



Bridging communities through conversation

Sherman Park Police & Resident Listening Circles Report

Spring Series 2017

Planning Committee members:

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Thank you to Pilgrim Rest Baptist Church for hosting these listening circles. We would also like to thank our partners: Safe and Sound, the Milwaukee Police Department, the Milwaukee District Attorney's Office, the Department of Corrections, and Running Rebels.

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Executive Summary

The Zeidler Center facilitated dialogues between police and residents in the Sherman Park community on Thursday, April 27, 2017; and Thursday, May 25, 2017; at Pilgrim Rest Baptist Church. This report details participant responses and feedback during and after these dialogues. The executive summary (pages 5-17) explains major themes of the listening circles, followed by a section offering an in-depth analysis of these topics.

Program Description

The Frank Zeidler Center for Public Discussion believes that an important step in repairing relationships between law enforcement and communities of color in Milwaukee is to come together in unique spaces that provide the opportunity for facilitated, face-to-face communication to co-create resident-based solutions. The Zeidler Center's program, funded by the Greater Milwaukee Foundation's Racial Equity and Inclusion Grant, and the Northwestern Mutual Foundation, involves circles that are professionally facilitated by Zeidler Center facilitators, and co-designed by residents and police to fit the needs of the Sherman Park community.

Participants experience both structured and unstructured portions of dialogue. Through timed facilitation, this method allows participants to respectfully share their personal perspectives and learn about the perspectives of others. These listening circles create a platform for greater mutual trust and understanding, essential for establishing a constructive, collaborative environment for change. The Zeidler Center's community partners play an essential role in encouraging continued resident, youth, and officer engagement. Our partners include Safe & Sound, Milwaukee District Attorney's Office, the Milwaukee Police Department, the Department of Corrections, and Running Rebels.

Fall dates for Sherman Park Police & Resident Listening Circles 2017:

Thursday, September 21, 2017 at 6pm

Thursday, October 26, 2017 at 6pm

Thursday November 16, 2017 at 6pm

Thursday, January 4, 2018 at 6pm

For more information, visit www.zeidlercenter.org/police-resident-circles

Executive Summary Continued

Listening Circle 1

The first Sherman Park Police and Resident Listening Circles of the Spring Series 2017, which focused on Police and resident cooperation, took place on Thursday, April 27, 2017 at Pilgrim Rest Baptist Church. During the evening, facilitators from the Zeidler Center asked participants to respond to two rounds of question/statement:

1. *"Tell a story of a personal challenge or triumph you have faced when working with police and residents in the Sherman Park neighborhood."*
2. *"What is your personal motivation to have police and residents come together to do constructive work in the Sherman Park neighborhood?"*

Additionally, participants were asked to engage in Connected Conversation if time allowed, concerning the following questions:

"No matter our role, how can we all work together to improve our relationship with others who are a part of the Sherman Park neighborhood community?"

"As a community, what is a specific step that can be taken to help get Milwaukee to the place of positive police/community relations?"

"What have others said in this conversation that triggers new thoughts for you?"

The evening's conversations were characterized by an honesty and openness that allowed for frank discussion on some of the most problematic interactions between officers and residents, as well as transparent revelations on the hopes participants had for their community. During Round One, residents shared personal stories of what it was like to report a crime in Sherman Park, bringing to light a number of specific factors that presented obstacles, caused offense, and served as deterrents to future reporting. Triumphs were also described, with officers expressing appreciation for the times they have been supported in their work by the community, particularly throughout the unrest that occurred during the summer of 2016.

This period of community unrest was a frequent topic of discussion throughout the evening, and the intensity of the experience appears to linger in people's memories. Participants expressed both negative feelings over the events that occurred, and positive feelings over how the community survived the ordeal and sustained itself. It was thought that many of the instigators of trouble during that time came from outside the community, and this spurred conversation about other aspects of outside influence, both local and national, that contributed to Sherman Park's

challenges. The trouble caused by some youth from other neighborhoods was mentioned during discussions about the challenges of young people in the community.

Round Two presented opportunities for participants to share their motivations in working for change, and this proved to be a vehicle for expressing their hopes and goals for Sherman Park. One main theme was improved communication, which participants described in terms of being able to understand each other more fully and relate to each other as human beings rather than stereotypes or opponents. In addition, communicating to law enforcement about crime in the neighborhood was addressed once more. Creating a positive culture within the community also featured as a theme during Round Two. This culture was visualized by some as a unified community without rifts and biases; as a safe and peaceful neighborhood environment by others; and by still others as a thriving and growing community with a strong, independent economic base. These descriptions portrayed images of community that were hopeful and at times even tender, yet detailed and concrete, offering a potential starting place for collaborative visioning and goal setting.

During the Connected Conversation round, discussion circled back around to attitudes and behaviors during officer-resident interactions, with participants providing details on the kinds of standards that are currently in place as well as some that might improve communication and relations. In addition, people recognized the limitations placed on law enforcement currently as resources were diminishing while demand for services was growing. Raising support for recruiting police trainees and assistants from within the community was mooted.

Listening Circle 2

The second Sherman Park Police and Resident Listening Circles for the Spring series 2017, which focused on personal interactions with POs and community members, were held on Thursday, May 25, 2017, at Pilgrim Rest Baptist Church. Zeidler Center Facilitators asked participants to focus discussion around the following questions/statements:

1. *"Please share about a personal interaction you've had between residents and law enforcement in the Sherman Park neighborhood. How did that interaction shape your feelings about police and community relations?"*
2. *"What is your motivation for working towards better interactions between law enforcement and residents in the Sherman Park community, and how can we hold each other accountable?"*

Additionally, participants were asked to engage in Connected Conversation if time allowed, concerning the following questions:

"How can we work together to achieve a healthier neighborhood given each of our roles?"
"As a community, what is a specific step that can be taken to help get Milwaukee to the place of positive police/community relations?"
"What have others said in this conversation that triggers new thoughts for you?"

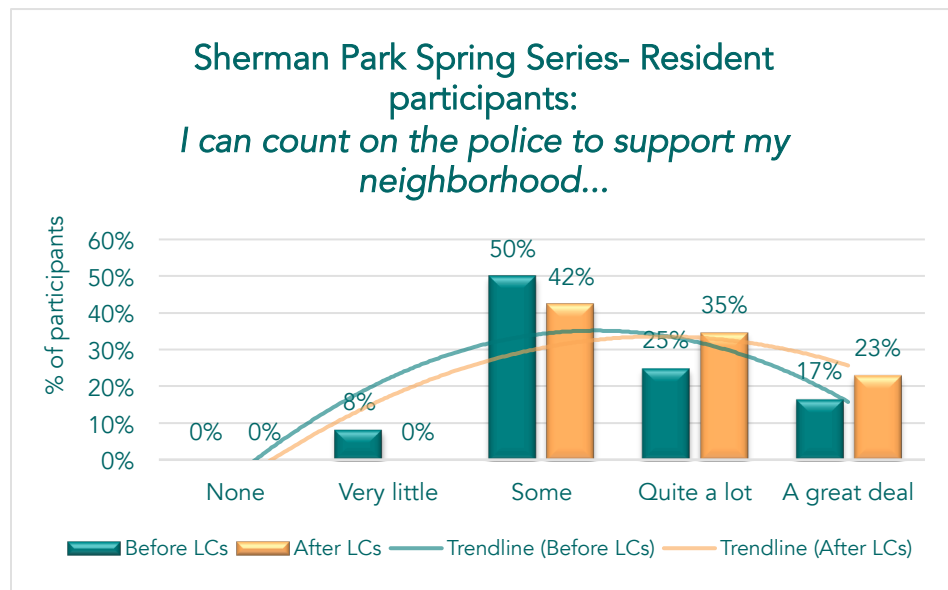
During round one, participants had both positive and negative experiences to share regarding personal interactions with either POs or residents in Sherman Park. Regarding positive experiences, participants mentioned calls that they felt were appropriately answered by the police, the fact that police presence is wanted in the neighborhood, the humanity of some POs encountered, and the POs' dedication to serving the community. Regarding negative experiences, participants remembered encounters influenced by stereotypes, the difficulties faced by the community, as well as the incidents that took place in Sherman Park during last summer.

During round two, a great number of participants mentioned being motivated by the will to improve communication and thus reduce polarization, having for objective to increase the level of trust and deconstructs existing fears of POs amongst community members. Such actions aspire to have both POs and residents see each other as humans. Many participants stated being motivated by wanting to achieve change for the better, either as individuals or as a community. The main goals of "changing for the better" were identified as improving safety levels in the neighborhood, and getting through to the youth in Sherman Park. As a result, participants are hoping to dissipate the negative atmosphere that can sometimes be sensed in the neighborhood, with a specific attention to the needs of the youth.

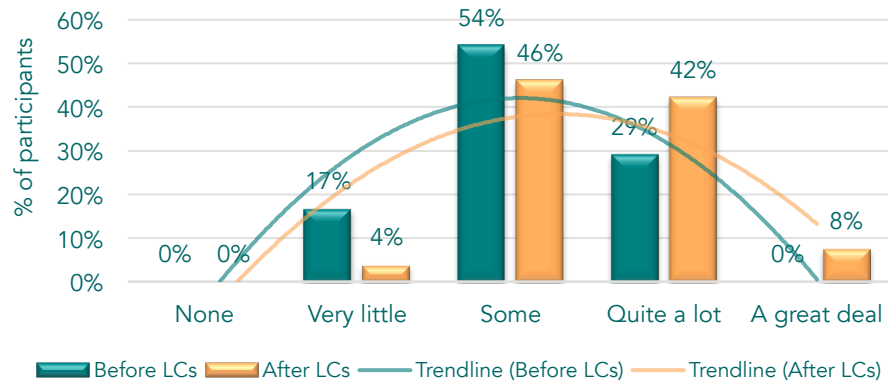
Connected Conversation discussions expanded on some of these same issues, but also touched on new themes. Participant mostly focused on the investments needed in Sherman Park, with a special focus on activities for the youth over the summer. Moreover, participants discussed the importance of family presence for the youth, which could be paired with police mentorships as suggested by some participants. Final words from participants were all positive and encouraging, with notes of hopes for the future of Sherman Park, interest in wanting to do more for the neighborhood, and will to work together to make positive changes happen.

Quantitative Data – Pre/Post Surveys

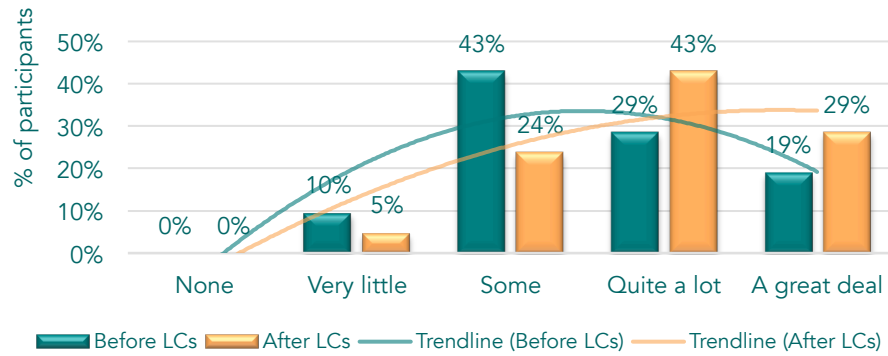
Through the use of pre- and post-surveys, the Zeidler Center has collected quantitative data regarding the effects of the Listening Circles on levels of trust amongst both resident and officer participants. The following graphs are a combination of the two fall sessions that took place in Sherman Park. Trends amongst officer participants and resident participants are very similar for both Spring sessions and thus will be presented conjointly in this report for a matter of reading efficiency. All graphs present improvements in levels of trust, support, and hope when it comes to police perceptions (resident only data), and police and resident relations (police and resident data combined). Results for individual sessions are available further down in this report.

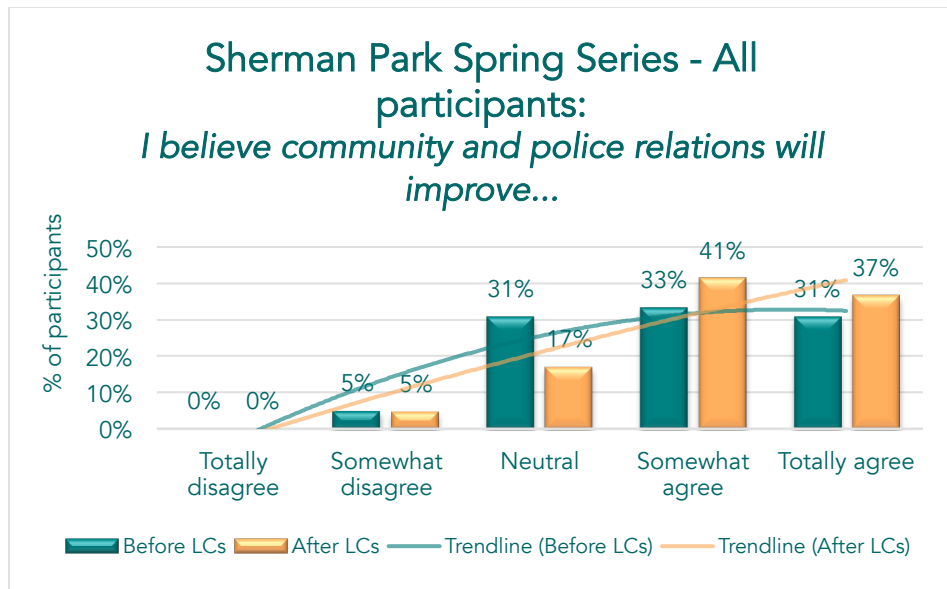


Sherman Park Spring Series - Resident participants: *I trust the police...*



Sherman Park Spring Series - All participants: *I believe listening circles help build trust between Police and Residents...*

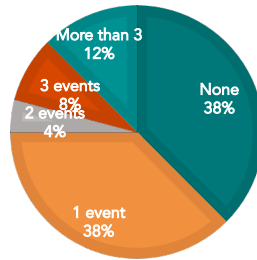




Participant attendance has been relatively constant throughout the Spring Series with an average of 8 Police Officers and 17 Sherman Park residents per Listening Circles. Via surveys, the Zeidler Center has been able to track the returning rates at different levels as well as the new comer rate for both Police Officers and residents for each session. For residents, the new comer rate is higher than several returning rates (More than three events – Three events – Two events), a trend easily explained by the fact that the Listening Circles just started in Sherman Park this year. Regarding the returning rates (More than three events – Three events) themselves, some participants have attended the Metcalfe Park Series in 2016 which explains the returning rates in Sherman Park.

Sherman Park Spring Series- Resident participants:
How many police and resident listening circles have you attended so far?

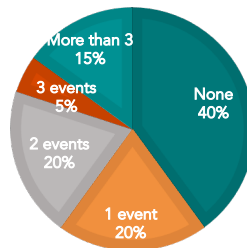
■ None ■ 1 event ■ 2 events ■ 3 events ■ More than 3



For police officers, the new comer rate is higher than each of the returning rates which underlines the fact that officers within District 7 and OCOE have had the opportunity to take part in the Listening Circles at least once since the beginning of the program in Sherman Park. The returning rates of officers are expected to increase slightly during the Fall series 2017.

Sherman Park Spring Series - PO participants:
How many police and resident listening circles have you attended so far?

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



Next Steps

I. Dissemination of the spring report in Sherman Park:

This report will be sent to all partners, including Chief Flynn, A/C Harpole, Captain Turcinovic (District 7), Captain Boston-Smith (District 3), Captain Banks (OCOE), and alderpeople. The Planning Committee for Sherman Park will use this report and the data available to shape the Police and Resident Fall Series 2017 in order to always cater to the needs and wishes of the Sherman Park resident, District 7 officer, and OCOE officer participants.

The report will be available to the public, both in hard copy during the first Listening Circle of the Fall at Pilgrim Rest Baptist church, and online at www.zeidlercenter.org/police-resident-circles beginning in September 2017. The availability of the report to the public will be reiterated in the introduction to each Listening Circles event as a way to keep new participants informed of past questions and results.

The Zeidler Center recommends that the Sherman Park report for the Spring Series 2017 be released at resident-led block parties with police collaboration. Below are the steps for the organization of a block party:

- ❖ Download a permit application via milwaukee.gov or call 286-3329.
- ❖ Permits are only issued with approval of the alderperson.
- ❖ During summer hours of June, July and August, applications are not accepted any later than two weeks before scheduled event.
- ❖ Permit will be mailed, unless you specify that you will pick up your permit.
- ❖ There are no fees for a residential block party.
- ❖ Signatures of consent should be obtained from residents within the barricaded area to establish support for the event.
- ❖ Informational flyers should be distributed one week prior to event in order to remind neighbors.
- ❖ Notification to be made to District personnel that residents would like officers to stop by the block party and officers will attend.

II. Continuation of the Listening Circles in Sherman Park:

As requested by many spring participants through feedback forms, the Zeidler Center Police and Resident Listening Circles will continue for a 2017 Fall Series in Sherman Park, with four Listening Circles taking place from September 2017 to January 2018 (dates available at the beginning of this report and online at www.zeidlercenter.org/police-resident-circles).

III. Resident involvement and attendance:

Increased involvement of Planning Committee members:

The Sherman Park Planning Committee was formed at the beginning of this year and it will continue its work for this 2017 Fall Series. The composition of the Planning Committee (2 adult residents, 2 youth residents, 2 officers, and 2 Zeidler Center Lead Facilitators) will continue to evolve over the Fall Series under the guidance of the Zeidler Center Lead Facilitators, Program Director, and Executive Director. The involvement of planning committees will continue to increase to not only a planning stage of the program, but an analytical stage when it comes to the definition of future topics and police presentation themes, and a managing stage regarding the Listening Circles themselves.

Zeidler Center Police and Resident Program Ambassadors:

The Zeidler Center has recently created a new position for Sherman Park residents willing to get involved in the program, yet to a lesser extent than Planning Committee members are. The ambassadors can give suggestions to the Planning Committee regarding topics for future Listening Circles and potential local partnerships to pursue. In addition, the Zeidler center Ambassadors are encouraged to spread the word about the Police and Resident Listening Circles in Sherman Park and answer potential residents' questions about the program. This position has been created specifically having Sherman Park elderly and youth residents in mind who are willing to get involved yet often facing mobility challenges/time constraints.

Resident attendance:

For the Fall Series, the efforts of the Zeidler Center will be directed toward both the increase of the returning rates of resident participants in Sherman Park, a trend that can already be identified over the Spring Series, as well as the maintenance of new comer rate. Several steps will be taken to achieve these goals:

- ❖ *Attendance of residents on probation/parole:* The Zeidler Center is working to develop a partnership with Neil Thoreson, Regional Chief for the Department of Corrections, to implement an option for Sherman Park residents on probation/parole and provide the opportunity to participate in Zeidler Center Police and Resident Listening Circles while receiving community service credit for their participation. The attendance of residents on probation/parole through community service will enable the Listening Circles to reach a more diverse spectrum of the Sherman Park community.
- ❖ *Posters and flyers:* The Zeidler Center has created both posters and flyers to be placed at key locations in Sherman Park including supermarkets, local community organizations and churches. Printer-friendly options of these materials will be available upon email requests for local organizations willing to further disseminate the Listening Circles at low costs.

- ❖ *Resident Incentive for participation:* The Zeidler Center will provide small thank-you-gifts for Sherman Park residents participating as a sign of gratitude for their contribution to the dialogues. Monetary stipends yet will not be available for the Fall 2017. The Zeidler Center is looking further into childcare options as well for residents with young children wishing to attend Listening Circles.
- ❖ *Youth attendance:* A specific attention will be put on youth attendance per request from spring participants. Flyers and posters will be strategically placed and distributed around local high schools in Sherman Park. Furthermore, the Zeidler Center has entered into a partnership with Running Rebels which will provide a minimum of two youth per listening circle per event for the Fall Series 2017. In addition, Youth Planning Committee Members will oversee outreach strategies for 15-25 year-old participants.

Recommendations for the Police Department

These Zeidler Center recommendations are based on participants' testimonies, feedback forms and surveys collected during the Spring Series.

I. Increase in knowledge and understanding of Police procedures, requirements, needs, rights, and duties

The analysis of participants' contributions highlights an important gap felt by both PO and resident participants regarding the needs of POs on duty, and the understanding of these needs by residents. An obvious symptom of communication issues, this gap can be reduced via different options. Some of them are presented below.

Police presentation:

The police presentations were a success and they will be continuing for the Fall Series. Planning Committee members will define the topics for the four police presentations based on the needs and preferences of Sherman Park residents that can be found in this report. Below are some suggestions given by participants during the Spring Series:

- ❖ The work connections between Police and Firemen.
- ❖ Steps to follow and recommendations for a citizen caught in a dangerous situation which involves Police intervention.
- ❖ How to get involved and help the work of officers as a resident while maintaining a 'low profile' – The meaning of 'anonymity' in a police investigation.
- ❖ What to expect from an officer who is investigating a crime: what are his/her priorities, what to expect to know as a resident interrogated as a witness and what not (in terms of the on-going investigation).

Pamphlets and brochures about opportunities to get involved:

Many resident participants spoke about a lack of understanding of POs' behaviors, which goes often hand in hand with a lack of knowledge on PO's objectives and Police procedure. In addition, resident participants underlined the potential benefits that increasing the diversity in the Police force would have, especially for the youth in Sherman Park who could identify to POs and see becoming a PO and working to protect one's community as a viable career. Thus, the Zeidler Center recommends making available to resident participants flyers for the following options to get involved with the police and discover the work of POs during each Listening Circles event:

- ❖ Police Explorers Scouts
- ❖ Law Enforcement Explorers
- ❖ Police Auxiliaries
- ❖ Citizen Academy
- ❖ Police Academy

II. Increase in interactions in non-crisis settings

Basketball cards:

It is apparent both through facilitators' notes and participants' feedbacks that the existence of the new basketball cards is not yet known from many residents. It would be interesting for officers attending the Listening Circles to have a few to distribute/show to younger participants, and to encourage residents to approach officers in the neighborhood to enquire about the cards.

Organization of sports events – block parties – clean ups:

Participants almost unanimously shared positive feedbacks on the events they participated in involving both POs and residents. From athletic activities, to picnics and clean ups, participants called for more opportunities to shared enjoyable activities with officers. As the park was mentioned by several resident participants as a key location in need of revitalization, a specific attention to the park is suggested to encourage the organization of activities for youth, and the further use of the space by residents to increase the sense of community in the neighborhood.

Attendance in Listening Circles:

Residents considerably praised the attendance of POs during the Zeidler Center Listening Circles. Thus, it can be said that constant PO participation is providing positive results in the form of an increase in trust, and a change in PO perception in Sherman Park. Therefore, efforts to maintain the new comer rate, and to increase the returning rates of POs are highly encouraged as they both work towards different goals:

- ❖ The new comer rate indicates that the POs who have not experienced the Listening Circles are given the opportunity to do so. These new PO participants can then explain to other colleagues the goals and principles of the Listening Circles.
- ❖ The returning rates indicates that returning POs are enabled to slowly develop a relation with returning resident participants, increase trust levels, and provide the proximity with POs residents are calling for.

It is important for PO participants to remember that participating in a Zeidler Center Listening Circle is an opportunity to speak about personal events, experiences, and move away from the more common 'presentations' and 'talks' that usually happen in resident-police meetings.

Mentoring programs for youth:

Some participants suggested the creation of a mentoring program that would pair an officer and a Sherman Park youth in difficulty as a way to help the youth of Sherman Park to find a path, and avoid getting in trouble. Information about already existing mentorship programs could

be put available during Listening Circles. If non-existing, mentorship programs could be considered as new options to strengthen police and youth resident relations.

III. Other suggestions and needs of residents

Participants mentioned having felt alienated by some POs during investigations and when reporting a crime. It is thus points to keep in mind and attempt to mitigate when possible on a day to day basis. More information found in Listening Circle 1, Question 1.

Recommendations for Sherman Park residents

These Zeidler Center recommendations are based on participants' testimonies, feedback forms and surveys collected during the Spring Series.

I. Ways to get involved

Many participants mentioned wanting to get involved yet not knowing how to do so. Below are options for Sherman Park residents to get involved and be a part of the efforts to change Sherman Park.

With the Police:

Here are options to support the work of the Police in Sherman Park, or to get involved and learn about the everyday life of a PO on duty:

- ❖ Police Explorers Scouts
- ❖ Law Enforcement Explorers
- ❖ Police Auxiliaries
- ❖ Citizen Academy
- ❖ Police Academy

More information for options available in Sherman Park can be found on the following websites:

OCOE:

<http://city.milwaukee.gov/police/MPD-Divisions/Community-Outreach-Education.htm#.WZ2hpyiGPIU>

District 7: <http://city.milwaukee.gov/DistrictSevenCLO#.WZ2iLSiGPIU>

District 3: <http://city.milwaukee.gov/DistrictThreeCLO#.WZ2imCiGPiV>

With the Zeidler Center:

Several options are available for residents who are looking for ways to get involved and actively work for the improvement of Police and Resident relations in Sherman Park. Here are some of the options at the Zeidler Center:

- ❖ Become a Zeidler Center facilitator – more information at <https://www.zeidlercenter.org/facilitator-training>
- ❖ Become a *Sherman Park Planning Committee Member* for next year – for more information, send an email at office@zeidlercenter.org
- ❖ Become a *Police and Resident Program Ambassador* – for more information, see page 13 of this report, Zeidler Center Police and Resident Ambassadors. Information about application to be sent to office@zeidlercenter.org

Many other opportunities to get involved with non-profits working in Sherman Park are available. If you are interested, please send an email to office@zeidlercenter.org and the Zeidler Center staff will be happy to help you find ways to get involved and contribute to the efforts of the Sherman Park community to improve the neighborhood.

II. Everyday life contribution:

Based on participants testimonies during the Spring Series, important suggestions can be found for residents to contribute to the improvement of Sherman Park including:

Regarding Police-Resident relations:

- ❖ Attempt to report crime to the Police (Anonymity is an option that can be further defined during a police presentation).
- ❖ For Sherman Park parents: attempt to change the discourse heard by some participants based around the idea that 'POs put misbehaving children in jail'. A focus on the broader contribution of POs in Sherman Park in parents' discourses about POs would contribute to the de-demonization of POs in the minds of the younger Sherman Park generation.
- ❖ Creation and attendance of community events involving Police Officers (See procedure on page 12, Dissemination of the report).

Regarding resident-resident relations – community building

- ❖ Creation of community events and use of public spaces:
 - Creation of community events focused on the beautification of the neighborhood: backyard cleanings, street cleanings, trash collecting in the park...
 - Use of public spaces for community events, activities for youth, festivals, as a way to take ownership of the neighborhood and develop a sense of belonging rather than apathy in Sherman Park residents.
- ❖ Increase in mutual support in conflict resolutions so that quarrels among Sherman Park residents can be solved using the conflict resolution skills found within the community rather than requiring police intervention.

Questions about this report should be directed to:

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katherine@zeidlercenter.org, (414) 239-8555

Listening Circle 1 - Analysis

Topic: Police and Resident Cooperation

Question Round 1: *"Tell a story of a personal challenge or triumph you have faced when working with police and residents in the Sherman Park neighborhood."*

"But most of all, I want to let the resident know that we are invested in them and hopefully they will become invested in us."

"I experienced the upheaval last summer and was ashamed and appalled all at the same time."

"I see the city as one body that [is] having a heart attack."

1.1 Challenges

A number of themes emerged from the comments made by participants concerning the challenges they have experienced, and these are explored below.

1.1.1 Report a crime

One main concern reported during this Round was the frustration and offense people experienced during the process of reporting criminal activity. Participants spoke at length about the difficulties they encountered on a variety of fronts. The first struggle was typically with themselves, as they absorbed the shock they experienced over the crime incident itself, especially if it was a violent one. They then had to fight to overcome fear of reprisal and find the courage to make a report in spite of the potential danger to themselves. One participant described his/her experience this way:

"Initially I was reluctant to contact law enforcement, because there was a fear that I would be retaliated against. Once I realized I had to do the right thing, I did indeed contact 911 to report the shooting. That was one of the most frightening things that ever occurred in my life, but it helped me to see that I could be strong in situations where I thought I would falter."

Another resident told of a similar experience, saying:

"I witnessed a crime and I, too, had some anxiety of calling in. I had to ask myself, 'How involved did I want to be?' I didn't want to be a part of the problem so I decided to be a part of the solution. I called and reported what I saw and knew."

Others talked as well of having to "overcome my trepidation" and feeling "afraid of how I would be treated." Unfortunately, their challenges did not end with the decision to make a report.

For some, speaking with the police dispatcher was a demoralizing experience. One person commented about a “dispatcher who was very rude and difficult to listen [to]” while another felt “the dispatcher made me feel I was interrupting their day.”

Once the police either called back or arrived on the scene, the two most commonly described challenges were the perceived attitude of the police officers, and being questioned as a potential suspect. Officer conduct and communication in these situations were described as “rude”, “edgy”, “arrogant”, and “disrespectful”, and one participant disclosed, “I felt intimidated while being questioned.” The questioning “began to sound like I was a part of the event” and included queries such as, “Why were you in the area?”, “What time did you arrive in the area?” Another resident felt that “once they got what was needed...they began to interrogate me as if I was a part of the crime.”

The suspicion, disrespect and intimidation felt, labelled as “appalling” by one resident, was not what many had expected or hoped for when they made their initial decision to report the crime. Some witnesses were offended by subsequent interactions with the District Attorney (DA)’s Office. When this topic was revisited during the Connected Conversation round later in the evening, one resident told of feeling “disrespected when I was called down to the DA’s office to further bear witness to the crime I witnessed at a store. The tone of his voice and telling me not to leave town.” For another resident, even the written notice from the DA’s office concerning the trial sounded “demeaning,” and s/he declared, “I was insulted during this entire process...now I understand why lots of folks do not and are not willing to contact the police.” This is an unfortunate dilemma, considering the challenge reported by one of the officers during Round One: “One of my biggest challenges is finding willing witnesses when trying to bring order and practicing respect.”

1.1.2 Police acted inappropriately

Residents also disclosed other types of incidents and issues with police behavior or attitude which they found challenging. One parent participant felt police were targeting his/her sons because of their history. This produced both “fear for their lives daily because I don’t know what officer will decide to harass them” and “a very negative opinion of police.”

Interestingly, this parent participant also reported that “after I had a conversation with a police officer that is in this circle, I changed my opinion of police. They started to help me with my boys instead of arresting them.” It is helpful to note the two key factors identified in this comment, namely communication (a conversation between an officer and the resident) and changed behavior (officers subsequently began engaging in actions perceived as helpful by this parent participant). The result was ostensibly a lessening of the parent’s fear and anxiety, as well as his/her substantial change in perspective from “a very negative opinion of police” to the collaborative relationship described above.

Other participants spoke of being challenged by the attitudes of officers at the scenes of various crimes. A victim of a burglary who waited six hours for police to respond found the officers

to be “impatient,” saying, “I did not like the way they spoke to me.” Additionally, a pastor who is “often called to scenes in which there have been problems and/or violence” reported that over time s/he has noticed how officers have escalated issues, particularly by “taking an aggressive posture and by using aggressive language/behavior.”

1.1.3 Communication

For their part, officers identified communication as one of the top challenges they experience. One explained how the diversity in the neighborhood —“race, class, finance, and education levels”— contributed to communication breakdowns. In addition, an officer spoke of “challenges with communicating with my brothers in blue,” indicating that communication between officers was sometimes problematic as well.

1.1.4 National, city feeding local problems

Participants identified another major challenge in the impact felt from both local and national sources which have significantly affected the Sherman Park community. Trouble caused by people from outside the neighborhood was mentioned more than once, with one participant observing, “I have found that most of the problems that occur in the Sherman Park area involve people who are non-residents.” In particular, the unrest experienced by the community in 2016 was tied to outside influences: “I was one of many responders to the unrest last year...and found the biggest challenge and resistance came from those who were non-residents” and “The outside people come in and create chaos. The big chaos from August of last year was a result of that.” In addition, national trends, such as the “wave of police and citizen shootings that occurred throughout the US last year,” were identified as inflating tensions and causing “people [to] now see the uniform, not the person.”

1.1.5 Youth behavior

Some young people played a significant role in the events of last summer, and participants spoke of the challenges specific to that population. A community outreach officer assigned to work with young people in the Sherman Park community expressed frustration that some youth “know our hours of operation and as soon as I leave, the troublemakers make trouble.” The officer did note, however, that “most of the trouble that is being started is being perpetrated by youth that don’t even live in the Sherman Park neighborhood.”

Some young people’s misbehavior and poor choices were impactful enough to be highlighted as a challenge or concern by other officers as well. One who worked in area schools observed, “when our team is called it is never for anything positive or good,” and another reported, “I am assigned to schools for better part of my duties. When I am sent into the neighborhoods it is for negative reasons. Our presence means that there is conflict with the potential for violence.”

1.1.6 Last summer

Last summer’s unrest was discussed several times throughout the evening. During this first Round, most participants spoke of the troubling events of that time as a challenge—“I experienced

the upheaval last summer and was ashamed and appalled all at the same time”—or a time when they were stirred to action: “During the civil unrest I stood between young people and police”; “During the civil unrest we were out on the streets trying to defuse tension and tempers”; and “I asked my family to help me go into the neighborhood and clean it up during the civil unrest.”

1.1.7 Community is sick, hurting

Along with youth issues, participants expressed concern about the wellbeing of the community as a whole. A veteran officer confided s/he had “seen a lot of hurt and misery” during his/her time working in the community, and another participant pictured the wider city area as “one body that is having a heart attack. I ask myself ‘what can I do to affect change in this neighborhood?’”

1.1.8 Distance in community relationships

Another challenge mentioned by a few participants was a distance in their relationships with community residents, created by a variety of factors. For a couple of people, being new to the area proved to be an obstacle. One admitted, “being new to Milwaukee...I am hesitant in building good relationships with others” and another observed, “I am fairly new to Sherman Park and because I am young it appears that I am unable to relate to the problems of others because of my inexperience.” In addition, one officer found the constraints of his/her assigned position limiting: “I lament not being able to engage the community directly or to be a liaison where I would have more direct contact with residents of this community.”

1.2 Triumphs

Along with challenges, the Round One question invited participants to identify triumphs, and several participants offered stories and examples.

1.2.1 Community support

Notably, there was significant input from officers concerning the support they received from community members during last summer’s unrest. One officer shared, “One of the things that I consider a triumph is during the civil unrest last summer, the community came out in full support of police.” Another described how “the community really blessed us. I’m very grateful for their help and caring that was given to police during that moment.” An officer also acknowledged the mutuality of that support, saying “But most of all, I want to let the resident know that we are invested in them and hopefully they will become invested in us.”

1.2.2 Success stories

Officers also celebrated their successes in working with community residents, saying, “as an officer I triumph working within Sherman Park with the residents. The majority of the residents are really nice and they enjoy being cordial when the time allows.” and “I triumph working with the residents. They have been so welcoming to me and for some, I have been taken on as [a] surrogate father for their sons.” Another officer recalled a minor incident was “defused very quickly because we knew who we were dealing with and our relationship with the neighbors.” In addition,

after “working hand in hand to clean up the neighborhood” in a high-crime area, officers organized a block party to celebrate success and to “give back to the community and have a good time.”

1.2.3 Needed change

Along with the challenges and triumphs, participants also took time during this Round to discuss aspects of the community that needed change and improvement. Most commonly, they spoke of better communication as an important goal. One participant tied this in with his/her attendance that evening, saying “I think that communication between police and residents must be improved and that is why I decided to join this Listening Circle.” Another drew out how “speaking to residents and accessing the needs of residents” informs and enriches community relations.

Question Round 2: *“What is your personal motivation to have police and residents come together to do constructive work in the Sherman Park neighborhood?”*

“I like to be open to residents so we can always see eye-to-eye. I want resident to know that I am there to help, not hurt.”

Just as in Round One, the events of last summer factored into participants’ responses to Round Two’s question. One person remarked, “My motivation is to get past last year.” Additionally, there were two main themes identified in discussion about participants’ motivations: Communication and understanding, and Encouraging a positive culture.

2.1 Better communication

Many comments during this Round served to illustrate the connection participants saw between communication and improved community relations.

2.1.1 Leads to understanding and improved relations

One person felt “communication...will lead to a greater understanding, which in turn may help to foster healthier relations between both residents and law enforcement” and another asserted, “communication...will build stronger cooperative relationships with residents so that our community here in Sherman Park can begin to heal.” The impact of good, effective, constructive, or improved communication was thought to enhance people’s ability to understand each other, and thus strengthen relationships between them. Stated goals in this area included “be like a phoenix and rise to even higher heights,” and “always feel ready share and communicate effectively with the officers if I have need personally or just cordially.”

2.1.2 Connecting on a human level

In addition, participants described improved communication as a means of creating a more meaningful connection between people within the community. They spoke about being able to “see each other’s humanity” and interact “on a human level.” More specifically, this would mean residents could “have a story of relationship with police officers and have no fear...practicing respect for each other;” officers might “be open to residents so we can always see eye to eye” and residents would “know that [officers are] there to help not hurt.”

2.1.3 Responsible crime reporting

A couple of participants pointed out that the communication necessary for this level of officer-resident trust must include a commitment to improved crime reporting within the community. One commented, “If the community is willing to come together and really communicate with each other, that means being personally responsible for what happens in our neighborhood and quit turning a blind eye to violence and crime.” Another characterized residents as “the eyes and ears of the neighborhood” and advised, “we need to communicate constructively and come together.”

2.2 Encourage positive culture

Many participants said they felt motivated by the desire for a positive culture that would enhance the Sherman Park community.

2.2.1 Unity

Some spoke of unity and working toward “eliminating the biases” that now existed within the community. Of special interest was the “possibility of breaking down the seemingly adversarial relationship between community and law enforcement.” Goals were described as “constructive community outcomes,” “a culture and community that expresses unity and a sense of welcoming,” and “mutual cooperation.”

2.2.2 Peace, safety

Others described images of a peaceful, safe community environment as motivating them for change. People revealed they wanted to “see children growing up in a peaceful environment” and “see children play in the street and the elderly walk with their canes in our neighborhoods” as part of their vision for the future of their community; others mentioned “neighbors looking out for each other” and people working together. Creating a “safe living environment” where community members maintained “a mindset of safety” and were not “afraid to report what they see or hear” was an important factor in achieving the safety that would enable “peace and prosperity in our neighborhoods.”

2.2.3 Thriving, growing

A third factor in creating a positive community culture was bringing about change that nurtured and empowered the area, allowing it to thrive again. Some looked back to the community’s history, remembering, “The Sherman Park area was the hub of the African American community,” and felt now “I have seen the city change for the worse” with people “leaving the

area because of crime.” Participants put forth an image of a successful community, full of life, productive and growing, which they found to be motivating. One person mentioned the importance of a restored retail segment that could help residents meet “needs within the community instead of having to go outside of the community.” Others pictured a “community that provides for itself community resources like good jobs and help centers” which, along with the other changes, could “create a sense of pride in our community.”

2.3 Complaints against officers

Participants discussed several issues related to the need for change, but which went beyond the theme of motivation. One of these issues was problematic police behavior and/or attitude, which revisited some of the conversation that took place during Round One. A parent spoke of the current national focus on “police really responding so negatively toward people, but especially people of color” which s/he was keeping up with through Facebook. This fed his/her concern that on a local level, “Black youth are targeted.”

A second participant spoke of an “elephant in the room” that has not been overtly discussed and which s/he called “the blue wall.” This term referred to the tendency of some “police to protect police instead of holding them accountable for breaking the law in the performance of doing their job.” This mechanism was characterized as “the issue that residents fear the most” and as such, it was crucial to work toward its eradication.

2.4 Officer advice

At times officers participating in the Listening Circles attempted to provide advice to residents concerning the negative experiences they were sharing. They explained that officers’ priorities—“protect and serve”—dictated their need to maintain safety, and this sometimes precluded taking the time to be more careful and considerate during one-on-one interactions. One observed, “When officers respond to an incident, their first responsibility is to bring order to that situation,” and “many times to establish order, we must contain bad behavior.” This can be complicated because “we just don’t know what residents will do when they are so angry” and thus, “residents must be patient with us.”

Another officer urged residents who found themselves in a negative interaction with police to “always do what the officers say first,” but then take action to advocate for themselves by recording the badge number of the officer involved. This way the officer’s inappropriate action or words could be reported to the district command officer at a later point in time.

2.5 Respect and fear

During this Round, participants drew a connection between the absence of respect and the presence of fear, and vice versa. One officer shared that “respect is a two-way street,” and described how “many times when we show up to a scene, we are being called names etc. just because we were called to bring order; that’s not right.” In contrast, a participant contended, “I want them to have a story of relationship with police officers and have no fear. I want each of us

practicing respect for each other.”

Others pointed out the problems created by fear. One resident encouraged others “to not have bias because of one experience or what we’ve seen through social media” and shared, “I want us as residents to respect the officers.” Another participant stated, “I believe that many residents need to address their fears of police officers.” Officers, too, were urged to avoid responding out of fear by a resident who told a story about feeling nervous when approaching a group of young men as s/he was walking down the street. Instead of intimidation, however, s/he experienced an “amazing conversation for a few minutes” that left him/her “thinking that I have to not judge young people so harshly because not all young people are out to hurt or rob me. Police need to learn that too.”

2.6 Needed change

Along with talking about their motivation for change, some participants spoke about specific changes needed in the community. One person felt recruiting more young people from within the neighborhoods to the police force was a key part of creating future improvements in officer-resident relations, saying “police... the community, and our politicians must be more proactive in this endeavor as well. If there were more young police officers that were visible it would make it easier for youth to make that choice to become invested in keeping their community safe.” Another participant addressed the need for eliminating racial bias with the comment, “African American bias challenges the outcome of bringing order.”

Connected Conversation & Parting Words – *“No matter our role, how can we all work together to improve our relationship with others who are a part of the Sherman Park neighborhood community?”; “As a community, what is a specific step that can be taken to help get Milwaukee to the place of positive police/community relations?”; “What have others said in this conversation that triggers new thoughts for you?”*

“There was consistency on the need to improve our communication.”

“If people follow the officer’s instructions there shouldn’t be any altercation.”

“Officers are to respect and show restraint in the line of duty while bringing order and calm.”

3.1 Setting a standard - officers

Themes during the Connected Conversation featured standards of behavior for both officers and residents. Officers related how they were trained to “explain things in a kind and professional manner,” to “respect and show restraint in the line of duty while bringing order and calm,” and to “explain the process and procedure to each witness when questioning and before.” One participant felt that “it’s about respecting the code of conduct that is established,” while another expressed the desire for more, saying “I want to see police officers empathize with residents. I want to see open and better communication.”

Thus, while officers are expected to perform to specific standards, the realities and pressures of the job required acknowledgement that they are only human, and that it is necessary to “look beyond the uniform and see the human being inside the uniform.” An officer reinforced this point, saying, “As a police officer it is imperative that you all realize that we are human beings. It is imperative that you know police officers come from all walks of life and have diverse experiences.” Participants shared their views on the variability of interactions with police noting, for example, “there are some good police and bad police;” an officer urged residents to “not become discouraged with all of us because of bad experiences with a few.” One resident encouraged officers to increase efforts to hold their colleagues accountable when “they break the law in the performance of their job” and asserted, “I think that the community will start to feel safe when police start to police themselves without prejudice.”

3.2 Setting a standard - residents

There were a few comments about resident behavior as well. One officer advised that during an encounter with police, “if people follow the officer’s instructions, there shouldn’t be any altercation,” and another officer observed, “sometimes community activists exacerbate problems because of their confrontational manners.”

3.3 Needed healing

Healing was another theme that arose Connected Conversation. In the words of one participant, "effective communication brings closure," and as the evening's dialogues offered opportunities for processing issues, the community could move closer to resolution for some of them. A participant shared that s/he was encouraged "to see people coming together to address the healing that needs to occur in this area."

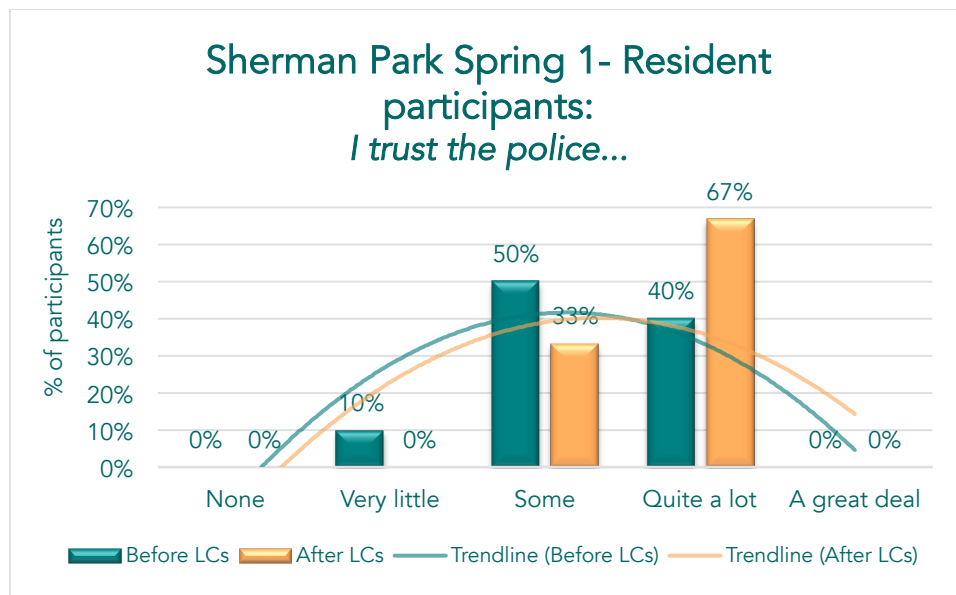
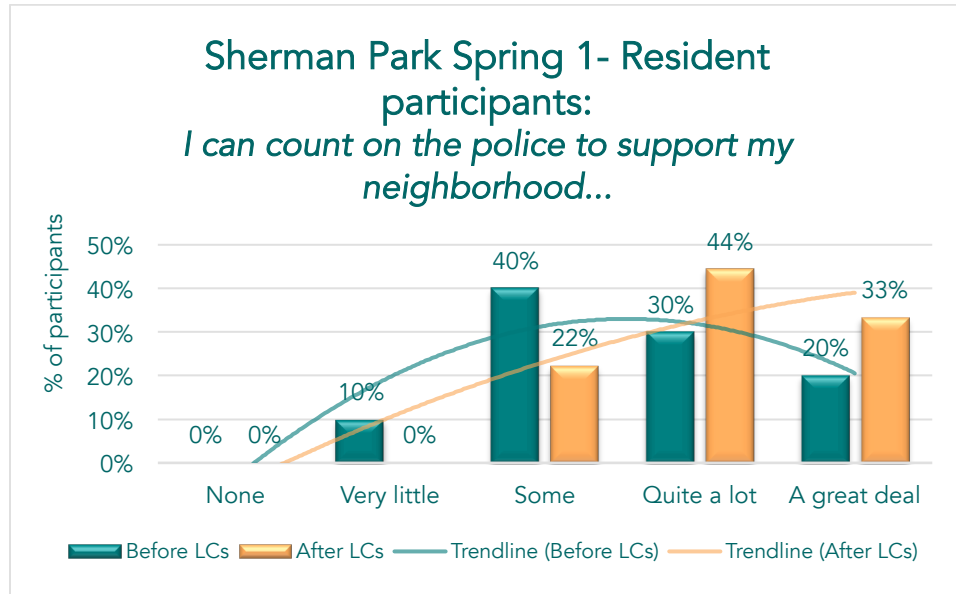
3.4 Limited resources

During the course of this Round, it was noted that reductions in police resources were coinciding with increased crime to create additional pressure on the law enforcement system and the neighborhoods it serves. According to one officer, "the reality is that we receive more calls than we used to and that many officers are retiring after putting in 25 years." Another participant noted the low level of resources now in effect "correlates to the overall decline of the city neighborhoods."

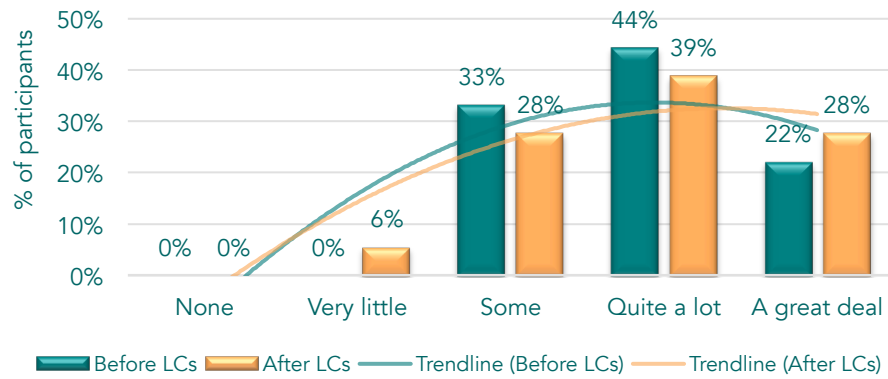
3.5 Opportunities for officer training

People revisited earlier discussion concerning recruiting new officer trainees and other support personnel from the community. Several opportunities for participation were suggested, such as Police Explorers, where "youth can experience mock sessions with real interactions with officers;" Police Aids for those aged 17 to 21; and the Citizens' Academy, where "residents and potential police candidates...ride along on a shift to see exactly what it is to be a police officer." One noted limitation, however, was the number of area youth who were already disqualified from becoming police officers because of their criminal history. An officer recommended educating the community and area youth about "not getting arrested and especially not committing a felony, so that youth always have the option of becoming an officer."

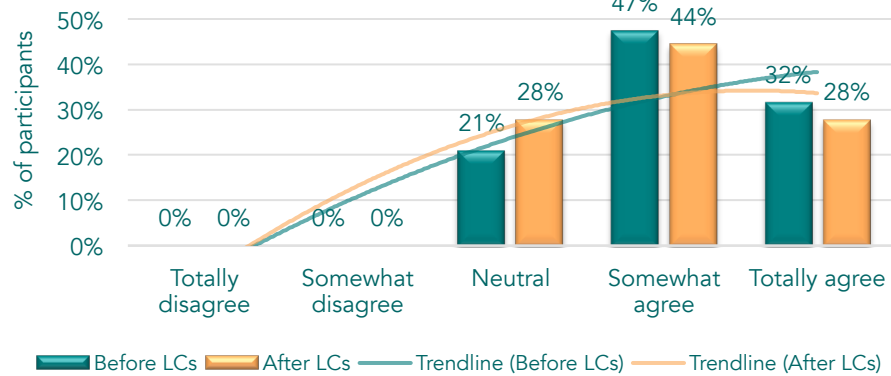
Quantitative Data – Pre/Post Surveys



Sherman Park Spring 1 - All participants:
I believe listening circles help build trust between Police and Residents...



Sherman Park Spring 1 - All participants:
I believe community and police relations will improve...



Feedback Forms

What was most satisfying or valuable about this experience? Did you learn anything about the police today?

- Not be judgmental.
- The opportunity to have open dialogue.
- Useful info. Got to meet good people.
- The Police that are present seem sincere.
- Sharing the ways positive change can take: - Education - communication - reporting to supervisors.
- The opportunity to sit, communicate openly, and actively listen as well as discuss our relationship experience.
- The communication and conversation.
- The openers of the officers! Great to see.
- Open communication from people that attended.
- Address officers during roll call on.
- One of the attendees had a prior positive experience with me.
- Explaining that police have job to do.
- When is the next meeting?
- The ability to talk to everyone and it was respectfully.
- Speaking one on one gives a greater chance of understanding what certain people want.

What questions or concerns are you leaving with?

- Police and residents built trust relationships.
- Concerned that neighborhood residents didn't show up in large number.
- You need a more diverse group of people (residents) being a part of this.
- How I can bring younger people to these sessions ?
- When will the next meeting be closer than 1 month a part?
- Hope that communication continues.
- Response & communication
- Police do and why we do it.
- Open dialogue sessions seemed too one sided and others didn't get an opportunity to speak.
- Unsure what the results will be.
- When the juveniles will come?
- One question is if residents have a good understanding of what police do and why we do it.
- Talking.
- Not being able to speak to everyone on a one on one basis.

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

- Question that can be elaborated on for Police officers that have been on for shorter periods.

Listening Circle 2 - Analysis

Topic: Personal interactions with Police and Community members

Question Round 1: *"Please share about a personal interaction you've had between residents and law enforcement in the Sherman Park neighborhood. How did that interaction shape your feelings about police and community relations?"*

"My interactions with the police have been good they call me by my name and compliment me on being committed to the safety of the neighborhood. I feel really comfortable talking to the officers but dispatch is a different story."

"Personally, my interaction and my daughter's interaction have not been so good in the past. I have eight grandchildren and the two oldest boys were acting out and my daughter found a gun and thirty bullets in their room. They were already on probation so she called the police to intervene in the situation. Police officers told her there was nothing they could do. Out of frustration and feeling there's no way to make this better, my daughter attempted suicide."

Participants had both positive and negative experiences to share regarding personal interactions with either POs or residents of Sherman Park, focusing mostly on call answered by POs, feeling supported by POs, encounters influenced by stereotypes, difficulties faced by the community, as well as the incidents that took place in Sherman Park of last summer.

1.1 Positive experiences with Police Officers

1.1.1 Calls answered, participants felt supported by police

Several participants mentioned experiences during which they felt supported by the police in Sherman Park. From fast response, to openly caring about the community, participants praised the work and presence of POs in Sherman Park, and have link PO presence to increased safety:

"We have a bad block in our neighborhood 38th Street at Wright Street. There have been 3 murders and memorials erected on the block. I saw from social media that there was a potential incident which may come about. I immediately contacted the District and the liaison officer took my information and called me right back. The Police came to the block and posted up for third days which deterred a potential shooting taken place. Some people believe that police don't care, but I know that is not true. I'm happy that we have police and I really appreciate the response to my request."

"I observed the difference between my former neighborhood and Sherman Park is a difference in attitude and professionalism. A lot of officers in the old hood had attitude

problems and just not professional at all. Here in Sherman Park, however; I have found the opposite. They seem to care about residents and the whole community.”

1.1.2 POs’ presence wanted, POs seen as good, human

Some participants stated that police presence in Sherman Park was wanted, and that in the experiences of these participants, the POs have been good and humane in their interactions. Participants praised in particular interactions that took place in the streets between officers and the youth, often centered around games and shining another light on the POs:

“I recently saw young people playing in the street and the PO. began to play with them. I had to remind myself that they too are human.”

A few participants called for an even greater presence in the neighborhood:

“I appreciate POs in the area and want them to walk more in the neighborhood.”

1.1.3 POs dedicated to serving the community

Some participants underlined the dedications of POs in Sherman Park they either have felt or witnessed during personal encounters or during patrols. PO participants mentioned being “proud” of serving the community, and attempting to always give their best to Sherman Park:

“As an officer, I am proud to serve the community. We have some of the best training in the country. I try to stay positive and involved in the community. I am proud to be involved in our community meal.”

“My positive is interacting in our community events that we do. I have served 25 years on the force and each day I give and serve my best.”

1.2 Negative experiences with POs

Some participants shared negative experiences with the police, often due to the stereotypes and prejudices that were held against them, and to requests from participants ignored by POs later on. First, participants reported negative experiences when personally interacting with POs, either aggressive behaviors during arrests, or aggressive reactions (that appeared to be motivated by fear) during an interaction:

“I know that I could not be a police officer because I believe it is a calling. At the time when the police were shot in New York, I was going to tell an officer thanks for his service but he pulled his weapon on me and threatened to arrest me. I know police have a hard job but I think that at times police are too aggressive. I’m just asking that police, police themselves better so that residents can feel safe. I would like the good police to pull

the bad ones to the side and tell them that they are not going to put up with their aggressive behavior anymore.”

Second, some participants reported negative experiences around calls made to the police station, specifically when requests for anonymity were not respected, or when calls for interventions took a long time to be addressed:

“I called in to report a man with a gun behind my house in the alley. I asked if I could be anonymous and the police came to my front door anyway. I want to help by passing on information but I don’t want the officers to come to my door. My neighbors call me the nosey lady.”

“Earlier in life I lived on the South side where there's lots of crime. I'm a former gang member and had many interactions with police back then. The police are pretty brutal on the south side. I got slammed against cars. I saw and experienced a lot of brutality.”

1.3 Challenges in the community

1.3.1 Negative experiences in the neighborhood

When sharing negative experiences, a few participants underlined the difficulties they have either faced or identified in Sherman Park. Amongst the comments made, the “drug culture and deviant behavior”, the culture of violence and presence of fire arms, and the dilemmas faced by some of the Sherman Park youth were prominent:

“My negative interactions have been more with the youth and their disrespect of the law and themselves.”

1.3.2 The perception of outsiders

When talking about the challenges faced by the community, several participants brought to light the presence of outsiders and the perceptions participants had on their behavior in Sherman Park. These perceptions appeared to be unanimously negative:

“This is my biggest problem, it is not local residents that are the problem so much but it is those that come from other places.”

“Those [individuals involved in the gas station incident] were outside agitators. I'm not out to get the people here.”

"My neighbors they are good folks, for the most part. My relationships on my block mates are growing slowly and the level of trust is growing. My challenges are concerning people from outside our community that cause disruptions and challenges."

1.3.3 The reactions of the community

As a reaction to the problems faced by the community, one person called for community members to react and actively engage in the system so that Sherman Park's situation can improve: "I'm biased because I was an officer for 13 years. As a community, we need to be on the job, be part of the system."

1.4 On the incidents of the summer 2016...

Several participants expanded on their experiences of the incidents that took place last summer as the result of the death of Sylville Smith and the instigated fire at a gas station in Sherman Park. Participants' opinion on police response were somehow mixed, yet the participants present were in majority positive about both the police actions and the community response to the fire and work of POs. Here are the testimonies of two residents and a PO who were on the scene during the events:

"I was at ground zero for last summer's incident. The young man who was killed was 4 doors from my home. The area was cordoned off and I couldn't return to my house. I watched as people came to the area and things heated up. I walked to the Auer and Sherman area. First the crowd, then the police, arrived. It was very surreal for me to see the crowd reaction and then the police reaction and how quickly things got out of control. I watched the police arm up with their shields and batons. I never thought that this could happen in my neighborhood. It was very frightful but it could have been worse. That was my reality."

"Regarding the incident in Sherman Park, the police were trying to communicate and be proactive. It made me proud as they weren't combative. There was positive interaction."

"As for the August incident, the night before there was a quadruple shooting and 2 people died. I was there until 8:30am. When the word was put out, "shots fired" I showed up and tried to save the kid who was dying from the gunshot. His family blamed me, called me a killer. I know there are also good people in this neighborhood. - When I came to "the incident" we got rocks and other stuff thrown at us. Our job was to disperse the crowd from next to the gas station. I saw a rifle shot. People shot at us. In the dark you can see that

clearly. We scattered. We heard they started the gas station on fire with 3 people inside of it. Afterwards the community came together. They brought us food. There are good people here.”

One participant shared his/her concerns about the way the police handled the situation, while underlining the difficult task as well that is to define a response to specific events:

“I live at Sherman and North. I came through that area (incident) and was scared. I feel like it was the wrong way to handle it, like there was no way to react to it.”

1.5 Minimal interactions with the police

A couple of participants mentioned not having strong opinions because they had not really interacted with POs and/or residents.

Question Round 2: *“What is your motivation for working towards better interactions between law enforcement and residents in the Sherman Park community, and how can we hold each other accountable?”*

“I did community service that changed my perception of police. Everybody needs to work together and reach out. It takes a lot of people to come together to fight against it, not stand for the violence.”

“This is our community. We need to work together. There's too much us versus them. We need open dialogue, like this.”

“Seeing each other as human.”

2.1 Motivation: to improve communication and interactions between Residents and POs

A great number of participants mentioned being motivated by the will to improve communication, thus reducing polarization, having for objective to increase the level of trust and deconstructs existing fears of POs amongst community members. Such actions aspire to have both POs and residents see each other as humans.

2.1.1 Improve communication and reduce polarization

Many participants underlined the need to improve effective communication between POs and residents. Increased interactions in non-crisis settings was seen as a way to achieve better communication by some participants.

“My main motivation is to help police and residents to interact better in our community.”

Better communication itself was understood as helping reduce polarization, and enabling more accurate representation in the media as well:

“Resident sees communication as the key. Resident sees a lot of polarization because of a culture of fear amongst one another and POs.”

“It's the right thing to do to work toward better relations between police and residents. It could change the media perception as well.”

One participant stressed the difficulties that can erupt with the lack of communication and collaboration between different active groups amongst the community, as well as the challenges that arise from POs living outside of the community they serve:

“Listening circles help. I reached out to the Urban Underground. I want to see more interaction between groups. I think there is a problem when POs don't live in the area.”

2.1.2 ... to increase level of trust and deconstruct any fears of POs

The first overall objective of better communication and greater interactions was identified as an increase in the level of trust between POs and residents. In addition, increased relations and better communication could help reduce the potential fears that can exist around POs and police intervention:

“There's a lot going on these days and people don't call the police because they are afraid.”

“My motivation is I want people to be able to talk to us, to trust us. People in certain areas are afraid to talk, afraid of retaliation. With more trust we'd solve more crimes. People call in anonymously. I want to be allowed to walk back to the house with them. The more honest with each other the better.”

2.1.3 ... to see each other as human beings

A couple of participants specifically mentioned the need for POs and residents to see each other as humans instead of indefinite groups shaped through prejudices and stereotypes. The call for seeing officers as human beings was heard from both PO and resident participants:

"Prior to moving to Sherman Park I had a negative view of Law Enforcement. Effective communication with the members of law enforcement has provided a platform for me to see them as HUMAN. My motivation is one of hope."

"We need people and people need us and it is important to know that we are human beings inside and out."

2.1.4 ... to work together

Finally, some participants focused specifically on increased communication as a way to better work together towards the improvement of the Sherman Park neighborhood. Comparing past to present, this participant calls for community-oriented policing where numerous interactions enable residents and POs to feel comfortable working together:

"This is our community. We need to work together. There's too much us versus them. We need open dialogue, like this. We used to have a P.A.L. Program, kids and cops working together. There were other programs like where cops went into classrooms to talk. Those kinds of things make the cops seem more real. We don't see a lot of that anymore. And community-oriented policing. The financing ended but we cannot afford NOT to do those kinds of things."

2.2 Motivation: Change for the better

Many participants stated being motivated by wanting to achieve change for the better, either as individuals or as a community. The main goals of "changing for the better" were identified as improving safety levels in the neighborhood, and getting through to the youth in Sherman Park.

2.2.1 As individuals

Some participants stressed their own individual responsibilities in being a part of the change they wish to see in Sherman Park, either by actively engaging in interactions with community members or POs, attempting to better explain and present police procedures to residents, or holding one another accountable. Both resident and PO participants shared similar feelings:

"I feel it all starts at home with the parents and the children. Communication of what's right and what's wrong. I am motivated to set an example in my community with the children, adults and law enforcement through my character and integrity."

"We can do this by holding each other accountable I think we need more opportunities for circles like this."

"You kill what you don't know. Be a part of the change we want to see."

Some participants used the wording "it is my role" when it comes to participating in the changes wanted in the neighborhood landscape, thus highlighting an obvious embracing of individual responsibilities toward Sherman Park:

"It is my role to keep the peace and to educate any person in the Sherman Park neighborhood about police procedure and maintain a good relationship with resident, business owners. Iron sharpens Iron and I'm motivated to continue to educate because that is my role."

"It is my role to stop outsiders from coming in and disrupting the harmony that is in Sherman Park neighborhood."

2.2.2 As a community

Some participants mentioned the need they identified for the community in its whole to change for the better, namely through the development of a feeling of pride in the community. The feeling would lead to a greater engagement in community matter, and thus fast changes for the better:

"Residents must take responsibility for our neighborhood. You can see how people treat their property and you know how people feel about the neighborhood. Resident behavior has to improve and we must hold each other accountable."

"I've lived in Sherman Park area over 30 years. I practice golf in the park, spend lots of time in the park. I've seen everything that goes on there, the wilding, etc. Years ago, I joined the Sherman Park Community Association. We met weekly to bridge gaps between the youth and police. The "incident" closed down those meetings. Also, the Boys and Girls Club closed for renovations at the same time. The group had been making a lot of progress. We hope to start it again this summer. The immediate neighbors to the Park were benefiting from the SPCO. It gave me a lot of hope. I've also mentored through the B & G

Club. The group opened up lines of communication. Everyone vented, residents and officers. It was a good start.”

2.3 To improve safety in Sherman Park

The main goal identified by participants was to improve the level of safety in the Sherman Park neighborhood, and the negative atmosphere that can sometimes be sensed in the neighborhood.

“My motivation for having better interaction with police and residents is to stop crime; people don’t come forth to tell police about criminal activity in the neighborhood that they know about and have good information about the crime(s). But I have had residents come up to me and thank me for recovering their property that had been stolen and that made me feel good.”

“I want to be able to go outside daytime or night. And be safe.”

“My motivation is this is where I live, work and worship. I motivated for safe environment for my children and grandchildren to visit and spend time with me at my home.”

2.4 To reach out and get through the youth

It is interesting to notice that while addressing the issues that the neighborhood is facing, many participants mentioned the tensions that can at times be felt between generations. Therefore, when wanting to improve the safety level of the neighborhood, many wished as well to find ways to reach out to the youth, to engage in constructive conversations, and to work together to change the status-quo.

“My motivation is reaching the young. I look for teaching moments to be an example and teach when and where the situation presents itself.”

“After 25 years on the force I am still motivated. I am a people person and I enjoy being out on the streets rather than sitting at a desk. I want to see the youth get it and know that there are many opportunities awaiting them if they just follow through and do the right thing.”

Systems of mentoring were suggested by some as a positive way to ‘coach’ younger community members and help them with their life decisions and career paths:

“I feel motivated by this circle tonight and believe I can make a difference in the safety and better interactions between law enforcement and the residents. I wish the male

officers had time to be mentors to the young men. So many lack positive male role models in their lives and neighborhoods. The more we talk and listen the better the interactions will be. Accountability will come as soon as we have effective communication between both parties."

"[My motivation is] To try to reach out in this area. I was incarcerated for 9 years. I was mentored by a pastor. Now I know how to reach out [to young members] because I was a gang member. In my experience, most kids join gangs because they're missing a parent. I want to reach out and help the families, the kids who are dying younger and younger."

Connected Conversation & Parting Words - *"How can we work together to achieve a healthier neighborhood given each of our roles?"; "As a community, what is a specific step that can be taken to help get Milwaukee to the place of positive police/community relations?"; "What have others said in this conversation that triggers new thoughts for you?"*

"This session was powerful; we were allowed to speak on our feelings and get to hear the stories of the officers and how they feel. We were willing to speak and interact here tonight."

3.1 Investment needed in Sherman Park (for youth)

Many participants decided to focus on the need for investment in Sherman Park in general, with some participants calling for greater resources for activities. Some participants underlined that many activities are planned for this summer in Sherman Park, activities that are seen essential for the life of the community during a sensitive period of the year. One participant touched several key points when it comes to investment and finances in Sherman Park, with a special focus on the youth:

"Finances played a big part in all this. The lack of funding for music, arts, extra-curricular activities, and physical education contributed to the latch-key phenomenon forcing children to raise themselves. This coming summer there is a lot of activities planned for the park. But we can't let our government not hold up their end of the deal. Parks used to offer many opportunities. We need churches, synagogues and professionals to help the kids who are lacking so much in their lives. Give them reason to do well in school. Get them jobs. Society needs to uplift the kids. 'Each one reach one.'"

3.2 The importance of family presence for the youth - mentoring

Several participants mentioned the importance that mentoring and education – sometimes suggesting an implicit collaboration between parents and officers – should have in the life of the

youth in Sherman Park. While a few participants underlined the dilemma that “kids call[ing] in child abuse on parents “can be when parents might be simply in disagreement with their children, others specifically called for a return of stronger parent overview of their children paired up with potential police mentorships, as a way to support the youth in the most difficult years of their lives: “I think a way for parents to help their kids is for them to stop saying (of police officers) ‘He's going to take you to jail.’” Another participant said:

“Another thing with kids getting into trouble is that parents aren't disciplining their kids. Parents seem to be afraid of their kids. Parents need to be informed that they can discipline. I'd like to start something to help parents...maybe parents working together with law enforcement to prevent kids' violent ways.”

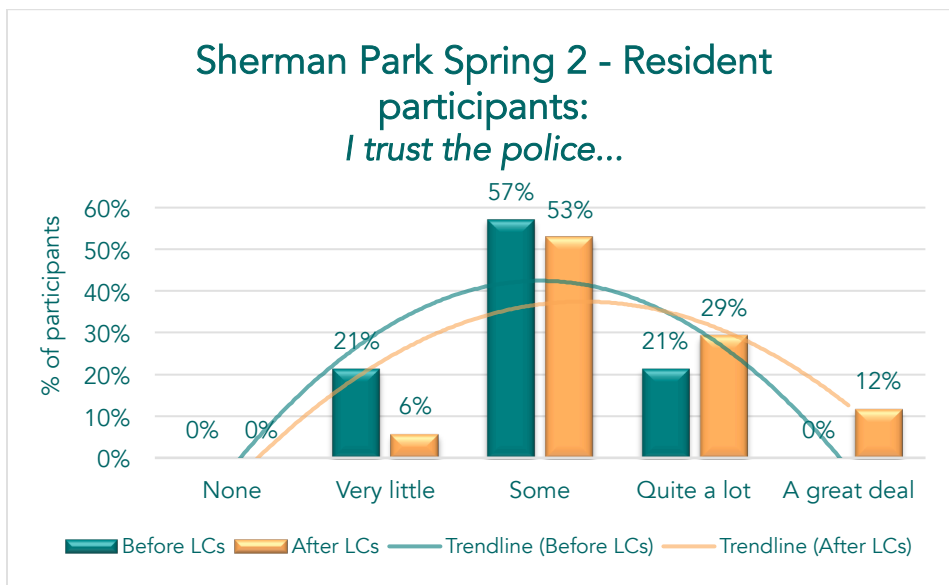
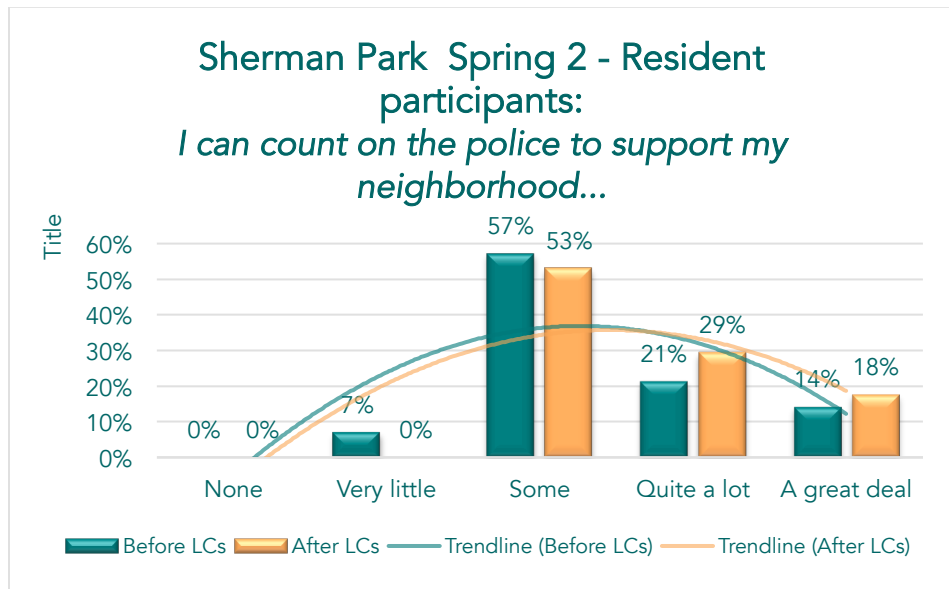
3.3 Appreciation of resident and police behavior

Some participants went back on the topic that is the appreciation or recognition of either resident or police behavior, as well as the limitations that can arise in crisis situations. Some participants went back to the behavior of police and resident during the incidents that took place in Sherman Park last summer: “ It was really nice when the community brought food to the officers after the Sherman Park Incident. It's nice to know the community has our back.”; “I commend the police for their restraint that night.”

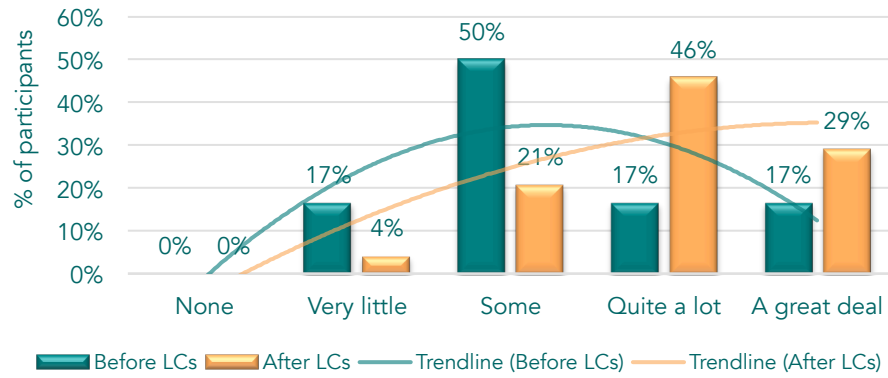
3.4 Final words

Final words from participants were all positive and encouraging, with notes of hopes for the future of Sherman Park, interest in wanting to do more for the neighborhood, and will to work together to make positive change happen. The words that were used included “Empowering”, “Encouraged”, “I can do more”, “Better than I thought it would be”, and “Hope for the community.”

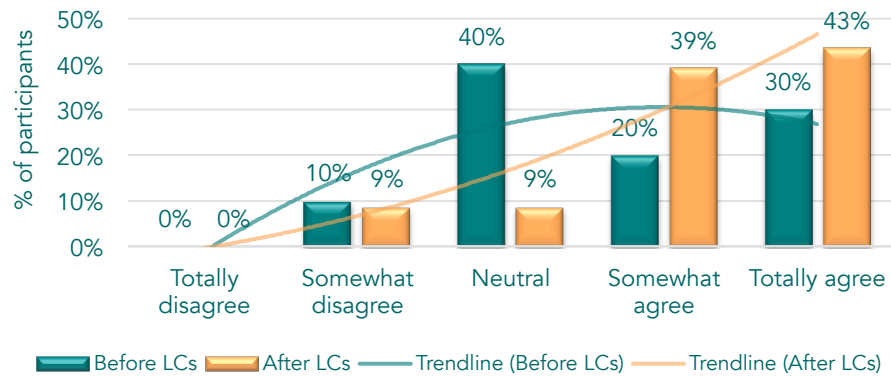
Quantitative Data – Pre/Post Surveys



Sherman Park Spring 2 - All participants:
*I believe listening circles help build trust
between Police and Residents...*



Sherman Park Spring 2 - All participants:
*I believe community and police relations will
improve...*



Feedback Forms

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

- The human side.
- Honesty.
- I appreciate the honesty of officers and had different opinions.
- Learning how I react to the conversation.
- They are people who are not all bad.
- What was most satisfying to find out how interactive 7th district actually is with the Sherman Park neighborhood as Police officers and the various activities they share within the community.
- Yes, they truly do want a rapture with community. They are human too.
- Just having the conversation helps.
- The friendly officers just reconfirmed what I know, they are human too.
- They need more interaction with residents.
- Some listened.
- The open dialogue(x2)
- I enjoyed hearing from people in my district and also giving my point of view.
- I feel that the open communication lead to a better understanding.
- Talking with citizens.
- Sharing.
- That the community still has faith in us and want to help their community.

What questions or concerns are you leaving with?

- I will spend more time with young people to educate that police are not all bad. Some really care.
- I feel Police officer tried to lecture.
- What now? What are you doing next?
- Question did not allow full answer.
- Many concerns but there is always hope!
- How can I better apply my skills and talent s to support the officer in low enforcement who actually want to interact and understand?
- We need more concerned, mature adults to come forth and help the young people to know that we are here to guide them.
- Building up communication twice with hope to become better.
- Police and fireman's connection.
- Parents need to be involved.
- We all need to do more.
- Can officers be required to do more community events?
- Contact info.
- This is not the right people that attend this.

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

- More communication steroids on police department.
- How can we talk to the people? Can we talk this out to the people?
- Why are there no activities for youth in the Inner cities?
- Get more young men and women here.
- Advertise more to have more people around.
- Stick to time limits.

Listening Circle 1 - Annexes

Question Round 1: *"Tell a story of a personal challenge or triumph you have faced when working with police and residents in the Sherman Park neighborhood."*

1.1 Challenges

1.1.1 Report a crime

- initially I was reluctant to contact Law Enforcement, because there was a fear that I would be retaliated against. Once I realized I had to do the right thing, I did indeed contact 911 to report the shooting. That was one of the most frightening things that ever occurred in my life, but it helped me to see that I could be strong in situations where I thought I would falter.
- After witnessing a crime in my neighborhood, I struggled with contacting the Police. Once I overcame my trepidation, I placed the call and the 2 officers came out to interview me.
- I have been directly involved in the witnessing and apprehension of perpetrators of a crime in the past. I, like one of the previous speakers here this evening, after providing them with [the first call, assisting with a photo array, committed to testifying, etc].
- I witnessed a crime and I hesitated before calling the police because I was afraid of how I would be treated and because my neighbors quite often refer to me as Ms. Nosey. I did call the police and it wasn't the police that was rude it was the dispatcher. The dispatcher made me feel I was interrupting their day.
- I witnessed a crime and I too had some anxiety of calling in. I had to ask myself, "How involved did I want to be?" I didn't want to be a part of the problem so I decided to be a part of the solution. I called and reported what I saw and knew and then I received a call back where I was asked more questions and it began to sound like I was a part of the event. I was asked questions like "Why were you in the area?" "What time did you arrive in the area?" etc. I received a third call and it was a good experience and gave me resolution and confirmed my statement given.
- One of my biggest challenges is finding willing witnesses when trying to bring order and practicing respect.
- I stayed to see what was going on and gathered information before calling police. My challenge was communicating first with the dispatcher who was very rude and difficult to listen. The police arrived and I pointed out suspect. The officer was very rude and edgy the whole time. I felt intimidated while being questioned.
- officers came out to interview me. They both displayed an attitude of arrogance and disrespect when making an attempt to communicate with me. As we continued to speak about the crime and the details, it was apparent that once they got what was needed as first responders / canvassing, they began to interrogate me as if I was a part of the crime. The disrespect and suspicion was appalling and their lack of communication skills were on full display.
- I felt I was disrespected when I was called down to the D.A.'s office to further bear witness to the crime I witnessed at a store. The tone of his voice and telling me not to leave town.

- I was insulted during this entire process, none of the process was ever explained to me only that I should not leave town before the trial and I received a demeaning letter from the DA's office. Now I understand why lots of folks do not and are not willing to contact the Police.

1.1.2 Police acted inappropriately

- I had a very negative opinion of Police because of the issues that arose with my boys and it seemed to me that Police were targeting them. I fear for their lives daily because I don't know what officer will decide to harass them simply because of past police contact.
- In the past two years I have lost confidence in the police because when I called them they arrived late. For example my house was burglarized I called the police at 6pm and they did not arrive until 12am. When they arrived I did not like the way they spoke to me and appeared to be impatient.
- As a pastor I am often called to scenes in which there have been problems and or violence. I have observed that police sometimes increase problems by taking an aggressive posture and by using aggressive language/behavior.

1.1.3 Communication

- I responded to a call that individuals had guns while at Sherman Park which caused people to disperse. However, problems arose because there was a lack of communication in describing who had guns.
- As an officer I have challenges with communicating with my brothers in blue. I think the biggest problem is effective communication between colleagues and between officers and the people we serve.
- part of the downfall in communicating is the neighborhood is so diverse i.e. race, class, finance and education levels.

1.1.4 National, city feeding local problems

- Prior to the disturbance that occurred in August 2016 there were really no major problems. However, since the disturbance last August and the wave of police and citizens shootings that occurred throughout the U.S last year "tensions are apparent." It appears that "people now see the uniform not the person."
- I have found that most of the problems that occur in the Sherman Park area involve people who are non-residents.
- was one of many responders to the unrest last year around 44th and hour and found the biggest challenge and resistance came from those who were non-residents.
- The outside people come in and create chaos. The big chaos from August of last year was a result of that.

1.1.5 Youth behavior

- I am part of a team that is responsible for direct intervention in the Sherman Park Area at the various Milwaukee Public Schools. When our team is called it is never for anything positive or good.
- It's my job to stop profanity, gambling, drugs etc. But there is only so much that Police can do. The youth know our hours of operation and as soon as I leave the trouble makers make trouble. It's very frustrating to know that after our shift are over, the youth do not take responsibility to keep the neighborhood safe; but do all they can to make trouble every day. Additionally; it's

frustrating to know that most of the trouble that is being started is being perpetrated by youth that don't even live in the Sherman Park neighborhood.

- I am assigned to schools for better part of my duties. When I am sent into the neighborhoods it is for negative reasons.
- While in the area of a public school I witnessed a gathering of youth and I saw two cars pull up, one car had four people inside and the second was full as well. My instinct was telling me that they have something planned that is negative.

1.1.6 Last summer

- I experienced the upheaval last summer and was ashamed and appalled all at the same time.
- During the civil unrest I stood between young people and police. I know some police personally; I have a relative who is a policeman. I tried to be a mediator between residents and residents etc. I think that communication between police and resident must be improved and that is why I decided to join this listen circle, I want to improve communication between police and residents because there is no us and them it is only us and we must be the change.
- During the civil unrest, we were out on the streets trying to defuse tension and tempers. Our Pastor believes that we must be interactive with our community and be active in community relations, which includes speaking to residents and accessing the needs of residents.
- I was told that the police would not respond because I wanted to remain anonymous.
- One of the things that I consider a triumph is during the civil unrest last summer the community came out in full support of police. They fed us, made sure that we have plenty of water and snacks. We were working 16 hours shifts, at times even longer and the community really blessed us. I'm very grateful for their help and caring that was given to police during that moment.
- So I asked my family to help me go into the neighborhood and clean it up during the civil unrest.
- So we left and went to the Auto parts store on 35th and Fond du lac and help clean up that area. Then we went up and down the streets between 37th and Sherman just looking for trash to pick up.
- During the civil unrest, I stood between young people and police.
- Since the disturbance last August and the wave of police and citizens shootings that occurred throughout the U.S last year "tensions are apparent." It appears that "people now see the uniform not the person.
- I was one of many responders to the unrest last year around 44th and hour and found the biggest challenge and resistance came from those who were non-residents.

1.1.7 Community is sick, hurting

- As a veteran Milwaukee Police Officer I have seen a lot of hurt and misery.
- I see the city as one body that having a heart attack. I ask myself "what can I do to affect change in this neighborhood?"
- The other chaos that has happened has been small and was defused very quickly because we knew who we were dealing with and our relationship with the neighbors.

1.1.8 Distance in community relationships

- I am fairly new to Sherman Park and because I am young it appears that I am unable to relate to the problems of others because of my inexperience.

- My challenge being new to Milwaukee is that I am hesitant in building good relationships with others
- When our team is called it is never for anything positive or good. Our presence means that there is conflict with the potential for violence. That is why I lament not being able to engage the community directly or to be a liaison where I would have more direct contact with residents of this community.

1.2 Triumphs

1.2.1 Community support

- But most of all, I want to let the resident know that we are vested in them and hopefully they will become vested in us.
- One of the things that I consider a triumph is during the civil unrest last summer the community came out in full support of police.
- the community really blessed us. I'm very grateful for their help and caring that was given to police during that moment.

1.2.2 Success stories

- Police and residents began working hand in hand to clean up the neighborhood. Our district threw a large block party just for the residents. We wanted to give back to the community and have a good time.
- After I had a conversation with a police officer that is in this circle, I changed my opinion of Police. They started to help me with my boys instead of arresting them.
- I want to see children play in the street and the elderly walk with their canes in our neighborhoods. I really want to see people work together for peace and prosperity in our neighborhoods.
- As an officer, I triumph working within Sherman Park with the residents.
- The majority of the residents are really nice and they enjoy being cordial when the time allows.
- I triumph working with the residents. They have been so welcoming to me and for some I have been taking on as surrogate father for their sons.
- one thing that I am most proud of is the "Adopt a block" initiative that was implemented from 44 to 45 and Hadley, which was a high crime neighborhood.

1.2.3 Needed change

- During the civil unrest, I stood between young people and police. I know some police personally; I have a relative who is a policeman. I tried to be a mediator between residents and residents etc. I think that communication between police and resident must be improved and that is why I decided to join this listen circle, I want to improve communication between police and residents because there is no us and them it is only us and we must be the change.
- During the civil unrest, we were out on the streets trying to defuse tension and tempers. Our Pastor believes that we must be interactive with our community and be active in community relations, which includes speaking to residents and accessing the needs of residents.
- I was told that the police would not respond because I wanted to remain anonymous.

Question Round 2: *"What is your personal motivation to have police and residents come together to do constructive work in the Sherman Park neighborhood?"*

2.1 Better communication

2.1.1 Leads to understanding and improved relations

- To see an increase in effective communication, which in my opinion will lead to a greater understanding, which in turn may help to foster healthier relations between both residents and law enforcement.
- My focus would be to assist with the concept of communication that will build stronger cooperative relationships with residents, so that our community here in Sherman Park can begin to heal from last year's challenges and be like a phoenix and rise to even higher heights.
- Effective communication and continuous opportunities to interact in a positive atmosphere.
- My motivation is to improve communication and do more sessions like this tonight. I want to always feel ready share and communicate effectively with the officers if I have need personally or just cordially.
- I am motivated tonight by seeing police officers communicating and understanding each other.

2.1.2 Connecting on a human level

- Both Police and Community can interact and communicate so that we can begin to see each other's humanity.
- My personal motivation is to communicate with residents on a human level. There have been times when I had to be authoritative but not all of the time. I like to be open to residents so we can always see eye to eye. I want resident to know that I am there to help not hurt.
- I'm motivated to have a relationship with police and residents. I look to police to help me raise my sons and my grandsons but not to arrest them for every little thing that they might do.
- As a professional, communication is the key. I help people in my organization communicate effectively I want to assist with police and resident communication.
- I want them to have a story of relationship with police officers and have no fear. I want each of us practicing respect for each other.
- Serving is my main focus. My motivation reaches beyond Sherman Park to the entire city of Milwaukee. That's how I was raised and I always want to be able to mentor others and be a part of the improved communication.

2.1.3 Responsible crime reporting

- If the community is willing to come together and really communicate with each other and that means being personally responsible for what happens in our neighborhood and quit turning a blind eye to violence and crime.
- Citizens are the eyes and ears of the neighborhood we need to communicate constructively and come together.

2.2 Encourage positive culture

2.2.1 Unity

- To create a culture and community that expresses unity and a sense of welcoming for all that reside in the Sherman Park community.
- To encourage a culture of community and mutual cooperation.

- The possibility of breaking down the seemingly “adversarial” relationship between Community and Law Enforcement.
- My motivation is to build constructive community outcomes. I think it would be nice to eliminate the biases.

2.2.2 Peace, safety

- I want to see children play in the street and the elderly walk with their canes in our neighborhoods. I really want to see people work together for peace and prosperity in our neighborhoods.
- My motivation is to create a safe living environment for the residents of Sherman Park.
- I’d like to improve upon neighbors looking out for each other and them not being afraid to report what they see or hear.
- My motivation is to see children growing up in a peaceful environment.

2.2.3 Thriving, growing

- We can create a sense of pride in our community that provides for itself community resources like good jobs and help centers and mindset of safety for all residents of Sherman Park.
- As a resident of Sherman Park for 28 years I want to make sure that my property value does not decrease and that my neighborhood is peaceful.
- I really want to see the community grow while making myself available to the residents.
- As a pastor I have seen the city change for the worse.
- The Sherman Park area was the hub of the African American community. Now people are leaving the area because of crime and I want it to return to its productive area.
- My motivation is to see Sherman Park thrive again. Rebuild and restore the retail and availability of our needs within the community instead of having to go outside of the community.

2.3 Complaints against officers

- If there is an issue, always do what the officers say first. If officers get belligerent towards you just take down their badge number(s) and after the incident go and report their bad behavior to that districts command officer.
- I think that the elephant in the room is the blue wall. And police do not want to address it with their colleagues or residents. Police protect police instead of holding them accountable for breaking the law in the performance of doing their job. That behavior has got to stop because this is the issue that residents fear the most. Police looking out for their own instead of the people that they get paid to protect.
- I do feel like Black youth are targeted and I’m scared for my sons because of all the FB video that shows police really responding so negatively toward people but especially people of color.

2.4 Officer advice

- When officers respond to an incident, their first responsibility is to bring order to that situation. Then we try to get information from witnesses etc. We don’t know who is telling the truth when we arrive that is why residents must be patient with us because many times to establish order we must contain bad behavior; because we just don’t know what residents will do when they are so angry.

- We don't always have time to talk with the residents because our job comes first. Protect and serve.

2.5 Respect and fear

- Many times when we show up to a scene we are being called names etc. just because we were called to bring order; that's not right. Respect is a two-way street.
- I want them to have a story of relationship with police officers and have no fear. I want each of us practicing respect for each other.
- I want to be treated as an individual and I want us as residents to respect the officers and not have bias because of one experience or what we've seen through social media.
- We don't know who is telling the truth when we arrive that is why residents must be patient with us because many times to establish order we must contain bad behavior; because we just don't know what residents will do when they are so angry. Many times when we show up to a scene we are being called names etc. just because we were called to bring order.
- The other day I was walking down the street and a group of young men were coming towards me. I felt nervous because I didn't know what they were going to do, but one of them spoke to me and I spoke back. Then we had this amazing conversation for a few minutes and I came away thinking that I have to not judge young people so harshly because not all young people are out to hurt or rob me. Police need to learn that too.
- Normally if I see a police officer in my neighborhood something is wrong.
- I believe that many residents need to address their fears of police officers.

2.6 Needed change

- If the community is willing to come together and really communicate with each other and that means being personally responsible for what happens in our neighborhood and quit turning a blind eye to violence and crime.
- I believe that police have to do more to get youth and young adults more involved in wanting to become police. I think that the community and our politicians must be more proactive in this endeavor as well. If there were more young police officers that were visible it would make it easier for youth to make that choice to become invested in keeping their community safe.
- African American bias challenges the outcome of bringing order because "all are a challenge".

2.7 Last year

- My motivation is to get past last year.

Connected Conversation & Parting Words – “No matter our role, how can we all work together to improve our relationship with others who are a part of the Sherman Park neighborhood community?”; “As a community, what is a specific step that can be taken to help get Milwaukee to the place of positive police/community relations?”; “What have others said in this conversation that triggers new thoughts for you?”

3.1 Setting a standard - officers

- There are some good police and bad police but only police can hold police accountable. The question is why police allow bad police to break the law in the performance of their job and not hold them accountable by arresting them. I think that the community will start to feel safe when police start to police themselves without prejudice.
- P.O. need to explain things in a kind and professional manner that deescalates situations.
- Officers are to respect and show restraint in the line of duty while bringing order and calm.
- Officer responding... I think you experienced a lack of communication on the officer's part. We are trained to explain the process and procedure to each witness when questioning and before.
- I want to see police officers empathize with residents. I want to see open and better communication.
- As a police officer it is imperative that you all realize that we are human beings. It is imperative that you know police officers come from all walks of life and have diverse experiences. Do not become discouraged with all of us because of bad experiences with a few.
- It's about respecting the code of conduct that is established. Being able to look beyond the uniform and seeing the human being inside the uniform.
- I am glad and appreciate everyone hanging around giving feedback and input. There was consistency on the need to improve our communication. It's important to show up and participate.

3.2 Setting a standard - residents

- Police have a set conversation to give to anyone that they have detained. And if people follow the officer's instructions there shouldn't be any altercation.
- If a resident wants to remain anonymous he/she should consider giving the police a fake name in order to get them to respond.
- Sometimes community activist exacerbate problems because of their confrontational manners.

3.3 Needed healing

- As a nurse I am happy to see people coming together to address the healing that need to occur in this area.
- Effective communication brings closure.

3.4 Limited resources

- The reality is that we receive more calls than we used to and that many officers are retiring after putting in 25 years.
- It appears that resources and activities are low which correlates to the overall decline of the city neighborhoods.

3.5 Opportunities for officer training

- I am considering becoming a police officer.
- People complain but will not participant in becoming an officer. There are initiatives like Police explorers; there youth can experience mock sessions with real interactions with officers. There is the opportunity to become a police aid and you must be between the ages of 17 and 21. There is also the Citizens academy which allows residents and potential police candidates to ride along on a shift to see exactly what it is to be a police officer.
- Most kids cannot pass the requirements of becoming a police officer. We need more education about what police officers do and stress the point of not getting arrested and especially not committing a felony so that youth always have the option of becoming an officer. If you have a felony conviction you cannot become a police officer.

Listening Circle 2 - Annexes

Question Round 1: *“Please share about a personal interaction you’ve had between residents and law enforcement in the Sherman Park neighborhood. How did that interaction shape your feelings about police and community relations?”*

1.1 Positive experiences with Police Officers

1.1.1 Calls answered, participants felt supported by police

- We have a bad block in our neighborhood 38th Street at Wright Street. There have been 3 murders and memorials erected on the block. I saw from social media that there was a potential incident which may come about. I immediately contacted the District and the liaison officer took my information and called me right back. The Police came to the block and posted up for third days which deterred a potential shooting taken place. Some people believe that police don’t care, but I know that is not true. I’m happy that we have police and I really appreciate the response to my request.
- My home was recently burglarized and that experience helped me to understand how challenging the job of law enforcement is. I learned a lot about police procedures. I was hoping that they would take fingerprints but that did not happen. I realized that police have limitations. Police did go to pawn shops to find my jewelry and I appreciated that extra effort. They talk to me very professionally and they were very kind to me as well.
- I observed the difference between my former neighborhood and Sherman Park is a difference in attitude and professionalism. A lot of officers in the old hood had attitude problems and just not professional at all. Here in Sherman Park, however; I have found the opposite. They seem to care about residents and the whole community. I appreciate the interactions with the officers here because of my position as a community organizer.
- I have good and bad interactions with cops. When I was a cop I spoke out and the other cops stopped talking around me.
- I have never had an interaction with law enforcement but I do strongly believe in them and their service to the community.

1.1.2 POs’ presence wanted, POs seen as good, human

- I recently saw young people playing in the street and the PO. began to play with them. I had to remind myself that they too are human.
- I appreciate POs in the area and want them to walk more in the neighborhood.
- My interactions with the police have been good they call me by my name and compliment me on being committed to the safety of the neighborhood. I feel really comfortable talking to the officers but dispatch is a different story.
- I appreciate p.o. visibility in neighborhood. My relations with PO has been very positive.
- I’ve just moved here but I had interactions with police in West Allis where I used to live. The police are different there because it seems like crime is just starting to come there.

1.1.3 POs dedicated to serving the community

- As an officer I am proud to serve the community. We have some of the best training in the country. I try to stay positive and involved in the community. I am proud to be involved in our community meal.
- As an officer I have had many interactions some positive and some not so positive. The positive interactions I hold dear to my heart. My favorite is our community events that we do. I really enjoy our Halloween event with the kids and officers in costumes.
- My positive is interacting in our community events that we do. I have served 25 years on the force and each day I give and serve my best.
- I have had a number of interactions. I try to remain anonymous but I feel strongly that it is important to report what I have seen or heard. I have been labeled "the nosey neighbor lady" but that's ok.

1.2 Negative experiences with POs

- I know that I could not be a police officer because I believe it is a calling. At the time when the police were shot in New York, I was going to tell an officer thanks for his service but he pulled his weapon on me and threatened to arrest me. I know police have a hard job but I think that at times police are too aggressive. I'm just asking that police, police themselves better so that residents can feel safe. I would like the good police to pull the bad ones to the side and tell them that they are not going to put up with their aggressive behavior anymore.
- I called in to report a man with a gun behind my house in the alley. I asked if I could be anonymous and the police came to my front door anyway. I want to help by passing on information but I don't want the officers to come to my door. My neighbors call me the nosey lady.
- Personally my interaction and my daughter's interaction have not been so good in the past. I have eight grandchildren and the two oldest boys were acting out and my daughter found a gun and thirty bullets in their room. They were already on probation so she called the police to intervene in the situation. Police officer's told her there was nothing they could do. Out of frustration and feeling there's no way to make this better, my daughter attempted suicide.
- I noticed that police response time to problems is considerably slower.
- Earlier in life I lived on the South side where there's lots of crime. I'm a former gang member and had many interactions with police back then. The police are pretty brutal on the south side. I got slammed against cars. I saw and experienced a lot of brutality.

1.3 Challenges in the community

1.3.1 Negative experiences in the neighborhood

- As an officer I appreciate nosey people. My negative interactions have been more with the youth and their disrespect of the law and themselves.
- I have been a long time resident of the neighborhood I have noticed an increase in the drug culture and deviant behavior.
- My most recent interaction with the community I pursued 2 14 year olds who turned out to have fake 9mm weapons in their possessions. What would have happened if they had met up with someone or a group of people with real guns? I'm glad that we did have to have a confrontation with these kids.

- I heard a church member say to someone that they should not interact with PO's because playing with them could lead to unchurch like behavior.

1.3.2 The perception of outsiders

- My neighbors they are good folks, for the most part. My relationships on my block mates are growing slowly and the level of trust is growing. My challenges are concerning people from outside our community that cause disruptions and challenges.
- This is my biggest problem, it is not local residents that are the problem so much but it is those that come from other places.
- In my opinion and observation, the majority of the residence of Sherman Park are good people and the majority of the "drama" that occurs is from outsiders coming into the community and causing these challenges.
- Those [individuals involved in the gas station incident] were outside agitators. I'm not out to get the people here.

1.3.3 The reactions of the community

- I'm biased because I was an officer for 13 years. As a community we need to be on the job, be part of the system.

1.4 On the incidents of the summer 2016...

- I was at ground zero for last summer's incident. The young man who was killed was 4 doors from my home. The area was cordoned off and I couldn't return to my house. I watched as people came to the area and things heated up. I walked to the Auer and Sherman area. First the crowd, then the police, arrived. It was very surreal for me to see the crowd reaction and then the police reaction and how quickly things got out of control. I watched the police arm up with their shields and batons. I never thought that this could happen in my neighborhood. It was very frightful but it could have been worse. That was my reality.
- I live at Sherman and North. I came through that area (incident) and was scared. I feel like it was the wrong way to handle it, like there was no way to react to it. I haven't had interactions with the police except to small talk with them.
- Regarding the incident in Sherman Park, the police were trying to communicate and be proactive. It made me proud as they weren't combative. There was positive interaction.
- As for the August incident, the night before there was a quadruple shooting and 2 people died. I was there until 8:30am. When the word was put out, "shots fired" I showed up and tried to save the kid who was dying from the gunshot. His family blamed me, called me a killer. I know there are also good people in this neighborhood. - When I came to "the incident" we got rocks and other stuff thrown at us. Our job was to disperse the crowd from next to the gas station. I saw a rifle shot. People shot at us. In the dark you can see that clearly. We scattered. We heard they started the gas station on fire with 3 people inside of it. Afterwards the community came together. They brought us food. There are good people here.
- I have not had any interactions positive or negative. I thought they handled the Sherman Park issue very well last year. I think they handled it with the best of their abilities and training. The residents were rowdy but many respected that the law is the law.

1.5 Minimal interactions with the police

- I have not had a lot of personal interaction with police besides having my car broken into twice. My interaction with police has been minimal.
- I haven't had a lot of interaction with residents. Most people feel that they are harassed when residents are questioned.

Question Round 2: *"What is your motivation for working towards better interactions between law enforcement and residents in the Sherman Park community, and how can we hold each other accountable?"*

2.1 Motivation: to improve communication and interactions between Residents and POs

2.1.1 Improve communication and reduce polarization

- Motivation is not hopeless, resident sees communication as the key. Resident sees a lot of polarization because of a culture of fear amongst one another and PO.'s.
- My main motivation is to help police and residents to interact better in our community.
- I want to see more block parties and to see positive interaction between PO's and residents.
- Things have changed in terms of respect in terms communicating grievances to PO.'s.
- It's the right thing to do to work toward better relations between police and residents. It could change the media perception as well.
- Listening circles help. I reached out to the Urban Underground. I want to see more interaction between groups. I think there is a problem when PO.'s don't live in the area.
- We can't do our jobs properly without people communicating with one another and with us. They are the eyes and ears of the community.

2.1.2 ... to increase level of trust and deconstruct any fears of POs

- There's a lot going on these days and people don't call the police because they are afraid.
- Better interaction and communication taking place within the community is my desire so that the level of negative interaction can be reduced or eliminated.
- My motivation is I want people to be able to talk to us, to trust us. People in certain areas are afraid to talk, afraid of retaliation. With more trust we'd solve more crimes. People call in anonymously. I want to be allowed to walk back to the house with them. The more honest with each other the better. In most instances we get called or we see someone breaking the law. When we get there I don't want to be yelled at. I don't harass people. I don't question people who aren't the right description to be the suspect. The macho approach is not good. I need to start interactions at an even level.

2.1.3 ... to see each other as human beings

- Prior to moving to Sherman Park I had a negative view of Law Enforcement. Effective communication with the members of law enforcement has provided a platform for me to see them as HUMAN. My motivation is one of hope.
- We need people and people need us and it is important to know that we are human beings inside and out.

2.1.4 ... to work together

- I did community service that changed my perception of police. Everybody needs to work together and reach out. It takes a lot of people to come together to fight against it, not stand for the violence.
- This is our community. We need to work together. There's too much us versus them. We need open dialogue, like this. We used to have a P.A.L. Program, kids and cops working together. There were other programs like where cops went into classrooms to talk. Those kinds of things make the cops seem more real. We don't see a lot of that anymore. And community-oriented policing. The financing ended but we cannot afford NOT to do those kinds of things.

2.2 Change for the better

2.2.1 As individuals

- My desire and hope is that I see a change with all the challenges and barriers that are presently happening. . . . will change and that we all [community and police] can change for the better.
- I moved my daughter from this area to the east side recently and she seems to have had better interactions and help from law enforcement with her children and residents in the neighborhood. She feels much more comfortable in asking for help from law enforcement. I think change needs to happen on both sides of the law. There are good cops and bad cops just as there are good residents and bad as well. I want to be a part of the change.
- It is my role to keep the peace and to educate any person in the Sherman Park neighborhood about police procedure and maintain a good relationship with resident, business owners. Iron sharpens Iron and I'm motivated to continue to educate because that is my role.
- I think we are becoming more accountable with our body cameras and our reporting of crimes and interactions with the residents.
- We can do this by holding each other accountable I think we need more opportunities for circles like this.
- I feel it all starts at home with the parents and the children. Communication of what's right and what's wrong. I am motivated to set an example in my community with the children, adults and law enforcement through my character and integrity.
- I am willing to report crime when I see or hear it.
- You kill what you don't know. Be a part of the change we want to see.
- It is my role to stop outsiders from coming in and disrupting the harmony that is in Sherman Park neighborhood.

2.2.2 As a community

- Residents must take responsibility for our neighborhood. You can see how people treat their property and you know how people feel about the neighborhood. Resident behavior has to improve and we must hold each other accountable.
- know the police can't do it all. Last week I was walking down the street and there was a young guy who wanted to be a tough guy and started harassing a mentally challenged guy. He ran up behind this guy and started hollering in his ears and scared the guy. So I told him to stop and he got irate with me because I spoke up and told him to leave the gut alone. I was scared but I distracted the tough guy long enough to get him off of the mentally challenged guy. Police can't do everything; this was a kid as well, I can't imagine me at that age, talking to an elder like he talked to me.
- I've lived in Sherman Park area over 30 years. I practice golf in the park, spend lots of time in the park. I've seen everything that goes on there, the wilding, etc. Years ago I joined the Sherman Park Community Association. We met weekly to bridge gaps between the youth and police. The "incident" closed down those meetings. Also, the Boys and Girls Club closed for renovations at the same time. The group had been making a lot of progress. We hope to start it again this summer. The immediate neighbors to the Park were benefiting from the SPCO. It gave me a lot of hope. I've also mentored through the B & G Club. The group opened up lines of communication. Everyone vented, residents and officers. It was a good start.
- I am concerned with the legacy of our neighborhood. There should not be a divide between them and us but "we".

2.3 To improve safety in Sherman Park

- My motivation is one of HOPE and POSITIVITY to be spread in the community and that it results in a change within this area. In Sherman Park we can change our interactions into positive ones, now maybe where I use to live in 53206 it cannot be done but in Sherman Park we can do it. We were raised to go to school, don't get into no trouble and don't go to jail.
- Before I started doing community police work I couldn't stand police. I have three sons and I have had numerous bad interactions with police before I moved in Sherman Park neighborhood. I'm motivated to create positive interactions because this is my neighborhood. During the unrest I was in the middle of a conflict with resident youth and police. Police pulled a weapon on me and I was very offended. But I still stood my ground between them and stopped a bad situation from becoming worse.
- My motivation for having better interaction with police and residents is to stop crime; people don't come forth to tell police about criminal activity in the neighborhood that they know about and have good information about the crime(s). But I have had residents come up to me and thank me for recovering their property that had been stolen and that made me feel good.
- I want to be able to go outside daytime or night. And be safe.
- My motivation is this is where I live, work and worship. I motivated for safe environment for my children and grandchildren to visit and spend time with me at my home.
- I want to be able to sit out in the yard like we use to and watch my grandchildren play.

- As an officer I am motivated to have the elderly be able to sit out in their yards that they keep so beautiful. I want to see people going for walks around the neighborhood and enjoying our parks again.
- I just want the community to come together but I am unsure how we accomplish this task.

2.4 To reach out and get through the youth

- My motivation is reaching the young. I look for teaching moments to be an example and teach when and where the situation presents itself.
- My motivation is to see the youth be better and understand that they must respect each other, their neighbors and law enforcement.
- After 25 years on the force I am still motivated. I am a people person and I enjoy being out on the streets rather than sitting at a desk. I want to see the youth get it and know that there are many opportunities awaiting them if they just follow through and do the right thing.
- I feel motivated by this circle tonight and believe I can make a difference in the safety and better interactions between law enforcement and the residents. I wish the male officers had time to be mentors to the young men. So many lack positive male role models in their lives and neighborhoods. The more we talk and listen the better the interactions will be. Accountability will come as soon as we have effective communication between both parties.
- I have four grandchildren in the neighborhood. There was a time PO's took children home instead of jail. I want to see more communal outreach.
- I have eight grandsons that I communicate with in terms of interaction with PO's and amongst themselves. I would like to see the era of PO's distributing baseball and basketball cards to the kids return.
- To try to reach out in this area. I was incarcerated for 9 years. I was mentored by a pastor. Now I know how to reach out because I was a gang member. In my experience, most kids join gangs because they're missing a parent. I want to reach out and help the families, the kids who are dying younger and younger
- People need to go back to raising their kids better so that there is not so much trouble.

Connected Conversation & Parting Words - *"How can we work together to achieve a healthier neighborhood given each of our roles?"; "As a community, what is a specific step that can be taken to help get Milwaukee to the place of positive police/community relations?"; "What have others said in this conversation that triggers new thoughts for you?"*

3.1 Investment needed in Sherman Park (for youth)

- Finances played a big part in all this. The lack of funding for music, arts, extra-curricular activities, and physical education contributed to the latch-key phenomenon forcing children to raise themselves. This coming summer there is a lot of activities planned for the park. But we can't let our government not hold up their end of the deal. Parks used to offer many opportunities. We need churches, synagogues and professionals to help the kids who are lacking so much in their lives. Give

them reason to do well in school. Get them jobs. Society needs to uplift the kids. Each one reach one.

- This coming summer is very important to watch. There are good things happening with the resources. Recreation programs, athletic leagues are all going to happen. This is the healing that we need.
- It has to be ongoing.
- We need to reach out to churches when the finances dwindle.
- When we participate locally in the electoral process it stabilizes communities. I hope to see a communal feeling return. In my estimation rigidity leads to a lack of community.
- We have plenty of events planned for the Sherman Park area this summer. On August 12th, we want the community to be a part of the solution not the problem.
- We have finite resources in dealing with communal problems.

3.2 The importance of family presence for the youth - mentoring

- Another thing with kids getting into trouble is that parents aren't disciplining their kids. Parents seem to be afraid of their kids. Parents need to be informed that they can discipline. I'd like to start something to help parents...maybe parents working together with law enforcement to prevent kids' violent ways.
- Mentoring by cops. Speaking with people. Uplifting them.
- I think a way for parents to help their kids is for them to stop saying (of police officers) 'He's going to take you to jail.'
- There's also a thing with 'child abuse' where kids are calling in and saying 'Dad hit me' and dad says 'he was MF-ing me.' I go there and just leave.
- Kids call in child abuse on parents.
- Momma-ism need to return. I subscribe to the philosophy that it takes a village to raise a child. We need a return to when mothers and grandmothers looked out for the children in the neighborhood.
- We need others to empathize with one another.

3.3 Appreciation of resident and police behavior

- It was really nice when the community brought food to the officers after the Sherman Park Incident. It's nice to know the community has our back.
- I commend the police for their restraint that night.
- When answering a call we only know what we heard especially if we've never encountered the person or persons involved before. We have to remain calm and focus and many times after the situation has been defused we can explain procedure and policy or the persons involved often come to an agreement by taking ownership of their miscommunication or conflict.
- I don't have time to interact with community members. I do my job.
- I think communication is a two way thing and it sets the stage for positive interactions.
- Stay positive and help others be positive.

3.4 Final words

- Great.
- Uplifting.
- Empowering.
- Informative.
- Encouraged.
- Communication.

- I can do more.
- Eye-opening.
- Better than I thought it would be.

- It takes a village.
- Hope for the community.