



# 2012 CMPD Citizen Survey

## Technical Report and Data Tabulations

**MarketWise**

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MW #4-11-01-1 (468)



# Technical Report

# Sampling Methodology

- A total of 650 telephone interviews were completed May 17 - June 21, 2012, with adults living within the CMPD service area. The margin of error for the total sample of 650 is  $\pm 3.8$  percentage points at the 95% confidence level
- A random digit dial (RDD) sample of landline telephone numbers and a RDD cell phone sample were purchased from Survey Sampling, Inc.
- To qualify for the survey, respondents:
  - Had to live in Charlotte or Mecklenburg County
  - Could not live inside the town limits of Cornelius, Davidson, Huntersville, Matthews, Mint Hill or Pineville.
- Because analysis within the key demographic segments (CMPD service areas, race/ethnicity, age, and gender) are key to understanding the findings, it was important to make the final sample represent these demographics in proportion to the population.
- Weighting the data to bring the final sample into proper proportion was not used because the within segment analysis was important. Therefore, actual interviews were conducted to correct for under-representation.

# Stratification of the Sample by CMPD Service Areas

- The questionnaire asked respondents for their home address zip code. The zip codes were then used to classify respondents into the four service areas.
- The sample size for each service area was made proportional to the population within the zip codes that defined the service areas. If a zip code crossed into more than one service area, the respondent was assigned to the service area that made up the majority of the zip code. Service areas were defined as follows:
  - Northeast (16% of sample): 28205, 28213, 28269, 28262
  - Southeast (45% of sample): 28215, 28210, 28227, 28277, 28226, 28212, 28270, 28203, 28207, 28105, 28204, 28211
  - Northwest (23% of sample): 28269, 28216, 28214, 28208, 28206, 28078, 28031, 28036
  - Southwest (16% of sample): 28273, 28209, 28217, 28278, 28202, 28134

# Respondent Selection Methodology

- When interviewers reached someone on a landline phone, they first asked to speak with the “youngest male, currently living in your household who is age 18 or older.” If there was no eligible male, interviewers asked to speak with the “youngest female currently living in your household who is age 18 or older.”
- This method of selecting respondents within each household improves participation among young people and particularly young males who are typically under-represented using other random selection methodologies.
- A cell phone is assumed to be a personal phone and the person who owns the phone is interviewed. Respondents in the cell phone sample were asked if they were driving. If the answer was “yes” the interviewer explained he/she would call back later.

# Calling Procedures

- All interviewing was conducted from the MarketWise Call Center. The telephone survey was conducted using computer assisted telephone interviewing software. Interviewers were continuously supervised, and routinely monitored and evaluated by a full time Data Collection Manager and supervisor.
- Most calls were made weekdays between 5:30pm and 9:30pm and Saturday between 10am and 2pm. Call backs were made at the convenience of the respondent (day or night).
- Up to four attempts were made to reach each respondent before the phone number was considered a dead-end. One attempt was made to convert refusals (unless the respondent asked to be put on our internal Do Not Call List). If a respondent was not reached, the caller ID showed MWRResearch with the MarketWise main number.
- The questionnaire was translated into Spanish and a bilingual interviewer conducted the interview in Spanish for residents who did not speak English.
- Interviews lasted 16 minutes on average.

# Rating Scales & Analysis

- To measure perceptions, respondents used rating scales from 1 to 10.
- To simplify interpretation, the data have been collapsed into categories and labeled. For example:  
10,9=Very positive 8,7=Positive 6,5=Mid-scale/Average 4-1=Total Poor
- With a 10-point scale there is no exact mid-point. Ratings of 6 and 5 are equally in the middle of the scale.
- Responses may not add to exactly 100% due to rounding or multiple responses.
- Mean (or average) ratings are always calculated with “don’t know” responses dropped from the base.

# About the Data Tabulation Report

- The Data Tabulation Report presents all the results by the following break-outs:
  - Total Sample
  - Gender (M, F)
  - Age (18-34, 35-44, 55+)
  - Race/Ethnicity (White, African American, Hispanic, Other)
  - Household Income (<\$60k, \$60k+)
  - Survey Area Defined by zip codes in the CMPD Service Areas (NE, NW, SW, SE)
    - Northeast: 28205, 28213, 28269, 28262
    - Southeast: 28215, 28210, 28227, 28277, 28226, 28212, 28270, 28203, 28207, 28105, 28204, 28211
    - Northwest: 28269, 28216, 28214, 28208, 28206, 28078, 28031, 28036
    - Southwest: 28273, 28209, 28217, 28278, 28202, 28134
  - Survey Area Defined by zip codes in Charlotte-Mecklenburg Area Quadrants (N, E, S, W)
    - North: 28269, 28216, 28213, 28269, 28262, 28206, 28078, 28031, 28036
    - East: 28205, 28227, 28212, 28215
    - South: 28210, 28277, 28226, 28270, 28203, 28207, 28105, 28204, 28211, 28209, 28134
    - West: 28273, 28217, 28278, 28202, 28214, 28208



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### A. Do you live in Charlotte or Mecklenburg County?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants				
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W	
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139	
Yes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

### B. Do you...?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Live inside city limits of Charlotte	98%	97%	98%	99%	98%	97%	96%	99%	99%	100%	98%	97%	100%	97%	97%	97%	98%	96%	98%	99%
Reside in Meck. County, but not in city or town	2%	3%	2%	1%	2%	3%	4%	1%	1%		2%	3%		3%	3%	3%	2%	4%	2%	1%

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### C. What is the zip code for your home address?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
28269	10%	10%	10%	10%	9%	12%	11%	10%	7%	10%	12%	9%		34%			37%			
28215	7%	5%	8%	11%	6%	3%	5%	6%	15%	3%	9%	2%	1%			16%		31%		
28208	6%	5%	8%	4%	7%	8%	4%	11%	2%	10%	10%	1%		22%						30%
28205	6%	6%	7%	7%	4%	8%	6%	7%	6%	3%	8%	5%	40%					29%		
28216	6%	7%	5%	7%	8%	2%	4%	9%	3%	8%	6%	5%		19%			21%			
28210	5%	5%	5%	5%	3%	7%	7%	1%	6%	3%	4%	6%	1%		1%	11%			16%	
28277	5%	6%	4%	3%	6%	4%	7%	2%		8%	3%	9%	1%			11%			16%	
28213	5%	5%	5%	6%	6%	1%	1%	8%	13%	3%	5%	2%	31%				18%			
28214	4%	6%	4%	2%	6%	5%	5%	4%	3%	5%	4%	6%		15%						21%
28212	4%	5%	4%	6%	4%	4%	2%	6%	7%	8%	5%	2%				11%		21%		
28227	4%	4%	4%	4%	4%	3%	4%	5%	2%	5%	5%	3%				10%		19%		
28226	4%	4%	4%	3%	4%	6%	7%		3%		3%	7%				10%			13%	
28262	4%	4%	4%	5%	4%	3%	2%	4%	6%	10%	4%	4%	25%				14%			
28270	4%	4%	4%	3%	4%	5%	7%	0%		5%	1%	9%				9%			13%	
28211	4%	5%	3%	4%	5%	2%	7%	0%	3%		1%	6%				9%			13%	
28273	4%	3%	4%	4%	4%	3%	3%	5%	6%	3%	4%	3%			26%					17%
28217	3%	4%	3%	3%	4%	2%	1%	4%	8%	3%	4%	1%			22%					14%
28209	3%	3%	3%	4%	2%	3%	4%	1%	2%	5%	3%	3%			21%				10%	
28278	2%	2%	3%	3%	3%	1%	3%	2%	1%	5%	1%	4%			16%					11%
28203	2%	1%	2%		1%	3%	1%	2%	1%	3%	1%	2%							5%	
28105	2%	1%	2%	3%	1%	1%	1%	3%		3%	1%	3%							5%	
28202	1%	2%	1%	2%	1%	1%	1%	3%	1%		1%	1%			10%					6%
28078	1%	2%	1%	2%	1%	1%	2%	0%	2%		2%	1%		4%			5%			
28206	1%	1%	2%	2%	1%	1%	0%	3%			2%			4%			5%			
28207	1%	1%	1%	1%	1%	1%	2%	0%			1%	2%							4%	
28204	1%	1%	1%	2%	1%	0%	1%	1%			0%	2%				3%			4%	
28134	0%	1%	0%	1%		1%	1%		1%		1%	1%			3%				2%	
28031	0%		0%		0%		0%					1%		1%			1%			
28036	0%	0%			0%		0%				0%			1%			1%			
28107	0%	0%			0%				3%		0%					0%		1%		

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### D. Service area.

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Northeast	15%	15%	15%	18%	15%	13%	10%	18%	24%	18%	17%	12%	100%				32%	29%	1%	
Northwest	30%	31%	29%	25%	31%	31%	26%	38%	18%	33%	35%	23%		100%			68%			51%
Southwest	14%	14%	14%	15%	14%	13%	12%	15%	20%	15%	14%	13%			100%				12%	49%
Southeast	41%	41%	42%	42%	40%	42%	52%	28%	38%	35%	34%	52%			100%			71%	87%	

### Q1. What is your race or ethnicity?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Hispanic/Latino	13%	14%	13%	24%	13%	3%			100%		19%	3%	21%	8%	19%	12%	15%	19%	8%	14%
White	48%	51%	44%	40%	43%	62%	100%				38%	67%	32%	42%	40%	60%	36%	40%	73%	35%
Black or African American	33%	29%	37%	27%	40%	29%		100%			39%	21%	39%	43%	35%	22%	42%	35%	14%	44%
American Indian/Alaskan Native	1%	0%	1%	1%		1%				10%	1%	1%	1%		2%	0%	1%		1%	1%
Asian, Pacific Islander	2%	3%	1%	3%	2%	1%				30%	1%	3%	2%	2%	2%	1%	3%	1%	2%	1%
Multi-racial	4%	4%	4%	5%	3%	3%				60%	3%	5%	4%	5%	2%	3%	3%	5%	3%	4%

### Q2. Which of the following best describes your age?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
18 to 24	10%	10%	9%	32%			7%	8%	16%	25%	10%	6%	9%	7%	12%	11%	8%	13%	8%	11%
25 to 34	21%	22%	19%	68%			18%	17%	39%	18%	25%	17%	27%	19%	20%	19%	25%	25%	18%	13%
35 to 44	21%	22%	19%		53%		15%	27%	23%	23%	20%	24%	20%	22%	20%	20%	23%	19%	17%	24%
45 to 54	18%	19%	18%		47%		19%	20%	14%	8%	16%	24%	17%	19%	19%	18%	19%	14%	19%	20%
55 to 64	15%	13%	17%			50%	17%	18%	5%	13%	12%	18%	15%	16%	14%	16%	14%	14%	18%	14%
65 +	16%	14%	17%			50%	23%	9%	3%	15%	17%	11%	11%	17%	15%	16%	11%	14%	19%	18%

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### Q3. Gender

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Male	47%	100%		51%	50%	41%	51%	41%	48%	50%	45%	54%	47%	49%	46%	47%	50%	42%	49%	47%
Female	53%		100%	49%	50%	59%	49%	59%	52%	50%	55%	46%	53%	51%	54%	53%	50%	58%	51%	53%

### Q4. How long have you lived in Charlotte or Mecklenburg County?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
< 3 yrs	6%	7%	6%	11%	5%	4%	5%	6%	10%	10%	8%	6%	9%	4%	5%	7%	7%	10%	5%	4%
3-5 yrs	11%	9%	13%	19%	10%	5%	8%	13%	16%	18%	13%	7%	18%	9%	13%	10%	11%	12%	10%	13%
6-10 yrs	20%	22%	18%	31%	16%	14%	19%	15%	34%	23%	21%	21%	18%	17%	20%	23%	22%	17%	24%	15%
11-20 yrs	23%	23%	22%	20%	31%	14%	24%	18%	29%	25%	19%	29%	18%	27%	26%	20%	28%	22%	18%	22%
20+ yrs	39%	38%	39%	19%	37%	61%	44%	46%	9%	25%	38%	37%	36%	42%	35%	38%	32%	37%	42%	45%
Refused	1%	1%	1%	1%	1%	1%		2%	1%		1%	1%		1%		1%		1%	1%	1%

### Q5. How long have you lived at your current address?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Less than 6 months	6%	5%	7%	11%	6%	3%	3%	10%	13%		7%	4%	5%	7%	7%	6%	7%	10%	3%	6%
6 months to a year	8%	7%	9%	13%	7%	5%	6%	11%	11%	5%	9%	8%	12%	8%	9%	7%	8%	11%	6%	9%
1 to 3 years	18%	18%	18%	29%	16%	8%	11%	20%	32%	25%	23%	8%	26%	19%	15%	14%	24%	17%	13%	17%
3 to 5 years	14%	17%	11%	20%	14%	8%	11%	16%	13%	25%	15%	11%	13%	12%	18%	14%	14%	12%	14%	15%
5 to 10 years	22%	22%	23%	21%	27%	19%	25%	20%	21%	20%	20%	30%	16%	22%	15%	27%	20%	22%	29%	17%
10 or more years	31%	31%	32%	7%	31%	56%	44%	23%	10%	25%	25%	38%	27%	31%	36%	31%	25%	28%	36%	36%
Refused	0%		0%		0%			0%			0%			1%			1%			

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### Q6. What is your overall impression of the Charlotte-Mecklenburg Police Department? (Don't know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	630	301	329	194	243	193	305	206	82	37	346	179	97	184	91	258	172	133	191	134
1-4= Negative	8%	8%	8%	10%	9%	6%	6%	11%	9%	8%	10%	6%	13%	10%	7%	6%	12%	5%	6%	10%
5,6= Midpoints	14%	15%	14%	19%	14%	11%	14%	17%	9%	16%	16%	12%	10%	18%	13%	14%	18%	10%	15%	14%
7,8= Somewhat positive	39%	41%	36%	38%	42%	35%	43%	40%	23%	30%	37%	42%	30%	36%	45%	41%	31%	38%	45%	41%
9,10= Very positive	39%	36%	41%	33%	36%	48%	36%	33%	60%	46%	37%	39%	46%	36%	35%	39%	39%	47%	35%	35%
AVERAGE RATING	7.7	7.6	7.8	7.4	7.6	8.1	7.8	7.3	8.3	7.9	7.6	7.8	7.6	7.5	7.7	7.8	7.4	8.2	7.7	7.5

### Q7-Q12. How much do you agree or disagree with the following statements about the CMPD? (Don't know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
Q7. The Charlotte-Mecklenburg Police are courteous	7.8	7.8	7.8	7.5	7.5	8.4	8.2	7.1	8.1	7.6	7.7	8.1	7.8	7.5	8.0	7.9	7.6	7.9	8.1	7.5
Q8. The Charlotte-Mecklenburg Police are professional	8.0	8.0	8.1	7.8	7.9	8.4	8.3	7.4	8.6	8.1	7.9	8.1	7.9	7.8	8.3	8.1	7.9	8.2	8.2	7.8
Q9. The Charlotte-Mecklenburg Police perform their job with integrity and honesty	7.7	7.8	7.5	7.5	7.4	8.2	8.1	6.9	8.3	7.3	7.5	7.8	7.6	7.3	7.8	7.9	7.4	7.8	8.0	7.4
Q10. The Charlotte-Mecklenburg Police use good judgement in the use of force	7.4	7.4	7.3	7.1	7.2	7.8	8.0	6.4	7.6	7.3	7.1	7.8	7.3	7.1	7.5	7.6	7.3	7.4	7.7	7.1
Q11. Charlotte-Mecklenburg has an adequate number of police	6.7	7.1	6.3	7.5	6.3	6.4	6.4	6.8	7.9	5.8	7.1	6.0	7.0	6.6	6.6	6.7	6.6	7.2	6.6	6.5
Q12. The need for police in Charlotte-Mecklenburg has increased in the past year	7.7	7.6	7.8	7.6	7.6	7.9	7.6	7.9	7.6	8.0	8.0	7.3	7.8	7.9	8.0	7.5	7.8	7.7	7.4	8.1

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### Q7. How much do you agree or disagree with this statement?

**The Charlotte-Mecklenburg Police are courteous.  
(Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	621	297	324	191	239	191	301	199	81	40	342	177	94	184	85	258	167	135	188	131
1-4= Disagree	8%	6%	10%	9%	10%	4%	5%	15%	5%	8%	10%	3%	11%	11%	4%	6%	11%	7%	5%	10%
5,6= Neutral	16%	17%	15%	20%	15%	12%	14%	19%	16%	20%	18%	16%	17%	15%	15%	16%	17%	18%	15%	14%
7,8= Agree Somewhat	30%	34%	26%	30%	33%	26%	30%	33%	26%	28%	29%	33%	21%	33%	34%	29%	29%	27%	29%	35%
9,10= Agree Strongly	46%	42%	49%	40%	41%	58%	52%	34%	53%	45%	44%	48%	51%	40%	47%	48%	43%	48%	51%	41%
AVERAGE RATING	7.8	7.8	7.8	7.5	7.5	8.4	8.2	7.1	8.1	7.6	7.7	8.1	7.8	7.5	8.0	7.9	7.6	7.9	8.1	7.5

### Q8. How much do you agree or disagree with this statement?

**The Charlotte-Mecklenburg Police are professional.  
(Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	631	303	328	193	245	193	304	205	83	39	345	180	97	187	88	259	172	136	189	134
1-4= Disagree	7%	7%	7%	8%	7%	5%	5%	11%	5%	3%	8%	3%	14%	7%		6%	10%	7%	6%	4%
5,6= Neutral	13%	13%	13%	16%	14%	8%	9%	19%	10%	15%	14%	15%	6%	14%	15%	14%	9%	11%	13%	19%
7,8= Agree Somewhat	33%	36%	30%	35%	33%	31%	33%	36%	23%	38%	34%	33%	24%	40%	35%	30%	37%	29%	29%	37%
9,10= Agree Strongly	48%	45%	50%	41%	46%	56%	53%	35%	63%	44%	45%	48%	56%	39%	50%	51%	44%	53%	52%	40%
AVERAGE RATING	8.0	8.0	8.1	7.8	7.9	8.4	8.3	7.4	8.6	8.1	7.9	8.1	7.9	7.8	8.3	8.1	7.9	8.2	8.2	7.8

## 2012 CMPD Citizen Survey

**Q9. How much do you agree or disagree with this statement?**

**The Charlotte-Mecklenburg Police perform their job with integrity and honesty.  
(Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	617	294	323	190	237	190	296	197	84	40	341	175	95	186	86	250	170	130	184	133
1-4= Disagree	9%	7%	11%	11%	10%	6%	6%	16%	6%	10%	11%	6%	14%	12%	6%	6%	14%	8%	5%	10%
5,6= Neutral	14%	14%	15%	17%	16%	10%	12%	18%	11%	23%	17%	11%	8%	19%	13%	14%	13%	13%	13%	20%
7,8= Agree Somewhat	35%	38%	32%	36%	38%	32%	35%	39%	30%	30%	32%	43%	31%	32%	41%	38%	35%	35%	36%	34%
9,10= Agree Strongly	41%	41%	42%	36%	37%	52%	47%	28%	54%	38%	40%	40%	47%	37%	41%	42%	38%	44%	46%	37%
AVERAGE RATING	7.7	7.8	7.5	7.5	7.4	8.2	8.1	6.9	8.3	7.3	7.5	7.8	7.6	7.3	7.8	7.9	7.4	7.8	8.0	7.4

**Q10. How much do you agree or disagree with this statement?**

**The Charlotte-Mecklenburg Police use good judgment in the use of force.  
(Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	567	279	288	179	213	175	277	185	73	32	312	162	90	171	81	225	156	124	161	126
1-4= Disagree	11%	10%	12%	13%	11%	8%	5%	19%	10%	13%	14%	4%	14%	15%	6%	8%	13%	10%	7%	13%
5,6= Neutral	18%	17%	18%	21%	19%	12%	12%	27%	16%	16%	21%	15%	16%	15%	26%	17%	13%	21%	14%	25%
7,8= Agree Somewhat	36%	37%	34%	37%	35%	35%	40%	31%	30%	38%	35%	40%	34%	38%	33%	35%	38%	32%	41%	29%
9,10= Agree Strongly	36%	36%	36%	29%	34%	45%	43%	23%	44%	34%	31%	41%	36%	32%	35%	40%	35%	36%	39%	33%
AVERAGE RATING	7.4	7.4	7.3	7.1	7.2	7.8	8.0	6.4	7.6	7.3	7.1	7.8	7.3	7.1	7.5	7.6	7.3	7.4	7.7	7.1

## 2012 CMPD Citizen Survey

**Q11. How much do you agree or disagree with this statement?**

**Charlotte-Mecklenburg has an adequate number of police.  
(Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	565	279	286	174	225	166	267	192	72	34	310	163	87	167	82	229	154	121	169	121
1-4= Disagree	17%	13%	21%	9%	22%	19%	18%	17%	10%	29%	15%	25%	20%	19%	16%	16%	19%	14%	16%	20%
5,6= Neutral	24%	20%	27%	21%	23%	28%	28%	21%	14%	29%	21%	27%	15%	25%	27%	26%	25%	21%	27%	21%
7,8= Agree Somewhat	30%	35%	25%	30%	34%	26%	33%	30%	25%	21%	31%	31%	26%	29%	30%	32%	26%	29%	34%	31%
9,10= Agree Strongly	28%	31%	26%	40%	21%	27%	21%	32%	51%	21%	34%	17%	39%	28%	27%	26%	30%	36%	22%	28%
AVERAGE RATING	6.7	7.1	6.3	7.5	6.3	6.4	6.4	6.8	7.9	5.8	7.1	6.0	7.0	6.6	6.6	6.7	6.6	7.2	6.6	6.5

**Q12. How much do you agree or disagree with this statement?**

**The need for police in Charlotte-Mecklenburg has increased in the past year.  
(Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	592	283	309	179	230	183	289	195	73	35	323	176	91	179	80	242	161	123	181	127
1-4= Disagree	9%	10%	8%	9%	10%	8%	9%	9%	10%	6%	6%	14%	5%	9%	9%	10%	9%	8%	11%	7%
5,6= Neutral	19%	21%	17%	20%	20%	16%	20%	17%	21%	17%	19%	18%	23%	16%	18%	19%	19%	18%	22%	15%
7,8= Agree Somewhat	27%	25%	29%	32%	25%	26%	30%	24%	25%	29%	27%	31%	24%	27%	21%	31%	27%	30%	29%	24%
9,10= Agree Strongly	45%	44%	46%	40%	45%	50%	40%	51%	45%	49%	48%	38%	47%	48%	53%	39%	46%	44%	38%	54%
AVERAGE RATING	7.7	7.6	7.8	7.6	7.6	7.9	7.6	7.9	7.6	8.0	8.0	7.3	7.8	7.9	8.0	7.5	7.8	7.7	7.4	8.1

**Q13a. In your opinion, is it important that the CMPD reflect the Charlotte-Mecklenburg community in regard to gender?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	66%	66%	65%	64%	69%	63%	56%	77%	75%	60%	68%	64%	68%	69%	73%	60%	70%	70%	56%	69%
No	26%	27%	25%	29%	25%	23%	34%	17%	14%	30%	22%	31%	26%	22%	16%	31%	23%	20%	37%	19%
DK	9%	7%	10%	7%	7%	14%	10%	6%	11%	10%	10%	4%	6%	9%	11%	9%	7%	10%	7%	12%



## 2012 CMPD Citizen Survey

**Q14a. In your opinion, does the CMPD reflect the Charlotte-Mecklenburg community in regard to gender?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	51%	56%	46%	50%	54%	47%	46%	56%	60%	43%	53%	44%	52%	56%	51%	47%	54%	55%	44%	53%
No	29%	26%	31%	36%	27%	23%	27%	33%	18%	40%	30%	32%	32%	28%	31%	27%	29%	29%	27%	29%
DK	21%	18%	23%	14%	19%	29%	27%	11%	22%	18%	18%	24%	16%	17%	19%	26%	18%	16%	29%	17%

**Q13b. In your opinion, is it important that the CMPD reflect the Charlotte-Mecklenburg community in regard to race or ethnicity?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	71%	73%	70%	66%	74%	73%	66%	79%	72%	65%	72%	72%	75%	70%	74%	70%	72%	72%	71%	71%
No	22%	22%	23%	28%	21%	18%	27%	16%	15%	30%	20%	26%	22%	23%	18%	24%	23%	22%	25%	19%
DK	6%	6%	7%	6%	5%	9%	6%	4%	13%	5%	8%	2%	3%	7%	9%	7%	5%	6%	5%	11%

**Q14b. In your opinion, does the CMPD reflect the Charlotte-Mecklenburg community in regard to race or ethnicity?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	53%	61%	46%	57%	55%	48%	53%	54%	57%	43%	56%	47%	59%	54%	59%	49%	58%	55%	48%	53%
No	27%	23%	31%	30%	26%	25%	22%	35%	20%	43%	28%	28%	27%	31%	22%	26%	27%	29%	22%	32%
DK	20%	17%	23%	13%	19%	27%	26%	10%	23%	15%	15%	25%	14%	15%	19%	25%	15%	16%	30%	15%

## 2012 CMPD Citizen Survey

**Q15. From which sources do you get your information about crime trends and crime occurring in Charlotte-Mecklenburg?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
TV	73%	69%	76%	66%	72%	80%	68%	83%	63%	73%	77%	68%	70%	78%	69%	71%	74%	73%	68%	78%
Newspapers	42%	39%	44%	37%	37%	53%	45%	34%	53%	30%	41%	46%	38%	38%	45%	45%	39%	37%	51%	36%
Internet	25%	27%	23%	27%	28%	19%	25%	29%	13%	35%	21%	32%	23%	29%	26%	23%	28%	22%	25%	24%
Radio	14%	16%	13%	13%	12%	18%	16%	13%	10%	10%	14%	15%	14%	12%	14%	16%	11%	19%	15%	13%
Friends, neighbors, coworkers, family	14%	11%	16%	14%	17%	9%	16%	14%	7%	10%	13%	12%	14%	14%	18%	12%	14%	12%	14%	15%
Directly from CMPD	5%	4%	6%	4%	6%	6%	6%	5%	2%	3%	4%	7%	5%	6%	7%	4%	6%	4%	6%	4%
CMPD Website	4%	5%	2%	6%	3%	2%	5%	2%		8%	3%	4%	2%	2%	7%	4%	2%	1%	6%	4%
Don't know	3%	4%	3%	6%	4%	0%	1%	2%	16%	3%	3%		3%	4%	3%	3%	3%	5%	1%	6%
Personal observation or experience with crime	2%	2%	2%	2%	2%	2%	2%	3%		5%	3%	2%	3%	3%		1%	3%	2%	1%	3%
CMPD newsletters	2%	2%	1%	1%	2%	2%	2%	2%			2%	2%		2%	3%	1%	1%	1%	2%	1%
Social media	1%	2%	1%	3%	1%		2%	2%			1%	1%	2%	1%	2%	1%	2%	1%	2%	1%
Phone App	0%	0%	1%	1%	0%	0%	1%	0%			0%	1%	1%	1%		0%	1%		1%	1%
Alerts from school	0%	0%	0%		0%	0%	0%	0%			0%	1%				1%			1%	1%
Neighborhood or community newsletter	0%		1%	1%	0%			0%		3%	0%		1%	1%			1%			
Automated phone calls from CMPD	0%	0%			0%			0%			0%			1%						1%
Urban League	0%	0%			0%			0%				1%		1%						1%
The Slammer	0%		0%	1%			0%				0%		1%					1%		

## 2012 CMPD Citizen Survey

**Q16. From which sources do you get your information about crime trends and crime occurring in your neighborhood?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
TV	37%	37%	37%	37%	36%	37%	30%	50%	31%	33%	42%	26%	36%	39%	49%	31%	34%	37%	28%	52%
Your neighbors	30%	28%	32%	30%	33%	26%	32%	28%	28%	30%	32%	26%	36%	31%	16%	31%	32%	32%	28%	27%
Newspapers	21%	21%	21%	15%	21%	26%	21%	20%	24%	20%	21%	22%	12%	22%	29%	21%	17%	17%	25%	25%
Neighborhood meetings/homeowner assoc.	20%	18%	22%	19%	22%	18%	24%	17%	8%	25%	16%	29%	15%	20%	21%	21%	17%	17%	23%	21%
Internet	14%	14%	14%	18%	14%	10%	15%	18%	5%	10%	12%	19%	10%	18%	12%	13%	18%	9%	16%	12%
Directly from CMPD	8%	8%	9%	8%	8%	8%	8%	3%	24%	5%	7%	6%	8%	9%	13%	6%	11%	9%	7%	7%
Don't know	6%	6%	6%	7%	4%	8%	6%	8%	8%	5%	7%	7%	5%	6%	5%	7%	6%	6%	7%	5%
Radio	5%	6%	4%	5%	4%	6%	5%	6%	2%	3%	6%	2%	6%	5%	5%	4%	5%	6%	4%	5%
CMPD Website	4%	4%	3%	6%	2%	3%	5%	2%	10%	4%	5%	3%	4%	4%	4%	4%	3%	2%	6%	4%
CMPD newsletters	2%	3%	1%	1%	2%	2%	3%	1%	1%	1%	2%	2%	1%	2%	3%	2%	1%	1%	2%	4%
Personal observation or experience with crime	2%	3%	1%	3%	1%	1%	2%	1%	1%		2%	2%	4%	2%		1%	3%	3%	1%	
Neighborhood or community newsletter	1%	2%	1%	2%	0%	1%	1%	1%		3%	1%	2%	2%	2%		1%	2%	1%	2%	
Social media	1%	1%	1%	2%	1%		1%	1%			1%	1%	2%	1%		1%	1%	2%		
Automated phone calls from CMPD	0%	1%	0%	1%		1%	0%	0%	1%		0%		2%			0%	1%	1%	1%	
Other	0%	0%			0%		0%					1%		1%			1%			
Neighborhood or community website	0%		0%			0%	0%				0%			1%			1%			
Alerts from school	0%		0%			0%		0%			0%					0%		1%		
Chamber of Commerce	0%		0%			0%		0%			0%					0%			1%	

## 2012 CMPD Citizen Survey

**Q17. How much do you agree or disagree with this statement?**

**In general, Charlotte-Mecklenburg is a safe place to live.  
(Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	641	305	336	196	248	197	307	208	86	40	350	184	98	189	90	264	176	137	193	135
1-4= Disagree	7%	6%	8%	6%	7%	9%	7%	7%	5%	13%	7%	8%	13%	6%	7%	6%	9%	7%	7%	7%
5,6= Neutral	17%	16%	18%	16%	16%	20%	18%	20%	12%	10%	19%	14%	10%	23%	19%	15%	20%	15%	13%	22%
7,8= Agree Somewhat	43%	46%	41%	44%	44%	42%	50%	39%	30%	48%	40%	53%	50%	38%	42%	45%	41%	47%	47%	37%
9,10= Agree Strongly	32%	32%	32%	34%	33%	30%	25%	34%	53%	30%	34%	26%	27%	33%	32%	34%	30%	31%	34%	34%
AVERAGE RATING	7.5	7.6	7.5	7.6	7.6	7.4	7.4	7.5	8.3	7.4	7.6	7.4	7.2	7.5	7.5	7.6	7.3	7.6	7.7	7.5

**Q18. How effective do you believe the Charlotte-Mecklenburg Police have been in making Charlotte-Mecklenburg safer?  
(Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	637	305	332	194	247	196	303	209	86	39	349	183	98	190	89	260	176	135	190	136
1-4= Not effective	6%	6%	6%	5%	8%	4%	5%	8%	2%	8%	6%	5%	9%	6%	2%	6%	7%	7%	4%	6%
5,6= Midpoints	17%	19%	14%	19%	17%	14%	18%	19%	8%	8%	19%	13%	14%	23%	12%	15%	24%	16%	12%	14%
7,8= Somewhat effective	44%	43%	45%	44%	45%	43%	50%	36%	37%	54%	40%	55%	41%	40%	46%	48%	40%	40%	53%	41%
9,10= Very effective	33%	32%	34%	32%	30%	40%	26%	36%	52%	31%	35%	27%	36%	32%	39%	32%	29%	37%	31%	39%
AVERAGE RATING	7.6	7.6	7.7	7.5	7.5	8.0	7.5	7.5	8.4	7.7	7.7	7.6	7.6	7.5	8.0	7.6	7.4	7.7	7.8	7.8

**Q19. Thinking about Charlotte-Mecklenburg overall, would you say it is safer now than a year ago, as safe as a year ago, or less safe than a year ago?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Safer than a year ago	24%	26%	23%	26%	24%	23%	16%	29%	45%	20%	27%	17%	23%	21%	35%	24%	24%	27%	22%	25%
As safe as a year ago	52%	55%	49%	57%	52%	46%	63%	43%	33%	55%	49%	63%	49%	51%	45%	56%	49%	47%	61%	48%
Less safe than a year ago	19%	15%	23%	15%	17%	25%	19%	22%	13%	15%	20%	16%	25%	24%	12%	15%	25%	19%	13%	18%
Don't know	5%	5%	5%	2%	7%	5%	2%	6%	9%	10%	4%	4%	2%	4%	8%	6%	3%	6%	4%	9%

## 2012 CMPD Citizen Survey

**Q20. Think about crime and safety in Charlotte-Mecklenburg overall. What are your primary crime and public safety concerns?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Burglary, theft, break-ins	31%	31%	30%	29%	30%	33%	37%	27%	25%	18%	30%	33%	32%	29%	32%	31%	27%	29%	35%	32%
Violent crime, rape, muggings, robbery, shootings, attacks	30%	27%	33%	31%	31%	28%	32%	28%	32%	20%	30%	31%	26%	32%	29%	30%	31%	27%	33%	27%
Murder, homicide	15%	13%	16%	15%	10%	21%	15%	19%	6%	10%	16%	14%	14%	14%	15%	15%	15%	19%	12%	14%
Drug related crimes, drug dealers, drugs	12%	12%	13%	14%	12%	11%	11%	14%	13%	13%	14%	11%	12%	13%	11%	12%	13%	14%	12%	11%
Crimes against children, crime in and around school	11%	8%	14%	10%	17%	4%	10%	13%	6%	23%	10%	14%	6%	13%	12%	11%	11%	8%	12%	13%
Traffic violations, accidents, speeding, drunk drivers	10%	12%	7%	9%	10%	10%	14%	5%	6%	10%	10%	10%	7%	9%	8%	12%	8%	6%	13%	9%
Gangs, gang activity	10%	10%	9%	7%	11%	11%	12%	8%	7%	8%	8%	12%	8%	9%	4%	12%	9%	11%	13%	4%
None, no concerns	8%	9%	7%	12%	8%	5%	6%	10%	6%	18%	8%	5%	8%	8%	13%	7%	10%	7%	7%	9%
Home invasion	8%	6%	10%	2%	10%	10%	8%	11%	3%		7%	9%	10%	9%	5%	6%	8%	9%	6%	7%
Auto theft or auto break-in	8%	7%	8%	9%	8%	5%	8%	7%	8%	5%	6%	11%	7%	6%	7%	9%	7%	8%	10%	5%
Don't know	7%	6%	8%	8%	6%	8%	4%	8%	20%	3%	8%	2%	7%	6%	7%	8%	8%	9%	6%	6%
Don't feel safe walking around, don't feel safe alone	5%	3%	7%	5%	5%	5%	6%	1%	9%	5%	5%	5%	6%	3%	3%	6%	2%	8%	5%	6%
Need more police, more police visibility, more patrols	5%	5%	5%	5%	4%	5%	4%	6%	3%	13%	5%	6%	3%	5%	9%	4%	5%	4%	3%	8%
Can't go Uptown for celebrations/events uptown are dangerous	4%	5%	4%	4%	5%	5%	6%	2%		10%	1%	9%	5%	4%	5%	4%	5%	2%	6%	5%
The rising crime rate	4%	4%	4%	4%	5%	4%	4%	4%	8%		5%	4%	3%	5%	8%	3%	5%	2%	4%	7%
Enforce curfew laws for teenagers/ get teens under control	4%	4%	3%	3%	5%	3%	3%	6%	1%	3%	3%	3%	4%	6%	3%	2%	6%	4%	2%	2%
Domestic violence	3%	3%	4%	4%	4%	2%	3%	5%	1%	3%	3%	4%	5%	2%	3%	3%	2%	4%	4%	2%
Lower income neighborhoods are dangerous	3%	4%	3%	4%	2%	4%	4%	1%	3%	8%	3%	5%	2%	2%	4%	4%	1%	3%	6%	3%

## 2012 CMPD Citizen Survey

Q20. Think about crime and safety in Charlotte-Mecklenburg overall. What are your primary crime and public safety concerns?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
Vandalism, property crimes	3%	3%	3%	5%	2%	2%	4%	2%	2%		3%	4%	4%	3%	2%	3%	3%	2%	4%	3%
Vagrants, homeless, trespassers, loiterers	3%	3%	2%	4%	2%	1%	3%	3%	2%	3%	4%		4%	3%	1%	2%	3%	3%	2%	2%
Need better response time from CMPD, police don't show up	2%	3%	2%	4%	2%	1%	2%	3%	1%	3%	4%	1%	4%	4%	1%	1%	5%	1%	1%	3%
Crimes against businesses, break-ins of businesses	2%	1%	3%	2%	2%	2%	2%	3%		3%	2%	4%	1%	2%	2%	3%	2%	3%	2%	3%
Keep criminals in jail, too many repeat offenders	2%	2%	1%	1%	2%	3%	4%	0%			1%	4%	1%	2%	2%	2%	1%	2%	3%	2%
Need honest police, people can't trust police, get rid of polic corruption	2%	2%	1%	2%	2%	1%	3%	0%	1%	3%	2%	2%	1%			4%		2%	4%	
Racial issues, racism	2%	2%	1%	1%	3%	1%	1%	3%	1%	3%	1%	2%	5%	1%	2%	1%	2%	2%	1%	1%
Need better lighting, fix street lights	1%	2%	0%	1%	1%	1%	0%	2%	1%		1%	1%		1%	3%	1%	1%	1%	1%	2%
More police participation in neighborhood watch programs	1%	2%	1%	2%	1%	1%	2%	1%			1%	1%	1%	2%	1%	1%	1%		2%	1%
Need police to have better judgment in use of force	1%	1%	1%	2%	1%	0%	1%	0%		3%	1%	1%		1%		2%		1%	2%	1%
People need better communication from CMPD	1%	1%	1%	1%	1%	0%	1%	1%		3%	1%	1%	1%	1%		1%	1%	1%	1%	1%
Identity theft	1%	0%	1%	2%	0%	0%	1%	0%	1%		1%	1%		1%		1%	1%		2%	
Crimes against senior citizens	1%	0%	1%	1%	0%	1%	1%	1%		3%	1%	1%	1%	1%		1%	1%		1%	1%
Prostitution	1%	1%	0%	2%	0%		1%	0%	1%		0%	2%	2%	1%		0%	1%	1%		
Taking public transit is dangerous	0%	1%	0%	1%	1%		0%	0%		3%	1%	1%	1%	1%		0%	1%		1%	1%
Bad attitude of 911 dispatchers	0%	0%	1%		1%			1%			1%	1%		1%		1%		1%	1%	1%
Tourist safety, bad reputation for Charlotte	0%	1%			0%	1%	1%			3%		1%				1%			2%	
Too many illegal immigrants	0%	1%		1%		0%	0%			3%	0%	1%		1%		0%	1%		1%	
Loud noise, loud music	0%		0%			0%	0%					1%				0%			1%	
Neighborhood needs maintenance, broken sidewalks, common areas not mowed	0%		0%	1%					1%		0%		1%							

## 2012 CMPD Citizen Survey

**Q21. How much do you agree or disagree with this statement?**

**I am safe in the neighborhood where I live.  
(Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	647	307	340	196	251	200	310	212	85	40	353	185	99	191	90	267	176	138	195	138
1-4= Disagree	4%	6%	3%	4%	6%	4%	3%	6%	4%	5%	5%	3%	7%	5%	4%	3%	7%	3%	3%	4%
5,6= Neutral	10%	8%	12%	12%	12%	7%	9%	12%	5%	18%	12%	6%	9%	12%	9%	10%	9%	13%	7%	14%
7,8= Agree Somewhat	33%	34%	32%	36%	31%	32%	35%	32%	32%	30%	34%	33%	34%	36%	40%	28%	32%	35%	28%	39%
9,10= Agree Strongly	53%	51%	54%	48%	51%	58%	53%	50%	60%	48%	49%	58%	49%	47%	47%	60%	53%	49%	62%	42%
AVERAGE RATING	8.3	8.2	8.3	8.2	8.2	8.5	8.3	8.1	8.5	8.0	8.1	8.5	8.1	8.0	8.2	8.5	8.1	8.2	8.6	8.0

**Q22. How effective have the Charlotte-Mecklenburg Police crime fighting and prevention strategies been in your neighborhood?  
(Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	591	281	310	182	226	183	277	200	78	36	326	166	91	177	85	238	161	125	175	130
1-4= Not effective	10%	10%	9%	11%	11%	7%	8%	13%	6%	14%	12%	5%	8%	12%	7%	9%	11%	10%	7%	12%
5,6= Midpoints	15%	16%	14%	12%	20%	11%	18%	14%	5%	14%	13%	17%	13%	19%	11%	14%	16%	10%	16%	17%
7,8= Somewhat effective	32%	32%	33%	36%	31%	30%	34%	33%	29%	25%	29%	40%	25%	31%	38%	34%	29%	29%	35%	35%
9,10= Very effective	43%	42%	45%	42%	37%	52%	40%	41%	59%	47%	45%	37%	54%	38%	45%	43%	45%	51%	42%	36%
AVERAGE RATING	7.7	7.6	7.8	7.6	7.3	8.1	7.6	7.5	8.4	7.6	7.7	7.7	7.9	7.4	7.9	7.7	7.6	7.9	7.8	7.3

**Q23. Thinking about your neighborhood, would you say it is safer now than a year ago, as safe as a year ago, or less safe than a year ago?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Safer than a year ago	20%	19%	21%	23%	20%	17%	14%	25%	29%	20%	22%	13%	29%	18%	24%	16%	22%	27%	13%	20%
As safe as a year ago	60%	64%	56%	60%	57%	62%	69%	52%	45%	60%	55%	72%	51%	55%	62%	65%	56%	47%	76%	53%
Less safe than a year ago	16%	15%	17%	10%	18%	19%	15%	17%	16%	18%	17%	12%	17%	21%	10%	14%	18%	19%	9%	20%
Don't know	4%	3%	6%	8%	4%	1%	2%	6%	10%	3%	5%	3%	3%	6%	4%	4%	4%	8%	1%	6%

## 2012 CMPD Citizen Survey

### Q24. Think about crime and safety in your neighborhood or community. What are your primary concerns?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Burglary, theft, break-ins	38%	38%	39%	32%	43%	37%	46%	31%	24%	43%	35%	48%	38%	40%	35%	38%	34%	32%	45%	40%
None, no concerns	18%	19%	17%	22%	11%	23%	14%	22%	20%	23%	21%	10%	20%	17%	20%	17%	17%	24%	13%	19%
Violent crime, rape, muggings, robbery, shootings, attacks	18%	17%	18%	18%	18%	16%	18%	18%	18%	13%	16%	20%	12%	20%	18%	18%	18%	19%	17%	17%
Auto theft or auto break-in	11%	10%	12%	13%	13%	5%	13%	11%	3%	10%	10%	17%	10%	11%	10%	11%	13%	5%	14%	9%
Traffic violations, accidents, speeding, drunk drivers	10%	13%	7%	10%	10%	9%	15%	5%	5%	13%	9%	15%	8%	8%	12%	12%	7%	9%	14%	9%
Drug related crimes, drug dealers, drugs	9%	8%	10%	9%	11%	6%	8%	11%	7%	10%	12%	6%	12%	12%	3%	7%	8%	13%	4%	12%
Vandalism, property crimes	8%	7%	8%	9%	10%	5%	12%	5%	6%		6%	13%	7%	7%	4%	10%	7%	4%	13%	6%
Home invasion	6%	6%	6%	4%	8%	6%	6%	8%	3%	8%	5%	9%	5%	9%	3%	6%	7%	6%	7%	6%
Murder, homicide	6%	6%	6%	6%	5%	6%	6%	7%	3%	5%	7%	4%	7%	7%	4%	4%	8%	5%	5%	5%
Don't know	6%	6%	5%	6%	7%	4%	2%	5%	20%	8%	5%	3%	6%	3%	5%	7%	5%	7%	6%	5%
Crimes against children, crime in and around school	5%	5%	5%	4%	9%	1%	4%	7%	1%	8%	4%	8%	3%	5%	5%	5%	6%	4%	5%	4%
Don't feel safe walking around, don't feel safe alone	5%	4%	6%	5%	5%	5%	6%	2%	8%	5%	6%	4%	4%	4%	4%	6%	5%	7%	5%	3%
Gangs, gang activity	4%	3%	5%	5%	4%	4%	5%	3%	3%	8%	3%	5%	4%	5%	1%	5%	3%	4%	4%	5%
Vagrants, homeless, trespassers, loiterers	4%	3%	4%	3%	6%	2%	5%	2%	3%		3%	5%	2%	5%	2%	4%	5%	3%	4%	3%
Need more police, more police visibility, more patrols	3%	3%	4%	3%	3%	3%	3%	3%	6%		4%	2%	4%	3%	5%	3%	2%	4%	3%	5%
Enforce curfew laws for teenagers/ get teens under control	3%	2%	3%	2%	4%	2%	2%	5%	1%	3%	3%	4%	3%	4%		3%	5%	1%	3%	2%
The rising crime rate	2%	2%	2%	2%	2%	1%	2%	1%	5%		2%	2%	2%		2%	3%	1%	2%	3%	1%
Need better lighting, fix street lights	1%	1%	1%	2%	1%	1%	0%	2%	3%		2%	1%	1%	1%	2%	1%	1%	1%	2%	2%
High turnover from rental properties	1%	1%	1%	1%	1%	1%	1%	1%	1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%



## 2012 CMPD Citizen Survey

**Q24. Think about crime and safety in your neighborhood or community. What are your primary concerns?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
Too many illegal immigrants	1%	1%	1%	2%		1%	1%		1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Crimes against businesses, break-ins of businesses	1%	1%	1%	1%	1%	1%	1%	1%			1%	2%	2%		3%	0%	1%	1%	1%	2%
Domestic violence	1%	1%	1%	1%	1%		1%	1%		3%	1%	1%		2%	1%	0%	1%	1%		1%
Loud noise, loud music	1%	1%	1%	2%		0%	1%	1%	1%		1%		2%	1%		1%	1%	1%		1%
More police participation in neighborhood watch programs	1%	1%	1%	1%	0%	1%	1%	0%	1%		1%	1%	1%	1%	2%	0%	1%		1%	1%
Dangerous animals, dog attacks	1%	1%	1%	1%		1%	1%	0%			1%	1%		1%	1%	1%			1%	1%
Need better response time from CMPD, police don't show up	0%		1%	1%	1%		0%	1%			0%	1%		1%	1%	0%	1%		1%	1%
Keep criminals in jail, too many repeat offenders	0%	0%	1%	2%			1%		1%		1%			1%	1%	0%	1%	1%	1%	1%
Prostitution	0%	1%	0%	1%	0%			1%			1%		1%	1%		0%	1%		1%	1%
Neighborhood needs maintenance, broken sidewalks, common areas not mowed	0%	0%	1%	1%	0%	0%	1%	0%			1%			1%		1%		1%	1%	1%
Racial issues, racism	0%	1%		1%	1%			1%	1%		0%		3%				2%			
Lower income neighborhoods are dangerous	0%		1%	1%	0%		1%		1%		0%			1%	1%				1%	1%
Crimes against senior citizens	0%	0%	0%			1%	0%	0%				1%		1%		0%			1%	1%
Taking public transit is dangerous	0%		0%	1%				0%			0%				1%					1%
Need honest police, people can't trust police, get rid of police corruption	0%	0%		1%					1%				1%				1%			
Can't go Uptown for celebrations/events uptown are dangerous	0%	0%			0%		0%								1%					1%

## 2012 CMPD Citizen Survey

**Q25a. Do you have the following condition in your neighborhood?**

**Vacant and/or boarded up buildings**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
<b>RESPONDENTS</b>	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	20%	20%	20%	16%	23%	19%	17%	24%	17%	25%	22%	18%	15%	24%	22%	18%	18%	20%	17%	27%
No	80%	80%	80%	84%	77%	80%	83%	76%	82%	75%	78%	82%	85%	76%	78%	82%	82%	80%	82%	73%
Refused	0%		0%			0%			1%							0%			1%	

**Q26a. Thinking about your neighborhood, how serious a safety problem are...?**

**Vacant and/or boarded up buildings**

(Base=Respondents who have condition in their neighborhood, Don't know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
<b>RESPONDENTS</b>	130	63	67	32	59	39	54	51	15	10	77	34	15	47	20	48	31	28	34	37
1-4= Not a problem	58%	62%	55%	56%	58%	62%	69%	55%	27%	70%	56%	65%	53%	60%	50%	63%	68%	57%	65%	46%
5,6= Somewhat a problem	17%	17%	16%	19%	17%	15%	19%	16%	20%	10%	21%	9%	13%	17%	15%	19%	6%	11%	24%	24%
7,8= Serious problem	14%	14%	13%	13%	17%	10%	7%	18%	27%	10%	13%	18%	27%	11%	20%	10%	10%	21%	9%	16%
9,10= Very serious problem	11%	6%	15%	13%	8%	13%	6%	12%	27%	10%	10%	9%	7%	13%	15%	8%	16%	11%	3%	14%
<b>AVERAGE RATING</b>	4.2	3.8	4.6	4.4	4.3	4.0	3.4	4.6	6.3	3.6	4.2	4.1	4.3	4.2	4.7	3.9	4.0	4.4	3.8	4.6

**Q25b. Do you have the following condition in your neighborhood?**

**Overgrown lawns**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
<b>RESPONDENTS</b>	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	21%	21%	21%	22%	25%	14%	21%	19%	23%	25%	18%	24%	17%	20%	22%	22%	18%	23%	22%	21%
No	79%	79%	79%	78%	75%	86%	79%	81%	77%	75%	82%	76%	83%	80%	78%	78%	82%	77%	78%	79%

## 2012 CMPD Citizen Survey

Q26b. Thinking about your neighborhood, how serious a safety problem are...?

Overgrown lawns  
(Base=Respondents who have condition in their neighborhood, Don't know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	134	63	71	43	63	28	64	41	19	10	64	44	16	39	20	59	31	32	42	29
1-4= Not a problem	56%	59%	54%	58%	60%	43%	63%	54%	53%	30%	50%	61%	56%	46%	50%	64%	52%	63%	62%	45%
5,6= Somewhat a problem	21%	19%	23%	19%	17%	32%	23%	24%	11%	10%	23%	20%	19%	28%	15%	19%	26%	19%	21%	17%
7,8= Serious problem	14%	11%	17%	14%	13%	18%	9%	15%	21%	30%	16%	11%	25%	10%	25%	10%	13%	9%	14%	21%
9,10= Very serious problem	9%	11%	7%	9%	10%	7%	5%	7%	16%	30%	11%	7%		15%	10%	7%	10%	9%	2%	17%
AVERAGE RATING	4.2	4.0	4.3	4.2	4.0	4.4	3.7	4.0	4.8	6.6	4.5	4.0	4.3	4.7	4.8	3.6	4.3	4.1	3.4	5.1

Q25c. Do you have the following condition in your neighborhood?

Cut through paths

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	29%	28%	31%	36%	31%	21%	26%	35%	26%	28%	33%	29%	29%	30%	26%	30%	25%	38%	26%	31%
No	70%	72%	69%	63%	69%	79%	73%	65%	74%	73%	67%	71%	71%	70%	73%	70%	75%	62%	74%	69%
Refused	0%	0%		1%			0%								1%				1%	

## 2012 CMPD Citizen Survey

**Q26c. Thinking about your neighborhood, how serious a safety problem are...?**

**Cut through paths**  
 (Base=Respondents who have condition in their neighborhood, Don't know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
<b>RESPONDENTS</b>	189	85	104	71	76	42	82	75	22	10	115	53	29	55	24	81	45	53	50	41
1-4= Not a problem	45%	44%	46%	46%	38%	55%	56%	32%	32%	80%	43%	55%	34%	36%	38%	57%	38%	40%	68%	32%
5,6= Somewhat a problem	20%	25%	16%	23%	24%	10%	16%	28%	14%	10%	21%	19%	17%	22%	13%	22%	22%	25%	18%	15%
7,8= Serious problem	23%	22%	23%	18%	28%	21%	20%	24%	41%		22%	19%	31%	22%	38%	16%	22%	23%	14%	34%
9,10= Very serious problem	12%	9%	14%	13%	11%	14%	9%	16%	14%	10%	15%	8%	17%	20%	13%	5%	18%	13%		20%
<b>AVERAGE RATING</b>	4.8	4.7	4.9	4.5	5.2	4.5	4.2	5.4	5.7	3.2	4.9	4.2	5.6	5.3	5.6	3.9	5.2	5.0	3.3	5.8

**Q25d. Do you have the following condition in your neighborhood?**

**Poor street lighting**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
<b>RESPONDENTS</b>	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	31%	33%	30%	36%	35%	22%	27%	36%	38%	25%	34%	26%	30%	35%	31%	29%	34%	36%	25%	32%
No	69%	67%	70%	64%	65%	78%	73%	64%	62%	75%	66%	74%	70%	65%	69%	71%	66%	64%	75%	68%

## 2012 CMPD Citizen Survey

**Q26d. Thinking about your neighborhood, how serious a safety problem is...?**

**Poor street lighting**  
(Base=Respondents who have condition in their neighborhood, Don't know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	201	100	101	69	87	45	84	75	32	10	121	48	30	67	28	76	60	49	48	44
1-4= Not a problem	31%	35%	27%	39%	25%	29%	31%	28%	38%	30%	34%	25%	40%	30%	29%	29%	40%	27%	27%	27%
5,6= Somewhat a problem	26%	27%	26%	26%	26%	27%	26%	24%	28%	40%	26%	27%	13%	30%	29%	28%	28%	20%	31%	25%
7,8= Serious problem	23%	25%	22%	14%	30%	24%	30%	23%	9%	20%	22%	33%	17%	19%	18%	32%	8%	31%	31%	27%
9,10= Very serious problem	19%	13%	26%	20%	18%	20%	13%	25%	25%	10%	18%	15%	30%	21%	25%	12%	23%	22%	10%	20%
AVERAGE RATING	5.8	5.4	6.2	5.3	6.2	5.8	5.6	6.1	5.5	5.4	5.6	5.9	5.8	5.8	6.1	5.6	5.4	6.1	5.6	6.1

**Q25e. Do you have the following condition in your neighborhood?**

**Accumulation of garbage and/or bulky items**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	9%	8%	10%	11%	10%	6%	7%	9%	13%	10%	10%	6%	14%	7%	4%	10%	8%	16%	7%	6%
No	91%	92%	90%	89%	90%	94%	93%	91%	87%	90%	90%	94%	86%	93%	96%	90%	92%	84%	93%	94%

## 2012 CMPD Citizen Survey

**Q26e. Thinking about your neighborhood, how serious a safety problem is...?**

**Accumulation of garbage and/or bulky items  
(Base=Respondents who have condition in their neighborhood, Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
<b>RESPONDENTS</b>	57	24	33	21	24	12	22	20	11	4	37	11	14	13	4	26	14	22	13	8
1-4= Not a problem	33%	33%	33%	38%	29%	33%	23%	35%	45%	50%	32%	18%	21%	38%		42%	43%	27%	46%	13%
5,6= Somewhat a problem	26%	17%	33%	24%	25%	33%	41%	20%		50%	22%	45%	21%	23%	50%	27%	7%	27%	38%	38%
7,8= Serious problem	25%	29%	21%	24%	21%	33%	32%	30%	9%		27%	36%	36%	23%	25%	19%	29%	32%	8%	25%
9,10= Very serious problem	16%	21%	12%	14%	25%		5%	15%	45%		19%		21%	15%	25%	12%	21%	14%	8%	25%
<b>AVERAGE RATING</b>	5.5	5.8	5.3	5.0	6.1	5.0	5.8	5.3	5.9	3.3	5.6	5.8	6.3	5.2	6.8	5.0	5.5	5.8	4.5	6.1

**Q25f. Do you have the following condition in your neighborhood?**

**Clubs and bars in or near your neighborhood**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
<b>RESPONDENTS</b>	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	21%	21%	20%	29%	21%	12%	17%	23%	24%	25%	23%	20%	29%	17%	21%	20%	16%	26%	23%	18%
No	79%	79%	80%	71%	79%	88%	83%	77%	76%	75%	77%	80%	71%	83%	79%	80%	84%	74%	77%	82%

## 2012 CMPD Citizen Survey

**Q26f. Thinking about your neighborhood, how serious a safety problem are...?**

**Clubs and bars in or near your neighborhood  
(Base=Respondents who have condition in their neighborhood, Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
<b>RESPONDENTS</b>	131	65	66	55	52	24	52	48	21	10	79	36	29	31	18	53	29	36	42	24
1-4= Not a problem	63%	62%	65%	65%	60%	67%	73%	50%	67%	70%	65%	64%	69%	74%	33%	64%	83%	64%	60%	46%
5,6= Somewhat a problem	18%	17%	18%	18%	19%	13%	10%	33%	5%	10%	19%	19%	14%	16%	28%	17%	10%	17%	19%	25%
7,8= Serious problem	11%	11%	11%	9%	10%	17%	12%	8%	10%	20%	8%	14%	7%	6%	28%	9%	3%	11%	10%	21%
9,10= Very serious problem	8%	11%	6%	7%	12%	4%	6%	8%	19%		9%	3%	10%	3%	11%	9%	3%	8%	12%	8%
<b>AVERAGE RATING</b>	3.7	3.8	3.6	3.5	4.1	3.4	3.2	4.1	4.1	3.6	3.6	3.5	3.4	3.0	5.6	3.7	2.8	3.6	3.9	4.8

**Q25g. Do you have the following condition in your neighborhood?**

**Concentration of rental property in or near your neighborhood**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
<b>RESPONDENTS</b>	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	38%	38%	38%	42%	42%	30%	41%	43%	18%	38%	42%	35%	42%	43%	36%	34%	40%	41%	35%	37%
No	61%	61%	61%	57%	57%	70%	59%	57%	79%	63%	57%	64%	58%	56%	63%	66%	58%	58%	65%	63%
Refused	1%	0%	1%	1%	1%		1%	0%	2%		1%	1%		2%	1%	0%	2%	1%		1%

## 2012 CMPD Citizen Survey

**Q26g. Thinking about your neighborhood, how serious a safety problem is...?**

**Concentration of rental property in or near your neighborhood  
(Base=Respondents who have condition in their neighborhood, Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	245	117	128	80	105	60	125	90	16	14	148	64	42	80	33	90	69	56	69	51
1-4= Not a problem	52%	51%	52%	61%	39%	62%	53%	52%	38%	57%	51%	55%	55%	53%	48%	51%	54%	46%	61%	43%
5,6= Somewhat a problem	23%	28%	19%	24%	30%	10%	26%	21%	19%	21%	25%	23%	24%	24%	27%	21%	23%	23%	20%	27%
7,8= Serious problem	13%	9%	18%	10%	17%	12%	15%	9%	25%	14%	13%	16%	12%	13%	12%	16%	12%	14%	14%	14%
9,10= Very serious problem	11%	12%	11%	5%	13%	17%	6%	18%	19%	7%	11%	6%	10%	11%	12%	12%	12%	16%	4%	16%
AVERAGE RATING	4.3	4.2	4.4	3.6	4.9	4.2	4.2	4.4	5.3	3.9	4.3	4.3	4.1	4.2	4.4	4.5	4.2	4.6	3.9	4.6

**Q27. Are you aware that the CMPD assists in establishing and maintaining neighborhood watch programs?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	78%	76%	79%	68%	80%	84%	84%	71%	78%	63%	75%	85%	75%	79%	79%	77%	78%	71%	83%	76%
No/DK	22%	24%	21%	32%	20%	16%	16%	29%	22%	38%	25%	15%	25%	21%	21%	23%	22%	29%	17%	24%

**Q28a. Does your neighborhood participate in a watch program?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	52%	55%	51%	44%	53%	61%	57%	54%	34%	50%	48%	61%	54%	56%	55%	49%	55%	51%	54%	48%
No	30%	29%	32%	33%	31%	27%	26%	31%	46%	28%	34%	21%	27%	28%	32%	33%	26%	33%	29%	35%
Don't know	17%	17%	18%	23%	16%	12%	17%	15%	20%	23%	17%	18%	19%	17%	13%	18%	19%	16%	17%	17%



## 2012 CMPD Citizen Survey

**Q28b. Are you active in your neighborhood's watch program?  
(Base=Total respondents)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	19%	19%	20%	11%	25%	20%	19%	23%	9%	23%	17%	24%	13%	24%	24%	17%	21%	17%	18%	22%
No/DK	33%	36%	31%	32%	28%	40%	38%	31%	25%	28%	31%	37%	40%	32%	31%	32%	34%	34%	36%	27%
Neighborhood does not have watch program	48%	45%	49%	56%	47%	39%	43%	46%	66%	50%	52%	39%	46%	44%	45%	51%	45%	49%	46%	52%

**Q28b. Are you active in your neighborhood's watch program?  
(Base=Respondents in neighborhoods with watch program)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	341	168	173	86	133	122	177	114	30	20	171	113	53	107	50	131	98	71	105	67
Yes	37%	35%	39%	26%	47%	34%	34%	43%	27%	45%	36%	39%	25%	43%	44%	34%	38%	34%	33%	45%
No/DK	63%	65%	61%	74%	53%	66%	66%	57%	73%	55%	64%	61%	75%	57%	56%	66%	62%	66%	67%	55%

## 2012 CMPD Citizen Survey

**Q28c. What is the main reason you don't participate in your neighborhood's watch program?  
(Base=Respondents who don't participate in neighborhood's watch program)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	215	110	105	64	70	81	117	65	22	11	109	69	40	61	28	86	61	47	70	37
Lack of time	41%	49%	33%	59%	46%	23%	40%	42%	55%	27%	44%	46%	53%	41%	36%	38%	51%	43%	40%	27%
I'm elderly/disabled/not physically able	13%	8%	18%	2%	3%	31%	15%	11%	9%	9%	14%	12%	20%	10%	18%	10%	7%	21%	13%	14%
I haven't been asked/don't know how	12%	10%	14%	9%	16%	11%	9%	15%	14%	27%	11%	4%	8%	11%	7%	16%	8%	15%	11%	16%
DON'T KNOW	12%	11%	12%	13%	9%	14%	12%	11%	18%		10%	12%	5%	11%	11%	15%	11%	11%	13%	11%
Not interested	7%	7%	8%	5%	9%	9%	6%	12%		9%	8%	7%	5%	7%	14%	7%	5%	6%	7%	14%
I don't think neighborhood watch is needed	5%	5%	5%	8%	3%	5%	7%	2%		18%	1%	12%	3%	8%	7%	3%	8%		6%	5%
Other members of my household participate	2%	2%	3%	2%	4%	1%	3%	2%			3%	3%	3%	2%		3%	2%		4%	3%
Fear of retaliation	2%	2%	3%		4%	2%	3%	2%		9%	3%			3%		3%	2%	2%	3%	3%
They already have enough people	2%	1%	3%	2%	1%	2%	3%	2%			2%	3%		5%		1%	3%		1%	3%
Do not believe program works	1%	3%			3%	1%	2%	2%			2%	1%	3%	2%		1%	2%	2%	1%	
Language barrier	1%	1%	1%		3%			2%	5%		2%		3%		4%		2%			3%
They just blame the neighborhood kids	0%	1%		2%			1%				1%				4%					3%

**Q29a. Are you interested in receiving crime prevention information and/or tips from the CMPD through a form of social media such as Facebook or Twitter?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	30%	29%	31%	32%	35%	21%	25%	30%	45%	35%	33%	29%	25%	29%	38%	29%	25%	32%	26%	37%
No	68%	70%	65%	66%	63%	74%	73%	67%	51%	65%	65%	70%	71%	69%	58%	69%	73%	63%	72%	58%
Don't know	3%	2%	4%	2%	2%	4%	2%	3%	5%		2%	1%	4%	3%	3%	2%	2%	4%	2%	4%

## 2012 CMPD Citizen Survey

**Q29b. Are you interested in receiving crime prevention information and/or tips from the CMPD website?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
<b>RESPONDENTS</b>	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	48%	44%	51%	45%	58%	38%	44%	46%	57%	63%	47%	59%	51%	44%	52%	48%	42%	52%	47%	53%
No	51%	55%	47%	53%	42%	61%	56%	52%	38%	38%	51%	41%	48%	55%	47%	51%	56%	47%	52%	47%
Don't know	1%	0%	2%	2%	1%	0%		1%	5%		1%		1%	1%	1%	1%	2%	1%	1%	1%

**Q30. How much do you agree or disagree with this statement?**

**The visibility of police in my neighborhood has increased since last year.  
(Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
<b>RESPONDENTS</b>	601	291	310	177	238	186	292	194	79	36	331	174	94	180	79	248	167	125	182	127
1-4= Disagree	28%	27%	29%	21%	33%	28%	34%	26%	14%	25%	25%	33%	18%	31%	22%	32%	29%	24%	34%	23%
5,6= Neutral	25%	28%	23%	29%	23%	25%	30%	21%	16%	28%	21%	35%	22%	24%	22%	29%	25%	18%	32%	23%
7,8= Agree Somewhat	21%	21%	21%	19%	25%	18%	16%	26%	29%	22%	24%	14%	27%	19%	32%	17%	22%	22%	17%	26%
9,10= Agree Strongly	26%	24%	27%	31%	20%	28%	20%	28%	41%	25%	30%	17%	33%	27%	25%	22%	25%	36%	18%	28%
<b>AVERAGE RATING</b>	6.0	5.9	6.0	6.5	5.6	6.0	5.4	6.3	7.4	6.2	6.3	5.3	6.7	5.9	6.5	5.6	5.9	6.7	5.3	6.5

**Q31. Over the past year, have you seen police patrolling in your neighborhood?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
<b>RESPONDENTS</b>	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	77%	79%	75%	78%	75%	79%	75%	79%	85%	68%	79%	72%	81%	77%	73%	78%	73%	86%	75%	76%
No	21%	20%	23%	20%	23%	20%	24%	20%	11%	33%	19%	27%	17%	22%	25%	21%	25%	12%	24%	22%
Don't know	1%	1%	2%	2%	1%	1%	2%	0%	3%		2%	1%	2%	1%	2%	1%	1%	2%	1%	2%

## 2012 CMPD Citizen Survey

**Q32. Do you know where your current police division office is located?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	42%	45%	40%	37%	43%	47%	42%	45%	34%	50%	44%	41%	46%	41%	45%	41%	41%	49%	38%	44%
No/DK	58%	55%	60%	63%	57%	53%	58%	55%	66%	50%	56%	59%	54%	59%	55%	59%	59%	51%	62%	56%

**Q33. Within the past year, have you visited your current police division office?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	275	138	137	73	108	94	129	96	30	20	156	75	46	78	41	110	72	68	74	61
Yes	13%	15%	11%	8%	12%	18%	17%	8%	7%	20%	12%	9%	9%	14%	15%	14%	8%	12%	15%	18%
No/DK	87%	85%	89%	92%	88%	82%	83%	92%	93%	80%	88%	91%	91%	86%	85%	86%	92%	88%	85%	82%

**Q34. Do you know the names of any officers in your current police division?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	16%	14%	17%	13%	17%	17%	18%	13%	10%	28%	10%	26%	13%	14%	16%	18%	14%	16%	19%	12%
No/DK	84%	86%	83%	87%	83%	83%	82%	87%	90%	73%	90%	74%	87%	86%	84%	82%	86%	84%	81%	88%

**Q35. Are you aware that your police division publishes an electronic Response Area Newsletter that has crime related info related to the area of Charlotte in which you live?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	25%	28%	23%	20%	29%	25%	29%	20%	23%	30%	23%	31%	15%	27%	20%	29%	24%	23%	32%	18%
No/DK	75%	72%	77%	80%	71%	75%	71%	80%	77%	70%	77%	69%	85%	73%	80%	71%	76%	77%	68%	82%

## 2012 CMPD Citizen Survey

**Q36. Do you subscribe to your police division's electronic Response Area Newsletter?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	10%	10%	9%	7%	10%	11%	12%	6%	5%	18%	9%	11%	7%	10%	10%	10%	7%	7%	13%	10%
No/DK	90%	90%	91%	93%	90%	89%	88%	94%	95%	83%	91%	89%	93%	90%	90%	90%	93%	93%	87%	90%

**Q37. In the past year, have you or anyone else in your household been a victim of a violent crime that was reported to the CMPD?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	4%	3%	5%	3%	6%	3%	3%	4%	7%	5%	5%	4%	6%	4%	4%	3%	3%	5%	3%	6%
No	95%	95%	94%	96%	92%	97%	96%	95%	90%	93%	94%	95%	92%	95%	93%	96%	95%	95%	96%	92%
Don't know	1%	1%	1%	2%	2%	0%	1%	0%	3%	3%	1%	1%	2%	1%	2%	1%	2%		1%	2%

**Q38. In the past 12 months, have you or anyone else in your household been a victim of a non-violent crime?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	11%	13%	10%	10%	16%	6%	12%	13%	8%	8%	14%	10%	11%	14%	5%	12%	11%	12%	10%	13%
No	88%	86%	90%	89%	83%	93%	88%	87%	90%	93%	86%	90%	88%	85%	95%	88%	88%	88%	90%	86%
Don't know	1%	1%	0%	1%	1%	0%	1%		2%		0%	1%	1%	1%	0%	1%		1%	1%	1%

**Q39. After the initial report was made, did the police follow-up and contact you about the case in any way?  
(Base=Respondent who reported a violent crime)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	26	10	16	5	15	6	9	9	6	2	17	7	6	7	4	9	5	7	6	8
Yes	69%	60%	75%	40%	80%	67%	56%	67%	83%	100%	53%	100%	50%	100%	50%	67%	60%	57%	67%	88%
No	27%	30%	25%	60%	13%	33%	44%	22%	17%		41%		33%	50%	33%	40%	29%	33%	13%	
Don't know	4%	10%		7%				11%			6%		17%			14%				

## 2012 CMPD Citizen Survey

**Q40. How as the follow-up contact made?  
(Base=Respondent who reported a violent crime and had follow-up contact with police)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	18	6	12	2	12	4	5	6	5	2	9	7	3	7	2	6	3	4	4	7
In person	39%	67%	25%	50%	42%	25%	20%	33%	60%	50%	33%	43%	67%	14%		67%	33%	75%	50%	14%
By telephone	50%	33%	58%		50%	75%	80%	50%	20%	50%	56%	57%	33%	71%	50%	33%	67%	25%	50%	57%
By email or some other type of electronic means of communication	6%		8%	50%				17%			11%			14%						14%
Don't know	6%		8%	8%					20%						50%					14%

**Q41. Overall, how satisfied were you with the police follow-up?  
(Base=Respondent who reported a violent crime and had follow-up contact with police)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	17	6	11	2	11	4	5	6	4	2	9	7	3	7	1	6	3	4	4	6
1-4= Not satisfied	12%	17%	9%		18%		20%	17%				14%				33%		25%	25%	
5,6= Midpoints	18%		27%	50%	9%	25%		33%	25%		33%			29%	100%		33%			33%
7,8= Somewhat satisfied	12%	17%	9%		18%				50%		22%		67%				33%	25%		
9,10= Very satisfied	59%	67%	55%	50%	55%	75%	80%	50%	25%	100%	44%	86%	33%	71%		67%	33%	50%	75%	67%
AVERAGE RATING	7.8	8.0	7.7	7.5	7.5	8.8	8.2	6.8	7.8	10.0	7.9	8.7	8.3	8.6	6.0	7.0	7.7	7.0	7.8	8.5

**Q42. After the initial report was made, did the police follow-up and contact you about the case in any way?  
(Base=Respondent who reported a non-violent crime)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	73	39	34	20	40	13	36	27	7	3	49	18	11	26	5	31	19	17	19	18
Yes	45%	41%	50%	30%	43%	77%	47%	44%	29%	67%	43%	50%	36%	42%	60%	48%	42%	29%	58%	50%
No	42%	44%	41%	45%	48%	23%	47%	41%	29%	33%	45%	33%	36%	46%	40%	42%	42%	47%	37%	44%
Don't know	12%	15%	9%	25%	10%		6%	15%	43%		12%	17%	27%	12%	10%		16%	24%	5%	6%

## 2012 CMPD Citizen Survey

**Q43. How was the follow-up contact made?**  
(Base=Respondent who reported a non-violent crime and had follow-up contact with police)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	33	16	17	6	17	10	17	12	2	2	21	9	4	11	3	15	8	5	11	9
By telephone	55%	63%	47%	67%	53%	50%	65%	42%	50%	50%	52%	78%	25%	45%	67%	67%	25%	20%	82%	67%
In person	30%	25%	35%		29%	50%	24%	33%	50%	50%	24%	22%	50%	27%	33%	27%	63%	60%	9%	11%
By email or some other type of electronic means of communication	9%	13%	6%	17%	12%		6%	17%			14%			27%			13%			22%
By written correspondence	3%		6%		6%			8%			5%		25%					20%		
Don't know	3%		6%	17%			6%				5%					7%			9%	

**Q44. Overall, how satisfied were you with the police follow-up?**  
(Base=Respondent who reported a non-violent crime and had follow-up contact with police)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	33	16	17	6	17	10	17	12	2	2	21	9	4	11	3	15	8	5	11	9
1-4= Not satisfied	12%	25%			12%	20%	12%	8%	50%		10%			9%		20%	13%	40%	9%	
5,6= Midpoints	12%	6%	18%	33%	6%	10%	12%	17%			19%		27%	33%						44%
7,8= Somewhat satisfied	30%	38%	24%		47%	20%	35%	17%		100%	14%	78%		36%		40%	25%		55%	22%
9,10= Very satisfied	45%	31%	59%	67%	35%	50%	41%	58%	50%		57%	22%	100%	27%	67%	40%	63%	60%	36%	33%
AVERAGE RATING	7.5	6.6	8.3	8.2	7.3	7.4	7.5	7.8	5.5	7.5	7.8	7.9	9.8	6.9	8.3	7.1	8.1	6.2	7.7	7.3

**Q45. Have you ever called the Meck. County 911 Emergency Call Center for a crime, a suspected crime, an emergency not related to a crime or for any reason?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	44%	42%	45%	34%	52%	43%	50%	39%	28%	50%	43%	49%	45%	47%	40%	42%	43%	44%	42%	47%
No	56%	58%	54%	65%	48%	56%	49%	60%	70%	50%	56%	50%	53%	53%	59%	57%	56%	55%	57%	52%
Don't know	1%	0%	1%	1%	0%	1%	1%	0%	2%		1%	1%	2%		1%	1%	1%	1%	1%	1%

## 2012 CMPD Citizen Survey

**Q45b. What is your overall impression of 911?  
(Base=Respondents who have ever called Meck. County 911)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	279	128	151	67	129	83	152	84	23	20	151	90	45	89	35	110	74	60	80	65
1-4= Negative impression	7%	5%	8%	7%	7%	6%	7%	8%		10%	7%	4%	7%	9%	9%	5%	7%	7%	3%	12%
5,6= Midpoints	9%	11%	7%	10%	11%	5%	11%	10%		5%	7%	10%	7%	9%	6%	11%	12%	8%	9%	6%
7,8= Positive impression	27%	27%	27%	27%	30%	22%	29%	29%	13%	20%	25%	26%	22%	30%	26%	26%	28%	17%	30%	31%
9,10= Very positive impression	57%	57%	58%	55%	52%	67%	54%	54%	87%	65%	60%	60%	64%	52%	60%	58%	53%	68%	59%	51%
AVERAGE RATING	8.3	8.3	8.3	8.2	8.1	8.6	8.2	8.1	9.4	8.4	8.4	8.5	8.5	8.0	8.3	8.4	8.1	8.6	8.6	7.9

**Q46. Within the past 12 months, have you or a member of your household called the Meck. County 911 Emergency Call Center to report a crime or suspected crime?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	14%	14%	13%	11%	17%	12%	16%	12%	2%	25%	14%	17%	14%	17%	13%	11%	12%	14%	10%	20%
No	85%	85%	85%	87%	82%	87%	83%	87%	93%	75%	85%	83%	83%	82%	86%	88%	86%	85%	89%	78%
Don't know	1%	1%	2%	2%	1%	1%	1%	1%	5%		1%	1%	3%	1%	1%	1%	1%	1%	1%	2%

**Q47. Within the past 12 months, have you or a member of your household called the Meck. County 911 Emergency Call Center for an emergency not related to a crime?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	13%	13%	13%	10%	17%	12%	16%	13%	5%	10%	14%	13%	11%	16%	14%	12%	11%	14%	13%	14%
No	86%	86%	85%	89%	83%	87%	83%	86%	93%	90%	85%	86%	86%	84%	85%	87%	88%	85%	86%	85%
Don't know	1%	0%	1%	1%	0%	1%	1%	0%	2%		1%	1%	3%	1%	1%	1%	1%	1%	1%	1%



## 2012 CMPD Citizen Survey

**Q47b. Within the past 12 months, have you or a member of your household called the Meck. County 911 Emergency Call Center to report a crime or suspected crime, or for an emergency not related to a crime?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Called in past 12 months	22%	22%	22%	16%	27%	21%	26%	20%	6%	33%	23%	24%	21%	28%	21%	18%	20%	24%	17%	29%
Have not called in past 12 months	78%	78%	78%	84%	73%	79%	74%	80%	94%	68%	77%	76%	79%	72%	79%	82%	80%	76%	83%	71%

**Q48-Q52. In the past 12 months, how satisfied were you with various aspects of service provided by the 911 emergency operator who took your call? (Base=Respondents who called 911 in past year)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
Q48. The length of time it took to answer your call	8.3	8.4	8.3	8.1	8.3	8.5	8.5	7.8	8.6	8.5	8.1	8.7	8.5	8.4	8.4	8.1	8.3	8.3	8.1	8.6
Q49. Asking appropriate questions	8.6	8.5	8.7	8.4	8.6	8.8	8.6	8.4	9.4	9.1	8.7	8.6	9.1	8.8	8.9	8.1	8.4	8.6	8.2	9.2
Q50. Treating you courteously and respectfully	8.8	8.6	8.9	8.7	8.7	9.0	8.9	8.6	9.4	8.3	8.7	9.2	8.9	9.1	8.6	8.4	8.6	8.7	8.4	9.2
Q51. Informing you when officers will be dispatched	8.2	8.3	8.2	7.9	8.1	8.7	8.2	8.3	7.2	8.6	8.2	8.4	9.1	8.1	8.3	8.0	7.8	8.3	8.1	8.7
Q52. Overall satisfaction	8.7	8.6	8.7	8.8	8.4	8.9	8.6	8.7	8.8	9.0	8.7	8.6	9.1	8.8	8.7	8.4	8.6	8.7	8.4	8.9

## 2012 CMPD Citizen Survey

**Q48. How satisfied were you with the following aspect of the service provided by the 911 emergency operator who took your call?**

The length of time it took to answer your call  
(Base=Respondents who called 911 in past year, Don't know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	139	66	73	31	66	42	80	41	5	13	80	44	20	53	19	47	35	32	33	39
1-4= Not satisfied	9%	8%	10%	10%	8%	10%	8%	15%			10%	5%		9%	11%	11%	9%	3%	15%	8%
5,6= Midpoints	8%	8%	8%	10%	8%	7%	6%	7%	20%	15%	10%	5%	15%	6%	5%	9%	9%	16%	3%	5%
7,8= Somewhat satisfied	22%	26%	19%	26%	27%	12%	23%	22%		31%	24%	27%	25%	25%	11%	23%	26%	28%	15%	21%
9,10= Very satisfied	61%	59%	63%	55%	58%	71%	64%	56%	80%	54%	56%	64%	60%	60%	74%	57%	57%	53%	67%	67%
AVERAGE RATING	8.3	8.4	8.3	8.1	8.3	8.5	8.5	7.8	8.6	8.5	8.1	8.7	8.5	8.4	8.4	8.1	8.3	8.3	8.1	8.6

**Q49. How satisfied were you with the following aspect of the service provided by the 911 emergency operator who took your call?**

Asking appropriate questions  
(Base=Respondents who called 911 in past year, Don't know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	140	67	73	32	67	41	79	43	5	13	81	44	20	53	19	48	34	33	33	40
1-4= Not satisfied	6%	7%	4%	6%	3%	10%	5%	9%			5%	5%		4%		13%	6%	6%	12%	
5,6= Midpoints	7%	6%	8%	9%	10%		8%	7%		8%	7%	9%	5%	6%	11%	8%	9%	6%	9%	5%
7,8= Somewhat satisfied	21%	22%	19%	22%	22%	17%	22%	21%		23%	21%	23%	25%	21%	21%	19%	26%	24%	15%	18%
9,10= Very satisfied	66%	64%	68%	63%	64%	73%	66%	63%	100%	69%	67%	64%	70%	70%	68%	60%	59%	64%	64%	78%
AVERAGE RATING	8.6	8.5	8.7	8.4	8.6	8.8	8.6	8.4	9.4	9.1	8.7	8.6	9.1	8.8	8.9	8.1	8.4	8.6	8.2	9.2

## 2012 CMPD Citizen Survey

**Q50. How satisfied were you with the following aspect of the service provided by the 911 emergency operator who took your call?**

**Treating you courteously and respectfully  
(Base=Respondents who called 911 in past year, Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	141	67	74	32	67	42	80	43	5	13	82	44	20	54	19	48	35	33	33	40
1-4= Not satisfied	5%	6%	4%	3%	4%	7%	4%	7%		8%	5%		5%	2%	5%	8%	6%	6%	9%	
5,6= Midpoints	6%	7%	5%	9%	7%	2%	6%	7%		8%	6%	7%	10%	4%	11%	6%	9%	3%	9%	5%
7,8= Somewhat satisfied	19%	21%	18%	22%	22%	12%	19%	21%		23%	22%	18%	10%	22%	16%	21%	17%	27%	9%	23%
9,10= Very satisfied	70%	66%	73%	66%	66%	79%	71%	65%	100%	62%	67%	75%	75%	72%	68%	65%	69%	64%	73%	73%
AVERAGE RATING	8.8	8.6	8.9	8.7	8.7	9.0	8.9	8.6	9.4	8.3	8.7	9.2	8.9	9.1	8.6	8.4	8.6	8.7	8.4	9.2

**Q51. How satisfied were you with the following aspect of the service provided by the 911 emergency operator who took your call?**

**Informing you when officers will be dispatched  
(Base=Respondents who called 911 in past year, Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	137	64	73	30	66	41	78	42	5	12	79	43	20	53	18	46	34	31	32	40
1-4= Not satisfied	9%	8%	10%	10%	9%	7%	8%	12%	20%		9%	7%		11%	11%	9%	15%	3%	13%	5%
5,6= Midpoints	9%	6%	12%	13%	11%	5%	10%	5%	20%	17%	10%	9%	5%	8%	6%	15%	6%	16%	9%	8%
7,8= Somewhat satisfied	21%	28%	15%	20%	23%	20%	24%	19%		17%	23%	21%	25%	21%	28%	17%	24%	23%	16%	23%
9,10= Very satisfied	61%	58%	63%	57%	58%	68%	58%	64%	60%	67%	58%	63%	70%	60%	56%	59%	56%	58%	63%	65%
AVERAGE RATING	8.2	8.3	8.2	7.9	8.1	8.7	8.2	8.3	7.2	8.6	8.2	8.4	9.1	8.1	8.3	8.0	7.8	8.3	8.1	8.7

## 2012 CMPD Citizen Survey

**Q52. Overall, how satisfied were you with the service provided by the 911 emergency operator who took your call?**  
(Base=Respondents who called 911 in past year, Don't know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	141	67	74	32	67	42	80	43	5	13	82	44	20	54	19	48	35	33	33	40
1-4= Not satisfied	4%	4%	4%	3%	4%	5%	5%	5%			4%	5%		7%		4%	9%	3%	3%	3%
5,6= Midpoints	9%	10%	8%	6%	15%	2%	10%	9%	20%		9%	9%	10%		16%	17%	3%	12%	18%	5%
7,8= Somewhat satisfied	21%	21%	20%	22%	19%	21%	21%	19%		31%	21%	25%	15%	24%	21%	19%	20%	15%	18%	28%
9,10= Very satisfied	66%	64%	68%	69%	61%	71%	64%	67%	80%	69%	67%	61%	75%	69%	63%	60%	69%	70%	61%	65%
AVERAGE RATING	8.7	8.6	8.7	8.8	8.4	8.9	8.6	8.7	8.8	9.0	8.7	8.6	9.1	8.8	8.7	8.4	8.6	8.7	8.4	8.9

**Q53. If you needed to contact the CMPD for a non-emergency, how would you contact them?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Call 311	37%	35%	39%	29%	38%	45%	44%	37%	14%	35%	36%	41%	27%	40%	41%	38%	33%	34%	41%	42%
Call 911	28%	30%	25%	32%	27%	24%	18%	34%	40%	35%	32%	20%	33%	26%	30%	26%	32%	32%	22%	26%
By telephone, but don't know number	17%	17%	17%	19%	16%	17%	18%	16%	18%	13%	15%	20%	21%	18%	11%	17%	22%	14%	18%	12%
Don't know	9%	7%	10%	12%	8%	7%	6%	6%	23%	10%	9%	5%	8%	8%	12%	9%	7%	10%	8%	10%
Internet/Website	6%	7%	4%	7%	8%	1%	9%	3%	1%	3%	4%	11%	7%	3%	2%	8%	3%	7%	8%	4%
Would look in phonebook	1%	1%	0%	1%	0%	1%	1%	0%		3%	1%		1%	1%	1%	0%	1%	1%		1%
Home security system contact person	1%	0%	1%	1%	0%	1%	0%	1%		3%	1%	1%		1%		1%			1%	1%
Call 411	1%	1%	1%	1%	0%	0%	1%	0%	1%		1%			1%	1%	1%		1%	1%	1%
Call number for my local division	0%	1%	0%		0%	1%	1%					1%		1%	1%	0%	1%		1%	1%
In person	0%		1%		1%			0%	1%		0%	1%	1%	1%			1%			
Call sherriff's department	0%		1%		0%	0%	0%	0%			1%		1%	1%				1%		1%
Other	0%		0%		0%				1%		0%					0%			1%	
Call 511	0%		0%			0%		0%			0%			1%			1%			
Call 211	0%	0%			0%			0%			1%			1%						1%

## 2012 CMPD Citizen Survey

**Q54. Have you ever called Mecklenburg County 911, 311 or the Charlotte-Mecklenburg Police and been connected to the Non-Emergency Crime Reporting Unit?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	27%	27%	27%	23%	34%	23%	28%	29%	16%	40%	26%	34%	25%	34%	20%	26%	31%	23%	27%	28%
No	70%	71%	69%	75%	64%	73%	69%	69%	80%	60%	72%	66%	71%	64%	76%	72%	67%	74%	71%	69%
Don't know	3%	2%	4%	2%	2%	4%	3%	2%	3%		3%	1%	4%	2%	4%	2%	2%	3%	3%	3%

**Q54a. What is your overall impression of the non-emergency CMPD Crime Reporting Unit?**  
(Base=Respondents who have ever been connected to the CRU, Dont' know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	176	83	93	46	85	45	86	60	14	16	91	62	25	65	18	68	55	31	51	39
1-4= Negative impression	10%	10%	11%	11%	12%	7%	8%	15%		13%	11%	8%	12%	12%		10%	11%	10%	10%	10%
5,6= Midpoints	12%	13%	11%	13%	14%	7%	10%	15%	7%	13%	16%	10%	12%	9%	11%	15%	9%	16%	14%	10%
7,8= Positive impression	28%	25%	31%	37%	27%	22%	34%	22%	29%	25%	23%	35%	40%	26%	33%	25%	35%	16%	31%	26%
9,10= Very positive impression	49%	52%	47%	39%	47%	64%	48%	48%	64%	50%	49%	47%	36%	52%	56%	50%	45%	58%	45%	54%
AVERAGE RATING	7.9	7.9	7.8	7.5	7.7	8.6	8.0	7.5	8.7	7.8	7.7	8.0	7.4	7.9	8.4	7.8	7.8	8.1	7.7	8.0

**Q55. Within the past year, have you called Mecklenburg County 911, 311 or the Charlotte-Mecklenburg Police and been connected to the Non-Emergency Crime Reporting Unit?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	13%	13%	13%	10%	17%	10%	14%	14%	5%	18%	13%	14%	8%	19%	8%	12%	14%	12%	10%	16%
No	84%	84%	83%	88%	79%	85%	82%	83%	92%	83%	84%	85%	88%	79%	88%	84%	84%	84%	86%	81%
Don't know	3%	3%	4%	2%	3%	5%	4%	3%	3%		3%	1%	4%	3%	4%	3%	2%	4%	4%	4%

## 2012 CMPD Citizen Survey

**Q56-Q60. How satisfied were you with various aspects of service provided by the CMPD non-emergency Crime Reporting Unit?**  
(Base=Respondents who have been connected to the CRU in past year, Don't know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
Q56. The length of time it took to answer your call	7.8	7.9	7.7	6.9	7.9	8.4	8.1	7.3	8.5	7.6	7.5	8.4	6.9	7.7	9.6	7.8	7.4	7.6	7.8	8.4
Q57. Asking appropriate questions	8.2	8.2	8.2	7.5	8.1	8.9	8.6	7.5	8.8	8.3	7.8	9.1	7.5	8.0	9.4	8.3	8.0	7.8	8.5	8.5
Q58. Treating you courteously and respectfully	8.5	8.6	8.4	7.9	8.4	9.3	8.9	8.0	7.5	8.7	8.0	9.4	6.9	8.6	9.7	8.5	7.6	8.1	8.9	9.5
Q59. Setting correct expectations for what would happen next	8.1	7.7	8.4	7.9	7.8	8.7	8.2	7.4	9.3	9.6	7.8	8.6	8.6	7.8	9.4	7.9	7.4	7.8	8.2	9.0
Q60. Overall satisfaction	8.2	8.3	8.2	7.6	8.2	9.0	8.3	7.9	7.8	9.4	7.9	8.7	7.5	8.4	8.7	8.1	7.6	8.3	8.0	9.1

**Q56. How satisfied were you with the following aspect of the service provided by the CMPD Non-Emergency Crime Reporting Unit?**

**The length of time it took to answer your call**  
(Base=Respondents who have been connected to the CRU in past year, Don't know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	83	40	43	19	43	21	42	30	4	7	45	26	8	36	7	32	25	16	20	22
1-4= Not satisfied	13%	13%	14%	21%	14%	5%	10%	17%		29%	11%	12%	25%	14%		13%	16%	19%	10%	9%
5,6= Midpoints	7%	5%	9%	5%	7%	10%	7%	10%			11%	4%	13%	11%		3%	8%	6%	5%	9%
7,8= Somewhat satisfied	33%	35%	30%	42%	28%	33%	29%	37%	75%	14%	40%	27%	25%	28%	14%	44%	44%	25%	50%	9%
9,10= Very satisfied	47%	48%	47%	32%	51%	52%	55%	37%	25%	57%	38%	58%	38%	47%	86%	41%	32%	50%	35%	73%
AVERAGE RATING	7.8	7.9	7.7	6.9	7.9	8.4	8.1	7.3	8.5	7.6	7.5	8.4	6.9	7.7	9.6	7.8	7.4	7.6	7.8	8.4

## 2012 CMPD Citizen Survey

**Q57. How satisfied were you with the following aspect of the service provided by the CMPD Non-Emergency Crime Reporting Unit?**

**Asking appropriate questions  
(Base=Respondents who have been connected to the CRU in past year, Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	84	41	43	19	44	21	43	30	4	7	46	26	8	36	7	33	25	17	20	22
1-4= Not satisfied	6%	5%	7%	5%	9%		2%	10%		14%	4%		13%	6%		6%		12%	5%	9%
5,6= Midpoints	13%	15%	12%	21%	9%	14%	14%	17%			17%	12%		22%		9%	24%	6%	10%	9%
7,8= Somewhat satisfied	26%	22%	30%	37%	25%	19%	19%	33%	50%	29%	35%	15%	38%	19%	29%	30%	28%	35%	25%	18%
9,10= Very satisfied	55%	59%	51%	37%	57%	67%	65%	40%	50%	57%	43%	73%	50%	53%	71%	55%	48%	47%	60%	64%
AVERAGE RATING	8.2	8.2	8.2	7.5	8.1	8.9	8.6	7.5	8.8	8.3	7.8	9.1	7.5	8.0	9.4	8.3	8.0	7.8	8.5	8.5

**Q58. How satisfied were you with the following aspect of the service provided by the CMPD Non-Emergency Crime Reporting Unit?**

**Treating you courteously and respectfully  
(Base=Respondents who have been connected to the CRU in past year, Don't know responses dropped from base)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	84	41	43	19	44	21	43	30	4	7	46	26	8	36	7	33	25	17	20	22
1-4= Not satisfied	8%	7%	9%	11%	11%		5%	10%	25%	14%	9%	4%	25%	6%		9%	16%	12%	5%	
5,6= Midpoints	5%	5%	5%	11%	2%	5%	2%	10%			9%		13%	8%			12%	6%		
7,8= Somewhat satisfied	24%	17%	30%	26%	25%	19%	19%	33%	25%	14%	33%	12%	25%	17%	14%	33%	20%	35%	30%	14%
9,10= Very satisfied	63%	71%	56%	53%	61%	76%	74%	47%	50%	71%	50%	85%	38%	69%	86%	58%	52%	47%	65%	86%
AVERAGE RATING	8.5	8.6	8.4	7.9	8.4	9.3	8.9	8.0	7.5	8.7	8.0	9.4	6.9	8.6	9.7	8.5	7.6	8.1	8.9	9.5

## 2012 CMPD Citizen Survey

**Q59. How satisfied were you with the following aspect of the service provided by the CMPD Non-Emergency Crime Reporting Unit?**

Setting correct expectations for what would happen next  
(Base=Respondents who have been connected to the CRU in past year, Don't know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	83	40	43	18	44	21	43	30	3	7	45	26	8	35	7	33	24	17	20	22
1-4= Not satisfied	8%	13%	5%	6%	14%		7%	13%			7%	8%		9%		12%	13%	12%	10%	
5,6= Midpoints	12%	15%	9%	11%	9%	19%	14%	13%			20%	4%	13%	17%		9%	17%	12%	10%	9%
7,8= Somewhat satisfied	25%	20%	30%	33%	25%	19%	16%	40%	33%	14%	29%	23%	25%	26%	14%	27%	33%	29%	25%	14%
9,10= Very satisfied	54%	53%	56%	50%	52%	62%	63%	33%	67%	86%	44%	65%	63%	49%	86%	52%	38%	47%	55%	77%
AVERAGE RATING	8.1	7.7	8.4	7.9	7.8	8.7	8.2	7.4	9.3	9.6	7.8	8.6	8.6	7.8	9.4	7.9	7.4	7.8	8.2	9.0

**Q60. Overall, how satisfied were you with the service provided by the CMPD Non-Emergency Crime Reporting Unit?**  
(Base=Respondents who have been connected to the CRU in past year, Don't know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	83	40	43	19	43	21	43	29	4	7	46	26	8	36	7	32	25	16	20	22
1-4= Not satisfied	8%	8%	9%	11%	9%	5%	7%	14%			9%	8%		8%		13%	12%	13%	10%	
5,6= Midpoints	10%	10%	9%	11%	12%	5%	12%	7%	25%		11%	8%	25%	8%	14%	6%	12%	6%	10%	9%
7,8= Somewhat satisfied	25%	28%	23%	42%	23%	14%	21%	31%	50%	14%	35%	12%	38%	22%	29%	25%	32%	19%	30%	18%
9,10= Very satisfied	57%	55%	58%	37%	56%	76%	60%	48%	25%	86%	46%	73%	38%	61%	57%	56%	44%	63%	50%	73%
AVERAGE RATING	8.2	8.3	8.2	7.6	8.2	9.0	8.3	7.9	7.8	9.4	7.9	8.7	7.5	8.4	8.7	8.1	7.6	8.3	8.0	9.1

**Q61. Do you have access to the Internet at home, work or anywhere?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	83%	85%	82%	87%	88%	73%	90%	82%	59%	90%	78%	97%	81%	80%	82%	87%	85%	78%	90%	76%
No/DK	17%	15%	18%	13%	12%	27%	10%	18%	41%	10%	22%	3%	19%	20%	18%	13%	15%	22%	10%	24%



## 2012 CMPD Citizen Survey

**Q62. Have you visited or used the CMPD Web site for any reason?  
(Base=Respondents with internet access)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
<b>RESPONDENTS</b>	540	261	279	172	222	146	278	175	51	36	276	180	80	153	75	232	150	109	176	105
Yes	38%	36%	40%	40%	46%	24%	39%	41%	16%	50%	37%	46%	36%	39%	35%	39%	37%	42%	37%	37%
No	62%	64%	60%	60%	54%	76%	61%	59%	84%	50%	63%	54%	64%	61%	65%	61%	63%	58%	63%	63%

**Q63. How do you rate the CMPD Web site?  
(Base=Respondents who have visited CMPD Web site)**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
<b>RESPONDENTS</b>	197	92	105	67	97	33	104	69	7	17	96	79	28	57	24	88	55	44	63	35
1-4= Poor	7%	7%	7%	7%	8%		7%	6%		12%	5%	9%	18%	9%	4%	2%	11%	5%	3%	9%
5,6= Midpoints	20%	29%	12%	21%	19%	24%	21%	20%		24%	20%	20%	18%	25%	17%	19%	24%	16%	19%	23%
7,8= Good	43%	37%	48%	39%	48%	33%	43%	43%	43%	35%	39%	47%	39%	35%	42%	49%	36%	45%	51%	34%
9,10= Very good	30%	27%	33%	33%	25%	42%	29%	30%	57%	29%	36%	24%	25%	32%	38%	30%	29%	34%	27%	34%
<b>AVERAGE RATING</b>	7.5	7.2	7.7	7.6	7.2	7.9	7.4	7.4	9.1	7.2	7.7	7.2	6.8	7.4	7.7	7.7	7.3	7.8	7.5	7.3

## 2012 CMPD Citizen Survey

**Q64. Think about all aspects of the CMPD. Do you have any recommendations or suggestions for ways to improve the Department?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
DK/No recommendations	50%	48%	51%	50%	48%	51%	50%	47%	56%	48%	46%	48%	47%	49%	49%	51%	51%	55%	48%	45%
More police visibility	19%	19%	18%	12%	22%	20%	19%	23%	8%	15%	18%	21%	10%	22%	21%	19%	19%	14%	18%	24%
Officers need to interact and work with community more	9%	9%	9%	11%	10%	6%	7%	11%	9%	10%	10%	10%	12%	11%	5%	7%	9%	11%	6%	11%
Officers have bad attitude, treat everyone with respect	6%	8%	5%	10%	6%	4%	5%	8%	2%	10%	8%	5%	7%	7%	7%	5%	7%	4%	5%	9%
They do a great job, getting the job done	6%	6%	7%	5%	5%	9%	6%	6%	10%	5%	6%	9%	10%	4%	9%	6%	3%	9%	7%	7%
Improve response time	3%	4%	3%	4%	3%	3%	4%	3%	1%	3%	4%	3%	2%	4%	2%	4%	5%	4%	3%	1%
Stop CMPD racial profiling	3%	3%	2%	4%	4%	0%	1%	4%	5%		4%	1%	5%	2%	2%	2%	3%	3%	3%	1%
More concentration on serious crimes needed	2%	3%	2%	4%	2%	1%	3%	1%	1%	3%	2%	2%	3%	2%		3%	2%	2%	3%	1%
Officers need better training in crime solving	2%	3%	1%	4%	2%	1%	3%	1%		5%	2%	2%	3%	2%		2%	2%	1%	4%	1%
Provide activities for teens/ get teens off the street	2%	1%	3%	1%	2%	2%	2%	1%	1%	5%	2%	2%	2%	2%	4%	1%	2%		3%	2%
Pay officers more money	2%	1%	2%	1%	1%	3%	3%	1%		3%	2%	2%	1%	3%	2%	1%	2%	1%	2%	1%
Officers should be trained on the proper use of force	2%	2%	1%	3%	1%	0%	2%	1%		3%	2%	2%	2%	1%		2%	1%	1%	3%	1%
911 operators should improve attitude and act concerned	2%	1%	2%	2%	1%	1%	1%	2%	1%	5%	2%	2%	4%	1%	3%	0%	2%	2%		3%
Need more bi-lingual officers	1%	2%	1%	3%	2%			1%	8%		3%		1%	2%	1%	1%	2%	1%	1%	1%
Police need to ticket traffic violations	1%	1%	1%	1%	1%	2%	2%	0%	1%		1%	1%		1%	3%	1%	1%	1%	2%	2%
Get lights fixed in our neighborhood	1%	1%	1%	2%	1%	1%	1%	2%	1%		1%	1%	2%		2%	1%	1%	2%	1%	1%
Officers sometimes not truthful, can't trust officers	1%	1%	1%	2%	2%		1%	2%			2%	1%	1%	2%		1%	1%	1%	1%	2%

## 2012 CMPD Citizen Survey

**Q64. Think about all aspects of the CMPD. Do you have any recommendations or suggestions for ways to improve the Department?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
Work on making uptown safe	1%	2%	1%	1%	2%	0%	1%	2%			1%	2%	2%	1%	1%	1%	1%	1%	2%	1%
Police need to follow up on cases, keep us informed about cases	1%	1%	1%	2%	1%	0%	1%	0%	1%	5%	1%		2%	1%		1%	2%		1%	1%
Need more diversity with regard to race and gender	1%	1%	1%	1%	2%		0%	1%	1%		1%	1%		2%		0%	2%		1%	1%
Police know the gang members and do not arrest them	1%	1%	1%	1%	1%		0%	0%	3%		1%	1%	2%	1%		0%	2%		1%	
Spread officers around throughout the city	1%	1%	1%		2%		0%	0%	2%		1%	1%	1%	1%		1%		1%	1%	1%
Need to address vagrants and homeless people	1%	1%		1%	1%		0%	1%	1%		1%			1%		1%	1%	1%	1%	
Keep criminals in jail, too many repeat offenders	1%	1%	0%	1%	1%	0%	1%	0%			0%	2%		1%		1%	1%		1%	1%
Need enforced curfews for youth	1%	0%	1%	1%	0%	0%	1%		5%		1%	1%		2%		0%	1%	1%		1%
Officers should be younger and fit	0%	1%	0%	1%	0%		1%				0%	1%				1%			2%	
Reduce crime	0%	1%	0%	1%	1%		0%	1%			1%	1%	1%	1%		0%	1%		1%	1%
Need an anonymous tip line	0%	0%	1%		1%	0%	0%	1%			1%			1%	1%		1%		1%	1%
Get a new chief of police	0%	1%			0%	1%	1%					1%			1%	1%			1%	1%
Community police district offices should be manned at all times	0%	1%		1%	0%		0%	0%			1%		1%			0%		1%	1%	
More neighbor watches	0%		1%	1%				0%	1%		0%			1%	1%					1%
Get rid of the prostitutes	0%		0%	1%			0%				0%			1%			1%			
More street cameras needed	0%		0%		0%				1%		0%		1%				1%			
Be more concerned about safety of children	0%		0%	1%					1%		0%			1%			1%			
Should be no hold time to get 911 operators on phone	0%		0%			0%		0%			0%							1%		
Have a place on website to check status of a reported crime	0%		0%		0%			0%			0%			1%						1%
CMPD Website is difficult to navigate	0%		0%	1%			0%					1%				0%			1%	1%

## 2012 CMPD Citizen Survey

**Q64. Think about all aspects of the CMPD. Do you have any recommendations or suggestions for ways to improve the Department?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
Better response from Amental Care and Control	0%		0%	1%			0%				0%					0%			1%	
Issue more concealed weapons permits	0%	0%			0%		0%						1%				1%			
Need to address coyote problem	0%	0%				0%	0%								0%				1%	

**Q65. What was the last grade of school you completed?**

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
< High school grad.	7%	6%	8%	10%	5%	6%	2%	6%	29%	5%	10%	1%	11%	6%	9%	6%	6%	12%	3%	10%
High school grad.	22%	22%	22%	22%	22%	23%	19%	25%	30%	18%	27%	10%	18%	29%	22%	19%	25%	28%	11%	28%
Some college/vocational	25%	25%	25%	32%	21%	24%	22%	33%	15%	33%	31%	18%	32%	24%	24%	24%	27%	31%	21%	24%
College grad. 4-year college	28%	27%	30%	24%	32%	27%	33%	26%	17%	30%	22%	42%	25%	25%	27%	32%	27%	19%	38%	24%
Graduate school	16%	19%	13%	10%	19%	18%	24%	10%	3%	15%	9%	30%	11%	14%	18%	19%	14%	9%	26%	12%
Refused	1%	1%	2%	2%	1%	1%	1%		6%		1%		2%	2%	1%	2%	1%	1%	1%	1%

## 2012 CMPD Citizen Survey

### Q66. What is your current employment status?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Employed full time	50%	60%	41%	53%	68%	24%	45%	53%	56%	55%	46%	65%	62%	46%	54%	47%	55%	48%	50%	45%
Retired	18%	17%	19%	1%	3%	54%	25%	15%	5%	18%	19%	15%	16%	19%	19%	18%	15%	16%	22%	19%
Employed part time	12%	10%	14%	18%	13%	5%	13%	13%	14%	3%	13%	10%	10%	11%	13%	13%	12%	14%	12%	12%
Not employed	6%	5%	6%	9%	5%	2%	5%	5%	11%	5%	8%	2%	5%	6%	5%	6%	7%	6%	4%	6%
Homemaker	5%		10%	8%	4%	5%	5%	4%	10%	5%	5%	4%	3%	6%		7%	4%	8%	5%	5%
Disabled	4%	2%	6%		3%	9%	3%	8%			6%	1%	2%	7%	4%	2%	3%	4%	1%	9%
Student	4%	5%	3%	11%	2%		5%	2%	1%	15%	3%	4%	2%	3%	4%	5%	3%	4%	5%	4%
Refused	1%	1%	1%	1%	1%	1%	1%	1%	2%		0%			2%		1%	1%	1%	1%	1%

### Q67. What is your marital status?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Married	48%	54%	43%	37%	58%	49%	56%	34%	55%	50%	38%	68%	51%	47%	40%	51%	52%	39%	57%	41%
Single	32%	33%	30%	58%	24%	15%	25%	43%	26%	35%	38%	19%	32%	30%	38%	30%	29%	37%	27%	36%
Separated/ Divorced	12%	9%	15%	5%	15%	16%	10%	15%	14%	10%	15%	9%	12%	15%	14%	10%	13%	14%	9%	15%
Widowed	7%	3%	10%		2%	19%	9%	6%	1%	5%	8%	4%	5%	7%	7%	7%	6%	8%	7%	6%
Refused	1%	0%	1%	1%	2%	0%	0%	1%	3%		1%			1%	1%	1%		2%	1%	1%

### Q68. Do you have any children under 18 currently living at your home?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Yes	37%	34%	40%	47%	51%	10%	30%	36%	64%	45%	36%	42%	29%	36%	33%	42%	38%	40%	36%	35%
No	62%	65%	59%	53%	48%	90%	70%	64%	34%	55%	63%	58%	71%	63%	67%	57%	62%	58%	64%	65%
Refused	1%	0%	1%	1%	1%		1%	0%	1%		0%			1%		1%	1%	1%	1%	1%

## 2012 CMPD Citizen Survey

### Q69. What type of dwelling do you live in?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	308	342	197	252	201	310	213	87	40	355	185	99	192	91	268	177	139	195	139
Single family home	66%	69%	64%	54%	73%	69%	76%	59%	47%	68%	56%	84%	56%	72%	58%	68%	69%	64%	69%	60%
Apartment	18%	18%	19%	31%	10%	15%	8%	23%	43%	20%	24%	6%	27%	16%	24%	15%	20%	19%	13%	22%
Town home/ condo	12%	10%	14%	14%	13%	10%	12%	16%	2%	13%	15%	9%	14%	9%	15%	13%	8%	10%	15%	14%
Mobile home	1%	2%	1%	1%	2%	1%	1%		6%		2%		1%	3%	1%	1%	2%	1%		3%
Retirement home	1%	1%	1%			3%	1%	1%			2%		1%	1%	1%	1%	1%	1%	2%	1%
Refused	1%		1%	1%	2%		1%	0%	2%		0%					2%		2%	1%	
Other	0%	0%	0%	0%	0%	0%	0%	0%			0%		1%		0%		1%			

### Q70. What was your total household income before taxes last year? (Respondents who refused have been dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Charlotte-Mecklenburg Area Quadrants			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	540	259	281	168	216	156	258	175	72	35	355	185	83	168	73	216	151	117	156	116
Less than \$20K	17%	12%	22%	21%	11%	22%	10%	23%	36%	3%	26%		25%	16%	19%	14%	18%	25%	8%	21%
\$20K to < \$40K	28%	28%	27%	38%	23%	22%	20%	31%	46%	29%	42%		30%	30%	27%	25%	27%	34%	20%	32%
\$40K to < \$60K	21%	22%	20%	16%	25%	21%	22%	25%	10%	20%	32%		17%	29%	21%	17%	28%	21%	14%	22%
\$60K to < \$80K	11%	13%	9%	10%	10%	13%	16%	7%	1%	14%		32%	8%	10%	11%	13%	9%	4%	19%	9%
\$80K to < \$100K	6%	5%	6%	4%	7%	6%	6%	6%	3%	6%		16%	6%	2%	5%	8%	3%	7%	7%	5%
\$100K or more	18%	21%	15%	11%	24%	16%	26%	9%	4%	29%		52%	13%	13%	16%	24%	15%	9%	33%	11%