

City of Rochester

# APPENDIX J TELEPHONE TOWN HALL MEETING REPORT



**B**lieve.

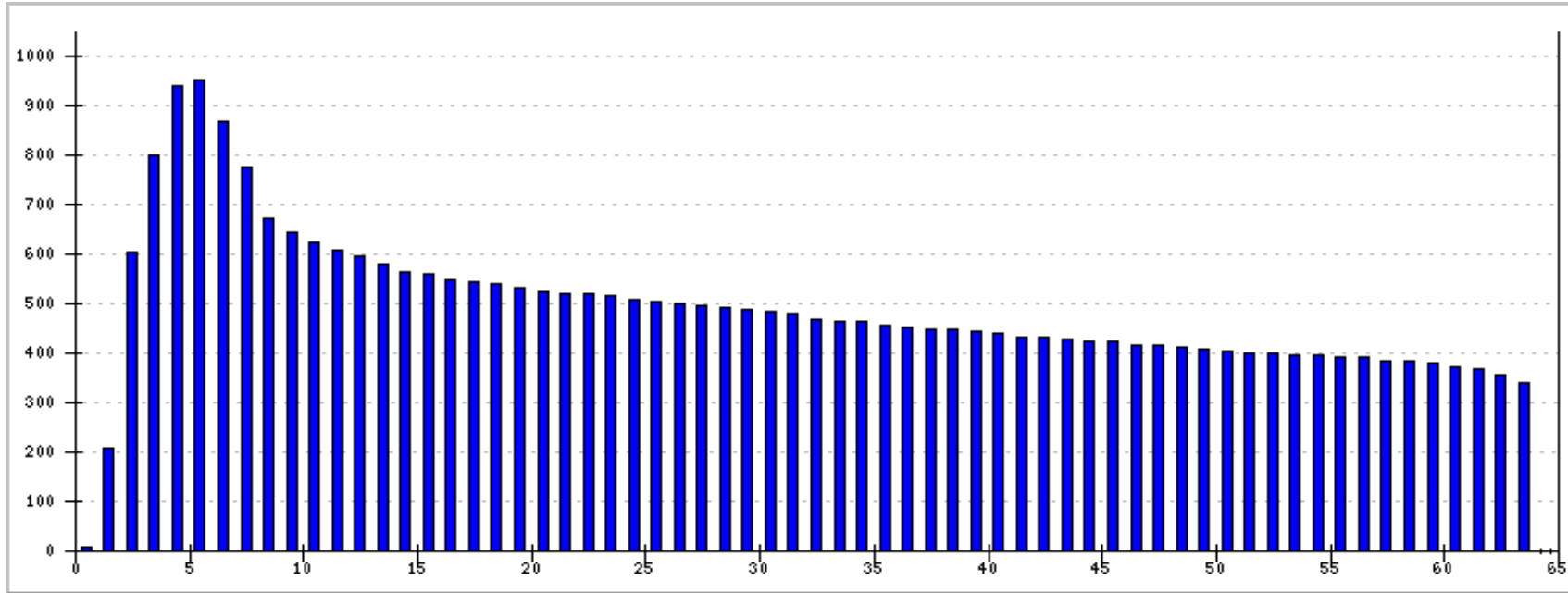
City of Rochester, NY  
Lovely A. Warren, Mayor  
Rochester City Council

Started at 18:00:22, Duration 01:02:36  
 Average Acceptant Duration 16.74  
 MAX Number of People in Conference 961

Answered Calls

Name	Number
Selects For Event	13,395
Accepts	1,890
TF Calls	28
Toll Inbound Calls	0
Answering Machines	3,386
Declines	1,913
Total Answered Calls	7,189
Talked	4
Speaker Queue	77
Screener Queue	31
WEB Participants	0

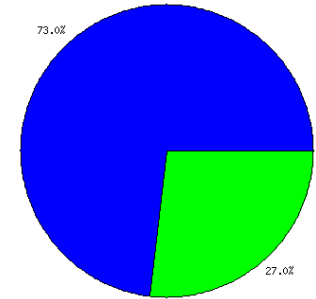
In Conference NOW / Conference Minutes



Polling Questions

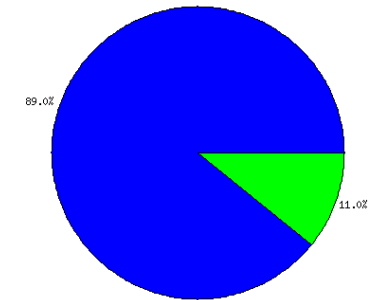
1 Should the City be able to immediately fire police officers for cause?

ID	Answer	Responded	% of total
1	Yes	249	73
2	No	93	27



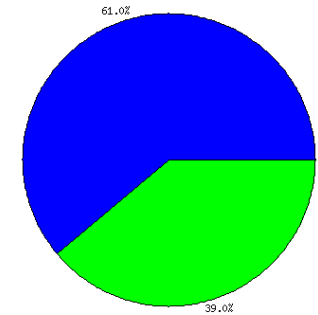
2 Should the RPD impose a zero tolerance policy on the use of Body Worn Cameras?

ID	Answer	Responded	% of total
1	Yes	238	89
2	No	28	11



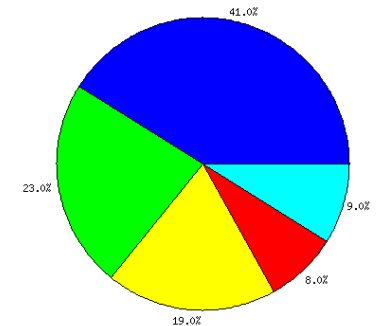
3 Do you think the City should cut the number of officers over five to 10 years and shift those resources to other areas, such as

ID	Answer	Responded	% of total
1	Yes	167	61
2	No	105	39



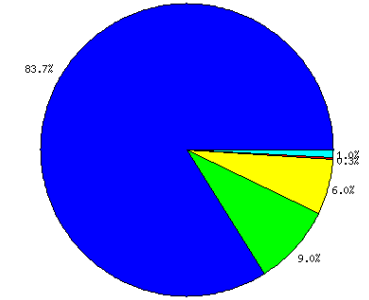
4 If more public safety data were available on the City’s website, how likely are you to look up this information yourself?

ID	Answer	Responded	% of total
1	Very likely that you would seek this data online	103	41
2	Somewhat likely	59	23
3	Neutral position - you may or may not look it up	48	19
4	Not very likely to go online to seek this data	21	8
5	Not at all likely to seek data online	22	9



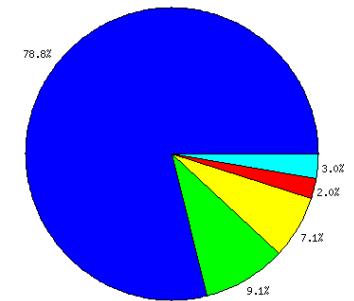
5 How important is it to emphasize officer wellness?

ID	Answer	Responded	% of total
1	Very important	198	84
2	Somewhat important	22	9
3	You think it's important but not a priority	14	6
4	You don't think it's very important	0	0
5	You don't think it's important at all	3	1



6 How important do you think it is that the State amend its Labor Laws so the city can negotiate a new police contract from scratch?

ID	Answer	Responded	% of total
1	Very important	184	78
2	Somewhat important	21	9
3	Neutral position – it's important but not urgent	17	7
4	Not very important	5	2
5	Not at all important	8	3



## Talked Participants

[REDACTED]

[REDACTED]

[REDACTED] Why should police officers be put on suspension and collect pay from the public after they've been involved in unethical conduct with someone?

[REDACTED]

[REDACTED] I noticed in August that Mayor asked about officers having residency in the city. Only about 6% of officers lived in the city. When is that going to change?

[REDACTED]

[REDACTED] Since they have the crisis team working with 911, how are they communicating together? Do they work together to know how to serve the community? Why aren't they setting up crisis centers in the community to help people?

[REDACTED]

[REDACTED] Should officers get regular psych evaluations?

## Speaker Queue

[REDACTED]

[REDACTED]

[REDACTED] Are the police officers being trained to deescalate situations involving the mentally ill and children?

[REDACTED]

[REDACTED] With all of these surveys, I would like to know the demographics of the people on this call. Also, all of this information is the same story with different buzz words, I've lived here for [REDACTED] years.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Years ago, officers walked the street and got to know the community in the 3rd ward. I'm [REDACTED] years old and my kids never went to jail because we knew one each other in this community.

[REDACTED]

[REDACTED] I'm [REDACTED] and have lived here for [REDACTED] I can recall incidents where police have doing wrong things. It seems that the police don't want a good relationship with the citizens of Rochester and they appear to be protected by elected officials. When will enough be enough? I'm not trying to push for defunding the police, but I believe they should pay for legal fees.

[REDACTED]

[REDACTED] Related to the Daniel C situation, since the coroner indicated it was homicide, how is it that no one was convicted? We know everyone who was involved. Also does the police accountability board have any power to take actions? A lot of times we hear about racial sensitivity training, which sounds good, but is it a farce because it seems to be an issue of how judgements are lighter for European descendants. How can a police officer be fired in Rochester but go work as a police officer in another city?

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED] Previously, there was a mention of the Taylor law. Is that the law that allows the police to murder black men and women and not be held accountable?

[REDACTED]

[REDACTED] For the gentleman here from Furgeson. How do we recover and get the community to come back together while supporting the police? How long does that process usually take?

[REDACTED]

[REDACTED] How can we demilitarize the police to get rid of the us vs them mentality? We should work together to build a safer and happier community, but we seem to be at odds.

[REDACTED]

[REDACTED] [REDACTED] would like to congratulate all the officers who protect us and put their lives on the line for us. However, there are rotten apples in the barrel, and when they get suspended with pay it does not sound like an actual punishment. They should be suspended without pay and pay them retroactively if they are found not guilty. It seems that there are no consequences for officers who don't have our best interests at heart.

[REDACTED]

[REDACTED] I understand all the changes they're attempting to make with the police, but what are they going to do about corrupt internal affairs? Are you going to address the mental health issues of police officers?

[REDACTED]

[REDACTED] Said yes to police being fired with cause.

[REDACTED]

[REDACTED] What was going on with the macing of the 9yo girl. How could those officers possibly get away with that?

[REDACTED]

[REDACTED] - I would like to see the police force to be reformed so that if someone is running without a weapon, the police don't shoot them.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] I am assuming that police officers are vetted on a psychological level. I would like psyche evaluations to be implemented once a year by an independent psychologist or organization.

[REDACTED]

[REDACTED] I'd like to know when I was growing up, we were to show respect for our elders. I understand police are only human, but how can they protect themselves? How can you determine that a 911 call is mental health related or not?

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] If our leaders are above the law, how do they expect the police officers to stand down and be defunded? How can citizens respect the leadership if they are condoning the police and their actions?

[REDACTED]

[REDACTED] Why don't we immediately drug test police after incidents take place? Also, what happened to officer friendly? We no longer send police into schools to meet kids and it seems the police are not very nice anymore.

[REDACTED]

[REDACTED] Why were none of us notified by phone or some other way that we had to be on lock down during the recent shooting? I didn't know until a friend contacted me and told me.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] What is being done about the hospitals... when the police take someone there they are soon released even if the person has not been sufficiently taken care of.

[REDACTED]

[REDACTED]

[REDACTED] Why is it that white police officers have to be trained to treat people like human beings? He knows there is a code between white officers to make sure they go home to their families; kill black people first and ask questions later.

[REDACTED]

[REDACTED] Thank you for holding this panel. What are the plans for followup care for people who have experienced a mental health crisis? We have noticed a much slower response time to police calls in the last two years. How will response times be impacted in the future?

[REDACTED]

[REDACTED] We should teach our police that the head, neck, and knee do not go together. Also, police should step in when they see their fellow officers going too far.

[REDACTED]

[REDACTED] What we need here in Rochester is more undercover police presence in the bad areas. [REDACTED]

[REDACTED]

[REDACTED] What are the plans for including more community input concerning the policing of our neighborhoods? Also, in her neighborhood they had various community meetings with the police and that no longer takes place. The changes should come from all over... from the bottom up and not just from the top down.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] is concerned about counseling for community members and officers. Some officers are very friendly and approachable, but when they are not it elicits a negative reaction in return. Is there a place for a counselor to talk about these issues with officers?

[REDACTED]

[REDACTED] Why is there so much of this going on? I've seen these incidents all summer long causing social unrest. A lot of it stems from drug use. Why aren't we focusing on substance use instead

of demonizing the police?

[REDACTED]

[REDACTED] I understand that the Mayor is not the person supplying the guns to the people who are shooting. Why don't we have anything in place to get people loitering on the corners of our streets and people panhandling on the freeway? What can be done for the vagrancy?

[REDACTED]

[REDACTED] If I have a family member who hasn't taken his medicine and is getting difficult to control, and I'm afraid that he is going to hurt someone in the house and I call 911, does this go to a mental health crisis or the police?

[REDACTED]

[REDACTED] Regarding the 9yo girl and how she was treated, where is the mental followup for this child to help her deal with the trauma of what she experienced?

[REDACTED]

[REDACTED] What kind of power does the police accountability board have and does the city take their recommendations seriously? Also, summertime is horrible where she lives due to a lot of people out late and loud music. When she calls police they don't handle the situation. What can she do to get some peace and quiet in their neighborhoods?

[REDACTED]

[REDACTED] He lives one [REDACTED] and has been there for [REDACTED] years. The drugs are rampant there and nothing is being done about it. He is fed up.

[REDACTED]

[REDACTED] Last summer, my house got shot up and my neighbor's house got shot. A car ran into my home. We called the police for help, but they kept on saying there was nothing they could do to help us. Finally a deputy gave me information to make complaints. We've done everything we can, but we can't get any help. Last time I called the police, they didn't come. I'm afraid that my grandkids will get shot playing outside.

[REDACTED]

[REDACTED] Why do we have excessive responses for some calls and very few officers surveying neighborhoods?

[REDACTED]

[REDACTED] Why isn't there a program that shows the wrong on both sides? (Both police and criminals).

[REDACTED]

[REDACTED] I don't think you should have to handcuff and pepper spray a kid. [REDACTED]

[REDACTED]

[REDACTED] How can a cop get away with telling me to move along if I am on a bike and sitting on a bench? They threw me down on the ground while I'm on my way to work. I'm white and I'm profiled too.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] What would it take to have access to find out what happened during grand jury trials of officers? It seems like the transcripts should be made public so we can see exactly what was said and why decisions were made.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Has any more thought been put into requiring Rochester police to actually live in the city?

[REDACTED]

[REDACTED] The police should get more respect. These are difficult times and Strong Memorial let the man out that night and shouldn't have given his mental state.

[REDACTED]

[REDACTED] When does common sense come in that if you're choking a person, they will die? When can we expect officers to use common sense along with their training?

[REDACTED]

[REDACTED] Is there any training for the police officers in mental health? Anyone working with the community needs to have training to understand different mental health issues and behaviors. If they aren't receiving training, why not?

[REDACTED]

[REDACTED] Do you favor a distinctively uniformed, unarmed police auxiliary?

[REDACTED]

[REDACTED] Using the vacant buildings, I believe they can be used for staff who will be handling crises so that they don't have to put them in jail. Also, cell phones can't dial 211 or 311 so they have to call 911. I don't think that the police force needs to be cut because there are good ones, so I think the older cops should work with the crisis workers.

[REDACTED]

[REDACTED] Who manages the housing where people are doing drugs? Will the Mayor be addressing this? There are older people who live in these apartments and can't leave but have to live around these drugs.

[REDACTED]

[REDACTED] When we feel a person is having a crisis, how can we make sure the right officers will be sent out to handle it? How can we be sure the officers sent are trained to identify and handle specific mental issues?

[REDACTED]

[REDACTED] How do people hate the police officers so much when they help us?

[REDACTED]

[REDACTED] He [REDACTED] and made many black friends. We always talk about whites against blacks. 95% of blacks murdered in this country are killed by other blacks. But we never hear that. Why is that? It's like they are hiding them.

[REDACTED]

[REDACTED] Will they have a policy when police officers lie on a police report? Will that be a zero-tolerance policy as well?

[REDACTED]

[REDACTED] Her s [REDACTED] s and knows they have a concern about the mentally ill on the streets. The police are under a lot of strain and stress and many of the bad decisions police make are because they are at a breaking point themselves. [REDACTED] dealt with a heavy load of stress all the time due to the job. What kind of mental condition were the police in when they acted against the mentally ill man recently?

[REDACTED]

[REDACTED] How can police abuse our community so much, beating us, shoot us and then if someone shoots back, we get the death sentence? The police force should answer whether they are prejudice, they should be the fired.

[REDACTED]

[REDACTED] [REDACTED]. What specific training are police given when they are dealing with someone who has autism? Are there any community boards that people from the community can come and speak on behalf of this population?

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] What is being done about hiring police officers who actually live in the city versus having them live outside of it. Also, is there a way that when a police officer is charged for excessive force that the court costs come from their pensions instead of from our tax dollars?

[REDACTED]

[REDACTED] - Is the change for the Rochester police going to be incorporated into the surrounding areas? How will RPD work with nearby police departments? What can a community do to help support this new movement?

[REDACTED]

[REDACTED] If you are going to reallocate resources from police to other areas... have you considered the fact that if you have an educated police force with degrees that fewer, smarter police could do the job better?

[REDACTED]

[REDACTED] What are they going to do about the police accountability board and ICE? An officer hurt me and caused a Traumatic Brain Injury.

[REDACTED]

[REDACTED] works in a [REDACTED] in the city. [REDACTED] sometimes they have to call the police to assist in a situation. Lately she and her coworkers have been very nervous about calling the police to help because they fear for the well-being of the [REDACTED] community. Would it be possible to hire people who are trained in handling people having mental health issues instead of just sending a police officer?

[REDACTED]

[REDACTED] Given the outcome of the Daniel Prude case what will the police do about outreach so that the community feels safer and more comfortable coming to them?

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED] A lot of the police footage that I see or have watched from body cams, I've noticed that they often mute their body cams. Will anything be done to ensure that these cameras will be left on and unmuted?

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] I'd like make a recommendation for the report. There should be an action step for each recommendation and a date by which it will be accomplished.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Relating to the Daniel Prude incident and the pepper spraying of a child we have heard official statements saying that it is less important to punish individuals than it is to change the system overall. How can we make sure these things do not happen in the future?

[REDACTED]

[REDACTED] Why can't we reform the idea of policing from the ground up? Wouldn't peace officer be a better title for them as a starting point?

### Sent Back

[REDACTED]
[REDACTED]
[REDACTED]

### Non-Connects

Name	Number
Non Connects	2,505
Faxes	6
Busy	98
No-answer	3,597