City of Mountain View

Presentation of Scope and Frequency for Reporting to PSAB on MVPD Performance and Feedback

October 27, 2022

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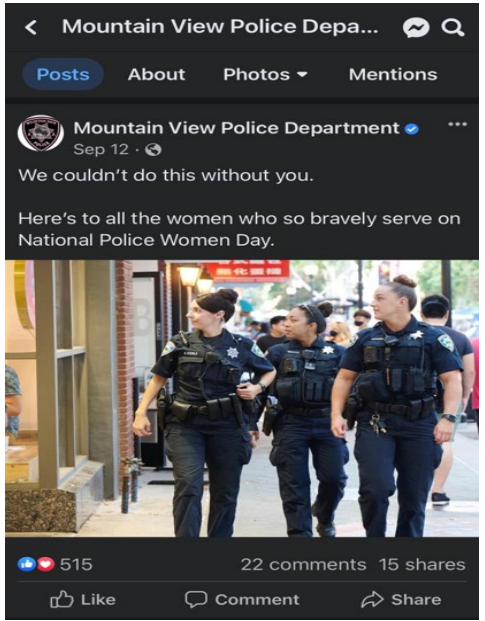
Background

- PSAB Creation / Purpose
- Reports Currently Received
  - Annual Report
  - MVPD Budget
  - SRO Annual Report
  - Militarized Equipment
  - Personnel Compliant Data

Additional MVPD Feedback Mechanisms

- **Social Media Engagement**
  - Facebook, Twitter and Nextdoor
- Philosophy



Additional MVPD Feedback Mechanisms

- **MVPDx**
  - Program overview
  - 4th Cohort Recruitment

Additional MVPD Feedback Mechanisms

- **Chief Advisory Groups** (Informal)
  - Faith Leaders Advisory Council
  - Latino Community Advisory Committee (LCAC)

Additional MVPD Feedback Mechanisms

- **My90**
  - Anonymous customer satisfaction survey platform
  - Measures satisfaction with service
  - Measures the impact of our police and community interaction

POST-CONTACT

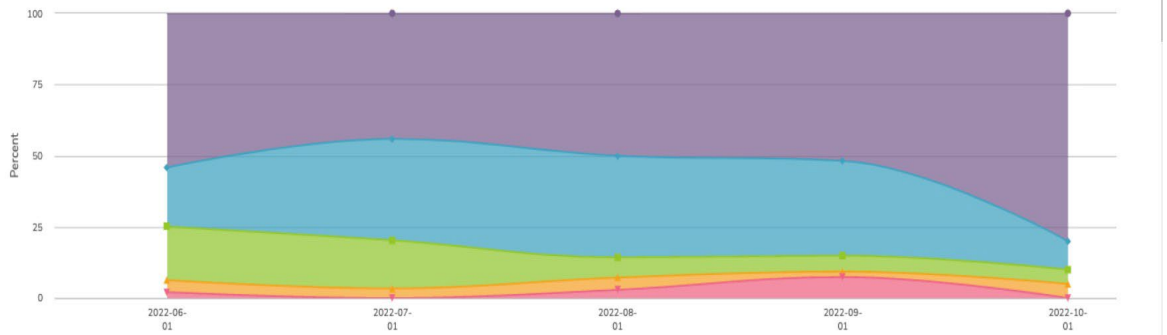
Thinking about the interaction, how much do you agree with the following:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Responses
I was treated fairly						
Count	4	2	7	16	50	79
Row %	5.1%	2.5%	8.9%	20.3%	63.3%	
I was treated with respect						
Count	4	5	4	12	48	73
Row %	5.5%	6.8%	5.5%	16.4%	65.8%	
I received the help I needed						
Count	4	4	5	18	42	73
Row %	5.5%	5.5%	6.8%	24.7%	57.5%	
Totals						
Total Responses						79

- 83.6% of responses indicate they were treated fairly
- 82.2% of responses indicated they were treated with respect
- 82.2% of responses indicated they received the help they needed.

POST-CONTACT

After your interaction, how do you now view the department ? (Longitudinal Data)

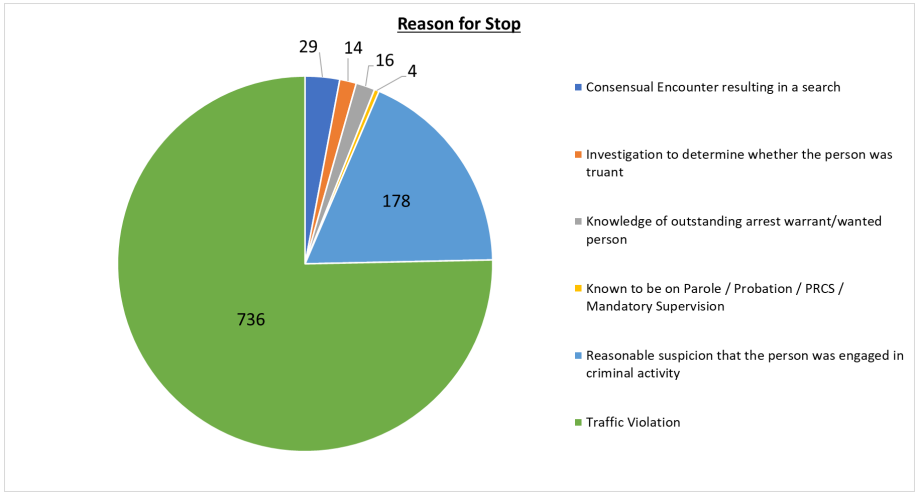


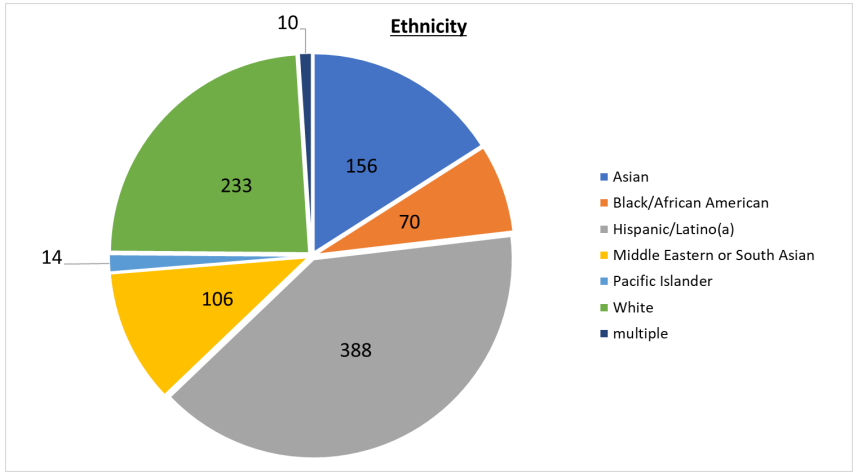
Feedback Efforts Under Development

- **Racial Identity Profiling Act (RIPA)**
- Pursuit and Use of Force Data Monitoring System
- SRO Program Report on Outcomes and Feedback
- City and MVPD Webpage

Feedback Efforts Under Development

- **Racial Identity Profiling Act (RIPA)**
  - PSAB RIPA Subcommittee





Feedback Efforts Under Development

- **Pursuit and Use of Force Data Monitoring System**
  - Red-flag Monitoring
  - Modernized Systems
  - Complaint Tracking
  - Public Dashboard

Feedback Efforts Under Development

- **SRO Program Annual Report on Outcomes and Feedback**

Proposed Expansion of Current Feedback Mechanisms

- **Expanded Reporting on Current Feedback Mechanism Reporting**
  - Social Media
  - MVPDx
  - Informal Chief Advisory Groups
  - Customer Feedback Surveys
  - Pursuit and Use of Force Data
  - RIPA Data Updates
  - Complaint Data
  - SRO Complaint Data

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Questions ?