



Global Ideas Accelerator

Summer 2020 Virtual Pilot
Findings Overview

The Quad Global Ideas Accelerator is a collaborative, neutral forum to advance understanding of and drive informed decision-making around complex, community-scale issues. The COVID-19 pandemic has only reinforced the necessity of its capacity. Inclusive, collaborative and data-driven strategy that informs community decision making will ensure we *rebuild right*.

Research Question: What are public trust and public safety in today's Colorado Springs? *Develop appropriate, inclusive and nuanced insight into conceptual understandings of public trust and public safety. Examine academic literature, case studies, historic and current events to understand what makes a community safe, how trust impacts real and perceived safety and how to maximize both safety and trust. Tailor findings to the specific context of Colorado Springs through community engagement.*

Methodology: Interdisciplinary literature review (primary), community interviews, limited survey

Key Findings: Components of Public Trust and Public Safety

- There is no safety without trust. Generally, residents of any community feel safe when there is trust and unsafe when there is not.
- Perceived ability of an individual to trust public institutions is foundational to both interpersonal trust and perceptions of public safety at a community scale. Resident feelings of safety are dependent on their perceived level of trust in public institutions.
 - Previous academic literature and global research demonstrates this in a general setting. That more than 70 percent of survey respondents mentioned public institutions as central to trust suggests it holds true in Colorado Springs
 - "Public institutions" refers to an inclusive set: elected officials, public transportation, public health, law enforcement, fire response, etc.
- Trust in the intentions, actions and outcomes of public institutions is necessary for perceived safety.
- There is likely insufficient differentiation between and among public institutions, etc. to consider a department/institution's operational independence as relevant to perceived trust. When trust is built or broken by one institution, it has reverberating impacts on all.
- Perceived inequity between and among service access, delivery and outcomes is how trust breakdowns happen.

Preliminary Universal Concepts: Public Trust & Public Safety

Trust:

1. Accountability of public institutions/leaders
2. Collective, shared responsibility among neighbors, residents
3. Easy access to accurate information

Safety

1. Freedom of movement
2. Physical safety & equal access to essential resources
3. Equity in quality of services, outcomes

* PRELIMINARY SUMMARY ONLY *

Institutional Trust

Trust in public institutions is the way that legitimacy, respect and safety are built. Research conducted and compiled by the OECD to understand trust building in six countries indicated specific factors that, when individuals perceive as present, lead to trust in public institutions.

1. Responsiveness – degree to which an individual believes government prioritizes and reacts to their interests, complaints and requests
2. Reliability – degree to which an individual believe government can be counted on to serve their needs and also anticipate change
3. Integrity – degree to which an individual perceives their government to use power and resources ethically and equitably
4. Openness: degree to which an individual perceives their government as consulting them or their peers in local or regional decision-making
5. Fairness: perceived equity in public service delivery and outcomes across demographic lines.

For all factors, the relationship between institutions and the individual resident is important. Additionally, it is not enough for the principles to only be perceived in an institution's strategy or actions. These principles must be perceived in outcomes as well.

Localized Insight for Colorado Springs

A progression of specific circumstances and events have impacted the distribution of public and private resources in Colorado Springs. This historical progression has also impacted perceptions of health and safety.

- Tuberculosis, wellness tourism and mining built concentrations of private wealth
- Military growth, veteran population contributes to isolationism and individualism in local culture
- Large and influential communities of faith affect culture of service and community

Additional Considerations:

- Safety in the home, abuse (child & domestic), structures of reporting & responses
- Built environment, law enforcement presence, other specific features that influence resident perception of safety
- Relevant state institutions and their impact on local agency
- Community engagement, discourse and interactions between residents and public officials
- Racial and economic disparities in access to services and service outcomes (primarily health-related)
- Coronavirus pandemic impacts from local government response, resident impacts

Next Steps

- To what extent can trust be built over the short, medium and long terms?
- Where are the greatest opportunities for trust building? Which communities, issues or institutions have the most potential for trust building in the short, medium and long term?
- What are the mechanisms to build that trust?

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