

# Agenda Report

August 27, 2018

**TO:** Honorable Mayor and City Council

**THROUGH:** Public Safety Committee (August 15, 2018)

**FROM:** Pasadena Police Department

**SUBJECT: RESPONSE TO LOS ANGELES COUNTY CIVIL GRAND JURY FINAL REPORT 2017-2018 – POLICING THE POLICE**

## **RECOMMENDATION:**

It is recommended that the City Council authorize the Mayor to transmit the proposed responses, which appear in the body of this agenda report to the Presiding Judge of the Los Angeles County Superior Court for those portions of the Civil Grand Jury's Final Report 2017-2018 – Policing the Police that address the City of Pasadena, in order to comply with the recommendations listed in the report.

## **BACKGROUND:**

Under the provisions of Penal Code Section 925 and 928, it is the duty of the 2017-2018 Los Angeles County Civil Grand Jury to investigate and report on the operations, accounts and records of the officers, departments or functions of the County, including districts in the County created pursuant to state law and for which County officers serve as district officers. In addition, the 2017-2018 Los Angeles County Civil Grand Jury is also charged with the duty to investigate and report on the records of all County officers, including the abolition or creation of officers and the equipment for, or the method or systems of performing the duties of those officers.

In accordance with that mandate, the 2017-2018 Los Angeles County Civil Grand Jury conducted a formal investigation into the handling of Citizen Complaints and Internal Affairs investigations at twelve (12) municipal police departments within the County of Los Angeles, including the Pasadena Police Department. The other eleven agencies were Bell Gardens, Burbank, Culver City, El Monte, Glendale, Inglewood, Pomona, San Fernando, South Gate, Torrance and West Covina.

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The investigation and final report focused on the availability of complaint forms, convenience of making citizen complaints, warning when making complaints, communications with complainants, review, disposition, retention and follow-up of citizen complaints and retention of citizen complaint records.

The Civil Grand Jury contracted with an auditing firm to collect information, gather data and meet with staff to understand the Pasadena Police Department's handling of citizen complaints and Internal Affairs investigations. A representative from the firm met with staff from the Pasadena Police Department's Professional Standards Unit regarding the investigation. After collecting the required data and meeting with staff, the Civil Grand Jury made seven (7) recommendations to the Pasadena Police Department.

- 1) Clear signage indicating the location of complaint forms in multiple languages reflecting the community served by the police department.
- 2) Develop the ability for complaints to be made online.
- 3) Remove warnings that may intimidate or discourage persons from making a complaint.
- 4) Take steps to be in compliance with the legal requirement to provide written notification to the complaining party of the disposition of the complaint within 30 days.
- 5) Accept and log all citizen complaints regardless of their initial assessment of the seriousness of the allegations.
- 6) Promote detailed and on-going education and training in all aspects of their citizen complaint process
- 7) Consider developing an appeal process to be initiated when a complainant is dissatisfied with the result of an investigation or disposition.

## **PROPOSED RESPONSES**

A response to all the Recommendations in a Civil Grand Jury report is required pursuant to California Penal Code Sections 933(c), 933.05(a), and 933.05(b) within ninety (90) days following the release of the report to the public, and no later than Monday, October 1, 2018.

**Civil Grand Jury Recommendation 1** - Clear signage indicating the location of complaint forms in multiple languages reflective of the community served by the police department.

**Proposed Response:** The City of Pasadena agrees with this recommendation and has already created and posted signage in English and Spanish in the front lobby of the police department.

**Civil Grand Jury Recommendation 2** - Develop the ability for complaints to be made online.

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**Proposed Response:** The City of Pasadena agrees with this recommendation but disagrees with the Grand Jury report factual findings which indicated online forms were not available. Complaint forms were available online at the time of the Grand Jury investigation; however, the City of Pasadena does agree that the forms could be labeled differently and made easier to access online. The City of Pasadena has re-labeled the forms as “Compliment/Complaint Forms” and should now be easier for complainants to locate online.

**Civil Grand Jury Recommendation 3** - Remove warnings that may intimidate or discourage persons from making a complaint.

**Proposed response:** The City of Pasadena agrees with this recommendation and is in the process of removing the language and printing new forms. This shall be completed by August 6, 2018

**Civil Grand Jury Recommendation 4** - Take steps to be in compliance with the legal requirement to provide written notification to the complaining party of the disposition of the complaint within 30 days.

**Proposed Response:** The City of Pasadena agrees with this recommendation and will track all written notification to complainants in a tracking software system known as IA Pro. This has already been implemented.

**Civil Grand Jury Recommendation 5** - Accept and log all citizen complaints regardless of their initial assessment of the seriousness of the allegations.

**Proposed Response:** The City of Pasadena will take this recommendation under consideration and this effort will require more time to identify a completion date.

**Civil Grand Jury Recommendation 6** - Promote detailed and on-going education and training in all aspects of the citizen complaint process.

**Proposed Response:** The City of Pasadena agrees with this recommendation and will implement education and training to the public and department employees about the complaint process.

**Civil Grand Jury Recommendation 7** - Consider developing an appeal process to be initiated when a complainant is dissatisfied with the result of an investigation or disposition.

**Proposed Response:** The City of Pasadena will take this recommendation under consideration and review and will make a determination no later than December 2018.

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**COUNCIL POLICY CONSIDERATION:**

The actions being taken by the City of Pasadena in regard to the recommendations by the Civil Grand Jury are consistent with the City Council Goals & Objectives to ensure public safety.

**FISCAL IMPACT:**

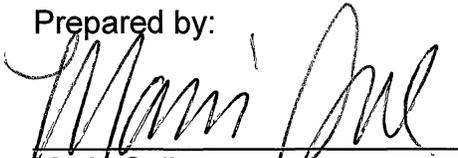
Cost for the recommendations are included in the Police department's approved operating budget.

Respectfully submitted,



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