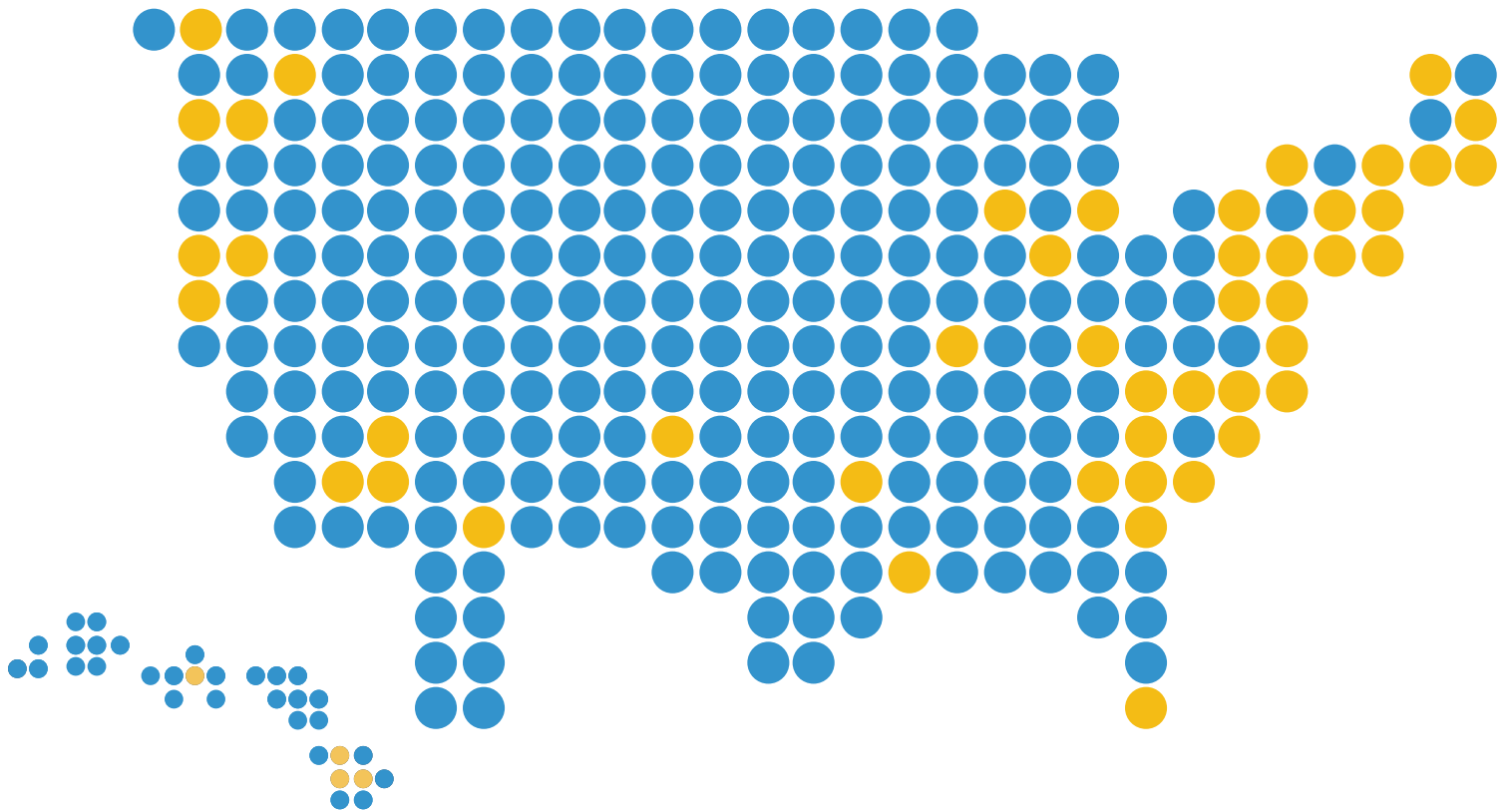




# National Coffee with a Cop Day

October 4, 2017

## Analysis and Conclusions



## Summary

Over a thousand law enforcement agencies across the United States hosted events for the second annual National Coffee with a Cop Day on October 4, 2017. These agencies hosted gatherings at coffee shops with community members who were interested in speaking with police officers and staff. With support from the Hawthorne Police Department, Coffee with a Cop partnered with My90 to collect quantitative and qualitative feedback from attendees about their opinions of the events and suggestions for the future. Respondents from events hosted by 50 different departments throughout the United States gave feedback about Coffee with a Cop.



**NATIONAL**  
Coffee WITH A Cop  
\*\*\* DAY \*\*\*

BUILDING RELATIONSHIPS. ONE CUP AT A TIME.

Join your neighbors and police officers for coffee and conversation on National Coffee with a Cop Day.

Friday, Oct. 4, 2017

McDonald's  
5310 Rosecrans Blvd,  
Hawthorne, CA

8:30 to 10:30

The mission of Coffee with a Cop is to break down the barriers between police officers and the citizens they serve by removing agendas and allowing opportunities to ask questions, voice concerns, and get to know the officers in your neighborhood.

THIS EVENT IS PRESENTED BY THE:  
Hawthorne Police Dept. and  
California Highway Patrol

QUESTIONS? PLEASE CONTACT:  
cau@hawthorneca.gov  
or call 310 349 2700

coffeewithacop.com



**NATIONAL**  
Coffee WITH A Cop  
\*\*\* DAY \*\*\*

Thank you for coming!

What did you think?



give feedback by texting "CWC" to:  
**72803**

We want to hear from **everyone** who attended today's event. Giving feedback is anonymous and only takes 2 minutes. The service is provided by My90 and is free. Regular messaging rates may apply.

www.coffeewithacop.com

Sample outreach materials used during National Coffee with a Cop Day 2017

## Methodology

### Survey Design

My90 designed a survey to assess opinions and views regarding Coffee with a Cop of event participants. The survey was designed around questions concerning the attitudes, behaviors, and experiences of participating community members. While the survey does not determine causality, survey questions were intended to develop a better understanding how Coffee with a Cop may affect communities on an individual level. The survey was designed to be targeted and concise, and included a mix of multiple-choice and open-ended questions.

## How it Worked

All My90 surveys use text messages as their primary form of communication. To promote the survey, My90 provided Coffee with a Cop and participating agencies with informational flyers to share with their event attendees. A designated phone number, 72803, was created for this survey and remained active for other Coffee with a Cop events until October 6, 2017. Participants texted the number to complete the survey after participating in their local Coffee with A Cop events. All responses are included in raw form in a data file attached to this report, excluding phone numbers. My90 always withholds personal identifying information, including phone numbers, from its analyses in order to protect participant privacy.

## Sample

The survey was open to both police officers and members of the general public. The primary analysis in this report only includes feedback from members of the public who attended the events. Analysis of feedback from officers and other department staff members is included on page 9. My90 received 168 responses from members of the public and 21 additional responses from police officers and department staff members.

## Selection Bias

All surveys are prone to some degree of selection bias. With this particular survey, each department was responsible for soliciting feedback, and only participants who attended Coffee with a Cop events were asked to participate. This survey reflects the opinions of respondents who participated in Coffee with a Cop events, not the opinions of surrounding communities as a whole.

### Box 1: Survey Questions

1. Before we get started, what best describes you? "I am a ...."
  1. Local resident
  2. Police officer or staff member
  3. Other
2. Ok, first question! Which Coffee with a Cop did you go to? Please text the name of the police department.
3. Thank you. What did you think of the event?
  1. I really liked it
  2. I liked it a little
  3. I didn't like it
  4. I really didn't like it
4. What did you like most about the event?
5. Do you have any feedback about how the event could be better next time?
6. How did you hear about today's event?
  1. Social media
  2. Local news
  3. Someone I know
  4. A flyer
  5. Other

*Continued next page*

**Box 1: Survey Questions (continued)**

- 7. Ok, got it. Did today's Coffee with a Cop event change how you think of your local police?
  - 1. Yes, I feel better about my local police now
  - 2. Yes, I feel worse about my local police now
  - 3. No, I feel the same
  
- 8. In your opinion, how well does your local police department engage with your community?
  - 1. They do a better job than other police departments
  - 2. They're about the same as other police departments
  - 3. They do a worse job than other police departments
  - 4. I don't know
  
- 9. We appreciate the feedback. Would you tell a friend to come to a Coffee with a Cop event?
  - 1. Yes
  - 2. No
  
- 10. A few quick questions about you. Remember, everything you say is anonymous. First, how old are you?
  
- 11. Second, what is your ethnicity?
  - 1. Caucasian/White
  - 2. Hispanic/Latino
  - 3. African American/Black
  - 4. Asian
  - 5. Multiracial/Other
  - 6. Prefer not to say
  
- 12. What is your gender?
  - 1. Male
  - 2. Female
  - 3. Other
  - 4. Prefer not to say
  
- 13. And finally, what is your zip code?
  
- 14. Ok, great. Any last thoughts for us before we finish this conversation?

**Results: Demographics**

**Ethnicity** *n* = 148

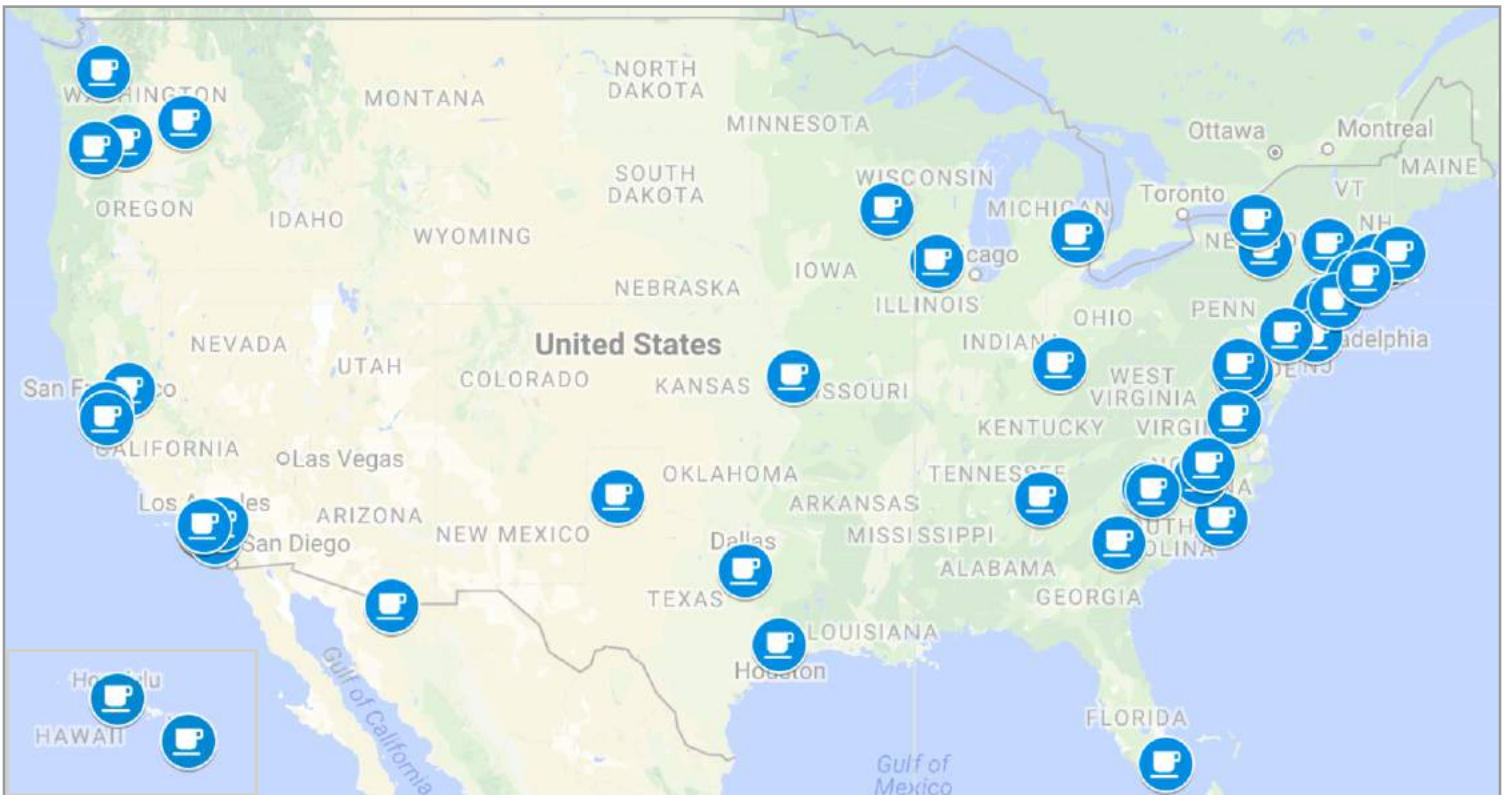
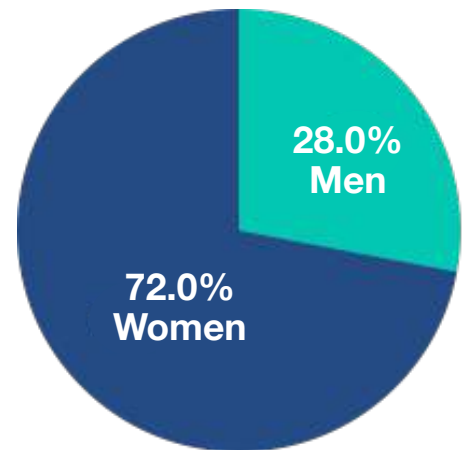


Based on survey results, Caucasian respondents were disproportionately likely to either attend and/or share feedback about Coffee with a Cop compared to other ethnicities. Based on a weighted analysis of the sample, the ethnic breakdown of communities where respondents completed the survey is 49.6% Caucasian, 22.1% Hispanic/Latino, 13.2% African American, 9.3% Asian, and 5.8% Multiracial/Other. In contrast, My90 received feedback from 66.2% Caucasian, 11.5% Hispanic/Latino, 7.4% African American, 7.4% Asian and 7.4% Multiracial/Other respondents.

**Gender** *n* = 157

My90 received more responses from women than from men. Based on the weighted analysis, women from these jurisdictions would be expected to make up 51.8% of respondents. This difference prompted My90 to compare responses from men and women. There were three notable differences in these responses:

1. 36.8% of female respondents were women of color, compared to 26.8% of male respondents.
2. Male respondents were older on average than female respondents. The median age for male respondents was 52 years old compared to 45 years old for women.
3. 77.9% of women said that they felt better about their local police following the event compared to 63.6% of men.

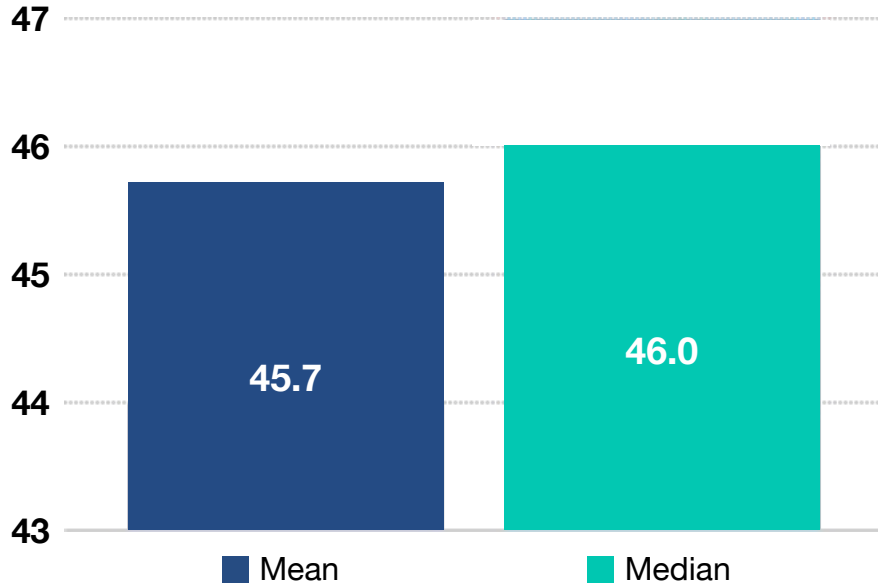


*My90 received feedback from people who attended events hosted by 50 different law enforcement agencies around the United States*



**Age** *n* = 150

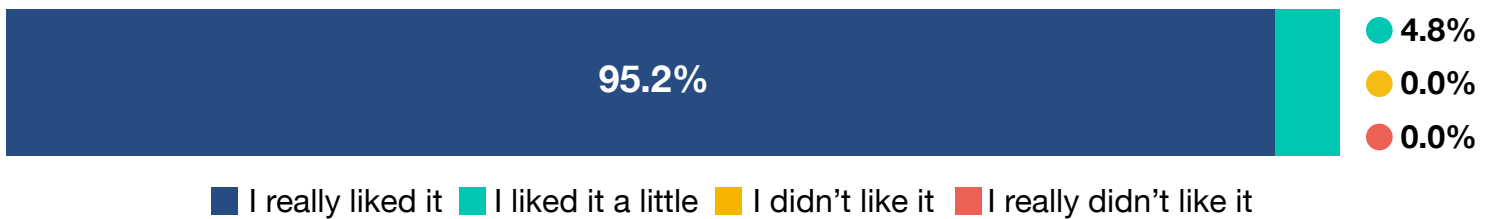
Based on survey results, older people were either more likely to attend and/or more likely to share feedback about Coffee with a Cop compared to younger residents. Respondents varied in age from 16 to 76 years old, with an average age of 45 years old. This is higher than the expected weighted average age, 34 years old, in the communities where respondents provided feedback.



Photos courtesy of Sgt. Chris Cognac, Hawthorne Police Department

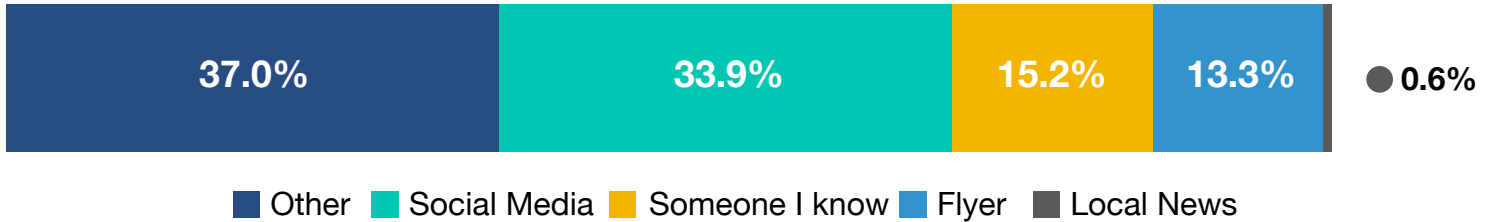
**Results: Quantitative Questions**

What did you think of the event? *n* = 168



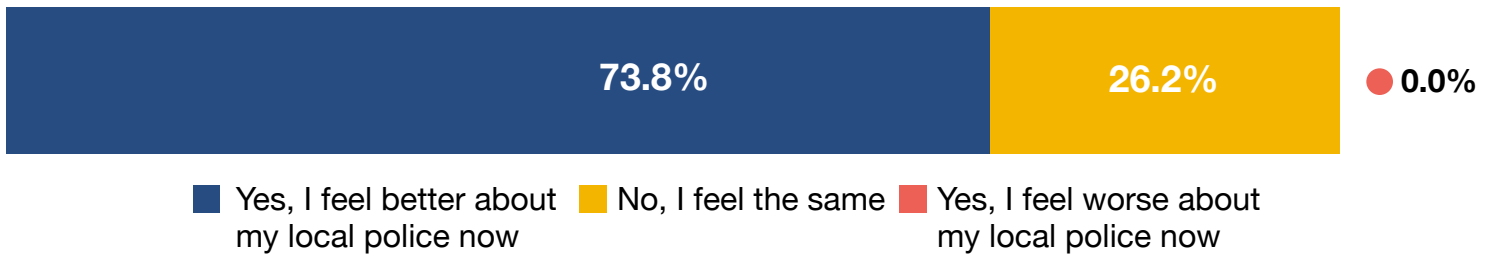
Responses were extremely positive, with every respondent indicating that they liked the event. 95.2% of respondents gave the event the highest possible rating, "I really liked it."

**How did you hear about today's event?** *n = 165*



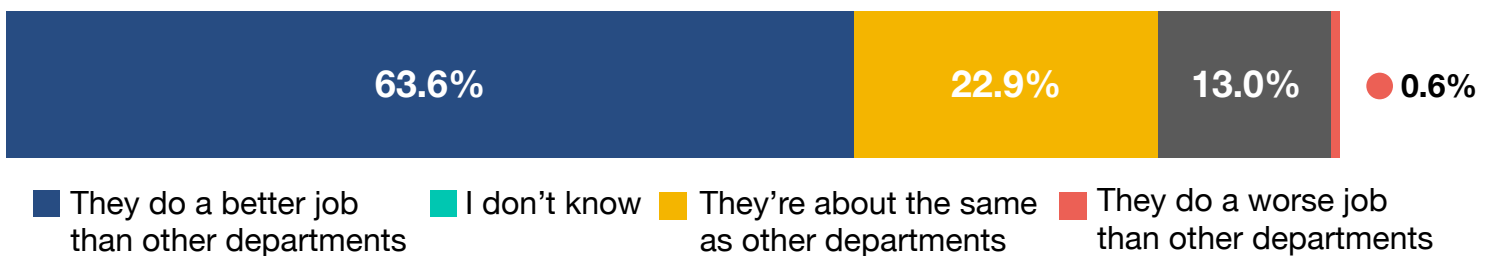
Of respondents who selected an option besides “other,” the majority indicated that they were aware of the event due to social media. Word of mouth and flyering were also effective means of advertising. However, respondents primarily indicated they heard about the event from another source. Based on the other qualitative responses received, it seems likely that a number of these respondents were previously unaware of the event and just happened to walk into the coffee shop where it was hosted.

**Did today's Coffee with a Cop change how you think of your local police?** *n = 164*



After attending Coffee with a Cop, respondents felt better about their local police, with a large majority leaving the event with an improved opinion. About a quarter of respondents reported feeling the same, and no respondents indicated that the event caused them to feel worse about their local police.

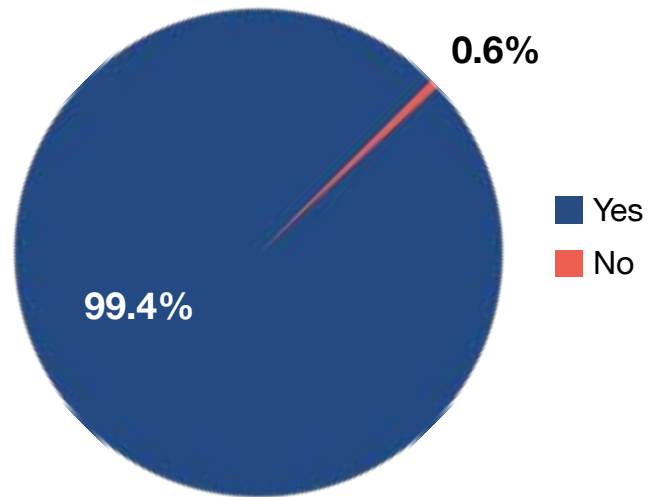
**How well does your police department engage with your community?** *n = 162*



The majority of respondents indicated that they felt their local police were better than other departments at engaging their community. Over a fifth of respondents reported felt their departments were about the same as other agencies, and only one respondent felt their department did a worse job than other departments.

**Would you tell a friend to come to a Coffee with a Cop event?** *n = 161*

All respondents except for one said they would tell a friend to come to Coffee with a Cop. This indicates that an effective strategy to increase participation in these events in the future may be to ask previous attendees to spread the word. Future outreach could include encouraging residents to bring friends to these events, particularly those who may have a neutral or negative opinion about the police.



**Box 2: National Coffee with a Cop Day 2016**

Last year, My90 conducted a similar survey during the first annual National Coffee with a Cop Day on October 7, 2016. The full report can be viewed at [www.textmy90.com/cwc](http://www.textmy90.com/cwc), and the results were largely consistent with this year's findings. For example:

- 70.4% of respondents were Caucasian in 2016 compared to 66.2% of respondents this year.
- 70% of respondents said they felt better about their local police after Coffee with a Cop in 2016 compared to 73.8% this year.
- 67% of respondents thought their police did a better job than others in community outreach in 2016, compared to 63.6% this year.

The most notable difference between 2016 and 2017 was the share of female respondents:

- In 2016, 49% of respondents identified as female and 45% identified as male. This year, 72.0% of respondents identified as female and 28.0% identified as male.

**Results: Open-Ended Questions**

**What did you like most about the event?**

Please see Appendix A for a full list of responses. Key themes concerning this question were:

1. **The officers:** The most popular response to this question was the chance to meet individual officers. Specifically, residents were appreciative when the officers were friendly and approachable and spent time talking with residents one-on-one.
2. **Atmosphere:** Dozens of respondents said that they appreciated the casual atmosphere at these events. Some indicated that this was the only time they were able to interact with police in this type of setting.
3. **Asking questions:** Respondents were appreciative of the chance to ask meaningful questions and have them answered.



## Do you have any feedback about how the event could be better next time?

Please see Appendix B for a full list of responses. Key themes concerning this question were:

1. **Frequency:** Many respondents wanted to see events such as these more often and in more communities in their local areas. Given that the quantitative feedback was so positive, this feedback is a good indicator that departments could successfully host more events like Coffee with a Cop throughout the year.
2. **Promotion:** A large number of respondents indicated that the police should do more to promote the events and increase attendance. This was not universal, as there were a few complaints of events being too crowded, but a common thread was the desire for more people to know about Coffee with a Cop and attend the events. Increasing the frequency of events may resolve both of these issues in the future.
3. **Timing:** National Coffee with a Cop Day took place on a weekday morning. This allowed working adults to attend but conflicted with school hours for children and young adults. Multiple people suggested adding events on the weekend that could be more easily attended by children.



*Photo courtesy of the Florida Department of Law Enforcement*

## Any last thoughts?

Please see Appendix C for a full list of responses. Overall, these comments reinforced the takeaways that have been discussed above. There were also some creative strategies by individual departments that respondents appreciated:

1. **Lakewood Township PD** (New Jersey) and **Anaheim PD** (California) had officers hand out coffee at a drive thru window.
2. **Oakland PD** (California) gave away snacks and flyers during the event.

## Results: Feedback from Police Officers and Department Staff

21 respondents to the survey indicated that they were police officers or staff members. Overwhelmingly, these respondents also liked the event. They tracked closely with the demographics of the other survey respondents, with a median age of 47, 66.7% white, and a majority of women responding. In their qualitative feedback, police officers and staff said they appreciated the chance to interact with the community in an informal setting and wanted to promote the events more to increase attendance.

### Box 3: Selected Comments from Police Officers and Staff

“I like being able to see the officers interacting with the public in a non confrontational venue.”

“[I liked] seeing people be pleasantly surprised at free coffee and the fact that police were doing something good in the community.”

“Coffee with a Cop allows officers to interact with member of the community and build stronger relationships.”

“It gives us an opportunity to build a rapport with the community.”

“[This event could be better with] more diverse representation of the department. No women nor officers of color were present.”

## Conclusion

The feedback My90 collected during National Coffee with a Cop Day was very positive. Every respondent liked the event and 73.8% left feeling better about their local police than when they arrived. Almost every respondent indicated that they would tell a friend to come to Coffee with a Cop, which indicates that word of mouth could be an effective strategy along with social media to increase participation in the future.

With such positive feedback, it is important to consider the demographic makeup of who took the survey. In general, respondents tended to be female, older, and Caucasian compared to surrounding communities where these events took place.

When given the chance to respond in their own words, respondents were particularly appreciative of the casual atmosphere, friendliness of the officers, and the chance to ask questions and engage in meaningful conversations during the event. In the future, they hoped to see Coffee with a Cop promoted more widely, hosted more frequently, and scheduled at different times during the week and on the weekend.



# National Coffee with a Cop Day

## For More Information

### **About Coffee with a Cop**

Coffee with a Cop brings police officers and the community members they serve together—over coffee—to discuss issues and learn more about each other. In less than five years, Coffee with a Cop events have been hosted in all 50 states and is one of the most successful community oriented policing programs across the country. The program has also expanded to outside the United States to Canada, Europe, Australia, and Africa.

Learn more about Coffee with a Cop at [www.coffeewithacop.com](http://www.coffeewithacop.com).

### **About My90**

My90 is an independent communication platform that helps close the gap between community members and police officers. My90's platform has been used by law enforcement agencies and organizations around the United States, including the San Jose Police Department, Santa Clara Police Department, Indianapolis Metropolitan Police Department, Irving Police Department, and National Organization of Black Law Enforcement Executives (NOBLE).

Learn more about My90's work with Coffee with a Cop at [www.textmy90.com/cwc](http://www.textmy90.com/cwc).

### **Contact Information**

For questions or comments regarding the data, analysis, or contents of the report, please contact the My90 team via email at [contact@textmy90.com](mailto:contact@textmy90.com).

## Appendix A

### All Responses to “What did you like most about the event?”

- there were many cops. the event was at a local neighborhood restaurant and the cops were very accessible.
- great meeting the officers.
- seeing people be pleasantly surprised at free coffee and the fact that police were doing something good in the community
- the sergeant i was speaking to was very personable and knowledgeable. he made me feel comfortable.
- accessibility to the ranking officer
- talking with community members
- the friendliness of the officers
- allowed an opportunity to personally connect with an officer.
- conversation with officer
- meeting the fsu community.
- i appreciate the time they took out of their day to be with us
- i love to goal to remedy a community concern
- how approachable the police were
- community involvement
- i love seeing this every year and also liked meeting the campus police staff. they were really friendly
- gives a chance to meet police without being an emergency
- coffee with a cop allows officers to interact with member of the community and build stronger relationships
- ask any questions you want.
- nice surprise at my local donut shop.. kind gesture
- nice to see our officers out in the community socializing with folks
- the lieutenant
- being able to ask questions about the job.
- interaction with the officer
- professional interaction with officers
- i liked interacting with all of the police officers. everyone was very nice.
- cops were very friendly
- talking with officers in a calm setting. they were approachable and were talking with a wide variety of people.
- the casual and friendly atmosphere.
- free coffee
- nice police officers felt they actually wanted to be there
- friendliness of police officers
- i like meeting the cops
- the cops were super nice and informative
- meeting good people & donuts.
- i genuinely enjoyed the friendliness of the police officers, and their eagerness to help!
- it's good to see the police department interacting with the community
- the policemen were all quite sociable and hospitable
- nice of the cops to put this together
- the officers were very friendly
- i like that we could ask question and just chat with the cops
- interaction with students
- officer pond and gerbig were very approachable and easy to talk to. it was a fun
- experience talking with them
- i love how the students and faculty can have nice conversation with the officers, so they know they are normal people who wear the badge, and are here to help you. they want to be our friends.
- i liked the most non political answers to important questions they were wonderful and honest
- solved my big problem
- i love that our officers are doing campus outreach. it breaks the stigma about all cops being bad cops. it breaks the barrier between citizen and cop. it opens dialogue and i love that.
- seeing positive relationships between communities and police
- seeing the faces of our upd dept
- welcoming conversation with the officers. i felt comfortable asking questions.
- nice officer. cute one in all black
- the whole program
- talking to the cops
- the opportunity to ask questions and to thank the officers for their work.
- meeting the police
- meeting our police
- margarita and all the free swag and resources!

## Appendix A

### All Responses to “What did you like most about the event? (continued)”

- the friendly environment
- the cops being friendly and approachable. easy to talk to
- i liked that the environment felt welcoming
- coffee with a cop started in hawthorne and been a huge success here, in the usa, and worldwide. bringing everyone together
- i liked being able to talk with the police officers here. they are incredible people.
- i liked that the cops seemed approachable and easy to talk to
- Interactive
- get to now the officers in my community
- talking to policeman. he was great!
- friendliness and openness
- i knew a couple of the cops
- los oficiales fueron muy amigables
- the conversations and just the idea in general of community outreach
- personal association w officers
- all of the officers were very friendly.
- good information about how to handle neighbor problems.
- the conversation with the officers.
- my husband & i attended the ocr 4, 2017 coffee with a cop at mcdonald's in hawthorne. very uplifting. was able to show our support for our law enforcement personnel. incredible turnout. [!] pray they stay safe. thank you for this opportunity. love our cops!
- how welcoming all the officers were to my three year old son
- the relationship
- la communication que purses tener con los policas
- super friendly
- nice engagement
- it gives us and opportunity to build a rapport with the community.
- positive encouraging and thankful for our officers
- it enabled me to have an informal, general discussion about a specific issue I've been having [with] barking dogs.
- very informal. you can talk to the police casually, get to know them, but also talk about any concerns. all in a friendly setting
- swag and pictures with cops
- meeting the officers up close and personal.
- really lovely being able to speak with the officers who do so much for the community. very kind and pleasant people, who clearly wanted to speak to the public and even get to know us. i came in the morning and sat for about 15 mins. i mentioned the following recommendations: first, would be nice if coffee with a cop could be moved to a weekend to invite more children to come and visit when they are not in school. i saw a little boy meet the cops today and i've never seen a brighter smile. it would be a great opportunity for them. and second, more events like this where the community can interact with the officers in a relaxed setting - possibly a karaoke with the cops? just a suggestion :) thank you all for your great work and the lovely chat today! -thessa m.
- good for the community
- officer are real people
- meeting the officers & the neighborhood services staff
- the friendly staff especially neighborhood services
- i liked meeting the fellow officers and planning future events with them
- Everything
- i like seeing the amount of officers relating to the community in a relaxed atmosphere.
- coffee with a cop at big city diner in pearlridge this morning was delightful. being a native new yorker, it was very refreshing to see law enforcement
- the community responded well to the police officers
- friendly cops! great people. good conversation
- loved the conversation that our police had with customers
- community coming together getting to know the police
- "thanks for meeting with me today. i did want to remind you of the one item i feel needs to be addressed. i think laurel and miami should be no turn on red all the time.
- the opportunity to meet with the police officer's.
- really enjoyed interacting and them engaging with all and answering questions



## Appendix A

### All Responses to “What did you like most about the event? (continued)”

- the people
- the friendly, welcoming feeling when the officers introduced themselves.
- i like that it exists
- getting to talk to officers. getting suggestions for home security
- i liked being able to speak to the officers who patrol my city, and i felt that i was heard when i brought my concerns to their attention
- friendliest of each officer
- we had a great morning today at spring donuts in district 2. enjoyed talking with a few people about cpa classes. visited with a dozen or more deputies and the sheriff and his staff. thanks to rene dennis for setting up her display and making everyone feel welcome. need to have some type of banner to advertise these events so more people will come in.
- meeting the officers who protect and keep our community safe.
- meeting and talking with the officers. i also liked thanking them for their service. it was nice to meet other residents and police in a nice environment. the police were very friendly and answered questions.
- it was friendly and fun atmosphere
- i like how the community can come together & enjoy conversations with our local police without any distractions
- the officers, cadets and volunteers were friendly and resourceful
- nicest officers! mark! jim! phil! and will! and their lt too
- police horses
- the openness of the police personnel to questions, advice on reporting my car prowl, sgt was present (showing commitment).
- police were very friendly, open and willing to answer all questions.
- meeting and talking to the police in my community.
- we never get to talk to police officers except for occasions like this
- it was held in a convenient local (starbucks) early enough so i was able to stop and chat a few minutes before heading to work.
- cwc i want to thank karen and our three madeira police officers for taking the time to meet with residents. we have an awesome police department from the chief down. grateful for your service!
- individual attention, good questions.
- getting to know the officers
- getting to actually speak with some of the officers in my area of town
- asking & hearing questions & answers in a small group setting.
- the people
- my 4 year old was so excited to meet the officers. we have been planning for a week! he wore his police costume and ran to them as soon as he saw them. such a great idea and magical moment. it's wonderful to meet our local law enforcement team. it's so great to have a positive friendly encounter when there are bad things in the news. we are so thankful for the police force for protecting us and every day putting their life on the line.
- direct communication/ conversation with the officers assigned to our neighborhood.
- being able to talk to the officers
- mahalo nui for coming out to talk with us. it was a pleasure to meet so many
- professional, caring & intelligent sergeants, officers & chaplains who keep us safe.
- mahalo for all you do. keep up the great work!
- being able to ask questions in a relaxed environment
- the cops kindness
- how friendly the police where.
- meeting the police explorer group.
- it was nice to have a general conversation with the police department that is not due to an official issue or incident.
- talking to the cops
- the jovial interaction
- Frenlly
- it was a great turn out. good to meet the officers of my community
- great people great time
- friendly and approachable police officers. free coffee
- talking with the police officers.

## Appendix A

### All Responses to “What did you like most about the event? (continued)”

- being available to answer and connect with the public
- meeting the kona officers
- having a conversation with an officer about police work
- the great citizens who came
- good turnout by both police and residents.
- everyone was so friendly and welcoming
- we are the second largest cwc in the world! live here. neighborhood watch coordinator!!
- meet officers and councilman
- two things: meeting local police in congenial setting; meeting neighbors!
- speaking with roy (sgt) was wonderful. it was a great way for us as tourists to speak with a local who works for and is invested in the community. we really appreciated the surprise opportunity
- it's nice to see our local police having fun, smiling, having casual conversation - like real people
- talking & taking photos with officers
- just being able to meet local officer
- the friendliness and openness of the officers reaching out. no judgement zone
- Outreach
- i liked that we were able to talk one on one with our local officers about local crime, and concerns and also that we were able to ask the officers questions about their job (what their day is like, body cams, their views on guns, etc)
- personal interactions
- friendly cops
- how friendly all the officers were
- Atmosphere
- cops being accessible in a non scary venue
- interaction with the public
- friendly, caring police officers
- really enjoy it as the police officers always respectful and always answer questions and very understanding way
- the friendly, face to face thought provoking and informative topics being discussed on what i felt was an "equal playing ground".
- getting to know local area cops.
- volcano cwc
- both officers were informed, interested and supportive of community involvement
- thank you to joyce at the cafe for opening her door so generously"
- it helped my three year old conquer fears of officers in uniform; humanizes le
- the interaction with our community and our police officers
- meeting officers and getting questions answered.
- easy going and friendly.
- it was awesome getting to know them and they spent time answering the questions my 7 yr old had. it really meant a lot to my child!
- having kaiser & police officers talking to the local resident

## Appendix B

### All Responses to “Do you have any feedback about how the event could be better next time?”

- nope, just keep having them
- our department chipping in for donuts
- more locations
- more frequent events
- dialogue- maybe a q&a
- no they are amazing and i appreciate the police
- nothing enjoy the reality down to earth with officers
- i suggested that they should go to door to door and meet the residents. that notes who is living there and every years do it again.
- not really
- great job.
- nothing could be improved, it was great!
- need more opportunities like this to talk to officers
- perhaps balloons outside to indicate that there is something going on. this is a great event and i am happy the cpd has been doing several of there.
- bigger cups
- provide iced coffee too!
- nothing i can think of, it was a great event!
- more variety of coffee
- it would be nice to see this happen regularly
- there wasn't very many people. i didn't see any signs on the door...need to promote better
- i think it is perfect!!!
- possibly have a couple different officers from different divisions but that's just a thought i think they did a wonderful job and they were all great and interacting
- i would love it if our campus did this more often. once an academic year isn't enough especially with the tensions in this country rising.
- more advertising
- i think that we should have more of a celebration for the fine work they do for us
- nope, it served the campus community well.
- get more people to come to it
- i think the event was very well attended by the officers. their set up and their involvement was very good. i would like to see more advertising of the event.
- it was good and very organized
- bigger space
- advertisement of the event at the coffee shop prior to the event
- more officers
- display some things you've been working on. statistics about campus safety, maybe
- i think if some were to come in shirts and jeans it would feel more relaxed
- our event can't get any better. superturnout by residents, hpd, and chp officers.
- i think it went really well, and have no complaints.
- it was so awesome to be able to talk to the officers one on one with no fear
- this is fantastic, provide face to face feedback about our concerns in our community
- no, nice surprise seeing a cop at starbucks window!
- no. it was outstanding.
- no nothing comes to mind
- either larger event to involve more of the community or more frequently in various locations
- don't know how it could be better
- nope. everything was perfect.
- nope. it was good.
- should be done more offen
- wish it was done when grandchildren could attend.
- nope. it was awesome.
- it was great!
- segue la communication
- have a healthier food option
- más información del los eventos
- no. good format. very worthwhile

## Appendix B

### All Responses to “Do you have any feedback about how the event could be better next time? (continued)”

- more welcoming set up. not just a table. more of a group area with info q&a
- officers are real people
- snacks for people attending i like the giveaways
- more snacks
- have donuts
- promote more
- this is something i would love for my children to be a part of, however it would need to be a late afternoon or summer event.
- approaching civilians in a friendly, positive way. i spoke to a few officers, all very courteous and professional, while keeping it casual and lighthearted.
- they were awesome. we were blessed to experience this
- well everyone was so pleased to be there and they thanked the police officers
- love the informal event. i think it goes well. a like dialogue is fine
- good job
- more diverse representation of department. no women nor officers of color were present.
- it would be great if they could happen with more frequency and more regularity...ie first tuesday of the month...
- banner and more advertisement in advance
- i think it went very well! it was so great to have the police introduce themselves to me. they did a great job. thank you for letting us meet you!!
- possibly more promoting?
- not specifically the police department, but overall redwood city needs to do a much better job of promoting these kinds of events. i think a lot of community members who are available would be interested in visiting.
- could be on a weekend? more people would attend
- it was impossible to hear what was being said at the table if you weren't sitting near the officers
- maybe use both tables to divide the crowd.
- horse patrol great idea to rope in the kids and a few adults as well.
- location was perfect and convinient
- maybe have police provide snacks. ie donuts...since we paid for our own coffee...lol
- it was great - no change needed.
- room was too warm.
- no, it was well coordinated.
- no, it was great, lots of officers present and engaged
- hard to hear in a noisy venue.
- this was such a cool idea. maybe they can also promote at the starbucks and the local grocery stores with fliers next time so more people are aware. the only way i knew about this was a quick article on the west seattle blog. another idea is to also have them visit the schools. my son admires them so much. it's so great to see them making a good impression on our kids. i saw a huge gathering of police officers at the downtown bellevue playground one time and the officers were playing on the playground with the kids. so awesome!
- a bit more notice and wider communication to the community.
- being able to ask questions in a relaxed environment
- other community events with cops!
- no, i thought it was amazing!
- keep up the good work!
- i would recommend that the police not group together as people don't want to go up to a group. 1:1 is best.
- it was great
- more promotion
- great event. looking forward to more like this
- it was crowded. a larger space would be better. because it was an evening event it would have been nice to have decaf coffee.
- occur more often
- a few bullet points to make substantive discussion.
- a sign outside to inform people
- the best already

## Appendix B

### All Responses to “Do you have any feedback about how the event could be better next time? (continued)”

- the new starbucks site did not offer enough room outside, it was all very crowded
- it was good just the way it was.
- not really...the introduction was seamless and the conversation was authentic and not forced. if we were locals we would definitely attend again
- honestly it was totally unexpected to show up at he drive through and see an officer handling my order. i've hear of cwc but didn't realize they were y local starbucks! i really like that they did drive through because i usually don't gave a lot of time. drive thru was perfect!
- more advertising
- i noticed a couple officers just hanging out. i think they could have maybe approached the tables and introduced themselves.
- serve something else to drink for those of us that don't drink coffee, like hot chocolate
- it was really really hard to hear. there was one officer at each end of the table. one was answering questions and the other was chatting loudly to one or two people. we were at a starbucks so there was also lots of ambient noise. also couldn't hear most of the questions (lots of little old ladies). it was a convenient time for me (2-4 pm) but not for people who work.
- more attendance by public
- hold at a larger facility
- maybe take alittle time at the end for the officers to address the citizens and share some of the questions and answers. i wondered what topic was being discussed at other tables. Kind of a wrap-it-up thing
- better advertising.
- posting notice at post office and cooper center the sunday before event during the weekly farmers market
- post it every day on social media as soon as possible
- the event was excellent!!!! just to early in morning for a saturday. people like to sleep a little later on saturdays.



## Appendix C

### All Responses to “Any last thoughts?”

- a great program
- i wish they had more of these events.
- great program
- thank you for all you do!
- thank you for all that you do
- thank you for the coffee, donuts, and friendliness !
- thank you for your service to the community. it's great to see you and i do appreciate the job that you all do!
- great work
- its great having events like this, having the community get together, and seeing everyone interact with the police.
- great event good time!
- great program and it is great to work with the police as a mental health educator
- i like being able to see the officers interacting with the public in a non confrontational venue.
- great event nice to see police officers out doing a good thing especially in such troubled time in the us
- please continue interacting with community it is an important aspect of the police department
- have more of these because you create a friendship with the officers and feel comfortable around them
- it was a nice turnout but one of my friends had said unfortunately most people are working but i guess if people wanted to go they go during a lunch break if they have one but that's what someone told me other than that it was a nice event
- i love this event and i think it would be beneficial to our campus if it were held twice a semester. i love upd, theyre great.
- i hope next year it's bigger! get the news out there this event.
- thanks for all you do!
- let's have more events such as this. we should continue bridging the gap.
- we need more police department like the hawthorne pd and more officers like sgt. chris cognac and his staff.
- police officers are brave heroes with my full respect.
- it's great to know who is protecting us and our community, get familiar with them and create bounds.
- it's good to have fun now and then! coffee with a cop was fun!
- have them more frequently; they likely reduce your workload. people who attend probably handle the questions informally as opposed to engaging in an actual call/incident.
- thanks for the opportunity
- fuquay pd is absolutely amazing. they've always been efficient in their jobs, and every time they're at public events always act in a professional and welcoming way. i love our police department
- me gust aria que fueran mas seguido
- gracias x estar siempre allÃ para nosotros la comunidad gracias
- gracias por siempre estar al pendiente de la comunidad muchas gracias y que dios los bendiga
- prior, i did not have a negative image of the rwc police. but the coffee with a cop personalized it a bit, which is always good. thank you.
- we are lucky to have our madeira police
- do them more often
- great give aways
- very impressed by text survey
- great program! thank you!
- positive encouraging and thankful for our officers
- was a very good positive event very proud of our police department
- great event to unify police with community
- thank you for the coffee.
- have some sessions when people aren't working during the day
- this was a great event! hopefully we can do something about the homeless in the city especially with regards to the safety of our students as they walk to and from school.

## Appendix C

### All Responses to “Any last thoughts?” (continued)

- please keep doing what you're doing to interact with the public.
- i think this makes policeman/women less scary. and i'm so thankful y'all had this today. i have ptsd due an abusive exhubsand. long story short, thank you for making it a nice environment. god bless y'all and prayers!!!
- i heard from sgt cognac of cwc
- thanks for hosting another great event, rcpd!
- no. thanks again!
- i brought my 10 month old -- i liked that the horses were there and the officers gave out stickers -- more stuff for kids would be great -- perhaps the talking/conversation part could be in place where everyone can listen in and hear?
- it was a good opportunity to interact with hpd in a non threatening situation.
- i really enjoy these events. i hope they continue. we need more times to interact and understand each other, especially when things aren't going well. hope more and more people become involved.
- love this beachside neighborhood and the safety our law enforcement officers provide,
- not just in the busy summer months. many thanks!
- thank you for doing this. i will watch for the next one.
- they do a good job with what they have. they need more officers.
- more info on neighborhood specific crime statistics, trends and what we (both community members and police) can do to address and improve our crime statistics.
- my daughter tells me karaoke with the cops might be a good idea!
- nice job tonight everyone
- thanks to our officers. they are great
- hope to see this event again
- great event. excellent way to bridge the gap between law enforcement and the community.
- our police department is the best.
- Grateful!
- i was at salem state university and wish more students attended to meet the police department. most students were in class or late breakfast
- "this is awesome. feel bad for residents who didn't attend. i saw first hand the high quality people at nbpd and our chief came too!"
- keep doing this program!
- great event, i saw several children there, and i think it is so important for children to learn that police are the good guys and deserve respect.
- pasco has the cutest cops!
- "it was fun and informative. one of the officers, capt hall even served coffee and took orders from customers. what a great out reach"
- do this more often! have a better venue, and thank you!
- fvpd has been involved with cwc since october 2015 and they do a fantastic job!
- exceptional police department! great leadership! transparent agency.
- norristown police department do well job
- the question about how i feel about our officers should have an option of: I feel the same because I felt positive about them be fore I went. Also, get our schools involved....share the events through CMS databases for the parents AND STUDENTS to come. The positive interaction with the young (middle & high school) could instill cooperation with our CMPD & decrease protests.
- casual environment, one on one conversations, open discussions, willingness to share stories and answer hard questions, opportunity to say thank you.
- love the idea. keep this up
- please keep doing these events, cause we thought it was great!
- if you want more local resident you need to give out flyers at their