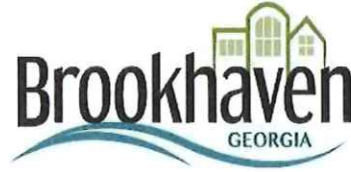




**CITY OF BROOKHAVEN
POLICE DEPARTMENT**

2665 Buford Highway
Brookhaven, GA 30324
Main: (404) 637-0600
www.brookhavenga.gov



Brandon Gurley
Chief of Police

To: Brandon Gurley, Chief of Police

From: Kevin Martinez, Community Engagement Sergeant

cc: Jeffrey Gant, Administrative Operations Lieutenant
Linda Burke, Criminal Investigations Division Commander

Date: January 13, 2023

Re: Police Department Community Engagement Plan

The purpose of this memo is to serve as the Community Engagement Plan for the Police Department to meet the recommendations made by the Social Justice Race and Equity Commission (SJREC). The Department submitted its original implementation plan to the City Manager's Office in March 2022, and it was incorporated into the overall SJREC Implementation Plan adopted by City Council in April 2022. Additionally, the City Council adopted its Enterprise-Wide Community Engagement Plan in December 2022.

This Community Engagement Plan has been prepared to integrate current outreach efforts with the SJREC's recommendations, establishing a sustainable framework for implementing ongoing, diverse engagement. To ensure more meaningful results, Brookhaven PD will gear its community engagement efforts toward building trust and relationships, public education, and targeted interactions with groups identified as having particular needs. This will serve as a basis for meeting the SJREC recommendations, while being fluid towards changes in crime and other trends.

Background

The SJREC recommended the following as it related to the Police Accountability and Legitimacy focus area:

- Uniformly capture and report policing data to provide an accurate representation of Brookhaven Police Department (BPD) interactions with people who identify as Hispanic as compared to other races.
- Increase BPD's cultural awareness and competency by implementing a number of tools and programs, including an intercultural competency assessment, equity audit, intercultural

council, and certification program.

- Increase the availability of mental health professionals dedicated to the City of Brookhaven such that they can be called on at night and on weekends to assist and/or intervene in appropriate situations with the BPD.
- Foster greater community trust by 1) annually surveying the Brookhaven community on their perceptions of BPD, 2) redesigning BPD's community engagement approach to be program and goals oriented, 3) regularly training officers on principles of community policing, and 4) contracting an external auditor to review complaint data.

Goals, Action Items, and Performance Measures

In furtherance of the broad community engagement recommendations for increasing cultural awareness and competency within the Department and for fostering greater community trust, the adopted SJREC Implementation Plan provided the following goals for the Department. Included in this Community Engagement Plan are the specific action items that the Department will undertake to meet these goals.

Increase Cultural Awareness and Competency

Goals:

1. *Identify learning opportunities that complement the current annual training requirements around cultural awareness*
2. *Integrate employees into the various community groups and programs that represent the diversity of Brookhaven*
3. *Equity review of department policies and procedures*
4. *Explore opportunities to form an intercultural council or committee*
5. *Annual reporting concerning the outreach/training/certification that the Department has conducted*

Action Items:

BPD is working with Human Resources to identify learning opportunities that complement the Governor's training initiatives and POST Council requirements.

As part of the Enterprise-Wide Community Engagement Plan, an action item to provide cultural awareness training to all staff to continue incorporation of diversity, equity, and inclusion into the organizational culture of the City was included. In addition to department specific training offered, the Department will participate in the Equitable Dinners @ Work program to be offered to staff and the community in 2023.

Performance Measure:

- Include activities and level of participation in annual reports for both the Department and Enterprise-Wide annual community engagement reports.

Foster Greater Community Trust

Goal:

1. *"Annually surveying the Brookhaven community on their perceptions of BPD,"*

Action Items:

The Community Checkbox tool is an online documentation system which Brookhaven PD will use for data entry and analytics to determine community outreach efforts, when compared to Brookhaven's crime rate demographics. The Community Checkbox tool would also allow for surveys from community members to determine if Brookhaven PD is tracking set goals during engagement events. This tool will be implemented within 60 days.

Brookhaven PD will research additional tools and methods which would allow community members the opportunity to provide feedback on every officer interaction. The survey will contain a scaled performance on the interaction, providing the surveyor an evaluation range. Current considerations include officer business cards with QR codes which link to an online survey. This plan is expected to be completed within the next 60 days and fully implemented within the next 90 days.

Brookhaven PD will electronically implement the City of Brookhaven's pre-engagement and post-engagement worksheets, to better frame it's approach to various engagement planning and project efforts.

To maintain diversity in Brookhaven's outreach and communication, Brookhaven PD will continue partnerships with various faith-based and non-profit organizations, such as the Latin American Association, various Consulates, and Brookhaven minister's group.

Performance Measure:

- Within the next 60 days, BPD will collaborate with stakeholders to determine the standards of evaluating officer engagement during day-to-day interactions.
- Completion and submission of pre- and post-engagement forms for every engagement (not daily operations/interactions).

Goal:

2. *"redesigning BPD's community engagement approach to be program and goals oriented,"*

Action Items:

Adjustments to Brookhaven PD's current approach to community engagement includes the implementation of strategic educational programs to reduce crime and build police legitimacy. This goals-oriented approach seeks to establish an engagement standard which can be blended with currently established events. Educational programs will include three annual Citizen's Police Academy, which includes one in Spanish, two crime prevention courses designed for faith-based organizations, and two crime-prevention courses for the public. The crime prevention courses may include fraud prevention courses for the elderly, women's self-defense courses, active shooters courses, and other classes as requested by the community. Brookhaven PD can provide educational classes to the public as a method of deterring noticeable crime trends and to build trustful relationships with community members. To promote confidence among the City's juvenile demographic, Brookhaven PD will develop parent-child focused initiatives with the goal of positively interacting with 20% of the juvenile community.

Brookhaven PD will re-enact the Brookhaven PACT (Police and Communities Together) neighborhood program for residential and commercial communities. Brookhaven PACT

communities, having direct communication with their local police department, can access additional crime prevention information, obtain invites to community events, and build intercommunal relationships.

Performance Measure:

The Department will include all programs, crime data basis, levels of community participation during engagement events, and quantity/quality of officer interaction surveys in annual Department report.

Goal:

3. *“regularly training officers on principles of community policing,”*

Action Item:

To maintain high quality and effective police-citizen engagement, Brookhaven PD has mandated law enforcement training courses focused on community relations and cultural awareness. Brookhaven PD staff can attend state provided training and tailored in-house training offered by the Community Engagement Unit. Brookhaven PD will also encourage staff to apply their skills and attend one of the many community events during the year:

- Polar Plunge – A statewide event meant to raise funds for Georgia Special Olympics.
- Hot Pursuit 5k – A Brookhaven Police hosted fundraiser which raises funds for the Department’s Shop with a Badge event.
- Shop with a Badge – A program which allows underprivileged children to shop for holiday presents with police staff.
- National Night Out – An annual community-building event which promotes community-police partnerships across the country.
- Faith and Blue – A weekend long campaign encouraging meaningful collaboration between faith-based organizations and local police departments.

Performance Measures:

- Include all training and levels of participation in annual Department community engagement report.
- Incorporate training requirements into annual performance evaluation process.

Goal:

4. *“contracting an external auditor to review complaint data.”*

Action Item:

Brookhaven PD maintains a state certification from the Georgia Association of Chiefs of Police. The Georgia Association of Chiefs of Police (GACP) State Certification requires all complaints against the agency, or its employees be investigated and specifies the types of complaints to be examined by line supervisors, types of complaints that require investigation by the internal affairs function, and an annual review of all complaints received by the agency. The GACP also requires a prohibition against bias-based profiling by all enforcement personnel, corrective measures if bias-based profiling occurs, and a documented annual administrative review of agency practices. The GACP performs agency audits every three years of the previous three years, during an on-site evaluation.

Performance Measures:

- Remain in compliance with all GACP certification, annual internal audit, and data submission requirements.
- Complete an external equity review of departmental policies and procedures every three years as required.

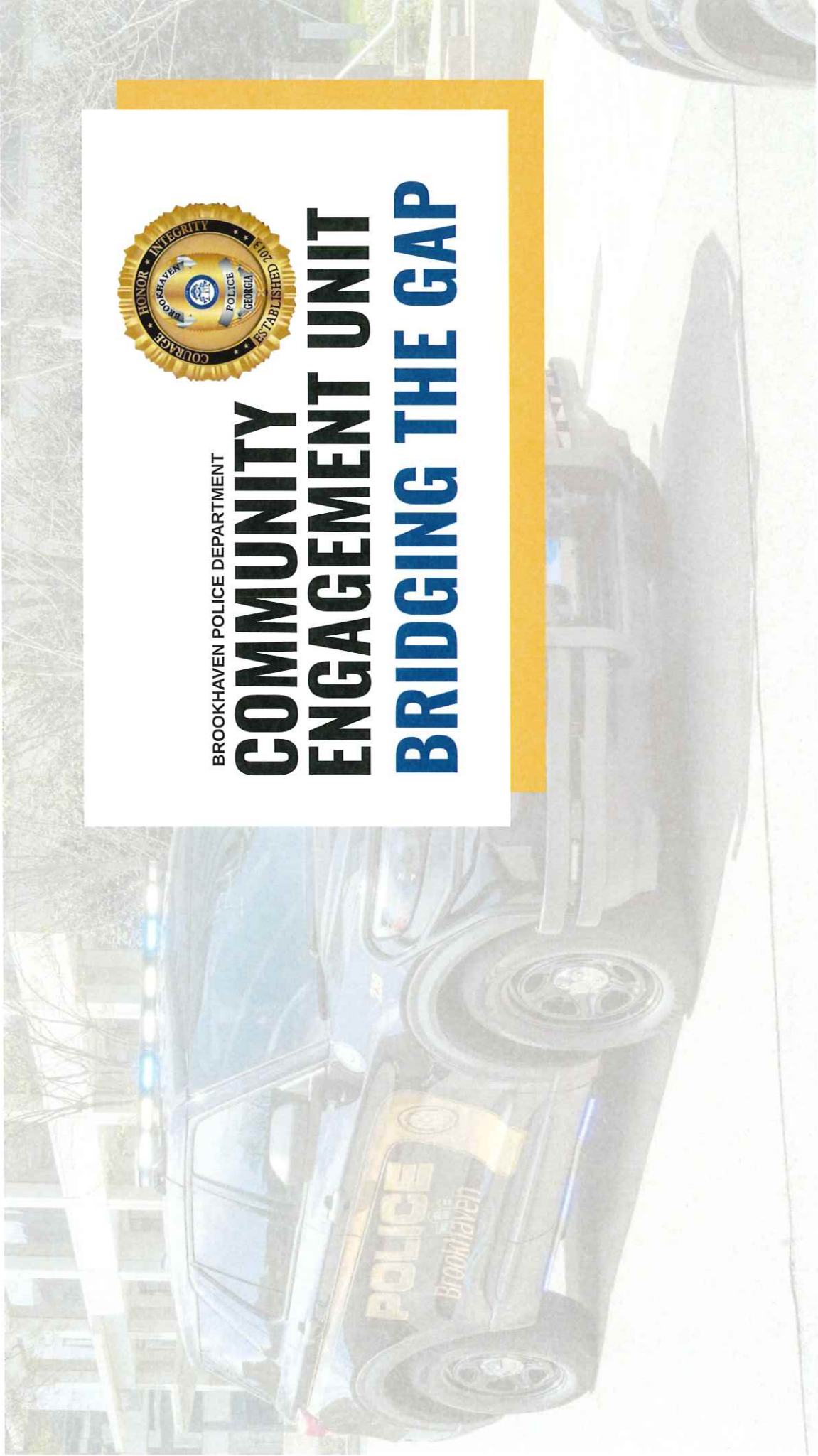
Summary

This combination of program goals, mandatory officer training on community outreach, internal reviews, and public surveys can help build Brookhaven PD's engagement efforts within the community. This plan will serve as a roadmap to guide Brookhaven PD towards meaningful community engagement, with welcomed participation from community members of all backgrounds.



BROOKHAVEN POLICE DEPARTMENT

COMMUNITY ENGAGEMENT UNIT BRIDGING THE GAP





01 WHO WE ARE

02 BROOKHAVEN EVENTS

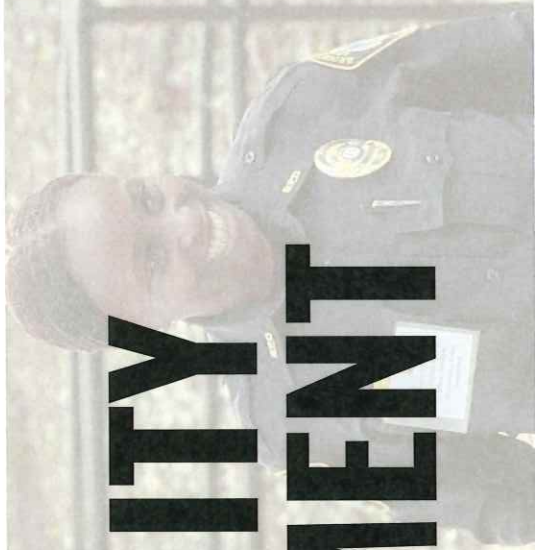
03 VOLUNTEER OPPORTUNITIES

04 POLICE PARTNERSHIPS

05 CITIZEN POLICE ACADEMY

06 CONCLUSION





COMMUNITY ENGAGEMENT

WHO WE ARE:

The Brookhaven Police Department is committed to connecting with our community through our dedicated Community Engagement Unit. We attend neighborhood meetings, school and church functions, and other community-oriented events, where we discuss safety tips and strategies to make Brookhaven safer.



BROOKHAVEN EVENTS

We invite and encourage all Brookhaven citizens to join us as volunteers! Your involvement makes these events possible and shapes a safer and more united community. More importantly, it is also vital in achieving our collective mission of a safer, engaged, and thriving Brookhaven.



BROOKHAVEN EVENTS

The Brookhaven Police Department hosts engaging and enriching events throughout the year, aimed at strengthening the connection between our officers and the community:

COFFEE WITH A COP

Casual conversations over coffee discussing the needs of the community

FAITH AND BLUE

Building bridges with faith communities

COPS ON DONUT SHOPS

Raise money for Special Olympics at Dunkin Donuts

THANKSGIVING GIFTS OF CARE

Join Salvation Army to pack winter kits for the unhoused members withing the community

NATIONAL NIGHT OUT

Community-wide crime prevention awareness

SHOP WITH A BADGE

Holiday shopping experiences with a police officer

HOT PURSUIT GLOW RUN

Fun-filled night runs to raise money for Shop with a Badge program

READY TO VOLUNTEER?

If you're interested in volunteering for community events with the Brookhaven Police Department, we encourage you to get involved! Please reach out to Officer Moore or Officer Hawkins for more information on how you can make a positive impact in our community. Your participation is crucial to the success of our programs and helps strengthen the bond between our officers and the citizens of Brookhaven. Contact us today to find out how you can join our team of dedicated volunteers.



POLICE PARTNERSHIPS



The Brookhaven Police Department proudly offers two vital programs for citizens looking to deepen their understanding of law enforcement and actively engage with their community: the Citizen Police Academy and Citizens on Patrol (COPs). The Citizen Police Academy provides a unique behind-the-scenes look into the operations of the police department, offering insights into everything from Constitutional Law to community-oriented police services. Simultaneously, Citizens on Patrol empowers volunteers to actively patrol their community, enhancing safety and cooperation between citizens and law enforcement. Together, these programs not only provide the best opportunities to volunteer directly with the police department but also serve as an enriching educational experience for those seeking to learn the most about our department's mission, methods, and goals.

CITIZEN POLICE ACADEMY



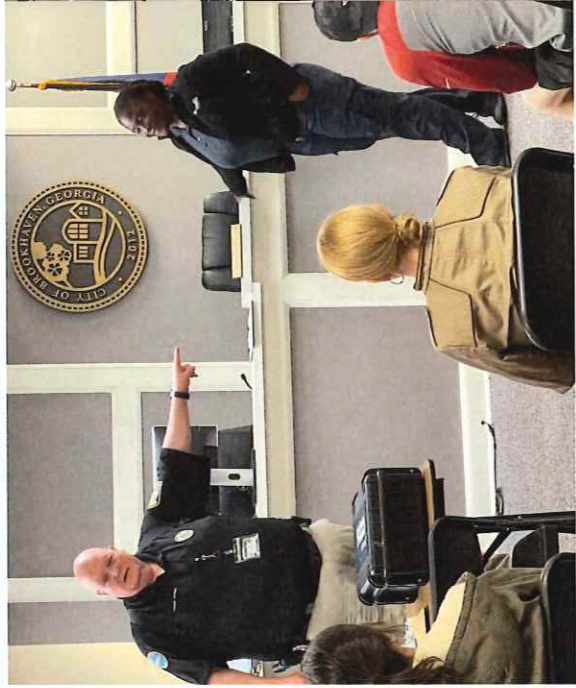
The Brookhaven Citizen's Police Academy is designed to provide community members with an overview of how their local Police Department works. The academy gives students insight into the basics of police work, the logistics of department operations, and its enforcement and crime prevention programs.

This program is not designed to make police officers out of the students but, is meant to create a growing number of responsible, well-informed neighbors with the potential to influence others about the Brookhaven Police Department's mission, methods, and goals.

All areas of Department Operations will be covered. Topics include:

- Constitutional Law
- Police Patrol Functions
- Use of Force
- Criminal Investigations
- Community-Oriented Police Services
- Emergency Communications/911







CITIZENS ON PATROL



Community Involvement

Citizens on Patrol (COPs) is a community policing program sponsored by the Brookhaven Police Department. The program's purpose is to enlist private citizens to volunteer time to actively patrol their community, listen, watch, and report suspicious activity to the appropriate authorities. COPs provide a greater observation of residential and business neighborhoods, which increases police presence in the community and reduces crime.

Objectives of Citizens on Patrol

- Assist Brookhaven Police Officers through observation and participation
- To help reduce and/or prevent crime in Brookhaven neighborhoods, parks, and businesses
- To increase cooperation between citizens and Brookhaven Police Officers
- To educate Brookhaven citizens concerning crime prevention
- To improve the quality of life for all Brookhaven citizens



HOW TO JOIN CITIZENS ON PATROL



You can become a member of COPs by first participating and completing one of our Citizens Police Academies. After completing the citizen police academy, volunteers must be willing to attend additional training sessions.

Each training session will inform and educate citizens on observation techniques and police procedures. COP participants are not Police Officers and are trained for observation purposes only.





Questions?

**LET'S
WORK
TOGETHER**

Angela.Hawkins@brookhavenga.gov

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Carlai.Moore@brookhavenga.gov

📞 404-834-6428

Community Engagement Annual Report 2023



January 23, 2024

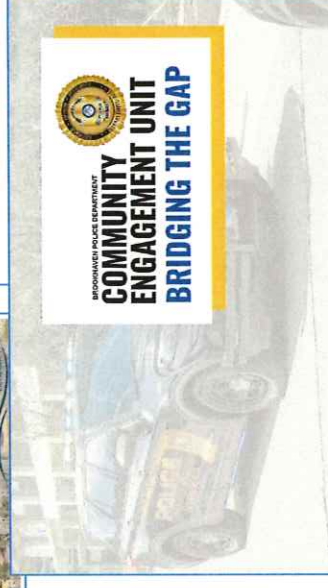
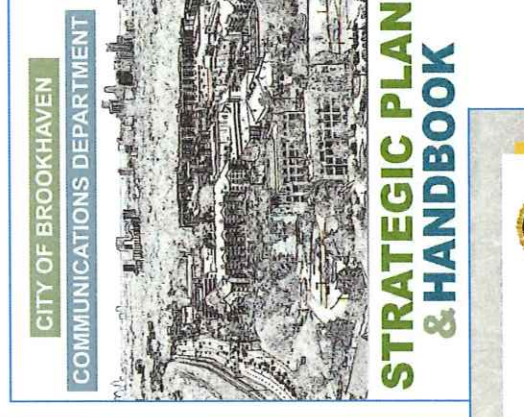
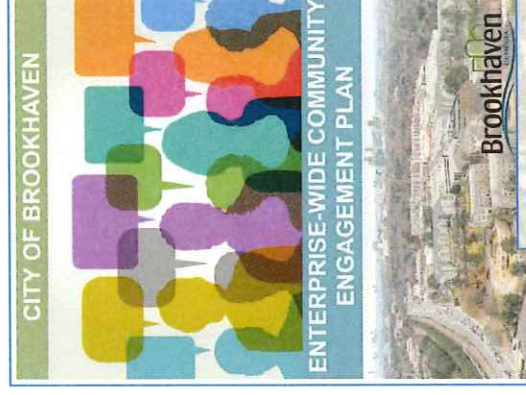
Presentation Outline

- Community Engagement Framework & Core Principles
- Enterprise-Wide Action Plan
- Community Engagement By the Numbers
- Communications Strategic Plan & Accomplishments
- Police Department Community Engagement Plan & Accomplishments
- Other Major Efforts
- 2024 Engagement Opportunities
- Considerations Going Forward
- Ongoing Engagement
- Questions



Community Engagement Framework & Core Principles

1. Community engagement should align with the City's **mission and vision statements**.
2. Engagement efforts should always focus on the **best interests of the community**.
3. Engagement should be **open, honest, and meaningful**.
This means participants are provided with the information they need to fully participate, decision-making is transparent throughout all phases of the planning/project process, and the public's contribution will influence outcomes.
4. Approaches to engagement are **inclusive** of those who are affected by a decision, giving them the opportunity to be involved in designing how they participate to ensure an understanding of all community perspectives.
5. Information shared should be **timely and relevant**.



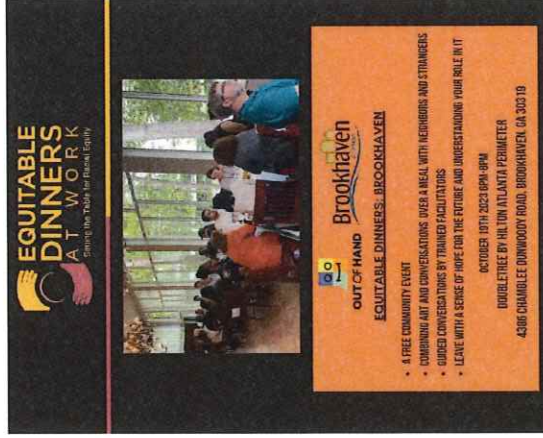
Community Engagement Framework & Core Principles (cont.)

6. Information shared should be **accurate, easy to understand and accessible** to sustain an informed public and strengthen community understanding of planning/project terms and processes.
7. Cultural humility should be at the forefront of every engagement to **tap into the collective intelligence of the community**.
8. **City staff will be equipped to engage** with the community effectively every time.
9. City departments will **collaborate and communicate** about community engagement efforts to ensure cohesiveness within and between City departments.
10. Each community engagement effort will **communicate to participants how their input affected the decision**.

Enterprise-Wide Action Plan

- Social Justice, Race, & Equity Commission (SJREC) Recommendations and Implementation Plan
- **Goal is to ensure City's processes reflect its values and build in accountability** by focusing on:

1. Data Collection
2. Community Leaders
3. Proactive Presence
4. Pre- and Post-Engagement Worksheets
5. Annual Analysis



Community Engagement By the Numbers

- **25+** project webpages developed
- **1** City-wide survey completed
- **35** events held during the year by the Police Department
- **7,981** mailings in the Community Development Department
- **20** paid media placements
- **636** open records requests processed
- **100%** of all City staff of trained on community engagement or equity topics
- **~3,000** building permits processed
- **2,000+** people interacted with by the Police Department*
- **90%** overall customer service satisfaction rating for Community Development Department

*Community Engagement Unit; does not include Patrol or CID

**Website traffic is not considered engagement

Communications Strategic Plan Action Items & Accomplishments

- Raise the City's profile with high-quality photo and video
 - **Results:** Developed onboarding recruitment video posted on all social media forums, HR website, and the Police website

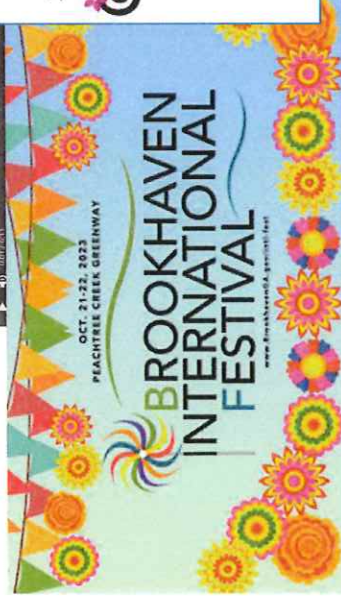
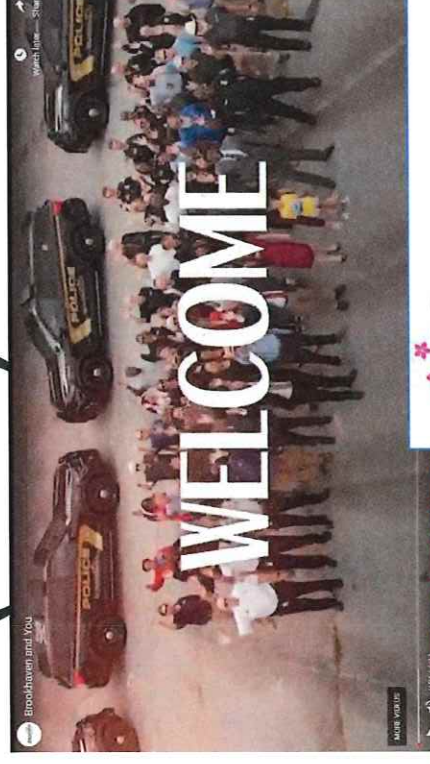


Communications Strategic Plan Action Items & Accomplishments (cont.)

- The successful execution of communications campaigns for various programs and events
 - **Results:** Festivals, major projects, groundbreaking, ribbon cuttings, other special events
- Increase the following on various social media platforms annually

- **Results:**

- Brookhaven BLAST – up 2.3%
- Facebook – up 15.1%
- Facebook ESP – up 15.6%
- Twitter/X – up 1.9%
- Instagram – up 22.7%
- Brookhaven Alert – up 10.8%



Police Department Community Engagement Plan Action Items & Accomplishments

- Increase Cultural Awareness and Competency
 - **Results:** 32 team members from the department attended the Equitable Dinners at Work Program
- Collaborate with stakeholders to determine the standards of evaluating officer engagement during day-to-day interactions
 - **Results:** Researched alternatives in 2023 and will rollout *PowerEngage* in Q1 2024
- Other Performance Measures Utilized:
 - Included all programs, crime data basis, levels of community participation during engagement events, and quantity/quality of officer interaction surveys in annual Department report
 - Included all training and levels of participation in annual Department community engagement report
 - Incorporated training requirements into annual performance evaluation process

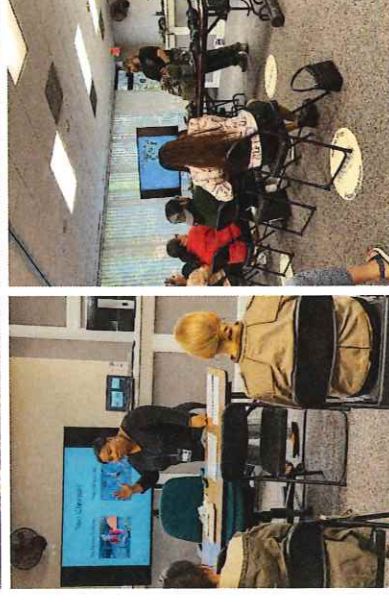


Police Department Accomplishments (cont.)

- 35 events
- 60 surveys completed
- 40 staff trained on community engagement or equity topics
- 2,000+ people interacted with Brookhaven PD during events and programs
- Opportunities for the community to engage with the Police Department on a level that created trust, provided transparency, and positive interaction
 - Coffee with a Cop
 - Shop with a Badge
 - Active Shooter Training
 - Neighborhood Association Meetings
 - Cops on Donut Shops
 - Career Day
 - Women's Self Defense Class
 - 5K Hot Pursuit
 - Faith and Blue Open House
 - Citizen Police Academy
 - Senior Citizen safety classes

Police Department Accomplishments (cont.)

- Follow-up that was completed:
 - At each Citizen Police Academy class, participants were provided surveys to evaluate each instructor and the overall class.
 - For each educational course, an email or verbal feedback was provided from point of contact
 - At the Department's large events (5K and Shop with a Badge), feedback was provided from participants



Other Major Efforts in 2023

- **Multimodal Study (Public Works)**
 - Connect with wide stakeholder audience; increased public engagement component based on community response
- **Ashford Dunwoody/Windsor Roundabout Public Meeting (Public Works)**
 - Supplement to GDOT public information open house (PIOH) process; approximately 20 attendees
- **Buford Highway Activity Node Plan (Community Development)**
 - 160+ responses received within 10 days of survey release
- **Comprehensive Plan 10-Year Update (Community Development)**
 - average 80 attendees at community meetings; 200 survey responses received

Other Major Efforts in 2023 (cont.)

- **Drew Valley Neighborhood Meeting on Homelessness (Various)**
 - Cross-departmental response to immediate need; 40 in-person attendees and 45 virtual attendees
- **City Hall Community Engagement (City Manager's Office)**
 - Project website, project survey, marketing collateral in English and Spanish, literature drops, pop-up events, stakeholder meetings, public meetings, social media, QR Codes, and email marketing
- **Equitable Dinners at Work (City Manager's Office)**
 - Staff sent thank you letters requesting feedback to all attendees; additionally, Out of Hand Theater completed surveys at the end of each event



2024 Engagement Opportunities

- **Events:**
 - Cherry Blossom Festival
 - International Festival
 - Light Up Brookhaven
 - Lynwood Day
 - Paint the Park
 - And many others
- **Projects:**
 - Paving & Stormwater
 - DeKalb County Watershed Management Drew Valley coordination
 - Completion of Multimodal Study & Comprehensive Plan



Considerations Going Forward

- Remain agile and flexible in providing community engagement above and beyond initial schedules (e.g., Multimodal Study, Comprehensive Plan)
- Continue annual events
- Ensure City calendar is not oversaturated with public engagement opportunities creating burnout
- Continue to focus on follow-up
- Establish BPACT (Brookhaven Police and Community Together) program in 2024 to cultivate a partnership with neighborhoods to keep communities safe
- Increase the usage of the website by 15% annually
- Increase targeted outreach to renter and Spanish-speaking populations

Ongoing Engagement



Brookhaven  Alert



'A Place for the Public'

Brookhaven's City Hall/City Centre project gets underway



A rendering of the future City Hall to be located in front of the Brookhaven Library, east

The City of Brookhaven, the acclaimed metro Atlanta community with small town charm and big city access, kicked off construction of its exciting City Centre project, a multi-phase, downtown district, with a groundbreaking ceremony on Wednesday, Oct. 11.

"After a decade of building our great City, it's time for us to focus on enjoying it, together. And the City Centre is an emblem of this transition. Much more than a City Hall, it will be a monument to our community. A place where the public will gather, celebrate, enjoy coffee and movies, and engage with its government," says Mayor John Ernst.

Brookhaven City Centre will serve as the anchor of the 11-year-old municipality. A state-of-the-art City Hall will reside on an approximately one-acre site and be the project's centerpiece with government offices and extensive space for public meetings, galleries, and special events. The latter includes a catering kitchen and rooftop terrace. The City Hall project, which is expected to be completed by mid-2025, is funded via Brookhaven Special Services District. This means

Continued on Page 4



From left: Brookhaven City Manager Clayton Spivey, Councilmember Kevin Farris, District 3 Councilmember John Hester, and District 3 Councilmember/Working Georgia leader George H. Gray III. Center project

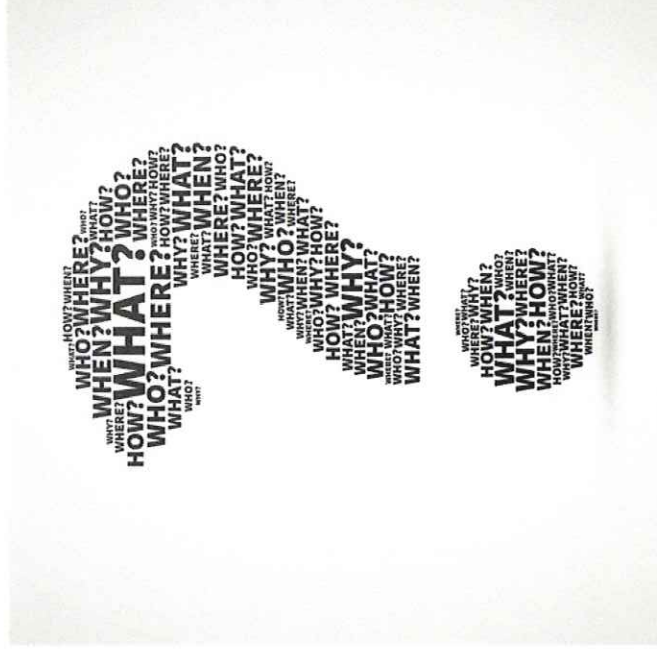
Questions?

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Sergeant
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Diversity, Equity, Inclusion and Belonging Survey



The City of Brookhaven thanks you for agreeing to participate in this important survey. Your input will be used to educate and mobilize organizations and people within the local government to improve the quality of life for residents in Brookhaven. If you prefer to complete the survey on-line, please go to www.xxx.com If you have questions, please contact City Manager Christian Sigman at Christian.Sigman@BrookhavenGA.gov

1. **GENERAL PERCEPTIONS OF TRUST:** Please indicate how much you trust the following groups of people. Using a scale of 1 to 5, where 5 means “Trust them a lot” and 1 means “Don’t trust them at all”, please rate the following:

How much do you trust....	Trust them a lot	Trust them some	Neutral	Trust them only a little	Don't trust them at all	Don't Know
1. Other people in general	5	4	3	2	1	9
2. People in your neighborhood	5	4	3	2	1	9
3. People who work in the stores where you shop	5	4	3	2	1	9
4. Brookhaven Police	5	4	3	2	1	9
5. City of Brookhaven government officials	5	4	3	2	1	9
6. DeKalb County government officials	5	4	3	2	1	9
7. State government officials	5	4	3	2	1	9
8. Federal government officials	5	4	3	2	1	9

2. **About how many times in the past 12 months have you done each of the following? Using a scale of 1 to 9 where 9 means “More Than Once a Week” and 1 means “Never”.**

Please rate how often you have done each of the following:	More Than Once/Week	More than once a Month	More than 5 times a Year	Less than 5 times a Year	Once a Year	Never	Don't Know
01. Worked on a community project	6	5	4	3	2	1	9
03. Attended a public meeting or rally	6	5	4	3	2	1	9
04. Attended a public meeting for City of Brookhaven affairs	6	5	4	3	2	1	9
05. Attended a public meeting for school system affairs	6	5	4	3	2	1	9
06. Attended a public recreational event	6	5	4	3	2	1	9
07. Attended any club or organizational meeting	6	5	4	3	2	1	9
08. Volunteered your time to religious or non-profit organization	6	5	4	3	2	1	9
09. Had friends over to your home	6	5	4	3	2	1	9
10. Had someone of a different race or ethnicity in your home	6	5	4	3	2	1	9
11. Had someone from a different neighborhood in your home	6	5	4	3	2	1	9
13. Been in the home of someone of a different race or ethnicity	6	5	4	3	2	1	9
14. Been in the home of someone from a different neighborhood	6	5	4	3	2	1	9

3. Please indicate ALL of the organizations or causes you have volunteered to do service work within the past 12 months.

- (01) Place of worship
- (02) Fighting a particular disease
- (03) School or youth program
- (04) Helping the poor
- (05) Helping the elderly
- (06) Arts or cultural organization
- (07) Neighborhood organization
- (08) Civic organization
- (09) Other: _____
- (10) None [Go to Question 4]

3a. Please indicate how many people from the groups you volunteered with are in each of the following categories. Using a scale of 1 to 5 where 5 means "All" and 1 means "Only a Few".

How many people from the groups you volunteered with are in each of the following categories?		All	Most	Some	Only a Few	None	Don't Know
01.	How many are the same gender as you	5	4	3	2	1	9
02.	How many are the same ethnicity as you	5	4	3	2	1	9
03.	How many are the same education level as you	5	4	3	2	1	9

GENERAL PERCEPTIONS OF TRUST:

4. Thinking of your own life, please indicate if any of the following obstacles or barriers make it difficult for you to be involved with your community.

- (01) An inflexible or demanding work schedule
- (02) Inadequate childcare
- (03) Inadequate transportation
- (04) Feeling somewhat unwelcome
- (05) Concerns for safety
- (06) Lack of information
- (07) Feeling that you can't make a difference
- (08) Inadequate healthcare
- (09) Inadequate resources/income
- (10) None

5. Thinking back to the neighborhood you lived in when you were growing up, about what percent of the neighbors were of the same race/ethnicity as you?

- (01) Less than 10%
- (02) 11% - 20%
- (03) 21% - 30%
- (04) 31% - 40%
- (05) 41% - 50%
- (06) 51% - 60%
- (07) 61% - 70%
- (08) 71% - 80%
- (09) 81% - 90%
- (10) 91% - 100%
- (99) Don't know

6. Thinking about your neighborhood now, about what percent of your neighbors are of the same race/ethnicity as you?

- (01) Less than 10%
- (02) 11% - 20%
- (03) 21% - 30%
- (04) 31% - 40%
- (05) 41% - 50%
- (06) 51% - 60%
- (07) 61% - 70%
- (08) 71% - 80%
- (09) 81% - 90%
- (10) 91% - 100%
- (99) Don't know

7. Are you covered by any type of health insurance such as coverage through an employer, Medicaid, Medicare, Affordable Care Act (ACA)/Obamacare, or private health insurance?

- (1) Yes (02) No (Skip to Question 8) (9) Don't Know (Skip to Question 8)

7a. Is your coverage adequate?

- (1) Yes (2) No (9) Don't Know

8. How would you describe your overall state of health these days? Would you say it is:

- (5) Excellent
- (4) Very Good
- (3) Good
- (2) Fair

___ (1) Poor

___ (9) Don't know/Refused

9. All things considered, how happy would you say you are?

- ___ (5) Very Happy
- ___ (4) Happy
- ___ (3) Neutral

- ___ (2) Not Very Happy
- ___ (1) Not Happy at All
- ___ (9) Don't know/Refused

10. Please rate your level of agreement with the following. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree".

Please rate the following:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Television is my primary form of information and entertainment	5	4	3	2	1	9
2.	Internet is my primary form of information and entertainment	5	4	3	2	1	9
3.	Some other medium is my primary form of information and entertainment	5	4	3	2	1	9

11. Do you have access to the internet?

- ___ (1) Yes (Answer Question 12-13)
- ___ (2) No (Skip to Question 14)
- ___ (9) Don't Know (Skip to Question 15)

12. How do you typically access the internet? (Check all that apply)

- ___ (1) Home desktop/laptop computer
- ___ (2) Work desktop/laptop computer
- ___ (3) Tablet with data plan
- ___ (4) Mobile phone with data plan
- ___ (5) Public computer (i.e. library)

13. On average, how many hours per week do you spend online, excluding any work-related activities?

___ Hours

14. How many times in the past 12 months have you accessed City of Brookhaven information online?

- ___ (1) More than once per week
- ___ (2) Once a week
- ___ (3) Twice a month
- ___ (4) Once a month
- ___ (5) 5-9 times in a year
- ___ (6) 2-4 times in a year
- ___ (7) Once this year
- ___ (9) Never

15. Thinking about someone like you six months from now, will it be easier or harder to find a job in the City of Brookhaven?

- ___ (1) Easier to find a job
- ___ (2) Harder to find a job
- ___ (3) About the same
- ___ (9) Don't know/refused

16. Thinking about six months from now, my income will be:

- ___ (1) Higher
- ___ (2) Lower
- ___ (3) About the same
- ___ (9) Don't Know/Refused

17. TRUST IN GOVERNMENT: Please indicate how much of the time you think you can trust the following. Using a scale of 1 to 4 where 4 means "Always" and 1 means "Never".

How much of the time can you trust...		Always	Most of the time	Sometimes	Never	Don't Know
1.	United States Government	4	3	2	1	9
2.	State of Georgia Government	4	3	2	1	9
3.	DeKalb County Government	4	3	2	1	9
4.	City of Brookhaven Government	4	3	2	1	9

18. How interested are you in politics and national affairs?

- (5) Very Interested
- (2) Not Interested
- (4) Somewhat Interested
- (1) Not at all Interested
- (3) Slightly Interested
- (9) Don't know

19. Thinking POLITICALLY and SOCIALLY, how would you describe your personal political outlook?

- (6) Very conservative
- (2) Very liberal
- (5) Moderately conservative
- (1) Other: _____
- (4) Middle-of-the-road
- (9) Don't know
- (3) Moderately liberal

20. PERCEPTIONS OF THE CITY OF BROOKHAVEN: Using a scale of 1 to 5, where 5 means "EXCELLENT" and 1 means "POOR".

Please rate the following:		Excellent	Very Good	Good	Fair	Poor	Don't Know
01.	Availability of affordable housing in Brookhaven	5	4	3	2	1	9
02.	Streets/Roads	5	4	3	2	1	9
03.	Parks and Recreation	5	4	3	2	1	9
04.	Trash removal (provided by DeKalb County)	5	4	3	2	1	9
05.	Law enforcement	5	4	3	2	1	9
08.	Public/mental health clinicians embedded with Brookhaven Police	5	4	3	2	1	9
09.	Municipal (Traffic) Court	5	4	3	2	1	9
10.	Overall quality of life in Brookhaven	5	4	3	2	1	9

21. When thinking about the City of Brookhaven as a place to live and the opportunities and amenities it provides, how would you rate the following groups of people? Using a scale of 1 to 5, where 5 means "Excellent and 1 means "poor".

How would you rate the City of Brookhaven as a place to live for the following groups:		Excellent	Very Good	Good	Fair	Poor	Don't Know
01.	Immigrants from other countries	5	4	3	2	1	9
02.	Families with children under 18	5	4	3	2	1	9
03.	Middle-aged adults	5	4	3	2	1	9
04.	Senior citizens	5	4	3	2	1	9
05.	Young adults entering workforce	5	4	3	2	1	9
06.	Persons with disabilities	5	4	3	2	1	9
07.	Residents from other parts of the U.S.	5	4	3	2	1	9
08.	LGBTQ	5	4	3	2	1	9
09.	Single adults	5	4	3	2	1	9
10.	Racial and ethnic minorities	5	4	3	2	1	9
11.	Military affiliated	5	4	3	2	1	9

22. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please indicate how much you agree or disagree with the following statements.

In general, members of different races, cultures, and ethnicities in the City of Brookhaven receive:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The same amount of respect as me	5	4	3	2	1	9
2.	The same general opportunities as me	5	4	3	2	1	9
3.	The same job opportunities as me	5	4	3	2	1	9
4.	The same educational opportunities as me	5	4	3	2	1	9
5.	The same health care options as me	5	4	3	2	1	9
6.	The same treatment in the justice system as me	5	4	3	2	1	9

23. In general, do you think Brookhaven Police Department police officers stop people of certain racial or ethnic groups because they believe that these groups are more likely than other groups to commit certain types of crimes?

___(1) Yes [Answer Q23a.] ___(2) No [Skip to Q24.] ___(3) Not sure [Skip to Q24.]

23a. What is the reason for your view? [Check all that apply.]

- ___(1) Personal experience
- ___(2) Media reports (e.g., TV, newspaper, internet, social media)
- ___(3) Word of mouth
- ___(4) Other: _____

24. Has there ever been a specific instance when you felt discriminated against by Brookhaven Police Department police officers because of your race or ethnic background?

___(1) Yes ___(2) No ___(3) Not sure

25. Over the next year, do you think relations between the Brookhaven Police Department officers and the minority community will get better, get worse, or stay about the same?

___(1) Get better ___(2) Stay about the same ___(3) Get worse ___(4) Not sure

26. Do you think the Brookhaven Police Department currently reflects the community in terms of race/ethnicity?

___(1) Yes ___(2) No ___(9) Don't know

27. In general, do you think employment opportunities in the City of Brookhaven government are equitable and accessible for all racial or ethnic groups, genders and sexual preferences?

___(1) Yes ___(2) No [___(3) Not sure

28. In general, do you think private sector employment opportunities in the City of Brookhaven are equitable and accessible for all racial or ethnic groups, genders and sexual preferences?

___(1) Yes ___(2) No [___(3) Not sure

29. In general, do you think City of Brookhaven purchasing and contracting opportunities are equitable and accessible for all racial or ethnic groups, genders and sexual preferences?

___(1) Yes ___(2) No [___(3) Not sure

30. Are you familiar with the work of Brookhaven's Social Justice, Race and Equity Commission?

___(1) Yes ___(2) No [___(3) Not sure

31. Please indicate if you have a personal friend who is in any of the following categories (Check all that apply).

- ___(1) Owns a business
- ___(2) Blue collar worker
- ___(3) Welfare recipient (past or present)
- ___(4) Owns a vacation home
- ___(5) Is a different religious orientation
- ___(6) Is a community leader
- ___(7) Is LGBTQ
- ___(8) None

The following section is designed to assess demographic trends. It is entirely optional to answer this section and answers to previous questions will still be used in final tabulations.

DEMOGRAPHICS:

32. How many years have you lived in the City of Brookhaven? _____ Years

33. What is your working status?

- | | |
|---|---|
| <input type="checkbox"/> (1) Working full time | <input type="checkbox"/> (6) Homemaker |
| <input type="checkbox"/> (2) Temporarily laid off | <input type="checkbox"/> (7) Student |
| <input type="checkbox"/> (3) Unemployed, but looking for work | <input type="checkbox"/> (8) Retired |
| <input type="checkbox"/> (4) Unemployed, but not looking for work | <input type="checkbox"/> (9) Don't know/refused |
| <input type="checkbox"/> (5) Permanently disabled | |

34. What is the highest level of education you have completed?

- | | |
|--|--|
| <input type="checkbox"/> (1) Less than high school (Grade 11 or less) | <input type="checkbox"/> (5) Bachelor's degree |
| <input type="checkbox"/> (2) High school diploma (including GED) | <input type="checkbox"/> (6) Some graduate school |
| <input type="checkbox"/> (3) Some college | <input type="checkbox"/> (7) Graduate or professional degree |
| <input type="checkbox"/> (4) Associates degree (2 years) or specialized technical training | <input type="checkbox"/> (9) Don't know/refused |

35. What is your race/ethnicity? (Check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> (1) White (not Hispanic or Latino) | <input type="checkbox"/> (5) Native Hawaiian or Pacific Islander |
| <input type="checkbox"/> (2) Black or African American | <input type="checkbox"/> (6) Hispanic or Latino |
| <input type="checkbox"/> (3) American Indian or Alaskan Native | <input type="checkbox"/> (7) Middle Eastern/Arab American |
| <input type="checkbox"/> (4) Asian | <input type="checkbox"/> (8) Other: _____ |

36. What is your national origin?

- | | |
|--|--|
| <input type="checkbox"/> (01) United States of America | <input type="checkbox"/> (08) Korea |
| <input type="checkbox"/> (02) Canada | <input type="checkbox"/> (09) Japan |
| <input type="checkbox"/> (03) An African Nation | <input type="checkbox"/> (10) Philippines |
| <input type="checkbox"/> (04) Mexico | <input type="checkbox"/> (11) India |
| <input type="checkbox"/> (05) Puerto Rico | <input type="checkbox"/> (12) Vietnam |
| <input type="checkbox"/> (06) Cuba | <input type="checkbox"/> (13) Cambodia |
| <input type="checkbox"/> (07) China | <input type="checkbox"/> (14) Other: _____ |

37. What is your religious preference?

- | | |
|---|--|
| <input type="checkbox"/> (01) Buddhism | <input type="checkbox"/> (06) Protestantism |
| <input type="checkbox"/> (02) Catholicism | <input type="checkbox"/> (07) Other Christianity |
| <input type="checkbox"/> (03) Hinduism | <input type="checkbox"/> (08) Other: _____ |
| <input type="checkbox"/> (04) Judaism | <input type="checkbox"/> (09) None |
| <input type="checkbox"/> (05) Islam | <input type="checkbox"/> (99) Don't know/Refused |

38. Not including weddings and funerals, how often do you attend religious services?

- (1) More than once a week
 (2) Once a week
 (3) Almost every week
 (4) Once or twice a month
 (5) A few times per year
 (6) Less than a few times per year

39. Are you a citizen of the United States? (1) Yes (2) No (9) Don't Know

40. How many different telephone numbers (including cell phones) does your household have, not counting those dedicated to a fax machine or computer? _____ Number of telephone numbers

41. What is your total annual household income from 2022?

- (1) \$20,000 or less
- (2) \$20,000 – \$29,999
- (3) \$30,000 - \$49,999
- (4) \$50,000 - \$74,999
- (5) \$75,000 - \$99,999

- (6) \$100,000 - \$124,999
- (7) \$125,000 - \$149,999
- (8) \$150,000 or more
- (9) Don't Know/Refused

42. Are you currently:

- (1) Married
- (2) Separated
- (3) Divorced
- (4) Widowed
- (5) Living with a partner
- (6) Never been married

43. Select any that apply to you:

- (1) Lesbian
- (2) Gay
- (3) Bi-sexual
- (4) Transgender
- (5) Queer
- (6) None

44. Do you own or rent your current residence? (01) Own (02) Rent (9) Don't Know

45. Including yourself, how many people in your household are:

- (01) Under age 5
- (02) Ages 5-9
- (03) Ages 10-14
- (04) Ages 15-19
- (05) Ages 20-24
- (06) Ages 25-34
- (07) Ages 35-44
- (08) Ages 45-54
- (09) Ages 55-64
- (10) Ages 65-74
- (11) Ages 75+

46. What is your age? Years

47. What is your gender? (1) Male (2) Female (3) Other: _____

48. What best describes your military affiliation?

- (1) Active Duty
- (2) National Guard
- (3) Reserves
- (4) Retired
- (5) Veteran
- (6) Spouse
- (7) Dependent
- (8) None

49. Are you a business owner? (1) Yes (2) No

Thank you for your time!

Please return your completed survey in the enclosed postage paid envelope addressed to:
ETC Institute 725 W. Frontier Circle Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you!

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION				OMB Control No. 3046-0008 Expires: 01/31/2025	
STATE AND LOCAL GOVERNMENT INFORMATION REPORT (EEO-4) EEOC Form 164					
Control Number: 13305200 Reporting Year: 2023					
A. TYPE OF GOVERNMENT (Check one box only)					
<input type="checkbox"/> 1. State		<input type="checkbox"/> 2. County		<input checked="" type="checkbox"/> 3. City	
<input type="checkbox"/> 6. Other (Specify)				<input type="checkbox"/> 4. Township	
				<input type="checkbox"/> 5. Special District	
B. IDENTIFICATION					
1. NAME OF POLITICAL JURISDICTION CITY OF BROOKHAVEN					
2. MAILING ADDRESS		CITY/TOWN	COUNTY	STATE	ZIP
4362 PEACHTREE ROAD NE		BROOKHAVEN	DEKALB	GA	30319
C. FUNCTIONS					
✓	1. FINANCIAL ADMINISTRATION. Tax billing and collection, budgeting, purchasing, central accounting and similar financial administration carried on by a treasurer's, auditor's or comptroller's office and;		8. HEALTH. Provision of public health services, outpatient clinics, visiting nurses, food and sanitary inspections, mental health, alcohol rehabilitation service, etc.		
	2. GENERAL CONTROL. Duties usually performed by boards of supervisors or commissioners, central administration offices and agencies, central personnel or planning agencies, all judicial offices and employees (judges, magistrates, bailiffs, et al.)		9. HOUSING. Code enforcement, low rent public housing, fair housing ordinance enforcement, housing for elderly, housing rehabilitation, rent control.		
	3. STREETS AND HIGHWAYS. Maintenance, repair, construction and administration of streets, alleys, sidewalks, roads, highways, and bridges.		10. COMMUNITY DEVELOPMENT. Planning, zoning, land development, open space, beautification, preservation.		
	4. PUBLIC WELFARE. Maintenance of homes and other institutions for the needy; administration of public assistance. (Hospitals should be reported under function 7.)		11. CORRECTIONS. Jails, reformatories, detention homes, halfway houses, prisons, parole and probation activities.		
	5. POLICE PROTECTION. Duties of a police department, sheriff's, constable's, coroner's office, etc. Including technical and clerical employees engaged in police activities.		12. UTILITIES AND TRANSPORTATION. Includes water supply, electric power, transit, gas, airports, water transportation and terminals.		
	6. FIRE PROTECTION. Duties of the uniformed fire force and clerical employees. (Forest fire protection activities should be reported under function 6.)		13. SANITATION AND SEWAGE. Street cleaning, garbage and refuse collection and disposal. Provision, maintenance and operation of sanitary and storm sewer systems and sewage disposal plants.		
	6. NATURAL RESOURCES. Agriculture, forestry, forest fire protection, irrigation drainage, flood control, etc., and;		14. EMPLOYMENT SECURITY. State governments only.		
	PARKS AND RECREATION. Provision, maintenance and operation of parks, playgrounds, swimming pools, auditoriums, museums, marinas, zoos, etc.		15. OTHER (Specify.)		
	7. HOSPITALS. Operation and maintenance of institutions for inpatient medical care.				

Control Number: 13305200

Reporting Year: 2023

Jurisdiction: CITY OF BROOKHAVEN

D. EMPLOYMENT DATA AS OF JUNE 30																	Function 1 - FINANCIAL ADMINISTRATION/GENERAL CONTROL
1. FULL-TIME EMPLOYEES																	
JOB CATEGORY	ANNUAL SALARY (in thousands 000)	HISPANIC OR LATINO		RACE/ETHNICITY												TOTALS	
		MALE	FEMALE	NOT-HISPANIC OR LATINO							FEMALE						
				MALE							FEMALE						
		WHITE	BLACK OR AFRICAN AMERICAN	ASIAN	NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER	AMERICAN INDIAN OR ALASKA NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	ASIAN	NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER	AMERICAN INDIAN OR ALASKA NATIVE	TWO OR MORE RACES				
ADMINISTRATIVE SUPPORT	41. \$0.1 - 15.9															0	
	42. \$16.0 - 19.9															0	
	43. \$20.0 - 24.9															0	
	44. \$25.0 - 32.9															0	
	45. \$33.0 - 42.9	1	2						1	7						11	
	46. \$43.0 - 54.9		1						3	6	1					11	
	47. \$55.0 - 69.9									2						2	
	48. \$70.0 PLUS		1													1	
SKILLED CRAFT	49. \$0.1 - 15.9															0	
	50. \$16.0 - 19.9															0	
	51. \$20.0 - 24.9															0	
	52. \$25.0 - 32.9															0	
	53. \$33.0 - 42.9															0	
	54. \$43.0 - 54.9															0	
	55. \$55.0 - 69.9															0	
	56. \$70.0 PLUS															0	
SERVICE - MAINTENANCE	57. \$0.1 - 15.9															0	
	58. \$16.0 - 19.9															0	
	59. \$20.0 - 24.9															0	
	60. \$25.0 - 32.9									2						2	
	61. \$33.0 - 42.9	3		3	9											15	
	62. \$43.0 - 54.9	1		2	3					3						9	
	63. \$55.0 - 69.9			1	2											3	
	64. \$70.0 PLUS			1												1	
65. TOTAL FULL-TIME (LINES 1-64)		24	9	59	34	3	0	0	1	15	49	1	0	0	0	195	
2. OTHER THAN FULL-TIME EMPLOYEES																	
66. OFFICIALS - ADMINISTRATORS					4											4	
67. PROFESSIONALS																0	
68. TECHNICIANS																0	
69. PROTECTIVE SERVICE	2			3	1											6	
70. PARAPROFESSIONALS																0	
71. ADMINISTRATIVE SUPPORT										1	4					5	
72. SKILLED CRAFT																0	
73. SERVICE - MAINTENANCE	1				7					1	8					17	
74. TOTAL OTHER THAN FULL-TIME (LINES 66 - 73)	3	0	3	12	0	0	0	0	0	2	12	0	0	0	0	32	

D. EMPLOYMENT DATA AS OF JUNE 30										Function 1 - FINANCIAL ADMINISTRATION/GENERAL CONTROL					
HISPANIC OR LATINO		RACE/ETHNICITY													TOTALS
		NOT-HISPANIC OR LATINO													
		MALE						FEMALE							
MALE	FEMALE	WHITE	BLACK OR AFRICAN AMERICAN	ASIAN	NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER	AMERICAN INDIAN OR ALASKA NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	ASIAN	NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER	AMERICAN INDIAN OR ALASKA NATIVE	TWO OR MORE RACES		
3. NEW HIRES DURING EEO-4 FISCAL YEAR (JULY 1 - JUNE 30)															
75. OFFICIALS - ADMINISTRATORS		2	4				1		2					9	
76. PROFESSIONALS		1	1						7					9	
77. TECHNICIANS		1	1											2	
78. PROTECTIVE SERVICE	4	2	5	1					1					13	
79. PARAPROFESSIONALS	1								1					2	
80. ADMINISTRATIVE SUPPORT	2							1	9					12	
81. SKILLED CRAFT														0	
82. SERVICE - MAINTENANCE	3	2	12					1	3					21	
83. TOTAL NEW HIRES (LINES 75 - 82)	7	3	8	23	1	0	0	1	2	23	0	0	0	68	
E. DEPARTMENTS/AGENCIES INCLUDED IN THIS FUNCTION REPORT															
City Administration; Police; Parks & Recreation; Finance; Community Development; Economic Development; HR; Strategic Planning; IT; Municipal Court; Communications.															
F. DEPARTMENTS/AGENCIES NOT INCLUDED IN THIS FUNCTION REPORT															
G. REMARKS ABOUT THIS FUNCTION REPORT															

Control Number: 13305200

Reporting Year: 2023

Jurisdiction: CITY OF BROOKHAVEN

SUMMARY OF FUNCTIONS		
✓	1 - FINANCIAL ADMINISTRATION/GENERAL CONTROL	9 - HOUSING
	2 - STREETS AND HIGHWAYS	10 - COMMUNITY DEVELOPMENT
	3 - PUBLIC WELFARE	11 - CORRECTIONS
	4 - POLICE PROTECTION	12 - UTILITIES AND TRANSPORTATION
	5 - FIRE PROTECTION	13 - SANITATION AND SEWAGE
	6 - NATURAL RESOURCES/PARKS AND RECREATION	14 - EMPLOYMENT SECURITY
	7 - HOSPITALS	15 - OTHER
	8 - HEALTH	
COMMENTS		
CERTIFICATION. I certify that the information given in this report is correct and true to the best of my knowledge and was reported in accordance with accompanying instructions. (Willfully false statements on this report are punishable by law, US Code, Title 18, Section 1001.)		
NAME OF CERTIFYING OFFICIAL Melissa Brown		TITLE Human Resources Manager
MAILING ADDRESS 4362 PEACHTREE ROAD NE BROOKHAVEN GA, 30319		TELEPHONE NUMBER 404-637-0500
DATE 11/22/2023	EMAIL ADDRESS melissa.brown@brookhavenga.gov	TYPED NAME Melissa Brown

Vacant		Female	Male	Hispanic or Latino	Asian	Black or African American	White
Elected							
1	Mayor		1		1		
2	D1		1	1			
3	D2	1					1
4	D3	1					1
5	D4		1			1	
Appointed							
6	City Manager		1				1
7	City Attorney		1				1
8	City Clerk	1		1			
9	Deputy City Clerk	1					1
10	Municipal Court Judge	1					1
11	Municipal Court Judge		1		1		
12	Planning Commission	1	1				1
13		2	1				1
14		3	1				1
15		4	1			1	
16		5	1				1
17		6	1				1
18		7	1				1
19	Board of Appeals	1	1				1
20		2	1				1
21		3	1			1	
22		4	1				1
23		5	1				1
24		6	1	1			
25		7	1			1	
Administration							
26	Deputy City Manager		1				1
27	Assistant City Manager	1				1	
28	Communications		1				1
29	Community Development	1					1
30	Economic Development		1			1	
31	Facilities		1				1
Deputy Director							
32	Deputy Director						
33	Finance		1	1			
34	Human Resources	1				1	
35	Information Technology		1				1
36	Municipal Court	1				1	
37	Deputy Court Administrator	1				1	
Parks & Recreation							
38	Deputy Director	1				1	
39	Police		1				1
40	Deputy Chief		1			1	
41	Major 1		1				1
42	Major 2		1			1	
43	Strategic Partnerships	1					1
44	Tourism	1					1
45	TOTAL	18	25	4	2	12	25
43		41.9%	58.1%	9.3%	4.7%	27.9%	58.1%
		Female	Male	Hispanic or Latino	Asian	Black or African American	White
5/1/2016		23.8%	76.2%	4.8%	4.8%	9.5%	81.0%