



# Zeidler Center

Frank Zeidler Center for Public Discussion

*Deep Listening. Fostering Trust. Bridging Communities.*

## **Metcalf Park Police & Resident Listening Circles Report**

### **Fall Series**

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Thank you to Mercy Memorial for hosting these listening circles. We would also like to thank our partners: Safe and Sound, Milwaukee Police Department, Milwaukee DA's Office.

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## Executive Summary

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 safe 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, involves circles that are professionally facilitated by Zeidler Center facilitators, and co-designed by residents and police to fit the needs of the Metcalfe Park 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 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, and the Milwaukee Police Department.

The Zeidler Center hosted dialogues on Tuesday, September 27, 2016; Tuesday, October 11, 2016; and Tuesday, November 15, 2016 at Mercy Memorial.

**Spring dates for Metcalfe Park Police/Resident Listening 2017 have yet to be set**

To stay tuned, visit [www.zeidlercenter.org](http://www.zeidlercenter.org)

Pre-registration will be required. Metcalfe Park residents interested in attending one or more listening circles should call (414) 239-8555 or register at [www.zeidlercenter.org](http://www.zeidlercenter.org).

## Listening Circle 1

The Metcalfe Park Police and Resident Listening Circle 1, which focused on Imani – faith, took place on Tuesday, September 27, 2016. Facilitators asked participants to focus discussion around the following statements:

1. “ Tell me about a time you felt supported or appreciated by police officers or the Metcalfe Park Community.”
2. “Tell me about a time you felt unsupported or unappreciated by police officers of the Metcalfe Park community.”

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

*“What has been helpful or hurtful to establishing or maintaining faith and trust with residents and officers that live and work in Metcalfe Park?”*

During round one, participants readily shared numerous positive incidents that illustrated the support and appreciation they had experienced. These stories described interactions between officers and residents, as well as between community members. Receiving help and assistance featured strongly in these accounts, which included emergency situations and life-saving actions as well as everyday scenarios where a helping hand was greatly appreciated. Police presence in the neighborhood was considered an important part of community support. Dialogue during round one indicated that participants shared and were willing to affirm a positive narrative that holds a robust position in the community’s shared story.

Round two discussions also contained elements of this positive narrative, in that many participants commented they had no history of unsupportive or unappreciative interactions with each other. However, alongside these comments were the stories of many others who described instances where they did not receive needed support or appreciation. Some of these reports involved elements of disrespect that were expressed either verbally or through actions. In addition, discussion around a disrespectful attitude exhibited by some officers centered mainly on residents’ experiences and impressions of officers whose preconceived ideas and expectations were seen as producing disrespectful interactions. Officers and residents both disclosed instances of being misunderstood and viewed with suspicion.

Connected Conversation discussions expanded on some of these same issues, but also touched on new themes. Talk about the use of excessive force was linked with the subject of young people in the community and the specific concerns unique to this age group. Residents spoke at greater length of the hopes and goals they had for their community, and offered suggestions for making progress. Some acknowledgement of the role of officers in achieving this success was voiced, and appreciation was expressed. Officers shared insights into perspectives of law enforcement that were helpful to residents in understanding the reasoning behind some of their processes. There was also disclosure of how officers’ journeys of professional growth can involve increased cultural awareness and understanding that allows them to better assist communities with meeting goals.

Of note, an interesting mix of positive and negative experiences was revealed in these Circle dialogues. One participant’s comment offers an example of this dichotomy: “I never personally felt unsupported, but maybe because of the neighborhood when I’ve had to call police they may have treated me with how they expected me to act.” Overall, a strong profile emerged showing that even when instances of misunderstanding occurred, the positive support and appreciation that is carried in the community’s

narrative survives and is not denied by community members. The lack of trust that is generated by negative interactions between officers and residents is mitigated to some extent by some participants' continued good will and belief in others' good intentions.

## Listening Circle 2

The Metcalfe Park Police and Resident Listening Circle 2, that focused on the 'no-snitch' culture, took place on Tuesday, October 11, 2016. Facilitators asked participants to focus discussion around the following statements:

1. *"Talk about a time when you felt the 'no-snitch culture' or the 'blue wall of silence' impacted your personal, work, school, or professional life?"*
2. *"What are the issues related to having a 'no-snitch' community culture and 'the blue wall of silence' in the police department"?*

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

*"What do you feel could be done to change a no-snitch community culture or a blue wall of silence in the police department?"*

During round one, participants expressed a divide between wanting police support to combat crime vs. desiring to be isolated from the police department. The stories in the first category were connected with participants who are involved in community organizing groups or citizens affected by crimes that did not reach satisfactory resolution because of lack of community collaboration. On the other hand, the stories in the second category were associated with fear of retaliation, or a negative experience with the police force that hinders the participant's desire to collaborate with the police.

Round two discussions also reflected this divide in the community. Participants expressed a strong desire for integrity and respect, both towards the community and the police officers. Participants shared nuanced and humanizing comments about residents of Metcalfe Park and the members of the police department. In the same manner, participants set respect of all parties and communication as the guidelines that both parties should fall back to in order to improve the neighborhood. In contrast, some participants also developed on the topics of question one, criticizing a perceived double standard in the police department maintaining a 'Blue Wall' of silence on crimes committed by officers. Some residents discussed a no-snitch culture among residents, suggesting that 'snitches get stitches.'

During the Connected Conversation, new topics developed. Among the most prevalent was the desire of most participants to have a more proactive and frequent presence of officers in the neighborhood as a way to get to know the community, improve communication, and prevent crime. A second trend during this stage of the dialogue was the desire to move beyond bias associated to residents and police and think of each individual as a unique story.

### Listening Circle 3

The Metcalfe Park Police and Resident Listening Circle 3, which focused on Ujamaa – Cooperative Economics, took place on November 15, 2016 at Mercy Memorial Baptist Church. During the evening, facilitators from the Zeidler Center asked participants to respond to two rounds of questions:

1. *“What has been the personal value to you of being in the Metcalfe Park neighborhood? (consider play/recreation, worship, work, and living here)”*
2. *“What do you think needs to be done to improve the quality of life for Metcalfe Park residents? That could include economics, education, real estate, etc.”*

In addition, as time allowed, participants were invited to engage in Connected Conversation, guided by the following prompts:

*“What do you wish would happen to reinforce or support positive efforts?”*

Throughout the rounds, one key theme emerged as background context for the evening’s discussion, namely, the experience of being disenfranchised. Participants’ comments pointed to racism and classism as reasons behind their experiences of disenfranchisement. Comments such as “I don’t think we belong to this country,” illustrated how some residents identified as “outcasts to society.” This perception of themselves as marginalized served to inform and contextualize other themes from the evening’s circles.

During Round One, both positive and negative ends of the spectrum were endorsed by participants when describing the value they ascribed to their experiences in Metcalfe Park. Some maintained, “it’s a good neighborhood,” and “living here is important.” They offered examples of how the neighborhood has been improving, including more police protection and better, more effective collaboration between officers and residents, as well as a revitalization of neighborly relations between community residents. Others, however, viewed Metcalfe Park more pessimistically, citing (among other factors) crime and safety issues and an increased lack of respect within the neighborhood, such as “People don’t treat this like community anymore.”

Round Two yielded a number of ideas about how life in Metcalfe Park could be made better. Participants talked a good deal about the welfare of children and youth including safety issues; adult role models; and especially, education. Jobs and housing were also themes, with a focus on making better use of the many abandoned homes in the neighborhood. Safety was another key issue, not only working with police to optimize crime prevention but also taking steps to enforce traffic laws and reduce reckless driving on the community’s streets. Several matters related to police work in the community were raised, and the “lack of respect between the officers and the community” was highlighted as a significant concern. The process of becoming a better community was also the focus of some discussion, and included talk on both collaboration, with “everybody pitching in together,” and self-improvement, as in “it will take the neighborhood to save itself.”

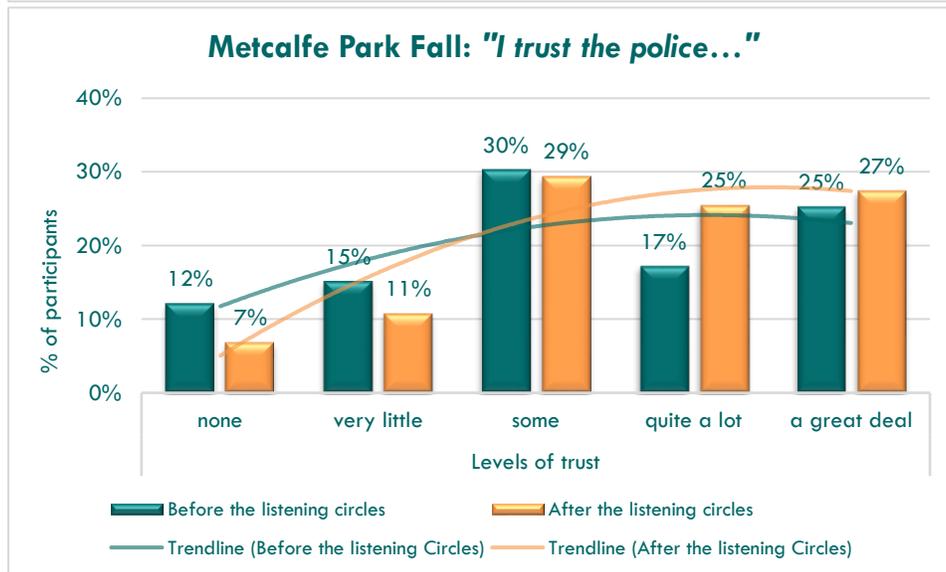
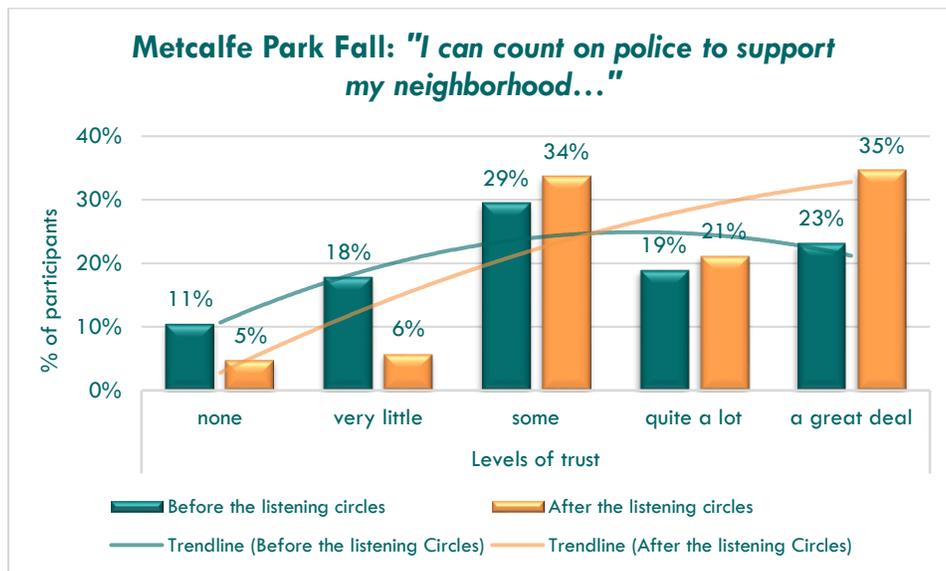
During the Connected Conversation round, participants stated they would like progress to be supported by improvements in all the major areas covered in previous rounds: community services; jobs; housing; and crime prevention, especially as it pertains to youth. The idea of implementing an “overall plan to better the community” led to some discussion about goals, planning, and leadership. People also talked again of reaching out to help each other and of coming together in ways that would empower the community to help itself.

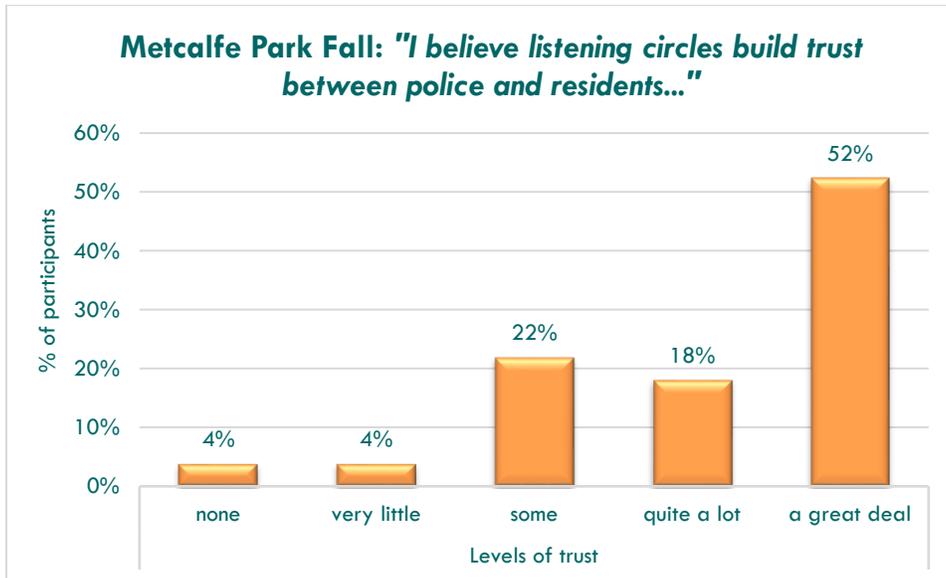
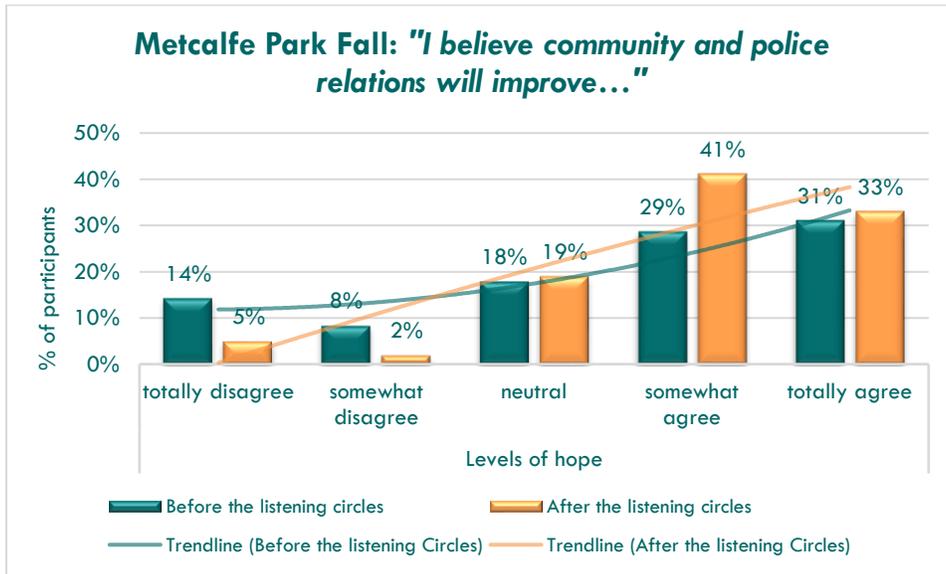
## Next Steps

This report will be sent to all partners, including Chief Flynn, Captain Boston-Smith of District 3, and alderpeople. Funding permitting, two series of Police and Residents Listening Circles will be taking place in Metcalfe Park, one in Spring 2017, and one in Fall 2017. The involvement of planning committees will be increased to not only a planning stage, but to a managing stage so that residents can take charge of the program.

## 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 resident participants. The following graphs are a combination of the three fall sessions that took place in Amani and present clear improvements in levels of trust, support, and hope when it comes to police perceptions, and police and residents relations. Results for individual sessions are available in this report.





**Questions about this report should be directed to:**  
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## Listening Circle 1- Analysis

**Topic: Imani – Faith.** To believe with all our hearts in our people, our parents, our teachers, our leaders, and the righteousness and victory of our struggle.

**Question Round One:** *“Tell me about a time you felt supported or appreciated by police officers or the Metcalfe Park Community.”*

*“The police came to my aid and saved my life.”*

*“When 911 was called they seemed like they were there to protect us; to make sure we were safe.”*

*“We get a lot of support from the community. We’re always being told ‘thank you.’”*

The question for round one recognizes how experiencing support and appreciation can contribute toward growing people’s faith in one another. Participants were readily able to acknowledge positive aspects of what they felt toward and received from others. Comments came from residents expressing appreciation for officers, officers confirming the support they felt from the community, and residents voicing appreciation for their community and neighbors. A couple of residents also spoke about their impressions of how officers see their community, saying “Officers appreciate our approach,” and “I think they [the police] appreciate the effort of people talking to them.” Thus, there was significant recognition and expression of positive interaction and goodwill.

### 1.1 Being Helped

Participants also told numerous stories about being helped. Residents offered examples of times when officers spontaneously addressed risky or uncomfortable neighborhood situations in the moment as they were occurring, such as when a woman being followed on the street was assisted by two officers who happened to be investigating a different incident on the same street; and when officers noticed and came to the aid of a resident who was being robbed on the street. Other stories recounted how officers responded to emergency calls with lifesaving assistance, or by going “far above and beyond to help.” There were also instances of receiving support in everyday activities that made life easier and nicer for residents. For instance, one day two officers were asked to stay on site for a little while so the neighborhood children could safely play outdoors, and they did so; and one resident whose car became stuck in the snow was greatly helped by officers who turned it around and helped pushed it back home.

Officer participants also acknowledged support from residents and business owners in the community. One officer spoke of how people respected the need to avoid disrupting a crime scene by detouring around it when the necessity was explained to them. Another observed how other officers from outside the area support and help him and his colleagues when needed.

### 1.2 Police Presence in The Neighborhood

Participants noted in particular their appreciation of police presence in the community. Many residents talked about their experience of seeing officers in the community, and some used words such as “like” and “love” to express how they felt: “I love to see them walking the neighborhood. They remember your name, your face,” and “I like [the] positive attitude of them walking my mom home.” Others mentioned how the officers’ presence helps them feel “safe” and “protected”. One participant described his satisfaction over being commended for his helpful actions by officers who happened to be driving by. In addition,

officers commented they are “asked to patrol certain areas more,” and that “people want us around daily,” indicating they are aware residents value their contributions.

### 1.3 Appreciating the Community

Participants also expressed appreciation for the community itself. Residents mentioned “suppers at the park,” and other events, a student felt appreciated by a teacher at the neighborhood school, and one participant remembered the community “came out and supported me for my first basketball game and I appreciated their support. I believe it helped us win the game.” It seems that for many, there is, as described by one participant, a sense that “people that live in the community like it here.”

### 1.4 Community Challenges

While the focus of round one led to the sharing of positive experiences, sometimes these were moderated by comments about challenges or suggestions for making things better. Some challenges related to the difficulties of life experienced by residents of the community: “I don’t like communicating, the neighborhood is unsafe, I stay to myself,” and “I have a niece and nephew and I work 2 jobs and I am concerned about them.” Suggestions included advising officers, as in “Don’t make it bad for others,” and a request for speed bumps in some area roads. Similar perspectives were explored in much greater detail in round two, when participants were asked to share about times when they felt unsupported or unappreciated.

However, the willingness and ease with which participants were able to discuss positive interactions and meaningful acts of support demonstrates these sorts of events are not in short supply. There was ready acknowledgement that good things happen in the community, and good people—both officers and residents—have helped each other in many ways. It is significant that a positive narrative exists and is accepted by participants; the potential for further expansion of the community narrative along these lines would appear to be fertile ground for future growth in community/law enforcement relations.

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**Question Round Two:** *“Tell me about a time you felt unsupported or unappreciated by police officers of the Metcalfe Park community.”*

*“Some of the police have bad attitudes and don’t know how to talk to young black men.”*

*“I have been in numerous fights or called a racist for no reason, other than my uniform.”*

### 2.1 No Problems

Themes of positivity continued into round two, despite its orientation toward more negative interactions that exhibited a lack of support and appreciation. A number of participants reported no troubling interactions, commenting they had “no problem with the police,” “haven’t had any bad experiences,” and “have not had any bad experiences with the police.” Some extended this lack of trouble to include the community itself: “Since I have been in the neighborhood I haven’t had any problems with neighbors and have not needed to call upon the police,” and “I have not had any bad experiences with the police or in my neighborhood.”

That is not to say, however, that problems were nonexistent. Other participants shared frankly about instances when they felt unsupported or unappreciated, indicating that along with the positive narrative, there were also missed opportunities for helping, supporting, and appreciating.

## **2.2 Disrespect**

Incidents of verbal disrespect, as well as disrespectful acts, on the part of officers were described by participants. One resident observed, “I have seen things I don’t agree with such as the way some people were handled by the police.” Another resident who witnessed juveniles starting fires was rebuffed by an officer he approached who told him, “Get the hell out of here before I arrest you!” Others felt disrespected when arrest procedures unnecessarily compromised their personal modesty. For instance, a resident who was removed from his home during the night was taken outside naked since he had been sleeping unclothed; another resident described being inebriated and finding her dress was caused to rise too high during her arrest.

Participants also discussed disrespect as an attitude, and how it impacts officer-resident interactions. Residents perceived that some officers arrive on the scene already in a disrespectful mode: “I want to share that a lot of times they show up and they’re disrespectful,” and “the police do bring negativity and it’s because the way they come.” Others observed that some officers “don’t know how to talk to young black men.” One resident noted that often young officers are more likely to exhibit a negative attitude than older officers.

There was also recognition that a perceived “bad attitude” in officers can quickly produce the same in residents; this chain reaction can feed a negative spiral. Residents wanted officers to know that not everyone involved in law enforcement incidents is a “bad person,” and suggested improved training in communication skills as a means for improving negative attitudes.

In turn, an officer acknowledged that, “in every profession there can be bad apples that need to be weeded out.” Interestingly, there were no comments from officers describing experiences of disrespect, although they did talk about being misunderstood or mistrusted. One resident commented, “Growing up I was taught to respect the police and that’s what I do.”

## **2.3 Suspicion and Mistrust**

Some participants also talked about being disbelieved or misinterpreted, and how this led to being disrespected and treated unfairly. For example, a resident recounted how he was stopped on the street, thrown against a squad car, and questioned because the officers had witnessed him leaving a certain house. As he was innocent of any wrongdoing, they found no evidence or past warrants and he was released. He commented, “They picked me out and I really didn’t appreciate that.” Another resident acknowledged fighting with his sister, but stated the officers who responded when she called the police did not listen when he tried to explain; this resulted in his arrest and removal from the home (which was his own, not his sister’s).

Officers reported experiencing a similar sort of suspicion from residents, with one participant recounting the time he was working to rescue a child from a mentally unstable family member who was not supposed to have it, and the neighbors tried to intervene and stop him because they didn’t understand why he was removing the child from the home. A resident’s comment that “I do not trust cops; I don’t care what color or nationality,” offers insight into an important factor behind such incidents of unsupportive actions and unappreciative attitudes—a lack of trust.

## **2.4 Trauma, Use of Force, Etc.**

Trust is further eroded when people experience trauma and pain during law enforcement interactions involving themselves or loved ones. Participants described the difficulty of watching as family

members were arrested, handled roughly, or even shot by officers. They expressed concern about the level of force used, such as when tight handcuffs caused one resident's hands to bleed during an arrest.

Officers can find law enforcement interactions traumatic as well. One officer commented that he had been through “lots of incidents where I have been shot at,” and “experienced a lot of aggression.”

## **2.5 Expectations**

Participants' contributions reveal they vary considerably in the expectations they have of each other. Some residents felt that police expectations of community members were unfavorable, and this caused trouble: “Maybe because of the neighborhood, when I've had to call police they may have treated me with how they expected me to act,” and “Every police [officer] have pre-judged and that makes people's attitudes worse.” Others expressed the opposite, such as “Do I expect every bad experience is gonna be from the police? No, I let it go.” An officer reported others have exhibited similar negative expectations about him, based on his profession: “I have been in numerous fights or called a racist for no reason, other than my uniform.”

Some participants took a philosophical viewpoint, advising that respect is a two-way street, a mutual experience, and that changing expectations can result in an improved experience. One participant pragmatically observed, “You have to learn how to work with police and a lot of stuff is not fair.”

## **2.6 Police Response Time**

One specific source of feeling unsupported was the apparent lack of response from law enforcement when residents require assistance. Residents described their experiences, such as “I'm a black man and I hear gun shots. I call them all the time and they don't come and I continue to call—no one ever comes...What does it take for them to come—someone getting killed?” Another resident expressed that “they need to do a better job than they do—take too long to come to emergency call... I see people doing stuff and it takes the police a long time.” Thus, extended response time, or a perceived lack of any response at all, contributes to feelings of being unsupported.

One officer made an effort to explain to participants what is happening from the law enforcement viewpoint: “Every time someone calls 911 someone [law enforcement] comes in the area even though you don't see them. It does take a long time; there are 110,000 people in this area and we have to try to prioritize calls.” Officers also clarified that it can be difficult to recognize police response because of the geographic distance from a shooting incident. One noted, “So there are a lot of variables. You may think it's nearby but it could be several blocks away.” And another stated, “A gun shot may be near but they echo. You really can't determine where it's coming from,” and offered reassurance that “because of technology we can get to the area; we do ballistics and so it does help when you call it in. When you make that courtesy call sometimes we find the person but we can't call everybody back.”

## **2.7 Community Challenges**

Although there was ample discussion about the positive aspects of the community during round one, more challenging community issues emerged as participants discussed situations that felt unresponsive to them. Several reported their practice was to stay out of trouble, as in “I keep to myself—that's it,” “I don't be in the street...I try not to have anything to do with it,” and “I steer clear of that kind of thing.” Others commented on the difficulties they experience in their “rough neighborhood”, such as, “I see people doing stuff,” “I don't see a lot of support in the community,” and “The neighborhood has a bad reputation.”

When faced with the difficulties and challenges presented during round two, participants sometimes contributed ideas for improvements. Some recommended keeping things positive, encouraging others to avoid negativity, and keep a positive attitude. Others offered more specific advice, such as learning to increase constructive interaction with others. One officer responded to resident stories of dissatisfaction regarding law enforcement with information on police procedures for monitoring officer performance. Another participant chose to reinforce the perception of officers as being an important part of resolving community issues, saying “I need the police in my neighborhood...there is so much going on!”

**Connected Conversation & Parting Words** - *“What has been helpful or hurtful to establishing or maintaining faith and trust with residents and officers that live and work in Metcalfe Park?”*

*“In order to solve a problem you have to understand community and culture. If you do not understand the culture you might misinterpret things.”*

*“We need to try to get to know one another and then we can solve some of the problems in the community.”*

### **3.1 Use of Force**

The use of excessive force that was first addressed in round two became a subject of interest again during Connected Conversation. There seemed to be some connection with police handling of youth in the community, as participants discussed the angst experienced during law enforcement encounters that had been “hurtful to parents.” The use of stun guns and other alternatives to actual guns for handling youthful offenders was discussed. The conversation revealed a wide variety of impressions about the use of force by officers. For example, while one resident asserted that all officers “use force when it’s not necessary,” an officer in a different Circle pointed out that he had never shot anyone in his ten years of work. This could represent another opportunity for improved officer-resident interaction, in that increasing the shared knowledge about each other’s experience and reality concerning the use of force could lead to deeper understanding and more informed choices going forward.

### **3.2 Young People**

Discussion of youthful offenders and young people in general became a focus of some Connected Conversation. It appears residents consider the youth of their community to have separate needs and challenges, over and above other community members. They described the risks inherent in the current availability of firearms in America today, saying that “Teens think it’s cool to carry a gun,” and noting the ease with which guns can be accessed. In addition, absent or nonfunctional parents and grandparents were thought to contribute to an environment of disrespect.

Some participants advocated a hardline approach to dealing with youth issues, while others favored a softer approach. For example, one participant felt “Teens should be at home helping with family – or with a pencil in their hand – not out here fighting.” Another lamented that neighbors did not know each other’s kids anymore and further, and it is no longer acceptable to discipline others’ children. However, others supported a more nurturing approach that involved being nice, avoiding “starting something,” and trying to show respect; this was thought to produce a positive result: “If you approach them the right way they’ll listen.”

### **3.3 Officer-Resident Interaction Issues**

Participants revisited topics discussed previously during rounds one and two that were related to problematic interactions between officers and residents. They expanded their processing of the issues, which were varied in nature. One participant confided s/he did not feel there was “a real understanding between

us,” and another attributed a cousin’s death to the fact that “he and the situation was misunderstood” during a law enforcement incident. The impact of negative attitudes was pointed out by one participant who disclosed a time in the past when s/he started out “a victim and became a suspect.” An officer advised the Circle that concerns about such misunderstandings can be presented to the Common Council.

### **3.4 Community**

#### **3.4.1 Being Afraid - Fear**

Participants also communicated the fear they sometimes felt in their community. This was related to crime, unsafe traffic, or retribution for “speaking up” about problems. The latter issue—often termed “snitching”—was the topic of some discussion, as the “need to tell if others are doing bad in the neighborhood” was weighed against the consequences: “Someone mentioned ‘shooting up houses or starting them on fire.’”

Again, people took a philosophical view, observing that “Things happen. Some be really bad. Some be really good,” and back in the day, people overcame differences and remained connected: “I remember when we’d fight and the next hour we’d be drinking [together].”

Ultimately, the challenging reality of community life was recognized by one participant who stated, “In my neighborhood there is too many killings, and too many fights and people getting injured.” The inherent potential for meeting these challenges was acknowledged by another: “It’s still a good neighborhood, just takes a more delicate approach.”

#### **3.4.2 Making it Better**

Talk during the Connected Conversation was also characterized by the identification of various goals for the community, such the need for peace and “a better world for everyone to associate and talk,” an environment without “all that violence.” One resident put words on the aspirations of many, saying, “I just hope the neighborhood gets better.”

There were several comments expressing the need for greater connection within the community. Residents wanted to “all sit around and talk together. Families, kids, everybody,” and to “try to get to know one another and then we can solve some of the problems in the community.” Other participants recommended a focus on helping, advising that “We need to keep our eyes open for those we can help,” and “help the police,” while increased participation was advocated as well: “We must take control of our community,” and “speak up more.”

### **3.5 The Role of Law Enforcement**

In addition to discussing community issues, participants also took some time to express thoughts on officers’ experiences, as well. Overall, these were positive in nature, affirming that “the police be nice,” and “there are good cops who care about the neighborhood.” There was discussion on how law enforcement is perceived, with several participants expressing positive views, such as “All cops ain’t bad.” Residents reminded each other that “policing is a profession” in which officers “are supposed to keep us safe.” One resident observed, “In every situation you have both good and bad police. We have to check ourselves; they are just doing their job.”

Often the way officers perform their duties is linked to their professional journey and growth over time. One officer shared, “When I first came here I had a different attitude than now... when I became a police officer here it took me a while to understand the different cultures. I was looking at things as to how I

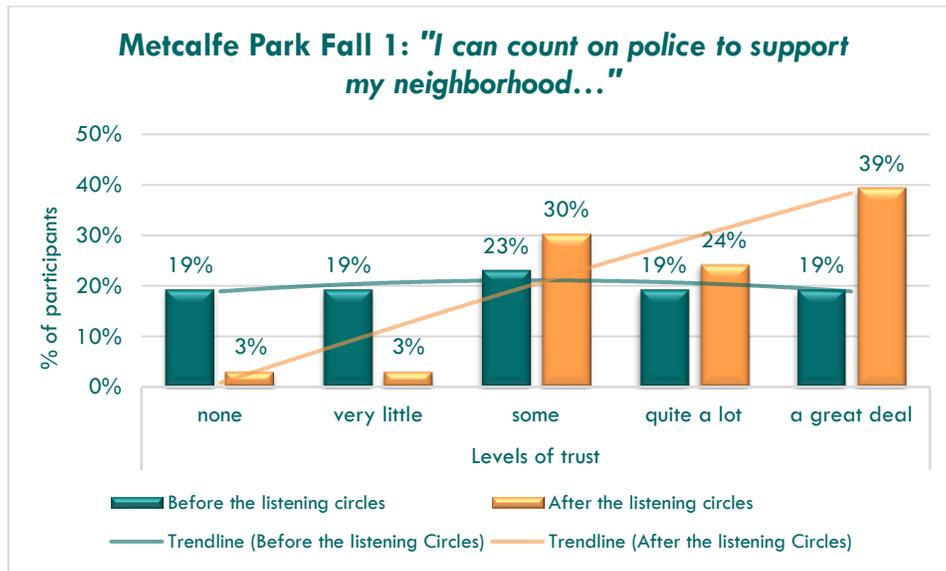
was raised...I get it now.”

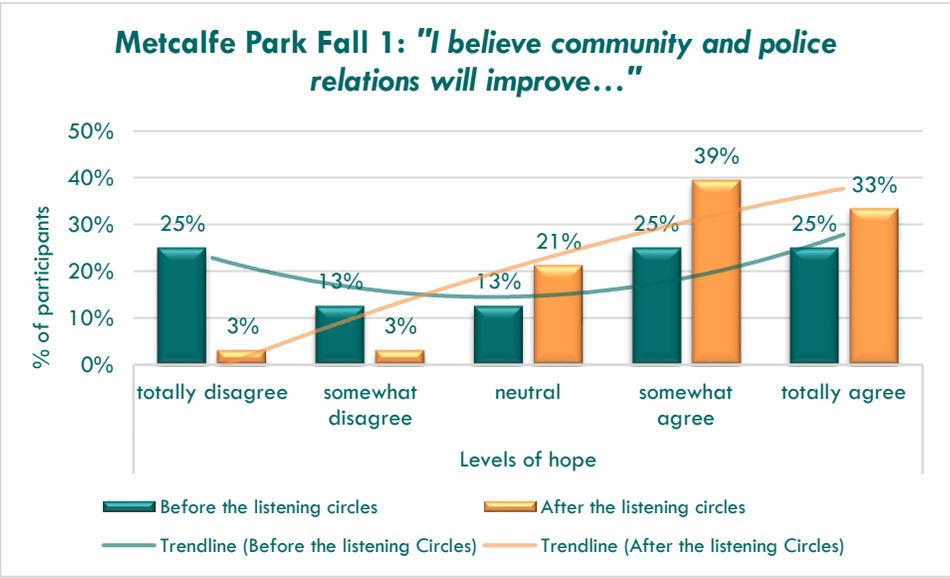
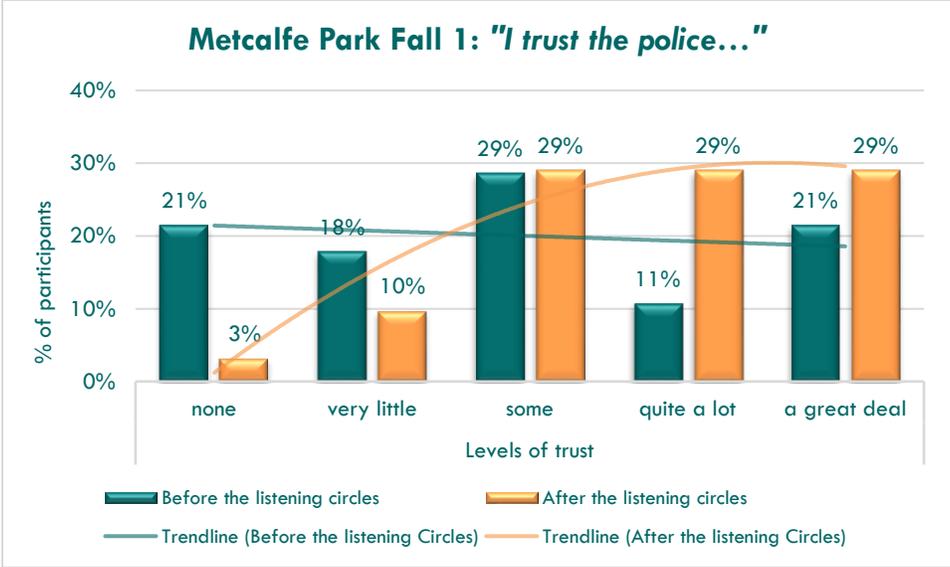
### 3.6 Appreciation

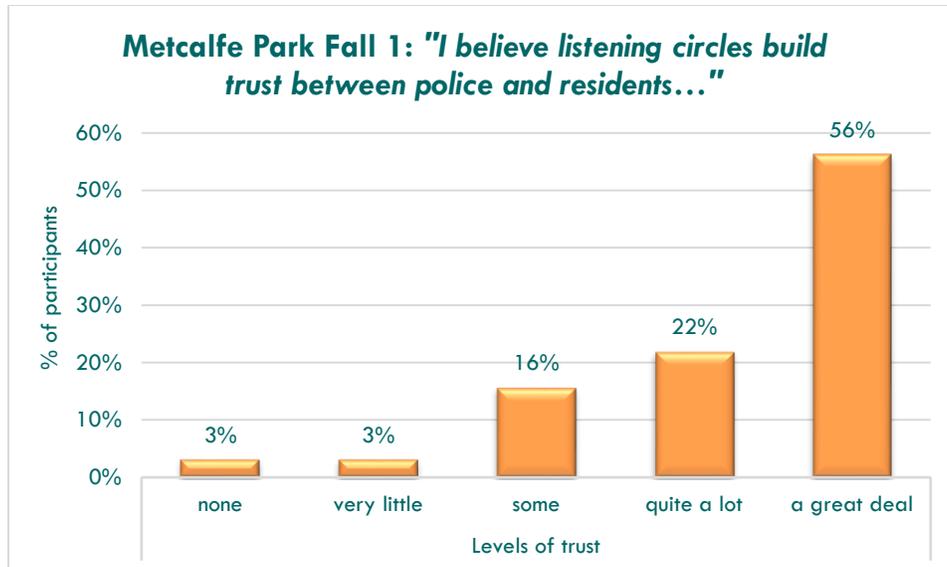
Finally, participants expressed appreciation once again during this time. Residents specifically acknowledged and thanked officers with comments such as, “we appreciate y’all being here,” and “I would like to say thank you to the officer for serving and protecting us.”

In addition, the Listening Circles process was identified as helpful and positive. Participant endorsement of the process included such comments as “I think this meeting was good,” and “This has been positive.”

## Quantitative Data – Pre/Post Surveys







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

- Every thing
- Express your feeling of the true truth in one another.
- Great communication skills with group
- I felt like the officer in group #4 really understood and connected with us.
- I mean no game. The police is my bodyguard.
- If you don't talk about it they will never know nothing.
- Learning how to support my community.
- N/A
- Non
- Not all are enemies
- Petty good
- Police can always help you
- Same thing and last group
- Saying how we can change our community
- That they are willing to participate, shows they care.
- They car about us
- Yes
- Yes that they help us
- Yes they make a lot of excuses to justify them
- Yes, i did.

What questions or concerns are you leaving with?

- A better sense of communicating between residents & police.
- Everything
- I feel good to know the police is listening to me.
- N/A (x 3)
- None (7)

- None now
- Speed bumps
- The kids safely in the neighborhood
- Too love one another and respect every one even the police
- True feeling of one believes in the law
- What is skin color
- What kind of "block party" or gathering can we plan to take these meetings further.
- When something major happens in the neighborhood can we depend on you to show.
- When the office was taking about the comment
- Will more officers be in attendance.
- Will more police be present in the high crime neighborhoods

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

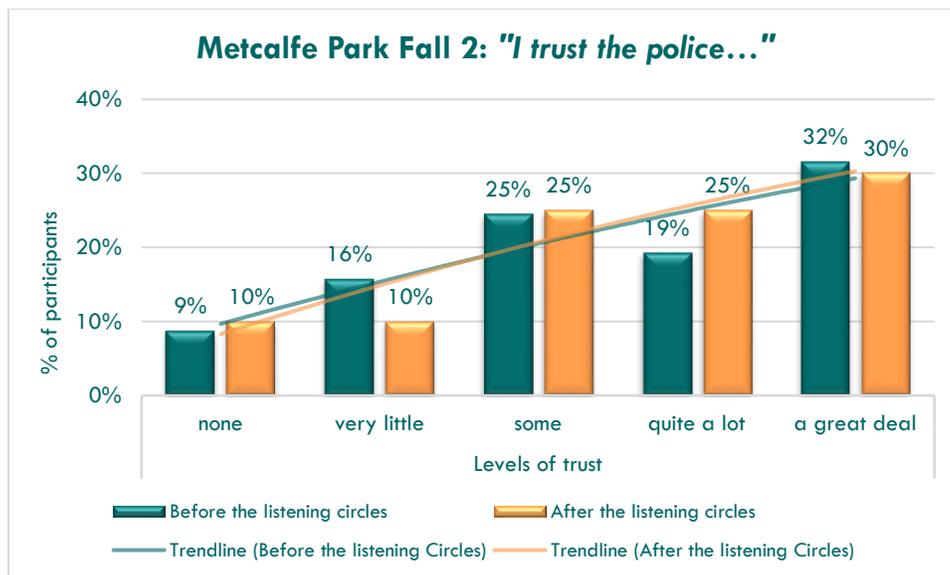
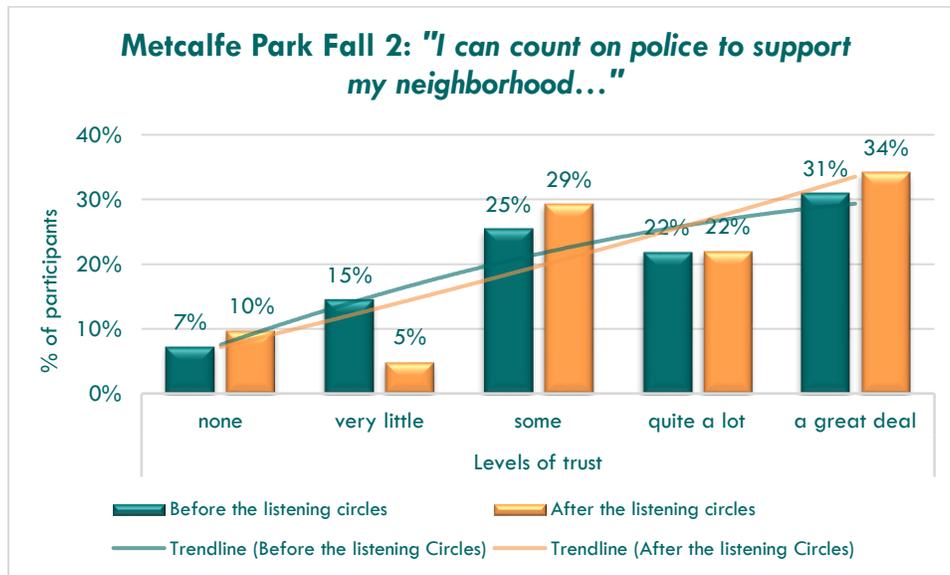
- A better community
- Be safe
- Better training with learning to communicate with peoples
- Give our officers a better chance of doing there jobs in our neighborhood & better communication
- I'm going to help the community
- Join in
- Let us come together in a human kind
- N/A (x 2)
- Need helicopter in Mke.
- None (x 2)
- Police will be more supportive
- Respect
- Steps going forward would be to start with easier, ice breaker questions to warm up residents, but
- Take time out to listen before
- Talk it over in believe in yourself
- That all answer to question are in some way going to help the community.
- We need a change in the neighborhood

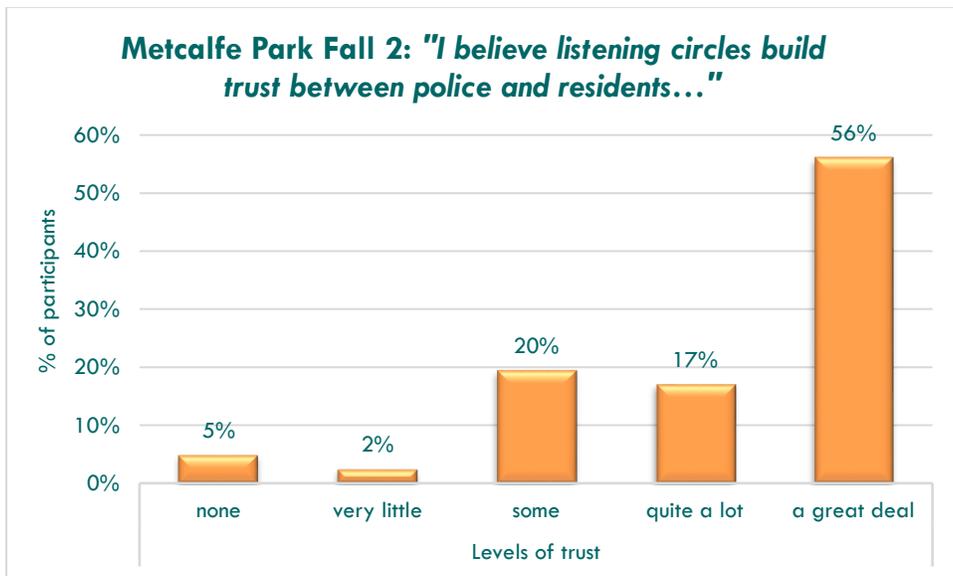
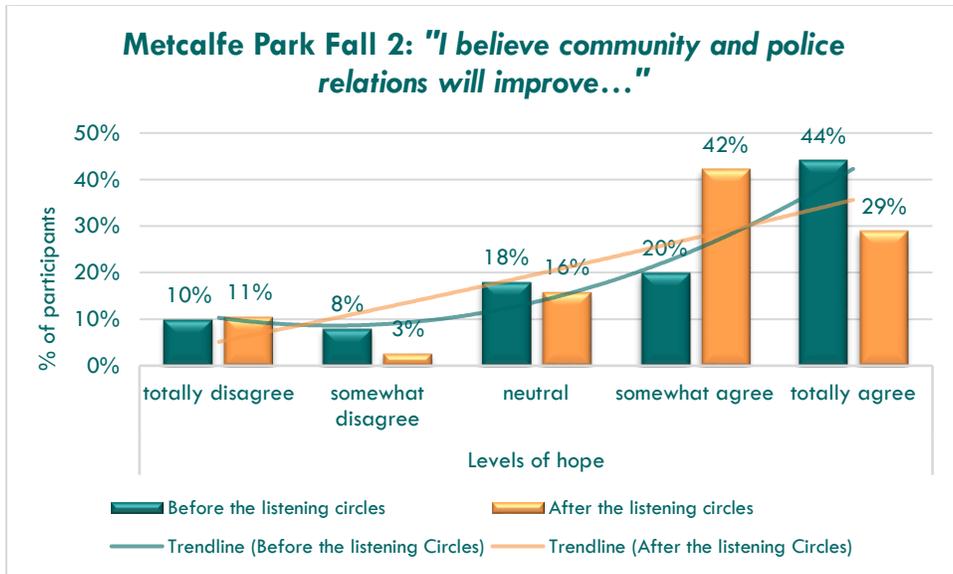
## Listening Circle 2 - Analysis

Topic: 'No-snitch' Culture

See Annexes.

### Quantitative Data – Pre/Post Surveys





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

- A little
- Being in the group
- Being so real in the group
- Fellowship with god... In a church
- Getting to voice my opinion
- Good
- Great facilitator
- Helping each other
- I didn't get the questions answered
- I learn that they are really concern. & i appreciate feedback with the police

- I like hearing peoples different stories/experiences
- It was good
- It was good to talk about the experience in life everyone had. And yes i learned from police.
- It was great. This group experience was nice. It was my first time at one and i will be back
- Learning the priority life codes for the police
- Listening to his position - their opinion
- Na (x 5)
- Police can be arrested
- Quite a bit
- Some are trust worthy some or not
- That I can have a chance to talk to a police officer
- That they are humane
- They work hard
- To get some solution
- When the police ask about the code
- Yes (x 3)
- Yes all police are not bad
- Yes, he gave a very good support for the people and the neighborhood.
- Yes, I learn that the police care about us and would help us.
- Yes, I learned that not all police officers are the same
- Yes, they don't play.
- Yes, you like what the officer was saying
- You see something say something

What questions or concerns are you leaving with?
--

- I just hope things will improve in our area
- Are we going to have more groups?
- Avoid wrong do right
- Begin support by the group
- Being support by the group that was speaking about the concerns. Today?
- Consistency with neighboring relations
- Everything
- Hope
- I had bad experience
- Learning that you can call on polices and they will be there for you
- N/A (x 17)
- No snitch policy
- People listening to what's been said
- Really none
- Snitching will always stand
- The same i had when i came in
- Trust in others
- We need more police in our neighborhood
- What will the police do to be more present in the community?

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

- Communities need to come together as one
- Always be willing to listen
- Communication
- Easier questions / better breakdowns?
- Hope for the best
- I don't have any
- I don't know
- It was great
- Just seeing the community getting better, because we need the police around us.
- Just seeing the community getting better.
- Life get better
- More meeting
- My kids
- N/A (x 6)
- Our neighborhoods settle better.
- Respect all people equally
- Speed bumps.
- Talk before violence
- Tell the truth.
- That police keep doing what they are doing
- To be careful who I trust
- To do this very often
- To stay positive at all times

## Listening Circle 3 - Analysis

**Topic: Ujamaa – Cooperative Economics.** To build and maintain our own stores, shops, and other businesses and to profit from them together.

An important theme emerged during the course of the evening's discussions to become a common thread across multiple rounds of the listening circle process. This theme comprised a sense of being disenfranchised, of existing outside the prevailing civic and a valuable context for understanding both the current conditions in the community and the hopes, goals, and frustrations of its residents.

Much of the disenfranchisement expressed by participants was, for residents, connected with racism and classism. For instance, one person commented, "As a Black community we were already outcasts to society, so we have to do things to make it better." Part of what this meant was to recognize that "in reality, this country has done a lot [to demean and deny access to a better life to/for African-Americans]." (The brackets are from the facilitator's notes.) This sense of being forced outside of the common collective and placed in the role of 'other' led one participant to say, "I don't think we belong to this country," and another to report feeling that as a Black man in a Black neighborhood, "we don't belong in this community because it was never built for us."

Some participants touched on historical factors contributing to their current disenfranchised state. For example, one remarked "the Seventies babies should have built for us, but they didn't," and another advised, "The only thing we know is that we were slaves, but if you don't know who we were before that you'll stay confused."

This experience of being marginalized as individuals and as a community has contributed to the desire to be recognized and listened to. Statements such as "let us be heard," and "I've been thinking about this for a long time and I think we need to be heard," reveal one reason why the listening circle process can be so powerful for some participants. It gives disenfranchised participants the opportunity to have a voice and speak out in an environment of committed listeners.

**Question Round One:** *"What has been the personal value to you of being in the Metcalfe Park neighborhood? (consider play/recreation, worship, work, and living here)"*

Responses during this round reflected a wide variety of sentiments, ranging from those who found little or no value in living in the neighborhood to those who embraced and enjoyed their experience there. Major themes included improvement and decline in various aspects of the community, as well as the impact of neighborhood conditions on children.

### 1.1 Positive Value to Me

Participants who valued living in Metcalfe Park named a number of reasons for feeling this way. Some had a long history there, while others had family and friends in the neighborhood; these ties sometimes were tinged with a redemptive flavor, as in "When I first came to this neighborhood I was a drug dealer. I have redemption now. I clean up the neighborhood, I have a job, a home, I'm raising step-kids." Another participant disclosed, "being with my family has kept me out of trouble and helped me change my ways."

For some residents, the value of the community was fairly concrete and simple: “I’ve been here three days. I moved here from Louisiana. I’m still living, so it’s been good for me.” Others expressed attraction to more intangible qualities, such as “a sense of calmness” and “nice” streets.

Many stated they simply liked the neighborhood and that made it a valuable living experience for them. For example, a resident remarked, “It’s just a good ol’ neighborhood. I feel that’s a personal value to me,” and others offered, “I think it’s a nice place,” “I like this neighborhood,” “it’s a good neighborhood,” etc. A few mentioned they “don’t have too many problems” in spite of the more negative aspects that exist. The appreciation these residents had for their neighborhood made it valuable to them; as expressed by one participant, “For me, living here is important.”

## **1.2 Getting Better**

In addition, participants offered plenty of examples showing how the neighborhood was improving. One participant claimed, “It’s a full 360° [positive difference]” and others pointed to progress in the areas of quality of life, safety, housing, and collaboration.

### 1.2.1 Quality of Life, Connections are Better

Quality of life was getting better according to some, such as the participant who said, “I see improvement. It’s a nice place to be now.” Many attributed this to improvements in the way residents treated and connected with each other. For example, one participant reported, “Each person on the block has some kind of link with each other [now]. People on one end wouldn’t speak to each other, now they do,” and another described “people trying to be positive and looking out for each other.”

### 1.2.2 Safety is Better

A few felt the neighborhood was safer now than in recent times. One reported, “no one has been killed since I’ve been back,” and another commented, “When I first moved here I was shot. I’ve seen improvement since then.” This may be related to increased police presence, according to one participant who observed, “On 43<sup>rd</sup> and Roosevelt, first there were no cops and now cops [are] all over.”

### 1.2.3 Housing is Better

One participant noticed that “the reverend has built housing for lower income people” and commented, “I see improvement.”

### 1.2.4 Collaboration Better

Officers reported improvement in that people “are becoming more comfortable reporting instances and providing information.” One officer noted, “Being on a bike has allowed me to see that there are a lot of good people in Metcalfe Park. They’re calling to talk to us [specifically, this bike cop and his partner, privately, when problems arise in the neighborhood] because they know us.” (Brackets are from the facilitator’s notes.) This cooperation and investment on the part of residents working with police has made a difference in the neighborhood, as officers have “been able to make a more positive impact having been in this role.”

In addition, a participant shared his/her experience being involved with local collaborative efforts in community outreach, saying there had been “many positive experiences as we come together and work with the police, Children’s Hospital and Northwestern Mutual in underwriting or providing items and food for neighborhood events.”

### **1.3 No or Little Value to Me**

However, there were also a number of participants who did not feel living in the Metcalfe Park neighborhood was a worthwhile experience. They said things such as, “I don’t see any value of living here at all,” “I see more bad than good,” and “I feel no value at all.” One attributed this to the fact that “there is no structure here, no building of community,” and another felt “the value for me is poor because [of] so much theft and prostitutes hanging out on the corners.”

### **1.4 Getting Worse**

In contrast to those who saw the community improving, many participants felt it was definitely getting worse, describing it as “a community in decline,” and noting “it has gone down over the years.” One remarked, “I have seen changes for the worst over the time that I have been here,” and another maintained that “times are getting way worse than what it was.” This decline was noted in the areas of quality of life, people in the community, crime, and infrastructure.

#### 1.4.1 Quality of Life Worse

Some remembered a much better quality of life in previous generations, such as the resident who had lived in the neighborhood for 20 years and experienced “lots of changes and not all for good.” Another resident disclosed, “When I moved here back in ‘78 we were a community you could sit on the porch and keep your doors unlocked at night...it seems that we are so far removed from that kind of neighborhood now.” The need for living at a ‘safe distance’ from others was brought up by a participant who commented, “I keep to myself, you have to. Back in the day you could sit in the parks; you can’t do that now.”

In addition, the quality of life in the neighborhood as compared to elsewhere was frustrating for participants. One asserted, “this shit that occurs in this neighborhood is unacceptable. My history is one of love and caring where I come from. This is out of order.” Another participant felt the impact of declining neighborhood conditions made the area problematic for raising children.

#### 1.4.2 Crime, Violence, Safety Worse

Crime and violence was thought to be increasing by some who reported, “There’s a lot of shooting here, and a lot of stupidity,” and “they are speeding through the streets dangerously, there is a lot of shooting.” One resident who said s/he is planning to move out of the area shortly told the group, “someone took pieces off of my car in broad daylight, this neighborhood is getting rough.” One participant mused, “There was a time when the crime and violence appeared to be under control and manageable by the community itself; now I worry.”

#### 1.4.3 People are Worse

Several participants noted a negative change in the people living around them and in the ways everyone related to each other as neighbors. One resident explained that “people started showing hate, jealousy—when you want to do something, you have to go in the house. People are changing.” Another participant also commented on the increased isolation residents must endure for safety’s sake: “It seems to me that people are seeking confrontation, for the sake of survival you have to keep to yourself nowadays.” All in all, this way of living together was eroding any sense of neighborhood connection; in the words of one resident, “People don’t treat this like community anymore.”

#### 1.4.4 Physical Infrastructure is Worse

The physical landscape of the neighborhood and the amenities provided were also thought to be in decline by some. Acceptable shopping opportunities and security services had diminished, “the street lights have not been maintained as in other parts of the city.” Apparently even the neighborhood trees had been

neglected according to one resident explained, “The trees need attention because the trees allow overhang that shields criminal activity.” The current state of the neighborhood was considered “a shame” especially since “Milwaukee used to be beautiful.”

## **1.5 Additional Factors Impacting Value**

Along with discussion on the betterment or decline of the Metcalfe community, participants addressed a number of other factors related to how they value the community, including housing, children’s experiences, and fearfulness.

### 1.5.1 Housing

Housing as a theme appeared throughout the evening’s discussion, both in reference to a shortage of appropriate housing and the impact of abandoned housing on the neighborhood’s appearance and crime rates. During this round, participants commented that “the housing situation is something that needs to be addressed,” and desired “more housing choices for [those] that are older and receive social security.”

### 1.5.2 Children

The quality of life experienced by children and young people living in Metcalfe Park was a serious concern for many participants who expressed, in the words of one, “worry about the children in particular.” This was an especially significant theme since so many of the community’s residents fall into that age bracket; a participant pointed out that “more than 50 per cent of Metcalfe Park is people less than 24 years of age.” The circumstances for many of these youth were thought to be dire by many residents, whose comments included: “My heart goes out to the children of this community because they do not have an opportunity to just enjoy being a baby and living life with a sense of innocence and joy,” and “I can watch out for them, cook for them when their own mothers are not available, which is often for a lot of them, because what their mothers are into.”

Others remarked on the lack of public services and amenities geared toward children, which at times led to families “letting their kids run in the street.” Thus, “outreach to the children and youth in this area is critical,” and suggestions were offered. These included, “more programs and places for our babies to have fun and release energy,” as well as “more community organizing, getting more people involved because there are lots of kids here and that’s the future of Metcalfe Park.” Indeed, participants expressed awareness of the potential impact to the future of the community should children’s needs continue to go unmet. One person observed, “our next generation will go through the same thing and the circle will go on” if no change occurred, and another participant urged fellow community members to invest in the future, saying “it has got to be residents that are willing to put it on the line and be examples to our youth.”

### 1.5.3 Fear

Another theme that emerged during Round One was dealing with the fears that plagued the community. One participant encouraged fellow residents, saying “we have to stop being afraid of each other and stop being fearful of contacting the police to assist us in our efforts.” Another pointed out that the “no snitching shit has got to stop” even though “some are afraid.”

## **1.6 What It Will Take**

Along with the suggestions described above, several other recommendations were made for improving the value of the community to its residents. People were urged to take action, as in “If we don’t make a better way for ourselves it won’t be better for us,” and “we have to do things to make it better.” One participant encouraged others to “give back to the community by showing our faces and letting them know that we care in good times and bad,” while another mentioned the need to “step up and speak up for the community.”

The need for strength and determination was highlighted the comment, “it is going to take people of courage to change things if anything positive will happen during the next couple of years.”

### **1.7 The Listening Circle Process**

The value of engaging in the listening circle process was expressed by a participant who offered, “this is very positive and rewarding to have a meal for the community and have the police officers here to talk with us and listen to us.”

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**Question Round Two:** *“What do you think needs to be done to improve the quality of life for Metcalfe Park residents? That could include economics, education, real estate, etc.”*

Participants responded to the question for Round Two with numerous and varied suggestions on how to make things better for Metcalfe Park residents. Several specific areas were mentioned, and both collaborative and self-sufficiency processes were discussed. A brief summary of each theme is provided below.

#### **2.1 Education**

Education was one of the most frequently mentioned areas for improvement. Participants felt there was a need for overall improvement in education for youth, to help “keep kids in school” and to also prepare them for both work and adulthood. Specific subjects with practical applications were mentioned, such as “more relevant high school classes...home economics, shop class,” and participants wanted students to be able to “learn about finances and balance their checkbooks” in school. Tutoring programs and job training were also said to be needed.

Participants felt adults in the community would benefit from educational opportunities as well. One suggested providing “community centers for older adults so they can have opportunities to improve their lives (e.g., GEDs),” and another pointed out that “residents could use some education on investing and improving their credit.”

#### **2.2 Children and youth**

As in Round One, concern for the children and youth of the community was strong and the need for change was considered immediate: “I think we need to a better way to reach the young people because it is not really working right now.” Participants identified the changes required and just what was at stake. One person warned, “If we don’t change this generation our future will forever be lost,” and another remarked, “We have to get our young people to respect each other.” The difficulty of accomplishing these goals in the midst of the community’s problems was evident to participants, and one asked, “If parents are messed up how do you think the children will turn out?” Others concurred, remembering how “older people used to say stuff to kids,” but now “our kids have to learn for themselves because parents don’t have time.” One participant urged community adults to take responsibility for instigating change, asserting “some of these men need to come out here and be the head [leader] for these young people coming out,” and another commented, “you have to install the value in your young ones that you want them to have.”

In addition, participants identified changes that could be supported by assistance from outside the community in order to help create a nurturing and safe environment for youth in Metcalfe Park. From more crossing guards and neighborhood cadets to “more structured activities for teenagers; more job training—even internships, job shadowing, homework help, tutoring, and after-school programs,” residents offered

numerous ideas about ways they could be helped to “build up the neighborhood” because “it takes a village to raise a child.”

### **2.3 Jobs**

Another frequently mentioned theme was the necessity of securing more local job opportunities in order to realize a tangible improvement in the community. People expressed the need for “more jobs in the area, any kind of job” and “more job training programs that connect to actual jobs.” Some highlighted how “jobs are important,” and “people get into too much trouble due to a lack of jobs.” An officer observed, “I feel, though, where there are no jobs, there’s crime and I see no sound family structure.” A resident pointed out that because local jobs were so rare, transportation can become an obstacle to working: “I wouldn’t have my job if I didn’t have a car.” S/he advised, “many people...would work if they had proper opportunity,” but “jobs are hard to get out here.”

At the same time, some felt that available resources were perhaps not being utilized fully. One participant reported, “We planned a Job Readiness Fair at Center Street Library and only one person showed up,” and another resident disagreed with the idea that local jobs were rare, saying “I don’t think that is valid, before I went on disability, there were plenty jobs out here!”

### **2.4 Housing**

A significant number of comments were made concerning the boarded up and abandoned homes located in the Metcalfe Park neighborhood. Those commenting were unanimous in their support for taking action to “do something” with these homes, including “open up some of those,” and “renovate or remove,” or “remodel” them. Many these buildings, some of which “are beautiful houses” should be fitted for other uses, such as “turn them into some community spaces,” or “women’s centers, community centers, places for homeless, etc.” Alternatively, a job training program could “use these abandoned houses to train home improvement workers, plumbers, or carpenters.”

Other participants thought these houses could become part of a home-ownership initiative in the neighborhood; one person advised that increasing home ownership helps people become “vested in the neighborhood. As homeowners, they feel protective and proud.” Another counted “thirteen boarded-up houses on my block that have become eye sores—grass not cut, snow not shoveled, litter piling up. I feel there is an opportunity to allow low income families a plan on home ownership and they would feel a sense of pride and take care of it.”

Overall, it appears there is strong community support for making changes to how the foreclosed or abandoned homes in the neighborhood are handled. The benefits of doing so result from both reducing the number of ‘crime magnets’ and improving infrastructure/services within the community. Making this issue a priority would be a visible way of communicating to the community that residents are being heard, their concerns are being addressed, and change is happening.

### **2.5 Safety**

During Round Two, safety issues were discussed in greater detail. While several people brought up the need for increased security in general— “We need more security on these streets. Ain’t no structure out here,”—there was also specific focus on the dangerous driving taking place in the neighborhood. One resident reported, “People speed through here all the time driving crazy. Just the other day somebody in a car almost hit my son!” Another wanted to “get rid of high-speed chasing. They put a lot of people’s lives on the line and mess up people’s property and yards.” A third advocated for action to “get rid of all the ‘stolen

car guys' stealing all these cars and hurting people and their selves in high-speed chases." Thus there was support for "more stop signs and stop lights" in the neighborhood to make the streets safer.

The presence of guns within the community was also discussed, with residents reporting experiences such as, "I was on the bus stop and out the blue somebody pointed a gun at me," and "people in their cars drive up; you're scared to look at them—they ride around pointing guns at people." One participant felt the community needed "a good clean up and clean out of prostitutes, thieves and drug dealers," and another asserted, "We have to find a way to do something about all of this violence!"

## **2.6 Police Issues**

A prevalent theme in the discussion about safety was that of police – resident interactions and a lack of respect noted by all concerned.

### 2.6.1 Respectful Communication

Several participants spoke about the need for "better communication between police and the community," specifically, respectful communication. One participant remarked, "I feel there are officers who disrespect the public with their comments," and this was illustrated further by a resident's comment: "They say things to us like 'Shut the fuck up. Close your fucking mouth.' They should say, 'What's going on? How's it going?' Officers don't have the right to talk to us like that." While some residents made statements such as, "we're waiting for the police to straighten up" and "officers need to respect their elders," others pointed to the lack of respect on the part of community members toward police as well, saying "I feel respect goes both ways." An officer commented, "As an officer, I do see a lack of respect," and some participants worded their statements to reflect their observations of a mutual lack of respect, as in "There is a lack of respect between the officers and the community."

### 2.6.2 Racial Balance

Residents spoke to the issue of maintaining a racial balance in police patrols that operate in the neighborhood. For instance, one person explained, "I don't think two cops of the same race and culture should be partners because of racism. If they assigned a white suburban cop with a black cop from the inner-city that will balance each other out better." Another concurred: "they need to fix the way they cops are paired up. Shouldn't be two black cops together and two white cops together, it needs to be mixed up."

### 2.6.3 Children and Officers

There was also mention of the importance to children of experiencing positive officer interactions. One resident commented, "When I was younger, the police came to our schools; there were better relationships." Another shared that his/her children "love to see the police."

### 2.6.4 Response Time

In addition, delayed police response time was addressed during this round. In response to the question about what could be done to improve quality of life, one resident stated, "Better response times when we call police." An officer provided detailed information about what was behind the delays residents were experiencing, saying "I want you to know how few of us [police officers] there are. There are maybe 15 cops from 4:00 -12:00 on the streets. Half of us are on special assignment, like this [ZC event]." He told the group, "hardly anyone responds to your needs" because only "maybe, three cars respond to service calls."

## **2.7 Amenities and Recreation**

At other themes during Round Two, discussion dealt with issues of day-to-day living. For example, some participants felt focusing on improving amenities and recreation opportunities was important. They advocated for “more green space,” and “better animal control...snow plowing, and leaf removal.” But traffic issues were by far the most frequently mentioned need. More speed bumps and stop signs were sought by residents reporting near-accidents involving pedestrians as well as other vehicles, and one person reported that buses were not stopping at all the bus stops in the neighborhood.

## **2.8 Families**

Support for families was also mentioned as a needed change that would improve the quality of life in the neighborhood. Participants named “resources to help families with access to information,” and “programs that address the personal needs...of families” as important enhancements. A lack of “family structure” was noted by more than one participant, and was linked with a lack of respect and increased incidence of crime.

## **2.9 Women**

More support for the women in the community was also advocated, particularly for mothers. Participants sought more “places for women and mothers to get together,” and opportunities and support for promoting the education of single mothers. “If a single mother had more education she wouldn’t have to work two jobs because she could have one wage sustaining one and she would have time to BE and mother (cook, check homework),” advised one participant.

## **2.10 Collaborative Efforts**

Along with identifying the specific improvements named above, participants also spent time discussing the process of enhancing quality of life in their community. Collaboration featured in the comments of some; for instance, a participant remarked, “I feel there has to be a vested interest in the community by the residents, housing authority and police.” Another person supported creating groups to work together on individual issues, such as “a different group for problems of young people and what they need, one to rid us of prostitutes, abandoned houses, etc.” One participant advised, “the youth have to be included in the planning and be asked to be involved in activity planning.” Another suggested that during the process of collaborating, “it’s up to both sides to be honest and participate.”

## **2.11 Self-Improvement Efforts and Self Sufficiency**

On the other hand, many participants brought a focus to self-improvement as a crucial part of the process of making things better. They spoke about “self-accountability” and “having discipline,” and they expressed that change and growth must “come from within,” urging fellow residents to “honor your own goals, respect yourself.”

The need for self-sufficiency was also communicated: “It takes the community; it will take the neighborhood to save itself.” One participant warned, “if we don’t better ourselves, nobody will,” and another reminded group members, “We survive every day in this community.” Another participant felt this element of the change process was imperative, saying “if we don’t do this [pray, come together, make improvements], we’ll kill ourselves.”

### **2.11.1 Working Together**

More specifically, participants felt a need to “work to have more respect” along with understanding and honoring each other. They talked about working together as a team, where “everybody would play their part, do their job; it takes everybody pitching in together.” One participant suggested residents “learn

to trade with each other to get what we need instead of taking from each other.” S/he asked, “Why should we wild [wild out – act wild] if they cut off food stamps? If they cut them off, it can be [a] ‘so what’ [attitude] if we [are prepared and] have our own and can help each other” (brackets are from facilitator notes).

### 2.11.2 Ethical and Moral

Another theme within the self-sufficiency discussion involved ethical and moral qualities. People felt the way to “make it better” was by developing and exhibiting characteristics such as trust, honesty, loyalty, integrity, and most of all, respect. Many spoke about the need for more respect between members of the community and between residents and officers. One participant highlighted that “you’ve got to give respect to get it; respect for yourself first is necessary.” Others recognized that increased mutual respect would lead to improved communication. A resident shared, “When I was younger the police came to our schools...we never disrespected authority—the uniform.”

People also expressed concern about the changes in—or ultimately, the lack of—family structure. They made comments such as, “There used to be more two-parent households and now the roles have been reversed. It takes two people to raise children, not one.”

Finally, a participant pointed toward religious faith as a means of finding and developing moral strength: “Faith is the key to surviving and living in this neighborhood. Trust Him first and everything else will be provided.”

### **2.12 The Listening Circles**

As in other rounds, participants commented on the helpfulness of the listening circle process. One suggested “more programs like this would be one [way of improving quality of life].”

**Connected Conversation & Parting Words** - *“What do you wish would happen to reinforce or support positive efforts?”*

During this round, participants offered a variety of suggestions, some of which revisited themes from previous rounds of discussion. One new theme involved implementing community planning and establishing new leadership to carry it out. One participant suggested, “setting short- and long-term goals together as a community,” while another sought an “overall plan to better the community.”

### **3.1 Community Services**

Community services featured in several remarks, including suggestions for more GED programs, improved transportation, a temporary employment agency, and more places for recreational activities including basketball courts. Better daycare services were mentioned by a few participants as a priority for community improvement, with one urging, “we need to help the families first and then they can help the community.”

### **3.2 Jobs and Housing**

As in previous rounds, more local jobs and increased economic development were also thought to help support community change, and a few participants called for job fairs to be organized. The issue of abandoned homes was again raised, with participants advocating for more effective use of these buildings that would involve improving their appearance and using them to provide services or benefits to community residents.

### **3.3 Crime and Youth**

Discussions about crime in the community from previous rounds were continued during the Connected Conversation round, with a focus on crime's impact on community youth. One participant reported a change in the pattern of offending that reflected how "youth are getting into trouble younger and younger." Others lamented the effect of neighborhood crime on children's freedom, saying "my kids can't even go outside here, I won't let them go to a playground here," and "I wish we had more protection at the parks and not have to go way out to Brown Deer to have fun."

### **3.4 Crime Prevention**

Participants also identified a range of specific changes that would provide more effective crime prevention. Two involved alcohol use: "I wish they would be required to close the liquor stores at 6:00 pm. It might help with the loitering and noise"; and "I wish Wisconsin was a dry state." Officers also made two suggestions: "I wish people would help with prostitution by calling 911 anonymously reporting and know that the officer is the one that goes to court"; and "I wish the residents would be alert and let us know who shouldn't be in their neighborhood. They know who doesn't belong here. You are the experts and we are here to serve."

### **3.5 Being for Each Other, Coming Together**

Participants also continued to discuss the topic of teamwork as a means for creating change and growth in their community. There was a desire to create a unified force where everyone would "come together and work together" and have "more unity, not everyone for them[selves]." The issue of self-interest being placed above altruism was mentioned by many. One person remarked, "Our community is not looking out for each other. Help an elderly lady coming down the street, don't try to rob her!" and others concurred, saying "things are getting messed up by the people who live here, everybody is for themselves now; we need to be one," and "we have to have each other's back." As a practical outcome, one participant suggested "we need to have neighborhood meetings."

### **3.6 Helping Ourselves**

During the Connected Conversation round the theme of self-improvement was revisited, with participants urging community members to take action. One person observed, "There is stuff to do but people don't look it up," and another elaborated on this situation: "I think that there are many things to do but not many know how or what to do. It needs research from professionals training the residents." However, another participant cautioned, "Don't depend on these government hand-outs. They are not designed to help you," reflecting the ambivalence on the part of some concerning accepting outside assistance vs. finding answers within the community itself (see description of the Disenfranchised theme, above).

Participants also encouraged each other to improve their attitudes and outlook. One felt people needed to "stop being afraid," and another pointed out that "if people begin to feel better about themselves, they will want to stay in the community."

### **3.7 The Listening Circles**

During this round, participants affirmed the benefits reaped from engaging in listening circles. One person expressed the belief that "sessions like this will help bring more communication and then we will accomplish more," and another suggested the community continue to "pull people together just like this where we can maintain and build our neighborhood."

### 3.8 Parting Words

Brief final comments contained the following themes:

**Connection, commitment** – Participants appreciated “the camaraderie” and “fellowship,” they had experienced during the evening and a few expressed the desire to meet again. They encouraged each other, saying “do not forget what we discussed,” and “there’s still hope.”

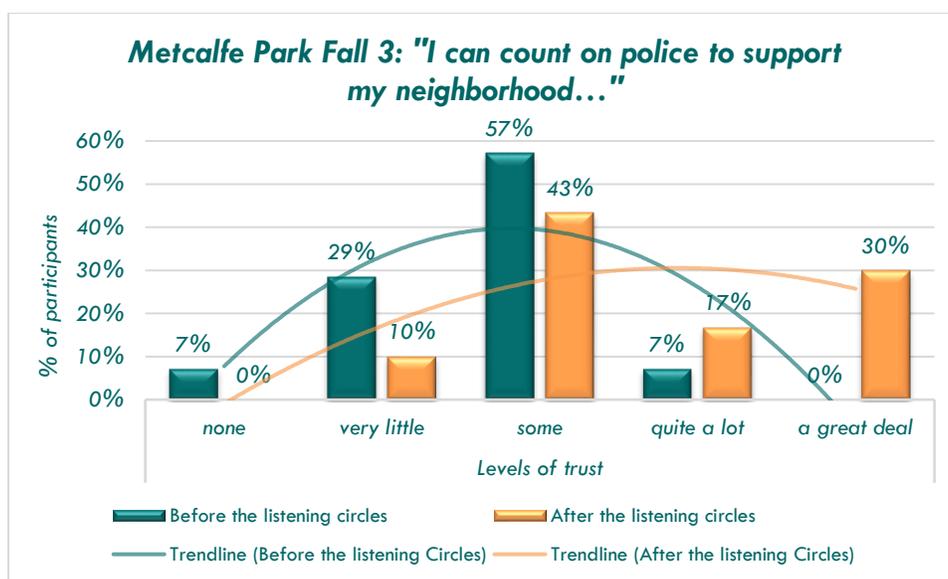
**Must improve** – Some expressed a mandate for improving the current situation, such as “the community has to get better,” and “give your kids a better life.”

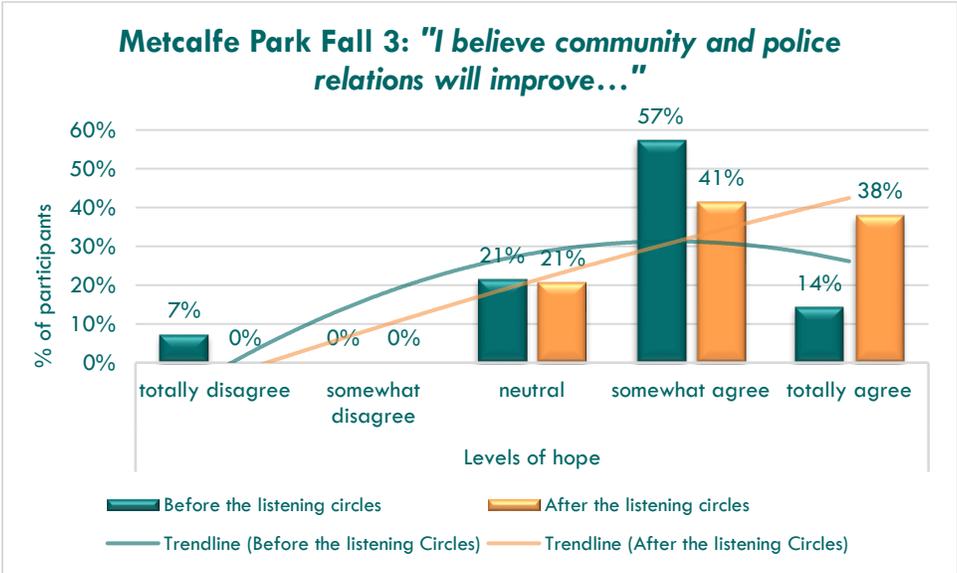
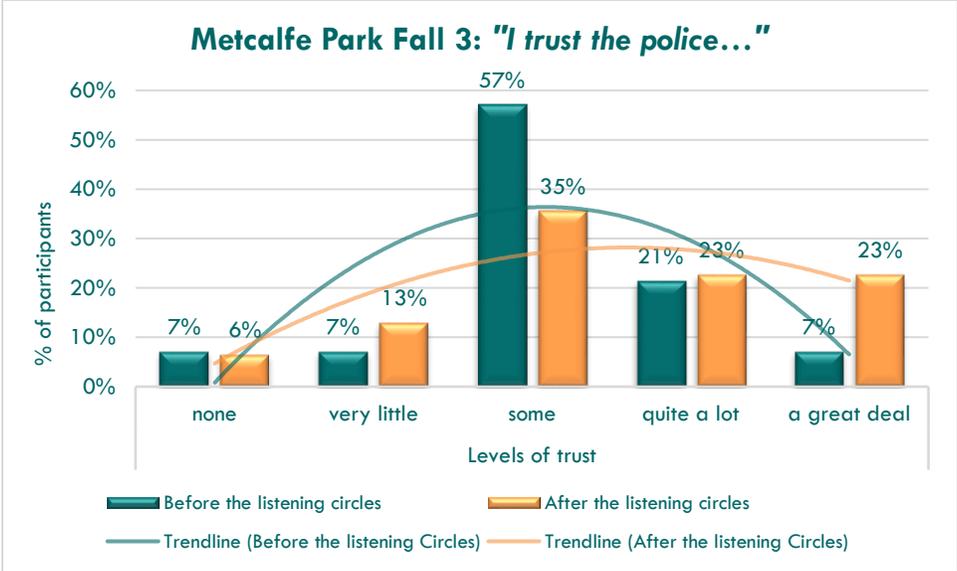
**Respect** – Some participants reiterated the need for demonstrating mutual respect, both inside the group during listening circles and out and about in the community

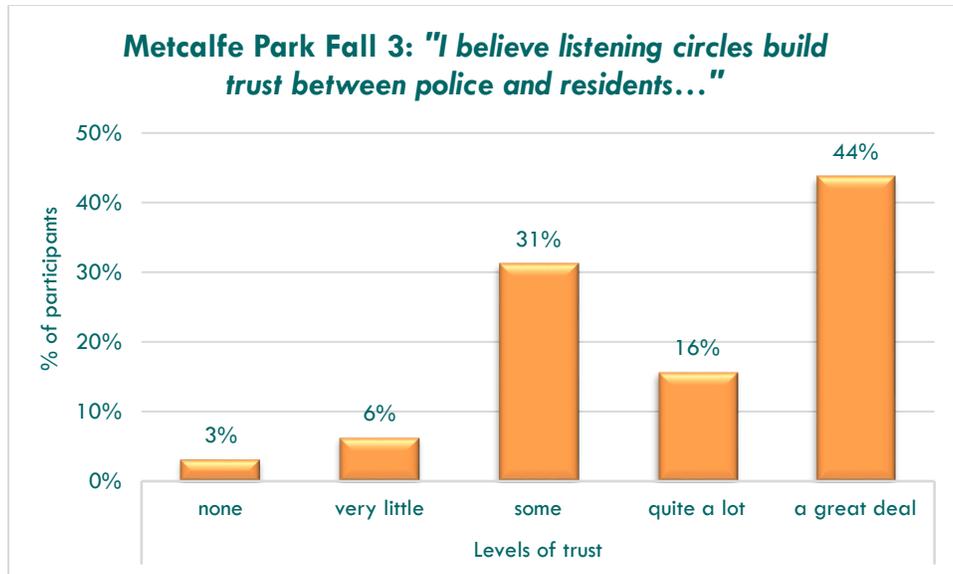
**Political representation** – Two participants advocated for political representation by an alderman/alderwoman who would “know what’s going on in this community” and could “speak up for us.”

**These circles** - Finally, many participants expressed a positive impression of the group experience, saying “it was a good group,” “it was good to hear others’ opinions,” “it was good to hear what the residents had to say,” and “it’s nice to hear people voice their thoughts.” A few also described the evening as “productive.”

### Quantitative Data – Pre/Post Surveys







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

- All the different opinions and reasons for a lot things that go on in our communities but no one wants to learn about the police today is their jobs are extremely ready and they are really, really trying to work with our com
- --blank--
- Conversation
- Everything
- Glad to have rep
- Human
- I learned the police got respected for us
- I like the group because everyone gets their opinions out and it's good to hear what everyone thinks.
- No (x 2)
- Oh oh
- One day police and the people might be able to come together
- People having an opportunity to listen to each other
- Some are trust worthy
- Talking to everyone
- That police care about what resident have to say
- The comments.
- The dialog was very informative. Yes
- They are human.
- What I learned from this experience is that police is really not the blame for a lot that goes on in the community i learned that the police is really for us rather than against us.
- Ya there's only a few out
- Yes
- Yes that some care
- Yes to show respect
- Yes, I learned that you cannot show the gun or the officer shots

What questions or concerns are you leaving with?

- Comm. Relations
- Helping people
- Honesty and trust
- How can we change a community with a lot of uneducated people?
- How people really act in our neighborhoods and want to be respected? Real sad!!!!
- N/A (x 7)
- Re pet
- Response time
- Sharing & caring
- That the most pressing issues are not being address yet.
- Will the circles continue?
- Will the police watch over us?

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

- Ask people to leave if they are not going to take the listening circle seriously
- Connect the residents with resources.
- Education
- Hopefully getting a rec home for the youth
- I'm tryna change the dum people and this world and feed the homeless.
- More time for the dialog.
- N/A (x 3)
- Steps going forward
- Stop the violence.
- Talking more
- The youth
- To keep motivated
- When it comes to these gran you have to have a lot of patience and be willing to take a lot of criticism
- Working together

## Listening Circle 1 - Annexes

**Question Round One:** *“Tell me about a time you felt supported or appreciated by police officers or the Metcalfe Park Community.”*

- I appreciate just being part of this circle, lotta good citizens.
- I really appreciated the officers doing their job.
- Officers appreciate our approach and talking to the kids.
- We get a lot of support from residents. People always thank us.
- We get lots of hugs. It's very regular that we get positive interactions.
- My teacher appreciates me by giving me prizes, popcorn school dances, and extra recess at school if we be good.
- They really appreciate it and we feel good to be able to support and feel the appreciation.
- The negative impact from people who hate us is balanced by “Thank You.” There's a lot of people who like us.
- As far as me I have appreciated when the police have come out to Butterfly Park when there's a movie and ice cream.
- I think they (police) appreciate the effort of people talking to them.
- We get a lot of support from the community. We're always being told 'thank you.'
- We get lots of hugs. It's very common for us to have positive interactions.
- ...and I appreciate the support.

### 1.1 Being Helped

- A couple of guys approached me and asked if I have a lighter; they tried to rob me. Two officers lived a few houses away. They saw the altercation and came to my aid.
- They put the incident they were currently working on hold, and held the guy who was following me until the bus came.
- I had lead poison in my blood and while I was walking to the park I fainted. The police came to my aid and saved my life.
- I remember a couple of officers from 5th district helping once when it had snowed. I was trying to go to work and they saw me stuck and literally helped me to get turned around. They pushed my car to my home and made sure I was safe.
- My neighbors are close-knit and we look out for each other and if there is an issue we do call the police and they eventually come.
- I received support from the police. I'm blind and one time I walked out into traffic without knowing it. The police stopped traffic in the intersection for me.
- On the good side when 911 was called they seemed like they were there to protect us; to make sure we were safe.
- I'm supported by other police officers. A lot of times they're brought in when we need help. Other officers come to help de-escalate the issues.
- I do get support from the community.
- A lot of business owners in the area do offer us things.
- Yesterday we had to help people understand about walking through a crime scene. When that happens and it gets contaminated a jury will have the right to say, “How do you know that person didn't do it?” When we explain the procedure, people understand and they will go around another way.
- They tried to rob me. 2 officers stayed near there, a sergeant and a camera person. They saw the guy trying to take things from me. They helped me.
- Two young women on their own. There was a guy following them so they told a car full of police.

- A resident asked him and his partner to stick around so their kids could play outside. They stayed for 20 minutes.
- I was walking home and I ended up being lost so I asked a police officer for directions and he took me home.
- I feel like the police are doing their jobs.
- I am new to the community and plenty of times I've been helped by the police, and never been arrested.
- We need the police...we need help!
- Sometimes people come up and say, "I want to help!"
- I stopped a kid from getting hit by a car and the cops were driving by and noticed.
- I was working in the healthcare field, and needed an officer to help out a situation, and the police went far above and beyond to help me out.
- I was pulled over once. I had no insurance. The police let me go. He gave me a ticket.
- I was jailed. They put me in a cell. They walk around. I say hello and they speak back to me. I like speaking. It's good to be speaking.

## 1.2 Police Presence in the Community

- I love to see them walk through the neighborhood.
- A lady asked us to sit and let her kids play in the neighborhood. I watched them play for about 20 minutes
- People tell us they want us around daily.
- I've asked people, "Who has been robbed?" When we go around some people will open their door and talk to us and invite us in. But if people don't talk to us we can't find out.
- Police come and walk the beat but only in the daytime—never at night.
- I like positive attitude of them walking my mom home
- I love to see them walking the neighborhood. They remember your name, your face."
- They [police] need to be walking down the street seeing what's going on. I speak to them.
- We get asked to patrol certain areas more.
- I feel safe when I am walking home at night and I see the police. I feel protected.
- Since I have been in the neighborhood I have had no problems. I feel safe
- A few days later the same cops were driving bye again, stopped when they say me & said, "good job!" in regards to preventing that kid from getting hit the other da

## 1.3 Appreciating the Community

- I feel good about the community. We have suppers at the park. My wife and me feed the community—the parents, kids, everyone.
- I feel support from the community.
- I do remember the events at Butterfly Park; people that live in the community like it here.
- I appreciate the Metcalfe community; they came out and supported me for my first basketball game and I appreciated their support. I believe it helped us win the game.
- I have a niece and nephew and I work 2 jobs and I am concerned about them.
- I support and respect my mom and neighbors.
- I would appreciate it if we had speed bumps.
- Don't make it bad for others.
- I don't like communicating, the neighborhood is unsafe, I stay to myself.

**Question Round Two:** *“Tell me about a time you felt unsupported or unappreciated by police officers of the Metcalfe Park community.”*

**2.1 No Problems**

- I never had no problems with the police or nothing like that. I speak to everybody.
- haven't had any bad experiences with the police and I don't have a lot of contact with them.
- I haven't really put myself into any kind of situations like this
- I've never felt unsupported by the police, only supported.
- I have no problem with the police.
- Since I have been in the neighborhood I haven't had any problems with neighbors and have not needed to call upon the police.
- I haven't had any problems with the police.
- I have not felt unsupported.
- I can't say that I feel unsupported or unappreciated because I have only been in the neighborhood a short time.
- I haven't had any bad experiences.
- I have never witnessed any of that and I have been in the neighborhood for two years.
- I haven't really had any bad experiences.
- I have not had any bad experiences with the police or in my neighborhood.

**2.2 Disrespect**

- I have seen things I don't agree with such as the way some people were handled by the police.
- One time some young boys were setting waste baskets on fire and the people across the street called the police. I saw them and drove up and started, “Mr. Officer...” but the police said, “Get the hell out of here before I arrest you!”
- I was at home in bed sleeping. My girlfriend called the cops on me. They took me out without any clothes on.
- I was coming home from bar and I was tipsy. I was jaywalking and they stopped me and threw me in the paddy wagon and my dress came up.
- I want to share that a lot of times they show up and they're disrespectful and everyone is **not** a bad person.
- But the police do bring negativity and it's because the way they come—they need better training and to learn to talk with people.
- Some have bad attitudes.
- In every profession there can be bad apples that need to be weeded out.
- Some of the police have bad attitudes and don't know how to talk to young black men. The younger the police are the worse they are.

**2.3 Suspicion and Mistrust**

- I was walking down the street. The police pulled me over. They thought I was a drug sales man. They pulled me over, threw me on the car. I asked why. “We just saw you leave that house. What do you have in your pockets?” They wanted to jail me, but had no reason to keep me.
- I was sent to a call. A girl was 5 or 6 years old. A man kidnapped her. He had done it before, but the family never called the police on him. The man was mentally unstable, and he was trying to sell the child. We rescued the child and gently pulled him to the ground. The neighbors called the police on US! They attached us, and tried to return the child to the mentally unstable man!
- you have to learn how to work with police and a lot of stuff is not fair

- The police thought he sold drugs, called him out. “Put up your hands,etc.” They tried to take him in but there were no warrants out for him or any other evidence, so they couldn't. “They picked me out and I really didn't appreciate that.
- This officer covered his eyes and pulled him off balance so the other officer could get the child. Onlookers thought they were trying to take the baby from its father and tried to get the baby from them. “I had to call for help.”
- I have felt unsupported numerous times. Recently the police mistakenly identified me as a suspect in a robbery; they arrested me on my porch and took me to jail.
- I do not trust cops; I don't care what color or nationality.
- My sister and I were arguing at my house and she called the police and the police arrested me and put me out of my house. They didn't check the facts and wouldn't listen to me.
- I do not trust cops; I don't care what color or nationality.

## **2.4 Trauma, Use of Force, etc.**

- A police shot my cousin because he was trying to rob someone. When he got out of the hospital he went to jail. I saw him get arrested and it made me feel sad.
- A policeman shot her cousin when he was robbing someone. He went to jail. It made her sad. [little girl]
- I had two bad experiences with the police where I felt unappreciated and taken advantage of;
- I have been in lots of incidents where I have been shot at.
- Sometimes they put the handcuffs on too tightly. They were so tight I was bleeding.
- I have experienced a lot of aggression.

## **2.5 Expectations**

- I never personally felt unsupported, but maybe because of the neighborhood when I've had to call police they may have treated me with how they expected me to act.
- Try a different approach and maybe you'll get different results.
- Every police have pre-judged and that makes people's attitudes worse.
- Sometimes people who become officers hold on to that—but do I expect every bad experience is gonna be from the police? No, I let it go.
- Growing up I was taught to respect the police and that's what I do. I say hello when I see them riding around or walking.
- If you don't give respect then negative is what you'll get!
- I have been in numerous fights or called a racist for no reason, other than my uniform.

## **2.6 Police Response Time**

- I'm a black man and I hear gun shots. I call them all the time and they don't come and I continue to call—no one ever comes.
- What does it take for them to come—someone getting killed?
- Yeah they need to do a better job than they do—take too long to come to emergency call... I see people doing stuff and it takes the police a long time.
- every time someone calls 911 someone comes in the area even though you don't see them. It does take a long time; there are 110,000 people in this area and we have to try to prioritize calls.

## 2.7 Community Challenges

- Everyone in the community does their own thing and I keep to myself—that's it.
- I don't see a lot of support in the community.
- I don't be in the street and I see things go on. I see people doing stuff and it takes the police a long time. I try not to have anything to do with it.
- It was a rough neighborhood.”
- The neighborhood has a bad reputation so I steer clear of that kind of thing. I don't put myself in the line of fire. I come from a good family.
- I felt unsupported by the community when my mom was fighting with my sister and put her out of the house.
- When people are trying to help—don't bring negativity.
- Whenever there are bad experience with officer, sergeant is on the scene, you can get the desk cams—they have cameras and internal affairs can get involved.
- No, I let it go. With the shots fired program it triangulates on the shots and we go to the spot. We immediately try to branch off. So there are a lot of variables. You may think it's nearby but it could be several blocks away.
- I always want to have positive experiences, “you need to keep a positive attitude!”
- Learn to speak to strangers.
- I need the police in my neighborhood...there is so much going on!

**Connected Conversation & Parting Words** - *“What has been helpful or hurtful to establishing or maintaining faith and trust with residents and officers that live and work in Metcalfe Park?”*

## 3.1 Use of Force

- Some stuff has been helpful and hurtful to parents. Police don't have to shoot all people after they've committed a crime. They can use a stun gun. They use all force when it's not necessary.
- Kids do the “wild thing” - steal something, etc. Police could just stun them not shoot. His cousin was killed by a cop.
- I remember when I was going to middle school and we had a little riot going on, the police was shooting bean bags at us
- I been a cop for 10 yrs & NEVER shot at anyone!...even after having a knife pulled on me!

## 3.2 Young People

- If you say something to youth they'll try to start something. I try to be nice and try to respect them.
- Teens should be at home helping with family – or with a pencil in their hand – not out here fighting.
- We don't know everyone's kids anymore. We can't hit [discipline] kids any more. Now their parents empower them [when they are wrong].
- We have to approach the teens of today differently than in former days. They will listen if you approach them the right way.
- Young men call me Old School when I tell them to pull up their pants and get a job.
- Kids get hold of guns so easy.
- Teens think it's cool to carry a gun.
- Kids don't respect their parents. If they don't have proper grandparents they are really messed up.
- I still believe in these kids. If you approach them the right way they'll listen.”
- Listen to the kids!

### 3.3 Officer-Resident Interaction Issues

- If you don't like the process and it doesn't seem like your concerns are being met, you can go to the Common Council.
- I used to have negative attitudes at one time and our negative attitudes can be bad over time. We have to remember that. I was a victim and became a suspect.
- I feel like it is not a real understanding between us.
- When I first came here I had a different attitude than now. I wanted to make a difference by shutting down drug houses and arresting people for disorderly conduct. I get it now and my partner helped me with that because he is from here. In order to solve a problem you have to understand community and culture. If you do not understand the culture you might misinterpret things.
- I lost my cousin like that, he and the situation was misunderstood.
- I think if we keep the lines of communication open it will get better.

### 3.4 Community

- People should try to get together and talk and relate [to each other].
- We need that, and we need peace.
- Things happen. Some be really bad. Some be really good.
- I remember when we'd fight and the next hour we'd be drinking [together].
- A better world for everyone to associate and talk.
- Cameras everywhere help us know about violence and shootings.
- Someone mentioned "shooting up houses or starting them on fire."
- Now it's everybody's got guns. We used to fight with fists... and then we'd be talking and drinking together later.
- They see it on TV
- It's still a good neighborhood, just takes a more delicate approach
- I think one of the two officers should be from the community. I feel if they are not from around here they don't know us.
- We all are human beings...White-Black-Hispanic...etc.
- Alone! That's the way to be.
- You gonna need somebody, at some point in time.
- In my neighborhood there is too many killings and too many fights and people getting injured.
- I'm not the only one here who feels the way I do.
- We must take control of our community
- We need to tell if others are doing bad in the neighborhood
- I just hope the neighborhood gets better?

#### 3.4.1 Afraid, Fear

- A gun shot may be near but they echo. You really can't determine where it's coming from.
- I stay to myself because they [someone you speak to, a young person] often come back with someone else. [retribution]
- Shook his head [no], but could not say it!
- Said he did not feel safe..."when I ride my bike it's kinda scary 'cause the cars are always speeding up & down the street." "They need to stop drag racing."

- Don't be afraid to speak up [re: snitch].

### 3.4.2 Making it Better

- If you hear shots don't be afraid to call because they can weed it out and possibly find where it is.
- Because of technology we can get to the area; we do ballistics and so it does help when you call it in. When you make that courtesy call sometimes we find the person but we can't call everybody back.
- We need to all sit around and talk together. Families, kids, everybody.
- We need that. We need peace.
- We want a better world for everybody, not all that violence.
- We need to try to get to know one another and then we can solve some of the problems in the community.
- When you communicate with one another you should split the people up to reduce the problem.
- I disagree with having an officer from the neighborhood. I think it is a conflict of interest. Some cops are friends with people in the neighborhood or they grew up with them and now they are testifying against them in court.
- Respect
- Love your fellow man and LOVE your neighbor
- Too many kids...that's the problem...too many kids
- we need to fix that.
- On our street (36th) we don't have speed bumps, we need a stoplight
- Stop the Drag Racing.
- Also, a Skate Board Park was mentioned by one of the kids.
- We need to keep our eyes open for those we can help
- Help the police!
- Parents must be protective of their kids
- I hope things get better in our community?
- Speak up more
- Strengthen the mind!

### **3.5 The Role of Law Enforcement**

- All cops ain't bad. We have some that care about the neighborhood.
- The police be nice, and I try to respect them.
- In every situation you have both good and bad police. We have to check ourselves; they are just doing their job.
- There are good cops who care about the neighborhood.
- Policing is a profession.
- they are supposed to keep us safe
- Perception the community has of the police
- I am from a small town north of Milwaukee and when I became a police officer here it took me a while to understand the different cultures. I was looking at things as to how I was raised.
- When I first came here I had a different attitude than now. I wanted to make a difference by shutting down drug houses and arresting people for disorderly conduct. I get it now and my partner helped me with that because he is from here. In order to solve a problem you have to understand community and culture. If you do not understand the culture you might misinterpret things.

### 3.6 Appreciation

- I really appreciate what the officer said about the neighborhood. If someone got their bike taken, or the lady said she wanted police there so her kids can play...we appreciate y'all being here and how you supported her. I really appreciate that.
- Cops are appreciated over here
- The policeman, his comments about staying with the kids so they could play in safety, I really appreciate that. We appreciate you being in uniform around here.
- Thank you.
- I respect you for that
- I let the police know that I appreciate them
- I would like to say thank you to the officer for serving and protecting us.
- I think this meeting was good and I think maybe I can be of help in the solution.
- This has been positive, I hope we continue to have a positive outcome!
- I like the conversation

## Listening Circle 2 - Annexes

**Question Round One:** *"Talk about a time when you felt the 'no-snitch culture' or the 'blue wall of silence' impacted your personal, work, school, or professional life?"*

### 1.1 Negative Experience with Police

- I live at 34th and Locust. A homicide has just occurred. I had just gotten off of work when the cops arrived at my porch. I didn't know why. They put me in the police car and took me downtown for 7 hours. They interrogated me about the location of guns, and all kinds of other questions. I said, " You don't do anything to protect me, but you want me to give you information. I could tell you some things but why should I do your job for you? You guys want info from us but you don't protect us."
- When I first came from the South to Milwaukee, I had the experience of being beat by an officer and his partner, even though he didn't participate, he didn't do anything to stop it! They even pinned a felony on me that has made my life hell! I have injuries to this day from this incident! I hate the f\_\_\_\_\_g police!!!!
- Officers raided My house on a mistaken identity, beat me up I won't say too much because I have a lawsuit in. But it tripped me out how much lying they did to cover each other! All officers should have an active body cam on at all times.
- One time I was thrown in the Wagon for no reason. Last summer I was in the park playing with my brother and my mother, and my brother was playing with some trash so took it from him and threw it back where it belonged. An older white guy was sitting in his car and he said he was going to go to the police on us for littering so he drove off, we went to the station because my mother felt he was being very standoffish. When we got there he was already there and the officers automatically took his side and threatened to give me and my mother tickets.
- Once thing we were taught in the academy... if you have to ask yourself why you are doing it... don't do it and I have always tried my best to stick to that. Sadly, I do recall a situation were a really good officer was eventually forced to quit! She totally was doing the right thing because it was very unpopular, I was one of the few people that supported her and I felt that I got blackballed for it I got transferred out the district mysteriously, so yeah this does go on even in our departments. So sadly I do understand when someone doesn't want to tell on their neighbors out of fear of backlash that is very real!
- My experience is that the police is going to take 3 or 4 hours to get here!
- The police gave me a ticket for having a broken headlight... and the car they were driving had a missing headlight too! Is that fair?
- In Mequon I was driving a rig and dropped my phone in my load... the police wrote me a ticket for \$400 and [5] officers slammed me to the ground!"

### 1.2 Blue Wall of Silence

- Experiences with both. The concept of the Blue Wall of Silence affects me in and of itself. People assume that if I do something wrong it won't be reported. I have to battle that constantly. There are situations where a cop is having problems like drinking, depression, etc. I work against the blue wall in these situations because it could end in suicide or other bad results for the neighborhood.
- I was coming from my girlfriends house with my buggy and I was accused of stealing by one officer and his friends pulled up and they would even check my story they just supported him and took me to jail, I lost all my scrapping stuff that I make money off of!
- Blue Wall of Silence is real! My back hurts now because a cop put his foot in by back! I was face down and his knees were in my back! Why didn't any cop speak up and help me!? Based on my experience, why would I 'snitch' on mine, when they won't snitch on other officers?
- The cops had taillights out... after giving me a ticket for NO light! If you 'snitch' on others, you will get reputation as a 'tattletale'... telling on people! For example, I got shot in Chicago and I didn't tell because we leave it in the streets! I don't hate the police even when my cousin was shot [during riots] by the MPD! However, if THE POLICE DOESN'T TELL... WE DON'T TELL!

- Blue wall of silence is same as No snitch culture. I have a partner and if something happens or goes wrong in any situation I have to give an honest report. I will report if my partner has violated any rule of conduct unbecoming an officer.
- As an officer I see this as old school “Blue wall of silence”. Each police officer is held accountable for his/her actions. Each report is investigated and it goes in your file. Sometimes we are wrongfully accused by the people but even after it has been investigated go in the file.

### **1.3 Being Accused**

- In the spring of last year I was working for a temp service I was taking a break with some of my co-workers. One of the Brothers told me he knew it was me who “Snitched” on him regarding him selling weed at work. I told him that it was not me and that I do not understand why you are bringing this [profane expression] to me. I informed him that I had no reason to snitch on you, I do not even know you. I believe he brought that [profane expression] because I was the new person on the job. I asked to be transferred and was to a different job site.
- While in school I was in the bathroom and another student was selling weed. When the security came into the restroom they all ran, I did not and was questioned and I did not tell on anyone, even though I was suspended, I took the 3 days.
- My cousin is a drug dealer and everyone in the family knows it. He and his girlfriend have been doing this most of their teen years and now they are still doing it as an adult. Recently, when our cousin caught a case, some of my family members were called to testify on his behalf and none of them “snitched” him out.

### **1.4 No-Tolerance on Criminal Activity**

- With reference to what some call the “Blue Wall of Silence” when I start with a new partner I tell them straight up! “If you do anything, I mean anything that will get me killed; prevent me from going home or something that will put me into a federal correctional institution.
- I’ll give you an example of both and how it affects me. The concept of these two phrases in itself is something. People would not think that officers are going to tell on each other over small things. There are warning signs—officer is drunk, depressed, disrespectful, etc. If officers don’t say anything even though they see it the cop could end up killing himself. Obviously it isn’t in any officer’s interest to hide something stupid or illegal. Most cops don’t want to do this. For snitch culture, I take pride in myself and I like going to help others. I would like a relationship with people so they will share but when some officers do something to take away that trust then it breaks down everything. When I was a detective someone would ID a person and then back out. Just think if someone gets killed because of this—I would have to live with that.
- People do foolishness in the neighborhood shooting, fighting, stealing whatever but when the police is called they want to say I’m not a snitch... that is until one of their houses is robbed or one of their people get shot, then they want people to cooperate.
- I feel as a member of the community I have to stand for something. I have to be conscious of my surroundings. There are lots of ways to help, using cell phones to record and then upload on Facebook or report anonymously.
- I have not been impacted by the no snitch culture because I believe right is right and wrong is wrong. I will tell what I know and I have told on my family members. I did get in touch with the victim and shared the information about the incident with them.

### **1.5 Fear of Collaborating with the Police**

- When I stayed on 74 th and Locust a homicide took place and a detective came on my porch after the event. I had just got off work. I asked what happened and they wanted to ask me questions so they took me down to the police station in the car. They kept asking me about the incident then asked other questions (e.g., who’s doing the drugs, crime). If I answer this how can you help me? Will you be able to help protect me? I told them I don’t know anything about the murder. Why don’t you patrol the area? They want us to do something but we can only do so much. Who’s gonna protect me?

- If you snitch somebody is going to get hurt. Either you or your family member will pay.
- They will find you and you will be singled out.

### **1.6 Avoiding Being Involved**

- You got to listen to the police or they'll take you to jail. I go to work and then straight home and don't stay out late. I'm in the house early to avoid trouble.
- I stay to myself and stay from other people and I don't get involved in any of their stuff.
- I feel there is some serious information being withheld from the authorities. From my perspective people don't report when they see houses being broken into, rapes, arson and murder happening on a daily basis. These are their loved ones and family members committing these crimes.
- I see a lot of waiting going on for the police to arrive. People are hurt and lying in the streets and nobody say anything they just walk on by and leave them there alone.
- I mind my own business. I stay inside my house to myself. I can't even sit on my porch anymore. Too much stuff going on and I just don't feel safe.

### **1.7 Supporting Collaboration with the Police**

- I'm a good worker at my job and I'm a leader. One day I was left in charge of everybody when my boss had surgery. I was supposed to be in charge of everyone—then one day \$3,000 came up missing and the police got involved. No one knew what happened and when the boss returned the next thing is that people's hours started getting cut. Eventually, we all got laid off and it turned out to be the person I thought it was all along. I said I'm telling! Losing my job caused a lot of problems—I had to send my son back to stay with his mother because I couldn't support him. I say speak up when you see something you don't like—I'm cool with that.
- The no snitch culture has taken its toll on the community because we have too many unsolved crimes. If I personally see it I will tell especially if things are in plain view. I've been a victim with no witnesses. It's a mentality that the community has taken on; neighbors know what's up and what happened. Somebody knows something.
- I have lived in District 3 my whole life. I have family members who are drug addicts and felons also. I get asked so often "Why are they driving down the block?" We've gotten a call or we are on our way to another situation not far from you is what I say.
- The Sherman Park unrest actually gave me another view of how the community supports the police. I got lots of support, waves, hello officer and thank you from the people in the community. I knew those were young people wanting to be on Facebook and get their street cred. What was so beautiful the community came together and stopped it before it escalated even more. You can call the police and ask for us not to knock on your door and just give your statement anonymously. The number to call is 414-933- 4444 "This is what I saw."

### **1.8 Consequences of No-Snitching / Blue Wall of Silence**

- "I was an investigator for years. People give testimony and then back out of it and sometimes another death is the result. And I have to live with that."
- I think the word 'snitch'... hurts!
- I ain't 'snitchin' on nobody! I'm here just to get paid! [\$15]
- The Blue Wall always existed in the past! It takes two people to be involved... it's not snitchin' it's enterprising!

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**Question Round Two:** *"What are the issues related to having a 'no-snitch' community culture and 'the blue wall of silence' in the police department?"*

## 2.1 Integrity

- Many in the neighborhood I live around value systems that are all messed up. That's why we are in this mess. I know a lot of people that want the cars, fancy clothes, and rims, but don't want to do the right things to get them. When innocent people get hurt they don't even care enough to step forward. They just want to protect their own necks! People know who killed these kid. I don't care about your no snitch culture! If I knew I would come forward!
- I agree, and it's the same with police, once bad apple spoils the barrel.
- Yes I believe that too it lies in our morals and values, if I see something wrong I am going to tell, we have to stand up and stop this madness. We can't deal with the "What -ifs" because we know what right now looks like. When that baby on the brother across from me was killed in our neighborhood in the dead of summer... people has to see it!
- I think there is a way around the No snitch code: we should call Crime Stoppers! What if someone went around the neighborhood putting flyers on cars saying "be careful this address is a known drug house" with pictures of the house on it? I am one of the ones that gets my things the right way. I had some rims stolen and nobody knew what happened. No one cares until their stuff gets taken. I feel that people want to rally behind the wrong people. I'm sorry because everybody knew that boy that got shot by the police over here was no good. I think there are just a few people out here doing all of the homicides.
- Same as civilians – no integrity.
- If my partner does something wrong that reflects on me. I can make a phone call too and report what I have observed or witnessed and it will be investigated.

## 2.2 The "Blue Cocoon"

- Things come down to jobs and education. When you call 911 and it takes 1-1/2 hours to respond that's too much idle time on people; next thing something happens. Police really do protect each other—they want someone to pin it on. Once you're in the system, they want to say that you did whatever they said you did. I'm just telling the truth about it.
- "The 'no snitch' culture really does exist! So it does the Blue Wall within the police!
- Police officers go to jail and prison too.

## 2.3 Fear

- A lot of issues—it's like a no-win situation. You're darned if you do and darned if you don't. Who will protect you; there are consequences behind everything. I have to worry about retaliation and about what's going to happen. We still have to live there. I'm trying to be a good citizen but if I report something people will be looking at me and see. Then that's going to be it—it's a bad place to be and I don't want anybody hurt. The best thing is to do the right thing.
- People scared to snitch because people are scared about their family, kids. Do the right thing that's all you can do.
- I agree with the other person about the need to protect your family.
- Issues—people can have life-saving info about a crime, info about jail, etc., and fear is scary. There's a lot of fear on both sides. Whether you say something or not fear shouldn't be the driving factor.
- SNITCHES... GET STITCHES! YOUR WHOLE LIFE CAN DISAPPEAR IF YOU SNITCH.
- If this continues our communities will get even worse. I will be afraid to come outside at all.

## 2.4 Snitch Culture and Its Effects

- Snitches get stitches! That's all I have to say.
- Somebody is gonna be affected negatively,... am I supposed to tell? However, why does the police treat the community different from the next one [the community closer by is predominantly white]? A cop told me to shut the 'F' up, IN MY HOUSE. I believe that events like this encourage mistrust.
- When I see kids getting killed... Nobody tells and the killer goes free.
- Somebody gonna get tired of these killings... Somebody gotta snitch. I don't understand why police threatens the good people. No 'snitchin' might apply to good people, but the guy in jail is gonna 'snitch'.

- There would be no resolve or accountability and therefore as an officer I would not be able to expect that from the community.

## 2.5 Respect

- I'm sure it goes both ways—alienation, loss of your self-respect. You think you're the only one who saw it. What about your self-respect when you do this to people. On the other side—it's whistle-blowing—Watergate.
- I feel the same way—self-respect comes first. You have to live with yourself. Whether it's the police or people in the streets; your brother or sisters are out here and it's wrong.
- We live in a world... not alone! Laws / Rules are for the safety of everyone, to not violate the rights of others!

## 2.6 Communication

- So for issues of both I see a few things: first accountability—in order to understand what the problem is—someone needs to explain—if you don't know what tools how can you fix it; second—it's bad for the person who did the wrongdoing—they don't get caught and are free to go hurt someone else along the way; not everyone trusts the badge and if you're not honest about what you're doing then you have alienation; and third we need to know when to say something and you need to know when to fight your battles.
- I think we need to share what we know and that will solve some of the issues.
- If we did tell what we know more of the crimes would be solved faster and it might help stop a lot of this mess going on.

## 2.7 Resources

- A key component is culture- Crime Stoppers can only get us so far because anonymous tips can't testify in court, I get frustrated because most officers want to wrap up cases but the city will not support the man hours that it takes. I had it on great intel that a store would be robbed one night and I still had to fight and ask my captain to pull some strings just to be able to stay late and take care of it. We are severely undermanned and we are up against criminals that know it and prey on it.

## 2.8 Social Problems

- That LITTLE RIOT was nothing! I believe that civil unrest is something EVERYBODY can hear on a regular basis.
- PEOPLE GET HURT...FAMILIES GET HURT! We gotta protect one another!

**Connected Conversation & Parting Words** - *“What do you feel could be done to change a no-snitch community culture or a blue wall of silence in the police department?”*

## 3.1 Police Being Present in the Neighborhood / Staffing

- If the police presence was better; if they were more on the scene...in the high drug areas...it's rough. Nothing will get better if their presence isn't around. This is the key. It started out this way a while ago; there was foot patrol and squad cars. Now when you make a call no one comes. In the last 3 months there's been no police around—that's when escalation happens. If the police are around more the criminals know and crime will decrease.
- Two Cops of the same race and culture should be partners because of racism. If they assigned a white suburban cop with a black cop from the inner-city that will balance each other out better. When I got beat it was two white cops that came to my house they treated me like s\_\_\_! Like garbage it made me sick!
- I believe that officers need to get more time on cases and better training. I think that allowing officers to be able to act as mediators instead of getting the situation over with is crucial so they can move on

to the next call. I remember my partner and I responded to a family feud there was like 20 people in a standoff ready to fight, because of our training my partner and I were able to take one person from each side and diffuse the situation in 15 or 20 mins. I can never forget the whole time we are doing this dispatch being over the radio asking us how much more time we need because they have another call for us to go to. Many other officers would just have arrested people and had them work it out at the station simply because of the lack of time they have to get somewhere else. When it was proposed to get more officers people treated it like a bad thing and there was a lot of blowback but we need more officers, more training for them, and less stress situations because there is a rampant trend of overworking and understaffing.

- We need more police helicopters.
- Texas has a good program where they do air raids; we need that!
- Build more trust between officers and the residents like conversations in different areas.

### **3.2 Bias**

- I believe race played a big part, racism it was automatically assumed that I was an aggressive black woman and he was a law abiding old white man, cultural misunderstanding also played a big part.
- I got a felony for beating an officer that beat me! I went to court and felt like I was guilty before I got in front of the judge.
- All police aren't bad but the racism in this city is something else!
- Stop thinking that everybody is the same way. Right is right and wrong is wrong.
- Somehow get past the media hype and miscommunication on social media.

### **3.3 Police Humanization**

- I've seen routine cops and what they do—they want to go home and not get hurt too.

### **3.4 Respect**

- Community has to do it—it's our kids, it's us. We can't depend solely on the police; we see it every day first. It's not on them—we have to do something too. We must respect ourselves first; the community needs to be held accountable and stop being selfish. Why not say something?
- Respect the victim and the accused as human beings and get to the truth of the matter.

### **3.5 Pro-action / Collaboration**

- Be the change you want to be personally.
- It was just voted to get rid of bodycams by the city because of costs. You [referring to the rest of participants] should let your voices be heard if you disagree.
- I have taken the crisis intervention training as an officer and I think it's a great training. We all [police officers] should take it because it helps with mental illness based situations, or even just raised emotional situations.
- Simplest thing to do is cooperate with the investigation.

### **3.6 Crime**

- I want people to stop doing crimes that affect the community and not being strong enough to fess up.
- What happens if an officer shoots another officer do they go to jail? "That wouldn't happen unless there was an accident while performing our duties. I only know of an incident 10 years ago and that happened while unloading. Since then there has been many safety precautions put into place.

### **3.7 Integrity**

- Question for officer: Would you cover for your partner or another bad cop? "No, I am accountable as a police officer to tell." I take pride in my personal integrity and as an officer."

## Listening Circle 3 - Annexes

- As a Black community we were already outcasts to society, so we have to do things to make it better.
- I don't think we belong to this country. We haven't been taught enough.
- 70s babies should've built for us, but they didn't.
- There will be a world war III automatically. Be prepared for us.
- The only thing we know is that we were slaves, but if you don't know who we were before that you'll stay confused.
- In reality, this country has done a lot [to demean and deny access to a better life to/for African-Americans].
- As a black man, you're a target. We don't belong in this community because it was never build for us.
- Let us be heard.
- I've been thinking about this for a long time and I think we need to be heard.

**Question Round One:** *"What has been the personal value to you of being in the Metcalfe Park neighborhood? (consider play/recreation, worship, work, and living here)"*

### 1.1 Positive Value to Me

- When I first came to this neighborhood I was a drug dealer. That was in '91. I have redemption now. I clean up the neighborhood. I have a job, a home, I'm raising step-kids
- Being with my family has kept me out of trouble and helped me change my ways.
- I've been here three days. I moved here from Louisiana. I'm still living, so it's been good for me.
- Working here. I enjoy meeting the business owners and talking to them and the residents.
- It gives me a sense of calmness. It gives me a different perspective.
- For me being a part of the neighborhood association has been great.
- I see good and bad in Metcalfe park neighborhood
- I like when we have the block parties and block clean up.
- I felt the school and the neighborhood isn't as diverse as it should have been.
- I do agree it doesn't seem very diverse.
- but I can say that the streets are nice!
- For me it gives me a sense of calmness but when I look at the conditions it makes me sad.
- It's just a good ol' neighborhood. I feel that's a personal value to me.
- I think it's a nice place. There are bad people living in the area but I don't have any problem.
- I like this neighborhood.
- It's a good neighborhood.
- For me living here is important
- it has been a good area and I don't have too many problems.
- I think it is a good neighborhood.

### 1.2 Getting Better

- It's a full 360° [positive difference].

#### 1.2.1 Quality of Life, Connections are Better

- It's better for the elderly, too.
- I see improvement. It's a nice place to be now. It's just a good ol' neighborhood.

- Each person on the block has some kind of link with each other [now]. People on one end wouldn't speak to each other, now they do.
- The people are not that bad.
- Being on a bike has allowed me to see that there are a lot of good people in Metcalfe Park. They're calling to talk to us [specifically, this bike cop and his partner, privately, when problems arise in the neighborhood] because they know us. We've been able to make a more positive impact having been in this role.
- I see people trying to be positive and looking out for each other.

#### 1.2.2 Safety is Better

- No one has been killed since I've been back.
- When I first moved here I was shot. I've seen improvement since then.
- On 43<sup>rd</sup> and Roosevelt first there were no cops and now cops all over.
- Thank God for winter coming, the winter season seems to deter crime and violence in the area.

#### 1.2.3 Housing is Better

- The reverend has built housing for lower income people. I see improvement.

#### 1.2.4 Collaboration Better

- have had and seen many positive experiences as we come together and work with the police, Children's Hospital and Northwestern Mutual in underwriting or providing items and food for neighborhood events
- I feel as an officer I like how people are becoming more comfortable reporting instances and providing information.

### **1.3 No or Little Value to Me**

- I don't see any value of living here at all.
- No value at all.
- There is no structure here, no building of community.
- I say the value for me is poor because so much theft and prostitutes hanging out on the corners.
- I feel no value at all.

### **1.4 Getting Worse**

- I have seen changes, for the worst over the time that I have been here.
- Times are getting way worse than what it was.

#### 1.4.1 Quality of Life Worse

- Now I worry about the children in particular and the overall quality of life in this area.
- This shit that occurs in this neighborhood is unacceptable. My history is one of love and caring where I come from. This is "out of order".
- Living here is ok but I don't see anything getting better.
- In 1978 you used to be able to leave your doors open—people started showing hate, jealousy—when you want to do something, you have to go in the house. People are changing;
- I keep to myself; you have to. Back in the day you could sit in the parks; you can't do that now.
- I have lived in this neighborhood for twenty years now and I have seen lots of changes and not all for good.
- As an organizer I was brought in to help bring the neighborhood back together as it had gone down over the years
- Living in this area is just "ok" and unfortunately, I don't see it getting any better.

- I see this as a community on decline.
- When I moved here back in “78 we were a community you could sit on the porch and keep your doors unlocked at night, now it seems that we are so far removed from that kind of neighborhood now.

#### 1.4.2 Crime, Violence, Safety Worse

- There was a time when the crime and violence appeared to be under control and manageable by the community itself, now I worry
- If we don’t give crime [leverage] and get better it’ll be better for police.
- security, shopping needs can be improved.
- There's a lot of shooting here, and a lot of stupidity. Other than that it's ok.
- I say the value for me is poor because so much theft and prostitutes hanging out on the corners.
- they are speeding through the streets dangerously, there is allot of shooting
- Someone took pieces off of my car in broad daylight, this neighborhood is getting rough
- I see a lot of shootings and carrying on but it’s ok.

#### 1.4.3 People are Worse

- I see more bad than good.
- I think it’s a nice place. There are bad people living in the area but I don’t have any problem.
- people started showing hate, jealousy—when you want to do something, you have to go in the house. People are changing;
- People don’t treat this like community anymore,
- It seems to me that people are seeking confrontation, for the sake of survival you have to keep to yourself nowadays.

#### 1.4.4 Physical Infrastructure is Worse

- Here is a vivid example- “The trees need attention because the trees allow overhang that shields criminal activity and the street lights have not been maintained as in other parts of the city. . . “What a shame”
- security, shopping needs can be improved.
- Milwaukee used to be beautiful.
- more shopping options to make the neighborhood more attractive, since “Milwaukee used to be beautiful.”

### **1.5 Additional Factors Impacting Value**

#### 1.5.1 Housing

- The housing situation is something that needs to be addressed, in my opinion the city fathers have neglected this area as it relates to crime prevention.
- The reverend has built housing for lower income people. I see improvement.
- My housing choices because I’m older.
- There should be more housing choices for the that are older and receive social security

#### 1.5.2 Children

- Now I worry about the children in particular
- My heart goes out to the children of this community because they do not have an opportunity to just . . . “enjoy being a baby and living life with a sense of innocence and joy”.
- I consider myself everybody’s mother[I have no children] but all the children on my block consider me their “MOMS” I love that I can watch out for them, cook for them when their own mothers are not available which is often for a lot of them, because what their mothers are into.
- it has got to be residents that are willing to put it on the line and be examples to our youth.

- Outreach to the children and youth in this area is critical.
- More programs and places for our babies to have fun and release energy is right up there on my list to improve this area.
- If not, our next generation will go through the same thing and the circle will go on
- I used to go to the school near here—it's a pretty good school but not as diverse; only African Americans. There were only two Caucasians and they were the principal's kids.
- As officer I respond to all school assignments at Metcalfe whenever they call the police. I respond to the call.
- tell everybody (in the community) to stop letting their kids run in the street here.
- there's not a lot for young people to do other than the Boys and Girls Club
- I would like to see more community organizing getting more people involved because there are lots of kids here and that's the future of Metcalfe Park.
- more than fifty per cent of Metcalfe Park is people less than twenty four years of age.

### 1.5.3 Fear

- we have to stop being afraid of each other and stop being fearful of contacting the police to assist us in our efforts
- I grew up in 'Tosa and felt Milwaukee is a bad place.
- that "No snitching shit has got to stop" I know some are afraid but in my opinion it has got to be residents that are willing to put it on the line

### **1.6 What It Will Take**

- it is going to take people of courage to change things if anything positive will happen during the next couple of years.
- If we don't make a better way for ourselves it won't be better for us.
- As a Black community we were already outcasts to society, so we have to do things to make it better.
- Stop the violence and tell everybody (in the community) to stop letting their kids run in the street here.
- we give back to the community by showing our facing and letting them know that we care in good times and bad.
- I enjoy knocking on doors and getting people to step up and speak up for the community.

### **1.7 The Listening Circle Process**

- this is very positive and rewarding to have a meal for the community and have the police officers here to talk with us and listen to us.

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**Question Round Two:** *"What do you think needs to be done to improve the quality of life for Metcalfe Park residents? That could include economics, education, real estate, etc."*

### **2.1 Education**

- I think education because my mama always tells me you can't go nowhere and be successful without an education, but you can't be a nurse or anything like that [without an education].
- They need to teach health and home-ed classes; economic classes so kids can learn about finances and balance their checkbooks.
- I agree about education
- community centers for older adults so they can have opportunities to improve their lives (e.g., GEDs).
- more education, job training.

- We need improvement in education, to keep the kids in school.
- I think the residents could use some education on investing and improving their credit.
- we need more tutoring programs, more relevant high school classes, bring back home economics, shop class teaching kids to balance their checkbooks.
- I agree balancing check book is important, I should have learned that in school.
- Education plays a part too... it's a domino effect,
- I would have loved to get my education but it was hard! I had a learning disability not everyone is able to read!
- I think we need education and we need to keep kids in school and people at work.

## 2.2 Children and youth

- If we don't get our young people to value education – we have to get our young people to respect each other.
- We have to get our young people to respect each other.
- If we don't change this generation our future will forever be lost.
- Some of these men need to come out here and be the head [leader] for these young people coming out.
- You have to install the value in your young ones that you want them to have.
- They need to have more structured activities for teenagers; more job training—even internships, job shadowing, homework help, tutoring, and after-school programs.
- They need to build up the neighborhood—it takes a village to raise a child
- If parents are messed up how do you think the children will turn out?
- Older people used to say stuff to kids;
- I think we need to a better way to reach the young people because it is not really working right now.
- I feel there should be more activities for the youth and some of us are not informed about the free stuff.
- We should have more crossing guards and neighborhood cadets.
- It takes a village to raise a child.
- our kids have to learn for themselves because parents don't have time.

## 2.3 Jobs

- They could have more jobs in the area; any kind of job.
- more education, job training.
- We need jobs in this community. People get into too much trouble due to a lack of jobs.
- We planned a Job Readiness Fair at Center Street Library and only one person showed up, a guy that brought his child with him because he had no one to take care of the child while he attended.
- we need more job training programs that connect to actual jobs,
- Jobs are important,
- more job training,
- Jobs are hard to get out here I would have my job if I didn't have a car. I know many people that would work if they had proper opportunity.
- I don't think that is valid, before I went on disability, there were plenty jobs out here!
- I feel though where there are no jobs, there's crime and I see no sound family structure.
- we need to keep kids in school and people at work.

## 2.4 Housing

- I used to be an apartment manager. I'd help renovate or remove these abandoned houses. It only provides housing for raccoons, rats, possums and stuff like that.
- A lot of the abandoned homes in the neighborhood need to be remodeled. They draw more cops to the area

- Boarded up houses can be turned into women's centers, community centers, places for homeless, etc.
- There are thirteen boarded up houses on my block that have become eye sores; grass not cut, snow not shoveled, litter piling up. I feel there is an opportunity to allow low income families a plan on home ownership and they would feel a sense of pride and take care of it.
- We tried to increase home ownership and in doing so they became vested in the neighborhood. As homeowners they feel protective and proud.
- they should open up some of these boarded up houses and turn them into some community spaces
- do something with the abandoned houses, foreclosure is an ongoing problem around here and these are beautiful houses too,
- Why can't they use these abandoned houses to train home improvement workers, plumbers and carpenters?
- Homeless people don't get the help they need.
- On 36<sup>th</sup> abandoned house is used for fire department training, housing could be used for the homeless.

## 2.5 Safety

- Increase security [block watch]
- We need more security on these streets. Ain't no structure out here.
- People in their cars drive up; you're scared to look at them—they ride around pointing guns at people.
- I feel we need a good clean up and clean out of prostitutes, thieves and drug dealers.
- People speed through here all the time driving crazy, just the other day somebody in a car almost hit my son! We also need more stop signs and stop lights. We have to find a way to do something about all of this violence!
- I was on the bus stop and out the blue somebody pointed a gun at me.
- get rid of all the "stolen car guys" stealing all these cars and hurting people and their selves in high speed chases.

## 2.6 Police Issues

- Better response times when we call police. By the time the police arrive Jimmy done killed his wife!
- I want you to know how few of us [police officers] there are. There are may be 15 cops from 4:00 - 12:00 on the streets. Half of us are on special assignment, like this [ZC event]. Maybe three cars respond to service calls. Hardly anyone responds to your needs. Don't give me a reason to stop you, and I won't.
- we're waiting for the police to straighten up!
- they need to fix the way they cops are paired up—shouldn't be 2 black cops together and 2 white cops together—it needs to be mixed up.
- I agree about officers.
- there needs to be better communication between police and the community;
- need to get rid of high-speed chasing. They put a lot of people's lives on the line and mess up people's property and yards
- When I was younger the police came to our schools; there were better relationships;
- Officers need to respect their elders. "They say things to us like 'Shut the fuck up. Close your fucking mouth.' They should say, 'What's going on? How's it going?'" Officers don't have the right to talk to us like that."
- Better communication with the police.
- There is a lack of respect between the officers and the community.
- These bike cops harass people! I don't think two cops of the same race and culture should be partners because of racism. If they assigned a white suburban cop with a black cop from the inner-city that will balance each other out better. When I got beat up... it was two white cops that came to my house they treated me horrible!

- we need to work for better relationships with police,
- I feel there are officers who disrespect the public with their comments.
- My children love to see the police.
- As an officer I do see a lack of respect.
- I feel respect goes both ways.

## **2.7 Amenities and Recreation**

- More green space
- We need better animal control. We need better snow plowing so we can get our kids to school, and get to work. We need better leaf plowing [removal].
- They need to put speed bumps on 36<sup>th</sup> Street. Just last week a car was flying down the street and almost hit my son. They need to have 2 stop signs on both sides—not just one.
- I agree about the speed bumps and people do speed and don't stop because people don't always look both ways before crossing the street.
- Bus drivers don't stop for passengers at all the stops in the neighborhoods—especially for elders.
- Speedbumps need to be installed!
- I agree that we need speedbumps and stop signs some car almost hit my little brother, people don't even look before they drive out anymore.

## **2.8 Families**

- More places for resources to help families with access to information
- More programs that address the personal needs, not desires of families
- And a lack of family structure. We need to have someone at home to cook meals, to promote the family structure.
- We need more respect and more family structure.
- "If you're doing the best for your family, you're doing the best for your community."
- I feel though where there are no jobs, there's crime and I see no sound family structure.
- I agree with the officer there is a lack of respect and family structure. I blame it on the day to day.

## **2.9 Women**

- Places for women and mothers to get together
- Teenage girls getting pregnant.
- if a single mother had more education she wouldn't have to work two jobs because she could have one wage sustaining one and she would have time to BE and mother (cook, check homework)

## **2.10 Collaborative Efforts**

- I feel there has to be a vested interest in the community by the residents, housing authority and police.
- I see lots of problems and I think that should be taken a look at individually. There should be a different group for problems of young people and what they need, one to rid us of prostitutes, abandoned houses, etc.
- I think the youth have to be included in the planning and be asked to be involved in activity planning.
- It's up to both sides to be honest and participate.

## **2.11 Self-Improvement Efforts and Self Sufficiency**

- We need to learn to trade with each other to get what we need instead of taking from each other. Why should we wild [wild out – act wild] if they cut off food stamps? If they cut them off, it can be '[a] so what [attitude]' if we [are prepared and] have our own and can help each other.
- "We survive every day in this community."

- Honor your own goals. Respect yourself.
- I learned on my own. I'm going to keep on learning.
- It takes the community it will take the neighborhood to save itself.

### 2.1.1.1 Working Together

- Getting a better education, respect each other, honor each other and having discipline. If we don't better ourselves, nobody will.
- We need to learn to trade with each other to get what we need instead of taking from each other. Why should we wild [wild out – act wild] if they cut off food stamps? If they cut them off, it can be '[a] so what [attitude]' if we [are prepared and] have our own and can help each other.
- Self-accountability. It has to come from within.
- If we don't do this [pray. Come together. Make improvements.] we'll kill ourselves.
- if everybody would play their part, do their job; it takes everybody pitching in together.
- Our community needs to work to have more respect and understanding.

### 2.1.1.2 Ethical and Moral

- Trust, honesty, loyalty, business. That's how you make it better. Come together. Eat. Pray.
- Communication needs improve to have more respect for each other.
- There used to be more 2-parent households and now the roles have been reversed. It takes two people to raise children not one. Daddies need to be home; respect is gone from the family structure.
- When I was younger the police came to our schools; there were better relationships; we never disrespected authority—the uniform.
- family structure was two-parent homes.
- We need to learn to talk to each other and to talk to the officers. My kids love officers.
- We need more respect
- The officer spoke well. You've got to give respect to get it. Respect for yourself first is necessary.
- It's up to both sides to be honest and have integrity.
- I feel there is no respect to Elders and I think we need to talk and communicate better.
- There is only one God. You have your beliefs, spin-offs, or whatever. Faith is the key to surviving and living in this neighborhood. Trust Him first and everything else will be provided.

### **2.12 The Listening Circles**

- More programs like this would be one.
- Outreach programs help people vent.

**Connected Conversation & Parting Words** - *“What do you wish would happen to reinforce or support positive efforts?”*

- Setting short and long term goals together as a community
- New leadership
- Neighborhood schools
- Never give up!
- It'll take one person to stand up.

### **3.1 Community Services**

- What's the overall plan to better the community? A lot of young men need guidance—need GED programs; it might help.
- If they could take advantage of services such as daycare issues, etc.
- Transportation and temporary employment services can help; people are still a long way from their jobs.
- Daycare services can be improved;
- Put more activities in this community. We need more recreation activities.
- A 6 Flags in the neighborhood.
- We need basketball courts and other places where kids can play together.
- I wish we could have a clean up on all the streets.
- Police officers are trained and educated to serve and protect the community.
- I think that there are many things to do but not many know how or what to do. It needs research from professionals training the residents.
- I think we need to help the families first and then they can help the community.

### **3.2 Jobs and Housing**

- people are still a long way from their jobs. If more jobs in the community, they wouldn't have to worry about this.
- education for single mothers so they would only need one job to care for their families instead of many.
- Job fairs in the community.
- I feel we need a job fair.
- Increase in economic development
- Abandoned homes—people can be trained to fix them up instead of using them for fire department training and destroying them!
- How come we can't take gutted houses owned by City and train people with plumbing, carpentry, etc?

### **3.3 Crime and Youth**

- I see a pattern of charges versus age [Individuals being charged for crimes are younger and younger, which is a problem institutionally because they are often unwarranted, and because youth are getting into trouble younger and younger].
- When we kill each other they attack the youth. That's why they took the youth and lock them up.
- My kids can't even go outside here. I won't let them go to a playground here
- I wish we had more protection at the parks and not have to go way out to Brown Deer to have fun.
- I went to jail so I teach mines to stay out of jail.
- I think we need more men teaching their sons how to be men.

### **3.4 Crime Prevention**

- I wish they would be required to close the liquor stores at 6:00 pm. It might help with the loitering and noise.
- I wish Wisconsin was a dry state.
- I wish people would help with prostitution by calling 911 anonymously reporting and know that the officer is the one that goes to court.
- I wish the residents would be alert and let us know who shouldn't be in their neighborhood. They know who doesn't belong here. You are the experts and we are here to serve.

### **3.5 Being for Each Other, Coming Together**

Participants also continued to discuss the topic of teamwork as a means for creating change and growth in their community. There was a desire to create a unified force where everyone would “come together and work together” and have “more unity, not everyone for them[selves].” The issue of self-interest being placed above altruism was mentioned by many. One person remarked, “Our community is not looking out for each other. Help an elderly lady coming down the street, don’t try to rob her!” and others concurred, saying “things are getting messed up by the people who live here, everybody is for themselves now; we need to be one,” and “we have to have each other’s back. “ As a practical outcome, one participant suggested “we need to have neighborhood meetings.”

### **3.6 Helping Ourselves**

- Everyone needs to come together and work together. Our community is not looking out for each other. Help an elderly lady coming down the street. Don’t try to rob her.
- We have to maintain and build. We have to have each other’s back.
- Keep on doing it.
- Things are getting messed up by the people who live here.
- Come together.
- Everybody is for themselves now. We need to be one.
- We need to have neighborhood meetings.
- I wish there could be better communication.
- I wish we had more unity not everyone for them.
- Don’t depend on these government hand-outs. They are not designed to help you.
- There is stuff to do but people don’t look it up.
- I think that there are many things to do but not many know how or what to do. It needs research from professionals training the residents.
- The only thing we know is that we were slaves, but if you don’t know who we were before that you’ll stay confused.
- If people begin to feel better about themselves they will want to stay in the community.
- Stop being afraid

### **3.7 The Listening Circles**

- Pull people together just like this where we can maintain and build our neighborhood.
- Sessions like this will help bring more communication and then we will accomplish more.

### **3.8 Parting Words**

- Encouragement
- Enjoyed this
- Stay Positive
- Respect Encouragement
- Hope
- Respect

#### **3.8.1 Connection, Commitment**

- I want to see y’all again.
- Take the good. Do not forget what we discussed.
- Fellowship. Friendship. Feeling what other people feel. The camaraderie.
- It was nice meeting all of y’all. You had me thinking.

- Let's get together and talk about it.
- It was a good group.
- "There's still hope."
- I hope for better relations with the police.

#### 3.8.2 Must Improve

- The community has to get better.
- Regardless of past discretion, give your kids a better life than you did.
- If you have no kids, motivate someone else's.
- We need to follow the guidelines and respect each other.
- There is still hope for unity and building trust.

#### 3.8.3 Respect

- We need to follow guidelines. We need to have respect for each other.
- It was a good group but people need to be more respectful of each other.

#### 3.8.4 Political Representation

- We need the Alderman here to know what's going on in this community. We need him to speak up for us.
- I feel we need an Alderwoman that will speak up for us.

#### 3.8.5 The Listening Circles

- It was a good group.
- This was productive. It's nice to hear people voice their thoughts.
- It was good to hear others' opinions.
- I thought it was a good group.
- I thought it was productive and it was good to hear what the residents had to say.