

**MEMORANDUM**

---

Police Department

**DATE:** October 27, 2022

**TO:** Public Safety Advisory Board

**FROM:** Michael Canfield, Police Captain

**SUBJECT:** **Scope and Frequency for Reporting to Public Safety Advisory Board on Mountain View Police Department Performance and Feedback Data Manual**

---

**PURPOSE**

Staff will provide an update regarding the various methods the Mountain View Police Department uses to collect performance data and feedback and how this information is shared with the Public Safety Advisory Board and made accessible to the public, and seek Public Safety Advisory Board input regarding methods to improve transparency.

**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 also include furthering Mountain View Police Department's (MVPD) transparency efforts and serving as a forum for discussion on public safety matters. This purpose is supported by scheduled updates about MVPD's ongoing data and information collection, community engagement efforts, and upcoming data-sharing initiatives.

Currently the PSAB receives a number of reports that provide data, context, and feedback on the operations of the MVPD and its interactions with the community. This includes the annual presentation on the Police Budget, covering the total operating budget and a breakdown of operational expenses and personnel costs, which was last provided by the Police Chief on March 24, 2022. The Police Chief also presented the MVPD Annual Report on April 28, 2022, which includes MVPD's use of force, crime, contact, and collision data. The PSAB will receive annual reports on the School Resource Officer (SRO) program as well as on the City's policy regarding militarized equipment. Additionally, the PSAB has been receiving quarterly updates on the number and nature of personnel complaints about MVPD staff.

**Current Feedback Mechanisms**

In addition to the items noted above, which are already coming to the PSAB, the Police Department utilizes a number of other methods and sources to receive feedback on MVPD's

performance and community expectations. These methods and sources are described below. Staff proposes presenting these additional sources of information and feedback to the PSAB on a twice-yearly basis as part of an expansion of the regular reporting of complaints and feedback about the SRO program. The first newly expanded six-month report is anticipated to be presented to the PSAB in February 2023.

### *Social Media Engagement*

The MVPD has established a strong presence across a number of social media platforms and uses this presence to create connections to the community, providing updates on public safety matters, insights into the operations and culture of the department, and a channel for two-way communication with the community. Through this method of engagement, the MVPD hears and responds to the safety and other community concerns expressed. The six-month report to the PSAB will include a summary of the types of posts, themes of community comments, number of posts, views, engagements, and impressions by the approximately 24,000 followers on Facebook, 26,000 followers on Twitter, and 36,000 followers on Nextdoor.

### *MVPDx*

The MVPDx program was started in 2020 and will host its fourth cohort in January 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 Police Officers to engage in dialogue and mutual learning around police issues and community concerns. Feedback from program participants has resulted in several follow-up actions. For example, the MVPD is acting on feedback from MVPDx cohorts to implement training that addresses bias in reporting of suspicious activity to neighborhood associations and created the Faith Leaders Advisory Council and the Latino Community Advisory Committee. Staff will include in the regular six-month report to PSAB information about the number of MVPDx participants, feedback received, and follow-up actions.

### *Informal Chief Advisory Groups*

The Faith Leaders Advisory Council was started in early 2021 and meets regularly to bring local faith community leaders together with the MVPD staff. The goal is to have regular communications between all participants, discuss current challenges in the community, and share about community events and the needs of the participant groups.

The Latino Community Advisory Committee (LCAC) also started in early 2021. The LCAC consists of both faith-based and civic leaders in the Latino community who meet regularly with 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 the Latino community. The LCAC helps identify areas for follow-up, such as reports of a tow company engaging in predatory towing practices.

Staff will include in the PSAB six-month report updates about the topics discussed at these community group meetings and any follow-up actions being taken or explored.

### *Customer Feedback Survey*

With input from the Ph.D. Research Fellow, the MVPD has begun implementing an anonymous customer survey platform called My90 that will collect feedback from people who receive police services or were contacted by a Police Officer regarding the nature of the MVPD encounter, opinions of the community members toward the MVPD before and after their MVPD interaction, the level of satisfaction with the services they received and how they were treated as well as the race and gender of the community member. A summary of this data will be shared with the PSAB as part of the six-month report.

### *Personnel Complaints*

The PSAB currently receives quarterly updates on Police Department personnel complaints. The sample size for these complaints has been low, ranging from two (2) to seven (7) complaints per quarter and totaling fourteen (14) in 2021, and seven (7) in 2022, year-to-date. Third-quarter data, which has yet to be presented to PSAB, contains only three (3) minor complaints. Staff will continue to present this complaint data to PSAB as part of the six-month report, including the nature of the complaint, whether the complaint is of a major or minor nature, the origin of the complaint, and the complaint finding. Moving from a quarterly to twice-yearly reporting period will allow for a more useful discussion of trends due to the small number of complaints typically received, especially when looked at on a quarterly basis.

## **Feedback Efforts Under Development**

### *RIPA Contact Data*

The PSAB Fiscal Year 2021-22 Work Plan adopted by the City Council on September 28, 2021 includes 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 February 24, 2021, the PSAB created a subcommittee to review and provide input on MVPD's RIPA data and develop recommendations on how to make the data more accessible to the public. The subcommittee received a presentation from the Research Fellow who highlighted the challenges of having smaller data samples and the benefit of having

greater amounts of RIPA data to review. It is anticipated that the subcommittee will present its recommendations in January 2023. Thereafter, RIPA data will be included in the six-month report to PSAB.

#### *Pursuit and Use-of-Force Data*

During PSAB meetings, PSAB members and public comments have spoken to the importance of monitoring Police Officers' use of force and the ability to have a "red flag" system in place. Consistent with the MVPD's emphasis on policing best practices and transparency, MVPD is an early adopter of a software system that can track pursuit driving and use-of-force incidents and support the MVPD's Professional Standards Unit by providing an early indication of use-of-force patterns that may require training, intervention, or further departmental attention. MVPD staff is currently working to develop a public-facing data dashboard that will be shared with the PSAB in the twice-yearly report.

#### *SRO Program Outcomes and School Community Feedback*

As part of the PSAB Fiscal Year 2021-22 Work Plan, and as directed by City Council in December 2021, the PSAB will receive an annual report on the SRO program, including specific data to evaluate the SRO program and inform its continuous improvement. This annual report will share information on the outcomes identified in the SRO Operations Manual that was presented to the PSAB on September 29, 2022, and will include arrest, detention, and search data, the number and nature of complaints about the SRO program, as well as an overview of the reach and efficacy of the program.

#### *Accessible Public Information through the City's Website*

The City's website includes MVPD pages that provide the public with easy-to-access information regarding many of the topics addressed by or presented to the PSAB, such as: the City's militarized equipment policy; the MVPD budget; the MVPD complaint process; use-of-force reporting; MVPD diversity statistics; Officer-Worn Camera Policy; information about the City's SRO Program, including the Memoranda of Understanding with the school districts and the SRO Operations Manual; information on Police Officer training on bias, mental health and crisis intervention, and other topics; and a "where we stand" section covering the MVPD position on significant policing issues. The MVPD is currently reviewing data-sharing models implemented by other police departments that house robust statistical data as well as important feedback in an easily accessible webpage. This will help inform future improvements to the MVPD website.

### **Future Feedback Reporting**

The implementation of new systems for gathering, reporting, and tracking police operations and feedback about police services will continue. As the types, volume, and transparency of data continue to expand, staff expects this will shape the scope and format of reports to the PSAB over time.

MC/MS/4/POL  
625-10-27-22M