

Independent Police Auditor of San Jose

Community Trust in Policing Forum

Highlighted Results

Participant feedback was a critical part of the Community Trust in Policing Forum hosted by the Independent Police Auditor (IPA) of San Jose on January 21, 2017. Attendees sent and received 1,513 anonymous my90 text messages throughout the course of the Forum to share feedback, questions, and solutions. Our analysis offers an in-depth snapshot of participants' views rather than a broad representation of public opinion in San Jose. These findings are intended to provide an initial framework to help build the foundation of a community-driven strategy to measurably improve local community-police relations in San Jose.

Respondents were civically engaged and ethnically diverse

- 51% said they attend 5 or more city events per year.
- 39% of respondents identified as people of color, with an additional 36% selecting "other" for their ethnicity.
- The median age was 50. Ages ranged from 26 to 70 years old.

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Respondents had mixed views about the police

- 43% approved of SJPD's community engagement efforts, calling them "good" or "very good." 39% had no opinion, and 17% disapproved, calling the efforts "bad" or "very bad."
- Chief Garcia's presentation elicited positive feedback, such as this: "He is clearly an advocate and an ally and we are in good hands."
- By the end of the Forum, 6/13 people felt more favorably about the SJPD's engagement efforts, 3/13 felt the same, and 4/13 felt less favorably.

45%

would ask the
IPA for help after
a negative police
encounter

Respondents emphasized the need for greater transparency

- "SJPD should have "an early warning system" similar to BART oversight.
- "We need to expand the role of our IPA to include more access" to data.
- "SJPD needs to be more transparent to [the] IPA and public to build trust."
- Civilians should be "involved in the [police] review board, promotions, and hiring/recruiting" process.

Respondents voiced strong support for the IPA

- 79% of respondents said that they understood what the IPA does.
- 45% said that if they had a negative encounter with a San Jose police officer, they would be most likely to ask the IPA for help.
- At the end of the event, all respondents said the IPA should increase its scope and services, including reviewing incidents involving use of force when no civilian complaint has been made.

Community Input: Next Steps

For the Office of the Independent Police Auditor:

1. **Forum follow up:** share results, next steps, and a list of community organizations and speakers who participated in the event with attendees.
2. **Organize community events** that include: Latinx speakers, a Spanish version of my90, youth speakers, and the POA.
3. **Issue a monthly community report** or dashboard that includes information on body-worn cameras, outstanding issues of police misconduct, outcomes of complaints, and resources.

For San Jose Community Members:

1. **Stay informed** by reading the IPA's end-of-year report.
2. **Participate in study sessions** to discuss potential next steps in depth.
3. **Attend events** hosted by the San Jose Police Department in local neighborhoods in order to engage officers and other stakeholders.

For the San Jose Police Department:

1. **Share more information** and data with the Office of the IPA and the public.
2. **Create community policing programs** to introduce officers to residents and create opportunities where “officers and kids can interact and build trust.”
3. **Reassure immigrants** by continuing to publicize the department’s stance on federal immigration laws and ICE.