

CITY OF VANCOUVER

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POLICE DEPARTMENT

CLIFFORD R. COOK
Chief of Police

DATE: November 3, 2009
TO: Pat McDonnell, City Manager
FROM: Clifford Cook, Chief of Police
SUBJECT: Police Department Update for Mayor and Council

Objective

Provide a quarterly update on the implementation of recommendations from the Matrix study and the Vancouver Police Department 2009 Action Plan.

Background

On August 10, 2009 a two-hour Council Workshop provided findings and recommendations from a review of the Vancouver Police Department, which identified trends relating to disciplinary actions, decision making, and the cultural environment. Council received a full copy of the report, which included a number of recommendations for enhancing organizational management, internal and external communications, professional development and training, complaints and internal investigations, disciplinary processes, and policies and procedures.

While many of these points are already being addressed by the 2009 Action Plan, there are some key issues that were set aside for additional study. The purpose of this report is to provide a status update on current projects and share our proposed direction and next steps.

Current Projects

Police staff have made significant progress on the following key issues:

- Improving Complaint Processes – forms to be translated into 6 languages and posted on the web and will have a separate icon to access the form.
 - Prior to Matrix there were Spanish and Russian translations complete and posted on website.
 - Translations are complete for 4 additional languages (Japanese, Khmer/Cambodian, Lao and Vietnamese)
 - With multiple languages some modification of web pages is necessary, those modifications are currently underway.
- Reviewing Policy on Administrative Leave

- Planning in place to discuss this during labor negotiations this fall
 - A draft has been presented to the VPOG
 - This is a mandatory subject of bargaining (MSOB).
- Updating Chapter 20 (Internal Investigations)
 - A comprehensive draft has been developed
 - Information has not yet been presented to the VPOG
 - Planning to discuss during labor negotiations this fall
 - This is a MSOB
- Improving Internal Investigations Training
 - State training commission has advised that they are unable to provide this training.
 - IA Lieutenant has communicated with departments throughout the state to research other available regional training.
 - Several agencies have responded that they are also interested in this type of training.
 - Seattle and King County collaborate on a limited training in this area.
 - IA Lieutenant will follow up with those agencies to gauge feasibility to expand their training to include other agencies.
- Exploring Disciplinary Review Committee
 - Comprehensive plan has been developed regarding policy/procedure
 - Information not provided to VPOG yet
 - Plan to discuss during labor negotiations this fall
 - This is a MSOB
- Enhancing Communications
 - Open Door Policy
 - Precinct Visits (lasting 3-4 hours each) by Chief (July1-October 30)-**9**
 - VPOG President requested Chief Cook make time for him daily during his scheduled work days (Ofc. Martin works a patrol schedule 5/4,5/5,5/4).
 - Number of days Chief Cook scheduled time for these meetings during the scheduled work days (Aug 31-Oct 30)-**8**
 - Number of meetings VPOG President met with Chief Cook during those scheduled times (Aug 31-Oct 30)-**3**
 - Community Meetings/ Forums Chief Cook spoke at (Aug 31-Oct 30)- **8**
 - AC Kistler-**1**, AC Sutter-**1**, Cmdr. Delgado-**2**

Upcoming Projects

Recommendations that have not yet been completed and that will be addressed in future updates include:

- Updating the Police Department Mission, Vision, and Values statements
 - We will be reviewing and updating the Mission, Vision and Values statement as part of the department-wide Leadership Training beginning in 2010.
- Developing an interactive department website
 - This project requires an in-depth collaboration with City of Vancouver IT Department and will be part of larger citywide website update.
 - This has been discussed by my member of the Management Leadership Team at a recent meeting.
- Modifying Performance Evaluations to address high-liability issues
 - In progress
- Planning for department succession
 - An assessment of advanced management training for Command staff underway

- Currently identifying personnel needs and what programs we can utilize as part of our department wide Leadership training that fulfills this.
- Also part of Cultural Training which is separate from the Leadership Training planned for 2010.
- Currently AC Sutter is attending the NW Command College.
- Establishing a process for exit interviews
 - Exit interviews have been taking place at VPD for approximately 2 years
 - Exceptions to that have been if an employee is involuntarily terminated from employment; the employee refuses or unable to schedule/or contact the employee.
 - Policy in development.
- Developing a Disciplinary Matrix
 - Underway
 - Currently assessing education based training option used by Los Angeles County Sheriff's Department
 - This is a MSOB.
- Setting timeline targets for completion of internal investigations
 - This is a MSOB.
- Exploring a Disciplinary Appeal Process to the City Manager
 - This is a MSOB.
- Education based discipline option in discussion
 - This is a MSOB.

Solution and Next Steps

We will continue to address these recommendations through the 2009 Action Plan, which was presented to Council on June 16, 2009 as part of the Police Snapshot. This planning document refocuses police leadership and line-level staffing on five priorities: 1) Transparency, 2) Accountability, 3) Training, 4) Organization, and 5) Services. These priorities were identified through a study of law enforcement best practices, evaluation of current policy and processes, and input from our citizens, officers and staff, community leaders, stakeholders and partner agencies to determine how we can provide the highest quality law enforcement services to our community.

The 2009 Action Plan identifies department goals and strategies to guide us, and the Matrix Study recommendations provide specific steps to help us reach those goals. Project status updates will be provided to Council each quarter or as requested. Requests for additional detail can be sent to Chief Cook at Vancouver Police Headquarters. The Action Plan, which includes goals outside of the Matrix recommendations, is regularly updated and available on the VPD website at any time.