

January 11, 2019



RE: Final Incident Report Menchie's Totem Lake Incident

Dear Kirkland Residents and Businesses,

On November 19, 2018, I joined Kirkland Police Chief Cherie Harris in issuing a joint statement and apology concerning an investigation being conducted regarding the Kirkland Police Department's response to an "unwanted persons" dispatch call at the Totem Lake Menchie's Frozen Yogurt Shop. The incident resulted in Mr. Byron Ragland feeling unwelcome in Kirkland.

Our initial assessment of the interaction showed that we did not meet the expectations of the Kirkland community or the high standards held by the City and the Kirkland Police Department.

On January 11, 2019, Kirkland Police Chief Cherie Harris issued a final report for Investigative Complaint #PO-0002 regarding the Totem Lake Menchie's incident. In the report, Chief Harris comes to the following conclusions:

- The officers responding to the call missed the opportunity to mediate the situation by not initially determining why Mr. Ragland was present prior to informing Mr. Ragland that the store's owner wanted him to leave.
- The officers involved did not violate any department protocols or policies or act out of racial bias.
- The incident demonstrated the need to implement a new formal protocol regarding "unwanted persons" dispatch calls.
- On November 27th, the Kirkland Police Department implemented new guidelines that direct officers to determine the facts of a situation before they initiate any actions to remove an individual from a business and to mediate misunderstandings whenever possible.

I have reviewed the report and supporting materials and I concur with Chief Harris's conclusions. I commend Chief Harris for her thorough evaluation of the incident and for her quick action to implement the new protocol. I also want to thank the exceptional men and women of the Kirkland Police Department for the work they do to keep our community safe. These events highlight how complex the job is and remind us how fortunate we are that we have a police department that always strives to learn and improve.

Chief Harris and I determined at the onset of the investigation that regardless of its outcome, we would use these events to reinforce our commitment to be a safe, welcoming and inclusive community. Therefore, the City of Kirkland will proceed with the following comprehensive series of actions:

- Provide all officers in the Kirkland Police Department with bias training from Dr. Bryant Marks, a nationally recognized expert in this field. Dr. Marks is the founder and Chief Training Officer of the National Training Institute on Race and Equity. He is a professor in the Department of Psychology at Morehouse College. Dr. Marks served on President Barack Obama's Board of Advisors with the White House Initiative on Educational Excellence for African Americans and was a contributor/trainer with the Obama Administration's My Brother's Keeper (MBK) and 21st

Century Policing programs. Dr. Marks has provided implicit bias training to over 2,000 Police Chiefs and executives and several thousand patrol officers in local police departments. More information on Dr. Marks is available on his website: <https://www.ntire.training/>.

- Provide all other City employees and the City Council with initial diversity and bias training from Chanin Kelly-Rae, a local trainer with extensive experience working with municipalities and companies across the country. As a nationally recognized subject matter expert in diversity, inclusion and equity policy and strategies, Chanin has also served as Senior Director of Inclusion and Equity for the National Court Appoint Special Advocate (CASA) Association, and Diversity Manager for Catholic Community Services of Western Washington. She was Washington's subject matter expert in Diversity policy in her role as Statewide Diversity Manager where she served Governor Jay Inslee during his term of office. Chanin Kelly-Rae Consulting will also guide the City of Kirkland as we explore ways to improve our organizational strategies in the areas of cultural awareness, equity, inclusion, and workforce management.
- Accelerate and enhance current and long-term strategies integrating training on race, culture and bias into our ongoing human resources training program.
- Partner with James Whitfield and Leadership Eastside to facilitate critical community dialogues with Kirkland residents and businesses around issues of race and equity in Kirkland.

I want to personally thank our Kirkland community for being extraordinarily helpful during this difficult time. Many talented and experienced people have provided us with advice, information and support about these challenging topics. Creative ideas have emerged, such as sharing training videos that we develop on race and inclusion with local businesses and organizations.

We recognize that these actions are only the beginning, and that the journey ahead is a long one. As a first step, I will be joined by all City Department Directors in receiving our diversity and bias training on January 29. This will allow us to experience the program directly before we implement it throughout the City. As we move forward, we hope to share the information and ideas we discover along the way with the entire community.

The City of Kirkland recognizes that to be the safe, inclusive, and welcoming community we all strive for, we must address the issues presented by this incident. We know that overcoming issues of race, bias and achieving inclusion will require the entire community to respond together. We are committed to being part of that effort, now, and in the future. Working together we can keep Kirkland the best place in America to live, work and play for everyone.

Sincerely,



Kurt Triplett

City Manager, City of Kirkland