

## Attachment III: Community Feedback

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### Community Feedback on the Policy Innovation Workshop Proposals

One of the overall goals of this project has been to maximize community engagement and input. We had to limit the number of participants in the workshop teams, so not all interested community members were able to join as participants.

To create more opportunities for engagement throughout the process, community members were invited to sign up as Community Advisors. Forty-five community members signed up. Some of these advisors were interviewed by the workshop teams as part of their projects. All advisors were invited to come to office hours to discuss the draft proposals.

**The following themes were collected by staff during these meetings.**

#### Continued Opportunities for Engagement

- Many community members expressed deep interest in continuing to provide feedback and input on this project as it develops and implements policies to address public safety in Hayward.
- There is a desire to continue to include people with lived experience designing and implementing these programs, especially people who have experience with homelessness or mental illness.
- There is an interest in increasing awareness of this project through the greater use of social media. This would allow community members to interact with each other on the subject.

#### Gaps in the Solution Proposals

- Many community members expressed concerns that these solutions were not addressing all of the themes found from the community conversations survey data.
- These proposals do not address **Domestic Violence**. There is a desire to include an analysis of how domestic violence calls can be incorporated as solutions are being implemented.
- **Hiring and recruitment** have not been addressed in these proposals.
- There is a desire to have more **police officers who live in or are from Hayward**.
- **Demilitarization** of the police is not included in these proposals.
- The proposals do not address the demand for **a reallocation of funds**. Instead, many of these proposals seem to be allocating **more** funds to HPD.
- The proposals are not addressing HPD's **use of force**.
- There is a desire for proposals and more information about how HPD handles police **misconduct**.

- Community members reported a need for improved **criminal investigation services**. Several community members brought up the obstacles they've faced when reporting a crime, specifically when they have visual evidence like camera footage of licence plates. Community Members expressed they did feel a sense of urgency and experiences a lack of clear communication with investigators.

### HPD and school partnerships

- There is a desire for more clarification about the relationship between HPD and the school district.
- There is some concern about student safety now that the SRO program has been discontinued.
- There was positive feedback about having the City and Police Department volunteer and provide programming in schools, as well as providing internships, in order to build connections.
- If police officers interact with classrooms and students, some expressed that it would be more approachable for them to be in plain clothes and not uniforms.

### Staffing priorities

- There is a desire from community members for more city employees, especially from the Police Department, to be residents of Hayward. This can be either through locally recruiting or creating incentives for city staff to move and live in Hayward. This can also mitigate the scheduling difficulties that often come from long commute times.
- HPD often operates under 12-hour shifts due to staffing shortages. There is a concern that this leads to more significant fatigue and a disconnect from the community they serve when they are not immersed in their community.
- Because of the diversity of Hayward, there is a desire to see more staff and officers that speak multiple languages to support residents.

### Priorities for next steps

- There is a clear desire for **data and metrics** to be a vital component of the next steps of this project addressing public safety.
- As stated previously, the community wants to remain engaged throughout the implementation of these pilot projects.
- There need to be clear connections between these proposals/solutions and the problems they are addressing.
- Some community members would like less community feedback and engagement in the process moving forward.

**Feedback on each solution**

Solution	Description	Notes/Feedback
1	Behavioral Health Dispatcher & Needs Assessment	<ul style="list-style-type: none"> <li>• There is significant support for this proposal.</li> <li>• Some expressed concern for where the project will be housed, specifically if it leads to more funding for HPD.</li> </ul>
2	Mobile Health Response Team	<ul style="list-style-type: none"> <li>• There is significant support for this proposal.</li> <li>• There is a concern for where the project will be housed, specifically if it leads to more funding for HPD.</li> </ul>
3	District Command Behavioral Health Clinician	<ul style="list-style-type: none"> <li>• Several community members did not support an increase in HPD funding.</li> <li>• Several community members expressed support for this proposal in combination with proposal #2.</li> </ul>
4	Expand Shelter Options & Outreach	
5	Behavioral/Mental Health Coordinator	
6	Community Services Officers Respond to Property Crimes	<ul style="list-style-type: none"> <li>• Several community members supported this proposal.</li> <li>• There is a desire for the CSOs to expand their services to respond to non-criminal calls or other community services.</li> <li>• There is concern over this proposal if it will increase its overall funding for HPD.</li> </ul>
7	Law Enforcement Career Internships	<ul style="list-style-type: none"> <li>• There has been support for this proposal and its potential to increase trust between HPD and community members.</li> <li>• Some community members either feel that HPD should absorb this cost into its existing budget, or feel this proposal is not a priority.</li> </ul>
8	HPD Training Curriculum Working Group	
9	Run one-time participatory budgeting process on building neighborhood connections	<ul style="list-style-type: none"> <li>• Several community members supported this proposal.</li> </ul>
10	Implement a software system and analysis for traffic stops	
11	Conduct multi-departmental equity analysis of the City's social media policies	<ul style="list-style-type: none"> <li>• Several community members supported this proposal.</li> </ul>
12	Apply a racial equity lens to resource allocation in the City's full budget, with a focus on the Police Department in year one	

13	Roll out GARE (Government Alliance for Racial Equity) trainings to staff throughout the City, with a focus on the Police Department in year one	
14	Employee Volunteer Time	<ul style="list-style-type: none"> <li>• Several community members supported this proposal as a way to increase community connections.</li> <li>• There is overall support for city employees to have more community engagement, but some do not support using city funding for “volunteer” hours, especially for police officers.</li> </ul>
15	Pilot Workshop Program with the City and HUSD	<ul style="list-style-type: none"> <li>• Several community members supported this proposal as a way to increase community connections.</li> </ul>
16	Community, Media, and Relations Social Media Internships	
17	Community Feedback/Complaint Liaison	<ul style="list-style-type: none"> <li>• Several community members expressed support for this proposal.</li> </ul>
18	Hold City facilitated discussions/forums to engage behavioral/mental health experts regarding responses in Hayward	
19	Explore a program that provides monthly stipends for income-qualified individuals	
20	Establish a process for people to voluntarily provide behavioral/mental health information pre-crisis	
21	Run a City-sponsored behavioral/mental health de-stigmatization campaign	
22	Communicate and map existing behavioral/mental health resources/process for community members	
23	Explore the feasibility of a sales tax increase in Hayward with all funds allocated to community safety needs	<ul style="list-style-type: none"> <li>• There have been several concerns about the use of regressive taxes.</li> <li>• There is a lot of funding for public safety projects, and there is a want for those projects to be housed outside of HPD.</li> </ul>
24	Develop a long-term plan for working toward a Restorative Justice Public Safety Model in Hayward	
25	Evaluate the Community Advisory Panel and explore other community oversight models, such as a Civilian Auditing & Investigations Office	<ul style="list-style-type: none"> <li>• There is support for this to be explored further.</li> <li>• There are community members that would like to see this proposal incorporate an external consultant to audit the department.</li> </ul>

## Statement from the Hayward Concerned Citizens

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We strongly feel that police continue to have a vital role to serve in our community. We do not believe that their exclusion from all realms of public safety will be cost effective, reduce crime or racial inequities, heal the divide in community relations, or curtail necessary responses in cases of mental health crises or homeless behavioral issues where law enforcement is needed.

We place responsibility with the City Council for ensuring appropriate use of our voter-approved measure A, C, D & T funds toward public safety enhancement. We do not support any further tax increases to allocate additional funds to community safety needs if these do not include the needs of our police force.

We believe in challenging the bias that because there have been police-involved shootings and incidents involving people of color that all police are racist or all police are bad.

It is a known fact that our city's population has grown while police staffing has not.

To be effective in their work and have the best possible outcomes, the police need to be given both the basic tools and advanced technology to do their work that other police departments across the nation have been authorized to use, including body cams for greater accountability and drones for wider coverage during incidents in progress.

Police are indeed overburdened with the multiple types of calls they must respond to. Whenever this is the case, there is less likelihood that they can devote adequate time and efforts to any one of those roles. We want to be assured that their prime focus will remain upholding laws and safety in our community.

We are also aware, to the point that Captain Matthews raised, that there are "moving pieces" to these proposed policies impacted by mental health and public safety reforms at the county and national levels. Through the Alameda County DA's office, we are in favor of the CARES program as a model for criminal justice reform -

[https://www.alcoda.org/newsroom/2021/feb/da\\_announces\\_groundbreaking\\_diversion\\_program](https://www.alcoda.org/newsroom/2021/feb/da_announces_groundbreaking_diversion_program)

Hayward already has capacity for two CAT teams which provide mobile crisis mental health intervention, but service gaps will need to be addressed within that system to enable 24/7 operational service and seamless triage at the dispatch level. We greatly emphasize that any mobile crisis team format will need to involve police presence in some way. Police must respond to ensure the scene is safe before other services can safely intervene, and this applies to emergency responders such as fire and ambulance crews as well.

At the national level, we support the passage of the 9-8-8 Crisis System Law, which goes into effect in July 2022 - <https://www.psychcongress.com/article/9-8-8s-success-hinges-support-mental-health-crisis-programs>

We also support the addition of a District Command Behavioral Health Clinician who has a broad knowledge of available mental health services and linkages and can serve as a liaison for effective response coordination between our city and county.

Concurrently, we support the proposal of a city-wide mental/behavioral health de-stigmatization campaign as well as city-held forums led by mental health experts to educate and inform the public.

We support the proposed pilot of Community Service Officers to respond and take reports on property crimes. Many of our neighbors on Nextdoor have expressed feeling put off or ignored by police as victims of these crimes.

We do not support a stipend program for low-income individuals but would prefer a focus on addressing affordable housing and the unhoused.

Concerning the homeless and expanding shelter options for them, we would like to see the addition of direct outreach workers in a type of district command center dedicated to our city. This is the vital role that the pre-approved budget for social workers would play, as there is not enough direct case management and the burden often falls on hospitals and their social workers to disposition the homeless to places where the resources are not plentiful. All unhoused should be required to register with the 2-1-1 Program/Navigation Center and then be assigned to Hayward-specific social worker caseloads. There needs to be better linkages between acute hospitals, John George Psychiatric Pavilion, and Shelters and Chemical Dependency programs (which are often full).

We believe that having a cost-prohibitive neutral consulting party and placing the burden of oversight for services and budget on our community is not appropriate. The Community Advisory Panel is already in place, and the community lay person is not an expert on workflows or budget. There should be at least quarterly town halls held by the police department and co-sponsored by the City Council to enable citizens to express their needs and concerns, as well as to establish some consensus on mutual goals for our city's future.

Overall, to resolve problems and enact reforms there needs to be a greater and more frequent span of community outreach. We encourage more social media posts and continued transparency from our city leaders and our police department. We support the idea of more community events that highlight the police as human beings and community partners, and more public education (such as the quarterly community Police Academy) and participation in career discussions in the public schools to highlight the experience and positive outcomes of serving with police.

We support reform, but not at the expense of defunding and demoralizing our police.

Sincerely,

HAYWARD CONCERNED CITIZENS (HCC)



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April 21, 2021

**Re: HayCoCoa's Response to Proposed Public Safety Solutions**

After nearly a year of organizing for this, the **Hayward Community Coalition** (“**HayCoCoa**”) is excited to see the City take its first steps toward making the budget and policy changes needed for true public safety in Hayward. The solutions proposed by the policy innovation teams (the “Proposals”) are the first time the City will consider the non-violent, care-first response models demanded as early as 2018 by the family of **Augie Gonzalez**.

As you deliberate, please keep in mind the lives lost – and the irreparable harm done to their families and our community – by the current system; Along with **Augie Gonzalez**, a few names you should all know include **Stony Ramirez**, **Roy Nelson**, and **Nate Greer**.

In preparation for this process, HayCoCoa recently revised its official demands:

- 1. Fund a mental health crisis response team.**
- 2. Move Hayward's 911-call center away from the Police Department.**
- 3. Double the funds addressing homelessness & housing affordability.**
- 4. Create a Hayward social services department.**

We're excited to see several of our demands being addressed in the Proposals, but we want to be clear that these demands are for *alternatives* to policing in order to protect the sanctity of life. This includes reallocating a portion of HPD's \$80+ million toward *non-police* solutions. **HayCoCoa objects to any proposal that would increase HPD's budget or police presence in our neighborhoods.** Along the same lines, we object to any stimulus funds being allocated towards the police department.

The heart of our goals is to create *alternatives*, not additions, to police.

The enclosed chart reflects our current positions in response to Proposals #1-9 (listed under the heading “Recommendations for Immediate Implementation”).

Respectfully,

Alexis Villalobos, Co-Chair  
The Hayward Community Coalition

	<b>DRAFT PROPOSED SOLUTION</b>	<b>HAYCOCOA RESPONSE</b>	<b>RELEVANT DEMAND</b>
1	Behavioral Health Dispatcher & Needs Assessment	<b>CONDITIONALLY SUPPORTIVE</b> – Dispatch needs to be removed entirely from the police department	#2 - Move Hayward’s 911-call center away from the Police Department
2	Mobile Health Response Team	<b>SUPPORTIVE</b>	#1 - Fund a mental health crisis response team
3	District Command Behavioral Health Clinician	<b>OPPOSED</b> – While we support expanded and improved Behavioral Health responses, it needs to be outside of the police department.  We want decreased, not increased, police presence in our neighborhoods. We oppose increases to police budget.	#1 - Fund a mental health crisis response team  #4 - Create a Hayward social services department
4	Expand Shelter Options & Outreach	<b>SUPPORTIVE</b> – Encourage reallocating police budget to fund this.	# 3 – Double the funds addressing homelessness & housing affordability
5	Behavioral/Mental Health Coordinator	<b>SUPPORTIVE</b>	All demands
6	Community Services Officers Respond to Property Crimes	<b>CONCERNS (OPPOSED IF THIS IS HPD)</b> – Which department will receive funds for this program? Can CSOs provide or be trained for other community services instead of only responding to property crimes?  We want decreased, not increased, police presence and interaction in our neighborhoods. We need alternative responses.	#4 - Create a Hayward social services department
7	Law Enforcement Career Internships	<b>OPPOSED</b> – Absolutely not. Goes against “reimagining public safety.”	
8	HPD Training Curriculum Working Group	<b>INDIFFERENT</b> – Does not create any real change	
9	Run one-time participatory budgeting process on building neighborhood connections	<b>SUPPORTIVE</b>	Original 7 Demands from FY 2021