



Deep Listening. Fostering Trust. Bridging Communities.

Madison Police and Resident Listening Circles #1

October 24, 2018

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Table of Contents

Executive Summary.....	4
Analysis.....	5
Question Round One: “Talk about a time you had a positive interaction with an officer or a resident. What made it positive?”	5
1.1 Offering Support.....	5
1.2 Providing Help	5
1.3 Feeling Safe	6
1.4 Developed Relationships	6
1.5 Leniency with Residents	7
Question Round Two: “Talk about a time when you had a challenging interaction with an officer or a resident. What made it challenging?”	8
2.1 Treated Like Criminals.....	8
2.2 Officer Unprofessionalism	9
2.3 Challenges Experienced by Officers	9
Connected Conversation: What would make you feel more comfortable interacting with officers/residents? What would be one thing that you think could help increase trust between officers and residents? What have others said in this conversation that triggers new thoughts for you? Did you hear common themes or concerns from others? What next steps are important for you in moving this conversation forward?.....	11
3.1 Opposition to Officers in Schools	11
3.2 Unmet Needs.....	11
3.3 Traffic Stops.....	12
3.4 Justice for All	12
Parting Words	13
Feedback Forms	14
Annexes	22

Executive Summary

The Police and Resident Listening Circle in Madison, WI took place on October 24, 2018. During the event, participants were asked to discuss the following questions:

1. *Talk about a time you had a positive interaction with an officer or a resident. What made it positive?*
2. *Talk about a time when you had a challenging interaction with an officer or a resident. What made it challenging?*

Participants were also asked to participate in the Connected Conversation, if time allowed. The Connected Conversation encouraged participants to have an open conversation, ask questions of peers, and discuss what was heard in the facilitated listening circles. To encourage discussion, the facilitators asked:

“What would make you feel more comfortable interacting with officers/residents? What would be one thing that you think could help increase trust between officers and residents? What have others said in this conversation that triggers new thoughts for you? Did you hear common themes or concerns from others? What next steps are important for you in moving this conversation forward?”

During Question Round One, many participants shared positive interactions they had with an officer or resident. The positive interactions between residents and officers were mostly characterized by feelings of support, help and safety. During Question Round Two, many participants described negative interactions between officers and residents. The participants described situations when they felt like they were wrongly being accused or suspected of crimes, and when officers displayed unprofessional behavior. A few participants did not have any negative interactions with an officer or resident.

During the Connected Conversation, some participants discussed topics like school-based officers; solutions to address unmet substance abuse and mental health needs; fears with traffic stops; and a desire for fair justice. In their parting words, many expressed how the listening circles made them feel like they were connected to a cause and that they were hopeful for the progress that could be made based on the perspectives that were shared.

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Analysis

Question Round One: *"Talk about a time you had a positive interaction with an officer or a resident. What made it positive?"*

Most of the participants mentioned a positive interaction with an officer or a resident. The positive interactions that residents had with police were characterized by police officers providing support, help or making them feel safe. Some police and residents built relationships with each other that made for positive interactions. A few residents mentioned that they had never interacted with a police officer before.

1.1 Offering Support

A few police officers said that their job is to offer support to residents when they are dealing with challenging circumstances. They described times when they "ensured everything is going to be OK." For instance, one officer said that the support provided to a person who wanted to commit suicide helped the person reconsider living.

"I had an incident when dealing with a gentleman who wanted to end his life. I spoke with him about everything under the sun while we waited for help to arrive for him. Later, he thanked me. He cried as he realized that his family is most important [to him]."

Some residents also recalled several incidents when they were dealing with traumatizing circumstances and that the support from an officer helped them cope. Residents were offered support during sexual assault cases, immigration cases, and life-threatening health issues. The support officers provided to residents helped residents to be calm and make rational decisions during their rough times. For instance, one resident described how an officer saved their life:

"I found out my kids were being sexually assaulted. I called the police and wanted to deal with it myself. They talked me out of it on the phone. The officers were nice and made me want to lay down and die. I tried to hang myself and an officer saved me."

Another resident mentioned how a police officer provided support to her in her profession as a social worker.

"My first direct interaction was through work as a social worker. I was working on the North Side. I was learning a lot from the officers like how to stay calm, how to talk to residents calmly and how to be respectful. When I was a kid I thought officers were scary. It was wonderful to see how compassionately supportive they were of me in my professional role."

1.2 Providing Help

Several of the residents commented on how helpful police officers were to them in past interactions. They described how officers helped to redirect them when they were lost or had

items stolen from them. For instance, one participant spoke about the help a police officer provided with a stolen bike.

"This is a new area for me. I grew up in Detroit and the only problem that I have is that my bike was stolen last summer. I had a pretty good lock on my bike, but somehow, they must have had a special saw or clippers to cut my lock off. The police – they were real helpful, but I never got my bike back. They went as far as looking at city cameras and they didn't find any persons on camera who took my bike."

Another resident explained how a police officer volunteered to educate a neighborhood that was experiencing increased crime and how the tips helped to reduce crime in the area.

"A few years ago there were a number of shootings in my neighborhood and several cars were vandalized. Someone reached out to a retired officer who came and met with a group of about 60 of us explaining what was going on and gave us some hints to lessen the criminal activity. The officer's time and sharing of information was appreciated and there hasn't been anything to troubling since."

1.3 Feeling Safe

Several of the residents recalled violent situations when police officers made them feel safe. Some of the residents were in domestic and gun-violence situations but felt safe once a police officer showed up to help. One resident shared how a police officer helped them to feel safe during a drunken driver incident:

"Once there was a drunk driver in the parking lot. The driver was really reckless and causing concern so I and neighbors decided to call the police. At first we resisted calling because of fear of retaliation from the driver. No retaliation occurred and the responding officer did a good job, we felt safe."

1.4 Developed Relationships

Some of the participants spoke about how they have developed relationships between residents and police officers. Police officers recalled that they developed relationships with students and parents while they worked in schools. One officer said a relationship still existed with a student who graduated years ago:

"I have had the good fortune to have had a lot of positive interactions with residents. Most of them were simple but meaningful. I was an officer assigned to a school for four years so I saw three classes graduate. One student with mental health and substance abuse issues had a not-so-positive interaction with me the first time. I had to cuff her and get a little rough to manage the situation. But, over time, we built a relationship. She came to understand that there are boundaries, but at the end of the day I'm going to help her. She is in college now and texts me with updates. She wants to be a detective someday. That fills my tank."

Another participant explained that police officers are working to continue building relationships with residents through school initiatives and how that has been a positive experience.

"I work at an elementary school where we have received positive support from the police. The police have built positive relationships with the students and parents by connecting outside of calls for help or assistance. There is an officer that comes into the school and reads to the students. Currently we are partnering with police on a walking school bus and our community school initiative. The police have responded very well to our needs with a sense of urgency and an open mind."

A resident described how relationships were formed with neighborhood police officers by simply greeting each other. The following quote explains how the resident feels about those relationships:

"Speaks to officers and neighbors during dog walks, gets a warm reception from officers in community, and comforting non-verbal support and acknowledgment is appreciated."

1.5 Leniency with Residents

Several of the positive interactions between residents and officers were based on lenient treatment from police officers during traffic incidents. A few officers described incidents when they gave residents warnings instead of tickets or criminal charges. One officer described how their decision to defer a ticket helped out a single mother. The following quote highlights the positive interaction between the officer and resident:

"Three or four weeks prior female walked in, eight-month pregnant with a toddler in hand, to pay part of a parking ticket before delivering baby, and officer was able to assist expectant mother in saving money and deferring ticket until after birth of child."

More officers talked about how they viewed leniency with residents as a positive interaction. One resident shared an incident in which an officer spared their child of serious punishment, which they viewed as a positive interaction.

"My son was 16 and had his driver's license. During the summer he worked at a job, he spent time at the gym and he wasn't eating very well. One day he fell asleep while driving and hit parked cars. There were no injuries. The officer who came to the scene was very gentle with him. My son's eyes and face were swollen from the impact of the airbag. I assumed the officer was going to ask for a drug test but he didn't. He questioned my son who said that he had not been drinking or using drugs and the officer said he believed him. The officer was not minimizing the situation but handled it very respectfully. It was much appreciated by me and my son."

Question Round Two: *“Talk about a time when you had a challenging interaction with an officer or a resident. What made it challenging?”*

Many of the participants described challenging interactions with an officer or resident. Most of the time, residents felt like they were being treated like criminals. Residents also described various incidents when officers were not professional and even violent. Although a majority of the participants described a challenging experience with an officer or resident, some participants said they never had any negative interactions.

2.1 Treated Like Criminals

Several of residents recalled challenging interactions with officers. They felt like they were treated like criminals because police officers expressed that they were suspicious of them. Some examples of follow:

“This happen a long time ago. I worked at a small store and one night the store was broken into. In those day we kept the money downstairs in a milk crate, and all of us took a lie detector test, which was rather intimidating for \$600 that was taken. A month later when I was on my way to school an officer came to my house and told my family that they thought I took the money and would keep watching me. And that I should turn myself in and admit to the crime. Not only had I not done anything, I kind of wish I had stolen the money for all the grief I went through. To do that in front of my family created some animosity.”

“While a freshmen in college, I was babysitting for a family I didn’t know well. Later the mom dropped me back off home and while dropping me off her home was being invaded. The police thought it might have been a gang initiation so in the process of the investigation the police questioned me as though I was already guilty. I was very frightened as I had not had any previous contact with the police.”

Some residents also were physically assaulted by police officers whenever they were suspected of committing a crime. They expressed how they are still traumatized by the violent interactions they experienced with police officers.

“As a child I had a traumatic experience with the police who made me distrust and dislike the police. I was 12 years old, riding my bike home on a summer night and I noticed two officers following me. They grabbed me, beat me up, put handcuffs on me and pushed me into the squad car. After pushing me in the car they drove to a nearby business where there had been a burglary to ask the owner if they recognized me, the owner responded no. Today, I am not afraid of police. I respect that they face serious dangers and I have no desire to do their jobs but I still remember the experience as brutal and traumatizing.”

2.2 Officer Unprofessionalism

Many of the residents spoke about times when they believed that officers were not professional because they had poor responses to residents' needs, had poor attitudes, or would harass residents.

2.2.1 Poor responses to resident needs

A few of the residents mentioned times when police officers did not show up to address their needs. Residents reported slow response times or no response at all. For instance, one resident said that an officer never responded to a burglary at their home.

"When we moved into our house, break-ins happened every six months. No officer would come. My daughter has a condo. A guy was taking the window out trying to break in. She called 911 and the officer said he [the assailant] didn't break in so we [police] won't come."

2.2.2 Poor attitudes

Many of the residents believed that officers had a poor attitude during their interactions. Several of the residents commented that police officers were rude and spoke to them harshly, seemingly for no reason.

"There was another time when I was in a car accident and I found the officer to be rude, which made me very uncomfortable at the time."

One of the residents was a medical professional and recalled a time when the unprofessionalism displayed by the officer was disturbing. The participant was taken aback that the officer "bragged about [taking] down [a] suspect."

2.2.3 Harassing residents

A couple of residents spoke about how officers harassed them and their fellow community members. One resident said that an officer harassed them and misused their power. A resident said:

"There was another time when I was in a car accident and I found the officer to be rude which made me very uncomfortable at the time."

One of the residents was a medical professional and recalled a time when the unprofessionalism displayed by the officer was disturbing. The participant was taken aback that the officer "bragged about [taking] down [a] suspect."

2.3 Challenges Experienced by Officers

Several of the officers felt that the challenges they faced with residents were due to the tough circumstances they have to respond to. Naturally, the situations are characterized by

residents experiencing high stress and strong emotions, so the interactions can be challenging at times. One officer elaborated:

"Something I find challenging is that highly intensive situation causes highly intensive reaction. When we come into very intensive situation I as an officer like to inset some order to defuse the situation. Which create some challenge because we don't know anything about your life, or about the current events, and need to be able to figure them out so we can able to provide the needed assistance. Because I need to ask question they may not feel like answering."

Due to the intense and hostile environments that police officers have to respond to, it becomes difficult for them to do their job, because residents don't want to be questioned, are emotional, or apprehensive when approached by an officer. Sometimes, they lash out at the officers in a personal way. For instance, one officer mentioned how some residents have made racist comments.

"Growing up poor and Latina my experiences have not been positive. As an officer, especially with us, I probably have challenging situations every day. If I'm involved in a domestic violence or accident situation the victims know that I am here to help. But, it is heart-wrenching when I am unable to help because people have negative perceptions of me as an officer, believing my presence is a problem. Sometimes people say very hurtful things like they're going to hunt me down and kill me or kill my family, my children. I have to deal with that."

Connected Conversation: *What would make you feel more comfortable interacting with officers/residents? What would be one thing that you think could help increase trust between officers and residents? What have others said in this conversation that triggers new thoughts for you? Did you hear common themes or concerns from others? What next steps are important for you in moving this conversation forward?*

During this unstructured phase of conversation, each of the listening circles continued to talk primarily about one topic that they wanted to speak about more. It is important to note that the topics listed were not discussed across all the listening circles, but rather occurred in one circle.

3.1 Opposition to Officers in Schools

In one of the listening circles, participants discussed whether officers should be placed in schools. Residents were primarily concerned about juvenile arrests that occur in school and they questioned whether another approach was more appropriate. For instance, one resident said:

"Many people are against cops in schools. Look at who gets walked out – African-American men. Can't they wait until after school to walk the student out in cuffs?"

An officer said parents or other adults were more likely to be arrested at school than students.

"Statistically, arrests are less than 5 percent of the student body. It's all about perception. In the four years I was assigned to a school if I arrested 10 students, that's a lot. I bet it was not even 10."

Additionally, the officer explained that it is necessary for officers to arrest possible suspects to prevent a major crime on the school's premise. In the following quote, the officer elaborates on the importance of officers in schools.

"Seventeen bullets were found at a school, so I had a kid posing a threat. I had been looking for the gun all day. That is 2000 kids and their parents who I need to protect."

3.2 Unmet Needs

In another listening circle, some participants discussed how to address unmet needs within the community. They believed that officers did not have resources to deal with some of the unmet needs that lead to crime. Participants were especially concerned about addressing substance abuse and mental health needs. For instance, one officer agreed that more resources were needed to help them address mental health concerns. The following quote is from the officer:

"When it comes to working with individual with mental health concerns, Madison offer police officer some very good training. We walk a thin line, we can see that a person's behavior, while not criminal, or very low-level disruption to others. Yet, while we can see that treatment would help the person or the family, we can't force them into treatment."

Some participants in the circle offered possible solutions that involved churches, and building community awareness.

"Could the church set up an outreach or create a space where individuals could come and find assistance and assist in removing some of the fears and social stigma."

3.3 Traffic Stops

During one of the listening circles, some participants spoke about traffic stops and some of the issues that arise. They mentioned issues with immigrants and stop and frisk. Two of the residents spoke about the fear that surrounds traffic stops. For instance, one resident spoke about the fear immigrants have related to traffic stops.

"Parents are driving on expired licenses because they have to get their children to school and home. They are always afraid of deportation."

Another resident said that social media shaped their fear of traffic stops. Then an officer spoke about the belief that traffic stops have become an extreme form of stop and frisk. The following quote explains how the officer feels about traffic stops after Ferguson:

"Since Ferguson, I've stopped any and all contact of suspicious people because I want to keep my job. I have a family and there are things I want to do for them. In my opinion we are at the extreme of stop and frisk."

3.4 Justice for All

Many residents in one of the listening circles expressed concern that justice was not fair. They mentioned how certain demographics are charged with crimes more than others and how crimes have changed over the years to target specific groups of people. For instance, the following quotes are from residents who spoke about how people were not charged with crimes equitably.

"I grew up in a time when you got your butt beat. That is a crime now, but my mother would've been a criminal. There are no programs to help these young men get on the right path, so WE have to do it."

"Our criminal justice system is not equal by any means. A judge told me that we give harder sentences to kids from rougher communities because we think they are jaded. We want it to be the same for everyone, but it's not. "

These listening circle participants demanded change.

Parting Words

Most participants left the listening circles feeling a sense of connection to work together and to create the change they desired in their communities. They felt joyful and enjoyed their time listening to others in the circle.

Feedback Forms

Quantitative Questions

RESIDENT PARTICIPANTS

Gender

Male: 24%

Female: 72%

Zip Code

53532: 4%

53590: 4%

53703: 7%

53704: 79%

53705: 4%

53716: 4%

Race/Ethnicity

African-American or Black: 13%

Latinx or Hispanic: 6%

White or Caucasian: 77%

Other: 3%

POLICE OFFICER PARTICIPANTS

Gender

Male: 60%

Female: 40%

Zip Code

53532: 13%

53704: 63%

53711: 13%

53716: 13%

53718: 13%

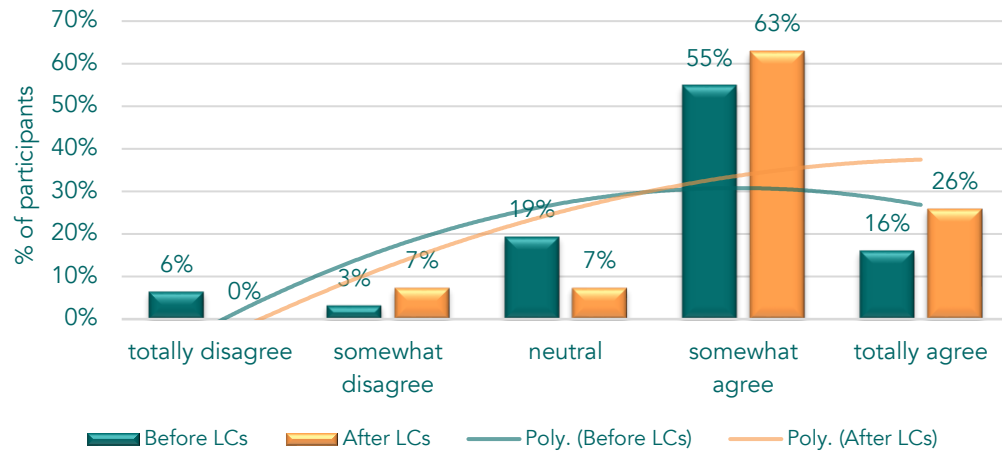
Race/Ethnicity

African-American or Black: 10%

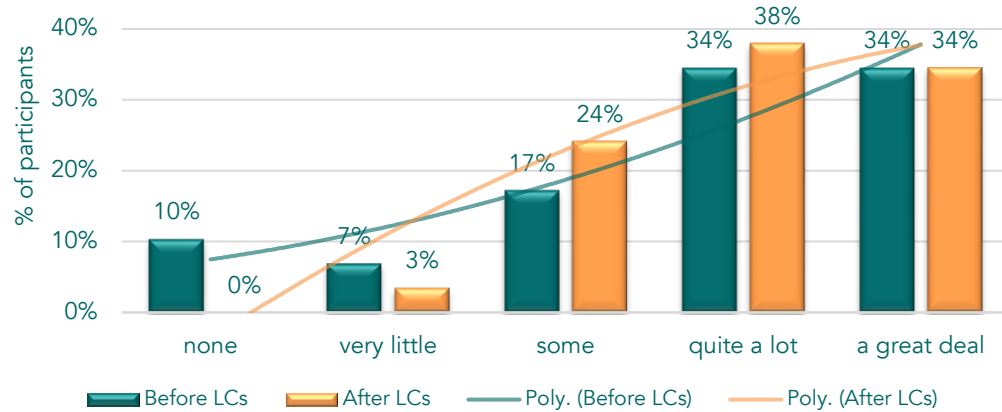
Latinx or Hispanic: 20%

White or Caucasian: 70%

Madison PRLC#1: Resident participants - *I believe community and police relations will improve...*

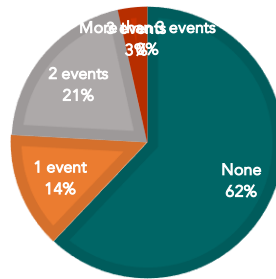


Madison PRLC#1: Resident participants - *I believe listening circles build trust between police and residents...*

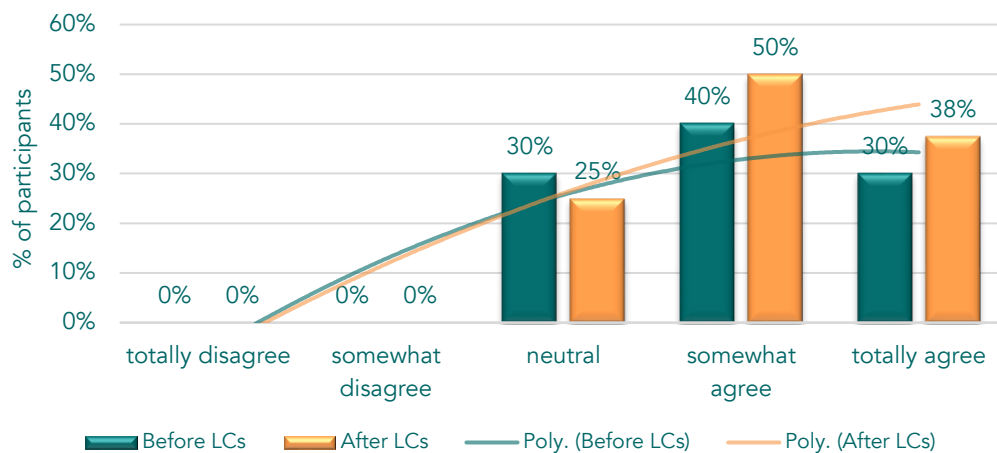


Madison PRLC#1: Resident participants - *How many Police and Resident Listening Circles have you attended so far?*

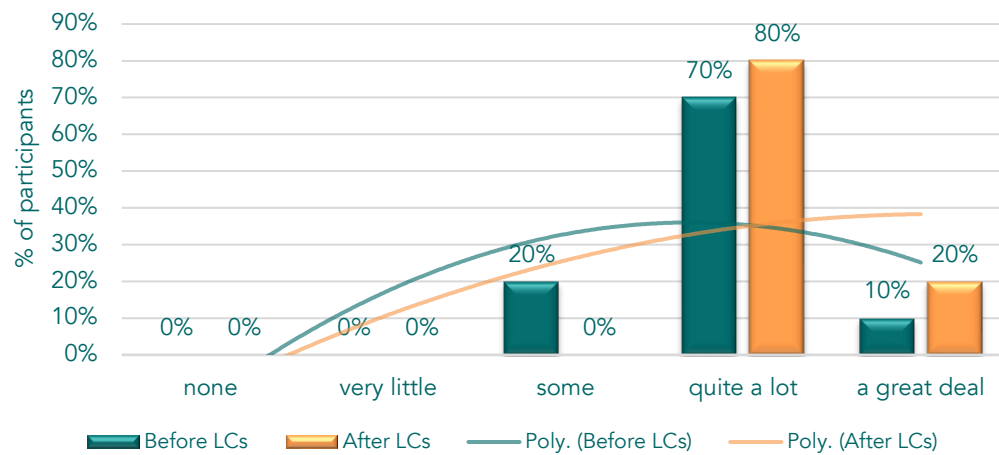
None 1 event 2 events 3 events More than 3 events



Madison PRLC#1: PO participants - *I believe community and police relations will improve...*

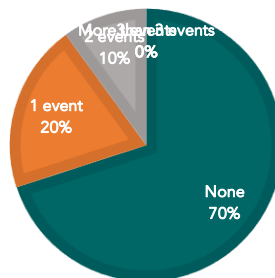


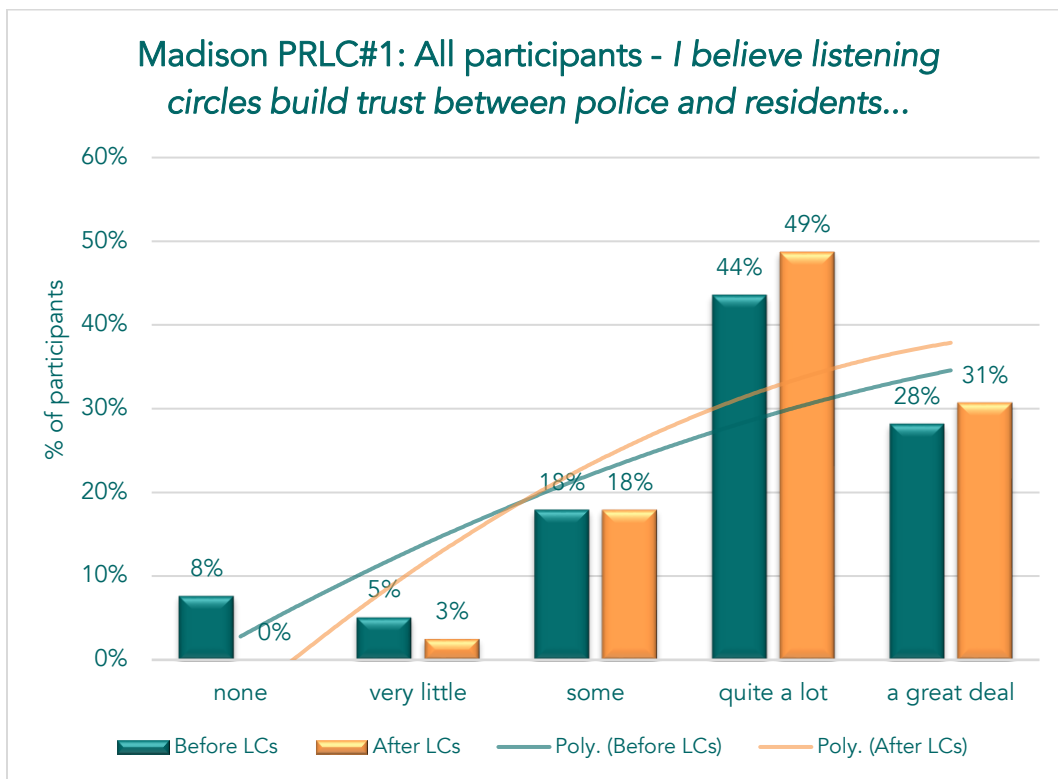
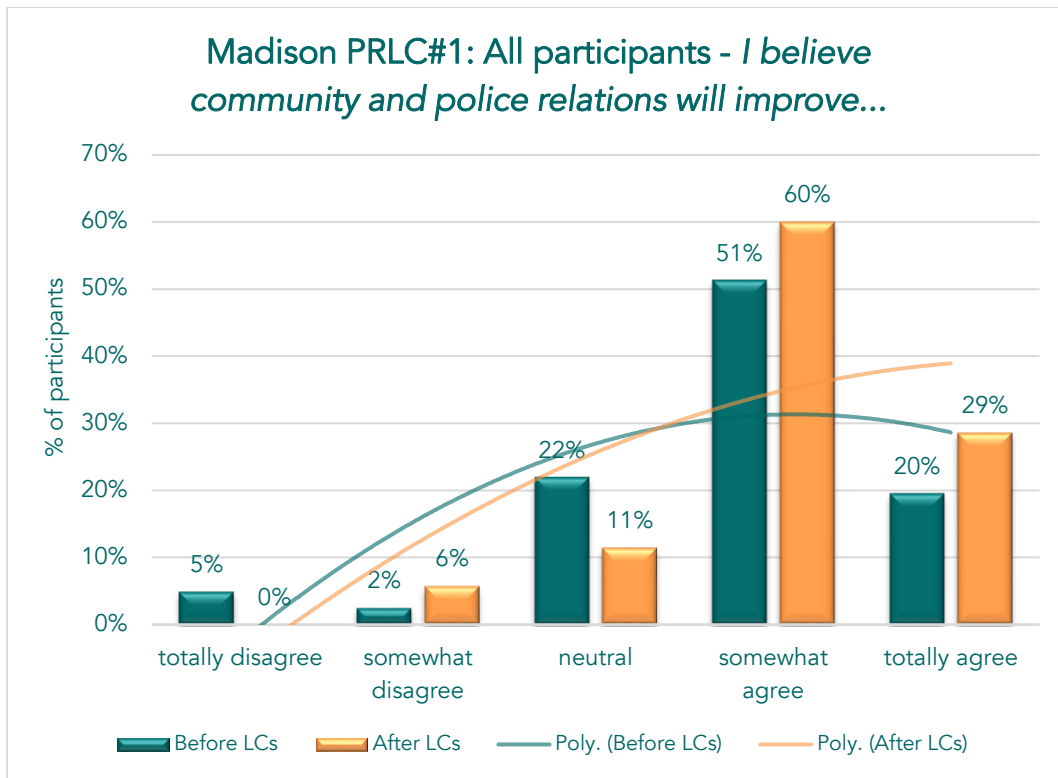
Madison PRLC#1: PO participants - *I believe listening circles build trust between police and residents...*



Madison PRLC#1: PO participants - *How many Police and Resident Listening Circles have you attended so far?*

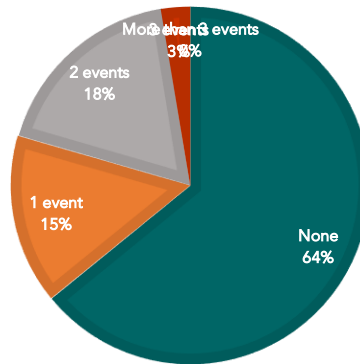
■ None ■ 1 event ■ 2 events ■ 3 events ■ More than 3 events





Madison PRLC#1: All participants - How many Police and Resident Listening Circles have you attended so far?

■ None ■ 1 event ■ 2 events ■ 3 events ■ More than 3 events



Qualitative Questions

What was the most satisfying or valuable about this experience? What, if anything, did you learn about the community or police today?

- Sense of community on the North side
- Human-to-human connection is always productive (see how optimistic I feel?)
- Listening to the experiences of the community I serve
- Meeting new people. I learned about the perspective of a young person who has seen changes in their neighborhood.
- Different perspectives
- Other citizens' responses about what they think
- We can have these conversations and learn from each other
- Hearing about experiences residents had with officers especially the negative experiences
- Listening to others' stories and viewpoints
- Perception
- Satisfying - shared conversations, feelings, values, powerful
- ERO had very useful info and perspectives to share
- Hearing the police person's perspective in the schools and public perception vs. Police perception
- I liked the open dialogue and ability to ask questions
- I didn't realize how much racism existed in Madison
- Racism is a greater concern than I "ever" realized

- The openness of the others and the personal feeling the others has for the people of the community
- they are human just as I am
- Learning about the challenges that officers face. They are dedicated to their work and communities
- Good to see so many officers participating
- Hearing police tell their stories and understanding their perspective
- Listening to the police officers' experiences
- Connecting with people different than me who came together for a common goal
- It not what it seems
- The experience of younger people
- Talking with the community and police officers face to face was refreshing and enlightening
- Nice the police would attend
- They are humans too
- Most are human
- They also have inner conflicts about their jobs/roles/duties
- It was fabulous to be able to have a dialogue with the detectives and hear his perspective and have him listen to and respond to my perspective
- That they are scared
- Truly listening - police are intelligent and thoughtful
- I learned that officers have their own reservations about the public
- That they are human too not all cops bad
- I appreciated Officer Alexis comments

What questions or concerns are you leaving with?

- How can police do better, particularly building trust
- How do we get more people involved? How do we keep this positive ball rolling?
- N/a
- We need more people of color to meet with.
- None
- Possibly still don't understand other points of view
- None
- How will this change perceptions?
- Will a few of these sessions make a difference?
- Misunderstand of police role
- Glad you are having these listening opportunities
- Would like to have dug into the hard stuff earlier
- Many questions, no concerns

- Neighborhood incidents were not discussed due to running out of time
- Hope things get better
- How do we help the young people become young
- None
- N/a
- What's next?
- Why race has to always be an issue
- None
- What is being done about a rash of crime in our northside neighborhood
- If the info shared will actually help
- None
- Getting the people who are negative towards police in communication
- What can we do to bring this type of program to children and teenagers in affected areas
- How to value those who really have a problem with the
- Current feelings of how police feel about doing their job
- None
- None right now
- Where do we go now?
- Is anything going to actually come of all this talking
- None

What's the most important suggestion you have for future dialogues, or steps going forward?

- Try to reach more residents of color
- I would like to see all officers comfortable enough to participate in plain clothes.
- Get at-risk communities more involved
- Recruiting more people of color.
- Keep talking
- More time for open-ended dialogue
- Tables or mats
- Take more time, seems like it was over just as we were getting started
- None
- Blank
- EROs
- Poverty and crime
- How can residents and police collaborate?
- Crime
- How can we get more community participation for the groups? Very beautiful for everyone to get together and know each other better

- Trust
- Neighborhood violence and what can we do?
- How to get more respect for officers
- Race relations, LGBTQ fear of police, and other biases that need to be talked through
- Tips for protecting our home
- What can be done to make neighborhoods safer - police side and citizen side
- What result will come from this
- Youth outreach
- Ways to fix this issue on letting police do their job but not reaching the point of harassment of residents
- What is being done lately to reduce crime?
- To stop tiptoeing around racial disparities and arrest rates
- Role playing - could be difficult
- Practical steps to reduce violence
- Don't know yet
- Domestic violence

Annexes

Question Round One: *“Talk about a time you had a positive interaction with an officer or a resident. What made it positive?”*

1.1 Offering Support

- I found out my kids were being sexually assaulted. I called the police and wanted to deal with it myself. They talked me out of it on the phone. The officers were nice and made me want to lay down and die. I tried to hang myself and an officer saved me.
- About 15 years ago my daughter was walking down Northpoint and she was jumped by a group of girls. The officer who came went to Pike High School, and once they figured out who the girls were the officers went above and beyond in handling our case.
- I’ve had numerous incidents. I’ve been invited to people’s homes. I had an incident when dealing with a gentleman who wanted to end his life. I spoke with him about everything under the sun while we waited for help to arrive for him. Later, he thanked me. He cried as he realized that his family is most important [to him].
- When we get called to people’s house most individuals are going through a rough time and they just want to be ensured everything is going to be OK. After the event, the follow-up is a positive experience for me.
- Been on the North Side for about 11 years and have had quite a few positive experiences. My 2-years-old son had gotten a hold of some candy and it was stuck in his throat. I call 911 and before I was able to dislodge the candy before they arrive. The office calls the paramedic and told them not to come but stay with us to make sure that everything was OK with my son and made sure that everyone in the house was all right.
- My first direct interaction was through work as a social worker. I was working on the North Side. I was learning a lot from the officers like how to stay calm, how to talk to residents calmly and how to be respectful. When I was a kid I thought officers were scary. It was wonderful to see how compassionately supportive they were of me in my professional role.
- My husband had cognitive decline after three falls where he blacked out. He was not all there anymore. He went next door to talk to a neighbor but, because of his cognitive decline, he was inappropriate and they had to call the police to get him to leave. Two female officers came to the scene. They shook my hand, looked me in my face and said they were here to help. They helped him get out of the house. I was so impressed at how they were there for each one of us involved.
- A few years ago there were some scares involving immigration. There were officers that showed up in the community offering their support and calming our nervousness in uncertainty.
- I moved here 20 years ago after my mom died. My dad was living in a group home, living with a certain kind of dementia that made him violent at times. My family found out about the dementia after he shared with my uncle he wanted to commit suicide. On another

occasion my dad wandered away from a locked facility and was found running across a busy street. The police were able to get my dad and take him to the emergency room. My dad was very agitated, but the police were able to calm him down, calling him by name. The officer expressed his empathy with my situation. There have been other times when the police intervened and positively worked with my dad and get control of the situation at hand.

1.2 Providing Help

- A few years ago, there were a number of shootings in my neighborhood and several cars were vandalized. Someone reached out to a retired officer who came and met with a group, about 60 of us, explaining what was going on and gave us some hints to lessen the criminal activity. The officer's time and sharing of information was appreciated and there hasn't been anything too troubling since.
- I've had many positive interactions with police. It's a matter of how they respond and deal with it.
- Black female community member was lost on Mineral Point Road having bad day and was judgmental of red-haired officer, only to find later that the officer spared her tickets and time and was exceptionally generous.
- Every experience I ever had with the police been positive. I have friends that are officers and to me it just someone doing their job.
- We found a lost [dog] wandering on the street. We made some calls. Found the owner and drop the dog off at his home. It was just dropping off a dog to others in the community, but the owner was very happy.
- I struggled when I read the questions. I had some trepidation but needed to be honest with myself. I had difficulties with officers in my past and had a negative perspective, but one day I met an officer who has helped with my fears and anxiety. The officer has spent time with me, given me space to express my positions and has been non-judgmental. He has helped me see beyond the uniform to the person.
- I have a lot of experiences within the community and get to help the residents in a meaningful way, but when I get to hear other's stories that is very positive for me.
- My family was forced to evacuate as the result of a tornado that came through the neighborhood. Afterwards we were making our way back into town and the police helped guide us through the roadblocks and helped us to keep calm.

1.3 Feeling Safe

- Once there was a drunk driver in the parking lot. The driver was really reckless and causing concern, so I and neighbors decided to call the police. At first, we resisted calling because of fear of retaliation from the driver. No retaliation occurred, and the responding officer did a good job, we felt safe.

- Not often interact with officers as a youth in rural setting. Attended community meeting after neighborhood shooting, organized by neighbor that was a former officer. Felt connected and protected.
- When I was growing up my first contact was with, for my mom who was beat up by my stepdad. Another time was when police came to the community center to guide and protect us. It showed me what I want to be.

1.4 Developed Relationships

- Speaks to officers and neighbors during dog walks, gets a warm reception from officers in community, and comforting non-verbal support and acknowledgment is appreciated
- I have had the good fortune to have had a lot of positive interactions with residents. Most of them were simple but meaningful. I was an officer assigned to a school for four years so I saw three classes graduate. One student with mental health and substance abuse issues had a not-so-positive interaction with me the first time. I had to cuff her and get a little rough to manage the situation. But, over time, we built a relationship. She came to understand that there are boundaries, but at the end of the day I'm going to help her. She is in college now and texts me with updates. She wants to be a detective someday. That fills my tank.
- I work at an elementary school where we have received positive support from the police. The police have built positive relationships with the students and parents by connecting outside of calls for help or assistance. There is an officer that comes into the school and reads to the students. Currently we are partnering with police on a walking school bus and our community school initiative. The police have responded very well to our needs with a sense of urgency and an open mind.

1.5 Leniency with Residents

- My son was 16 and had his driver's license. During the summer he worked at a job, he spent time at the gym and he wasn't eating very well. One day he fell asleep while driving and hit parked cars. There were no injuries. The officer who came to the scene was very gentle with him. My son's eyes and face were swollen from the impact of the airbag. I assumed the officer was going to ask for a drug test but he didn't. He questioned my son who said that he had not been drinking or using drugs and the officer said he believed him. The officer was not minimizing the situation but handled it very respectfully. It was much appreciated by me and my son.
- I love to make a negative turn into a positive interaction. There were some young men smoking marijuana in a house and I approached the house and two of the three got away. I called the young man to me and he was honest. He was nervous. He told me that he had a job and he was living on his own. I took his marijuana and gave him a warning.

- Black female community member was lost on Mineral Point Road having bad day and was judgmental of red-haired officer, only to find later that the officer spared her tickets and time and was exceptionally generous.
- Officer state three to four weeks prior female walked in, eight-month pregnant with a toddler in hand, to pay part of a parking ticket before delivering baby, and officer was able to assist expectant mother in saving money and deferring ticket until after birth of child.

Question Round Two: *“Talk about a time when you had a challenging interaction with an officer or a resident. What made it challenging?”*

2.1 Treated Like Criminals

- I’ve had not-so-minor incidents. I’ve been mistaken for a defendant. There have been incidents with my sons. In one, he had just purchased a pizza from a restaurant and was coming back to the car with it. An officer told him to put the pizza down, and he started reaching for his gun. My son hadn’t done anything. I was sitting right there in the car watching the whole thing go down, and there was absolutely no reason for his actions toward my sons. I let the jurisdiction know, and the officer was handled. [This speaker appears to be of African-American descent.]
- The explosion that occurred downtown – the morning of the funeral I was leaving the farmer’s market. An officer pulled in front of me and told me that I needed to get out of the way. He was rude. He didn’t need to speak to me that way.
- This happen a long time ago. I worked at a small store and one night the store was broken into. In those day we kept the money downstairs in a milk crate, and all of us took a lie detector test which was rather intimidating for \$600 that was taken. A month later when I was on my way to school an officer came to my house and told my family that they thought I took the money and would keep watching me. And that I should turn myself in and admit to the crime. Not only had I not done anything, I kind of wish I had stolen the money for all the grief I went through. To do that in front of my family created some animosity. All people in jail for marijuana use should be out and the law should be changed. We need to train people so when they are released, they can get and keep a job.
- I grew up in the Water Park area and a few of my friends were playing, and we decided to walk around the park. I had lived in the area since I was 12. There been some break-in in the area. It was dark, and we were stop by police officers. One of the officers was very vigilant maybe because one of my friends happen to be African-American. Being detain and question for over an hour was kind of intense.

- While a freshman in college, I was babysitting for a family I didn't know well. Later the mom dropped me back off home and while dropping me off her home was being invaded. The police thought it might have been a gang initiation so in the process of the investigation the police questioned me as though I was already guilty. I was very frightened as I had not had any previous contact with the police.
- I was in the process of moving to a new house and I had some last-minute errands that needed to be done. I took a few hours leave from my work day and I was speeding about 5 to 10 miles over the speed limit when I was pulled over by an officer who was very harsh in his speaking to me. The interaction really made me feel bad and I still carry that with me.
- As a child I had a traumatic experience with the police who made me distrust and dislike the police. I was 12 years old, riding my bike home on a summer night and I noticed two officers following me. They grabbed me, beat me up, put handcuffs on me and pushed me into the squad car. After pushing me in the car they drove to a nearby business where there had been a burglary to ask the owner if they recognized me, the owner responded no. Today, I am not afraid of police. I respect that they face serious dangers and I have no desire to do their jobs, but I still remember the experience as brutal and traumatizing.
- I am a survivor of domestic violence. I had a restraining order on my boyfriend, and I was treated like I was the victim. He [an officer] never reinforced the restraining order. I was at my aunt's house and it was as if I was treated like the criminal. It seemed to me that he had racial bias. He began to question me and ask me if I was drinking and doing drugs. It turned out to be a Q and A for me. I have a 3.8 GPA. I called you and he had me walk a straight line, and let the guy go.
- In the square, six cars were hit, and my car was blocked. The police officer came up to me and said, "Ma'am, we'll get some wreckers here to move it." I called my boyfriend to let him know what was going on. The officer came back and said, "We're moving as fast as possible." I told him that I appreciate all that you do. His reply to me was, "Whatever." I said, "Wow!" I was still waiting to get out.

2.2 Officer Unprofessionalism

- When we moved into our house break-ins happened every six months. No officer would come. My daughter has a condo. A guy was taking the window out trying to break in. She called 911 and the officer said he [the assailant] didn't break in so we [police] won't come.
- Medical employee by profession working with officer that was injured on duty and felt that officer was less than professional and bragged about take down of suspect.
- At my job an individual came in that was so inebriated they could not tell us their name and there was some concern this could turn into a medical emergency. So, we call the police to take them to detox. The officer was very pleasant, but it took them awhile to arrive.

- Coming from privilege, I have not had negative experiences with officers. I did do a ride-along with an officer once. The officer had a binder of women in different, sometimes lewd situations. When we would come upon individuals on the street he would stop to harass them and then get back in the car and continue to look at the binder of women. I found him wretched.
- There was an officer who didn't like me as a teen when I was growing up. It seemed as though he would sit on my street and wait for me to come home so he could pull me over. As a result, I received a lot of tickets and found out later he liked my mom.
- The explosion that occurred downtown – the morning of the funeral I was leaving the farmer's market. An officer pulled in front of me and told me that I needed to get out of the way. He was rude. He didn't need to speak to me that way.
- There was another time when I was in a car accident and I found the officer to be rude, which made me very uncomfortable at the time.
- For a long time, I was scared of the police, but I always wanted to be one with thoughts that I could do better. I have to put on an act to be in charge while answering a call because otherwise it usually ends up violent. After calming the situation, I can talk, but first I must use my authoritative voice. There were things I wanted to tell the officer that was being harsh to me, but I remembered I was a civilian in that moment.
- In the square, six cars were hit, and my car was blocked. The police officer came up to me and said, "Ma'am, we'll get some wreckers here to move it." I called my boyfriend to let him know what was going on. The officer came back and said, "We're moving as fast as possible." I told him that I appreciate all that you do. His reply to me was, "Whatever." I said, "Wow!" I was still waiting to get out.

2.3 Challenges Experienced by Officers

- Something I find challenging is that highly intensive situation causes highly intensive reaction. When we come into very intensive situation, I as an officer like to inset some order to defuse the situation. Which create some challenge because we don't know anything about your life, or about the current events and need to be able to figure them out so we can able to provide the needed assistance. Because I need to ask question they may not feel like answering.
- As an officer, want to help people, however at the same time am aiding it creates a hostile environment of feeling. For example, when I get a domestic dispute call, feelings are running, and sometimes it feels like a war zone, and I can seem to be the enemy by both parties. Mediation seen impossible some time.
- I see both sides. Growing up poor and Latina my experiences have not been positive. As an officer, especially with us, I probably have challenging situations every day. If I'm involved in a domestic violence or accident situation, the victims know that I am here to help. But it is heart-wrenching when I am unable to help because people have negative perceptions of me as an officer, believing my presence is a problem. Sometimes people

say very hurtful things like they're going to hunt me down and kill me or kill my family, my children. I have to deal with that.

- This was just after Ferguson. A few of my fellow officers were at Woodland Park before it became Ridgecrest, and we were waiting at an apartment for a search warrant. We were waiting in the hall and some relatives walked up and all of the cameras came out. I was trying to be calm, but lights were shining in my face, and I was just trying to hold the area secure until the search warrant came. It's your right to have cameras, but they can be good or they can be bad in the hands of some people.
- I was trying to talk to a witness to get a statement about her son. The mother was making accusations and was very upset. I tried to explain to the young man's mother that there was no crime committed. I tried to tell her again, "Nothing happened here." I really don't know what she wanted from me.

Connected Conversation: *What would make you feel more comfortable interacting with officers/residents? What would be one thing that you think could help increase trust between officers and resident? What have others said in this conversation that triggers new thoughts for you? Did you hear common themes or concerns from others? What next steps are important for you in moving this conversation forward?*

3.1 Opposition to Officers in Schools

- Is arresting them the answer?
- Many people are against cops in schools. Look at who gets walked out – African American men. Can't they wait until after school to walk the student out in cuffs?
- Statistically, arrests are less than 5 percent of the student body. It's all about perception. In the four years I was assigned to a school if I arrested 10 students that's a lot. I bet it was not even 10. When you look at statistics it depends on how they were taken. Probably some of the kids arrested we're doing some of the same stuff to get arrested again so they were counted multiple times. If a kid is a suspect there is an administrator at school, generally the principal, who reads the Miranda Rights to the kids and parents before police even get there. So, the perception becomes the narrative – not just in Madison but in the country. In my four years not once have I responded to a classroom – not once. I have been on the scene of 57 fights across all the schools outside on the practice field. Zero arrests were made.
- Does it even have to be cops? Must there be a display in front of everybody of walking an African-American student out?
- Also consider that some of the arrests at school are of parents and of adult kids who don't belong there.

- Why do you say good? Is it good because it's going against the narrative? Seventeen bullets were found at a school, so I had a kid posing a threat. I had been looking for the gun all day. That is 2000 kids and their parents who I need to protect. So, because of the perception, should I wait to look for the gun?

3.2 Unmet Needs

- So many needs go unmet, so I would like to learn how service people in our community.
- Could the church set up an outreach or create a space where individuals could come and find assistance and assist in removing some of the fears and social stigma.
- When it comes to working with individual with mental health concerns, Madison offer police officer some very good training. We walk a thin line, we can see that a person's behavior, while not criminal, or very low-level disruption to others. Yet, while we can see that treatment would help the person or the family we can't force them into treatment.
- When it comes to mental health/substance abuse issues I would like to see a focus on building more community awareness.
- Madison is lacking in Spanish-speaking resources in mental health services. We need more interpreters. Spanish-speaking families are not getting as many services. Most are not documented but their kids are in school, they are working hard and paying taxes.... They have the right to services. It makes me very angry.

3.3 Traffic Stops

- Milwaukee has a provisional license for undocumented individuals. I think they're looking at it for Madison.
- Parents are driving on expired licenses because they have to get their children to school and home. They are always afraid of deportation.
- I am appreciative of positive community interactions. I have a fear of being stopped as I have not been before. I feel getting to know the police as a part of my neighborhood helps me with trust as opposed to social media.
- As an officer, I'd like to respond to some things that were said. First, there are times when a guy behaves irrationally. As an officer, I know I have to gain control in the situation and press charges but I must search the statute to come up with the correct charge. Since Ferguson, I've stopped any and all contact of suspicious people because I want to keep my job. I have a family and there are things I want to do for them. In my opinion we are at the extreme of stop and frisk. There are many robberies in this neighborhood and we don't do anything about it. I have a fear of being called to a lawful but awful situation were chaos takes over. We're being proactive with the heroin epidemic but as for me I usually show up when the persons are already dead.

3.4 Justice for All

- I grew up in a time when you got your butt beat. That is a crime now, but my mother would've been a criminal. There are no programs to help these young men get on the right path, so WE have to do it.
- I don't think there are neighbors that are committing more crimes than others. Certain communities are targeted. I see juveniles from one community are taken down one track, but others are adjudicated. I want justice for all.
- Our criminal justice system is not equal by any means. A judge told me that we give harder sentences to kids from rougher communities because we think they are jaded. We want it to be the same for everyone, but it's not.
- Alec Cook raped 12 women. The judge was going to simply give him probation. Twelve women. He raped 12 women, and he was only going to get probation. Another judge spoke with him and told him you must give him time. At the same time, there was a first offender who sold crack to an undercover officer three different times. He received a substantial amount of time. One is a white male, the other black. There is no justice in the amount of time given for crime in this area.
- I believe there is a presumption of innocence at [all] times.

Parting Words

- Goodwill
- Relations and connections.
- Listening, learning, and understanding.
- Impeccable with your words.
- All on the same side joining together.
- Impressed hearing the breadth and understanding the negative leading to a positive cannot be complete without addressing some underlying causes for all the criminality, which include drug crime."
- I feel inspired and encouraged to participate.
- I feel this is a step towards community rebuilding.
- I had a positive experience with the police.
- Joyful.
- I have a different view of the police as I see them to be more human; they've gotten in trouble too in their lives.
- I thought it was nice to hear the different perspectives.
- I feel it is a work in progress and I hope we continue.
- Perception.
- Perceptions.
- Perceptions and perspective.

- Connectedness.
- I appreciated everything that everyone shared.
- Trying to get there.
- Worthwhile.
- Youth needed.
- Togetherness.
- Excited.
- Steps in the right direction.
- Healthy (take this platform to high school setting).
- What were the logistics of chain protest?
- Participant familiar with John Nolen protest offered an apology to officer in group.
- Officer respected, protect vigilance, and shocked at lack of perceived compassion
- Question for officers: What does tryouts uniform and outward appearance mean to you?
- Officer prefers not to be in uniform in non-emergency situations.
- Resident generally does not appreciate generalizations of people.
- Thank you from community member, black female, to officer for assist with a community safety issue involving cameras.
- Community.
- Pleasant.
- Informative.
- Knowledge.
- Respect.
- Women – [we] gotta do better.
- Sincere.