

**DATE:** September 29, 2022

**TO:** Public Safety Advisory Board

**FROM:** Michael Canfield, Police Captain

**SUBJECT: Public Safety Advisory Board Review of Mountain View Police Department School Resource Officer Procedure Manual**

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**RECOMMENDATION**

Review and comment on the Mountain View Police Department School Resource Officer Procedure Manual.

**BACKGROUND**

The City's dedication of Mountain View Police Department (MVPD) staff to work with youth and address youth-related public safety issues began in the early 1960s. The current Youth and Community Unit (YCU) is focused on providing positive interactions with youth, developing mentoring relationships, and being a resource to youth and families both on- and off-campus. The YCU does this through School Resource Officers (SROs) who work with referred youth at schools and through home visits, provide educational presentations, and coordinate afterschool and summer enrichment programs. The goals of these efforts are to support positive youth development, ensure school safety, deter youth involvement in gangs, and to prevent bullying, fighting, and truancy. More information about the SRO program is included in Attachment 2.

In December 2020, the City Council established the Public Safety Advisory Board (PSAB) to make recommendations on public safety matters. The PSAB held its first meeting on May 2021 and, in response to community member concerns about the presence of police on school campuses, the PSAB affirmed it would add an item to its work plan to examine the SRO program. The PSAB's proposed work plan for Fiscal Year 2021-22 was approved by the City Council on September 28, 2021.

In June 2021, at its second meeting, the PSAB formed a three-member subcommittee to review the SRO program and began the process of conducting extensive community outreach to students, parents, and school district officials. Through the work of the subcommittee and City staff, a multilingual (English, Spanish, and Chinese) survey was provided to past and present students, parents, and faculty. The survey was completed by a total of 486 people and provided valuable insights into what the students, parents, and faculty believed were the purpose of the

SRO program and how it functioned. The subcommittee and the PSAB Chair also conducted outreach across a broad spectrum of community stakeholders.

This work informed the subcommittee’s recommendations on the SRO program, which were presented to the PSAB on November 18, 2021. On January 25, 2022, City staff presented a comprehensive overview of the work of the PSAB on the SRO program to the City Council, including the PSAB’s recommendations summarized below in Table 1.

**Table 1: PSAB Recommendations on the MVPD SRO Program**

<b>PSAB Recommendation</b>	<b>Staff Recommendation</b>	
	<b>Include in MOU</b>	<b>Address at Operational Level</b>
1a: Establish MOUs Stating Clear SRO Program Purpose	Develop and execute MOUs with MVLAUHSD and MVWSD.	
1b: Ongoing Communication About SRO Program	Include as responsibility for both MVPD and schools.	MVPD and schools to develop and implement communication methods.
1c: Annual SRO Program Update	Include as responsibility for MVPD/SRO.	MVPD to provide annual presentation to PSAB.
1d: Goals and Metrics	List goals in MOU.	MVPD to collaborate with the schools to develop metrics and assessment methods.

<b>PSAB Recommendation</b>	<b>Staff Recommendation</b>	
	<b>Include in MOU</b>	<b>Address at Operational Level</b>
2a: Student Input Process	Include as responsibility for schools.	MVPD to coordinate with district staff to route concerns and suggestions.  MVPD to include any complaints regarding the SRO program in the quarterly MVPD complaint report to PSAB.
2b: Structured Programs and Dialogue	Include general types of programs in program list.	MVPD to work with schools to develop and implement specific programs.
2c: Support for Special-Needs Students		MVPD to explore opportunities to build SRO skills and engage with special-needs students.

PSAB Recommendation	Staff Recommendation	
	Include in MOU	Address at Operational Level
2d: Expansion of Officers Involved in PAL Programs		MVPD to encourage on-duty Officers to participate in PAL programs as time permits.
2e: SRO Characteristics		MVPD to consider language and other background factors in assigning SROs.
3: SRO Procedure Manual		MVPD to develop a procedure manual of best practices, requirements, etc., and train SROs in accordance.
4: Purposeful Presence on Campus	Include guiding principle in MOU regarding emphasis on planned activities and calls for service.	MVPD to further define intentions and practices in the SRO Procedure Manual.

At that meeting, the City Council voted to adopt the recommendations as listed in the report, including the creation of an MOU with both school districts and the creation of an SRO Procedure Manual. The City Council directed staff to present the SRO Procedure Manual to the PSAB for discussion.

**DISCUSSION**

**Development of the SRO Procedure Manual**

In follow-up to the direction provided by Council at its January 25, 2022 meeting, staff researched SRO procedure manuals from other jurisdictions, reviewed the National Association of School Resource Officers manual recommendations, compiled existing MVPD operational expectations and practices, and integrated the themes and feedback from the extensive work of the PSAB and outreach to numerous stakeholders to inform and craft the content of the procedural manual.

With insights from the work of the PSAB, SROs, and other City staff, a draft SRO Procedure Manual was created and shared with a broad range of stakeholders, including School and Community Engagement Facilitators (SCEFs), At-Risk Supervisors, a Mental Health and Wellness Coordinator, a Community Resource Coordinator and McKinney-Vento/Foster Youth District Liaison, El Cafecito, Youth Advisory Committee members, and a parent representative as well as administrative staff from both school districts. Insights and recommendations were incorporated into revisions that were then reviewed with the City Manager’s Office and Police Chief.

### **Summary of Manual**

The SRO Procedure Manual, attached to this memo (Attachment 1), serves as a guiding document providing operational expectations as well as reflecting the shared values of the Mountain View community, school districts, and the MVPD. Among other topics, the manual includes information regarding the:

- SRO program purpose;
- Program goals;
- Program activities;
- Program guidelines;
- Evaluation process;
- Complaint process;
- Officer selection criteria and process;
- Officer training standards, courses, and required knowledge and abilities; and
- Officer responsibilities.

### **Annual SRO Program Review**

As called for in the manual, there will be an annual review of the SRO program which will be presented to the PSAB. The review will include a narrative description of the program's activities, accomplishments, input received, areas for improvement, collaboration with school staff and students, and next steps. It will also include quantitative and qualitative results regarding the SRO program outcomes and outputs and a summary of feedback relating to awareness of and satisfaction with the program. In addition to being presented to the PSAB, the annual report will be reviewed by the MVPD Field Operations Captain and the School Superintendent.

Outcomes and outputs to be presented in the annual report include:

- Number of communications describing the purpose and activities of the program.
- Number of SRO-led events and participants.
- Number and reason for campus visits.
- Number of students/families participating in one-on-one service sessions, number of sessions, and examples of issues involved.
- Number of referrals for supportive services.

- The change in outcomes for students participating in one-on-one services (which may include school engagement, engagement in constructive activities, family relationships, and law violations).
- Number and examples of student law violation incidents diverted from the criminal justice system and/or whose consequences could be satisfied through a lower level of intervention.
- Number and reason for arrests, citations, and searches.
- Number and types of items confiscated.

**PSAB Review**

The SRO Procedure Manual is presented for the PSAB's review and comment.

MC/MS/1/MGR  
625-09-29-22M

- Attachments:
1. SRO Procedure Manual
  2. [June 24, 2021](#)—PSAB Report on SRO Program Background