



**CITY OF BOULDER  
CITY COUNCIL AGENDA ITEM**

**MEETING DATE: July 19, 2016**

**AGENDA TITLE Update on progress regarding initiatives that support Council's goal of ensuring Boulder is a safe and welcoming community**

**PRESENTER/S**

Jane S. Brautigam, City Manager  
Greg Testa, Police Chief  
Karen Rahn, Human Services Director

**EXECUTIVE SUMMARY**

Recent news from Louisiana, Minnesota, and Texas serves as a vivid reminder that racial disparities and community tensions are significant, ongoing, nationwide concerns. We are reminded that investment in community relations, focused on mutual understanding and community trends around safety, equity, and inclusion, are critical for proactively strengthening the quality of life for all in Boulder. Since April of 2015 when Council passed a motion to approve a work plan in support of further research to guide decisions in support of the city's commitment to a safe and welcoming community, several departments have been working collaboratively on a number of projects. The purpose of this memo is to provide an update on the progress of several of the initiatives that support Council's goal of ensuring that Boulder is a safe and welcoming community for all.

**I. Hillard Heintze's Recommendations:**

In April of 2015, the City Council approved the city manager's recommendation to retain an independent outside consultant to review police data, as well as best practices regarding our professional standards review board. After a nationwide search, Hillard Heintze was hired to analyze and review data on stops, arrests and summons as well as to make recommendations to ensure that the structure and processes of the Professional Standards Review Panel (PSRP) meet current best practices for cities and police departments similar in size and complexity to Boulder. The Hillard Heintze Report, which was reviewed by City Council on February 23, 2016, commended the department

for its excellent professional standards work and also recommended ways in which the department could improve its policies and performance in terms of documenting arrests and contacts. The department is working to implement each of the recommendations – including tracking race-related data for traffic stops and arrests, and enhancing communications with residents.

A short summary of the work accomplished on each of the recommendations is below:

**Recommendation #1: Adopt New Policy and Procedures for Data Collection During Traffic Stops**

The Police Department is currently in the process of replacing its records management system and signed a contract with SunGard, a records management system (RMS) vendor, on March 30, 2016. SunGard's system includes a data collection module. Staff has been working with SunGard on the development and implementation of the RMS, with a goal to go-live in December 2016. The data collection module will be able to collect the required data as recommended by Hillard Heintze and meet our needs for an electronic process and facilitate ease of data entry. It also has a robust reporting capability. Data collection can occur once the RMS is fully operational in December. Policy development and training will be completed prior to use of the RMS. Based on staff's research about best practices, officers will ascertain race and ethnicity from persons contacted by making an independent assessment during the contact. This process will document the officers' assessment of the individual contacted, which is an important aspect in data collection.

**Recommendation #2: Conduct a Comprehensive Review of the Field Interview Process**

Staff believes that field interview cards are valuable in documenting information that may be used for investigating criminal activity. A review of our current department policy, practices and revisions is in process, based on national best practices, with a goal of fair, impartial and consistent application and documentation of data. SunGard's field interview module is part of the larger RMS system, which is expected to be fully operational in December 2016.

**Recommendation #3: Capture Stop-Related Information from Citizens**

Staff is developing a survey instrument to gather feedback from individuals stopped and contacted by officers. Each quarter, two surveys will be completed through a mailed postcard/letter and a telephone survey conducted by a community member volunteer. The surveys will be in both English and Spanish and will begin in the third quarter of 2016.

**Recommendation #4: Revise BPD Policy on the Use of Race as a Proxy for Criminality**

Department policy has been revised based on Hillard Heintze's recommendation and state statute.

**Recommendation #5: Make Police Ethics and Accountability a Key Public Message**

The department website has been updated to be more intuitive and to more efficiently provide information, including programs, services, community engagement, Department and Professional Standards annual reports and the complete department policy manual. Key information is available in Spanish and the entire webpage can be electronically translated into multiple languages. Additional website improvements are planned.

Staff continues to refine our means for communicating with the Boulder community, including the University of Colorado. Community engagement continues to be a priority and focus for the department. The department is developing a Neighborhood Policing Area program where officers are assigned smaller geographical areas, within a larger policing district, to engage and work with community members to prevent crime and solve problems. This concept will be tested in two police districts before a larger implementation occurs. Project website information will include area maps with photo and contact information of the officers assigned to specific geographical areas.

**Recommendations #6 and #7: Keep Website Complaint-Filing Instructions Up-to-Date and Consider Providing More PSRP-Related Information on the Website**

The department website has been updated to facilitate more effective dissemination of information. The Professional Standards department policy, in PDF form, is posted on the website. Complaint forms are available in both English and Spanish, in hardcopy and in electronic copy on the website. Additionally, the entire website can be translated into multiple languages. The website includes specific information in the form of frequently asked questions:

- What happens when I file a complaint?
- What if I am afraid to make a report?
- What do the results of an investigation mean?
- How do I commend an employee or file a complaint about an employee?
- Information about the Professional Standards Review Panel and photographs of panel members
- Videos that provide general information on the Professional Standards Review Panel and the council study session on the Hillard Heintze report and recommendations

Staff will continue to look for ways to provide enhanced information on the website, and available to the public, to facilitate understanding of the complaint process for a diverse group of readers. A process to allow for complaints to be received at the City Manager's Office, in addition to the police department and Human Services Office of Community Relations and Human Rights, is being finalized.

**Recommendation #8: Solicit Public and Private Partners in "Getting the Message Out"**

Staff is continuing to work on this recommendation, while also expanding the focus on social media and community engagement.

**Recommendation #9: Cast a Wide Net in Announcing Upcoming PSRP Vacancies**

Staff is finalizing changes to the selection of community members of the PSRP that will provide for a more objective review and selection of applicants. In addition to the current process, which has included social media, press releases, a radio interview and the development of two Channel 8 videos, staff continues to focus on more robust messaging to all communities within our city.

**Recommendation #10: Consider Expanding Membership in the Residents' Advisory Panel**

Staff has explored best practices and researched other community's policies on community advisory panels. A draft policy is being completed and will be reviewed for final approval.

**Recommendation #11: Expand Training on Critical Policing Concepts**

In 2015, all employees of the police department participated in an eight-hour cultural awareness and implicit bias training presented by an outside trainer. Newly hired officers continue to receive training on these topics from Intercambio. Officers recently completed de-escalation training. In addition to other mandated training officers receive, our focus continues to be on scenario-based decision making training with an emphasis on de-escalation.

Police department training staff will continue to explore new ways to enhance department-wide training on the concepts of bias-free policing, implicit bias, procedural justice, and constitutional-based policing, as well as other contemporary training topics.

**Recommendation #12: Leverage the PSRP in Other Areas**

PSRP members receive updated information on Class Two investigations and outcomes. In addition, members were updated on the Hillard Heintze process and received copies of the report and recommendations, plus copies of the department annual report, and the PSU annual report. Incumbent community members of the PSRP will be included in the interview process to select new PSRP members. Staff continues to explore training opportunities for PSRP members.

**II. Community Perception Assessment:**

Creating a safe and inclusive community goes beyond the relations between the community and the police, and extends to areas such as access to community services, housing, employment and protection of human rights. Given Council's direction to engage in research that would provide recommendations for action items that support the city's commitment to a safe and welcoming community, the City Manager's Office, the Human Services Department and the Police Department worked together to develop a

Request for Proposal that would provide data to better understand how community members perceive and experience safety and inclusiveness in their daily lives. After a national search, the Community Perception Assessment project was awarded to an organization called the National Council on Crime and Delinquency (NCCD). NCCD is a private, non-profit social research and consulting firm.

It was important to ensure that the assessment be culturally appropriate, include statistically valid survey questions, and also, additionally, intentionally sample under-represented members of the community. The departments also involved the Human Relations Commission in its role to advise City Council on efforts that foster inclusivity and a safe and welcoming community and in the development of the Community Perception Assessment.

To date, NCCD has completed over 20 stakeholder interviews and conducted six focus groups. Using the information garnered from those interactions, work continues on the development of the assessment which will inform recommendations for improvement in the Boulder community's actual and perceived safety and inclusiveness. The assessment will not be focusing on any one area of city services or programs, but will look to determine the satisfaction level of the community as it relates to both the city's and the community's commitment to the protection of human and civil rights and social equity. The assessment is tentatively scheduled to begin in August.

### **III. Engage Community Partners in Dialogue**

Beginning in the fall of 2015, representatives from the City, the University of Colorado and the Boulder Valley School District have met to collaborate on how to advance mutual goals of creating and contributing to safety and inclusiveness in the community and within the three organizations. Participants have discussed overlapping interests and potential efforts. The group will share related survey data and other information to inform how we collectively measure progress on future efforts. For Boulder, this will include results of the Community Perception Assessment currently underway and a customer service satisfaction survey.

### **IV. City Leadership Efforts to Expand Cultural Competency**

Boulder leadership has recently completed an Intercultural Development Inventory administered by a certified facilitator. The results assess intercultural competence both individually and as a team and addresses ways to shift cultural perspective and appropriately adapt behaviors to cultural differences and commonalities. This tool has been adopted by some of our community partners also, including CU, and focuses on building the diverse talents of individuals and their work teams.

The City is committed to protecting civil and human rights, facilitating positive community relations, and promoting social equity policies. In light of the recent tragic events across the nation, our commitment is strengthened to continue to explore the dynamics around the experiences and perceptions of residents and others and address

potential concerns. The city is committed to working proactively and collaboratively with the community to ensure that Boulder remains welcoming, safe and respectful for all.