City of **Mountain View**

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

March 23, 2023

Presentation Overview

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

RAS2   mechanisms should be plural.
Ramberg, Audrey Seymour, 2/23/2023

- 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
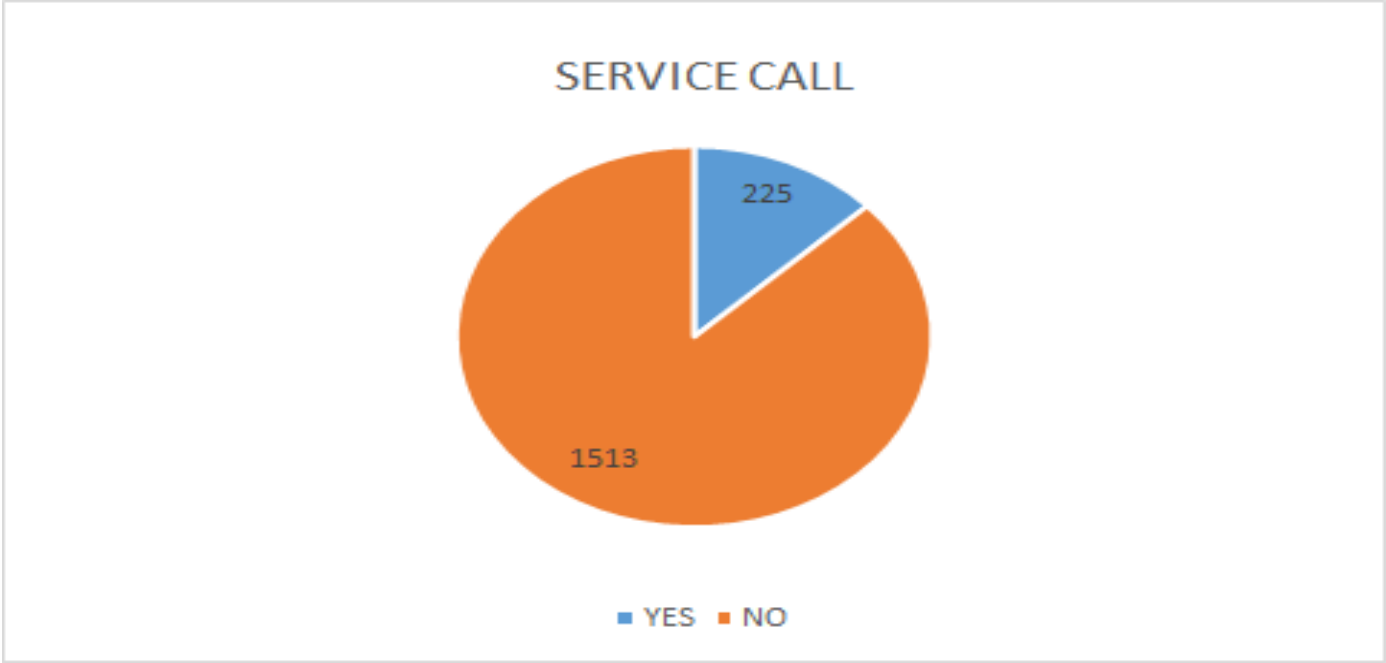   - FLAC

Racial and Identity Profiling Act (RIPA)

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

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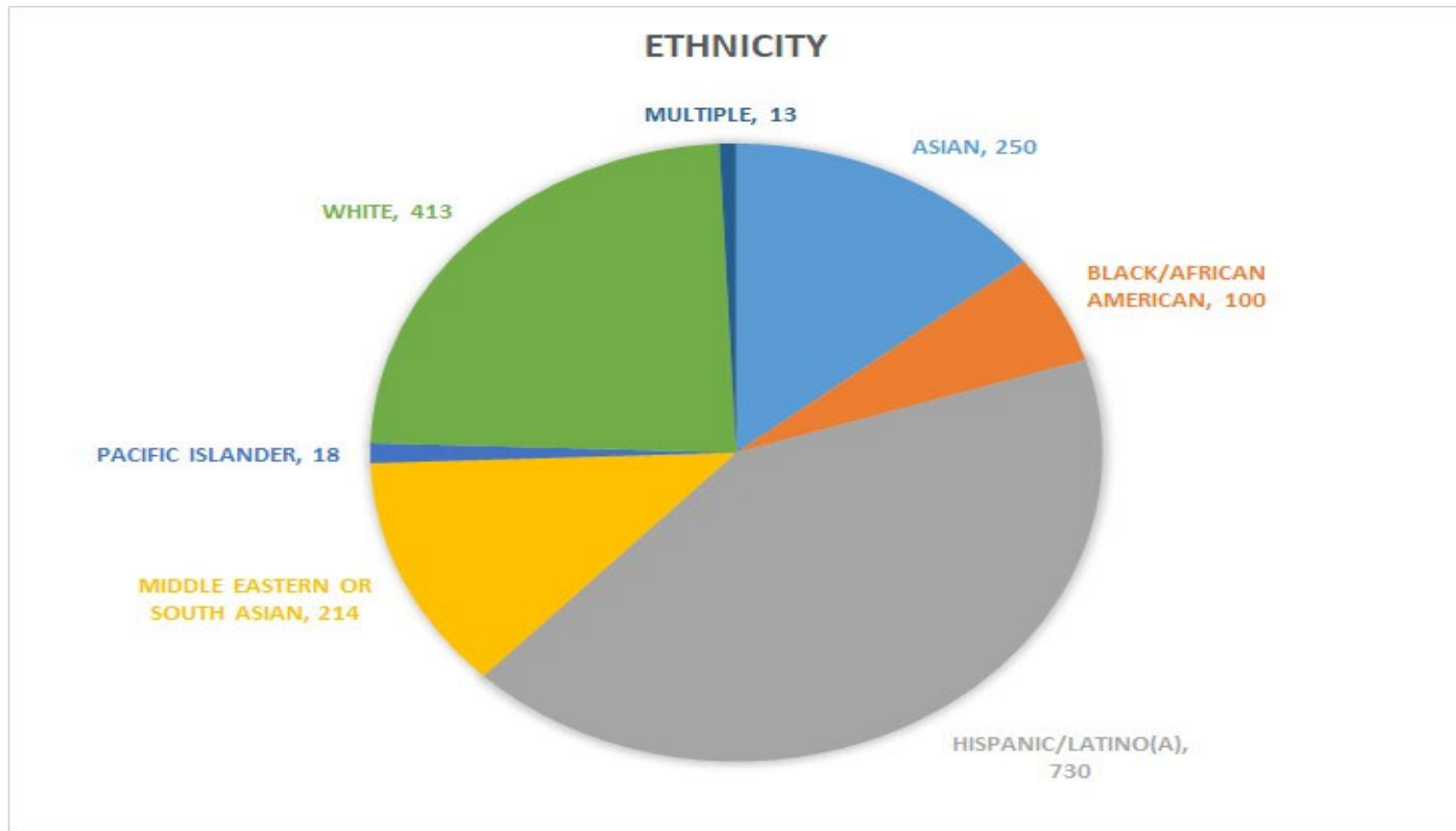
Ramberg, Audrey Seymour, 2/23/2023

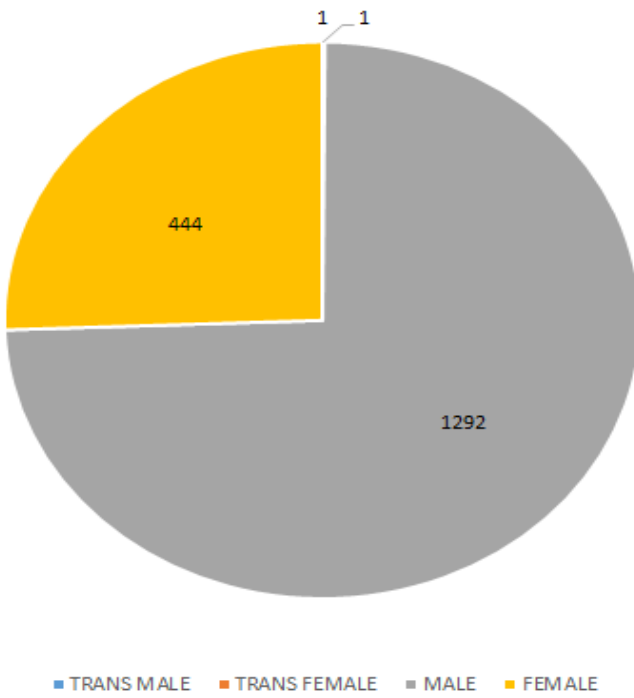# RIPA

SERVICE CALL

225

1513

■ YES ■ NO

Total Contacts 1758

RAS4   change the headers on the slides with the graphs to just use the acronym RIPA

Ramberg, Audrey Seymour, 2/23/2023
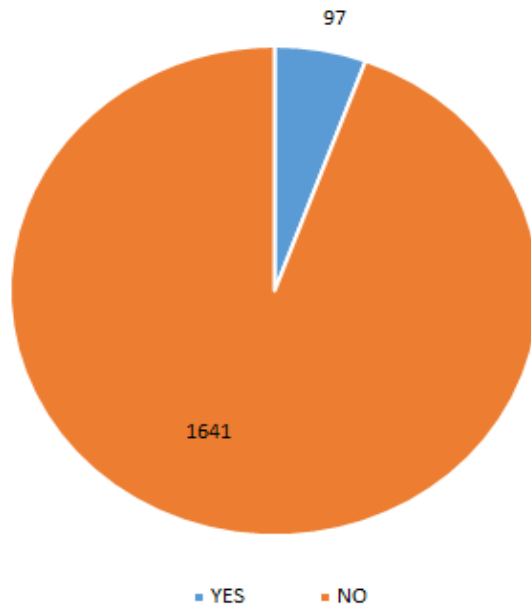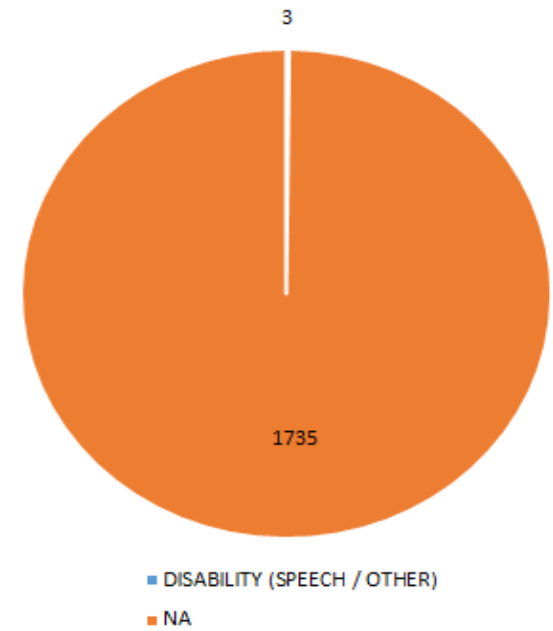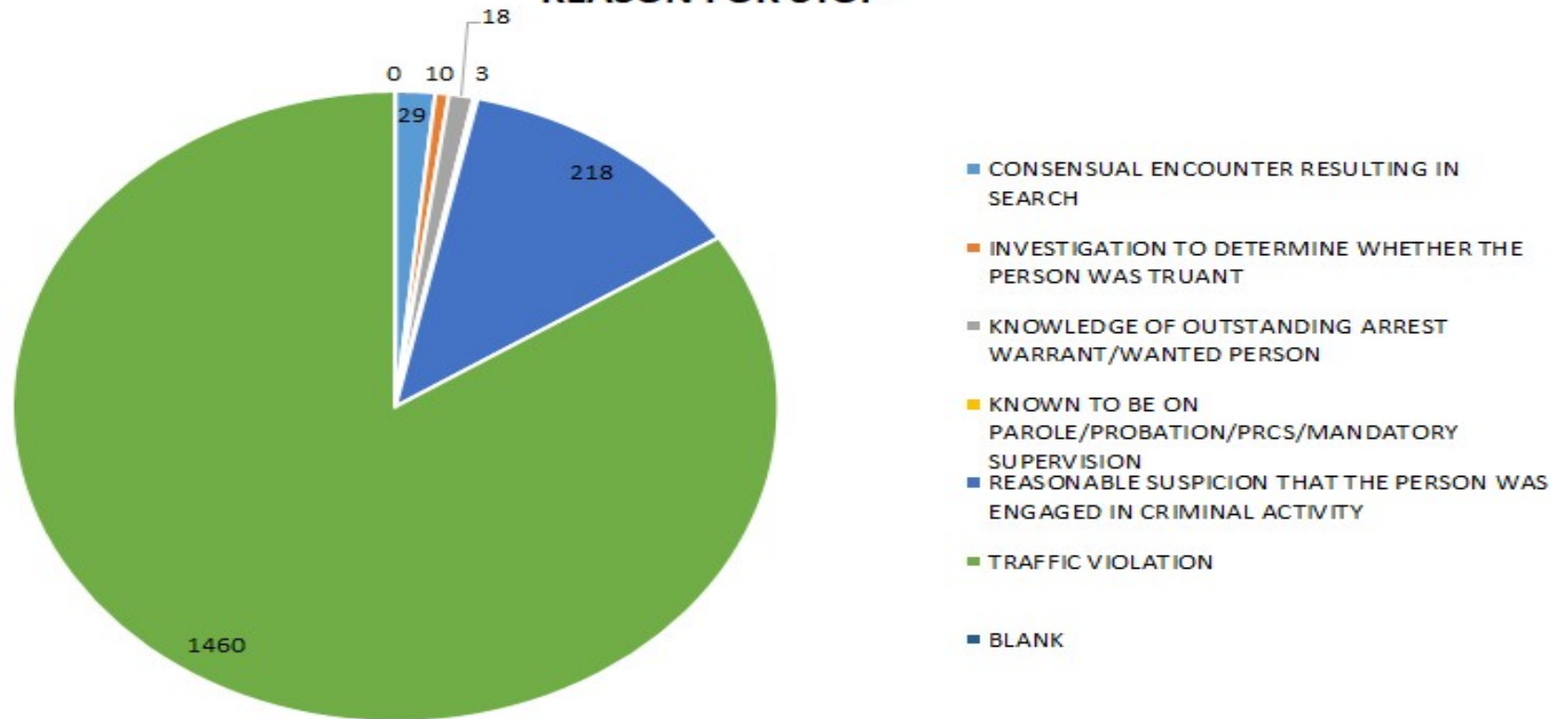
Additional data collected by MVPD

RIPA

DID THE SUBJECT APPEAR TO BE EXPERIENCING MENTAL HEALTH CHALLENGES

137   56

1545

■ YES   ■ NO   ■ NOT SURE
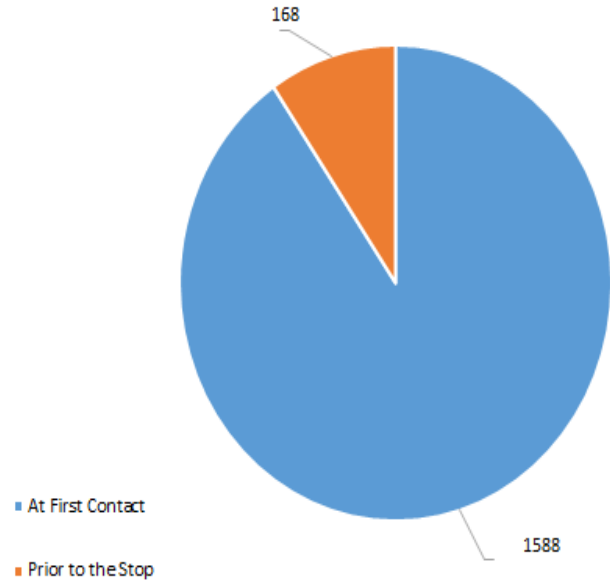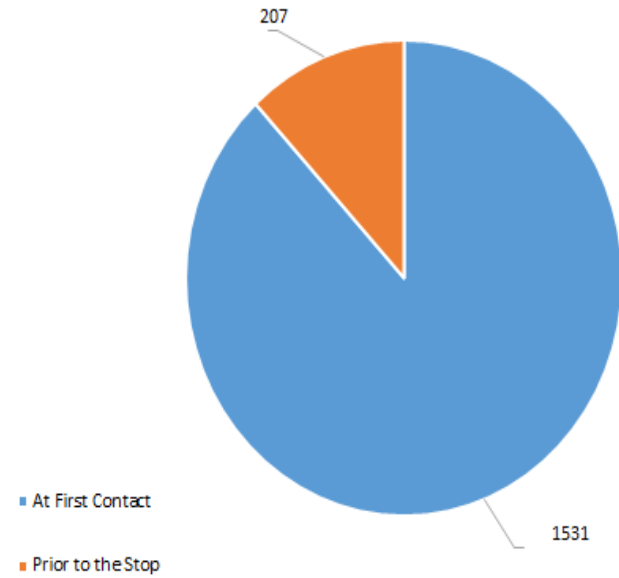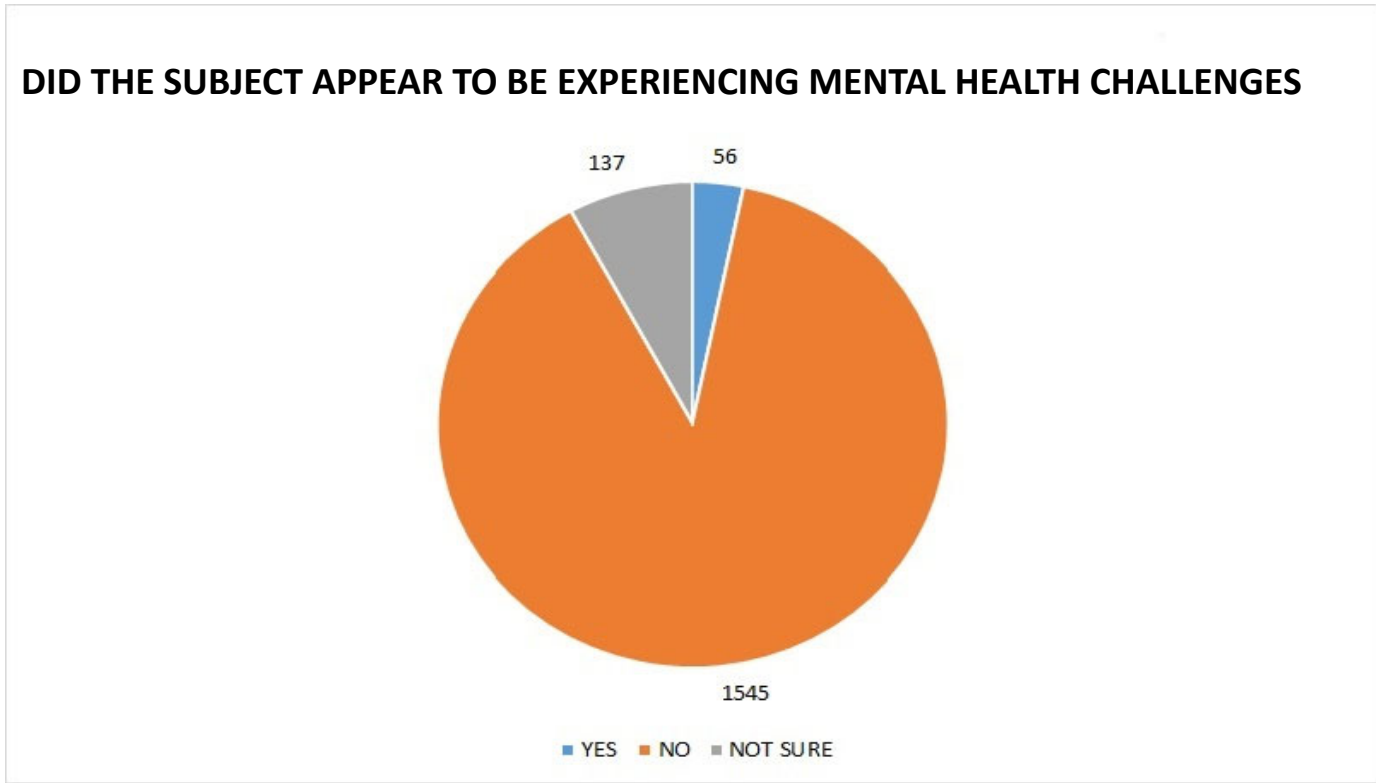
Additional data collected by MVPD

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

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

Origin	Sworn or PS	Nature	Formal Complaint Requested	Disposition	Level of Complaint	
3 Internal	2 Sworn	3 Policy	3 Yes	3 Pending	1 Major	
0 External	1 P.S.				2 Minor	
						3 Total

6 Month Complaint Data (2022 Q3 & Q4)

Personnel Complaints Data

Origin	Sworn or PS	Nature	Formal Complaint Requested	Disposition	Level of Complaint	
7 Internal	13 Sworn	11 Policy	14 Yes	6 Pending	4 Major	
7 External	1 P.S.	3 Law	No	1 Unfounded	10 Minor	
				1-Not Sustained		
				6 Sustained		
						Total 14

24 Month Complaint Data (2021 through 2023)

SRO Complaints

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

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

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

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NEWS RELEASE

A consensual contact with a driver in a U-Haul truck resulted in the recovery of dozens of photocopies of drivers' licenses, credit cards and blank checks, along See more...

Posted to **Subscribers of Mountain View Police Department**

😧❤️😊 137   · 8,462 Impressions   ♡ Like   💬 80 Comments   ↗ Share

MVPD Social Media Data

	Facebook	Instagram	Twitter	Nextdoor
Follower Accounts	24,612	5,875	26,700	13,595 (claimed house-holds)
Reach	142,000	9,800	*	*
Impressions	*	*	246,600	247,000
Engagements	28,500	3,500	*	*
Demographics /other	Female 53.5% Male 46.5% Median Age 25-44	Female 40.7% Male 59.3% Median Age 25-34	Not available at this time	Not available at this time 1825 "thank you" selections

* Not available without additional social media analytic software.

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

Informal Chief Advisory Groups

- Faith Leaders Advisory Council
  - Structure
  - Schedule
  - Purpose

- Latino Community Advisory Committee
  - Structure
  - Schedule
  - Purpose

RAS9   you don't need the acronym if it isn't referred to later

Ramberg, Audrey Seymour, 2/23/2023

City of
Mountain View

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

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

How did you view MVPD:		
	Before your interaction	After your interaction
Very positive	36%	62%
Positive	36%	27%
Neutral	28%	7%
Negative	-	2%
Very Negative	-	2%

My90: Customer Feedback Survey

Thinking about the interaction, how much do you agree with the following:						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total Responses
I was treated fairly **Count** **Percent**	29 7.3%	8 2.0%	34 8.6%	82 20.8%	242 61.3%	395
I was treated with respect **Count** **Percent**	23 6.4%	10 2.8%	24 6.7%	62 17.3%	240 66.9%	359
I received the help I needed **Count** **Percent**	25 7.0%	24 6.7%	28 7.8%	94 26.3%	186 52.1%	357
Total Responses						395

My90: Customer Feedback Survey

Thinking about the Interaction, how much do you agree with the following: I was treated with respect

What Best Describes Your Ethnicity ?	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Responses
Asian / Asian American Frequency Percent	57 66.3%	15 17.4%	7 8.1	2 2.3%	5 5.8%	86 26%
Black / African American Frequency Percent	2 50%	1 25%	0 0%	0 0%	1 25%	4 1.2%
Hispanic/ Latinx Frequency Percent	31 73.8%	7 16.7%	1 2.4%	1 2.4%	2 4.8%	42 12.7%
Native Hawaiian Frequency Percent	4 80%	1 20%	0 0%	0 0%	0 0%	5 1.5%
Native American Frequency Percent	1 100%	0 0%	0 0%	0 0%	0 0%	1 0.3%
White Frequency Percent	116 71.2%	25 15.3%	7 4.3%	5 3.1%	10 6.1%	163 49.2%
2 or more Races Frequency Percent	4 50%	1 12.5%	1 12.5%	1 12.5%	1 12.5%	8 2.4%
Other Frequency Percent	16 72.7%	1 4.5%	1 4.5%	1 4.5%	3 13.6%	22 6.6%
Column Total	231 69.8%	51 15.4%	17 5.1%	10 3.0%	22 6.6%	331 100%

- City Webpage

- Expansion of My90

- Dashboard
    - RIPA
    - Use of Force

- "Red Flag" Use of Force Monitoring System

Questions ?