

# City of Eugene POLICE COMMISSION

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*The Police Commission recommends to the City Council, City Manager, police department, and the people, the resources, preferred policing alternatives, policies, and citizen responsibilities needed to achieve a safe community. We strive to create a climate of mutual respect and partnership between the community and the police department that helps to achieve safety, justice and freedom for all people in Eugene.*

*Outreach and Resource Committee Members: James Manning, Chair; Juan Carlos Valle, Vice-Chair; Jim Garner; Kaitlyn Lange; Tamara Miller; Tim Mueller*

## **Outreach & Resource Committee** Eugene Police Commission

5:30 PM Thursday, May 3, 2012  
McNutt Room, Eugene City Hall  
777 Pearl Street, Eugene

Staff Contact: Carter Hawley, 541-682-5852

<u>Starting Time</u>	<u>Item</u>	<u>Minutes</u>
5:30	Agenda and material review	5
5:35	Notes approval – April 19, 2012	5
5:40	Public comment	10
5:50	Anonymous survey	55
6:20	Outreach Toolkit	5
6:50	Community Dialogue and Member Closing Comments	10

Upcoming Meeting: Thursday, June 7, 2012, McNutt Room



## Police Commission

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City of Eugene  
777 Pearl Street, Room 106  
Eugene, Oregon 97401  
(541) 682-5852

# Memorandum

April 24, 2012

**To:** Members of the Outreach and Resource Committee - Police Commission

**From:** Carter Hawley, Police Commission Analyst

**Subject:** Material Review for May 3 Meeting

There is one substantive topics on the agenda for this meeting. This is the discussion of an anonymous survey. I have spoken with Chief Kerns and he is supportive of a survey to determine the staff perspective of the Commission and the Commission's work. At the time of this writing, I have not connected with the president of the union, but will bring any available updates to the meeting.

A few possible questions might be:

1. How do you understand the Commission's work?
2. Have you ever interacted with the Commission? With any individual commissioners?
3. The Commission recently reviewed the \_\_\_ policy that has been implemented by the Department. What changes in the policy affect you? How?
4. How can the Commission help you in your work?

At the meeting, the Committee can develop proposed questions for the survey.

Also on the agenda is a brief review of the Outreach Toolkit to determine if changes made in response to the discussion at the April meeting are acceptable, and what the Committee wishes to do with the material at this point.

## **Outreach and Resource Committee**

Eugene Police Commission

DRAFT

*\*Note: meeting is available on audio tape. These notes represent only the basic information captured at the meeting per public meetings law. A copy of the audio recording can be purchased by contacting the Police Commission Analyst at 541-682-5852.*

**Meeting:** Police Commission – Outreach and Resource Committee

**Date:** Thursday, March 1, 2012

**Present:** Committee members: James Manning, Chair; Juan Carlos Valle, Vice Chair; Jim Garner; Tamara Miller; Staff: Carter Hawley

**Absent:** Kaitlyn Lange

The meeting convened at 5:35.

### Review Minutes

Mr. Garner corrected the minutes by stating that the approval of the minutes was moved by Ms. Miller, and seconded by Mr. Garner. The minutes were approved by unanimous consent.

### Public Comments

Deb Frisch – She relayed that the Commission provides a voice of the public to the Police Department. She believes that the Commission should be taking action, rather than just having informational items. Perhaps there should be more public hearings, so more people would be encouraged to attend. Also, the formality of the Commission meeting sometimes discourages participation.

Mr. Mueller agreed that yes, there is an option for the public to participate and offer contributions, but there is no substantive dialogue. He suggested this committee could work to make it easier for the public and committee members to interact.

Ms. Miller stated that she always appreciates and considers the perspectives of the public who attend. However, the perspective of the few number of people who attend isn't always reflective of the whole community. This committee has also gone out and had meetings in the community. The Council and Mayor try to have the widest, most reflective members on the committee. The Committee needs to use all communication tools available to it to solicit feedback.

Mr. Manning commented that the Police Commission is not charged with telling the Council how ordinances are supposed to be crafted, but will continue to advise where it can.

Mr. Valle stated that this committee may be the best equipped to accomplish what the Commission wants to achieve, particularly about outreach.

He suggested the Committee should use the same wide recruitment used in recruiting for new applicants to share information about the work of the Committee, should better utilize the staff

support, and increase the Committee's presence in the Community. He also suggested that the Committee should find events where it can send a Police Commissioner, including neighborhood associations.

Ms. Miller commented that it was awkward that the Police Commission saw the Social Host Ordinance even though no action was sought. She also asked whether the Commission's comments were forwarded to the Council for their consideration.

Ms. Hawley explained that council work has not traditionally been reviewed or addressed by the Police Commission. She also stated that the minutes are not complete for the Police Commission meeting, so the exact comments were not shared, however the intent of Commission's comments were factored in to the summary documents prepared for the City Council meeting.

Mr. Mueller suggested that the Commission should have a way to offer input in the midst of issues related police policy or resources. That's the kind of thing the Commission should respond to on a regular basis. Perhaps the Commission should schedule time in meetings periodically to respond to community issues.

Mr. Garner noted that Kaitlyn Lange took a great deal of notes related to the Social Host Ordinance and will take the notes back to the working group, so the Commission's input will be considered. Additionally, he talked with Lt. Fellman who explained that EPD has followed up with the citizen who had a complaint against the department.

Mr. Manning thanked the group for the work it has done, and expressed some caution about offering input to the City Council.

Mr. Valle noted that the Police Commission voted to have the Metro TV slot. The Social Host Ordinance was brought up by Kaitlyn Lange last year. Because this issue affects police resources, the Police Commission weighed in. He supported the idea of being more proactive about having meetings in the community. He also stated that the Police Commission should reestablish itself as a credible resource and offer input on ordinances that affect police resources.

#### Listening Session

Ms. Hawley explained the material in the packet.

Ms. Miller supported the Commission work plan item of listening sessions between EPD and the Community has been met by the work EPD has completed in the community.

She stated that the EPD and the Commission, the public nature of the commission makes the candid discussion difficult. If the purpose was to have candid conversations, she doesn't believe it won't be achieved at the Police Commission. An option would be to have each committee member go to a ride-along and report back. Another option would be to continue to have conversations with leadership at public meetings.

Mr. Valle expressed his disappointment about the Department's efforts on listening sessions without having the Police Commission involved. He believes the intent was to have a candid discussion with officers, so he supports that the idea of having committee members have specific assignments, perhaps training or resources. Another alternative would be to have an anonymous survey.

Mr. Garner expressed concern about the anonymity about getting information about ride-alongs, because if something was expressed at a ride-along and then a commissioner shared it, the information and the source would become public.

Mr. Garner asked about whether the agenda setting meetings were public. Ms. Hawley explained that because the decision making rests with only the chair, the meetings are not public.

Mr. Mueller suggested that a commissioner could attend the department listening sessions.

Mr. Manning noted that during the Monroe Street Station process the captains offered the opportunity for commissioners to participate a listening session. Mr. Manning supported the idea of an anonymous survey.

Mr. Valle suggested that ride-alongs and the citizen academy are two excellent options to get input for officers. The intent is to get a better pulse on perspectives.

Mr. Mueller responded that his recollection is that the purpose was to get the perspective of officers.

Mr. Mueller moved that the group take time to develop an anonymous survey to share with officers, and supervisors. Seconded by Mr. Valle.

Ms. Miller asked what specific issues would be included in the survey, and how the specific commission recommendations would be included.

Mr. Garner expressed concern that the process to develop a survey could be substantial, trying to get it statistically significant, and random.

Mr. Mueller clarified that his intent was to see how the work of the Commission.

Ms. Miller offered a friendly amendment to discuss the issue at a subsequent meeting.

By unanimous consent, the group decided to table the discussion for a subsequent meeting.

#### Outreach

Ms. Hawley walked the committee through the material in the packet.

Ms. Miller suggested that after the station closes, the committee should go back out and see how the recommendations are implemented. Adding item for item 9, to follow up after the station has closed.

Mr. Mueller suggested that something be added to respond to public comments or community events. He would like to see something about having the steps to respond to community events.

Ms. Miller suggests that adding something in the preamble that says you don't need to follow the steps. She also suggested that the committee cannot take action.

### Community Engagement

Ms. Frisch noted that the listening session should be between the Commission and community.

Mr. Valle thanked Ms. Frisch. He supported the idea of a listening session between the Commission and the community.

Mr. Mueller said people want to talk to the Commission when something is affecting the people. The Commission needs to make it easier, to talk to the community about issues that the Commission is working on.

Mr. Garner supported Ms. Frisch's idea of having a conversation between the CRB, Commission and the community. It might improve community understanding of the issues.

Mr. Garner reported on the Gang Community Forum.

Mr. Manning clarified that he's working on the Gang Symposium as a citizen. He confirmed that the roles of the committee were established by the full Commission.

The meeting adjourned at 7:00

*Notes taken by Carter Hawley*

## Eugene Police Commission Outreach Toolkit

In 2011, the Eugene Police Commission embarked upon a comprehensive outreach effort to gauge the community needs and concerns related to a proposal by the Eugene Police Department to close a community police station. A committee of the Commission spent several months meeting with members of the community, neighborhood groups, business leaders, non-profit organizations and staff directly affected by the closure. The result was a set of recommendations rooted firmly in the expressed concerns of the public. In addition to developing the recommendations, the Commission sought to capture the steps taken and documents produced, to begin to create a toolkit to help the Commission or the Department on subsequent important outreach efforts. While every step does not need to be taken in every situation, this can serve as a check list of items to consider in every case.

1. Define the project  
Clearly define the decision or options known.  
Clearly define the timeline consistent with externally established deadlines
2. Identify all possible affected parties  
Who are the people affected by this?
3. Identify unique strategy to communicate with each segment of the community  
What are the specific tools that can be used with each segment? Social media? Public meetings?  
Small discussions? Flyers?  
Use multiple formats throughout the process, noting what is successful
4. Document all media efforts  
Create running tally of meetings, comments, media pieces
5. Document and report back all comments received  
Indicates and documents that all comments were heard, and considered. Helps capture breadth of comments, both the loudest and last, as well as the quiet and first comments.
6. Consider Triple Bottom Line  
Evaluate and provide the public with the analysis of the fiscal impact of any proposal, as well as the sustainability and social impacts.
7. Share findings  
Share information throughout the process with others, to gain and maintain credibility and support for project
8. Seek status reports on results  
Obtain periodic status reports for the work and recommendations of the public, until the project is complete.
9. Report back to all who provided comments  
Provide feedback to people who invested their time, to let them know what happened with their comments.  
Check back with the stakeholders after the project is complete to gather their perceptions after the project is complete.
10. Debrief the process, document what worked well and what could be improved.

## Outreach Toolkit Appendix

April 12, 2011, Press Release Press Release jointly released between Police Commission and Eugene Police

April 13, 2011, FAQ Frequently Asked Questions providing responses to questions. Crafted for a specific audience.

April 15, 2011, Staff Memo Identifies significant number of meetings scheduled, providing an ongoing record of public outreach efforts.

May 10, 2011, Staff Memo Outlines important deadlines and establishes work plan to meet deadlines.

May 18, 2011, Comment Collection Form Custom made form to capture and categorize wide array of public comments received.

Undated, Minutes of the Outreach Committee Form Custom made form to facilitate recording of meeting, pursuant to public meetings laws, empowering community to hold community meetings and be in compliance with relevant laws.

Undated, Comments Received Regarding the Monroe Street Station through June 30 Summary of all comments received. Provides opportunity for public to see that all comments were received and considered. Documents all input received.

July 6, 2011, Triple Bottom Line Short Form Completed short analysis of Triple Bottom Line, to consider the social impact and sustainability impact, in addition to the economic impact.

November 11, 2011, E-mail Four months after recommendations were finalized and forwarded, all stakeholders were sent a summary of the recommendations, a report on the Department's status on each item, and offered the opportunity to meet to discuss further.

February 15, 2012, Memo to Mayor and City Council Because of thorough documentation of the outreach process, a follow-up summary to the Mayor and City Council was easily compiled. Provided information about thorough outreach effort undertaken.