City of Mountain View

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

February 22, 2024

- Background

- Different Feedback Mechanisms

- Qualitative / Quantitative Feedback

- Next Steps

- Feedback Mechanisms
  - Social Media Engagement
  - MVPDx
  - Informal Chief Advisory Groups
    - LCAC
    - FLAC
  - My90
  - Personnel Complaints
  - SRO and SRO Program Complaints / Feedback
  - RIPA

City of **Mountain View**

- Philosophy
  - Creates Community Connections
  - Improves Access
  - Strengthens Transparency Efforts

- Approach
  - Enable Two-way Communication
  - Share Important Information
  - Tell Meaningful Stories





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City of **Mountain View**

- Social Media Channels
  - Facebook
  - Instagram
  - Twitter
  - Nextdoor

**Mountain View Police Department** ✓
Mountain View Police Department · 23 Feb

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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

City of Mountain View

| | Facebook | Instagram | Twitter | Nextdoor |
|---|---|---|---|---|
| **Follower Accounts** | 25,733 | 6,507 | 26,855 | 13,595 (claimed households) |
| **Reach** | 573,628 | 8,871 | * | * |
| **Impressions** | 1,777,315 | 84,453 | 279,512 | 247,000 |
| **Engagements** | 140,780 | 3,999 | 13,097 | * |
| **Demographics /other** | Female: 53.4% Male: 46.6% Median Age: 25- 44 | Female: 41.6% Male: 58.4% Median Age: 25-44 | Not available at this time. | Not available at this time 1,825 "thank you" selections |

* Not available without additional social media analytic software.

- MVPDx Overview
  - Creation
  - Duration
  - Cohort

- Feedback Received
  - Alumni event
    - Developed future programs
  - Actions Taken

- Faith Leaders Advisory Council
  - Structure
  - Purpose

- Latino Community Advisory Committee
  - Structure
  - Purpose

- # My90 Overview
  - ## Random Selection Process
  - ## Anonymous Completion
  - ## Digital Survey Format
    - ### Text and Email

- # My90 Feedback
  - ## Completed Surveys
  - ## Themes
    - ### Positive Feedback
    - ### PSAB next-steps recommendations
      - Internal Review and discussion of the results
      - Explore having My90 data available through a public dashboard
      - Have staff evaluate feedback specific to MVPD Community Engagement events

| How did you view MVPD: | | |
|---|---|---|
| | **Number of respondents** | **After your interaction** |
| Very positive | 196 | 64% |
| Positive | 68 | 22% |
| Neutral | 25 | 8% |
| Negative | 13 | 4% |
| Very Negative | 6 | 2% |

City of
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| Community Sentiment | |
|---|---|
| | **Strongly Agreed/Agreed** |
| Were treated Respectfully | 92% |
| Were treated Fairly | 87% |
| Felt listened to | 91% |
| Understood the answer | 96% |
| Questions were answered | 88% |

**On average, 91 % of respondents felt they were treated well.**

# Procedural Justice

| | Very Positively | Positively | Neutrally | Negatively | Very Negatively |
|---|---|---|---|---|---|
| Native American | 1 | 1 | | | |
| White | 100 | 29 | 8 | 8 | 1 |
| Hispanic / Latino | 23 | 8 | 1 | 1 | |
| Asian / Asian American | 37 | 13 | 9 | | 2 |
| Middle Eastern | 2 | | 1 | 2 | |
| Native Hawaiian or Pacific Islander | 1 | 2 | | | |
| Black / African American | 3 | 2 | | | |

1 ▮▮▮▮▮▮▮▮▮ 100    ▮ No Data

**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.

**City of Mountain View**

**What best describes your gender?**

What best describes your gender?
Mountain View PD

| | | |
|---|---|---|
| Male | 111 | 50.7% |
| Female | 106 | 48.4% |
| Nonbinary / third ge... | 2 | 0.91% |
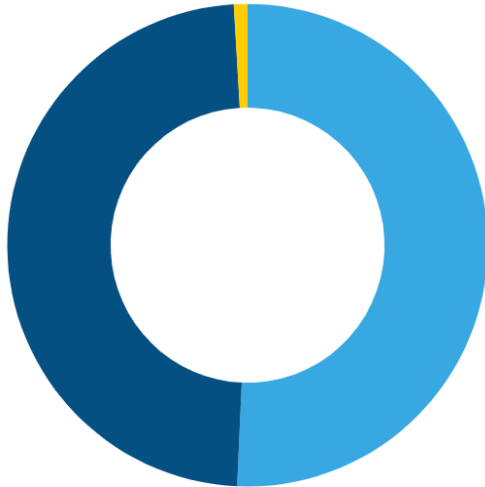
**What is your age range?**

What is your age range?
Mountain View PD

Total
219

| | | |
|---|---|---|
| Under 18 | 3 | 1.36% |
| 18-20 | 3 | 1.36% |
| 21-27 | 13 | 5.91% |
| 28-35 | 28 | 12.7% |
| 36-45 | 50 | 22.7% |
| 46-60 | 67 | 30.5% |
| 61+ | 56 | 25.5% |
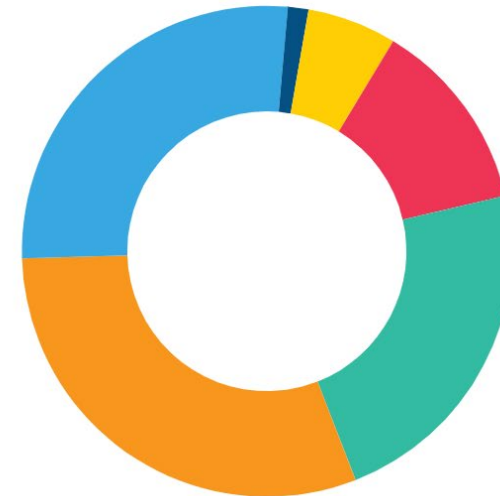
Total
220

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

What best describes your race/ethnicity?

Mountain View PD



Legend:
- White
- Native Hawaiian or Pacific Islander
- Native American
- Middle Eastern
- Hispanic / Latino
- Black / African American
- Asian / Asian American

| Category | Count | Percentage |
|---|---|---|
| White | 146 | 57.25% |
| Asian / Asian American | 61 | 23.92% |
| Hispanic / Latino | 33 | 12.94% |
| Black / African American | 5 | 1.96% |
| Middle Eastern | 5 | 1.96% |
| Native Hawaiian or Pacific Islander | 3 | 1.18% |
| Native American | 2 | 0.78% |

City of Mountain View

## Community Input on Public Safety Concerns

What is your top safety concern in your community?

Mountain View PD



| Concern | Value |
|---|---|
| Gun Violence | 2% — 5 |
| Gang Activity | 3% — 7 |
| Drug Use/Sales | 4% — 12 |
| I don't have any | 7% — 20 |
| Physical Attacks | 7% — 20 |
| Traffic Offenses (Crashes, Intoxicated Drivers, Spe… | 7% — 20 |
| Homelessness | 12% — 33 |
| Quality of Life (Noise, Littering, Parking, Anima… | 17% — 46 |
| Theft | 39% — 106 |

Min 5          Avg 29.89          Max 106
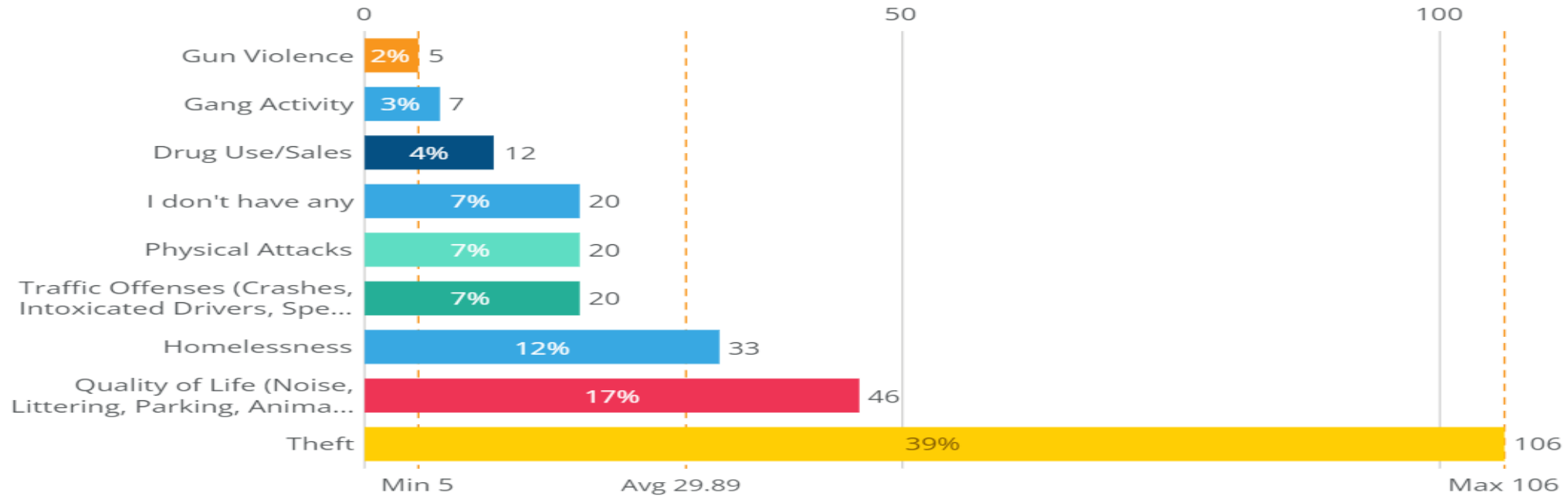
**Theft remains the community's overwhelming concern, with 39% of respondents citing this concern**

**City of Mountain View**

## Safety Improvement

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

What would you most like Mountain View PD to do to improve safety in your community?
Axon Demo

| | |
|---|---|
| Decrease patrol car visibility | 1 (1%) |
| Increase officer training | 16 (9%) |
| Increase information sharing | 17 (9%) |
| Increase agency staffing | 24 (13%) |
| Increase community engagement | 31 (17%) |
| Increase patrol car visibility | 92 (51%) |
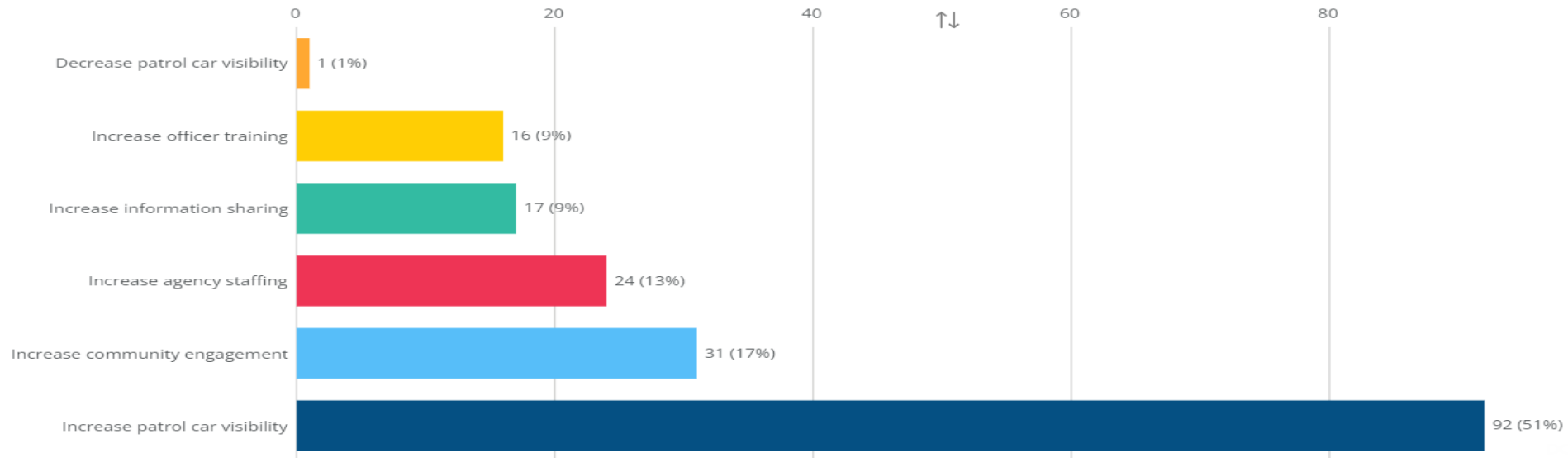
**Over half (51%) of respondents felt that increasing patrol car visibility would increase safety in their community.**

- Previous Reporting Schedule

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

**Previous six-Month Complaint Data (2023 Q1 & Q2)**

| Origin | Staff | Nature | Formal Complaint | Disposition | Level of Complaint | Total |
|--------|-------|--------|------------------|-------------|--------------------|-------|
| Internal 4 | Sworn 7 | Policy 7 | Yes 3 | Pending 4 | Major 2 | 7 |
| External 3 | PS 0 | Law 0 | No 4 | Unfounded 2 | Minor 5 | |
| | | | | Sustained 1 | | |

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

**Six- Month Complaint Data (2023 Q3 & Q4)**

| Origin | Staff | Nature | Formal Complaint | Disposition | Level of Complaint | Total |
|---|---|---|---|---|---|---|
| Internal  2 | Sworn  8 | Policy  8 | Yes 6 | Pending  2 | Major  1 | 8 |
| External 6 | PS  0 | Law    0 | No  0 | Unfounded 6 | Minor  7 | |
| | | | | Sustained  0 | | |

**Of the eight total complaints the MVPD received in Q3 and Q4 of 2023, 3 resulted in Internal Affairs Investigations.**

- School Districts (MVLA & MVWSD)
  - Process
  - Complaints / Concerns Received
  - Current Feedback Mechanisms
    - Student Advisory Committee
    - Anonymous Tip Line

- Racial and Identity Profiling Act (RIPA) Overview

- Presentation of Data

- Quarter 3 & Quarter 4 Data Breakdown
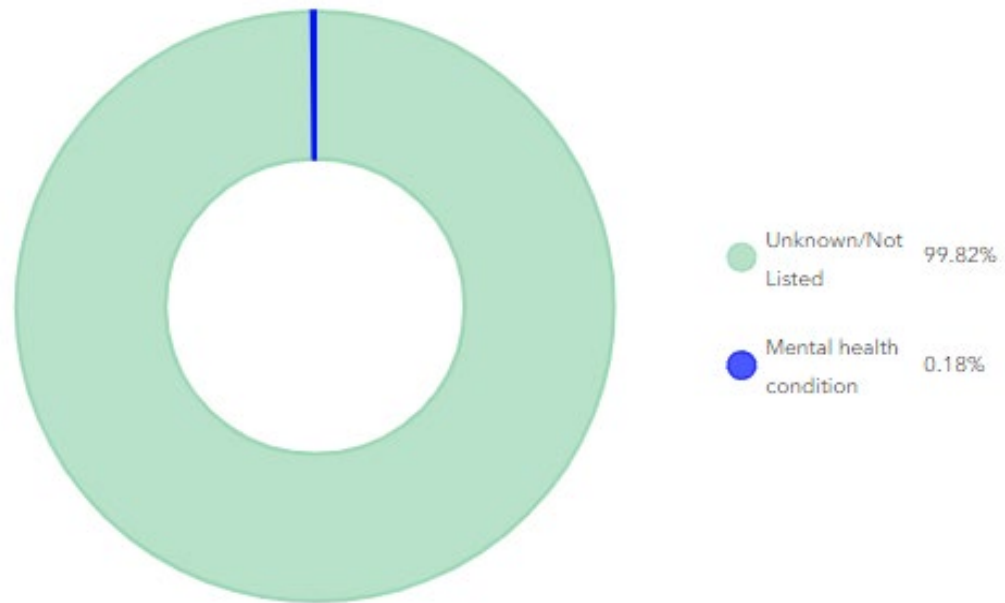
City of
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No 86.43%

Yes 13.57%

No 85.12%

Yes 14.88%

Source: RIPA
Q3 (July 1, 2023 - September 30, 2023)
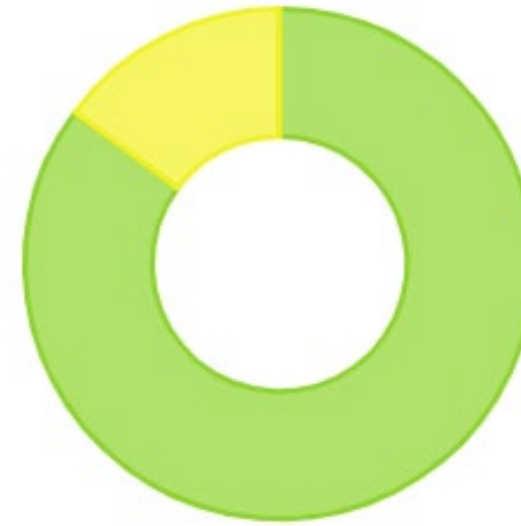
Source: RIPA
Q4 (October 1, 2023 - December 31, 2023)

Total Incidents in Q3 and Q4: 2,488
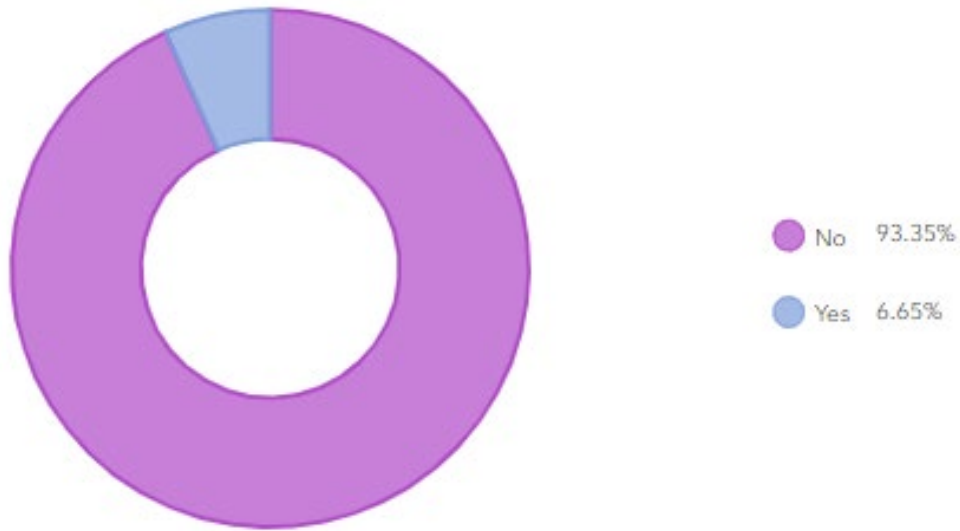
Hispanic/Latino(a) 44.14%
White 23.08%
Asian 13.02%
Middle Eastern or South Asian 11.63%
Other 8.13%

Source: RIPA
Q3 (July 1, 2023 - September 30, 2023)



Hispanic/Latino(a) 45.66%
White 23.95%
Asian 14.24%
Middle Eastern or South Asian 9.71%
Other 6.44%
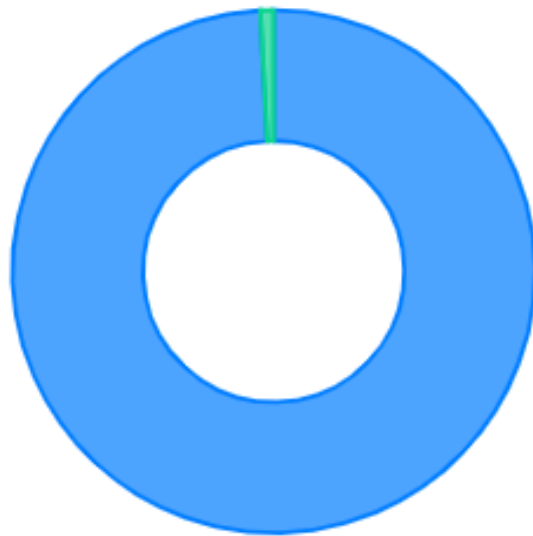
Source: RIPA
Q4 (October 1, 2023 - December 31, 2023)

No    99.17%
Yes   0.83%

Source: RIPA
Q3 (July 1, 2023 - September 30, 2023)
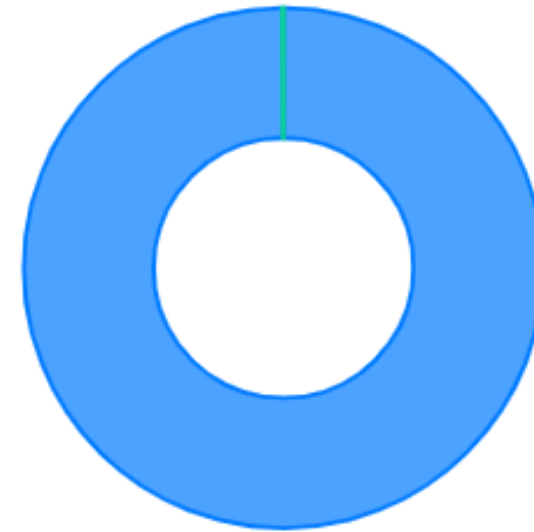
No    99.92%
Yes   0.08%
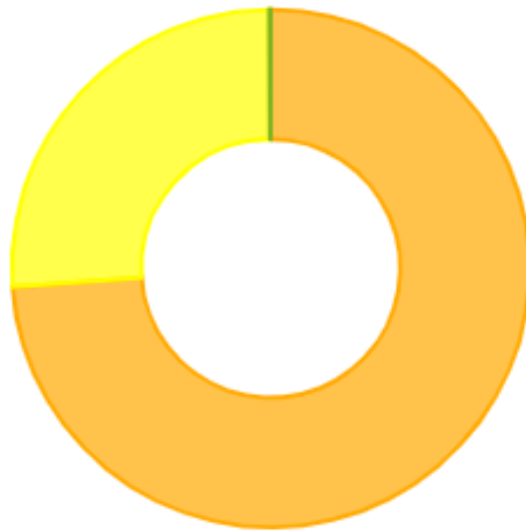
Source: RIPA
Q4 (October 1, 2023 - December 31, 2023)
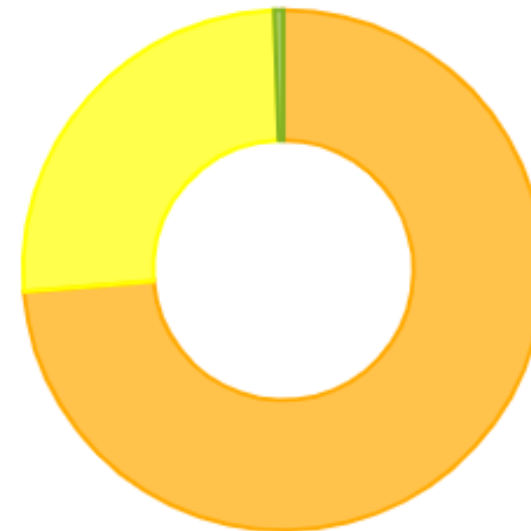
Male 73.87%

Female 26.04%

Cisgender Man 0.09%

*Source: RIPA*
*Q3 (July 1, 2023 - September 30, 2023)*



Male 73.67%

Female 25.78%

Cisgender Man 0.56%

*Source: RIPA*
*Q4 (October 1, 2023 - December 31, 2023)*

Unknown/Not Listed — 99.82%

Mental health condition — 0.18%

Source: RIPA
Q3 (July 1, 2023 - September 30, 2023)



Unknown/Not Listed — 99.68%

Mental health condition — 0.16%

Intellectual or developmental disability, including dementia, Other disability, Mental health condition — 0.08%

Mental health condition, Other disability, Speech impairment or limited use of language — 0.08%

Source: RIPA
Q4 (October 1, 2023 - December 31, 2023)

No    93.35%
Yes    6.65%

No    92.28%
Yes    7.72%

Source: RIPA
Q3 (July 1, 2023 - September 30, 2023)

Source: RIPA
Q4 (October 1, 2023 - December 31, 2023)

27

Source: RIPA
Q3 (July 1, 2023 - September 30, 2023)

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| Reason | Count |
|---|---|
| Traffic Violation | 1k |
| Reasonable suspicion that the person was engaged in criminal activity | 193 |
| Consensual Encounter resulting in a search | 24 |
| Investigation to determine whether the person was truant | 10 |
| Knowledge of outstanding arrest warrant/wanted person | 10 |
| Known to be on Parole / Probation / PRCS / Mandatory Supervision | 3 |
| Determine whether the student violated school policy | 2 |
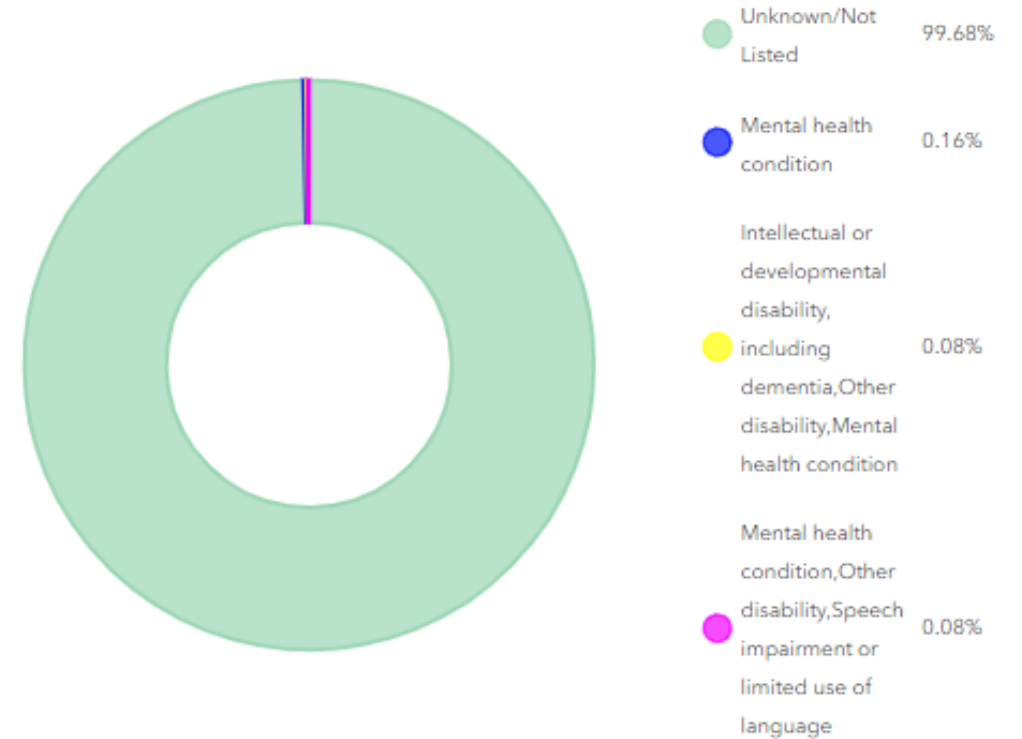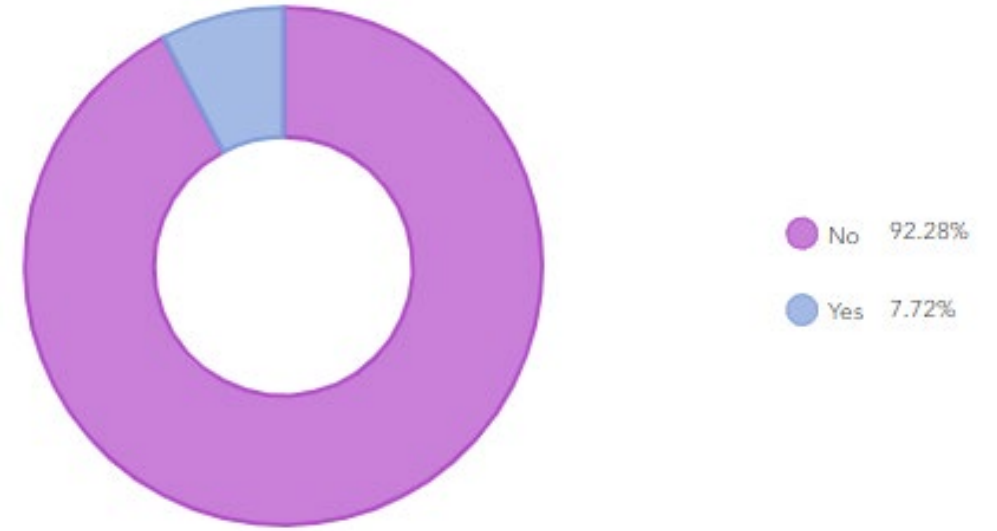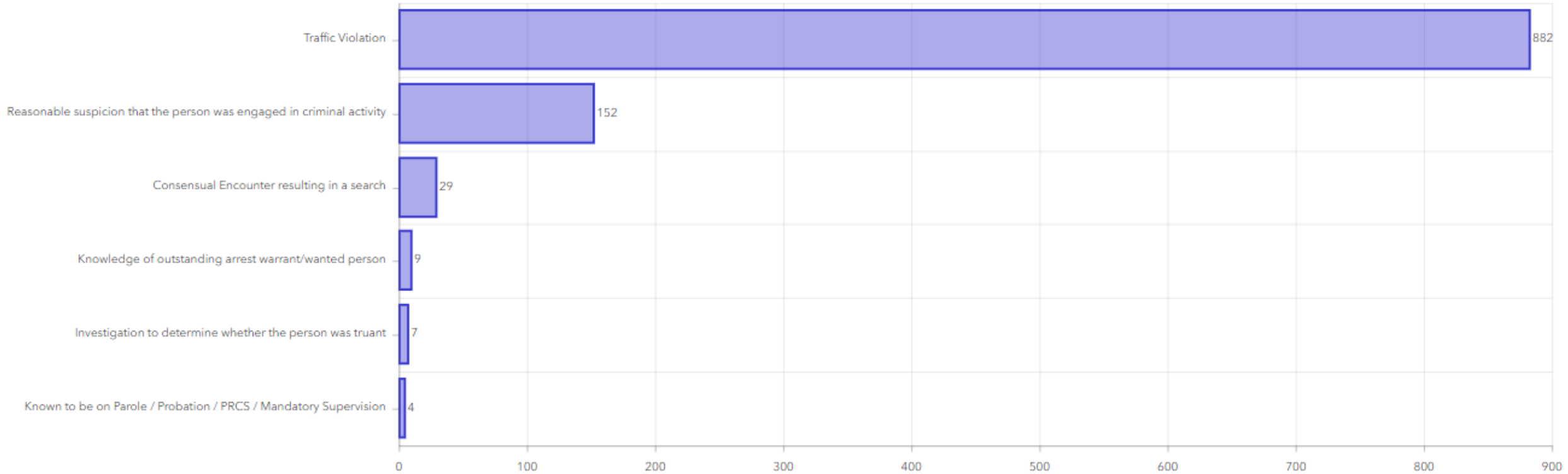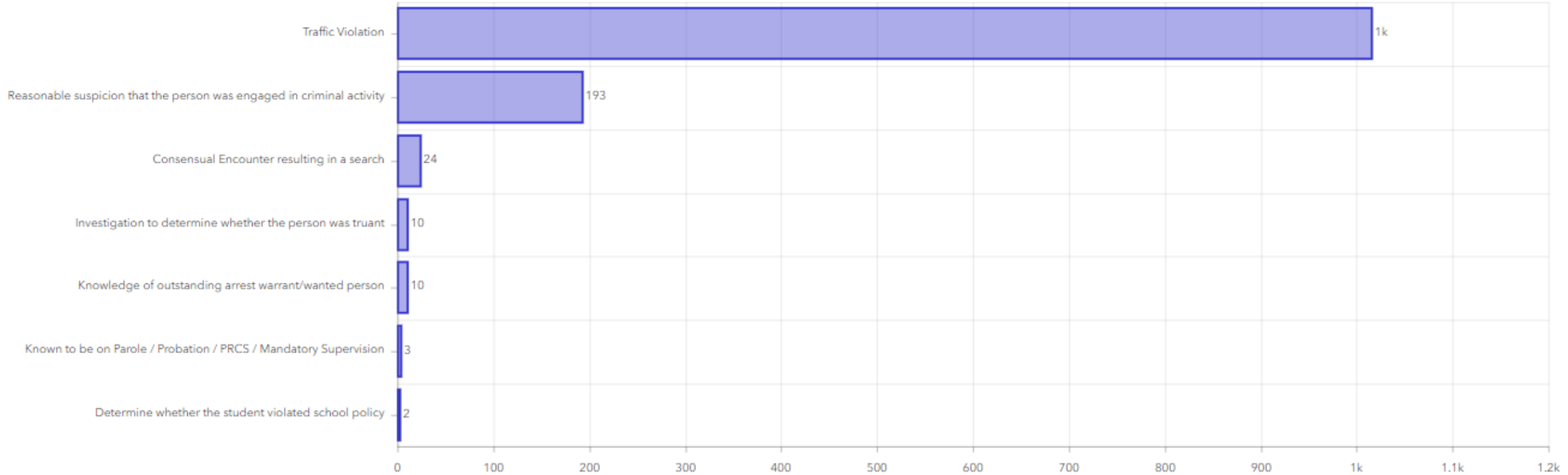
*Source: RIPA*
*Q4 (October 1, 2023 - December 31, 2023)*
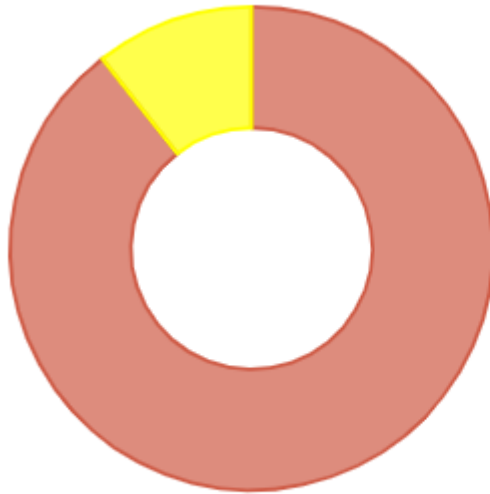
At first contact 89.38%

Prior to the stop 10.62%

Source: RIPA
Q3 (July 1, 2023 - September 30, 2023)
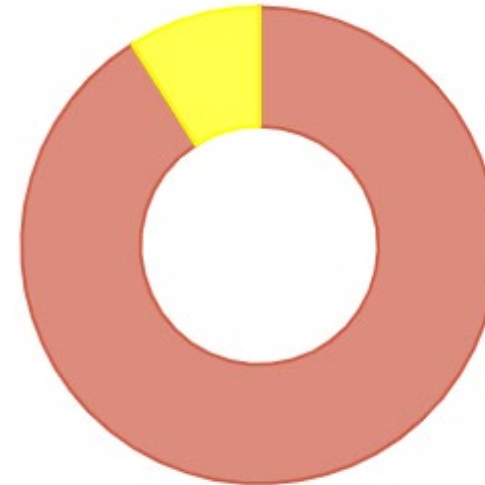
At first contact 91.01%

Prior to the stop 8.99%
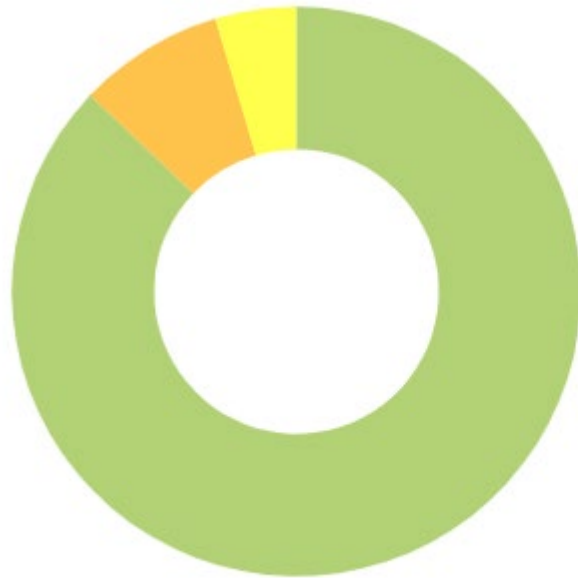
Source: RIPA
Q4 (October 1, 2023 - December 31, 2023)

At first contact     89.62%

Prior to the stop    10.38%

Source: RIPA
Q3 (July 1, 2023 - September 30, 2023)

At first contact     90.91%

Prior to the stop    9.09%

Source: RIPA
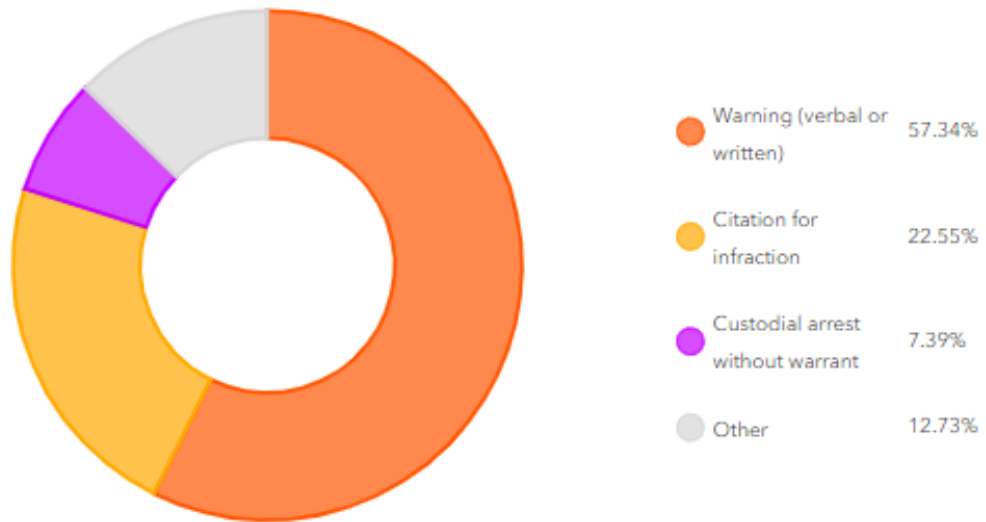Q4 (October 1, 2023 - December 31, 2023)

No 87.09%
Not Sure 8.3%
Yes 4.6%

Source: RIPA
Q3 (July 1, 2023 - September 30, 2023)
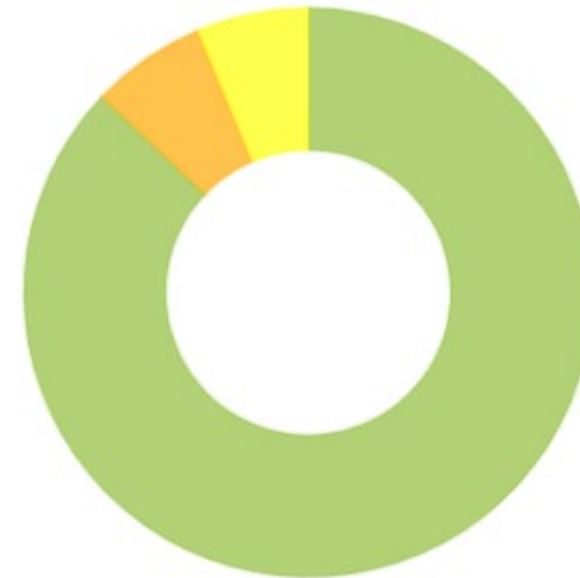


No 87.09%
Not Sure 6.57%
Yes 6.34%

Source: RIPA
Q4 (October 1, 2023 - December 31, 2023)

Warning (verbal or written) — 57.34%
Citation for infraction — 22.55%
Custodial arrest without warrant — 7.39%
Other — 12.73%

Source: RIPA
Q3 (July 1, 2023 - September 30, 2023)



Warning (verbal or written) — 48.05%
Citation for infraction — 28.75%
Custodial arrest without warrant — 7.37%
Other — 15.82%
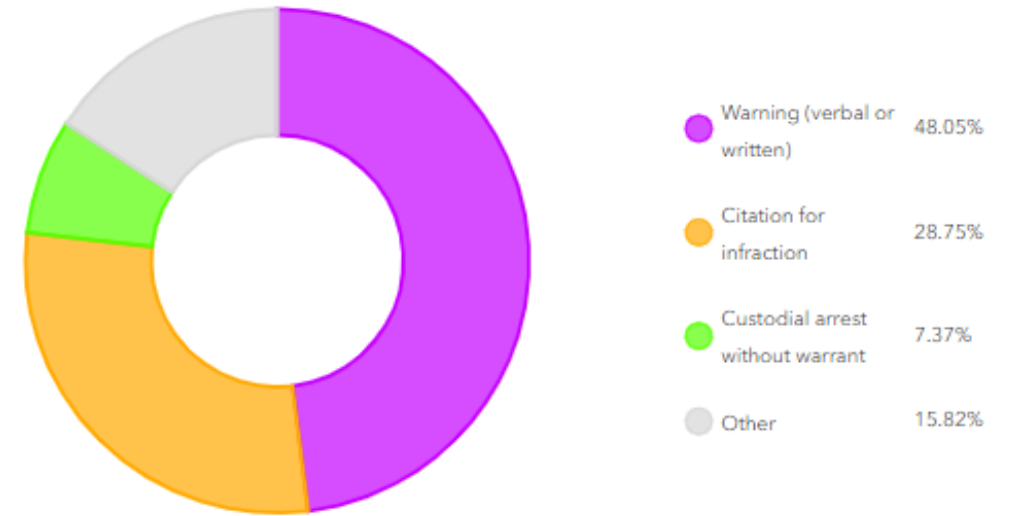
Source: RIPA
Q4 (October 1, 2023 - December 31, 2023)

- Continue Prioritizing Transparency
- Transparency Dashboard