

**DATE:** October 26, 2023

**TO:** Public Safety Advisory Board

**FROM:** Wahed Magee, Police Captain

**VIA:** Michael Canfield, Police Chief

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

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**PURPOSE**

Review and comment on a report regarding the Mountain View Police Department's collection and uses of performance data and feedback.

**BACKGROUND**

In December 2020, the City Council created the Public Safety Advisory Board (PSAB) to make recommendations to the City Council, City Manager, and Police Chief on public safety matters. The functions of the PSAB further the Mountain View Police Department's (MVPD and the Department) commitment to transparency, accountability, and public engagement. In support of these objectives, the MVPD provides PSAB with regular updates about the Department's ongoing data and information collection and community engagement efforts.

As part of its City Council-approved Fiscal Year 2022-23 Work Plan, the PSAB received a staff presentation on the scope and frequency for reporting on MVPD performance and feedback data at its October 27, 2022 meeting. That staff report is included as Attachment 1.

In March 2023, staff presented the first of the twice-yearly reports on performance and feedback data. Since that time, the Department has seen staffing changes with the appointments of a new Police Chief, Police Captain, two Police Lieutenants, and a Crime Analyst. The Research Fellow position is currently vacant.

This memorandum provides information on MVPD's data collection and efforts to engage with and receive feedback from the community through a range of mechanisms. These mechanisms include: social media engagement, MVPDx, the Police Chief's informal advisory groups, customer feedback survey, personnel complaints, School Resource Officer (SRO) program feedback, and Racial and Identity Profiling Act (RIPA) data. This memorandum supplements and is not intended

to replace the other annual presentations the PSAB receives, such as the report on the MVPD budget, the MVPD Annual Report, the report on militarized equipment required under Assembly Bill 481, and the report on the MVPD SRO program.

## **Feedback Mechanisms**

### *Social Media Engagement*

The Mountain View Police Department's goal is to foster a digital presence and a channel of communication between the community and the Department. The Department's use of social media continues to create connections, provide important public safety information, enhance transparency, and provide a direct mechanism to receive real-time feedback.

The social media channels for the Department aim to educate and inform, serving as a conversation space for community members to ask questions, pose concerns, and share their experiences with our personnel. Social media posts from the Department can include public safety-related posts, including updates on real-time incidents, traffic collisions, suspect searches, or other dangers to the public. Posts also highlight other City safety issues, such as downed power lines, road closures, and storm-related impacts. In addition, posts provide education on the work of public safety personnel in areas such as bicycle and pedestrian safety, speed and road safety, crime mitigation efforts, and other topics that may be of interest to the community. The Department often receives community feedback on posts, leading to additional lines of inquiry and further connection to subject-matter experts within the Department.

General themes from comments on most public safety posts include clarifying questions or requests for additional information about what the Department has done or will do regarding cases or events within the community. There is a particular interest in traffic-related posts with community members suggesting other areas of concern in which the Department's Traffic Unit could focus on. This feedback is passed along, and plans are made to address it. Social media posts that highlight Police work or arrests typically generate positive feedback along with additional questions about how community members can help prevent themselves and others from becoming victims in the future. In some instances, community members' concerns raised on social media have resulted in the Department hosting a speaker event on topics like burglary prevention, catalytic converter thefts, or digital safety.

Social media performance measures differ based on the platform and the number of times people on that platform visit a site. Personal preference of social media usage also varies by age group or by platform preference. Some social media users may visit a site every day, and some may visit once a week or less frequently. With the constant state of evolution of platform design, social media companies are also regularly altering their reporting structure, including limiting access to the reach or impressions of audiences over a specific date range. Also, in all platforms, except for Nextdoor, not all audience members are Mountain View-based. The MVPD has a

national or international audience on all other platforms that it uses, including Facebook, X (formerly Twitter), and Instagram.

The MVPD reviews reach and engagement on its posts: Reach is defined as the total number of people who see the content. Engagement is defined as post reactions, comments, and shares.

Below in Table 1 is a breakdown for each platform’s performance:

**Table 1: Summary of Social Media Performance  
from January 1, 2023 to June 30, 2023**

	Facebook	Instagram	X (formerly Twitter)	Nextdoor
<u>Follower Accounts</u>	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.

\*\* Instagram no longer allows profiles to view more than 90 days of prior data.

MVPDx

MVPDx: Partnering for the Future of Policing is a community-focused program that began in 2020 and recently completed its fifth cohort, which started in August 2023. The eight-week program consists of both experiential, scenario-based exercises, and in-depth conversations about various themes and topics of policing. The program was designed to enable residents and Department personnel to engage in dialogue and mutual learning around Police issues and community interests. Each cohort’s topics of discussion have varied based on the climate of the policing profession. Most recently, the cohort’s themed discussions have focused on local impacts around topics such as homelessness. Other sessions discussed recent State legislation and how it affects law enforcement on a local level.

Feedback from program participants has resulted in several follow-up actions. For example, an alumni event bringing together all five cohorts is slated for early November, wherein participants will meet to help develop the next steps or iteration of MVPDx. MVPDx feedback played a role

in evolving how School Resource Officer and Community Outreach Officer interviews are conducted, placing a school district representative and member of a local community-based organization on the interview panel, allowing for greater input and community participation in such pivotal community-focused positions.

MVPDx cohorts have also informed MVPDy, a program under development, designed to connect MVPD with high school students in our community, providing increased opportunities for them to share feedback and perspectives on policing and youth safety.

### *Informal Chief Advisory Groups*

The MVPD has created two informal advisory groups that meet with the Police Chief and command staff: the Faith Leaders Advisory Council (FLAC) and the Latino Community Advisory Committee (LCAC), both of which started in early 2021.

The FLAC generally meets quarterly. The participants include a range of leaders from virtually all denominations of the houses of worship throughout Mountain View. The purpose of this group is to share ideas about how to improve communication with congregations and the community, share information among group participants, and discuss important public safety-related topics. One of the FLAC's goals is to be a regular participant in an annual Faith and Blue Event, which brings together houses of worship and the MVPD in public forums to foster communication. This group has also been an important conduit for sharing information about resources for those experiencing homelessness.

The LCAC consists of both faith-based and civic leaders in the Latino community who meet regularly with the MVPD members. The goal of the LCAC is to ensure strong communication between the Latino community and the MVPD, provide access to information and transparency about policing matters relevant to the Latino community, and create additional opportunities for the MVPD to hear the voices and concerns of this community. The LCAC has provided input that resulted in the investigation and cessation of a private company's predatory towing practices.

The LCAC has sponsored community events in conjunction with the MVPD, such as a "Kermes" in August 2022. This cultural event aimed to build a sense of community and included Latin dancing and food and numerous community-based organizations, who provided information about community resources. The LCAC has helped the MVPD enhance relationships with other Latino community groups (such as Cafecito Justicia Aroma). As a result, the MVPD has increased its attendance at community events and found additional opportunities to engage in dialogue and receive feedback. The feedback themes from these events have been overwhelmingly positive and resulted in a request for more events and continued opportunities for the MVPD to connect with the broader Latino community.

During the selection process for a new Police Chief, these bodies were dormant but are now being reestablished with the first LCAC meeting taking place in October 2023.

### Customer Feedback Survey

In August 2022, the MVPD implemented an anonymous customer survey platform called “My90,” designed to collect feedback from people who received Police services or were contacted by a Police Officer. The feedback collected includes the nature of the MVPD encounter, opinions of the community members toward the MVPD after their MVPD interaction, the level of satisfaction with the services they received, and how they were treated. The race and gender of the community member is also collected, enabling the MVPD to view the potential differences in customer experience feedback. The survey also includes an open-ended question where community members can provide comments.

In this early stage of implementing the My90 tool, survey data is currently shared with the MVPD management team and is used to help gauge many aspects of the MVPD’s police work, including the quality of MVPD’s customer service, indications of bias or the perception of bias, and effectiveness of communication. This information informs the MVPD’s training planning and helps identify strengths and areas for growth. Staff has identified next steps for the My90 platform to potentially include internal review and discussion of My90 survey results, a public dashboard of My90 feedback, and staff evaluation of My90 to gauge feedback on MVPD community engagement events.

As of October 10, 2023, there have been a total of 319 completed “post-contact” surveys for the six-month period of February 2023 through July 2023. The vast majority of the comments were positive, highlighting MVPD staff’s professionalism, empathy, intellect, and respectful approach. Nine respondents felt they did not receive the help they needed because they were told the issue was not a police matter (2), no Officers were available (1), or an Officer did not respond or follow up (6). A summary of notable data from My90 survey results is found in the tables below.

**Table 2: Views of MVPD After Interaction**

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

**Table 3: Community Sentiment**

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

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

**Table 4: Views of MVPD by Race/Ethnicity**

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

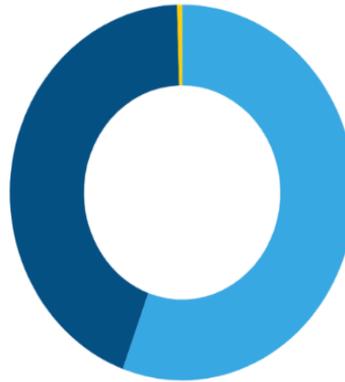


\* Data was collected only from participants who answered the self-identified race/ethnicity AND how they viewed the agency questions.

**Table 5: Demographics**

***What best describes your gender?***

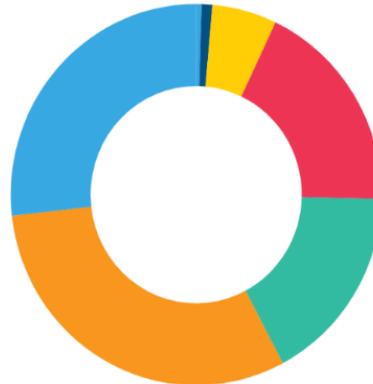
● Male	119	55.6%
● Female	94	43.9%
● Prefer not to say	1	0.47%



Total  
214

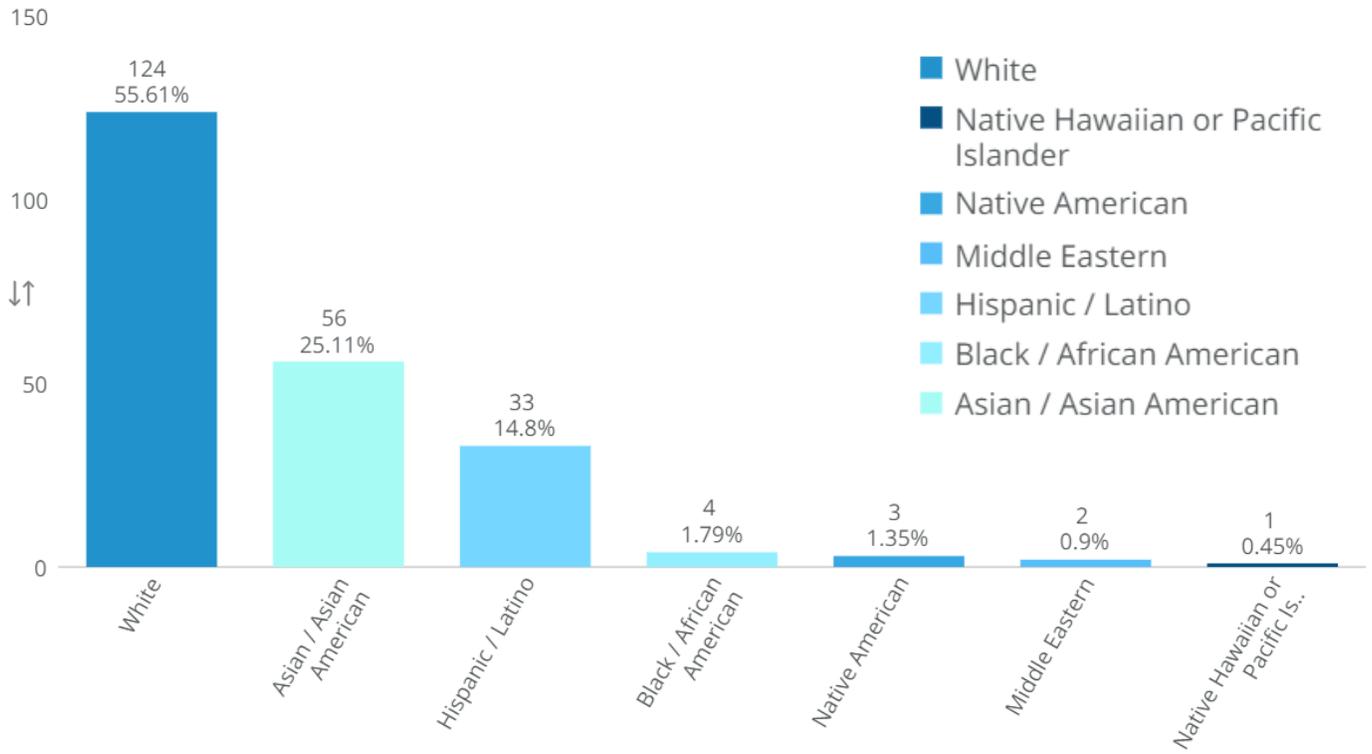
***What is your age range?***

● 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%



Total  
213

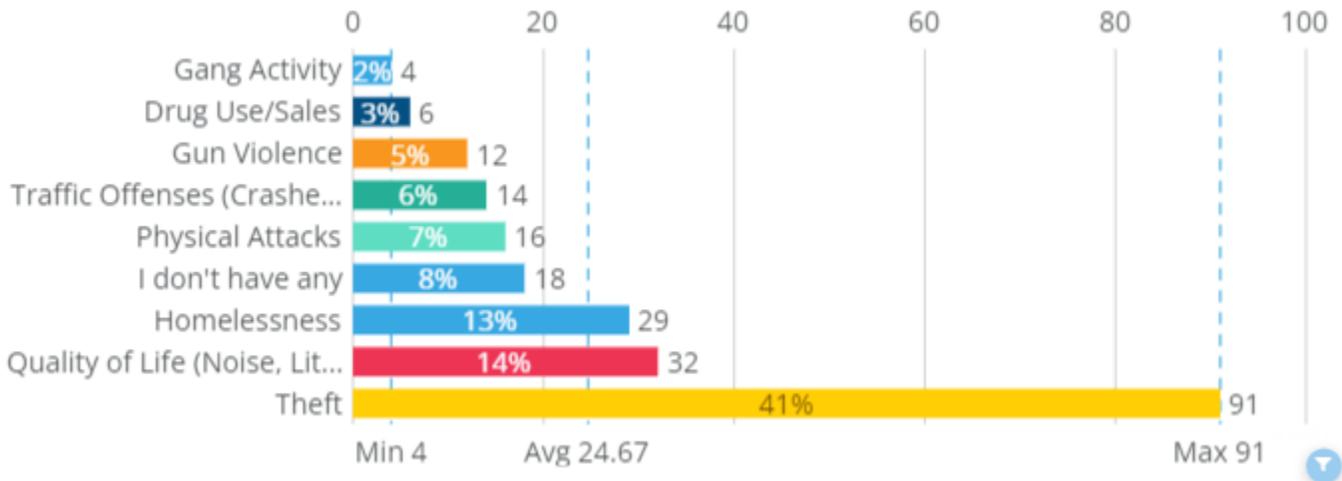
***What best describes your race/ethnicity?***



**Table 6: Community Input on Public Safety Concerns**

Theft remains the community’s overwhelming concern, with 41% of respondents citing this concern.

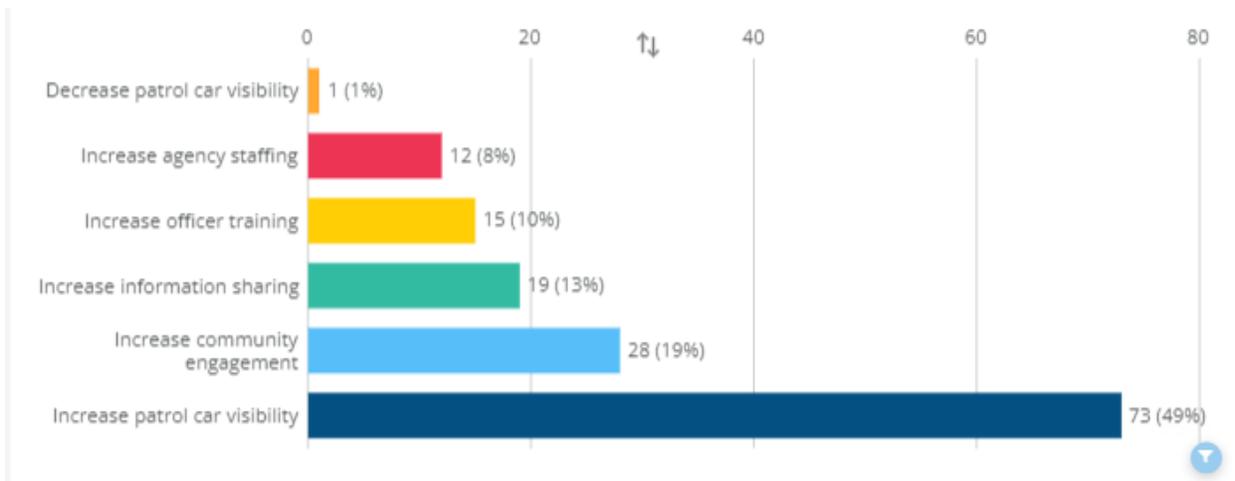
*What is your top safety concern in your community?*



**Table 7: Safety Improvement**

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

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



### Personnel Complaints

The PSAB is now receiving updates on MVPD personnel complaints as part of this twice-annual feedback reporting. This twice-annual report includes a chart of both the previous six months of complaint data (Q3 and Q4 of 2022) and the most recent six months of complaint data (Q1 and Q2 of 2023).

The included categories are:

- Origin: This category denotes if the information leading to the investigation was generated within the MVPD or from an external source. Internal complaints may be generated by another employee, supervisor, or when the MVPD becomes aware of a possible policy violation through any means other than external notification.
- Sworn/Professional Staff: This category denotes the employment type of the subject of the investigation. The “Sworn” option denotes any of the sworn peace officer positions, such as Officer or Sergeant. Professional staff denotes the nonsworn Officer positions within the MVPD, such as Public Safety Dispatchers, Police Records Specialists, and Community Service Officers.
- Nature: This category denotes the type of investigation. The options are:
  - Policy violations
  - Law violations
  - Vehicle operations
  - Rude/discourteous behavior
  - Bias/racial discrimination
  - Excessive force
  - Other
- Formal Complaint Requested: This category denotes whether the person reporting the incident indicated they wanted their concern to be handled in a formal or informal manner. It should be noted that a complaint of any serious nature or which may be part of a larger pattern of performance will be handled formally regardless of a complainant’s request.

The Mountain View Police Department Policy, Section 10-20.1.1, defines formal and informal complaints as follows:

- Informal: A matter in which the complaining party is satisfied that appropriate action has been taken by a Department supervisor of rank greater than the accused employee. Informal complaints need not be documented on a personnel complaint

form, and the responsible supervisor shall have the discretion to handle the complaint in any manner consistent with this Policy.

- Formal: A matter in which the complaining party requests further investigation, or which a Department supervisor determines that further action is warranted. Such complaints may be investigated by a Department supervisor of rank greater than the accused employee or referred to the Professional Standards Unit depending on the seriousness and complexity of the investigation.
- Level of Complaint: This denotes the significance of the potential punishments should the investigation determine that the complaint is sustained. The two options are “major” and “minor.” In general, a sustained major investigation may result in punishment up to, and including, the removal of something of value to an employee, such as rank, a specialty assignment, or pay, or result in termination. In general, a sustained investigation of a minor violation may result in documentation and potential progressive discipline.
- Disposition: This category denotes the current disposition of each specific investigation. Until a disposition is finalized, the disposition will be indicated as “pending.” The Mountain View Police Department Policy, Section 1020.6.4, defines the disposition of personnel complaints as:
  - Unfounded: When the investigation discloses that the alleged act(s) did not occur or did not involve Department personnel. Complaints which are determined to be frivolous will fall within the classification of unfounded (Penal Code § 832.5(c)).
  - Exonerated: When the investigation discloses that the alleged act occurred but that the act was justified, lawful, and/or proper.
  - Not Sustained: When the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the employee.
  - Sustained: When the investigation discloses sufficient evidence to establish that the act occurred and that it constituted misconduct.
  - No Finding: When the investigation was terminated because the complainant dropped the complaint or failed to cooperate with the investigation, or the employee resigned prior to the completion of the investigation and/or board process.

Of the seven total complaints the MVPD received in Q3 and Q4 of 2022, three resulted in Internal Affairs Investigation.

**Table 8: Previous Six-Month Complaint Data (2022 Q3 and 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	<b>7</b>

Of the seven total complaints the MVPD received in Q1 and Q2 of 2023, four resulted in Internal Affairs Investigation.

**Table 9: Six-Month Complaint Data (2023 Q1 and Q2)**

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

*SRO-Related Complaints*

The Memorandum of Understanding (MOU) between the City of Mountain View and the Mountain View Los Altos Union High School District was signed and went into effect on September 15, 2022. The MOU between the City and the Mountain View Whisman School District was signed and went into effect on February 18, 2023.

Amongst numerous other programmatic expectations, both MOUs require that: “[t]he District and its administrators shall provide a mechanism for students to provide feedback, make complaints, or document details of their interactions with the SROs. All complaints related to SROs shall be routed to the MVPD Field Operations Division Captain.” Those complaints will be included in this twice-annual report, and the additional information provided from each district will be included in the SRO annual report.

Currently, the Mountain View Los Altos Union High School District has identified the Principal or Vice Principal of Mountain View High School and the Principal of Alta Vista High School as the administrative staff member to receive complaints and concerns about the SRO program.

At this time, no complaints or concerns have been relayed to the MVPD Field Operations Division Captain by the Mountain View High School Principal or Vice Principal; however, both the district

and the MVPD continue to engage in open dialogue about how best to provide SRO services in line with the MOU.

Currently, the Mountain View Whisman School District is working on identifying their mechanism for receiving feedback on the SRO program. In the interim, both the MVPD and Mountain View Whisman School District are engaged in open dialogue about the SRO program and how best to provide SRO services in line with the MOU.

The signed MOU with the Mountain View Los Altos Union High School District and the signed MOU with the Mountain View Whisman School District can be found on the Police Department section of the City webpage.

### RIPA Contact Data

The PSAB Fiscal Year 2021-22 Work Plan included a project to develop follow-up actions related to the Ph.D. Research Fellow's traffic-stop analysis, specifically the MVPD's implementation of the Racial and Identity Profiling Act (RIPA), and exploring methods to make policing data more open and accessible to the public. On January 26, 2023, the PSAB accepted ad hoc committee and staff recommendations related to the collection and use of RIPA data.

The RIPA mandates that California law enforcement agencies collect the data below when a detention is made. For the purposes of RIPA, a detention is when a person is stopped by the MVPD and not free to leave, or they are contacted by the MVPD and provide consent to be searched. The RIPA required fields are listed below:

- Date, time, and duration of the stop.
- Location of the stop.
- Perceived race or ethnicity of person stopped.
- Perceived gender of person stopped.
- Whether person stopped is perceived to be LGBT.
- Perceived age of person stopped.
- Whether person stopped has limited or no-English fluency.
- Perceived or known disability of person stopped.
- Reason for the stop.
- Whether the stop was made in response to a call for service.
- Actions taken by the Officer during a stop.

In addition to collecting the above required data, the MVPD collects information regarding whether the Officer making the contact believed the subject was having mental health-related challenges and at what point during the contact the Officer believed they could perceive the subject's race and gender.

The MVPD is working on timelines and processes for implementation of the PSAB's recommendations for RIPA data use. The MVPD is in the early stages of a process to ensure continued third-party data analysis, including applying RIPA data to existing research on bias and Police contacts. The RIPA data will continue to be made available in this twice-annual report in addition to the other transparency efforts and next steps highlighted in the January 26, 2023 staff report. The following 2023, Q1 and Q2 RIPA data is available in CSV format upon public request and is included as Attachment 2.

### **2023 RIPA DATA for Q1 and Q2**

#### **Service Call**

Yes	No	Total
203	1,950	2,153

#### **Perceived Ethnicity**

Asian	Black/African American	Hispanic/Latino(a)	Middle Eastern or South Asian	White	Pacific Islander	Multiple
285	149	952	249	462	31	17

#### **Perceived Gender**

Female	554
Male	1,598
Trans Male	0
Trans Female	0

#### **Perceived to be LGBTQ+**

Yes	No
2	2,152

#### **Subject Had Limited-English Fluency**

Yes	No
181	1,972

**Disability Perceived**

N/A	Other
2,149	5

*Officer Options: Deafness or difficulty hearing, speech-impaired, blind or limited vision, mental health condition, dementia or intellectual or developmental disability, or other disability.*

**Reason for Stop/Contact**

Consensual Contact Resulting in Search	Reasonable Suspicion of Criminal Activity	Traffic Violation	Known Probation or Parole	Wanted Person	Truancy Investigation
34	193	1889	13	15	6

*Additional Data Fields Completed by MVPD*

**When Was the Subject's Race First Perceived?**

At First Contact	Prior to the Stop
1,991	162

**When Was the Subject's Gender First Perceived?**

At First Contact	Prior to the Stop
1,964	191

**Prior to Interaction, Did the Officer Believe the Subject Had Mental Health-Related Concerns?**

Yes	No	Not Sure
46	1,918	187

**Future Feedback Reporting:**

The MVPD is committed to seeking and reviewing data and performance feedback to better inform areas of growth, empower continuous improvement, and to understand the impact of the significant work of its staff. The Department will continue to prioritize transparency and increased public access to the MVPD.

The new City of Mountain View webpage will serve as a platform for improved transparency as the MVPD builds accessible, transparent dashboards. Summaries of the MVPD dashboards and their access will be included in future twice-annual feedback reports to the PSAB.

The MVPD continues to examine emerging technologies around transparency and performance feedback and will continue to work with existing vendors to review potential areas of growth.

WM/CB/1/MGR

308-10-26-23M

- Attachments:
1. Scope and Frequency for Reporting to Public Safety Advisory Board on Mountain View Police Department Performance and Feedback Data Manual
  2. 2023 RIPA DATA for Q1 and Q2