

Photos

The following photos have been altered to conceal the identity of the participants



January 31st Focus Group



March 1st Focus Group



March 19th Citizens' Policing Workshop

Raw Notes - January 31st Focus Group

In order to maintain anonymity of the participants, My90 cannot share recordings of the focus groups and Citizens' Policing Workshop. In the interest of transparency, all notes collected by My90 staff during these events are presented in this Appendix.

January 31, 2018 notes recorded by Ben Holston

First exercise - five words to describe the Santa Clara Police Department

- Intrusive, Helpful, Annoying, Con-Artist, Smug, Mentally Ill
- Participant had a few different interactions
- “At least 90% of officers have to be mentally ill to believe controlling someone's life is a legitimate profession”
- Clients, Attempt, Intimidating, Unseen
- Not as visible here as they are elsewhere in the County
- Authoritative, Polite/Respectful, Knowledgeable, No presence
- Polite because they have to be
- Disloyal, Liars, Murderers, Accomplices, First-Responders
- Tell groups one thing, different thing in public
- Officers who saw something but didn't do anything

Interaction

- Pulled over without cause, “swerving” when she wasn't, thought the officer thought she was a guy

Interaction 2

- Pulled over, didn't feel like giving out tickets, then why did you pull me over?
- Library at SJSU - homeless people and more officers dealing with it than necessary

Interaction 3

- Dealing in a professional setting in mediation, never hear a positive experience, incarcerated & removed,
- Someone banned from MLK Library (San Jose) just for looking like someone else
- Homeless clients

Interaction 4

- Negative → experience by this library, took a left turn on a no left turn
- Multiple motorcycle officers took a similar left turn
- Went back to talk to the officers on stake-out
- Wanted to ask a couple questions, was just blown off
- “Go ask the judge”

Another interaction (same participant)

- Living close to Levi's Stadium
- Block off all lanes of Tasman to go one direction
- Frustrating, insensitive to the general public
- Only access is 280 & 237
- Very difficult to get around
- Asks officers how to get to train station

Raw Notes - January 31st Focus Group

January 31, 2018 notes recorded by Ben Holston (continued)

- Officer starts yelling at him, he's yelling back, cussing & everything back and forth
- Calmed down on both ends
- Officer said they are being paid by the stadium
- Difference between expectation and reality when being pulled over

Expectation 1

- Always demanding rolling window down
- "It's all BS"
- Participant acknowledges being combative

Reality 1

- Conversation directly about what happened
- Usually for something small

Reality 2

- Staying respectful
- Not lying
- Dehumanizing and criminalizing folks who don't deserve it
- Trainings not a good reason

Expect 3

- Asking why?
- Maybe an introduction
- Respect level appropriate to the situation
- Polite, courteous
- People are scared

Expect 4

- Demeanor plays a huge role
- TSA Officers are rude and he's rude back
- Knows your not doing anything wrong
- Introduce yourself plays a huge role
- Additional commentary
- Good experience
- Smile
- Officer explained what he was doing
- Apologized but issued the ticket
- What do you think a typical police officer is like?

Expectation

- Officers aren't walking around the neighborhood
- Community policing pretty much non-existent

Raw Notes - January 31st Focus Group

January 31, 2018 notes recorded by Ben Holston (continued)

- Depends on the neighborhood
- Nice neighborhood they'll say hello
- Bad neighborhood mean mugs, chests poked out, harassing a few people
- White males
 - That's what they think of
- Body features
 - Someone who works out
 - Someone who can choke hold you, take you down
- Personality characteristics
 - Match the same physical traits
 - Feeling like it might be a mean attitude
 - Authoritative kind of figure
 - Trigger happy, alpha male, jock muscle head kinda guy or even woman
 - Heard a conversation and all they're talking about is the gun range
 - That's what they talk about it in his head
 - Think everyone is a bad guy
- Should be seeing movie, picturesque, beat cop, saying hello to everyone
- Neighborhood cops don't exist
- Used to exist but doesn't feel that way anymore
- As a kid, North Hollywood PD would close off the street and have gifts
 - They don't do it anymore
- Talk to people in their community
- Budget cuts
- How about you live in the community in which you police?
- Understaffed, overstressed
- Amount of calls
- Not able to interact "as they would like"
- For some reason they make time for Coffee with a Cops and things like that
- Just need to take time
- SCPD does stuff for the kids
 - Not enough of the adult-based interaction
- When the police host an event...
 - Depends on your background
 - From their perspective, seems disingenuous
 - Legacies of veterans, college educated people who have been disrespected or lied to by cops
 - Rather stop shooting then we can have coffee
- Gang aspect of an officer
- Officer arresting a protester telling them they agree with something
- While you're on patrol talk to somebody
 - Talk to people while you wait
 - So many missed opportunities
 - Especially when they're in uniform
- I wouldn't go to an event like that

Raw Notes - January 31st Focus Group

January 31, 2018 notes recorded by Ben Holston (continued)

- Most people who have had a negative experience
 - Anyone with a negative experience wouldn't go
 - Someone almost went to one
 - Knew that they wouldn't want to go
- Parents first gen immigrants
 - They wouldn't speak to an officer if it was organized or not
 - ICE raids get associated
 - Someone will ask for paperwork at some point
- Feel like there is a responsibility to have the opportunity to attend an event
 - Be good representatives of their community
 - Be an example, an influence
 - Attitudes learned from the community
 - Stories build fear, but you don't know how the interaction is going to go
 - Always cautious
 - Always a trigger
- Police officers who were once slave catchers are now police
 - Grew up wanting to be a police officer but that faded away
 - Now an officer for her community
 - Bloody Independence Day Weekend
 - Lost hope
 - Philando Castile, Alton Sterling, Anthony Nunes
 - Rallying and it's still happening
 - Remember the civil rights movement was 50 years

Scale of 1-5 how much you trust the police

- 0
 - Perspective also influenced by Mexico, El Salvador, etc...
- 2
 - Some extent they are there for some form of safety and protection
- 2-3
 - If something went wrong would call the cops
- 1.5
 - Still don't trust them but do trust that they'll eventually show up if I call

Dealing with mental illness

- 7 out of 9 victims in SJ it was mental illness involved
- Ask for an ambulance but sent the police instead
- Mental health in the Latino community not recognized
 - Similar in the Black community
 - Brushed off and the older generation ignores it but it is a death sentence
- Brother with skizophrenia
 - Only resource for mom to call is the police
 - Brandishing a knife, going to jail

Raw Notes - January 31st Focus Group

January 31, 2018 notes recorded by Ben Holston (continued)

- Would rather have behavioral health
- Bipolar mother
- Mix of police & ambulance
- Unfortunately now the first responder is the police
- Trainings for mental health
 - Officers take what they're going to take
 - Unfortunately for many
 - Law enforcement is entry to some form of treatment
 - Because they're the entry point they should be able to move away from criminalization and towards other resources
 - Law enforcement for many is the way to address a mental health problem
 - How can they sensitively act on it?
- Even on small scale traffic stops officers need to be informed, trained and educated
 - Little things really matter
 - It can be triggering at any point
- Double risk if you're a person of color and mentally ill
- (example) Compiled a database of SJPD officers involved in shootings
 - 1 was involved in 3
 - Military vets with PTSD
 - But one officer to go through traumatic events three times and he's still on the force?
 - Something wrong with that
 - Officers take brutal things home
 - Probably suffering
 - One person with mental illness interacting with another with mental illness, becomes easy to "get rid of" that person

If the Chief was here, and you could talk to him, and give him suggestions/ideas/critique

- Being straightforward and honest goes a long way
 - President of POA answering all around a simple question
 - Can you answer the question? No
 - Being straightforward builds trust
 - Being honest about your flaws is really helpful
 - That way they can meet halfway and then build
 - Hold your department accountable
 - Really be aware
 - If you're too overworked, hire someone else
 - Would feel comfortable saying what he said
- You're the white male that I perceive of every officer
 - Very discouraged to even come in the first place
 - Unless you can commit to a series of check-ins then it wouldn't be worth meeting
 - (example) Chief says we're meeting once a quarter
 - Then check in on initial statements
 - Then they can move forward

Raw Notes - January 31st Focus Group

January 31, 2018 notes recorded by Ben Holston (continued)

- Commitment comes from their presence
- Performance reviews, what's happening with staff
- We need to re-evaluate every single member of the force
 - Drug tests
 - Screenings for mental health
 - 6 months for an officer, 3 years for a lawyer
- Protect and serve
 - Never gotten that from the police
 - Best idea he heard was the personal introduction during traffic stops, that will go the farthest the quickest
 - Telling people up front why

January 31, 2018 notes recorded by Shasha Du

Post-it activity

1: Intrusive, helpful, annoying, con artist, smug. +Mentally Ill (controlling someone else's way of life is a good profession. Not speaking out when atrocities are witnessed).

2 (social worker): clients, attempt, intimidating, unseen

3: authoritative, polite/respectful, knowledgeable, (similar to unseen)

4:

Disloyal → nonprofit works with chiefs and they say one thing do another

Liars → (People Acting in Community Together: tone of work with SJPD, and SJ Independent Police Auditor, have met with Chief Garcia a lot, SJPD has promised things but did not deliver them)

murderers → lost lives of SJPD and SJSPD (all the details skipped over in news reports)

first responders

accomplices

Think about direct interaction with police

4: leaving friend's church's 50th anniversary - spoken word performance

Went to coco's restaurant - took 280 and was pulled over by SJPD

Talking to bf had headphones in and wore fedora

Asked if she was drinking and said he saw her swerving

Sobriety test; asked her where she was going and where she came from → before then?

Saw she was uncomfortable and said have a good night

3: pulled over → speeding. Cop said he didn't feel like giving out tickets that day, so wondered why he was pulled over in first place

Library at SJ State → homeless people have many interactions with police

2: experiences them in mediating with clients → never a positive experience

You're incarcerated and taken back, conviction: criminal or mental health court

Client was banned from MLK because he was confused with someone else

Being banned from the library - a resource to his clients. What are they supposed to do?

Raw Notes - January 31st Focus Group

January 31, 2018 notes recorded by Shasha Du

1: Negative: “no left turn” sign → gets a ticket. Went to the stakeout to ask questions about why that specific turn had a no left turn and officer blew him off “ask the judge”

Positive: Levi Stadium - block up all lanes of Tasmine to go in one direction.

Cones: blocking the flow of traffic. Throwing cones in the lanes because he was irate.

“How do I get to the train station?” → officer yells at participant and participant doesn’t roll window down more than one inch

During conversation: police are being paid by the stadium - troublesome because PD is a private contractor

Expectations vs. Reality

-Pulled over for speeding

—Officers usually have a problem with him not rolling window down

—Combative and doesn’t want to give out info

-Ideal situation? “Do you know why I pulled you over” → “maybe slow it down next time”

-Pulled over for speeding. Ideal: “don’t lie and say I was swerving”

—Talk to me in a respectful way no matter who I am

—Dehumanizing / criminalizing people who don’t deserve it (Training? At inconvenience of others?)

-Stating why you got pulled over in the first place

—“Get out of the car”... “license and registration...” not human

Demeanor plays a huge role.

—Like TSA treats him rudely, he would also be rude back.

—Introducing yourself would go a long way.

Participant was speeding and didn’t know she was speeding. Got a ticket. But officer was polite and treated her like she was human.

What do you think a typical police officer is like?

4: Doesn’t see police walk around in the neighborhood. Volunteers and hears about how community policing is nonexistent.

-Oakland: East Oakland a cop was doing a race with one of the kids. (2002)

-Expect: depends on which neighborhood. But sometimes expect them to know names, or are mean

-2: thinks of white males. Body features: chest out, can take you out, strong

-In person: don’t expect that they’re friendly or polite

-Trunks: have gifts for kids, but don’t do this anymore.

1: expectation of respect for an authority figure

3: in today’s community, see trigger happy, alpha male - overheard convo between police officers and were talking about guns, are looking for the bad guys.

4: budget cuts or whatever other reasons → unable to interact with community more to build trust. Reasons: understaffed and overstressed → unable to make time to talk to people, but somehow make time to do coffee with a cop.

Raw Notes - January 31st Focus Group

January 31, 2018 notes recorded by Shasha Du

Community policing:

Would you do coffee with a cop?

4: Not necessarily, just an example to make time, but no time to do touches with community.

2: Park and a tent to do community engagement

1: I would not attend events. If police on duty, waiting for coffee: talk to people

Everyone: no one would go because they want to be able to speak their mind but wouldn't be able to there.

3's parents: would never speak with cops. Important for parents (immigrants) to have voices, rather than have people who misrepresent

-Yes, community (family/friends) affect how you feel towards police.

4: "it's a trigger." you don't know whether you're next after hearing stories from family/friends

-Police officers were once slave catchers, now they're police officers

-Bloody Independence Day: organizing. We've been fighting for centuries, wanted to quit. Quit the organization but also quit life.

-Was rallying and protesting. Talked to council members and police chief and it's still happening.

-Have to remember that the civil rights movement was 50 years long.

Trust the police: 1-5 scale

2: the police in Mexico you feel very intimidated, in El Salvador you feel even more intimidated.

Trustworthiness here: 2

1: 0

3: Would never call cops in Mexico. In US, would call police here. 2-3

-Mental Health: not recognized.

-First interaction: with an officer (kid holding a knife)

4: 1.5. Don't trust them but do trust that they'll eventually show up. Don't want them to come but perhaps special unit to come, i.e. rape victims. Mental health concerns.

-Mental health in black community: it's a death sentence for our kids. A lot of outreach these days

-Rather than talking about this in a focus group, should be engaging with community directly.

—"I would rather you first stop shooting, then we can have coffee."

Who do you go to when you see an issue in your community?

1: Schizophrenia - will call police, and get him admitted into a facility

4: mother is bipolar, difficult things, stop taking meds and would have to call one-on-one. Mix of police and ambulance who came.

2: unfortunately would be the police. Helpful to have training for police.

3: police are an entry point and should be more sensitive, connect ppl to other resources rather than side towards criminalization.

Sometimes our communities aren't equipped with resources.

2: small scale traffic stops - need to be educated on all forms of mental health (PTSD, etc.) anything could be triggering.

4: knows someone who is a first responder whenever someone is shot by police. Compiles detailed list of info. SJPD: three shootings and three murders

Raw Notes - January 31st Focus Group

January 31, 2018 notes recorded by Shasha Du

-Military vets have PTSD → officers need to have mental illness support after shooting cases.
Two people who have mental illness: not going to have a positive interaction.

If the chief of police were here and you could give him suggestions:

4: being straightforward and honest. Rather than answering around a question, answer questions more straightforwardly - "no."

-Honesty about your flaws. That way we can meet halfway and build upon that.

1: be a chief of the dept. Manage your dept. So that there's accountability and no one is overworked.

2: would be discouraged to attend in the first place because there's no follow-up.

-Hold your dept. accountable and want commitment from them → performance reviews

3: Re-evaluate every member of the force. Drug tests, screenings for mental health.

-It takes only 6 months to become a police officer.

-“PROTECT AND SERVE” → When has that ever happened?

-Personal introduction during traffic stops will go a long way.

Raw Notes - March 1st Focus Group

March 1, 2018 notes recorded by Ben Holston (only notetaker during this session)

Five words

1

-Trustworthy

-Overwhelmed

—Santa Clara expanding

—Mother of police/SWAT down south

—Break-ins not punishable by law

—Proposition that passed recently

-Powerful

-Protectors

-Swift

—Good experience

—Someone tried to break in while she was there

—Buy them lunch

2

-Quick service

-Courteous

-Helpful

-Always there when they call

—Running a liquor store they come often

-Swift

—Once or twice a month interactions

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3

- Effective
- Supportive
- Professional
- Caring
- Friendly
- Big supporter of police
- Extremely hard job
- Don't get respect and pay they deserve
- Also concerned about the law change
- Trying to buy them lunch
- As a veteran he respects that they are on the front line
- Once every six month

4

- Responsive
- See them as a late night shop
- Open to midnight
- Some come every once in a while
- Former employee threatened to kill him in his shop
- One of their guys was there
- Quality
- Respectful
- Well-paid
- Disagreement, thinks they're very well paid
- Awesome
- Once or twice a year, see them often in the shop eating

Direct interactions

- 4
- Most recent one was a call about a homeless guy
- Had a couple people from time to time who will get a little more aggressive
- Approaching customers
- Say probably 60 seconds to leave
- Can get a trespassing order against people
- Very responsive/respectful
- Well paid
- Santa Clara police officer
- \$100k for a junior officer
- NYC is paid \$54k - seems like that job is more stressful
- As opposed to San Jose, stark contrast in terms of pay and benefits
- Even at that salary they can't afford to live here

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3

Family in neighborhood where alcohol is a problem
 He had to call once and respond quickly
 Officer speaking to one of the minors
 Would have been easy to cuff them and haul them off
 Officer comes in and bring peace to the situation
 Says a lot for who they are
 Paid a lot

2

So many incidents, homelessness problem, sometimes people are aggressive
 Guy covered his face and came to the store pretending he had a gun
 Give me \$20, just a petty thief
 Called the police, very quick, they came, and they found the guy
 Officer took M in his car and wanted him to identify the person
 So many incidents where they have to call police about homelessness

1

Had to call police
 Came home late and it was dark
 Someone walking around looking for packages
 Didn't want to confront the person who was walking around
 A year later, saw on Nextdoor that they had found him
 Police post?
 Big transport truck & 13,000 ft store
 There she was trying to open the transport truck
 Person was looking for scrap metal
 Called non-emergency number and sent someone out
 Officer treated her respectfully
 15 minutes comes back with a mug shot
 Haven't seen her since
 Son can't afford to move here
 He works in Orange County
 Always tells hers on not to be an a**hole
 He's very cognisant of that

4: One thing Santa Clara does that San Jose doesn't, they respond to burglary alarms
 SCPD will respond to every alarm
 Business owner in Santa Clara makes him feel good
 Rash of car break-ins
 Unfortunately they don't do that
 2: her unregistered alarm went off
 1.3 miles away and they got there faster
 2 responses a year is free
 After that it charges

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Talking about issues

More general:

1:

Get the FBI where they need to be

All rolls down hill

Homelessness

Strange people walking around

Used to be a teacher, really big into vocation

Need to somehow train them

Need to put them there

More \$\$ to deal with homeless and car break-ins

People keep backpacks in their car

Makes her feel horrible

Some sort of help

More outreach to the community

2:

As much as they can tackle homelessness/drug problem

Everybodies job to deal with homelessness

Not only police can make a difference

House pricing & affordability

3:

Lives right here in the heart of Santa Clara

Seeing a growing gang problem

Park over by Cabrillo Middle School

Has seen beat downs in the park and other things

Never used to have

Living here since 1993

Crime is worse and there's more of it

A lot more violence out there

Don't feel safe the way they used to

Don't think it's lack of effort from police department

Issue with the number of people who are here

Density of population the more crime they are going to have

Disappointed in how community handles homeless problem

Sabrato wanted to build a homeless facility off of San Thomas, Abode was going to run it

Neighbors just shot it down

NIMBYism

Biased in their direction

Community has to do something

Police are there to back up when community efforts aren't working

Police deal with that kind of stuff very well

Raw Notes - March 1st Focus Group

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4:
 First on the list: homeless
 Patrols
 Biggest opportunity for police is patrols
 Foot patrols
 Something San Jose doesn't do anymore without the staff
 Santa Clara just doesn't patrol there
 Right on Stevens Creek
 Two in a patrol (training)
 Bar crowd
 Having a presence on patrolling, particularly on the southern side in Stevens Creek
 Even if it's just a couple times in the evening or at night
 Only place that's open
 Would be great to see a presence
 Community issue not a police issue
 Police know a person who is near the surplus store
 Customers ding them on Yelp for this woman
 Officer came out plainclothes, talked to her, etc.
 Tried to get her on a list to help
 Sobrato meeting K was villified for supporting it

1:
 As a woman, doesn't feel safe
 Homeless come up and ask for money
 By yourself and dark
 Santa Clara her whole life
 Feeling unsafe
 Bringing people in through mandated low-income
 Not being punished
 I don't feel safe

3:
 Wife doesn't go shopping at night
 She doesn't feel safe
 Gang bangers on the east side are real
 Wannabe gang bangers over here

1:
 Graffiti is getting worse
 Gang members here who go to schools & high schools

2:
 Have one business in Sunnyvale as well
 Food truck outside where someone tagged it

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Santa Clara graffiti program
In Santa Clara they have one
You can report it

3:
Gangs
Overwhelmed
Would be nice to have foot or bike patrol
That limits the territory
Conversations

2:
Lacking the ability to have conversations
Cops are very defensive
Need to be more friendly and proactive with people
Friendly, approachable
Introduce themselves, community officers, public shouldn't fear them

3:
Nice thing for the police department to take a look at
During every shift have an officer get out and walk
Policeman walking through the neighborhood, he would be amazed
K-9 units take the dog for a walk

1:
Encouraging police to get out of their cars because people fear them
Need to combat the media narrative
"Nextdoor they have that Coffee with a Cop"
Police are getting bad raps from media, the kids
Can't believe the kids are so rude to them
Gonna take a village
Starts at the top

2:
Seeing uniformed officers having lunch or taking a coffee break
But they're sitting there and talking to each other

4;
Coffee with a Cop is monthly with Sellers
The guys should split up
People don't know how to approach law enforcement
It's because it's become so much about force
They are there to help make the community exist

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1:

They have to become more human

They all have stories

Starts from the top, community leaders, etc...

3:

Majority of police officers cannot afford to live in the city

If they are only coming here to work

They are only coming to the community to work

It's work, that's a barrier

1:

Teacher housing, but need police housing

Up-front and able to live here

Know that's a perfect world

Need to be able to know them

4:

Gang thing is a police responsibility

If there are gangs harassing people

Cancer that needs to be eradicated

That is a police job

That is their job

1:

Need a gang task force

Can't have terror in your parks

Most people don't know there are gangs in Santa Clara

3:

Gang members don't wear colors anymore

Saw that in East San Jose a lot

Talk to a teenager and they'll tell you

Kids need to see an example of an up right person

Kids got to see a police officer as a nice guy and not their enemy

Proactively engaging not reactive

1:

When she bought the cops lunch they were a little taken aback

Public should also be approachable

If you could tell Chief Sellers anything...

2:

They are doing a good job and just they need to be more friendly. See the people at their level. If someone has a knife doesn't mean they are going to kill the police. Not always in a defensive mode. Homeless problem is a community problem. Need to see how we can bring people confidence.

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If you could tell Chief Sellers anything...

3:

Thank you.

Sees him once or twice a year.

Always try to thank him. If he asks his opinion: Getting out of cars and walking around.

Would be really good to see the Chief, Lieutenants and Captains out and doing things.

4:

Ask that he makes sure not to become political. Attends lots of Santa Clara community and council meetings. Behaviors that tell him that the Chief needs to align with the City.

Balancing that and not the interests of private organizations.

1:

Understand that they're overwhelmed. Lots of people in the community that would like to help with that. Thinks she should advocate more for his officers to interact with people who have mental illness. There's so much that they don't think of that can go wrong. Really need to be better equipped. Some markers and guidelines that can help them.

Survey Results - March 19th Citizens Policing Workshop

Age	Gender	Years lived in Santa Clara	Residence type	issues important to participant	number of interactions with police	satisfaction level of interaction with police	how trustworthy is the SCPD	Motivation to participate in the workshop	Takeaways from the workshop
52	F	10+	single family home	car break in, personal safety	3-5	somewhat dissatisfied	somewhat trustworthy	I dont feel safe in neighborhood. high school truancy, gangs in the neighborhood	hoping to gain trust in the PD
51	F	10+	apartment	Mental Health, training for SCPD officers	0	unsatisfied	very untrustworthy		
53	F	5-10	subdized housing	mental health, police violence	3-5	unsatisfied	very untrustworthy	I lost someone because of police violence	hoping to shed light on a serious crisis of police violence and the aftermath trauma which affects children/families
	M	Not a resident	single family home	Mental Health	3-5	Somewhat satisfied		the invite	conversation
68	M	10+	single family home	residential burglaries	0		somewhat trustworthy	learn about the community and safety	better understanding of the community and the police
66	F	10+	single family home	residential burglaries	1-2	somewhat satisfied	somewhat trustworthy	Know more about police work and understand what we can do citizens to support the police force	general knowledge about police work
69	F	10+	single family home	property crime, car break-ins, residential burglaries, vandalism, personal safety	1-2	very satisfied	very trustworthy	awareness	awareness
62	M	10+	apartment	mental health, public disorder associated with drugs/alcohol	5+	very satisfied	very trustworthy	a desire to learn more about SCPD	basic knowledge
47	F	10+	single family home	property crime, traffic enforcement, car break-ins, residential burglaries, parking, vandalism, personal safety	1-2	somewhat satisfied	somewhat trustworthy	To be able to share my opions about interactions with SCPD. To be able to give input to make others feel more comfortable, especially those who do not choose to speak up	To share information to make Snta Clara a better place
54	M	10+	single family home	mental health, homelessness, safety	5+	somewhat satisfied	somewhat trustworthy	safety and security	what are the future plans

Survey Results - March 19th Citizens Policing Workshop

63	F	10+	single family home	traffic enforcement	0		very trustworthy	I have a lot of time after my husband passed away. I want to be a part of fixing things if I can. On my street, traffic rules are not being followed, fighting on the streets. I want to know what I can do to help	I want to learn about the laws and rights from the group. I want to be a part of somewhat meaningful
55	F	10+	single family home				somewhat trustworthy	My son was knocked down a motorist and the police didnt check my son for injuries. The bike needs \$300 for repairs, and I can't make a claim	Just to say my piece
63		10+	single family home		1-2	very satisfied			more information, maybe know police better
66	M	10+	single family home	mental health, residential burglaries, vandalism, parking	1-2	very satisfied	very trustworthy	personally asked by Mike Sellers	Although I don't have a negative views of SCPD, I want to know about improvements and why the current fricton between SCPD and city council exists

Notes/Reactions Next Day - March 19th Citizens Policing Workshop

Since all three My90 staff present at the Citizens' Policing Workshop were directly involved no staff members took detailed notes during the event. However, each person present wrote down takeaways that night or the next day. These are presented unedited below:

Citizens Policing Workshop takeaways recorded by Shruti Verma, Ben Holston and Shasha Du

Main Concerns:

- Lack of accountability and transparency in the police department
- Lack of community policing
- Traffic around Levi's stadium
- Homelessness
- Mental health of the police officers
- Lack of respect in the police during interactions with the community
- Lack of diversity in the police force

Additional concerns:

- Issues relating to drugs, gangs, break-ins
- Openness in the police department about sharing updates with the community
- Police shooting

Interactions with the police:

Participants shared several types of experiences they've had with the police, either direct or indirect. Here are a few of the experiences shared across the three groups:

A participant's minor son was knocked over on his bike by a car. The officer on duty asked if the boy was ok and asked him to be on his way, without calling an ambulance, without checking for injuries, did not engage with the participant on the phone. When the participant went to the police station, she felt intimidated by the police officers and left without filing a complaint

A participant was pulled over for not stopping at a stop sign, though she made sure to stop because she had received a ticket previously and was extra careful. While contesting the ticket in court, the officer lied, saying she didn't stop at all and there were kids crossing the street. She felt humiliated in front of the judge and court. She used to trust the police before this incident but now doesn't. She feels like she is forced to trust the police.

A participant was pulled over three times in one day because she had an anti-police sticker on her car (related to her son's father being shot and killed by the police). First officer wouldn't tell her why they pulled her over, so she guessed it was due to the sticker and she accused him of this. The officer asked her why she hated the police, then eventually let her go without a ticket. 2nd and 3rd officers told her they pulled her over because her tags were expired, but the participant told them she had updated tags in her glove compartment, so they let her go without a ticket. The participant felt like she was being discriminated against for free speech and asked the officers to give her their badge # and name, but they ignored her.

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Citizens Policing Workshop takeaways recorded by Shruti Verma, Ben Holston and Shasha Du

In over three incidences, a participant called the police because her son was having a mental breakdown and said he was going to kill himself. The 3rd time, her son had a knife, jumped out of his bedroom window and was chased by police. The officers shot and killed him. The DA later released a video of her son's murder even though they told her they would not, and never got her permission to do so.

In 1977, after returning from war as a veteran, a participant wasn't managing his alcoholism well. His neighbor called the police after he was found naked on his front lawn waving a pistol around. The officer who showed up threatened to throw a rock at him (this was before tasers). The officer knew the participant's brother and called him. The participant felt like the officer handled the situation very well and had the good sense to know he was wasted and not a threat. He has graduated from Citizens Police Academy and knows many who work for SCPD personally.

A participant was awakened by four police officers late at night since a suspect in a burglary was hiding in his backyard. Officers professional and straightforward with the participant and arrested the suspect without incident.

A participant runs a food bank and frequently interacts with police addressing situations involving customers at the food bank, these include people experiencing homelessness. Two out of every six or seven officers are too firm with homeless people in the opinion of the participant.

Over the course of the focus the following issues came up repeatedly by participants across the three groups:

Issues:

Participants generally feel that Santa Clara is safe, but, with rising homelessness, many are concerned about walking alone at night or letting their children walk by themselves round areas where the homeless have been seen

Several minority groups don't have representation in the police force. Because of this, the officers don't know how to deal with a diverse population.

Police officers who have made grave mistakes like shooting an innocent person aren't disbarred or decertified. Participants all believe that such an officer is not mentally fit to do the job, yet, they think that the police let's them back in. Or, just transfers them.

Bikes get stolen very often and police don't register cases in case of bike thefts

The need to promote and reward good cops, rather than enable bad cops to continue doing what they're doing by paying for their lawsuits

Accountability and transparency don't exist in CA because of laws that protect officers. In addition, body cams are worn but no one ever sees the videos - no transparency.

PDs treating domestic violence cases by always believing that the male is the perpetrator

Participants want to see the Santa Clara Police Department share more information with the community and make the information they do share more accessible.

Notes/Reactions Next Day - March 19th Citizens Policing Workshop

Citizens Policing Workshop takeaways recorded by Shruti Verma, Ben Holston and Shasha Du

Perceived conflict between City Council and the Police Department. Specifically, participants were worried that City Council was blaming costs of managing Levi's Stadium security on SCPD overtime. Thought that was unfair. Participants noted that they don't fully understand the issue, including whether the City of Santa Clara or the 49ers are responsible for security at Levi's Stadium.

Participants all seem to want police presence in the community. They want to have officers introduce themselves to the communities and regularly patrol neighborhoods. Along with this, some participants believe that the presence of officers in public spaces and events will also go a long way in increasing trust between police and the community.

Participants also believe that the police department should share with the communities the challenges they face and ask the communities for help

Towards the end of the focus group,s participants were asked to share solutions to the issues raised earlier. Here are some suggestions:

Solutions:

Decertify officers who are involved in wrongful shootings

Start a bike registration

Plan outreach to minority communities and plan to include more officers from those communities

Set up a homeless shelter in Santa Clara

Train officers in how to respond to situations respectfully

Have a community facing, third party body which audits and reports on the effectiveness of the police, who is answerable to the community and not the police

Better training for PDs and officers on empathy and communication, crisis intervention, de-escalation

Treat people with "a bit more humanity"

Staffing SCPD properly - they've been under-resourced for a long time

Professional development for officers on mental health and psychology

An outlet where civilians can provide feedback or review incidences, similar to the Civilian Review Committee that was implemented in San Jose

Get rid of militarized equipment - officers should not have these when dealing with civilians

Make resources describing how police prioritize calls for service & contacts through the non-emergency number as well as how they train officers to interact with people experiencing homelessness.

The police should attend more public events, regardless of whether they are hosted by the department, and be available to meet members of the community.

Keep website dynamic and feature new content frequently to keep the community engaged.

Patrol neighborhoods more frequently at night.

Offer an engagement option similar to the Santa Clara Leadership Course but instead of a half day, make it longer to address more issues.

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Here are some participant quotes from the three focus groups:

“Why aren’t there any Muslims attending the workshop? It’s because they are made to feel like they don’t matter and because they feel scared to attend events related to the police.”

“Do you see the fear in my son’s eyes? He doesn’t see you guys as protectors.”

“I’ve met 6 or 7 officers [interacting with the homeless] over the year and only 2 have been harsh”

“Police are trained to assume that everybody is going to do violence to them, so they need to do it first.”

“I just went through the Santa Clara Leadership Course, which I highly recommend...the day you spend on police and fire is a half day on police and half day on the fire department...I learned a heck of a lot that day, but it was too fast and too much information at a high level.”

“One of the things I really like is the Chat with a Cop or Chat with a Chief at coffee shops. I’d like to see more of those”