



2019 Chief's Advisory Board Questionnaire

WHY DO POLICE DEPARTMENTS EXIST?

- To keep citizens safe.
- To provide law and order within the community.
- To prevent crime and civil disorder.
- To protect and serve the people.
- To protect and serve the community. To apply law and order to that community as required.
- Police Departments exist to protect and serve the residents, businesses and people who work and visit the cities or entities in their jurisdiction.
- To keep the peace and make sure everyone is safe and feels secure. Take care of issues when keeping the peace didn't quite work as planned.
- To protect its citizens, enforce the law, and prevent crime.
- To maintain law and order .
- Protect citizens from wrongdoers/harm.
- To assist people who need help or to apprehend people who have broken laws. It makes a community feel safe.
- While most PDs have mottos including the words "protect" and "serve" historically this has not been true for every community. Unfortunately because of racism, some communities/people are "protected" and "served" while others are terrorized. In a perfect world, PDs would exist to protect, serve and facilitate peaceful resolution of conflict; to build community and strengthen community leaders to "police" themselves. They would evoke respect and cooperation in all communities and not the fear and re-traumatization that far too many of our society experience.
- Protect and serve communities. Assist in Law Enforcement. Prevent Chaos!
- Police departments exist to protect the public safety, respond to emergencies, enforce laws, and be a positive influence in their community. They also exist to help and cooperate with allied agencies throughout the county.
- To protect and serve the community.
- Police Departments are given the right and responsibility by a city or government entity to provide personal safety and secure individual rights and property by enforcing the laws of that community.
- Police Departments exist as a service for the public to ensure safety, order, and crime prevention.
- To provide a safe environment for people to work and live in.
- To assist in upholding the laws and to provide support and protection when a citizen's health and/or safety is compromised.
- To work proactively with members of the community, by establishing strong lines of communication. Reinforce public safety, reducing and preventing successfully crime related activities.

2019 Chief's Advisory Board Questionnaire (Continued)

WHAT IS THE SAN LEANDRO POLICE DEPARTMENT DOING WELL?

- It seems like most major crimes are solved. I see email and text notifications about major crimes that are committed and then investigated. For a large number of those, I see follow up notifications about the capture of the suspects.
- SLPD seems to have a very active community outreach program (coffee with the Chief, community pizza event, kids ice cream event, SLPD open house). It is vital to be visible and available to your citizens. You do a good job of that.
- My personal experiences (and what I hear from friends and neighbors) for non-emergency calls is that response times seem reasonable. I don't have personal experience in emergency response times but I haven't heard of issues from friends and neighbors or through our home owner association.
- The SLPD does a great job being visible within the community
- With the number of officers they are doing very well. Out in the public attending meeting and being seen as individuals of our community.
- In my experience the SLPD has been very responsive. Also, it works well with its law enforcement partners in joint operations.
- It strives to engage the community with a community-oriented event at least once per quarter.
- Being seen and working with people as opposed to against. Optics can be as bad or worse than actual poor performance... Don't know anything about Kensington PD, except from what I read in the paper they seem to have lots of problems working with people (or maybe a few work too closely with a few people) but I have not seen this as an issue with SLPD – when there was the unfortunate issue with the Explorer program, that was brought out front, no attempt to “hide” it, the young man lost his position and hopefully goes on well with his life, but there were no “NO COMMENT” comments made by the Chief and the issue was dealt with, the program stopped, reviewed and restarted with public announcement.
- Social media. SLPD does a good job of informing the public of what is going on, whether it be an arrest that is made or asking for assistance from the public on trying to solve a crime.
- The SLPD is visible in the community. The community sees it's officers and gets to meet them at the many events that you have. I think it gives people a good sense of community when they get to meet the people that are serving and protecting them.
- Response. Even on the non emergency calls, SLPD will show up timely.
- Great community outreach
- Good at solving crimes
- Officers respond quickly when called
- Fast pick of calls to 911 and non-emergency lines
- I think the Chief's Advisory Board is a great idea and asset. We can help be the ears and spread the word about our great force.
- SLPD is doing a very good job of looking for and implementing ways to bridge gaps caused by inequitable enforcement in marginalized communities. They are good at community outreach and being open to exploring ways to do their job in the best interest of the safety and wellbeing of all citizens. An amazing example of this is the Chief's Advisory Board. Providing a space on improving job performance is difficult for any organization. Given our current political/cultural environment, the courage to do this is admirable. This body has also been gracious, when it has to sometimes be difficult, when faced with opinions, conversations, that don't show law enforcement in the best light.
- I also was pleased to hear that there was a structure in place to deal with emotional trauma officers suffer in the course of their work. Not sure how this is promoted and/or encouraged – voluntary vs. mandated regularly, but the mere fact that it exists is a very good thing.

2019 Chief's Advisory Board Questionnaire (Continued)

WHAT IS THE SAN LEANDRO POLICE DEPARTMENT DOING WELL? (Continued)

- The job of apprehending criminals who break the law.
- Being upfront and transparent.
- It is my opinion (and as a former peace officer who worked closely with police agencies in San Mateo County) that the San Leandro Police Department is doing well with the response times for calls for service, they do well with community activities, being pro active in the community, listen to the community's concerns, and are open and honest with the public
- I am very impressed that SLPD has a Chief's Advisory Board. Our Chief has an excellent reputation with community members as well as other police departments. We are lucky to have him.
- The officers that I have spoken to have always been very professional, knowledgeable, helpful and friendly.
- There seems to be a good police presence in the community and in my neighborhood.
- Sgt. Tony Morgan gave an excellent presentation to the BOVIA general meeting on what is happening in San Leandro with respect to crime and how to be more safe at home and on the street.
- SLPD is open and is doing well in their commitment to helping the homelessness epidemic in our area. They are also responsive to citizen comments and complaints.
- The SLPD has always been very responsive and professional in our experiences. Our family feels safe in our community and trusts that the SLPD will always be there to help. They have also been great with following up on all our non-emergency events and treat each event with the utmost importance. By comparison, we feel more safe in our community than the city (San Francisco) we resided prior to making San Leandro our home. It is also noticeable that there are consistent patrolling throughout the city that we appreciate. Lastly, we feel that it is easy to connect with the SLPD when assistance is needed. Thank you!
- I think that the department is doing an excellent job with the existing manpower and budget that it has to work with. You can't make everybody happy but the continual outreach and being responsive to feedback is huge. I was impressed with how the department worked with and helped relocate homeless people who lived under the bridge on MacArthur Blvd.
- The San Leandro Police are very quick to respond when support is needed. They provide information regarding safety instructions in a timely manner and community education for prevention/safety.
- As one of the Co-Chairs of the Alameda County Tobacco Control Coalition, I appreciate the support obtained by this Department in ensuring that the retail stores owners adhere to the Tobacco Retail License Ordinance implemented in 2018.

2019 Chief's Advisory Board Questionnaire (Continued)

WHAT WOULD YOU LIKE TO SEE SLPD IMPROVE UPON?

- I'm not sure if this is actually something to improve but it is definitely something that I'm not well informed about and that is how SLPD goes about investigating smaller crimes like thefts and burglaries. What are the challenges and what are the success rates for solving these? For example, a neighbor was having a remodel done in his house. The contractor's truck was parked on the street. While the contractor was inside, someone went into the truck and stole a welder. The contractor (who did work for me as well) asked me to check my security cameras. I found the video that showed a silver Dodge Magnum with custom sport wheels stop next to the truck, the passenger got out and went into the back of the truck, then got back into the car with the welder and drove away. My other neighbor had a better video from his cameras and showed it to the attending police officer. How would this have been investigated, if at all? If not at all, is it because these are not likely to be solved or because of limited resources or both?
- The SLPD should maintain a visible presence and continue building community relations.
- Continue working with the community to build awareness.
- Work on educating the community by having town hall meetings.
- Just stay the course, improve on what you are doing.
- The SLPD could improve upon strategies to:
 - Reduce crimes of opportunity—perhaps implement stings at businesses that are often “hit” e.g. stolen laptops at Starbucks on Grand;
 - Work with established organizations to address the homeless and mentally ill populations who appear to be increasing in San Leandro.
- Would like to see more face-time (self-congratulatory press releases) which provide info as possible about the actual cases solved/issues resolved. See press releases about major issues with Lt. Benabou's name or Capt. Torres, but like to see faces tied to real time solutions. Saw Officer Camarillo at the Point in Time count this morning at 0445. I know he had to be there, but it is not easy getting somewhere at that hour (especially with little kids in the house) hokey – by maybe a subscription newsletter. Nixle is nice, but it's a 5 sec. blurb; if it's a missing person usually we are notified when the person is found, or if there is a closure issue, we are notified when it's over, but we see and hear police calls all the time and never hear how something resolved unless it's negative and the news media gets involved. There are lots of positive interactions – publicize them.
- SLPD used to have a bike cop at the Plaza every day. I would see him every day. Not so much anymore, it would be great to have that back again.
- There is so much loitering in the downtown plaza. People are constantly asking for money outside the post office, the grocery stores and in the parking lot. Also, there is lots of drug use that I and others have witnessed in the plaza. Just the other day, someone was smoking crack right in front of the post office.
- Promote Nixle to residents more – reach out to community groups to tell them about it – what is it? How is it useful to them? Tell how to sign up. Also, continue to post Nixle events when SLPD makes arrest, conducts SWAT raids etc., this good publicity.
- Strive to get more diversity on CAB. Maybe look at how recruit. Look for people who have unfavorable view of SLPD so that we can learn from them.
- I would like to see more of the good things SLPD does to make the news.

2019 Chief's Advisory Board Questionnaire (Continued)

WHAT WOULD YOU LIKE TO SEE SLPD IMPROVE UPON? (CONTINUED)

- I would like to see increased diversity in sworn staff numbers. I have to say that since I moved here in 1994, more officers that look like me, Black and/or female, are visible. A police force that looks more like the people they are charged with protecting and serving has a better chance of building long-lasting trust. I would also like to see a more diverse showing in the upper ranks. Maybe targeted and specific outreach to culturally/ethnically/racially specific groups (i.e. sororities, fraternities, civic groups/organizations, etc.) might be helpful.
- At our January meeting, someone asked a question about a Black officers association like they have in many cities. SLPD doesn't have one. Could be there aren't enough for such an association. If there are Black and other officers of color that would get support for and in doing their jobs from involvement in this type of organization, maybe linking them with cities that have them if it is not feasible to do it in SLPD would be useful.
- Need more officers to stop the sideshows and speeders. I know; wishful thinking.
- There is nothing that comes to mind right now for the SLPD to improve upon.
- Recruiting more officers to represent the diversity of our community, although I know that it is extremely hard to get qualified candidates.
- I think SLPD is doing well.
- I would like to see continued outreach with the community to increase awareness of the police department. Perhaps, have police officers participate in more community events to connect with the residents. Outside of factors that cannot be controlled, I will be sure to provide suggestions for improvement.
- My wife has had a couple of incidents where homeless people in the Safeway shopping area have been very aggressive (e.g. Follow her to her car and bang on the window demanding money). Not an issue during the day. With given resources maybe the stores need to hire more PVT Security Guards.
- More Town Hall Meetings to discuss techniques individuals can utilize to decrease theft, crime prevention, etc. This information is very helpful and it gives us an opportunity to get to know the police and improve our perception and knowledge regarding safety. I would love to see more police patrolling our neighborhood.
- I would like to see more patrol activity and community policing, including downtown area and neighborhoods. I live half block from the police station, (Haas Avenue) this street is used as a race track. Drivers consistently travel at high speeds, screeching to a halt once they reach E 14th Street. Consistently, due to lack of street parking, very often cars are parked in front of the only fire hydrant located between two apartment buildings, no citations are ever issued. If a fire was to occur the firefighters will have difficult gaining access to the fire hydrant. Lastly, increase positive interactions with members of the police department. Not sure if there are Spanish-speaking officers available during office hours at your front office, this type of service is an essential component that will create mutual trust between the Spanish-speaking residents and the police department.

2019 Chief's Advisory Board Questionnaire (Continued)

IS THERE ANYTHING WE ARE NOT DOING

- Not to my knowledge.

As of now I have no answer for this question. As a member of the CAB I look forward to helping/assisting the SLPD to educate and inspire the community to be a safe city.

- Nothing that I can think of as comparing to other cities.
- It's important for people who work and live in our city to feel safe. I am not sure whether or not the SLPD consistently publicizes if crime is trending upwards or downwards in San Leandro—residents post statistics but I am not convinced civilian information describes the accurate trends. Those who post on social media platforms indicate San Leandro is experiencing an uptick in crime. It could be the information is out there, but it's not well publicized how to find it. More importantly, if crime is trending upwards, what strategies are in place to address it?
- Also, in years past there was a more consistent police presence in downtown San Leandro and it appears staffing has been cut back.
- (Same as Above for Improvement) Would like to see more face-time (minor self-congratulatory press releases) which provide info as possible about the actual cases solved/issues resolved. See press releases about major issues with Lt. Benabou's name or Capt. Torres, but like to see faces tied to real time solutions. Saw Officer Camarillo at the Point in Time count this morning at 0445... know he had to be there, but it is not easy getting somewhere at that hour (especially with little kids in the house)...hokey – by maybe a subscription newsletter. Nixle is nice, but it's a 5 sec. blurb – if it's a missing person, usually we are notified when the person is found, or if there is a closure issue, we are notified when it's over, but we see and hear police calls all the time and never hear how something resolved unless it's negative and the news media gets involved. There are lots of positive interactions – publicize them.
- As stated above, more needs to be done about the loitering and drug use in the plaza. I believe if there is more of a police presence that they would stay away.
- Somehow...help citizens with installation of security systems (Ring doorbells, security cameras etc.) by providing resources, technical assistance. In my experience, many want to install them but there are so many choices and some technical challenges. Residents want them and they can be useful to the police. Realize can't promote one brand over the other or make specific recommendations but perhaps there is still something that can be done.
- Bring back police trading cards, heard these were popular with kids, hand out when visit schools.
- Do you have a suggestion box? Physical one or an email where residents can send in suggestions?
- I realize we have a homeless population here like other communities however I am not comfortable with the transients that hang out in front of the grocery stores harassing people.
- This is a hard question for me to answer, because I am not familiar with all that is being done. One thing that comes to mind is that given the amount of tension between police and communities that we all see played out in the news, far too often, a Town Hall type event to address the broader community and share what SLPD is doing to prevent this from happening here might be a good idea. This would certainly be something that has to be thought through carefully and facilitated skillfully, so that community members feel their needs and concerns are heard and addressed.
- If it is not already happening, regular instruction/training on implicit bias in relation to marginalized portions of the population would be helpful.
- This is also a good question for officers and other SLPD staff on how to improve their work environments.

2019 Chief's Advisory Board Questionnaire (Continued)

IS THERE ANYTHING WE ARE NOT DOING? (CONTINUED)

- I miss the booth we have at the Farmer's Market. Maybe once or twice in the off-season. Show up at the mall, library, or parks possibly to have more presence in the community.
- At this time, there is nothing I can think of that the SLPD is not doing that they should.
- I don't know enough yet to be able to answer this question.
- Although difficult, it would be nice to figure out a way to address the aggressive bicyclists in our community.
- I would like to see the Citizen Police Academy reinstated. The last class was held Aug-Sept 2016, according to the website.
- At this moment, I do not have a response to determine what the SLPD is not providing to the public.
- As I stated, I think you are doing pretty well with the given budget and resources available.
- Nothing I can think of off hand. I am very grateful for the San Leandro Police Department.
- This is difficult for me to answer at this time. I need to become more knowledgeable as to the workings of this Police Department. I am more familiar with the work that the San Francisco Police Department performs and the programs that they have established throughout the City and County of San Francisco.

IS THERE ANYTHING WE SHOULD STOP DOING?

- Not to my knowledge.
- As of now I have no answer for this question.
- Nothing.
- Not that I can think of at this time.
- Not that comes to my mind currently. Please rest assured that if I think of something, you will hear it from me.
- No.
- Can't think of anything.
- No, I think you are doing a very good job and overall I think our crime rates are down even though my husband's truck was just stolen from our house.
- In terms of the department, I am not aware of anything specifically. As far as the Chief's Advisory Board is concerned, be aware of the diversity and varied experiences of the folks sitting around the table and their history, interactions, experiences with law enforcement. Not everyone grew up thinking of police officers as helpers. Also, when describing the new regulations for releasing information to the community, to my ears it sounded like complaining. Intellectually, I understood it – more work, new process/system, not enough personnel to get it done, no budget (definitely all things to complain about.) Emotionally and culturally it started to sound like resistance to allowing the community to “see” what SLPD does/has done.
- No, keep up the good work.
- Again, at this time I do not know of anything that the SLPD should stop doing.
- I don't know enough yet to be able to answer this question.
- I'm not wild about photo enforced intersections. They often have a shorter timing cycle for yellow to increase violations. I am VERY careful now having been caught once!
- There is nothing that comes to mind at this moment, but as I continue to serve on the board, I will be sure to identify any matters that may require attention.
- Not that I can think of.
- No.

2019 Chief's Advisory Board Questionnaire (Continued)

IS THERE ANYTHING WE SHOULD STOP DOING? (CONTINUED)

- I guess my answer would be what type of complaints are you receiving from the general public such as: negative encounters with people of color; young adults; aggressive physical confrontations. If these or other complaints are significant, how proactively is the SLPD addressing these concerns, what policies are already in place that will prevent any future complaints.

ANY OTHER COMMENTS OR REMARKS

- I think our police department does a great job. Thank you for the opportunity to help improve or enhance what SLPD does for us.
- Continue to build relationships with the public and educate the citizens of San Leandro to be vigilant and aware of their surroundings and notify SLPD of any suspicious persons or behavior.
- Very proud of our community.
- I look forward to participating on the Chief's Advisory Board!
- Nope.
- None.
- No.
- Looking forward to participating in this committee and becoming more involved.
- My participation on the Chief's Advisory Board has been a very meaningful experience and I hope it has been useful to creating long-lasting improvements needed for a police department that can make all its city's residents feel "protected" and "served."
- Thank you for your service and for SLPD always being there.
- I do not have any other comments or remarks.
- None.
- I like this Advisory Board though at times I think it is rather perfunctory.
- As a resident, I really appreciate that there is an outlet and safe environment for people in our communities to learn and discuss about the successes and opportunities in our police department. I will keep an open mind to learn and help with ideas so we can serve our community better.
- No.
- Thank you! I have always been a little nervous living close to an area in Oakland with a high crime rate. I feel safe knowing that SLPD is nearby and quick to respond!
- I appreciate the opportunity to serve on the Chief's Advisory Board, and look forward to a successful police and community relationship within the City of San Leandro.