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The My90 Program

What is MY90?

My90 serves as an invaluable engagement tool to bridge the gap between police leadership, officers, and the communities they serve. In line with the Tools for 21st Century Policing, this data-driven technology aims to foster transparency, trust, and communication. My90 achieves this by providing various features, including:

1. Post-contact surveys: Callers automatically receive short surveys about their interactions with the agency, contributing to high response rates and optimizing community engagement.
2. Public surveys: Community members can participate in surveys via social media and agency websites, facilitating engagement at events such as National Night Out and Coffee with a Cop. These surveys also help meet CALEA accreditation requirements.
3. Officer surveys: Candid feedback from officers is collected to address burnout and support their overall wellness. All surveys are confidential and independently managed.

By utilizing My90, the agency gains access to helpful information through the following benefits:

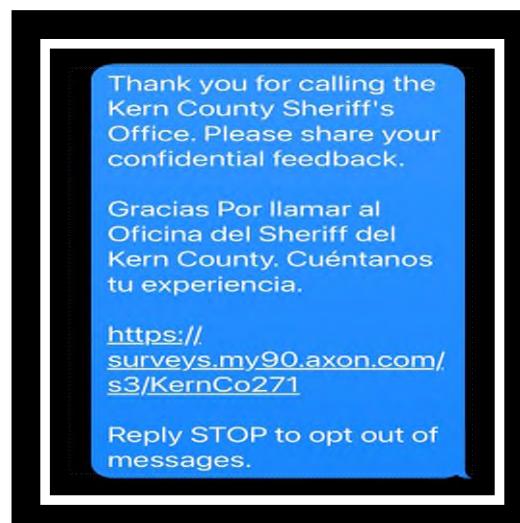
1. Rapid response: Stakeholders are engaged immediately and in meaningful ways. Confidential surveys are rolled out to community members and officers within 72 hours.
2. Building bridges: Ongoing data collection and baseline polls provide insights from officers and residents, fostering a deeper understanding of their perspectives.
3. Protecting privacy: My90 de-identifies survey responses to encourage honest feedback from community members and officers on sensitive issues.
4. Sharing results: De-identified survey results are published to build trust with the public, stimulate dialogue, and track progress over time.

5. Taking action: Surveys generate constructive feedback and actionable insights, allowing for specific improvements in trust, safety, and equity during police contact.
6. Amplifying outreach: Technology and data science complement existing strategies, amplifying the impact of community outreach efforts.

Post-Contact Surveys

KCSO is currently utilizing this My90 feature, which seamlessly integrates with our Computer Aided Dispatch Software, sending a confidential survey via text message to the reporting person once a call for service (CFS) is closed. The department has carefully selected the CFS types that will generate a survey. Refer to the “CFS List” at the end of this training bulletin to see which CFS types receive this survey.

The text message sent to the reporting person includes the following message:



In addition to collaborating with KCSO Management, industry experts were consulted from My90 to ensure the survey questions were comprehensive and aligned with best practices. Their expertise and insights have been crucial in shaping the survey's effectiveness.

You may refer to the list of survey questions and information provided to the public under the “Survey Questions and Information” document attached to this training bulletin.

Officer and Public Surveys

In addition to the above Post-Contact Survey currently in use, My90 can produce internal surveys for staff or additional surveys for the public. This process can be utilized to collect candid feedback to reduce burnout and support officer wellness. All these surveys are confidential and independently managed. Public surveys can be used for a variety of reasons. Some examples of these surveys are obtaining crucial information from the public about topics for upcoming community engagement meetings or obtaining ideas for an upcoming problem-oriented policing (POP) project. Employees of the Sheriff's Office

can also utilize this feature to survey their staff for training, promotions, and health/wellness.

These surveys can be sent to the public or employees in several ways: QR codes on paper flyers or business cards, website hyperlinks, social media, or email distribution. For staff who wish to conduct a survey, Axon will need to be contacted for survey development and distribution. For further information, please contact Commander Jason Colbert.

Regardless of the type of survey used, obtaining feedback from the community and staff is crucial for several important reasons:

1. **Community Engagement and Trust:** Feedback fosters a two-way dialogue between law enforcement and the community. It demonstrates that KCSO values the opinions and experiences of the people they serve. When community members feel heard and understood, it builds trust and confidence in law enforcement.
2. **Quality Improvement:** Feedback provides valuable insights into the effectiveness of law enforcement practices. Understanding how people perceive their interactions with KCSO allows for continuous improvement in policies, procedures, and officer training. It helps identify areas where the agency excels and areas that need improvement.
3. **Transparency and Accountability:** Soliciting feedback shows the agency's commitment to transparency and accountability. By openly sharing survey results (de-identified to protect privacy), KCSO demonstrates its willingness to be held accountable for its actions and decisions.
4. **Community-Centered Policing:** Feedback enables KCSO to tailor its approach to the specific needs and concerns of the community. This fosters community-centered policing, where law enforcement collaborates with residents to address local issues effectively.
5. **Conflict Resolution and Mediation:** Gathering feedback allows KCSO to address any negative experiences promptly. It provides an opportunity for conflict resolution and mediation, which can prevent minor issues from escalating into larger problems.
6. **Officer Wellbeing:** Officer surveys allow law enforcement personnel to share their experiences and challenges, including any burnout or stress they may be experiencing. This feedback helps the agency support the wellbeing of its officers, fostering a healthier work environment.
7. **Data-Driven Decision Making:** Feedback provides quantitative and qualitative data that can guide evidence-based decision-making within KCSO. This data-driven approach can lead to more effective resource allocation and strategic planning.
8. **Compliance and Accreditation:** In many cases, soliciting feedback is a requirement for compliance with law enforcement accreditation standards, like the Commission

on Accreditation for Law Enforcement Agencies (CALEA). Meeting these requirements can demonstrate KCSO's commitment to meeting the highest professional standards.

9. Public Perception: Understanding public sentiment and perception of law enforcement helps KCSO address misconceptions, correct false narratives, and proactively engage with the community to shape a positive image.

Overall, gathering feedback is an essential component of community-oriented and accountable policing. It empowers KCSO to better serve the community's needs and continuously improve our operations, ultimately leading to a safer and more harmonious environment for everyone involved.

By embracing My90 and the associated features, KCSO is making commendable strides towards building a stronger relationship with the community we serve. This proactive approach ensures that feedback is actively sought, enabling continuous improvement in the agency's operations, and enhancing trust among all stakeholders.

Managers and Supervisor Oversight

My90 offers an additional mechanism by which all supervisors and managers are ensuring agency standards and expectations are met, engaging with and listening to community feedback, and incorporating feedback, when able and appropriate, in developing and evaluating policing strategies and tactics. All KCSO Managers have access to the survey results at axon.domo.com. Supervisors may have access upon request. The software will also send a weekly report to all managers. The report is interactive and can be filtered by one or multiple data points. If the report is filtered, it will change the entire report to the selected filter. Since every question is voluntary, they can skip any questions if they choose not to answer it.

The process by which survey results can be managed is outlined in the attached PowerPoint: [My90 Program - Management and Dashboard](#)

Managers and Supervisors – Feedback Audits

Managers shall review feedback comments related to the staff assigned to their Division or Section weekly. This ensures staff provide quality service to the community and allows Managers and Supervisors to identify trends in their Division or Section. These comments will be treated as public complaints if there is a way to contact or identify the respondent.

- For example, if a survey respondent describes rude treatment from a deputy during a call for service and leaves a callback number or other information that can be tracked to a specific call for service with reporting party information, a supervisor or manager shall contact the respondent.
- The complaint will be entered into BlueTeam and rendered a disposition unless the complaint needs further investigation.

- If further investigation is required, the complaint will be sent to Internal Affairs for tracking and sent to the affected Bureau Chief Deputy for a Division-level or Internal Affairs Unit investigation.

If positive feedback comments are directed toward a named staff member, it is encouraged to recognize the staff member for the positive feedback.

- Refer to DPPM J-200, which outlines various types of commendations and awards that can be issued to employees.
- This can include but is not limited to recognizing employees who demonstrate exceptional CIT or De-Escalation skills.

If feedback reveals a service-related issue and corrective action was taken to address the issue, this information shall be forwarded to the Compliance and Standards Division for inclusion in the Annual Report on Community Engagement Efforts, which identifies successes, obstacles, and recommendations for future improvement.

If the comments are not complaint related, but are used to develop a POP project, the fact that it stemmed from a My90 response shall be documented in the COPS/POP Log.

Future Use for My90

The My90 dashboard offers an excellent opportunity to enhance transparency and engagement with the public by allowing us to integrate the survey dashboard directly into KCSO's public website. This information will eventually be available for public viewing through KCSO's transparency website in the future without the feedback comments.

If you have any questions or need assistance with access to My90 for yourself or someone else, please contact Commander Jason Colbert.

CFS LIST

1014 - COURTESY TRANSPORT	905N - BARKING DOG
1016 - TRANSPORT PRISONER	905V - VICIOUS ANIMAL
20001 - HIT & RUN W/INJURY	921 - PROWLER
20001 - HIT & RUN W/INJURY INV	921I - PROWLER INV
20002 - HIT & RUN NON-INJURY	927 - UNKNOWN SITUATION
20002I - HIT & RUN NON-INJURY INV	930 - SEE THE SUBJECT
211 - ROBBERY	931 - SEE THE WOMAN
211I - ROBBERY INVESTIGATION	996 - BOMB DEVICE FOUND
212.5 - RESIDENTIAL ROBBERY	996A - BOMB THREAT
212.5I - RESIDENTIAL ROBBERY INV	ACO - ANIMAL COMPLAINT
215 - CARJACKING	ATC - ATTEMPT TO CONTACT
215I - CAR JACKING INV	B&P - BUSN & PROF CODE VIOL
240 - ASSAULT	C10K - IMMEDIATE KICKOUT

240I - ASSAULT INV	CIVIL INCIDENT
242 - BATTERY	COVIOL - COUNTY ORDINANCE VIOL
242I - BATTERY INV	CRIMINAL INVESTIGATION
243E1 - SPOUSAL BATTERY	CRTVIOL - COURT ORDER VIOLATION
243E1I - SPOUSAL BATTERY INV	CRTVIOLI - COURT ORDER VIOL INV
245 - ASSAULT WITH A DEADLY WEAPON	CTW - 911 HANG UP
245I - ASSAULT W/DEADLY WEAPON INV	CTW - CHECK THE WELFARE
246 - SHOOT @ INHABIT DWELLING	DISTURBANCE – NON-DOMESTIC
246I - SHOOT @ INHABIT DWELL INV	DISVEH - DISABLED VEHICLE
247 - SHOOT @ UNOCC DWELL/VEH	ELDERLY ABUSE INVESTIGATION
247I - SHOOT @ UNOCC DWELL/VEH	FIREWORKS - ILL FIREWORKS SELF-INITIATED
273.5 - SPOUSAL ABUSE	FIREWX - ILLEGAL FIREWORKS
273.5I - SPOUSAL ABUSE INV	FNDJUV - FOUND JUVENILE
273.6 - VIOLATION OF DVRO	FNDPRO - FOUND PROPERTY
273.6I - VIOLATION OF DVRO INV	FORGERY INVESTIGATION
273A - CHILD ENDANGERMENT	FW - FISH & WILDLIFE
273AI - CHILD ENDANGERMENT INV	GRAND THEFT INVESTIGATION
278.5 - VIOLATION OF CUSTODY ORDER	GTA - THEFT MOTOR VEHICLE
278.5I - VIOL OF CUSTODY ORDER INV	GTAI - THEFT MOTOR VEH INV
314 - INDECENT EXPOSURE	IDA/SCHOOL
314I - INDECENT EXPOSURE INV	INDACC - INDUSTRIAL ACCIDENT
368 - ELDER ABUSE	INDECENT EXPOSURE INVESTIGATION
368I - ELDER ABUSE INV	KTP - KEEP THE PEACE
415 - PEACE DISTURBANCE	LOST PROPERTY
415I - PEACE DISTURBANCE INV	LOUDMSC - CO 8.36.020G LOUD MUSIC
415M - PEACE DISTURB LOUD MUSIC	MISSING PERSON
415P - PEACE DISTURB PHYSICAL FIGHT	MSGJUV - MISSING JUVENILE
415V - PEACE DISTURBANCE VERBAL	MSGPERI-MISSING PERSON INVESTIGATION
417 - BRANDISHING A WEAPON	NON-CRIMINAL ACTIVITY
417I - BRANDISHING A WEAPON INV	NON-SUFFICIENT FUNDS INVESTIGATION
422 - CRIMINAL THREATS	OCJ - OUT OF CONTROL JUV INV
422 - CRIMINAL THREATS INV	OCJ - OUT OF CONTROL JUVENILE
460 - BURGLARY	OD - OVERDOSE
460A - AUDIBLE ALARM	OD - OVERDOSE INV
460I - BURGLARY INV	OHV - OFF HIGHWAY VEHICLE
460S - SILENT BURGLARY ALARM	PANIC - PANIC ALARM
470 - FORGERY	PEACE DISTURBANCE INVESTIGATION
470I - FORGERY INV	RESC - RESCUE
475 - COUNTERFEIT BILL	Robbery - Strong Armed

475I - COUNTERFEIT BILL INV	S&R - SEARCH & RESCUE
487 - GRAND THEFT	SCHOOL - THREAT TO SCHOOL
487I - GRAND THEFT INV	Shooting
488IC - SHOPLIFTER IN CUSTODY	Shoplifting
503 - EMBEZZLEMENT	SHOTHRD - SHOTS HEARD ONLY
503I - EMBEZZLEMENT INV	SHOTS - SHOTS FIRED
530.5I - IDENTITY THEFT INVESTIGATION	Shots Fired
594 - MALICIOUS MISCHIEF	SUSCIR - SUSPICIOUS CIRCUMSTANCE
594I - MALICIOUS MISCHIEF INV	SUSINV - SUSPICIOUS INVESTIGATION
597 - CRUELTY TO ANIMALS	SUSPER - SUSPICIOUS PERSON
597I - CRUELTY TO ANIMALS INV	Suspicious Activity
602 - TRESPASSING	SUSVEH - SUSPICIOUS VEHICLE
602I - TRESPASSING INV	TEXT - TEXT-TO-911
647F - PUBLIC INTOXICATION	THEFT
653MI - ANNOYING PHONE CALLS INVESTIGATION	THEFT - THEFT INVESTIGATION
901T - ACCIDENT W/INJURIES	TRAFHAZ - TRAFFIC HAZARD
901T - ACCIDENT W/INJURY INV	VENDOR - VENDOR VIOLATION
902T - ACCIDENT W/NO INJURIES	VIOLATION OF CUSTODY ORDER INVEST.
902TI - ACCIDENT W/NO INJURIES INV	

Survey Questions and Information

The Kern County Sheriff's Office currently asks the following questions:

We want to hear about your call to the Kern County Sheriff's Office (KCSO) to help evaluate its services. This short survey is administered by My90 by Axon, an independent 3rd party. All responses are confidential. We appreciate you taking 1 minute to share your feedback.

1. Who did you interact with today? Select all that apply:
 - ☐ Dispatcher
 - ☐ Deputy Sheriff
 - ☐ Community Service Technician
 - ☐ Other Staff Member
2. Select which best describes your interaction:
 - ☐ I was an involved person
 - ☐ I was a witness/passerby
 - ☐ I was stopped by an Officer
3. Based on your interaction, how do you view the agency?
 - ☐ Very Positively
 - ☐ Positively
 - ☐ Neutrally
 - ☐ Negatively
 - ☐ Very Negatively
4. Thinking about the interaction, how much do you agree with the following: I was treated with respect.
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Neutral
 - ☐ Disagree
 - ☐ Strongly Disagree
5. Thinking about the interaction, how much do you agree with the following: I was treated fairly.
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Neutral
 - ☐ Disagree
 - ☐ Strongly Disagree

6. Thinking about the interaction, how much do you agree with the following: The Officer/Staff listened to me.
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Neutral
 - ☐ Disagree
 - ☐ Strongly Disagree
7. Thinking about the interaction, how much do you agree with the following: The Officer/Staff answered my questions.
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Neutral
 - ☐ Disagree
 - ☐ Strongly Disagree
8. Thinking about the interaction, how much do you agree with the following: I understood what the Officer/Staff told me.
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Neutral
 - ☐ Disagree
 - ☐ Strongly Disagree
9. Did you receive the help you needed?
- ☐ Yes
 - ☐ No
 - ☐ Not Applicable
10. What was the main reason you didn't receive help?
- ☐ I was told no officers were available
 - ☐ I was out of the agency's jurisdiction
 - ☐ I was told that this wasn't a police matter
 - ☐ An officer did not respond or follow up with me
 - ☐ I don't know
 - ☐ Not applicable
11. What is your top safety concern in your community? (Optional)
- ☐ Drug Use/Sales
 - ☐ Theft
 - ☐ Physical Attacks
 - ☐ Gun Violence
 - ☐ Gang Activity
 - ☐ Homelessness
 - ☐ Traffic Offenses (Crashes, Intoxicated Drivers, Speeding, etc.)
 - ☐ Quality of Life (Noise, Littering, Parking, Animals)
 - ☐ Not applicable
 - ☐ I don't have any

12. How can this agency best serve your community?

- ☐ Increase patrol car visibility
- ☐ Decrease patrol car visibility
- ☐ Increase community engagement
- ☐ Increase information sharing
- ☐ Increase agency staffing
- ☐ Increase officer training
- ☐ I don't know / Not applicable

13. Is there anything else you would like to add about your interaction?

(Free-form)

We would like to ask you a few demographic questions. Remember, all responses are confidential.

14. What best describes your race/ethnicity? Select all that apply

- ☐ Asian / Asian American
- ☐ Black / African American
- ☐ Hispanic / Latino
- ☐ Middle Eastern
- ☐ Native Hawaiian or Pacific Islander
- ☐ Native American
- ☐ White
- ☐ Not listed

15. What best describes your gender?

- ☐ Male
- ☐ Female
- ☐ Nonbinary / third gender
- ☐ Not listed

16. What is your age range?

- ☐ Under 18
- ☐ 18-20
- ☐ 21-27
- ☐ 28-35
- ☐ 36-45
- ☐ 46-60
- ☐ 61+