



Deep Listening. Fostering Trust. Bridging Communities.

Harambee Police & Resident Listening Circles Report

Spring Series 2017

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

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Table of Contents

- Executive Summary5**

- Listening Circle 1 - Analysis20**
 - Question Round One: “How have you benefited or not benefited from neighborhood organizing? Tell a personal story.” 20**
 - 1.1 Meet my neighbors..... 20
 - 1.2 Connecting and building relationships..... 20
 - 1.3 “I come here to learn” 21
 - 1.4 Gained new insights..... 22
 - 1.5 Make change happen 22
 - 1.6 Have not benefited 22
 - 1.7 Never have attended/don’t know 22
 - Question Round Two: “When have you seen business, growth, and other development help, hurt, and or ignore people here in Harambee?” 23**
 - 2.1 Help 23
 - 2.2 Hurt 25
 - 2.3 Ignore..... 26
 - Connected Conversation & Parting Words - “What have you seen threaten people’s (residents or police) ability to organize, collaborate, and trust each other?” 27**
 - 3.1 Answering the question: threats 27
 - 3.2 Having a voice 27
 - 3.3 Improvement 27
 - 3.4 Police 27
 - 3.5 Positive interactions 28
 - 3.6 Parting Words 28

- Quantitative Data – Pre/Post Surveys29**

- Feedback Forms31**

Listening Circle 2 - Analysis	33
Question Round One: “ Describe an experience you had as an officer being called, or as a resident involved in a call? What was the experience and how did it impact your feelings about community safety?”	33
1.1 Experiences regarding waiting time	33
1.2 Experiences regarding police intervention	36
1.3 Never called and cancelled call	37
Question Round Two: “What do you think is an important step in increasing and improving collaboration between police and residents in the neighborhood?”	38
2.1 Opportunities to interact between POs and residents	38
2.2 Getting to know each other	39
2.3 Wanting to work together, and lead by example	40
Connected Conversation & Parting Words - “How have you been affected by the communication involving emergency situations, group homes, and probation placements in Harambee?” – “How have you been affected by vacant buildings and lots in this area?”	41
3.1 Feeling comfortable talking with officers.....	41
3.2 Being receptive, open to the other and his/her circumstances	41
3.3 The state of the neighborhood – empty houses.....	42
3.4 Getting interested/involved in the community	42
3.5 Know the history on Police and Resident relations.....	42
3.6 Parting Words	42
Quantitative Data – Pre/Post Surveys	43
Feedback Forms	45
Listening Circles - Annexes.....	46

Executive Summary

The Zeidler Center facilitated dialogues between police and residents in the Harambee community on Monday, April 17, 2017; and Monday, May 22, 2017; at Grace Fellowship. This report details participant responses and feedback during and after these dialogues. The executive summary (pages 5-17) explains major themes of the listening circles, followed by a section offering an in-depth analysis of these topics.

Program Description

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

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

Fall dates for Amani Police & Resident Listening Circles 2017:

Monday, September 25, 2017 at 6pm

Monday, October 23, 2017 at 6pm

Monday, November 20, 2017 at 6pm

Monday, January 22, 2018 at 6pm

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

Executive Summary Continued

Listening Circle 1

The first Harambee Police and Resident Listening Circles of the Spring Series 2017, which focused on neighborhood organizing, took place on Monday, April 17, 2017 at Grace Fellowship Church. During the evening, facilitators from the Zeidler Center asked participants to respond to two rounds of question/statement:

1. *"How have you benefited or not benefited from neighborhood organizing? Tell a personal story."*
2. *"When have you seen business, growth, and other development help, hurt, and or ignore people here in Harambee?"*

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

"What have you seen threaten people's (residents or police) ability to organize, collaborate, and trust each other?"

During the first round, many participants told of positive personal experiences with neighborhood organizing and offered examples of how their community had been helped, with fewer people pointing out ways they had been hurt or stating they had not benefited. Positive comments about the benefits resulting from community organizing contained a number of themes, including opportunities for meeting neighbors, establishing connections and building relationships, learning about available resources and others' perspectives, and gaining insight. Participants shared how they enjoyed the experience of being with neighbors in "relaxed and comfortable" contexts, and felt the increased communication helped them "understand each other and our views of the problems in our neighborhood." Those who reported not having benefited expressed disappointment in the lack of change, feeling that "we keep talking about solutions and never getting anything done". Others shared feeling that the benefits to the community in general had not really impacted them personally.

During the evening's second round, participants who felt the community had been helped talked again about the benefits of strengthened connections and relationships between neighbors, saying they "feel more comfortable walking around" and "enjoy [being] with positive people who care." Other themes from second round discussions included better programming for young people, increasing job opportunities in the area, successful advocacy concerning community issues, and improvements in the availability of local business and

shopping. Those who spoke of times when the community had been hurt expressed that any recent change had not been enough to rectify serious problems facing the community. Some felt ongoing issues with area businesses, such as high turnover in local shopping venues and troubling loitering around neighborhood stores, had not been impacted by community efforts. Others bemoaned the ongoing urban flight that left behind abandoned houses and businesses which “hurt the community spirit and feeling of community” as well as damaging the local economy. For some, past efforts at neighborhood development or community organizing had led to frustration and disappointment, as it did not yield the hoped-for results.

During the Connected Conversation round, participants pointed to a couple of specific factors that stood in the way of effective neighborhood development. One was irresponsible behavior on the part of landlords who chose to “put just about anybody in a property,” and thus could diminish the level of safety and security in the neighborhood. Another was the repercussion—or threat of it—experienced by residents who provide information to police, which they found intimidating and felt reduced community cooperation in solving and preventing crimes. Other comments covered topics linked with positive interactions, such as having a voice in the community and listening to others, and showing compassion and respect. Parting words reflected participants’ take-aways, featuring things that motivate participants to work for change and the actions that will create it.

Listening Circle 2

The second Harambee Police and Resident Listening Circles for the Spring series 2017, which focused on waiting time and officer-resident collaboration, were held on Monday, May 22nd, 2017 at Grace Fellowship. Zeidler Facilitators asked participants to focus discussions around the following questions:

1. *“These questions are about police call and response time: Describe an experience you had (as an officer being called, or as a resident involved in a call)? What was the experience and how did it impact your feelings about community safety?”*
2. *“What do you think is an important step in increasing and improving collaboration between police and residents in the neighborhood?”*

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

“How have you been affected by the communication involving emergency situations, group homes, and probation placements in your neighborhood/district?”

“How have you been affected by vacant buildings and lots in this area?”

During round one, participants shared in majority positive experiences regarding waiting time and encounters with police officers answering calls, focusing on the respectful and humane approach that officers took when called to intervene. Regarding negative experiences, participants mentioned long waiting time (up to two hours). Many PO participants offered several pieces of information related to procedure that enabled participants to have a better understanding of some of the reasons why POs can arrive later than expected on a scene.

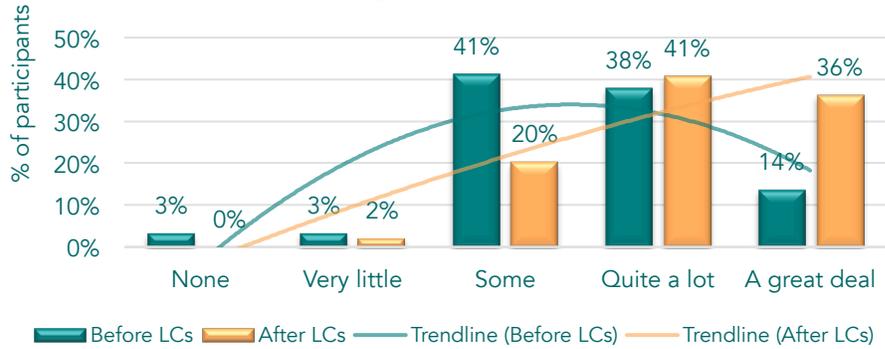
During round two, participants identified the need to increase opportunities to interact between police and resident as an important step to improve collaboration. The Zeidler Center listening circles, as well as other everyday life opportunities to interact in non-crisis settings (such as community events), were said to be highly needed. A couple of participants underlined the difficulties that can result from having POs not residing in the area they serve. Many participants underlined the need to create a relationship between residents and POs based on mutual respect, trust, and seeing each other as human beings. Misconceptions on police presence and roles were underlined by some as a point to be worked on. Finally, participants mentioned the need to not only call for better relations, but to really want to work together, and thus lead by example in interactions with 'the other'.

Connected Conversation discussions expanded on some of the same issues, but also touched on new themes. On the themes, several participants reported the negative repercussions of having vacant houses in the area, considered "a breeding ground for criminal activity" by some. Participants suggested tearing them down, or utilizing them as shelter, or food banks for instance. Parting words were very positive and uplifting, underlining the potential of the Listening Circles. Words such as Productive, encouraging, and enlightening were used, and one participant linked police presence with POs caring for the community.

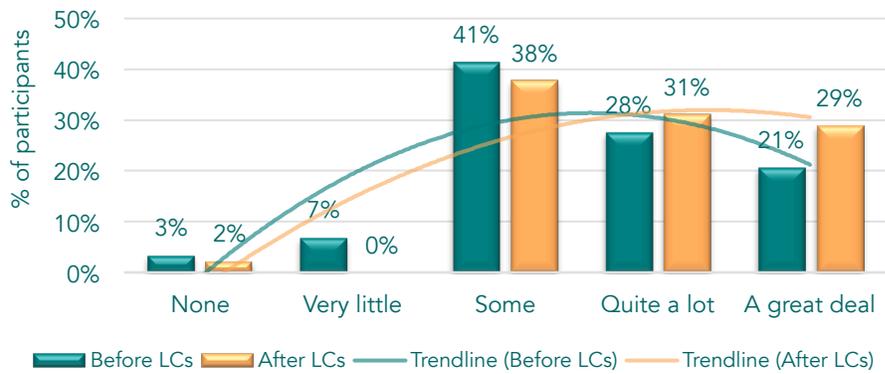
Quantitative Data – Pre/Post Surveys

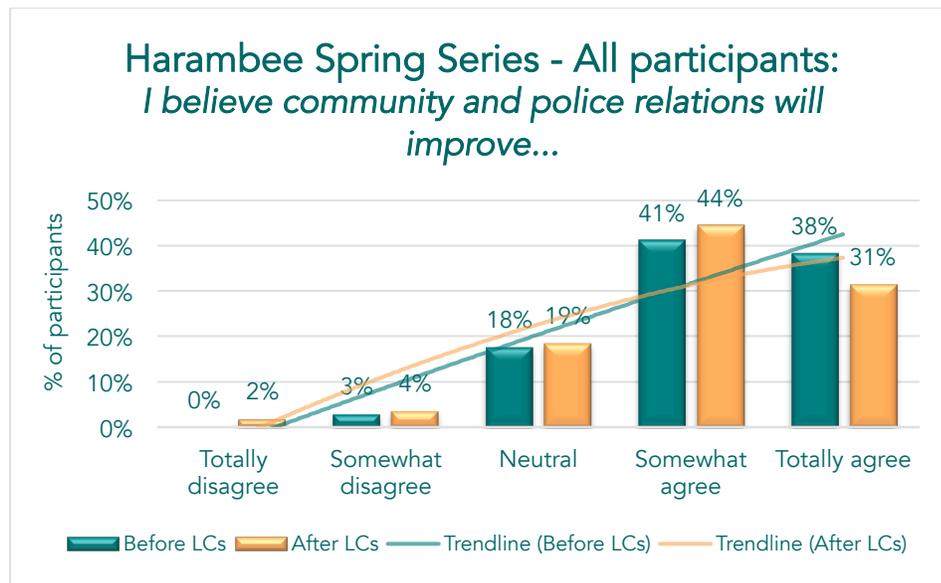
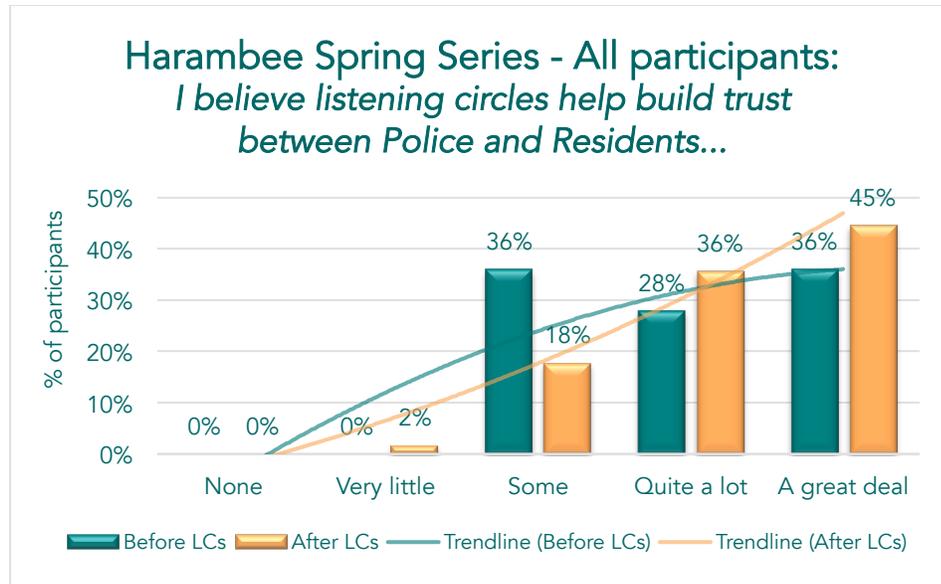
Through the use of pre- and post-surveys, the Zeidler Center has collected quantitative data regarding the effects of the Listening Circles on levels of trust amongst both resident and officer participants. The following graphs are a combination of the two fall sessions that took place in Harambee. Trends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

Harambee Spring Series- Resident participants: *I can count on the police to support my neighborhood...*



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

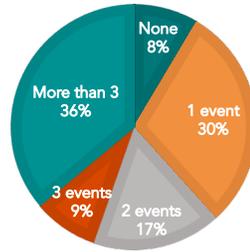




Participant attendance has been relatively constant throughout the Spring Series with an average of 9 Police Officers and 25 Harambee residents per Listening Circles. Via surveys, the Zeidler Center has been able to track the returning rates at different levels, as well as the new comer rate for both Police officers and residents for each session. For residents, both returning and new comer rates are all present, with a greater percentage of participants having attended more than three sessions so far.

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

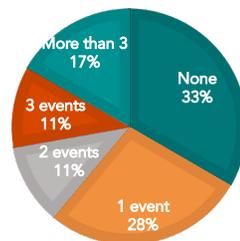
■ None ■ 1 event ■ 2 events ■ 3 events ■ More than 3



For police officers, the new comer rate is quite high, and the greater out of all categories. This underlines the fact that many officers both within District 5 and OCOE are continuing to have the opportunity to take part in the Listening Circles at least once. Such opportunity has been recommended by PO participants to all officers in feedback forms.

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

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



Next Steps

I. Dissemination of the spring report in Harambee:

This report will be sent to all partners, including Chief Flynn, A/C Harpole, Captain Heier (District 5), Captain Banks (OCOE), and alderpeople. The Planning Committee for Harambee will use this report and the data available to shape the Police and Resident Fall Series 2017 in order to always cater to the needs and wishes of the Harambee resident, District 5 officer, and OCOE officer participants.

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

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

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

II. Continuation of the Listening Circles in Harambee:

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

III. Resident involvement and attendance:

Increased involvement of Planning Committee members:

The composition of the Planning Committee has changed from the 2016 Program, with an increased number of adult and youth residents, Police officers both from District 5 and OCOE, and Zeidler Center Lead facilitators. The Harambee Planning Committee will continue to evolve over the Fall Series 2017 under the guidance of the Zeidler Center Lead Facilitators, Program Director, and Executive Director. The involvement of planning committees will continue to increase to not only a planning stage of the program, but an analytical stage when it comes to the definition of future topics and police presentation themes, and a managing stage regarding the Listening Circles themselves.

Zeidler Center Police and Resident Program Ambassadors:

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

Resident attendance:

For the Fall Series, the efforts of the Zeidler Center will be directed toward both the maintenance of the returning rates of resident participants, as well as the increase in new comer rate for a greater impact on the Harambee community. Several steps will be taken to achieve these goals:

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

available upon email requests for local organizations willing to further disseminate the Listening Circles at low costs.

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

Recommendations for the Police Department

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

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

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

Police presentation:

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

- ❖ How to start organizational efforts in my community.
- ❖ The potential reasons behind long waiting times after calling 911.
- ❖ When to call the Police? – For what situations should I call the police? – Who to call for what?
- ❖ Steps to follow and recommendations for a citizen caught in a dangerous situation which involves Police intervention.
- ❖ How to get involved and help the work of officers as a resident while maintaining a 'low profile' – The meaning of 'anonymity' in a police investigation.

Pamphlets and brochures about opportunities to get involved:

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

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

II. Increase in interactions in non-crisis settings

Basketball cards:

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

Organization of sports events – block parties – clean ups:

Participants almost unanimously shared positive feedbacks on the events they participated in involving both POs and residents. From athletic activities to ice cream socials, from street festivals to street clean ups, participants called for more opportunities to shared enjoyable activities with officers. As public spaces were mentioned by several resident participants as key locations in need of revitalization, a specific attention to them is suggested to encourage the organization of activities for youth, and the further use of public spaces by residents to increase the sense of community and ownership in the neighborhood.

In addition, some PO participants mentioned having learnt a lot from attending community organizing meetings. The Zeidler Center suggests for such effort to continue as they have proven valuable to the work of POs, to the establishment of communication and interaction lines between POs and residents, and thus to the overall improvement of Harambee community.

Same officers coming back:

Participants mentioned enjoying the presence of returning POs in the Harambee neighborhood, POs who resident participants get to know and trust. As resident participants had mentioned last year enjoying bike patrols as they were deemed less 'out of reach', more approachable, the Zeidler Center suggests for bike patrols to continue, and, when possible, increase in effectiveness. In addition, it was encouraged for POs (bike patrols, squad...) to engage in conversations with residents about the challenges that Harambee faces on an ongoing basis, rather than only when trouble happens.

Attendance in Listening Circles:

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

- ❖ The new comer rate indicates that the POs who have not experienced the Listening Circles are given the opportunity to do so. These new PO participants can then explain to other colleagues the goals and principles of the Listening Circles.

- ❖ The returning rates indicates that returning POs are enabled to slowly develop a relation with returning resident participants, increase trust levels, and provide the proximity with POs residents are calling for.

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

Mentoring programs for youth:

Some participants suggested the need for more male role models in the life of some of the young residents of Harambee. The creation of a mentoring program that would pair an officer and a Harambee youth in difficulty could be seen as a way to help the youth of Harambee find a path, and avoid getting in trouble. It could work as well as a safety net for the parenting difficulties that have been identified by several participants in Harambee. Information about already existing mentorship programs could be put available during Listening Circles. If non-existing, mentorship programs could be considered as new options to strengthen police and youth resident relations.

III. Other suggestions and needs of residents

Participants mentioned having felt alienated/mistreated by some POs during investigations. Others felt their concerns about specific activities were ignored (especially regarding the reporting of empty houses and suspicious activities). These points are thus to be kept in mind and attempts by POs to mitigate them when possible on a day to day basis are encouraged.

Recommendations for Harambee residents

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

I. Ways to get involved

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

With the Police:

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

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

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

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

District 5: <http://city.milwaukee.gov/districtfive#.WZ9NuiiGPIU>

With the Zeidler Center:

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

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

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

II. Everyday life contribution:

Based on participants testimonies during the Spring Series, important suggestions can be found for residents to contribute to the improvement of Harambee. Some of them of presented below:

Regarding Police-Resident relations:

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

Regarding resident-resident relations – Community Building – Neighborhood organizing

- ❖ Creation of community events and use of public spaces:
 - Creation of community events focused on the beautification of the neighborhood: backyard cleanings, street cleanings, trash collecting...
 - Use of public spaces for community events, activities for youth, festivals, as a way to take ownership of the neighborhood and develop a greater sense of belonging in Harambee residents.
 - Continuation of neighborhood-organizing efforts to advocate on topics identified by community members as problematic (several topics can be found in this report).
- ❖ Participation of residents in/creation of programs such as the Block Club, Big Brothers Club, and Block Watches. Participation in homeowner associations was encouraged by participants.
- ❖ *Community self-policing*: Increase in mutual support in conflict resolutions so that quarrels among Harambee residents can be solved using the conflict resolution skills found within the community rather than requiring police intervention.
- ❖ *Community parenting*: to counter the difficulties in parenting identified by participants in the neighborhood, inter-generational events could be organized to facilitate community building and instill the idea that 'one is raised by a village, not just a family'.

Questions about this report should be directed to:

Dr. Katherine Wilson

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Listening Circle 1 - Analysis

Topic: Neighborhood organizing

Question Round One: *“How have you benefited or not benefited from neighborhood organizing? Tell a personal story.”*

“Being at District 5 it has benefited me as an officer to hear people concerns about what going on in their community; the issues that are there. I have been able to take that information and go into community to help address some of those concerns.”

“It has started the needed dialogue for change. I like how people are given the chance to voice their opinions in a safe setting with structured conversation.”

“Every time we have communication the threat level goes down with us being able to understand from either perspective.”

1.1 Meet my neighbors

Many participants felt they benefited from participating in neighborhood organizing because it provides opportunities to meet and interact with those who live nearby. The context for this interaction keeps things “more relaxed and comfortable” and allows people to “see neighbors in a different light” and “interact humanely with each other”. Specific benefits were identified as feeling welcome, reducing crime (“I’ve had a chance to meet my neighbors and youth on the block and that helps keep the crime down a lot”), and creating a support system, as in “My neighbors will check on me if my car is not moved; they will come check and see that I’m ok.” A few participants thought efforts should be expanded so that more people could be included: “I think we need to step it up so we can reach the people that are not participating or being reached” and “I think we may need to meet more in our neighborhood; I don’t live in this neighbor and in ours we don’t talk to our neighbor so I would like to see us come together and build better communication.” In addition, an officer pointed out it was nice to be “talking and meeting the people I serve without a situation occurring or emergency.”

1.2 Connecting and building relationships

Some described moving past the introductory stage of meeting neighbors into a more sustained personal connection and then friendship. The communication that is sparked and required by organizing efforts was thought to be a key element. One participant offered, “I think it’s good to come together and talk about the community and our feelings”. A young participant linked this beneficial communication with community action: “We teenagers come together and go outside and help keep the neighborhood clean and it builds communication

between us.” A third participant brought this sentiment ‘into the now’ by commenting, “I have benefited greatly tonight as we share different opinions and struggles we’re having together over a meal and now in the circles.”

The communication and connection appears to help build bridges between different members of the community. One person who “was afraid to [network] on my own” felt comfortable coming together as part of a neighborhood organizing effort. S/he pointed out how the gaps between residents and officers were overcome, observing “officers seem to be more human inside the [listening] circles. I like how they share their thoughts and feelings and we’re able to understand why certain things happen the way they do.” Age differences can also be overcome through community organizing, an important benefit when neighborhood crime can be fueled by conflict: “I recognize the effort that it took to put on and be of a part of the neighborhood block club. It helps build unity and close the generation gaps between the older and younger adult. Coming together allow us to share open communication that was needed to better understand each other and our views of the problems in our neighborhood.”

1.3 “I come here to learn”

Many participants pointed out how communication and connection can also provide a conduit for learning.

1.3.1 Learning about options, available resources, etc.

Some learn about opportunities and resources being made available in the community. One participant described getting “different insights on how we could benefit and information on different programs,” and a senior citizen reported s/he was able to obtain “a lot of information from neighborhood organizing.”

1.3.2 Learning about others’ perspectives

For other participants, the learning occurs as they hear the thoughts and perspectives of their neighbors. This information may not be easily accessed without community organizing as a vehicle, and the benefits it provides were recognized by participants. One observed, “I benefited by learning from other people’s insights and how they see things,” and another pointed out, “every time we have communication the threat level goes down, with us being able to understand from either perspective.”

Officer participants, in particular, voiced appreciation for how much they learned through participating in neighborhood organizing efforts with community residents. One explained, “it has benefited me as an officer to hear people’s concerns about what’s going on in their community; the issues that are there. I have been able to take that information and go into community to help address some of those concerns.” Another linked this learning to the ability to effect change, saying, “As an officer I have seen and experienced many benefits. It has started the needed dialogue for change.”

1.4 Gained new insights

Participants also mentioned gaining insight as an important benefit of participating in community organizing. One commented, “it gives good insight on how to build up as a family,” and another described the positive impact of her experience during a difficult period in her life: “In 2010 I moved to the neighborhood because I was newly divorced. I was going through changes [as a result]. I attended a block club meeting. I later became a block club leader. Getting into the block club helped me get away from my own problems.”

1.5 Make change happen

Notably, participants were also able to point to specific changes they have witnessed come about as a result of neighborhood efforts. One person called community organizing “a life line to change,” saying it “allows us to be heard and make a difference.” A specific example of this empowerment was provided by another person who reported “neighborhood came together to get the store to open later on Sunday.” Hearing about the benefits from those present, one participant asked, “If you don’t have a community block club or listening circle like we are doing here, how do I start one?” and another queried, “How do I start organization in my community? Should I contact MPD?”

1.5.1 New services

One type of change happening in Harambee involves the neighborhood youth. A resident described how “the young people volunteer [as a result of neighborhood organizing]. They shovel the snow, mow lawns and go to the store for us,” and a youthful participant explained, “We teenagers come together and go outside and help keep the neighbor clean, and it builds communication between us.”

1.6 Have not benefited

Although a considerable majority of comments during this round were positive, a few participants felt they had not benefited from participating in neighborhood organizing. A couple stated categorically they had gained nothing from their experiences; for example: “I must say on a personal level I have not experience any benefits” and “As a young person I feel I have not benefited. There is nothing being done for the youth, there’s no place to go and nothing to do. I feel as though we keep talking about solutions and never getting anything done. Nothing happens and it doesn’t edify our concerns.” Others qualified their comments, such as, “I been to one neighborhood event and I don’t think that I really benefited from it,” and “I have not benefited personally but I do think it is beneficial for the community.”

1.7 Never have attended/don’t know

Some participants had never been involved in neighborhood organizing or attended community events, while others just didn’t know whether they had benefited or not from such experiences.

Question Round Two: *“When have you seen business, growth, and other development help, hurt, and or ignore people here in Harambee?”*

“Back in the day it seems that older people in the community kept the neighborhoods together and now the older generation is passing away and we don’t have that voice speaking into the neighborhood. And the things they did to pull and keep the neighborhood together are fading away.”

“Community organizing can stop a lot of stuff from going on around here.”

“It is up to people in the neighborhood to make a change.”

2.1 Help

Many participants commented on how their community has been helped by growth and development efforts, citing specific examples of the positive changes they have witnessed.

2.1.1 Advocacy

Local advocacy efforts were reported to have resulted in concrete changes that have benefited the community, particularly by empowering the residents to achieve more control over what happens in their neighborhood. One person explained, “Community organizing can stop a lot of stuff from going on around here.” For example, more appropriate zoning and business development can be achieved, as described by one participant: “There used to be a lot of bars around here, now there are not. The city sent out a survey about a bar that some people wanted to open. It would’ve been near another bar. As a community, we let our alderman know that we don’t want the bar here, and it was not allowed to open.” Another participant described how “community organizing helped get speed bumps put in” to control speeding traffic.

The role of the church in supporting advocacy efforts was noted by several people who mentioned how it has “influenced this neighborhood for the better.” With grant-writing classes and a focus on youth activities, and an inclusive approach to community involvement, the church appears to be an important positive force for change. As one resident observed, “There isn’t one problem this church won’t face, with or without the police.”

2.1.2 For kids and youth

Participants pointed to improvements in opportunities and activities for community young people as evidence of positive growth resulting from helpful neighborhood organizing.

One person remarked, "I've seen the community grow. The kids have something to do." Along with church programming for youth, there is "the Hope School...on the corner. They wear uniforms and don't have a whole lot of fights."

2.1.3 Jobs

Job growth was also observed, and participants were able to identify specific community areas that benefited. One example was "the development of east Capitol" which was thought to have generated additional development across the community and "helped by generating some jobs for people in this area." Another participant pointed out that "downtown we see good employment which brings in more money."

2.1.4 Shopping, businesses, development

Several people expressed approval for recent growth in businesses around Harambee. One commented, "I like the shopping areas and the growth of them. I can quickly go there, find items, and return home," and another felt "the business district of Harambee is nice." Walmart featured in a couple comments describing how the local Walmart store has changed: "They done grew a whole lot [increased in business volume] because of other Walmart closing" and "Walmart has new camera system. MPD is now getting less calls to the Walmart."

Another theme was the growth in business development in general, with one participant commenting, "I think it's helpful and I am encouraged by the new construction on King Drive. They are turning an empty corner into something. That's positive." The link between positive community relations and continued growth was highlighted in another participant's remark that "If we are happy and getting along, the different developers will want to advance."

2.1.5 Come together, build relationship/connection

"Getting along" was in fact seen as another type of benefit flowing from community development. Similar to discussion during Round One, many participants expressed appreciation for improved connections and relationships with neighbors which they see as one result of neighborhood organizing efforts. The affirming and supportive interactions are helpful, allowing residents to "enjoy [being] with positive people who care," and "have stuff to do and have a good time." More specifically, one person noted the empowerment that comes from thoughtfully creating a neighborhood network where "people are coming together, communicating and designing how they can come together and form social groups."

One subtheme emerged involving the use of community development to move police-resident relationships forward in a positive direction. One participant noted that positive changes had already begun to happen, saying "I feel more comfortable walking around and I feel, since the circles I've attended, more comfortable talking to the police and helping others

in the neighborhood.” Others pointed out how working with police can contribute to growth in neighborhood development. For example, one person advised, “being sure that we share what we know even if we don’t think it matters...will help with the growth as we become better informed and better acquainted with economy, opportunities for help and improvement.” Another urged neighbors to “overcome being afraid to call or talk to police and build relationships with them. This will keep us safer and ensure growth to come in our neighborhoods.”

2.2 Hurt

Along with the positive, helpful impact of community development, participants also identified hurtful consequences. Past efforts that have floundered and failed appear to have created obstacles for some, and the loss of traditional means of maintaining neighborhood ties was noted. One participant lamented how “back in the day, it seems that older people in the community kept the neighborhoods together, and now the older generation is passing away and we don’t have that voice speaking into the neighborhood. And the things they did to pull and keep the neighborhood together are fading away.” In combination with area “schools [that] are really failing our children,” this generational change has produced a situation where “it seems that more and more individuals are in fear of our youth.”

2.2.1 Unrewarded effort

Some participants expressed frustration at the lack of results from previous attempts at neighborhood organizing and development. One disclosed, “It hurts when we try to patrol and report unsafe houses and activities and it goes ignored, or they shut it down one week and reopen the next.” Another challenged the priorities inherent in current development efforts: “I feel like we are focusing too much on other stuff we can’t do anything about rather than focusing on the homicides and the rapes.”

2.2.2 Urban flight, empty buildings and lots

Decline within the neighborhood is obvious to some, who shared concerns about the increases in empty houses, buildings, and lots which “hurt the community spirit and feeling of community,” as well as economic progress: “It hurts when people can afford it, they move out and we are left with abandoned buildings. That is bad for economic growth.” There was no explicit cause-and-effect link made between community development efforts and neighborhood decline; rather, participants were describing the powerful impact of the ongoing urban flight despite development efforts, such as “I believe and notice as an officer, the closing of businesses and empty houses has hurt tremendously. Crime rate goes up and it hurts each family financially and socially.”

2.2.3 Shopping, businesses

Several participants pointed to a decline in the shopping and business sectors within the community despite recent efforts to promote growth. They enumerated the losses – “old businesses closing down in certain areas with no replacement of new business,” “the strip mall north of Capitol Drive on Teutonic has a high changeover,” “the closing of Wal-Mart at Midtown and also Lowes,” “I can’t find any healthy food at the corner stores and I see no benefits there.” Some corner stores within local neighborhoods were seen as contributing to the hurtful impact of these business losses through “tak[ing] advantage of those who have no transportation” and other opportunistic business practices such as “tak[ing] advantage of those with the Quest Cards, selling single cigarettes and single diapers, etc.”

Ideas about what is causing some of these problems and how to address them were also discussed. A couple of participants pointed to the crime level, saying “crime causes businesses to leave,” and “businesses are afraid to start over here because of the area and because of the crime.” Suggestions for turning these situations around revolved around empowering residents to be part of the change, including “It is up to people in the neighborhood to make a change,” and “instead of putting in new stores year after year, ask the residents what they want.”

2.2.4 Loitering

One prominent theme in the discussion about the hurtful impact of neighborhood business development was the issue of loitering. Many participants disclosed the intimidation and discomfort they endure when shopping locally because “some of the stores allow guys to loiter.” One person explained, “sometimes I need to go to the store to grab a few items. I want to be able to go to the store in my neighborhood, but once again, as we’ve heard tonight, I am afraid to go to the store over here,” and another reported, “there is a lot of loitering at the store across the street and I am afraid to walk in the store because of people hanging out. It’s just not just me. Other residents have also told me that they are afraid.” It is apparent the loitering is an indication to residents that other, more dangerous, activities are also taking place and thus a shopping trip can become a risky ordeal: “They loiter and make their deals on the street, and make the neighborhood go down”; and “I’ve seen bodies lying in the street, and guns, stabbings are a going thing [in this neighborhood.] Neighbors are scared [that] the store is having loitering in the neighborhood.”

2.3 Ignore

No comments were identified relating to experiences of being ignored or overlooked. This is not to say it hasn’t happened, but rather shows that people frame these experiences in other ways or perhaps use different language to describe them.

Connected Conversation & Parting Words - *“What have you seen threaten people’s (residents or police) ability to organize, collaborate, and trust each other?”*

“It is my belief that neighborhood organizing is the life line to change.”

“People can make a change in our community, but we need to stop focusing on how they look and treat them as individual, if we want to be effective in making a positive change in our neighborhood.”

3.1 Answering the question: threats

Some participants answered the question concerning threats to people’s ability to organize, collaborate, or trust during this round. Identified threats included the decisions made by area landlords who “put just about anybody in a property,” retaliation for “snitching” to police, and “excessive force” by police. One person indicated the risk of not participating in community organizing efforts by commenting, “I think if we don’t come together things will get worse.”

3.2 Having a voice

Some spoke about the importance of having a voice and for people to “feel included in what [is] going on in their communities.” In this respect, Listening Circles were noted as a positive contribution by one participant who observed, “These listening circles are very helpful to us so that we can hear the concerns of others. They are very positive. We need to do more circles and have more of a police presence.” It is notable that focus was placed on the act of hearing others as an important part of the process of giving everyone a voice. This was also reflected by another participant who commented, “Youth need a positive voice, and they need not only to be listening, but to be heard.”

3.3 Improvement

One important concrete improvement was brought forward during this round when a participant reported “There was a decrease in violent crime by 4%.”

3.4 Police

Discussion concerning police-resident relations was also part of Connected Conversation, with participants commenting on a variety of related factors. One expressed the wish that “officers were treated individually and not as a group or image portrayed by some who serve the community,” while another pondered, “How are we to trust the police when they won’t listen to us?” A third advocated for “more of a police presence” in the community.

3.5 Positive interactions

Similarly, constructive police-resident interactions and experiences were a topic of interest, with participants recalling positive past experiences: “The police used to come in a bus. We could get on the bus and play all kinds of games,” as well as current programs: “District Seven gives out book bags. We do this at an annual back-to-school event, and we bring clowns, dump tanks and other fun activities to a school on 68th and Silver Spring.” The officer remarked that implementing such programs has “a lot has to do with the neighborhood reaching out and asking the police to come,” reinforcing previously expressed support for development efforts grounded in empowering residents to advocate for themselves.

Other kinds of positive interactions were also discussed, with participants noting “it’s nice to have an interaction with people for a good reason,” “we need to show compassion,” and “we have to respect one another.” Reinforcing comments made during earlier rounds, a person encouraged participation in neighborhood activities, saying “block parties help bring the neighborhood together and help us to get to know our neighbors.

3. 6 Parting Words

Participants expressed some parting thoughts by naming their “takeaways” from the evening’s discussions.

3.6.1 Community organizing

Concerning the act of community organizing, participants shared that it “helps make you aware of what’s happening in your neighborhood,” and can be a “life line to change” where “everyone is given the opportunity to speak, and have the opportunity to help make a difference.”

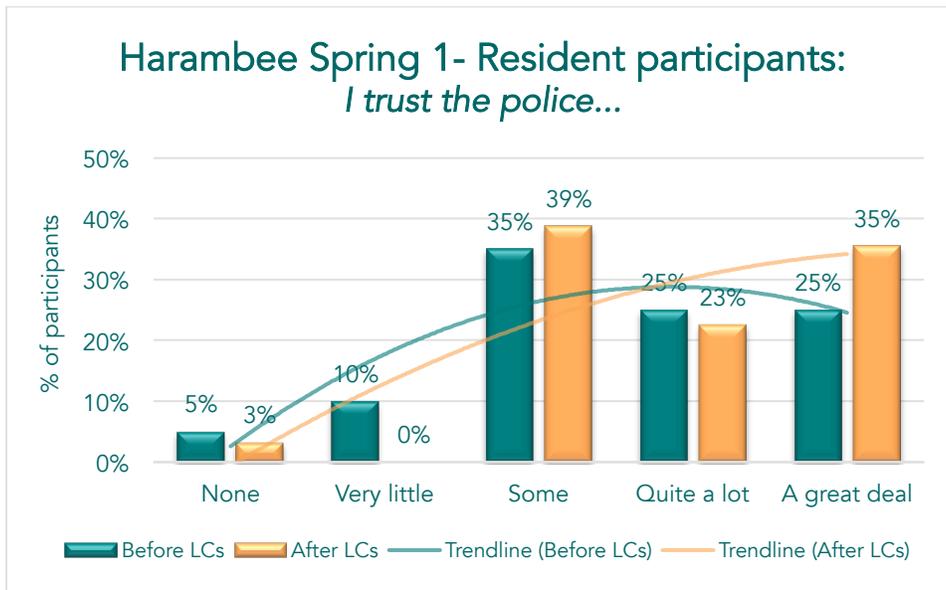
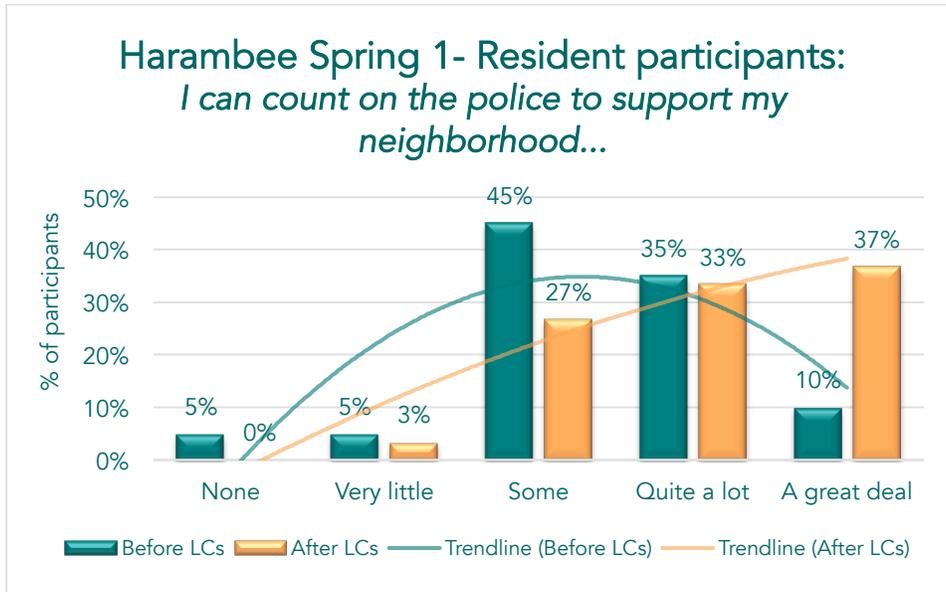
3.6.2 Motivation for action

In terms of motivation, a long-term perspective that considered posterity and the future of the community was prevalent. This featured the idea that history will “record all the negative...the silence on the positions in our communities” as well as “judge our actions and our inactions.” Participants felt it important to “make it better for ourselves and for those who will follow,” and to “believe that things will get better,” with one person asserting, “It starts with me.”

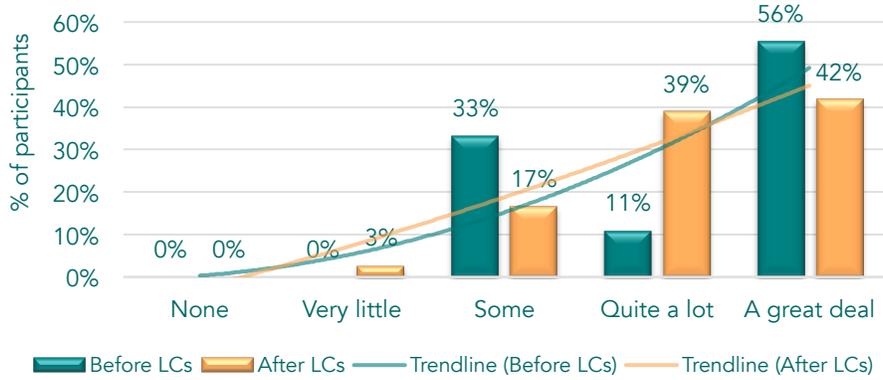
3.6.3 Taking action

Some urged fellow participants to let these motivating factors move them to action, saying “We got to get involved and stop standing on the sideline, and “Stand up for what you believe in.” One person observed it was time to move beyond differences within the neighborhood: “People can make a change in our community, but we need to stop focusing on how they look and treat them as individual, if we want to be effective in making a positive change in our neighborhood.”

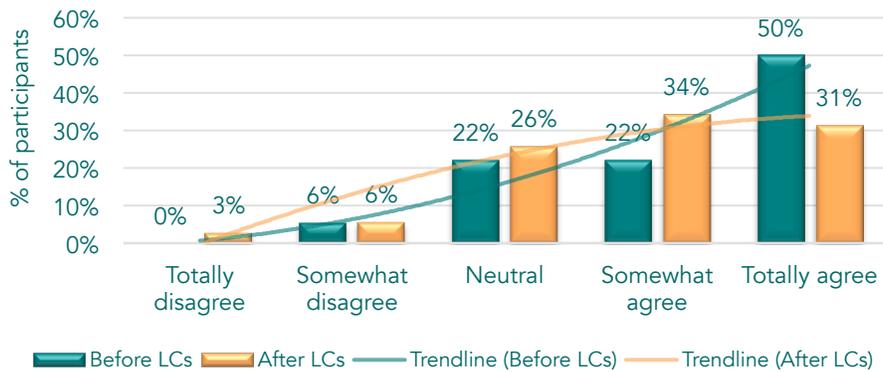
Quantitative Data – Pre/Post Surveys



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



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



Feedback Forms

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

- That the police want to help our community.
- Being able to hear the Communities.
- Getting to communicate with the community and see their point of view on things occurring.
- They do care and have a job to do.
- The same.
- All very helpful.
- Communication. We all have many of the same community concerns.
- That the police can help can help you make an organizing.
- We should vary different comers related to neighborhood organization.
- Very attentive.
- Not all police is bad.
- Teaching us about great experience.
- They will listen.
- Learning different perspective from police as well as residents.
- I got sad by words.
- Hearing insight from others point of view.
- Got a better understand why the police do the things they do.
- Getting to talk to the police. I learned that things have changed.
- Identifying problems we go through.
- Nothing really but I voiced my opinion.
- There are no the same.
- The most satisfying was learning how things used to be.
- Young men responsibility.
- Listening to the young people.
- Sitting with different people from different places and listening to what they feel.
- Listening the concerns from community members a lot of people in the community respect the police
- That things like children in the community that cause several things to get better.
- We all are part of the community and other believe that also.

What questions or concerns are you leaving with?

- Stereotype us black young men?
- Very satisfied.
- What will change?

- All things are possible.
- Community involvement being almost non-existent.
- Should I go out to start a new group. Do you think the world...?
- How do communities rebuild trust for your neighbors and police?
- Good ones.
- Satellite policing.
- More police..
- What happens to the baseball cards?
- I'm concerned with the questions being asked.
- What new questions can we use?
- Not including the youth.
- That I should listen to my mom more.
- Enjoyed the meeting.
- Can't wait for the other one.
- Concerns about community break down.
- What follow up is going to be done to see if any of these ideas are implemented.
- I would like to see more community meeting and block activities involving more youth.

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

- Using guns as a last resort. That aren't good cops, how do we handle them?
- Possible growth or resources for the community.
- Generational fear.
- Getting our parks together for our kids.
- Do what in your heart at all time.
- More youth - youth crime.
- Opening new groups in Milwaukee & help young people!
- Creating a positive neighborhood organization what impacts has been made in our community.
- Safety.
- Making a community.
- Changing for change.
- Communicating with each other.
- Anything.
- What can we do to help the community?
- Gun violence.
- Neighborhood problems and issues.
- Police, young men.
- More open discussion.
- Have more specific topics to talk about to steer the conversation to helpful topics.
- I would like to see more people in attendance.
- Think that the group participants be instructed to spread some of the info and maybe new beliefs or knowledge with friends and family.

Listening Circle 2 - Analysis

Topic: Waiting time, and collaboration between officers and residents

Question Round One: *“These questions are about police call and response time: Describe an experience you had (as an officer being called, or as a resident involved in a call)? What was the experience and how did it impact your feelings about community safety?”*

“I have served the community for 10 years now and I find the summertime the most difficult. I am serving now in a under staffed department, we have gone from 22 persons for roll call to 12. When starting the shift, we are more than an hour behind on calls and responses. High priority calls come first and lots of times 911 calls are not accurate or sometimes just pranks. My feelings are directed by how my service is received and the results of my service.”

“I have good and bad police experiences but I still I respect the uniform. I don’t stereotype police. I hate the bad police. I look out for cops. I admire their work. I watch for them in the alley. I saw bike cops being surrounded in the alley one night, so me and my neighbor kept talking to them. Just because they carry guns does not mean they don’t get afraid.”

1.1 Experiences regarding waiting time

1.1.1 Good to reasonable waiting time

Many participants mentioned having witnessed good waiting times when calling the police, that is from “police came right away” to “[t]hey arrived in a reasonable time”. It is interesting to notice that every time a participant mentioned police arriving “right away”, or “fast” the reason for calling 911 was a shooting or a hostage situation:

“Police came right away [for a drive-by shooting with a 4-year-old children shot].”

“Recently, while eating in McDonalds a 400lb woman threatened the girl at the counter and two men blocked the doors so the customers could not exit the restaurant, so I pretended to be distraught (crying), while I secretly dialed 911. The police came fast before they could escape and everyone was safe.”

Other situations regarding which participants reported the waiting time as “good” or “reasonable” involved a burglarized home and a man who suffers from seizures:

"I called the police and they arrived in a reasonable time [burglarized home]."

"My dad often has seizures so we rely upon response times of both the police department and fire department. My family has had good experiences and response times from both."

1.1.2 Long waiting time

Some participants shared experiences related to long waiting time after having called the police. As one participant recalled, "It took 45 minutes for the police to arrive [situation involving a parent calling for an autistic son out of control]". As consequences of slow response, another participant explained having felt that police 'did not care', that the situation and potential danger it created did not matter:

"Once there were people fighting in the streets outside my house and I called the police. They did not come until hours later! I felt like the police don't care! Someone could have gotten injured."

It is interesting to notice that one participant, while speaking about how long s/he had to wait until the police arrived, used words of perceptions rather than word of time:

"It was horrible because *it seemed to take so long* for them to get there [situation involving a student destroying school property and cutting her wrists with a piece of broken glass]."

The use of such words underlines the importance that the participant's perception of time has when in a crisis-situation. Time becomes, in these terms, relative, and fifteen minutes could 'seem to' be extremely long. This perception is however extremely valid and should be taken into consideration as 'rapidity of action' is not only measured in objective minutes, but in how fast others felt the intervention took place.

1.1.3 Explaining the occasional long waiting time

A great number of PO participants shared experiences and knowledge they had as officers that provides explanations regarding the occasional long waiting time besides the reality of "pranks" and 'non-accurate' calls to 911 that affect response time. First, many mentioned the prioritization of calls over which an officer has no control:

"Nine times out of ten, as an officer it's not a negative response time...we try to get there fast as we can. But, the dispatch prioritizes the most serious calls first."

“When we go to calls, people are sometimes angry because how the calls are prioritized. Sometimes a robbery (which caller feels is important) may get dropped & it’s out of our hands as officers responding.”

Other officers stressed the importance that understaffing can have regarding the amount of calls that a team has to answer in a given shift. As a consequence, PO participants explained that it is possible for officers to start their shift already 200 to 300 minutes behind on calls:

“I am serving now in a under staffed department, we have gone from 22 persons for roll call to 12. When starting the shift, we are more than an hour behind on calls and responses.”

“As an officer, I feel the burden of being understaffed. When the shift begins we are 200-300 minutes behind on calls and people get angry with us.”

Besides, an officer mentioned that some procedures can lead to delay in response, as a PO participant explained:

“My shift is 11am until 7pm daily. Today I was assigned to ride alone and I had to respond to a call of ‘Domestic Violence’ involving a female victim. I had to wait for back-up which is the procedure.”

It is interesting to notice that many officers shared their feelings when having to face people who are upset about the waiting time. Frustration, sadness, stress and empathy are some of the emotions that can be detected through PO participants’ testimonies.

“I am constantly apologizing. It is terrible out here dealing with these crimes.”

“Later that night [after responding to a shooting right away], there was a two-hour delay to the next call. People said they could have handled it themselves by the time we got there. I tried to empathize with their perspective for the delay.”

“I dread to think of situations where there is an immediate threat to life and the procedure dictates that I await back up...”

“There’s so much more I want to do as an officer in and around the community I serve but the time does not allow.”

1.2 Experiences regarding police intervention

1.2.1 Professional answer, humane and respectful approach

The majority of participants shared positive experiences regarding police intervention after a 911 call. Beside the good waiting time previously mentioned, participants focused on the professionalism of the officers intervening, and on the humane and respectful approach that officers adopted to solve the crisis.

First, several participants saluted the professional skills that officers displayed when intervening in a crisis, especially when the crisis involved people momentarily mentally unstable, such as a person who suffers from autism during a crisis, or a student attempting suicide after destroying school property. Participants specifically underlined the training they felt the POs intervening had gone through to handle such situations:

“It was a situation which involved my son who is autistic. It was difficult for me to contact Law Enforcement because I didn’t know if the police would know how to handle his situation. I didn’t want it to escalate. The officer who came had training in dealing with an autistic person. She calmed my son down.”

“I work at a behavioral reassignment school. We had a student who was destroying the school. She tore out a piece of glass and was trying to cut her wrists. [...] she calmed down once police got there. Officers were calm in approaching the situation. They said, “Let us help you” in seeing that her arms were all bloody.”

Second, several participants stressed the fact that not only the officers who arrived dealt well with the situation they were facing, they acted with respect, empathy, and thoughtfulness so that the individual they were dealing with did not feel dehumanized, and would not lose his/her dignity in the process:

“Even when they took her away they didn’t handcuff her [which gave her an heir of dignity]. They just took her away.”

“The PO was very understanding and empathetic. He stated that he wouldn’t want that to happen to his wife. He did not belittle my call. I followed up, and I felt believed, and I was talking to a human being, not desensitized, someone trying to understand a woman’s point of view.”

1.2.2 Bad experiences regarding police intervention

A couple of participants shared bad experiences with police intervention. One participant’s testimony focused on the at-first lack of responsiveness and willingness of a police

municipality to intervene on a specific situation (stolen jet ski), while the other testimony reported having been unpleasantly interrogated by police officers at his/her door regarding his/her son, and having felt that the officers were lying about the situation they were asking questions about:

“I called another police municipality, and they refused because it was a “civil matter”. I stormed down to that police station and showed my badge. That lieutenant sent a squad then.”

“Yeah, someone called police on me. The police came questioning me about my son. They asked me if he was home-they were trying to see if I was lying. After they made up some lies, I closed the door on them.”

1.2.3 Past experiences influencing how participants will react to calling police

A couple of participants' testimonies underlined how past experiences with PO can have an impact on how the participant approaches POs, and feels around POs, especially during a crisis. It appears thought that a good interaction with an officer has the power to erase past bad/unpleasant interactions with officers:

“She [the officer] also helped me understand my fear of calling: my anxiety in dealing with police went back to prior experiences when I attended college in Nashville in the 60s. It had a factor in my fear of what would happen if I called police. It worked out well.

1.3 Never called and cancelled call

A few participants mentioned never having had to call the police, one stating that “I guess when it's a bad situation they usually come?”, and another noticing “every time police needed to be called someone else around me called.” Another reason indirectly mentioned was the doubt whether police should be called or not. This testimony does underline a thought process that will influence whether police is called or not:

“I haven't had any real experience with police calls. I have seen police respond, and I feel a sense of security when they do. Last time I saw a lady come out and started something with a husband arguing with his wife. He threatened the lady, and she called the police on them for something that was none of her business.”

Finally, one participant mentioned regretting calling the police on a family member after realizing the consequences that such call would have on the life of the individual concerned:

"One time I called the police when my brother in law stole my jet ski and crashed into another jet ski in the water. I thought about my brother in law while waiting- that he was on probation. I calmed down and told the responding PO he wasn't needed, like I have heard residents in Milwaukee say to me previously when I responded to a call."

Question Round Two: *"What do you think is an important step in increasing and improving collaboration between police and residents in the neighborhood?"*

*"Respect from the police & community will improve relationships.
Give each other respect, also communication is the key!"*

2.1 Opportunities to interact between POs and residents

2.1.1 Opportunity to talk out in Listening Circles

Many participants identified the ZC listening circles as "a great start". The importance of listening to one another, to "talk out loud", and to "express [one's] point of view", in sum, to communicate in a controlled setting was stressed by several:

"Forums like this, where the PO come, and you get to see them in a different light. I look out the window to look out for the PO safety and the people's."

"This listening session has been very good for me tonight. I admit I was hesitant about participating because of the subject but I am really glad I did."

According to one participant, besides offering participants the opportunity to communicate, the listening circles enabled participants to truly establish personal relationships between POs and residents:

"This type of dialogue needs to continue. There was something helpful about tonight for me. We broke bread and had conversations. We had the opportunity to get to know one another personally and call each other by our first names. I think there are many ways we can collaborate for improvement. Work at taking steps through different avenues of coming together for storytelling and authentic conversation."

2.1.2 Create interaction and communicate in non-crisis settings (everyday life)

Several participants mentioned as well the importance of having opportunities to communicate in a non-crisis setting, and to increase everyday life interactions between POs and residents in the community.

“Stop letting the only time we see the PO be for a crime call. If we saw PO coming around just to hang out with people, it would make a difference.”

Increasing opportunities for POs to walk around the neighborhood, get to know people and spend time with members of the community were asked for by several participants:

“We can offer them [police] a water when it’s hot outside. Flag ‘em down if they’re on the job and offer them a brat if you’re grilling in your back yard. It’s better if communication is built up.”

“I would like to just hang out [PO].”

A few participants mentioned missing the baseball cards that used to be distributed to kids by officers. It thus appears that although Bucks basketball cards are now being distributed by POs, the information has yet to reach all community members in Harambee.

2.1.3 Participation in community events

A couple of participants wished POs would participate more in community events such as block parties, outdoor festivals, and church events.

2.1.4 Problem with PO not living in the areas

A couple of participants underlined the challenges that can arise from the fact that POs often do not live in the community they serve:

“However, a large number [of POs] come from lily white towns, and PO don’t understand the cultures. There is no class to teach that. But believe me, they are learning something from the people on the street.”

2.2 Getting to know each other

A considerable number of participants underlined the importance for POs and residents to get to know each other by creating a relationship that is based on mutual respect, trust, and seeing each other as human beings.

2.2.1 Create a relationship...

First, a few participants mentioned how important it was to starting creating an actual relationship between POs and residents:

“I am a Po in the schools. I know one thing that helps a lot- I know the principals. I know their families. Schools are like running mini-cities. It is all about relationships. Sometimes we need PO to get together with organizations for direction.”

2.2.2 ... Based on mutual respect, trust, and seeing each other as human beings

Several participants shared wanting to build a relationship based on mutual respect, integrity, and trust. Here are some quotes that focus on specific aspects of the relationship they envisioned: "I believe better communication and trust would be an improvement."; "It's up to both sides to be honest and have integrity."

Recognizing each other's humanity was mentioned by one participant as going hand in hand with respect and trust: "Trust... We must trust each other. Just because we have on this uniform doesn't mean we aren't human... We are all human!"

2.2.3 Misconception on police presence, and roles and responsibility

Several participants underlined some of the misconceptions they identified around the police presence, roles, and responsibility, namely the objective behind traffic stops, and the purpose of POs being to "serve and protect [the community] not battle with them".

"There are misconceptions within the community ... For instance, when we do a traffic stop some people feel that we do it because we like giving tickets. It's more about being a presence, not giving a ticket, because criminals see that we're in the area and are less likely to commit a crime."

"I have 16 years on the force and it seems that the younger generation just does not get what my and other officer's job entails. Our job is to serve and protect not battle with them. Things are getting worst."

2.3 Wanting to work together, and lead by example

Some participants mentioned how important it was for both POs and residents to "want to grow as a community!". Wanting to work together and to always to lead by example was underlined by some participants as a necessary step to create change and improve the relations between POs and residents:

"People say a lot of things, but don't want to do it. Something has to change or it's not going to get better."

"For example, if I see another person disrespect PO, if kids see you doing that they might think that it's ok."

Connected Conversation & Parting Words - *“How have you been affected by the communication involving emergency situations, group homes, and probation placements in your neighborhood/district?” – “How have you been affected by vacant buildings and lots in this area?”*

“I really enjoyed these forums. A lot of little kids are being taken away by police in foster care. Kids don’t understand the police response, and grow up seeing police arrest their parents for abuse. kids can’t help it. Police have families too. Police can understand you too. All I’m saying is, police are human. You are called out of your name, but you still have to help, but it doesn’t stereotype me.”

3.1 Feeling comfortable talking with officers

Many participants shared their wishes to see community members feeling comfortable talking, calling, and interacting with POs. According to some, this could be achieved by having more beat officers, and police attendance to community events.

A few participants mentioned feeling somehow foreign to the talks about “back in the days”, calling for interactions un which youth can engage too:

“People should be comfortable being able to call the police. I wonder, will they think I’m a bad teen, or will they see that I’m a youth and we can have a conversation.”

“Most of the conversations about back in the day have no relevancy for me today. I mean that was good for you but as a youth what you talking about just has no meaning. So how can you present something that we can engage in? Now, in this day and time how does it benefit the youth? It got to be fun!”

3.2 Being receptive, open to the other and his/her circumstances – always two different experiences

Several participants underlined the need to be open to the other, and remember that there are always different interpretations of a same situation:

“On both parts, we have to be receptive. I really believe it’s in the approach. They [POs] go through so much that we don’t know about. Sometimes as residents we have to be understanding, too. It’s a double-edge sword, but I still don’t want to be lumped up.”

A few participants specifically focused on culture shocks, and the need to truly understand context and circumstances to any given situations between residents and POs:

"A lot of people, PO, come from up north to patrol in Milwaukee. I came from Sheboygan, a mostly White people town. Milwaukee was a culture shock. What I thought was bad at home, was nothing like the conditions I saw in Milwaukee. And people are conditioned to hate police, although it not me personally. I hear kids too saying "fuck 12" (derogatory epithet against police based on an Atlanta incident where police kicked a door in). I have gained experience in relating to differences."

3.3 The state of the neighborhood – empty houses

Several participants shared their experience in Harambee and the state of the neighborhood, more specifically, the negative repercussions of having vacant houses in the area. Participants mentioned the fact that they were "a breeding ground for criminal activity". One participant reported that "a gang had moved into a vacant house, and turn[ed] it into a drug house". Another said that "children can go inside and do a lot of damage".

Participants suggested tearing them down, or utilizing them as shelter, or food banks for instance to avoid the negative consequences they can bring to Harambee.

3.4 Getting interested/involved in the community

Many participants mentioned wanting to see greater interest and involvement in the community, seeing homeowners' associations, block watch clubs, neighborhood monthly meetings, and police – resident cooperation during investigations.

A few participants underlined again the importance of involving the youth and finding activities during which youth participants can be interested and involved:

"It has to benefit the kids! It has to be a little fun or they won't attend, like these meetings. I invite my friends & they ask what are they going to get besides just sitting and talking!"

"We must learn to blend...our communities are made up of multiple cultures and time zones. The young people and the old are in two different worlds & realities!"

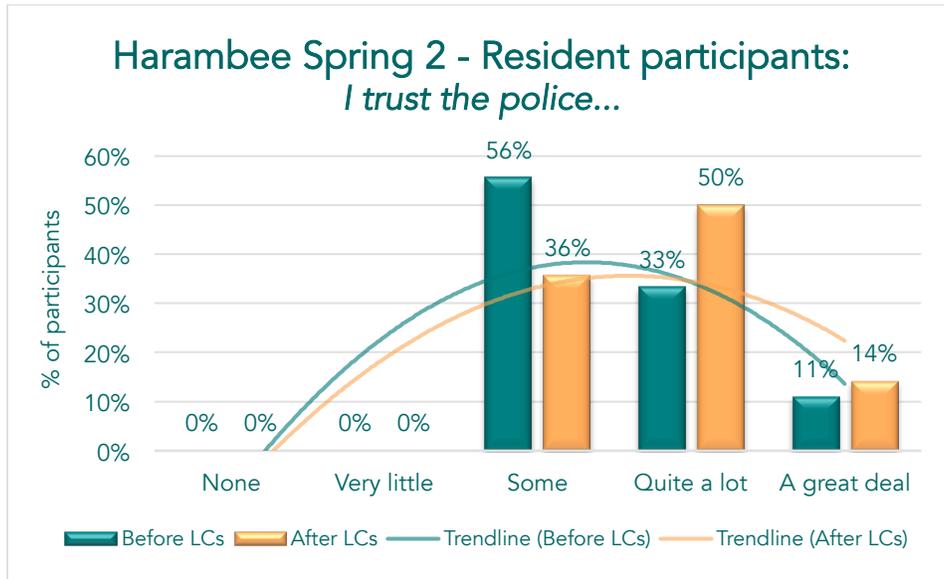
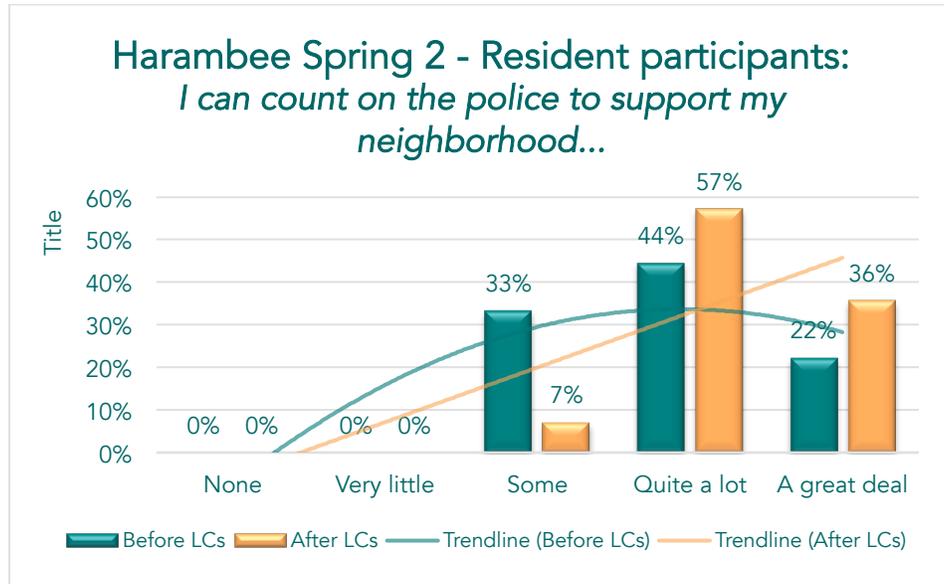
3.5 Know the history on Police and Resident relations

A few participants mentioned the need for everyone to know history, police and resident relations, and, the importance history has in understanding the reality today, including for young people.

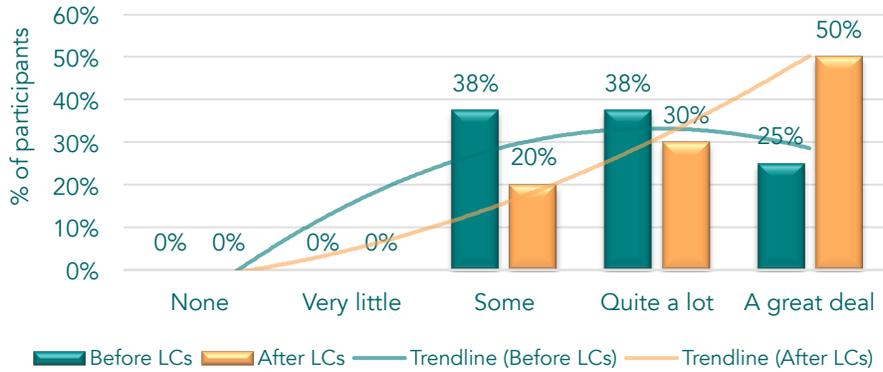
3.6 Parting Words

Parting words were very positive and uplifting, underlining the potential of the Listening Circles. Words such as Productive, encouraging, and enlightening were used, and one participant identified police presence with POs caring for the community.

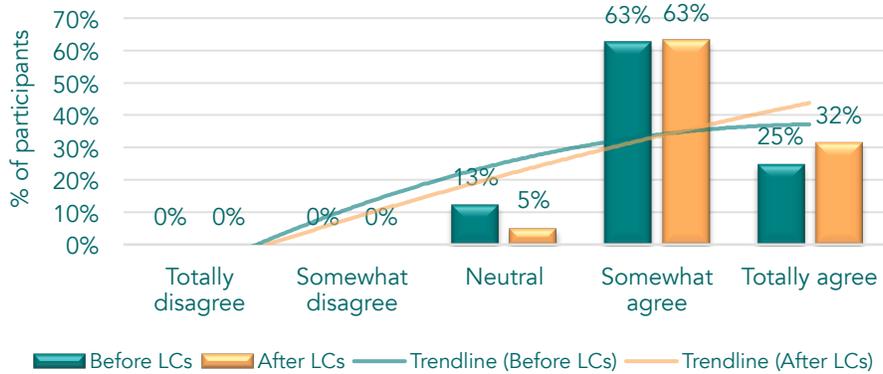
Quantitative Data – Pre/Post Surveys



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



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



Feedback Forms

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

- A lot about how the young people think.
- Police private life is filled with some of the same daily issue.
- The most satisfying thing about these meetings was speaking to the officers.
- The thought on other people's live and the way they go about their day and everyday situations.
- I learned to see from others experience.
- The freeness of the youth to speak out. The freedom to tell just how they feel.
- Reason for traffic stops.
- I learned traffic stops are for presence as well as traffic offenses.
- It was an active discussion.
- Knowing that officers are aware of their actions take responsibility for their actions/short comings.
- They don't have annex job.
- Communications.
- Listening to the concerns of the citizens.
- Speaking with community which not responding to a call.
- Getting to know people and talk with them.
- Listening to others' opinions and seeing their views yes that people care.
- Great discussion today.

What questions or concerns are you leaving with?

- How to get multi-cultural come together.
- Getting to know the others.
- What kind of events the police do?
- Effective communications .
- People care for the community.
- Setting up more dialogue.

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

- What we discuss tonight.
- Community events.
- How does knowing the police are in your area effect the way you feel towards them.
- I would like to discuss people's feelings or attitudes towards gangs.
- The first question for open discussion.
- Relations between citizens and Police officers.
- Be truthful.
- Finding individuals negative about police to come and listen.
- More young people to attend.

Listening Circle 1 - Annexes

Question Round One: “How have you benefited or not benefited from neighborhood organizing? Tell a personal story.”

1.1 Connecting and building relationships

- I recognize the effort that it took to put on and be of a part of the neighborhood block club. It helps build unity and close the generation gaps between the older and younger adult. Coming together allow us to share open communication that was needed to better understand each other and our views of the problems in our neighborhood.
- We teenager come together and go outside and help keep the neighbor clean and it build communication between us.
- I think it’s good to come together and talk about the community and our feelings.
- I especially like Nat’l Night out, that’s when everyone stays out all night and spend time with each other and the police officers as well.
- Officers seem to be more human inside the circles.
- I have benefited greatly tonight as we share different opinions and struggles we’re having together over a meal and now in the circles.
- My brother was killed on 1st and Keefe. Three years later neighbors are still coming to check and see if I am ok. The police who handled his murder also seemed to care.

1.2 Gained new insights

- I don’t have any personal experience, but I’d say that it gives good insight on how to build up as a family.
- In 2010 I moved to the neighborhood because I was newly divorced. I was going through changes as a result]. I attended a block club meeting. I later became a block club leader. Getting into the block club helped me get away from my own problems.

1.3 Have not benefited

- I must say on a personal level I have not experience any benefits
- I been to one neighborhood event and I don’t think that I really benefited from it
- As a young person I feel I have not benefited. There is nothing being done for the youth, there’s no place to go and nothing to do. I feel as though we keep taking about solutions and never getting anything done. Nothing happens and it doesn’t edify our concerns.
- I have not benefited personally but I do think it is beneficial for the community.

1.3.1 About options, available resources, etc.

- I’d get different insights on how we could benefit and information on different programs.
- I’ve been a senior and I get a lot of information from neighborhood organizing.

1.3.2 About others’ perspectives

- I have benefitted by learning from other people’s insights and how they see things.

- Being at District 5 it has benefited me as an officer to hear people concerns about what going on in their community; the issues that are there. I have been able to take that information and go into community to help address some of those concerns.
- As an officer I have seen and experienced many benefits. It has started the needed dialogue for change. I like how people are given the chance to voice their opinions in a safe setting with structured conversation.
- I think it is good, it allows me to network as I was afraid to do that on my own.
- Officers seem to be more human inside the circles. I like how they share their thoughts and feelings and we're able to understand why certain things happen the way they do.
- I have only been on the force for one and a half years and I have benefited by learning things and approaches that I needed to learn.
- Every time we have communication the threat level goes down with us being able to understand from either perspective.

1.4 Make change happen

- People in the neighborhood now come to church because we have a lot of stuff going on here. The neighborhood came together to get the store to open later on Sunday. Pastor called and talked to the store owner.
- It was a life line to change. Even while we were in transition we had input and that was important. The benefit allows us to be heard and make a different.
- feel as though we keep taking about solutions and never getting anything done. Nothing happens and it doesn't edify our concerns.
- If you don't have a community block club or listening circle like we are doing here, how do I start one?
- Call to action? How do I start organization in my community? Should I contact MPD?

1.4.1 New services

- The young people [in our neighborhood] volunteer [as a result of neighborhood organizing]. They shovel the snow, mow lawn and go to the store for us. I got that info by going to the meetings.
- We teenager come together and go outside and help keep the neighbor clean and it build communication between us.

1.5 Meet my neighbors

- I've had a chance to meet my neighbors and youth on the block and that helps keep the crime down a lot.
- I benefit by getting to know people in the neighborhood,
- It's an opportunity to interact humanely with each other [when we come out to meetings such as these.]
- Just being part of the block club. As a neighbor I was allow the opportunity to meet some of the other neighbors in the community.
- I think we may need to meet more in our neighborhood. I don't live in this neighbor and in ours we don't talk to our neighbor so I would like to see us come together and build better communication.

- I think we need to step it up so we can reach the people that are not participating or being reached.
- I feel more relaxed and comfortable. Nice to see neighbors in a different light.
- I like talking and meeting the people I serve without a situation occurring or emergency.
- I felt welcomed to the neighborhood when I moved here.
- My neighbors will check on me if my car is not moved. They will come check and see that I'm ok.

1.6 Never have attended/Don't know

- I've never been to a neighborhood event.
- I don't have any personal experience,
- I personally have never been in an organization, gathering, or meeting,
- This is my first time attending any of these meetings.
- I've never been to a neighborhood event. I don't know if I've ever benefitted.
- I don't really know how I've benefitted.

Question Round Two: *"When have you seen business, growth, and other development help, hurt, and or ignore people here in Harambee?"*

2.1 Help

- Our church is very community oriented. We give something for the youth.
- Walmart has new camera system. MPD is now getting less calls to the Walmart.
- I definitely think this church is beneficial to this neighborhood.

2.1.1 Advocacy

- There used to be a lot of bars around here, now there are not. The city sent out a survey about a bar that some people wanted to open. It would've been near another bar. As a community, we let our alderman know that we don't want the bar here, and it was not allowed to open.
- Community organizing helped get speed bumps put in. Community organizing can stop a lot of stuff from going on around here. Also, we had a park built down on Keefe.
- I've noticed that this church has influenced this neighborhood for the better. There isn't one problem this church won't face with or without the police.

2.1.2 Come together, build relationship/connection

- I think it's beneficial when the church has get-togethers and picnics so we can have stuff to do and have a good time.
- People can come and not be judged, and get love.
- I see building in other area and people are coming together communicating and designing how they can come together and form social groups.
- I think things could improve with better communication between us and the police. Being sure that we share what we know even if we don't think it matters. This will help with the growth as we become better informed and better acquainted with economy, opportunities for help and improvement.

- I enjoy that I am able to be here with positive people who care
- I feel more comfortable walking around and I feel since the circles I've attended more comfortable talking to the police and helping others in the neighborhood.

2.1.3 For kids and youth

- I've seen the community grow. The kids have something to do. The Hope School is on the corner. They wear uniforms and don't have a whole lot of fights.
- I definitely think this church is beneficial to this neighborhood. They do grant-writing classes, and there is something for the youth.

2.1.4 Jobs

- The development of east Capitol has brought more development to the area and has helped by generating some jobs for people in this area.
- Downtown we see good employment which brings in more money. That a good thing.

2.1.5 Shopping, businesses, development

- There is a Walmart. They done grew a whole lot [increased in business volume] because of other Walmart closing.
- I like the shopping areas and the growth of them. I can quickly go there, find items, and return home.
- The business district of Harambee is nice.
- I don't really know about the business aspect, but I guess they're good for people who shop there.
- I think it's helpful and I am encouraged by the new construction on King Drive. They are turning an empty corner into something. That's positive.

2.2 Hurt

- The schools are really failing our children in this area.
- The strip mall north of Capitol Drive on Teutonic has a high changeover. Instead of putting in new stores year after year, ask the residents what they want.
- Back in the day it seems that older people in the community kept the neighborhoods together and now the older generation is passing away and we don't have that voice speaking into the neighborhood. And the things they did to pull and keep the neighborhood together are fading away. Now it seemed that more and more individuals are in fear of our youth.

2.2.1 Loitering

- They done grew a whole lot [increased in business volume] because of other Walmart closing. I don't see a whole lot of men standing around here during school hours. We don't see that anymore.
- Some of the stores allowing guys to loiter hurts the area. No one wants to shop feeling that they have to look over shoulders.
- People hand out in front of the liquor store. They loiter and make their deals on the street, and make the neighborhood go down. The store owner is not concerned that all of this takes place in front of his place of business and won't do nothin' to stop it.

- There is a lot of loitering at the store across the street and I am afraid to walk in the store because of people hanging out. It's just not just me. Other residents have also told me that they are afraid.
- Sometimes I need to go to the store to grab a few items. I want to be able to go to the store in my neighborhood, but once again as we've heard tonight, I am afraid to go to the store over here. I've seen bodies lying in the street, and gun stabbings are a going thing [in this neighborhood.] Neighbors are scared [that] the store is having loitering in the neighborhood. I mean, it's not as bad as it used to be, but it's still pretty bad.

2.2.2 Shopping, businesses

- I see old businesses closing down in certain areas with no replacement of new business,
- It is up to people in the neighborhood to make a change. Crime causes businesses to leave.
- Example: the closing of Wal-Mart at Midtown and also Lowes. The corner stores in the community take advantage of those who have no transportation to get to the It has to start somewhere.
- It's not positive with the businesses that have come in and taken advantage of those with the Quest Cards, selling single cigarettes and single diapers, etc.
- I don't see the relevance. I can't find any healthy food at the corner stores and I see no benefits there.
- Businesses are afraid to start over here because of the area and because of the crime.

2.2.3 Unrewarded effort

- It hurts when we try to patrol and report unsafe houses and activities and it goes ignored or they shut it down one week and reopen the next.
- I feel like we are focusing too much on other stuff we can't do anything about rather than focusing on the homicides and the rapes.

2.2.4 Urban flight, empty buildings and lots

- But in the inner-city you don't see a lot of home owners or the buying of lots. It hurts when people can afford it they move out and we are left with abandon buildings. That is bad for economic growth.
- I believe and notice as an officer. The closing of businesses and empty houses has hurt tremendously. Crime rate goes up and it hurts each family financially and socially.
- I think the abandoned buildings hurt the community spirit and feeling of community.
- There are boarded up homes over here, but growth in riverwest over there. In fear of development over here, riverwest luck[s] out over there.

2.3 Ignore - NONE

Connected Conversation & Parting Words - *"What have you seen threaten people's (residents or police) ability to organize, collaborate, and trust each other?"*

3.1 Answers to the questions

- A lot depends on landlords who put just about anybody in a property. A lot has to do with upbringing and home ownership values.
- I think if we don't come together things will get worse.
- When friends talk to police they feel like that are being snitches, so they won't talk to police. One of my neighbors was hurt by talking to police, and the people in the neighborhood retaliated against my neighbor only because of communication with the police.
- I don't like it when police use excessive force and are bullies. They stand behind the badge.

3.2 Having a voice

- Youth need a positive voice, and they need not only to be listening but to be heard.
- People need to feel included in what going on in their communities.
- These listening circles are very helpful to us so that we can hear the concerns of others. They are very positive. We need to do more circles and have more of a police presence.

3.3 Improvement

- There was a decrease in violent crime by 4%.

3.4 Police

- I wish that the officers were treated individually and not as a group or image portrayed by some who serve the community.
- How are we to trust the police when they won't listen to us?
- We also need more of a police presence.

3.5 Positive interactions

- It's nice to have an interaction with people for a good reason.
- The police used to come in a bus. We could get on the bus and play all kinds of games. They had a big old clown. It came to Silver Spring Neighborhood Center.
- District Seven gives out book bags. We do this at an annual back-to-school event, and we bring clowns, dump tanks and other fun activities to a school on 68th and Silver Spring. A lot has to do with the neighborhood reaching out and asking the police to come. We also gave away badge stickers to the little kids.
- We need to show compassion.
- I feel we have to respect one another....adults and young adults.
- But we have to work together to open up the lines of communication. We have lots of work to do so let's start with respect for each other as a person and their rights as a neighbor in the community.
- It causes more problems when residents use vulgar language that exacerbates the situation in front of kids.
- Block parties help bring the neighborhood together and help us to get to know our neighbors.

3.6 Parting Words

3.6.1 Community organizing

- Community organizing helps make you aware of what's happening in your neighborhood.
- It is my belief that neighborhood organizing is the life line to change. Organization comes into play because if you work, play and live in the neighborhood everyone is given the opportunity to speak, and have the opportunity to help make a difference. As a kid growing up it gave me an opportunity to make a difference and to hear others.

3.6.2 Motivation for action

- History is going to record all the negative. History will also record the silence on the positions in our communities. History will judge our actions and our inactions that the next generations will face that we engaged.
- We need to make it better for ourselves and for those who will follow.
- It starts with me.
- We have to believe that things will get better, otherwise we are fighting an uphill battle.

3.6.3 Taking action

- We got to get involved and stop standing on the sideline.
- Stand up for what you believe in.
- People can make a change in our community, but we need to stop focusing on how they look and treat them as individual, if we want to be effective in making a positive change in our neighborhood.

3.6.4 Families, the home, etc

- We are from different social backgrounds, but character is built upon doing the right things. It all starts with the home.
- I found it easy to get caught-up in my own world and tune out what is happening in my community. I chose to close myself off. Small things make the different.

3.6.5 Media

- Television and social media have a lot to do with the miscommunication and getting residents suspicious and enraged.

3.6.6 Police

- All police are not bad. They have jobs and want to go back home to their family.

3.6.7 Restorative justice

- I understand we don't want crime in our neighborhoods, but capital punishment should be done with restorative justice in mind. Give those who commit the crime a chance and the communities one to.

Listening Circle 2 - Annexes

Question Round One: *"These questions are about police call and response time: Describe an experience you had (as an officer being called, or as a resident involved in a call)? What was the experience and how did it impact your feelings about community safety?"*

1.1 Experiences regarding waiting time

1.1.1 Good to reasonable waiting time

- One time my granny called for a man who had been shot. In our neighborhood police are always around so it doesn't take them a long time to arrive.

- There was some shooting going on in our neighborhood, and I was very concern about what was going on and when I seen how quickly the police arrive after I heard the shots was a great relieve to me. They arrival time was pretty fast.
- I may be a senior now, but I used to be a correctional officer and would often 'ride along' as a citizen on the 3rd shift. I would see first-hand how the officers did their jobs. Recently, while eating in McDonalds a 400lb woman threatened the girl at the counter and two men blocked the doors so the customers could not exit the restaurant, so I pretended to be distraught (crying), while I secretly dialed 911. The police came fast before they could escape and everyone was safe
- Police came right away [for a drive by shooting with a 4 YO shoot]
- As a cop, I responded to a shooting right away.
- I called the police and they arrived in a reasonable time [burglarized home]
- My dad often has seizures so we rely upon response times of both the police department and fire department. My family has had good experiences and response times from both.

1.1.2 Long waiting time

- It took 45 minutes for the police to arrive [situation involving a parent calling for an autistic son out of control]
- It was horrible because it seemed to take so long for them to get there [situation involving a student destroying school property and cutting her wrists with a piece of broken glass].
- Once there were people fighting in the streets outside my house and I called the police. They did not come until hours later! I felt like the police don't care! Someone could have gotten injured.

1.1.3 Explaining the occasional long waiting time

- Nine times out of ten, as an officer it's not a negative response time...we try to get there fast as we can. But, the dispatch prioritizes the most serious calls first.
- My shift is 11 am until 7 pm daily. Today I was assigned to ride alone and I had to respond to a call of "Domestic Violence" involving a female victim. I had to wait for back up which is the procedure. I dread to think of situations where there is an immediate threat to life and the procedure dictates that I await back up. . . . More police would've been helpful to help the female being battered sooner.
- When we go to calls, people are sometimes angry because how the calls are prioritized. Sometimes a robbery (which caller feels is important) may get dropped & it's out of our hands as officers responding.
- I have served the community for 10 years now and I find the summertime the most difficult. I am serving now in a under staffed department, we have gone from 22 persons for roll call to 12. When starting the shift we are more than an hour behind on calls and responses. High priority calls come first and lots of times 911 calls are not accurate or sometimes just pranks. My feelings are directed by how my service is received and the results of my service.
- As an officer I feel the burden of being under staffed. There's so much more I want to do as an officer in and around the community I serve but the time does not allow. When the shift begins we are 200-300 minutes behind on calls and people get angry with us. I am constantly apologizing It is terrible out here dealing with these crimes.

- It is hard to pick out just some calls. As a cop, I don't want to get hurt, I just want to have compliancy during necessary arrests, with as little force as necessary.
- Later that night [after responding to a shooting right away], there was a 2 hour delay to the next call. People said they could have handled it themselves by the time we got there. I tried to empathize with their perspective for the delay.

1.2 Experiences regarding police intervention

1.2.1 Professional answer, good result, humane approach

- It was a situation which involved my son who is autistic. It was difficult for me to contact Law Enforcement because I didn't know if the police would know how to handle his situation. I didn't want it to escalate. The officer who came had training in dealing with an autistic person. She calmed my son down.
- I work at a behavioral reassignment school. We had a student who was destroying the school. She tore out a piece of glass and was trying to cut her wrists. We had to be careful not to escalate the situation with her. It was a good process once they got there because she calmed down once police got there. Officers were calm in approaching the situation. They said, "Let us help you" in seeing that her arms were all bloody. Even when they took her away they didn't handcuff her [which gave her an heir of dignity]. They just took her away.
- In the past I broke into somebody's house and snuck into the window, and stayed for 30 minutes, because I was listening to some people. I was disappointed in myself. The police came right away and talked to them [owners]. They decided not to press charges. I was relieved. I have a problem.
- I had to call the police for something minor. I called on an infamous slumlord- Will Sharad. He only rents to people with issues-pitbulls and broken gates. During a routine eviction cleanup next door, they were using my garbage can. I asked them to stop. He cursed me out, so I called the police really as a mediator. I explained it to the PO. The PO was very understanding and empathetic. He stated that he wouldn't want that to happen to his wife. He did not belittle my call. I followed up, and I felt believed, and I was talking to a human being, not desensitized, someone trying to understand a woman's point of view.
- As resident, one time my next-door neighbor was shot. I came outside to look, and I saw a 4 yr old girl was shot. A PO from district 7 said "Bobby, did you shoot somebody?" I said no [I am a cop as well], and the police investigation revealed a drive by shooting that targeted the wrong house and the wrong block. Police came right away and were nice.
- I had an experience of coming home at the end of my day and finding my door open. My home had been burglarized at 3:00 in the afternoon. They handled the situation well and treated me with great respect as a resident. Although I felt sad about the situation I was glad to be able to call on law enforcement and that helped relieve my nervousness. I feel safe in knowing that we have the police.
- I have had to call the police a very few times. The times I have called were about shootings and someone losing their lives as a result of the shootings. The response times were reasonable and my interaction was calm. I feel safe but I am dismayed at some of the traffic in the neighborhood.

1.2.2 Bad experiences regarding police intervention

- I called another police municipality, and they refused because it was a “civil matter”. I stormed down to that police station and showed my badge. That lieutenant sent a squad
- Yeah, someone called police on me. The police came questioning me about my son. They asked me if he was home-they were trying to see if I was lying. After they made up some lies, I closed the door on them.

1.2.3 Past experiences influencing how participants will react to calling police

- She [the officer] also helped me understand my fear of calling: my anxiety in dealing with police went back to prior experiences when I attended college in Nashville in the 60s. It had a factor in my fear of what would happen if I called police. It worked out well.
- I have good and bad police experiences. I respect the uniform. I don’t stereotype police. I hate the bad police. I look out for cops. I admire their work. I watch for them in the alley. I saw bike cops being surrounded in the alley one night, so me and my neighbor kept talking to them. Just because they carry guns does not mean they don’t get afraid.

1.3 Never called and cancelled call

- As a young person, I have never called the police. I guess when it’s a bad situation they usually come?
- I haven’t had any real experience with police calls. I have seen police respond, and I feel a sense of security when they do. Last time I saw a lady come out and started something with a husband arguing with his wife. He threatened the lady, and she called the police on them for something that was none of her business.
- One time I called the police when my brother in law stole my jet ski, and then rode it, and then crashed into another jet ski in the water. I thought about my brother in law while waiting- that he was on probation. I calmed down and told the responding PO he wasn’t needed, like I have heard residents in Milwaukee say to me previously when I responded to a call.
- I have never had a situation or reason to call the police. I feel safe in my neighborhood
- I’ve never called the police before. Every time police needed to be called someone else around me called.

Question Round Two: *“What do you think is an important step in increasing and improving collaboration between police and residents in the neighborhood?”*

2.1 opportunities to interact between PO and residents

2.1.1 opportunity to talk out in Listening Circles

- I think any opportunity for people to talk out loud, I think is real good. Opportunities for residents and police to vocalize what they think is good. Community meetings focusing on safety and listening [like this one]
- Communication is good, and opportunities like this so that people can express their point of view.

- Increasing communication and more dialogues like this make it easier on the police. Both sides prosper...1 common ground...1 goal...PEACE!
- More of these talks and conversations
- Forums like this, where the PO come, and you get to see them in a different light. When they come, if people would just do as they ask, these PO are so nice. I look out the window to look out for the PO safety and the people's.
- I just don't know. I guess listening to people.
- A lot of it is communication. People are conditioned to hate police. Milwaukee is my hometown and it is very discriminatory.
- As an officer, I think it is possible to collaborate and have better communication. This listening session has been very good for me tonight. I admit I was hesitant about participating because of the subject but I am really glad I did.
- As an officer, I think this circle is a great start. It is important to listen and it's ok to disagree but articulate why. It's not fair to generalize and pass judgment. There are many good residents in the neighborhood who help keep us informed and value our commitment of service.
- This type of dialogue needs to continue. There was something helpful about tonight for me. We broke bread and had conversations. We had the opportunity to get to know one another personally and call each other by our first names. I think there are many ways we can collaborate for improvement. Work at taking steps through different avenues of coming together for storytelling and authentic conversation.
- I think we need to share what we know and that will solve some of the issues.

2.1.2 Create interaction and communicate in non-crisis settings (everyday life)

- The approach toward one another – formal and informal even if it's not a call. We can offer them [police] a water when it's hot outside. Flag 'em down if they're on the job and offer them a brat if you're grilling in your back yard. It's better if communication is built up. If you don't need 'em [police] talk to 'em when you see 'em. It'll make them and us feel more comfortable.
- In the old days, the police would come around and pass out cards to the kids, building trust and relationships. Even people could talk to kids instead of calling the police. We used to know the officers by name. Now I can't even sit on my front porch!
- We don't get baseball cards like in the old days.
- Stop letting the only time we see the PO be for a crime call. If we saw PO coming around just to hang out with people, it would make a difference. I have never seen PO stop by just to greet people here. If I knew a cop, I recognized as respectful, I would be willing to help out. I feel like it would be mutual.
- I would like to just hang out [PO]

2.1.3 Participation in community events

- Celebrations where police come to celebrate whatever residents are celebrating, like a block party, is good.
- Outdoor festivals, church events also helps build relationships within the community. More outdoor events where residents come together.

2.1.4 Problem with PO not living in the areas

- However, a large number come from lily white towns, and PO don't understand the cultures. There is no class to teach that. But believe me, they are learning something from the people on the street.
- I feel like if the police were born into a family or neighborhood, they would understand better.

2.2 Getting to know each other

2.2.1 Create a relationship...

- I am a Po in the schools. I know one thing that helps a lot- I know the principals. I know their families. Schools are like running mini-cities. It is all about relationships. Sometimes we need PO to get together with organizations for direction. If a school - like Bradley Tech where I work-calls PO every time there is a fight, I would give out 15-20 tickets. My option then is usually to arrest somebody. If it is a mutual fight, it is more of a school issue. They can manage it without creating a police record since it was not an unprovoked assault. I like to show them they have power too.
- I would use the walking beats (patrols). Become more compassionate. During investigations, I walk around and talk to people. Sometimes it is hard when people when people don't want to talk and treat you like crap. I don't want to show up to a scene and have to fight people.

2.2.2 ... Based on mutual respect, trust, and seeing each other as human beings

- Respect from the police & community will improve relationships. Give each other RESPECT, also communication is the key!
- TRUST...we must trust each other. Just because we have on this uniform doesn't mean we aren't human...WE ARE ALL HUMAN!
- It would be so much easier to listen to PO the first. You might just get a free pass from the PO out of the encounter. When people listen, they have eye to eye contact, give verbal acknowledgment, they are not hitting each other, not cussing, and staying calm. I disrespect my parents a lot, but not the PO. I fear the PO. When I was 12, I was arrested, I stole something from them, and was sent to a facility for 2 years. I was arrested in front of my foster parents, and I haven't seen them in 4 yrs.
- Another thing is, police jobs are dangerous, and a Black person that is a PO is threatened even more. We are conditioned to see police as dangerous, and only care about violent crimes. I started to associate, like Pavlov's dogs, how police can make us think about dread. We need to see you out and about. I never had any men in my life- I was a foster child. A lot of us grow up with male criminals-men that beat us and molest us. So I was scared of police.
- I believe better communication and trust would be an improvement.
- It's up to both sides to be honest and have integrity.

2.2.3 Misconception on police presence, and roles and responsibility

- There are misconceptions within the community ... For instance, when we do a traffic stop some people feel that we do it because we like giving tickets. It's more about being a presence, not giving a ticket, because criminals see that we're in the area and are less likely to commit a crime.

- Learning how to better communicate with each other. When I stop cars with black men in it; I'm call a racist, but I can stop a car with two white men in who are selling drugs in the same neighborhood and no one seem to care.
- We get some nice PO response here. People say PO respond differently because there are still white people on the east side. I think district # 5 is great.
- I have 16 years on the force and it seems that the younger generation just does not get what my and other officer's job entails. Our job is to serve and protect not battle with them. Things are getting worst.

2.3 Wanting to work together, and lead by example

- We all want PEACE in our neighborhood!
- Most important is willingness...must want to grow as a community! If you want PEACE you must work towards it!
- People say a lot of things, but don't want to do it. Something has to change or it's not going to get better
- For example, if I see another person disrespect PO, if kids see you doing that they might think that it's ok.
- You hear people, little kids , saying " fuck the police". I see that attitude, but maybe they saw police arrest someone in their family.
- I think the police are doing a good job. I feel like we need a police officer on every corner but I know that's not possible. The collaboration has to come from both sides and I will continue to share what I know with the police.

Connected Conversation & Parting Words - *"How have you been affected by the communication involving emergency situations, group homes, and probation placements in your neighborhood/district?"; "How have you been affected by vacant buildings and lots in this area?"*

3.1 Feeling comfortable talking with officers

- People should be comfortable being able to call the police. I wonder, will they think I'm a bad teen, or will they see that I'm a youth and we can have a conversation.
- Most of the conversations about back in the day have no relevancy for me today. I mean that was good for you but as a youth what you talking about just has no meaning. So how can you present something that we can engage in? Now, in this day and time how does it benefit the youth? It got to be fun!
- I was a beat cop, and walk the street. I was one of the 10 people who started Harambee. Today we don't have too many officers that are walking the street in the community as in times past.
- Build more trust between officers and the residents like conversations in different areas.
- My first time doing a listening session. I am grateful to hear positive comments about the police and fire departments. [PO]
- We need to go back to more BLOCK meetings & invite the police. They used to attend all the meetings.
- As a BEAT officer, we would walk & bike in the same neighborhood regularly, and get to know the communities. We need to start walking the BEAT again.

3.2 Being receptive, open to the other and his/her circumstances – always two different experiences

- On both parts, we have to be receptive. I really believe it's in the approach. They go through so much that we don't know about. Sometimes as residents we have to be understanding, too. It's a double-edge sword, but I still don't want to be lumped up.
- A lot of people, PO, come from up north to patrol in Milwaukee. I came from Sheboygan, a mostly White people town. Milwaukee was a culture shock. What I thought was bad at home, was nothing like the conditions I saw in Milwaukee. And people are conditioned to hate police, although it not me personally. I hear kids too saying "fuck 12" (derogatory epithet against police based on an Atlanta incident where police kicked a door in). I have gained experience in relating to differences.
- I would like to think about that Black woman with her little boy on her lap inside a car saying "you gonna have to kill me!?", and then it happened. She was shot while holding her son in her lap. The media conditioning, seeing Rodney King beaten, and the editing the "nigger" word in the video recording, you couldn't trust. But then I had a baby on the floor, and the police were the first to show up and help deliver my baby. I think about police and pray for them.
- I really enjoyed these forums. A lot of little kids are being taken away by police in foster care. Kids don't understand the police response, and grow up seeing police arrest their parents for abuse. kids can't help it. Police have families too. Police can understand you too. All I'm saying is, police are human. You are called out of your name, but you still have to help, but it doesn't stereotype me.
- I feel differently after talking and listening tonight. I feel appreciated now and I haven't felt that way for a while. [PO]

3.3 The state of the neighborhood – empty houses

- There are a lot of board ups in this area. We're stuck waiting there for someone to board it up.
- I don't like them personally. The loitering -- it's a breeding ground for criminal activity. Children can go inside and do a lot of damage. I hate to see 'em torn down. I'd rather see them utilized even if it's only as shelter in winter, or a food bank.
- The vacant buildings or homes are a problem. I wish the city would just tear them down. A gang had moved into a vacant house, and turns it into a drug house. When we found out got together and asked them to leave.
- We got a group home in our neighborhood. They don't even cut the grass, I don't like it and have complained. I feel so depressed because someone could kill a child or anyone and leave them in one of the abandon houses and we would not even know.
- Milwaukee used to be much cleaner, people were proud of their communities. Now, there is trash, the alleyways are not safe, people use the bathroom outside
- People will find a way to use a vacant building.

3.4 Getting interested/involved in the community

- Block watch club would get the neighbors interested in what's taking place in our community, even the officers could attend. This would go a long way in building relationships.

- On my block, there are a lot of homeowners and we get together and make them [criminals] LEAVE! We band together and don't just let troublemakers move in. One family up & moved because of the pressure we put on them.
- One of the best and simplest things to do is cooperate with the investigation. The police have to be thorough.
- I grew up in Sherman Park and I have a certain amount of pride for the community I also serve. I am frustrated with the crime and I am hopeful for a better summer this year.
- At the neighborhood monthly meetings, the police would give us phone #'s to call so we could leave tips / info anonymously. We don't do that too much now.
- It has to benefit the kids! It has to be a little fun or they won't attend, like these meetings. I invite my friends & they ask what are they going to get besides just sitting and talking!
- Gotta break the stereotype with the kids of DOING THE RIGHT THING, not being cool.
- We must learn to BLEND...our communities are made up of multiple cultures and time zones. The young people and the old are in two different worlds & realities!

3.5 Know the history on Police and Resident relations

- Nashville in the 60s, policing was a bad situation. Maybe there wasn't the training. But why does this stuff still occur today in communities? Should there be national regulations [to end wrongdoing on the part of some officers]?
- Some days we're not having a good day. Come communities that are having differences with police – I think we need to look at the training and resident's perception to determine what is going on.
- HISTORY! If our kids knew more about what the older residents & ancestors went through, there would not be this disconnected.

3.6 Parting Words

- Productive
- Enlightening
- Active
- Encouraging
- This new stuff 'Retro' I don't know what it means...youth explains old, but new?
- I like it, that we can ALL still talk!
- I think the police are coming here because they care.
- I came with an open mind to see if I can be of any help or assistance to be the Agents of change, glad I came.
- I'm happy there are all different ages & ethnicity represented here.
- We are ALL still human!
- Work on better communication
- Do more listening than reacting
- Develop a human connection with law enforcement
- We should care more about and for each other