**



PD Operations Update

QUESTIONS?