



Mountain View Police Department Youth Services Unit Annual Report

**SCHOOL YEAR
2023-24**

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Background

In December 2020, the City Council established the Public Safety Advisory Board (PSAB) to make recommendations to the City Council, City Manager, and Police Chief on public safety matters. In response to community member concerns about the presence of police on school campuses, the PSAB proposed its commitment to examine the School Resource Officer (SRO) program in Mountain View, and City Council approved this topic to be included in PSAB's work plan for Fiscal Year 2021-22.

In June 2021, 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 to allow participants to give valuable input of their understanding and opinion of the SRO program in Mountain View. 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 which included establishing a Memorandum of Understanding (MOU) stating clear SRO program purposes and creating an SRO Procedure Manual. Called for in the manual was an annual report of the SRO program which would be presented to the PSAB. The first Mountain View Police Department (MVPD) Youth Services Unit (YSU) Annual Report on the 2022-2023 school year was presented to the PSAB at their August 24, 2023 meeting.

This YSU Annual Report highlights the work of the Unit during the 2023-2024 school year and is the second time an annual report on the YSU has been prepared.

A Brief History

The MVPD's history of specialized youth officers dates back to 1962. In the early 1960s, there was a surge of burglaries committed primarily by juveniles in the City of Mountain View. Sergeant Jerry Fairfield had spent a significant amount of his career working with youth, and on August 1, 1962, Chief Arthur Nielsen transferred Sergeant Fairfield to the first-ever Juvenile Diversion Officer position. The Juvenile Diversion Officer position was maintained by several Sergeants and Officers over the following decades. In the 1980s, the unit grew and consisted of one dedicated Drug Abuse Resistance Education (D.A.R.E.) Officer and one newly renamed School Resource Officer. At the inception of the program in the 1960s, the concept was to form a partnership between the school districts and the MVPD, allowing specially trained and dedicated officers to work specifically with youth. These officers aimed to guide youth away from a life of crime, make better decisions, and help better meet their needs within the community. Over time, the program grew to include partnerships between school districts, school staff, parents, community-based organizations, and youth through community engagement and youth programs.

Organizational Values

We are committed to being responsive to our schools' needs. We aim to provide competent, fair, and impartial services through our School Resource Officers and foster positive relationships with students, their families, and school administration while treating people with dignity and respect, giving them a voice, being impartial and fair, and building trust in our interactions with the school community.

We are dedicated to upholding the ethical standards of the Mountain View Police Department and our profession, as well as to the schools we serve. We pledge to create an environment of trust by consistently doing the right thing for the right reason.

We value the diversity of Mountain View and make efforts to maintain a high level of cultural intelligence and competency to build positive connections with students and families from various backgrounds. We are always seeking ways to improve our programs to create a better school community for everyone.

Restorative Justice in Schools

A big part of the way SROs interact with students is through a restorative justice approach. Our Mountain View students face numerous challenges and stressors, from academic performance pressures, unique family dynamics, relationships, social challenges, and unexpected transitions throughout school and at home. Many of these stressors are now amplified by the prevalence of social media. According to the U.S. Department of Justice, some early-onset risk factors for juvenile delinquency include poor school attitude or performance, poor parental/child relationships, substance use, weak social ties, and general antisocial behavior. These factors can be mitigated by protective factors, such as positive social orientation; warm, supportive relationships; and commitment to school and recognition for involvement in activities.

The MVPD's Youth Services Unit strives to build upon these protective principles and understands that justice among juvenile justice-involved youth is not always best served by making an arrest or writing a citation. YSU holds a restorative approach in relation to the school system, focusing on providing an opportunity for minors to assume responsibility for their actions, understand the impact of their actions on the community and the victim, and avoid unnecessary and potentially harmful referrals to the criminal justice system.

Should a decision to make an arrest take place, juveniles would be referred to the Santa Clara County Juvenile Probation Department (JPD). JPD holds a similar restorative mindset and has numerous programs and services specific for youths to provide them with diversion and development services. JPD also collaborates with a County Youth Advisory Council, which consists of a group of formerly juvenile justice-engaged youths who now provide a voice to the decision-making process in the juvenile justice system as it pertains to processes, policies, and practices.

Meet the Youth Services Unit

The Youth Services Unit consists of three SROs, a Sergeant, a YSU Coordinator, and Police Assistants. SROs conduct investigations into criminal matters or threats related to our schools and conduct education, engagement, enrichment, and prevention programs to help students overcome challenges, build confidence, and to help prevent at-risk youth from engaging in antisocial behaviors. The Unit Sergeant is responsible for overseeing the day-to-day functions of the Unit as well as all programs, activities, and investigations conducted by the SROs. The Unit Coordinator is responsible for scheduling and planning for all events, programs, and presentations the SROs take part in while being supported by Police Assistants who help in vital Unit tasks including programs run by the Unit.

To become an SRO in YSU requires a candidate to possess a strong desire and passion to work toward the goal of creating a safe school environment and empowering students through mentorship, facilitation of sponsored programs, and thoroughly investigating criminal matters related to schools. Furthermore, it is essential that prospective SROs have a demonstrated and genuine interest in continually and actively engaging with youth with the goal of creating a lasting and positive relationship with students and the school community.



“As a result of my four children attending and graduating from our local schools, I have a passion for helping youth in our community. I love that as a SRO I have the opportunity to work closely with children of different ages, to help mentor and guide them, and hopefully change the trajectory of those at risk.”

Guiliana Leopold, School Resource Officer



“I love being able to see our Mountain View students grow up from preschool to elementary school, then to middle school and eventually giving them high fives and hugs and seeing them off at their high school graduations.”

Thomas Low, School Resource Officer



“Becoming a School Resource Officer was a natural choice for me due to the positive impact police officers had on me during my formative years. Through those interactions, I developed essential life skills such as perseverance, patience, discipline, and hard work. Working with young people has become a personal passion, and I am committed to guiding and supporting them so that they can grow into resilient, and successful adults in their chosen paths.”

James Guevarra, School Resource Officer



“As the Youth Services Unit Sergeant, my role is to oversee the administration and coordination of the School Resource Officers, and all its programming. I aim to prioritize creating opportunities for positive interactions with youth, families, and the school community as a whole. It brings me joy to see the long-lasting relationships our youth have built with our officers, and I am excited to be able to continue the tradition of MVRP’s commitment to our community’s youth.”

David Shen, Sergeant

Youth Services Unit Personnel Updates

During the 2023-24 school year, the Youth Services Unit underwent some changes in personnel. In November of 2023, the long-time Youth Services Unit Coordinator transitioned into a different role within the Police Department, leaving that position temporarily vacant. Additionally, in January of 2024, SRO Guillermo de Lira transitioned into a different specialty assignment within the Police Department and newly appointed SRO Guiuliana Leopold joined the Unit. SRO Leopold, a six-year veteran with MVPD, underwent specialized training and job shadowing to learn her new role.

Also new to YSU in the 2023-24 school year was the addition of the Youth Engagement Officer (YEO) collateral assignment. A collateral assignment in law enforcement is an assignment of an officer from their regular duties to perform additional tasks or projects. The YEO designation allows officers not assigned to YSU, who have a passion for mentoring and positive programming for youth, to participate in events and programs without being removed from their regular responsibilities. In addition, this is also a pathway to identify officers who are interested in being a future SRO. After completing an interview process, four YEOs were selected.

Our Goals and Outcomes

Goals

As approved by the City Council on January 25, 2022, the YSU's goals include joint school and Police cooperation to: create a safe school environment; prevent and reduce juvenile delinquency; reduce referrals to the criminal justice system; maintain positive engagement and relationships between: the Police; students; parents and guardians; and school personnel while connecting youth and families with further support and resources.

Programs

YSU intends to reach these goals every year by implementing the following mentoring programs: structured enrichment programs; education to students; school personnel; and parents on relevant topics affecting local youth; investigation of criminal matters with the intent of finding an appropriate resolution; and working closely with school personnel to identify and address threats to the safety of the campus or students.

Outcomes

In addition, the City Council approved the PSAB recommendation of an annual SRO program review documenting outcomes and outputs to be presented in the annual report which would consist of the following:

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

5. Number of referrals for supportive services.
6. 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).
7. 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.
8. Number and reason for arrests, citations, and searches.
9. Number and types of items confiscated.
10. A summary of feedback on the SRO program.

YSU continues to develop a comprehensive data collection method to accurately capture the outcomes and outputs listed above. YSU recognizes the need for more detailed documentation for some of the data recommendations. We recently initiated a new data collection method which will aid in a more accurate representation of YSU activity outcomes. This data collection method aided in capturing activity outcomes in the last few months of the school year, we intend to continue this additional data collection method and we will have more robust data in the 2024-25 school year.

In the sections that follow data is presented for outcomes: 2, 3, 4, 8, 9, and 10.

YSU Programs and Activities

Program	Total Sessions	Participants
PAL Mentoring	47 Weekly sessions	47 (Per session, meeting weekly)
PAL R.O.A.R. Mentoring	30 Weekly sessions	50 (Per session, meeting weekly)
PAL Boxing	0*	0*
Battle of the Belt	0*	0*
Dreams and Futures	19 (Occurring during the summer)	136**
Explorers	10	22 (Per session, meeting twice a month)
Cops That Care	Once a year	984

*Due to numerous reasons these programs were not able to take place during the 2023-24 school year.

** This number includes 38 youth counselors.

Police Activities League Mentoring

The Mountain View Police Activities League (PAL) Mentoring program currently serves students at Castro Elementary School and Monta Loma Elementary School and meets once per week during the school year. Students are referred to the program by their school counselors for a variety of reasons, including behavioral issues, low self-esteem, or other perceived challenges. The goal of the program is to build a foundation of trust, positivity, accountability, and to bridge the gap between law enforcement and the youth in Mountain View. To facilitate this, our SROs use a variety of weekly lesson plans to build character and ethics. Services were provided to 22 students at Castro Elementary School and 25 students at Monta Loma Elementary School. Students participated in weekly mentoring sessions along with a holiday party and end-of-the-school year party. Our elementary school mentoring students also participated in Cops That Care 2023, attended a fieldtrip to a Sharks hockey game, and the 3rd annual Youth Extravaganza event in May.

Our middle school mentoring program, R.O.A.R., took place for its second year at Graham Middle School. The name R.O.A.R. was chosen by the first middle school participants and stands for “Responsibility, Ownership, Ambition and Respect”. R.O.A.R. is aimed at fostering leadership and building strong relationships between law enforcement and students. In the R.O.A.R. program, select eighth grade students who are seen as leaders by their peers are chosen by school staff and are then trained and given lesson plans by our SROs on various topics. These topics include social media awareness and safety, conflict resolution, and inclusivity and acceptance. These student leaders then present and discuss these topics with sixth grade students. Now in its second year, 30 eighth grade mentors and 20 sixth grade mentees participated. This year, 8th grade students participated in a camping trip where they took part in team building activities, and talked about ways to be leaders within the Graham community.

“During the 2022-23 school year, a collaborative effort created Graham Middle School’s first peer-to-peer mentoring program, R.O.A.R. The R.O.A.R. program was designed to develop compassion, empathy, and leadership skills in 8th grade students and to create a positive school culture by cultivating relationships between the R.O.A.R. mentors and the incoming 6th grade students. With the support of school administrators, teachers, PTA, MVPAL, and the MVPD Youth Services Unit, R.O.A.R. has become a tremendous success and has had a major impact on school unity and student involvement. I look forward to this next school year, which will be the first opportunity that our inaugural 6th grade mentees can apply to become 8th grade R.O.A.R. mentors, completing the cycle and creating a sort of revolving door of positivity.

Our SROs have been instrumental in the development of R.O.A.R. and the building of a more positive citywide culture. They work tirelessly in tandem with school officials and community members to bring awareness and enrichment to MVWSD students and families. Their impact can be felt throughout our school campuses as well as the City itself.”

-Arturo Noriega , At-Risk Supervisor

Graham Middle School, Mountain View Whisman School District

PAL Boxing

The PAL Boxing program, which started in 2014, has been one of our longest running PAL programs. PAL Boxing regularly serves students at Crittenden and Graham Middle Schools, as well as Mountain View High School. This year, due to a variety of reasons including transitioning of School Resource Officers in and out of the Unit, and increased needs at the schools, we were unable to run the program. We will be relaunching the PAL Boxing program next school year.

Dreams and Futures

In the summer of 1996, YSU initiated a pilot program, “To the Hill and Beyond,” after seeing a need for a summer program that helped bridge the gap with summer learning loss and provide a positive environment free from potential gang influence. The program had three main components: academics, athletics, and enrichment. The summer program consisted of a two-week program, Monday through Friday. Forty-five (45) children were involved in the pilot program. In summer 1997, the program was renamed “Dreams and Futures” and coordinated by the MVPD in collaboration with the Mountain View Whisman School District.

Originally created as a gang prevention program, Dreams and Futures has evolved into YSU’s largest initiative, providing services to underserved youth in Mountain View as well as youth at-risk for gang involvement or influence. For four weeks in June-July 2024, Dreams and Futures served a total of 98 fourth through eighth grade students during two-week sessions, Monday through Friday. The goal of the program is to build confidence and self-esteem through mentorship and positive youth programming. With this support and encouragement, these students have more confidence to make thoughtful peer choices and disassociate themselves from negative activity or antisocial behavior.

Student participants are referred to the program by school staff or police officers. SROs lead planned activities as well as facilitate educational presentations with topics including nutrition, leadership, social media safety, and conflict resolution to name a few. In addition, this year’s Dreams and Futures program brought participating students to the Tech Museum in San Jose, the Hiller Aviation Museum in San Carlos, iFly in Union City, the Computer History Museum, and Great America.

During the 2024 summer program, the SROs were assisted by 38 teenage counselors, who helped in the facilitation of activities and field trips and helped resolve any conflicts that may occur between students. Counselors are seen as an integral part of the program and serve as mentors who build strong relationships with participants.

Out of the 38 teenage counselors, 9 were past Dreams and Futures participants. Their participation helps develop lifelong skills such as organization, planning and preparation, and leadership. They also work on effectively communicating with their peers and the program participants, who vary in age. As much as possible, we encourage the involvement of previous Dreams and Futures participants as counselors where they build these valuable skills while continuing to benefit from mentorship from the SROs.

Dreams and Futures is generously funded by community members and local organizations, including the Kiwanis Clubs of Mountain View and Los Altos, and El Camino Healthcare Community Benefit Fund.

Cops That Care

In 2002, SRO Ron Cooper started “Cops That Care” to bring holiday joy to underserved youth and their families who reside in Mountain View. Cops That Care is a winter gift giveaway that provides gift cards, toys, hygiene items, and school supplies to students who otherwise might not be able to receive as many gifts during the holiday season. Cops That Care helps build trust and relationships with our youth and their families and often opens the door to future positive interactions. YSU works with school staff to identify youth most in need and invites them to participate in the program. Originally serving 50 youths, Cops That Care has grown to serving almost 1,000 youths in 2023. Since the COVID-19 pandemic donations have declined and as a result YSU has not been able to serve as many underserved youth through the Cops that Care program. As we look to the future, YSU hopes to continue to increase the number of youth benefitting from this program and aim to see numbers increase to pre-pandemic levels of almost 2,000 youth served in 2019.

Battle of the Belt

New in YSU's PAL programming last school year, Battle of the Belt is a seven-versus-seven flag football game where teams from Graham Middle School and Crittenden Middle School compete on the football field in a double-elimination-style flag football tournament. The goal of this program is to develop trusted relationships and positive interactions with our Officers while bolstering school spirit and pride, fostering healthy competition amongst our middle school students, providing children with an outlet during lunchtime, and strengthening the community through the spirit of competition. Due to the staffing transitions and additional needs at the schools, YSU was unable to hold Battle of the Belt this year. The unit plans to continue Battle of the Belt during the next school year.

Youth Extravaganza

In response to the COVID-19 pandemic and youth being separated from their peers during remote learning, PAL wanted to create a fun, carnival-style event for youth to come and participate in games and interact with local organizations with special guests from some of MVPD's most interactive units. In May 2024, PAL hosted its third annual Youth Extravaganza at Rengstorff Park where kids from across the City came and had the opportunity to get their faces painted, create slime, and play on a jump house slide. Participants also interacted with local organizations with youth membership, such as the El Camino YMCA, a local Boy Scout troop, Youth Drama for All, and the City of Mountain View's Community Services Division. Participants had the opportunity to interact with MVPD's drone team, motors unit, and K9 Maia.



Program	Total Sessions	Participants
Home Visits	45	46
Run, Hide, Defend Presentations	7	330
Drug/Vaping Presentations	8	4,450

Home Visits

School policy restricts school employees, except for school counselors, from visiting students at their homes. SROs have been entrusted to be the conduit between the school and students at home. Home visits are used for a variety of reasons, which include (but are not limited to):

- Truancy
- Support during challenges at school or at home
- Conducting a wellness-check on the student when a personal or school-related incident occurs
- When a student may need intervention due to behavioral problems.

During the 2023-24 school year, SROs followed up with students and made 45 home visits based on requests from school officials or due to ongoing student interactions with the SROs through programs or events. The 45 home visits conducted were related to truancy issues, further support, wellness checks, and for intervention purposes.

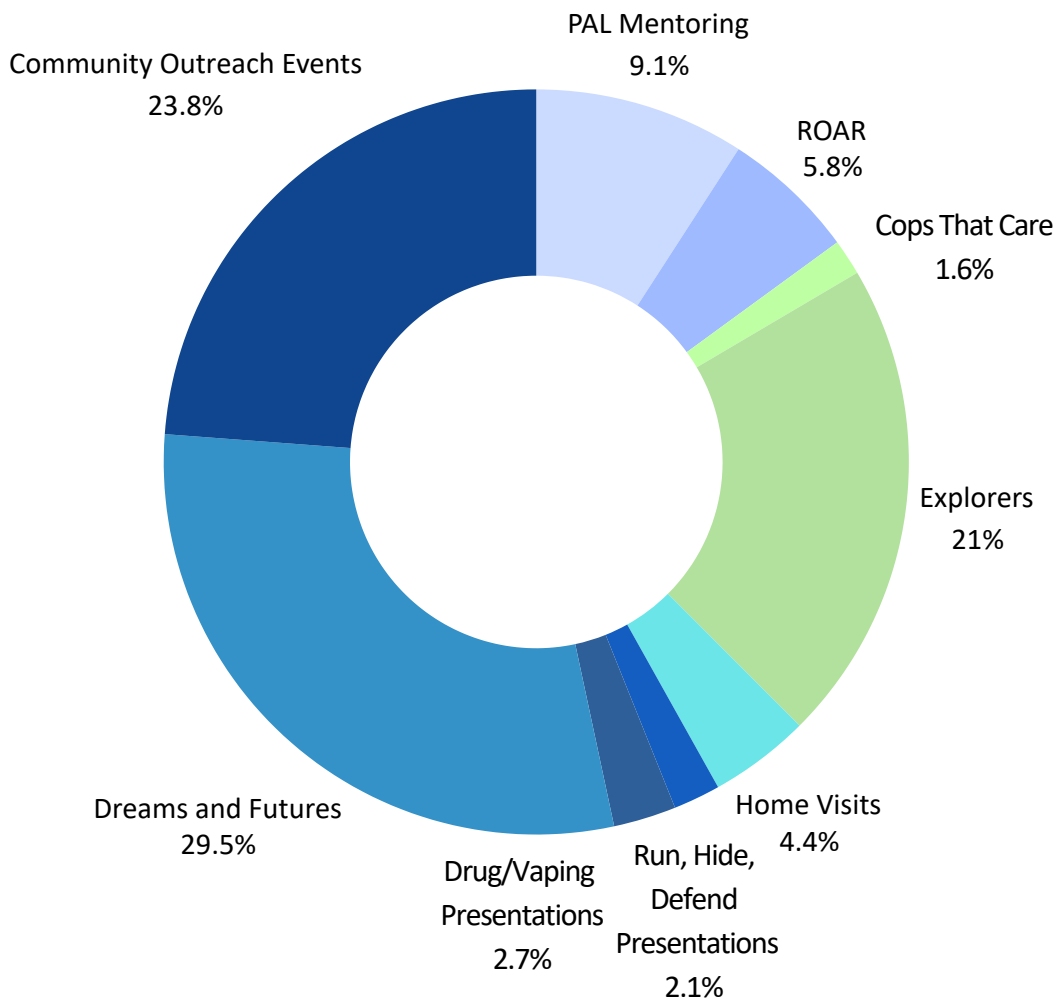
Run, Hide, Defend Presentations

The safety of the school community has always been paramount to the MVPD. Our SROs are thoroughly trained in the most current response tactics and emergency medical interventions for active shooter incidents. Additionally, the SROs provide Run, Hide, Defend training for both staff and students of our Mountain View Los Altos (MVLA) and Mountain View Whisman School District (MVWSD) schools. This training includes best practices on actions that should be taken should an active shooting event occur to ensure the safety of all students and administrators. During this past school year, YSU conducted 7 Run, Hide, Defend presentations to over 330 attendees.

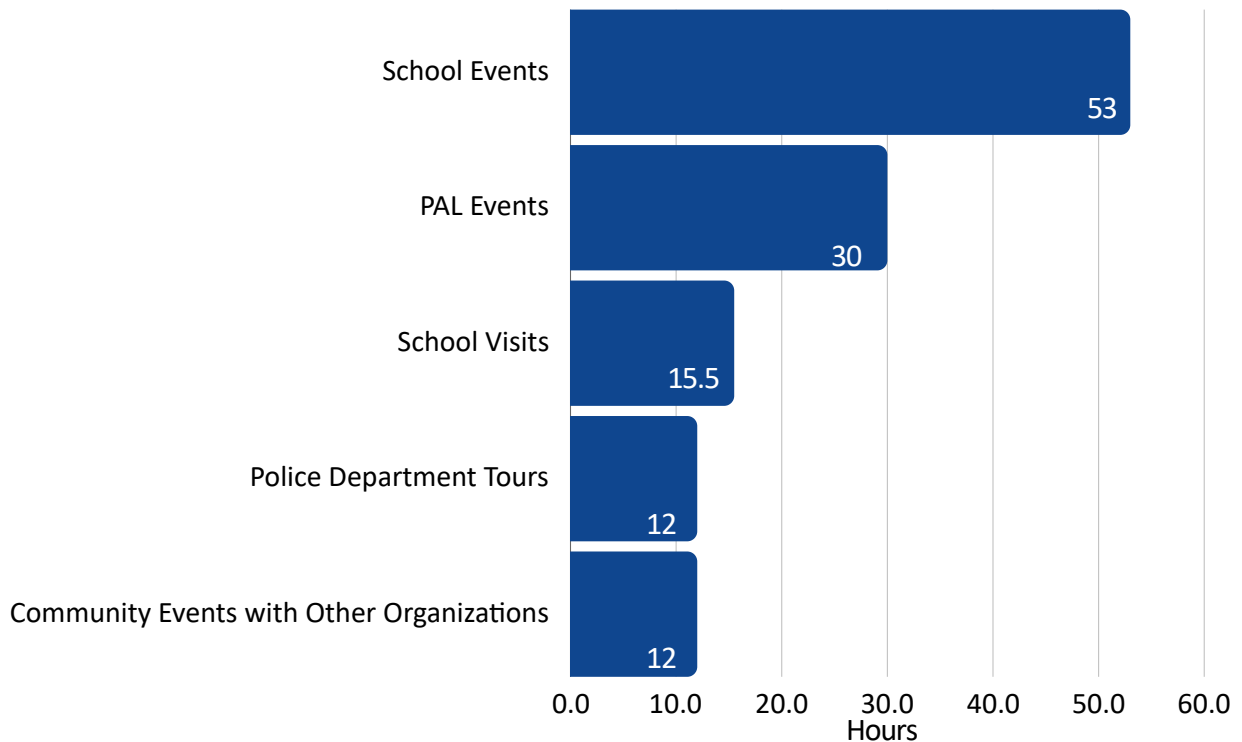
Vaping Education

With the continued increase in vape usage among Mountain View students, the SROs partnered with the Stanford Medicine Research and Education to Empower Adolescents and Young Adults to Choose Health (REACH) lab to build a collaborative effort to combat the vaping epidemic among youth in Mountain View. This partnership allows SROs to be on the forefront of education regarding youth vape usage and implement positive change through researched strategies.

During the 2023-24 school year, SROs seized approximately 40 nicotine vape devices, the majority of which were obtained by school administration. Many of these nicotine vape devices have been donated to the Stanford REACH lab for research and study purposes. The SROs have received information that trends are changing and youth are now more discreetly using vape devices, which may lead to the low number of devices seized, not indicating a full picture of current vape using among youth in Mountain View.



During the 2023-24 school year, the SROs spent 514.5 hours participating in community outreach events and running YSU and PAL programs. These hours do not include the time it takes to plan and prepare for programs and events.



Of the 514.5 hours SROs spent participating in community outreach events and running YSU and PAL programming, 122.5 of those hours were spent participating in community outreach events. These hours do not include the time it takes to plan and prepare for programs and events.

Training

Training is a very important aspect of being an SRO, and something that YSU deeply invests in. Some of the trainings SROs participated in during the 2023-24 school year were:

- Active Shooter Training (Continued Professional Training): In-house departmental training regarding active shooter response to include tactical response, medical care, and collaboration and deployment with Fire Department resources. (8 hours)
- IBCCES Autism Training: Autism awareness training to provide a meaningful impact on interactions professionals have with autistic individuals. (2 hours)
- Tactical Response for School and Community Violence: Up-to-date training on effective ways to combat threats in a school setting. (8 hours)
- Threat Assessment: A proactive, evidence-based approach for identifying individuals who may pose a threat and for providing interventions before a violent incident occurs. (8 hours)
- Crime Prevention Through Environmental Design: Multi-disciplinary approach to crime prevention that uses urban and architectural design and the management of built and natural environments. (8 hours)
- Trauma-Informed Practices for Middle School Educators: Trauma-informed response to middle school student experiences. (4 hours)
- Fentanyl Overdose Investigations: Current best practices to assist in fentanyl-related overdoses. (8 hours)

Partnerships

The programs offered by YSU are supported by many organizations, including grants from the El Camino Healthcare Community Benefit Fund, the Mountain View and Los Altos Kiwanis Clubs, and the Santa Clara County Public Health Department.

Our SROs have partnered with numerous agencies to provide insight, increase their working knowledge on topics related to the safety and success of students, and implement programs for the benefit of the students, the schools, and the greater school community. We understand and value the knowledge of local subject matter experts and their respective fields of study and are proud to partner with them to further develop techniques, insights, and skills our SROs can use to further serve our school community.

Some examples of organizations that MVPD YSU partners with are: Stanford's REACH Lab, Youth Drama for All, Challenge Team, and Safe Routes to School. MVPD has also partnered with PSAB and assists with their subcommittee on Youth Substance Abuse. As part of the 2023-24 PSAB work plan, an Ad Hoc committee was created consisting of PSAB Board Members and PD Staff to discuss and come up with recommendations regarding youth substance abuse trends and prevention resources in Mountain View. The committee met over the course of several months to review data, hear presentations from the YSU and Santa Clara County Department of Public Health, along with conducting research to support substance abuse prevention and education.

Juvenile Arrests

Our SROs are sworn members of the MVPD who are authorized to exercise peace officer powers pursuant to applicable State law (Penal Code Section 830.1, et seq.).

The arrest authority within the jurisdiction of the MVPD includes (Penal Code Section 830.1; Penal Code Section 836):

- a. When the Officer has probable cause to believe that the person has committed a felony, whether committed in the presence of the Officer.
- b. When the Officer has probable cause to believe that the person has committed a misdemeanor in this jurisdiction and in the presence of an Officer.
- c. When the Officer has probable cause to believe the person has committed a public offense outside this jurisdiction, in the presence of the Officer, and the Officer reasonably believes there is an immediate danger to person or property or of escape.
- d. When the Officer has probable cause to believe the person has committed a misdemeanor for which an arrest is authorized or required by statute even though the offense has not been committed in the presence of the Officer, such as certain domestic violence offenses.
- e. In compliance with an arrest warrant.
(Lexipol, 2023)

SROs hold the responsibility and decision of detaining or arresting minors, respective to State law and the MVPD's standard operating procedures or standing general orders. While collaboration with school personnel and the SRO's understanding of student needs may impact the decision to arrest, the responsibility for the arrest lies solely on the SRO.

It is the goal of the SRO program to find all possible and beneficial solutions to solve a situation prior to making an arrest, dependent on the seriousness of the crime. Arrests are infrequent and seen as a tool for involving the juvenile justice system in the intervention and disruption of antisocial and unhealthy behavior.

In lieu of a physical arrest, SROs can utilize the following options:

1. Admonishment/Counseling: Verbal reprimand to include counseling of the minor regarding their actions. Referrals to programs or follow-up home visits may be conducted at the discretion of the SRO.
2. Issuance of a Juvenile Contact Report: Issuance of a Juvenile Contact Report (JCR) which serves as a promise to appear upon the request of the Santa Clara County Juvenile Probation Department.

Of the investigations SROs conducted, only two investigations led to an arrest or citation, as listed in the table below.

Case	Offense	Age	Details	Disposition
24-00819	261.5(c) PC, 311.11(A) PC Unlawful sexual intercourse with a minor	18	Investigation revealed an adult was having unlawful sexual relations with a minor	Physical Arrest
24-02385	242 PC, 243.6 PC Battery, Battery on a School Employee	14, 12	Two students engaged in a physical altercation on school grounds and a school staff member was intentionally struck	Citation

Notably, this school year, an investigation by SROs and MVPD Detectives led to the arrest of a Graham Middle School Teacher. While the arrested individual is not a juvenile, it is important to mention this case as it affected a juvenile victim in Mountain View.

School Visits and Purpose

We understand that some students may experience fear or trauma (including generational trauma) from police officers and that police presence on campus may be uncomfortable to some. Our SROs are dedicated to mending these relationships through our interactions, programs, and values, and continually strive to build understanding through cultural competence and trust through a harm-reduction mindset. The Youth Services Unit is committed to spending time directly on school campuses in a thoughtful way, and planning for that time on campus in advance as much as possible. Building trust between police officers and students is crucial for creating a safe and supportive school environment. It's essential for SROs to engage in positive interactions with students to foster trust and understanding. This includes not only responding to incidents, but also participating in preplanned programming, facilitating open discussions, and being approachable during daily interactions. By focusing on cultural competence and understanding the unique needs of students, SROs can work towards building meaningful relationships with the school community. This approach helps to create a sense of safety and support for all students, while also addressing any fears or trauma some students may associate with law enforcement.

Time Spent at Each School

During the 2023-24 school year, SROs spent 191.25 hours on school campuses related to incidents or at the request of school administration when they believed a criminal or school policy violation may have occurred. These requests are not the only reason a SRO would be on a school campus, but is reflected in the table below. Other actions related to these incidents are often completed away from school in an attempt to be thoughtful of time spent on campus. When possible, the SROs conducted follow-ups while off campus through home visits or phone calls, and that time spent is not reflected in the table below.

School	Hours Spent on Campus Related to Incidents
Graham Middle School	59 hours
Mountain View High School	24.25 hours
Crittenden Middle School	19 hours
Alta Vista High School	14.5 hours
Monta Loma Elementary School	14 hours
Landels Elementary School	10 hours
Castro Elementary School	9.5 hours

NOTE: This data was obtained through internal systems including the newly created #SRO as a way to categorize activities conducted related to youth and may include time spent on campus (March-June) at the request of school administration for the purposes of mentoring/counseling.

**This does not include all schools in which the SROs spent time on campus related to incidents but is the top seven schools where time was spent.

Complaints and Feedback

Per the MOU between the MVWSD and the City of Mountain View regarding the SRO program:

“The [School] District and its administrators shall provide a mechanism for students to provide feedback, make complaints, or document details of their interactions with the SROs. Complaints related to SROs shall be routed to the MVPD Field Operations Division Captain in compliance with the provisions set forth below in Section 5 relating to student educational records.”

-Memorandum of Understanding between Mountain View Whisman School District and the City of Mountain View

YSU welcomes feedback and always seeks to improve our programming. YSU continues to have ongoing and regular conversations with the administration from both school districts and have not received any complaints or negative feedback as of the 2023-24 school year.

As We Look to the Future

The Mountain View Police Department's Youth Services Unit remains steadfast in its commitment to maintaining a safe, inclusive environment and culture for our City's youth. In addition to addressing immediate safety concerns, SROs are increasingly focused on building positive relationships with students and serving as mentors and resources for youth. YSU recognizes the growing challenges facing our City's youth today, including mental health challenges, increased youth nicotine and cannabis use through vaping, and bicycle safety and are committed to providing education and serving as a resource to help resolve these concerns. We continually look to foster conversations and implement new programs to address these issues.

In line with this forward-looking approach, the SROs are focused on enhancing their metrics reporting to better measure the impact of their programs and initiatives. By collecting and analyzing data related to their day-to-day activities, we can gain valuable insights into the effectiveness of their efforts and identify areas for improvement. YSU aims to bolster the details captured during our day-to-day activities, such as our school and home visits, and incorporate a deeper level of detail in contraband found and seized on school campuses. While significant strides have been made in this area, there are opportunities to continue this work.

YSU is very excited to see what the next school year holds for our programming and are committed to refocusing on positive programming for youth. YSU is working with the PSAB Ad Hoc Committee on Youth Substance Abuse to continue presentations addressing youth substance use and education, and to recommend programming such as D.A.R.E. to bring to the Mountain View Whisman School District in the future. YSU looks forward to continued productive collaboration with school staff, and opportunities for thoughtful interaction with our youth. These are top priorities for the SROs as the Youth Services Unit looks forward to the upcoming 2024-25 school year and beyond.

