

Community Trust in Policing Forum

January 21, 2017

“We have to move from resistance to results—and that means we have to listen.”

Dr. Harry Edwards

Community Trust in Policing Forum

About the Forum

On January 21, 2017, the Independent Police Auditor of San Jose brought together a diverse group of residents, civic leaders, and police officers to map out solutions in a Community Trust in Policing Forum.

The Forum tackled difficult issues on a tumultuous weekend of protests. Improving community trust in local police has always touched upon race, citizenship, mental health, and more. Now, as the tensions between local and national politics increase, so has the significance of these issues.

The Independent Police Auditor (IPA) hosted the Community Trust in Policing Forum in partnership with Mayor Sam Liccardo, Councilmember Magdalena Carrasco and the Silicon Valley Community Foundation with the support of the San Francisco 49ers. A wide range of stakeholders were invited, all of whom are needed to help San Jose become a national leader in community-police relations. Participants included local residents, families who had lost loved ones to police shootings, community-based organizations, local law enforcement leaders, and city officials. Speakers included Chief of Police Eddie Garcia, community leaders, and national experts on subjects of race, sociology, and policy.

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About the Office of the Independent Police Auditor



The mission of the Office of the Independent Police Auditor (IPA) is to provide independent oversight of and instill confidence in the complaint process through objective review of police misconduct investigations. By providing outreach to the San José community and making thoughtful policy recommendations to the Police Department, the IPA works to promote accountability and to strengthen the relationship between the San José Police Department and the community it serves.

Source: IPA website, www.sanjoseca.gov/ipa



“Behind every data point is a human story.”

Independent Police Auditor Walter Katz

Community Trust in Policing Forum

Community Input

Participant feedback was a critical part of the event, and will be used to help build the foundation of a community-driven strategy to measurably improve local community-police relations in terms of engagement, trust, and safety.

Attendees sent and received 1,513 anonymous my90 text messages throughout the course of the event to share feedback, questions, and solutions. my90 offered participants a chance to answer targeted questions and discuss general viewpoints about the San Jose Police Department, the IPA, and the City of San Jose. Participants shared feedback about proposed policy changes, speakers' remarks, participatory breakout sessions, and their own personal interactions with local police officers.

The following results summarize and highlight the feedback, questions, and suggestions that event attendees shared with my90. Because of limited sample sizes on each survey, as well as self-selection bias, the following analysis should serve as an in-depth snapshot of participants' views rather than a broad representation of public opinion in San Jose. These results are intended to provide an initial framework and action-oriented synthesis of participant input from the Community Trust in Policing Forum.

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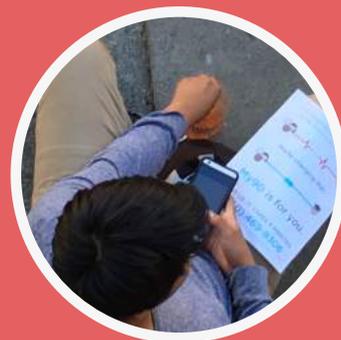
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Sms-Based Survey Design

my90 develops, implements, and analyzes sms-based conversations and surveys on issues around community-police relations. For the forum, my90 designed four unique surveys to offer throughout the event to develop a comprehensive understanding of participants' experiences and points of view. The surveys and conversations were anonymous. During the event, participants were prompted several times to text my90 their thoughts and questions. Informational handouts were provided by my90 and designated phone numbers were assigned for the event. Aggregate, anonymous results are available to the public from the IPA as well as via www.textmy90.com/sjipa.



my90 is a communication platform that helps close the gap between community members and police officers. An officer once told us that the police “miss 90% of the story” when they talk to the public. We recover this lost information and use it to improve community-police relations and public safety. my90 uses anonymous, two-way messaging to collect and respond to feedback, questions, and ideas. Cities and residents use my90 to address tough problems together by becoming more data-driven, transparent, and collaborative.



Highlighted Results

“[Chief Garcia] gave me a lot of confidence. He is clearly an advocate” for the community.”
- Anonymous Community Member

43%

of participants approved of SJPD’s community engagement efforts and SJPD Chief Garcia’s presentation elicited positive responses.

About the participants

Engaged

51% reported they attend 5 or more city events yearly.

Aware

79% reported they understand what the IPA does. 45% reported they would ask the IPA for help.

Diverse

Ethnically diverse with a median age of 50 years old.



Community Recommendations for the IPA

- Include **Latino speakers** and offer materials and my90 in Spanish.
- Engage **youth** to increase participation.
- Involve the **San Jose Police Officers Association (POA)**.



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Community Recommendations for the SJPD

- Voluntarily **share more information** with the IPA
- Create local **community policing** initiatives
- Continue to publicize SJPD's **stance on immigration** laws and undocumented city residents

“Today has been a big, important first step, but we have a long way to go.”

Emmett Carson,
Silicon Valley
Community
Foundation

Community Trust in
Policing Forum



Community Support for the IPA

- **14/15** said they felt **more familiar** with the mission of the IPA
- **All respondents** agreed that “The Office of the IPA should **increase its scope and services**,” including reviewing incidents involving **use of force** when no civilian complaint has been made

We have to organize to “change [the] CA POA Bill of Rights, data collection by law enforcement and video of community members. Also [it's] important for data to provide accurate and accessible information. Misinformation is dangerous.” - Anonymous Community Member

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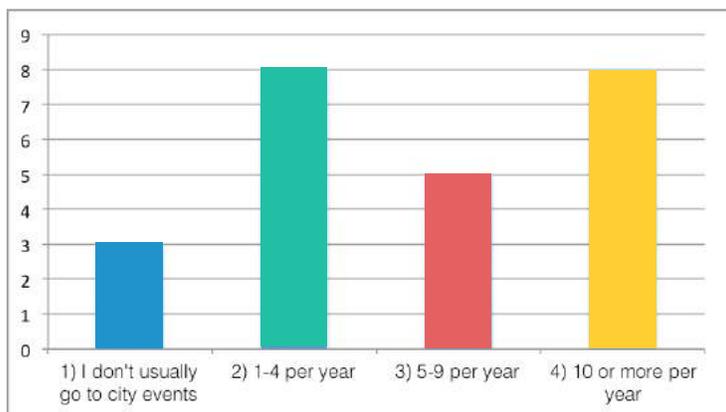
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Breakdown of Results

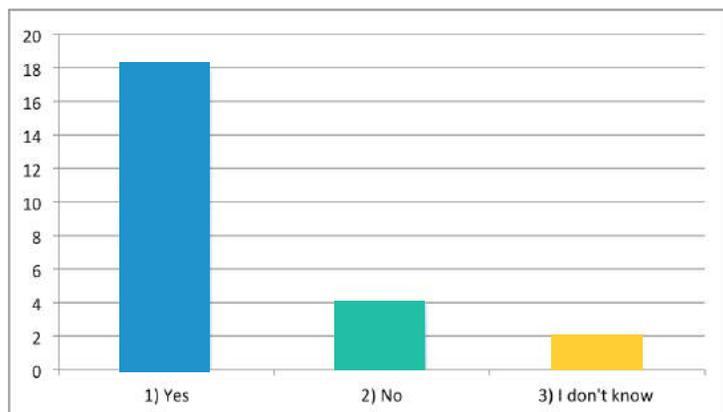
The following analysis describes the results of participant input by survey question. There were four surveys available to participants during the course of the Forum. Multiple choice and numeric question were aggregated and summarized for each question. Free-form responses to open-ended questions were grouped into the following categories according to content: positive feedback, negative feedback, suggestions, questions, observations, and not applicable (N/A). The analysis omits N/A entries from results. A small number of responses overlapped categories in the text analysis and were included in more than one category for the analysis. Wording has been adjusted slightly in the analysis for clarity.

Survey 1: Results by Question

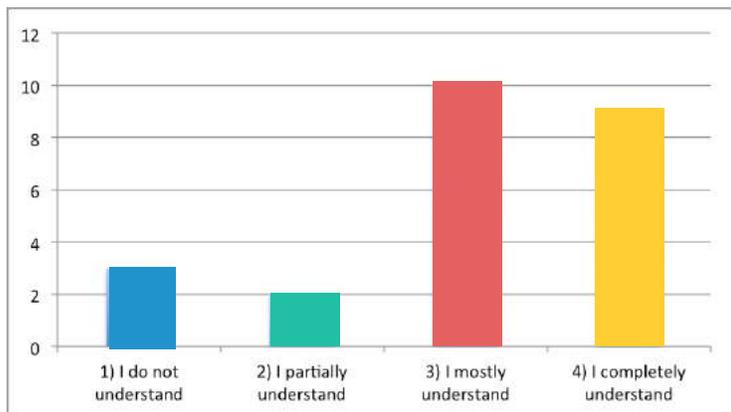
How often do you come to events hosted by a city agency or representative?



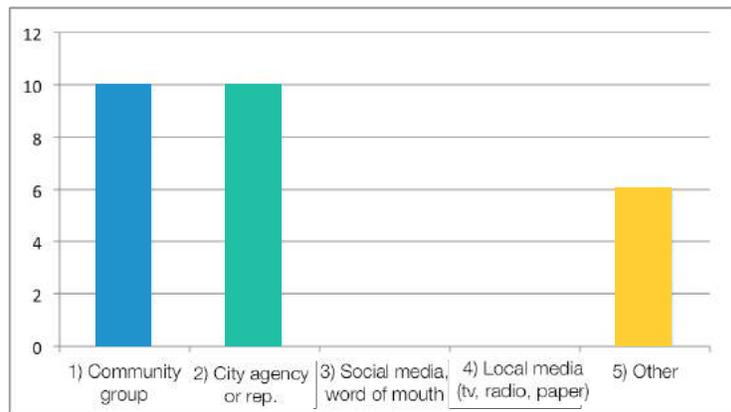
Do you think that people can submit complaints anonymously about the police to the IPA?



How well do you understand what the IPA does in San Jose?



How did you hear about today's event?

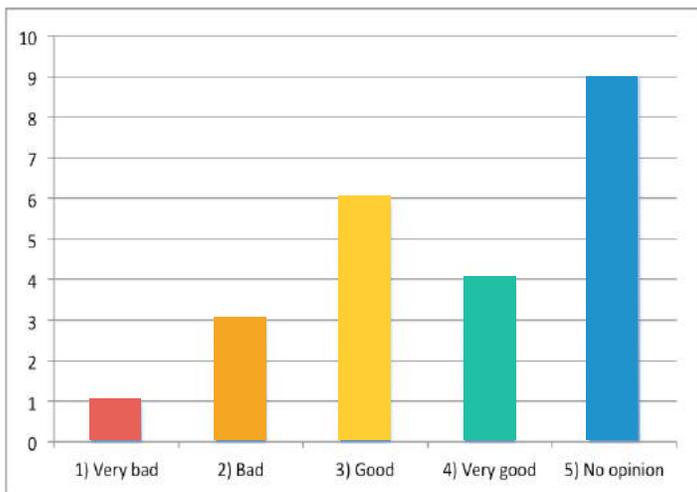


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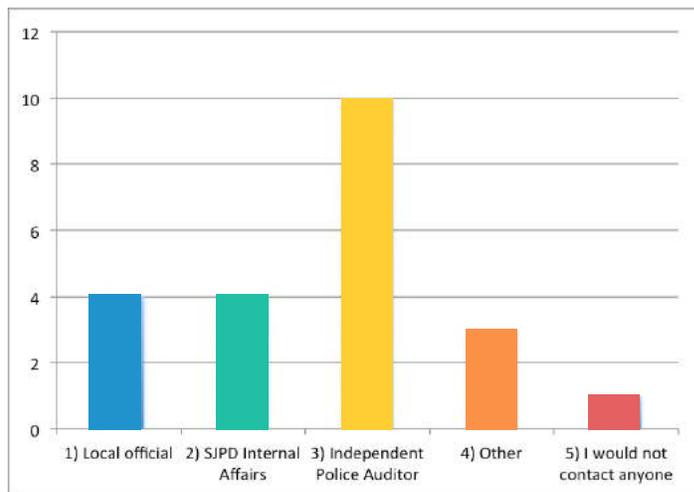
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Survey 1: Results by Question, cont.

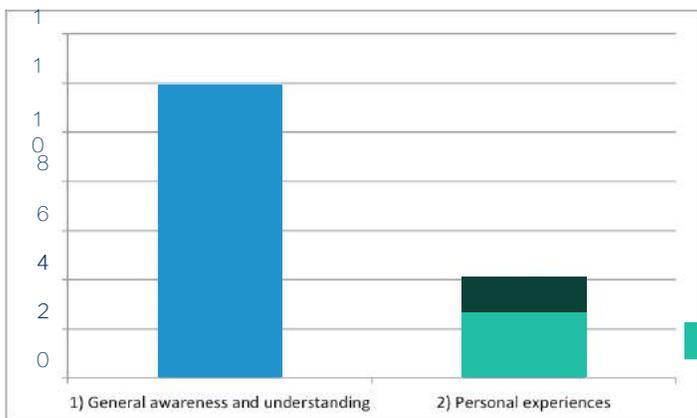
How would you rate the SJPD's efforts to engage local communities?



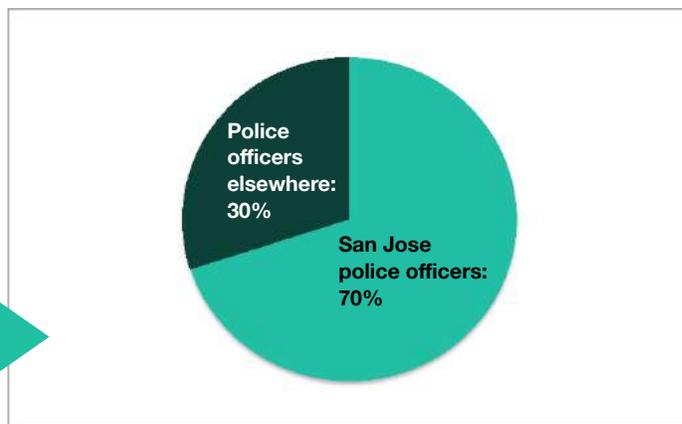
If you wanted help after a negative experience with a San Jose police officer, who would you be most likely to contact?



What is your view of the police mostly based on?



Follow up: have you mostly had experiences with SJPD officers, or police officers elsewhere?



Demographics

In numbers, not percentages

- Male: 12
- Female: 10
- Age range: 26-70
- Average age: 49
- Median age: 50
- African American: 6
- Asian American/Pacific Islander: 2
- Caucasian: 8
- Hispanic/Latino: 4
- Multiracial/Other: 13

Survey 2: Opening Speakers and Panelists



Positive

- “We have good advocates in the community” who gave needed “personal perspectives to policy issues and challenges.”
- SJPD has strategies to actively “bridge the gap with the community.”
- Chief Garcia “gave me a lot of confidence. He is clearly an advocate and an ally and we are in good hands.”
- “It’s nice to see the chief is claiming that his department is welcoming changes that will increase accountability and proactively reduce use of force.”

Critical

Negative feedback about the speakers was limited to two comments:

- “Propaganda.”
- “A gentleman was escorted out for verbally challenging Chief Garcia. He should have been allowed to speak.”

Other comments criticized the police:

- “The police’s racial profiling tendencies aren’t visible outside east side San Jose, in fact, as a resident of a nicer neighborhood, it’s totally out of sight until you seek it.”

Questions

- “How can we define some procedures so that the community and the police can interact?”
- “How can the public best view outstanding ‘known issues’ of police misconduct? how can it be more open, data-driven and immediate?”
- “What does the SJPD feel is the responsibility if any, to the children that have been left fatherless due to police violence?”

Suggestions

- “Having one bad experience affected one of the speakers opinion on police. Ongoing community engagement can combat this negative experience.”
- SJPD should have “an early warning system” similar to BART oversight.
- “Police need to ... do [community] introductions the first month on the job.”
- Share “more strategies for community reconciliation and peacemaking.”

“My takeaway was that “It’s ok to be critical of SJPD and our criminal justice system. I think Chief Garcia has good awareness of issues his department needs to address.”
- Anonymous Community Member

Survey 3: Dr. Harry Edwards and Torrey Smith



Positive

Feedback about Dr. Edwards and Torrey Smith was overwhelmingly positive (“outstanding”; “amazing!!”). A sample:

- “Profound and helpful.”
- “Thought provoking and entertaining.”
- “It was great to hear what I have been saying for years.”
- “Good points concerning community activism and volunteering ... [to] relieve an overextended PD. Too many people create the problem without participating in the solution.”
- “I thought it was a good juxtaposition of the old guard and millennials discussing and assessing these issues ... I thought Mr. Smith provided a voice that would be very accessible.”

Critical

Participants highlighted the need for greater representation. The following feedback was shared multiple times in reference to Hispanic, Latino, and youth participants:

- “Not enough Hispanic voices. Little reference to Hispanic experience[s].”

In addition, some feedback was mixed:

- “Enjoyed it, though I thought Dr. Edwards got a bit off topic some of the time and also dominated the discussion. But I appreciated the points both men made about how we must all take responsibility for our communities.”



I thought this discussion had “good points concerning community activism and volunteering. [...] Too many people create the problem without participating in the solution.”
- Anonymous Community Member

Survey 3: IPA; Community Expectations



Positive

Participants reported specific takeaways from Walter Katz's remarks, including:

- "Good work has been done. A good platform is in place. More work is needed."
- "The role of the IPA office. What they can see and what they can't see."

Critical

Negative feedback included that speakers were "a little quick and boring" and "a little dry." Also:

- "People talked about youth but I didn't see any young people? Good turnout but it would be nice to see the people that are impacted attend."

Observations

Participants commented on the existing oversight system and need for transparency:

- "Transparency is key. state law is key."
- There are "weaknesses in the process. Police investigate themselves."
- "The IPA doesn't have broad enough oversight or access to enough [data]."
- "The deficiencies of the SJIPA relative to other agencies. For instance, BART has a monthly report. They also set policies."
- Police unions "are an obstacle to passing laws for more transparency."
- If someone makes a complaint about an officer, "the outcome of the complaint should be made known to the individual."

Suggestions

Participants shared recommendations and ideas:

- "We need to expand the role of our IPA to include more access."
- "The importance of organizing to change CA POA [police union] bill of rights, data collection by law enforcement and video of community members. Also important for data to provide accurate and accessible information. misinformation can be dangerous."
- "SJPD needs to be more transparent to IPA and public to build trust in law enforcement."
- "Transparency is essential. There has to be civilian [involvement] in the review board, promotions, and hiring/recruiting."

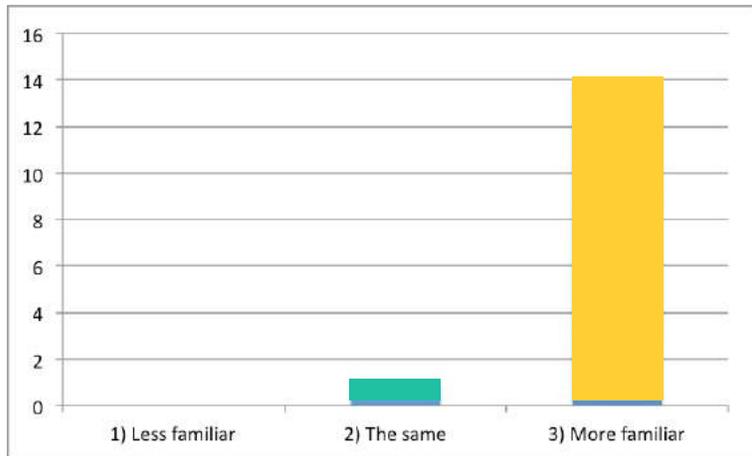
"How can we expand the SJIPA's access to data and information on internal investigations and use of force? And is there a citizens oversight committee for the SJPD and SJIPA as there is for BART PD?" - Anonymous Community Member

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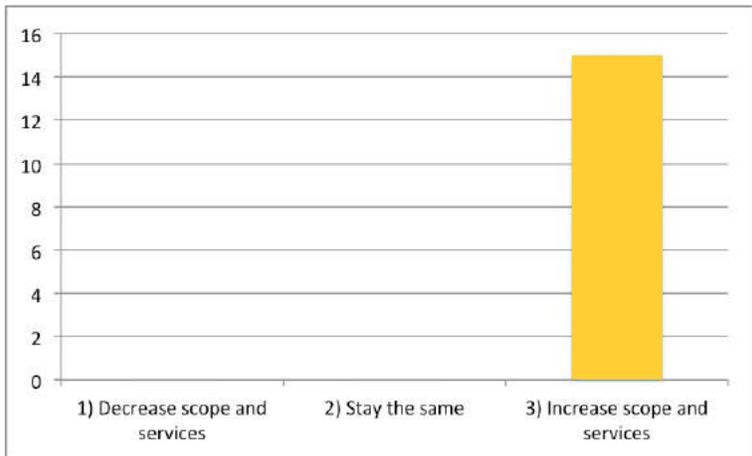
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Survey 4: Strong Support for the IPA

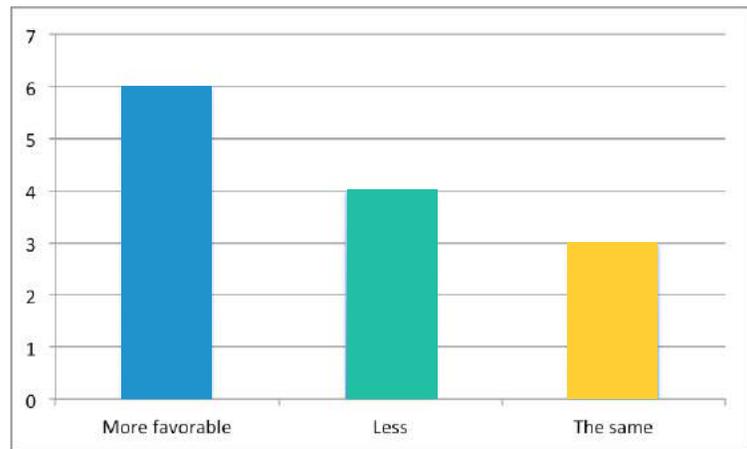
Based on this forum, do you feel more or less familiar with the mission of the IPA?



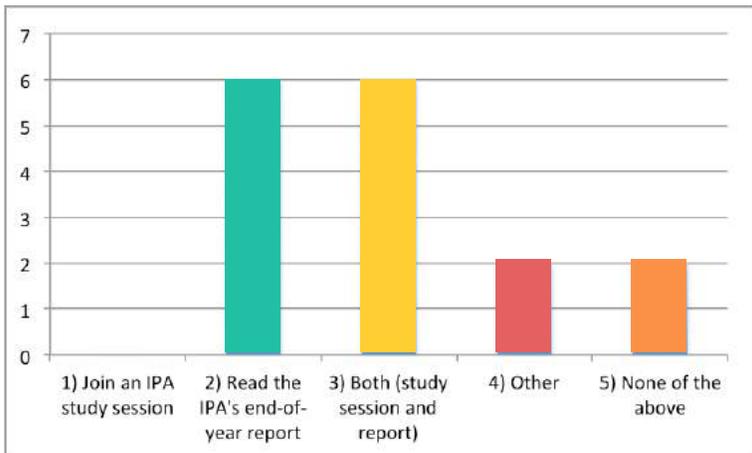
Which of the following do you recommend?
"The IPA should _____"



Similarly, do you feel more or less favorably about how the police engage communities in San Jose?



Following today's event, which of the following actions are you most likely to take?



"Do you think that the IPA should review police incidents involving use of force, even if there is no complaint made?"

100% (16 of 16) of respondents said yes

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Survey 4: Final Thoughts & Questions



“Gracias por tener este evento tan importante. Espero que la informacion y resultados esten pronto accessible a todos para tener claridad y sea comprensible para la comunidad y nos enteremos de lo que este pasando en San Jose.”

“Thank you for having such an important event. I hope that the information and results will be made available to everyone so we can have clarity and that they will be understandable for the community and we find out what’s happening in San Jose.”

“The mayor, city manager should offer more financial support to the IPA office. **This was a great day. Time well spent.**”

- Anonymous Community Member

“As a community organizer that works with undocumented immigrants, there is **fear and mistrust in police when officers ask a person about their immigration status** or where they were born even though SJPD’s policy says they are not supposed to ask that. Also, there was an instance when a community member experienced police brutality and when he went to make a complaint with either IA [Internal Affairs] or IPA **they asked him if he was born in the U.S. This should not be happening.**”



Suggestions

- “I think that the IPA should do outreach to jurors. I saw serious misconduct as a juror and would have reported it if I knew I could.”
- “Conducting more forums or technologies that allow for open dialogue.”
- “POA should attend events like this.”
- “Crear un app/text como este en español” [*create an app/text like this in Spanish*].

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 participants.
2. **Organize community events** that include: Latino speakers, a Spanish version of my90, youth speakers, and the POA.
3. **Create and share educational materials** on: reconciliation and peacemaking, the POA Bill of Rights, data collection by law enforcement, and community resources.
4. **Issue a monthly community report** or dashboard that includes information body-worn cameras, outstanding issues of police misconduct, and the outcomes of public complaints.
5. **Host study sessions** to workshop specific issues, such as defining procedures for community-police interactions, examining other oversight systems (e.g., BART), and brainstorming ways for policing and oversight to be more open, data-driven and immediate.
6. **Conduct outreach** to specific groups (including Latinos, youth, and jurors) and share opportunities for the public to increase involvement in police oversight activities.

For San Jose Community Members

1. **Stay informed** by reading the IPA's end-of-year report, which is issued annually.
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.
4. **Collaborate with other stakeholders** (e.g., neighbors, police officers) to sustain an ongoing, action-oriented dialogue.

For the San Jose Police Department

1. **Voluntarily share more information** and data with the Office of the IPA.
2. **Introduce officers to residents** in areas they patrol to improve trust in specific neighborhoods.
3. **Create community policing programs** "where officers and kids can interact and build trust."
4. **Reassure immigrants** by publicizing the department's stance on federal immigration laws and ICE.
5. **Train officers** to alleviate community concerns. For example, train officers to not ask people about their immigration status.

Community Trust in Policing Forum

“We need to move forward with an openness and a transparency to make our community as good as it can be.”

Emmett Carson, Silicon Valley Community Foundation

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Conclusion

The Community Trust in Policing Forum established a strong starting point from which San Jose residents, police officers, public officials, and community-based organizations can develop cutting-edge initiatives based on local leadership, community input, and action-oriented dialogue. The Forum highlighted San Jose's potential to lead the rest of the country in developing inclusive, innovative, and data-driven strategies to improve community-police relations and neighborhood safety. Participant input emphasized the role the Office of the Independent Police Auditor can play in bridging gaps between the city and its residents, as well as the need for evidence-based policies and programs to address residents' needs around community trust in policing.



Contact

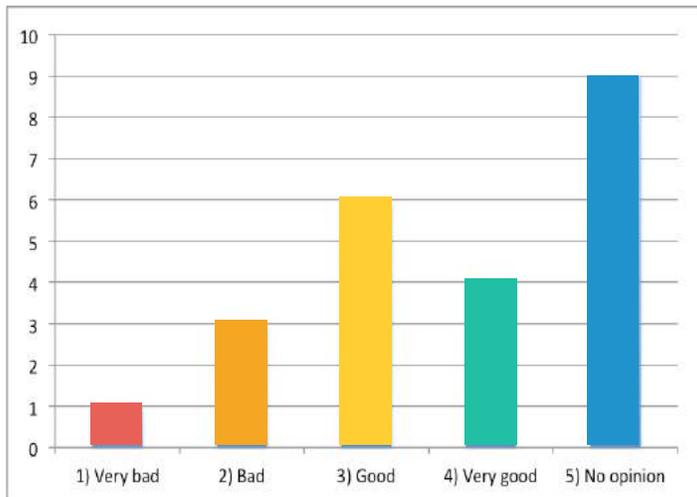
For questions or comments regarding the data, analysis, or contents of this report, please contact the my90 team via email at contact@textmy90.com.

For digital copies of this report, please visit www.textmy90.com/sjipa.

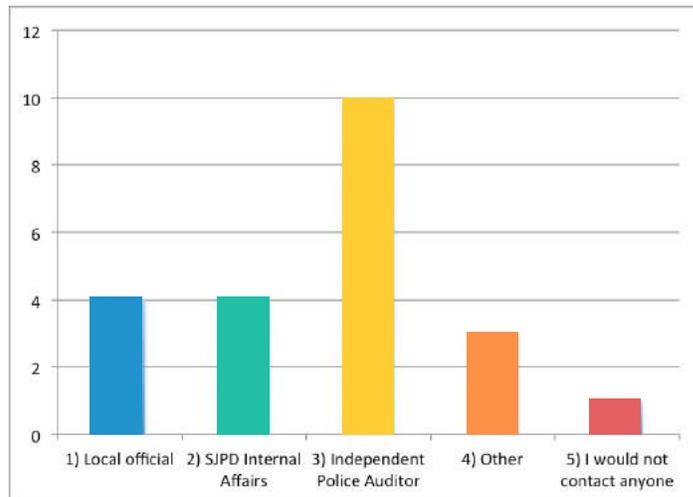


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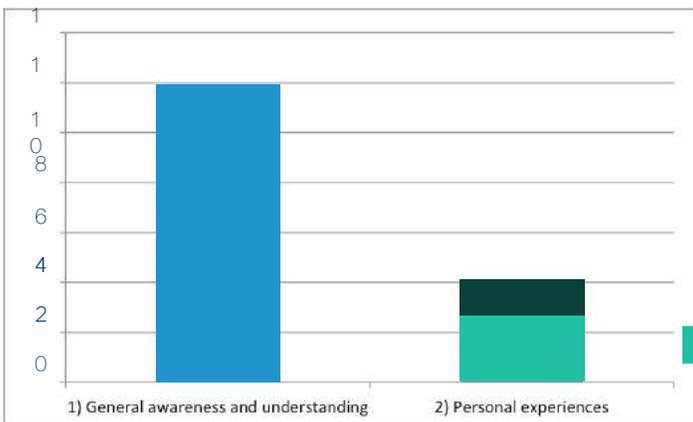
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