



## Sunnyvale Department of Public Safety

# Policies and Practices At-A-Glance



The men and women of the Sunnyvale Department of Public Safety (DPS) strive to serve and protect our diverse community with respect, empathy, and compassion.



### Our Model: Firefighters, EMTs, and Police Officers in One

Our unique public safety model combines fire, police, and emergency medical services (EMS). Sworn officers train and serve in all three roles. This model strengthens our culture of serving and protecting the public with the utmost respect for the sanctity of life.

We focus on community policing and problem-solving. Sunnyvale is consistently ranked one of the safest cities in America. We have one of the lowest crime rates of any city our size in the State.

Our policies and procedures are consistent with the Obama administration's Task Force on 21st Century Policing practices.

### Building Trust Through Community Engagement

DPS builds strong bonds with our residents and businesses through engagement programs like the Sunnyvale DPS Citizens Academy, Sunnyvale Youth Leadership Academy, Community Emergency Response Team (CERT), Business Emergency Response Team (BERT) and the Sunnyvale DPS Explorer Program.

Our LISTOS ("Ready") Program teaches personal emergency preparedness to our Spanish-speaking community.



Sunnyvale also hosts a program called Challenge Team Sunnyvale which brings community members, school administrators, non-profits, and Public Safety staff together to focus on issues that affect our youth.

We partner with community organizations and local businesses like Sunnyvale Community Services by hosting events such as Rides for Toys, Annual Firefighters Pancake Breakfast, Special Olympics Torch Run and Fill the Boot fundraiser for Muscular Dystrophy.

Our Police Activities League ("PAL") engages Sunnyvale youth through programs like Bigs in Blue, San Francisco Junior Giants, and the PAL Boxing program.



## Keeping Trust Through Accountability

- **Duty to Intervene.** An officer must intercede when another officer uses force that is clearly beyond that which is necessary and must promptly report these observations to a supervisor.
- **Body-Worn Cameras.** Since 2016, all officers have been equipped with cameras and are required to record interactions with the public.
- **Comprehensive review and reporting.** Any use of force incident is documented promptly, completely and accurately. A Public Safety Captain and a Deputy Chief review all use of force incidents.
- **Modernized Internal Affairs Process.** In 2017, DPS worked with an outside consultant to increase transparency and help modernize our internal investigations into misconduct by sworn officers. Review our [Internal Affairs Manual](#).

## Training and Expectations

- **De-Escalation.** All officers are trained in de-escalation techniques. It is expected that every member of the department utilizes de-escalation techniques whenever possible, and only use force as necessary. All use of force incidents by our officers are documented and reviewed by a Deputy Chief.
- **Bias Training.** All officers complete “Bias Based Policing” training to understand personal biases and that it is an officer’s duty to remain fair and impartial.
- **Crisis Intervention.** All sworn officers complete training on interacting with people who are in mental crisis. Nearly 40% also have enhanced Crisis Intervention Training (CIT). Our goal is to have all officers complete this training.
- **Case Management.** For over 10 years, DPS has assigned CIT officers to individuals in crisis after multiple calls for service. CIT officers provide these individuals with wrap-around referral services to ensure their needs are being met.



## Use of Force

- **Annual Review.** In 2019, DPS formed a working group to review our use of force policy. Led by a Deputy Chief, the working group evaluates our use of force policy, use of force training program, and use of force practices by our officers.
- **#8CantWait.** Many residents have questions about Campaign Zero’s #8CantWait police reform policies. Review our [response to #8CantWait](#) to see where we stand.

## Our Culture

We recognize that these programs and policies are only effective if our officers continue to reflect our values. We work hard to build a culture of empathy, compassion, respect, and dignity. We constantly strive to incorporate these values in everything we do.

We hold ourselves to the highest standards and continuously look for ways to improve. We are transparent and we hold ourselves accountable. We are committed to listening to your concerns and working with you to address them.

Our [department policy manual](#) is available on the City of Sunnyvale website for the public to view.