

## Attachment IV: Supplemental Quotes

We are providing the following direct quotes to illustrate the trends explained in the staff report. We feel it is especially informative to hear these themes explained in the words of community members.

Note that these quotes are a sample and are not intended to represent all the views or experiences that we heard. To read full transcripts, please see the data map at [www.hayward-ca.gov/HaywardSafe](http://www.hayward-ca.gov/HaywardSafe).

### Safety Concern: Racism

- “Racism is our most challenging issue. Without a doubt it must take priority. It’s going to take long term effort to address it. It’s in our history, and today we are products of that history, and it’s time to look it in the eye, and heal it.”
- “When I think of racism, I think of how when my brothers walk down the street, people automatically find them inferior because of how they look; a tall brown guy that needs a haircut. Little do they know, my brothers are like teddy bears when you talk to them.”
- “I have received racist remarks from my own people in Hayward ... racism makes me feel very unsafe. And, you know, it is just something that's growing. I think in our society in general. And it made me really upset to feel it in my own home, my home hometown against me by people who live along side.”
- “I have not reached out to Hayward government for help. Now that I think about it, there was one incident with my neighbor that could have turned violent, but I chose not to call the police. One of my neighbors was a black man, and I did not want to risk the possibility of police officers escalating the situation.”
- “As an African American male, I don’t really feel safe anywhere in America.”
- A top concern is “racism (what happens when people instigate conflict based solely on their perceptions/biases...and have the ability to escalate the situation by calling in people with firearms or lethal weapons?).”
- “I shop Downtown. The biggest worry is when I encounter a rude store owner that assumes I don't have enough money for their items.”
- “I noticed when there's a lot of like Latino parties or African American parties. I noticed that the police will come and be disrespectful and tell us to shut it down. But when I noticed a white family, having a party. I'd never heard of cops coming in and stopping it.”
- “I felt unsafe in my city is when the corona virus started to spread and the Asian community was and still is being targeted and harassed ... I saw videos online showing Asian elderlies people being punched and pushed around. It made me really angry to see how racism against Asians was not taken seriously.”
- “I see the rise of racism around here [Hayward] too, like different races like Mexican, African American. In the US the African American community is getting treated badly. It's been like this but it wasn't this bad.”

### Safety Concern: Homelessness

- “When homelessness and mental health issues are addressed, then Hayward will feel safer.”
- “I guess the homeless population is a concern, especially around some of the lower income areas there's a lot of drug addicts. Drugs are a top concern.”
- “The top concerns is the homeless issue ... I feel like it's gotten way more apparent ... I think that's my main concern is, you know, giving these people the help they need getting them off the street. That's probably my more concern for their safety, more than mine. I don't feel threatened by any of them. It's just I just, I just hate seeing people living in those conditions.”
- “it is very dirty on the sidewalks, many homeless who I don’t know if they have medical problems. When shopping I try to stay away from people and be respectful. I don’t want to trigger anyone to hurt me or my family!”

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- “My top concerns would be not having so many homeless in downtown Hayward. There are some parts, like near A St which are really bad. Because it looks like a lot of them are on drugs, and you don’t know what their actions can be, they are unpredictable.”
- “The most pressing things related to safety and security would be taking care of the homeless and providing shelter and food because if you provide these things then they would not be laying in the streets and that would make the city feel safe and secure.”
- “When I was a freshman, one day night, I walked alone on my way home. There was a drunk homeless man chasing me, I tried to ask for help, but it was too dark and no one was on the street. After that, I was scared, and decided not to walk alone in the street at night.”
- “I also envision Hayward doing a better job when it comes to the homeless community. Obviously, there are homeless encampments and homeless people in other cities that are far worse than what Hayward is dealing with, but I want them to take care of the homeless problem, I don’t want them to kick them out.”
- “My friends and I went to the library only as teens and yet we would be frightened to death by the horrors of seemingly laying dead or even fighting with one another while being under the influence of drugs.”
- “I am concerned with the homeless. We need to provide safe places for them to live.”
- “panhandling makes me feel extremely unsafe. And I just keep my car windows up. And I just turned a blind eye to it, because I don't want to be harassed”

### Safety Concern: Healthcare, Covid, and Mental Health

- “During the start of covid-19 quarantines, I was concerned about my mom having to go into work. Her employer was ignoring the stay at home orders and had no PPE.”
- “My grandfather has cancer so I do fear that we won't able to support him financially.”
- Something that makes me feel unsafe is “isolation because of covid-19. As humans we are suppose to be social and that is difficult without fearing for your health.”
- “Isolation and being required to stay at home with a partner who is volatile.”
- “I think the government should focus on quality health healthcare system. Like if you make everyone can afford health care, and I think they will be fewer beggars on the street.”
- “I’m scared of losing a good healthcare because even if we lose our house or employment, I have my sister and a loving family to help us to get back up but if something happens and we’ll need to go to the hospital, healthcare would be so expensive especially now that there is a pandemic.”
- The solution we should prioritize first is “Healthcare. People need to have the feeling that they can take care of themselves and their families without having to go into debt so far that they then cannot pay for other things like mortgages, rent, utilities and food.”

### Safety Concern: Housing Security

- “Definitely housing. My family and I were nearly homeless for about a year. I had a difficult choice of consolidating my family into 1 bedroom (not an apartment, just a room) or dropping out of school and getting a job that probably wouldn't have afforded much better anyway.”
- “Housing: the prices or rent and houses is so expensive and my living conditions could be better but I cannot afford to move out.”
- “Housing has made me feel unsafe. Because of how high the rent prices are, we have had to downsize and even like this, we still get worry that if one of us loses our work, we would have a hard time to makes ends meet.”
- “Housing is priority. Rent and mortgage payments are very high and I think the city can do more about this.”
- “Factors in my life that make me feel unsafe are housing, losing my home and having to live under a bridge in so many dangers.”

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### Safety Concern: Economic, Job, and Food Security

- Top 3 Safety Concerns: “Financial and economic security (I lost my job a few months ago). Food. Housing.”
- “Yeah employment is a big one especially now with our current situation which ultimately affects housing and food.”
- “As a Black woman, racism and financial security are at the top of my list.”
- “Economic factors like income, because there are a lot of wealthy people in the country and they take advantage of the working class.”
- “Unemployment, employment is important to me because it seems like I have to go out of the city of Hayward in order to find something ... It just doesn't open up to me. And I think it's because I'm a black female.”
- “I think food security is my top concern due to Covid, not everyone doesn't have enough money to purchase, as well as employment due to Covid losing their jobs or very limited housing - loosing homes not being able to pay rent or mortgage.”
- “Over the past years that my dad has been renting the home we live in, rent has gone up dramatically. The struggle for my father would have to be the price of living in the bay area. He gets paid well for being a truck driver but all of it goes to waste because of the cost of living, food, and gas money.”

### Safety Concern: Climate and Fires

- My top concerns are “climate related crises, like fire and especially air quality.”
- “Right now it's these fires. That's the only thing making me fearful these fires ... with all the smoke in the air and we're breathing that that's a concern to me ... yeah my environment, the climate, that kind of thing. I'm concerned for my health.”
- “The most pressing concerns of mine are the environment and global warming that we are gonna have to try and somehow revert.”
- “As for the fires, I do have health-related concerns, the smoke has been so thick my family is concerned about long-term health effects.”
- “All of us are aware of the changing climate through daily weather, weather shows are increasingly complex and unpredictable, and climate change affects every country of the world. One of the most recent examples is that of thunderstorms.”

### Safety Concern: Gun Violence

- “When it comes to gun violence, I fear more for my brothers and the men in our community. All of the people that I've had in my life that died due to gun violence were the men and it's always put me in a fearful state of mind.”
- One of my top concerns is “guns control: US is different from other countries, many of the murders have guns and kill people.”
- “People with guns people who feel that they must have machine gun or rapid fire, revolver ... Those are the ones that scare me know that.”

### Safety Concern: Break-ins and Theft

- “My car being stolen makes me feel unsafe.”
- “I moved here about 4 years ago, since then, I've had my car stolen twice, broken into several times, and hate to hear sirens off in the distance especially late at night.”
- My top concern is “theft at the BART station, auto theft people breaking into cars; I had actually a co-worker went to Starbucks over there in Winton and he left his wallet in the car and forgot to lock his door and came back and someone stole his wallet.”

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### Safety Concern: Civil Unrest and Looting

- “I think the most pressing thing related to safety is the concern of further riots, especially in regard to how they can be taken advantage of to loot or damage property. This problem is compounded by the large concentrated gathering of people with respect to COVID concerns and my worry that another outbreak of infections could occur.”
- “Being in an area where a demonstration/protest is happening makes me fearful. I believe in the value of demonstrating. However, people are very quick to become violent lately and I don't want to be caught in the middle of something when going about my daily activities.”
- “With relation to Black Lives Matter I am concerned because there's been rioting and defacing up a local area just like 2 streets away from where I live. Like buildings being boarded up and broken into.
- “I think the riots, I have seen far too many videos about the destruction, people being assaulted, and I am afraid that one day I could get caught in the middle of it. I agree with some of the messaging from some protestors, but I think they go about it the wrong way which turns people away from their cause.”

### Safety Concern: Reckless Driving and Traffic

- “Traffic (cars run red lights and stop signs ALL THE TIME in my neighborhood; not enough bike lanes).”
- “I do wish there were more bike lanes. It doesn't feel safe while sharing lanes with cars.”
- “Pedestrian safety - I've managed to live in unincorporated parts and there aren't always sidewalks.”
- “Honestly, the biggest issue I can think of relates to traffic (with cars that pop out of nowhere / don't follow traffic laws!).”
- “I do not feel safe at night walking. It is very dark and need more streetlights. Also, the light on Gading Rd to turn to Schafer Park cars always speeding to run the red light and there has been multiple car accidents and that is a cross street that many families take.”

### Safety Concern: BART

- “I do tend to be more vigilant when traveling by public transportation, mostly BART”
- “especially if you get on BART and later in the evening and at night Oh my gosh. So that you know, and that BART station area is a place where you know, you could potentially run into some issues.”
- When I envision a safe Hayward, I envision “A Hayward where you do not feel unsafe walking around the BART station at night. I think our Law enforcement could be a bit tougher with crime and lawlessness in downtown Hayward and around the BART station.”
- “I don't like the BART station, the BART station makes me uncomfortable because I see a lot of derelicts, especially in the Hayward station, people asking for money just and not enough policing there to protect the elderly.”

### Gender-Specific Safety Concerns for Women

- “I feel fine walking around most areas of Hayward alone before sundown, but as a woman, I don't feel safe being alone anywhere after sundown.”
- “In some areas like down Hesperian on Tennyson in my neighborhood, there are people who might say creepy stuff to me because I am a young girl so I always feel uncomfortable when I'm alone on public transportation so I always bring headphones to distract myself.”
- “My top concern is being ... a woman and a small girl at that. Um, there's been so many times where I would fear like walking home by myself. And, like, even recently in March I was followed by a guy.”
- “I feel pretty comfortable being in my neighborhood, but I still won't go out by myself or walk alone. I think my fear of being out in public alone is more based on being a woman and the risks that come with that rather than being in Hayward or my neighborhood.”

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### Other Safety Concerns

- “Hard-working friends who are not legally here trying to get green card status.”
- “The huge gap between the rich and the poor. I think most of the crime in our society is rooted in the huge and increasing gap we have between the poor and the wealthy.”
- “Public transportation during the day is safe at night not so safe due to very little lighting.”
- “Honestly, the life of an immigrant in a foreign country is sometimes really tense. For an immigrant family everything is new and hard not to feel fear of the unknowing.”
- “I think there's a disconnection with the sheriff's department and the community.”
- “There is a lot of domestic violence and COVID is exacerbating our resources and we have to be creative with how we are going combat all of these problems.”

### Neighborhood Cohesion increases Feelings of Safety

- My neighborhood feels “more safe. We have a strong neighborhood connection. We watch out for each other. We take care of each other. We have neighborhood get togethers. We celebrate life events (marriages, new babies, new neighbors). We work hard to create a true community
- I feel “pretty safe as I get to know my neighbors”
- “A lot of us know each other here in the neighborhood and a lot of us are, you know, to get exercise we're walking and it's, it's a pleasant experience.”
- “I live in a neighborhood with a lot of families, so it's helpful to see other folks out and about at night.”
- “I feel comfortable and safe on my neighborhood because I know the families that live close to my home and they also have kids around my children age.”
- “I find Hayward to be a safe area. I assume part of the safety is long time neighbors.”
- “Communities should get to know each other a lot more. There are people who have been in their own community and known their neighbors for many, many years, so they most likely watch over each other's houses and are, the more connected you are the more willing you are to keep a lookout on someone else's cars, house...”
- “My neighborhood does [feel safer]. Again, that is because I'm on a court. And we all look out for one another, versus being out in the general areas of Hayward where I do not know anybody.”

### Desire for All Community Members to Feel Safe

- When I envision a safe Hayward, I envision “Local residents, business people, and students know a police officer and/or feel comfortable to contact police any time there's a worry ... no matter what language the resident speaks or where in Hayward the person lives.”
- “Everyone should feel safe and respected in the city, every hour of the day should feel safe, no one should have a thought of death each time they leave their house.
- “I believe that regardless of how good something may seem there's always something that needs improvement.”
- “Hayward is a community that has a lot of people of color and so when one is in the “more-funded” areas of Hayward he or she shouldn't have to fear anything ... Feeling safe in Hayward would mean that everyone is equal and no one is degrading one another and are instead upholding each other just as a community should.”
- “The most important things are having people feel safe because I know a lot of people around that do not feel safe because of certain events that has happened. For example, like how my neighbor has being robbed twice. Also, having police officers that are respectful and fair to everyone no matter their ethnicity.”
- “I just wanted to say that my main concern is for the minorities and the fear that the Hispanic community is feeling.”

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- “Another type of concern is the life at home kids face that we don't know about ... I think poverty and hunger causes a lot of things you know, that draws people to do things that you would never imagine.”

### Positive Views of the Hayward Police Department

- “My personal experience is that HPD treats people with respect and compassion. They are good at asking questions to assess a situation and are in fact concerned about working with the public to create a safe, strong Hayward community”
- “I feel relatively safe because of the police. Law enforcement acts reasonably and is trustworthy.”
- “I feel safe because when needed the police were here and ready to assist. I like the police in Hayward...Funding the police is essential.”
- “For the most part the police is trustworthy no issues. I have engaged with them multiple times and have neighbors who are police. They are doing a good job compared to other departments in the nation... Blaming the police for people doing drugs and acting belligerent isn't a solution and people should realize that to be communal we must put in the extra effort as a community to bring change to society. We need to police and they need more funding.”
- “Really good really quick upon arrival”
- “I don't have a negative perception of policing in Hayward. More community education around Hayward's policing policies and goals would be helpful for its residents.”
- “You know, I mean, all the encounters I've had with police in Hayward had been real friendly ... You hear the stories about excessive force and just any other I just haven't seen that. So, I mean, like I said, all my interactions have been positive.”
- “They're just doing their job. I wouldn't believe they're harassing anyone.”
- “I've not really had to interact with them very much, but when I've called, they've always been polite and it's not the [Hayward] police so much as the sheriffs because we live in an unincorporated area”
- “I think that policing is done decently in Hayward. Although police are not visible 24/7 but they keep people updated through the web. And I always keep myself updated with information posted by the Hayward Police department on “nextdoor”.
- “I think it is pretty good. Very grateful for our law enforcement.”
- “Yes, policing is done safely in Hayward and it's something to be admired. The reason why I say this is because the Hayward Police department, through their community outreach program, has partnered with the San Francisco Giants to offer a junior Giants program for children so as to foster confidence, teamwork, leadership and integrity in them.”
- “I feel that the policing in Hayward is fine, my feeling is that it's much better here than in areas such as Oakland.”
- “I think policing is done safely in Hayward because they are doing their jobs and protecting us. For example, one day I accidentally pressed the alarm number. I immediately hung up before the call was connected, but the operator still called back. I really appreciate their responsible and professional service attitude.”
- “There are like some shootings here and there, rarely but they're doing their job they're trying. It's kind of hard to take care of a whole city. Not as much not too much policemen. but I think is better now.”
- “I think police do a good job; I don't think defunding the police would help anyone ... I don't think I've ever personally seen a misrepresentation or a misuse of their power ... I would definitely say defunding the police would be a really bad idea. I don't think Hayward is safe enough for that.”
- “Both times my car got stolen I had to call the police. They were very professional and the first time I actually got my car back”
- “I think the police do a pretty good job in Hayward for the most part. I've never had a problem before. I have gotten a few tickets before but nothing serious, and I've been let off with a warning a few times as well, in both cases, they were pretty professional and fair.”

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- “Around work, it makes me feel safe because I know that they are here supporting with a homeless problem or slowing down the drivers that are speeding on Foothill Blvd.”
- “I've been on ride alongs with cops and the other cops that came across are nice. And you know, they like to do their job they like to, you know, they show respect ... And if someone's not listening, then obviously they have to do what they're trained to do to deescalate and handle the situation.”
- “I have heard about defunding the police, I don't think it is going to work, as I said police need to work more. If they have less money how they can have more ability to work more than they do now?”
- “The police here are friendly with people and yet at the same time is also quite straightforward with what needs to be done. In my high school often police officers would come in to talk about their career to the students so that the students could get a better understanding of their lives ... and this just shows the warmth of the department itself.”
- “We have yearly meetings with local residents and couple of representatives (Hayward police officers) at one of our neighbors home garage. People bring snacks and drinks and we chat about current state of events in neighborhood and police officers give advice to neighbors about effective use online resources to report any unusual behaviors and also reporting to city about some road conditions, local building code enforcements and some other nuisances.”
- “I do feel that it [policing] is being done safely. That said, I also have not had to deal with it directly. I have not heard anything disparaging about the Hayward police departments.”
- “The Hayward Police Department do a good job based on what they have to deal with daily and with how bad they are stretched. If the police force had more officers in their department, they would be able to cover more calls and each with smaller areas. This would provide the officers and the neighborhood community to work better and easier together.”
- “I have nothing negative to say about the Hayward police department or our local authorities in Hayward or in the Bay Area ... you know just cause Minneapolis, or Florida or Texas, have some bad apples, do not include those and in our Hayward PD.”
- “From my experiences, I would say yes, I have had good experiences with the police in Hayward. They always arrived not longer than 10 min. They are always around to make sure you don't speed. Even though I think the Hayward police department does a good job I think the police system in the whole country needs real changes.”
- “the downtown police bicycle ... When I walked downtown, they came up and said Hi ... And what I'm, this is my beat, just wanted to say hi. And I chatted with them a little bit and I said I told him my name and they never forgot. Wow. 10,000 people must go by every day and they remember your name. That's what I want in police officers.”
- “I think policing is done safely in Hayward when people follow it ... Law enforcement is of paramount importance to the quality of life. Each individual in the community has the duty to comply with the provisions of the law.”
- “I think they've been fine. But I know personally that they, they have had difficulty due to the size of the city. Trying to respond to different areas of the city sometimes can be difficult because of the sheer size and density and neighboring counties.”

### Trust, Systemic Racism, and Intergenerational Trauma

- “Us African American are a target, we have to make sure that we tell our children to make sure to listen and not resist when a police officer is asking you to do something. Which makes us and our child scared of the police because they can abuse their power and belittle us.”
- “I don't trust the police. I feel like they either do more harm than good or don't do anything at all. I lost a lot of loved ones to Hayward streets and I've always felt like their lives were brushed off and their case came out to be "gang related." But I always just thought no one cares to help us because we are

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considered as low-income families. This was a common narrative throughout my childhood and the first interaction with the police.”

- “My vision for Hayward is rooted in the historical knowledge that policing is slavery. The very institution beginning as slave patrols continues to function as such.”
- “My perception of Hayward police is deeply tied to my perception of police in our nation. I think that policing as an institution has ballooned into a group that has the power to take lives and the ability to not answer to the public when they make mistakes. I think that a lot of the issues we attempt to resolve in our community could be resolved through other institutions (schools, public health centers, community organizations) that need more support.”
- “I have been racially profiled a number of times by police. I feel like I have because it's just the way I look, people assume that I'm going to do something bad or like, my facial expression just gives off the wrong vibe. When it's just my normal face ... Or I can just be having like a bad or a rough day, and it could be affecting my facial expression and people would just assume that ... he has a bad face that he's gonna do something bad.”
- “Policing has always been a real prevalent issue because of racial injustice and stereotypes. I think it's always been an issue of the present if that makes sense. Policing as a whole is really difficult for me. I would call the police for some reason but not for others because they have been really unfair.”
- “My family is multiracial, so I worry about profiling. One of my sons is Filipino and has been profiled twice but in Danville and San Ramon so racial issues are big”
- “I don't hate them [police], but I also will not go out of my way to speak to them. If I see them, I go the other way. Law enforcement should be able to help keep individuals in the community safe. We shouldn't be avoiding them or scared of them.”
- “When I feel unsafe, I never call/reach out to anyone. I kind of deal with it on my own because I know when I call on others it just creates more problems.”
- I'm “afraid of being stopped by the police and being manhandled. Does that make sense to you? Because that's very pressing to me and it relates to today. And I try my best to avoid them at all times.”
- “It [policing] is NOT done safely. Why? – Racism, prejudice, bias, and an inner – subconscious time-based development of prejudged profiling combined with a want/need to escalate encounters directly from 0 to high order of violence. “To serve and protect” is a joke (especially to most youth and many minorities). Additionally, the judicial system is just as culpable as the police in its unfair systemic injustice of how justice is implemented between races and minorities.”
- “I've only called on the fire department. Calling the police is not an option for my household.”
- “I just worry about the kids that I know, especially the black males. I worry about them all the time because I don't know what they might encounter just by being out there.”
- “My rule: ‘I don't hate them, but if I see them, I go the other way.’ When I see them, I think that this could be my last breath. I don't run outside anymore - afraid that a neighbor might think I'm stealing something. I am always thinking that this could be the last time I see my sister, father, etc. because of police brutality. ... I have overheard police officers talking about the Breonna Taylor case, where they were blaming Taylor, stating that maybe she shouldn't have been hiding a fugitive ... I wasn't concerned about the police before these past few months, but I had to reevaluate everything. Have lost trust with the police.”
- Top safety concern: “given the current times, social injustice for my multicultural family.”
- “I have never called for an incident where I myself have felt unsafe. If I were to call, I would make it explicitly clear what non-police service would be needed. The risk of escalating a situation added with the lack of police accountability makes me apprehensive to even request police on any type of scene.”
- “The whole issue with police and Black lives and just everything that's happened with people's point of view on cops ... how do I say this, it was more of a feeling that they were checking in on us more than trying to protect us.”



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- “I also feel very nervous around the police because they carry around guns and other harmful weapons that I don’t want to be in front of.”
- “Hayward is divided ... by economic classes that are quite visibly distinguishable. In Hayward, there is a clear line between the rich and the poor, and knowing that such a line exists is just painful.”
- “I have never actually asked for help from any police especially because I feel very nervous around the police because they carry around weapons and because of all the police brutality I’ve been seeing in the news and it scares me.”
- “You know, like just praying that everyone that everyone in my neighborhood, everyone that I love in my neighborhood, makes it home without contact with the police safely.”

### Concerns with Police Responsiveness, Effectiveness, and Consistency

- “Not the right level of policing. Ex. 5 cop cars to pull over one car with one driver. Ex. police responding to a 911 call about a guy trashing a bar, making threats, waving a weapon around, and police show up late and do nothing.”
- “Anytime I see someone pulled over, there's always a gang of cops at the scene. Just feels unnecessary in most cases.”
- “At a previous job, I had a coworker that is autistic. My coworker asked me that if there was ever an outburst and they couldn’t be calmed down to not call the police, call his coach. The police are not trained to deescalate the situation, and more times than not, they escalate the situation and make it worse.”
- “My neighborhood is less safe at night with an increase of stealing pieces from cars because policemen are seldom seen patrolling at night.”
- “We do not see people patrolling much in our area.”
- “Historically they [HPD] lack integrity, there is no doubt good police but the fraternity like structure has kept many of them silent when it comes to speaking out on the wrong. Having roots in Hayward for 70+ years has afforded me the opportunity to hear first-hand accounts of stories from people who have worked within HPD. Harassment (especially of citizens of color), racism, misogyny, and bad conduct have been prevalent in the department for a long time ... This behavior is only exasperated by the fact no one in positions of power within the city has the bravery to call out or punish bad behavior,”
- “I kind of want police to work more, I do think some of them need to work more, or maybe they just don’t have enough police.”
- “So, I was living in an apartment with my two kids, and there was a large party going on. ... I called the cops and was like hey this is getting out of hand ... And the officer, he's like, Well, does anyone have a gun. I don't know but I'm not going to go up there and find out. That's your guys' job. And they said, well, if there's no gun we're not going. I was like really, wow, blown away by that response because I've never heard that in my entire life. I'm a single mom with two kids ... So yeah, I was nervous.”
- “When I'm around town I really don't see them.”
- “I think policing in Hayward is done in an unsafe manner because they charge into dangerous neighborhoods with very low chance to clear the area and control all circumstances.”
- “Some police are very, like prepared that they know what they supposed to do in a situation. And sometimes they're aggressive. So, depends. At some point you don't know ... I don't really trust any police.”
- “I think the policing is worse than the past few years. If the policing is done a very good job, I will not experience and meet that kind of dangerous people.”
- “I have never had any interaction with the police, other than when my sister's house got broken into. And I feel like the encounter was extremely frustrating ... They barely talked to us except to go over what happened. No one walked us through how they were going to investigate or how they were going to help us.”

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- “The few times that I've had police encounters I feel like they come off aggressive—just to see if that will lead to you providing more answers that they might want to hear out of fear. And then sometimes they're just super chill, like my best encounter was with a pregnant DARE officer.”

### Concerns with Over-Policing

- “Hayward is over-policed. Strongly over-policed. We police issues related to poverty, and they spend too much time monitoring low income neighborhoods and areas with predominantly minority residents.”
- “Some neighborhoods, like south hayward, see more police activity. It brings tension and fear to me as to why there is so much police cars patrolling this area.”

### Specific Negative Experiences with Law Enforcement in Hayward

- “Before I moved to Hayward, I did call the police. Now that I am in hayward, I do not call the police. Someone called the police on me when I was pregnant. The police officer came into my home and told my kids that they should say bye to me. That they were going to take me away. I was threatened by a police officer.”
- “One of the issues I've had is that my daughter has been stopped by police. And a police officer groped her. He had a female partner and my daughter begged to her that he stop frisking, and she just looked away. So, my biggest issue is the police just doing what they need to do.”
- “I was returning home from work one day, when I found a man in my backyard. He was a stranger. He was literally on a ladder getting into my house drinking a beer. My intuition was to call law enforcement. I had my godson with me at the time. I called the police. They took a while to get there because it was not urgent for them for some reason ... And when they came, they accosted my godson, who is a black teenager, as if he was the criminal ... The craziest part of that, they believed the guy who was breaking into my house, instead of me, the homeowner ... And all they did was ask him to leave. When I tried to follow-up with the reporting officer, they didn't even ask for the man's identification. So there is no record of who that man was at all that was breaking into my home.”
- “My cousins, siblings, and I like to go walk around the hills ... we'll just go to the hill for exercise and to get outside. And when we were younger, apparently there was shooting going on while we were in the hills. And we didn't think anything of it. We thought it was fireworks. And then police came, and they put all of us on the side. There were like 10 of us. They made us sit down on the sidewalk, and we had like a 2-year-old baby with us. They were asking what we were doing and for our identification. We were trying to explain we were hella young and just came to walk and enjoy the park.”
- “This one time, my sister was choking, and we were young, my parents were working. So, it was just us home alone. So, I was like, I've already seen police before. The police would come when my aunt and uncle would get into arguments, and it would escalate ... they never showed any empathy. I would see how they manhandle my aunt and uncle ... I have always been afraid of police. So, when my sister was choking, we didn't call the police, we ran across the street to our neighbor.”
- “I've had two incidents - 1st where my car got stolen and the police officer said “are you blind?” 2nd when I was at a red light and another car hit my car from the side (my car was totaled) and the police officer walks up to the white man who's car was behind mine. Mind you that I had to pull my 3yr old son out of the car screaming and crying. The police didn't ask me the fire fighter took care of us!”
- “I once saw an incident and the cops showed up. A cop said they needed to do a report and that I needed to tell them what happened, making me go through the difficult situation all over again. While I was giving the report the cop said they needed me to use certain words that were uncomfortable for me to say in order to be ‘specific,’ and then ended taking the report by saying ‘are you sure this is true?’ It felt uncomfortable to be asked that while I was describing something so traumatic. Like they were suspicious of me even though I was so uncomfortable.”

## Attachment IV: Supplemental Quotes

- “Two years ago, my friend, she was out late ... at around one or two with her boyfriend and they were just sitting down in their car and a whole gang of police officers thought they were doing drugs and so they came in, they really have like roughed her up and it was a really scary time for her at the time.”
- “I remember when I moved here as a teenager and I had to deal with cops getting called for no reason on me. Me and my friend got the cops called on us for standing outside of a motel and the police were disgusting to us. They were super touchy with us for no reason. It was both racist people calling the cops on us and the cops for being touchy because they can. That’s one of the worst things a cop can do to make someone feel unsafe. I didn’t press charges because I know it’s a cops word against some black girl.”
- “One time I was pulled over because I accidentally cut someone off. And the police were like, they pulled me over and they wanted to like search the car. And it was like, I mean ... there was no probable cause ... So I was like, What do you think that we're doing? ... It's like, why are you trying to like, like, do more than you should? Right now? yeah. What's your motive? Like? I don't understand that.”

### Suggested Solutions

- “We should prioritize community relations because there is still distrust between law enforcement and officials and community.”
- “The police wear too many hats! They're responsible for too much. For example, HPD posts a blotter to social media and on this blotter they respond to about 10 calls per week for mental health crisis. Police should not be responding to this. If someone in my family was having a mental health crisis, I would want to call a counselor or specialist, not a police officer.”
- “Domestic violence victims do not feel safe calling the police. The police escalate issues, and it's time we build separate entities for responding to these calls. Incorporate them in the dispatch, but break them away from HPD.”
- Prioritize “the basics: health, food, shelter. Then decriminalize non-violent crime. Then focus on lowering violent crime.”
- When I envision a safe Hayward, “I envision that hayward officials are more community builders and community participants and community building oriented.”
- “Going into neighborhoods with the highest rates of police activity with translators to help engage with people who may not have the resources to participate in online meetings.”
- “We must provide resources for the causes of crime: lack of access to food, shelter, opportunity. We must revamp a criminal justice system that continues to unjustly criminalize people.”
- “More police officers.”
- “Defunding the Police Department is one of the priorities because the money that could be refunded could be used in projects that may help to decrease crime such as lighting some streets.”
- “All of the people in every area of Hayward should get together and get ideas together among neighbors. They should talk about the problems they have ... This way they are able to communicate with each other and look after one another. The city will be safer if the neighborhoods gets together.”
- “Have the Police officers get to know people more, and better, one on one and in neighborhood s. Educate residents on what occasions require police to use the tools available to them: tasers, night sticks, guns, etc.”
- “I am open to having non-sworn personnel do homeless and other mental health calls.”
- “Law enforcement should be greatly reduced, many of the services they provide could be better addressed by social services.”
- “Parents receive certificates when attending academies lead by police at school, parents feel proud to receive this certificate from our police department. We want to continue working closely with police and city of Hayward.”
- “I really think more police activity leagues like they did back then ... peewees leagues. You know, that way officers see kids grow up and get in tune with the neighborhood that they're patrolling.”

#### Attachment IV: Supplemental Quotes

- “I feel like we just have to add more security cameras, policing with better training, not with force and more body cameras just to show how peaceful they are. Also, more police need to drive around, checking up on neighborhood.”
- “making sure that diversity and inclusivity is really part of law enforcement training.”
- “We should prioritize any ideas that bring the community together and improves communication between law enforcement and residents. We need to find ways to identify the common problems and goals, then come together and work on solutions to those. In my opinion, finding the problems come first before choosing a solution.”
- “I think we need to look at other communities where there is a stronger cooperation between the community the government services intended to help the community ... Also, it is becoming more obvious through recent events such as the riots that community and law enforcement bonds are fractured.”
- “They [police and government] should change their strategy. They should know what criminals and homeless people need and how to change their minds. For example, if there is a homeless person who is hungry, send them to a place where homeless teenagers can be provided with free food or free education to ensure they can be treated correctly. If this happens, the local security will be better.”
- “More investing in community and cultural activities - things that make people feel more invested in their community because I think the more invested or included you feel in your local community, the less likely you are going to want to do something illegal or negative in that particular community.”
- “Defunding the police and rerouting those funds to social problems will be a step in the right direction, and hopefully put people in much better situations that will deter them from committing crimes. When I say defund the police, I mean reduce its budget, not abolish it.”
- Police should have “A balance between providing safety but also being part of the neighborhood. Building a relationship with the neighborhoods they serve and not just portray this scary and mean police officer that wants to bust people”
- “It would be nice to see them [police] drive by and say hi to the community.”
- “I would like to know more about community resources from the city and the police, even the fire dept.”
- “Representation is very important. People can see themselves in the police and feel better about our community.”