

**DATE:** March 23, 2023

**TO:** Public Safety Advisory Board

**FROM:** Michael Canfield, Police Captain

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

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**PURPOSE**

Staff will provide a report on numerous methods the Mountain View Police Department uses to collect performance data and feedback and how this information is used by the department.

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

As part of its Fiscal Year 2022-23 City Council-approved 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.

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 MVPD was an early adopter of social media and a pioneer of social media and policing integration. The MVPD's use of social media is designed to create connections to the community, share important information, and utilize the robust reach of social media as a direct mechanism to receive feedback.

Social media posts from the MVPD include public safety updates on real-time incidents, including traffic collisions, searches for suspects or threats, or dangers to the public. Posts regarding police work include arrests of suspects connected to major crimes (as required by law) or a series of crimes that may be connected to other cases in other jurisdictions. Public safety updates also include real-time information about road closures, power outages, and storm-related impacts, such as flooding, downed power lines, or downed trees. MVPD utilizes social media as a medium for organizational and operational transparency, providing important information, and an avenue for inquiry to the community.

In addition to public safety content, MVPD shares educational content on topics, including traffic, bicycle and pedestrian safety, student safety, and other topics of community interest. MVPD also shares "inside looks" into department operations, including police work that highlights the culture of MVPD and the types of calls for service that MVPD Officers respond to and their outcomes. In response to these various types of posts, the MVPD receives questions and feedback from the community.

Themes of inquiries and comments typically include clarifying questions on an incident or what MVPD may have done regarding a case or event within the community. In traffic-related posts, community members regularly chime in with areas they believe MVPD should focus on, and this feedback is passed along to the MVPD Traffic Unit for further discussion and action. Followers also regularly ask for updates and follow-up on posts that are of interest to them. In posts where suspects are identified and arrested for crimes, feedback is often positive, and community members engage each other in dialogue regarding their feelings about particular incidents. This use of social media furthers the MVPD's efforts to ensure access and also provides a medium for detailed and direct community feedback. When the MVPD posts information on the retirement or passing of an Officer or retiree, community members will often post the experiences they shared with that individual, providing feedback.

Social media performance measures differ based on the platform and the number of times people on that platform visit a site. Some social media users may visit a site every day, some may visit once a week, or more infrequently. Platforms also regularly change their reporting structure, which may impact the reach or impressions of posts with audiences. Also, in all platforms, except

for Nextdoor, not all audience members are Mountain View-based. The MVPD has a national or international audience for some content.

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**

	Facebook	Instagram	Twitter	Nextdoor
<u>Follower Accounts</u>	24,612	5,875	26,700	13,595 (claimed households)
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.  1,825 "thank you" selections.

\* Not available without additional social media analytic software.

### *MVPDx*

The MVPDx, Partnering for the Future of Policing, is a community-focused program that began in 2020 and is currently hosting its fourth cohort, which started 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 MVPD Officers to engage in dialogue and mutual learning around police issues and community interests. Feedback from program participants has resulted in several follow-up actions. For example, MVPD acted on feedback to implement training for neighborhood associations to address possible bias in community reporting of suspicious activity. MVPDx feedback has also been instrumental in the development of the Faith Leaders Advisory Council and the Latino Community Advisory Committee, which are further described below. MVPDx feedback and recommendations informed the process for SRO selection, resulting in collaboration with the Mountain View Los Altos Union High School District and the presence of an AVID Counselor in the SRO interview process.

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*

As mentioned above, the MVPD has recently 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 once every two months. 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 between all. The group is also exploring ways to fill the MVPD Chaplain position vacancy. 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 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.

### *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 before and 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 direct Officer feedback on their My90 survey results, a public dashboard of My90 feedback, and the staff evaluation of My90 to gauge feedback on MVPD community engagement events.

As of February 1, 2023, there have been a total of 448 completed "post contact" surveys for the six-month period of August 2022 through January 2023. The vast majority of the comments were positive, highlighting MVPD staff's professionalism, empathy, intellect, and respectful approach. There were about six comments acknowledging the excellent work of specific staff members. A few comments highlighted the difficulty of navigating the phone system or online reporting system or denoted crime and quality-of-life problems the commenters believed the MVPD should be aware of. There were two comments about negative experiences, in which the commentors did not feel like they were treated with the appropriate level of courtesy and empathy. A summary of notable data from My90 survey results is found in the tables below.

**Table 2: Views of MVPD Before-and-After Interaction**

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%

**Table 3: Ratings of Interaction**

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	29	8	34	82	242	395
Percent	7.3%	2.0%	8.6%	20.8%	61.3%	
I was treated with respect.						
Count	23	10	24	62	240	359
Percent	6.4%	2.8%	6.7%	17.3%	66.9%	
I received the help I needed.						
Count	25	24	28	94	186	357
Percent	7.0%	6.7%	7.8%	26.3%	52.1%	
<b>Total Responses</b>						395

**Table 4: Treatment with Respect (by Ethnicity)**

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	Total Responses
Asian/Asian American						
Frequency	57	15	7	2	5	86
Percent	66.3%	17.4%	8.1%	2.3%	5.8%	26%
Black/African American						
Frequency	2	1	0	0	1	4
Percent	50%	25%	0%	0%	25%	1.2%
Hispanic/Latinx						
Frequency	31	7	1	1	2	42
Percent	73.8%	16.7%	2.4%	2.4%	4.8%	12.7%

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	Total Responses
Native Hawaiian						
Frequency	4	1	0	0	0	5
Percent	80%	20%	0%	0%	0%	1.5%
Native American						
Frequency	1	0	0	0	0	1
Percent	100%	0%	0%	0%	0%	0.3%
White						
Frequency	116	25	7	5	10	163
Percent	71.2%	15.3%	4.3%	3.1%	6.1%	49.2%
2 or More Races						
Frequency	4	1	1	1	1	8
Percent	50%	12.5%	12.5%	12.5%	12.5%	2.4%
Other						
Frequency	16	1	1	1	3	22
Percent	72.7%	4.5%	4.5%	4.5%	13.6%	6.6%
<b>Column Total</b>	231	51	17	10	22	331
	69.8%	15.4%	5.1%	3.0%	6.6%	100%

### Personnel Complaints

The PSAB is now receiving updates on MVPD personnel complaints as part of this twice-annual feedback reporting. This initial twice-annual report includes a chart of both the past 24 months of complaint data and the most recent six months of complaint data.

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 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 still be handled formally despite 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 10-20.7 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 32 total complaints the MVPD received in the last 24 months, 18 were deemed “miscellaneous incidents,” and 14 resulted in Internal Affairs Investigation.

**Table 5: 24-Month Complaint Data (January 2021 through January 2023)**

Origin		Staff		Nature		Formal Complaint Requested		Disposition	Level of Complaint		Total
Int.	Ext.	Sworn	PS	Policy	Law	Yes	No		Maj.	Min.	
7	7	13	1	11	3	14	0	1 Unfounded	4	10	
								1 Not Sustained			
								6 Sustained			

Of the 10 total complaints the MVPD received in Q3 and Q4 of 2023, seven were deemed “miscellaneous incidents,” and three resulted in Internal Affairs Investigation.

**Table 6: 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.	3
3	0	2	1	3	0	3	0		1	2	

*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 requires 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 dialog 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 can be found in Attachment 2. The signed MOU with the Mountain View Whisman School District can be found in Attachment 3.

### *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 subcommittee and staff recommendations related to the collection and use of RIPA data (Attachment 4).

RIPA mandates that California law enforcement agencies collect the below data 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 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 stop.
- Whether stop made in response to a call for service.
- Actions taken by Officer during stop.

In addition to collecting the above required data, 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. 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 2022, Q3 and Q4 RIPA data is available in CSV format upon public request and is included as attachment 5.

*2022 RIPA DATA for Q3 and Q4***Service Call**

Yes	No	Total
225	1,513	1,738

**Perceived Ethnicity**

Asian	Black/African American	Hispanic/Latino(a)	Middle Eastern or South Asian	White	Pacific Islander	Multiple
250	100	730	214	413	18	13

**Perceived Gender**

Female	
444	
Male	
1,292	
Trans Male	
1	
Trans Female	
1	

**Perceived to Be LGBTQ+**

Yes	No
5	1,733

**Subject Had Limited English Fluency**

Yes	No
97	1,641

**Disability Perceived**

N/A	Other	Speech
1,735	2	1

*Officer Options: Deafness or difficulty hearing, speech-impaired, blind or limited vision, mental health condition, dementia or intellectual or developmental disability, 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
29	218	1460	10	18	3

*Additional Data Fields Completed by MVPD***When Was the Subject's Race First Perceived**

At First Contact	Prior to the Stop
1,599	168

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

At First Contact	Prior to the Stop
1,531	207

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

Yes	No	Not Sure
56	1,545	137

**Future Feedback Reporting:**

The MVPD recognizes that this feedback is important for both the ongoing success and continuous improvement of the MVPD but also to ensure transparency of and increased public access to the MVPD.

The MVPD is continuing to work on the MVPD section of the City's webpage. This page will enable greater public access to MVPD's feedback mechanisms. MVPD staff is currently in discussions with the My90 development team for additional methods to utilize their platform for greater feedback, including the potential integration with software the MVPD Professional Standard Unit uses to track Officer use of force and pursuit data.

MVPD staff is currently working with vendors on the creation of both a public-facing use-of-force dashboard as well as "red flag" early warning systems. Data from this future dashboard and a link to this use-of-force dashboard will be included in future twice-annual feedback reports to the PSAB.

MC/MS/6/MGR

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- Attachments:
1. Scope and Frequency for Reporting to Public Safety Advisory Board on Mountain View Police Department Performance and Feedback Data Manual
  2. Mountain View Los Altos Union High School District Memorandum of Understanding
  3. Mountain View Whisman School District Memorandum of Understanding
  4. Staff Report, PSAB Subcommittee on RIPA Data Recommendations—January 26, 2023
  5. 2022 RIPA DATA for Q3 and Q4 (CSV Format)