

City of  
**Mountain  
View**

Twice-Yearly Report on Mountain View Police  
Department Performance and Feedback Data

October 26, 2023



# Presentation Overview

- Background
- Different Feedback Mechanisms
- Qualitative / Quantitative Feedback
- Next Steps



# Background

- 2022 / 2023 Work Plan
  - RIPA Data / Feedback
  - Personnel Complaints
  - SRO and SRO Program Complaints / Feedback
- Additional Feedback Mechanisms
  - Social Media
  - MVPDx
  - My90
  - Informal Chief Advisory Groups
    - LCAC
    - FLAC



# Racial and Identity Profiling Act (RIPA)

- Racial and Identity Profiling Act (RIPA) Overview
  - Data Collected
  - DOJ Reporting
- Presentation of Data

## Slide 4

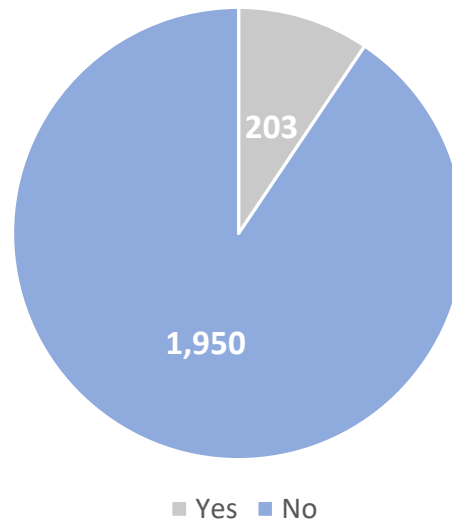
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**RAS3** change second bullet to presentation of data  
Ramberg, Audrey Seymour, 2/23/2023



# RIPA

Service Call



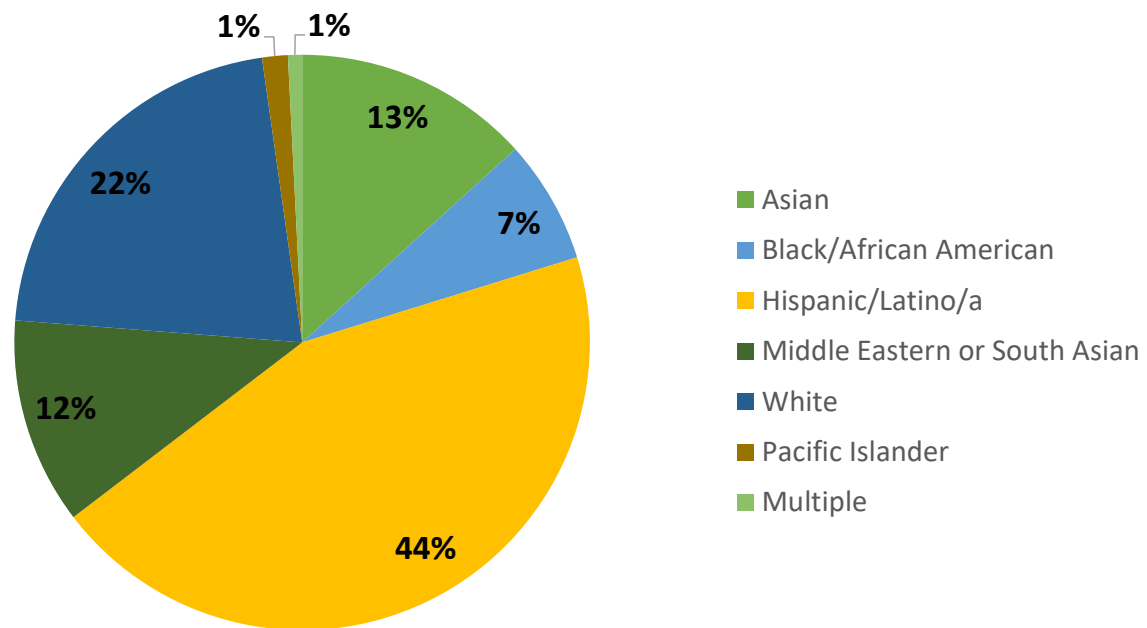
Total Contacts 2,153

## Slide 5

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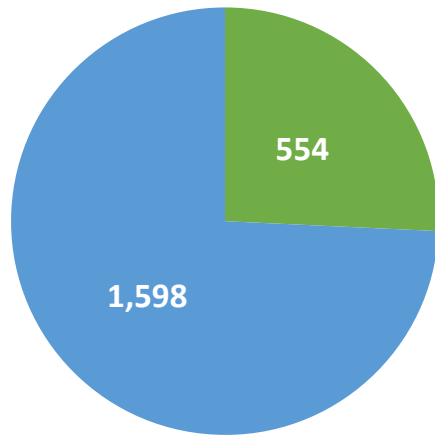
**RAS4** change the headers on the slides with the graphs to just use the acronym RIPA  
Ramberg, Audrey Seymour, 2/23/2023

Perceived Ethnicity





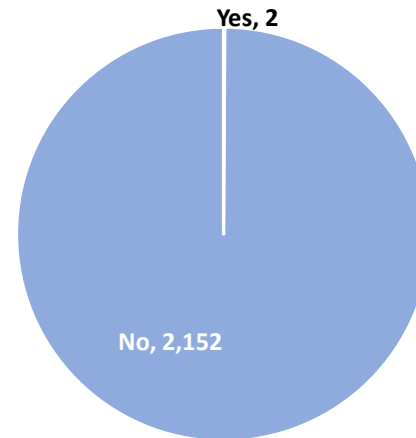
### Perceived Gender



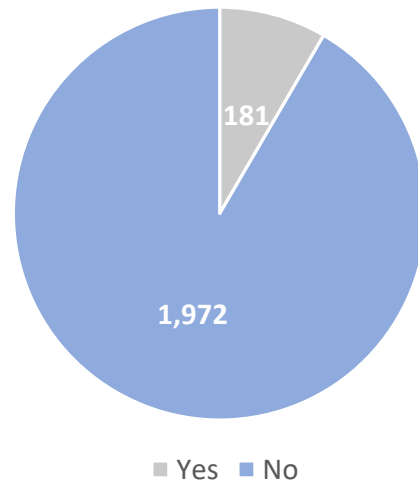
■ Female ■ Male ■ Trans Male ■ Trans Female

*Note: No Trans Male or Trans Female were tabulated*

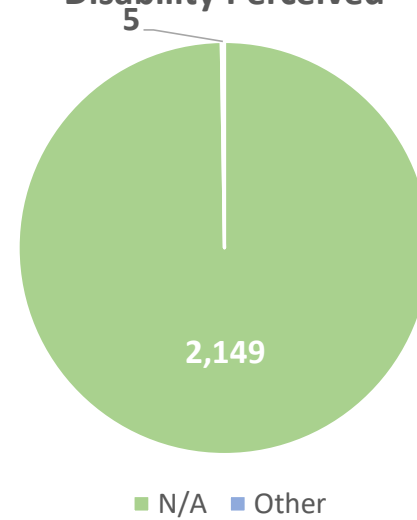
### Perceived LGBTQ

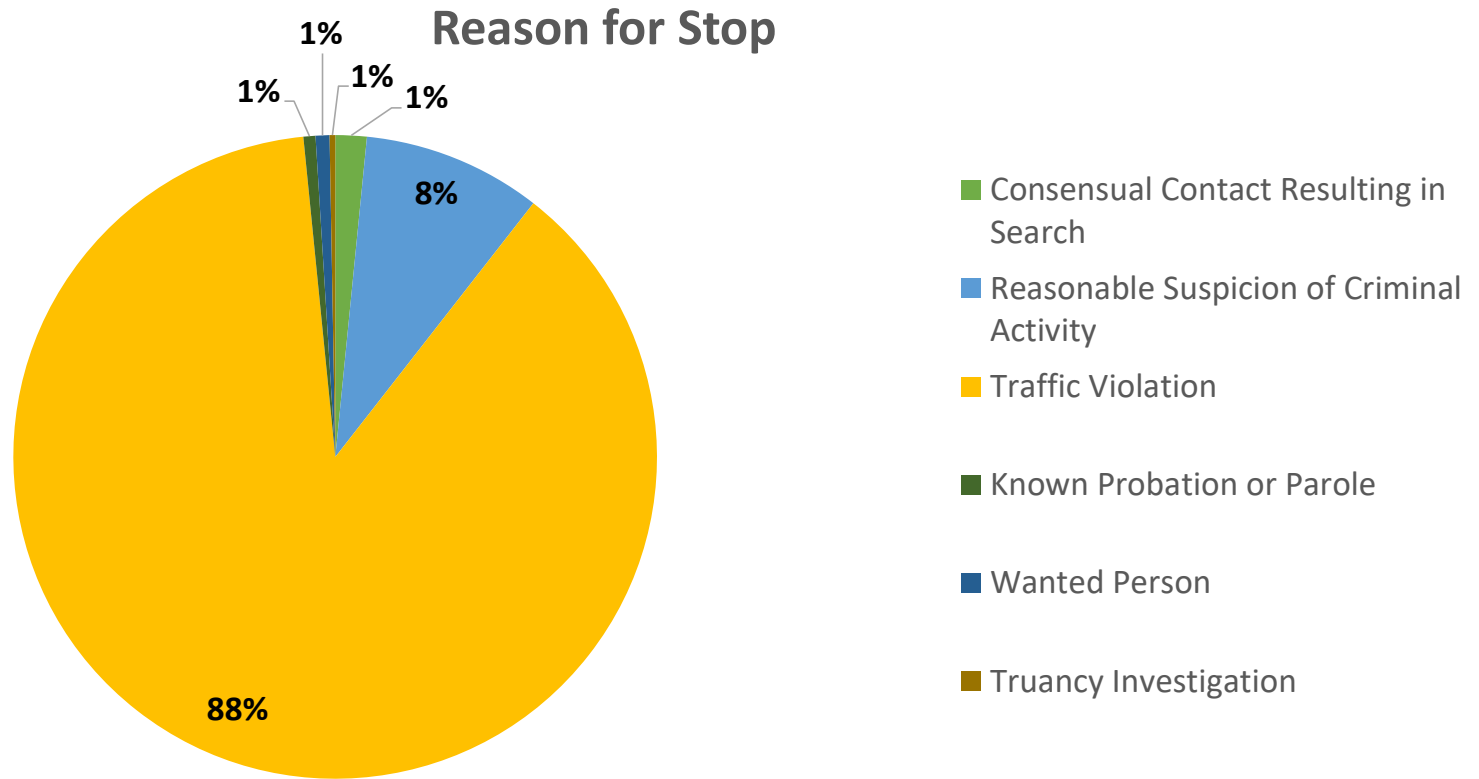


### Subject Had Limited English Fluency

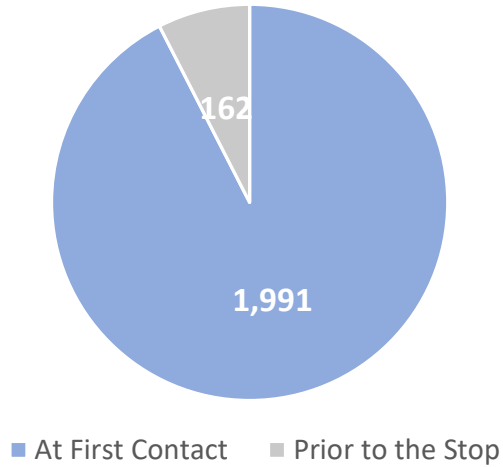


### Disability Perceived

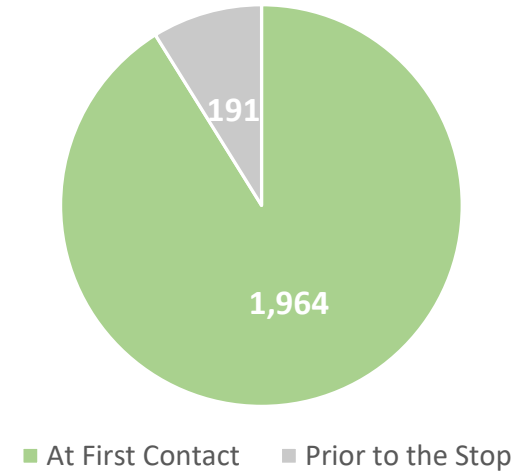




### When Was Subject's Race First Perceived

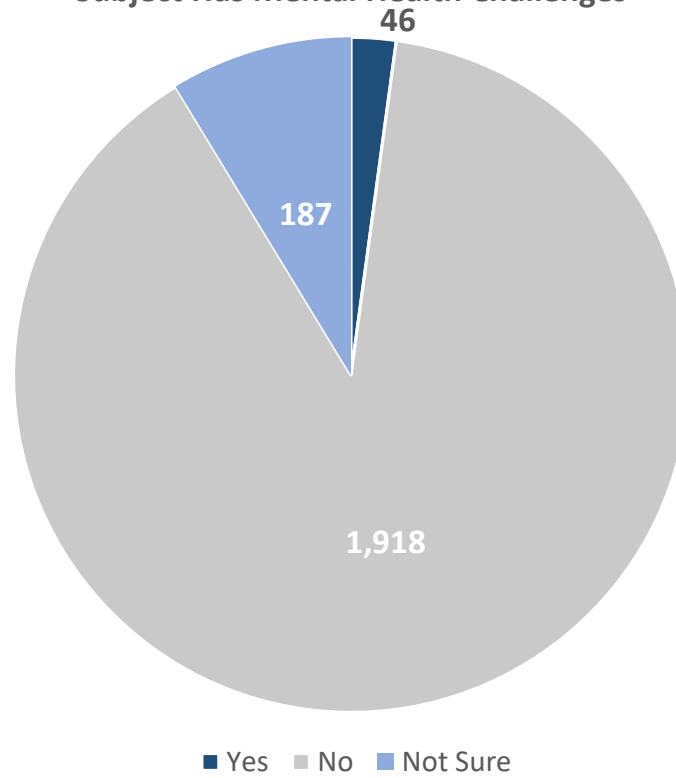


### When Was Subject's Gender First Perceived



# RIPA

Subject Has Mental Health Challenges



## Slide 11

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**RAS5** use a descriptor of CIT rather than our internal hashtag  
Ramberg, Audrey Seymour, 2/23/2023



# Personnel Complaints

- Previous Reporting Schedule
- Reporting Categories
  - Origin, Sworn Status, Nature of Complaint, Disposition, Level of Complaint

## Slide 12

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**RAS6** I don't think we need to explain what's changed. I suggest removing the second bullet. you can give that explanation if they ask.

Ramberg, Audrey Seymour, 2/23/2023



# Personnel Complaints Data

## Previous 6 Month Complaint Data (2022 Q3 & Q4)

Origin		Staff		Nature		Formal Complaint Requested		Disposition	Level of Complaint		Total
Int.	Ext.	Sworn	PS	Policy	Law	Yes	No	3 Pending	Maj.	Min.	
4	3	5	2	7	0	0	7	4 Not sustained	4	3	7

**Of the seven total complaints the MVPD received in Q3 and Q4 of 2022, four were found not sustained and three were pending.**

# Personnel Complaints Data

## 6 Month Complaint Data (2023 Q1 & Q2)

Origin		Staff		Nature		Formal Complaint Requested		Disposition	Level of Complaint		Total
Int.	Ext.	Sworn	PS	Policy	Law	Yes	No		Maj.	Min.	
4	3	7	0	7	0	3	4	2 Unfounded	2	5	7
								1 Sustained			

**Of the seven total complaints the MVPD received in Q1 and Q2 of 2023, one was sustained, two were unfounded and four are pending.**



## SRO Complaints

- School Districts (MVLA & MVWSD)
  - Process
  - Complaints / Concerns Received

## Slide 15

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**RAS1** I suggest that this just have the three bullet points without separate headers for the two districts.  
Ramberg, Audrey Seymour, 2/23/2023

# MVPD Social Media

- Philosophy
  - Creates Community Connections
  - Improves Access
  - Strengthens Transparency Efforts
- Approach
  - Enable Two-way Communication
  - Share Important Information
  - Tell Meaningful Stories



## Slide 16

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**RAS7** start each bullet with the same form of verb. in bullet one that would be creates, improves, strengthens. and bullet to that would be enable, share, tell.

Ramberg, Audrey Seymour, 2/23/2023

- Social Media Channels

- Facebook
- Instagram
- Twitter
- Nextdoor

- Themes

- Questions
- Input
- Requests for Updates





# MVPD Social Media Data

	Facebook	Instagram	Twitter	Nextdoor
Follower Accounts	25,051	6,305	27,723	22,185 (claimed households)
Reach	498,327	6,905	*	*
Impressions	*	*	569,100	237,924
Engagements	133,503	657**	29,209	*
Demographics /other	Female: 53.5% Male: 46.5% Median Age: 35- 44	Female: 41.1% Male: 58.9% Median Age: 35-44	Not available at this time.	Not available at this time.  408 “thank you” selections.

\* Not available without additional social media analytic software.



## Slide 18

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**RAS8** in the next door, insert a comma in the number of accounts. and households is one word.  
Ramberg, Audrey Seymour, 2/23/2023



## MVPDx Partnering for the Future of Policing

- MVPDx Overview
  - Creation
  - Duration
  - Cohort
- Feedback Received
  - Actions Taken



## Informal Chief Advisory Groups

- Faith Leaders Advisory Council
  - Structure
  - Purpose
- Latino Community Advisory Committee
  - Structure
  - Purpose

## Slide 20

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**RAS9** you don't need the acronym if it isn't referred to later  
Ramberg, Audrey Seymour, 2/23/2023



# My90: Customer Feedback Survey

- My90 Overview
  - Random Selection Process
  - Anonymous Completion
  - Digital Survey Format
    - Text and Email
  
- My90 Feedback
  - Completed Surveys
  - Themes
    - Positive Feedback
    - Opportunities for Improvement

## Slide 21

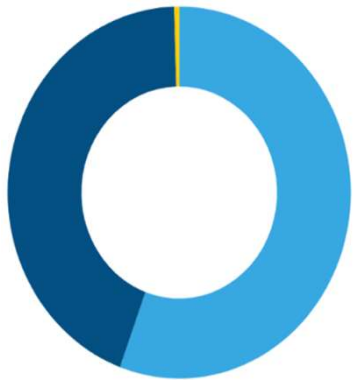
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**RAS10** I don't understand the sub bullets under the first bullet. please say a little more and use a common format. in the second bullet, please change compliments to positive feedback.

Ramberg, Audrey Seymour, 2/23/2023

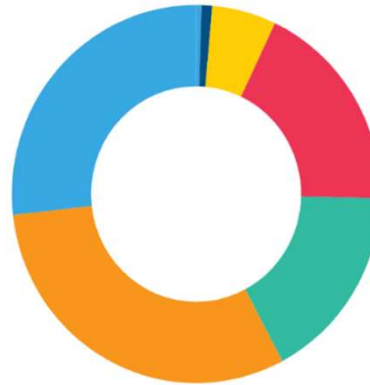
# My90: Customer Feedback Survey

*What best describes your gender?*



Male	119	55.6%
Female	94	43.9%
Prefer not to say	1	0.47%
<hr/>		
Total	214	

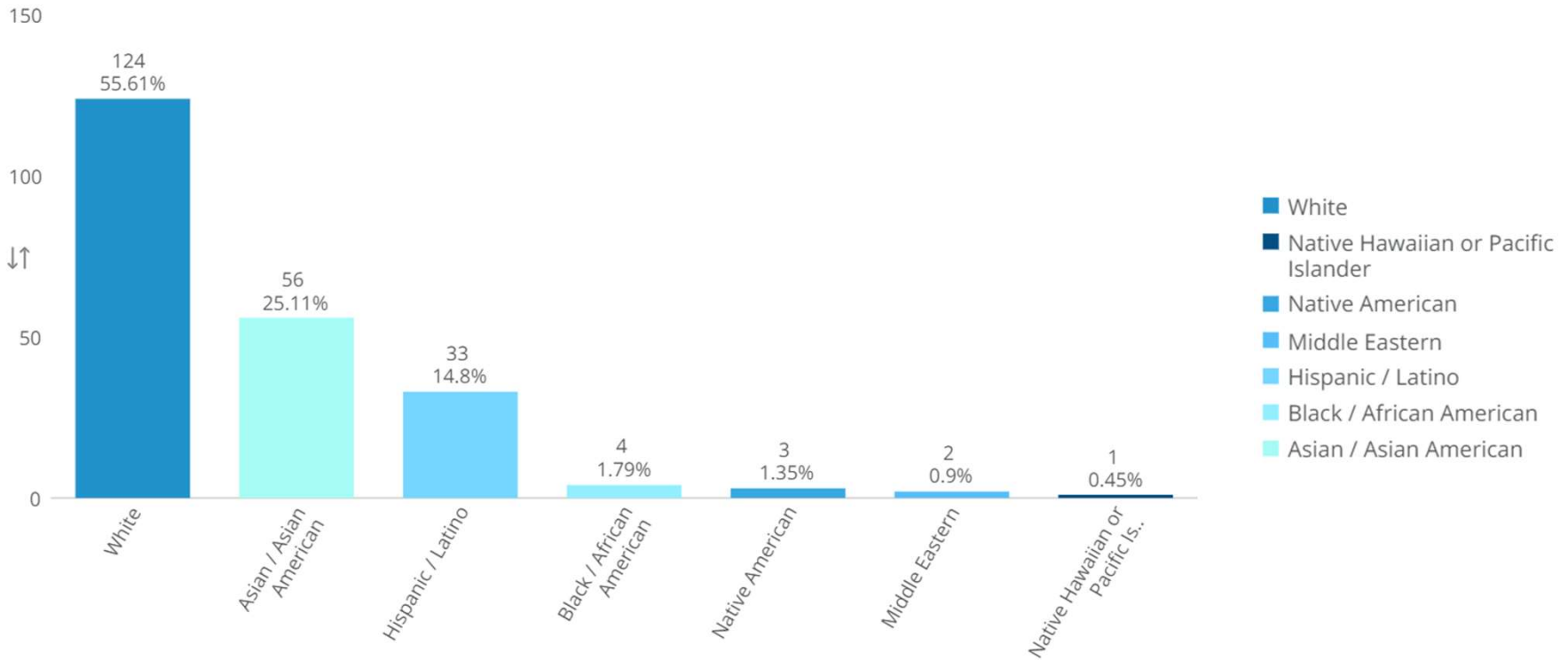
*What is your age range?*



Under 18	1	0.47%
18-20	2	0.94%
21-27	12	5.63%
28-35	39	18.3%
36-45	36	16.9%
46-60	66	31.0%
61+	57	26.8%
<hr/>		
Total	213	

# My90: Customer Feedback Survey

**What best describes your race/ethnicity?**





# My90: Customer Feedback Survey

How did you view MVPD:		
	Number of respondents	After your interaction
Very positive	182	69%
Positive	49	19%
Neutral	13	5%
Negative	10	4%
Very Negative	7	3%

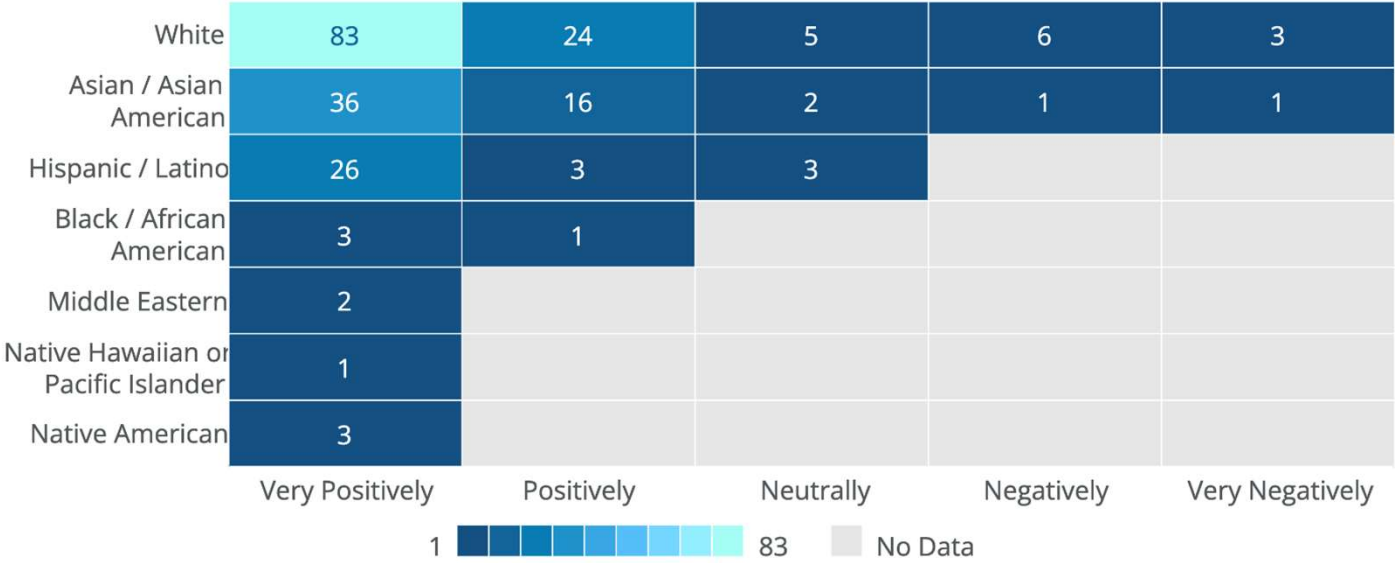
# My90: Customer Feedback Survey

Community Sentiment	
	Strongly Agreed/Agreed
Were treated Respectfully	93%
Were treated Fairly	90%
Felt listened to	90%
Understood the answer	95%
Questions were answered	90%

**On average, 92 % of respondents felt they were treated well.**

# My90: Customer Feedback Survey

## Procedural Justice

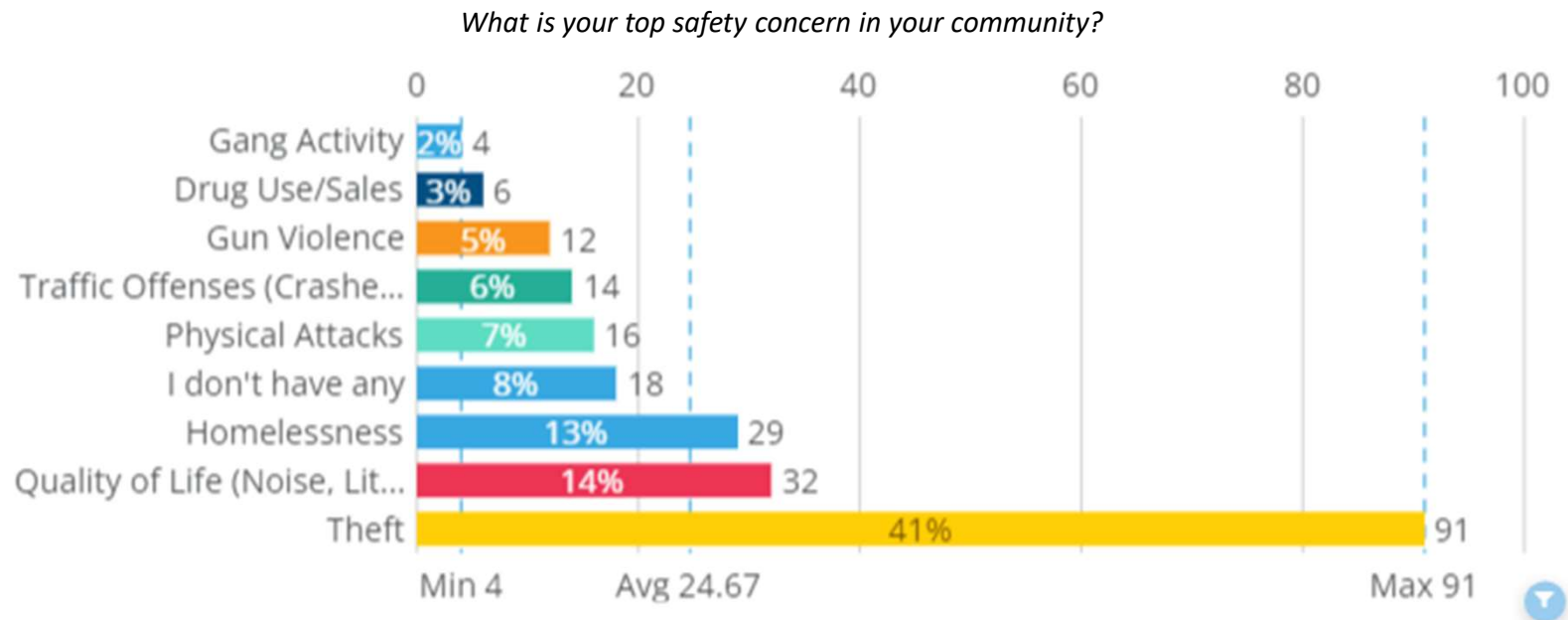


**Across all race/ethnicity groups, people in Mountain View had a generally positive view of the Mountain View Police Department.**

Note: Data was collected only from participants who answered the self-identified race/ethnicity AND how they viewed the agency questions.

# My90: Customer Feedback Survey

## Community Input on Public Safety Concerns

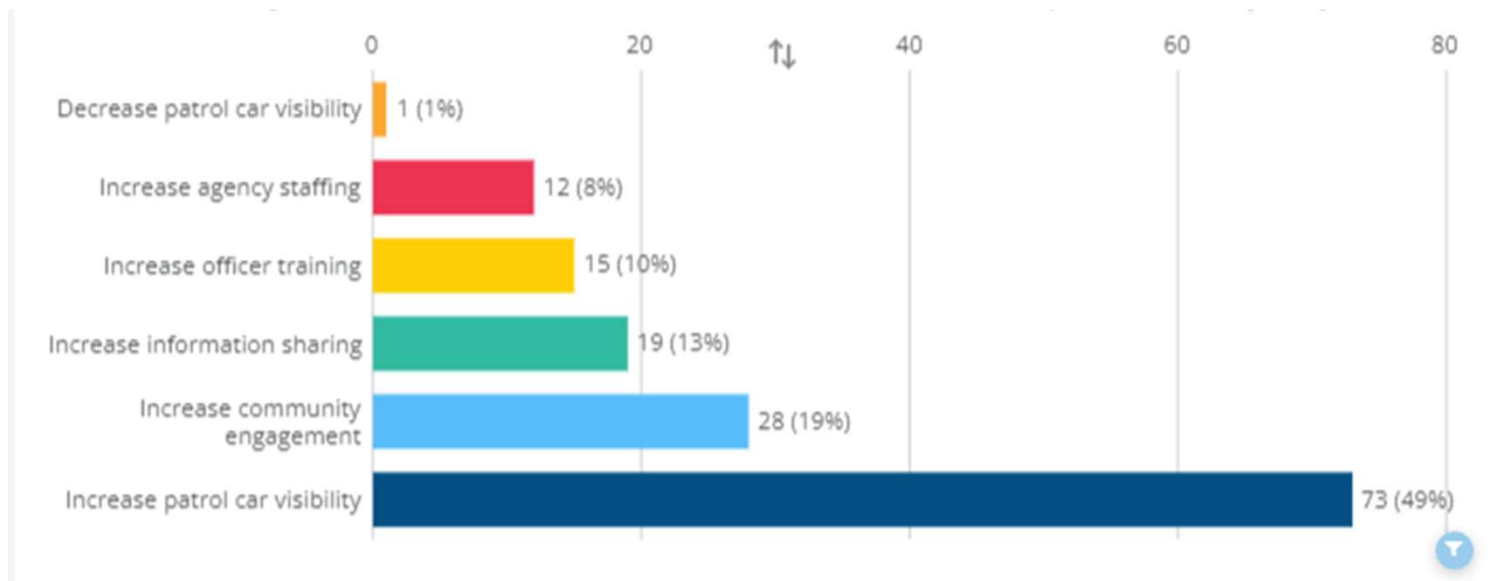


**Theft remains the community's overwhelming concern, with 41% of respondents citing this concern**

# My90: Customer Feedback Survey

## Safety Improvement

*What would you most like Mountain View Police Department to do to improve safety in your community?*



**Nearly half (49%) of respondents felt increasing patrol car visibility would increase safety in their community.**



## Future Feedback Reporting

- Continued review of stop data
- Expansion of My90
- Dashboard
  - RIPA
  - Use of Force

# Questions ?

