



Deep Listening. Fostering Trust. Bridging Communities.

Harambee Police & Resident Listening Circles Report

Fall Series 2017-2018

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Thank you to Grace Fellowship for hosting these listening circles. We would also like to thank our partners: Safe and Sound, the Milwaukee Police Department, and the Regional Department of Corrections.

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Table of Contents

| | |
|---|----|
| Glossary | 7 |
| Executive Summary | 8 |
| Listening Circle 1 – Communication and Resources – Analysis | 24 |
| Question Round One: <i>“Share a time when you or someone that you know has been affected by communication between Police and Residents, and especially when in a crisis situation?”</i> | 24 |
| 1.1 Treating people as humans and with compassion..... | 24 |
| 1.2 Behavior of officers creating feelings of violation of one’s rights..... | 25 |
| 1.3 Profiling..... | 27 |
| 1.4 Response time | 27 |
| Question Round Two: <i>“Give an example of how you have seen community resources affect the relationship between police and residents?”</i> | 28 |
| 2.1 Resources and community-police relations | 28 |
| 2.2 The struggles of the youth of Harambee..... | 29 |
| 2.3 Working on building relations based on trust | 29 |
| Connected Conversation & Parting Words - <i>““How have you been personally impacted by police in your neighborhood?”; “How have residents in the neighborhoods that you work impacted you while on the job?”; “What is one recommendation you have to strengthen communication between police and residents?”</i> | 31 |
| 3.1 The responsibility of the Youth..... | 31 |
| 3.2 How to communicate | 31 |
| 3.3 Negative policing and the consequence on good officers..... | 32 |
| 4. Parting Words | 32 |
| Quantitative Data – Pre/Post Surveys..... | 33 |
| Feedback Forms | 35 |

| | |
|---|----|
| Listening Circle 2 – Auto-theft and Reckless driving – Analysis | 37 |
| Question Round One: <i>“Talk about how you’ve been personally affected or seen the effects of auto theft activity or reckless driving in Harambee (i.e. – carjacking, high speed chases, etc.)”</i> | 37 |
| 1.1 Auto theft..... | 37 |
| 1.2 Reckless driving..... | 39 |
| Question Round Two: <i>“What do you think are some of the main factors that led to this behavior?”</i> | 40 |
| 2.1 Lack of guidance and role models (education, religion, parents...)..... | 40 |
| 2.2 Not enough deterrent | 42 |
| Connected Conversation & Parting Words - <i>“What’s one way police and residents can work together to help reduce auto theft activity or reckless driving?”; “What questions, if any, do you have about auto theft and reckless driving (ie. the causes, police policies, etc.)?”; “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?”</i> | 43 |
| 3.1 The youth and education | 43 |
| 3.2 What we are doing is not working..... | 44 |
| 3.3 Other themes..... | 44 |
| 3.4 Parting Words | 44 |
| Quantitative Data – Pre/Post Surveys..... | 45 |
| Feedback Forms | 47 |
| Listening Circle 3 – Encounters between Residents & Officers – Analysis | 49 |
| Question Round One: <i>“Talk about an encounter between police and residents you have experienced or witnessed; discuss the approach, attitude and tone of the encounter and your personal response.”</i> | 49 |
| 1.1 Positive encounters | 49 |
| 1.2 Challenges in encounters..... | 51 |
| Question Round Two: <i>“In regards to Harambee, what are your expectations for how officers and residents should interact when police are responding to a call in the community?”</i> | 52 |

| | |
|--|----|
| 2.1 Mutual respect and understanding | 52 |
| 2.2 Collaboration and understanding of police action by residents | 52 |
| 2.3 Challenges to remain positive | 53 |
| 2.4 Expect danger – fear of police | 53 |
| Connected Conversation & Parting Words - <i>“In crisis situations, paint a picture of how you would like police and residents to treat one another?”; “What are some specific ways residents and police could demonstrate a respectful interaction?”; “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?”</i> | |
| 3.1 Role models for community and deterrence for crime needed | 54 |
| 3.2 Police tone and conduct in the schools | 54 |
| 3.3 Being approachable as an officer | 55 |
| 3.4 Police procedure | 55 |
| 3.5 Lack of respect/stereotypes | 55 |
| 4. Parting words | 55 |
| Quantitative Data – Pre/Post Surveys 3 | 57 |
| Feedback Forms | 59 |
| Listening Circle 4 – Power and Authority - Analysis | 61 |
| Question Round One: <i>“Share a personal experience where you thought an officer or resident used power or authority in a POSITIVE way.”</i> | |
| 1. Using power and authority to solve a crisis | 61 |
| 1.2 Using power and authority to inspire, motivate, enable – being role model | 62 |
| 1.3 Parents and police using power and authority in collaboration.... .. | 62 |
| Question Round Two: <i>“Share a personal experience where you felt power or authority was MISUSED by either a resident or police officer. What was the experience and how did that abuse of power make you feel?”</i> | |
| 2.1 Officers yelling at or belittling residents – escalating a situation | 64 |
| 2.2 Profiling and lack of empathy during interventions | 66 |

| | |
|---|----|
| 2.3 Residents calling police on other neighbor or attempting to intimidate or irritate officers | 67 |
| 2.4 Abuse of power by boss/person in power..... | 67 |
| 2.5 Other themes..... | 68 |
| Question Round Three: <i>"In your opinion, what's one way that police and/or residents could BEST USE power or authority for the benefit of the whole community?"</i> | 68 |
| 3.1 Treading all as equals, with dignity and respect..... | 69 |
| 3.2 Interacting in non-crisis settings – getting to know each other..... | 69 |
| 3.3 More communication and dialogue | 69 |
| 3.4 Collaboration of police and residents for community policing | 70 |
| 3.5 Power and authority for education | 71 |
| 4.1 Good and bad is everywhere | 71 |
| 4.2 Change of/information on policies and procedures | 72 |
| 4.3 Education of children | 72 |
| 4.4 Other themes..... | 72 |
| 5. Parting words | 72 |
| Quantitative Data – Pre/Post Surveys 4 | 74 |
| Feedback Forms | 76 |
| Listening Circle 1 - Annexes | 78 |
| Listening Circle 2 - Annexes | 85 |
| Listening Circle 3 - Annexes | 91 |
| Listening Circle 4 - Annexes | 91 |

Glossary

Listening Circles – Listening Circles are composed of a structured part of experience sharing between participants, followed by an unstructured portion during which participants can exchange about what has been said, and ask questions of curiosity. The goals of the listening circles are to foster communication and build bridges between communities, invite trust and facilitate relationship building between officers and residents.

Go-Around or Round – The structured part of a Listening Circle composed of one question that each participant answers with the same amount of time, with no interruptions, going clockwise. Listening Circles are usually composed of two or three go-arounds.

Connected Conversation – The unstructured part of a Listening Circle that takes place after all go-arounds are completed. Participants are asked to share airtime yet are not timed. It is the moment for participants to interact with each other and react to what they have heard during the structured parts of the dialogue. Connected conversation questions are available as well if participants want to explore other topics with the help of a prompt.

Executive Summary

The Frank Zeidler Center for Public Discussion (Zeidler Center) has facilitated dialogues between police and residents in the Harambee community since 2016. This report details participant responses and feedback during and after our Fall 2017-2018 sessions (on Monday, September 25, 2017; Monday, October 23, 2017; Monday November 20, 2017; and Monday January 22, 2018). The executive summary (pages 8-24) identifies major themes of the listening circles, followed by a section offering an in-depth analysis of each dialogue.

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 each community it serves.

Participants experience both structured and unstructured portions of dialogue. Through timed facilitation, participants can respectfully share their personal perspectives and learn about the perspectives of others. The Zeidler Center 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 in Harambee include Safe & Sound, the Milwaukee Police Department, and the Milwaukee Regional Department of Corrections.

Fall dates for Harambee Police and Resident Listening Circles 2018-2019:

To be announced at

www.zeidlercenter.org/police-resident-circles

Executive Summary Continued

Listening Circle 1 – Communication and Resources

The first Harambee Police and Resident Listening Circle of the Fall Series 2017-2018 took place on Monday, September 25, 2017 at Grace Fellowship Church. During the evening, facilitators from the Zeidler Center asked participants to respond to two rounds of questions:

1. *"Share a time when you or someone that you know has been affected by communication between police and residents, and especially when in a crisis situation?"*
2. *"Give an example of how you have seen community resources affect the relationship between police and residents?"*

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

"How have you been personally impacted by police in your neighborhood?"

"How have residents in the neighborhoods that you work impacted you while on the job?"

"What is one recommendation you have to strengthen communication between police and residents?"

During the first round, several participants focused on the benefits of communicating in a **gentle, respectful, and human way** in order to instigate trust and avoid escalating a given crisis. Giving the opportunity for a 'suspect' to explain a situation was seen as positive, for it can shape the interaction and positively affect its outcome. Some participants encouraged for such approaches to be adopted both by officers and residents. Other participants recalled experiences with officers during which **communication failure or breakdowns** led participants to **feel their rights had been violated** by police intervention. Participants reported having felt **disrespected, and unfairly treated**. In addition, **profiling** was mentioned as a problematic that several participants have had to face throughout their lives. Finally, **response time** and the **passing on of information** from caller to dispatcher, and dispatcher to intervening officers, were topics brought up by participants whose experiences highlighted some type of miscommunication between the three parties that affected the results of police interventions.

During the second round, several participants mentioned that the relationship between police and residents has been affected by a **lack of resources** to invest in resident-police interactions in non-crisis settings. A **re-prioritization of programs** to invest in Harambee was suggested by some, putting community outreach and police-resident relations on the top of the

list. The struggles faced by some youth in Harambee were mentioned by some, underlining that the **lack of activities for young residents** led to these age-groups being outside. This could then be misunderstood by both older residents and officers as loitering. Several participants thus called for **residents and officers to work on building relations** based on trust by **encouraging bike and foot patrols**, seeing officers participate in community events, and supporting programs that facilitate communication between officers and Harambee residents. Examples of old programs such as STOP, DARE, and the National Night out were given. The Zeidler Center Listening Circles were mentioned as well as a current program that can benefit police-resident relations.

During the Connected Conversation, participants revisited some themes mentioned during the first two rounds, as well as new ones. First, the **responsibility of the youth** to behave respectfully was mentioned, as well as suggestions about ways to communicate between officers and residents, specifically the youth. Finally, participants further explored issues related to **profiling** and how the negative actions of some officers have a tremendous impact on the daily work of all officers. Parting words were both **meditative and positive**, focusing on broad problematics that are touching Harambee currently, and what to do, how to act to make things better.

Listening Circle 2 – Auto-Theft and Reckless Driving

The second Harambee Police and Resident Listening Circle for the Fall Series 2017-2018 took place on Monday, October 23, 2017 at Grace Fellowship Church. During the evening, facilitators from the Zeidler Center asked participants to respond to two rounds of question/statement:

1. *"Talk about how you've been personally affected or seen the effects of auto theft activity or reckless driving in Harambee (i.e. – carjacking, high speed chases, etc.)"*
2. *"What do you think are some of the main factors that led to this behavior?"*

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

"What's one way police and residents can work together to help reduce auto theft activity or reckless driving?"

"What questions, if any, do you have about auto theft and reckless driving (ie. the causes, police policies, etc.)?"

"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 the first round, the majority of participants' testimonies focused on auto-theft, the recent **evolutions in the trends of car-jacking involving the youth**, police chases – or lack thereof -, and the **casualties and injuries** that are caused by auto theft (often related to accident while fleeing). Other participants' stories reported incidences of reckless driving that endangered both drivers and passengers, and bystanders. Participants shared **feeling scared and frustrated** with the state of the driving in Harambee, fearing it will only get worse.

During the second round, the overwhelming majority of participants identified a clear **lack of guidance and role models** in the life of many youth in Harambee as a main factor that leads some of the youth towards auto-theft, and reckless driving. The **roles of parents**, the **school system**, the **community** (in terms of the absence of role models), and **religion** were mentioned as different types of guidance seen as missing from the life of some of the youth in Harambee. Other participants reported that the **lack of deterrent** felt currently enables such behavior, first focusing on the **accessibility of cars and knowledge** on how to steal, second mentioning the **change in pursuit policy** that has, in the minds of participants, distilled the fear of stealing out of the youth. Third, **social platforms** were mentioned as places where some questionable youth can find an audience to directly or indirectly encourage others to follow them in their path.

During the Connected Conversation, participants revisited the themes of **the youth and education**, as well as the need for the current strategy to counter reckless driving and auto theft to evolve into something more deterrent as well as more sensitive to the specific circumstances of the youth who get involved in such activities. Parting words were **encouraging and hopeful**, with many participants wishing for more residents to attend and experience the listening circles in the future.

Listening Circle 3 – Police and Resident Encounters

The third Harambee Police and Resident Listening Circle for the Fall Series 2017-2018 took place on Monday, November 20, 2017 at Grace Fellowship Church. During the evening, facilitators from the Zeidler Center asked participants to respond to two rounds of question/statement:

1. *Talk about an encounter between police and residents you have experienced or witnessed; discuss the approach, attitude and tone of the encounter and your personal response.*
2. *In regards to Harambee, what are your expectations for how officers and residents should interact when police are responding to a call in the community?*

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

"In crisis situations, paint a picture of how you would like police and residents to treat one another?"

"What are some specific ways residents and police could demonstrate a respectful interaction?"

"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 the first round, participants recalled positive encounters that were sparked by officers adopting a **professional approach** (calm voice, respectful manners, patience and explanations). The demonstration of **empathy** by officers during encounters was praised by resident participants. Other participants mentioned some challenges they encountered, namely the **negative image** of the police amongst the younger generation of Harambee.

During the second round, participants mentioned the need for **mutual respect and understanding**, as well as **collaboration**. The need for residents to understand the **expectations of officers during an intervention** was reported as necessary for positive results. Some participants mentioned the **fear** that can be linked to collaborating with officers.

During the Connected Conversation, participants further explored some themes touched during the structured parts of the Listening Circles such as the importance for **officers to be approachable**, especially regarding tone and conduct. Several participants mentioned the **need for role models** in the community (especially for youth), and **deterrence for crime** in general. A couple of participant mentioned **police procedure**, and the **lack of respect towards officers**. Parting words were positive and inclusive, with participants underlining the **need for tolerance and realistic expectations** when it comes to police-resident interactions. Several participants especially underlined how comfortable they felt in the context of Zeidler Center Listening Circles.

Listening Circle 4 – Power and Authority

The fourth Harambee Police and Resident Listening Circle for the Fall Series 2017-2018 took place on Monday, January 22, 2018 at Grace Fellowship Church. During the evening, facilitators from the Zeidler Center asked participants to respond to two rounds of question/statement:

1. *Share a personal experience where you thought an officer or resident used power or authority in a POSITIVE way.*

2. *Share a personal experience where you felt power or authority was MISUSED by either a resident or police officer. What was the experience and how did that abuse of power make you feel?*
3. *In your opinion, what's one way that police and/or residents could BEST USE power or authority for the benefit of the whole community?*

During the first round, participants mentioned the need to appropriately use the power and authority to **solve conflicts**, as well as the use of power that one has as a **role model** to **inspire and motivate others** to do the right thing. In addition, some participants reported parents and police officers using their power in collaboration either for the good of the community, or specifically for the benefits of the youth in Harambee.

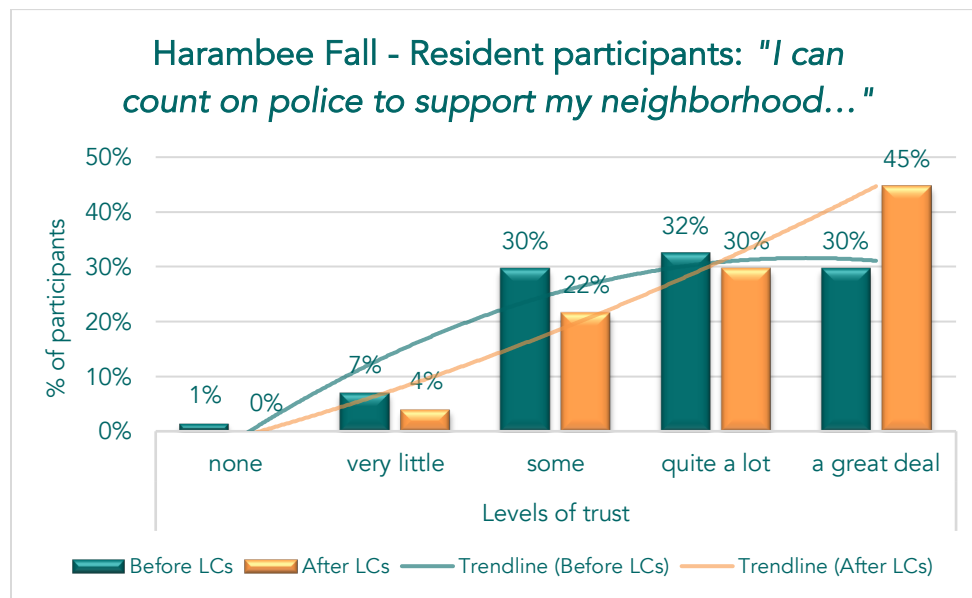
During the second round, participants mentioned officers yelling or displaying a **lack of empathy** as problematic. **Profiling** was mentioned by some participant as well as instances during which participants felt that power and authority was misused. Finally, a few participants mentioned the attitude of some **residents as antagonizing** during police interventions. Indeed, some participants mentioned instance during which residents' behavior with other residents or officers consisted in attempts to escalate situations rather than finding an acceptable resolution to an existing conflict or divergence. In addition, a few participants mentioned witnessing a misuse of power or authority within the **school premises** (by educators or principal), or **at work** (by supervisors).

During the third round, participants called for officers and residents to be treated as **equals**, as well as for more **interactions** in non-crisis settings in order to get to know each other better. Furthermore, **effective communication**, presented by some under the form of **dialogues**, was presented as key for success. Several participants mentioned as well the need for **collaboration between officers and residents** when it comes to **community policing**. A key element of this last idea consisted in the **presence of police in strategic places** across Harambee. Finally, a few participants mentioned the use of **power for education of the youth** through teachers, educators and role models. The Citizen Academy was both by a couple of participants as well as a useful resource for residents.

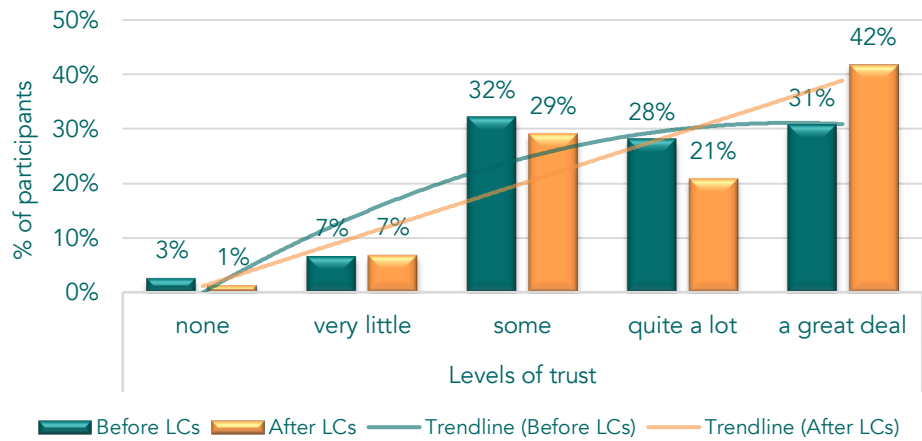
During the Connected Conversation, participants further explored some of the themes highlighted in the other rounds, such as the education of children. Several participants underlined the fact that **good and bad can be found everywhere**, including when it comes to police officer behaviors. Parting words were very positive and reflective of the conversations had in the small groups. Some participants mentioned being **"grateful"** for the experience and calling for "people in our community [to] find some type of common ground."

Quantitative Data – Pre/Post Surveys

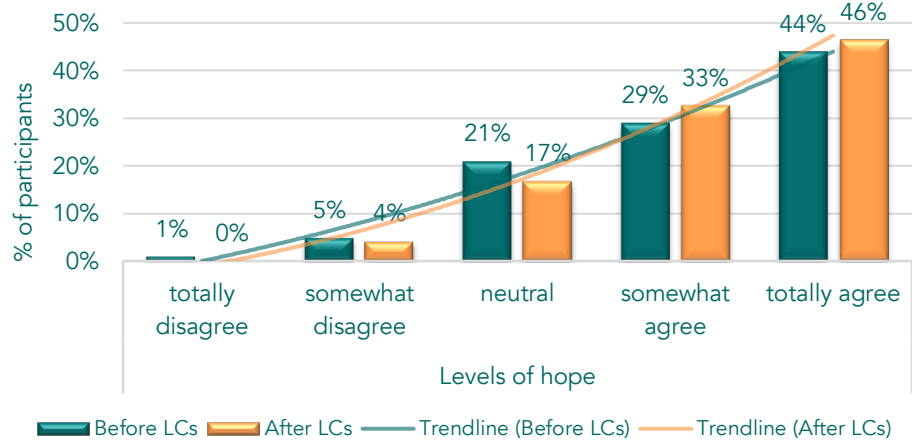
Through the use of pre- and post-surveys, the Zeidler Center has collected quantitative data regarding the effects of the Listening Circles on levels of trust amongst both resident and officer participants. The following graphs are a combination of the four fall events that took place in Harambee. Trends amongst officer participants and resident participants are very similar for all four Fall events and thus will be presented conjointly in this report for a matter of reading efficiency. All graphs indicate **improvements in levels of trust, support, and hope** when it comes to police perceptions (resident-only data), and police-resident relations (police and resident data combined). Results for individual events are available in the analysis of each Listening Circles event (beginning on page 31).

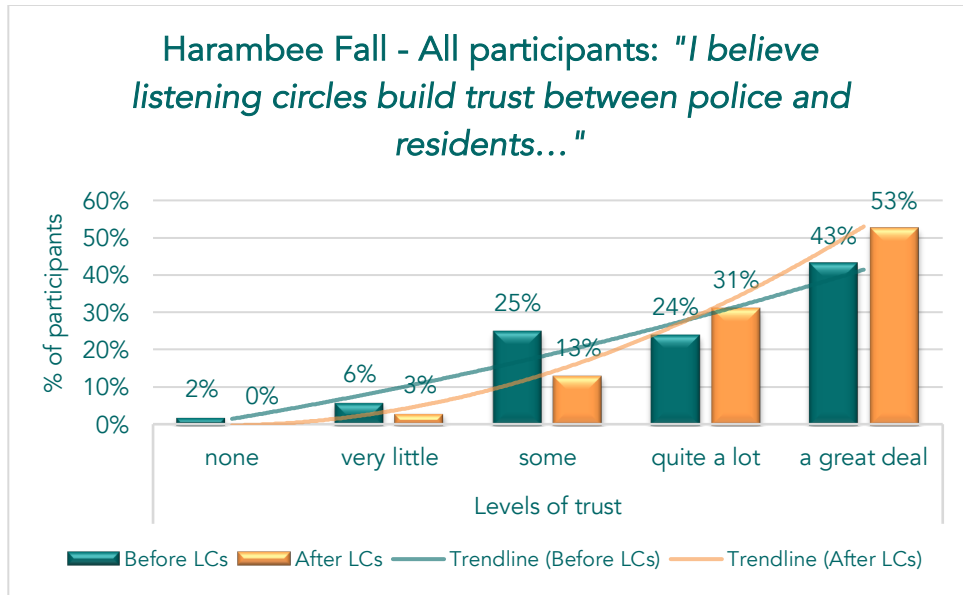


Harambee Fall - Resident participants: *"I trust the police..."*



Harambee Fall - All participants: *"I believe community and police relations will improve..."*

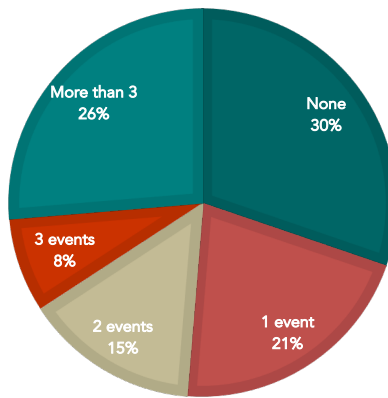




Participant attendance has evolved throughout the Fall Series with an average of 6 Police Officers and 24 Harambee residents per Listening Circles. The last Police and Resident Listening Circles had the highest participation rate with a total of 45 participants. Overall, the attendance remained unchanged during the Fall series when comparing it with Spring data. Via surveys, the Zeidler Center has been able to track the self-identified returning rates at different levels as well as the newcomer rate for both Police Officers and residents for each event. For residents, the new comer rate has considerable increased during the Fall Series when comparing with the Spring data, which underlines the outreach efforts undertaken during the Fall in Harambee which led to new participants being exposed to the Listening Circles. Returning rates are high in general, with "more than 3 events" representing the higher percentage of returns, which demonstrates the continuity of a strong returning trend throughout the year.

Harambee Fall - Resident participants: Attendance of P&R Listening Circles

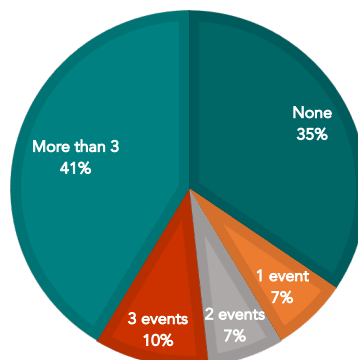
■ None ■ 1 event ■ 2 events ■ 3 events ■ More than 3



Compared to the Spring data for police officers' attendance, both the newcomer rate has remained unchanged which shows the constant effort from District 5 to send new officers to be the part of a Listening Circles and experience the Zeidler Center program. The "More than 3 events" returning rates has considerably increased which underlines continuity in the attendance of officers. District 5 and the Office of Community Outreach and Education (OCOE) have successfully managed to maintain a healthy new comer rate in order for officers to be exposed to the Listening Circles, while establishing a returning rate of officers that facilitates personal relationship building to take place one Listening Circle at the time.

Harambee Fall - PO participants: Attendance of P&R Listening Circles

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



Next Steps

I. Dissemination of the Fall report in Harambee:

This report will be sent to all partners, including interim Chief Morales, Assistant Chief Banks, Assistant Chief Brunson, Captain Heier (District 5), Captain Williams (OCOE), alderpeople, and other relevant stakeholders. The Planning Committee for Harambee will use this report and the data available to shape the Police and Resident Program for the year 2018-2019 in order to always cater to the needs and wishes of the Harambee resident-, District 5 and OCOE officer-participants.

The report will be available to the public, both in hard copy during the first Listening Circle of the year 2018-2019, and online at www.zeidlercenter.org/police-resident-circles beginning in June 2018. 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 Harambee report for the Fall Series 2017-2018 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 (when loud music is involved).
- ❖ 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 Harambee:

As requested by many Fall participants through feedback forms and during Planning Committee debriefs, the Zeidler Center Police and Resident Listening Circles should continue to take place in Harambee for the year 2018-2019, funding permitting. Reflecting on the 2017-2018 calendar of the Listening Circles, the Zeidler Center has opted to adopt a 'school-like calendar'

for the 2018-2019 year, with three Listening Circles (Fall Series) taking place from September 2018 to November 2019, followed by three Listening Circles (Spring Series) taking place from March 2019 to May 2019 (dates will be made available at www.zeidlercenter.org/police-resident-circles later during the year).

III. Planning Committee:

The Harambee Planning Committee has continued its work during the Fall Series and will be reconstituted for the 2018-2019 Listening Circles. In a constant effort of improvement, the composition of the Planning Committee will differ slightly from the past year and count two adult residents, two youth residents, two officers, one Zeidler Center Program coordinator, and the Zeidler Center P&R Program Director. The Committee will continue to evolve over the year 2018-2019 under the guidance of the Zeidler Center. The role of Planning committee members as organizers of the Listening Circles has proven beneficial and will be maintained for the upcoming programmatic year. In addition, planning committee members will be involved in outreach efforts throughout the 2018-2019 year.

Recommendations for the Police Department

These Zeidler Center recommendations are based on participants' testimonies, feedback forms and surveys collected during the Fall 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 officer- and resident-participants regarding the needs of officers on duty, and the understanding of these needs by residents. An obvious symptom of communication issues, this gap may be reduced by employing some of the following options.

Police presentation:

The police presentations were again well-received and should continue for the 2018-2019 Listening Circles. Planning Committee members will continue defining the topics for the four police presentations based on the needs and preferences of Harambee residents, including the suggestions found in this report.

Pamphlets and brochures about opportunities to get involved:

The presence of pamphlets for the resident academy and other opportunities to get involved was beneficial and should be continued for the upcoming year.

II. Increase in interactions in non-crisis settings

Basketball cards:

It is apparent both through facilitators' notes and participants' feedbacks that many residents still do not know about the existence of the new basketball cards. It may be beneficial for officers attending the Listening Circles to distribute/show these cards, especially to younger participants, and to encourage residents to approach officers in the neighborhood to inquire about the cards. In the case of lack of availability of the cards, information about the expected timeline for future availability to the community could be beneficial.

Organization of sports events – block parties – clean ups:

Participants almost unanimously shared positive feedback on the community events they participated in involving both officers and residents. From athletic activities to picnics and clean ups, participants called for more opportunities to shared enjoyable activities with officers. Based on statements made by residents during the Listening Circles, a specific attention to parks is suggested to encourage the organization of activities for youth, and the further use of public spaces by residents to increase the sense of community in the neighborhood.

Bike and Foot Patrols:

Participants mentioned enjoying the presence of POs on bikes, mostly because they appeared less out of reach, more approachable. The Zeidler Center suggests that bike patrols continue, and, when possible, increase in effectiveness. In addition, it was encouraged for officers (bike patrols, squad...) to engage in conversations with residents about the challenges that Harambee faces on an ongoing basis, rather than only when trouble happens.

Attendance in Listening Circles:

Residents considerably praised the attendance of officers during the Zeidler Center Listening Circles. Thus, it can be said that constant officer participation is providing positive results in the form of an increase in trust, and a change in officer perception amongst resident participants in Harambee. Efforts should be made to maintain both the newcomer and returning rates of officers as they both work towards different goals:

- ❖ The newcomer rate indicates that officers who have not experienced the Listening Circles are given the opportunity to experience them first-hand, thus socializing the Listening Circles within District 5 and OCOE. These new officer participants can then explain to other colleagues the goals and principles of the Listening Circles.
- ❖ The returning rates indicates that returning officers have the opportunity to progressively develop a rapport with returning resident participants, increase trust levels, and provide the proximity with and access to officers that residents are calling for.

It is important for officer participants to remember that participating in a Zeidler Center Listening Circle is an opportunity to speak about personal events and experiences, and to move away from the more common 'presentations' and 'talks' that usually happen in resident-police meetings. In addition, participants called for the presence of beat officers who tend to intervene during crisis. Beat officers attendance within District 5's capacity is thus strongly encouraged by the Zeidler Center.

III. Improvement of Police Trainings

As suggested by several participants during the Fall series, bias trainings and effective communication trainings could be proposed at the Police academy. Zeidler Center Facilitation trainings could be proposed to officers

Recommendations for Harambee residents

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

I. Ways to get involved

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

With the Police:

Here are options to support the work of the Police in Harambee, 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 Harambee can be found on the following websites:
OCOE: <http://city.milwaukee.gov/police/MPD-Divisions/Community-Outreach-Education.htm#.WZ2hpyiGPIU>
District 5: <http://city.milwaukee.gov/districtfive#.WZ9NuiiGPIU>

In addition, as a way to interact in non-crisis settings and simultaneously to strengthen police and resident relations, residents are encouraged to attend the monthly Crime and Safety Meetings for District 5, happening the first Wednesday of every month, at 5:30pm, at the MLK Library on Locust. For more information:

<http://city.milwaukee.gov/districtfive/2018-Crime-and-Safety-Meetings.htm#.WsZvQNPwbwc>

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 Harambee. 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 *Harambee Planning Committee Member* for next year – for more information, send an email at office@zeidlercenter.org

Many other opportunities to get involved with non-profits working in Harambee 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 Harambee community to improve the neighborhood.

II. Everyday life contribution:

Participants' testimonies during the Fall Series offered important suggestions on ways for residents to contribute to the improvement of Harambee 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) – Call Block Club representative who can then alert police.
- ❖ Spread the word about the Zeidler Listening Circles with neighbors and friends in order to support the outreach efforts in Harambee.
- ❖ Find out about Harambee Community Block Watches
- ❖ For Harambee parents: attempt to change the discourse heard by some participants based around the idea that 'officers put misbehaving children in jail'. A focus on the broader contribution of officers in Harambee in parents' discourses about officers would contribute to their de-demonization in the minds of the younger Harambee generation.
- ❖ Creation and attendance of community events involving Police Officers (See procedure on page 19, 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

- ❖ Increase in mutual support in conflict resolutions so that quarrels among Harambee 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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Listening Circle 1 – Communication and Resources – Analysis

Question Round One: *“Share a time when you or someone that you know has been affected by communication between Police and Residents, and especially when in a crisis situation?”*

“I’m a police officer but I am a part of this community and I respect the people in it.”

1.1 Treating people as humans and with compassion

Through their testimonies, several participants focused on the capacity that gentle, respectful and human communication has in instigating trust between officers and residents, and thus avoid potential crisis. The testimony of an officer who intervened on a shooting scene during which a young man was killed exemplifies this idea:

“Three summers ago, I was at a particular shooting around 20th Keefe, a young man was killed. When the parents arrived, I had to tell them that their son had died of his injuries, shortly after that, other family members (brothers, sisters, cousins etc.) started to show up; about 40 of them and they were very upset. The family’s emotions were very high and the situation could have gotten out of hand quickly, but because we spoke with the parents with compassion, respect and our heartfelt condolences, the parents took it upon themselves to tell the other family members and they called for calm from their family members. I believe that my faith, compassion, respect, and sincere condolences went a long way to help that family deal with the loss of their son, brother, nephew, cousin etc. I’m a police officer but I am a part of this community and I respect the people in it.”

In addition, some participants underlined that allowing an individual (potential suspect) to speak, enabling the individual to justify, or at least have the opportunity to explain his/her case, made a big difference in how this individual felt about the interaction. One participant shared a testimony that portrays such interaction:

“I attend Madison High School. . . one my friends requested that I place a package in my locker to hold, little did I know the package contained weed. After an inspection by the administrators, law enforcement was called and I must say, the officer who responded was kind and allowed me to explain the entire situation. I have always had respect for law enforcement, but now that respect level has increased.”

Some participants called for individuals to make an effort and attempt to be respectful, patient, and human when interacting with one another: “I have no problem with police. When people communicate with each other, they should learn how to talk to each other. Citizens

should present themselves in a positive manner. I don't understand why there are so many problems." In fact, some have identified issues not only in communication styles between officers and residents, but communication channels amongst residents themselves:

"What my main concern is in Harambee is the residents do not know nor support each other. There is no cooperation between the generations and no conversations, no collaboration at all it does not exist."

1.2 Behavior of officers creating feelings of violation of one's rights

When talking about experiences when one has been affected by police-resident communication, a considerable number of participants focused on interactions with officers during which participants felt either disrespected or that their rights and integrity had been violated. Here are some of the participants' feelings mentioned during the listening circles:

"They never said a word to us outside of stop. We felt so violated and disrespected. I wanted to report it but I did know who to call or where to call."

"I felt violated and disrespected and marginalized because I was not treated fairly."

Participants underlined the fact that their negative feelings toward these respective situations were based on inappropriate communication from the officers involved, or a breakdown of communication channels. Amongst the situations reported by participants, similar traits can be identified in the way communication channels broke down. First, in several situations, participants felt that due to the lack of explanation on the "why" officers were doing what they were doing (asking questions, entering someone's property, stopping someone), their rights had been violated. Thus, officers were not 'entering' someone's property but 'trespassing', not asking questions or stopping someone but 'abusing their authority'. The perception of the officers' actions was considerably affected by the breakdown or failure in communication. Below are some testimonies:

"I was at home and an so-called ATT worker came to my door to solicit my business for a T.V package. A moment later the police showed up, he just walked into my yard unannounced, never identified himself and started to question the salesman. I was offended because this is my home. [...] How dare he just come onto my property and start to question my guest without consulting me to why he needed to speak with him. [...] I just felt disrespected and violated in my own home."

"An incident that occurred right in front of my home. My grandchildren were playing out front and a MPD squad car came cruising by and got out of the car and began

to interrogate my grandchildren [not even teen agers] I had to intervene to well “check them” I do not feel that those officers were well trained nor willing to engage in a positive manner. . . this is part of why some residents of Harambee do not trust law enforcement.”

“On time I was getting home late and I was getting out of my car. Police are always in my neighborhood. They yelled at me to get back into the car, so I did. But they left me there for a long time. They never came back to say that it was safe to exit the car. I stayed in the car for over an hour. They had left but I wasn’t sure if I should get out of the car because I didn’t know what was going on, I still don’t know till this day what happened. The police could’ve came back and explained to me what was going on, instead of leaving me in the car for over an hour. It was so disrespectful.”

Second, one testimony underlines inappropriate communication techniques rooted on what was understood by the participant as aggressive and threatening behavior coming from a figure of authority, that is the officer involved in the situation. The perceived unrooted display of aggressiveness, or, at least, rudeness, undermined the legitimacy of said officer in performing what appeared to have been a routing check:

“Once I was stopped by an officer while driving. He asked for my license, I produced my license and he snatched my licensed out of my hand. I told him that he did not have to snatch it. He proceeded to threaten me with obstruction and other violations if I would not stop talking. He tried to treat me like a kid, and instead of apologizing for snatching my license out of my hand he tried to justify his actions by threatening me because he is the police and has authority. I was really upset because police are supposed to be fair and compassionate, I am not a criminal nor do I like being treated like one.”

Finally, one of the testimony stressed how failure to communicate effectively can destroy the trust between officers and victims, namely when the victim of a crime feels treated as a suspect or a criminal. Once the trust is broken, it is impossible for the victim to believe that the officers are here to help and support:

“I was formally in an abusive relationship and the police were called when my then partner was released from prison [that day]. When law enforcement arrived they immediately treated me, the victim [my injuries were apparent] as suspect. The officer, did not believe me, instead he asked what man in his right mind just released from prison would risk the police being called. It made me distrust law enforcement and until this day. . . My opinion has not changed.”

1.3 Profiling

Other participants mentioned profiling as a problematic situation that has affected their lives when it comes to interacting with police officers. Participants shared experiences during which they/ a relative had been treated a certain way for no other apparent reason but the way they looked, i.e. skin color, clothes, general appearance. The following testimony explains how the autistic son of a participant was treated while collecting bottles in the street:

"My son is autistic and there are times when his dress and or hygiene is not the best. My son can appear to be homeless although he lives with me. He supports himself collecting cans every day. One particular day police saw him while he was looking for cans, and they didn't understand why he was looking our neighbor's trash cans, curb, bushes etc. collecting cans. They stopped him and he said that he was treated like a criminal. My son has never stolen a thing in his life. I taught him better than that. The police just took one look at him and assumed that he was a criminal. They never told him why they stopped and detained him for an extended period of time, and their tactics were a little heavy handed according to my son. They could have just communicated better and not been so forceful, my son is a gentle man who tried to do the best that he can living with autism."

Another testimony explains how a participant was the only one who got in trouble for drinking in a park while many others were doing the same thing in the vicinity of the incident:

"We were at the park in Omaha Nebraska, and it is illegal to drink in the parks there. I was drinking a beer. But so was others down the road a couple hundred feet. And they were drinking way more than I was but the police stopped me and gave me a ticket for public drinking. But they did not cite the others for the same offense 200 feet away."

1.4 Response time

Some communication issues were identified as well when it comes to response time after a call, linking it to the work of the dispatcher and the transfer of information from the caller to the dispatcher, and from the dispatcher to the officers on the ground.

"Someone called 911 and the dispatch unit does not seem to properly convey the message. An emergency concern is not conveyed."

"I have a 3rd party experience to share. A colleague's car was stolen. They called 911. Squad car came one hour later. Officer asked questions similar to the dispatcher. The officer stated that he needed the information. The 3rd party felt that there was a communication disconnect. Such lack of communication affects policing and expectations."

Underlining the importance that the work of the dispatcher can have on the transmission of information, one participants explained that in order for the call to be appropriately categorized and thus for the response time to be adequate for the situation considered, appropriate descriptions will need to be given so that to make sure that the officers intervening have all needed information:

“It is up to the dispatcher to convey message. For example, I can receive a call that a student has a B gun at school. However, when the officers get to the school, the child could be threatening others with the gun. Dispatcher must relay the message. The information must be descriptive. And tell cops what to look for.”

Question Round Two: *“Give an example of how you have seen community resources affect the relationship between police and residents?”*

“We held an event in our neighborhood and 2 police officers (a male and female) stopped by to pass out flyers, they eat with us and talked to us. They communicated with us by mixing and mingling with all of us, kids included. It was like they were apart of us not our enemy like so many people think but they became our friends.”

2.1 Resources and community-police relations

Several participants mentioned that the relationship between police and residents has been affected by a lack of resources to invest in resident-police interactions in non-crisis settings. The following participant developed on the lack of resources which pushes officers to focus on only one part of their job, crisis intervention, to the detriment of community outreach, specifically with the youth of Harambee:

“There is a lack of resources because there are not enough police to do community outreach. There is always something bad happening and the police that are on duty are dealing with allot of shootings, robberies, assaults etc. If we had more community outreach officers that were able to go out into the community to engage the youth in positive community activities and not negative, it would go a long way toward mutual respect and unity in the community.”

Understandingly, several participants called for a re-prioritization of investment when it comes to the needs of the community, with community outreach and activities between officers and residents (focusing on the youth) as one of the priorities:

“I wish there were more programs available for interactions with the community, in particular with children and youth would in my opinion be a great benefit to the Harambee community.”

A participant shared his/her doubts and interrogations about where to have access to funding, a topic that could be interesting to bring up to a wider audience in Harambee in the near future:

“Now we are nervous in all neighborhoods. We need a plan. What is the cost? We must share in sponsoring the programs. Can we seek foundations, residents, and police officers?”

2.2 The struggles of the youth of Harambee

A few participants mentioned the difficulties that the youth of Harambee has been facing regarding lack of resources. As explained by a participant, what some might see as loitering could be a demonstration of lack of available activities for the youth:

“For people my age, there is not much to do, and if there are community events they are not advertised so that resident kids that live nearby may attend these events. When we walk the streets, police and residents think that we are loitering but we are just trying to find some positive things to do. Not all young people (I’m seventeen) people my age are gang members. There are a lot of us that just need resources and people that care to have fun and make a difference in our neighborhood. We need adult leadership and resources to help us not do the wrong things but the right things.”

The lack of facilities or activities for in youth in Harambee was confirmed by another participant, which would indicate a potential investment line to follow in Harambee for the years to come.

2.3 Working on building relations based on trust

Several participants offered suggestions on potential ways that an investment in community outreach and neighborhood development could prove fruitful and beneficial for Harambee, having specifically the youth of Harambee in mind. First, some participants mentioned that foot and bike patrol can make a big difference in community-police relations as officers find themselves more able to interact with the community on a daily basis. An officer participant explained the benefits of foot patrol in his/her opinion:

“This summer my partner and I walked the beat most of the time and we were able to meet people on a social level and still maintain our jobs to protect and serve. We engaged the community and we are starting to build real relationships with people. The

Police have free ice cream trucks that give away ice cream. It may not have come into your neighborhood but it is a program that I'm quite proud of. People are starting to confide in us about bad things going on in the neighborhood. The older residents like us patrolling the neighborhood on foot, because our presence has made a difference in the community. I want to continue to build the relationship that my partner and I have started."

Second, the attendance of community events by officers was considered by participants as beneficial to the relations and encouraged for future Harambee community events:

"We held an event in our neighborhood and 2 police officers (a male and female) stopped by to pass out flyers, they eat with us and talked to us. They communicated with us by mixing and mingling with all of us, kids included. It was like they were apart of us not our enemy like so many people think but they became our friends."

In addition, programs that specialize in creating interactions between the youth of Harambee and officers were praised by several participants. The program STOP (Students Talking it Over w/ Police) was specifically mentioned by a few participants as a success, yet it appears to have ended. These two testimonies are both about the aforementioned program:

"We used to do a lot of presentations at schools in addition to responding to school incidents. The program was called STOP (Students Talking it Over w/ Police). Students built relationships w/ police. This was VERY effective. Students came and talked with us about situations. They felt comfortable w/ talking to us about neighborhood and personal situations. After a MPS teacher complained to the School Board, the program ended. The teacher felt that white officers should not talk to black students."

"My daughter graduated from the STOP Program. It was a great program. I was unaware that the program had ended. There is a lot of focus on technology, but some things that are traditional work and should not be changed."

Other programs were mentioned, such as the National Night Out, D.A.R.E, and these specific Zeidler Listening Circles, all identified as useful resources to improve communication between residents of Harambee and the police. Regarding D.A.R.E, the testimony of one participant proves to be extremely powerful in forging healthy relations between youth and officers:

"One of the community resources during my time in school was the program D.A.R.E. that program allowed me to meet officers on the MPD. I was once stopped by

one of the officers for a traffic stop and he recalled our interactions and allowed me to let off with a "warning" as opposed writing me a ticket. . . how cool is that."

Connected Conversation & Parting Words - *"How have you been personally impacted by police in your neighborhood?"; "How have residents in the neighborhoods that you work impacted you while on the job?"; "What is one recommendation you have to strengthen communication between police and residents?"*

"My wife and I deal with city and suburban police. Every place we go we are suspected of something. [...] We are not sure of our safety."

3.1 The responsibility of the Youth

A few participants, while not denying the lack of activities for youth in Harambee, underlined the importance for young people to assume their responsibilities and behave in a respectful manner at all times. This would include the respect and upkeep of public properties and public spaces made available for the youth as a sign of recognition of one's responsibility to keep these places clean and functional:

"There was a skating rink right up the street, but the kids' behaviors became so violent and unruly that they had to close it. And every time something is done to improve activities for youth some destroy it by fighting, vandalism and other deviant behavior. Youth cannot blame everything on adults. They must show more respect for adults and their elders which many will not do anymore."

Participants yet did underline the fact that all youth is not to be blamed for the behavior of a few individuals. These participants asked for the responsible individuals to be made accountable so that Harambee can grow safely as a community:

"There are groups of youth who are bad, and unless you get to that peer group, we will continue to have problems in our city. It is to the point that we have issues happen out of our control. We have generations of kids who grow up with not values. These kids' behaviors are getting worst and worst. There is some youth wreaking havoc on our community and they enjoy giving pain and misery to this community and this issue must be addressed."

3.2 How to communicate

Some participants touched onto the topic of how to communicate adequately with the Harambee residents, the youth of Harambee in particular. Communicating "with everyone fairly and honestly" was recommended, as explained by an officer participant:

"As an officer of MPD I try to communicate with everyone fairly and honestly. I don't want our youth to misunderstand me, I make it a point to explain thoroughly what is happening or what direction I need them to go or why I asked them to do a particular thing. I admit there are times when I can't do that when I'm trying to secure a crime scene. We must communicate better with our youth and the general public that is our responsibility."

How to communicate with officers was touched as well, specifically when it comes to the fear of retaliations felt by some residents when collaborating on a police investigation:

"Knowledge is power and most people in bad neighborhoods are fearful of retaliation from gangs, drug dealers and others because snitches get stitches. Witnesses must stop being scared to testify and police must be willing to give real protection to witnesses especially witnesses are willing to testify in high profile cases. We must speak up when crime happens, it is our responsibility to control our neighborhoods not the police. We must be a part of the solution to stop crime and not be the reason that crime continues."

3.3 Negative policing and the consequence on good officers

3.3.1 Profiling – bad treatment

Some participants further spoke about profiling and bad treatments endured during specific interactions with Law Enforcement such as "[e]very place we go we are suspected of something", and "I called to report a robbery in my neighborhood. Instead I was harassed and later arrested."

3.3.2 What about the good officers?

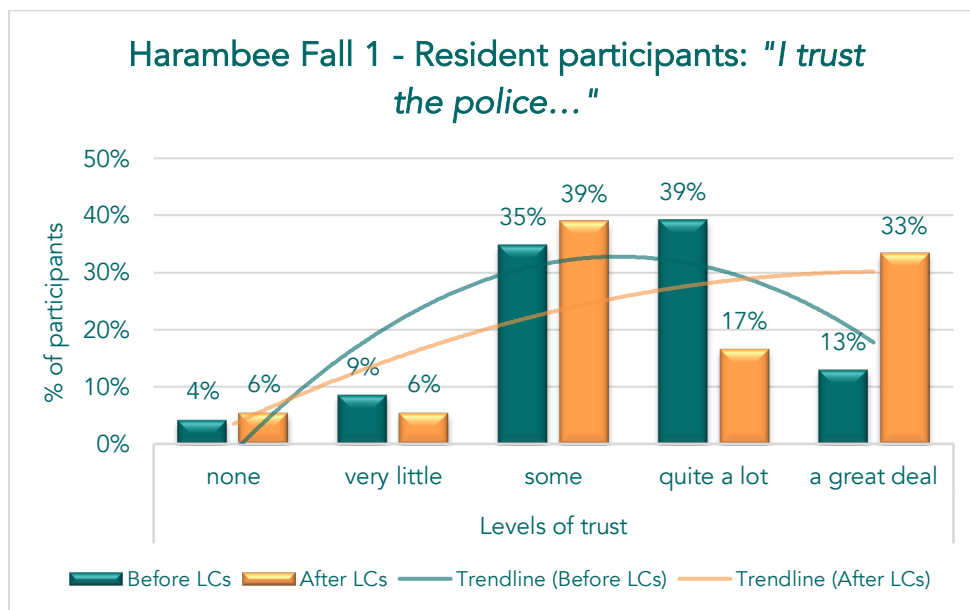
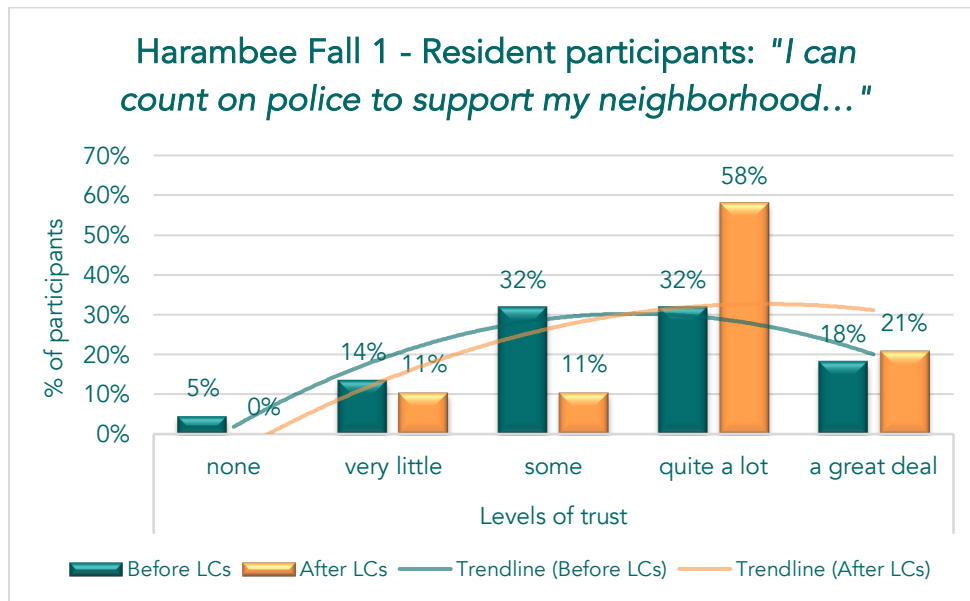
"Not saying all police are bad", several participants developed that thought further and declared that "we never hear about what good police do." An officer participant underlined that the bad work of some officers is staining the daily efforts of good officers:

"There are more good police than bad that the general public doesn't know that because all the good that we do doesn't get publicized because it does not get high rating on television. I hope that the community would just allow all the facts to come to light before passing judgment. The biggest thing that the community can do is to stay informed on or about the whole community."

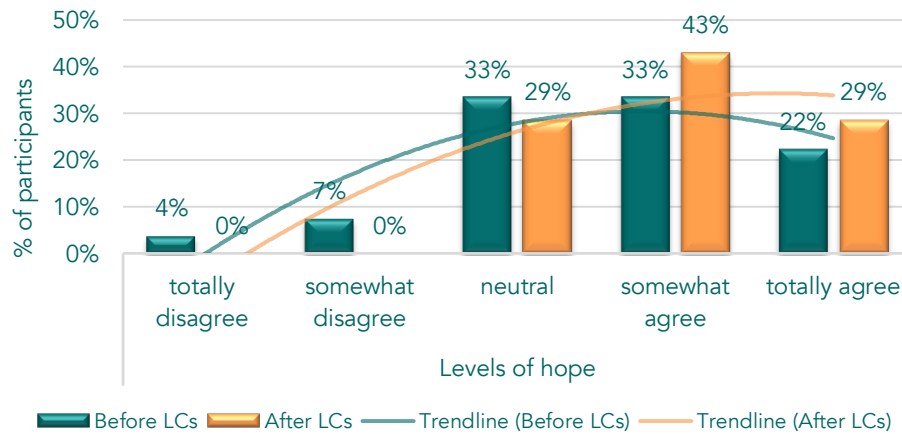
4. Parting Words

Parting words were both meditative and positive, focusing on broad problematics that are touching Harambee currently, and what to do, how to act to make things better.

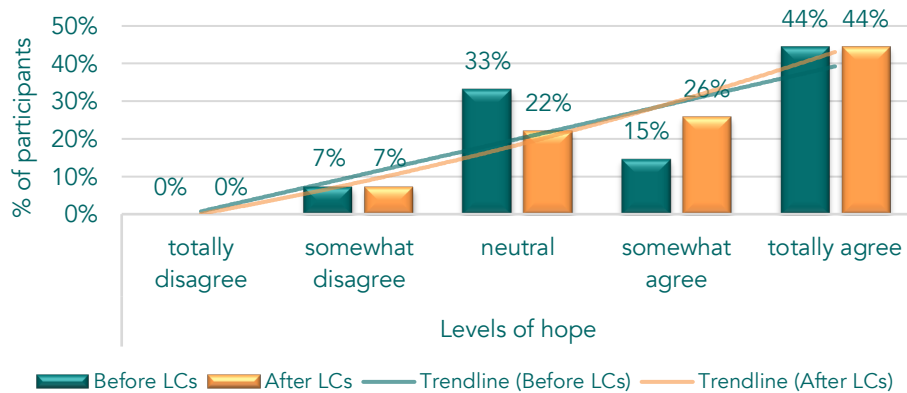
Quantitative Data – Pre/Post Surveys



Harambee Fall 1 - All participants: *"I believe community and police relations will improve..."*



Harambee Fall 1 - All participants: *"I believe listening circles build trust between police and residents..."*



Feedback Forms

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

- Open Forum
- Police open to help
- A great deal communication
- That all are the same
- Being able to speak
- All aren't bad
- That I had gotten to be able to hear other opinions
- Everybody has a story
- Trusting in their hope
- Listening to other concerns
- I am satisfied with the level of professionalism and understanding the officer in our group showed.
- Officer apologized to me for a bad experience I shared with the group
- To share information and positive & negative information
- There is much help needed
- I learned that everyone's perspective is different
- More positive than negative stories about the police
- Hearing a variety of incidents & comments from African American, there is a variety of experiences & perceptions
- Bonding with the community

What questions or concerns are you leaving with?

- What improvement have you done since the last meeting
- Hope the community work more
- None
- More youth
- When will we unify
- I want more
- Developing more communications (Positive)
- I am concerned about the jobs or lack of jobs and resources in the community. It would help decrease violence
- More understanding
- How can this be exhausted to all age groups?
- Will use be made of the comments & questions beyond this evening?
- How can police do a better job communicating with the community

What's one Important Topic You Like to Discuss for an Upcoming Listening Circle?

- More on race
- Open thought
- Convent issues that are in our near community
- Community Policing themselves
- What can we do to make our neighborhood a peaceful place?
- Personally impact by police
- Have more youth involved
- Jobs being created
- The violence
- More communication
- How can this be exhausted to all age groups?
- More kids needed to attend
- Make use of these comments & questions beyond this evening
- More youth in attendance

Listening Circle 2 – Auto-theft and Reckless driving – Analysis

Question Round One: *“Talk about how you’ve been personally affected or seen the effects of auto theft activity or reckless driving in Harambee (i.e. – carjacking, high speed chases, etc.)”*

“I was on vacation. Someone ran a light and killed my niece. A careless driver killed my niece. My son told me from now on when the light changes to green just sit there. We need extra officers to patrol our area.”

1.1 Auto theft

1.1.1 Stolen cars

Several participants shared having witnessed car theft, or having their own vehicle stolen either in Harambee or in general in Milwaukee. Below is a short selection of testimonies from participants regarding car theft:

“I go to the Clinton Rose Senior Center every day. Three weeks ago a car was stolen and the Police had blocked off street by MLK Library.”

“I have been affected personally a few years I had a Mini Van parked in the back of my home and it was stolen. The weird thing about it was that they set it on fire.”

A few participants mentioned having witnessed through the years a deterioration of the situation in Harambee, with more car-jacking happening, a situation that has been identified as dangerous, especially for children in Harambee, and that leaves both officer and resident participants frustrating, and nerve-racking. For following testimonies are examples of these observations and frustrations:

“Car-jacking, reckless driving and high-speed chases has gotten ridiculous. It causes me as an officer to be more vigilant. As a citizen I watch twice. I am afraid as a father and husband. It affects me in every aspect of my day. I’ve been on the job 19 years. I remember when we used to chase for everything. Was it worth it? I don’t want to hear, “It worked out this time.” That’s not good enough! It puts us in a predicament.”

“Personally/Professionally I’ve seen many dangers in Harambee. They are getting more brazen in the activity of carjacking and reckless driving. The children are affected by this when they are playing outside in the neighborhood. It’s nerve-racking that some people don’t pay attention when driving and while in pursuit, it’s not just Harambee.”

1.1.2 Police chases

Linked to car theft are police chases, which were mentioned by a few participants during the Listening Circles. Chases were portrayed by participants as scary and dangerous, as explained by one participant: "I was traveling east on Capitol. The police were chasing a car that almost hit me. That was my first encounter with a police chase." A police participant gave more information about the procedures and requirements for a chase to take, highlighting a change in policy which has had repercussion on the realities of chases in Harambee which were deemed more dramatic than in other places in Milwaukee:

"Our old policy only allowed us to pursue if and when we knew the person being pursued was a violent felony. It is very frustrating as a mother/officer. They literally start taunting us as officers and there are so many layers that we have to deal with. First one much think about their partner and the potential of danger to them in the pursuit. Second one has to think about what if there are injuries and if the justice and justice sentencing going to be enough. My son drives and I keep hypervigilant all the time, I keep having those talks with him about safety and awareness of what others are doing. I travel a lot and I haven't seen it to be as bad as here in Milwaukee."

1.1.3 Casualties and injuries linked to auto theft

Finally, several participants shared experiences linked to people either getting injured or killed during chases involving stolen cars. The severity of the testimonies is a good demonstration of how dramatic auto theft are for the Harambee community, and how needed effective measures are:

"I work with students every day. A lot of music talks about stolies, which are stolen vehicles. To watch them grow up and it becomes part of the youthful culture is scary. A student at South Division died in a stolen car. I've been personally affected so I try to redirect that behavior."

"[...] A friend posted on Facebook that her friend's daughter was in a stolie. It's a contest on how to flip the car. She was burned. They know injury may result. It's just sad."

The following testimony underlines that injuries are not just physical, but often psychological, as can be imagined when one is "stolen" with one's car:

"My wife was car-jacked and they took her for a ride. My wife begged and pleaded for him to let her go. He was calling her names but she was not harmed. The individual jumped out of the car."

1.2 Reckless driving

A considerable number of participants shared experiences about reckless driving in the Harambee Neighborhood.

“There is a stop sign in my neighborhood that people roll through. They roll through the lights.”

Similarly to the participants who spoke about the death and injuries related to car theft, other participants mentioned death and endangering of individuals by reckless drivers, as seen in the following testimony:

“There was a family function I was leaving from. My brother had just gotten his license. A car pulled up on their side that was swerving. My cousins sped off and slammed into a tree. They both died.”

One testimony shows as well that the people endangered by reckless drivers are not only bystanders, but potentially the family of the driver him/herself:

“I saw a man driving, and he had his little kid in his lap. They got in front of me. He was on the expressway [...]”

Some participants mentioned the fear, and irritation they experienced when facing reckless driving, an emotion that is very paralyzing which can be even more problematic when facing dangers in the streets:

“When I was coming from MATC to here, making a left turn, the man in front of me made a u-turn. It scared me.”

“I become very upset when the cars around me are speeding, I am a slow driver so I pull over and let them go. It scares me and immediately think something bad and unlawful has happened, I think about the collateral damage of the surrounding people.”

“My Papa would pick me up from school and another car just turned right in front of us. I felt irritated and wondered why they were doing that.”

Question Round Two: *"What do you think are some of the main factors that led to this behavior?"*

"Peer pressure, drugs low self-esteem, trying to be in the crowd, lack of parenting and the environment."

"TAD is not very effective in my opinion. I don't believe that there is just one factor though I agree parents/guardians should be held accountable, there is also the influence of their friends and social media is a huge factor. There was once a sense of fear and today there is no fear, no parents watching, lack of religion and no moral compass."

2.1 Lack of guidance and role models (education, religion, parents...)

The overwhelming majority of participants identified a clear lack of guidance and role models in the life of many youth in Harambee as a main factor that leads some of the youth towards auto-theft, and reckless driving in general.

First of all, many participants pointed at parental supervision, love, and presence in the life of some youth in Harambee as a major issue. According to several participants, Harambee has been suffering from a s-called breakdown of the family unit, with many mothers raising their children alone while working to sustain the household. The lack of a father figure paired with a working mother can create situations where some of the youth is often alone without parental supervision, guidance, and feedback on their behaviors. The following participants' testimony further describe this situation and how it has a role in car theft and reckless driving:

"No discipline when they were young. I never would act that way. I almost got hit a few times by a car between three cars being in the left lane, speeding, and it hit the car behind me."

"I think the main factor are those parents that are not parenting their children, the parents are out in the streets doing their thing. If the children are not getting what they need at home they will go out and get friends which sometimes contributes to the gangs that form. [...]"

When talking about the roles of parents, other participants explained that sometimes, it is not because of a lack of guidance from parents that some youth get lost, but because of the wrong model that some parents were for their children:

"A lot of kids start off driving recklessly. It's a learned behavior. They see their parents do rolling stops, driving fast. A peer of mine expressed that her mom drives 40 mph in a 30 mph zone, so she thought it was ok to do."

Several participants mentioned that besides the parental guidance that seems to be lacking for some youth in Harambee, the education system in the form of schools has a role to play as well in this behavior. Poverty in the area is of course a strong player in the equation as it will negatively affect the school finances and capacity for success. One participant spoke about poverty and education along this way:

"It's very easy to say that whoever is stealing a car is a problem. It goes back to allowing youth to meditate on their wrongs. Education and poverty is an issue. Students aren't being satisfied. School is boring now. Very boring. We need to hold adults responsible. We are not giving young people an opportunity to develop responsibility to be themselves. [...]"

More specifically related to the issue with driving, one participant underlined the responsibility of schools to teach young resident what good driving means, both in terms of driving and civic rules to follow:

"Also, school systems that have cut funding for driver's education are a part of the problem. Driver's education teaches the kids driver responsibility."

A few participants mentioned that in general, besides parents and teachers, there is a general lack of good role models for the youth to look up to, to follow, and go to in case of doubts. Below are examples given by participants during the second round:

"We have a lack of volunteer role models. We have a lack of funding for volunteers. [...]"

"A main factor is there aren't a lot of positive role models for youths to look up to. Also, youths are influenced by media. I think that's the main factor."

Finally, a few participants mentioned that the lack of spiritual or religious guidance (paired with questionable parenting and poor school support) could be a factor in behaviors such as reckless driving and auto theft:

"A lack of education, and a lack of God. There is no humility."

"A lack of education, no home training, mothers and fathers aren't making their children go to church, or teaching them any responsibility."

2.2 Not enough deterrent

Other participants reported that a potential factor that can lead to this behavior is the fact that there exists not enough deterrent for such behavior not to happen in the first place. First, some participants mentioned the accessibility of the vehicle themselves as problematic, the point being that it is not made hard enough to steal cars and drive recklessly. According to this participant:

"I think one of the most important factors is accessibility of the vehicles. It's so easy to steal the cars because people relax and leave themselves vulnerable. [...]"

Paired with the accessibility issue, another participant mentioned the existence of video tutorials on how to steal cars available on very popular platforms such as YouTube. The availability of knowledge transformed stealing cars from an activity reserved to a very specific criminal demographic, to an activity that can be undertaken during the holiday break by bored students:

"I feel also the accessibility on product in particular (Dodge Products) YouTube video on how to steal it. The Mobile Drug Dealing gives the car thieves a customer and they can make money stealing then selling to a drug dealer. The drug dealer drives the car until he can't anymore without registering it so, the plates don't match who they are. [...]"

Other participants mentioned that the current MPD policy on pursuit has "done the city of Milwaukee a disservice", with a perceived lack of charges seen as the absence of deterrent, thus leading to a lack of fear from committing a crime:

"Our policy has done the city of Milwaukee a disservice (Pursuit Policy), District Attorney's Office isn't helping with lack of charges. The Old Pursuit Policy was put in place because there were lots of lawsuits finding the city negligent, the officer had to be sure the person in the vehicle was guilty of a violent felony."

The platforms provided by social media, in conjunction with the Pursuit policy, were identified by some as a factor as well, as some individuals use them to advertise their lack of fear, and even indirectly encourage others to follow their path. Both resident and police participants had had experiences with such phenomena:

"Social Media feeds this a lot, there are live videos on Facebook with persons saying "Police won't stop me so, why not drive recklessly". The officer has 'due regard', they have to slow down before going into the intersection but the one they are pursuing does not have 'due regard'."

"I agree with the officer about Facebook, I see it all the time. Some of the post read "I'll be out there, you out there?" They be fitting in, I've seen many young people just jump inside the cars with strangers and go for a ride."

One participant extended the problem with lack of deterrent to more than the pursuit policy, pointing at several aspects of the MPD approach to reckless driving/auto theft (mostly when it comes to minors), as well as the attitude of the community towards it, that have proven inefficient:

"On a positive aspect, we see kids caught for reckless driving and stealing cars. I take youths to the [juvenile] center for their first offense, and they are let go. What we're doing now is not working. We need to instill fear in carjacking and stealing cars. Sometimes we are told to release the child to their parent. As a parent, probation is the parent. When I was a child I feared my father. The community needs to come together. We need to speak up when we see wrongdoing. We owe it to them and ourselves to not just say it is what it is."

One participant offered ideas on how to improve the current approach towards reckless driving and auto-theft:

"I have solutions: the legislation being discussed by Representative Crowley. Place cameras on traffic lights. Do public education campaigns with young people giving testimony. I'd love to see more money spent on education."

Connected Conversation & Parting Words - *"What's one way police and residents can work together to help reduce auto theft activity or reckless driving?"; "What questions, if any, do you have about auto theft and reckless driving (ie. the causes, police policies, etc.)?"; "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?"*

"I think we should talk to the young people when we have the opportunity. I raised my children to know that every action has a reaction and reaction has a consequence."

3.1 The youth and education

Several participants further discussed the topic of the youth of Harambee and their education opportunities at school. The importance of teachers as role models/anti-role models was mentioned by some, as well as the need for the school system to be extra sensitive to more

challenging students who often are facing very difficult challenges in their lives and need the love and support that they might be lacking at home:

“Education has to play a role and people have to really love the kids. Troubled kids need to be loved. We have to help kids connect the dots between education, value and taking the time and effort to achieve.”

A restructuring of the system with more emphasis on untraditional career choices for students struggling in an academic system was suggested:

“Our students worked with our staff to figure out how we can push them to succeed. We have too many old practices, and we have to restructure them.”

“People shouldn’t point fingers [at youths] because some of them really don’t know any better. Parents need to motivate their kids to do better. Students are not taught about untraditional career choices to make a good living.”

3.2 What we are doing is not working

Several participants further underlined the challenges of the current MPD and community-led strategy to tackle auto theft and reckless. A great attention to officers’ recommendations, tougher punishment. Participants stressed that change was needed as the population who takes part in this activity is often very young, and often the first victim as well of their own mistakes.

“Where do we draw the line if there are no consequences? There has to be some structure and somewhere we draw the line.”

“My shift is from 11-7 and most of the crashes are juveniles to age 25.”

3.3 Other themes

One participant mentioned that some carjackers sleep in the cars they stole.

3.4 Parting Words

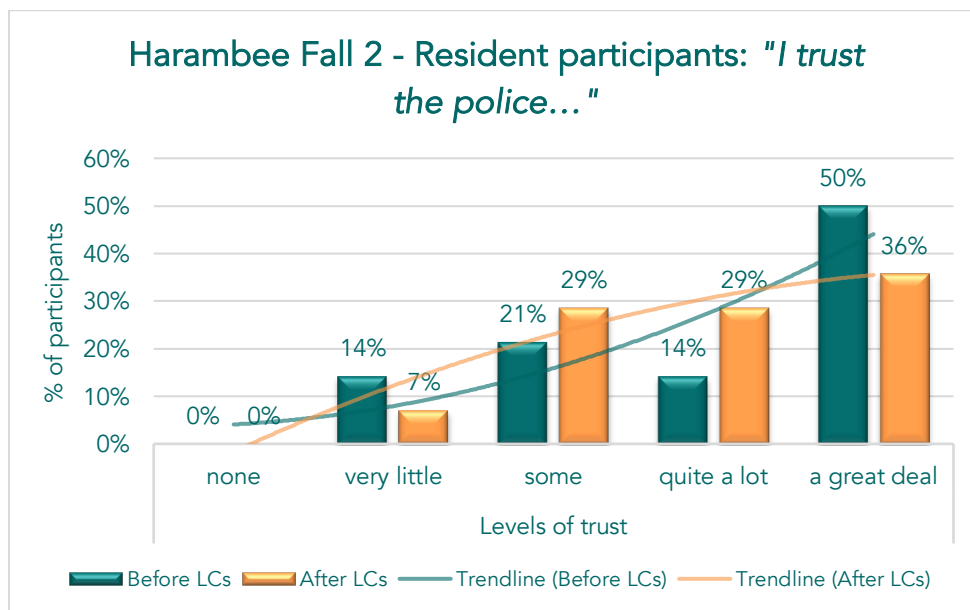
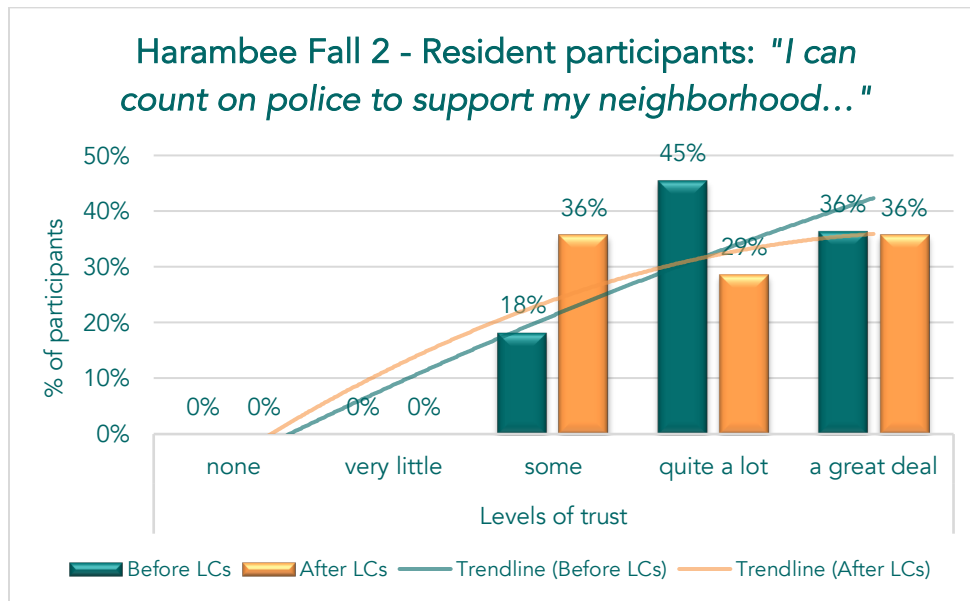
Parting words were encouraging and hopeful, with many participants wishing for more residents to attend and experience the listening circles in the future:

“People need to attend more circles.”

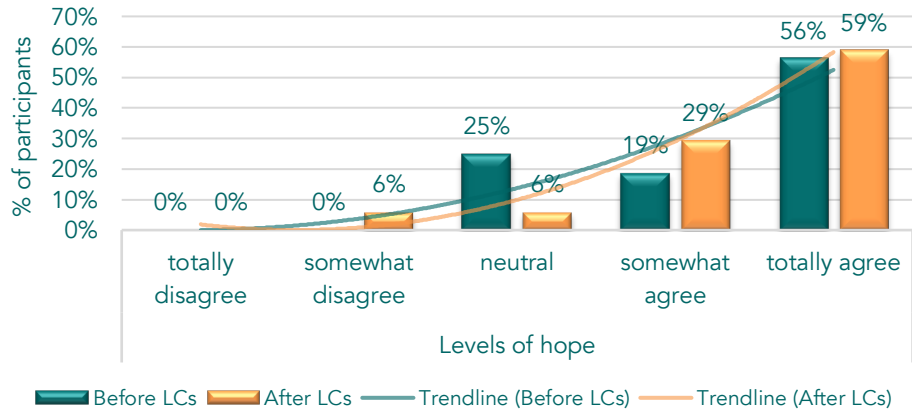
“I would like to see more younger people and parents come to these groups.”

“Building a better rapport with our police officers. I’d like to see businesses in the community come to these circles.”

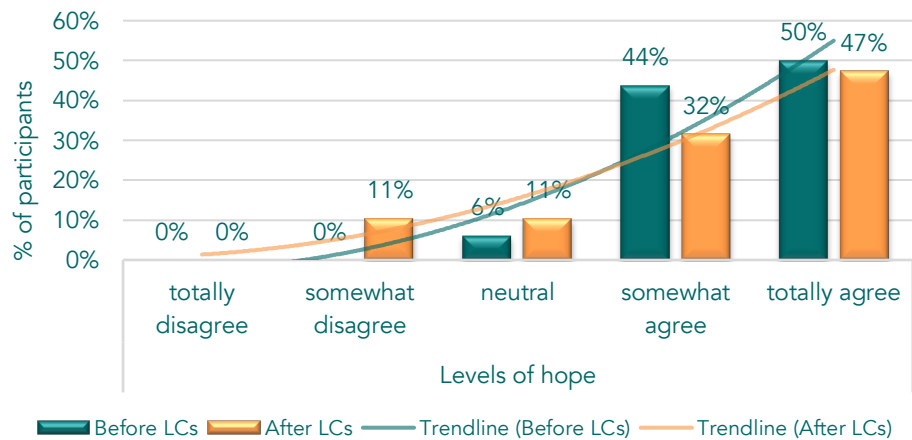
Quantitative Data – Pre/Post Surveys



Harambee Fall 2 - All participants: *"I believe listening circles build trust between police and residents..."*



Harambee Fall 2 - All participants: *"I believe community and police relations will improve..."*



Feedback Forms

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

- Hearing others share their narrative
- Everyone spoke and it was very cultured
- We have a lot to do
- I learned the mental struggles of a police officer and they look at things from a resident
- Perspective and officers
- Listening to everyone point of view
- Good narratives
- Solutions
- We would have a better relationship in these listen group
- They are human and just want to do their jobs
- Learning about others experience
- Points of view from the listening circle
- Open talk
- That I get to learn and hear other people's opinions
- They are people just like us
- Sharing of information, learning the impact certain things have on community
- Grove input. Yes, we all have the same safety concerns

What questions or concerns are you leaving with?

- Education system
- NA
- How do we fix
- Newer enough solutions or finding
- How to stop stealing cars, and running stop sign?
- What can we do about the concerns of the youth?
- NA
- None
- No
- How can we work together?
- Citizens not trusting the public education
- None

What's one important topic you like to discuss for an upcoming listening circle?

- Police perspective on community
- Business
- Volunteer role model

- Police response times
- Theft
- What can we do to have younger people get involved in a positive way?
- How to improve relations with police?
- I actually don't know we will see
- Keep this going
- Keep the sessions going

Listening Circle 3 – Encounters between Residents & Officers – Analysis

Question Round One: *“Talk about an encounter between police and residents you have experienced or witnessed; discuss the approach, attitude and tone of the encounter and your personal response.”*

“I A student in my class was disruptive. They started fighting. I called security and they called the police. I was very satisfied with the attitude of the police. They handled the situation very nicely.”

1.1 Positive encounters

1.1.1 Professional approach – satisfied residents

A great number of resident participants shared positive encounters with the police, with adjectives such as “professional and helpful”, or “calm and very cordial”. It is important to notice That what made for “a pleasant encounter” were a set of specific characteristics found throughout all participants’ testimonies. Amongst other factors, participants mentioned professional approach from officers (fast response, clear communication involving explanations, and availability), the use of a calm voice throughout the encounter, and the demonstration of empathy towards the participants. The following testimonies are examples of what were described by resident participants as positive:

“I was driving down Atkinson Ave. behind a semi-truck and I saw there was space for me to go around, get in the left lane and go around the truck. All of a sudden, police pulled me over and asked me if I realized why he had pulled me over? The officer began telling me in a calm voice how dangerous that was and he said I’m going to let you go this time. It was a pleasant encounter.”

“I was driving on Oakland and Locust and I missed the sign that said “No turn on red”. I was pulled over and the officer’s approach was calm and very cordial as he explained my offense. The officer let me go with a verbal warning.”

A couple of participants mentioned that good encounters can be easily tarnished by less positive ones. Indeed, the negative pre-conceived notions and stereotypes about officers were mentioned as very powerful, and able to pre-determine situations that are then hard to bring back to the positive side:

"As an officer, a good 90-95% of my encounters are good. When we get called it's usually not for a great reason. On the bike I'm able to correspond to people on their porch or having a bbq. I say hello. They say hello back. Police are judged before we arrive. Lots of people have a pre-conceived notion that police are bad. When I experience a not-so-great encounter I feel that's what gets passed on to other people. When lies are being told on people the cameras are on and show the truth."

"I had one encounter with police at school. Someone put weed in my locker. Nothing happened to me, but it was a very fearful encounter. I trust the police. However, I believe there is always one bad one in all areas."

In addition, one participant mentioned the opportunity to interact with officers in non-crisis settings as "positive and refreshing":

"Last year I participated in a beat walk program through the District 5 where we could sign up to do beat walks in Sherman Park area after the unrest that happened. The residents were very happy to see us walking; they offered us water and engaged in conversation at times. Daylight was refreshing and I felt a positive vibe and atmosphere."

1.1.2 Police training and empathy as a constant

Reflecting on what was considered as positive encounters, some participants underlined the importance that the tone can have in determining how a crisis situation will evolve, escalating or de-escalating:

"Last year I was assigned to a school that was to close but ended up reopening; it was a rough year at that school. We were there every day, the children were vandalizing the school causing arrest to be made. There was one lady who was very decent until she found out it was her son that was going to be arrested. She began very upset and while trying to calm her down we checked on her record and found she had a warrant for a homicide. It was a rough situation but I believe how you start the encounter is the way it will end. Tone is important."

"I have had quite a few experiences during my tenure as a law enforcement officer. I have developed a sense of safety and protection during my time on the force. I have utilized tone and attitude when approaching vehicles for traffic stops, keeping in mind I will treat each person I encounter, as I would like to be treated."

In addition, a couple of participants mentioned how remaining professional and exercising empathy regardless of the behavior of the interlocutor was very important in how positive an encounter will be:

"[...] No one calls the police when they are having a good day. It's only when they are in dire straits or in desperate need. Sometimes when I get to a situation I have to yell or raise my voice to try to get control back. A stolen car is just another thing for me. However, for the victim it's a really big thing. I try or I don't let my emotions get in the way of my duty."

"I encounter residents daily when either called to a scene or I am initiating a traffic stop. I can honestly say that at most of traffic stops I encounter negativity and I must always remind myself that I must adhere to the department's core values and treat each resident with respect and honor. I must add however; it is a challenge on most days."

1.2 Challenges in encounters

A few participants reported some of the challenges that they encountered, challenges that made their interaction with residents and/or officers more difficult. Resisting residents, the negative image of officers portrayed to children, and the limitations of police interactions:

"Some of the students at my school have ankle bracelets that they didn't charge or the charge ran out. One student was hiding something and the officer found it in his locker and when the officer came to talk to him he tried to run so when the police caught him he put handcuffs on him and took him out of the school. His resistance turned into something else."

"I've been on bike patrol now for ten years in this area. I've handed out stickers and that is almost a thing of the past. I know pretty much everyone on my beat. My biggest interest is that I try to reach out to the children in the neighborhood. We are seen by many people but I wish they would have a child-like mentality when we are seen by children [to simply accept us like children, and not shun us because of our job/uniform]. I always tell parents to stop telling their kids, "I am going to call the police on you." Don't give kids this fear or complex."

"My mama beat me with a baton and me and my sister called the police. The only thing the police did was take the baton and her taser. How is that helpful?"

Question Round Two: *"In regards to Harambee, what are your expectations for how officers and residents should interact when police are responding to a call in the community?"*

"I was visiting my daughter a couple months ago and my grandson and nephew were sitting on the porch. Police were asking the neighbors questions in the neighborhood because something had happened and they thought my grandson and nephew might have seen or heard something. The officer proceeded to ask my grandson his name and I heard my grandson tell the police "he didn't have to tell him his name" I went outside and I told them to start the conversation again and they ended up talking about basketball and school."

2.1 Mutual respect and understanding

Several participants reported expecting mutual respect and understanding in interaction between officers and residents, as explained in the following participant's testimony:

"I would love for both sides to be respectful and cooperative. If you have information to help us out, that's great! Be understanding. The police show empathy for where the resident is coming from. Residents need to show an understanding of the process as it's being explained to them by police."

"Respect goes both ways. Helps the one in need and the one giving the help. I like to take that into consideration and each be respectful of one another. I believe police should have a little empathy in very bad situations."

"I think police should be in our shoes, and likewise, we should try on their shoes. Some officers can be very rude and this can create much tension, which is not always good."

2.2 Collaboration and understanding of police action by residents

Some participants suggested the collaboration between residents and officers during interventions as important in Harambee, as can be seen in the following testimony:

"I've been in Harambee for a few years, and there was times that I really didn't like the police. Officers should know how to conduct themselves, but we have to be alert and aware to protect ourselves and crime scenes. I don't understand when people call the police and when we arrive they get mad at us. I have yet to figure that one out."

"When my partner arrives on the scene [e.g. a shooting] the expectation that we have is that we will receive cooperation and that the bystanders and those directly

involved will remain calm so that we can conduct our business, however; that is almost; never the case.”

In addition, a few participants mentioned the importance for residents to understand police actions in order to best collaborate during intervention:

“Residents should not misuse the police force, and when the officers are on hand to diffuse the situation be polite and courteous. Every human being makes mistakes sometimes, but we should not overblow the situation.”

2.3 Challenges to remain positive

A few participants mentioned some challenges to expectations when it comes to police-resident interactions, such as the difficulty to remain positive when facing disrespect, and to remain open to questions in crisis situations. Below are some of the testimonies illustrating these challenges:

“Every situation is different and when I completed my training it was drilled into me that safety is the first priority for myself and the residents. During the past 5 or 6 years, I have lowered my expectations, with respect to cooperation, civility, and respect for authority. In my opinion it may even become worse as time moves forward. I want to take this opportunity to encourage you, if you are interested in attending the next class for the Citizen’s Academy to observe our training methods and to see how challenging our jobs can be.”

“We know what we have to do. This is our job. What we see makes us numb at times. When I go to a shooting my mindset is totally different each time. I don’t understand their mindset because I don’t have enough time to explain the situation. It seems people should know what we’re doing if they can, when they see a shooting, and not ask so many questions. However, I try to render service with a smile.”

2.4 Expect danger – fear of police

A couple of participants mentioned fear and danger during police intervention, either due to the number of officers involved, or due to past experiences that involved poor treatment by officers:

“I was at Brown Deer Library and there was a fight. There were 7-8 cops there for two people. That is way too much. There does not need to be that many police there for two people. That’s scary.”

"When I have encounters with the MPD mostly for traffic stops, I immediately am fearful, and it is my expectation that I will be treated with kindness, courtesy, and respect. Often that is not the case with some experiences that I have had with law enforcement."

Connected Conversation & Parting Words - *"In crisis situations, paint a picture of how you would like police and residents to treat one another?"; "What are some specific ways residents and police could demonstrate a respectful interaction?"; "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 Role models for community and deterrence for crime needed

Several participants insisted in the need for role models in Harambee, specifically for the youth. More specifically, several participants called for role models and channel of communication (TV, social media) to underline how dangerous and "stupid" it is to steal cars or engage in other illegal activities "for fun". The following testimonies explain this idea:

"I think there is not enough media getting out the point that stealing cars is stupid and dangerous. I think they need to start putting GPS on cars because of that. They need to start putting people in detention and having consequences. Boys think it's funny, and it's not."

"Car break-ins, [car] stealings, car-jackings, is a lot going on. Part of the issue is with city leadership. People doing it think it's fun. [They think] It's joy-riding. The punishment has no teeth to it. It could be political. [It could be] Policy. I'd love to be there when it happens. Citizens can call into the district on our non-emergency lines and ask for more police presence."

3.2 Police tone and conduct in the schools

Several participants focused on situations taking place in schools. Many mentioned how important it was for police working in schools to de-escalate situations, take into consideration the student's situation and condition, and intervene while "preserv[ing] the student's dignity".

"I work in the schools and I usually ask them to clear the hall way to preserve the student's dignity. Just by showing that little dignity helps the situation."

One participant mentioned the need to work on self-esteem and for professional of education to take more ownership of students' failures:

"At our Milwaukee College Prep Schools we raise the self-esteem and we take the position that if a child is not doing well it is our fault. We want them to succeed."

3.3 Being approachable as an officer

Several participants stressed the importance of an officer to be approachable and use "discretion", "Tact and diplomacy", as well as respect. One police participant shared the result of approachability regarding relationship building:

"I enjoy talking with people on the street and there are many times that I get some great compliments saying that you are cool for a police officer. Treating people like I want to be treated, 95% of the time it works. To get respect you have to show respect. Respect is the whole key."

3.4 Police procedure

A couple of participants explained some of the police procedure such as calling for another squad for protection, or protecting evidence.

3.5 Lack of respect/stereotypes

A couple of participants stressed the negative consequences of lack of respect across the board and stereotyping when it comes to relationship building between residents and officers.

4. Parting words

Parting words were positive and inclusive, with participants underlining the need for tolerance and realistic expectations when it comes to police-resident interactions.

"I need to be more understanding when I speak to the police because I can't expect them to respond how I want them to respond."

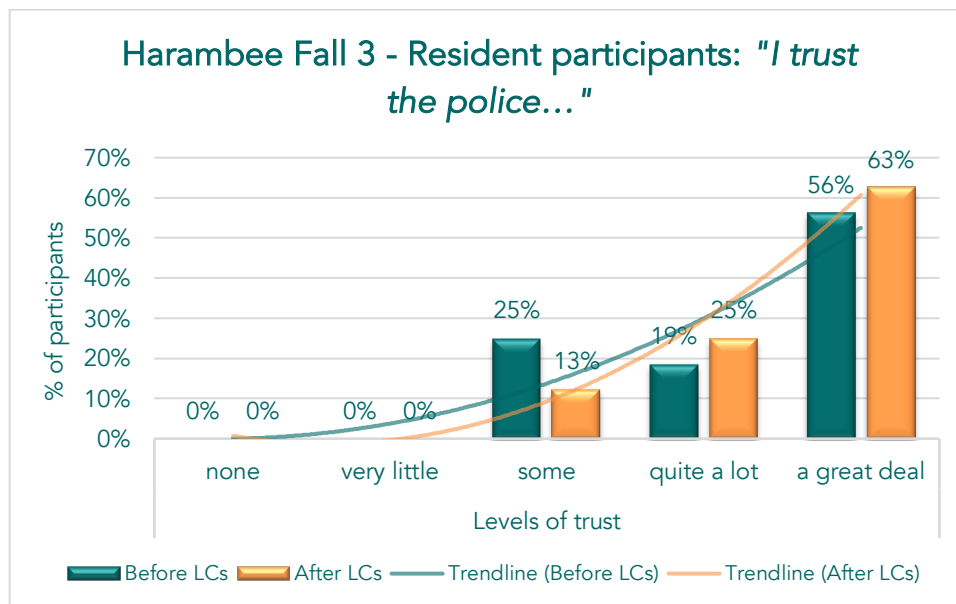
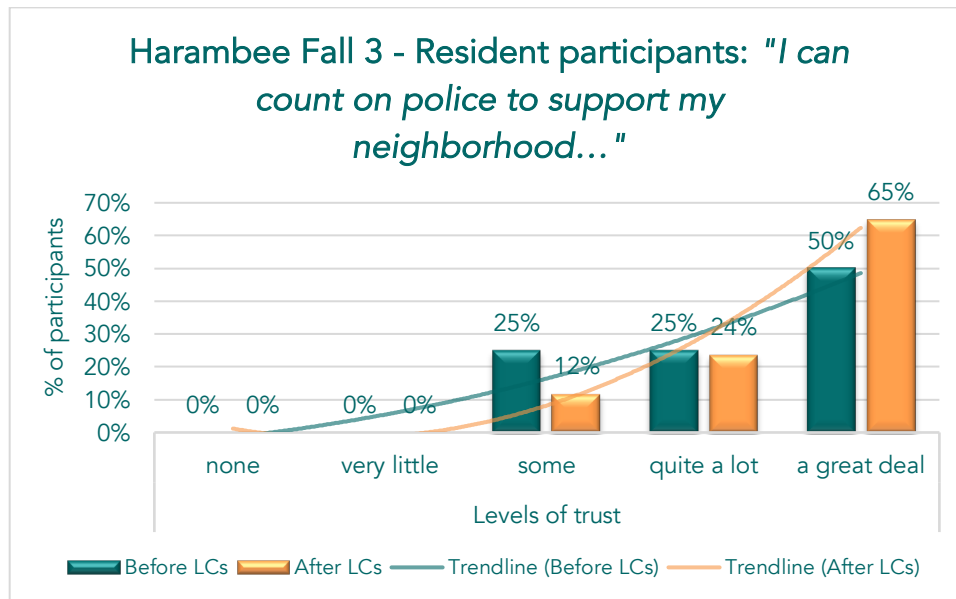
"The uniform comes off. This is my uniform that I work in. I am human just like everybody else."

Several participants especially underlined how comfortable they felt in the context of Zeidler Center Listening Circles:

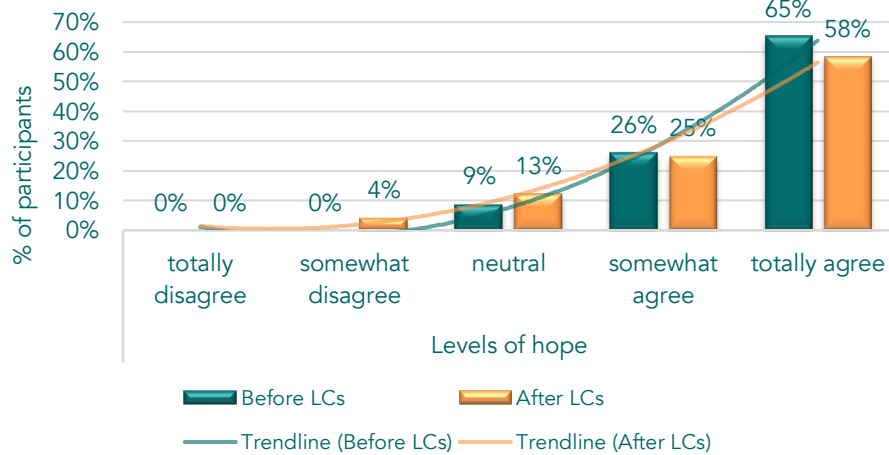
"These listening sessions get police to understand the community and the community to understand the police."

“This was a great experience for me. I’m very comfortable. The meal was fantastic. This was more personable. People understand that they need to be at more of these meetings. I am so comfortable in this setting that I removed my protective vest.”

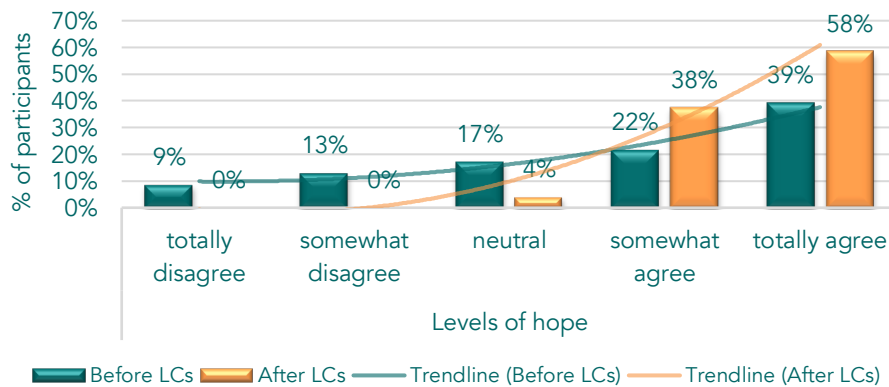
Quantitative Data – Pre/Post Surveys 3



Harambee Fall 3 - All participants: *"I believe community and police relations will improve..."*



Harambee Fall 3 - All participants: *"I believe listening circles build trust between police and residents..."*



Feedback Forms

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

- They are human and normal human being like me with feelings
- I learned that respect is the key if residents respect law enforcement and if law enforcement respect residents then there would be no issues
- Better communication
- Hearing an officers side
- Continuing efforts to train new recruits to communicate with all aspects of society
- That I like the police
- Willingness to listen and respect
- Open communication
- Just listening to what each person has to say
- Everyone got along and cooperated about the things being discussed
- Talking to officers
- Informed meeting face to face
- Listening to group discussions
- Coming together as a community and having a positive dialogue
- Yes, being able to learn about others experiences
- Listening to residents. Residents care
- The questions that were asked were great. I told citizens info. about the citizens' academy
- Community expectations on response of calls for service are same to police
- The interaction with citizens

What questions or concerns are you leaving with?

- Positive about support from them
- I have no questions or concerns
- Lack of volunteer role model
- Technology uses in community policing, maintaining safely and reducing crimes
- When is the next one?
- Need more participants
- Trying to get more young people to come in
- More knowledge
- Trust issues
- None

What's one important topic you like to discuss for an upcoming listening circle?

- Communication between police – resident
- I want to hear more about the job of officer, I want to know more about how officers feel

- None at this time
- Police and resident's activities
- Trust
- Business concerns as far as community policing
- Relations between children and law enforcement
- To improve relation with police officer
- Improving relationships
- About the school
- I want more people to attend
- Continue this problems and program
- Silence code/switch code
- Keep up the great work!
- More youth dialogue

Listening Circle 4 – Power and Authority - Analysis

Question Round One: *“Share a personal experience where you thought an officer or resident used power or authority in a POSITIVE way.”*

“Many good experiences. For example, when driving on the highway I got a flat tire and the police helped. Another time is when a family member had a heart attack and they did CPR and took them to the hospital.”

1. Using power and authority to solve a crisis

A great number of participants mentioned situations during which power and authority was used to solve crisis or put an end to a negative situation. As can be seen in the following testimony, a negative situation was dissolved through the appropriate use of power and authority:

“I live near 5th Street in Harambee and each summer, for the past 3 or 4 years there are mainly men who just Love to Willie Out [translation: Wild Out or Act Out in a negative manner] in front of the liquor store. I have witnessed, last summer the Officers on the beat and cycle officers talk to the people in a respectful and peaceful manner and gotten them to move away from the main entrance and take their activity else where.”

It is important to notice that power several stories that linked using power and authority to solve a crisis involved interventions with people with mental health issues:

“During the summer we had a mentally ill person on the roof and I thought the police officers did an excellent job with him. We all applauded when everything was over.”

“My son is autistic. He became out of control after I had cleaned up his room. I later thought about the situation and I shouldn’t have called the police. Anyway, a female officer had come to our residence. Ironically, this officer had received training in dealing w. autistic children. She talked with my son and calmed him down. The officer handled the situation in a calm manner. Afterward, my son learned to calm to down. Moral of story, you don’t have to be a male to handle a situation.”

In addition, several participants focused specifically on crisis/difficult situations during which power and authority were used not just to solve the crisis, but to specifically help someone:

“North Division students were low in literacy. Officers would come to help students @ school. The officers gave out school supplies, bookbags, and school work.”

"When a homeless person needs help, police teams focus on and have a special unit for it. There are resources out there, people!"

1.2 Using power and authority to inspire, motivate, enable – being role model

Several participants mentioned experiences during which individuals used their power and authority keeping in mind their will (and need in some cases) to be role models in Harambee. In the following testimonies, the officers involved in the stories are depicted as positive role models, especially for younger residents:

"About two years ago at _____ High School officers were present at a fair and spoke to youth about their career. They were excited with the horses [police horses]. You could see the excitement on their faces [the youth]. We really, really need that. With all the negativity that keeps going on we need that."

"What I can remember was shop with cops for Christmas. It was a good program for the youth. We had a great time interacting with the police officers, but I don't know if they still do that program, and I would like to know if it is still being done."

Furthermore, several participants mentioned the actions of officers using their powers and authority to do what is right, as can be seen in the following testimony:

"It was back in 1974 on the 4th of July at Lincoln Park and there were about 10 of us. At that time the park was about 3% African American. My older sister with a white woman at a stand. Mind you during that time, we had Chief Ryan as chief and he was kind of like Trump in that he was race based. So most officers during that time fell in line. Racism was on the right side of the law, but this officer didn't take the bait. He handled it and let the white woman know she was wrong."

Finally, a few participants mentioned officers in uniforms investing in relationship building with residents in Harambee. Spending time and getting to know residents during working hours can be considered a positive use of the authority that is given to officers through their uniforms:

"Police in neighborhood often played football w/ kids in the neighborhood. This was nice because it happened a couple of times."

1.3 Parents and police using power and authority in collaboration....

1.3.1 ... For the good of the community

A great number of participants reported stories that highlighted both officers and parents (residents of Harambee) either working individually or together, in order to improve the

neighborhood. Groups of residents getting to know each other and organizing community activities were examples provided:

"Some women in my community just started gathering for lunch, meeting and building relationships. When the election came, unhappy with the results, they created a way for people to be able to express themselves. Our meetings have become a force in the community. At our first event we expected 25 persons; 100 showed up."

"Residents established cleanup projects and came together for prayer walks. Passengers and drivers would drive by in their cars, honk the horns to support the cause."

In addition, some participants reported specific instances during which residents cooperated with the police in order to change the community for the better. The following testimony gives a detailed example of residents taking their power and authority as citizens to make a difference:

"I live on a very busy street in Harambee. Myself and others on my block got together to assess the speeding situation. We took turns, using a clicker to count the number of speeders daily the number was quite high. We got together and approached our alder person to have a "Speed Bump" constructed, however; we found out that we, the home owners would be responsible for the installation of the "Speed Bump". I am conducting further research on how to get the high cost of the installation, waived. I work directly with Milwaukee Public Schools, on Milwaukee's South Side. There have been instances where I would have to get out of my squad and direct traffic to assist with elementary, intermediate, and high school students navigate the intersection. The ability to direct traffic is a discretionary aspect of my job as a police officer."

1.3.2 ... For the benefit of the youth of Harambee

When mentioned instances of collaborative use of power and authority between officers and parents, several participants touched upon experiences that involved the younger residents of Harambee. For instance, one participant mentioned the situation of foster children in the following terms:

"The school where I work as a teacher has great kids. However, it seems that once every three weeks a child gets out of control along with the parents being out of control as well. The police show up in a positive way, and then foster the child. I am a foster parent and their ages are 9-18. The older one snuck out of the window and it became a problem. The police were called and they diffused the problem before it got too out of hand. I had to do what needed to be done, not in a negative way, but in the positive. I thanked the police for being on point."

Situations involving officers and teachers at school were mentioned as well, or officers and parents acting together to help young resident find their way:

"One time I was teaching a class and a fight broke. Officers came in and broke it up. He helped me out a lot."

"I was raised in a police officer family. My son is 28. He was hardheaded. I put him out. He sold drugs and got locked up with the big boys and was scared straight. He stopped selling after that, and went to the Marine Corp, and is married with two kids, and now works as a social worker."

Another example provided by participants involved a young resident and a collective of Harambee residents (including the parents) at a Block Watch meeting:

"There was a time at a Block Watch meeting in my neighborhood when one of the main concerns being discussed was young people sitting on other people porches and going into back yards where they didn't belong. The parents of the youth that we were referring to was in attendance and they handled the situation in a positive way."

Question Round Two: *"Share a personal experience where you felt power or authority was MISUSED by either a resident or police officer. What was the experience and how did that abuse of power make you feel?"*

2.1 Officers yelling at or belittling residents – escalating a situation

Several participants mentioned experiences in which officers used their powers in ways that belittled resident, or escalated an already tensed situation. It is interesting to notice that both resident and officer participants had stories of misuse of power, as can be seen in the following two testimonies:

"When I was a new officer a resident was being belittled while in handcuffs. I had to pull my partner aside and tell him that he had lost control. I stepped away from the situation because I was a new officer. After the situation was over I talked to the people that were around. Some -- they have to understand or try to understand there are good cops and bad cops, and `we all make wrong choices."

"In my block there are some bad apples and sometimes I'm afraid to come outside, especially after a shooting. This person's house was riddled with bullets and it was a grandmother, daughter, and granddaughter in the house and the police were yelling, screaming at the neighbor who was victimized. I felt like the police handled the situation correctly, but their use of force was almost unnecessary."

A few participants reported situations in which they were attempting to remain outside of a crisis, or deal with a crisis in a responsible way, but ended up feeling attacked and mistreated by the officers who responded. It is important to notice that both participants attempted to behave in ways that they understood as responsible and enabling for officers to do their jobs, a fact that increases their surprises when they ended up involved in a situation they were attempting to avoid:

"One day my friend and I were looking at how people were gathering around to [the scene of] something that had happened. I didn't want to be a part of the situation, so I walked away. I thought that was the best thing to do since I didn't do anything wrong to cause this situation. I felt picked on and I didn't like it because I ended up getting held in detention for something I didn't do."

"I used to own dogs and the area around my home has a fence with access to an open field. The woman next door, literally has 10 dogs, and she has them on no leash and allow them to run wild in the field in the rear of our homes. She is always contacting the police because my dog always barks at her. Well, I got tired of the police being called to address her and not include me in the conversation. So, I called too; and my call was responded to first, and then I realized I was being attacked by the officers because of my age, my neighbor is in her late sixties and the two officers just stopped speaking with me after a while, no honor and no respect whatsoever."

Another couple of participants mentioned officers misusing their power in situations during which they were looking for someone (more information on procedures in this situation can be found in the Connected Conversation). Participants shared having felt misguided and even "violated". Below are testimonies:

"Once the police came to my house looking for my son and the police told me a story of why he was looking for my son that was not true. To me that was a misuse of power because I felt like the officer was trying to bait me into giving him some information other than what he knew already."

"Once the police came to my house looking for my sister and they charged right into my home looking around, they threatened me and left me feeling violated. There

are certain situations like that I call misuse of power and causes me not to like some police.”

One participant mentioned a situation in which the unfitness of an officer created a challenge for a chase, in which the officer did not run and started shooting instead.

2.2 Profiling and lack of empathy during interventions

Several participants reported instances of profiling with officers, a situation that underlines a mis-use of power by the officers involved. The example given by the following participant is a shocking example of an abuse of power by the officers involved in the situation, as described below:

“My boyfriend and I went to the movies. We were walking back home. We were stopped by two White officers – one male and one female. My boyfriend is White [this participant is African-American]. Due to my color, and being with a White man, the male officer assumed that I was a prostitute. He called me a whore and said several other derogatory things to me including asking me what I was doing on that side of town, and wasn’t I far from home. We lived in the area. I showed the officer my driver’s license, which clearly had the same address on it as my boyfriend. I told the officer that all he had to do was look at the address on both of our licenses and he could plainly see that they were the same, but he continued to assume that I was lying. [...]”

It is important to notice that after this interaction, the participant reported an interesting behavior from the partner that both clearly proved that the officer in question had misused his power, yet that at the same time the other officer, while willing to provide information on how to report the behavior, did not seem to think about reporting her partner herself:

“The lady officer pulled me away and told me, ‘Take this number down because I might not get stickers on my locker because I am married to a black man’”.

A few participants mentioned as well situations during which certain officers, when intervening in a crisis, showed a considerable lack of empathy for what the residents involved were going through. The following stories underline the need for officers to use their discretion in their use of power in order to match the specific circumstances of a given crisis, so that it does not become a misuse of power:

“I was at a homicide scene. The parents of the deceased were inside the home. There were a lot of people from the neighborhood standing outside of the house to find out what was going on and waiting to get inside of the house. A young man came up

yelling, "I am his cousin! I am his cousin!" He was clearly emotionally distraught and trying to get inside of the house. The officer could've asked residents if he is a cousin, gotten his information, and found out if it was OK to let him in. I was inside and hearing all of this going on inside the house, but because it was not my district I really couldn't do anything. That was an abuse and misdirection of power. Things should have been handled differently during this time of grief for this family."

The point of empathy from officers was made by an officer-participant, through a story in which s/he shared his/her feelings when being pulled over after speeding:

"I and members of my family were visiting in Maryland this past summer, and true enough; I was caught speeding by a State Of Maryland State Trooper. Now! Here I was on the receiving end of law enforcement's authority. I experienced sweating, rapid heartbeat and nervousness. That experience just put into perspective how, when I stop or request that a citizen pull over, what they undergo. And no, I did not get OUT of paying for the speeding ticket!"

2.3 Residents calling police on other neighbor or attempting to intimidate or irritate officers

- When I first moved into the neighborhood I was sitting on my porch and playing my radio. My neighbor from across the street came over and asked me to turn it down because it was disturbing her daughters. Another time we were setting up for a party in my backyard and I was playing some music my neighbor said it was too loud and called the police and I got a ticket for noise violation. I went to court to try and fight it but the judge only cut it in half and it's on my record, having that on my record can be a hindrance for me in the future.
- Often when my partner and myself arrive to a scene or situation, a lot of the community are not pleased to see or interact with us. Some, who are acquainted with the District Captain and the Alder-person for certain neighborhoods, have no trouble "dropping their names" to attempt to intimidate.
- I was traveling to Beloit, Wisconsin, once and I was at first doing the speed limit and then I ended up in back of an off duty police officer driving a Camaro. Well he speed up and so did I, I actually ended up passing him and the next thing I knew he was flashing his light and requesting that I pull over on the shoulder. After we went through the ID process he ask me where I was going. . . I said to him, "Does that matter"? And then I asked him where he was going, I could tell he was Pissed!!!! :)

2.4 Abuse of power by boss/person in power

- I used to work @ McDonald's. The manager was very disrespectful and rude. She talked to kids inappropriately. She thought she was above everyone. I decided to quit. Even though I lost a job, I demanded respect. I believed that she didn't have to treat me like that. At the end of the day, you don't have to like me, but you will respect me.

- I also worked @ McDonald's . People with powerful positions abused their authority. She looked down on others. She called police on other people after starting verbal altercations. She argued w/ workers and other managers. She picked on everyone and was a bully.
- I was buying something from McDonald's. The girl @ register couldn't count the money. Her manager began "snapping" at her. This was very disrespectful.

Schools "putting students out" / misuse of power by educator, principal

- As an officer I've had youth tell me "they put me out" and after a while I realized that some of the principals and teachers were doing just that. They did it that way rather than going through proper process and procedure of suspension or expulsion. I feel that is a misuse of power and it puts the children at risk.
- While inside the schools for over two years I witnessed the other side of some of the conflicts when I was able to walk around. The school received a new principal and he came in exercising his power a lot embarrassing the kids and he developed a pattern of behavior. As I walked the halls I saw situations firsthand and found that all of the kids were not lying and I tried talking to the principal regarding what I was witnessing and little time after I left. I felt that was an abuse of power by the principal.

2.5 Other themes

A couple of participants mentioned situations during which young residents of Harambee was seen as questioning authority, or considering having authority over everything, a behavior that was compared to misuse of power:

My grandson thought he and his friend had power and authority. The police in the area came by to visit because they knew that my daughter and I did not raise her son and my grandson to think that they would run anything, so they thanked me and my daughter for making her son begin to look at and make right choices. It starts at home with teaching our children how to make the right choices."

Question Round Three: *"In your opinion, what's one way that police and/or residents could BEST USE power or authority for the benefit of the whole community?"*

- I would like to see people policing themselves, block watch meetings and communication when things and people look different in the neighborhood. So often frustration sets in

and one tends to give up on the communicating. I have 20 years under my belt and I have seen a lot yet I am still motivated to get up every day and do my job. It's important to take a few minutes to say hello to the elderly and talk to the children about humanity.

3.1 Treading all as equals, with dignity and respect

- Police or residents not having that 'I'm better than you mentality.' Getting to know each other. Different functions like block parties, Back to the 'Hood events to help us get to know each other.
- I think respect is huge, if one would speak clearly, no attitudes and cooperation. [...]
- [...] Treat everyone the same. You treat me like an adult and I'll treat you like an adult.
- People respecting each other, treating people with dignity. Dignity is treating someone like they're an actual person, not like they're trash.
- "Stay In Your Own Lane" both community and police
- Everyone do your job!
- Code of ethics starts @ the top in all fields. I may not agree with the philosophy, but everyone must follow. Neighbors testify but they become in danger of retaliatory crimes. This is a learning process for all parties (community/officers).
- Don't judge. Put yourself in the community's shoes. Then maybe the officers would change how they respond and react to situations.

3.2 Interacting in non-crisis settings – getting to know each other

- Opportunities like this where police can get to know people and get to know the inequities people face. Police often don't have self-care protocol when going from one scent to another.
- Resident and C.L.O. Interaction
- Joint program collaborations
- Non Crisis interactions
- In my old neighborhood, the block watch person told everyone's business. The other people set her garbage cans on fire. Now the neighbors don't trust her.
- Police need to get to know the people (community). Officers don't live in the neighborhood. There's no relationship. We don't need to have residents continue to shoot each other. We also need mutual respect on both sides.

3.3 More communication and dialogue

- She said it all. More like communication. Without that communication there is nothing. Our church has been walking the block for five years, handing out fliers. You have to be able to get along. [There is] Too much change.
- I see guys on the corner and I try to introduce myself to them. Before any incident happens I try to communicate with them the best that I know how and when I see police in the area it's always when something happens. There is no communication. It's always

a negative look, even when I try to flag them down they just look and smile and keep on going.

- Knowing the youth, having direct contact I feel would be better in the neighborhood. We need more neighbor-youth communication and those that will be more communicators with the police.
- Dialogue is one of the best things. This isn't the greatest time in our community but it's important to hear perspectives and bring people out.
- Experience of dialogue and seeing other people's perspectives. [...]
- Better communication and better understanding. [...]
- Effective communication. Listening
- Be aware of your situation. Talk about the situation and not use physical power. Be transparent so you can move from there

3.4 Collaboration of police and residents for community policing

- For Policing, the best use of power is to realize that the power makes us more vulnerable. We have to be able to use that power justly. They have to police their power to mitigate problems.
- I think hell is gonna freeze over because I agree with the officer. Residents need to take back our power and authority. Police seem to forget that they work for us. From coming to these [listening circles] I understand that police are like a gang. If people speak up there are ramifications. That badge [officer with a badge] takes an oath. They have to start speaking up for that power and authority.
- [...] I agree with people policing themselves with the thought I won't do anything to my neighbors that I don't want them to do to me. I've been living in my community for 17 years and I have seen many people come and go. I do not bother anyone, I take care of my house and surroundings but someone keeps tearing up my stuff. Attitudes brings Attitudes.
- Recently with the chief announcing his retirement there's been more emphasis on Community Oriented Policing, bringing the community and police together. Each resident has to take care of their own house. I am a believer that we have to take ownership of what is in our home and we must take care of ourselves.
- Community Meetings
- Block Watches
- Community needs to contact officers. Don't adhere to snitch rule. Neighbors can go to a "closed door" meeting. Community can help solve problems. Write letters. Help each other.

Presence of police in strategic places the neighborhood

- I wish the police could be stationed on main streets and watch people as the run the red lights, there has been many people killed from those irresponsible actions. I feel more police presence would be very helpful in stopping the selling of drugs and the killings.

- I see a lot of grownups driving fast with children in the back seats of their cars and I think the police should pay more attention to that also.
- I live on a main street and there's a couple of speeders that like to show off , I feel if we had more police presence the speeding would stop. It is the same speeders every time, this is so dangerous.
- Police may have to deal with a chain of command. It's the Broken Window Theory – if you don't stop people from doing basic stuff like selling cigarettes, it will become chaotic. Find a group and apply the theory. I believe it is all tied to dollars.

3.5 Power and authority for education

- Power and authority is sometimes basically used by voice. The bad guys sometimes use loud voices to try to intimidate not only the police, but the residents as well. It seems that the good people are often quiet. As a teacher, my heart is saddened that most of the students can't read and sometimes I say to myself, "No wonder the kids turn to a life of crime because they want to feel like they fit in and after talking to some officers the response and reply that I got from the officer was, "Nothing will ever change. Not until our schools are fixed." Me being an educator, I have to use the power of voice.
- Talking to children realizing that they were not raised like we were. The kids – my nephews, my grandsons, their parents are raising them not to like the police or have anything to do with them.
- A positive way to tell the truth in an incident that happens, not defending those who do wrong. get the trust of young people. Parents and guardians need to know what kids are doing. Parents are the first teacher, so they need to live a life that they can imitate. Parents were telling young people to go to Mr. S if they need anything.
- The community needs a role model. There's no role model in the community. Officers and the community are both resources.
- The Citizens Academy stuff that we offer for the community [that]we do and those that come begin to understand and respect us, and they leave with a better understanding.
- [...] Get educated on what officers do and the normal duty of an officer. We want to have rights but the public doesn't have that much education.

Connected conversation

"Friends should come and learn something and they might get to sit in a circle with Officer Jackson because he is the coolest!"

4.1 Good and bad is everywhere

During this part of the dialogue, a great number of participants underlined the fact that good and bad is everywhere. As this participant puts it:

“We have good teachers and bad teachers, good doctors and bad doctors, good officers and bad officers. If the bad could piggy back off the good it’d be better. [...]”

Specifically, many participants focused on the fact that not all officers are bad officers, stressing the need to treat every officer as a unique individual. In addition, it can be seen through participants’ testimonies that some have had positive interactions with officers, while others had faced challenging situations, a fact that underlines that there is no uniform behavior for all officers. Police self-care was a theme mentioned by several as well.

4.2 Change of/information on policies and procedures

Several participants discussed police policies and procedures, underlining recent changes that took place, such as for reckless driving as explained by an officer participant. Several resident participants got answers to some questions they had regarding specific interactions they had experienced with officers, including officers ‘lying’ during an investigation, entering premises without consent, and process in place after a 911 is made.

Regarding information on policies and procedures, some participants mentioned the need for the greater public to understand what officers do on the daily basis, as explained by this officer participant:

“Lack of education for the public on what [officers] do. We go to the police academy for 6 months and I realized the public doesn’t know what we really do.”

4.3 Education of children

A couple of participants mentioned the important of children’s education, mentioned both the role of parents and teachers.

4.4 Other themes

A couple of other themes were mentioned, with one participant explaining what s/he understood as ‘power], while another participant mentioned wanting to share the information s/he received during the Listening Circles to neighbors in Harambee.

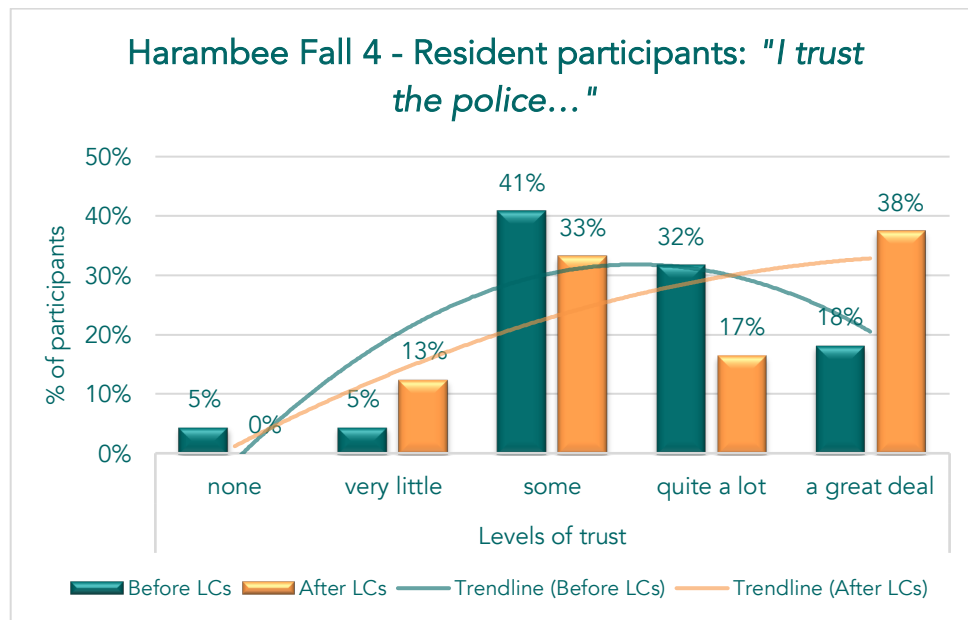
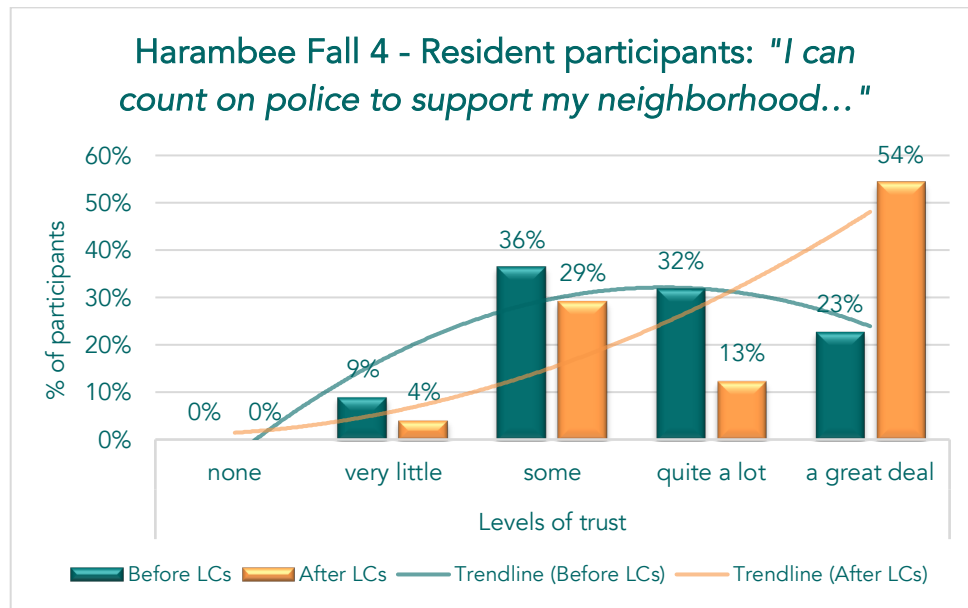
5. Parting words

Parting words were very positive and reflective of the conversations had in the small groups. Some participants mentioned being “grateful” for the experience and calling for “people in our community [to] find some type of common ground.” One participant’s parting words shows exactly what the Zeidler Listening Circles are all about:

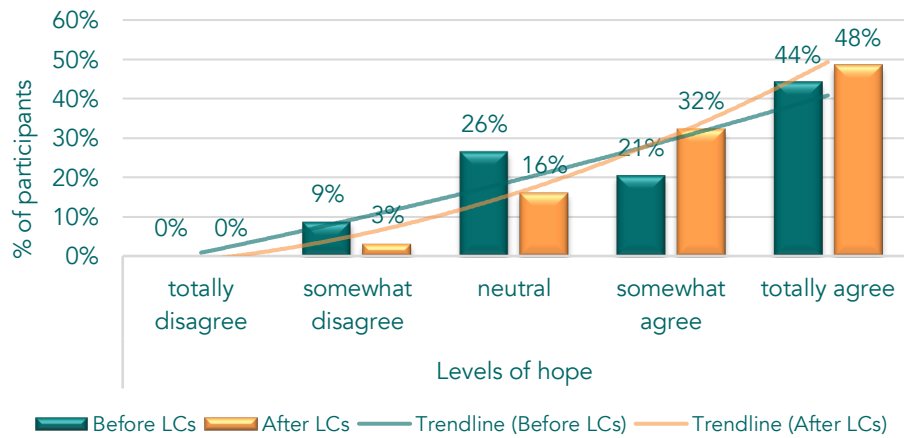
“Sharing with police. I am getting or having a different view on police. Getting a better understanding and I am still learning how to communicate.”

Some participants mentioned waiting to spread the word about the Zeidler Listening Circles, with one participant considerably complimenting the officer in his/her circle as "the coolest". Some of the words used were "Informative ", "Encouraged", and "Better-together".

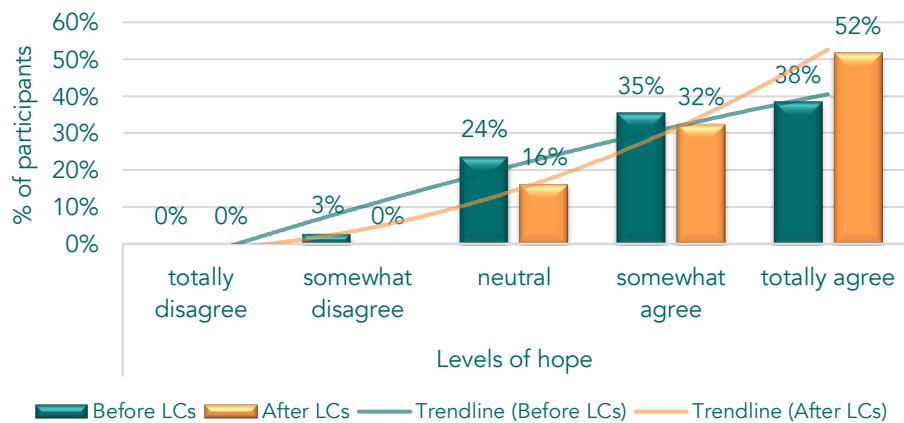
Quantitative Data – Pre/Post Surveys 4



Harambee Fall 4 - All participants: *"I believe community and police relations will improve..."*



Harambee Fall 4 - All participants: *"I believe listening circles build trust between police and residents..."*



Feedback Forms

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

- That I can create relationships with the Police and meet outside of the circle
- Hearing difficult thoughts, ideas
- Education and information
- Communication
- That they can learn how to respect more
- Learning new techniques, meeting courageous leaders
- That we can sit down and see from their pov instead of ours
- If informative
- Communication, respect, agreements
- Listening to other residents, interacting with the police. I learn they are really human
- Hearing the different perspectives
- Because you see both sides of the story
- Hearing both sides and expressing each other's opinions. Female officers connect better with people and their situations
- Some really care
- Talk about the community
- They are people too
- We learned a lot about each other
- They can help with a lot of stuff
- They have a lot of work
- They are human like we are and they live normal lives
- Hearing other people's points of view and understanding that we really do want the same things
- The community likes the police and understands us
- Talking to different individuals about their different experiences and prospective
- Being able to interact with community members that we serve directly
- Meeting with community members
- Knowing there is many people in this city who still care about their community

What questions or concerns are you leaving with?

- None
- More meetings
- Improving communication
- Will next time be more positive we have to say or negative?
- When will it change?
- Why do we talk so much about police/crime but so little about education?
- What impact do the listening circles have on MPD policy?

- Why shoot young black males?
- Need more community interaction
- Are all police officers afraid of the circumstances that can await them?
- The weight of Police officers
- Community working together with the police
- I am going to get your mom to get the kids they do too much
- NA
- I have none
- Is it getting better

| |
|---|
| <i>What's one important topic you like to discuss for an upcoming listening circle?</i> |
|---|

- How to combat the statusin local politics?
- Community role model
- How we could make the block better
- The upcoming things that are happening once we have another circle
- More talk about how to make things better
- The failure of the education system for poor, black children in Milwaukee
- Business owner concerns as far as police and neighborhood interactions
- What about changing the roles if the people agree. Has a survey been done?
- People being careless with being dog owners
- How to help little kids do good in school and make it out the hood
- Great communication
- Maybe more ice breakers
- Would be great if group was less structured may be allow citizens to just ask questions to police
- Keep doing what you are doing
- That to keep strong communications between police and community
- More youth
- Increased involvement

Listening Circle 1 - Annexes

Question Round One: *"Share a time when you or someone that you know has been affected by communication between Police and Residents, and especially when in a crisis situation?"*

1.1 Treating people as humans and with compassion

- Three summers ago, I was at a particular shooting around 20th Keefe, a young man was killed. When the parents arrived, I had to tell them that their son had died of his injuries, shortly after that, other family members (brothers, sisters, cousins etc.) started to show up; about 40 of them and they were very upset. The family's emotions were very high and the situation could have gotten out of hand quickly, but because we spoke with the parents with compassion, respect and our heartfelt condolences, the parents took it upon themselves to tell the other family members and they called for calm from their family members. I believe that my faith, compassion, respect and sincere condolences went a long way to help that family deal with the loss of their son, brother, nephew, cousin etc. I'm a police officer but I am a part of this community and I respect the people in it.
- I have no problem with police. When people communicate with each other, they should learn how to talk to each other. Citizens should present themselves in a positive manner. I don't understand why there are so many problems.
- I was attacked in Riverwest Neighborhood. Neighbors called police. I was satisfied w/ that interaction. The follow up was poor. As a Caucasian resident, I wanted to work w/ the African Amer. kids. I had to keep asking what happened to the kids. Police stopped by but did not have any new information. (Poor follow up).
- The older residents on my block over the past year have created an all-area block party so that the residents can get an opportunity to know and connect with each other. Well we have one person that is always so negative, not trusting anyone, not willing to connect and cooperate. It is ironic and karmic that this person, who is a senior citizen required some assistance and guess who came to their aid. . . subsequent to me assisting them; they now have been increasing become more open and communicative.
- I attend Madison High School. . . one my friends requested that I place a package in my locker to hold, little did I know the package contained WEED. After an inspection by the administrator's law enforcement was called and I must say, the officer who responded was kind and allowed me to explain the entire situation. I have always had respect for law enforcement, but now; that respect level has increased.
- What my main concern is in HARAMBEE is. . . the residents do not know nor support each other. There is no cooperation between the generations and no conversations, no collaboration at all it does not exist. I believe people can be considered resources.

1.2 Behavior of officers creating feelings of violation of one's rights

- I was at home and a so-called ATT worker came to my door to solicit my business for a T.V package. A moment later the police showed up, he just walked into my yard unannounced, never identified himself and started to question the salesman. I was offended because this is my home, I pay the mortgage and everything else. How dare he just come onto my property and start to question my quest without consulting me to why he needed to speak with him. The salesman was invited by me to show me how hardware would be mounted on my home etc. The officer just came onto my property disrespected me the salesman who was by the way a true ATT salesperson. I just felt disrespected and violated in my own home.
- They never said a word to us outside of stop. We felt so violated and disrespected. I wanted to report it but I did know who to call or where to call.
- [...] He felt violated and disrespected by the thieves and MPD.
- On time I was getting home late and I was getting out of my car. Police are always in my neighborhood. They yelled at me to get back into the car, so I did. But they left me there for a long time. They never came back to say that it was safe to exit the car. I stayed in the car for over an hour. 'They had left but I wasn't sure if I should get out of the car because I didn't know what was going on, I still don't know till this day what happened. The police could've came back and explained to me what was going on, instead of leaving me in the car for over an hour. It was so disrespectful.
- I felt violated and disrespected and marginalized because I was not treated fairly.
- Once I was stopped by an officer while driving. He asked for my license, I produced my license and he snatched my licensed out of my hand. I told him that he did not have to snatch it. He proceeded to threaten me with obstruction and other violations if I would not stop talking. He tried to treat me like a kid, and instead of apologizing for snatching my license out of my hand he tried to justify his actions by threatening me because he is the police and has authority. I was really upset because police are supposed to be fair and compassionate, I am not a criminal nor do I like being treated like one.
- I was formally in an abusive relationship and the police were called when, my then partner was released from prison [that day] when law enforcement arrived they immediately treated me, the victim [my injuries were apparent] and the officer, "Did not believe me, instead he said what man in his right mind and just released from prison would risk the police being called. It made me distrust law enforcement and until this day. . . My opinion has not changed".
- An incident that occurred right in front of my home. My grandchildren were playing out front and a MPD squad car came cruising by and got out of the car and began to interrogate my grandchildren [not even teen agers] I had to intervene to well "check them" I do not feel that those officers were well trained nor willing to engage in a positive manner. . . this is part of why some residents of HARAMBEE do not trust law enforcement.

1.3 Profiling

- My son is autistic and there are times when his dress and or hygiene is not the best. My son can appear to be homeless although he lives with me. He supports himself collecting cans every day. One particular day police saw him while he was looking for cans, and they didn't understand why he was looking our neighbor's trash cans, curb, bushes etc. collecting cans. They stopped him and he said that he was treated like a criminal. My son has never stolen a thing in his life. I taught him better than that. The police just took one look at him and assumed that he was a criminal. They never told him why they stopped and detained him for an extended period of time, and their tactics were a little heavy handed according to my son. They could have just communicated better and not been so forceful, my son is a gentle man who tried to do the best that he can living with autism.
- My friend and I were sitting in his car and as the police drove by they noticed us sitting in the car. They got to the end of the block and started to turn around but we had already gotten out of the car and were walking up the steps to go inside the house. All of a sudden, the officers pulled up fast and commanded us to stop (we complied). They didn't ask us our names or anything. They proceeded to pat us down for weapons, we told them that we did not carry firearms and we asked what this was all about.
- We were at the park in Omaha Nebraska, and it is illegal to drink in the parks there. I was drinking a beer. But so was others down the road a couple hundred feet. And they were drinking way more than I was but the police stopped me and gave me a ticket for public drinking. But they did not cite the others for the same offense 200 feet away.
- I recall the Harold Brier~ regime and all the race based tensions around scandals-involving racists policies and attitude toward the entire Black Population. I believe this culture was the cause and the root of what we are now experiencing with the current state of community and police relations.
- I have during this past summer been part of "The Promise Zones Project" at Milwaukee Area Technical College. There are challenges and barriers present in the city of Milwaukee's Black Population and law enforcement. The communication and perceptions of the officers causes in my opinion a reversal of protect and serve [a guardian mentality] and it is now an adversarial [us against them mentality] which in my opinion, is a really bad situation, and I am hoping these conversations will begin to change this current situation

1.4 Response time

- Community organizers are upset w/ police actions and response time. The response time is slow. After I went to a police listening session, I learned of the community's complaints. Someone called 911 and the dispatch unit does not seem to properly convey the message. An emergency concern is not conveyed. Also the police presence is not good.
- According to the police officer, calls are prioritized. 1(emergency) – 5(can be dealt w/ over the phone). It "is" up to the dispatcher to convey message. For example, I can receive a call that a student has a B B gun at school. However, when the officers get to

the school, the child could be threatening others with the gun. Dispatcher must relay the message. The information must be descriptive. And tell cops what to look for.

- I have a 3rd party experience to share. A colleague's car was stolen. They called 911. Squad car came one hour later. Officer asked questions similar to the dispatcher. The officer stated that he needed the information. The 3rd party felt that there was a communication disconnect. Such lack of communication affects policing and expectations.

A friend of mine was at home, he lives off of 18th and Atkinson. He was at home when thieves broke into his home while he was still there. He called the police, and told them that he was home burglars were in his home and that he needed the police immediately. He felt that his life was in imminent danger. While the thieves ransacked his home down stairs he pleaded with the police on the phone to send help right away. Once they made their way upstairs the thieves continued to ransack his home opening and looking in bedrooms and closets. They finally opened up his door and he hollered at them to get the (---) out of his house. They ran out with some of his possession but he was so scared and helpless. The police didn't show up for another 30 minutes. [...]

Question Round Two: *"Give an example of how you have seen community resources affect the relationship between police and residents?"*

2.1 Working on building relations based on trust

- This summer my partner and I walked the beat most of the time and we were able to meet people on a social level and still maintain our jobs to protect and serve. We engaged the community and we are starting to build real relationships with people. The Police have free ice cream trucks that give away ice cream. It may not have come into your neighborhood but it is a program that I'm quite proud of. People are starting to confide in us about bad things going on in the neighborhood. The older resident like us patrolling the neighborhood on foot, because our presence has made a difference in the community. I want to continue to build the relationship that my partner and I have started.
- We held an event in our neighborhood and 2 police officers (a male and female) stopped by to pass out flyers, they eat with us and talked to us. They communicated with us by mixing and mingling with all of us, kids included. It was like they were apart of us not our enemy like so many people think but they became our friends.
- We used to do a lot of presentations at schools in addition to responding to school incidents. The program was called STOP (Students Talking it Over w/ Police). Students built relationships w/ police. This was VERY effective. Students came and talked with us about situations. They felt comfortable w/ talking to us about neighborhood and personal

situations. After a MPS teacher complained to the School Board, the program ended. The teacher felt that white officers should not talk to black students.

- My daughter graduated from the STOP Program. It was a great program. I was unaware that the program had ended. There is a lot of focus on technology, but some things that are traditional work and should not be changed.
- I remember the National Night Out. Police invited community residents to carnival type events. As a community leader, I tried to mend relationships w/ police. I also remember DARE, GREAT Programs worked. Residents and community members interacted. Schools had federal money for this. I feel for the police. They are human like we are. But we need proactive interactions instead of reactive.
- One of the community resources during my time in school was the program D.A.R.E. that program allowed me to meet officers on the MPD. I was once stopped by one of the officers for a traffic stop and he recalled our interactions and allowed me to let off with a "warning" as opposed writing me a ticket. . . how cool is that.
- Being a member of Fellowship Church, we are well aware of the challenges of this neighborhood face on a daily basis, it is my hope that more residents would consider this to be a resource and a connection [like this evenings listening circles] are available to them.

2.2 The struggles of the youth of Harambee

- For people my age, there is not much to do, and if there are community events they are not advertised so that resident kids that live nearby may attend these events. When we walk the streets, police and residents think that we are loitering but we are just trying to find some positive things to do. Not all young people (I'm seventeen) people my age are gang members. There are a lot of us that just need resources and people that care to have fun and make a difference in our neighborhood. We need adult leadership and resources to help us not do the wrong things but the right things.
- I'm part of a neighborhood organization called 5 points. When it comes to resources we evaluate them by holding meetings. Police attend our meetings and a police presence in our neighborhood is high. We have a major problem; there are no facilities or activities for youth in our community. I hold a couple of events every summer for 5 points residents and there is a good turn out and this gives the youth something to do but we need more resources and infrastructure to give youth positive things to do in this community.
- Everyone is not bad. There are good and bad people everywhere. What can we do?

2.3 Resources and police-community relations

- There is a lack of resources because there are not enough police to do community outreach. There is always something bad happening and the police that are on duty are dealing with allot of shootings, robberies, assaults etc. If we had more community outreach officers that were able to go out into the community to engage the youth in positive community activities and not negative, it would go a long way toward mutual respect and unity in the community.

- Sometimes police departments earn money via traffic stops. When my wife and I were traveling, there were two squad cars on highway waiting for minority drivers. Their jobs to protect and serve as well as take care of stranded motorists. Minorities are stressed while police are making money writing tickets.
- I remember the PAL program. Police Athletic Coach. Police interacted with students in sports and personal issues. Kids saw their coaches and human beings. When PAL stopped, you could see the difference with the trend line. There was a direct correlation with lack of resources and police. The correlation can be positive (when you think about protecting and serving). Problems can be solved. If there is a BUY IN, then there is an ownership.
- Now we are nervous in all neighborhoods. We need a plan. What is the cost? We must share in sponsoring the programs. Can we seek foundations, residents, and police officers?
- Community resources should be funded by community. NOT BY MPS, MPD, or foundations.
- It is a crime that people can't count on their white brothers and sisters as resources (per Riverwest resident).
- I wish there were more programs available for interactions with the community, in particular with children and youth would in my opinion be a great benefit to the HARAMBEE community.

Connected Conversation & Parting Words - *“How have you been personally impacted by police in your neighborhood?”; “How have residents in the neighborhoods that you work impacted you while on the job?”; “What is one recommendation you have to strengthen communication between police and residents?”*

3.1 The responsibility of the Youth

- There was a skating rink right up the street, but the kids behaviors became so violent and unruly that they had to close it. And every time something is done to improve activities for youth they destroy it but fighting, vandalism and other deviant behavior. Youth cannot blame everything on adults. They must show more respect for adults and their elders which many will not do anymore.
- There are groups of youth who are bad, and unless you get to that peer group, we will continue to have problems in our city. It is to the point that we have issues happen out of our control. We have generations of kids who grow up with not values. These kids' behaviors are getting worst and worst. There is some youth wreaking havoc on our community and they enjoy giving pain and misery to this community and this issue must be addressed.

- The youth of our communities are growing up insensitive to their actions toward their community. It's easy to blame a system instead of individuals. We must look inward into ourselves to get rid of this plague on our neighborhoods. I can admit that not all kids are bad, but a whole lot of them are and we need to stop sweeping this under the rug and address it. These very kids are in our immediate families and parents, cousins, uncles, aunts know who these bad kids are but they won't address them or stop them. They leave their responsibilities to correct their kids bad behavior to other people, police or the general public. Then be all upset when something bad happens to their kid but they allowed the bad behavior to continue.
- Contrast between intergenerational views of law enforcement
- We learn from the past, we have pop ups, we just had one last weekend. We had music, arts crafts etc. There are things activities for youth to do.

3.2 How to communicate

- As an officer of MPD I try to communicate with everyone fairly and honestly. I don't want our youth to misunderstand me, I make it a point to explain thoroughly what is happening or what direction I need them to go or why I asked them to do a particular thing. I admit there are times when I can't do that when I'm trying to secure a crime scene. We must communicate better with our youth and the general public that is our responsibility.
- Increase the opportunities for community / law enforcement interaction.
- Changing the narrative.
- Turn arounds are possible.
- Knowledge is power and most people in bad neighborhoods are fearful of retaliation from gangs, drug dealers and others because snitches get stitches. Witnesses must stop being scared to testify and police must be willing to give real protection to witnesses especially witnesses are willing to testify in high profile cases. We must speak up when crime happens, it is our responsibility to control our neighborhoods not the police. We must be a part of the solution to stop crime and not be the reason that crime continues.

3.3 Negative policing and the consequence on good officers

3.3.1 Profiling – bad treatment

- My wife and I deal w/ city and suburban police. Every place we go we are suspected of something. We then begin to get followed on the freeway. We were wondering why we were followed. Did we have right to have a motorhome? We are not sure of our safety.
- I called to report a robbery in my neighborhood. Instead I was harassed and later arrested. The officer said that my dog was not treated humanely. She later came back w/ a warrant. I then was put in jail for 24 hours. I was treated horribly.

3.3.2 What about the good officers?

- When bad officers get caught but found innocent, the media slanders the whole police force for the misguided acts of a few. There are more good police than bad that the

general public doesn't know that because all the good that we do doesn't get publicized because it does not get high rating on television. I hope that the community would just allow all the facts to come to light before passing judgment. The biggest thing that the community can do is to stay informed on or about the whole community.

- We never hear about what good police do.
- Not saying all police are bad.
- As a travelled from Ripon, WI (former resident), there was no diverse lifestyle. Police pulled me over. He stated that he followed me for 15 mi. I was not paying attention. He did not give me a ticket. There are some good officers.

4. Parting Words

- Try an experiment. Use positive body language because I've never had a bad experience w/ the police.
- Why are WE being pulled over? There's a reason.
- Laws of probability > lead to high incidents.
- What are WE doing in the neighborhood?
- We have to be responsible for us.
- Positive.
- Hopeful.
- Effective-Communication.
- Better-Together.
- Understanding.

Listening Circle 2 - Annexes

Question Round One: *"Talk about how you've been personally affected or seen the effects of auto theft activity or reckless driving in Harambee (i.e. – carjacking, high speed chases, etc.)"*

1.1 Auto theft

1.1.1 Stolen cars

- I go to the Clinton Rose Senior Center every day. Three weeks ago a car was stolen and the Police had blocked off street by MLK Library.
- I have been affected personally a few years I had a Mini Van parked in the back of my home and it was stolen. The weird thing about it was that they set it on fire.

- I've seen cars being dumped in yards, and being smashed up, and this has affected me as a citizen. If one person's car is stolen, it can make them lose their job because they have no way to get to work.
- Car-jacking, reckless driving and high speed chases has gotten ridiculous. It causes me as an officer to be more vigilant. As a citizen I watch twice. I am afraid as a father and husband. It affects me in every aspect of my day. I've been on the job 19 years. I remember when we used to chase for everything. Was it worth it? I don't want to hear, "It worked out this time." That's not good enough! It puts us in a predicament.
- Personally/Professionally I've seen many dangers in Harambee. They are getting more brazen in the activity of carjacking and reckless driving, the children are affected by this when they are playing outside in the neighborhood. Its nerve racking that some people don't pay attention when driving and while in pursuit, it's not just Harambee.

1.1.2 Police chases

- I was traveling east on Capitol. The police were chasing a car that almost hit me. That was my first encounter with a police chase.
- I live on sixth Street, and reckless cars speed down the street. I see several police pursuits. I see several young men and women jump out of cars and start running. This one particular time I saw a young man jump out of a car, and this particular incident soured me because I felt helpless because I couldn't help him.
- Our old policy only allowed us to pursue if and when we knew the person being pursued was a violent felony. It is very frustrating as a mother/officer. They literally start taunting us as officers and there are so many layers that we have to deal with. First one much think about their partner and the potential of danger to them in the pursuit. Second one has to think about what if there are injuries and if the justice and justice sentencing going to be enough. My son drives and I keep hypervigilant all the time, I keep having those talks with him about safety and awareness of what others are doing. I travel a lot and I haven't seen it to be as bad as here in Milwaukee.

1.1.3 Casualties and injuries linked to auto theft

- My wife was car-jacked. They took my wife for a ride. My wife begged and pleaded for him to let her go. He was calling her names but she was not harmed. The individual jumped out of the car and she was not harmed.
- I was on vacation. Someone ran a light and killed my niece. A careless driver killed my niece. My son told me from now on when the light changes to green just sit there. We need extra officers to patrol our area.
- I work with students every day. A lot of music talks about stolies, which are stolen vehicles. To watch them grow up and it becomes part of the youthful culture is scary. A student at South Division died in a stolen car. I've been personally affected so I try to redirect that behavior.
- I haven't been personally affected. The car stolen from Brookfield and the bus it hit was disheartening [a reference to something seen on the news]. A friend posted on Facebook

that her friend's daughter was in a stolie. It's a contest on how to flip the car. She was burned. They know injury may result. It's just sad.

1.2 Reckless driving

- There was a family function I was leaving from. My brother had just gotten his license. A car pulled up on their side that was swerving. My cousins sped off and slammed into a tree. They both died.
 - I have experience with reckless driving. One night a car was bouncing off of a snow bank. I followed and called the police. It was very scary.
 - When I was coming from MATC to here, making a left turn, the man in front of me made a u-turn. It scared me.
 - I saw a man driving, and he had his little kid in his lap. They got in front of me. He was on the expressway. That scared me.
 - There is a stop sign in my neighborhood that people roll through. They roll through the lights. I think some of it [their behavior] is video, rap music, videogames and what they think is good. Also, school systems that have cut funding for driver's education are a part of the problem. Driver's education teaches the kids driver responsibility.
 - I become very upset when the cars around me are speeding, I am a slow driver so I pull over and let them go. It scares me and immediately think something bad and unlawful has happened, I think about the collateral damage of the surrounding people.
 - I work third shift so I am out at night, my children go to school and wherever I go I see and am affected by the reckless driving.
 - My Papa would pick me up from school and another car just turned right in front of us. I felt irritated and wondered why they were doing that. I've seen some run red lights and we have to stop.
-

Question Round Two: *"What do you think are some of the main factors that led to this behavior?"*

2.2 Lack of guidance and role models (education, religion, parents...)

- It's very easy to say that whoever is stealing a car is a problem. It goes back to allowing youth to meditate on their wrongs. Education and poverty is an issue. Students aren't being satisfied. School is boring now. Very boring. We need to hold adults responsible. We are not giving young people an opportunity to develop responsibility to be themselves. It's deeply embedded in our systems here in America. It usually comes down to economics. They flip cars to try to get money for them. We need to put an importance in valuing education.

- I believe that if a person won't work they will steal and take it. They don't want to work, and they blame others for their shortcomings.
- My family does a lot of mentoring with teens and pre-teens and I actually got into the mind of a teen who steals cars. He said it's a thrill, an adrenaline rush, and that's why they do it. I may be going out on a limb, but I think what we are seeing may be due to a breakdown of the family unit. Many boys live without their dads. There is lots of trauma in this family [of the teen boy she mentors] – there is drug addiction, sadness, and lack of perspective. He could not see/understand the impact for the victim. It seemed the first time he had heard how his actions affect others.
- TAD is not very effective in my opinion. I don't believe that there is just one factor though I agree parents/guardians should be held accountable, there is also the influence of their friends and social media is a huge factor. There was once a sense of fear and today there is no fear, no parents watching, lack of religion and no moral compass.
- A lot of kids start off driving recklessly. It's a learned behavior. They see their parents do rolling stops, driving fast. A peer of mine expressed that her mom drives 40 mph in a 30 mph zone, so she thought it was ok to do.
- I think the main factor are those parents that are not parenting their children, the parents are out in the streets doing their thing. If the children are not getting what they need at home they will go out and get friends which sometimes contributes to the gangs that form. Drop outs, children don't go to school, no discipline, no one is held accountable. I feel like those parents are the ones who should be in court. MPS used to send notes home and the TAD program was in place. (TAB)?
- No discipline when they were young. I never would act that way. I almost got hit a few times by a car between three cars being in the left lane, speeding, and it hit the car behind me.
- We have a lack of volunteer role models. We have a lack of funding for volunteers. There are some situations where mom is alone in the home with no man in the home, so how do we get men to teach them how to live in society?
- A main factor is there aren't a lot of positive role models for youths to look up to. Also, youths are influenced by media. I think that's the main factor.
- A lack of education, and a lack of God. There is no humility.
- A lack of education, no home training, mothers and fathers aren't making their children go to church, or teaching them any responsibility.
- Without God in our lives we will not do the correct things, and the way I grew up, it had a lot to do with my skin color. When I moved to this neighborhood it was a beautiful time for me. Striving to belong and work together.
- I think a main factor is that it's different stuff for different people. People do drunk driving a lot.

2.2 Not enough deterrent

- I think one of the most important factors is accessibility of the vehicles. It's so easy to steal the cars because people relax and leave themselves vulnerable. Our policy has done the city of Milwaukee a disservice (Pursuit Policy), District Attorney's Office isn't helping with lack of

charges. The Old Pursuit Policy was put in place because there were lots of lawsuits finding the city negligent, the officer had to be sure the person in the vehicle was guilty of a violent felony.

- I feel also the accessibility on product in particular (Dodge Products) You Tube video on how to steal it. The Mobile Drug Dealing gives the car thieves a customer and they can make money stealing then selling to a drug dealer. The drug dealer drives the car until he can't anymore without registering it so, the plates don't match who they are. Social Media feeds this a lot, there are live videos on face book with persons saying "Police won't stop me so, why not drive recklessly. The officer has "due regard", they have to slow down before going into the intersection but the one they are pursuing does not have "due regard".
- I agree with the officer about face book, I see it all the time. Some of the post read "I'll be out there, you out there?" They be fitting in, I've seen many young people just jump inside the cars with strangers and go for a ride.
- On a positive aspect, we see kids caught for reckless driving and stealing cars. I take youths to the [juvenile] center for their first offense, and they are let go. What we're doing now is not working. We need to instill fear in carjacking and stealing cars. Sometimes we are told to release the child to their parent. As a parent, probation is the parent. When I was a child I feared my father. The community needs to come together. We need to speak up when we see wrongdoing. We owe it to them and ourselves to not just say it is what it is.
- I have solutions: the legislation being discussed by Representative Crowley. Place cameras on traffic lights. Do public education campaigns with young people giving testimony. I'd love to see more money spent on education.

Connected Conversation & Parting Words - *"What's one way police and residents can work together to help reduce auto theft activity or reckless driving?"; "What questions, if any, do you have about auto theft and reckless driving (ie. the causes, police policies, etc.)?"; "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 The youth and education

- I see teachers kick kids out for being late to class. I see white teachers who assume a lot about our boys and girls of color. I mean, they kick them out of class based on sagging [a clothing style] and their attire.
- Our teachers at my school care. You have to pay to take [IB] tests, and you pay again if you fail. A lot has to do with teachers being a good role model.
- Maybe the correction shouldn't be that you should pick a new school if they think this isn't the best school for a student.

- Education has to play a role and people have to really love the kids. Troubled kids NEED to be loved. We have to help kids connect the dots between education, value and taking the time and effort to achieve.
- Our students worked with our staff to figure out how we can push them to succeed. We have too many old practices, and we have to restructure them.
- People shouldn't point fingers [at youths] because some of them really don't know any better. Parents need to motivate their kids to do better. Students are not taught about untraditional career choices to make a good living.
- It is difficult to impact some of the students (youth) some have difficulty sitting down, listening and engaging in meaningful conversation. The car dealerships have been asked to do a better job locking up keys.

3.2 What we are doing is not working

- When the officer speaks we don't feel we have to listen. I feel the children need to be with their real parents. Being children in the system makes them hard.
- The crime and punishment is not severe enough. We need tougher penalties. No lessons are being taught.
- Where do we draw the line if there are no consequences? There has to be some structure and somewhere we draw the line.
- I feel like older people driving is hazardous to other drivers and themselves.
- My shift is from 11-7 and most of the crashes are juveniles to age 25.
- I really don't know if there is anything we can do, I really don't see it changing. We have to pray and then pray for city of Milwaukee. I think we should talk to the young people when we have the opportunity. I raised my children to know that every action has a reaction and reaction has a consequence.

3.3 Other themes

- Some of the carjackers and thieves sleep in the cars, we find changes of clothes and the odor is a relentless.

4. Parting Words

- There is hope.
- People need to attend more circles
- I would like to see more younger people and parents come to these groups.
- Building a better rapport with our police officers. I'd like to see businesses in the community come to these circles.
- I'm very encouraged. It's encouraging to hear the different perspectives from the different age groups and passion for change.
- The work I've been doing I'll continue to do. People's narratives need to be shared and take into perspective other people's lives. We need more forums and platforms to share.
- The system is broken and failing and needs a huge fix, not just something we can put a band-aid over, and if we don't fix it, it will not get better.

- We have a long way to go, but this is a good beginning. We have to keep on pushing issues like this, and we'll get there.
-

Listening Circle 3 - Annexes

Question Round One: *"Talk about an encounter between police and residents you have experienced or witnessed; discuss the approach, attitude and tone of the encounter and your personal response."*

1.1 Positive encounters

1.1.1 Professional approach – satisfied residents

- My neighborhood sees a lot of car break-ins. My car has been broken into five times in the last three years I've been [living] here. I moved back here three years ago after living away for 48 years. I've made a police report each time my car has been broken into. The last time I woke up before dawn and saw my lights were on inside my car. I called the police because two cars one block away in each direction also had lights on [inside]. I've never lived in an environment before where this happens. The police are always professional and helpful. To have my car broken into five times in three years is frustrating. I don't have a garage. I have the police number handy.
- A student in my class was disruptive. They started fighting. I called security and they called the police. I was very satisfied with the attitude of the police. They handled the situation very nicely.
- I was driving down Atkinson Ave. behind a semi-truck and I saw there was space for me to go around, get in the left lane and go around the truck. All of a sudden police pulled me over and asked me if I realized why he had pulled me over? The officer began telling me in a calm voice how dangerous that was and he said I'm going to let you go this time. It was a pleasant encounter.
- I was driving on Oakland and Locust and I missed the sign that said "No turn on red". I was pulled over and the officer's approach was calm and very cordial as he explained my offense. The officer let me go with a verbal warning.
- Last week Tuesday I was leaving bible study and I had laid my bible on top of my car before I got in and forgot to take it back off. The police drove up and I pulled over not knowing why I was being pulled over because I had not done anything wrong. Police came up calmly and I asked "Do you know why I am stopping you"? No, I said and then he went on to tell me my bible was on top of the car and he knew where I was coming from. Each of us started laughing.

- I don't have a problem with any officers at all. It's easy in my neighborhood, and calm. We have a pretty good neighborhood block watch committee.
- I am a senior citizen I have a tremendous amount of respect for the police. I am a very careful and slow motorist; I was pulled over recently and became quite fearful that I had violated some road law. The officer that pulled me over indicated the reason why I was stopped [slow moving violation] he informed me that there was indeed; a speed limit and that due to my careful driving, I could possibly place someone [driver or pedestrian] at risk. I appreciated the officer taking his time to educate me.
- As an officer, a good 90-95% of my encounters are good. When we get called it's usually not for a great reason. On the bike I'm able to correspond to people on their porch or having a bbq. I say hello. They say hello back. Police are judged before we arrive. Lots of people have a pre-conceived notion that police are bad. When I experience a not-so-great encounter I feel that's what gets passed on to other people. When lies are being told on people the cameras are on and show the truth.
- I had one encounter with police at school. Someone put weed in my locker. Nothing happened to me, but it was a very fearful encounter. I trust the police. However, I believe there is always one bad one in all areas.
- Last year I participated in a beat walk program through the District 5 where we could sign up to do beat walks in Sherman Park area after the unrest that happened. The residents were very happy to see us walking; they offered us water and engaged in conversation at times. Daylight was refreshing and I felt a positive vibe and atmosphere.

1.1.2 Police training and empathy as guides for behavior

- Last year I was assigned to a school that was to close but ended up reopening; it was a rough year at that school. We were there every day, the children were vandalizing the school causing arrest to be made. There was one lady who was very decent until she found out it was her son that was going to be arrested. She began very upset and while trying to calm her down we checked on her record and found she had a warrant for a homicide. It was a rough situation but I believe how you start the encounter is the way it will end. Tone is important.
- I have had quite a few experiences during my tenure as a law enforcement officer. I have developed a sense of safety and protection during my time on the force. I have utilized tone and attitude when approaching vehicles for traffic stops, keeping in mind I will treat each person I encounter, as I would like to be treated.
- My job consists of dealing with the community. No one calls the police when they are having a good day. It's only when they are in dire straits or in desperate need. Sometimes when I get to a situation I have to yell or raise my voice to try to get control back. A stolen car is just another thing for me. However, for the victim it's a really big thing. I try or I don't let my emotions get in the way of my duty.
- I encounter residents daily when either called to a scene or I am initiating a traffic stop. I can honestly say that at most of traffic stops I encounter negativity and I must always remind

myself that I must adhere to the department's core values and treat each resident with respect and honour. I must add however; it is a challenge on most days.

1.2 Challenges in encounters

- Some of the students at my school have ankle bracelets that they didn't charge or the charge ran out. One student was hiding something and the officer found it in his locker and when the officer came to talk to him he tried to run so when the police caught him he put handcuffs on him and took him out of the school. His resistance turned into something else.
 - I reside in the North Shore area of Metro Milwaukee. I am here today attending this Community and Police Listening Circle to learn and possibly contribute my voice to the conversation. I am a former national president of MADD (Mothers Against Drunk Driving). My husband and I are now attempting to, with the assistance of some schools in MPS to allow Law Enforcement to address students and entertain questions from them. I am meeting with so much "Push Back" from the Principal and it is frustrating to see what I am seeing and experiencing daily to just sit by and do nothing. I am seeking ways and connections that will allow me to assist in alleviating crime and negative behavior. I believe it starts in the homes and in the schools.
 - I've been on bike patrol now for ten years in this area. I've handed out stickers and that is almost a thing of the past. I know pretty much everyone on my beat. My biggest interest is that I try to reach out to the children in the neighborhood. We are seen by many people but I wish they would have a child-like mentality when we are seen by children [to simply accept us like children, and not shun us because of our job/uniform]. I always tell parents to stop telling their kids, "I am going to call the police on you." Don't give kids this fear or complex.
 - My mama beat me with a baton and me and my sister called the police. The only thing the police did was take the baton and her taser. How is that helpful?
-

Question Round Two: *"In regards to Harambee, what are your expectations for how officers and residents should interact when police are responding to a call in the community?"*

- I was visiting my daughter a couple months ago and my grandson and nephew were sitting on the porch. Police were asking the neighbors questions in the neighborhood because something had happened and they thought my grandson and nephew might have seen or heard something. The officer proceeded to ask my grandson his name and I heard my grandson tell the police "he didn't have to tell him his name" I went outside and I told them to start the conversation again and they ended up talking about basketball and school.

2.1 Mutual respect and understanding

- I would love for both sides to be respectful and cooperative. If you have information to help us out, that's great! Be understanding. The police show empathy for where the resident is coming from. Residents need to show an understanding of the process as it's being explained to them by police.
- I think each of us (officers and residents) have the responsibility to set the tone. I have seen both sides. There should be no prejudging. Let's cooperate and respect each other.
- I had a driver that went through the red light and when I walked up to the car he immediately started apologizing. He said officer if you look at my gas hand and explained his hurry. I empathized and we chuckled. I've found that if you start out right, it should go right. Remember we're in their neighborhood so they should get a truthful answer when they ask what is going on.
- I have had no experience but I can imagine that respect would get respect, we can help each other.
- Respect goes both ways. Helps the one in need and the one giving the help. I like to take that into consideration and each be respectful of one another. I believe police should have a little empathy in very bad situations.
- I think police should be in our shoes, and likewise, we should try on their shoes. Some officers can be very rude and this can create much tension, which is not always good.

2.2 Collaboration and understanding of police action by residents

- Residents should not misuse the police force, and when the officers are on hand to diffuse the situation be polite and courteous. Every human being makes mistakes sometimes, but we should not overblow the situation
- I've met a few with attitudes. I was raised to respect our law enforcement. I am from the south, and I know how to seek higher authority to get a problem solved. I wish others could see the other side like I do.
- I've been in Harambee for a few years, and there was times that I really didn't like the police. Officers should know how to conduct themselves, but we have to be alert and aware to protect ourselves and crime scenes. I don't understand when people call the police and when we arrive they get mad at us. I have yet to figure that one out.
- When my partner arrives on the scene [e.g. a shooting] the expectation that we have is that we will receive cooperation and that the bystanders and those directly involved will remain calm so that we can conduct our business, however; that is almost; never the case.

2.3 Challenges to remain positive

- I start my encounters off professionally especially when I am entering their homes. Sometimes the levels might be elevated levels of disrespect and that makes it difficult to calm the situation down. My expectation is always the same for me from the beginning and that is to be professional in calming level.
- Every situation is different and when I completed my training it was drilled into me that safety is the first priority for myself and the residents. During the past 5 or 6 years, I have lowered

my expectations, with respect to cooperation, civility, and respect for authority. In my opinion it may even become worse as time moves forward. I want to take this opportunity to encourage you, if you are interested in attending the next class for the Citizen's Academy to observe our training methods and to see how challenging our jobs can be.

- We know what we have to do. This is our job. What we see makes us numb at times. When I go to a shooting my mindset is totally different each time. I don't understand their mindset because I don't have enough time to explain the situation. It seems people should know what we're doing if they can, when they see a shooting, and not ask so many questions. However, I try to render service with a smile.

2.4 Expect danger – fear of police

- I was at Brown Deer Library and there was a fight. There were 7-8 cops there for two people. That is way too much. There does not need to be that many police there for two people. That's scary.
- When I have encounters with the MPD mostly for traffic stops, I immediately am fearful, and it is my expectation that I will be treated with kindness, courtesy, and respect. Often that is not the case with some experiences that I have had with law enforcement.

Connected Conversation & Parting Words - *"In crisis situations, paint a picture of how you would like police and residents to treat one another?"; "What are some specific ways residents and police could demonstrate a respectful interaction?"; "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 Role models for community and deterrence for crime needed

- I think we have a lack of volunteer role models from the community.
- I think there is not enough media getting out the point that stealing cars is stupid and dangerous. I think they need to start putting GPS on cars because of that. They need to start putting people in detention and having consequences. Boys think it's funny, and it's not.
- Car break-ins, [car] stealings, car-jackings, is a lot going on. Part of the issue is with city leadership. People doing it think it's fun. [They think] It's joy-riding. The punishment has no teeth to it. It could be political. [It could be] Policy. I'd love to be there when it happens. Citizens can call into the district on our non-emergency lines and ask for more police presence.
- Several times I called police and told them my mother is putting my sister out or being abusive to us. It took them several times to have them place us with family for a few nights.

What was the point if they didn't work with Child Protective Services to try to permanently place us elsewhere? – Answer: I think there's a bit of a misconception. If I come to your house and see that you're bruised and abused, once I call and involve Child Protective Services (CPS) it's out of my hands. The police don't control when you go back or not. We give a referral of names and information and all of the information we gathered while there to CPS. They make a decision about what happens to the child after that.

- I came to be more involved with the Harambee neighborhood. It's dangerous out here and I need to get an understanding.
- Community Education.
- Slow deterioration of the culture and society towards the negative.
- Improved training for law enforcement.

3.2 Police tone and conduct in the schools

- I work in the schools and I usually ask them to clear the hall way to preserve the student's dignity. Just by showing that little dignity helps the situation.
- When my grandson started to school this year the students were throwing eggs, he left the school and never returned because it scared him.
- Many times when arrest are done in the schools it is often marked as a manifestation of their illness. (IEP) students. Because a lot of times you don't know their triggers and they have a right to be there with their disabilities.
- A lot of the bracelets are the children who have stolen cars and they must be monitored closely.
- At our Milwaukee College Prep Schools we raise the self-esteem and we take the position that if a child is not doing well it is our fault. We want them to succeed.
- Effective Communication

3.3 Being approachable as an officer

- I enjoy talking with people on the street and there are many times that I get some great compliments saying that you are cool for a police officer. Treating people like I want to be treated, 95% of the time it works. To get respect you have to show respect. Respect is the whole key.
- Situational Awareness.
- Discretion.
- Tact and Diplomacy.
- Respect.
- We were painting and picnicking giving hot dogs and food in the community. Kids were coming from school and everywhere, and I was surprised to see the positives come from those that I arrested before. We used to have a program called Cop n Shop where we shopped with children, and we were being seen in a different light.

3.4 Police procedure

- When I want to be safe I ask for more officers. Sometimes I need pictures taken so I call for help. That means that another squad with two more officers is coming.
- I had to stay with some evidence by a vehicle. A vehicle came around the corner and began taunting us and wanting us to chase them. We couldn't. We were handling a situation. We called for back-up, gave a description of the vehicle and the vehicle ended up crashing into a lady and hurting her. The driver's leg was broken. Like she said, it's foolish to want to be in a police chase. Look at how he ended up injuring himself, and he injured someone else in the process.

3.5 Lack of respect /stereotypes

- From my experience I have two different worlds. I work near 27th and Atkinson and in the area around 24th and Auer. On weekends I go to District 1 to work the bar scene. There, I see mostly White people, and I get the disrespect from them.
- Black boys feel that police will be racist to them. I think they don't want a white officer addressing them because of that.

3.6 Parting words

- I need to be more understanding when I speak to the police because I can't expect them to respond how I want them to respond.
- These listening sessions get police to understand the community and the community to understand the police.
- I care and I'm glad to see so many others care. How do you ride bikes in the summer with all of those clothes on?
- It's hot but we enjoy it. We can turn our pants into shorts. We go all over the city.
- Understanding and community is the biggest thing. I can help explain why, as a police officer, I do a certain thing to help the community better understand.
- Energized.
- Knowledgeable.
- Enjoyable.
- Positive.
- Awesome!!!
- Knowledge.
- Enjoyable.
- Good.
- Reaffirmed.
- Worthwhile.
- Interesting.
- Positive community. It doesn't always have to generate a negative attitude.
- Doing things together to bring about a sense of worth in the community.

- This was a great experience for me. I'm very comfortable. The meal was fantastic. This was more personable. People understand that they need to be at more of these meetings. I am so comfortable in this setting that I removed my protective vest.
 - The uniform comes off. This is my uniform that I work in. I am human just like everybody else.
-

Listening Circle 4 - Annexes

Question Round One: *"Share a personal experience where you thought an officer or resident used power or authority in a POSITIVE way."*

1. Using power and authority to solve a crisis

- During the summer we had a mentally ill person on the roof and I thought the police officers did an excellent job with him. We all applauded when everything was over.
- I work at a shelter and to work with the police often because of some of the mental health issues that arise periodically and the persons are being difficult. The police come in and calm the situation, sometimes it's just their presence that keeps everything calm.
- There was a neighborhood dispute between two homes. It escalated. The police ended up pulling the families down the street and separated the families and asked what happened. We couldn't find a negotiator. It took a few weeks for everyone to apologize. But what the police did led to a group of being set up in our neighborhood for people to call people if they have a problem.
- I live near 5th Street in Harambee~~ and each summer, for the past 3 or 4 years there are mainly men who just Love to Willie Out [translation Wild Out or Act Out in a negative manner] in front of the liquor store. I have witnessed, last summer the Officers on the beat and cycle officers talk to the people in a respectful and peaceful manner and gotten them to move away from the main entrance and take their activity else where.
- Son is autistic. He became out of control after I had cleaned up his room. I later thought about the situation and I shouldn't have called the police. Anyway, a female officer had come to our residence. Ironically, this officer had received training in dealing w. autistic children. She talked with my son and calmed him down. The officer handled the situation in a calm manner. Afterward, my son learned to calm to down. Moral of story, you don't have to be a male to handle a situation.
- Early last year my cousin broke her arm and the police took her to the hospital.
- When a homeless person needs help, police teams focus on and have a special unit for it. There are resources out there people.

- Many good experiences. For example, when driving on the highway I got a flat tire and the police helped. Another time is when a family member had a heart attack and they did CPR and took them to the hospital.
- North Division students were low in literacy. Officers would come to help students @ school. The officers gave out school supplies, bookbags, and school work.

1.2 Using power and authority to inspire, motivate, enable – being role model

- About two years ago at _____ High School officers were present at a fair and spoke to youth about their career. They were excited with the horses [police horses]. You could see the excitement on their faces [the youth]. We really, really need that. With all the negativity that keeps going on we need that.
- What I can remember was shop with cops for Christmas. It was a good program for the youth. We had a great time interacting with the police officers, but I don't know if they still do that program, and I would like to know if it is still being done.
- I thought it was positive when I saw the police come to Vincent to try and get kids back on track within the school.
- A few things I could think of are the peace walk for Justin Evans funeral the police blocked off the block so that we could walk through.
- It was back in 1974 on the 4th of July at Lincoln Park and there were about 10 of us. At that time the park was about 3% African American. My older sister with a white woman at a stand. Mind you during that time, we had Chief Ryan as chief and he was kind of like Trump in that he was race based. So most officers during that time fell in line. Racism was on the right side of the law, but this officer didn't take the bait. He handled it and let the white woman know she was wrong.
- Police in neighborhood often played football w/ kids in the neighborhood. This was nice because it happened a couple of times.
- Police came by to interact and talk with the residents. This helps to build confidence in the community. Residents also learned to help others w/ disturbances. Instead of running to the police re. loud music and other issues, the residents went to each other to solve the problems.

1.3 Parents and police using power and authority in collaboration....

1.3.1 ... For the good of the community

- Some women in my community just started gathering for lunch, meeting and building relationships. When the election came, unhappy with the results, they created a way for people to be able to express themselves. Our meetings have become a force in the community. At our first event we expected 25 persons; 100 showed up.
- In New Orleans-many residents were stranded in Hurricane Katrina. The mayor @ the time made promises and did not effectively help the citizens. Instead there was a former Black Panther who helped out. He collected gang members and transportation. These

individuals went out to help stranded victims. The New Orleans paper did not report this event. However, if the Panther and gang members had assaulted someone or committed a crime, this event would have been newsworthy.

- Residents established cleanup projects and came together for prayer walks. Passengers and drivers would drive by in their cars, honk the horns to support the cause.
- Back in the late 90s a lot of street sales took place in grandma and grandpa's house. Officers went out to gauge where and which houses were doing the sales. We had 30 days to assess. Officers talked to parents/grandparents. One grandma sat on the porch with officers and told them she wants to stop. Officers confronted her grandsons. They were told to stop [the sales]. They didn't. They were warned they had 30 days to stop. After that time period they were seen dealing [drugs]. The grandmother cooperated with police and the boys were arrested. As a result, other grandparents felt empowered and let us come into their houses to find out what was going on and to help them get rid of problems that were coming from their houses, but effecting the whole community.
- On Juneteenth I'm a Commando and we were instructed by the police what to look for and how to look for it in a bomb situation. We figured out how to diffuse any situation if there were any bomb threats. The only issues that we had that day were a few fights that were diffused quickly by police and the Comandos. It all ended up in a very positive way.
- I live on a very busy street in Harambee. Myself and others on my block got together to assess the speeding situation. We took turns, using a clicker to count the number of speeders daily the number was quite high. We got together and approached our alder person to have a "Speed Bump" constructed, however; we found out that we, the home owners would be responsible for the installation of the "Speed Bump". I am conducting further research on how to get the high cost of the installation, waived. I work directly with Milwaukee Public Schools, on Milwaukee's South Side. There have been instances where I would have to get out of my squad and direct traffic to assist with elementary, intermediate, and high school students navigate the intersection. The ability to direct traffic is a discretionary aspect of my job as a police officer.

1.3.2 ... For the benefit of the youth of Harambee

- The school where I work as a teacher has great kids. However, it seems that once every three weeks a child gets out of control along with the parents being out of control as well. The police show up in a positive way, and then foster the child. I am a foster parent and their ages are 9-18. The older one snuck out of the window and it became a problem. The police were called and they diffused the problem before it got too out of hand. I had to do what needed to be done, not in a negative way, but in the positive. I thanked the police for being on point.
- I saw some young men in the neighborhood trying to push a car to the gas station and there was a man coming up the street who asked, "Where are you going with my car?" It was funny that it was a stolen car, and the funny part was that the police was assisting the thieves to help them get the car out of the street. When the owner walked up and

said again, "This is my car. Where are you going with it?" The thieves ran, but they were caught. Here, the police said, "We were trying to be helpful." They never asked a question of whose car it was and they didn't answer. They were arrested, but to my amaze the police did not get out of control. My grandson was sitting on the porch and they asked my grandson why did they not say anything when they saw us assisting these young men with this car. My grandson did not answer, but I came outside and asked my grandson, "Don't you hear the police talking to you?" and the police said to me, "Thank you ma'am for your help in getting to the bottom of the problem." It ended in a very positive way.

- I witnessed a supervisor of a group home being positive when trying to help two students that did not want to go to school by calling the social worker to come and assist.
 - There was a time at a Block Watch meeting in my neighborhood when one of the main concerns being discussed was young people sitting on other people porches and going into back yards where they didn't belong. The parents of the youth that we were referring to was in attendance and they handled the situation in a positive way.
 - One time I was teaching a class and a fight broke. Officers came in and broke it up. He helped me out a lot.
 - I was raised in a police officer family. My son is 28. He was hardheaded. I put him out. He sold drugs and got locked up with the big boys and was scared straight. He stopped selling after that, and went to the Marine Corp, and is married with two kids, and now works as a social worker.
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Question Round Two: *"Share a personal experience where you felt power or authority was MISUSED by either a resident or police officer. What was the experience and how did that abuse of power make you feel?"*

2.1 Officers yelling at or belittling residents – escalating a situation

- A few years ago I went to the movies with my friends. One friend told us she had just had a miscarriage. The police yelled at us that we needed to get in our cars and go home. Instead, we used our White privilege and moved toward the building to further console our friend. The police came over there and told us to get in our cars and go home. That was a misuse of power.
- When I was a new officer the residents was being belittled while in handcuffs. I had to pull my partner aside and tell him that he had lost control. I stepped away from the situation because I was a new officer. After the situation was over I talked to the people that were around. Some -- they have to understand, or try to understand there are good cops and bad cops, and we all make wrong choices.

- In my block there are some bad apples and sometimes I'm afraid to come outside, especially after a shooting. This person's house was riddled with bullets and it was a grandmother, daughter, and granddaughter in the house and the police were yelling, screaming at the neighbor who was victimized. I felt like the police handled the situation correctly, but their use of force was almost unnecessary.
- In college, I participated in sit ins. Students demonstrated for Civil Rights. A lone officer came to Fisk University and he sat there as if he was waiting for trouble.
- I've seen some things. Police called to a family dispute. (Husband/Wife) . Male officer automatically showed up w/ a chip on his shoulder. He pulled riffle from trunk and later escalated the situation. Officer intimidated the guy. The guy was later pepper sprayed. This officer had several negative reports and eventually was let go. The badge often escalates the chip on a shoulder.
- A plump officer came to my home because of my son. It seems as if he was out of shape. He couldn't run, so he started shooting.
- One day my friend and I were looking at how people were gathering around to [the scene of] something that had happened. I didn't want to be a part of the situation, so I walked away. I thought that was the best thing to do since I didn't do anything wrong to cause this situation. I felt picked on and I didn't like it because I ended up getting held in detention for something I didn't do.
- I used to own dogs and the area around my home has a fence with access to an open field. The woman next door, literally has 10 dogs, and she has them on no leash and allow them to run wild in the field in the rear of our homes. She is always contacting the police because my dog always barks at her. Well, I got tired of the police being called to address her and not include me in the conversation. So; I called too; and my call was responded to first, and then I realized I was being attacked by the officers because of my age, my neighbor is in her late sixties and the two officers just stopped speaking with me after awhile, no honor and no respect whatsoever.
- Once the police came to my house looking for my son and the police told me a story of why he was looking for my son that was not true. To me that was a misuse of power because I felt like the officer was trying to bait me into giving him some information other than what he knew already.
- Once the police came to my house looking for my sister and they charged right into my home looking around, they threatened me and left me feeling violated. There are certain situations like that I call misuse of power and causes me not to like some police.

2.2 Profiling and lack of Empathy during interventions

- I'm with an organization called Freedom Fighters. We believe that we should patrol ourselves. I witnessed police pull up and try to snatch a gentleman through the window [of a car he was in]. It was a complete misuse of power. I saw that same cop on patrol again. In another incident involving that same cop, a group of people were outside their house and the police proceeded to question them as to why they were bothering those

- people other than that they were Black and on their porch. Their line of questioning was demeaning. It was like more of gang activity from police than [that] its public service.
- My boyfriend and I went to the movies. We were walking back home. We were stopped by two White officers – one male and one female. My boyfriend is White [this participant is African-American]. Due to my color, and being with a White man, the male officer assumed that I was a prostitute. He called me a whore and said several other derogatory things to me including asking me what I was doing on that side of town, and wasn't I far from home. We lived in the area. I showed the officer my driver's license, which clearly had the same address on it as my boyfriend. I told the officer that all he had to do was look at the address on both of our licenses and he could plainly see that they were the same, but he continued to assume that I was lying. The lady officer pulled me away and told me, "Take this number down because I might not get stickers on my locker because I am married to a black man".
 - I worked for a newspaper. Another reporter and I were doing a story on housing discrimination. I came in a suit, but I was denied a rental opportunity. The other reporter came in overalls and claimed not be employed. He was offered the house because he was white. The owner of the rental property even tried to call the police on me even though I had on a suit.
 - I was at a homicide scene. The parents of the deceased were inside the home. There were a lot of people from the neighborhood standing outside of the house to find out what was going on, and waiting to get inside of the house. A young man came up yelling, "I am his cousin! I am his cousin!" He was clearly emotionally distraught, and trying to get inside of the house. The officer could've asked residents if he is a cousin, gotten his information, and found out if it was OK to let him in. I was inside and hearing all of this going on inside the house, but because it was not my district I really couldn't do anything. That was an abuse and misdirection of power. Things should have been handled differently during this time of grief for this family.
 - A boy my mother knew from a long time ago got shot. His sister wanted to get in the ambulance with him. They wouldn't let her. They didn't say why they wouldn't let her ride. They just wouldn't let her.
 - I and members of my family were visiting in Maryland this past summer, and true enough; I was caught speeding by a State Of Maryland State Trooper. Now! Here I was on the receiving end of law enforcement's authority. I experienced sweating, rapid heart beat and nervousness. That experience just put into perspective how, when I stop or request that a citizen pull over, what they under go. And no, I did not get OUT of paying for the speeding ticket!

2.3 Residents calling police on other neighbor or attempting to intimidate or irritate officers

- When I first moved into the neighborhood I was sitting on my porch and playing my radio. My neighbor from across the street came over and asked me to turn it down because it was disturbing her daughters. Another time we were setting up for a party in my backyard and I was playing some music my neighbor said it was too loud and called the police and

I got a ticket for noise violation. I went to court to try and fight it but the judge only cut it in half and it's on my record, having that on my record can be a hindrance for me in the future.

- Often when my partner and myself arrive to a scene or situation, a lot of the community are not pleased to see or interact with us. Some, who are acquainted with the District Captain and the Alder-person for certain neighborhoods, have no trouble "dropping their names" to attempt to intimidate.
- I was traveling to Beloit, Wisconsin, once and I was at first doing the speed limit and then I ended up in back of an off duty police officer driving a Camaro. Well he speed up and so did I, I actually ended up passing him and the next thing I knew he was flashing his light and requesting that I pull over on the shoulder. After we went through the ID process he ask me where I was going. . . I said to him, "Does that matter"? And then I asked him where he was going, I could tell he was Pissed!!!! :)

2.4 Abuse of power by boss/person in power

- I used to work @ McDonald's. The manager was very disrespectful and rude. She talked to kids inappropriately. She thought she was above everyone. I decided to quit. Even though I lost a job, I demanded respect. I believed that she didn't have to treat me like that. At the end of the day, you don't have to like me, but you will respect me.
- I also worked @ McDonald's . People with powerful positions abused their authority. She looked down on others. She called police on other people after starting verbal altercations. She argued w/ workers and other managers. She picked on everyone and was a bully.
- I was buying something from McDonald's. The girl @ register couldn't count the money. Her manager began "snapping" at her. This was very disrespectful.
- As an officer I've had youth tell me "they put me out" and after a while I realized that some of the principals and teachers were doing just that. They did it that way rather than going through proper process and procedure of suspension or expulsion. I feel that is a misuse of power and it puts the children at risk.
- While inside the schools for over two years I witnessed the other side of some of the conflicts when I was able to walk around. The school received a new principal and he came in exercising his power a lot embarrassing the kids and he developed a pattern of behavior. As I walked the halls I saw situations firsthand and found that all of the kids were not lying and I tried talking to the principal regarding was I was witnessing and little time after I left. I felt that was an abuse of power by the principal.

2.5 Other themes

- My grandson thought he and his friend had power and authority. The police in the area came by to visit because they knew that my daughter and I did not raise her son and my grandson to think that they would run anything, so they thanked me and my daughter for

making her son begin to look at and make right choices. It starts at home with teaching our children how to make the right choices.

- I reside by Rufus King High School. Each day I see at least 3 squad cars parked near Phillips Elementary School and I watch as Rufus King High School students use the building, which is directly in the line of sight of all those police officers and they, the students; smoke weed each morning and none of the officers has ever even approached them.
 - I never experienced this problem.
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Question Round Three: *"In your opinion, what's one way that police and/or residents could BEST USE power or authority for the benefit of the whole community?"*

- I would like to see people policing themselves, block watch meetings and communication when things and people look different in the neighborhood. So often frustration sets in and one tends to give up on the communicating. I have 20 years under my belt and I have seen a lot yet I am still motivated to get up every day and do my job. It's important to take a few minutes to say hello to the elderly and talk to the children about humanity.

3.1 Treading all as equals, with dignity and respect

- Police or residents not having that 'I'm better than you mentality.' Getting to know each other. Different functions like block parties, Back to the 'Hood events to help us get to know each other.
- I think respect is huge, if one would speak clearly, no attitudes and cooperation. [...]
- [...] Treat everyone the same. You treat me like an adult and I'll treat you like an adult.
- People respecting each other, treating people with dignity. Dignity is treating someone like they're an actual person, not like they're trash.
- "Stay In Your Own Lane" both community and police
- Everyone do your job!
- Code of ethics starts @ the top in all fields. I may not agree with the philosophy, but everyone must follow. Neighbors testify but they become in danger of retaliatory crimes. This is a learning process for all parties (community/officers).
- Don't judge. Put yourself in the community's shoes. Then maybe the officers would change how they respond and react to situations.

3.2 Interacting in non-crisis settings – getting to know each other

- Opportunities like this where police can get to know people and get to know the inequities people face. Police often don't have self-care protocol when going from one scent to another.
- Resident and C.L.O. Interaction
- Joint program collaborations
- Non Crisis interactions
- In my old neighborhood, the block watch person told everyone's business. The other people set her garbage cans on fire. Now the neighbors don't trust her.
- Police need to get to know the people (community). Officers don't live in the neighborhood. There's no relationship. We don't need to have residents continue to shoot each other. We also need mutual respect on both sides.

3.3 More communication and dialogue

- She said it all. More like communication. Without that communication there is nothing. Our church has been walking the block for five years, handing out fliers. You have to be able to get along. [There is] Too much change.
- I see guys on the corner and I try to introduce myself to them. Before any incident happens I try to communicate with them the best that I know how and when I see police in the area it's always when something happens. There is no communication. It's always a negative look, even when I try to flag them down they just look and smile and keep on going.
- Knowing the youth, having direct contact I feel would be better in the neighborhood. We need more neighbor-youth communication and those that will be more communicators with the police.
- Dialogue is one of the best things. This isn't the greatest time in our community but it's important to hear perspectives and bring people out.
- Experience of dialogue and seeing other people's perspectives. [...]
- Better communication and better understanding. [...]
- Effective communication. Listening
- Be aware of your situation. Talk about the situation and not use physical power. Be transparent so you can move from there

3.4 Collaboration of police and residents for community policing

- For Policing, the best use of power is to realize that the power makes us more vulnerable. We have to be able to use that power justly. They have to police their power to mitigate problems.
- I think hell is gonna freeze over because I agree with the officer. Residents need to take back our power and authority. Police seem to forget that they work for us. From coming to these [listening circles] I understand that police are like a gang. If people speak up

there are ramifications. That badge [officer with a badge] takes an oath. They have to start speaking up for that power and authority.

- [...] I agree with people policing themselves with the thought I won't do anything to my neighbors that I don't want them to do to me. I've been living in my community for 17 years and I have seen many people come and go. I do not bother anyone, I take care of my house and surroundings but someone keeps tearing up my stuff. Attitudes brings Attitudes.
- Recently with the chief announcing his retirement there's been more emphasis on Community Oriented Policing, bringing the community and police together. Each resident has to take care of their own house. I am a believer that we have to take ownership of what is in our home and we must take care of ourselves.
- Community Meetings
- Block Watches
- Community needs to contact officers. Don't adhere to snitch rule. Neighbors can go to a "closed door" meeting. Community can help solve problems. Write letters. Help each other.
- I wish the police could be stationed on main streets and watch people as the run the red lights, there has been many people killed from those irresponsible actions. I feel more police presence would be very helpful in stopping the selling of drugs and the killings.
- I see a lot of grownups driving fast with children in the back seats of their cars and I think the police should pay more attention to that also.
- I live on a main street and there's a couple of speeders that like to show off , I feel if we had more police presence the speeding would stop. It is the same speeders every time, this is so dangerous.
- Police may have to deal with a chain of command. It's the Broken Window Theory – if you don't stop people from doing basic stuff like selling cigarettes, it will become chaotic. Find a group and apply the theory. I believe it is all tied to dollars.

3.5 Power and authority for education

- Power and authority is sometimes basically used by voice. The bad guys sometimes use loud voices to try to intimidate not only the police, but the residents as well. It seems that the good people are often quiet. As a teacher, my heart is saddened that most of the students can't read and sometimes I say to myself, "No wonder the kids turn to a life of crime because they want to feel like they fit in and after talking to some officers the response and reply that I got from the officer was, "Nothing will ever change. Not until our schools are fixed." Me being an educator, I have to use the power of voice.
- Talking to children realizing that they were not raised like we were. The kids – my nephews, my grandsons, their parents are raising them not to like the police or have anything to do with them.
- A positive way to tell the truth in an incident that happens, not defending those who do wrong. get the trust of young people. Parents and guardians need to know what kids are

doing. Parents are the first teacher, so they need to live a life that they can imitate. Parents were telling young people to go to Mr. S if they need anything.

- The community needs a role model. There's no role model in the community. Officers and the community are both resources.
- The Citizens Academy stuff that we offer for the community [that] we do and those that come begin to understand and respect us, and they leave with a better understanding.
- [...] Get educated on what officers do and the normal duty of an officer. We want to have rights but the public doesn't have that much education.

Connected conversation

4.1 Good and bad is everywhere

- We have good teachers and bad teachers, good doctors and bad doctors, good officers and bad officers. If the bad could piggy back off the good it'd be better. I have witnessed police have to deal with bad attitudes.
- We have police officers in our family, and there are still bad people in our family.
- The person in the uniform is small compared to the number of uniforms. Anyone in a uniform is seen as the enemy.
- The female officer gave you the cue of how to proceed? That's HUGE. That carries more weight because she can vouch for what happened [to you at the scene of that incident. She was there and saw it all.]
- Police and self-care is huge. It all blooms out from one part. Officers have to hold each other accountable when we see each other doing wrong. On the streets, your first line of support is your partner. If you've filed a report against a fellow officer those other officers we work with on the street may label you a snitch and make it hard for you to get help on the street when you need it. They can and will make it hard for you. When you're calling for help they can mic up right over you and your call for help never goes out, so you don't get the help you genuinely need at a scene. How do you protect yourself in cases like this? You get the care of your community. You take a plate at a bbq when it is offered to you from residents having a cookout. You buy them a drink if you see them in a bar. Oh, yeah, and let me say this about power. When the Illinois State Patrol pulled me over I exercised my power [by explaining who I am and the job I do here in the city]. I got a warning [as opposed to a speeding ticket].
- Responsibility on both sides and admitting when wrong.
- Inconsistency in officer conduct
- Profiling
- Humanize each other

4.2 Change of/information on policies and procedures

- Reckless Driving: This has gotten so out of hand, it's hard to get a grip on it. There are roughly 600,000 people and 1200 officers with five shifts, it became out of control with

the policies and procedures that were in place for a while. Now the policies and procedures have changed again which will help hopefully.

- Investigating: There are sometimes where we are allowed to lie to get the information we need or don't have in an investigation if no contact has taken place with the person being investigated.
- Entering without consent: We are allowed to do that when we are pursuing someone who just committed a crime, if we know that the person entered the space or dwelling and we can kick the door in.
- What comes after you call us: How much time does it take to finish up with present call and the time changes if I am a male officer and the suspect or offender is a female because I have to call for a female officer to come and assist me and that's more time before I can get to the next call. Calls are still piling up.
- We rarely get off on time.
- On the fourth of July we have a 150 calls that day because of the fireworks.
- Lack of education for the public on what [officers] do. We go to the police academy for 6 months and I realized the public doesn't know what we really do.
- There was a group from Michigan State who came and saw what we really do. They saw how quickly we had to make a decision not knowing much about things. You can lead yourself to certain things.
- We offer citizens academy.
- Communication, lack of education and just not knowing.

4.3 Education of children

- Shop with a Cop is still going on. Yes, we can say, but not always true in every case, that mothers are not raising their children, and we live in a lost generation.
- There are times I was a security guard and many fights broke out. I had to learn real quick how to handle the situation and mob control. The superintendent of the schools, staff, students and kids we love most. There was a seven year old boy that we had to restrain almost every day and it got very frustrating and it's still is a very difficult problem on most days. When I have power over my staff and they are not in compliance with the rules I write them up. Believe it or not, I have a few incompetent teachers, so how can the students learn when the teachers really don't know themselves. The good thing about it after talking to the staff and writing them up that if there are no changes made I have the power to remove them.

4.4 Other themes

- Knowledge. Without it there is no power. Power means authority taken or given or taken by force. Power is a privilege. Sometimes we call it White privilege. Power is the ability to control any given situation.
- I like coming and getting to know the reasons for things and what priority is, it makes sense to me now. I actually go back home and tell my neighbors what I've learned.

5. Parting words

- The more things change the more they stay the same. It will take collective power and work to make positive change to better the community. We have to work with police. Find out how you can walk with them to make things better. Last week at Clark Square a young man wanted to address self-care in a listening circle. I can explain to residents 'this is what I see as an officer in an average day. This is what I hear. This is what I'm being told [by residents]. This is what I receive on a regular basis after being called there [to the scene of a crime to assist residents with their issue].' There are so many different personalities that we encounter. [I think to myself] "YOU called ME for help. I'm here to help you, but now you want to chastise me.'
- I want to share my appreciation and gratitude with you for letting me sit in on these conversations. There are a lot of caring people like you who are concerned for their community across the country who want to connect.
- I hope people in our community will find some type of common ground. When I came tonight I didn't know it'd be like this. I was pleasantly surprised.
- Friends should come and learn something and they might get to sit in a circle with Officer Jackson because he is the coolest!
- Informative
- Sharing with police. I am getting or having a different view on police. Getting a better understanding and I am still learning how to communicate.
- We are human.
- Inspired and grateful
- It's a small thing with a big issue.
- It takes a lot of us to show up.
- I want to believe that it is getting better.
- Great
- Understand
- Encouraged
- Passion
- Grateful
- Communication
- If you can keep your head in the midst of confusion you don't understand. Keep an open mind and stay positive
- Educated.
- Community role model
- Very educated, informative. People should be given opportunities like these to speak directly with the officers and their story too. I'd like to request a more educated meeting.
- Informative for both sides.
- Positive interactions. It was good to meet people.
- Sense of hope if we can build on transparency and communication skills. We can strengthen our purpose and mission for this community.

- Things need to be discussed before hand. Keep people more informed. For example letting someone know if the service times have changed.
- In really big decisions people to be involved and informed. That lead to more money for support. Things shouldn't be done to the people but for the people.
- I've learned a lot from what everyone has said.
- Great
- Better -Together
- Togetherness
- Trust
- Compassion
- Media did not focus on positive input of Black Panthers
- Female officers have different perspectives
- Nosy neighbors are needed in the community
- Racial prejudice is still here
- More interactions = personal guards going down
- Officers need to be in shape for job as well as insurance purposes