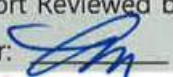


Agenda Report Reviewed by:
City Manager: 

CITY OF SEBASTOPOL
CITY COUNCIL
AGENDA ITEM

Meeting Date: July 20, 2021
To: Honorable Mayor and City Councilmembers
From: Kevin S. Kilgore, Chief of Police
Subject: Open Government Policing PILOT Program
Recommendation: Staff recommends the City Council approves the use of the *openpolicing.org* platform for feedback regarding police/community interactions on a no cost trial basis (approximately 3-4 months)
Funding Currently Budgeted: _____ Yes No _____ N/A
Net General Fund Cost: \$ 2,000.00
Amount: \$ 2,000.00
*The \$2000 amount is proposed in the FY 21-22 budget.
Account Code: 100-3202-4212

Account Code/Costs authorized in City Approved Budget (if applicable) AK (verified by Administrative Services Department)

INTRODUCTION/PURPSOE:

The agenda item tonight is to provide a presentation to the City Council on the *openpolicing.org* platform and request Council approval for use of this platform on a no cost trial basis.

BACKGROUND AND DISCUSSION:

As calls for police transparency have become more prevalent, it is incumbent upon police departments throughout the country and in California to proactively solicit feedback from our communities. The Sebastopol Police Department is no exception, and we would like to give our community an opportunity to provide prompt feedback about the interactions they have with our department personnel.

In 2014, President Barack Obama signed an Executive Order to create the Task Force on 21st Century Policing. The Task Force was part of the Administration’s efforts to strengthen community policing and strengthen trust among law enforcement officers and the communities they serve. Events in Ferguson, Cleveland, Minneapolis and around the country have highlighted the importance of strong, collaborative relationships between local police and the communities they protect. Trust between law enforcement agencies and the people they protect and serve is essential to the stability of our communities, the integrity of our criminal justice system, and the safe and effective delivery of policing services.

Members of the Task Force, which included police chiefs, sheriffs, mayors, community leaders and other law enforcement professionals, joined together to have meaningful conversations that resulted in identifying best practices and document implementation strategies. Those best practices and strategies were documented in [The Final Report of President’s Task Force on 21st Century Policing](#), which has been characterized as a national playbook for implementing the recommendations in the final task force report. Within that document,

Recommendation 1.7 states, “Law enforcement agencies should track the level of trust in police by their communities just as they measure changes in crime. Annual community surveys, ideally standardized across jurisdictions and with accepted sampling protocols, can measure how policing in that community affects public trust.”

Every interaction we have with the community is an opportunity for the Sebastopol Police Department to receive public feedback. That feedback coupled with personnel participation fosters transparency and trust between our police department and our community. *Openpolicing.org* is an online, cloud-based platform that allows our community members and visitors to complete a short survey that gives our department feedback about what we did well and where we can possibly improve. Key themes of the survey focus on procedural justice. Procedural justice is the idea of fairness in the processes that resolve disputes and allocate resources. It is a concept that, when embraced, promotes positive organizational change and bolsters better relationships with our communities. The foundation of procedural justice are the following four pillars:

- **Respect:** treating people with due regard for their feelings, rights, wishes, and traditions
- **Voice:** allowing people an opportunity to express their perspective in a respectful way
- **Neutrality:** making decisions without biases or prejudices
- **Trustworthiness:** the quality that provides a feeling of reliability and legitimacy

In speaking with *openpolicing.org* personnel, we concur the best way to begin this pilot program is to distribute surveys to our community by utilizing personal contact information that is collected during calls for service and enforcement stops. People who are contacted by SPD personnel on calls for service or enforcement stops will receive an email or text message with a one-time survey invitation code, giving them the opportunity to complete the short survey focusing on respect, voice, neutrality, and trustworthiness. Additionally, program software prevents multiple submissions, does not allow for submissions that contain profanity, and abusive and/or sensitive case investigation information can be flagged so that it is not publicly visible.

PUBLIC COMMENT:

As of the writing of this staff report, the City has not received any public comment. However, staff anticipates receiving public comment from interested parties following the publication and distribution of this staff report. Such comments will be provided to the City Council as supplemental materials before or at the meeting. In addition, public comments may be offered during the public comment portion of the agenda item.

PUBLIC NOTICE:

This item was noticed in accordance with the Ralph M. Brown Act and was available for public viewing and review at least 72 hours prior to schedule meeting date.

FISCAL IMPACT:

Approval of the item after the no-cost trial basis would be an expenditure of approximately \$2,000 from the FY 21/22 budget. This expenditure is based on \$20/person/month, using the number of full-time department personnel. The company’s prices are based on the number of full-time department personnel rather than the number of personnel who are utilizing the application. The \$2,000 expense from the FY21/22 budget is to cover the latter 6-9 months of the FY after the conclusion of the initial 3-4 months of the free trial period. This program will not be initiated until after the FY21/22 budget is approved.

Future Fiscal Impacts:

Starting with FY 22/23 an annual cost of approximately \$5,000-\$6,000 will be budgeted for the platform and incremental annual cost increases by the company.

It should be noted that grants may be available for this program. Additionally, *openpolicing.org* personnel stated they are willing to assist in finding grants that Sebastopol Police Department may be able to apply for and use if our application is accepted and approved.

RECOMMENDATION:

Staff recommends the City Council approve the no-cost trial period. Further review and analysis of the data will be used to determine a future purchase of the platform.

Attachment:

Presentation Slides

Open Government Policing PILOT Program



Modernizing Antiquated Public Feedback Systems

- No transparency
- Very little demographic data
- What about follow-up
- Few commendations
- Lack of real-time feedback



Trust & Legitimacy

Some departments have lost public trust and legitimacy in the eyes of their community.

Baltimore – Freddie Gray

St. Paul – Philando Castile

Chicago – Laquan McDonald

Minneapolis – George Floyd

North Charleston – Walter Scott

Louisville – Breonna Taylor

The goodwill created by honorable law enforcement officers often gets overshadowed.

How does the story get told?

- Facebook
- Instagram
- Twitter
- Nextdoor
- Yelp
- YouTube
- And many others...



Presidents Task Force on 21st Century Policing

➤ Recommendation 1.7

*“Law enforcement agencies should track the **level of trust** in police by their communities just as they measure changes in crime. Annual community **surveys**, ideally standardized across jurisdictions and with accepted sampling protocols, can measure how policing in their community affects **public trust**.”*

➤ Implementation Guide, page 9

*Conduct community surveys on community attitudes towards policing, and **publish** the results along with associated data. Establish baselines and metrics to measure progress, and use the results as a means to **engage** the community in **dialogue**.”*

Based on Research from Yale University on Procedural Justice

Neutrality

- The Officer or Agency made a decision based on neutral principles and legal rules not his/her own biases or prejudices.

Trustworthiness

- I believe the officer or Agency sincerely tried to consider my needs and the needs of the various people to do what's best.

Respect

- I was treated respectfully as a person and my rights as a citizen or community member were also respected.

Voice

- I was given an opportunity to present my opinion, case, or evidence.

For more information, visit
<https://law.yale.edu/justice-collaboratory/procedural-justice>

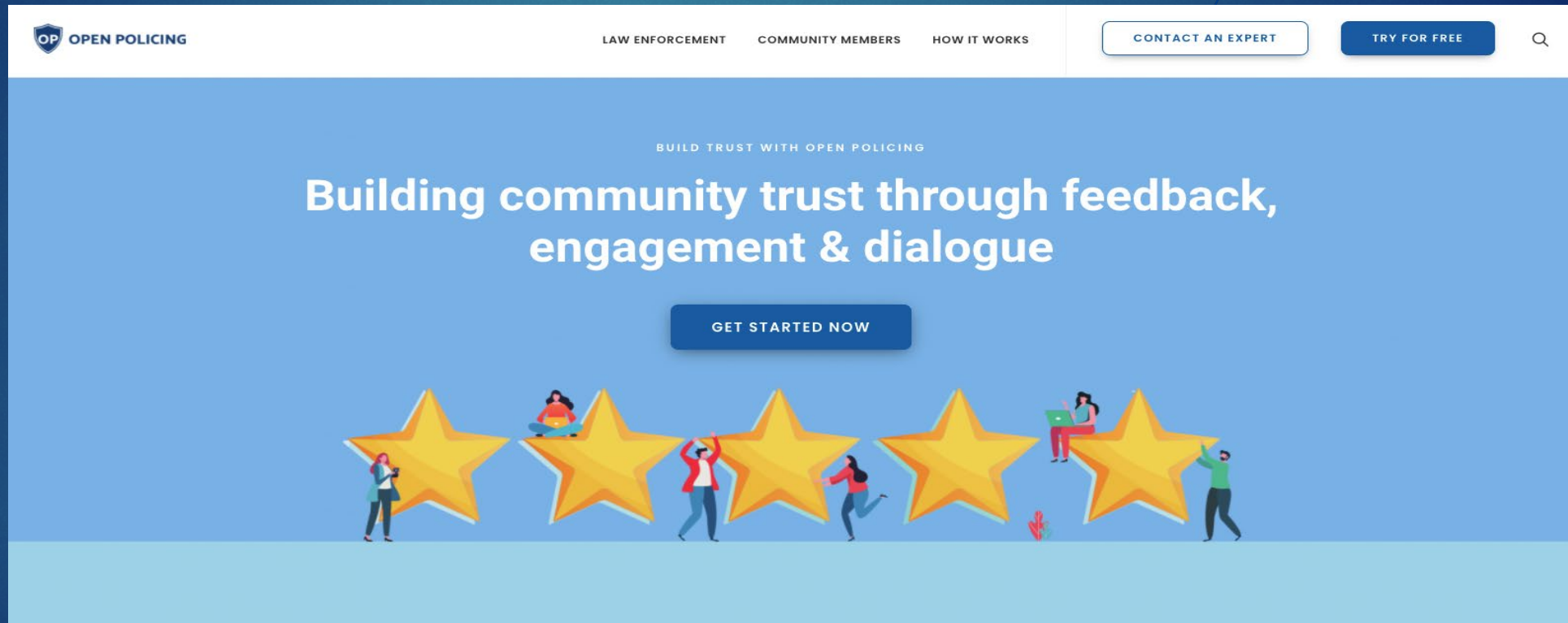
Leveraging Technology to Build Trust and Transparency

Agenda Item Number 8

The app-based platform helps law enforcement agencies better engage their communities, build trust, and obtain real-time public feedback.



openpolicing.org





English

Officer Sign In



Sebastopol Police Department

Agency Unclaimed

6850 Laguna Pkwy - Sebastopol, CA 95472



	1 response
TRUSTWORTHINESS	★★★★★
RESPECT	★★★★★
NEUTRALITY	★★★★★
VOICE	★★★★★

[Give Feedback](#)

For emergencies, dial 911.

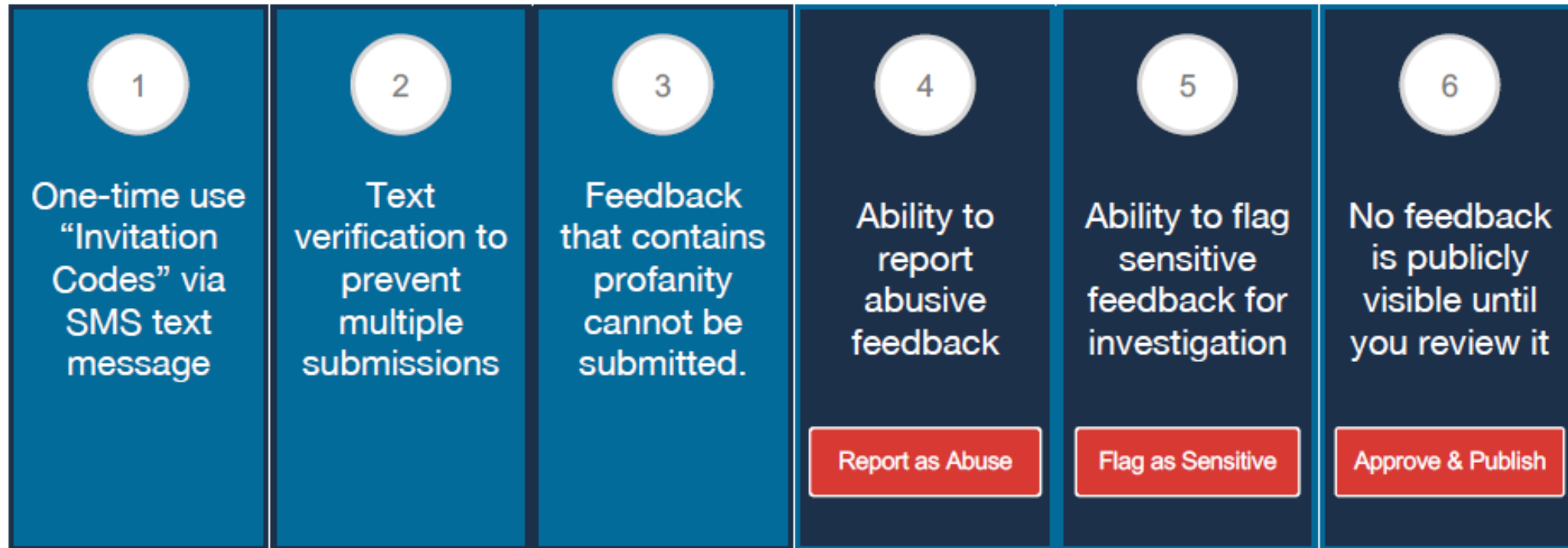
Open Policing is used to provide feedback on police encounters - *it should not be used to report a crime.*

This page is currently being evaluated by this agency. All feedback data is for demonstration purposes only and will be deleted after the evaluation period.

Cloud-based architecture.



Designed to reduce fraudulent feedback.



Actively Seek Feedback

- Every encounter is an opportunity for public feedback
- Officer participation fosters transparency and trust

“Open Policing makes it easy for you to share your opinion.”



Officers can invite feedback



Using custom cards
printed in various
languages.

English
Spanish
Korean

Security & Compliance

Agenda Item Number 8

- Server and database are hosted in AWS GovCloud US-West. The data center is CJIS and FedRAMP compliant
- Server is protected from DDoS and other attacks by Cloudflare
- Data is stored using AES-256 encryption
- Data in transit uses TLS encryption



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City Council Meeting Packet of July 20, 2021
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