



# 2013 CMPD Citizen Survey

## Technical Report and Data Tabulations

**MarketWise**

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# Technical Report

# Sampling Methodology

- A total of 653 interviews were completed by telephone between May 29 and June 27, 2013, with adults living within the CMPD service area. The margin of error for the total sample of 653 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%): 28205, 28213, 28269, 28262
  - Southeast (45%): 28215, 28210, 28227, 28277, 28226, 28212, 28270, 28203, 28207, 28105, 28204, 28211
  - Northwest (23%): 28269, 28216, 28214, 28208, 28206, 28078, 28031, 28036
  - Southwest (16%): 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 17 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



A. Do you live in Charlotte or Mecklenburg County?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Live inside city limits of Charlotte	95%	95%	95%	96%	95%	94%	94%	95%	97%	98%	96%	93%	97%	95%	96%	94%	94%	93%	98%	95%
Reside in Meck. County, but not in city or town	5%	5%	5%	4%	5%	6%	6%	5%	3%	2%	4%	7%	3%	5%	4%	6%	6%	7%	2%	5%

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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
28205	9%	11%	8%	12%	8%	8%	7%	12%	14%	4%	14%	3%	51%					39%		
28269	7%	6%	8%	3%	10%	8%	7%	7%	5%	13%	5%	12%		27%			28%			
28215	6%	5%	7%	5%	7%	7%	5%	9%	7%	4%	8%	4%			15%			26%		
28216	6%	6%	6%	5%	6%	8%	3%	13%	3%	4%	6%	3%		23%			24%			
28277	6%	5%	7%	2%	9%	8%	8%	3%	5%	9%	4%	9%				14%			19%	
28226	6%	7%	5%	5%	5%	8%	10%	1%	2%	9%	4%	8%				14%			18%	
28208	6%	5%	6%	8%	5%	4%	3%	10%	5%	11%	9%	1%		22%						31%
28213	5%	5%	5%	7%	4%	3%	3%	6%	9%	6%	6%	3%	27%				19%			
28210	5%	5%	5%	6%	3%	5%	6%	1%	9%	2%	6%	4%				11%			15%	
28227	4%	5%	3%	5%	4%	4%	4%	4%	6%	4%	5%	5%				11%		19%		
28212	4%	4%	3%	5%	4%	2%	2%	2%	11%	9%	4%	4%				9%		16%		
28262	4%	5%	3%	5%	4%	1%	5%	3%	1%	2%	2%	7%	20%				14%			
28209	4%	3%	4%	4%	3%	4%	5%	1%	2%	2%	3%	5%		26%					11%	
28270	3%	4%	3%	3%	5%	2%	6%	1%	1%		2%	7%				8%			11%	
28273	3%	4%	3%	4%	2%	4%	4%	3%	5%		4%	4%			24%					18%
28214	3%	3%	3%	3%	4%	3%	3%	5%		2%	2%	5%		12%						17%
28217	3%	3%	3%	4%	3%	3%	1%	4%	7%	2%	4%	2%			22%					17%
28206	3%	3%	3%	3%	3%	3%	1%	7%	1%	2%	3%	1%		11%			11%			
28211	3%	2%	3%	4%	1%	4%	4%	1%	1%	6%	2%	3%				7%			9%	
28278	2%	2%	2%	2%	1%	3%	2%	1%	3%	4%	3%	2%			16%					12%
28105	2%	1%	2%	1%	2%	2%	3%	1%	1%		0%	2%							6%	
28207	2%	2%	1%	1%	2%	2%	3%	0%		2%	2%	2%	1%			4%			5%	
28202	1%	1%	1%	1%	1%	2%	2%				2%	1%			8%					6%
28203	1%	1%	1%	1%		2%	2%	1%			1%	1%					3%		3%	
28204	1%	0%	1%	1%	1%		1%		2%		1%	1%				1%			2%	
28134	1%	1%	1%	1%	0%	1%	1%	0%		2%	0%	1%			4%				2%	
28031	0%	0%	1%	0%	1%		1%				0%	1%		2%			2%			
28078	0%	0%	1%	0%	0%	1%	1%				0%	1%		2%			2%			
28036	0%		0%		0%		0%				1%	1%		1%			1%			

D. CMPD Service Area

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Northeast	18%	21%	15%	24%	16%	13%	15%	22%	24%	13%	23%	13%	100%				33%	39%	1%	
Northwest	26%	24%	28%	22%	30%	26%	18%	43%	14%	32%	26%	23%		100%			67%			48%
Southwest	14%	13%	14%	15%	11%	17%	15%	11%	17%	11%	15%	14%			100%				13%	52%
Southeast	42%	42%	42%	39%	44%	44%	52%	25%	45%	45%	36%	50%				100%		61%	86%	

E. Area of residence (based on zip code)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
N	26%	26%	26%	25%	28%	23%	20%	36%	19%	28%	23%	28%	47%	66%			100%			
E	24%	25%	22%	27%	24%	20%	18%	27%	38%	21%	30%	16%	51%			35%		100%		
S	32%	31%	33%	28%	31%	38%	47%	12%	24%	32%	23%	43%	2%		30%	65%			100%	
W	19%	17%	20%	21%	17%	19%	15%	24%	19%	19%	23%	14%		34%	70%					100%

Q1. What is your race or ethnicity?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Hispanic/Latino	13%	15%	12%	26%	11%	1%			100%		21%	3%	18%	7%	17%	15%	10%	21%	10%	14%
White	48%	52%	45%	41%	49%	56%	100%				38%	69%	39%	33%	53%	59%	38%	36%	71%	38%
Black or African American	31%	25%	37%	25%	31%	38%		100%			33%	23%	38%	51%	24%	19%	44%	36%	12%	40%
American Indian/Alaskan Native	1%	0%	1%	1%	1%					11%	1%	1%	1%	2%		0%	1%	1%	0%	2%
Asian, Pacific Islander	2%	3%	2%	2%	2%	2%				32%	2%	3%	1%	1%	3%	3%	2%	1%	3%	2%
Multi-racial	4%	5%	3%	4%	5%	2%				57%	5%	3%	3%	6%	2%	4%	5%	5%	3%	3%

Q2. Which of the following best describes your age?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
18 to 24	10%	13%	8%	29%			9%	8%	20%	9%	13%	4%	11%	8%	11%	10%	11%	5%	12%	11%
25 to 34	24%	29%	20%	71%			20%	20%	47%	28%	31%	16%	35%	21%	26%	21%	22%	34%	18%	27%
35 to 44	19%	20%	18%		50%		15%	21%	22%	30%	16%	25%	16%	22%	17%	19%	24%	19%	16%	17%
45 to 54	19%	18%	19%		50%		23%	17%	9%	17%	14%	30%	17%	21%	12%	20%	18%	18%	21%	17%
55 to 64	15%	10%	18%			52%	14%	22%	2%	13%	13%	14%	10%	16%	20%	13%	14%	12%	15%	17%
65 +	13%	10%	17%			48%	19%	13%		4%	13%	11%	10%	12%	14%	16%	11%	12%	18%	11%

Q3. Gender

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Male	47%	100%		58%	48%	34%	51%	38%	55%	53%	47%	58%	55%	43%	46%	48%	48%	51%	46%	45%
Female	53%		100%	42%	52%	66%	49%	62%	45%	47%	53%	42%	45%	57%	54%	52%	52%	49%	54%	55%

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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		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	222	246	182	313	204	86	47	310	191	117	170	90	273	167	154	208	121
< 3 yrs	5%	5%	5%	6%	5%	4%	4%	6%	3%	11%	6%	5%	4%	5%	7%	5%	3%	6%	4%	8%
3-5 yrs	8%	10%	6%	14%	8%	2%	8%	5%	14%	15%	10%	7%	12%	5%	9%	9%	10%	6%	9%	7%
6-10 yrs	20%	22%	19%	30%	21%	8%	19%	17%	33%	28%	19%	21%	18%	18%	28%	21%	21%	19%	21%	21%
11-20 yrs	25%	27%	24%	25%	30%	19%	25%	21%	40%	21%	24%	28%	32%	22%	21%	26%	25%	30%	25%	19%
20+ yrs	41%	36%	46%	24%	37%	68%	45%	51%	10%	26%	41%	39%	34%	50%	36%	40%	41%	38%	41%	45%

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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	651	310	341	223	246	182	314	203	87	47	310	191	117	171	90	273	168	154	208	121
Less than a year	13%	15%	11%	21%	9%	7%	11%	13%	14%	21%	16%	10%	9%	9%	19%	14%	8%	11%	15%	17%
1 to 3 years	20%	19%	21%	30%	20%	8%	13%	22%	38%	26%	26%	11%	21%	21%	14%	21%	17%	25%	17%	22%
3 to 5 years	13%	15%	11%	16%	14%	8%	12%	13%	22%	4%	15%	10%	23%	12%	6%	12%	16%	16%	11%	10%
5 to 10 years	25%	27%	24%	21%	35%	18%	26%	26%	21%	23%	21%	34%	22%	25%	32%	25%	26%	27%	24%	26%
10 or more years	29%	24%	33%	12%	22%	59%	37%	27%	6%	26%	22%	35%	25%	33%	29%	27%	33%	21%	33%	26%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	637	301	336	219	242	176	310	198	87	42	302	190	116	168	87	266	166	150	204	117
1-4= Negative	8%	8%	8%	8%	10%	4%	6%	10%	3%	17%	8%	8%	9%	8%	5%	8%	10%	9%	6%	6%
5,6= Midpoints	17%	18%	16%	26%	12%	13%	15%	23%	14%	12%	21%	11%	22%	21%	10%	14%	22%	17%	13%	16%
7,8= Somewhat positive	45%	48%	42%	44%	48%	41%	49%	38%	45%	43%	41%	53%	42%	37%	49%	49%	38%	45%	51%	44%
9,10= Very positive	31%	27%	35%	22%	31%	42%	30%	29%	38%	29%	30%	28%	27%	34%	36%	29%	30%	30%	30%	34%
AVERAGE RATING	7.5	7.4	7.6	7.1	7.5	8.0	7.7	7.2	7.9	7.1	7.4	7.7	7.2	7.5	7.9	7.5	7.2	7.4	7.7	7.6

Q7-Q12b. 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				Area of Residence in Charlotte-Mecklenburg			
		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	7.7	7.7	7.8	7.5	7.6	8.3	8.0	7.0	8.8	7.3	7.7	7.9	7.5	7.4	8.0	8.0	7.4	7.6	8.2	7.6
Q8. The Charlotte-Mecklenburg Police are professional	7.9	7.9	7.9	7.7	7.8	8.3	8.1	7.3	8.9	7.5	7.8	8.2	7.8	7.6	8.0	8.1	7.7	8.0	8.1	7.7
Q9. The Charlotte-Mecklenburg Police perform their job with integrity and honesty	7.7	7.7	7.7	7.5	7.6	8.0	7.9	6.9	9.0	7.1	7.6	7.9	7.4	7.3	7.7	8.0	7.3	7.6	8.1	7.5
Q10. The Charlotte-Mecklenburg Police use good judgement in the use of force	7.3	7.4	7.3	7.2	7.1	7.7	7.8	6.6	7.7	6.7	7.2	7.6	7.0	7.1	7.4	7.5	7.0	7.1	7.8	7.3
Q11. Charlotte-Mecklenburg has an adequate number of police	7.1	7.4	6.8	7.6	7.0	6.5	6.8	6.9	8.5	7.2	7.3	6.6	7.5	6.9	7.2	7.0	6.9	7.2	7.1	7.1
Q12. The need for police in Charlotte-Mecklenburg has increased in the past year	7.4	7.1	7.6	7.3	7.4	7.5	7.1	7.5	7.9	7.4	7.5	7.2	7.8	7.4	7.3	7.2	7.6	7.4	7.1	7.5
Q12b. The Charlotte-Mecklenburg Police are responsive to community issues.	7.6	7.5	7.6	7.2	7.5	8.0	7.6	7.2	8.4	7.0	7.5	7.7	7.5	7.3	7.6	7.7	7.3	7.5	7.8	7.5

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	627	294	333	217	233	177	310	196	79	42	293	190	116	165	87	259	164	146	201	116
1-4= Disagree	9%	9%	10%	11%	10%	5%	6%	14%	3%	17%	10%	7%	15%	10%	6%	7%	14%	12%	5%	4%
5,6= Neutral	13%	16%	11%	18%	13%	8%	11%	21%	4%	10%	15%	9%	13%	21%	10%	10%	16%	11%	8%	22%
7,8= Agree Somewhat	33%	34%	32%	30%	33%	36%	34%	32%	30%	36%	30%	44%	27%	33%	33%	36%	27%	31%	38%	35%
9,10= Agree Strongly	44%	42%	47%	41%	43%	51%	48%	33%	63%	38%	46%	40%	46%	36%	51%	47%	43%	46%	49%	38%
AVERAGE RATING	7.7	7.7	7.8	7.5	7.6	8.3	8.0	7.0	8.8	7.3	7.7	7.9	7.5	7.4	8.0	8.0	7.4	7.6	8.2	7.6

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	633	298	335	217	238	178	312	197	82	42	298	189	116	168	88	261	165	148	201	119
1-4= Disagree	7%	6%	8%	9%	9%	3%	5%	13%	1%	12%	7%	4%	8%	10%	5%	7%	9%	8%	5%	8%
5,6= Neutral	12%	14%	11%	17%	10%	10%	9%	20%	4%	14%	16%	8%	15%	18%	9%	8%	18%	13%	6%	14%
7,8= Agree Somewhat	37%	38%	36%	33%	37%	41%	44%	29%	30%	36%	35%	43%	33%	33%	42%	40%	33%	28%	46%	37%
9,10= Agree Strongly	43%	42%	44%	41%	43%	46%	42%	38%	65%	38%	42%	45%	45%	39%	44%	46%	40%	51%	43%	40%
AVERAGE RATING	7.9	7.9	7.9	7.7	7.8	8.3	8.1	7.3	8.9	7.5	7.8	8.2	7.8	7.6	8.0	8.1	7.7	8.0	8.1	7.7

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	621	292	329	212	234	175	303	193	84	41	296	182	115	161	86	259	160	145	199	117
1-4= Disagree	9%	10%	9%	11%	10%	6%	5%	16%	2%	22%	10%	5%	10%	12%	7%	8%	13%	12%	5%	9%
5,6= Neutral	14%	13%	16%	16%	14%	12%	12%	24%		10%	16%	10%	14%	22%	15%	9%	18%	14%	9%	20%
7,8= Agree Somewhat	37%	37%	36%	37%	36%	38%	44%	29%	32%	27%	34%	45%	37%	32%	37%	39%	33%	31%	44%	37%
9,10= Agree Strongly	40%	41%	39%	36%	40%	44%	39%	31%	65%	41%	40%	40%	39%	34%	41%	44%	37%	43%	43%	35%
AVERAGE RATING	7.7	7.7	7.7	7.5	7.6	8.0	7.9	6.9	9.0	7.1	7.6	7.9	7.4	7.3	7.7	8.0	7.3	7.6	8.1	7.5

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	573	272	301	201	214	158	276	185	71	41	272	165	107	157	77	232	154	130	180	109
1-4= Disagree	11%	11%	11%	15%	11%	6%	4%	20%	6%	27%	14%	8%	14%	15%	9%	8%	17%	15%	4%	9%
5,6= Neutral	18%	17%	19%	16%	20%	18%	16%	25%	11%	12%	17%	15%	17%	24%	17%	16%	19%	15%	16%	24%
7,8= Agree Somewhat	38%	41%	35%	35%	41%	37%	43%	29%	46%	29%	37%	44%	39%	27%	42%	44%	29%	38%	47%	37%
9,10= Agree Strongly	33%	31%	35%	33%	28%	39%	36%	26%	37%	32%	32%	33%	30%	35%	32%	33%	35%	32%	33%	30%
AVERAGE RATING	7.3	7.4	7.3	7.2	7.1	7.7	7.8	6.6	7.7	6.7	7.2	7.6	7.0	7.1	7.4	7.5	7.0	7.1	7.8	7.3

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	562	277	285	209	212	141	267	177	77	41	271	166	104	153	78	227	148	126	177	111
1-4= Disagree	15%	12%	18%	11%	15%	21%	16%	16%	6%	17%	12%	17%	12%	18%	14%	14%	18%	14%	13%	14%
5,6= Neutral	20%	19%	21%	16%	21%	24%	25%	19%	3%	22%	19%	26%	16%	20%	17%	22%	19%	17%	22%	20%
7,8= Agree Somewhat	33%	35%	32%	32%	34%	33%	33%	36%	32%	22%	31%	37%	29%	35%	40%	32%	32%	29%	33%	39%
9,10= Agree Strongly	32%	35%	30%	42%	30%	22%	26%	29%	58%	39%	38%	20%	43%	27%	29%	32%	30%	39%	32%	28%
AVERAGE RATING	7.1	7.4	6.8	7.6	7.0	6.5	6.8	6.9	8.5	7.2	7.3	6.6	7.5	6.9	7.2	7.0	6.9	7.2	7.1	7.1

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	586	279	307	208	216	162	281	191	73	41	281	171	107	162	79	238	157	136	180	113
1-4= Disagree	13%	16%	10%	14%	13%	13%	14%	14%	8%	15%	12%	13%	10%	14%	11%	15%	12%	13%	18%	8%
5,6= Neutral	18%	17%	19%	19%	18%	16%	21%	15%	11%	17%	16%	20%	15%	19%	22%	17%	18%	15%	18%	20%
7,8= Agree Somewhat	28%	30%	26%	28%	29%	27%	28%	26%	37%	24%	29%	27%	26%	25%	27%	31%	26%	33%	26%	28%
9,10= Agree Strongly	41%	37%	45%	39%	40%	44%	37%	46%	44%	44%	42%	39%	49%	43%	41%	37%	43%	39%	39%	43%
AVERAGE RATING	7.4	7.1	7.6	7.3	7.4	7.5	7.1	7.5	7.9	7.4	7.5	7.2	7.8	7.4	7.3	7.2	7.6	7.4	7.1	7.5

Q12b. How much do you agree or disagree with this statement?

The Charlotte-Mecklenburg Police are responsive to community issues.  
(Don't know responses dropped from base)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	603	285	318	213	220	170	294	192	77	40	279	183	109	161	83	250	158	136	193	116
1-4= Disagree	11%	12%	11%	15%	11%	6%	9%	16%	5%	23%	13%	9%	12%	12%	13%	10%	15%	13%	8%	10%
5,6= Neutral	13%	15%	12%	15%	15%	9%	13%	19%	5%	5%	14%	15%	16%	21%	8%	9%	16%	12%	7%	21%
7,8= Agree Somewhat	35%	34%	36%	36%	32%	38%	40%	27%	38%	35%	34%	38%	28%	26%	37%	43%	28%	34%	45%	31%
9,10= Agree Strongly	40%	40%	41%	35%	41%	46%	38%	39%	52%	38%	40%	39%	44%	40%	41%	38%	41%	42%	40%	38%
AVERAGE RATING	7.6	7.5	7.6	7.2	7.5	8.0	7.6	7.2	8.4	7.0	7.5	7.7	7.5	7.3	7.6	7.7	7.3	7.5	7.8	7.5



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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	66%	65%	67%	65%	66%	69%	63%	71%	68%	70%	68%	63%	65%	73%	67%	63%	65%	66%	61%	78%
No	25%	26%	25%	28%	27%	20%	30%	19%	24%	26%	22%	32%	26%	21%	26%	27%	27%	25%	30%	17%
DK	8%	9%	8%	7%	7%	11%	7%	11%	8%	4%	10%	5%	9%	6%	8%	9%	8%	9%	10%	6%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	49%	50%	48%	53%	48%	45%	46%	47%	65%	45%	54%	45%	45%	51%	53%	48%	49%	51%	45%	53%
No	32%	31%	32%	37%	30%	28%	30%	37%	22%	40%	31%	31%	31%	34%	29%	32%	30%	30%	33%	35%
DK	19%	18%	20%	10%	22%	27%	24%	16%	14%	15%	14%	25%	24%	15%	18%	20%	21%	19%	22%	12%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	71%	67%	74%	67%	70%	77%	68%	76%	69%	68%	70%	70%	73%	71%	67%	71%	73%	72%	69%	69%
No	26%	29%	23%	30%	27%	19%	28%	20%	31%	28%	26%	28%	24%	27%	28%	25%	24%	23%	28%	28%
DK	3%	3%	3%	2%	3%	5%	4%	4%	4%	4%	4%	2%	3%	2%	6%	3%	3%	5%	3%	2%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	53%	56%	50%	55%	53%	49%	53%	47%	66%	49%	57%	49%	47%	53%	50%	56%	51%	55%	52%	52%
No	29%	29%	29%	36%	28%	22%	22%	38%	26%	43%	31%	28%	33%	33%	31%	24%	30%	30%	24%	36%
DK	18%	15%	21%	9%	19%	28%	25%	15%	8%	9%	13%	23%	20%	15%	19%	20%	19%	15%	24%	12%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
TV	77%	74%	79%	75%	74%	83%	74%	83%	75%	66%	81%	71%	75%	80%	82%	73%	80%	72%	73%	83%
Newspapers	39%	39%	39%	35%	35%	49%	41%	30%	55%	34%	36%	43%	38%	27%	36%	48%	28%	42%	51%	31%
Internet	23%	24%	22%	23%	27%	18%	26%	22%	11%	28%	21%	26%	17%	24%	26%	24%	22%	15%	27%	28%
Friends, neighbors, coworkers, family	12%	10%	15%	13%	13%	12%	11%	16%	6%	17%	13%	13%	14%	14%	11%	11%	13%	14%	11%	12%
Radio	12%	14%	11%	10%	15%	10%	15%	10%	9%	9%	12%	14%	11%	8%	11%	15%	11%	10%	17%	8%
Social media	2%	2%	2%	3%	2%	1%	3%	2%			1%	4%	6%	2%		1%	4%	3%	0%	
Directly from CMPD	2%	1%	2%	0%	2%	3%	2%	1%			1%	3%	2%	3%		1%	3%		1%	2%
CMPD Website	1%	3%	0%	2%	2%	1%	1%	0%	2%	4%	2%	1%	2%	1%	1%	1%	2%	1%	1%	2%
Personal observation or experience with crime	1%	1%	1%	1%	1%	2%	2%	0%		4%	1%	1%	1%	1%	2%	1%	2%	1%	1%	2%
Don't know	1%	1%	2%	0%	2%	1%	1%	1%	2%	2%	1%	1%		1%	1%	2%	1%	3%	0%	2%
CMPD newsletters	1%	1%	1%	0%	2%	1%	2%	1%			0%	3%	2%	2%		0%	1%	1%	0%	2%
Magazines/The Slammer	0%		1%	1%	0%			1%			1%			2%			1%			1%
Automated phone calls from CMPD	0%		1%	0%		1%	0%	0%			0%		1%		1%		1%		0%	
Other	0%		0%	0%				0%			0%					0%			0%	
Neighborhood or community newsletter	0%	0%		0%					2%			1%	1%				1%			
Email from CMPD	0%	0%			0%		0%					1%				0%			0%	
Chamber of Commerce	0%	0%		0%				0%				1%				0%		1%		
Text Messages	0%		0%	0%				0%			0%					0%			0%	

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
TV	47%	44%	49%	51%	44%	45%	45%	52%	44%	40%	51%	38%	44%	47%	50%	47%	45%	42%	48%	52%
Your neighbors	29%	30%	29%	35%	23%	31%	29%	32%	26%	26%	31%	27%	32%	32%	29%	27%	28%	30%	28%	32%
Newspapers	21%	20%	22%	18%	19%	28%	23%	20%	20%	17%	19%	22%	26%	13%	17%	25%	18%	23%	27%	14%
Internet	15%	14%	16%	17%	19%	8%	18%	11%	15%	15%	13%	19%	9%	15%	14%	19%	13%	10%	22%	15%
Neighborhood meetings/homeowner assoc.	13%	14%	13%	8%	14%	18%	16%	12%	9%	13%	10%	18%	10%	10%	17%	16%	10%	14%	17%	11%
Don't know	8%	9%	8%	7%	9%	9%	4%	8%	17%	19%	9%	6%	5%	9%	10%	9%	10%	10%	5%	8%
Radio	7%	8%	6%	5%	10%	4%	9%	4%	6%	11%	6%	9%	5%	6%	6%	8%	7%	5%	10%	4%
Directly from CMPD	3%	2%	3%	1%	2%	4%	4%	1%	1%	2%	1%	4%	3%	3%	2%	2%	4%	1%	3%	2%
Personal observation or experience with crime	3%	2%	3%	2%	3%	2%	2%	3%	3%	4%	3%	1%	5%	4%	2%	1%	5%	3%		3%
CMPD Website	2%	2%	2%	2%	3%	2%	3%	1%	1%	4%	3%	2%	4%	2%	3%	1%	2%	1%	1%	4%
CMPD newsletters	2%	2%	1%	1%	2%	2%	3%	1%			1%	5%	1%	2%		2%			3%	2%
Social media	1%	2%	1%	0%	2%	2%	1%	2%		2%	1%	1%	3%	2%		1%	2%	1%	1%	2%
Neighborhood or community newsletter	0%	0%	1%	1%		1%	1%				0%	1%		1%		1%			1%	
Neighborhood or community website	0%	0%	0%	0%	0%		0%	0%			0%	1%	2%				1%			
Other	0%	0%		0%				0%			0%			1%						1%
Email from CMPD	0%	0%			0%		0%					1%				0%			0%	
Chamber of Commerce	0%	0%		0%				0%				1%					1%			

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	645	308	337	223	243	179	310	200	88	47	309	191	116	165	90	274	163	153	209	120
1-4= Disagree	3%	2%	4%	3%	2%	3%	3%	3%	1%	6%	3%	3%	2%	6%	1%	1%	4%	2%	1%	4%
5,6= Neutral	18%	17%	18%	20%	17%	16%	17%	18%	15%	28%	19%	10%	24%	17%	14%	16%	18%	19%	16%	18%
7,8= Agree Somewhat	42%	44%	40%	44%	44%	37%	45%	41%	41%	32%	42%	48%	36%	39%	36%	49%	40%	46%	43%	37%
9,10= Agree Strongly	38%	37%	38%	33%	37%	44%	36%	39%	43%	34%	36%	39%	38%	38%	49%	34%	37%	33%	40%	41%
AVERAGE RATING	7.9	7.9	7.8	7.7	7.9	8.0	7.8	7.9	8.1	7.3	7.7	8.0	7.8	7.7	8.2	7.8	7.8	7.8	8.0	7.8

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	641	305	336	219	245	177	308	202	85	46	305	188	116	171	90	264	167	149	204	121
1-4= Not effective	5%	4%	6%	5%	6%	3%	4%	7%		9%	4%	4%	3%	9%	3%	4%	10%	3%	3%	5%
5,6= Midpoints	17%	18%	16%	21%	17%	12%	16%	18%	13%	26%	18%	14%	22%	17%	16%	15%	17%	14%	17%	19%
7,8= Somewhat effective	47%	49%	45%	47%	49%	45%	53%	40%	42%	43%	44%	55%	40%	46%	40%	53%	42%	50%	50%	45%
9,10= Very effective	31%	29%	33%	27%	29%	40%	27%	35%	45%	22%	34%	27%	35%	28%	41%	28%	31%	33%	31%	31%
AVERAGE RATING	7.6	7.6	7.7	7.4	7.5	8.1	7.6	7.6	8.1	7.0	7.7	7.7	7.6	7.4	8.0	7.7	7.4	7.8	7.7	7.6

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Safer than a year ago	23%	25%	21%	23%	22%	23%	15%	30%	33%	23%	24%	17%	27%	29%	17%	19%	22%	30%	16%	27%
As safe as a year ago	57%	57%	57%	58%	60%	52%	67%	47%	49%	53%	52%	69%	53%	50%	63%	62%	57%	48%	67%	52%
Less safe than a year ago	14%	13%	15%	15%	12%	14%	11%	16%	18%	15%	16%	9%	15%	15%	13%	12%	17%	14%	11%	13%
Don't know	6%	5%	7%	4%	6%	10%	7%	7%		9%	7%	4%	4%	6%	7%	7%	4%	8%	6%	7%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Burglary, theft, break-ins	33%	34%	33%	34%	34%	32%	33%	35%	33%	30%	34%	33%	31%	33%	29%	36%	32%	35%	35%	30%
Violent crime, rape, muggings, robbery, shootings, attacks	28%	32%	25%	33%	24%	29%	28%	24%	38%	36%	32%	26%	32%	25%	18%	33%	27%	28%	33%	22%
Drug related crimes, drug dealers, drugs	19%	19%	19%	17%	23%	15%	16%	24%	20%	15%	21%	14%	21%	22%	17%	16%	24%	19%	15%	18%
None, no concerns	14%	12%	15%	12%	13%	17%	14%	15%	14%	6%	11%	14%	12%	16%	13%	13%	14%	14%	13%	13%
Traffic violations, accidents, speeding, drunk drivers	10%	10%	11%	12%	11%	8%	13%	8%	8%	9%	10%	14%	9%	8%	12%	12%	7%	13%	11%	12%
Gangs, gang activity	10%	10%	10%	11%	12%	8%	9%	12%	11%	9%	10%	12%	15%	13%	4%	8%	15%	13%	5%	9%
Murder, homicide	9%	9%	9%	5%	9%	13%	9%	12%	3%	9%	8%	10%	4%	9%	12%	9%	8%	5%	10%	12%
Crimes against children, crime in and around school	8%	7%	9%	8%	7%	9%	6%	13%	5%	4%	7%	9%	7%	11%	7%	7%	7%	8%	6%	11%
Auto theft or auto break-in	6%	9%	4%	7%	7%	5%	6%	7%	7%	4%	7%	7%	7%	7%	11%	4%	9%	5%	5%	7%
Guns/Gun control	6%	7%	6%	7%	4%	9%	7%	6%	1%	11%	6%	5%	7%	6%	4%	6%	5%	5%	7%	7%
Enforce curfew laws for teenagers/ get teens under control	5%	3%	7%	4%	5%	7%	4%	8%	2%	2%	5%	6%	5%	8%	4%	3%	6%	5%	3%	7%
Home invasion	5%	6%	4%	7%	4%	4%	5%	5%	6%	2%	5%	5%	5%	8%	2%	4%	7%	4%	5%	5%
Domestic violence	4%	5%	3%	6%	4%	2%	3%	5%	2%	6%	5%	4%	7%	2%	5%	4%	4%	5%	4%	2%
Need more police, more police visibility, more patrols	3%	3%	3%	3%	3%	3%	4%	2%	2%	2%	4%	2%	3%	3%	7%	2%	3%	3%	1%	6%
Vagrants, homeless, trespassers, loiterers	3%	3%	2%	5%	2%	2%	4%	1%	1%	6%	2%	4%	2%	2%	6%	4%	2%	3%	4%	2%
Vandalism, property crimes	3%	3%	3%	3%	3%	2%	3%	2%	1%	4%	1%	5%	2%	2%	3%	4%	2%	3%	4%	2%
Don't feel safe walking around, don't feel safe alone	3%	1%	4%	1%	3%	3%	4%	1%	2%	2%	4%	4%	2%	2%	3%	3%	1%	2%	4%	3%
Need better response time from CMPD, police don't show up	2%	2%	3%	3%	3%	1%	4%	1%	2%	2%	2%	3%	3%	2%	3%	2%	3%	1%	3%	2%
Don't know	2%	2%	3%	1%	2%	3%	2%	2%	2%	6%	2%	1%	2%	2%	2%	3%	2%	1%	3%	2%
Lower income neighborhoods are dangerous	2%	1%	3%	3%	2%	1%	2%	1%	2%	2%	2%	3%	5%	1%	3%	1%	3%	2%	1%	2%
More police participation in neighborhood watch programs	2%	2%	2%	1%	3%	2%	3%	1%	4%	4%	3%	1%	6%	2%	1%	3%	3%	3%	1%	1%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
Racial issues, racism	2%	0%	3%		3%	2%	2%	2%	1%		1%	2%	1%	1%	2%	3%	1%	2%	2%	2%
Crimes against businesses, break-ins of businesses	1%	1%	1%		2%	2%	1%	1%	1%	2%	0%	3%		1%		2%	1%		3%	1%
Keep criminals in jail, too many repeat offenders	1%	1%	1%	1%	2%	1%	1%	1%		4%	1%	2%	1%	2%	1%	1%	1%	1%	1%	2%
The rising crime rate	1%	1%	1%	0%	2%	1%	2%		1%	2%	1%	2%	1%		3%	1%		1%	1%	2%
Can't go Uptown for celebrations/events uptown are dangerous	1%	1%	1%	0%	1%	1%	1%	1%			1%	1%		1%	1%	1%	1%	1%	1%	2%
Too many illegal immigrants	1%	1%	1%	1%	1%	1%	2%	0%			1%	1%	1%	1%	2%	1%	1%	1%	1%	2%
Need honest police, people can't trust police, get rid of polic corruption	1%	1%	1%	0%	2%	1%	2%	0%			1%	1%		1%	2%		1%	2%	1%	
Identity theft	1%	1%	0%	1%	1%		1%	1%			0%	2%				2%		1%	1%	
Taking public transit is dangerous	1%	0%	1%	1%	0%	1%		2%			1%	1%		1%	2%	1%	1%	1%		2%
Crimes against senior citizens	1%	1%	1%		0%	2%	1%	1%			1%	1%		2%		1%	1%		1%	1%
Prostitution	1%		1%		1%	1%	1%				0%	1%	1%	1%	1%	0%	1%	1%	1%	
Crimes within minority groups	0%	1%	0%		1%	1%	1%	0%			0%	1%		1%	1%	0%	1%		0%	1%
Need police to have better judgment in use of force	0%	0%	0%		1%		0%		2%		0%	1%			1%	0%			0%	1%
Arson	0%		0%	0%			0%					1%		1%						1%
Dangerous animals, dog attacks	0%		0%		0%			0%			0%			1%						1%
Need better lighting, fix street lights	0%	0%		0%			0%					1%	1%				1%			
People need better communication from CMPD	0%	0%			0%		0%									0%			0%	
Too much info released to the media	0%		0%			1%		0%						1%			1%			

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	650	310	340	223	245	182	313	203	88	46	309	191	117	171	90	272	168	153	208	121
1-4= Disagree	4%	2%	5%	5%	3%	2%	3%	4%	3%	9%	4%	1%	4%	5%	2%	3%	5%	4%	2%	4%
5,6= Neutral	9%	9%	9%	9%	9%	9%	9%	10%	7%	9%	11%	6%	15%	13%	6%	6%	10%	11%	6%	12%
7,8= Agree Somewhat	31%	32%	30%	31%	33%	28%	31%	30%	30%	35%	34%	29%	27%	29%	22%	36%	29%	34%	32%	28%
9,10= Agree Strongly	56%	57%	56%	54%	55%	61%	57%	56%	60%	48%	51%	64%	54%	53%	70%	56%	57%	51%	61%	56%
AVERAGE RATING	8.4	8.5	8.4	8.3	8.4	8.6	8.5	8.3	8.5	8.1	8.2	8.8	8.2	8.1	8.9	8.5	8.3	8.2	8.7	8.3

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	600	290	310	211	222	167	284	192	82	42	288	173	112	158	80	250	159	141	190	110
1-4= Not effective	12%	12%	13%	14%	14%	8%	12%	15%	7%	12%	11%	10%	13%	16%	6%	12%	18%	12%	9%	11%
5,6= Midpoints	16%	18%	14%	18%	16%	13%	18%	14%	10%	24%	16%	17%	21%	15%	16%	14%	17%	13%	16%	16%
7,8= Somewhat effective	31%	31%	30%	29%	34%	28%	32%	27%	38%	29%	33%	32%	21%	35%	20%	36%	31%	28%	35%	26%
9,10= Very effective	41%	39%	43%	39%	36%	51%	38%	45%	45%	36%	40%	42%	46%	34%	57%	38%	34%	46%	40%	46%
AVERAGE RATING	7.4	7.4	7.4	7.3	7.2	7.9	7.3	7.4	8.0	7.0	7.4	7.5	7.4	7.1	8.1	7.4	6.9	7.7	7.6	7.6

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Safer than a year ago	19%	18%	20%	21%	18%	18%	11%	26%	28%	26%	23%	10%	29%	24%	17%	12%	21%	25%	12%	21%
As safe as a year ago	67%	70%	64%	63%	69%	68%	77%	58%	55%	55%	62%	78%	62%	60%	67%	72%	64%	61%	76%	61%
Less safe than a year ago	10%	7%	12%	11%	9%	8%	8%	10%	14%	13%	8%	9%	7%	12%	9%	9%	14%	10%	6%	11%
Don't know	5%	5%	5%	4%	4%	6%	5%	5%	3%	6%	6%	3%	2%	4%	8%	6%	1%	5%	6%	7%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Burglary, theft, break-ins	33%	33%	33%	29%	37%	33%	35%	32%	24%	38%	32%	37%	27%	35%	30%	35%	28%	35%	35%	34%
None, no concerns	26%	26%	26%	27%	21%	33%	26%	28%	27%	15%	25%	21%	22%	22%	38%	27%	23%	26%	27%	31%
Violent crime, rape, muggings, robbery, shootings, attacks	15%	20%	11%	21%	15%	10%	14%	13%	23%	23%	17%	15%	15%	15%	9%	18%	15%	12%	20%	12%
Drug related crimes, drug dealers, drugs	13%	10%	15%	13%	14%	10%	9%	19%	15%	9%	16%	8%	18%	18%	7%	9%	17%	14%	9%	12%
Auto theft or auto break-in	8%	8%	9%	10%	8%	7%	11%	5%	8%	9%	7%	13%	7%	8%	6%	10%	11%	4%	13%	3%
Traffic violations, accidents, speeding, drunk drivers	7%	8%	6%	8%	6%	8%	9%	6%	6%	4%	9%	7%	8%	9%	4%	7%	10%	7%	7%	3%
Enforce curfew laws for teenagers/ get teens under control	5%	3%	7%	3%	7%	5%	6%	5%	3%	6%	5%	5%	3%	9%	3%	4%	8%	4%	3%	6%
Home invasion	5%	5%	4%	5%	5%	3%	6%	4%	3%	2%	5%	5%	3%	8%	3%	4%	7%	2%	5%	5%
Vagrants, homeless, trespassers, loiterers	4%	5%	3%	5%	4%	4%	5%	4%	7%		4%	6%	5%	6%	2%	4%	9%	1%	4%	2%
Crimes against children, crime in and around school	4%	3%	5%	4%	5%	3%	4%	5%	2%	9%	4%	5%	3%	5%	3%	4%	4%	5%	4%	6%
Vandalism, property crimes	4%	4%	3%	2%	6%	3%	6%	0%	2%	2%	1%	8%	2%	2%	3%	6%	2%	2%	7%	2%
Gangs, gang activity	4%	3%	4%	3%	4%	3%	3%	6%	5%		4%	3%	5%	4%	3%	3%	5%	5%	2%	4%
Need more police, more police visibility, more patrols	4%	3%	4%	4%	4%	3%	4%	3%	1%	4%	5%	3%	6%	4%	4%	2%	3%	5%	2%	6%
Guns/Gun control	3%	4%	3%	3%	2%	4%	2%	4%	6%	2%	4%	1%	7%	3%	1%	2%	5%	5%	1%	2%
Murder, homicide	2%	4%	1%	3%	3%	2%	2%	1%	2%	9%	2%	3%	1%	2%	2%	4%	2%	3%	3%	2%
Domestic violence	2%	3%	1%	3%	3%	1%	2%	4%	2%		3%	3%	4%	1%	1%	3%	2%	3%	3%	
Need better response time from CMPD, police don't show up	2%	2%	3%	4%	2%	1%	3%	2%	1%		2%	4%	4%	1%	2%	2%	4%	1%	2%	2%
Don't know	2%	1%	3%	2%	2%	3%	1%	4%	3%	4%	3%		3%	1%	6%	1%	1%	3%	2%	3%
Don't feel safe walking around, don't feel safe alone	2%	1%	3%		2%	4%	3%	0%		2%	2%			1%	3%	2%	1%	1%	2%	3%
Need better lighting, fix street lights	1%	1%	1%	0%	2%	1%	1%	2%	1%		2%	1%		1%	3%	1%	1%	1%	1%	2%
More police participation in neighborhood watch programs	1%	2%	1%	0%	2%	2%	1%	1%	1%	2%	1%	3%	1%	1%	2%	1%	1%	1%	1%	2%



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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
Concentration of rental properties and vacant homes	1%	0%	2%	0%	2%	1%	2%	0%		4%	1%	3%	1%	2%	1%	1%	2%		1%	1%
Racial issues, racism	1%	1%	1%	2%	1%		1%	0%	2%	2%	2%	1%	3%	1%	1%	1%	1%	2%	0%	1%
Loud noise, loud music	1%		2%	1%	1%	1%	1%	1%	1%		1%	2%	2%			1%		3%	1%	
Dangerous animals, dog attacks	1%	0%	1%	0%	1%	1%		1%		2%	1%	1%	1%	1%		0%	1%	1%		2%
Neighborhood needs maintenance, broken sidewalks, common areas not mowed	1%	1%	1%		1%	1%		1%	1%	2%	1%	1%		1%		1%	1%	1%	0%	1%
Keep criminals in jail, too many repeat offenders	1%	1%	1%	1%	1%		1%			2%	0%	1%			1%	1%			1%	1%
Prostitution	0%		1%		1%		0%	1%			1%	1%	1%	1%		0%		1%		1%
Littering	0%	1%		1%	0%		0%	0%		2%		2%	1%	1%		0%	1%		0%	
Arson	0%		1%		0%	1%	0%			2%	0%	1%				1%		1%	0%	
People need better communication from CMPD	0%	0%	0%	0%	0%			0%		2%		1%	1%	1%			1%			1%
The rising crime rate	0%	0%	0%		1%		1%					1%	1%			0%		1%	0%	
Lower income neighborhoods are dangerous	0%	0%	0%	0%		1%	1%				0%			1%		0%			0%	1%
Crimes against businesses, break-ins of businesses	0%		0%		0%		0%				0%					0%			0%	
Identity theft	0%	0%			0%			0%			0%					0%		1%		
Crimes against senior citizens	0%		0%			1%	0%				0%			1%			1%			
Need more bilingual police	0%	0%		0%					1%		0%		1%					1%		
Mental health issues	0%	0%		0%				0%			0%			1%			1%			
Need honest police, people can't trust police, get rid of polic corruption	0%	0%			0%		0%							1%						1%
Taking public transit is dangerous	0%		0%			1%	0%									0%			0%	

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	22%	20%	25%	20%	24%	23%	20%	28%	15%	26%	22%	24%	25%	33%	17%	17%	30%	18%	19%	24%
No	77%	80%	75%	80%	76%	75%	80%	71%	85%	74%	78%	76%	75%	67%	83%	83%	70%	81%	81%	76%
Refused	0%	1%	0%			2%	0%	1%			0%	1%		1%	1%	1%	1%	1%	0%	

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	144	60	84	44	60	40	63	56	13	12	66	45	28	55	15	46	49	27	39	29
1-4= Not a problem	51%	60%	45%	66%	48%	40%	59%	39%	69%	50%	53%	51%	54%	40%	67%	59%	45%	52%	64%	45%
5,6= Somewhat a problem	14%	13%	14%	14%	10%	20%	8%	18%	15%	25%	15%	13%	18%	18%	13%	7%	16%	11%	5%	24%
7,8= Serious problem	16%	18%	14%	9%	20%	18%	13%	23%	8%	8%	14%	20%	11%	22%	7%	15%	20%	15%	15%	10%
9,10= Very serious problem	19%	8%	26%	11%	22%	23%	21%	20%	8%	17%	18%	16%	18%	20%	13%	20%	18%	22%	15%	21%
AVERAGE RATING	4.7	4.0	5.2	3.7	5.1	5.2	4.5	5.3	3.3	4.5	4.5	4.8	4.4	5.3	3.8	4.5	5.0	4.9	4.1	4.9

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

Overgrown lawns

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	25%	25%	25%	30%	23%	21%	27%	25%	24%	11%	28%	22%	30%	34%	23%	18%	29%	23%	19%	32%
No	75%	75%	75%	70%	77%	78%	73%	74%	76%	89%	72%	78%	70%	66%	77%	82%	71%	76%	81%	68%
Refused	0%		0%			1%		0%							0%			1%		

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	163	77	86	68	56	39	85	52	21	5	88	42	35	58	21	49	49	36	39	39
1-4= Not a problem	53%	56%	50%	57%	48%	51%	60%	44%	38%	80%	49%	55%	57%	47%	38%	63%	53%	50%	64%	44%
5,6= Somewhat a problem	20%	16%	24%	16%	27%	18%	19%	23%	24%		22%	21%	6%	21%	43%	20%	22%	14%	15%	28%
7,8= Serious problem	17%	14%	19%	12%	18%	23%	15%	19%	14%	20%	17%	17%	14%	21%	19%	12%	16%	14%	15%	21%
9,10= Very serious problem	10%	14%	7%	15%	7%	8%	6%	13%	24%		13%	7%	23%	12%		4%	8%	22%	5%	8%
AVERAGE RATING	4.4	4.4	4.3	4.2	4.6	4.3	3.8	4.9	5.3	3.6	4.5	4.3	4.7	4.9	4.4	3.5	4.3	4.9	3.6	4.6

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

Cut through paths

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	26%	25%	27%	32%	26%	20%	24%	31%	24%	26%	29%	21%	36%	35%	19%	19%	33%	28%	19%	26%
No	74%	75%	72%	68%	74%	79%	76%	69%	76%	74%	71%	79%	63%	65%	81%	81%	67%	70%	81%	74%
Refused	0%		1%		0%	1%	0%	0%			0%		1%		0%		1%			

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	165	75	90	68	61	36	73	63	19	10	87	40	40	58	16	51	53	42	38	32
1-4= Not a problem	44%	44%	44%	43%	48%	42%	41%	51%	37%	40%	43%	50%	43%	31%	63%	55%	40%	40%	61%	38%
5,6= Somewhat a problem	22%	27%	19%	19%	20%	33%	32%	14%	21%	10%	17%	30%	13%	24%	38%	24%	25%	17%	21%	28%
7,8= Serious problem	10%	9%	10%	10%	7%	14%	12%	6%	5%	20%	10%	5%	8%	12%		12%	9%	12%	11%	6%
9,10= Very serious problem	24%	20%	27%	28%	26%	11%	15%	29%	37%	30%	30%	15%	38%	33%		10%	26%	31%	8%	28%
AVERAGE RATING	5.1	5.0	5.2	5.3	5.1	4.7	4.8	5.1	5.6	5.9	5.4	4.6	5.7	6.0	3.5	4.1	5.4	5.7	3.6	5.5

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

Poor street lighting

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	31%	33%	29%	34%	34%	23%	29%	32%	38%	28%	35%	28%	38%	37%	26%	26%	35%	35%	21%	38%
No	69%	67%	70%	66%	66%	76%	71%	68%	63%	70%	64%	72%	62%	63%	74%	73%	65%	64%	78%	62%
Refused	0%		1%		0%	1%		0%		2%	0%				1%			1%	0%	

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	202	102	100	77	83	42	91	65	33	13	109	53	45	64	22	71	58	55	44	45
1-4= Not a problem	22%	24%	20%	29%	17%	19%	22%	20%	30%	8%	25%	15%	22%	17%	45%	18%	19%	25%	20%	22%
5,6= Somewhat a problem	26%	29%	23%	27%	24%	29%	25%	22%	36%	31%	27%	32%	22%	25%	14%	34%	24%	24%	39%	20%
7,8= Serious problem	21%	18%	24%	18%	22%	24%	25%	15%	15%	31%	18%	25%	22%	19%	23%	21%	21%	16%	23%	24%
9,10= Very serious problem	31%	29%	33%	26%	37%	29%	27%	43%	18%	31%	30%	28%	33%	39%	18%	27%	36%	35%	18%	33%
AVERAGE RATING	6.5	6.3	6.8	6.0	7.0	6.7	6.4	7.1	5.4	7.2	6.3	6.7	6.8	7.1	5.2	6.3	6.9	6.5	5.8	6.8

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	9%	9%	10%	12%	11%	5%	8%	12%	10%	9%	11%	7%	11%	16%	4%	6%	11%	12%	6%	11%
No	90%	91%	90%	88%	89%	94%	92%	87%	90%	91%	89%	93%	89%	84%	96%	93%	89%	88%	94%	89%
Refused	0%		0%			1%		0%								0%		1%		

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	62	29	33	26	26	10	24	25	9	4	33	13	13	28	4	17	18	18	13	13
1-4= Not a problem	34%	41%	27%	35%	35%	30%	42%	32%	22%	25%	36%	31%	62%	32%	24%	50%	44%	23%	8%	
5,6= Somewhat a problem	18%	14%	21%	8%	23%	30%	25%	16%		25%	12%	23%	8%	21%	25%	18%	17%	6%	31%	23%
7,8= Serious problem	23%	24%	21%	31%	19%	10%	17%	16%	44%	50%	21%	31%	8%	18%		47%	22%	28%	23%	15%
9,10= Very serious problem	26%	21%	30%	27%	23%	30%	17%	36%	33%		30%	15%	23%	29%	75%	12%	11%	22%	23%	54%
AVERAGE RATING	5.9	5.5	6.3	6.2	5.6	6.3	5.1	6.3	7.3	5.3	6.0	5.8	4.7	6.1	8.5	6.0	5.1	5.6	5.9	7.7

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	16%	16%	16%	20%	16%	11%	17%	17%	13%	15%	20%	10%	23%	22%	13%	10%	17%	17%	13%	18%
No	84%	84%	83%	80%	84%	88%	83%	83%	88%	85%	80%	90%	77%	78%	87%	89%	83%	83%	87%	82%
Refused	0%		0%			1%		0%							0%			1%		

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	102	48	54	43	38	21	52	34	9	7	60	20	26	37	11	28	28	26	28	20
1-4= Not a problem	70%	73%	67%	77%	66%	62%	71%	65%	67%	86%	72%	65%	77%	59%	73%	75%	71%	73%	82%	45%
5,6= Somewhat a problem	14%	15%	13%	12%	16%	14%	15%	15%	11%		13%	10%	12%	16%		18%	11%	12%	18%	15%
7,8= Serious problem	11%	13%	9%	7%	11%	19%	8%	15%	22%		8%	15%	4%	14%	27%	7%	11%	12%		25%
9,10= Very serious problem	6%		11%	5%	8%	5%	6%	6%		14%	7%	10%	8%	11%			7%	4%		15%
AVERAGE RATING	3.3	3.1	3.5	2.8	3.8	3.6	3.3	3.4	2.9	3.4	3.2	4.0	2.8	4.0	3.5	2.7	3.2	3.0	2.4	5.2

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	35%	35%	35%	40%	35%	29%	34%	36%	38%	28%	37%	35%	38%	38%	37%	31%	33%	38%	32%	39%
No	65%	65%	64%	60%	65%	69%	66%	63%	63%	70%	63%	65%	61%	61%	63%	69%	67%	61%	68%	61%
Refused	1%	0%	1%		0%	2%		1%		2%	1%		1%	1%	1%		1%	1%	0%	

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	222	106	116	89	83	50	106	71	33	12	110	66	45	63	30	84	53	59	65	45
1-4= Not a problem	55%	64%	46%	65%	46%	50%	50%	54%	73%	50%	56%	56%	62%	40%	53%	62%	47%	59%	65%	42%
5,6= Somewhat a problem	17%	14%	19%	18%	17%	14%	18%	17%	9%	25%	16%	17%	9%	24%	13%	17%	21%	14%	12%	22%
7,8= Serious problem	17%	12%	22%	9%	23%	22%	20%	17%	15%		11%	20%	13%	22%	23%	13%	19%	15%	14%	22%
9,10= Very serious problem	12%	9%	14%	8%	14%	14%	12%	13%	3%	25%	16%	8%	16%	14%	10%	8%	13%	12%	9%	13%
AVERAGE RATING	4.2	3.7	4.8	3.5	4.9	4.6	4.5	4.3	3.1	4.4	4.3	4.2	3.8	5.1	4.5	3.8	4.7	3.9	3.7	5.0

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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	77%	77%	76%	70%	77%	85%	81%	75%	74%	62%	76%	79%	79%	70%	74%	81%	76%	75%	83%	69%
No/DK	23%	23%	24%	30%	23%	15%	19%	25%	26%	38%	24%	21%	21%	30%	26%	19%	24%	25%	17%	31%

Q28a. Does your neighborhood participate in a watch program?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	45%	42%	49%	39%	46%	52%	46%	51%	38%	34%	43%	49%	46%	44%	32%	50%	45%	48%	48%	40%
No	35%	37%	32%	37%	35%	32%	36%	31%	38%	36%	40%	31%	38%	36%	36%	32%	40%	30%	32%	37%
Don't know	20%	21%	19%	24%	19%	16%	18%	18%	25%	30%	17%	20%	16%	20%	32%	17%	15%	22%	20%	23%

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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	19%	16%	21%	13%	19%	25%	18%	22%	18%	13%	17%	18%	16%	23%	8%	20%	20%	18%	19%	17%
No/DK	27%	26%	28%	26%	28%	27%	28%	29%	19%	21%	25%	31%	30%	21%	24%	30%	24%	30%	29%	22%
Neighborhood does not have watch program	55%	58%	51%	61%	54%	48%	54%	49%	63%	66%	57%	51%	54%	56%	68%	50%	55%	52%	52%	60%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	297	130	167	88	114	95	144	104	33	16	133	94	54	76	29	138	75	74	100	48
Yes	41%	38%	43%	34%	40%	48%	38%	43%	48%	38%	41%	36%	35%	53%	24%	41%	45%	38%	39%	44%
No/DK	59%	62%	57%	66%	60%	52%	62%	57%	52%	63%	59%	64%	65%	47%	76%	59%	55%	62%	61%	56%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	175	80	95	58	68	49	89	59	17	10	79	60	35	36	22	82	41	46	61	27
Lack of time	48%	63%	36%	52%	53%	37%	46%	47%	59%	50%	51%	48%	46%	36%	64%	50%	41%	46%	52%	52%
Not interested	20%	19%	21%	22%	18%	20%	16%	25%	18%	30%	18%	22%	26%	39%	14%	11%	37%	13%	11%	26%
Don't know	9%	5%	12%	5%	10%	10%	9%	8%	6%	10%	10%	12%	9%	6%	12%	5%	13%	10%	4%	
Health reasons	6%	4%	7%		1%	18%	11%				6%	3%	3%	8%	9%	5%	5%	2%	8%	7%
Don't know how to get involved	6%	4%	7%	9%	6%	2%	6%	7%		10%	5%	5%	11%	3%	9%	4%	5%	11%	3%	4%
Do not believe program works	2%	3%	2%	2%	3%	2%	2%	3%			1%	2%	3%	6%		1%	5%	2%	2%	
Fear of retaliation	2%		3%	3%	1%		2%	2%			3%	2%				4%		4%	2%	
They already have enough people	2%	1%	2%		1%	4%	2%	2%				5%				4%			5%	
Just moved into home	2%		3%	3%	1%		1%	2%	6%		3%		3%	3%		1%	2%		2%	4%
Only rent/not the homeowner	2%	1%	2%	2%	3%		1%	3%								4%		4%	2%	
Lives in retirement home	1%		2%			4%	2%				1%					2%		2%	2%	
Language barrier	1%		1%	2%					6%		1%				5%					4%
Don't get along with the people	1%		1%			2%	1%					2%				1%			2%	
It's a calm area	1%	1%			1%				6%		1%					1%		2%		

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	33%	31%	34%	35%	35%	27%	25%	40%	47%	32%	38%	34%	40%	36%	37%	27%	39%	35%	25%	36%
No	67%	69%	65%	65%	64%	73%	75%	60%	53%	68%	62%	65%	60%	63%	63%	73%	61%	65%	74%	64%
Don't know	0%		1%		1%		1%					1%		1%		0%	1%		0%	



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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	43%	42%	45%	44%	49%	35%	35%	48%	60%	49%	48%	49%	51%	47%	41%	39%	50%	45%	37%	43%
No	56%	58%	55%	56%	50%	64%	64%	52%	40%	51%	52%	51%	49%	53%	59%	61%	49%	54%	63%	57%
Don't know	0%		1%		0%	1%	0%	0%				1%		1%	0%		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				Area of Residence in Charlotte-Mecklenburg			
		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	217	233	167	293	196	86	42	292	185	115	169	83	250	165	146	187	119
1-4= Disagree	29%	28%	31%	27%	32%	29%	34%	27%	19%	31%	27%	34%	27%	32%	33%	28%	34%	27%	27%	29%
5,6= Neutral	23%	27%	20%	21%	24%	24%	29%	17%	19%	17%	20%	34%	17%	20%	27%	27%	22%	14%	33%	19%
7,8= Agree Somewhat	21%	19%	23%	18%	26%	19%	17%	22%	30%	29%	24%	18%	22%	20%	18%	23%	20%	28%	16%	24%
9,10= Agree Strongly	26%	27%	26%	34%	18%	28%	20%	34%	33%	24%	29%	15%	34%	28%	23%	22%	24%	31%	24%	28%
AVERAGE RATING	5.9	6.0	5.8	6.2	5.6	6.0	5.3	6.4	6.9	5.9	6.2	5.1	6.5	5.8	5.5	5.8	5.6	6.5	5.7	6.0

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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	74%	77%	72%	75%	78%	69%	71%	80%	81%	62%	78%	69%	80%	80%	68%	71%	77%	74%	73%	74%
No	24%	23%	26%	23%	22%	30%	27%	20%	18%	36%	21%	29%	20%	20%	30%	27%	23%	26%	25%	24%
Don't know	1%	0%	2%	2%	0%	2%	2%		1%	2%	1%	2%		1%	2%	2%		1%	2%	2%

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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	52%	53%	52%	51%	50%	57%	50%	58%	49%	49%	54%	52%	53%	54%	66%	47%	51%	55%	44%	65%
No/DK	48%	47%	48%	49%	50%	43%	50%	42%	51%	51%	46%	48%	47%	46%	34%	53%	49%	45%	56%	35%

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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	342	165	177	115	122	105	158	118	43	23	169	99	62	93	59	128	85	85	93	79
Yes	7%	10%	5%	4%	10%	8%	10%	4%	2%	13%	8%	6%	2%	12%	8%	6%	6%	4%	5%	15%
No/DK	93%	90%	95%	96%	90%	92%	90%	96%	98%	87%	92%	94%	98%	88%	92%	94%	94%	96%	95%	85%

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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	14%	13%	15%	10%	17%	15%	13%	15%	13%	19%	15%	16%	13%	15%	11%	15%	13%	14%	15%	14%
No/DK	86%	87%	85%	90%	83%	85%	87%	85%	88%	81%	85%	84%	87%	85%	89%	85%	88%	86%	85%	86%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	24%	22%	25%	20%	24%	28%	26%	23%	20%	21%	20%	29%	28%	22%	27%	22%	22%	22%	26%	24%
No/DK	76%	78%	75%	80%	76%	72%	74%	77%	80%	79%	80%	71%	72%	78%	73%	78%	78%	78%	74%	76%

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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	9%	7%	10%	8%	9%	9%	9%	4%	14%	15%	7%	12%	10%	8%	6%	9%	8%	7%	11%	7%
No/DK	91%	93%	90%	92%	91%	91%	91%	96%	86%	85%	93%	88%	90%	92%	94%	91%	92%	93%	89%	93%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	5%	5%	5%	4%	5%	4%	4%	4%	6%	11%	5%	4%	7%	5%	6%	3%	6%	3%	4%	6%
No	95%	95%	95%	96%	95%	96%	96%	96%	94%	89%	95%	96%	93%	95%	94%	97%	93%	97%	96%	94%
Don't know	0%		0%		0%		0%				0%			1%			1%			

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	11%	12%	10%	18%	12%	2%	10%	7%	18%	23%	13%	10%	11%	12%	8%	12%	9%	11%	11%	14%
No	89%	88%	90%	82%	88%	98%	90%	93%	82%	77%	87%	90%	89%	88%	92%	88%	91%	89%	89%	86%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	30	14	16	10	12	8	11	9	5	5	15	7	8	8	5	9	10	4	9	7
Yes	43%	57%	31%	40%	42%	50%	55%	56%	20%	20%	33%	57%	50%	50%	40%	33%	40%	50%	33%	57%
No	50%	43%	56%	60%	50%	38%	45%	33%	80%	60%	60%	43%	38%	38%	60%	67%	40%	50%	67%	43%
Don't know	7%		13%		8%	13%		11%		20%	7%		13%	13%		20%				

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	13	8	5	4	5	4	6	5	1	1	5	4	4	4	2	3	4	2	3	4
In person	54%	50%	60%	75%	20%	75%	50%	60%	100%		20%	75%	50%	50%	100%	33%	50%	50%	33%	75%
By telephone	46%	50%	40%	25%	80%	25%	50%	40%		100%	80%	25%	50%	50%		67%	50%	50%	67%	25%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	13	8	5	4	5	4	6	5	1	1	5	4	4	4	2	3	4	2	3	4
1-4= Not satisfied	31%	38%	20%	25%	20%	50%	33%	40%			40%	25%	50%	25%	50%		25%	50%		50%
5,6= Midpoints	15%	25%		25%	20%			20%	100%		25%	25%	25%	25%			25%	50%		
7,8= Somewhat satisfied	23%	13%	40%	25%	20%	25%	17%	20%		100%	40%	25%	25%		50%	33%	25%		33%	25%
9,10= Very satisfied	31%	25%	40%	25%	40%	25%	50%	20%			20%	25%		50%		67%	25%		67%	25%
AVERAGE RATING	6.4	5.8	7.4	6.3	6.8	6.0	6.8	5.6	6.0	8.0	5.8	6.5	4.5	6.8	6.0	8.7	6.0	4.5	8.7	6.0

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	73	37	36	40	29	4	31	15	16	11	40	20	13	21	7	32	15	17	24	17
Yes	52%	57%	47%	60%	45%	25%	48%	40%	81%	36%	57%	45%	69%	48%	43%	50%	33%	65%	54%	53%
No	45%	43%	47%	40%	52%	50%	45%	60%	19%	64%	40%	50%	23%	52%	57%	47%	60%	29%	46%	47%
Don't know	3%		6%		3%	25%	6%				3%	5%	8%		3%		7%	6%		

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	38	21	17	24	13	1	15	6	13	4	23	9	9	10	3	16	5	11	13	9
By telephone	66%	71%	59%	71%	62%		73%	83%	46%	75%	70%	78%	44%	80%	33%	75%	40%	55%	69%	89%
In person	29%	19%	41%	25%	31%	100%	20%		54%	25%	30%	22%	56%	10%	33%	25%	40%	45%	31%	
By email or some other type of electronic means of communication	3%	5%			8%		7%								33%					11%
Don't know	3%	5%		4%			17%							10%			20%			

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	38	21	17	24	13	1	15	6	13	4	23	9	9	10	3	16	5	11	13	9
1-4= Not satisfied	21%	29%	12%	25%	8%	100%	27%	50%	8%		26%	11%	11%	40%	67%	6%	20%	9%	15%	44%
5,6= Midpoints	13%	14%	12%	21%					38%		17%		11%		25%			18%	23%	
7,8= Somewhat satisfied	21%	24%	18%	13%	38%		33%	17%		50%	9%	33%	11%	30%	33%	19%	20%	18%	15%	33%
9,10= Very satisfied	45%	33%	59%	42%	54%		40%	33%	54%	50%	48%	56%	67%	30%		50%	60%	55%	46%	22%
AVERAGE RATING	7.0	6.4	7.7	6.5	8.2	1.0	6.7	5.3	7.5	8.8	6.7	8.0	8.6	5.5	3.7	7.6	7.6	8.2	6.9	5.2

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	47%	45%	48%	44%	51%	45%	49%	44%	45%	49%	48%	54%	54%	48%	39%	46%	48%	46%	45%	50%
No	52%	54%	51%	56%	49%	52%	50%	56%	55%	51%	52%	46%	46%	51%	61%	53%	51%	53%	54%	50%
Don't know	1%	0%	1%			2%	1%	0%			1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	306	140	166	98	125	83	154	89	40	23	149	102	63	82	35	126	81	72	93	60
1-4= Negative impression	10%	11%	8%	16%	8%	5%	10%	12%		13%	11%	8%	6%	13%	11%	9%	11%	10%	6%	13%
5,6= Midpoints	10%	7%	13%	11%	9%	12%	9%	15%	3%	17%	7%	10%	3%	12%	9%	13%	9%	13%	11%	10%
7,8= Positive impression	28%	31%	27%	31%	29%	25%	32%	22%	35%	17%	30%	27%	30%	21%	29%	33%	23%	26%	34%	28%
9,10= Very positive impression	51%	51%	52%	42%	54%	58%	49%	51%	63%	52%	52%	55%	60%	54%	51%	45%	57%	51%	48%	48%
AVERAGE RATING	7.9	7.8	8.0	7.3	8.1	8.4	7.9	7.6	8.9	7.6	7.9	8.1	8.4	7.7	7.8	7.8	8.0	7.9	8.1	7.6

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	17%	15%	19%	19%	20%	11%	19%	15%	13%	26%	18%	19%	21%	17%	12%	17%	18%	18%	17%	16%
No	82%	84%	80%	81%	79%	86%	80%	84%	88%	74%	82%	80%	79%	82%	87%	81%	82%	81%	82%	83%
Don't know	1%	1%	1%		0%	3%	1%	1%			0%	1%		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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	15%	13%	17%	15%	15%	15%	15%	15%	19%	13%	17%	16%	15%	15%	17%	15%	14%	16%	16%	15%
No	84%	86%	81%	85%	84%	82%	83%	85%	81%	87%	83%	82%	85%	85%	82%	83%	85%	83%	83%	84%
Don't know	1%	1%	2%		1%	3%	2%	0%			2%	2%	1%	1%	1%	2%	1%	1%	1%	1%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Called in past 12 months	26%	23%	29%	27%	28%	22%	26%	25%	26%	32%	28%	28%	29%	24%	23%	27%	26%	27%	27%	23%
Have not called in past 12 months	74%	77%	71%	73%	72%	78%	74%	75%	74%	68%	72%	72%	71%	76%	77%	73%	74%	73%	73%	77%

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				Area of Residence in Charlotte-Mecklenburg			
		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	8.2	8.4	8.0	7.8	8.1	8.9	7.8	8.4	8.9	8.1	8.0	8.1	8.6	7.9	8.2	8.0	8.2	8.6	8.1	7.4
Q49. Asking appropriate questions	8.4	8.5	8.3	8.3	8.3	8.7	8.1	8.6	9.1	8.3	8.3	8.4	8.7	7.8	7.9	8.7	8.2	9.1	8.6	7.1
Q50. Treating you courteously and respectfully	8.5	8.6	8.4	8.6	8.3	8.7	8.4	8.3	9.4	8.4	8.5	8.4	8.7	7.8	8.5	8.8	7.8	9.4	8.7	8.0
Q51. Informing you when officers will be dispatched	7.8	8.3	7.5	7.8	7.5	8.4	7.4	8.4	8.9	6.8	7.6	7.9	8.2	7.5	6.4	8.2	7.8	8.3	8.0	6.8
Q52. Overall satisfaction	8.3	8.6	8.0	8.3	8.1	8.5	8.1	8.2	9.4	7.7	8.4	8.2	8.7	7.9	8.2	8.3	7.9	9.0	8.2	8.1

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	165	71	94	59	68	38	81	48	23	13	86	54	34	38	21	72	41	42	54	28
1-4= Not satisfied	10%	7%	12%	14%	10%	3%	14%	4%	4%	15%	13%	7%	3%	11%	5%	14%	5%	10%	11%	14%
5,6= Midpoints	7%	6%	9%	12%	4%	5%	7%	10%	4%		6%	9%	12%	8%	14%	3%	10%	2%	6%	14%
7,8= Somewhat satisfied	25%	34%	19%	20%	34%	18%	27%	27%	13%	31%	24%	30%	21%	34%	19%	25%	34%	19%	24%	25%
9,10= Very satisfied	58%	54%	61%	54%	51%	74%	52%	58%	78%	54%	57%	54%	65%	47%	62%	58%	51%	69%	59%	46%
AVERAGE RATING	8.2	8.4	8.0	7.8	8.1	8.9	7.8	8.4	8.9	8.1	8.0	8.1	8.6	7.9	8.2	8.0	8.2	8.6	8.1	7.4

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	167	71	96	60	68	39	81	49	23	14	86	54	34	40	21	72	43	42	54	28
1-4= Not satisfied	8%	6%	9%	8%	7%	8%	10%	6%		14%	8%	9%	6%	15%	10%	4%	9%		6%	21%
5,6= Midpoints	10%	10%	9%	13%	9%	5%	11%	8%	13%		13%	4%	6%	10%	19%	8%	9%	7%	7%	18%
7,8= Somewhat satisfied	19%	23%	17%	18%	28%	5%	23%	18%	4%	21%	15%	26%	12%	20%	19%	22%	16%	17%	22%	21%
9,10= Very satisfied	63%	62%	65%	60%	56%	82%	56%	67%	83%	64%	64%	61%	76%	55%	52%	65%	65%	76%	65%	39%
AVERAGE RATING	8.4	8.5	8.3	8.3	8.3	8.7	8.1	8.6	9.1	8.3	8.3	8.4	8.7	7.8	7.9	8.7	8.2	9.1	8.6	7.1

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	167	71	96	60	68	39	81	49	23	14	86	54	34	40	21	72	43	42	54	28
1-4= Not satisfied	6%	4%	7%	3%	9%	5%	5%	8%		14%	7%	6%	6%	10%		6%	14%	2%	6%	
5,6= Midpoints	7%	4%	8%	8%	4%	8%	10%	4%	4%		3%	9%	3%	10%	10%	6%	7%		7%	14%
7,8= Somewhat satisfied	23%	27%	20%	23%	28%	13%	27%	27%	9%	7%	23%	22%	18%	28%	38%	18%	19%	12%	20%	50%
9,10= Very satisfied	65%	65%	65%	65%	59%	74%	58%	61%	87%	79%	66%	63%	74%	53%	52%	71%	60%	86%	67%	36%
AVERAGE RATING	8.5	8.6	8.4	8.6	8.3	8.7	8.4	8.3	9.4	8.4	8.5	8.4	8.7	7.8	8.5	8.8	7.8	9.4	8.7	8.0

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	163	70	93	60	68	35	78	48	23	14	85	53	33	39	20	71	41	41	54	27
1-4= Not satisfied	15%	11%	18%	17%	16%	11%	19%	8%	4%	36%	20%	11%	12%	18%	30%	11%	17%	10%	13%	26%
5,6= Midpoints	9%	6%	11%	10%	9%	6%	12%	6%	9%		7%	9%	6%	8%	20%	7%	7%	7%	7%	15%
7,8= Somewhat satisfied	20%	21%	18%	15%	29%	9%	19%	23%	13%	21%	18%	28%	12%	26%	20%	20%	15%	17%	20%	30%
9,10= Very satisfied	56%	61%	53%	58%	46%	74%	50%	63%	74%	43%	55%	51%	70%	49%	30%	62%	61%	66%	59%	30%
AVERAGE RATING	7.8	8.3	7.5	7.8	7.5	8.4	7.4	8.4	8.9	6.8	7.6	7.9	8.2	7.5	6.4	8.2	7.8	8.3	8.0	6.8



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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	168	71	97	61	68	39	81	49	23	15	86	54	34	40	21	73	43	42	55	28
1-4= Not satisfied	8%	3%	11%	7%	10%	5%	9%	8%		13%	7%	9%	3%	13%	5%	8%	14%	5%	7%	4%
5,6= Midpoints	8%	7%	9%	7%	6%	15%	10%	8%		13%	8%	7%	9%	8%	14%	7%	7%	2%	13%	11%
7,8= Somewhat satisfied	22%	25%	20%	26%	24%	13%	22%	24%	22%	13%	22%	24%	18%	28%	29%	19%	19%	19%	16%	43%
9,10= Very satisfied	62%	65%	60%	61%	60%	67%	59%	59%	78%	60%	63%	59%	71%	53%	52%	66%	60%	74%	64%	43%
AVERAGE RATING	8.3	8.6	8.0	8.3	8.1	8.5	8.1	8.2	9.4	7.7	8.4	8.2	8.7	7.9	8.2	8.3	7.9	9.0	8.2	8.1

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Call 311	51%	47%	54%	42%	56%	54%	55%	51%	33%	53%	51%	48%	53%	53%	47%	50%	52%	52%	51%	47%
Call 911	24%	25%	22%	28%	21%	22%	19%	27%	36%	19%	25%	23%	32%	25%	14%	23%	27%	29%	19%	21%
By telephone, but don't know number	9%	9%	10%	8%	9%	11%	9%	10%	8%	9%	10%	9%	3%	9%	13%	11%	8%	5%	13%	10%
Don't know	8%	10%	7%	12%	4%	9%	7%	7%	14%	9%	7%	9%	3%	6%	17%	9%	6%	5%	9%	14%
Internet/Website	5%	5%	5%	6%	6%	3%	8%	2%		6%	3%	9%	3%	5%	3%	7%	5%	3%	8%	3%
In person	2%	3%	1%	3%	2%	1%	1%	1%	9%	2%	3%	2%	4%	2%	6%	0%	2%	3%		5%
Other	0%		0%		0%					2%	0%		1%				1%			
Call 411	0%	0%		0%				0%				1%				0%		1%		
Call number for my local division	0%		0%		0%			0%			0%					0%		1%		
Life alert would tell me	0%	0%			0%			0%			0%		1%					1%		
Would look in phonebook	0%	0%		0%			0%									0%		1%		

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	26%	25%	28%	21%	35%	22%	22%	33%	19%	36%	29%	23%	28%	39%	26%	18%	33%	25%	19%	31%
No	72%	74%	69%	76%	63%	77%	75%	66%	77%	64%	70%	74%	71%	61%	71%	79%	67%	73%	77%	67%
Don't know	2%	2%	3%	3%	2%	1%	3%	1%	3%		2%	3%	1%		3%	4%		2%	4%	2%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	171	76	95	45	85	41	70	67	17	17	88	44	33	66	23	49	55	39	40	37
1-4= Negative impression	8%	7%	9%	2%	13%	5%	10%	4%	6%	18%	8%	11%	6%	3%	4%	18%	7%	3%	23%	
5,6= Midpoints	11%	12%	11%	11%	14%	5%	11%	12%	6%	12%	6%	16%		17%	13%	10%	13%	5%	10%	16%
7,8= Positive impression	31%	32%	31%	44%	25%	29%	31%	31%	53%	6%	35%	27%	33%	33%	43%	20%	29%	33%	18%	46%
9,10= Very positive impression	50%	50%	49%	42%	48%	61%	47%	52%	35%	65%	51%	45%	61%	47%	39%	51%	51%	59%	50%	38%
AVERAGE RATING	8.0	8.0	7.9	8.2	7.6	8.5	7.8	8.2	8.0	7.6	8.2	7.7	8.5	8.1	8.0	7.5	8.0	8.7	7.3	8.0

Q55. Within the 12 months, 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				Area of Residence in Charlotte-Mecklenburg			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	13%	10%	15%	11%	17%	9%	11%	14%	13%	17%	15%	8%	15%	20%	7%	9%	18%	12%	9%	12%
No	85%	88%	82%	86%	81%	90%	86%	85%	84%	81%	83%	88%	84%	80%	90%	87%	82%	85%	87%	85%
Don't know	2%	2%	3%	4%	2%	1%	3%	1%	3%	2%	2%	3%	2%	1%	3%	4%	3%	4%	2%	

Q55a. What is your overall impression of the non-emergency CMPD Crime Reporting Unit?  
 (Base=Respondents who have been connected to the CRU within the past 12 months. Dont' know responses dropped from base.)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	82	31	51	24	41	17	35	28	11	8	47	16	17	34	6	25	30	19	18	15
1-4= Negative impression	15%	10%	18%	4%	22%	12%	20%	4%	9%	38%	15%	25%	6%	6%	17%	32%	10%	5%	44%	
5,6= Midpoints	9%	6%	10%	13%	10%		6%	18%			4%	6%		18%		4%	13%		6%	13%
7,8= Positive impression	26%	23%	27%	33%	22%	24%	26%	25%	36%	13%	34%	6%	29%	29%	33%	16%	23%	26%	11%	47%
9,10= Very positive impression	51%	61%	45%	50%	46%	65%	49%	54%	55%	50%	47%	63%	65%	47%	50%	48%	53%	68%	39%	40%
AVERAGE RATING	7.7	8.2	7.5	8.3	7.2	8.4	7.5	8.2	8.3	6.5	7.8	7.5	8.6	7.9	8.0	6.9	7.9	8.8	6.1	8.2

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				Area of Residence in Charlotte-Mecklenburg			
		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	7.9	8.1	7.8	8.0	7.4	8.8	7.4	8.3	7.8	9.0	8.0	7.6	8.9	8.1	9.2	6.6	8.7	8.3	6.2	7.7
Q57. Asking appropriate questions	8.2	8.6	7.9	8.2	8.0	8.6	7.9	8.0	9.2	8.5	8.1	8.2	9.4	8.1	7.5	7.6	8.8	9.1	6.6	7.5
Q58. Treating you courteously and respectfully	8.3	8.8	8.1	8.4	8.0	9.0	8.2	8.3	8.8	8.5	8.3	8.5	9.4	8.3	8.5	7.6	8.8	8.9	7.1	8.2
Q59. Setting correct expectations for what would happen next	7.7	7.9	7.6	7.7	7.2	9.1	7.6	7.8	8.9	6.8	7.7	7.8	9.0	7.5	7.7	7.1	7.8	9.0	6.0	8.0
Q60. Overall satisfaction	7.9	8.5	7.6	8.0	7.6	8.5	7.9	8.2	8.2	7.0	8.1	7.6	9.4	7.9	7.5	7.0	8.4	8.6	6.3	8.1

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	82	31	51	24	41	17	35	28	11	8	47	16	17	34	6	25	30	19	18	15
1-4= Not satisfied	12%	13%	12%	13%	15%	6%	20%	7%	9%		13%	13%	6%	9%		24%	7%	5%	33%	7%
5,6= Midpoints	11%	6%	14%		22%		9%	11%	18%	13%	6%	19%		12%		20%	7%	16%	11%	13%
7,8= Somewhat satisfied	22%	19%	24%	29%	17%	24%	29%	21%	9%	13%	21%	31%	18%	26%	33%	16%	17%	16%	22%	40%
9,10= Very satisfied	55%	61%	51%	58%	46%	71%	43%	61%	64%	75%	60%	38%	76%	53%	67%	40%	70%	63%	33%	40%
AVERAGE RATING	7.9	8.1	7.8	8.0	7.4	8.8	7.4	8.3	7.8	9.0	8.0	7.6	8.9	8.1	9.2	6.6	8.7	8.3	6.2	7.7

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	82	31	51	24	41	17	35	28	11	8	47	16	17	34	6	25	30	19	18	15
1-4= Not satisfied	9%	3%	12%	8%	7%	12%	9%	11%		13%	11%	6%		6%	17%	16%	3%		28%	7%
5,6= Midpoints	11%	10%	12%	8%	17%		14%	14%			4%	19%	6%	18%	8%	10%	5%	11%	20%	
7,8= Somewhat satisfied	21%	19%	22%	29%	22%	6%	29%	14%	27%		30%	13%	18%	18%	33%	24%	13%	26%	22%	27%
9,10= Very satisfied	60%	68%	55%	54%	54%	82%	49%	61%	73%	88%	55%	63%	76%	59%	50%	52%	73%	68%	39%	47%
AVERAGE RATING	8.2	8.6	7.9	8.2	8.0	8.6	7.9	8.0	9.2	8.5	8.1	8.2	9.4	8.1	7.5	7.6	8.8	9.1	6.6	7.5

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	82	31	51	24	41	17	35	28	11	8	47	16	17	34	6	25	30	19	18	15
1-4= Not satisfied	7%	3%	10%	8%	7%	6%	9%	11%			9%	6%		6%		16%	3%		22%	7%
5,6= Midpoints	11%	6%	14%	4%	17%	6%	9%	11%	9%	25%	6%	13%		12%	17%	16%	10%	11%	17%	7%
7,8= Somewhat satisfied	20%	23%	18%	29%	22%		31%	11%	18%		28%	6%	18%	24%	33%	12%	13%	16%	17%	40%
9,10= Very satisfied	62%	68%	59%	58%	54%	88%	51%	68%	73%	75%	57%	75%	82%	59%	50%	56%	73%	74%	44%	47%
AVERAGE RATING	8.3	8.8	8.1	8.4	8.0	9.0	8.2	8.3	8.8	8.5	8.3	8.5	9.4	8.3	8.5	7.6	8.8	8.9	7.1	8.2

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	78	29	49	22	40	16	32	28	10	8	46	14	16	33	6	23	30	17	17	14
1-4= Not satisfied	14%	10%	16%	14%	18%	6%	19%	14%		13%	15%	7%		12%	17%	26%	10%		41%	7%
5,6= Midpoints	10%	10%	10%	5%	18%		3%	11%	10%	38%	7%	21%	6%	15%		9%	17%	6%	6%	7%
7,8= Somewhat satisfied	24%	24%	24%	36%	23%	13%	34%	21%	10%	13%	28%	21%	25%	24%	33%	22%	13%	29%	24%	43%
9,10= Very satisfied	51%	55%	49%	45%	43%	81%	44%	54%	80%	38%	50%	50%	69%	48%	50%	43%	60%	65%	29%	43%
AVERAGE RATING	7.7	7.9	7.6	7.7	7.2	9.1	7.6	7.8	8.9	6.8	7.7	7.8	9.0	7.5	7.7	7.1	7.8	9.0	6.0	8.0

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	82	31	51	24	41	17	35	28	11	8	47	16	17	34	6	25	30	19	18	15
1-4= Not satisfied	11%	3%	16%	8%	12%	12%	11%	7%	9%	25%	9%	13%		9%	17%	20%	10%	5%	28%	
5,6= Midpoints	10%	13%	8%	4%	17%		9%	11%	9%	13%	9%	19%		12%		16%	10%	5%	17%	7%
7,8= Somewhat satisfied	23%	19%	25%	38%	20%	12%	31%	25%	9%		28%	13%	12%	29%	50%	16%	7%	21%	17%	67%
9,10= Very satisfied	56%	65%	51%	50%	51%	76%	49%	57%	73%	63%	55%	56%	88%	50%	33%	48%	73%	68%	39%	27%
AVERAGE RATING	7.9	8.5	7.6	8.0	7.6	8.5	7.9	8.2	8.2	7.0	8.1	7.6	9.4	7.9	7.5	7.0	8.4	8.6	6.3	8.1

S1. Within the past 12 months, have you called 311 or 911 for assistance from CMPD Animal Care & Control?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	18%	14%	21%	17%	22%	13%	18%	22%	3%	26%	20%	16%	14%	25%	16%	16%	20%	17%	14%	21%
No/DK	82%	86%	79%	83%	78%	87%	82%	78%	97%	74%	80%	84%	86%	75%	84%	84%	80%	83%	86%	79%

S2. Think about your most recent 311 or 911 call to CMPD Animal Care & Control. Which of the following best represents the reason for that call?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	116	43	73	39	53	24	57	44	3	12	61	30	16	42	14	44	34	26	30	26
Loose or stray animal, including an aggressive stray animal	26%	21%	29%	18%	32%	25%	21%	25%	67%	42%	34%	23%	44%	26%	21%	20%	26%	19%	23%	35%
Unattended animal	20%	26%	16%	28%	17%	13%	19%	23%		17%	18%	23%	31%	29%	7%	11%	29%	27%	7%	15%
To report a dead dog/animal	16%	19%	14%	13%	17%	17%	18%	16%		8%	13%	20%	19%	14%	7%	18%	21%	15%	20%	4%
Barking dog	15%	16%	14%	18%	11%	17%	16%	16%	33%		15%	17%		10%	43%	16%	6%	12%	13%	31%
Concerns about wild animals	8%	9%	7%	8%	8%	8%	12%			17%	7%	10%	6%			18%		12%	20%	
Surrender of a pet or stray animal to the shelter	7%	5%	8%	8%	6%	8%	9%	7%			7%			14%		5%	12%	8%		8%
To report a lost or stolen animal	4%	2%	5%	5%	4%	4%	4%	7%			5%				21%	5%			13%	4%
Dog eliminating on your property, with or without property damage	3%		4%	3%	2%	4%		2%		17%	2%	3%		7%			6%			4%
To get pet adoption information	3%	2%	3%		4%	4%	2%	5%				3%				7%		8%	3%	

S3. As a result of your call, did a CMPD Animal Care & Control Officer come to your home?  
(Base=Respondents who called 311 or 911 for assistance from CMPD Animal Care & Control)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	116	43	73	39	53	24	57	44	3	12	61	30	16	42	14	44	34	26	30	26
Yes	58%	51%	62%	69%	47%	63%	49%	66%	67%	67%	72%	37%	88%	69%	57%	36%	79%	54%	33%	62%
No/DK	42%	49%	38%	31%	53%	38%	51%	34%	33%	33%	28%	63%	13%	31%	43%	64%	21%	46%	67%	38%

s4. Was the issue you called about resolved or is it still an issue?  
(Base=Respondents who called 311 or 911 for assistance from CMPD Animal Care & Control)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	116	43	73	39	53	24	57	44	3	12	61	30	16	42	14	44	34	26	30	26
Resolved	71%	77%	67%	79%	62%	75%	61%	77%	67%	92%	74%	63%	94%	71%	79%	59%	79%	62%	67%	73%
Still an issue	21%	19%	22%	15%	25%	21%	25%	23%			20%	27%	6%	26%		27%	18%	31%	17%	19%
Don't know	9%	5%	11%	5%	13%	4%	14%		33%	8%	7%	10%		2%	21%	14%	3%	8%	17%	8%

S5a. How do you rate your satisfaction with the Officer on ...

Treating you courteously and respectfully  
(Base=Respondents who had an Officer come to their location))

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	65	22	43	26	25	14	27	28	2	8	42	11	14	28	8	15	26	13	10	16
1-4= Not satisfied	3%		5%		8%			7%			5%			7%			4%			6%
5,6= Midpoints	9%	5%	12%	4%	8%	21%	11%	7%		13%	2%	18%		7%	13%	20%	8%	8%	20%	6%
7,8= Somewhat satisfied	11%	23%	5%	12%	16%		15%	7%		13%	12%	18%		18%	13%	7%	8%		20%	19%
9,10= Very satisfied	77%	73%	79%	85%	68%	79%	74%	79%	100%	75%	81%	64%	100%	68%	75%	73%	81%	92%	60%	69%
AVERAGE RATING	8.6	8.9	8.4	8.7	8.2	9.2	8.6	8.5	10.0	8.4	8.8	7.6	9.7	8.4	8.8	8.2	8.5	8.8	8.3	8.7

S5b. How do you rate your satisfaction with the Officer on ...

Length of time to respond to your request for service  
(Base=Respondents who had an Officer come to their location))

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	64	22	42	26	25	13	26	28	2	8	42	11	14	27	8	15	25	13	10	16
1-4= Not satisfied	9%	9%	10%	12%	12%		8%	7%		25%	10%	9%	14%	7%		13%	8%	15%	10%	6%
5,6= Midpoints	9%	9%	10%	8%	4%	23%	8%	11%		13%	5%	27%	7%	11%	13%	7%	16%		10%	6%
7,8= Somewhat satisfied	27%	36%	21%	31%	32%	8%	15%	29%	100%	38%	33%	27%	21%	33%	38%	13%	28%	15%	20%	38%
9,10= Very satisfied	55%	45%	60%	50%	52%	69%	69%	54%		25%	52%	36%	57%	48%	50%	67%	48%	69%	60%	50%
AVERAGE RATING	7.5	7.3	7.7	7.5	7.2	8.4	7.8	7.5	8.0	6.4	7.9	6.4	8.1	7.1	8.8	7.5	6.9	7.6	7.9	8.1

S5c. How do you rate your satisfaction with the Officer on ...

Overall service provided by the Animal Care & Control Officer who came to your location in response to your request for service  
(Base=Respondents who had an Officer come to their location))

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	65	22	43	26	25	14	27	28	2	8	43	11	14	28	8	15	26	13	10	16
1-4= Not satisfied	3%		5%		8%			7%			5%			7%			4%			6%
5,6= Midpoints	9%	5%	12%	4%	12%	14%	15%	4%		13%	5%	18%		11%		20%	8%	8%	20%	6%
7,8= Somewhat satisfied	20%	36%	12%	15%	28%	14%	19%	14%		50%	19%	45%	21%	25%	13%	13%	31%		20%	19%
9,10= Very satisfied	68%	59%	72%	81%	52%	71%	67%	75%	100%	38%	72%	36%	79%	57%	88%	67%	58%	92%	60%	69%
AVERAGE RATING	8.2	8.3	8.2	8.6	7.5	9.2	8.2	8.4	9.0	7.6	8.5	7.2	9.3	7.8	9.7	7.7	7.9	8.6	8.1	8.6

S6. Within the past 12 months, have you visited the CMPD Animal Care & Control Shelter on Byrum St.?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	7%	5%	10%	6%	9%	7%	8%	6%	6%	13%	6%	8%	9%	7%	11%	6%	7%	7%	6%	10%
No/DK	93%	95%	90%	94%	91%	93%	92%	94%	94%	87%	94%	92%	91%	93%	89%	94%	93%	93%	94%	90%

S7. Within the past 12 months, have you visited the CMPD Animal Care & Control Shelter on Byrum St for any of the following reasons?  
(Base=Respondents who have visited the Animal Care & Control Shelter)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	48	14	34	14	22	12	24	13	5	6	19	16	10	12	10	16	12	11	13	12
To adopt or consider adopting a pet	40%	36%	41%	29%	36%	58%	42%	31%	20%	67%	26%	63%	30%	17%	50%	56%	17%	36%	62%	42%
To reclaim or try to find a lost pet	25%	21%	26%	50%	18%	8%	33%	8%	40%	17%	26%	25%	40%	17%	20%	25%	17%	27%	31%	25%
Other reason	21%	43%	12%	14%	23%	25%	17%	23%	20%	33%	16%	25%	50%	25%	20%		50%	18%		17%
To spay/neuter your pet	15%	14%	15%	14%	18%	8%	8%	23%	40%		16%			33%	20%	6%	25%	9%		25%
To surrender a pet or stray pet	13%	14%	12%	29%	9%		8%	23%		17%	26%			17%	20%	13%	8%	9%	15%	17%

S8a. How do you rate your overall experience with shelter staff in reclaiming or trying to reclaim your pet?  
(Base=Respondents who visited the shelter to reclaim a pet)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	11	3	8	6	4	1	7	1	2	1	5	4	4	2	2	3	2	3	3	3
1-4= Not satisfied	27%	33%	25%	33%	25%		14%		50%	100%		25%	50%	50%			100%	33%		
5,6= Midpoints	9%		13%	17%					50%		20%		25%					33%		
7,8= Somewhat satisfied	36%	33%	38%	33%	50%		57%				40%	50%	25%	50%	50%	33%		33%	33%	67%
9,10= Very satisfied	27%	33%	25%	17%	25%	100%	29%	100%			40%	25%		50%	67%				67%	33%
AVERAGE RATING	6.2	6.0	6.3	5.2	6.8	10.0	7.3	10.0	3.0	1.0	7.8	6.8	3.8	4.0	9.0	9.0	1.0	4.7	9.0	8.3



S8b. How do you rate your overall experience with shelter staff in accommodating the surrender of your pet or a stray pet?  
(Base=Respondents who visited the shelter to surrender a pet or stray pet)

	Total	Gender		Age		Race/Ethnicity			Income < \$60k	CMPD Service Areas			Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	Wh	Afr Am	Oth		NW	SW	SE	N	E	S	W
RESPONDENTS	6	2	4	4	2	2	3	1	5	2	2	2	1	1	2	2
7,8= Somewhat satisfied	33%	50%	25%	50%		50%	33%		40%	50%	50%				50%	50%
9,10= Very satisfied	67%	50%	75%	50%	100%	50%	67%	100%	60%	50%	50%	100%	100%	100%	50%	50%
AVERAGE RATING	9.2	8.5	9.5	8.8	10.0	8.5	9.3	10.0	9.0	8.5	9.0	10.0	10.0	10.0	9.0	8.5

S8c. How do you rate your overall experience with shelter staff on your pet adoption experience or experience considering the adoption of a pet?  
(Base=Respondents who visited the shelter to adopt or consider adopting a pet)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	19	5	14	4	8	7	10	4	1	4	5	10	3	2	5	9	2	4	8	5
1-4= Not satisfied	5%	20%		25%						25%		10%	33%				50%			
5,6= Midpoints	5%		7%	25%			10%				10%	33%						25%		
7,8= Somewhat satisfied	32%	40%	29%	25%	63%		20%	50%		50%	40%	40%	50%	20%	44%		75%	25%	20%	
9,10= Very satisfied	58%	40%	64%	25%	38%	100%	70%	50%	100%	25%	60%	40%	33%	50%	80%	56%	50%		75%	80%
AVERAGE RATING	8.5	7.2	8.9	6.0	8.4	10.0	9.0	8.8	10.0	6.5	9.0	7.6	5.0	9.0	9.6	8.9	5.0	6.8	9.5	9.6

S8d. How do you rate your overall experience with shelter staff who performed your spay/neuter operation?  
(Base=Respondents who visited the shelter to spay/neuter a pet)

	Total	Gender		Age			Race/Ethnicity				Income < \$60k	CMPD Service Areas			Area of Residence in Charlotte-Mecklenburg		
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	NW		SW	SE	N	E	W	
RESPONDENTS	7	2	5	2	4	1	2	3	2	3	4	2	1	3	1	3	
1-4= Not satisfied	14%	50%			25%		50%					25%				33%	
5,6= Midpoints	14%	50%			25%		50%					50%				33%	
9,10= Very satisfied	71%		100%	100%	50%	100%		100%	100%	100%	75%	50%	100%	100%	100%	33%	
AVERAGE RATING	8.3	4.5	9.8	10.0	7.0	10.0	4.5	9.7	10.0	10.0	8.5	7.5	9.0	10.0	9.0	6.3	

S9. Within the past 12 months, have you been present at a CMPD Animal Care & control off-site adoption event? (These are held every 2 weeks at SouthPark mall)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	4%	3%	5%	3%	4%	5%	5%	4%		4%	5%	4%	2%	4%	5%	2%	3%	6%	4%	4%
No/DK	96%	97%	95%	97%	96%	95%	95%	96%	100%	96%	96%	95%	96%	98%	96%	95%	98%	97%	94%	96%

S10. Did you adopt a pet?  
(Base=Respondents who have been at an off-site adoption event)

	Total	Gender		Age			Race/Ethnicity			Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	26	8	18	7	9	10	16	8	2	11	10	5	4	4	13	4	5	12	5
Yes	15%	25%	11%	14%		30%	13%	25%		18%	20%	20%		50%	8%		20%	8%	40%
No/DK	85%	75%	89%	86%	100%	70%	88%	75%	100%	82%	80%	80%	100%	50%	92%	100%	80%	92%	60%

S11. Did staff interaction at the event influence your decision to adopt?  
(Base=Respondents who adopted a pet at off-site adoption event)

	Total	Gender		Age		Race/Ethnicity		Income		CMPD Service Areas			Area of Residence in Charlotte-Mecklenburg		
		Male	Female	18-34	55+	Wh	Afr Am	< \$60k	\$60k +	NE	SW	SE	E	S	W
RESPONDENTS	4	2	2	1	3	2	2	2	2	1	2	1	1	1	2
Yes	25%		50%	100%		50%		50%		100%			100%		
No/DK	75%	100%	50%		100%	50%	100%	100%	50%		100%	100%		100%	100%

S12. Regardless of whether you adopted a pet, in your opinion, how important are these off-site adoption events at influencing people to adopt a pet from CMPD Animal Care & Control?  
(Base=Respondents who have been to an off-site adoption event.)

	Total	Gender		Age			Race/Ethnicity			Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	26	8	18	7	9	10	16	8	2	11	10	5	4	4	13	4	5	12	5
1-4= Not important	4%		6%	14%			6%			9%					8%		20%		
5,6= Midpoints	12%		17%	14%		20%	13%		50%		10%				23%			25%	
7,8= Somewhat important	23%	25%	22%	43%	11%	20%	19%	38%		36%	20%	20%	25%	100%		25%	20%	8%	60%
9,10= Very important	62%	75%	56%	29%	89%	60%	63%	63%	50%	55%	70%	80%	75%		69%	75%	60%	67%	40%
AVERAGE RATING	8.7	9.5	8.3	7.1	9.7	8.8	8.6	9.0	8.0	8.3	9.2	9.6	9.3	7.8	8.4	9.3	7.8	8.8	8.8

S13. What is your overall opinion of the CMPD Animal Care & Control?  
(Total sample, with don't know responses dropped from the base.)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	391	183	208	146	146	99	175	126	62	28	196	113	80	106	53	152	103	98	113	77
1-4= Poor opinion	7%	7%	7%	4%	10%	7%	10%	6%	2%	7%	7%	9%	6%	8%	8%	7%	9%	7%	4%	8%
5,6= Midpoints/Neutral	19%	22%	17%	20%	19%	19%	21%	21%	13%	18%	14%	27%	19%	25%	13%	18%	23%	16%	21%	16%
7,8= Good opinion	30%	31%	30%	27%	32%	34%	34%	29%	24%	25%	29%	35%	26%	28%	36%	32%	27%	28%	32%	36%
9,10= Very good opinion	43%	40%	46%	49%	40%	39%	35%	44%	61%	50%	51%	28%	49%	40%	43%	43%	41%	49%	42%	40%
AVERAGE RATING	7.7	7.5	7.9	8.0	7.5	7.7	7.3	7.8	8.4	8.0	8.0	7.1	7.9	7.5	7.8	7.7	7.5	7.9	7.8	7.8

S14. Why do you give that rating (1 to 4)?  
 (Base=Respondents who rated Animal Care & Control less than 5 on the 10-point scale)

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	27	13	14	6	14	7	17	7	1	2	13	10	5	8	4	10	9	7	5	6
Unresolved issue	33%	31%	36%	33%	36%	29%	29%	43%	100%		46%	10%	20%	38%	25%	40%	22%	57%	20%	33%
Too many stray animals around	15%	8%	21%		14%	29%	18%	14%			15%	20%	60%	13%			33%	14%		
Don't care enough to give a good rating	11%	23%		33%		14%	6%	14%		50%	8%	20%	20%		25%	10%	11%		20%	17%
Slow/Long response time	11%	15%	7%		21%		18%				8%	10%		13%		20%	11%	29%		
They seemed to not care/unprofessional	11%		21%		21%		12%	14%			15%			25%		10%	11%		20%	17%
They put animals down too soon	7%	8%	7%		7%	14%	12%				8%	10%		25%	10%				20%	17%
Poor presence in the community	4%		7%	17%						50%		10%		13%		11%				
Prefer the Humane Society	4%	8%		17%				14%				10%			10%		14%			
Poor experience adopting	4%		7%			14%	6%				8%			25%						17%
Feel they could do more for the animals	4%	8%			7%		6%					10%			10%					20%

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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
Yes	85%	88%	83%	88%	90%	75%	90%	81%	73%	96%	78%	96%	82%	82%	84%	89%	88%	75%	93%	81%
No/DK	15%	12%	17%	12%	10%	25%	10%	19%	27%	4%	22%	4%	18%	18%	16%	11%	12%	25%	7%	19%

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	557	274	283	198	221	138	282	166	64	45	244	184	96	141	76	244	148	117	194	98
Yes	30%	28%	32%	33%	33%	22%	34%	28%	23%	24%	30%	35%	30%	28%	26%	32%	31%	25%	34%	29%
No	70%	72%	68%	67%	67%	78%	66%	72%	77%	76%	70%	65%	70%	72%	74%	68%	69%	75%	66%	71%

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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	<\$60k	\$60k+	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	162	77	85	65	69	28	90	46	15	11	74	61	29	39	20	74	45	27	62	28
1-4= Poor	6%	9%	2%	8%	4%	4%	7%	4%		9%	4%	10%	3%	3%	5%	8%	4%	7%	8%	
5,6= Midpoints	15%	16%	15%	15%	17%	11%	19%	11%	13%	9%	18%	10%	21%	10%	25%	14%	20%	7%	16%	14%
7,8= Good	44%	55%	35%	43%	42%	54%	52%	30%	47%	36%	41%	52%	48%	33%	55%	46%	36%	44%	48%	50%
9,10= Very good	35%	21%	47%	34%	36%	32%	22%	54%	40%	45%	38%	28%	28%	54%	15%	32%	40%	41%	27%	36%
AVERAGE RATING	7.7	7.2	8.2	7.6	7.8	7.9	7.3	8.3	8.3	8.1	7.9	7.4	7.6	8.5	7.2	7.6	7.8	8.2	7.3	8.1

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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	653	310	343	224	246	183	314	204	88	47	311	191	117	171	90	275	168	155	209	121
DK/No recommendations	56%	54%	58%	60%	50%	57%	53%	57%	65%	49%	54%	52%	52%	49%	54%	62%	49%	59%	63%	48%
More police visibility	18%	17%	19%	15%	21%	19%	20%	16%	15%	21%	18%	19%	17%	20%	19%	17%	17%	16%	18%	22%
They do a great job, getting the job done	8%	9%	7%	6%	9%	9%	9%	6%	7%	13%	7%	10%	10%	9%	7%	6%	12%	6%	7%	6%
Improve response time	4%	4%	5%	5%	4%	3%	4%	6%	2%	2%	5%	5%	2%	5%	8%	4%	5%	3%	4%	7%
Officers have bad attitude, treat everyone with respect	3%	3%	3%	3%	2%	3%	3%	3%	1%	4%	2%	3%	1%	2%	3%	4%	1%	4%	3%	2%
Improved communication with the public	3%	2%	3%	2%	4%	2%	3%	2%	2%	2%	3%	4%	3%	2%	2%	3%	2%	3%	3%	2%
Officers need to interact and work with community more	2%	3%	1%	2%	3%	2%	2%	3%	2%	2%	2%	4%	3%	4%	1%	1%	4%	2%	0%	3%
Stop CMPD racial profiling	2%	3%	1%	2%	2%	2%	1%	5%	1%		3%	1%	7%	2%	1%	0%	3%	4%		2%
Need more bi-lingual officers	1%	2%	1%	2%	1%				8%	2%	3%		3%	1%		1%	2%	3%		
Officers sometimes not truthful, can't trust officers	1%	1%	1%	3%	0%		1%	2%			2%			3%		1%	1%	1%	1%	2%
Police need to ticket traffic violations	1%	1%	1%	1%	1%	2%	2%			2%	1%	3%		1%	1%	2%	1%	1%	2%	1%
More street cameras needed	1%	1%	1%	0%	1%	2%	2%	0%			2%	1%	2%	1%		1%	1%	1%	1%	1%
Be more concerned about safety of children	1%	1%	1%	0%	1%	1%	1%	1%			1%	2%	2%	1%	1%	0%	1%		0%	2%
Get lights fixed in our neighborhood	1%	1%	1%	0%	1%	1%		2%		4%	1%	1%	1%	1%	3%		1%			4%
Reduce crime	1%	2%		0%	2%	1%	1%	1%		2%	1%	1%	1%	1%	1%	1%	1%	1%	0%	2%
Offer workshops for safely/self-defense training	1%	1%	1%		2%	1%	1%	1%			0%	2%	1%	2%		1%	2%		1%	1%
Need more diversity with regard to race and gender	1%	0%	1%	0%	1%		0%	0%		4%	1%	1%	1%	1%		1%	1%	1%		1%
More neighbor watches	1%	1%	1%		1%	1%	0%	1%	1%		1%	1%	1%		1%	1%	1%	0%		1%
Need to address vagrants and homeless people	0%	1%		1%			1%	0%			1%		3%				2%			
Better response from Animal Care and Control	0%	0%	1%	1%	0%		1%				1%	1%		1%		0%	1%			2%

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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Fe male	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
Don't know	0%	1%			1%	1%	0%	0%		2%		2%		1%		1%	1%	1%	0%	
Officers need better training in crime solving	0%	1%	0%	0%		1%	1%	0%				1%		1%		1%	1%	1%	0%	
More concentration on serious crimes needed	0%		1%	0%	1%		1%	0%			1%		1%	1%		0%	1%		0%	
Better management within CMPD	0%	0%	1%	0%		1%	0%	0%		2%	0%	1%		1%	1%		1%			2%
Community police district offices should be manned at all times	0%	0%	0%		0%	1%		1%			0%	1%		1%			1%			
Provide activities for teens/ get teens off the street	0%		1%	0%	0%		0%		1%		1%			1%		0%	1%	1%		
CMPD Website is difficult to navigate	0%	0%	0%	1%					2%		1%				2%					2%
Stop wasting tax payers money	0%	0%	0%	0%		1%	1%				1%			1%	0%			0%	1%	
Decresed marijuana enforcement	0%	1%		0%		1%	1%				0%	1%		1%		0%		0%	1%	
Keep criminals in jail, too many repeat offenders	0%	0%	0%	0%	0%		0%	0%			0%			1%	0%		1%		1%	
Police need to follow up on cases, keep us informed about cases	0%	0%	0%		1%		0%	0%			1%				1%		1%	0%		
Pay officers more money	0%		0%			1%	0%				1%				0%			0%		
Spread officers around throughout the city	0%		0%			1%	0%				1%				0%			0%		
Officers should be younger and fit	0%		0%			1%	0%				0%				0%			0%		
Deport all illegal immigrants	0%		0%		0%		0%				1%		1%			1%				
911 operators should improve attitude and act concerned	0%		0%		0%		0%				0%			1%					1%	
Officers should be trained on the proper use of force	0%		0%	0%				0%			0%		1%				1%			
No jail time for less serious/non-violent offenders	0%	0%		0%			0%				0%		1%				1%			
Swifter penalties	0%	0%				1%	0%				0%		1%				1%			
Work on making uptown safe	0%	0%		0%			0%								0%			0%		
Issue more concealed weapons permits	0%	0%			0%		0%								0%			0%		

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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	647	310	337	222	245	180	313	201	86	47	310	191	115	170	90	272	167	151	208	121
< High school grad.	8%	8%	7%	8%	8%	7%	3%	7%	30%	2%	13%		10%	7%	7%	7%	8%	16%	3%	5%
High school grad.	28%	31%	24%	33%	25%	25%	21%	31%	41%	34%	13%		29%	39%	33%	18%	31%	29%	17%	40%
Some college/vocational	22%	18%	26%	25%	18%	25%	23%	27%	13%	19%	26%	16%	24%	21%	14%	25%	21%	25%	24%	19%
College grad. 4-year college	31%	33%	29%	28%	38%	27%	40%	24%	14%	34%	23%	47%	30%	26%	32%	34%	32%	24%	38%	27%
Graduate school	11%	9%	13%	6%	12%	16%	14%	10%	2%	11%	4%	24%	6%	7%	13%	15%	8%	6%	19%	9%

Q66. What is your current employment status?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	652	310	342	224	246	182	314	203	88	47	311	191	117	171	90	274	168	154	209	121
Employed full time	53%	70%	37%	67%	64%	19%	51%	48%	68%	57%	51%	68%	56%	51%	46%	54%	54%	53%	53%	51%
Retired	17%	13%	21%	0%	4%	55%	22%	17%		11%	18%	14%	12%	15%	20%	19%	12%	18%	21%	16%
Employed part time	11%	8%	13%	12%	13%	6%	11%	9%	15%	9%	13%	7%	10%	11%	12%	10%	11%	10%	10%	12%
Not employed	7%	5%	8%	7%	7%	6%	5%	10%	5%	9%	6%	3%	6%	9%	7%	5%	7%	6%	5%	9%
Homemaker	5%	1%	9%	7%	7%	2%	5%	2%	9%	11%	4%	5%	5%	5%	7%	5%	5%	6%	5%	5%
Disabled	5%	2%	8%	7%	5%	12%	3%	11%		2%	6%	1%	8%	6%	4%	3%	10%	3%	4%	3%
Student	3%	2%	4%	7%	0%	1%	2%	3%	3%	2%	2%	2%	3%	1%	4%	3%	1%	4%	2%	3%

Q67. What is your marital status?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	651	310	341	224	246	181	314	202	88	47	311	191	116	171	90	274	167	154	209	121
Married	50%	56%	44%	38%	59%	52%	53%	42%	59%	49%	37%	72%	46%	44%	56%	53%	50%	50%	51%	47%
Single	32%	35%	29%	54%	24%	15%	30%	36%	32%	32%	39%	19%	37%	33%	31%	29%	29%	30%	30%	41%
Separated/ Divorced	13%	7%	18%	7%	14%	18%	12%	14%	6%	19%	18%	6%	13%	17%	8%	11%	14%	14%	11%	11%
Widowed	6%	2%	9%	1%	2%	15%	5%	8%	3%		7%	3%	4%	5%	6%	7%	6%	6%	8%	1%



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

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	651	309	342	224	245	182	313	203	88	47	311	190	117	171	89	274	168	154	208	121
Yes	43%	42%	43%	55%	56%	8%	33%	41%	77%	45%	42%	46%	49%	38%	45%	42%	44%	52%	36%	40%
No	57%	58%	57%	45%	44%	92%	67%	59%	23%	55%	58%	54%	51%	62%	55%	58%	56%	48%	64%	60%

Q69. What type of dwelling do you live in?

	Total	Gender		Age			Race/Ethnicity				Income		CMPD Service Areas				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	652	310	342	224	246	182	314	203	88	47	311	191	117	171	90	274	168	154	209	121
Single family home	68%	67%	68%	55%	75%	73%	72%	67%	55%	66%	62%	77%	62%	80%	62%	64%	73%	64%	61%	77%
Apartment	19%	19%	19%	29%	13%	14%	12%	23%	33%	19%	25%	8%	25%	15%	23%	18%	18%	22%	18%	17%
Town home/ condo	12%	13%	11%	15%	11%	10%	15%	8%	10%	15%	11%	14%	12%	4%	13%	16%	7%	12%	19%	7%
Retirement home	1%	0%	2%			4%	1%	1%			1%	1%		1%	1%	2%	1%	2%	1%	
Mobile home	0%		1%	0%	0%				2%		1%		1%	1%			1%			
Other	0%		0%		0%		0%							1%			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				Area of Residence in Charlotte-Mecklenburg			
		Male	Female	18-34	35-54	55+	Wh	Afr Am	Hisp	Oth	< \$60k	\$60k +	NE	NW	SW	SE	N	E	S	W
RESPONDENTS	502	255	247	176	197	129	249	145	70	38	311	191	96	125	73	208	126	124	154	98
Less than \$20K	17%	14%	21%	19%	13%	22%	12%	23%	33%	5%	28%		31%	14%	21%	12%	13%	29%	9%	21%
\$20K to < \$40K	27%	26%	29%	37%	21%	24%	18%	32%	50%	32%	44%		29%	34%	26%	23%	28%	32%	18%	37%
\$40K to < \$60K	17%	16%	18%	22%	13%	16%	18%	15%	10%	32%	28%		14%	16%	16%	20%	17%	15%	20%	15%
\$60K to < \$80K	16%	16%	15%	15%	19%	11%	20%	12%	6%	24%		41%	13%	16%	16%	17%	17%	12%	18%	14%
\$80K to < \$100K	9%	9%	9%	4%	12%	10%	14%	6%	3%	3%		23%	5%	8%	10%	11%	10%	6%	13%	4%
\$100K or more	14%	18%	9%	3%	21%	16%	19%	12%	1%	5%		36%	8%	11%	11%	18%	15%	6%	22%	8%