Report: Findings from the Community Survey about the Brighton Police Department

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Janelle Duda-Banwar, PhD, MSW
Visiting Professor, Senior Research Associate
Center for Public Safety Initiatives
Rochester Institute of Technology
jmdgcj@rit.edu

Judy Porter, PhD
Professor
Center for Public Safety Initiatives
Rochester Institute of Technology

Nicole Pratt, Research Assistant
Center for Public Safety Initiatives
Rochester Institute of Technology

Irshad Altheimer, PhD
Director
Center for Public Safety Initiatives
Rochester Institute of Technology

Jessica Burt, BS, Research Assistant
Center for Public Safety Initiatives
Rochester Institute of Technology

Introduction

On June 12, 2020, New York State Governor Andrew Cuomo signed Executive Order No. 203: New York State Police Reform and Reinvention Collaborative. The Executive Order served as not only an order, "to eliminate racial inequities in policing, to modify and modernize policing strategies, policies, procedures, and practices, and to develop practices to better address the particular needs of communities of color to promote public safety, improve community engagement, and foster trust;" but, also as a guide for how departments identify, modernize, and develop these new practices. In August, 2020, Governor Cuomo released a more detailed roadmap for police reform and reinvention. One of the requirements was that police departments actively engage with the community in assessing their current state of policing and the direction in which the department wants to move.

The Brighton Police Department's Chief David Catholdi is leading the reform and reinvention effort in the Town of Brighton, New York. Some of the activities to date include partnering with Roberts Wesleyan College to increase minority recruitment and meeting with local community leaders to discuss policing. As part of these reform efforts, Chief Catholdi and the Brighton Town Board supported the development and distribution of a community survey to understand how the community views the Brighton Police Department. The survey results would then be used to direct some of the reform efforts.

Methods

The Town of Brighton and The Center for Public Safety Initiatives (CPSI) partnered to create, disseminate, and analyze the survey. CPSI is a research center housed in the Criminal Justice Department at Rochester Institute of Technology. CPSI has longstanding research relationships with local non-profit organizations (e.g., ABC's Save Our Youth), city agencies (e.g., Pathways to Peace), and criminal justice agencies (e.g., Rochester Police Department, Monroe County Sheriff's Office).

CPSI staff met virtually with Chief Catholdi on multiple occasions to understand the goal of the survey, how it would be used, and what Chief Catholdi specifically wanted to know more about from the community. The survey was developed by CPSI in order to meet the stated goals. CPSI also reviewed best practices for survey development specific to policing. This included reviewing the Department of Justice's Community Oriented Policing Services (COPS) survey guide *Community Survey on Public Safety and Law Enforcement (*2014)[1], the International Association of Chiefs of Police *Sample of Community Surveys* (2018)[2], and community policing surveys disseminated locally and across the country (e.g., *Policing in Rochester* Survey[3] (2020)).

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[1] https://cops.usdoj.gov/ric/Publications/cops-w0743-pub.pdf
[2] https://www.theiacp.org/resources/sample-community-surveys
[3] https://www.cityofrochester.gov/policesurvey/

Drafts of the survey were shared with the Chief throughout the process. A final survey was developed and can be viewed in Appendix A. The survey incorporated dynamic question ordering for some questions. This meant that the questions were adapted based on earlier responses. For example, if someone responded that they had a contact with Brighton Police in the last 12 months, then they were asked a series of questions that the respondents with no contact were not asked. This is one of the benefits of online surveys, that questions can adapt based on the responses.

The survey has two substantive sections, the first includes questions about policing and the Brighton Police Department (BPD), while the second section captures demographic and background data about the survey respondents. Background data was collected so that analyses could be conducted looking at certain groups. This was done intentionally because evidence continues to demonstrate that certain groups are treated differently by the police, leading to disparate criminal justice outcomes (see Cuomo's NYS Police Reform and Reinvention Collaborative: Resources & Guide for Public Officials and Citizens, August 2020; Autistic Self Advocacy Network, 2017; Callis, 2014; Urban Institute, 2020)

The Chief took on the role of disseminating the survey. He sent out the survey link to over 40 Brighton Neighborhood Associations. Those Associations then shared the survey with their members. The Chief also shared the survey with other groups including: Brighton Fire Department, Brighton Ambulance, Jewish Federation, Rotary, Islamic Center of Rochester President, local synagogues, and local colleges. The link was also posted to the Town of Brighton website, Brighton Police Department Facebook page, the Police Blotter, and circulated to the news media. It was also shared with the Brighton School District through the district newsletter in addition to other local schools.

The survey was available online for three weeks at the end of January into February 2021 (January 18-February 8).

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Brighton Community

Brighton is a 15.42 square mile suburb of Monroe County. Brighton is located south of Rochester and spreads to the east and slightly to the west. Portions of Brighton run along the Genesee River and the Erie Canal. The map below outlines Brighton in pink. There are numerous main thoroughfares that connect Brighton to the rest of the county. This includes Elmwood Ave, Monroe Ave (route 31), West Henrietta Rd (route 15), and East Henrietta Rd (route 15a). These roads connect Monroe County residents to the community's largest employer (University of Rochester), the local community college (Monroe Community College), numerous medical offices and facilities, and large chain stores (e.g., Costco). We did not exclude non-Brighton residents from the survey, as these commuters could have interactions with Brighton Police while passing through.

Map 1. *Town of Brighton Boundary*
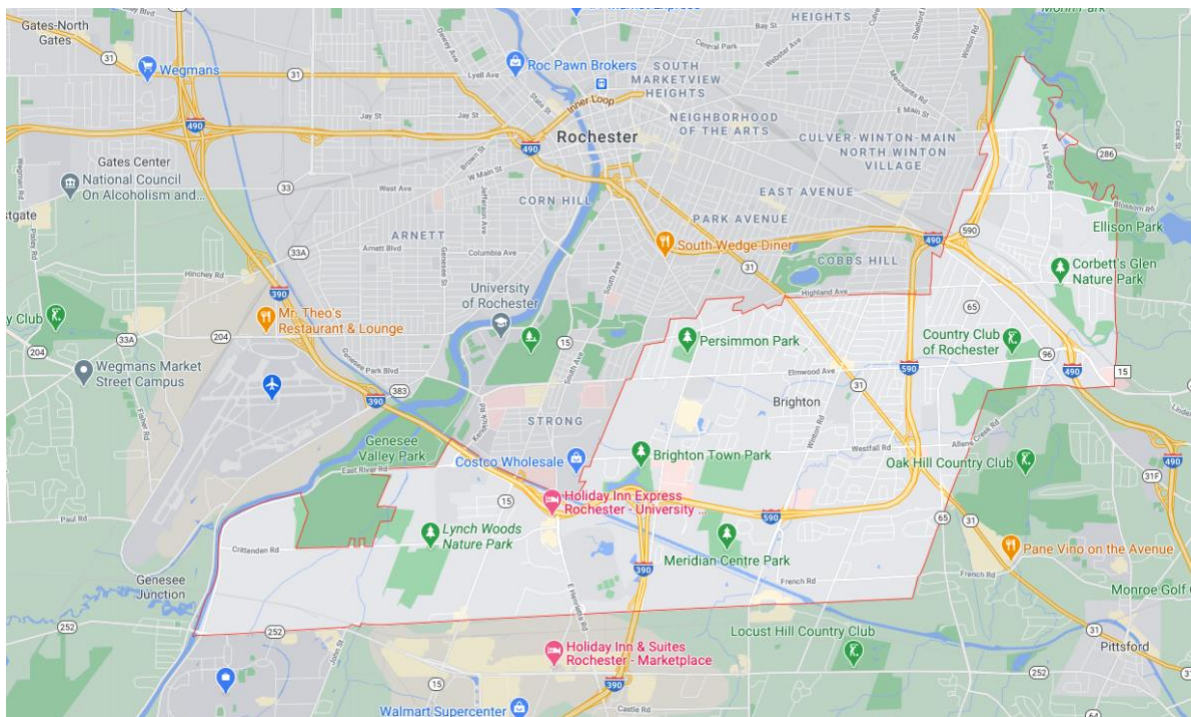
Brighton is considered to be one of the more diverse communities in Monroe County. Brighton has a population of 35,928 (US Census 2019 estimate), with 82.2% of the population 18 years of age or older. More than half (53.7%) are female and 75.8% of the population is white, non-Hispanic. Further, 10.2% is Asian, 6.2% Black, 5.1% Latino, 2.5% two or more races, and .5% American Indian. Nearly one-fifth (18.2%) of the population is foreign-born and 19.7% of families speak a language other than English in their home. It is a relatively affluent community, as the median household income is $75,807 and less than 10 percent (9.2%) of Brighton residents live in poverty. A small portion (6.1%) of residents under the age of 65 have a disability.
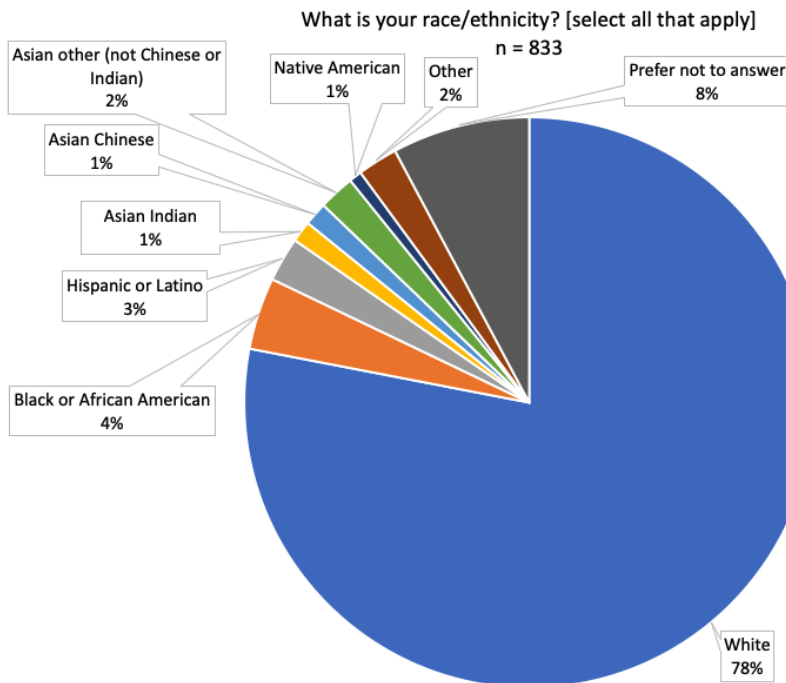
Findings

There were 856 total survey respondents, but not every respondent answered every question. The findings are presented with the number of responses for each question (referred to as an "n"). There were a few survey items that respondents could choose multiple responses (e.g., race/ethnicity, religion). This would mean that the n (number of responses) for those questions was larger than the number of respondents. In an effort to be clear when displaying the findings, if the "n" includes the word "respondents," then this was an item where only one response could be chosen, so we are reporting how many people answered the question. For the items when multiple choices could be chosen, the word "respondents" is not included. For example, in Figure 1 there were 833 total responses because respondents could pick multiple response options.

Background/Demographics

The overwhelming majority (94%) of the survey respondents reported that they live in Brighton. Of the 6% who do not live in Brighton, most are from the suburbs of Monroe County. The majority of respondents were home owners with only 5% reporting that they currently rent their home.

The majority (58%) of survey respondents identified as female, followed by male (36%), 5% preferred not to say, and the remaining identified as non-binary, transgender man, or transgender woman. Figure 1 shows the breakdown of the race/ethnicity of the respondents. Note that while individuals could choose multiple races/ethnicities, the majority of the respondents (78%) identified as white. The most common "other" response was Jewish.

Figure 1. *Race/Ethnicity*

What is your race/ethnicity? [select all that apply]
n = 833

- Asian other (not Chinese or Indian) 2%
- Asian Chinese 1%
- Asian Indian 1%
- Hispanic or Latino 3%
- Black or African American 4%
- Native American 1%
- Other 2%
- Prefer not to answer 8%
- White 78%

The most common age group of the respondents was 65 years and older, followed by 45-54 years. Figure 2 below shows the age distribution of the survey respondents[4].

Figure 2. *Age Group*

What is your age group?
n = 797 respondents
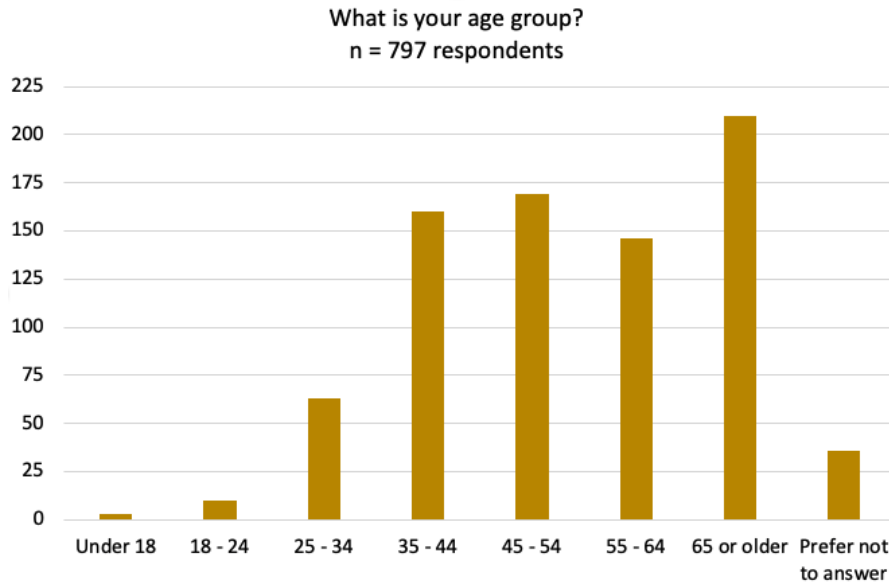
Respondents were asked about their religion/faith. The three most common responses were Christianity (41%), Judaism (16%), and no religious affiliation/agnostic/atheist (23%).

Figure 3. *Religion/Faith*

What is your religion/faith? [select all that apply]
n = 814

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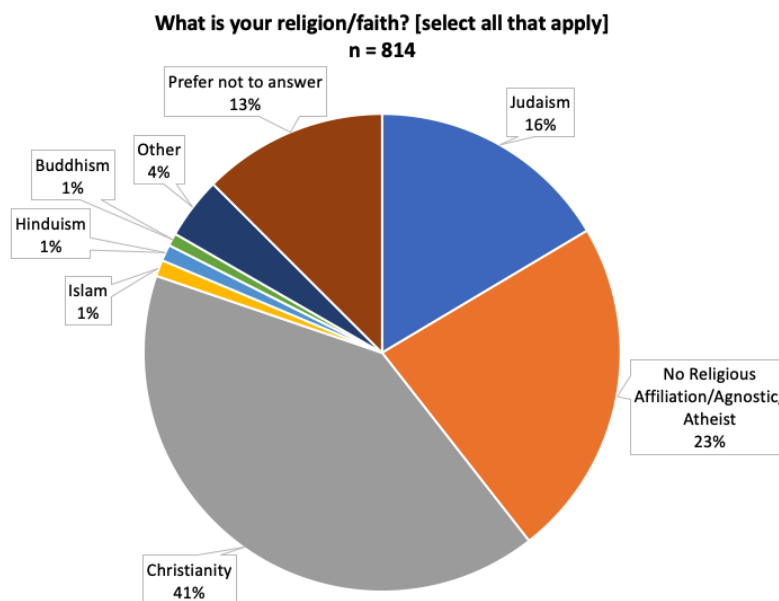
[4] Note that while 856 people took the survey, not everyone answered each question. As is common in surveys, the items at the end (which were the demographics and background questions) tend to have fewer responses than items at the beginning of the survey (Dillman, 1991; Green, Murphy, Snyder, 2000)

Finally, respondents were asked about some additional personal characteristics because evidence suggests that experience with law enforcement can be impacted by certain group membership. The results indicate that the majority of respondents (84%) do not identify with any of the characteristics listed (see Figure 4). Of those that did, the most common was immigrant (7%) followed by LGBTQIA+ (6%) and the least common was limited English proficiency.

Figure 4. *Evidence suggests that experience with law enforcement can be impacted by certain characteristics. For this reason, we would like to know if any of the following apply to you: [check all that apply]*

	Count	Percent
Immigrant	55	7%
Communication Disability	17	2%
Limited English Proficiency	2	.25%
LGBTQIA+	51	6%
None of the above apply to me	675	84%
Total	800	100%

The demographics/background survey results indicate that the survey did reach a diverse sample, but the survey respondents are not completely representative of the total Brighton population. For example, 4% identified as Asian in the survey, but 10% of the total Brighton population is Asian; further, 36% of survey respondents are male, while 46% of the total Brighton population is male. The findings described next should be interpreted with this in mind.

Brighton Police Department Survey Items

The items described in the above section provided an overview to who completed the survey, and this section provides the analysis of their responses.

There are two groups described in the findings. The first is the total respondents, referred to as the *Overall Respondents.* A sub-group from the *Overall Respondents* was created and referred to as the *Marginalized Respondents* in order to understand if that group's experiences were different or similar to the *Overall Respondents' experiences*. *Marginalized Respondents* were defined as respondents who checked at least one non-white race/ethnicity response and/or identified with one of the following groups: immigrant, communication disability, limited English proficiency, LGBTQIA+. See items #26 and #31 in the survey (Appendix A). There were 188 respondents who fell into the category: *marginalized Respondents*. Please refer to the Research Endnote[i] for more information on why this type of analysis was conducted.

Relationship with the Community

The overwhelming majority of respondents (90%) reported that Brighton police officers have a positive relationship with the Brighton community. A similar, but slightly less favorable finding emerged amongst the *marginalized* respondents, with 82% reporting that Brighton police officers have a positive relationship with the Brighton community.

Solving Crime

The results were more mixed when asked whether Brighton police officers are effective at solving crime. Nearly half (48%) of the *overall* respondents reported that they do not know, followed by 46% that said yes, and 6% said "no." Many respondents indicated that they would like more transparency from the BPD concerning police activities. A few respondents said they had not been informed about any resolution of their particular case and they would have liked some communication concerning the outcome.

It seems that case clearance and/or arrest data and/or other crime-solving data may not be accessible to many community members. Many residents reported that they wanted to be able to access records pertaining to calls, arrests, disposition of cases, and body-worn camera recordings but did not know the location of the data or the procedure to access the data. As one respondent wrote, "I don't see any place I can find these on the Brighton Town Website."

Recommendations:
1. Some means of informing citizens about the outcome of their cases should be implemented.
2. Instructions about how to access police data and BWC recordings should be made available.

Interactions with Brighton Police Department

Most survey respondents reported some sort of previous interaction with the Brighton Police Department (only 3% reported no interaction). When asked how they would characterize their interactions with the police department, the most common was professional, then respectful, followed by helpful, and then fair. Figure 5 below shows the distribution of the responses. A word cloud[5] is also included (Figure 6) which is another way to look at the same data. The size of the word represents the frequency of it, so the larger the word, the more times that response was chosen.

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[5] https://www.jasondavies.com/wordcloud/

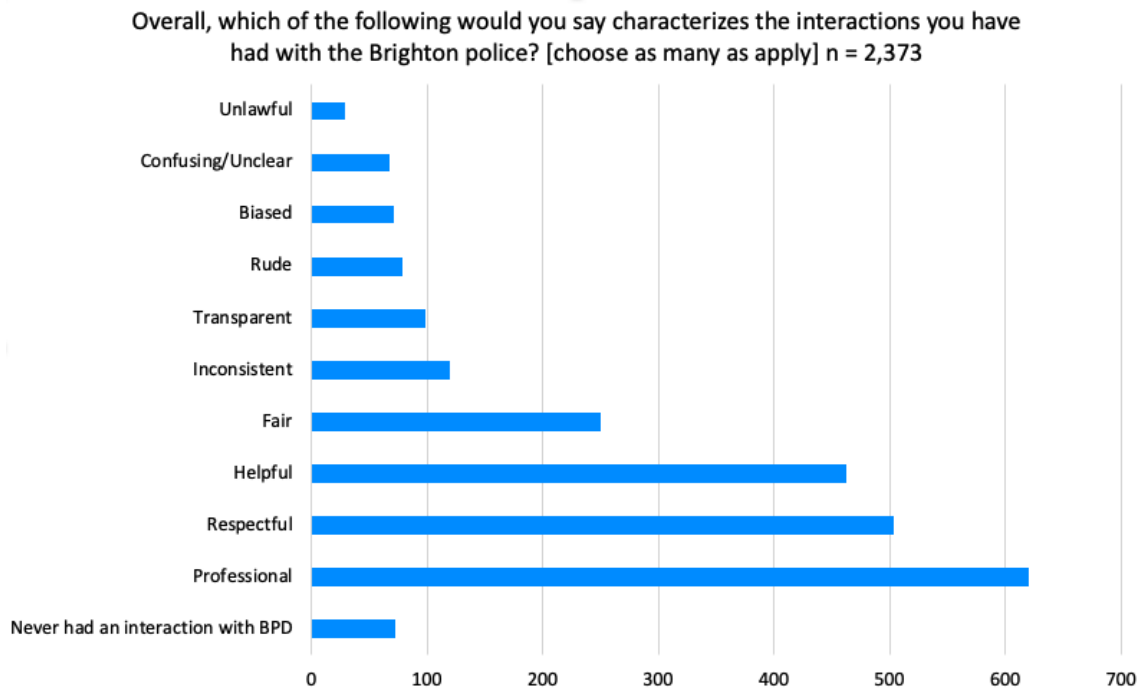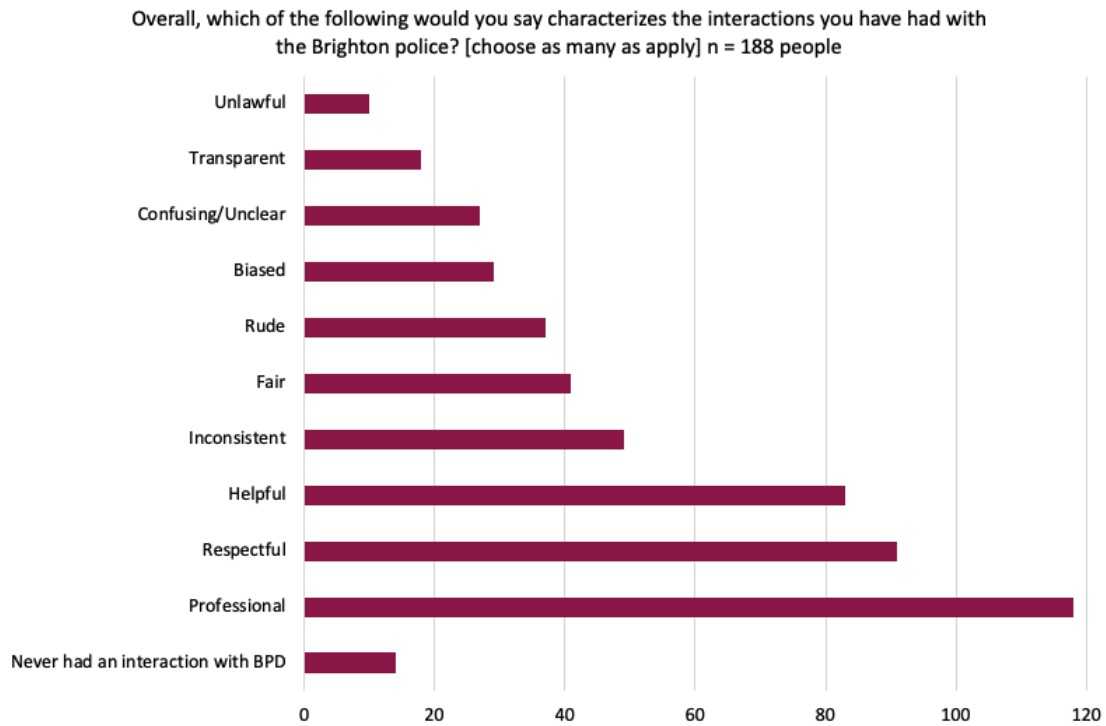Figure 5. *Overall Respondents: Characterizing BPD Interactions*

Figure 6. *Overall Respondents: Characterizing BPD Interactions, Word Cloud Visualization*

When looking specifically at the 188 *marginalized* respondents, some interesting differences emerged. Of the 188 marginalized respondents, 14 reported that they have never had an interaction with the BPD. That meant that there were 174 marginalized respondents who selected descriptors that characterize BPD (see Figures 7 and 8). The top three descriptors (professional, respectful, and helpful) were the same in both the *overall* respondents and the *marginalized* respondents. However, the fourth descriptor was inconsistent for the *marginalized* group, while it was fair for the *overall* group.

Figure 7. *Marginalized Respondents: Characterizing BPD Interactions*

Overall, which of the following would you say characterizes the interactions you have had with the Brighton police? [choose as many as apply] n = 188 people

The word cloud (Figure 8) visually displays the finding that a larger proportion of negative descriptors were selected by the *marginalized* respondents than by the *overall* respondents. Further, 82% of the descriptors that the *overall* respondents chose were positive, while for the *marginalized* group, 68% of the descriptors chosen were positive. This indicates that, overall, the *marginalized* group reported positively of BPD, however, there also seems to be numerous negative interactions that have occurred between *marginalized* respondents and BPD.

Figure 8. *Marginalized Respondents: Characterizing BPD Interactions, Word Cloud Visualization*

Many residents reported positive interactions with BPD by writing that officers were respectful, professional, and informative. "I have found Brighton officers to be respectful, helpful, and generally good people. Not true in all areas, but I think true here."

In general, respondents described Brighton police in a positive way, though not many respondents described Brighton Police as <u>transparent</u> (only 4% chose transparent).   One respondent complained that she was not informed that the officer would be submitting a referral to Child Protective Services concerning her case during the interaction. The respondent had called in reference to a domestic disturbance incident: "The officer also did not tell me he was reporting the case to CPS because it was witnessed by a child; I think transparency should be required." While fewer respondents chose negative words, like inconsistent, rude, and biased; very few selected unlawful.

Some respondents reported dissatisfaction with their interactions with BPD citing rudeness, disrespectful, discriminatory, and misogynist behavior. As described by one respondent: "Multiple interactions and the majority of officers fit the following descriptions: Rude. Disrespectful. Prejudiced. Did not listen. Victim shamed."

Recommendations:
1. Provide more opportunities for BPD officers to interact with the community on an informal basis in order to facilitate enhanced community relations.
2. BPD officers came across to the community as overwhelmingly professional, so any training and/or expectations within the department on being professional should continue.

Perceptions of Community and BPD
Respondents were asked to choose their level of agreement with a series of statements related to feelings of safety in the neighborhood, confidence in BPD, and making complaints against BPD. Respondents could choose from Likert scale response options for each statement (strongly disagree, disagree, neither agree nor disagree, agree, and strongly agree). The results are shown below, ranked by statements with the highest proportion of agreement to lowest proportion of agreement.

I feel safe and secure shopping, working, or participating in community events in Brighton:
- 91% of *overall* respondents agreed or strongly agreed
- 86% of *marginalized* respondents agreed or strongly agreed

I feel safe and secure living in my neighborhood:
- 90% of *overall* respondents agreed or strongly agreed
- 88% of *marginalized* respondents agreed or strongly agreed

Some respondents were unhappy with the BPD: "They seem overly aggressive and not true community police", while others were satisfied with the BPD at the community level: "The

officers do very well for the community they have to deal with." One respondent made a suggestion that BPD meet with community members in an informal manner in order to build community relations. "We need more public meetings where the police and the community can meet and greet breaking down any racial and religious barriers within our community. Coffee with a Cop is a great start."

I feel safe and secure when driving in Brighton:
- 87% of *overall* respondents agreed or strongly agreed
- 83% of *marginalized* respondents agreed or strongly agreed

Respondents felt safe and secure when driving in Brighton. One respondent explained, "I really appreciate the traffic patrols on Brooklawn Drive, a busy cut-through street with my small children playing out front." Another respondent explained, "I initiated informal chat at the Brighton Farmer Market, and once in my car to a cop car, to discuss the need for speed enforcement in Brighton (yes, I was actually asking for a speed trap, near Elmwood and 590, because cars fly over the hill on Elmwood (heading away from 12 corners), usually well exceeding the limit, hence a hazard to cars coming off 590). The officer agreed to look into it. Also, I think distracted driving needs more enforcement (kids using the phones while driving - we need more enforcement of this) in the 12 corners area."

I would feel comfortable calling the Brighton police department for help:
- 83% of *overall* respondents agreed or strongly agreed
- 71% of *marginalized* respondents agreed or strongly agreed

A respondent who was being harassed stated "I do not feel I was believed or taken seriously and the perpetrator still harasses me today." Another respondent felt that "Mental health and substance abuse are not taken seriously enough in Brighton." However, the majority of both respondent types feel comfortable calling Brighton police for help.

I have confidence that the Brighton police department does its job well:
- 75% of *overall* respondents agreed or strongly agreed
- 60% of *marginalized* respondents agreed or strongly agreed

One respondent stated "I know they (the BPD) take keeping the neighborhood safe seriously because they woke up my neighbors when they found that their car door was ajar in their driveway and suspected someone had entered their car to look for items to steal."

Brighton police respond appropriately to crime/disturbances at businesses:
- 71% of *overall* respondents agreed or strongly agreed
- 65% of *marginalized* respondents agreed or strongly agreed

One business was very satisfied with BPD officers' response to a call and explained, "We've had incidents with anti-choice protesters and they have treated both our staff and patients along with

protesters with respect diffusing the situation. Also, we've had identity theft and insurance fraud with patients and the police handled what was a hostile situation calmly and effectively. "

I trust the Brighton police department to make decisions that benefit everyone in the Community:
- 65% of *overall* respondents agreed or strongly agreed
- 46% of *marginalized* respondents agreed or strongly agreed

I believe if I made a complaint about a Brighton police officer, the department would take it seriously:
- 61% of *overall* respondents agreed or strongly agreed
- 45% of *marginalized* respondents agreed or strongly agreed

These findings reveal that the respondents generally reported positive perceptions of safety while in the neighborhood. However, there was less support when asked specifically about BPD responses. For example, when it came to how Brighton police respond to crimes at businesses, 71% of the *overall* respondents agreed or strongly agreed with that statement.

When asked about their level of trust regarding complaints about officers or decisions that the Brighton police department makes, the majority of *overall* respondents agreed, but at lower levels of agreement than the other items in this series. Such that, 61% of respondents agreed or strongly agreed that if they made a complaint about a Brighton police officer, that the department would take it seriously; conversely less than half of the respondents in the *marginalized* group agreed or strongly agreed (45%). A similar pattern emerged when asked about whether the respondent trusts the Brighton police department to make decisions that benefit everyone in the community, where less than half of the *marginalized* respondents agreed or strongly agreed.

These results indicate that when it comes to trusting the Brighton police, there are differences based on certain group membership, with people of color and/or people with a communication disability, LGBTQIA+, immigrant status, and/or limited English proficiency reporting less trust in Brighton police than the general survey respondents did. However, in terms of perceptions of safety, the overwhelming majority in both groups (*overall* and *marginalized*) agreed or strongly agreed that they felt safe doing certain activities in the community.

Excessive Force
Nearly half (47%) of the *overall* survey respondents reported that Brighton police officers do not use excessive force. Forty-five percent reported that they do not know, while 7% (n = 61) reported that Brighton Police Department does use excessive force. The results were again different when looking only at the *marginalized* respondents. About 15% of the 188 respondents reported that Brighton police officers use excessive force. This is more than double the proportion than what was reported in the *overall* respondents. For any respondents that reported that BPD does use excessive force, they were then asked why they chose that response.

Respondents indicated that they, "Have seen them persecuting people of color without equality." And "There have been incidences when more than one police car has come up on a child who is not presenting danger to self or anyone, is not in possession of a weapon, etc." A few respondents indicated that they had been victims of or had witnessed BPD use of excessive force. One respondent explained that they, "Felt mishandled after I fell at roadside." Others said, "I've seen excessive force used" or "It has happened with me."

One respondent explained, "I work with a non-profit that helps those who cannot afford legal counsel and have witnessed accounts of excessive force." And another stated, "I have studied a case, and seen footage of such an event. The officer received NO discipline or retraining, even after he was shown in court to have acted illegally." Another example included, "I saw a video where they chased someone who wasn't breaking the law and verbally and physically abused him."

Other respondents cited some unions fighting against the release of disciplinary records as evidence of excessive force, as explained by one respondent, "Based on the fact that they are attempting to hide their disciplinary records even after the state has allowed them to be opened up, you have to assume that they have much to hide. Disgusting. They should remove any officers who won't disclose their records." A large number of respondents described BPD as shielding their officers' disciplinary records, referring to the repeal of 50A. As stated by another respondent, "Every leader and supervisor in the department should come out strongly and publicly and state that they believe that the repeal of rule 50a should be followed and should commit to fighting tooth and nail in the courts and in the legislature to make those releases happen."

Another respondent explained, "They have not advocated for eliminating qualified immunity. They are encouraging officers to shield disciplinary records and they have not once spoken out publicly against the RPDs brutality against citizens of Brighton. I though they are supposed to be brave and serve the public? Or are they too cowardly to criticize an abusive department and follow some police code to protect each other before serving citizens?"

While these comments reveal how some of the respondents were treated and/or feel about BPD and excessive force, it is important to recognize that the majority of both respondent types (*overall* and *marginalized*) either did not know if BPD uses excessive force or reported that BPD does not use excessive force.

Discriminatory Practices
Slightly more than one-third (38%) of the *overall* respondents reported that Brighton police officers do not engage in discriminatory practices and 48% reported that they do not know. However, 14% of the *overall* respondents (more than double when asked about BPD excessive force) reported that Brighton Police Department does engage in discriminatory practices. Similar to excessive force question, the *marginalized* group reported higher levels of discriminatory practices than the general survey respondents did. Nearly one-third (32%) responded that Brighton police do engage in discriminatory practices, while 34% said BPD does not, and 34% said

they do not know. For any respondents that reported that BPD does engage in discriminatory practices, they were then asked why they chose that response.

One respondent stated, "BPD is known for being slightly racist towards people of color" and another responded, "I was dissatisfied with the traffic stop interaction and believe racial profiling was involved." Another respondent stated: "I strongly feel that my son (adopted, Hispanic and a teenager at the time) was profiled several times by Brighton Police, who were rude and inappropriate with him."

As explained by one respondent, "I have asked Brighton police for help in a same-sex related stalking case and I was laughed at in the police department and told it wasn't a big deal. Though the individual stalking me has been doing so for over 15 years across several states. The homophobia and the minimization was deeply discriminatory."

Other comments included, **"**For mental health, drug overdose and domestic violence or family conflict situations, it is a must for police officers to have a ASL interpreter present at the site when communicating with a deaf person. Never ask other family member to translate for them."

Another respondent explained, "It's helpful for all police officers to know American Sign Language as this will ease the additional stress on the deaf person esp[ecially] when dealing with mental health. Misunderstanding often occurs and it's best for the officers to request sign language interpreter immediately and write a note saying you do want to understand and hear him or her. This validation is important and provides the safe space and respect."

Related to Autism, a respondent had this to say, "My concern is with how officers would handle a child/adult with Autism who his having a mental break down. What tools are available to calm the person and de-escalate the situation? Can an officer recognize a person with Autism, keeping in mind that there is quite the range of verbal and mental abilities that person may have. I'm thinking of a person, who is 6' 1" and 200+ lbs, but mentally may not always be able to behave appropriately in crisis situation."

Body-Worn Camera Transparency
When asked about transparency with body-worn camera footage, most respondents (75%) reported that they do not know if the Brighton Police Department (BPD) is transparent with their body-worn (BWC) camera footage. This was followed by 17% who said BPD is transparent with their BWC footage, and 8% said they are not. The *marginalized* respondents were similar to the overall respondents in that 71% did not know how transparent BPD is with their BWC footage, but 17% responded that BPD is not transparent with this footage, while 12% reported that they are transparent. These findings seem to indicate that the public is not clear on the accessibility and availability of BWC footage by the BPD.

Some respondents wanted to be informed if the officer was wearing or using a body-worn camera during the interaction. "I had the experience at my home of body camera on but they didn't tell me until after. They need to disclose that first upon engaging in a residential call." Another

respondent stated, "I've had many interactions with the Brighton police due to crime committed against my property. I've never noticed the cameras nor ever been told they wear them."

Another respondent said, "If they are, I don't know where to find the videos. Being transparent would entail making it available for anyone to see." And another explained, "I'm not sure they need a survey question to tell them they're not transparent. I'm told you have to go through all sorts of hoops to get the footage. It should just all be available on a website."

Recommendations:
1. Officers should be cognizant of informing citizens that BWC are being used and make this information accessible on the town website.
2. Make it clear how citizens can access BWC footage, including what type of information would be redacted and why a request would be denied.

BPD Contact in last 12 months

Nearly half (48%) of the *overall* respondents reported that they had contact with BPD in the last 12 months. For those that had contact with BPD in the last year, they were asked a series of questions about that contact. This section describes the findings of those 405 individuals who reported that they had contact with BPD in the last year. The table below shows the type of interactions that these 405 respondents had. The most common was some other type of interaction, followed by a professional interaction, then a community meeting or event, and then crime victim. We do not know what "other" interactions the respondents were referring to, as there was not space in the survey to describe the interaction. Respondents could select more than one contact type and the distribution is shown in Figure 6 below.

Figure 6. *Nature of BPD Interaction*

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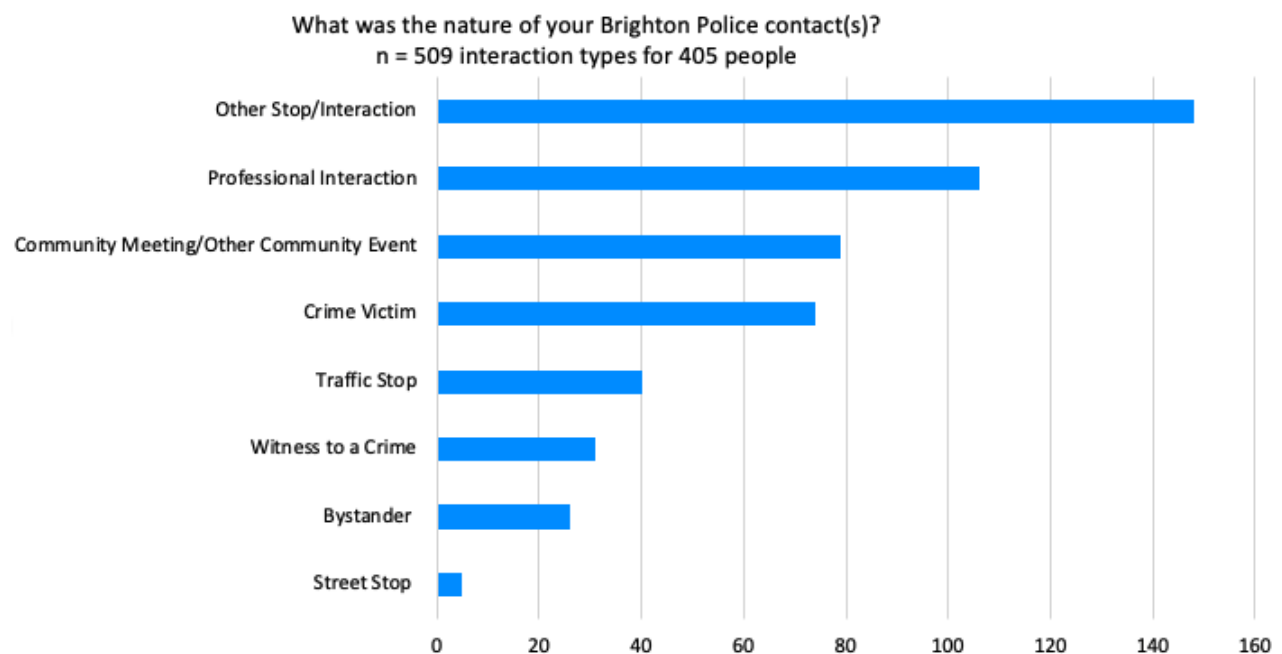
Over half (54%) reported that they were very satisfied with the interaction(s), while 14% reported that they were dissatisfied or very dissatisfied. The breakdown is shown in Figure 7 below. These results indicate that respondents were overwhelmingly satisfied with their interactions with BPD in the last 12 months.

Figure 7. *Satisfaction with BPD Interaction*
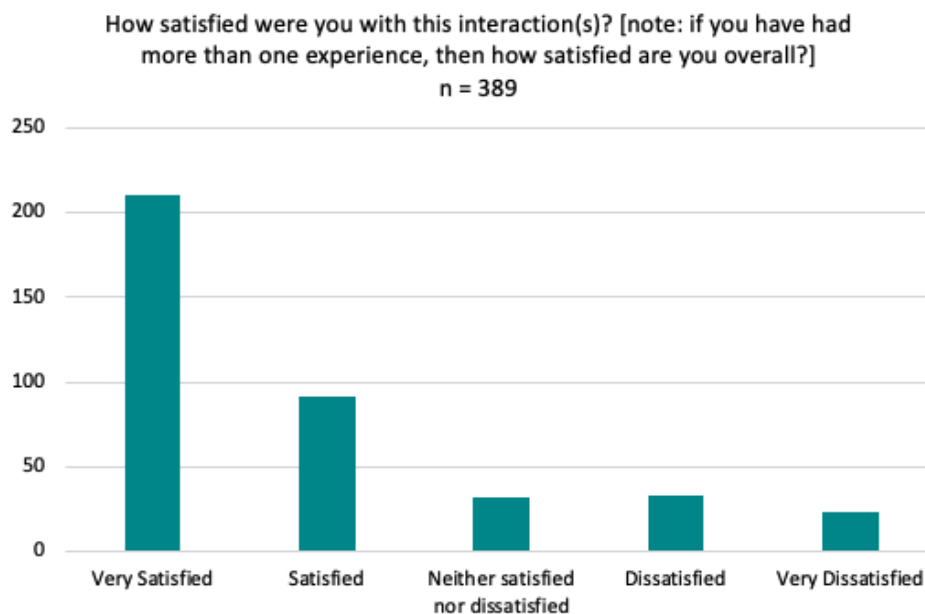
Respondents were asked why they chose the satisfaction level that they did. A number of positive comments were provided by respondents. "The officer was responding to a home alarm. I am that neighbor's designated contact when they are out of town. The officer was professional, and courteous while we walked through the home." Another stated "The Officer was very nice, respectful and I felt was concerned for my well-being." One respondent described a prompt BPD response, "They arrived very soon after call. Were professional and understanding of my situation."

Other positive experiences included: "The officer I spoke with was very sympathetic and understanding. He took his time to listen to me and to respond in a professional and knowledgeable manner." And another respondent explained, "I called for several community development opportunities, was quickly routed to an officer would could provide decision-making assistance, and was provided with appropriate, community-facing guidelines to proceed." Specific to COVID-19 a respondent explained, "The officer came to my house, gathered the information on my identity theft and did so with respect and more importantly compassion. The officer provided additional information to help me resolve this matter. Because this was during covid I felt even better because the officer wore a mask and maintained a 6' distance."

Other respondents had mixed reports of interactions with BPD. "There is one officer that works in the department that is AMAZING and treats people with respect no matter what race you are.

Other officers within the department that I've interacted with when I've called for assistance a few times due to an issue are rude, disrespectful, and take their authority above and beyond because they are wearing a badge."

One respondent explained, "Most of my experiences with the Brighton Police department were positive, - however, when my car was stolen, and recovered by Monroe County Sheriffs, the Brighton Officer who responded made me feel horrible. I felt worse after he left than when I realized my vehicle was stolen. I had to follow up with the police department repeatedly. When I followed up with the responding officer with information I received from the tow truck driver who recovered my vehicle, he informed me that "he was going on vacation" and I needed to contact someone else. He acted as if I was bothering him."

Police Response to Certain Call Types
Communities across the country have begun to look at whether certain types of emergency calls may warrant alternative responses to law enforcement. Once such call type, mental health crises, has gained traction as a potential call that could have an alternative response. However, just what this "alternative response" looks like is not yet clear to most communities. For this reason, there were survey items asking the community about three call types: mental health, substance abuse, and homeless. Respondents were asked how well BPD responds to these calls and then what type of, if any, alternative response they would like to see. Respondents were then asked if there were any other types of calls that might be suitable for an alternative response. This section summarizes those findings.

Mental Health Related Calls

The majority of respondents (73%) did not know how well Brighton police officers respond to calls regarding mental health. Only 6% reported not well at all, with 15% reporting that Brighton police respond very well to calls regarding mental health. As suspected, not many respondents had an opinion because most people do not have experience with this type of call.

Substance Abuse Related Calls

The majority of respondents (82%) did not know how well Brighton police officers respond to calls regarding substance abuse. Only 4% reported not well at all, with 12% reporting that Brighton police respond very well to calls regarding mental health.
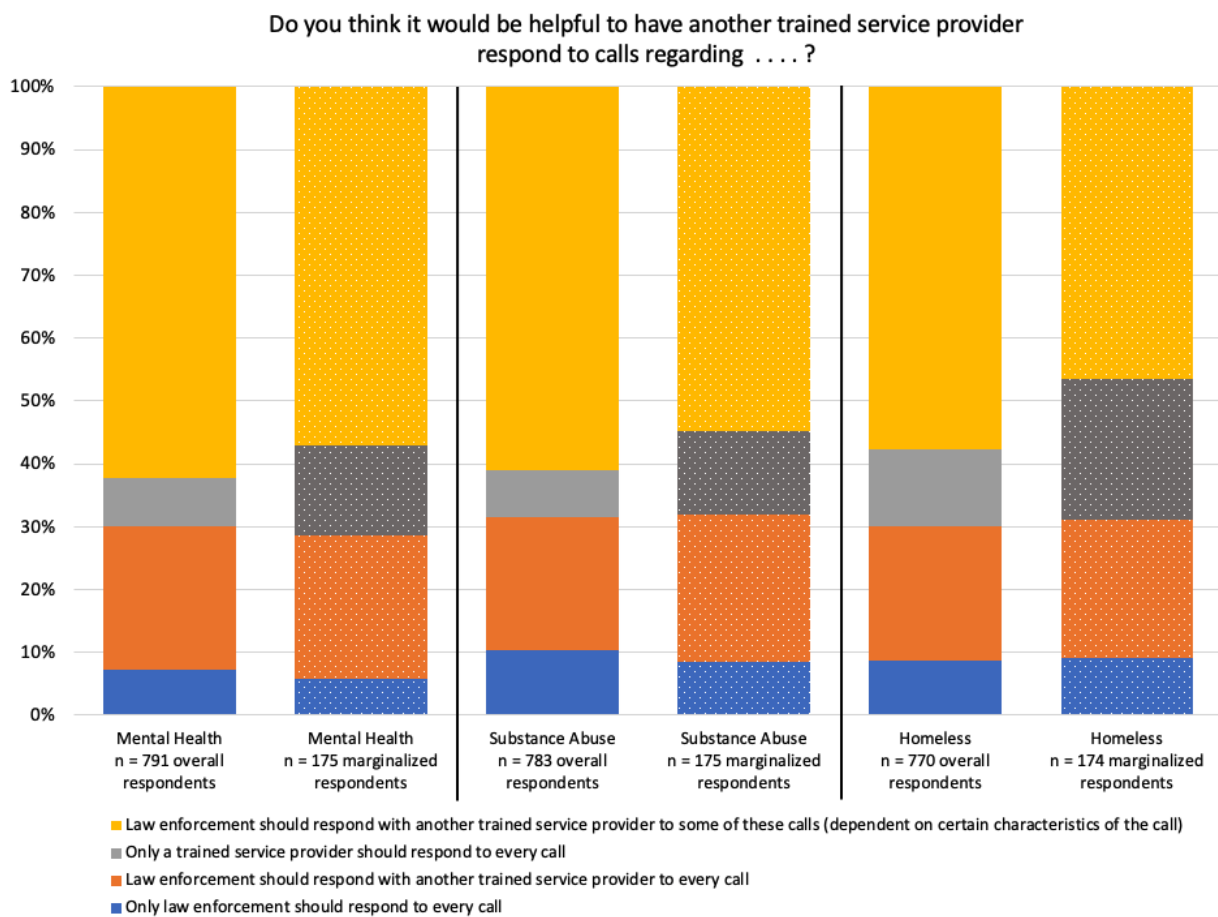
Homeless Related Calls

The majority of respondents (51%) did not know how well Brighton police officers respond to calls regarding homeless issues[6]. Only 9% reported not well at all, with 22% reporting that Brighton police respond very well to calls regarding the homeless.

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[6] Note that in the original survey, the response option "I do not know" for this item was mistakenly left out. When it was brought to the research team's attention on 1/23/21, that option was added in, as originally intended. This might explain why this call type received 51% for the "I don't know" response option and 22% for "Very Well".

Figure 8 below shows the proportion of each response type that the *overall* and *marginalized* survey respondents would like to see for each of these types of calls. For all three call types, the most frequent response they would like to see is: Law enforcement should respond with another trained service provider to some of these calls (dependent on certain characteristics of the call). This was the same for the *marginalized* respondents. For each call type, 10% or less of the *overall* and *marginalized* respondents selected "Only law enforcement should respond to every call." This is clear evidence that both groups support a model that involves law enforcement and a trained professional.

Figure 8. *Overall and Marginalized Respondents: Emergency Response Type*

Do you think it would be helpful to have another trained service provider respond to calls regarding . . . . ?

- ■ Law enforcement should respond with another trained service provider to some of these calls (dependent on certain characteristics of the call)
- ■ Only a trained service provider should respond to every call
- ■ Law enforcement should respond with another trained service provider to every call
- ■ Only law enforcement should respond to every call

For the *overall* respondents, having only law enforcement or only a trainer service provider respond to every call had a similar proportion of responses (7-12%). However, that was not the case with the *marginalized* respondents, as the least frequent response for all three call types was a law enforcement only response. This further indicates that the *marginalized* respondents supported more of a shift away from a law enforcement only response to some call types than the *overall* respondents did. Calls regarding the homeless had the largest proportion (12%) of the

three call types to recommend only a trained service provider responds to every call. This was also similar for the *marginalized* respondents (22%).

Recommendations:
1. BPD to assess how many calls fall into these categories to get a sense of how many calls may be suitable for an alternative response
2. Begin a community and police process to more clearly and systematically identify which types of calls should receive an alternative response and what the alternative response will look like, including goals, funding, parties involved, expectations, and responsibilities.

<center>Other Matters for Alternative Response</center>

In addition to these specific types of calls (homeless, mental health, and substance abuse), respondents were asked if there are other matters that should receive an alternative response. Respondents identified a variety of other matters that are currently handled by police which may be better addressed by others with different skills and expertise. Some respondents felt that all calls should be handled by the police while others felt that all calls should be handled by other professionals. However, most respondents listed the types of calls that should have a different response than what is currently happening, without necessarily describing what that response should be. The most frequently suggested call types were domestic incidents, traffic situations (including, traffic stops, minor traffic violations, directing traffic, motor vehicle accidents/crashes), and parking complaints.

As one respondent wrote, "Traffic stops. It's not really whether the police should respond but changing their uniforms to be less intimidating, ensuring they make requests and not commands, only displaying firearms in violent scenarios. Hopefully the reimagined policing will be a true reimagining and radical change and we will see a more diverse and kind unarmed force rather than what we see today." Another suggested, "Parking complaints could be first taken to a neighborhood organization. Family problems should be handled by professional unless there are weapons involved."

And another respondent listed types of calls and what they would like the response to look like: "Yes, parking complaints, cats in trees (not sure if that really happens!), accidents should definitely be officers. Any domestic dispute should be both. Any medical emergency, including mental health, substance abuse, should be both (even if EMS is on the way). Neighbor disputes, noise complaints, code violations, etc., could be initially handled by a civilian response team, offices called if the situation were to escalate. (a lot of times situations can escalate just because there are "uniforms" present)."

Another respondent suggested, "Only criminal law enforcement, criminal investigations and civic emergencies (traffic problems, flooding, looting, etc.) should be responded to with armed police forces. Domestic violence responses are always potentially dangerous, but in general, police do not seem well-trained in dealing with them, and their presence can precipitate violence. These

should be handled by professionals trained in domestic violence de-escalation, restorative justice practices —and quietly backed up by un-uniformed police officers ready to respond to violence and protect the family and the professional leader in the call."

Mental health related issues and schools were also mentioned frequently. Some respondents felt that police could respond but that they should be unarmed for many of these situations especially those involving schools. As written by one respondent, "Police intervention should only be required in situations where the potential for physical danger or violence is genuine or when a criminal (or perhaps civil) investigation is required. Also, in most situations, BPD does not need to carry a firearm."

As stated by another respondent, ""Traffic control, accidents, parking. I do not believe that a badge and a gun are necessary for these situations. Resources would be better spent towards the needs of the town and its residents. Let the police force shrink by attrition/retirement and support the police force by providing specialists to respond to non-life threatening incidents. It really is the best of both worlds for the residents. Consider the residents, not the police union, or quantity of officers." This was mentioned a number of times about unarming policing or a distinction between unarmed police and armed police. "It depends on the definition of police. I think the school guards are police too, but they are friendly and don't carry guns. That should be the case for any police officer not responding to a violent situation."

One respondent described from personal experience why a social worker would be helpful during a mental health crisis:

> We had to call for a MHA for our teenage son several years ago. The care and support the BPD provided as we planned how they would enter our home, the layout of our home, etc... we knew he would be aggressive, and the officers prepared for that. Knowing how my son was taken care of during this MHA makes it nearly impossible for me to watch the videos of Daniel Prude. WHY DIDN'T HE HAVE THAT CARE AND COMPASSION? Why!?

> Furthermore, it was the first time I had witnessed a MHA, it was very traumatizing for me, watching my son be wrestled down by police, as he tried to fight them, being taken outside in the frigid cold, no jacket no shoes, still fighting. I had no idea what the next steps would be, who we would contact once he was at the hospital, and what would happen upon his return home. Having a social worker to walk me through that, at that time, would have been INCREDIBLY helpful. It also quite possibly, could have saved us another 4 years of torture and hell with our son, had someone been able to provide guidance for us on next steps, based on this experience.

Other ideas that were shared included: having someone else take reports after a crime takes place, runaways, cyberbullying, issues involving people of color, community events, child welfare situations, pan handling, victimless crimes, identity theft, situations involving the elderly, and non-structure fires. There were also a handful of respondents who indicated that these matters

depended on the incidents and should be service-oriented and skill-specific: ""Pick the best tool/skill set for the job from a service-oriented point of view."

Another respondent stated, "Generally speaking, the police should either be more narrowly utilized for crime prevention, crime enforcement or crime protection OR the police should be better trained and equipped in other areas. In a place like Brighton where crime is less common it may make more sense to reduce the emphasis on crime related activities and increase the emphasis on a range of service where trained experts may provide services and expertise more appropriate to the situation."

As described by another respondent, "In general, if there is an outcome other than arrest on the table, another party should be present, just as there are calls for EMTs or firefighters in conjunction with police at need. Police need to be able to focus on their core competencies of protection and enforcement; when cases of mental health or physical dependencies come in, they should leverage other professional expertise for better all-around outcomes".

Recommendations:
1. Mirror some police departments' use of unarmed officers who are trained in dispute resolution and de-escalation techniques to respond to non-violent calls where a weapon is not needed.
2. Use a triage approach that includes mental health and social service workers to assist with calls that deal with such issues as domestic disturbance, neighbor disputes, mental health checks, etc.

Safety and Quality of Life

Survey respondents were asked how well the BPD maintains safety and quality of life for certain groups and geographies. The results indicated that, overall, BPD does very well with maintaining and providing safety in the community.

The vast majority of both the *Overall* Respondents and *Marginalized* Respondents agreed or strongly agreed that <u>BPD maintains safety in residential neighborhoods</u> and <u>provides safety and security of school-aged children</u>.

	Respondent Type	Disagree / Strongly Disagree	Neither agree nor disagree	Agree / Strongly Agree	Total Number
Takes care of the community's overall safety and security.	Overall Respondents	8%	11%	82%	805
	Marginalized Respondents	12%	18%	70%	186
Maintains safety in residential neighborhoods.	Overall Respondents	7%	9%	83%	804
	Marginalized Respondents	10%	11%	80%	187
Provides safety and security of school aged children	Overall Respondents	7%	14%	78%	799
	Marginalized Respondents	10%	18%	72%	186
Maintains quality of life for everyone in the community.	Overall Respondents	13%	17%	70%	798
	Marginalized Respondents	22%	21%	57%	187

There was somewhat of a divergence when respondents were asked whether they agree that the BPD takes care of the community's overall safety and security. The majority of respondents in both groups agreed or strongly agreed, but there were lower levels of agreement with the *Marginalized* Respondents (70%) versus the *Overall* Respondents (82%). A similar pattern emerged when asked about maintains quality of life for everyone in the community, with a larger proportion of the *Marginalized* Respondents disagreeing or strongly disagreeing (22%) than the Overall Respondents (13%).

These findings indicate that the respondents generally agree that BPD takes care of safety and security, but when it comes to maintaining quality of life for everyone in the community, there may be some room for improvement.

Open Comments
After the respondents completed the survey, they were asked if there was anything else that they wanted to add or make BPD aware of. There were 239 responses to this item. In this section, we include a summary of those responses, but we also include any other open-ended responses from prior questions that did not fit under their original item. For example, when answering what other types of calls may warrant an alternative response, one respondent explained, ""I do not know if this is a process/procedure, but training officers in other languages would help. I only know of 1 officer that speaks Spanish, do not know of any who know sign language, and we also have a high population of Slavic languages." This respondent's suggestion was similar to other suggestions related to departmental diversity.

Respondents most often commented on areas where the BPD could improve. Respondents frequently identified that the police department needed more diversity. They also identified issues of racism, biases, discrimination, and inequality either that these issues were occurring or ways they could be prevented and managed. For example, one respondent explained, "From personal experience: I have been treated several times in a condescending, disrespectful way. The fact I do have a foreign accent might be contributing to this?"

Another respondent said, "Not an LBGTQ-friendly police force. Getting slightly better, but has a long way to go to change their culture. We have a toxic neighbor due to our son being transgender. Police have often sided with neighbor." On the other hand, one respondent talked about a positive experience, "I am very happy the local police make their presence known at Jewish temples when appropriate. I very much appreciated the Brighton Citizens Police Academy and have little contact otherwise."

There were times where people indicated that their interactions tended to be positive but that it would be beneficial to ask people of color because their positive interactions could be dependent on race. Some respondents felt that BPD protects and serves the residents of the community unequally with a focus on taking care of the wealthier, white residents and not so much those of other races, ethnicities, and status. As one respondent stated, "I think to broadly say they care for everybody in the community is wrong. they care for the wealthy and for the other police officers in other communities. It should be criminal for them to put the interests of other officers over that of the public"

Another wrote, "Have observed BPD selecting a black driver to stop, out of group of cars traveling at same speed." And another respondent explained, "I am a white woman with a brown husband and black son. I am not concerned for my personal safety in Brighton but I firmly believe my husband and son's health and safety are at risk every time they leave our home due to police brutality of black and brown people." One respondent had this to say, "They do a consistently good job, although African American friends have complained about their additional scrutiny."

In addition to concerns over direct policing by BPD, some respondents felt that the department needed to be more transparent including speaking out regarding unjust issues in other departments.

> This is clearly a department that works hard to appease the rich white people but fails to speak up about racial equity. The Brighton community has come out strong in favor of the Black Lives Matter movement, and everyone in the community from our schools to our town supervisor to our children to our businesses, to our town counsel persons have come out vocally in support of the movement, but the police department has been silent. How about a Black Lives Matter banner at the police station and painted on police cruisers? If you have officers leave as a result, those are exactly the ones you don't want in your department. But the police departments silence on police violence in the nation and the greater Rochester area has been very conspicuous, and should be in the forefront. Why can our Superintendent of Schools put up a banner at 12 Corners,

and our Town Supervisor speaks loudly about his support for Black Lives Matter, yet the police chief, and all the police executives have remained conspicuously silent???

And another respondent stated, "Good department, but needs much more diversity and needs to be outspoken when our citizens go to the city and get gassed by the Rochester Police. We need our officials to publicly speak out against this and show us they're not engaging in some police code of silence and will never tolerate in Brighton what the abusive department in the city of Rochester does." Transparency suggestions also centered on disciplinary records and policies. A number of respondents described taking a closer look at contracts and the agencies that BPD works with. As one respondent explained:

> Thank you for asking for our input. I think our department is great! We should tear up contracts with the racist and terrorist police unions in the past and only negotiate terms with unions that are willing to be transparent on officer disciplinary records and will allow a contract in which an officer can be immediately dismissed for an inappropriate use of force or for a racist action. We should also not use policy templates from known racist organization that pervade the companies that contract to law enforcement these days.

A number of respondents made comments related to transparency. One respondent explained, "Officer disciplinary files should be posted on the website from their current jobs and all law enforcement jobs held anywhere. The department should be outspoken on the fact that they would never consider using the kind of excessive force the RPD used against protesters." And another respondent, "Per the governors repeal of 50a Brighton should make its police records completely transparent to the community instead of reporters having to file FOIL requests."

Respondents also used this space to identify issues within the Brighton Community that need to be addressed better by police. Many of these issues were concerning traffic violations and speeding. One respondent explained, "Home, garage, vehicle break ins/theft seen to be more prevalent than in previous years. This really concerns me, as I don't feel safe in my home, leaving my home empty, or even doing yard work without feeling unsafe and at risk. I wish there was more regular and frequent police presence in my neighborhood. I am of the mindset that we need more police, not less. But seeing them other than an occasional (rare) speeding down the street would be beneficial."

Another respondent described mixed experiences with BPD:

> The negative scenarios I have seen and experienced overshadow the few positive interactions I've had with the Brighton Police. To be clear, I have seen some officers handle situations in both a professional and respectful manner, but the others have been ridiculous. I will share one example of what I'm talking about: on two different occasions a police officer came to our door to make an inquiry about something and both times, each officer, rather than use the doorbell, pounded on the door as if trying to break the door down. Is this an intimation tactic? If not, why is this approach

authorized or is it? To be perfectly honest, my take on the training of police officers in general is that it is a militaristic approach and needs to be seriously revamp. After all their job is to serve the public (whether they are from Brighton or not) not the other way around.

A number of respondents were concerned about the BPD's use and display of weapons. "They should not send armed police officers into a school. They should not have armed police officers at community events and parades. They can use the same police but take off their violent gear. They even show up to community meetings with their arms - which is very intimidating." As explained by another respondent, "Parking, barking dogs, and other basic things that occur in the blotter do NOT require sworn officers with guns."

There were also many respondents that indicated strong support for BPD, that they do their job well, and that they have had overall positive interactions. As described by one respondent, "I believe the BPD is more responsive to community needs, at all levels of the force, than most comparable Departments and they do a good job keeping the community safe." Another stated, "The Brighton Police Department does its mission very well and has very positive community outreach efforts. The Brighton Community is a very safe environment with a responsive and community-oriented police force. The Chief is doing a superb job at engaging the community and leading the Brighton Police." Some even took the time to use this space to thank the BPD for their service and good work.

Other comments included, "My interactions with the Brighton police department over my 25+ years living in Brighton, while limited, have always been positive." And another respondent said, "All my interactions with the Brighton Police department have been positive.   In my experience they looking to make sure everyone and their property is safe and are NOT looking to make arrests if not absolutely necessary. This is much appreciated. I do not see the need for any change. If it's not broke..."

Another stated, "My home backs up to businesses and banks in the area. I appreciate seeing a police car patrol every now and then as I think it helps them know the neighborhood for when there is a problem and makes me feel more secure. While I have not interacted w/ BPD in the last 12 months, I have interacted w/ them in the last 2 years and those interactions were helpful and positive."

A Business owner had this to say, "Although I have had frequent interaction with BPD professionally, fortunately I have had very limited interaction with BPD as a citizen of Brighton - a dog issue, a suspicious person on the street issue. In both instances, police responded quickly and seemed genuinely concerned about the problem. I think BPD knows where my street and house is. BPD adds to my family's quality of life."

In terms of reimaging the police, respondents had some ideas.

Reinventing policing is great. I look forward to seeing the upcoming changes! getting rid of the guns and military paraphernalia style uniforms and macho attitudes would be a good thing. Being approachable and not assuming that anyone they walk up to is a criminal until they have reason to is a good thing. Full transparency on everything from discipline records, officer social media presence is also key, and most importantly, let's get the racial mix up changed and not wait months or years to do it.

And another stated:

I think it's more important, as you say, to reimagine policing than to turn to other groups. Perhaps disarming police that respond to routine traffic stops, accidents, and specially schools is key. Thank you for wanting to reimagine policing. As much as Brighton is a great police department, I am glad that we are finally acknowledging as a society that policing as we have known it for decades has failed a good part of our population and needs to radically change. I look forward to seeing a radically different reimagined demilitarized, diverse police department in Brighton and look forward to your leadership in this space. Thank you for taking this very necessary and difficult step!

Finally, one respondent suggested a total change-up to how public safety is approached:

I'd like to think BPD, as a smaller suburban precinct in an economically advantaged area, has a better foundation upon which to build than many larger, city police forces. I believe our police department should be converted into a broader public safety agency with more compartmentalized responsibilities. ALL police in the US have too many expectations placed on them. Let's restructure to create Brighton Public Safety! In this model, a small portion of officers could retain core policing duties, with many others retrained and reassigned to specialized non-policing duties, and an appropriate portion released and replaced with dedicated, degreed social service workers. THAT would be incredible progress!

Discussion

The 856 respondents had a lot to say about the Brighton Police Department. Respondents overwhelmingly feel safe in their homes and community. Respondents also felt strongly that BPD has a positive relationship with the community. Words like professional, respectful, and helpful were the top words chosen to describe the Brighton Police. There were also numerous comments about the good work that the Department is doing. These comments included how professional BPD is, the safety BPD provides for the community, and their respectful interactions with the community.

This survey was created in a specific way to solicit feedback from the community, so it was expected (and hoped), that the respondents would not only have positive feedback, but that they would also have suggestions for improvement. In some cases, the suggestions were based on

actual experiences with BPD, while in other cases they were suggested based on perceptions, conversations with other community members, or knowledge of other departments.

One of the key takeaways is that there were a number of areas where respondents did not seem to have enough information to form an opinion. This included how BPD currently responds to calls regarding mental health, substance abuse, and homelessness. It might be valuable for BPD to provide some general information to the community about how frequently those calls occur, what is a typical outcome, what sort of specific issues they are for (e.g., what is a typical "mental health call"? suicidal ideation, homicidal ideation, psychotic break, etc.) and whether there have been any civilian complaints filed regarding these calls.

There were other areas that respondents also did not have enough information, and this was more surprising. For example, when it came to Body-worn camera (BWC) transparency, solving crime, excessive force, and discriminatory practices, a large portion of respondents selected, "I do not know." Recommendations are suggested below on how to improve some of this information sharing. But, some other ideas include allocating resources to make data more readily available and accessible to the public, share training content as it relates to BWC, bias, and use of force. Also include information like how officers report misconduct regarding another officer, what the process is, and what support is offered to officers. A number of respondents were concerned about officer disciplinary records and have this perception that BPD is attempting to shield its officers from releasing the records. BPD should be clear about where they stand with this order and their reason. A specific survey or discussion forum with minority groups was also highlighted as they may have more information regarding discriminatory practices.

The findings indicated overall positive findings regarding BPD. However, when looking closer at the *marginalized* group, some important differences were identified. *Marginalized* respondents showed less support for BPD and less feelings of safety and security. Nearly one-third of the *marginalized* respondents reported that BPD does engage in discriminatory practices (14% of the *overall* respondents said BPD does). Respondents provided direct accounts of when they were discriminated against as well as general statements about BPD and discrimination.

Education or training is one effective way to reduce discrimination, but so is closer, meaningful, sustained contact with the numerous diverse Brighton community members. This is more than showing up to community meetings; it is about encouraging officers to actively speak with community members. This may include officers regularly checking in with business owners during their shifts (without any sort of crime report initiating the interaction) or conducting walking patrols or attending high school sporting events, art shows, and graduations, for example. Other ideas include conducting targeted outreach with some of the marginalized populations, like LGBTQIA or deaf and hard-of-hearing individuals. Some of this may already be occurring, and it is important that it is an expectation of the department, so there is policy that builds in specific engagement. There also may be a need to swiftly and certainly handle any officers who are intentionally discriminating or engaging in problematic behavior. While this also may be happening, finding a way to convey to the community that there have been consequences for

unacceptable behavior may help to improve the public's perception of transparency and discriminatory practices.

The respondents indicated that some sort of publicly accessible website or dashboard that includes a number of police indicators, and other community-targeted information, like how to request BWC footage, make a complaint, or request information would be helpful. This would certainly require resources, but hiring a new data analyst and/or social media person could help to make some of this happen.

There were a number of comments about BPD making public statements regarding police behavior in other jurisdictions. The respondents wanted BPD to make a statement instead of "being silent." BPD should work with the Town to determine the best course. Law enforcement is indeed a community in itself and it is reasonable to expect officers to support other officers. However, in these instances of community crises, BPD could go out into the community to hear directly from their members. This serves BPD as well, as it can be an opportunity to clarify or correct any inaccurate assumptions that the public has.

There were a lot of ideas regarding BPD responding to certain call types, and whether there should be an alternative response. The major takeaway is that the community is supportive of a shift away from law enforcement only responding to these calls. The big unanswered questions, though, are what are the resources needed and how would this be funded. It could be useful for BPD to meet with potential service providers, including crisis counselors, drug treatment specialists, homeless advocates, and others to understand what is needed on these calls, and what the goal is when responding to these calls. For example, is it just a band-aid, or are there ways to build in accountability from the other system providers to ensure that follow-up occurs? It is also recommended that BPD conduct sessions with the community to get a better sense of what types of calls should have alternative responses and whether there is a tiered response system (e.g., officer with gun, officer without gun, civilian police employee, outside agency employees) or some other response.

This community survey is only one of many ways that police can gather input from the community. Additional ways include interviewing people who have been arrested, conducting community listening sessions, proposing changes and soliciting feedback, directly targeting certain people in the community for specific feedback (e.g., business owners, residents on streets with traffic problems, etc.), and hiring an outside consultant to assess how well BPD does with certain practices.

Limitations

While this survey is one way to gather feedback from the community there are limitations to community surveys. In this particular case, it is unclear if all the respondents or potential respondents realized that the survey was not created or analyzed by BPD. There were comments that indicated that a few of the respondents thought that the survey was created by BPD. If this is the case, then it may have biased some of the responses. This survey was only available online,

so anyone with limited internet access could not complete it; the same is true in terms of language, it was only available in English. Further, the survey was open for three weeks, but if it was available for a longer period of time, there may have been more responses. Finally, the survey respondent demographics show that the respondents may not have fully reflected the demographic makeup of the area.

Recommendations

We have suggested recommendations throughout this report. In this section, we list the overall recommendations based on the totality of the findings:

1. Officer training for sensitivity toward marginalized groups and training in de-escalation methods and in procedural justice techniques. Procedural justice is based on the concepts of fairness, transparency, voice, and impartiality in resolving disputes and the allocation of resources (Utilizing Procedural Justice in Law Enforcement - ILEAA).
2. Specialized officers or civilian police employees for certain groups – mental health, autism spectrum, deaf or hard-of-hearing, and domestic disturbances, dispute resolution and traffic control.
3. Officers who are trained to respond to situations that would not require a firearm.
4. Officer and community interaction events that are targeted to marginalized groups.
5. Enact or enforce policies and practices that encourage officer interactions while patrolling, this could include business checks or conversations with groups like the URMC's Deaf Wellness Center.
6. Expand the diversity of the BPD to include more members of minority groups including women.
7. Provide instructions about how to access data, officers' records, case outcomes, and BWC recordings which should be made available to the public. Regularly provide police data on the website, possibly through the use of a data dashboard.
8. Demonstrate support for the Black Lives Matter movement.
9. Weed out officers who have demonstrated allegiance to white power ideology.
10. Continue to investigate not only which types of calls could have an alternative response, but also identify what the alternative response should look like and what the expected outcomes are. This process should be done with the public's input.
11. Continue to cultivate a culture of professional officers.

Conclusion

In conclusion, this survey showed that the community was happy to take the survey and impressed that BPD is taking on this effort. Most of the respondents reported that BPD is doing very well, but they also suggested areas for improvement. Overall, the respondents believe BPD has a positive relationship with the community and that officers do their jobs well. Overall, respondents are interested in more transparency, a more diverse police department, and alternative ways to respond to some types of calls.

[i]Research Endnote: The decision to analyze the *marginalized* respondents separately was conducted in line with NYS Executive Order 203. If the analysis was only conducted across the entire group of respondents, then some potential differences would be missed. The majority of respondents identified as white, heterosexual, with no communication disability. In order to make sure that the marginalized respondents' perceptions and feedback on the BPD were not masked by the larger number of white, heterosexual respondents without disabilities, it was important to analyze this group separately. An argument can be made that the *marginalized* group could have been removed from the *overall* respondents group, as this would show more stark differences between the two. The reason we chose not to do this is because we believe that it is important to analyze the group as a whole, to get a sense of what the overall findings were. Including marginalized in the overall group will, however, soften some of the differences between heterosexual whites without disabilities and the marginalized. Future analysis could remove the marginalized from the overall group for a more straightforward comparison.

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Urban Institute. "No Cops at Pride": How the Criminal Justice System Harms LGBTQ People https://www.urban.org/urban-wire/no-cops-pride-how-criminal-justice-system-harms-lgbtq-people

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The Brighton Police Department invites you to take this "Community Survey About the Brighton Police Department." The Brighton Police Department is interested in hearing from the community that it serves and understanding the perceptions and wishes of the community. It will take 10-15 minutes to complete. The results will be used to guide any reform efforts in line with Governor Andrew Cuomo's *Executive Order 203 NYS Police Reform and Reinvention Collaborative*.

One of the goals of the Brighton Police Department is to make Brighton a safe place to live, work, and raise a family. The following survey will ask you questions about yourself, the Brighton Police Department, and your experiences with its officers. You may come into contact with multiple law enforcement agencies, but please answer the questions thinking only about the Brighton Police Department.

This survey is voluntary, anonymous, and you do not have to answer every question. Towards the end of the survey, there is a question where you may write about anything not addressed in the survey. We appreciate your time and participation.

This survey was created in collaboration with Brighton's Chief of Police and the Center for Public Safety Initiatives housed in the Criminal Justice Department at Rochester Institute of Technology.

In your opinion, do Brighton police officers have a positive relationship with the Brighton community?

◯ Yes

◯ No

In your opinion, are Brighton police officers effective at solving crime?

◯ Yes

◯ No

◯ I do not know

Overall, which of the following would you say characterizes the interactions you have had with the Brighton police? [choose as many as apply]

- [ ] I have never had an interaction with Brighton Police Department
- [ ] Professional
- [ ] Rude
- [ ] Fair
- [ ] Inconsistent
- [ ] Transparent
- [ ] Confusing/Unclear
- [ ] Respectful
- [ ] Helpful
- [ ] Unlawful
- [ ] Biased

Please mark your level of agreement with the following statements.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Not Applicable
I feel safe and secure living in my neighborhood.	○	○	○	○	○	○
I feel safe and secure when driving in Brighton.	○	○	○	○	○	○
I feel safe and secure shopping, working, or participating in community events in Brighton.	○	○	○	○	○	○
Brighton police respond appropriately to crime/disturbances at businesses.	○	○	○	○	○	○
I have confidence that the Brighton police department does its job well.	○	○	○	○	○	○
I would feel comfortable calling the Brighton police department for help.	○	○	○	○	○	○
I believe if I made a complaint about a Brighton police officer, the department would take it seriously.	○	○	○	○	○	○
I trust the Brighton police department to make decisions that benefit everyone in the community.	○	○	○	○	○	○

Based on your knowledge or experience, do Brighton police officers use excessive force?

○ Yes

○ No

○ I do not know

Why did you choose "Yes" (that Brighton police officers use excessive force)?

Based on your knowledge or experience, does the Brighton police department engage in discriminatory practices?

○ Yes

○ No

○ I do not know

Why did you choose "Yes" (that the Brighton police department engages in discriminatory practices)?the

In your opinion, is the Brighton police department transparent with their body-worn camera footage?

○ Yes

○ No

○ I do not know

Why did you choose "No" (that the Brighton police department is not transparent with body-worn camera footage)?

Have you had contact with the Brighton Police Department in the last 12 months?

○ Yes

○ No

What was the nature of your Brighton Police contact(s)?

☐ Crime Victim

☐ Witness to a Crime

☐ Traffic Stop

☐ Street Stop (officer-initiated stop of a pedestrian)

☐ Bystander (e.g., passenger during a traffic stop)

☐ Professional Interaction

☐ Community Meeting or Other Community Event

☐ Other Stop/Interaction

How satisfied were you with this interaction(s)? [note: if you have had more than one experience, then how satisfied are you overall?]

○ Very Satisfied

○ Satisfied

○ Neither satisfied nor dissatisfied

○ Dissatisfied

○ Very Dissatisfied

Why did you choose that response?

In your opinion, how well do Brighton police officers respond to **calls regarding mental health**?

○ Very well

○ Moderately well

○ Not well at all

○ I do not know

Do you think it would be helpful to have another trained service provider (e.g., social worker, mental health professional) respond to **calls regarding mental health**?

○ Only law enforcement should respond to every call

○ Law enforcement should respond with another trained service provider to every call (e.g., social worker, mental health professional)

○ Law enforcement should respond with another trained service provider to some of these calls (dependent on certain characteristics of the call)

○ Only a trained service provider should respond to every call

In your opinion, how well do Brighton police officers respond to calls for **substance abuse related concerns** (e.g., overdoses)?

○ Very well

○ Moderately well

○ Not well at all

○ I do not know

Do you think it would be helpful to have another trained service provider (e.g., social worker, mental health professional) respond to calls for **substance abuse related concerns** (e.g., overdoses)?

○ Only law enforcement should respond to every call

○ Law enforcement should respond with another trained service provider to every call (e.g., social worker, mental health professional)

○ Law enforcement should respond with another trained service provider to some of these calls (dependent on certain characteristics of the call)

○ Only a trained service provider should respond to every call

In your opinion, how well do Brighton police officers respond to **calls regarding the homeless**?

- ○ Very well

- ○ Moderately well

- ○ Not well at all

- ○ I do not know

Do you think it would be helpful to have another trained service provider (e.g., social worker, mental health professional) respond to **calls regarding the homeless**?

- ○ Only law enforcement should respond to every call

- ○ Law enforcement should respond with another trained service provider to every call (e.g., social worker, mental health professional)

- ○ Law enforcement should respond with another trained service provider to some of these calls (dependent on certain characteristics of the call)

- ○ Only a trained service provider should respond to every call

Are there other matters for which the community currently turns to the police for assistance that might be better addressed by others with different skills and expertise (e.g, motor vehicle accidents, parking complaints)? Please list them here.

Please mark your level of agreement with the following statements.

The Brighton Police Department:

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
Takes care of the community's overall safety and security.	◯	◯	◯	◯	◯
Maintains safety in residential neighborhoods.	◯	◯	◯	◯	◯
Provides safety and security of school aged children	◯	◯	◯	◯	◯
Maintains quality of life for everyone in the community.	◯	◯	◯	◯	◯

Please provide any additional feedback or comments about the Brighton Police Department.

Background Characteristics and Demographics

These remaining items will help us to better understand who is taking the survey.

Evidence suggests that experience with law enforcement can be impacted by certain characteristics. For this reason, we would like to know if any of the following apply to you: [check all that apply]

☐ Immigrant

☐ Communication Disability (e.g., deaf, hard-of-hearing, sensory and stimulation sensitivities)

☐ Limited English Proficiency

☐ LGBTQIA+

☐ None of the above apply to me

Do you live in Brighton?

○ Yes

○ No

Do you own or rent your home?

○ Own

○ Rent

What is your age group?

- ◯ Under 18
- ◯ 18 - 24
- ◯ 25 - 34
- ◯ 35 - 44
- ◯ 45 - 54
- ◯ 55 - 64
- ◯ 65 or older
- ◯ Prefer not to answer

What is your religion/faith? [select all that apply]

- ☐ Buddhism
- ☐ Christianity
- ☐ Hinduism
- ☐ Islam
- ☐ Judaism
- ☐ No Religious affiliation/Agnostic/Atheist
- ☐ Other
- ☐ Prefer not to answer

What is your gender?

- ◯ Male
- ◯ Female
- ◯ Non-binary
- ◯ Trans Male
- ◯ Trans Female
- ◯ Prefer not to say

What is your race/ethnicity? [select all that apply]

- ☐ Asian Chinese
- ☐ Asian Indian
- ☐ Asian other (not Chinese or Indian)
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Native American
- ☐ White
- ☐ Other [please specify in box below]

[   ]

- ☐ Prefer not to answer