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CITY COUNCIL REPORT

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POLICY AGENDA

2011 JAN -7 AM 8:03

TO: David Cavazos
City Manager

AGENDA DATE: January 11, 2011

FROM: Ed Zuercher
Assistant City Manager

ITEM:5

Jeri Williams
Assistant Police Chief

SUBJECT: COMMUNITY ENGAGEMENT AND OUTREACH TASK FORCE

This report is to provide the City Council an update on the City Manager's Community Engagement and Outreach Task Force.

THE ISSUE

The City Manager's Community Engagement and Outreach Task Force was established as a community-based and long-term effort to address residents' concerns about Police Department interactions with the community. The task force consists of approximately 32 members representing a cross-section of our community (Attachment A). The primary mission is to recommend to the City Manager concrete steps to increase community access to, communication with and confidence in, the Phoenix Police Department.

The Task Force is chaired by Assistant City Manager Ed Zuercher and Assistant Police Chief Jeri Williams, and facilitated by Lionel Lyons, Director of the City's Equal Opportunity Department. A representative of the U.S. Department of Justice Community Relations Services, Ron Wakabayashi, observed Task Force sessions and offered advice and input from his experiences with the DOJ.

The Task Force recommendations to the City Manager are in Attachment B.

OTHER INFORMATION

From April through November 2010, the Task Force met to develop a plan to implement short-term, intermediate, and long-term strategies and programs to address officer training, communication, community policing, and public outreach. From the beginning, Task Force members made it clear they appreciated the difficult job of our Phoenix police officers. Task Force members approached this process from the perspective that while we have one of the best Police Departments in the nation, we must look for areas in which we can improve in order to better protect and serve our community.

Additionally, Task Force members reviewed the history of the past 20 years of resident panels and Police Department reforms that occurred after the police-involved shootings of Rudy Buchanan, Julio Valerio and Edward Mallet. They were realistic about making change in large organizations like the Phoenix Police Department and acknowledged the immense progress in community engagement the department has made in 20 years of effort.

In August, members also developed a public outreach process in order to gauge resident's perspectives/recommendations on improving communication with the Police Department. The public outreach schedule established by the Task Force included holding six public hearings at various City of Phoenix Senior and Community Centers (Devonshire, Paradise Valley, South Mountain, Maryvale, Sunnyslope, and Pecos).

In addition to the public hearings, there were three Teen and Young Adult Summits and nine focus groups (Interfaith; Hispanic Advisory Board; Small Business; Large Business; African American Clergy; Defense Bar; Gay, Lesbian; Bi-Sexual; Transgender, Non-profit; and Women) were held during the month of August.

During the month of October, the task force met several times to develop a set of draft recommendations. The Task Force recommendations fall into 5 broad categories: A) Encourage community engagement/connectedness by the Phoenix Police Department, B) Identify and enlist community partners to build better relationships with the Phoenix Police Department, C) Encourage community engagement/connectedness by Phoenix Police Officers, D) Improve officer training, and E) Improve processes for accountability. A total of 34 specific recommendations fall within these five categories.

These recommendations were shared with the Public Safety Manager and Police Management on November 3rd. Task Force members had an opportunity to hear from the Public Safety Manager how the Department will work with the community to address the concerns brought forth during this process. The Public Safety Manager has appointed a staff working group lead by Lt. Mike Kurtenbach to implement and track recommendations within the Department.

On November 9, 2010, the Task Force invited the previous public hearing, focus group, teen and young/adult summit participants to a public meeting to gather feedback on the draft recommendations. In general, participants acknowledged Phoenix has one of the best police departments in the nation, yet there is always room for improvement. The attendees did not request any substantive changes to the task force's original recommendations.

The task force's final meeting occurred on Thursday, November 18, 2010, to discuss its recommendations with the City Manager and lay the foundation for the implementation of the recommendations. In 2011, the citizen's task force will transform into an Implementation Review Team to track progress of the Police Department recommendations over the coming year. Staff will report to the Council on progress throughout the year.

RECOMMENDATION

This report is for information and discussion. The City Manager has reviewed the recommendations and asked the Phoenix Police Department to begin its analysis and implementation.

Attachments

**ATTACHMENT A
COMMUNITY ENGAGEMENT AND OUTREACH TASK FORCE
MEMBERS**

Gene D'Adamo – Arizona Republic
Jeri Kishiyama Auther, Japanese American Citizens League
Jocquese Blackwell – Maricopa County Public Defender's Office
Gene Blue – OIC
James and Terrie Cooperman
Benjamin Chee – Native American Heritage Coalition
Dr. Paul Eppinger - Arizona Interfaith
Rory Gilbert - Maricopa County Community College District
Will Gonzales – Community Prosecution
Dr. Ann Hart – Police Advisory Board
Terri Jackson – Human Relations Commission
Patrick Kelley – Police Advisory Board
Gail Knight – Community Excellence Project
Adolfo Maldonado – Lindo Park Resident
Art McKinn - Resident
Raul Monreal – South Mountain Community College
Julian Claudio Nabozny – Police Advisory Board
Luz Pardo – Youth Representative
Janey Pearl - Arizona Department of Health Services
Gerald Richard – Attorney General's Office
Lawrence Robinson – Resident
Phil Pangrazio - ABIL
Dr. Frank Scarpati - CEO for Community Bridges
Omar Shahin – Police Advisory Board
R. J. Shannon – Arizona Department of Health Services
Rana Sodi – Police Advisory Board
Louisa Stark
Bill Straus – Police Advisory Board
George Young – South Mountain Community College
Tony Zuniga – Certified Criminal Law Specialist

City of Phoenix Staff

Ed Zuercher, Co-Chair
Jeri Williams, Co-Chair
Marquita Beene, Equal Opportunity Department
Marchelle Franklin, Mayor's Office
Lionel Lyons, Equal Opportunity Department
Toni Maccarone, Public Information Office
Jerome Miller, City Manager's Office
Reginald Ragland, Public Transit Department
Charlene Reynolds, City Manager's Office
Sgt. Mark Tovar, Police Department

ATTACHMENT B

COMMUNITY ENGAGEMENT AND OUTREACH TASK FORCE RECOMMENDATIONS

MISSION:
To engage and collaborate with the Phoenix community to enhance police relations by creating dialogue and partnerships. Develop and implement an action plan that will increase confidence that the Phoenix Police Department will treat all people with respect, dignity, and professionalism.

TASK FORCE OBJECTIVES:
Increase communication, access, and confidence in the Phoenix Police Department through community engagement, collaboration, and partnership.

	Develop an action plan to improve the Police Department's relationship with the community.	Monitor the implementation of the action plan.	Communicate the accomplishments to the community.
<p>A. Encourage community engagement/connectedness by the Phoenix Police Department.</p> <ol style="list-style-type: none"> 1. Develop a comprehensive community relations program which includes regular communications focused on community crime statistics, community relations and victim's rights. <ol style="list-style-type: none"> a. Use websites, social media, multi lingual communication, etc. b. Develop mechanisms to communicate more effectively with community-based organizations. c. Develop a regular State of the Police Department report. 2. Improve communication at the precinct level by providing police management's contact information to the public. 3. Provide school based education/awareness (including community colleges and universities within Phoenix) on city laws for students, parents, eagle scouts, explorers, etc. 4. Survey the community in order to identify the community's attitudes toward police. 5. Emphasize recruitment of minority officers to further ensure the Department reflects the communities it serves. 	<p>B. Identify and enlist community partners involvement to build better relationships with the Phoenix Police Department.</p> <ol style="list-style-type: none"> 1. Enlist commitment of local leaders to develop, sponsor, and promote participation of the public and the Police Department. <ol style="list-style-type: none"> a. Participate in ride-alongs and the Citizen's Academy to gain a better understanding of what an officer deals with. b. Encourage community leaders, faith-based organizations, and non-profits to share community concerns with police officers on a regular basis. c. Invite the Police Chief and police management to speak or to attend functions. d. Conduct community-sponsored Town Hall meetings. e. Sponsor an interfaith "Annual Public Safety Day" event. 2. Sponsor an interfaith "Annual Public Safety Day" event. 	<p style="text-align: center;">RECOMMENDATIONS</p> <p>C. Encourage community engagement/connectedness by Phoenix Police Officers.</p> <ol style="list-style-type: none"> 1. Require police officers to provide a professional card with their name, badge number, and supervisor's contact information whenever they interact with the public. 2. Encourage officers to exit their vehicles daily to engage individuals and business owners. 3. Serve as good will ambassadors and public safety facilitators by encouraging and recognizing officers who are functioning in other capacities in the community, such as coaching Pop Warner leagues and coordinating PAL events. 4. Encourage partnerships between precinct officers and schools, community colleges and universities. 5. Develop long-term individual relationships with community leaders, faith leaders and business owners. 	<p style="text-align: center;">RECOMMENDATIONS/STRATEGIES</p> <p>D. Improve officer training.</p> <ol style="list-style-type: none"> 1. Train, educate, and require officers to be more culturally competent regarding differences of race, color, national origin, sexual-orientation, and disability. 2. Use appropriately trained community representatives including peer officers to conduct training. 3. Train and require officer compliance with Operations Orders related to report writing. 4. Educate officers that videoclipping of their actions in public is lawful and that their behavior at any time might be videotaped by an onlooker.
<p>E. Improve processes for accountability.</p> <ol style="list-style-type: none"> 1. Improve the process to address citizen complaints, use of force tracking, and police misconduct. <ol style="list-style-type: none"> a. Allow complainant to review officers' comments and submit additional information to the Professional Standards Bureau once the investigation has begun. b. Provide a process where complainants have the same level of representation during the complaint process as officers. c. Improve the process for notifying complainant of the status of their complaints including notifying complainants whenever the assigned investigator at PSB has changed. d. Establish ongoing multi-lingual/cultural campaign to explain the complaint and commendation process so that the public will understand the process better and use it. 2. Conduct a pilot program to determine the effectiveness of installing dash cams with audio and 			

<p>video capability in patrol cars and offer recommendations to City Management.</p> <ol style="list-style-type: none"> 3. Require UA testing after every officer involved shooting. 4. Evaluate public and business owners' involvement in reviewing allegations of police misconduct. 5. Investigate for potential implementation, DPS's software program that classifies who, what, where, of those being cited in order to discern patterns of profiling. 6. Create a single repository for personnel records of police officers and a single custodian of records. 7. Work with members of the Defense Bar Focus Group to create an Ombudsman-type position for scheduling interviews of police officers. 					
IMPLEMENTATION					
					<ol style="list-style-type: none"> 1. Identify and engage current Task Force members to participate and monitor the implementation of recommendations developed by the Task Force.

City of Phoenix Community Engagement & Outreach Task Force

January 11, 2011

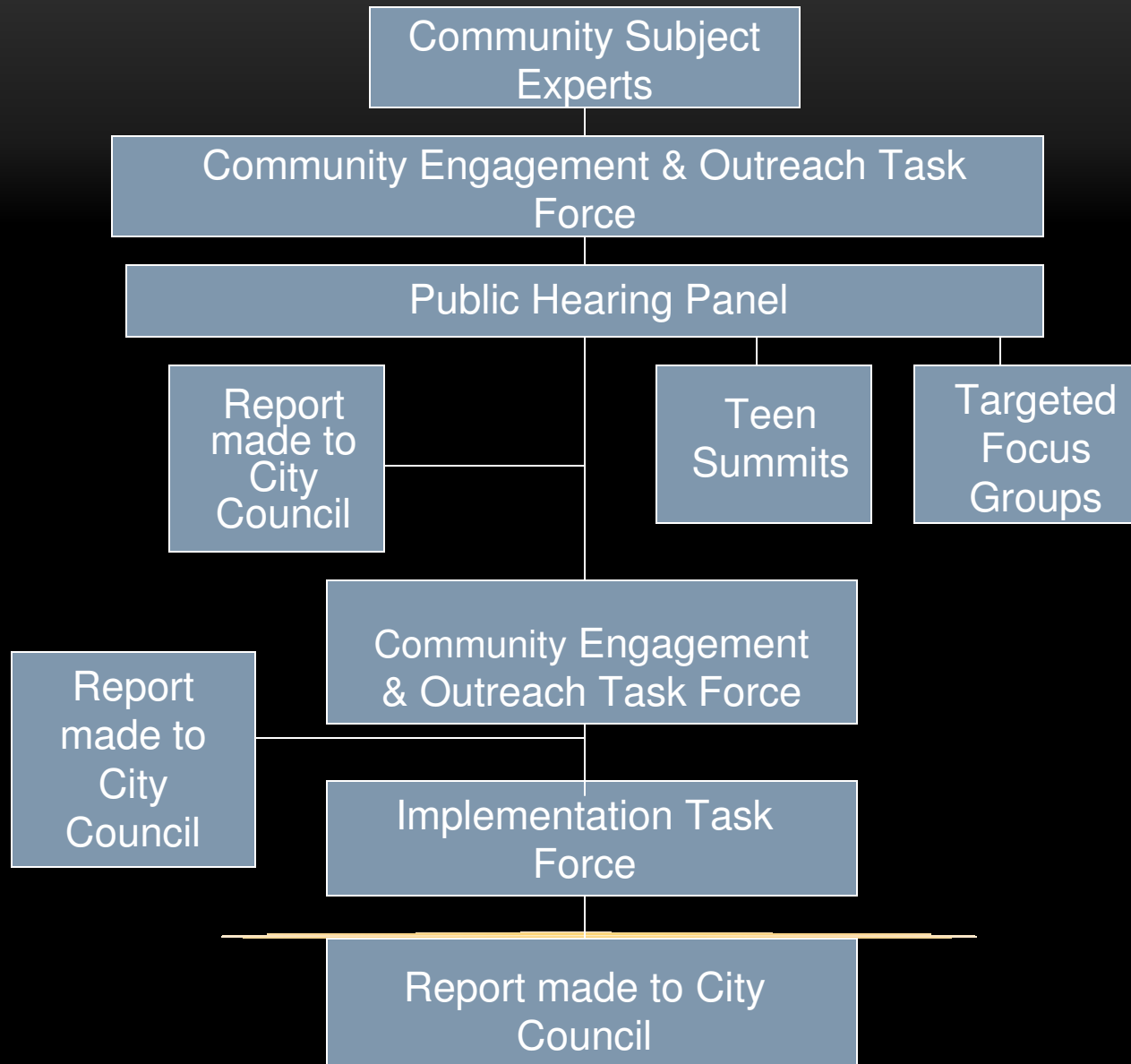
TASK FORCE MISSION STATEMENT

To engage and collaborate with the Phoenix community to enhance police relations by creating dialogue and partnerships. Develop and implement an action plan that will increase confidence that Phoenix Police Department employees will treat all people with respect, dignity, and professionalism.

TASK FORCE OBJECTIVES

- Increase Communication, access, and confidence in the Phoenix Police Department through community engagement, collaboration, and partnerships.
- Develop an action plan to improve the Police Department's relationship with the community.
- Monitor the implementation of the action plan.
- Communicate the accomplishments to the community.

COMMUNITY ENGAGEMENT AND OUTREACH PROCESS



Department of Justice Task Force Advisor



Ron Wakabayashi

**Director Western Region, Department of Justice
~~Community Relations Division~~**

TASK FORCE OUTREACH

- **Public Hearings**
 - **Focus Groups**
 - **Teen/Young Adult Summits**
-

Public Hearings

- Gerald Richard chaired public hearings
- Julian Nabozny chaired Spanish language hearings
- 7 Public Hearings (2 joint Spanish Language*)
 - Devonshire Senior Center August 9
 - Paradise Valley Community Center August 12
 - South Mountain Community Center August 17
 - Maryvale Community Center August 19
 - Pecos Community Center August 23
 - Sunnyslope Community Center August 25
 - Burton Barr Library November 9

Focus Groups/Teen & Young Adult Summits

Interfaith

Defense Bar

Nonprofit

Women

Hispanic Advisory Board

African American Clergy

Business

GLBT Advisory Board

Teen/Young Adult

Outreach Participation

Approximately 350 people participated in the public hearings, focus groups, and/or teen/young adults summits.

Task Force Recommendations

Recommendations Summary

5 Major categories

23 Recommendations

7 Additional action steps to achieve the recommendations

2 Recommendations challenging the community to collaborate with the police department

A. Encourage community engagement/ connectedness by the Department.

- 1. Develop a comprehensive community relations program which includes regular communications focused on community crime statistics, community relations and victim's rights.**
-

**A. Encourage community engagement/
connectedness by the Department.
(continued)**

- 2. Improve communication at the precinct level by providing police management contact information to the public.**
-

**A. Encourage community engagement/
connectedness by the Department. (continued)**

- 3. Provide school based
education/awareness (including
community colleges and universities
within Phoenix) on city laws for students,
parents, eagle scouts, explorers, etc.**
-

**A. Encourage community engagement/
connectedness by the Department.
(continued)**

- 4. Survey the community in order to identify the community's attitudes toward police.**
-

**A. Encourage community engagement/
connectedness by the Department.
(continued)**

- 5. Emphasize recruitment of minority officers to further ensure the Department reflects the communities they serve.**
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B. Identify and enlist community partners' involvement to build better relationships with Police.

- 1. Enlist commitment of local leaders to develop, sponsor, and promote participation of the public and the Police Department.**
-

B. Identify and enlist community partners' involvement to build better relationships with Police. (continued)

2. Sponsor an interfaith "Annual Public Safety Day" event.

C. Encourage community engagement/ connectedness by officers.

- 1. Require police officers to provide a professional card with their name, badge number, and supervisors' contact information whenever they interact with the public.**
-

**C. Encourage community engagement/
connectedness by officers. (continued)**

- 2. Encourage officers to exit their
vehicles daily to engage
individuals and business
owners.**
-

C. Encourage community engagement/ connectedness by officers. (continued)

- 3. Serve as good will ambassadors and public safety facilitators by encouraging and recognizing officers who are functioning in other capacities in the community, such as coaching Pop Warner leagues and coordinating PAL events.**
-

**C. Encourage community engagement/
connectedness by officers. (continued)**

- 4. Encourage partnerships between precinct officers and schools, community colleges, and universities.**
-

C. Encourage community engagement and connectedness by officers. (continued)

- 5. Develop long-term individual relationships with community leaders such as faith leaders and business owners.**
-

D. Improve officer training.

- 1. Train, educate, and require officers to be more culturally competent regarding differences of race, color, national origin, sexual-orientation, and disability.**
-

D. Improve officer training. (continued)

- 2. Use appropriately trained community representatives including peer officers to conduct training.**
-

D. Improve officer training. (continued)

- 3. Train and require officer compliance with Operations Orders related to report writing.**
-

D. Improve officer training.

- 4. Educate officers that videotaping of their actions in public is lawful and that their behavior at any time might be videotaped by an onlooker.**
-

E. Improve processes for accountability.

- 1. Improve the process to address citizen complaints, use of force tracking, and police misconduct.**
-

E. Improve processes for accountability. (continued)

- 2. Conduct a pilot program to determine the effectiveness of installing dash cams with audio and video capability in patrol cars and offer recommendations to City Management.**
-

E. Improve processes for accountability. (continued)

- 3. Require UA testing after every officer involved shooting.**
-

**E. Improve processes for accountability.
(continued)**

- 4. Evaluate the public's and business owners' involvement in reviewing allegations of police misconduct.**
-

**E. Improve processes for accountability.
(continued)**

- 5. For potential implementation, investigate DPS's software program that classifies who, what, and where of those being cited, in order to discern patterns of profiling.**
-

**E. Improve processes for accountability.
(continued)**

- 6. Create a single repository for personnel records of police officers and a single custodian of records.**
-

E. Improve processes for accountability. (continued)

- 7. Work with members of the Defense Bar Focus Group to create an Ombudsman-type position for scheduling interviews of police officers.**
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Recommendations Summary

5 Major categories

23 Recommendations

7 Additional action steps to achieve the recommendations

2 Recommendations challenging the community to collaborate with the police department

Recommendations are in priority order!

IMPLEMENTATION REVIEW TEAM

- **11 member Implementation Team, clergy representation and HRC**
 - **Staff team led by Lionel Lyons and Lt. Mike Kurtenbach**
 - **Track Progress over next 12 months**
 - **Report to City Manager, Mayor and City Council**
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IMPLEMENTATION TEAM

Diane D'Angelo, HRC Chair

Jeri Auther, Attorney

Jocquese Blackwell, Attorney

Dr. Ann Hart

Terri Jackson, Resident

Patrick Kelley, Business Owner

Gail Knight, Community Consultant

Reverend Terry Marks

Raul Monreal, So. Mtn. Comm. College

Julian Nabozny, Business Owner

Shawn Pearson, Resident

Antonio Zuniga, Attorney
