



# LISTENING SESSIONS

Acknowledgement and Examination: The Path Forward

# AGENDA

- Introductions by the Subcommittee
- Review of tonight's format
- Overview of feedback generated from focus groups
- Bringing data into focus
- Assessment and next steps
- Creating actionable items
- Identifying the path forward together
- Questions





## FORMAT FOR TODAY'S MEETING

- This is a webinar-style virtual town hall – use the “Q&A” feature for Questions – questions can be posed at any time during the presentation and will be discussed at the end.
- Questions will be moderated. We have limited time, but all questions will be reviewed and answered either during or after tonight’s meeting.
- The answers to all questions will be posted on the Reimagining Public Safety webpage, along with a recording of tonight’s virtual town hall.



# OVERVIEW OF FEEDBACK

## TOPICS –

- Budget and staffing
- Neighborhood Watch / Business Watch
- Open Houses / Ride-Alongs
- RIPA and Calls for Service / Stop data
- Police Advisory Group
- Parking enforcement
- Emergency / Disaster preparedness
- Mutual Aid and interoperation between police departments
- MPPD in other cities / Other cities' PDs in MP
- Body worn cameras
- Police access of other cameras and license plate readers
- Crisis intervention / Mental health training for police
- Code enforcement



# OVERVIEW OF FEEDBACK

## COMMUNICATION:

- How can we work together to address bias concerns / build trust?
- Is it possible to see more police on foot / on bicycles?
- How do we find out more when an incident is happening?
- What information do we / should we get back when we call for the police?
- What can be done to ensure complaints/concerns are not dismissed or retaliated against?

## TRANSPARENCY:

- How do we learn more about road safety and traffic enforcement?
- Can MPPD make crime stats and other data more readable?
- What are the demographics of MPPD personnel compared to the community?
- Are officers required to follow rules of the road / parking rules?
- Why do police park with their vehicles running and locked?
- What information is available on the web or in social media from MPPD?
- Can MPPD make the compliment / complaint process easier / more accountable?

## EDUCATION:

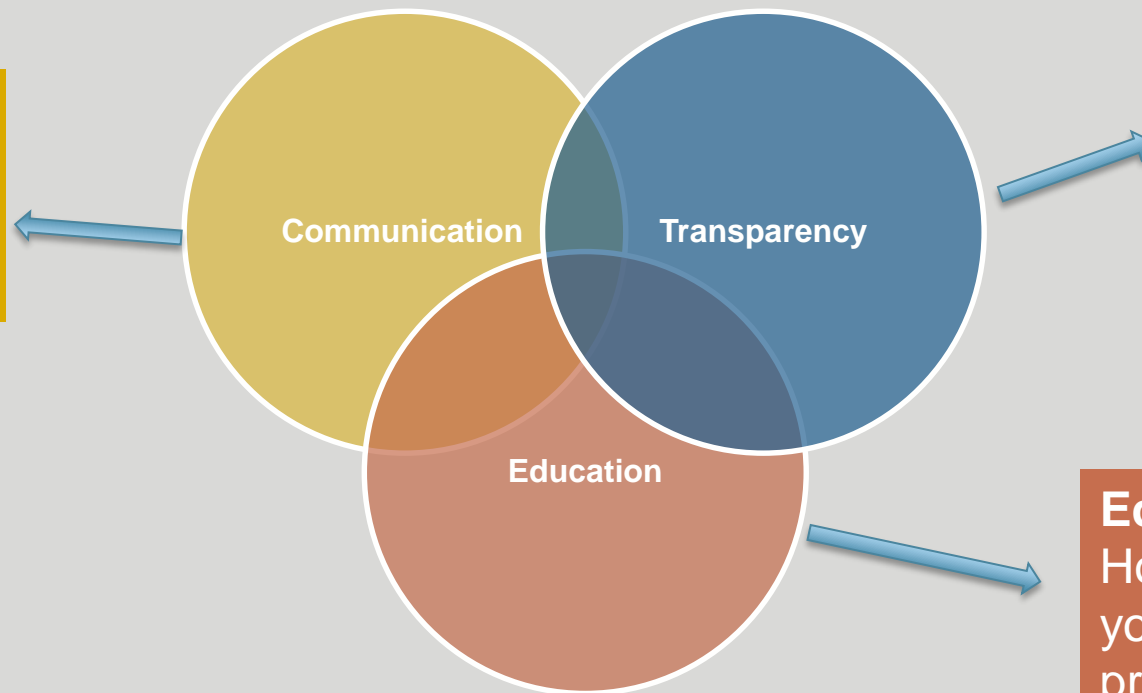
- What is MPPD doing to address homelessness and mental health crises?
- What bias awareness / mental health crisis / de-escalation training is available to MPPD?
- What is MPPD learning from other departments – locally and nationally?
- What drives and motivates police officers?
- How are calls for service prioritized?
- Why has MPPD shifted to SUVs on patrol?



# BRINGING DATA INTO FOCUS

- What commonalities can be generated from the listening sessions?
- How do we classify these into themes that can guide us moving forward?

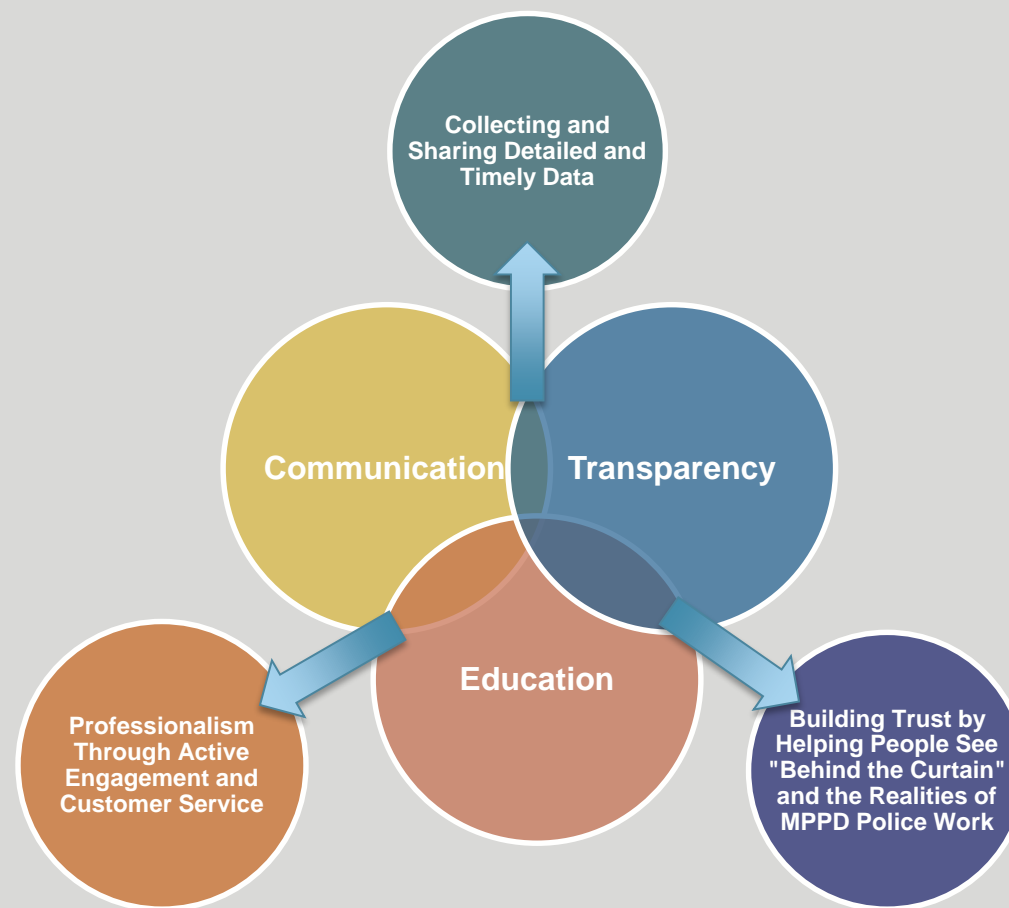
**Communication:**  
How can we better connect with you to ensure understanding?



**Transparency:**  
How can we stay as accountable as possible to ourselves and the community we serve?

**Education:**  
How can we best keep you informed, prepared, and safe?

# ASSESSMENT AND NEXT STEPS





# CREATING ACTIONABLE ITEMS

Collecting and  
Sharing Detailed  
and Timely  
Data



- RIPA Stop Data (AB 953)
  - Racial and Identity Profiling Act
  - Requires law enforcement agencies to report data to the Attorney General's Office on a) all vehicle and pedestrian stops and b) citizen complaints alleging racial and identity profiling.
  - MPPD is already complying with RIPA reporting requirements (Eff. Jan. 1, 2022)
- MPPD Annual Report
  - Current Annual Report covers basic data on calls for service, complaints, and use of force.
  - MPPD looking to develop a more robust report to the community with detailed information and data to better illustrate our operation in the community
    - continued information on calls, complaints, and use of force
    - added information on RIPA, community policing, crime, and technology initiatives





# CREATING ACTIONABLE ITEMS

- Review and expansion of existing reporting tools
  - Police Daily Log
  - Annual crime statistics
- Next-Gen Survey Tool (CueHit/PowerEngage)
  - Measure citizen satisfaction with automatic text surveys
  - Boost officer morale and reinforce positive interactions
  - Identify gaps in training and take corrective action
  - Build community trust and mitigate risk
- Long-Term Goals
  - Real-time / Near-real-time public facing dashboards
  - Revised / expanded mechanisms for complaint submission
  - Overhaul of online transparency portal

Collecting and  
Sharing Detailed  
and Timely  
Data





# CREATING ACTIONABLE ITEMS

- “Backstage Pass” transparency presentations with MPPD -
  - Department overview – What are all the component parts of a police department?
    - Organizational Structure
    - Budget
  - Operational strategies – How do the different parts of MPPD serve the mission?
    - Patrol and traffic
    - Dispatch and records
    - Specialty assignments
    - Administration and public relations
  - “Lifetime of an Officer” – How do we start and maintain the best personnel in service?
    - Recruitment, hiring, basic training
    - Continued training and policy
    - Complaints, internal affairs and discipline
    - Promotions and awards

Building Trust by  
Helping People See  
"Behind the Curtain"  
and the Realities of  
MPPD Police Work





# CREATING ACTIONABLE ITEMS

Building Trust by  
Helping People See  
"Behind the Curtain"  
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MPPD Police Work



- Reinstitution of community police academies (previously known as citizen academies) in a post-COVID world
- Re-establishing department open house events
- Expanded use of social media
  - Highlighting the types of calls MPPD handles
  - Sharing insight into our training
  - Providing clarity on staffing and department structure
- Providing additional clarity on equipment/tools
  - Expanding on how/why certain tools are selected
    - i.e. – Why does MPPD have SUVs now?



## CREATING ACTIONABLE ITEMS

- Body-worn video cameras
  - Capture community interactions
  - In use by MPPD since 2014
- Creating opportunities that foster dialogue:
  - Coffee with a Cop
  - Active participation at community events
- Increased use of bicycle officers and foot patrols
  - Creates an approachable environment where officers are more easily accessible than in a patrol car
  - 4 additional bicycles currently on order

Professionalism  
Through Active  
Engagement and  
Customer Service





# CREATING ACTIONABLE ITEMS

Professionalism  
Through Active  
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Customer Service



- Reinforcing procedural justice and legitimacy (every day – throughout our staff)
  - **Neutrality** - this is simply fairness, and an effort to eliminate bias from the contact as best we can.
  - **Respect** - make our interactions as human-to-human as possible, and remember that everyone we stop is also the public that we serve.
  - **Voice** - active listening is an amazing rapport-builder and safety element.
  - **Trustworthiness** – the more open and honest we can be, the more we are trusted.
- Police and Community Advisory Roundtable
  - Composed of community members and police personnel
    - Dialogue about contemporary policing issues
    - Discussion on policies and training
    - Exploration of future policing ideas and initiatives

## QUESTIONS

- Please use the “Q&A” feature to pose your questions
- Dr. Nicole Acker will be moderating – if we do not get to your question tonight, we will provide an answer on the Reimagining Public Safety webpage in the coming days.

Thank you for your participation in this process.

Teamwork with our community is the recipe for success!

Additional questions/comments: [policechief@menlopark.org](mailto:policechief@menlopark.org)