

Summary Report

# Engagement Window I: Values, Hopes & Concerns

October 2021



# Reimagine Policing

POLICE DEPARTMENT MASTER PLAN



# Executive Summary

Engagement Window I: Values, Hopes and Concerns, for the [Reimagine Policing](#) project took place from June 8-Aug. 3, 2021. Detailed information about Window I processes and results is included in the body of this report.

Information from Engagement Window I was used to develop the following draft community values statements around safety and the role of police in safety; as well as draft focus areas to include in the plan. Each draft focus area also includes subtopics to be addressed during the remaining phases of the Reimagine Policing plan process.

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# Proposed Values Statements & Focus Areas

## Values Statements

### We feel safe in our community when:

- ▶ We are all free to enjoy public and private spaces without fear of harm;
- ▶ Laws are enforced equitably;
- ▶ Police respond professionally and respectfully when we need them, but we have alternative and creative resources to address problems not suited to policing;
- ▶ We demonstrate we are a compassionate community that supports the basic needs and the right to be free from crime for all community members;
- ▶ Criminal behavior is met with accountability measures that are fair and just within policing and other systems, with opportunities for individuals to be supported in underlying issues; and
- ▶ Officers are part of the communities they serve, building relationships and understanding and addressing problems before having to step up enforcement and resort to force.



## COMING UP NEXT...

Community members will have the opportunity to provide input on draft values statements, focus areas and subtopics during Engagement Window II of Reimagine Policing, currently scheduled to open in early October 2021. After council input in late November/early December, revised values statements, focus areas and subtopics will be used to guide the rest of the Reimagine Policing planning process.

Subtopics to be examined are listed below each of the focus areas.

## Focus Areas

### 1 Integrating with Community

- Building relationships with community members and neighborhoods outside of emergencies
- Pro-active, problem-solving partnerships
- Communication and education to help the community understand department work, success and challenges

### 2 Ensuring Right Response, Role for Police

- Relationships with other organizations/alternative resources to ensure most appropriate response to encampments, mental health and other social issues
- Evaluating benefits/challenges to reallocating department funding or functions
- Ensuring training that supports department staff in responding to a variety of community members and situations

### 3 Providing Leadership in Preventing/Reducing Crime

- Strategies to prevent crime in the community while also being consistent with shared values
- Promoting concept of doing no harm
- Responsiveness when crime, dangerous situations occur

### 4 Serving as a Trusted Partner in Equity, Anti-Racism, Support for Vulnerable Populations

- Workforce diversity
- Training on anti-racism/bias, as well as working with vulnerable populations
- Partnership/communication with communities/organizations representing traditionally marginalized populations to improve access, communication with the department and its services

### 5 Recruiting & Supporting a Professional Workforce with Integrity

- Officer/Staff Wellness
- Defining “quality candidate”
- Recruiting/Retaining quality candidates
- Increasing/maintaining morale

### 6 Modeling Transparency & Accountability

- Use of Force
- Complaints
- Crime Statistics
- Interactions with different populations

# Background

## Goals

### Goal 1

Inform a broader audience of internal and external stakeholders about the Reimagine Policing process and opportunities to participate.

### Goal 2

Seek out, and listen to stakeholders' values, hopes and concerns for the future of policing in Boulder, taking into account shifting community needs and expectations, the city's commitment to equity, the importance of officer safety, emerging technology, resource constraints, etc.

## Summary of Engagement Process

**Engagement Window I was open from June 8 through Aug. 3, 2021.  
Engagement opportunities were publicized via:**

- Press release;
- Boulder Daily Camera article;
- Boulder Daily Camera ad;
- Announcements at council meeting;
- Council member newsletter;
- Outreach by members of the [Reimagine Policing Process Subcommittee](#);
- Outreach by the Reimagine Policing Latinx and Black/African American Leadership Teams;
- Email from the [City Department of Housing and Human Services](#) staff to roughly 50 community nonprofit organizations that serve low-income and historically-excluded community members;
- Outreach by members of the City of Boulder's Reimagine Policing Core Team to organizations and groups on the [Project Plan Stakeholder List](#); and
- Community events including the Feet Forward Community Resource Fair, Chief's Community Town Hall and National Night Out.







## Engagement Opportunities

Community members were presented with different options for offering input to this first phase of planning for Reimagine Policing. In a variety of formats, participants were offered the option to answer questions about:

- ▶ **Their vision** of safety in the community and the extent to which they view the Police Department being part of that vision.
- ▶ Ranking potential **key topics** for the Reimagine Policing Plan, and providing input on their importance, hopes and concerns in those topic areas.
- ▶ Questionnaire participants were also asked for **demographic information** to help the city understand who was participating in Window I engagement.

During this first idea-generating window, the city sought to give participants open-ended feedback opportunities that provided freedom to express their ideas in their own words rather than preconceived concepts. Spanish questionnaires and Spanish meeting translation options were offered.

- 1. Be Heard Boulder Questionnaire:** 504 participants, including 21 in Spanish. Most participants completed this questionnaire online through the Be Heard Boulder platform. Some questionnaires were completed on paper, then entered into Be Heard Boulder, including those collected at outreach events for the unhoused population, some conducted by members of the Latinx Leadership Team and those collected at the Chief's Town Hall on July 15, 2021. Although only 21 questionnaires were completed in Spanish through Be Heard Boulder, an additional 30 hard copies of Spanish questionnaires were conducted by the Latinx Leadership team and translated to English as they were entered into Be Heard Boulder.
- 2. Online Community Forums:** The city offered eight online forums, including two focused on the business community. Four of the forums were cancelled due to insufficient people registered for the event. In addition, groups were given the opportunity to request a forum for their specific group members. One group, Safer Boulder, made this request and participated in its own forum. Overall a total of five online forums, involving 18 public participants, were conducted during Engagement Window I of Reimagine Policing.

**3. Specific Population Outreach:** To elevate voices historically underrepresented in city master planning processes, the Reimagine Policing Core Team has convened groups and/or conducted targeted outreach to ensure diverse perspectives in input. Groups have different meeting schedules and approaches according to needs.

- **Latinx Leadership Team:** 16 Latinx community members
- **Black/African American Leadership Team:** Eight Black/African American community members coordinated by the NAACP of Boulder County
- **Advisory Group:** Four people with lived experience in homelessness. In addition to periodic meetings with the advisory group, staff conducted unhoused community outreach with paper questionnaires at the following events:
  - » **Feet Forward Resource Fair:** June 30, 2021
  - » **Boulder Shelter for the Homeless:** July 21, 2021
- **Police Department Employees:** Internal leadership team comprised of 14 civilian and sworn employees from different workgroups across the department.

- **Growing Up Boulder (GUB)/MAYAMOTION Healing:** both organizations have contracts with the city to conduct outreach and engagement with youth, including Black and Latinx youth, formerly unhoused youth and parents of young people with disabilities. This outreach piloted a trauma-informed approach, recognizing that for young people of color, the issue of policing in America and potential history of police interactions for participants or their friends and family members could result in emotional distress, triggers and reactions. This work resulted in a robust summary report of its own, which is available as part of the appendix and linked here: [GUB/MAYAMOTION Healing Report](#).

**4. Events:** Due to the COVID-19 pandemic, Window I was originally planned without in-person events. As conditions changed in the community, staff had the opportunity for Reimagine Policing engagement in two in-person events:

- **Police Chief Town Hall:** July 15, 2021
- **National Night Out:** Aug. 3, 2021



# Analysis Process

Two methods were used to analyze information received during Window I.

- ▶ **Quantitative analysis** of questionnaire results through Be Heard Boulder platform
- ▶ **Qualitative analysis** of open-ended questionnaire results, community forums and events

## Quantitative Analysis

The Be Heard Boulder questionnaire included several fields with multiple-choice questions which allowed quantitative results analysis.

## Qualitative Analysis

To analyze the significant amount of qualitative feedback included in Window I, a team of six people reviewed content to discern major and secondary themes. This team included four city staff members from the Reimagine Policing Core Team:

- Pam Davis, Assistant City Manager
- Aimee Kane, Equity Program Manager
- Chris Ranglos, Planner I, City Master Plan Coordinator
- Wendy Schwartz, Human Services Policy Manager, Reimagine Policing Project Manager

In addition, at the suggestion of the Black/African-American Leadership Team, the city reached out to the University of Colorado to recruit two graduate students with expertise in qualitative analysis to guide and participate in the Reimagine Policing qualitative data analysis. These students, Samantha Dalal and Shamika Klassen, were hired as consultants for this

analysis. To add diversity to the all-white staff team, the city specifically recruited students of color.



The qualitative analysis process involved a series of meetings of this six-member team to discuss recurring themes and develop common codes for the team to use in reviewing qualitative feedback. In general, teams of two were assigned a group of responses to review.

Overall, the team found that many of the same ideas were repeated throughout multiple qualitative questions and formats. For example, the codes for “What does safety mean to you,” were often very similar to those for reasons people gave for why they ranked certain topics as most important.

This qualitative analysis was not a counting exercise for words or “votes.” Rather, in accordance with the purpose of the engagement window, it was an assessment of overall ideas people considered most important to focus on in the Reimagine Policing planning process.

It should also be noted that some community members and stakeholders may disagree with some of the feedback, or some codes associated with the feedback. Qualitative analysis team members did not “sanitize” or sort feedback according to their level of agreement or disagreement with the feedback. Codes used by the team for this process are linked here: [Window I Code List](#).

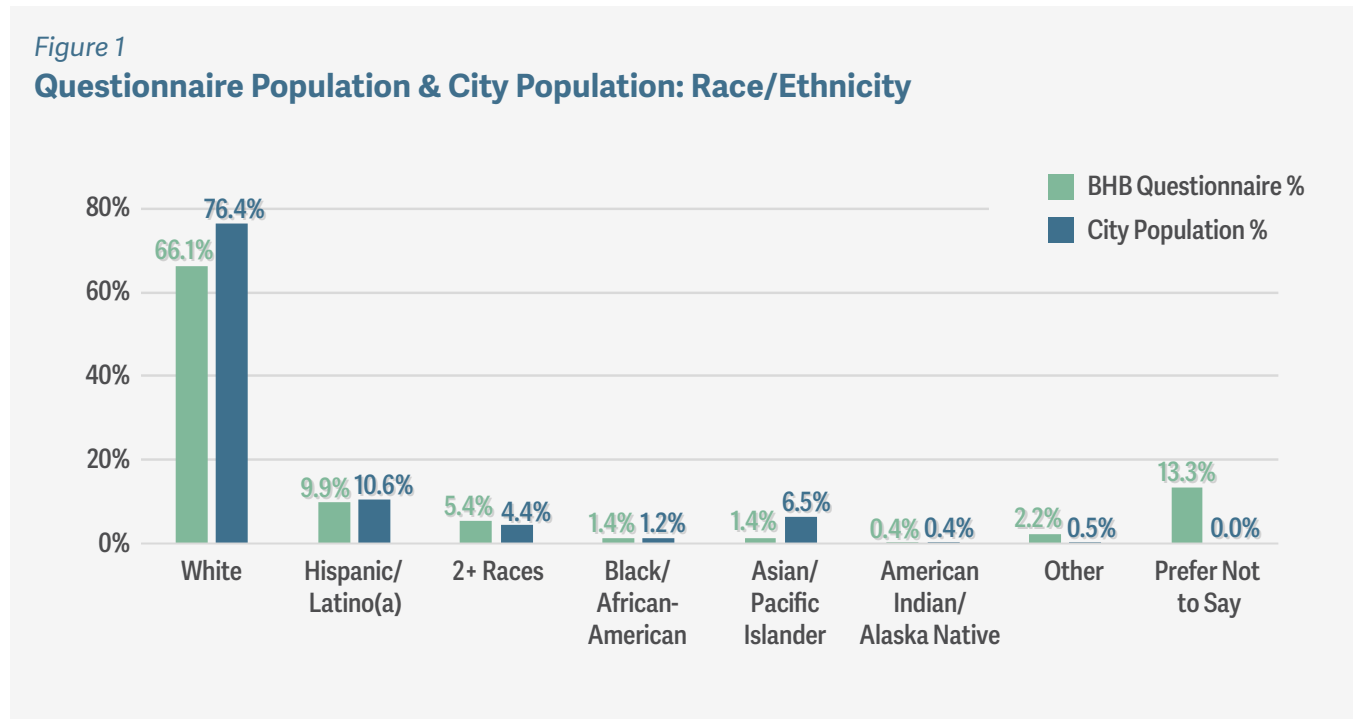
Quantitative and qualitative data were used to develop the draft Reimagine Policing values statements, focus areas and subtopics included in this report.

# Summary of Feedback

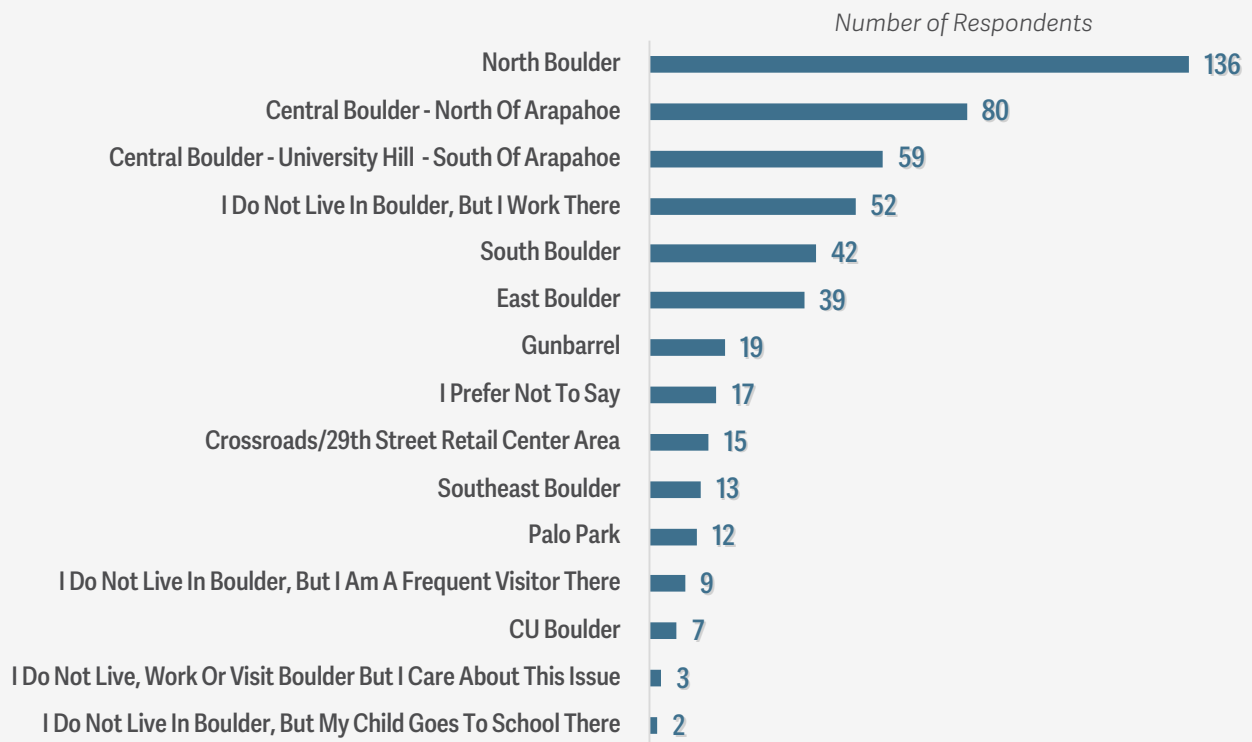
## Who Participated

Demographics presented in this section represent self-reported data for people that participated in the Be Heard Boulder questionnaire. English and Spanish surveys are combined in charts below unless otherwise noted.

Overall, racial/ethnic groups participating in the Reimagine Policing questionnaire were relatively well matched to their percentage of overall city population, with White and Asian/Pacific Islander populations under-represented and more than 1 in 10 respondents preferring not to identify by race/ethnicity.



**Figure 2**  
**Respondents by Residence Area**



Among respondents identifying their housing status, renters – typically about 50% of Boulder’s population – are underrepresented. Although the number of unhoused individuals in the community is unknown, it is generally estimated at less than 1% of the city population, so it is likely this group is well represented with approximately 5% of questionnaire responses.

**Figure 3**  
**Respondents’ Housing**

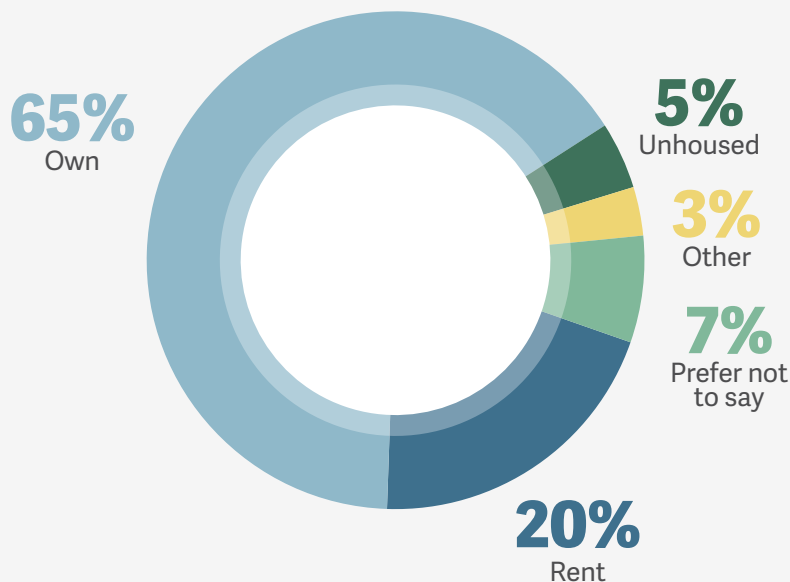
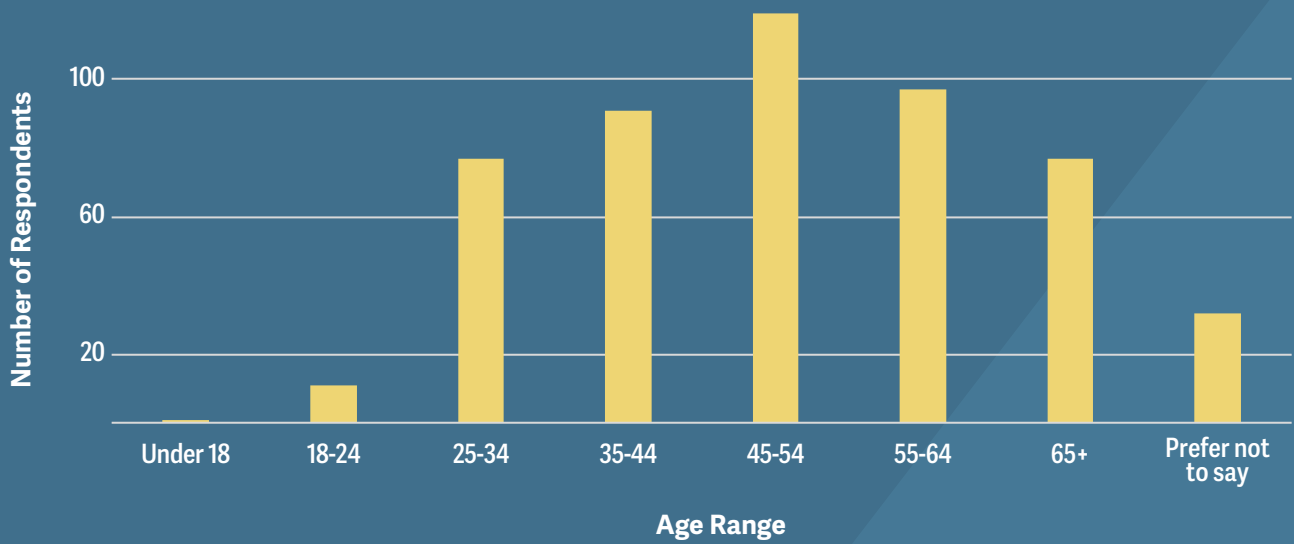


Figure 4

### Respondents by Age



While youth were not heavily represented in the Be Heard Boulder survey, the city did receive separate feedback from 180 youth and parents of youth (including youth of color, formerly unhoused young people and parents of disabled youth) through the Youth Opportunities Advisory Board and coordinated engagement conducted by GUB/Maymotion.

Figure 5

### Respondents' Gender Identification

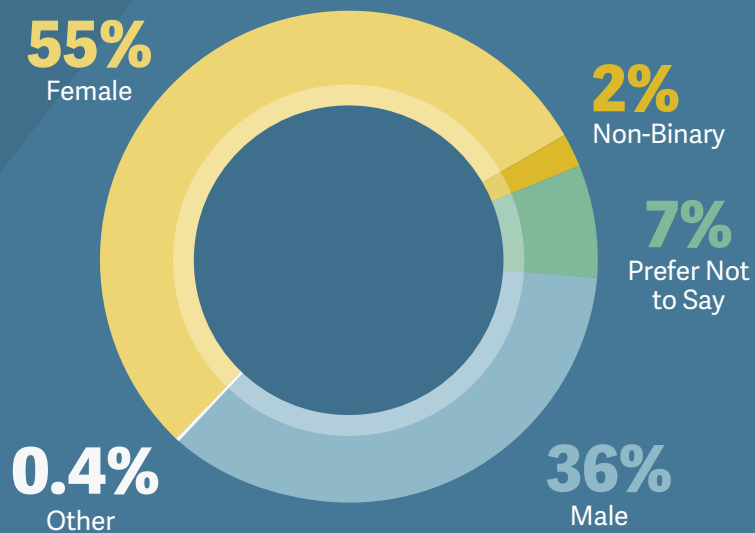
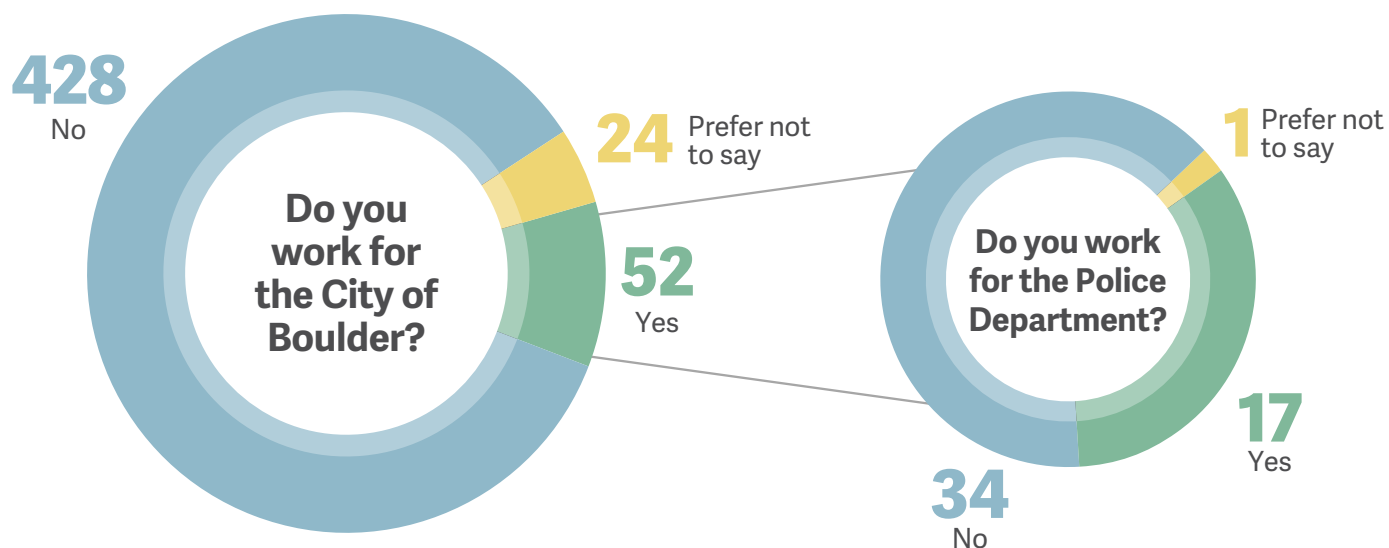


Figure 6  
Respondents by Employer



Outside of the Be Heard Boulder platform, the city received additional specific feedback through the Latinx Leadership Team, Black/African American Leadership Team, and an advisory group of people with lived experience in homelessness.

It is worth noting that this issue was challenging for some members of our community to discuss. For many of the 180 people who participated with Growing Up Boulder and MAYAMOTION Healing, for example, time was needed to develop trust, to overcome power dynamics, and reassure them their voices were important. There were also moments with unhoused residents who simply walked away once they heard what the engagement topic was. One told us, “I don’t want any trouble.” Creating emotionally safe and brave spaces; demonstrating a commitment to hearing all ideas, even those that might seem radical; and validating lived experiences will all be important as engagement around this project continues. The city is grateful to each of the individuals who took the time, and in some cases, summoned the courage to help create a new vision of policing.

**Out of 504 respondents, 52 (roughly 10%) reported working for the City of Boulder. Of those that work for the city, 17 (about 3% of all respondents) reported working for the Police Department.**



## Quantitative Data

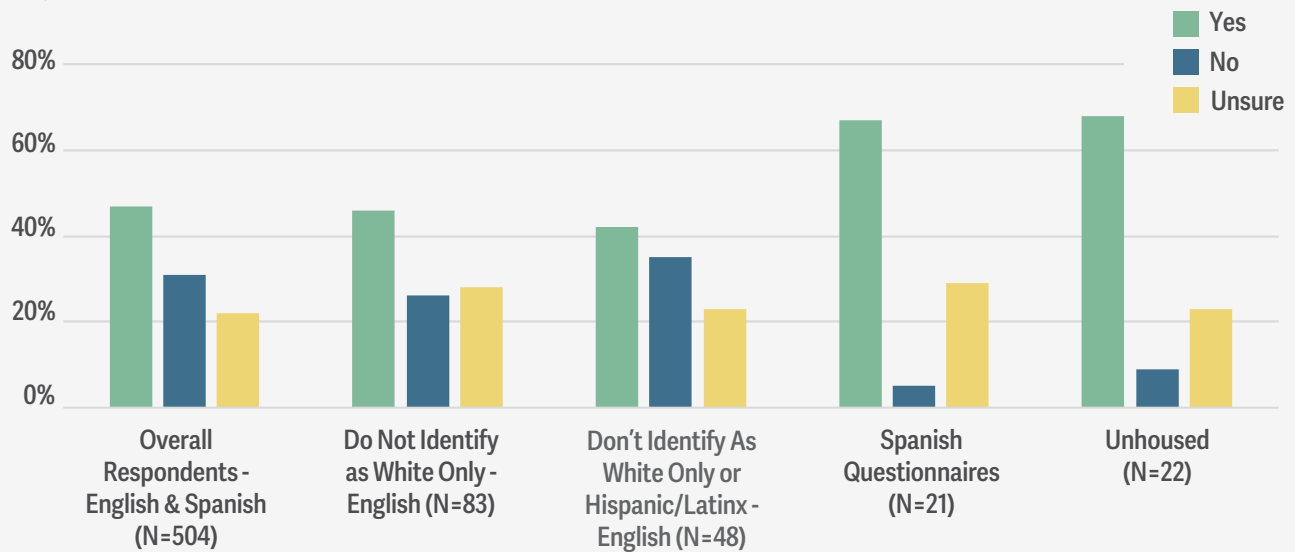
Data in this section reflects responses from individuals who participated in the Be Heard Boulder questionnaire, which included some multiple choice questions.

Overall, less than half of questionnaire respondents reported feeling safe in Boulder, with the remainder reporting either that they do not feel safe or are unsure if they feel safe. People who identified as a race/ethnicity other than White only or Hispanic/Latinx were slightly less likely to say that they feel safe (42%) than the overall respondent sample (47%).

Throughout the quantitative data reported in this section, the number of questionnaire responses in each group is designated with “N=.” For example, in the graph below, the number of questionnaire responses reflected for people who are unhoused is 22. For the purpose of transparency, results from small subgroups of surveys are included in this report. However, caution should be used when interpreting results that reflect percentages of groups with “small Ns” because the responses of just a few people can significantly change how results appear.

Figure 7

### Do you feel safe in Boulder?



## Ranking Important Topics for Reimagine Policing

Questionnaire respondents were asked to rank topics they viewed as most important to address in the Reimagine Policing plan process, with 1 being most important and 7 being least important to them. They were also given the opportunity to suggest additional topics that were analyzed with the qualitative data for this phase. The graph below displays rankings among different questionnaire sample groups. Average rankings have been “reverse coded” with highest numbers indicating topics identified as more important by respondents.

“Addressing crime and preventing harm” was the highest ranked item on average overall, and the highest for the six respondent groups analyzed – with the exception of Spanish questionnaires, which ranked “Achieving racial equity” highest.

“Clarify the role that police play in broader community problems: such as homelessness, mental health and substance abuse” ranked second overall and with respondents to the English survey that identified as a race/ethnicity other than White only. Items rated 2nd most important by other groups included: “Improving transparency and accountability” (Spanish), Ensuring a qualified and healthy workforce (Unhoused) and “Determining resource level for policing in Boulder” (Police Department Employees).

### Ranking Topics for Plan to Address

The table below demonstrates how different groups ranked topics of importance to them. For each group, the three highest ranked topics are shaded, with the darker yellow indicating the highest ranking.

Figure 8

	RESPONDENT DEMOGRAPHICS					
	Overall Respondents - English (N=483)	Do Not Identify as White Only - English (N=83)	Don't Identify As White Only or Hispanic/Latinx - English (N=48)	Spanish Questionnaires (N=21)	Unhoused (N=22)	Work For Police Department (N=17)
Addressing Crime & Preventing Harm	5.37	5.02	5.39	3.67	4.77	5.94
Clarify Role of Police In Community Problems (Homelessness, Mental Health, Substance Abuse)	4.89	4.44	4.49	3.71	4.18	4.53
Improving Community Engagement & Relationships	3.77	3.99	3.71	4.10	4.05	3.41
Improving Transparency & Accountability	3.72	4.18	4.24	4.33	3.82	2.82
Ensuring a Qualified & Healthy Workforce	3.58	3.44	3.69	3.43	4.5	4.53
Determining a Resource Level For Policing In Boulder	3.47	3.44	3.51	2.14	3.23	4.82
Achieving Racial Equity	3.19	3.49	2.96	6.62	3.45	1.94

TOPICS FOR THE PLAN TO ADDRESS

Highest Priority (7)



Lowest Priority (1)

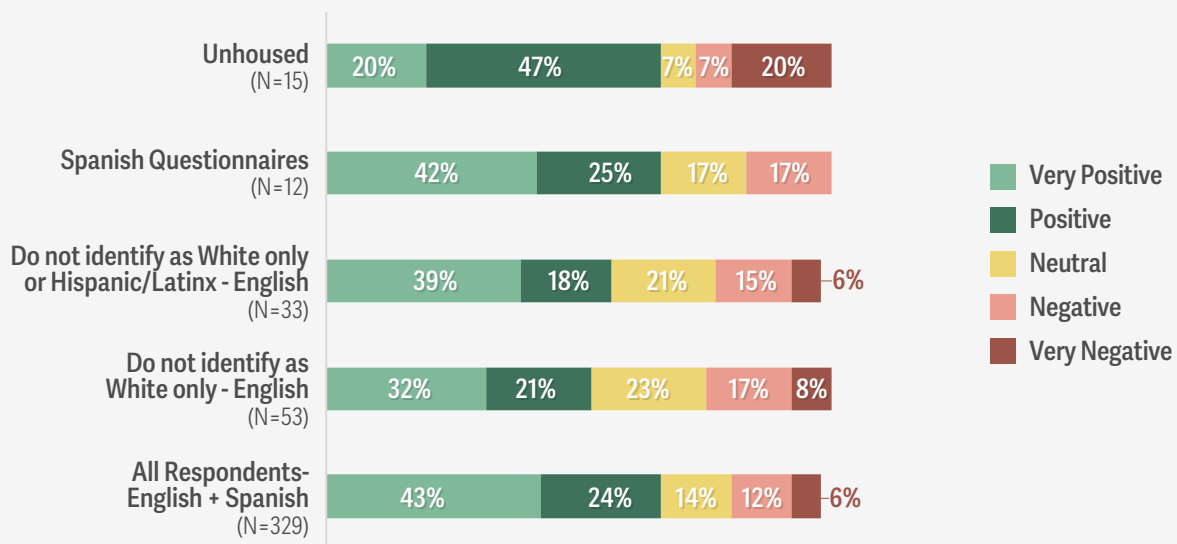
## Rating Experiences with the Police Department

People participating in the Be Heard Boulder questionnaire were asked whether they had had any interaction with Boulder Police Department employees in the past three years, as a victim, suspect, witness or as someone who had called 911 or dispatch. Of those who answered yes to this question, a subset of respondents chose to rate that interaction on a five-point scale as reflected in the graph below.

The majority of respondents overall and in subgroups rated their experience with the department as either “Very Positive or Positive.” Between 17% (Spanish questionnaires) and 27% (Unhoused) of each group rated their experience as “Negative or Very Negative.”

It is important to note that sample sizes in some groups identified below are very small, with a few responses representing large percentages of the group.

**Figure 9**  
**Rating Experiences with the Police Department**



*Some percentages in graph above may not add up to 100% due to rounding.*

# Qualitative Data

Questionnaire respondents had the opportunity to give open-ended feedback to five questions as described below. Participants in community forums, events and leadership/advisory groups gave input on the same topics. This section summarizes common high-level themes and sample quotes from the qualitative data. Summarized themes below are not all-inclusive. The full record of Window I input is available for review at the following links: (1) [Be Heard Boulder Questionnaire Responses](#), (2) [Community Meeting Notes](#), (3) [GUB/MAYAMOTION Healing Report](#).

## 1 What does safety mean to you?

### Common Themes

- ▶ Not having to worry about harassment or physical safety (many specific mentions of crime, encampments, people who appear unhoused);
- ▶ People have sufficient resources to live their lives – including resources for mental illness and people that are unhoused;
- ▶ Professional, timely and appropriately scaled response from police;
- ▶ Police have the right resources and training to serve community;
- ▶ Avoid targeting/harm based on identity and/or personal characteristics;
- ▶ Not being treated differently or harmed by police for any reason, but especially because of race, housing status or mental health;
- ▶ Ability to walk around neighborhoods, creek, public spaces – and occupy private space – without fear of harm or theft; and
- ▶ Criminals are held accountable for their actions.

### Sample Quotes



Knowing that my community is compassionate. Treating people with dignity and respect. Feeling secure that my mentally ill family member will make it home from the park or the mall without getting taunted, beaten or arrested for being “different” or “weird.”

– Be Heard Boulder English respondent, Female, White, Central Boulder – North of Arapahoe

I don’t want to feel like people are ready and willing to do whatever they want because they know they’ll get away with it.

– Be Heard Boulder English respondent, Male, White, Unhoused

Walk without fear in the streets, have a caring and friendly community.

– Be Heard Boulder Spanish respondent, Latinx non-binary individual, Central Boulder – North of Arapahoe

Being able to go for a walk without worrying about the time of night, being able to go to a bus stop on 28th street and not find drug paraphernalia with my kids, not have to close my garage door immediately for fear of stolen items.

– Be Heard Boulder English respondent, Female, Asian, Gunbarrel



## 2 To what extent, if any, does the police department play a role in your definition of safety?

### Common Themes

- ▶ Size and degree of role ranging from police playing an essential role in safety to no role at all;
- ▶ People offered a range of reasons for and against varying degrees of police role, such as:
  - Important role in keeping people safe from crime;
  - Important role for visibility and education;
  - Little/no role due to concerns about police violence, or police not following the laws themselves;
- ▶ Interest in ensuring equity in policing for different races, unhoused, etc.;
- ▶ Interest in non-police investments/ approaches to problems;
- ▶ Importance of trust, accountability; and
- ▶ Some expressed the view that the current system is incapable of making them feel safe and would like to see a new system created to meet the community's needs.

### Sample Quotes



Police serve as our safety representatives. Even if they are not, and should not be, solely responsible for community safety, they see and hear our everyday concerns. They are the 24/7 responders available to respond to community needs. Their response and ability to work collaboratively with other entities is what creates safe neighborhoods.

— *Be Heard Boulder English respondent, Female, White, South Boulder*

Stop promoting the role of 'protector' and start becoming part of the community and participating in efforts to improve it.

— *Youth Equity Council participant, BVSD, in Growing Up Boulder/MAYAMOTION Healing report*

Police often impact our safety in ways that go against our agency or physical safety... How can the police be preventative in acts of discrimination?

— *Written feedback from Black/African-American Leadership Team*

It is critical that we have a healthy and supported police force so that response times are quick, people in trouble can be helped, and bad guys are apprehended.

— *Be Heard Boulder English respondent, "Prefer not to say" on demographic questions*







**Please briefly describe any additional focus area, not listed above, that you would like us to consider.**

**Common Themes**

- ▶ Interest in increasing training for police;
- ▶ Improving morale, pay and resources for police;
- ▶ Investing in alternative resources to policing, including mental health, housing and example programs like STAR;
- ▶ Concerns about crime, a trend of increased crime and need to reduce crime;
- ▶ Concern about people who are unhoused in the city; and
- ▶ Desire for increased relationships and community engagement.



**Sample Quotes**



Mental health is the biggest issue. It's important to have mental health experts accompany police.

– *Lived Experience in Homelessness Advisory Group Meeting Notes*

What can the city do to improve morale of police officers and ensure that they feel valued? This should include sufficient pay that officers can live in the city of Boulder and feel connected to the community. Positive feedback is also essential.

– *Be Heard Boulder English respondent, Female, Two or more races, Central Boulder – University Hill – south of Arapahoe*

...community engagement - I believe the general "vibe" between a town's police department and the citizens is important.

– *Be Heard Boulder English respondent, Male, White, North Boulder*

Please address the encampments and crime. I'm fearful in my own home. I want to have my doors and windows open.

– *Be Heard Boulder English respondent, Female, White, North Boulder*

Clearly addressing how other social service providers can take on many of the current police roles. And I would like to see a request for automated traffic enforcement to play a role in equity and relieving the police of traffic stops.

– *Be Heard Boulder participant, Male, White, North Boulder*



# 4

Please explain briefly why you believe your top three focus areas are important. What are your hopes for these focus areas, or what concerns you most about these areas?

## Common Themes

### Reasons People Listed for Ranking Some Focus Areas Higher:

- ▶ Addressing crime and preventing harm is fundamental to work of police;
- ▶ Connection/proactive relationship between community and department is how many other issues of concern can be improved;
- ▶ Police need more resources and improved training, including de-escalation;
- ▶ Too many police officers with too many weapons;
- ▶ Concern about and for people who are unhoused
- ▶ Concern about increased crime, drug use, people from elsewhere are coming to Boulder and causing problems;
- ▶ Need for accountability, transparency and communication from police and city council;
- ▶ Police need to be empowered to do their jobs – concern about city council, public policy limiting what officers can do;
- ▶ Concern about people who are mentally ill; and
- ▶ Racism community-wide and the need to advance racial equity in policing.

## Sample Quotes



Achieve racial equity. Would like to see more officers that are people of color. Having trust again so you feel comfortable reaching out when you need help. More engagement. What we see happening in other cities with police is scary.

– Participant, Reimagine Policing Community Forum, June 14, 2021

We need more police presence in Boulder. Too many crimes are ignored. Criminals feel unstoppable with little to no enforcement (i.e., jail). Spend money for a well-staffed, well-trained police force.

– Be Heard Boulder respondent, North Boulder, “Prefer not to say” on demographic questions

More emphasis on mental health. More ‘out of car’ patrolling for more community access.

– National Night Out participant



## Common Themes – Hopes

- ▶ Improving conditions in public spaces;
- ▶ Reduction of crime and substance abuse;
- ▶ Reallocate funding and resources - Look at how non-police resources can support in areas like mental health and homelessness;
- ▶ Mental health – increase resources, alternative responses, vulnerable population encounters;
- ▶ Police – improve workforce, diversity, quality of candidates and provide appropriate resources/support;
- ▶ Importance of equitable treatment of people of color, people experiencing homelessness;
- ▶ Criminals need to be held accountable; and
- ▶ Police – hope for community connections, accountability, responsiveness, compassion.

## Sample Quotes



Quality and culture of police force. Includes compensation everything. When you have a great police force many of the other issues at hand naturally go away.

– Participant, Reimagine Policing Community Forum, June 14, 2021

We need to reform the police and redefine their goals and responsibilities to increase safety. Currently the police deal with a number of issues that should be handled by social workers.

– Be Heard Boulder English respondent, Male, American Indian or Alaska Native, unhoused

## Common Themes – Concerns

- ▶ Quality of life;
- ▶ Treatment of people who are unhoused;
- ▶ Police – need to increase/decrease resources;
- ▶ Safety in public space;
- ▶ City Council – policy changes that negatively impact police;
- ▶ Real change won't happen;
- ▶ Police recruitment and retention;
- ▶ Criminal accountability; and
- ▶ Police – misconduct, bias and racial profiling, trust.

## Sample Quotes



I am most concerned that one of my employees or myself will be harmed. We've already had employees mugged, harassed, and cars robbed.

– Asian female, works in Boulder

One concern I have right now is that when I think of safety, I don't think of police anymore.

– Youth Council participant, I Have a Dream Foundation, in Growing Up Boulder/MAYAMOTION Healing report

Creation of a Community Division. This group should work directly work with neighborhood liaison officer who should provide mentorship to youth on an ongoing basis. This would help develop trust and rapport with said liaison officer and the community. It would also be a friendly, but strong and just role model to inspire youth to want to become law enforcement professionals. Many highlighted: what happened to the friendly perception that inspired our parents' generation to want to become police officers or firefighters?

– Latinx Leadership Team meeting notes, April 5, 2021

I would like to be able to use the bike path/creek path and other public areas (city park) without fear of being threatened or encountering used needles.

– Participant, Reimagine Policing Community Forum July 18, 2021



Oversight committee, council, city manager should all be required to do ride-alongs to see what police really go through.

– Meeting notes, Reimagine Policing Community Forum, July 29, 2021

In the current context, as there is no job security, economy, etc., for all people, we know that there are dangerous contexts, where it is believed the police should intervene, but if injustices were solved, the police . . . would have functions of coexistence and accompaniment to the community, instead of its punishment function. I think that safety should not depend on the police. I would like there to be a focus on human safety, social and environmental justice, and for the police to have a role in favor equity and not punish people who the system has left marginalized and without options in life.

– Be Heard Boulder Spanish respondent, Female, Hispanic/Latinx, Central Boulder North of Arapahoe



5

**If you said your interaction was negative or very negative, please describe briefly what would have made it better. If you said your interaction was positive, very positive or indicated that you are not sure, you may skip this question.\***

### Common Themes

- ▶ Response time,
- ▶ Follow through,
- ▶ Frightened of police,
- ▶ Things cause negative experiences that are not the Police Department's fault – public policy, inadequate staffing, etc.;
- ▶ Variety of positive and negative individual comments on police making the situation better or worse, and
- ▶ Disagreement with the wording of the question focusing on negative experiences.

### Sample Quotes

33

My friend was suicidal and I called 911. They sent two officers who treated my friend as a felon and offered no emotional support. They were insensitive to the severity of mental health issues. My friend felt more suicidal after said interaction.

– *Be Heard Boulder English respondent, Female, Hispanic/Latinx, Southeast Boulder*

... I called about a schizophrenic man at my place of business and they sent a police officer who was trained in social services and put him into a treatment program rather than arresting him, which I support wholeheartedly. I would like to see more programs like that rather than incarcerating individuals all the time.

– *Be Heard Boulder English respondent, Female, White, Gunbarrel*

I was brutally attacked in broad daylight on the mall last year by some random guy. I was injured. The police came, but the response time was surprisingly long. The guy got away easily. Note I don't blame the police for this, as I know they're short staffed. I'm just saying, we need a full police force. And for God's sake, start arresting people again. This city feels like it's under attack.

– *Be Heard Boulder English respondent, "Prefer not to say" on demographic questions*

The police have come to my aid numerous time - mostly because of the homeless coming on my property and camping. They also came because a person was robbing my garage. The police are indispensable.

– *Be Heard Boulder English respondent, Female, Hispanic/Latinx, Central Boulder – University Hill – south of Arapahoe*

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\* Note: Although the question asked specifically about negative experiences, many people used this opportunity to describe positive experiences.

# Plans for Engagement Window II

Community members will have the opportunity to provide input on draft values statements, focus areas and subtopics during Engagement Window II of Reimagine Policing, currently scheduled to open in early October 2021. Because Window II is a checkpoint on a draft product, versus the broad idea generating stage of Window I, this next window will be shorter and focus on multiple-choice – rather than open-ended – feedback.

Staff will use Window II feedback to further refine values and focus areas for Reimagine Policing, and City Council will have the opportunity to provide input on revised values and focus areas in late November/early December 2021. After council input, revised values statements, focus areas and subtopics will be used to guide the rest of the Reimagine Policing planning process.

Once the focus areas are solidified, draft strategies and priorities will be developed to address the focus areas. Community members will have the opportunity to give input on priorities and potential strategies during Reimagine Policing Engagement Window III, currently scheduled to begin in December 2021.

