

# SUMMARY OF COMMUNITY FEEDBACK



OFFICE OF THE  
POLICE MONITOR



# COMMUNITY FORUMS ON POLICE OVERSIGHT

September 19, 2018 Our Lady of Guadalupe Church





## Complaint Process

- Anonymous complaints wouldn't have same veracity unless accompanied by video

## Community Engagement

- The key is working together
- \* Developing relations w/ community / non-profits is important

## Data Analysis

- Officers want raw data to be released too to avoid misinterpretation
- \* Questions about whether can ever be released neutrally

\* How is there independ guaranteed by the Police Monitor - IAD investigations

\* Has the WNY looked @ Erin Ford's NY program? (de-escalation / response)

\* Has the WNY looked @ recs around NHL crisis?

How is the WNY considering community numbers important?

\* Have you considered releasing all info related to discipline? \*

\* Can data analysis include mapping features (change, over) \*

↳ Should include data/info from APD dispatch? (311, 911)

\* Can we get more data on sector & officer?

\* Would it be possible to create data point or quality reports → PD  
or we follow up

last point: remove "allow" replace with require?

\* Can we require the comm mtg to be held in public?

police policy book should be added into public  
- disciplinary actions  
- quality control by data to  
- internal review / accountability  
(groups in future mtg)

## Independence

- Independence is crucial for fairness & justice
- Independence brings credibility

## Complaint Process

- Officers concerned about anonymity of complaints
- \* Oversight agency should have record of complaints ✓
- Officer would want ability for follow up questions of complaint
- \* Concern about chilling effect on complaints if not anonymous

## Miscellaneous

- \* Mediation as an option

Can- If that's what community wants

## Data Analysis

\* Raw data ~~could~~ would be hard to release fully - especially when pulling in other cities

\* Officers want "false" complaints ~~instead~~ in addition to "unfounded"

= Current determinations of complaints

\* doesn't tell enough of the story (for police & citizens)

## Community Panel

\* Subpoena power is needed

- Civilians should be under oath too
- Affidavit isn't "under oath"

- 7 person from each ~~group~~ district on the panel

\* panel



# COMMUNITY FORUMS ON POLICE OVERSIGHT

September 22, 2018 Gus Garcia Recreation Center





- \* Can we include Subject matter experts on panel?
- \* Can we define specific deadlines for data reports?
  - ↳ regularly?
- \* If Comm. oversight is removed from C.O. unit itself how is compliance ensured?
  - how is access + funding guaranteed via non-police
- \* Should subpoena power be: Office? Comm? Is it useful?
- \* Can the City enforce the oversight office permanently?
  - how? re: APA lawsuit
- \* Is there any mechanism that requires C.O. P. to respond to comm. panel recs? Public
- ↳ also to Police Monitor Public



# COMMUNITY FORUMS ON POLICE OVERSIGHT

September 25, 2018 Greater Mount Zion Church





You should have CRP with or without contract -  
 An someone create machine to review complaints & make recommendations.  
 (board vs. on person) make recommendations.  
 "to identify justice being served in system." dispose?  
 "people directly involved. OPM, PD, schools could do data as well"

Now contract gone, what can we do of finding data to help reports needed on regular basis for review & follow up

Publish recs regularly w/ follow up on past recs  
 "for WA, for CRP, for OPM"

Complaints s/o analysis of recs if follow up  
 "who can it? what do they do w/ it?"

Should look @ qualitative & quantitative data  
 "stories @ town hall s/o heard & remember"

What are specific legal recs?  
 - subpoena? - police records to investigate?

Can OPM gather info & interview?  
 "Gather than PD"

Police officers words should not be secured

How can people feel that oversight can affect change?  
 remain indep? \* critical to be indep.

Can we stop negotiating for oversight in contract?

All comm. groups part of "special interest groups?"

How to ensure indep. from APA?

Disparities w/ POC - needs analysis

Eliminating discretionary arrests with additional ordinances

De-escalation - more ~~application~~ training

Determine power of Oversight  
 - Who do they have access to?  
 \* How is change implemented?  
 - Connection to chief

Define power  
 \* How far does the power go?  
 - state? federal gov.?

Public hearings  
 Have community input the better

Who analyzes the data currently?

Pattern analysis - internal & external

\* racial equity - med training

Independent data analysis

Adequate staffing & funding

- contract

Review Recs Recruitment  
 - mental professionals  
 \* training for current employees  
 - representation of community  
 - training to all call center experts  
 in mental health - provide racial bias training

Review peer only

★ How does a community member find out what happened?

> COMM ENGAGEMENT

LIMIT

POLICE PRESENCE AT COMM MTGS

I.D. PURPOSE

CORRECT ENGAGEMENT

APD TEAMS

Recs. Analysis

TRANSPARENCY TO THE COMMUNITY OF THE COMPLAINT PROCESS

Community Engagement

THE COMPLAINT SHOULD BE HANDLED BY THE INDEPENDENT BODY, NOT APD

Community Engagement

APD TEAMS

> INDEPENDENCE

CONFLICTS OF INTEREST / LEGAL ADVICE

INDEP FIRM

OPM STAFF

★ ETHICS OFFICER REPORTS TO CM/COUNCIL

★ HOW DO WE ENSURE INDEP? CLEAR MECHANISMS

RECOMMENDATIONS IMPLEMENTED

WRITTEN RESPONSE

★ NAME / OPM & ACCOUNTABILITY

★ CLEAR BOUNDARIES / APD & OPM

> COMPLAINT PROCESS

★ COMPLAINTS / ANONYMOUS & ONLINE

MULTI-LANGUAGE

CONCERNS ABOUT INFO COLLECTED

★ TRACKING

3-1-1 SOLUTION

★ OVERCOME DISTRUST/FEAR

OUTCOME / FOLLOW UP / RESOLUTION

★ Can we set up stations for complaints in vulnerable areas/people  
 - Kidsle  
 - engage non-profits

★ How can the data help better train police?

What happens after you make a complaint?  
 \* follow up?  
 - result?

★ How does this interact w/ police contract

How would you define independence

★ How do we create independence that can be fair & just

What are the different ways to provide information?  
 - Phone app  
 - mail in  
 - anonymous

Independence

4

- Concern about having independence from "special interest groups" means independence from community groups

- also "political actors" is concerning limitation on community involvement  
 - could specify "elected officials"

★ stress independence from APD

- skepticism about former officers

- being involved in oversight

- building trust means trusting community member involvement in oversight - trust goes both ways

★ communication w/ police is important for oversight bodies

Community Engagement

- Be more visible in the community

★ coordinate outreach events including police & community

- launch a PR campaign, not just social media - utilize more forms of media - real contact w/ people that need it

★ work to build relationships in the communities

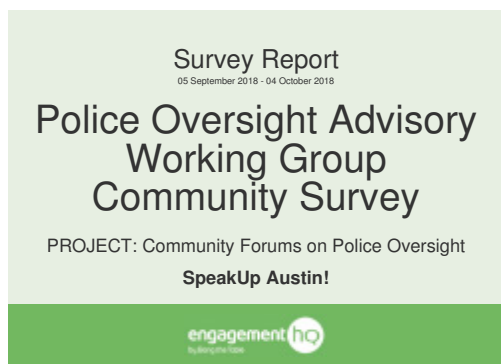
★ have OPM meet community members

# SPEAK UP AUSTIN ONLINE SURVEY RESULTS

As part of the Working Group's community outreach, an online survey was created to gain feedback via the City of Austin's Speak Up webpage.

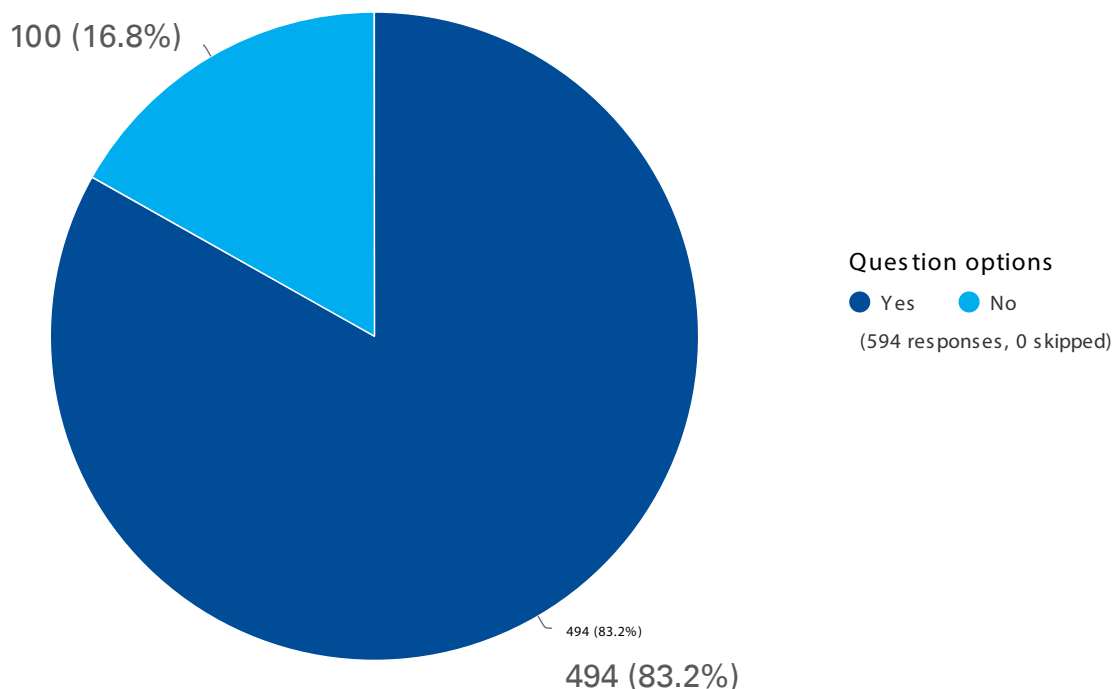
Nearly 600 surveys of six questions were completed before the close date of September 30, 2018. As demonstrated within the Working Group, a wide range of opinions and priorities emerged from the survey research. Below are the condensed results; the full report and data can be found online at:

[speakupaustin.org/police-oversight](https://speakupaustin.org/police-oversight)



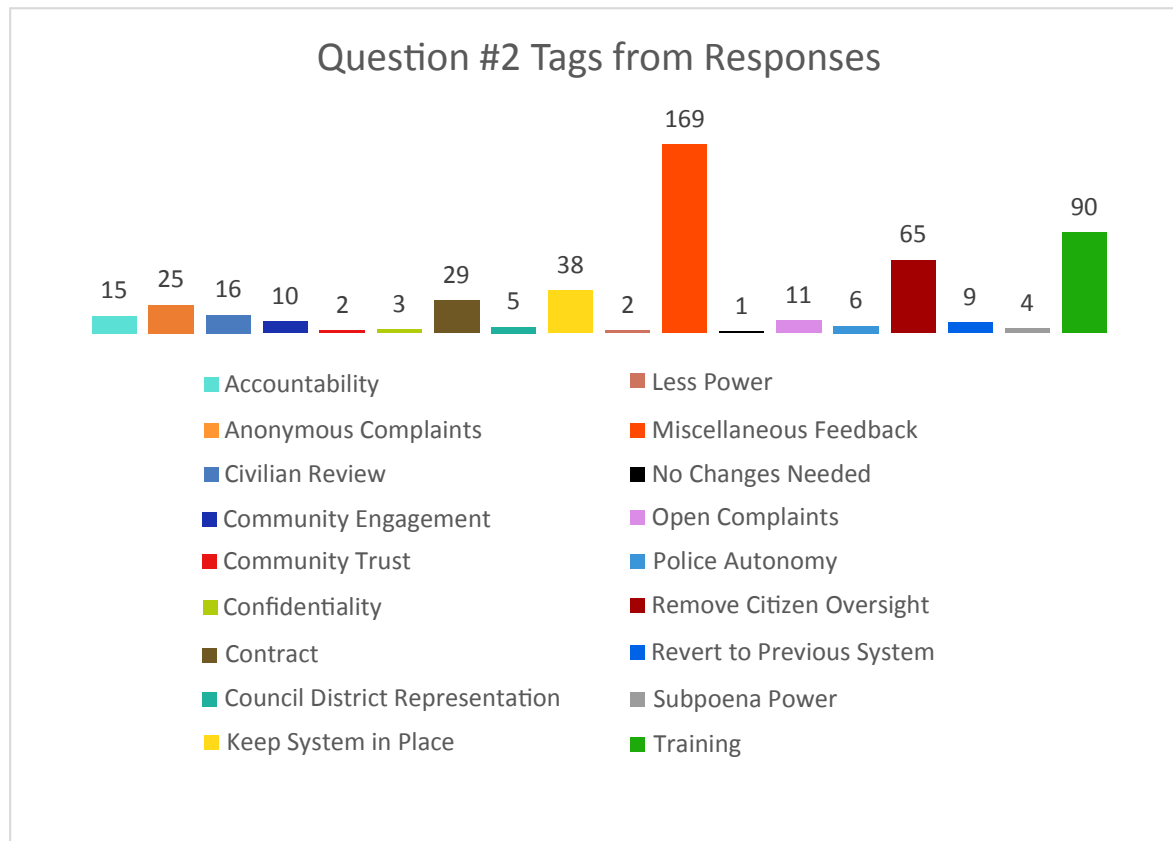
Police Oversight Advisory Working Group Community Survey : Survey Report for 05 September 2018 to 04 October 2018

Q1 | Do you know how to file a complaint of police misconduct?





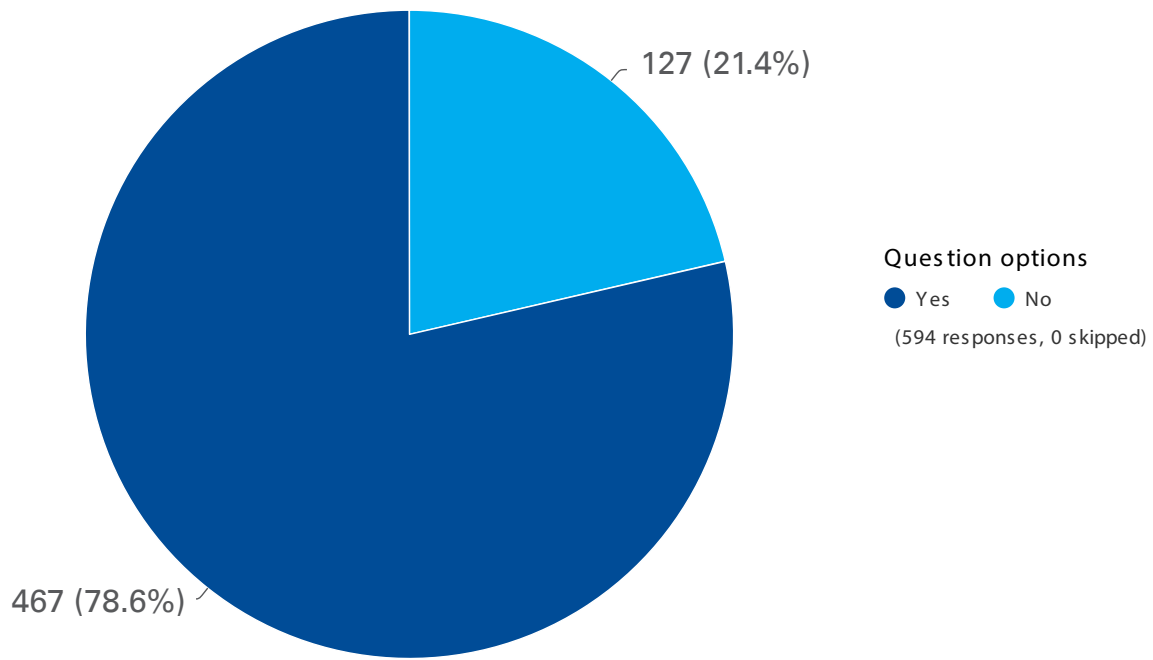
**Q2 What would improve civilian police oversight in Austin?**



Question #2 Tags from Responses	Frequency
Accountability	15
Anonymous Complaints	25
Civilian Review	16
Community Engagement	10
Community Trust	2
Confidentiality	3
Contract	29
Council District Representation	5
Keep System in Place	38
Less Power	2
Miscellaneous Feedback	169
No Changes Needed	1
Open Complaints	11
Police Autonomy	6
Remove Citizen Oversight	65
Revert to Previous System	9
Subpoena Power	4
Training	90



**Q3** Do you think the Office of the Police Monitor name should change?

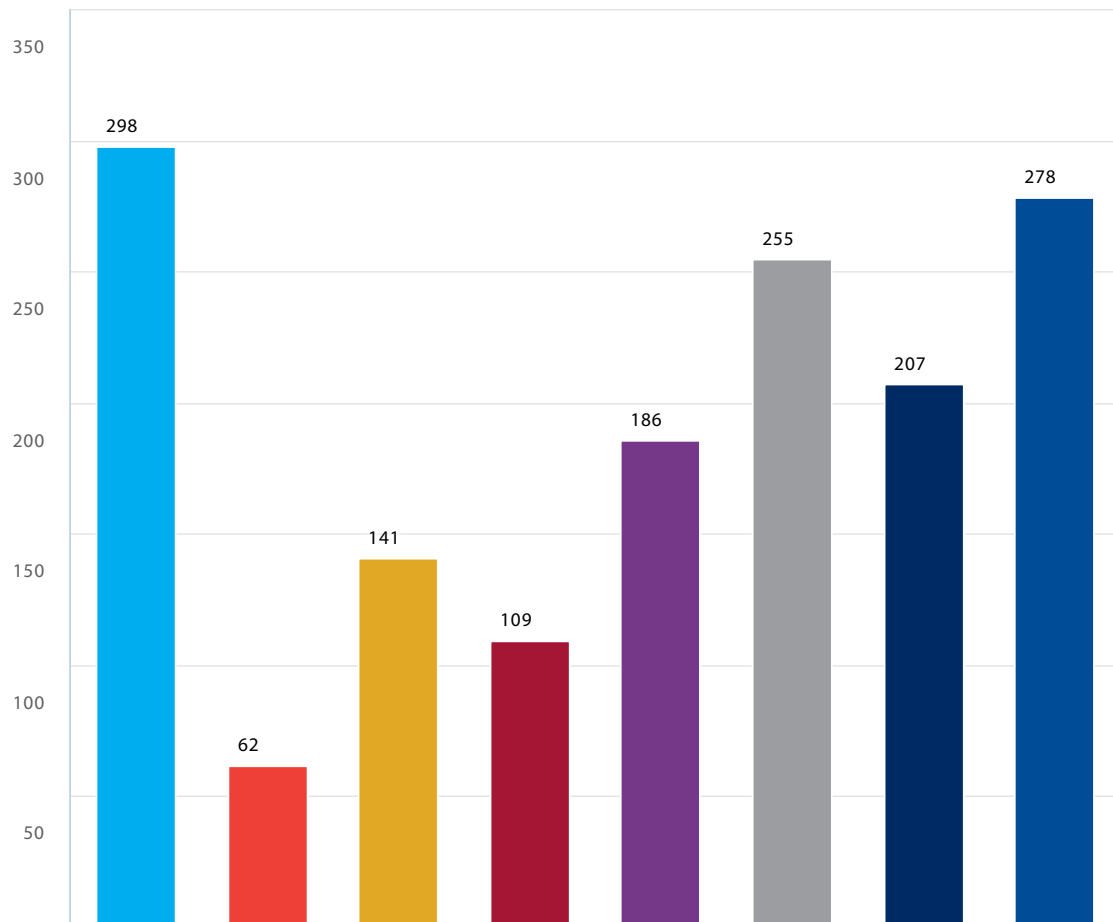


**Q4** What do you suggest the new name should be?

Please see full report in the Document Library at:  
[speakupaustin.org/police-oversight](https://speakupaustin.org/police-oversight)



Q5 Select your top three priorities for a civilian police oversight office:



Question options

- INDEPENDENCE | Must be independent of police, political actors, special interests, and legal protection.
- UNFETTERED ACCESS TO RECORDS | Must provide access to all police databases.
- ACCESS TO LAW ENFORCEMENT EXECUTIVES AND INTERNAL AFFAIRS STAFF | Must have regular access to police executives, who must be open and willing to consider and implement recommendations from the oversight agency.
- SUPPORT OF PROCESS STAKEHOLDERS | Must have the support of government officials and elected office holders.
- ADEQUATE RESOURCES | Must have appropriate budget and staffing resources for financial, technology advancements, and personnel resources,
- TRANSPARENCY | Reports and audits must be published to the public, or made available upon request.
- USE OF STATISTICAL PATTERN ANALYSIS | Analysis and reporting on patterns in complaint handling, officer involved shootings, in custody deaths, and police data on stops, searches and arrests
- COMMUNITY OUTREACH | Outreach to all members of the community, including those who are disenfranchised, fearful or distrustful of police; inform on police policies, procedures or training; and gather input from a range of community members and groups.

(594 responses, 0 skipped)



Q6

Please leave any additional feedback and input on what you would like to see with the City of Austin's civilian police oversight office system.



Question #5 Tags from Responses	Frequency
Accountability	16
Anonymous Complaints	5
Authority	3
Civilian Oversight	4
Civilian Review	7
Community Engagement	4
Contract	65
Council District Representation	4
Courtesy	4
Keep Current System	17
Less Oversight	10
Less Power	4
Miscellaneous Feedback	92
More Power / Expand Reach	6
Neutral / Fair / Impartial	14
No Changes Needed	14
No Politics / No Political Agendas	24
Partnerships	7
Peer City Review	2
Police Autonomy	17
Professional Oversight / Have Police Experience	24
Remove Citizen Oversight	17
Remove OPM	5
Revert to Previous System	10
Survey was a Waste of Time/Resources	12
Support of Process Stakeholders	3
Training	30