



# **CMPD Community Survey**

**Final Report  
June, 2014**

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# Objectives

- The research objectives of the study were the following:
  - Measure perceptions of the CMPD
  - Determine where residents get information about crime trends and crime in Charlotte-Mecklenburg
  - Examine perceptions of crime and safety, and the effectiveness of the CMPD in making neighborhoods and Charlotte-Mecklenburg safer
  - Examine awareness and use of Nextdoor.com
  - Quantify awareness of CMPD Patrol Divisions
  - Explore crime victim perceptions of CMPD follow-up
  - Among users, measure perceptions of the 911 Emergency Call Center and the non-emergency Crime Reporting Unit
  - Examine support for the CMPD use of technology
  - Examine perceptions on issues related to juveniles
  - Examine use and perceptions of the CMPD Website
  - Compare changes in perceptions from 2013 to 2014 on key measures

# Methodology

- The 2014 survey was conducted by Research Strategies, Inc.
- A total of 652 interviews were completed by telephone between April 3 and June 4, 2014, with adults living within the CMPD service area.
- A random sample including landline and cell phone numbers was used.
- To qualify for the survey, respondents:
  - Had to be ages 18 or older
  - Had to live in Charlotte or Mecklenburg County
  - Could not live inside the town limits of Cornelius, Davidson, Huntersville, Matthews, Mint Hill or Pineville.
- Interviews were conducted in Spanish when necessary.
- The margin of error for the total sample of 652 respondents is  $\pm 3.8$  percentage points at the 95% confidence level.
- Interviews lasted 18.35 minutes on average.
- Up to five attempts were made to reach respondents.

# Rating Scales

- 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-points 4-1=Poor
- Note:
  - Throughout the report, ratings of 7, 8, 9 and 10 are often combined and referred to as positive ratings.
  - With a 10-point scale there is no exact mid-point. Ratings of 5 and 6 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 calculated among respondents able to rate, i.e., “don’t know” responses are dropped from the base.

# Analysis

- Statistical tests have been conducted to determine significant differences from 2013 to 2014. If significant, the differences are noted.
- If the sample size is sufficient, statistical tests have been conducted on key measures to determine significant differences by: gender, age, race/ethnicity, and area of residence.
- Means or percentages highlighted in red are significantly lower than those highlighted in blue.
- See Data Tabulation Report (under separate cover) for a complete break-out of the results by: total sample, gender, age, race/ethnicity, income, CMPD Service Areas, and area of residence.



# Summary at a Glance

# Summary at a Glance

## Image of CMPD

10-Point Scale: 1=Very negative/Strongly disagree  
10=Very positive/Strongly agree

Mean Ratings		Total Sample	Age			Race/Ethnicity			Area of Residence			
			18-34	35-54	55+	White	African American	Hispanic	North	East	South	West
CMPD . . .												
Q5.	Overall impression	7.7	7.4	7.7	7.8	7.9	7.2	8.0	7.5	7.7	7.9	7.5
Q6.	Are courteous	7.9	7.3	8.1	8.1	8.2	7.3	8.2	7.8	8.0	8.0	7.6
Q7.	Are professional	8.1	7.6	8.2	8.2	8.3	7.5	8.6	7.9	8.2	8.1	7.9
Q8.	Perform job with integrity and honesty	7.7	7.3	7.9	7.9	7.9	7.2	8.2	7.5	7.6	8.0	7.5
Q9.	Use good judgment in use of force	6.9	6.7	7.0	7.1	7.2	6.1	7.8	6.8	7.0	7.2	6.6
Q12.	Are responsive to community issues	7.7	7.5	7.8	7.8	7.8	7.3	8.2	7.7	7.8	7.8	7.5

- Mean ratings highlighted in red are significantly lower than those highlighted in blue.



# Summary at a Glance

## Perceptions of Safety

10- Point Scale: 1=Strongly disagree/Not effective  
10=Strongly agree/Very effective

Mean Ratings		Total Sample	Age			Race/Ethnicity			Area of Residence			
			18-34	35-54	55+	White	African American	Hispanic	North	East	South	West
Q19.	In general, Charlotte-Mecklenburg is safe.	<b>7.8</b>	7.8	7.9	7.7	7.7	7.9	8.0	<b>7.7</b>	<b>7.6</b>	<b>8.2</b>	7.9
Q20	How effective do you believe the CMPD have been in making Charlotte-Mecklenburg safer overall.	<b>7.7</b>	7.8	7.6	7.6	7.6	7.6	8.0	7.6	7.6	7.7	7.8
Q22.	I am safe in the neighborhood where I live.	<b>8.3</b>	8.4	8.4	8.1	8.4	8.2	8.3	8.3	<b>8.0</b>	<b>8.7</b>	8.3
Q23.	How effective have the CMPD crime fighting and prevention strategies been in your neighborhood?	<b>7.9</b>	7.9	7.8	8.0	7.9	7.9	8.0	7.9	7.9	8.2	7.6

- Mean ratings highlighted in red are significantly lower than those highlighted in blue.

# Summary at a Glance

## Seriousness of Neighborhood Conditions

10-Point Scale: 1=Not a problem at all  
10=Very serious problem.

Mean Ratings		Total Sample
Q25.	Vacant and/or boarded up buildings	4.7
Q62.	Overgrown lawns	4.8
Q27.	Cut through paths	5.3
Q28.	Poor street lighting	<b>5.9</b>
Q29.	Accumulation of garbage and/or bulky items	4.7
Q30.	Clubs and bars in or near neighborhood	4.1
Q31.	Concentration of rental property in/near neighborhood	4.9

# Summary at a Glance

## Perceptions of 911

10-Point Scale: 1=Not at all satisfied  
10=Extremely satisfied

**17% of total respondents called 911.**

Mean Ratings Respondents who have called 911 in past 12 months. Satisfaction with . . .		Total Sample
Q51.	Length of time it took to answer your call	8.4
Q52.	Asking appropriate questions	8.6
Q53.	Treating you courteously and respectfully	9.0
Q54.	Informing you when officers will be dispatched	8.3
Q55.	Overall satisfaction with 911 operator who took your call	8.7

# Summary at a Glance

## Perceptions of CRU

10-Point Scale: 1=Not at all satisfied

10=Extremely satisfied

**13% of respondents used CRU.**

Mean Ratings Respondents who have used CRU in past 12 months. Satisfaction with . . .		Total Sample
Q58.	Length of time it took to answer your call	8.2
Q59.	Asking appropriate questions	8.3
Q60.	Treating you courteously and respectfully	8.8
Q61.	Setting correct expectations for what would happen next	8.2
Q62.	Overall satisfaction with the service provided by the CRU	8.4

# Summary at a Glance

## Focus Topics: Technology, Youth Issues

10-Point Scale: 1=Strong oppose/Not serious/Not important  
to 10=Strongly support/Very serious/Very important

Mean Ratings		Total Sample
Q63.	Do you support the CMPD use of technology, such as electronic monitoring of offenders and gun fire detection devices?	8.6
Q64.	Think about problems facing Charlotte-Mecklenburg today. How serious is crime committed by juveniles?	7.9
Q65.	What is your level of support for diversion from arrest for first time, non-violent juvenile offenders, if they are placed under supervision and successfully complete treatment and/or life skills programs?	8.7
Q66.	What is your level of support for providing treatment and/or life skills programs between the time of arrest and trial for non-violent, juvenile offenders?	8.6
Q67.	How important are programs for at-risk juveniles?	9.2
Q68.	Still thinking about Charlotte-Mecklenburg, how serious a problem are groups of juveniles who congregate in areas you frequent?	5.3

# Summary at a Glance

## Focus Topics: Technology, Youth Issues (continued)

Scale: 1=Very low to 10=Very high  
Don't know responses dropped from base.

		Age			Race/Ethnicity			Area of Residence			
Mean Ratings		18-34	35-54	55+	White	African American	Hispanic	North	East	South	West
Q63.	Support for CMPD use of technology, such as electronic monitoring of offenders and gun fire detection devices	8.4	8.5	8.8	8.5	8.6	8.6	8.7	8.5	8.4	8.6
Q64.	Seriousness of crime committed by juveniles	7.9	7.9	7.9	7.6	8.3	8.0	8.1	8.2	7.3	8.2
Q65.	Support for diversion from arrest for first time, non-violent juveniles offenders if they are placed under supervision and successfully complete treatment and/or life skills programs	8.5	8.6	8.9	8.6	9.0	8.1	8.7	8.6	8.7	8.8
Q66.	Support for providing treatment and/or life skills programs between the time of arrest and trial for non-violent, juvenile offenders	8.5	8.6	8.8	8.6	8.8	8.1	8.8	8.4	8.5	8.7
Q67.	Importance of programs for at-risk juveniles	9.3	9.1	9.3	9.1	9.5	9.1	9.3	9.2	9.0	9.5
Q68.	Seriousness of groups of juveniles congregating in areas you frequent	5.4	5.1	5.6	4.8	5.9	5.5	5.3	5.9	4.6	5.6

- Mean ratings highlighted in red are significantly lower than those highlighted in blue.



# Summary and Conclusions

# Summary



## Overall Impressions of the CMPD

- Overall impressions of the CMPD remain positive.
  - A strong majority (80%) of total respondents within the CMPD service area indicate their overall impression of the CMPD is positive (ratings of 7 to 10).
  - Regardless of gender, age, race/ethnicity, or area of residence, the majority (at least 75%) of respondents give a positive overall impression rating.



# Summary

## Impressions of the CMPD

- The majority of total respondents (65% or more) have a positive impression of the CMPD on each of the following five measures: (1) being courteous, (2) being professional, (3) performing job with integrity and honesty, (4) using good judgment in use of force, and (5) being responsive to community issues.
  - The only measure that changed significantly from 2013 to 2014 is good judgment in use of force (decline of 71% to 65% for total positive responses).
  - Regardless of gender, age, race/ethnicity, or area of residence, at least 69% of respondents give positive ratings on four of the five attributes: being courteous, being professional, handling job with integrity and honesty, and being responsive to community issues.
  - Use of force is rated lower than the other attributes by total respondents and by each demographic segment. Ratings by African Americans are lowest, with only 52% giving a positive rating (rating of 7 to 10). A quarter (26%) of African Americans give a low rating (rating of 1 to 4) on use of force.

# Summary



## Impressions of the CMPD (continued)

- The majority of respondents (at least 65%) believe the CMPD should reflect the community in terms of race/ethnicity and gender. Slightly more than half of the respondents believe the CMPD actually does reflect the community on these demographics.
  - Respondents indicate it is more important for the CMPD to reflect community demographics on race/ethnicity than on gender, although both are perceived to be important.
  - The CMPD performance on reflecting the community on gender improved from 2013 to 2014 (49% vs. 54%, respectively).

# Summary

## Need For Police

- 62% of total respondents agree Charlotte-Mecklenburg has an adequate number of police, while only 19% indicate we need more police. Despite this finding, 71% of respondents believe the need for police has increased in the past year, while 12% indicate the need has not increased. These findings have not changed from 2013 to 2014.

## Sources of Information About Crime

- The sources of information that are used by the majority of respondents to get information about crime and crime trends in Charlotte-Mecklenburg overall are TV (86%) and newspapers (57%). (Note: Newspapers could be printed or electronic.)
- TV is the only source of information used by a majority of respondents to get information about crime and crime trends in neighborhoods (55%). Neighbors (39%), newspapers (32%), and neighborhood meetings/newsletters/emails (31%), are the other primary sources.

# Summary



## **Perceptions of Crime and Safety in Charlotte-Mecklenburg Overall**

- At least 80% of respondents believe Charlotte-Mecklenburg is a safe place to live, and that the CMPD has been effective in making Charlotte-Mecklenburg safer.
  - There has been no significant change in mean ratings on either of these measures.
- As in past years, the top concerns about crime and public safety for Charlotte-Mecklenburg overall are violent crime (assault/rape/robbery) and burglary/theft/break-in (28% vs. 19%, respectively).

# Summary

## Perceptions of Crime and Safety in Neighborhood

- Most respondents believe they are safe in the neighborhood where they live (87%), and that CMPD crime fighting and crime prevention strategies have been effective in their neighborhood (82%).
  - From 2013 to 2014, there has been a significant increase in positive ratings on the effectiveness of crime fighting and prevention strategies in my neighborhood (72% vs. 82%, respectively).
- As in past years, the most frequently mentioned concern about crime and safety for neighborhoods is burglaries/break-ins (30%).
- As in the past, poor street lighting is the neighborhood condition that concerns more respondents than any other condition.
  - 41% of respondents with the condition indicate it is a serious or very serious problem.

# Summary



## **2014 Focus Topic: Nextdoor.com**

- Internet access declined from 2013 to 2014 (85% vs. 79%, respectively).
- Only 15% of respondents with Internet access are aware of Nextdoor.com.
- Only 4% of respondents with Internet access use Nextdoor.com.
- 62% of respondents with Internet access are very or somewhat interested in using Nextdoor.com to receive police alerts for their neighborhood.

# Summary

## Police Visibility in Neighborhoods

- Almost two out of three respondents (62%) indicate the amount of police visibility in their neighborhood is about right. A third (33%) believe there is too little visibility, while only 2% say there is too much visibility.
- The majority of respondents (57%) indicate they see police at least occasionally and almost a third (30%) see police frequently. Only one in ten (11%) say they never see police patrolling.
- From 2013 to 2014, there has been a significant increase in the percentage of respondents that see police patrolling at least occasionally or frequently (74% vs. 87%, respectively).

## Awareness of CMPD Police Divisions

- From 2013 to 2014, there has been no significant change in awareness and use of police division offices. About half of respondents (52%) know where their police division office is located. Only five percent (5%) of respondents have actually visited their division office in the past year, but about a quarter (26%) have interacted with officers from their division.

# Summary

## Violent Crime Victimization and Police Follow-Up

- In 2014, only 2% of respondents indicate they (or someone else in their household) have been a victim of a violent crime such as assault or armed robbery, in the past year, that was reported to the CMPD. This finding was 5% in 2013, which is not significantly different from this year's finding.
- Given the low reported, violent crime victimization, the sample of victims (n=14) is too small for a reliable analysis. However, six of the 14 victims indicated they were contacted after the initial report was made and all were satisfied with the follow-up.



# Summary

## Non-Violent Crime Victimization and Police Follow-Up

- In 2014, nine percent (9%) of respondents indicate they (or someone else in their household) have been a victim of a non-violent crime, such as theft, a home break-in, car break-in, or car theft, during the past 12 months, that they reported to the CMPD. This finding was 11% in 2013, which is not significantly different from this year's finding.
- More than half (55%) of the non-violent crime victims indicate the police followed-up with them after the initial report was made. This finding has not changed significantly from last year.
- Telephone is the primary follow-up method (71%). Regardless of contact method, the majority of respondents who were contacted after the initial report was made are very satisfied (40%) or somewhat satisfied (40%). This finding has not changed significantly since last year.

# Summary

## Usage and Perceptions of 911

- In the past 12 months, 10% of respondents called Charlotte-Mecklenburg 911 to report a crime or suspected crime. Also, 17% called for an emergency not related to a crime. These results indicate a significant drop from 2013 to 2014 in calls about crime (17% to 10%), but no significant change in calls for other types of emergencies.
- As in 2013, most respondents who called 911 about a crime or for other types of emergencies give very high ratings. At least 80% rate 7 to 10 on: overall satisfaction with the 911 operator, treating you courteously and respectfully, asking appropriate questions, length of time to answer your call, and informing you of when officers will be dispatched.
  - From 2013 to 2014, there has been a significant increase in satisfaction ratings on treating you courteously and respectfully.

# Summary

## Perceptions of the Non-Emergency Crime Reporting Unit (CRU)

- Only half of respondents (52%) would call 311 to reach the CMPD for a non-emergency. More than a quarter of respondents (27%) would call 911 for a non-emergency. Others would call the police, but don't know what number they would call (13%).
- About one out of ten respondents (11%) have been connected to the CMPD, non-emergency, Crime Reporting Unit (CRU), in the past 12 months. This finding has not changed significantly since 2013.
- More than 80% of respondents give a positive rating of 7 to 10 on: overall satisfaction, treating you courteously and respectfully, asking appropriate questions, setting correct expectations for what happens next, and length of time it took to answer call. There has been no significant change in ratings since 2013.

# Summary

## **2014 Focus Topic: Use of Technology**

- 85% of respondents support having the CMPD use technology such as electronic monitoring of offenders and gun fire detection devices.

## **2014 Focus Topic: Youth Issues**

- On a 10-point scale, more than three out of four respondents give ratings of 7 to 10 on:
  - Seriousness of crimes committed by juveniles (79%).
  - Level of support for diversion from arrest for first-time, non-violent juvenile offenders, if they are placed under supervision and successfully complete treatment and/or life skills programs (87%).
  - Level of support for providing treatment and/or life skills programs between the time of arrest and trial for non-violent, juvenile offenders (87%).
  - Importance of programs for at-risk juveniles (93%).
- About four out of 10 respondents rate groups of juveniles who congregate in areas they frequent as a serious problem (38% rate 7 to 10). About the same percentage indicate it is not a serious problem (39% rate 1 to 4).

# Summary



## Usage and Perceptions of CMPD Website

- 79% of respondents have access to the Internet. Of those with access, only 20% have used the CMPD Website in the past 12 months. This is a 10 percentage point drop from 2013 to 2014.
- Although fewer respondents visited the Website this year compared to last year, there has been no significant change in performance ratings of the site. Among respondents who have visited, 79% rate their satisfaction with the site as positive (rating of 7 to 10).

# Conclusions

- Public perceptions of the CMPD overall remain positive and did not change significantly from last year. However, judgment in the use of force dropped significantly overall and across all demographic segments examined. In particular, many African Americans believe the Charlotte Police do not use good judgment on force.
- Most Charlotte-Mecklenburg residents indicate they feel safe in the neighborhood where they live. Further, ratings on the effectiveness of CMPD crime fighting and prevention strategies in their neighborhood improved.
- As in the past, 911 is highly regarded by those who use it to report crime or for an emergency. As in past years, many people indicate they would call 911 for a non-emergency.
- On ways to improve the CMPD, more police patrols, is by far the top mention. The majority of residents believe the amount of police visibility is about right, and compared to last year, more residents report seeing officers' patrolling.

# Conclusions

- Overall there is strong support for the CMPD use of technology such as electronic monitoring of offenders and gun fire detection devices.
- In general, Charlotte Mecklenburg residents perceive crime committed by juveniles to be a problem, and are supportive of programs for some juvenile offenders. A strong majority support diversion from arrest for first-time, non-violent, juvenile offenders, if they are placed under supervision and complete treatment and/or life skills programs. There is also strong support for providing treatment and/or life skills programs between the time of arrest and trial, for non-violent, juvenile offenders.



# Results for Total Sample



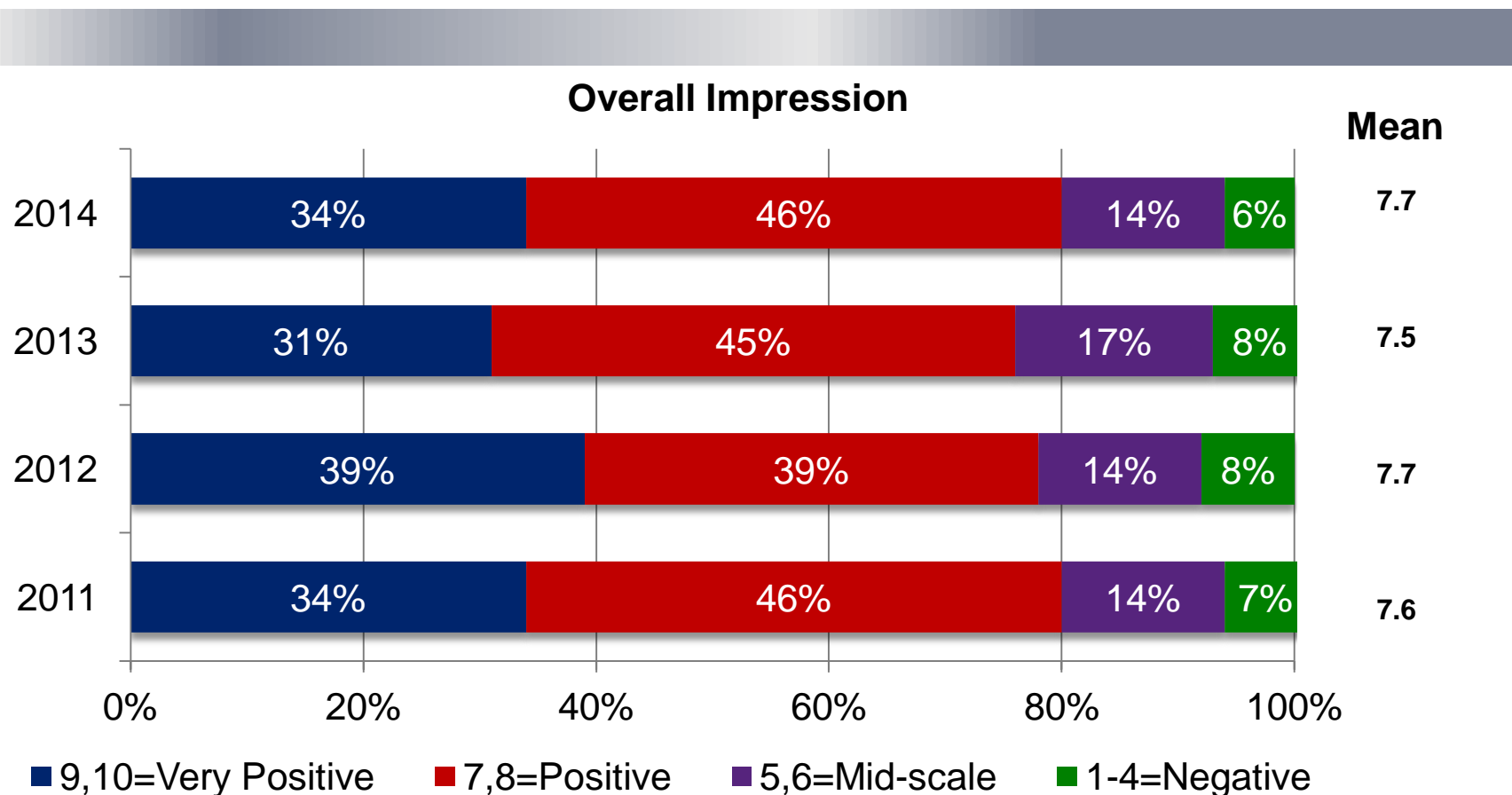


# Perceptions of the CMPD

# Perceptions of the CMPD - By Year

Total Sample (Q5)

Don't know responses dropped from base. (n=635)



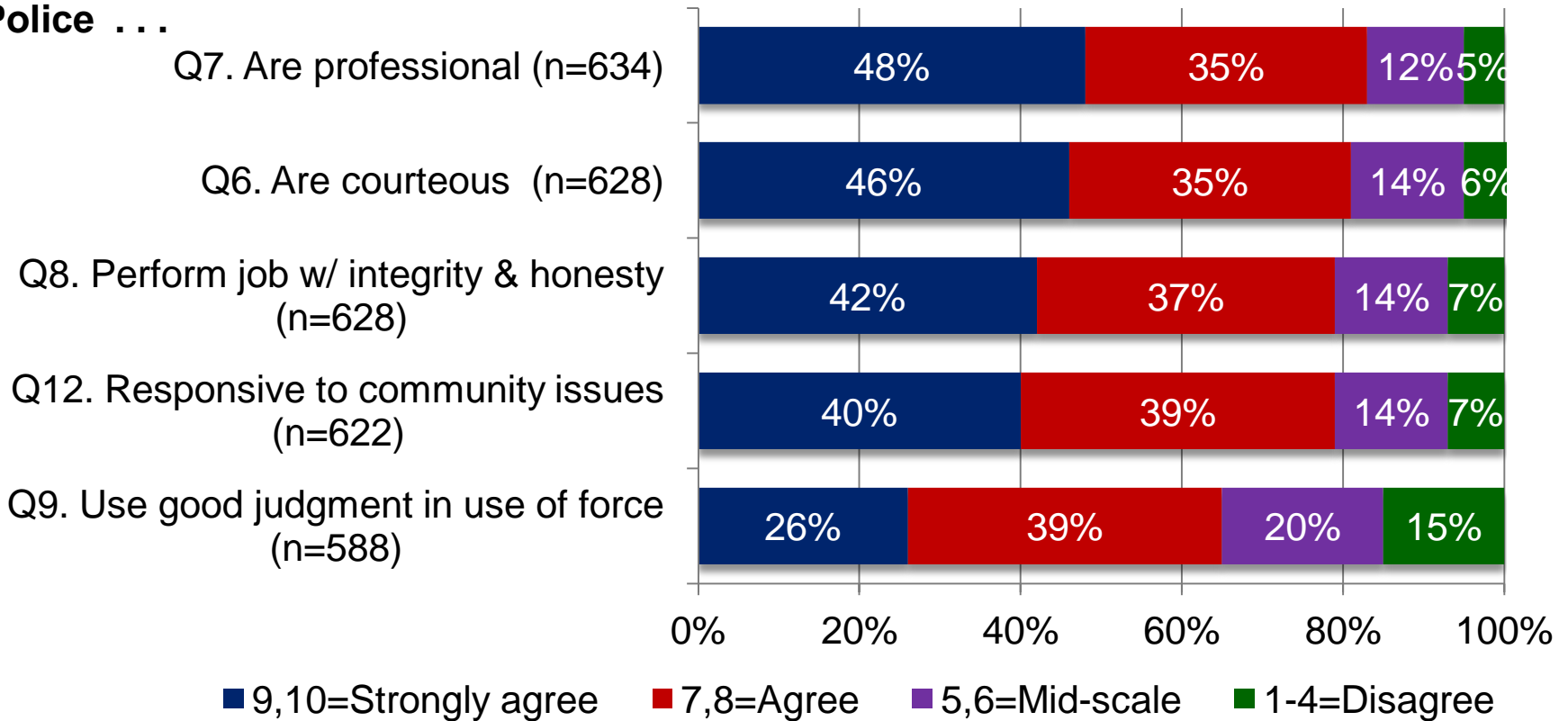
There has been no significant change from 2013 to 2014.

# Perceptions of the CMPD

Total Sample (Q6-9 & Q12)

Don't know responses dropped from base.

## Charlotte-Mecklenburg Police . . .



# Perceptions of CMPD – By Year

Total Sample (Q5-9 & Q12)

Don't know responses dropped from base.

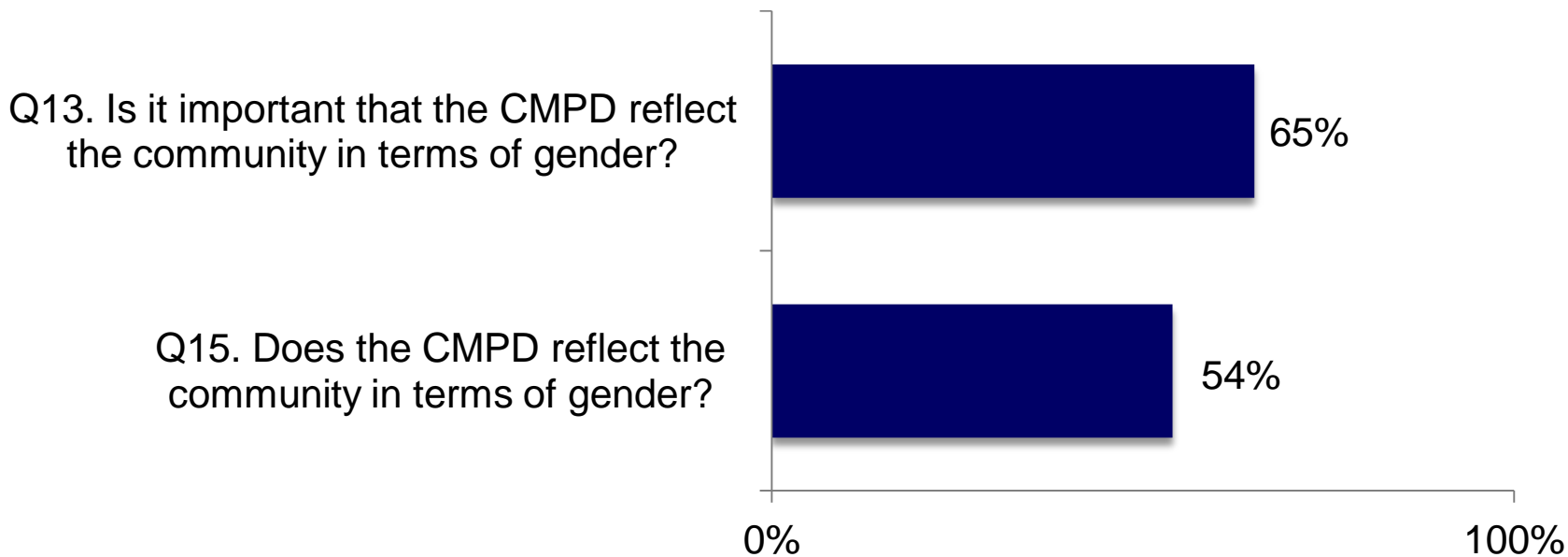
Mean Ratings	2011	2012	2013	2014
Q5. Overall impression	7.6	7.7	7.5	7.7
Q6. Are courteous	7.9	7.8	7.7	7.9
Q7. Are professional	8.0	8.0	7.9	8.1
Q8. Perform job with integrity & honesty	7.7	7.7	7.7	7.7
Q9. Uses good judgment in use of force	7.3	7.4	7.3	6.9
Q12. Responsive to community issues			7.6	7.7

**The only significant change in mean ratings from 2013 to 2014 is on judgment in the use of force. Mean ratings declined significantly on this attribute.**

Question 12 was not asked prior to 2013.

# Importance/Performance of CMPD in Reflecting Charlotte-Mecklenburg in Regard to Gender

Total Sample (Q13 & Q15)  
Percent Responding "Yes" (n=652)

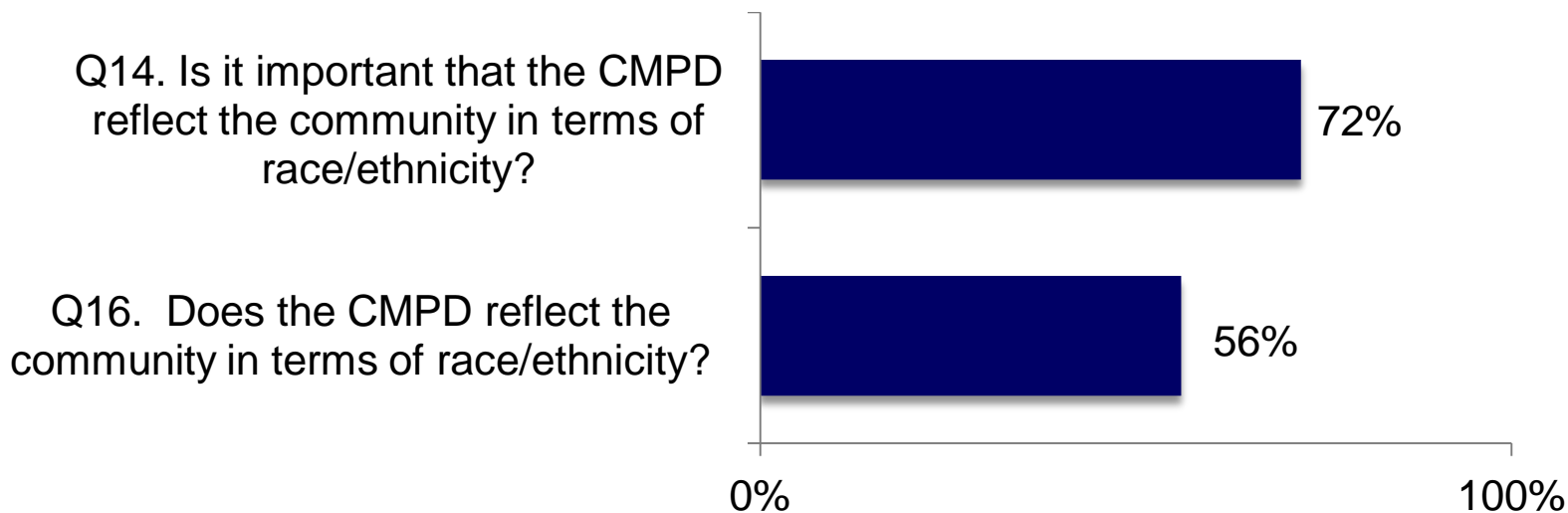


% Saying "Yes"	2011	2012	2013	2014
Q13. Importance	62%	66%	66%	65%
Q15. Performance	48%	51%	49%	54%

Perceptions of performance in reflecting community in terms of gender have improved from 2013 to 2014.

# Importance/Performance of CMPD in Reflecting Charlotte-Mecklenburg in Regard to Race/Ethnicity

Total Sample (Q14 & Q16)  
Percent Responding "Yes" (n=652)



% Saying "Yes"	2011	2012	2013	2014
Q14. Importance	67%	71%	71%	72%
Q16. Performance	51%	53%	53%	56%

**There have been no significant changes from 2013 to 2014.**

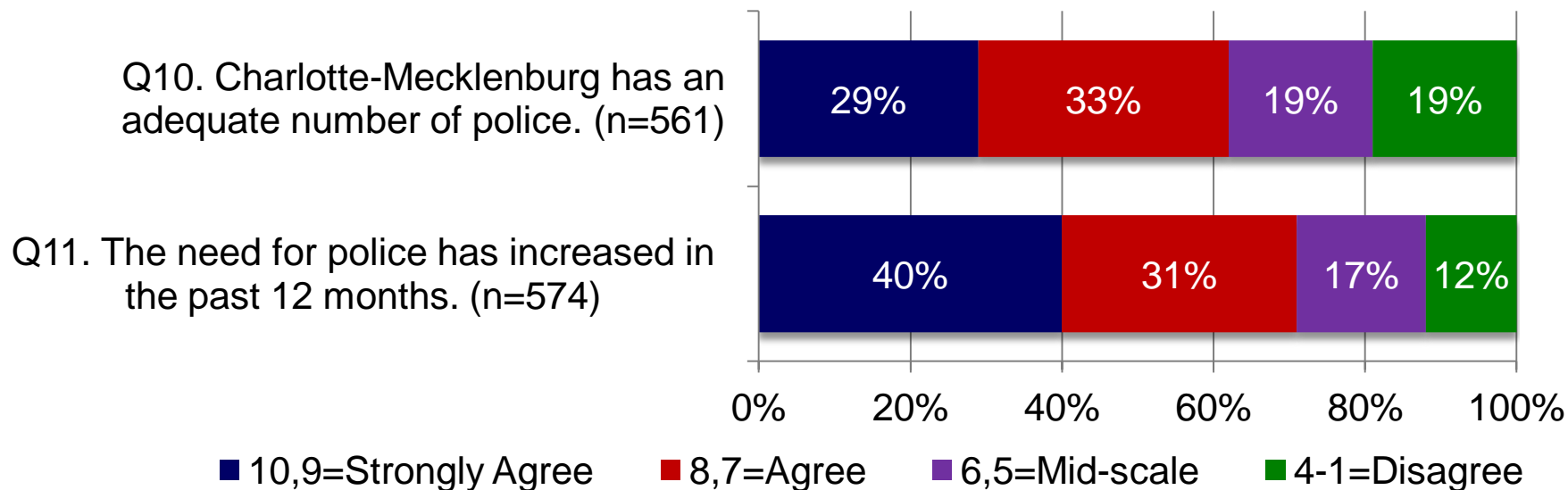


# Need for Police

# Perceptions of Need for Police

Total Sample (Q10-Q11)

Don't know responses dropped from base.



Mean Ratings	2011	2012	2013	2014
Q10. Adequate number	6.4	6.7	7.1	6.8
Q11. Increased need	8.1	7.7	7.4	7.5

**There have been no significant changes from 2013 to 2014.**





# **Sources of Information for Crime and Crime Trends in Charlotte- Mecklenburg Overall and in Neighborhoods**

# Sources for Information About Crime Trends and Crime Occurring in Charlotte-Mecklenburg Overall

Total Sample (Q17)

Unaided, Multiple Answers Allowed (n=652)

	2011	2012	2013	2014
TV	73%	73%	77%	86%
Newspaper	44%	42%	39%	57%
Internet (not including social media)	24%	25%	23%	35%
Radio	10%	14%	12%	20%
Friends, neighbors, word of mouth	12%	14%	12%	16%
Directly from CMPD	3%	5%	2%	6%
CMPD newsletters	2%	2%	1%	6%
CMPD Website	3%	4%	1%	4%

**More respondents use TV, newspapers, Internet, radio, word of mouth, and CMPD newsletters in 2014 than in 2013. (Newspapers could be printed or electronic.)**

# Sources for Information About Crime Trends and Crime Occurring in Neighborhoods

Total Sample (Q18)

Unaided, Multiple Answers Allowed. (n=652)

	2011	2012	2013	2014
TV	39%	37%	47%	55%
Neighbors	24%	30%	29%	39%
Newspapers	26%	21%	21%	32%
Neighborhood meetings, newsletters, emails	21%	20%	13%	31%
Internet (not including social media)	11%	14%	15%	18%
CMPD at community meetings/events, press conferences	3%	8%	3%	6%
Radio	3%	5%	7%	8%
CMPD Newsletters, alerts, phone calls	3%	2%	2%	5%
CMPD Website	3%	4%	2%	3%

**More respondents use TV, neighbors, newspapers, and neighborhood meetings in 2014 than in 2013.  
(Newspapers could be printed or electronic.)**

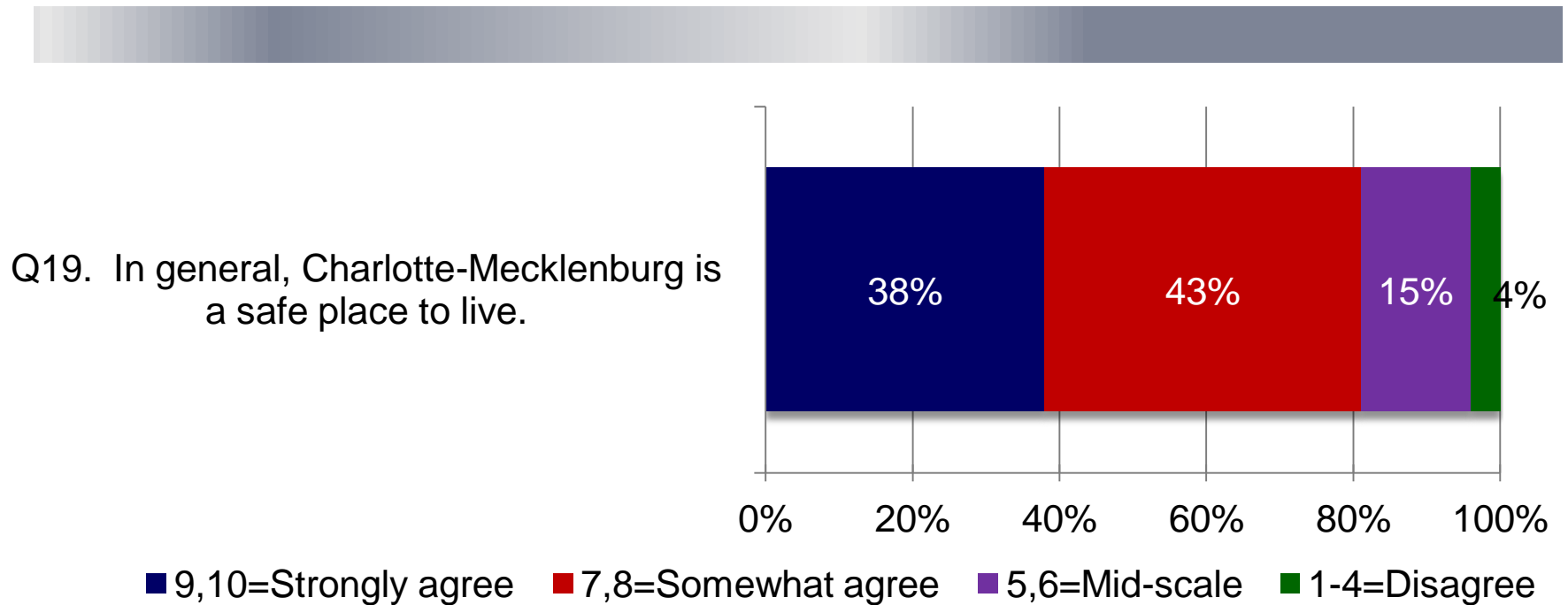


# Perceptions of Crime and Safety in Charlotte-Mecklenburg Overall

# Perceptions of Charlotte-Mecklenburg as a Safe Place to Live

Total Sample (Q19)

Don't know responses dropped from base. (n=644)



Mean Ratings	2011	2012	2013	2014
Q19. Safe place to live	7.5	7.5	7.9	7.8

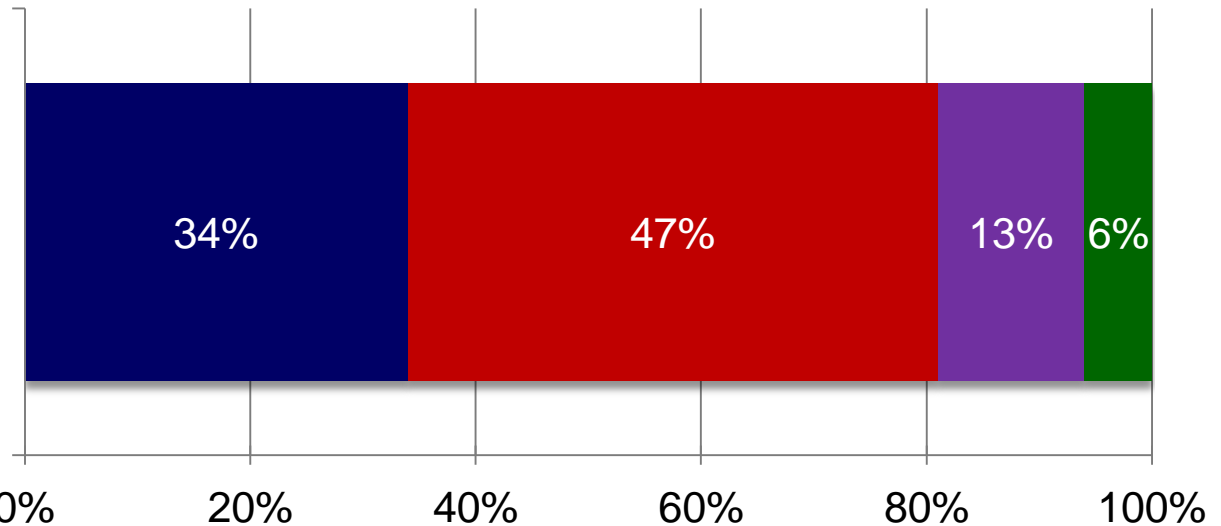
**There has been no significant change from 2013 to 2014.**

# Effectiveness of CMPD in Making Charlotte-Mecklenburg Safer

Total Sample (Q20)

Don't know responses dropped from base. (n=649)

Q20. How effective do you believe the CMPD have been in making Charlotte-Mecklenburg safer?



■ 10,9=Very effective ■ 8,7=Somewhat effective ■ 6,5=Mid-scale ■ 4-1=Not effective

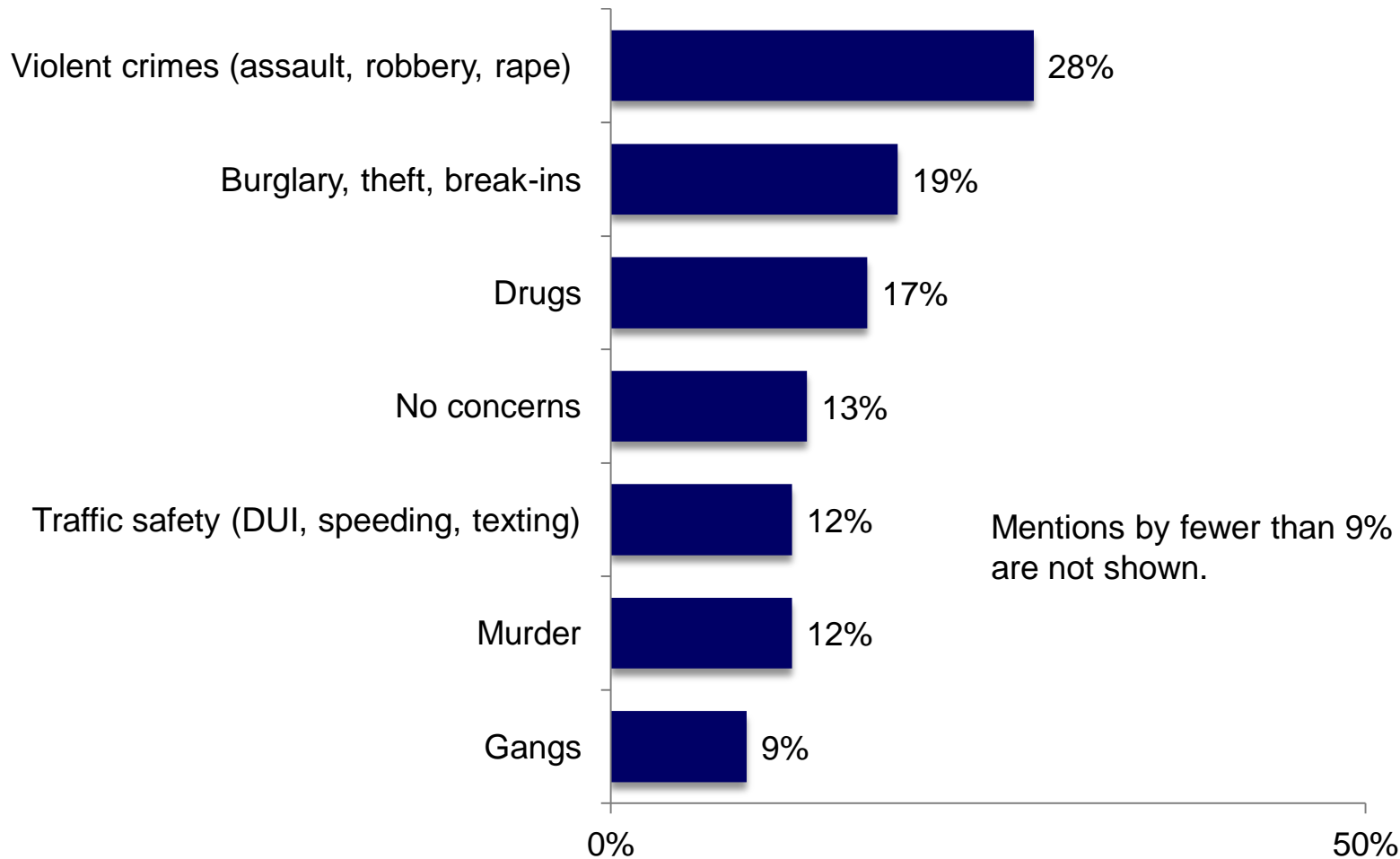
Mean Ratings	2011	2012	2013	2014
Q20. Effectiveness	7.6	7.6	7.6	7.7

**There has been no significant change from 2013 to 2014.**

# Top Concerns about Crime & Safety for Charlotte-Mecklenburg Overall

Total Sample (Q21)

Unaided, Multiple Answers Allowed (n=652)



# Top Concerns about Crime and Safety for Charlotte-Mecklenburg Overall - By Year

Total Sample (Q21)

Unaided, Multiple Answers Allowed

	2011	2012	2013	2014
Violent crime (assault, rape, robbery)	37%	30%	28%	28%
Home invasions	9%	8%	5%	4%
Burglary, theft, break-ins	38%	31%	<b>33%</b>	<b>19%</b>
Drugs	13%	12%	19%	17%
No concerns	6%	8%	14%	13%
Murder	11%	15%	9%	12%
Traffic safety (DUI, speeding, texting)	8%	10%	10%	12%
Gangs	16%	10%	10%	9%

**Burglary/theft/break-ins are mentioned by fewer respondents in 2014, than 2013.**



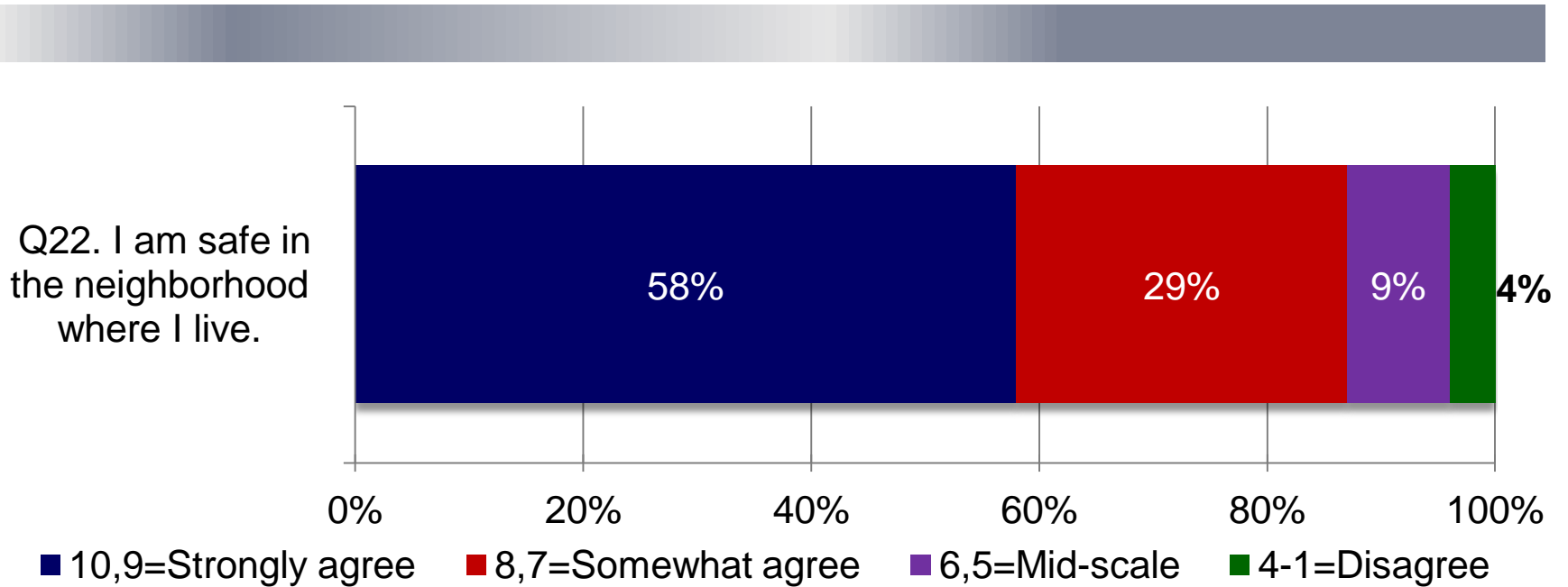


# **Perceptions of Crime and Safety in Neighborhoods**

# Perception of Neighborhood As a Safe Place to Live

Total Sample (Q22)

Don't know responses dropped from base. (n=651)



Mean Ratings	2011	2012	2013	2014
Q21. Safe where I live	8.2	8.3	8.4	8.3

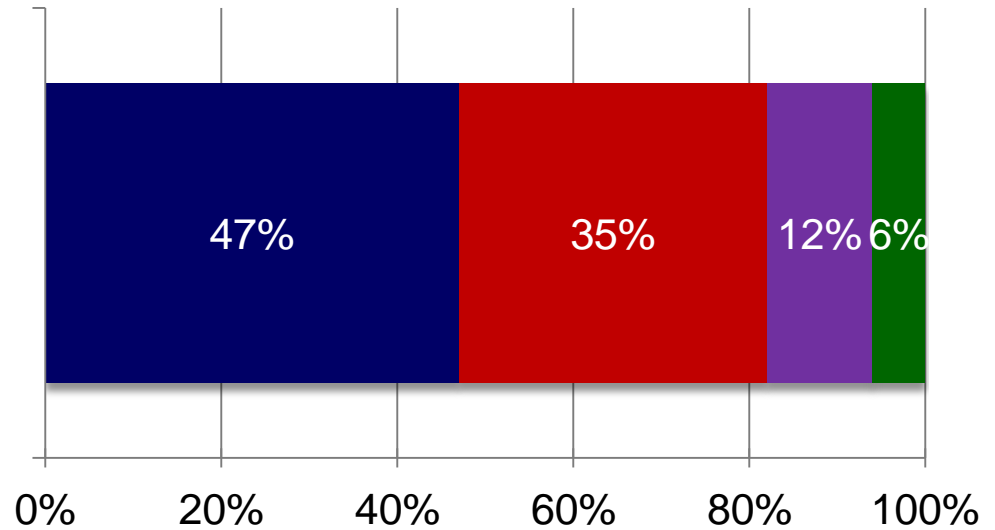
**There has been no significant change from 2013 to 2014.**

# Effectiveness of Crime Fighting and Crime Prevention Strategies in Neighborhoods

Total Sample (Q23)

Don't know responses dropped from base. (n=623)

Q23. How effective have the CMPD crime fighting and prevention strategies been in your neighborhood?



■ 10,9=Very effective ■ 8,7=Somewhat effective ■ 6,5=Mid-scale ■ 4-1=Not effective

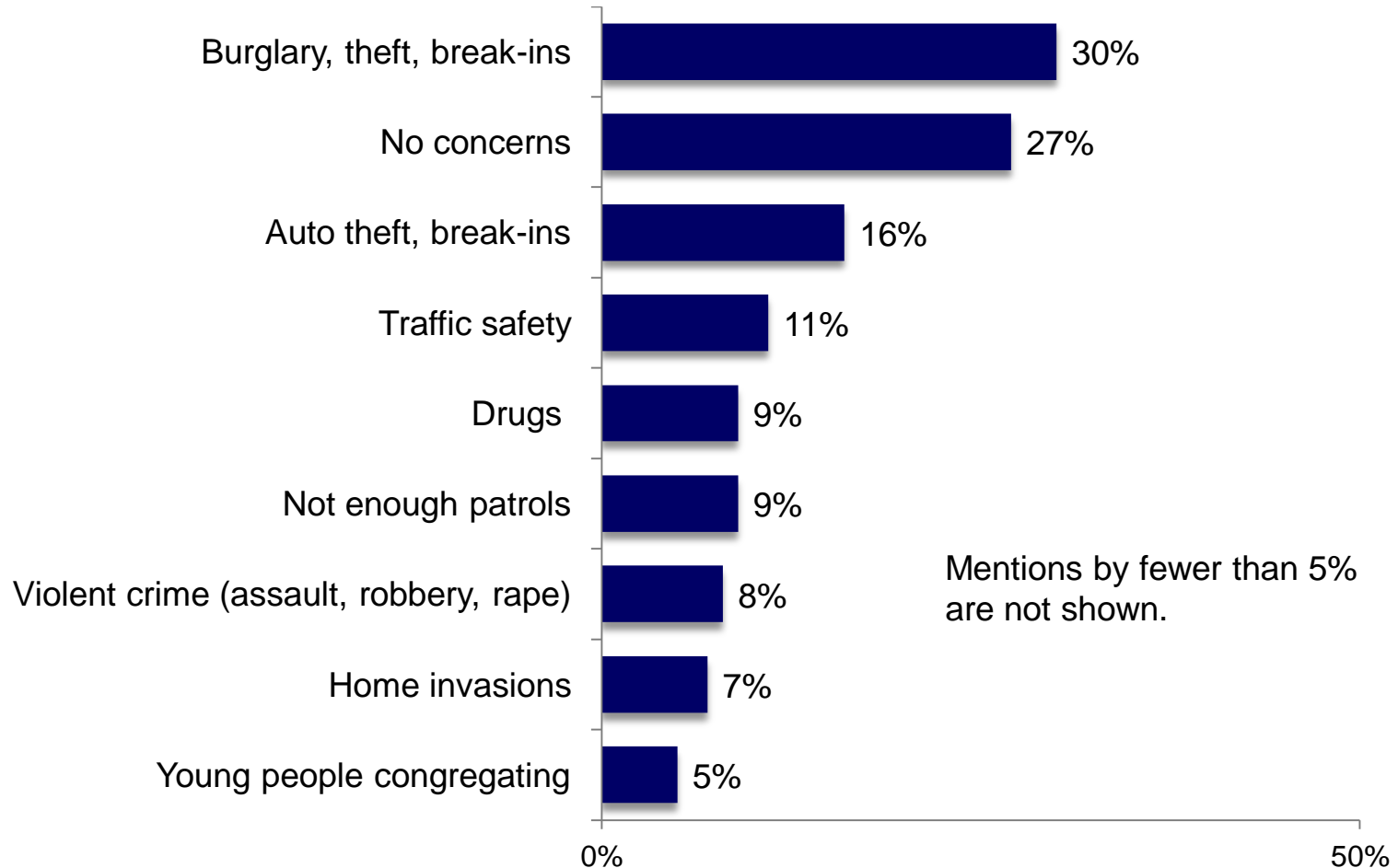
Mean Ratings	2011	2012	2013	2014
Q22. Effectiveness	7.7	7.7	7.4	7.9

Perceptions have improved from 2013 to 2014.

# Top Concerns about Neighborhood Crime and Safety

Total Sample (Q24)

Unaided, Multiple Answers Allowed (n=652)



# Top Concerns about Neighborhood Crime and Safety - By Year

Total Sample (Q24)  
(n=652)

	2011	2012	2013	2014
Burglary, theft, break-ins	46%	38%	33%	30%
No concerns	15%	18%	26%	27%
Auto theft, break-ins	15%	11%	<b>8%</b>	<b>16%</b>
Traffic safety (DUI, speeding, texting)	7%	10%	7%	11%
Drugs	7%	9%	13%	9%
Not enough patrols	3%	4%	<b>4%</b>	<b>9%</b>
Violent crime (assault, robbery, rape)	17%	18%	<b>15%</b>	<b>8%</b>
Home invasions	7%	6%	5%	8%
Young people congregating	3%	3%	5%	6%

**Mentions of auto theft/break-ins and not enough patrols have increased from 2013 to 2014, while mentions of violent crime decreased.**

## Neighborhood Conditions that Impact Safety (Q25-Q31)

	Q25a-Q31a. % Saying Yes to Condition (n=652)	Q25-Q31. % Rating Serious or Very Serious Safety Problem
<b>28. Poor street lighting</b>	<b>40%</b>	<b>41%</b> (n=263)
27. Cut through paths	33%	32% (n=211)
31. Concentration of rental property in/near neighborhood	47%	27% (n=304)
26. Overgrown lawns	25%	27% (n=161)
29. Accumulation of garbage and/or bulky items	21%	27% (n=135)
25. Vacant and/or boarded up buildings	18%	24% (n=120)
30. Clubs and bars in/near neighborhood	20%	15% (n=129)

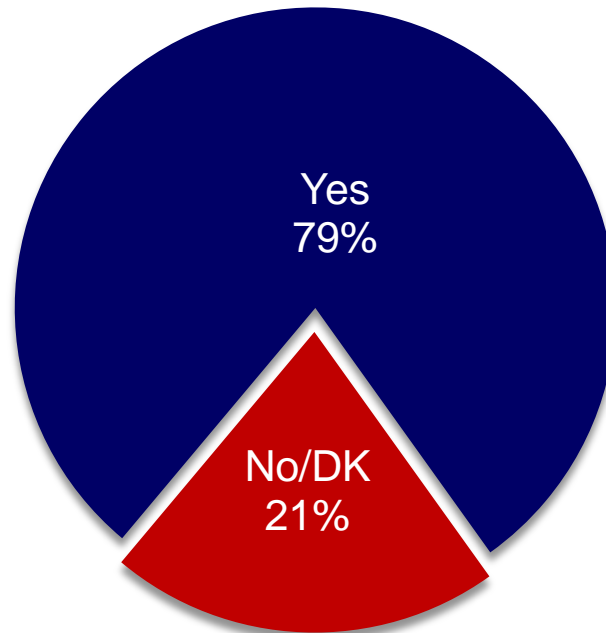
**The most prevalent neighborhood condition that impacts perceptions of safety is poor street lighting.**



# **2014 Focus Topic: NEXTDOOR.COM**

# Internet Access

Total Sample (Q32)  
(n=652)



	2011	2012	2013	2014
% with Access	86%	83%	85%	79%

Access to Internet has declined from last year to this year.

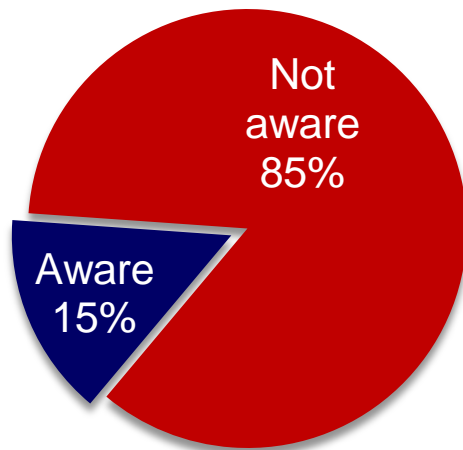


# Awareness & Use of Website called Nextdoor.COM

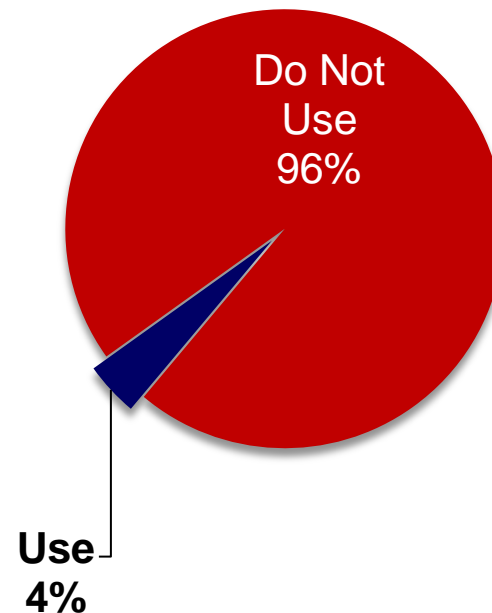
Respondents with Internet Access (Q33-Q34)

(n=516)

**Q33. Aware of Nextdoor.com**



**Q33. Use of Nextdoor.com**

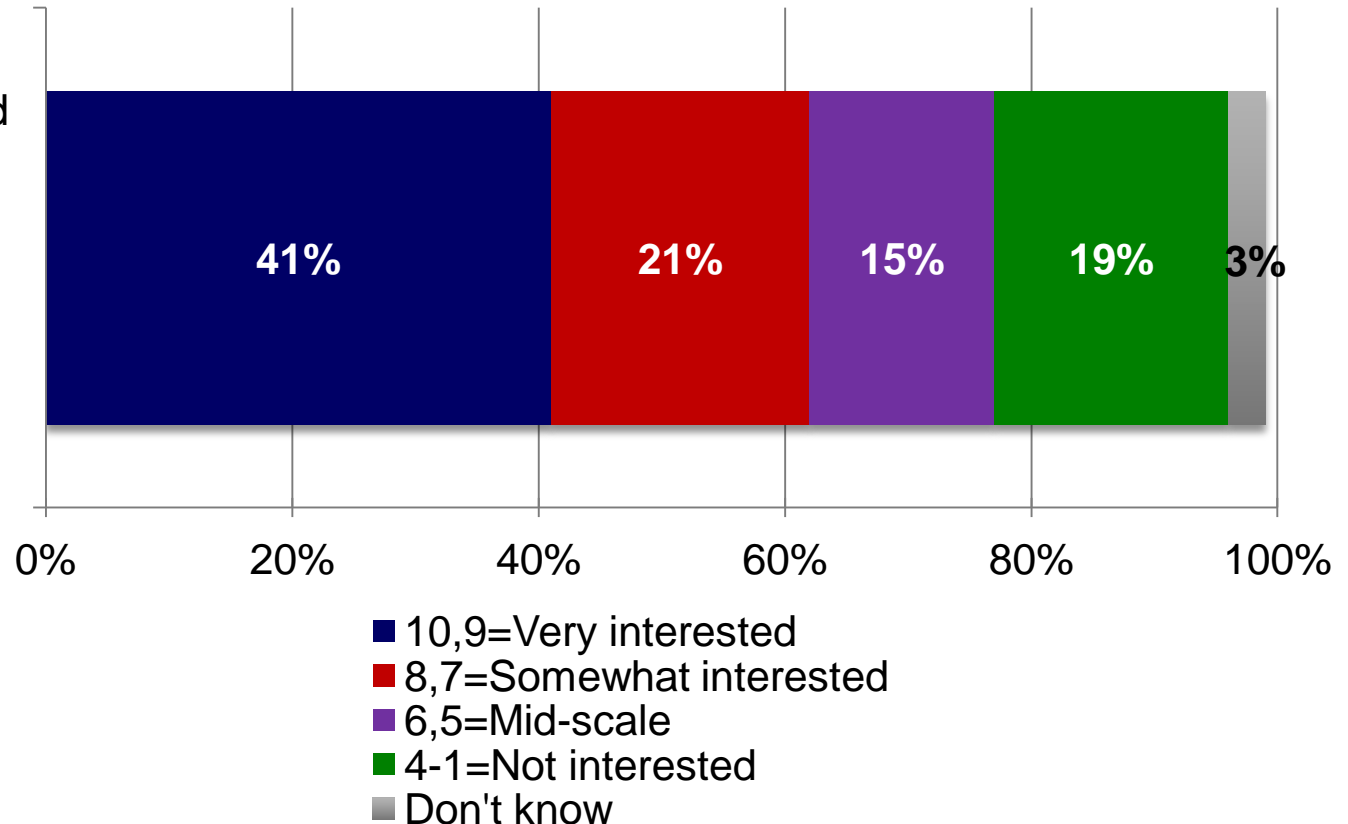


**There is low awareness and use of nextdoor.com.**

# Interest in using Nextdoor.com to receive police alerts for your neighborhood

Respondents with Internet Access (Q35)

Q35. How interested would you be in using nextdoor.com to receive police alerts for your neighborhood?  
(n=516)



**The majority of respondents with Internet are interested in using Nextdoor.com to receive police alerts.**



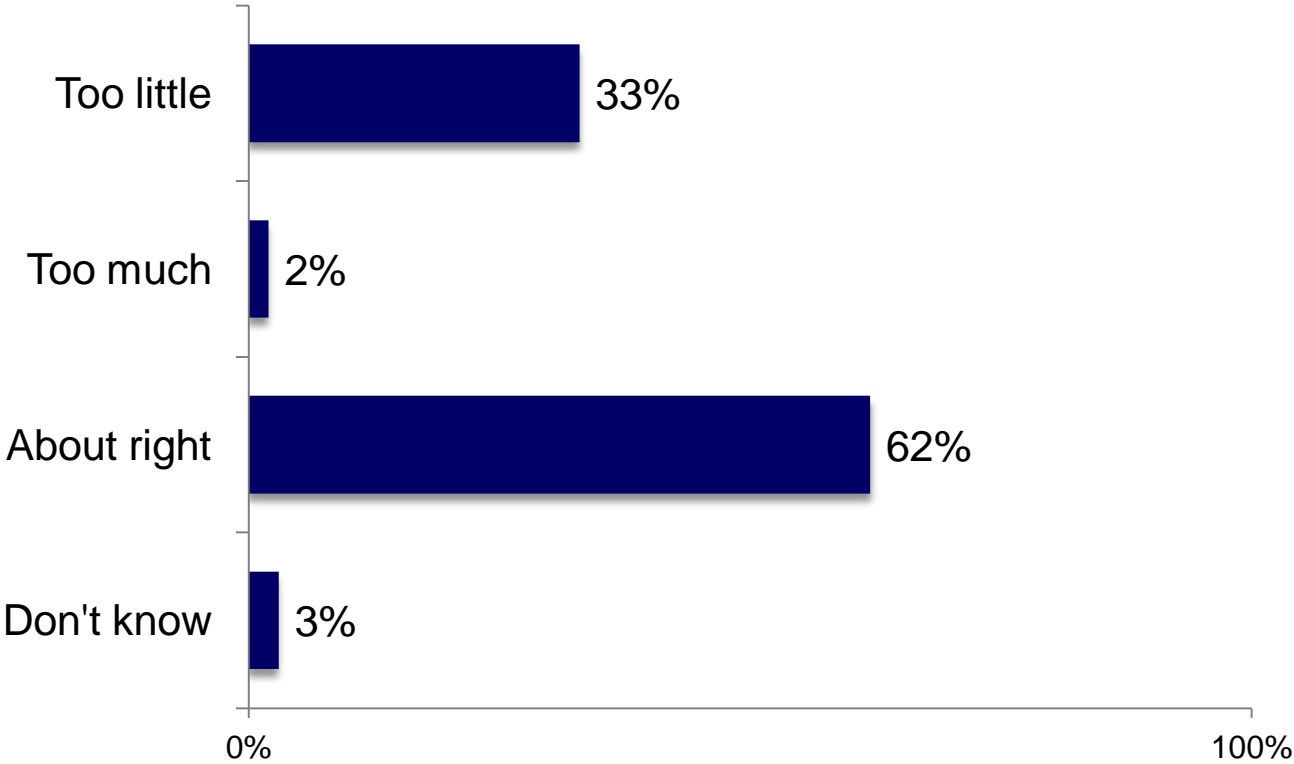
# Police Visibility

# Perceptions of Police Visibility in Neighborhood

Total Sample (Q36)

(n=652)

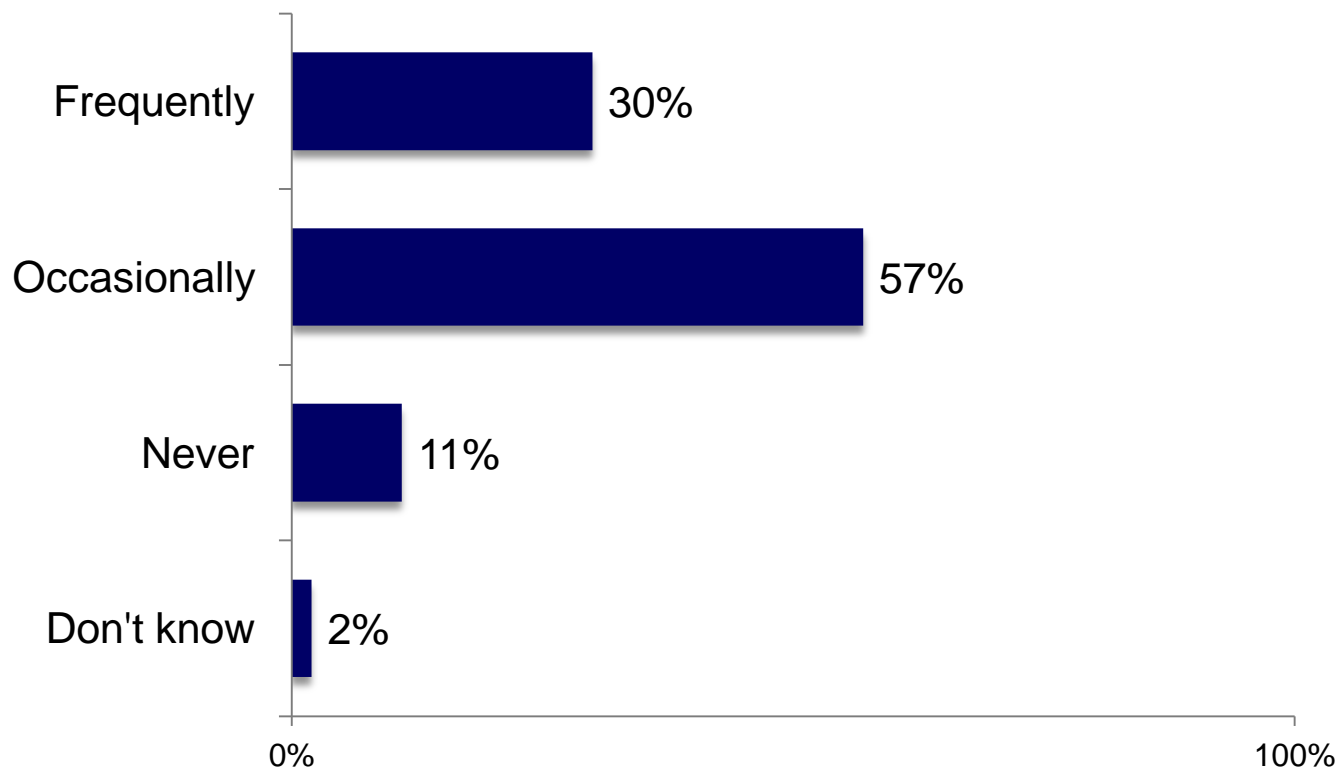
Would you describe the amount of police visibility in your neighborhood as . . .



# Frequency of Seeing Police Patrol in Neighborhood in Past 12 Months

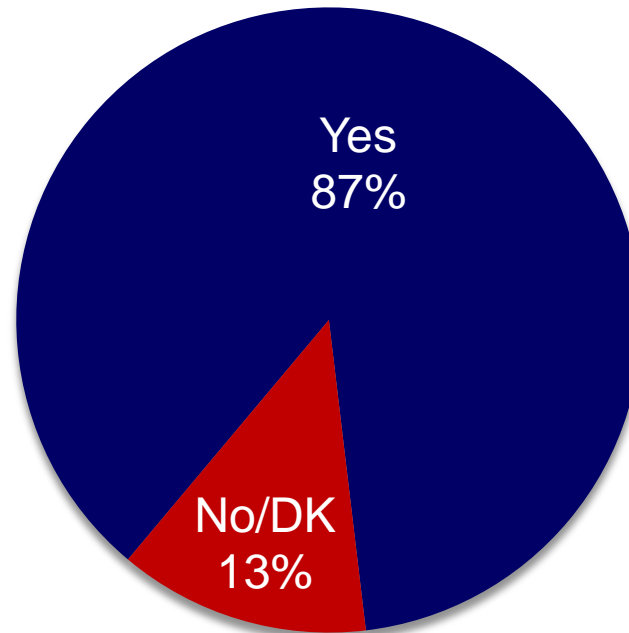
Total Sample (Q37)  
(n=652)

Over the past 12 months, how frequently have you seen police patrolling in your neighborhood?



# Have Seen Police Patrolling in Neighborhood, in Past 12 Months

Total Sample (Q37)  
(n=652)



	2011	2012	2013	2014
% saying "Yes"	76%	77%	74%	87%

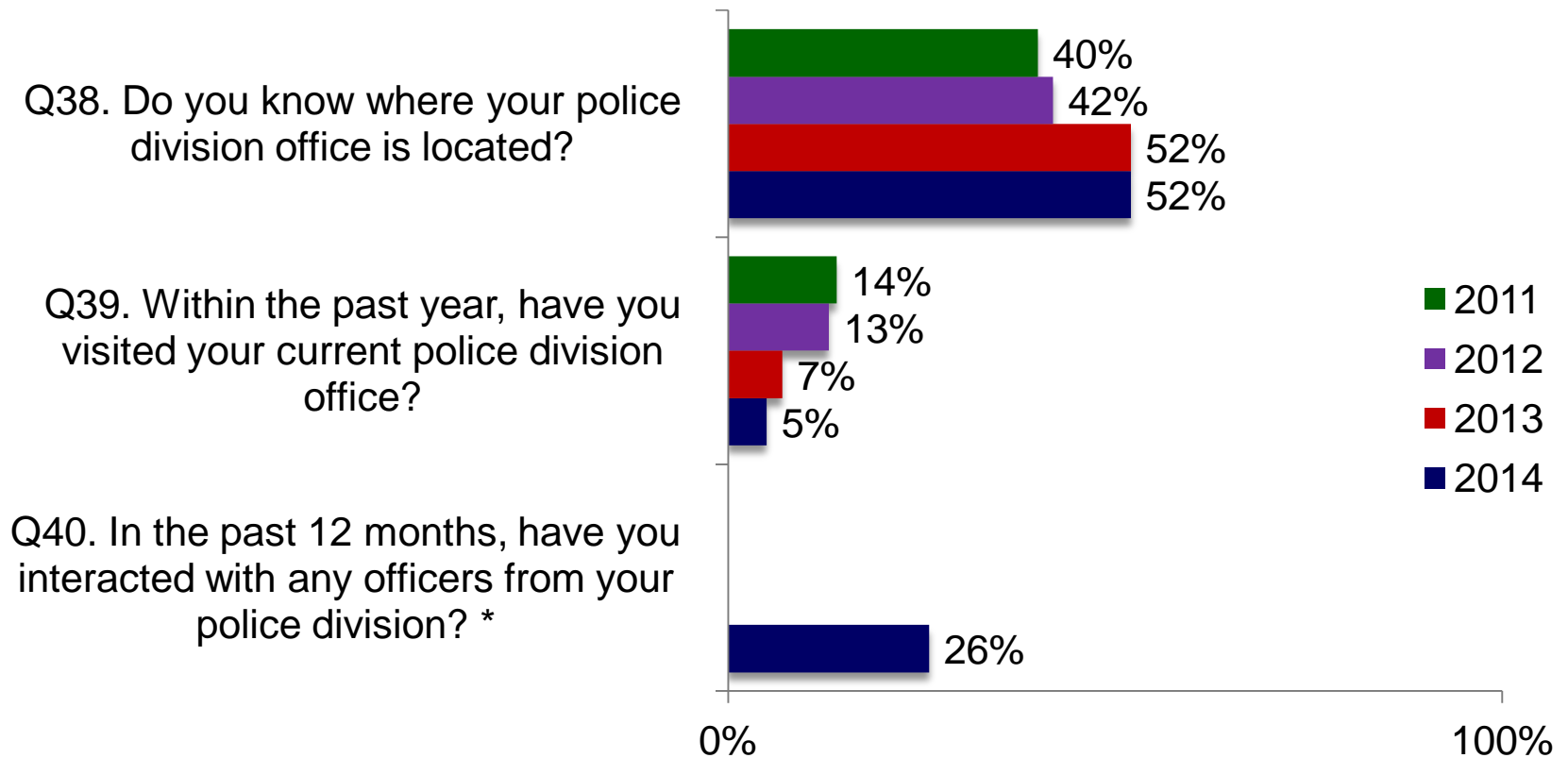
From 2013 to 2014, there has been an increase in the percentage of respondents who have seen police patrolling.



# Awareness of CMPD Patrol Divisions

# Awareness & Use of Police Divisions

Total Sample (Q38-Q40)  
Percent Responding "Yes" (n=652)



**There have been no significant changes from 2013 to 2014.**

\* Q40 not asked prior to 2014.





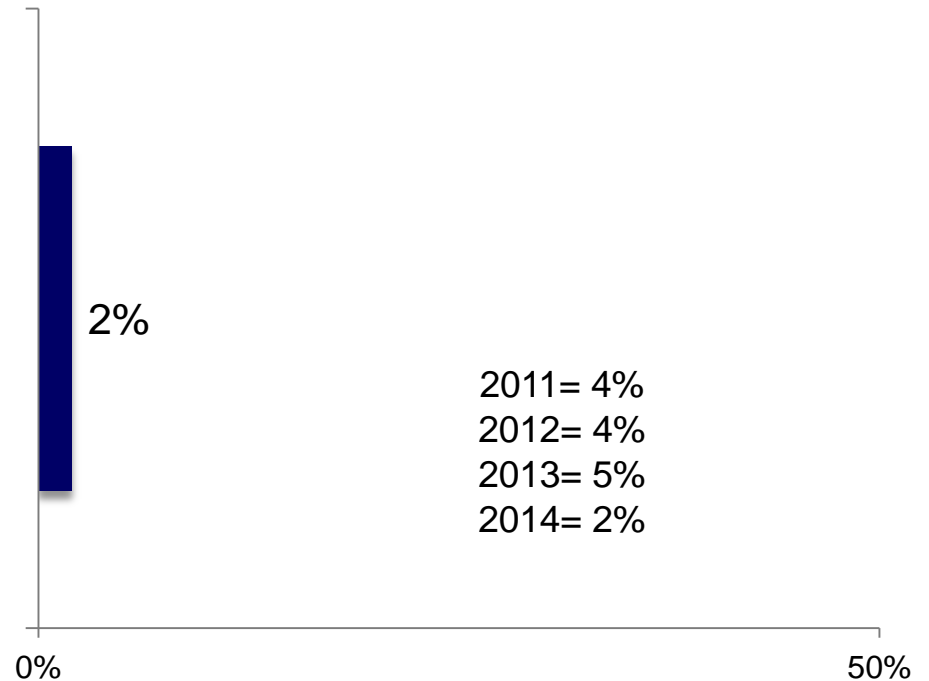
# Victimization and Police Follow-Up

# Violent Crimes Reported to CMPD in Past 12 Months

Total Sample (Q41)  
Percent Responding "Yes" (n=652)

Violent crime is a crime in which the offender uses or threaten violent force upon the victim.

Q41. In the past 12 months, have you or anyone else in your household been a victim of a violent crime such as assault or armed robbery that was reported to the CMPD?



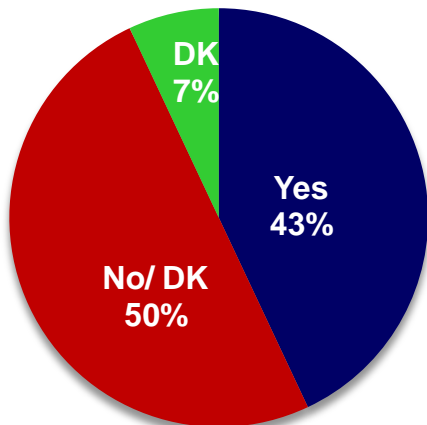
**There has been no significant change from 2013 to 2014.**

# Violent Crime Follow-Up

(Q42-Q43) size is too small for reliable analysis.

Q42. After the initial report was made, did the police follow-up and contact you about the case in any way?

Respondents who reported a crime (n=14)



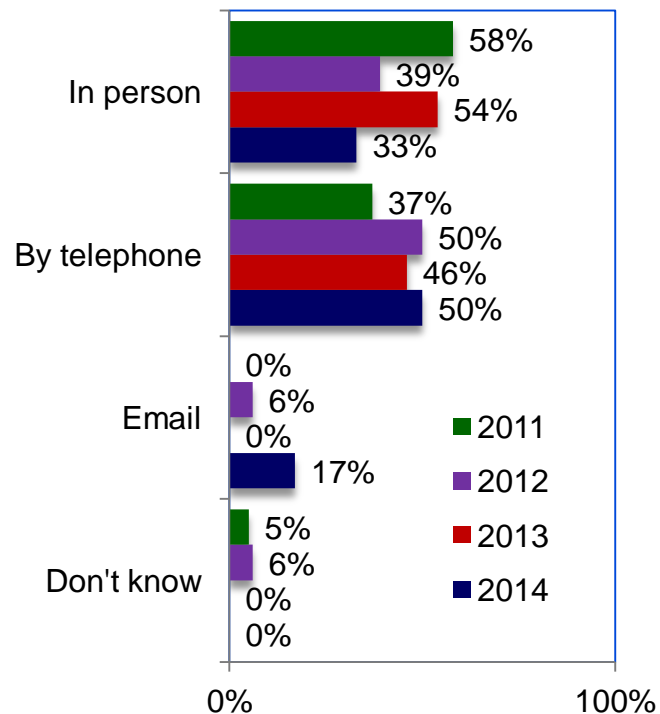
% "Yes" By Year

- 2011= 70%
- 2012= 69%
- 2013= 43%
- 2014= 43%

Sample size too small for reliable analysis.

Q43. How was the follow-up contact made?

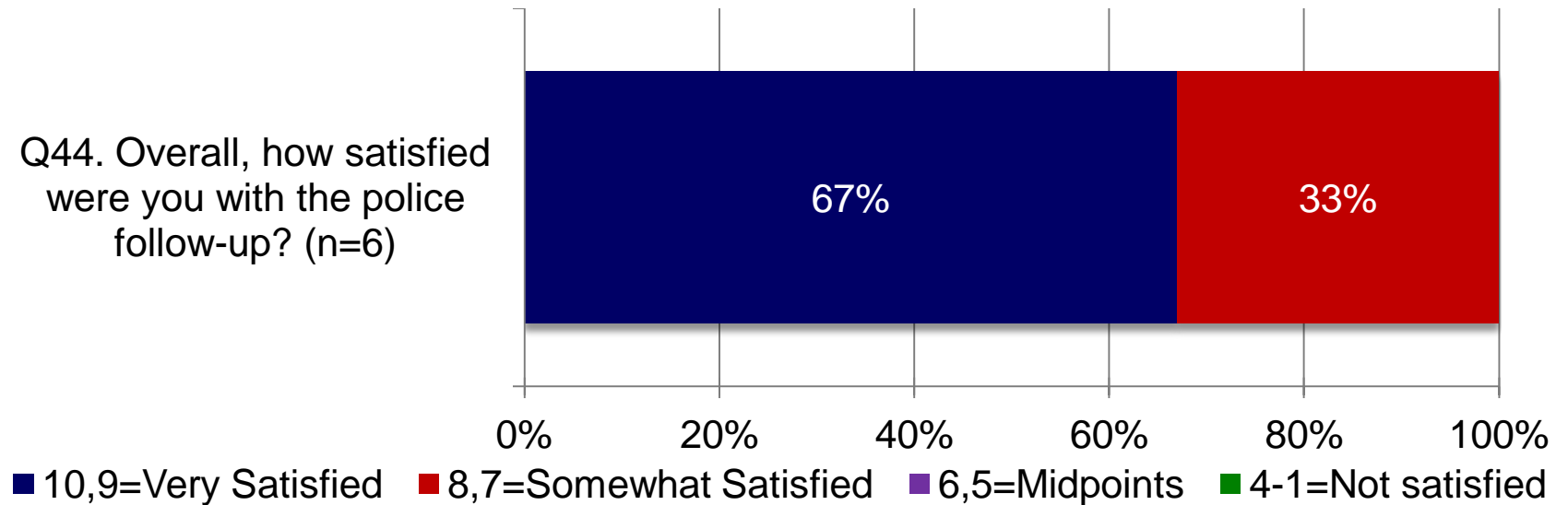
Respondents with follow-up (n=6)



# Satisfaction with Violent Crime Follow-Up

Respondents with follow-up (Q44)

Q44. Overall, how satisfied were you with the police follow-up? (n=6)



Mean Rating By Year

2011= 7.9

2012= 7.8

2013= 6.4

2014= 9.2

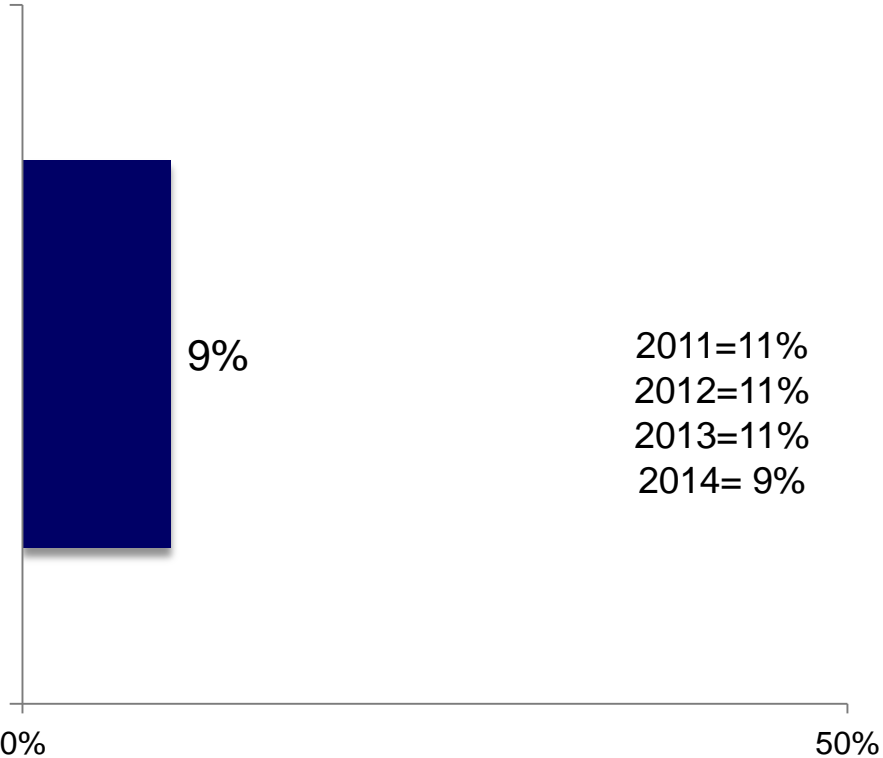
**Sample size too small for reliable analysis.**

# Non-Violent Crimes Reported to CMPD in Past 12 Months

Total Sample (Q45)  
Percent Responding "Yes" (n=652)



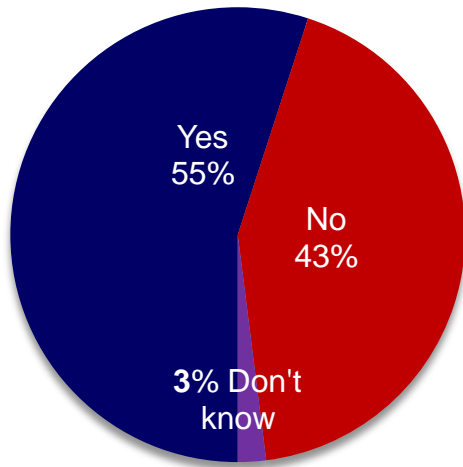
Q45. In the past 12 months, have you or anyone else in your household been a victim of a non-violent crime such as theft, a home break-in, a car break-in, or a car theft that was reported to the CMPD?



**There has been no significant change from 2013 to 2014.**

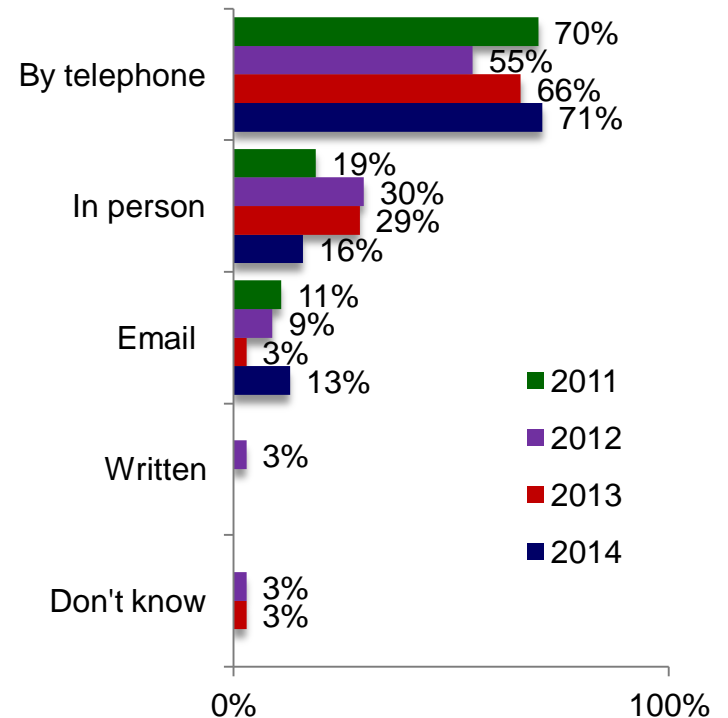
# Non-Violent Crime Follow-Up (Q46-Q47)

Q46. After the initial report was made, did the police follow-up and contact you about the case?  
Respondents who reported a crime (n=56)



% "Yes" By Year  
 2011= 54%  
 2012= 45%  
 2013= 52%  
 2014= 55%

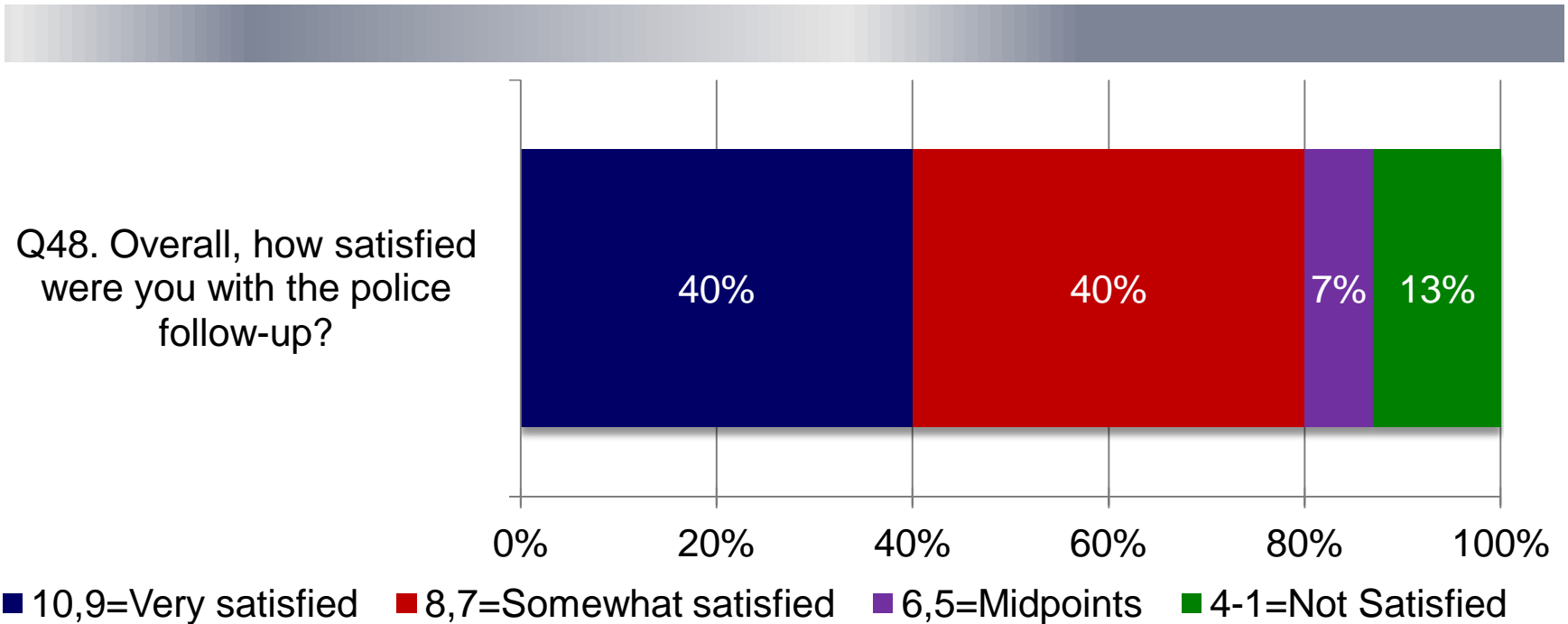
Q47. How was the follow-up contact made?  
Respondents with follow-up (n=31)



# Satisfaction with Non-Violent Crime Follow-Up

Respondents with follow-up (Q48)

Don't know responses dropped from base. (n=30)



## Mean Rating By Year

2011= 7.3

2012= 7.5

2013= 7.0

2014= 7.5

**There has been no significant change from 2013 to 2014.**

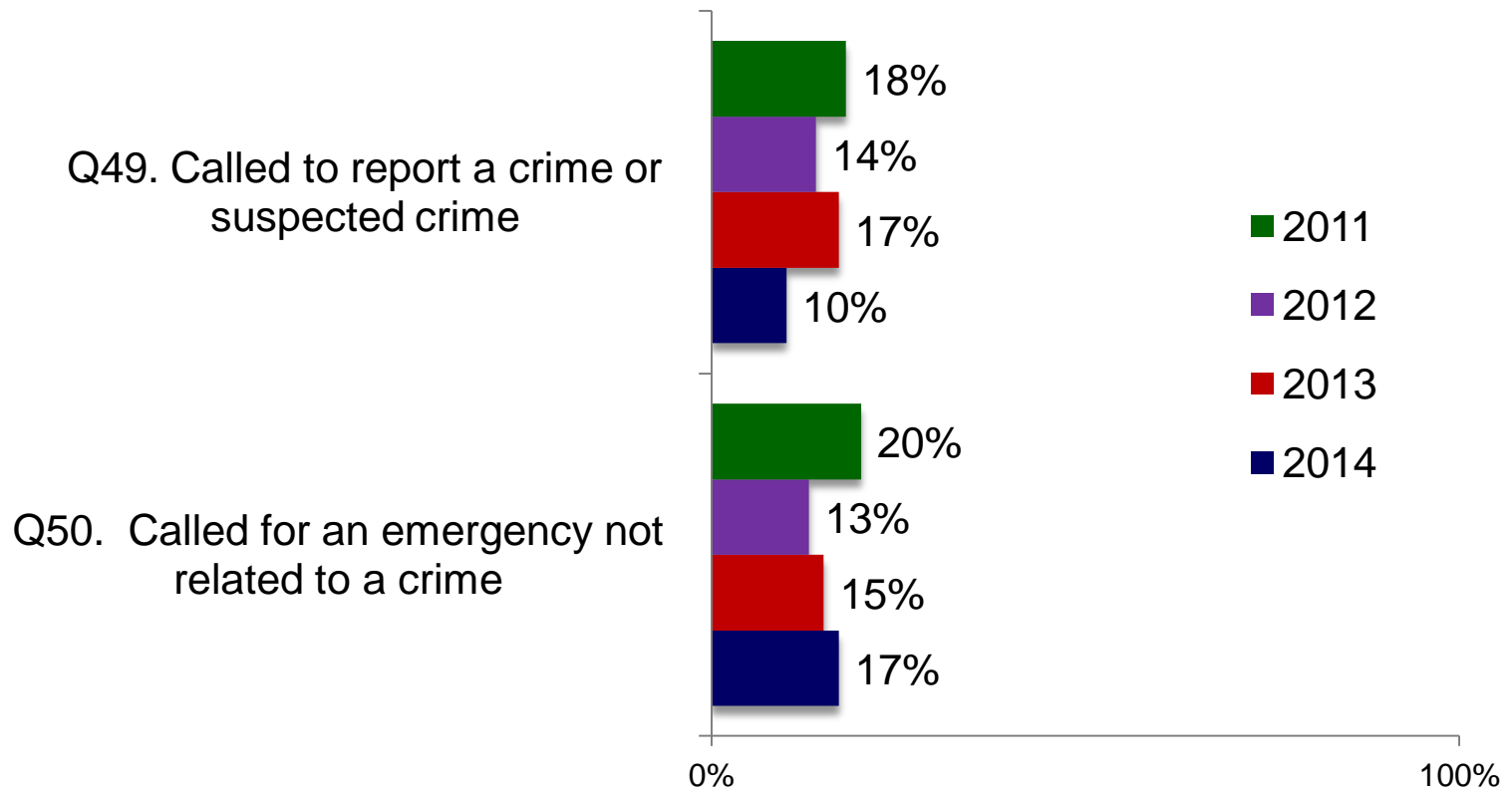


# Perceptions of 911 Emergency Call Center



# Calls to Charlotte-Mecklenburg 911 in Past 12 Months

Total Sample (Q49-50)  
Percent Responding "Yes" (n=652)

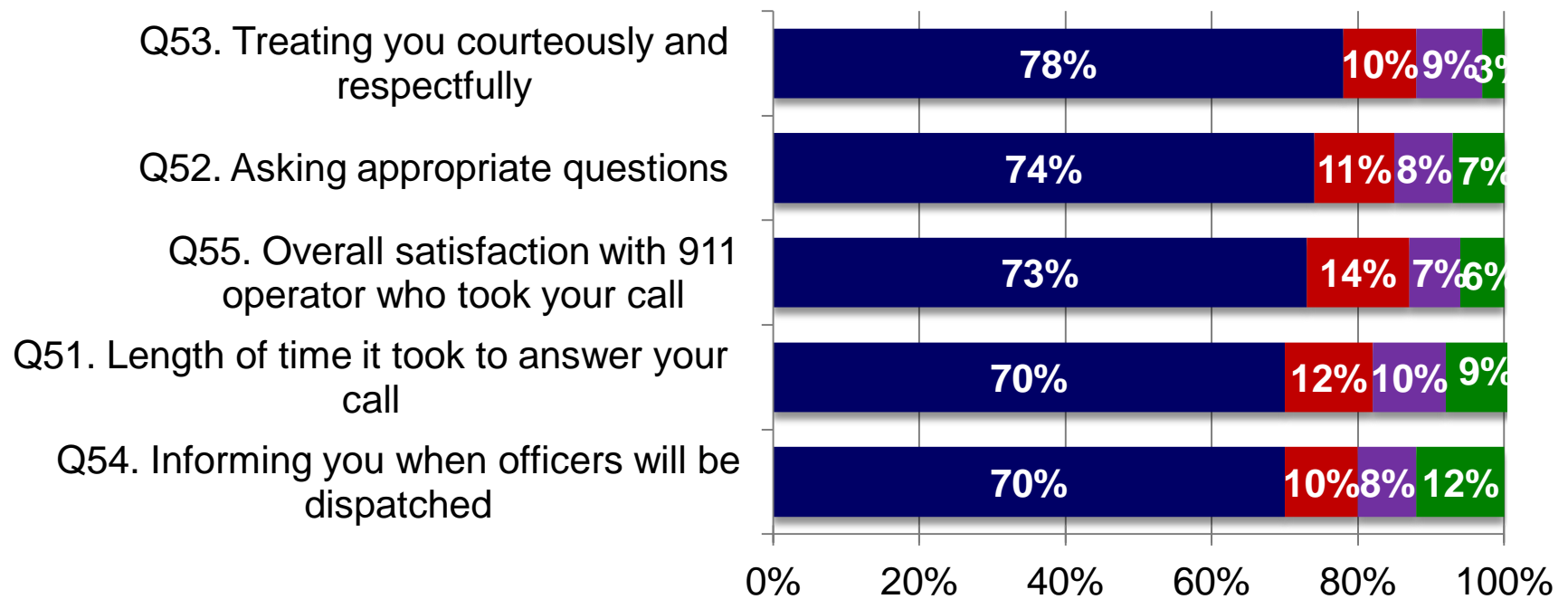


**Calls to report a crime or suspected crime declined from 2013 to 2014.**

## Satisfaction with 911 Service

Respondents who called 911 in past 12 months to report a crime/suspected crime or for an emergency not related to a crime (Q51-Q55)

Don't know responses dropped from base. (n=147)



■ 10,9=Very satisfied   
 ■ 8,7=Somewhat satisfied   
 ■ 6,5=Midpoints   
 ■ 4-1=Not satisfied

## Satisfaction with 911 Service - By Year

Respondents Who Called 911 in Past 12 Months (Q51-Q55)

	2011	2012	2013	2014
Q51. Length of time it took to answer your call	8.6	8.3	8.2	8.4
Q52. Asking appropriate questions	8.9	8.6	8.4	8.6
Q53. Treating you courteously and respectfully	9.0	8.8	<b>8.5</b>	<b>9.0</b>
Q54. Informing you when officers will be dispatched	8.1	8.2	7.8	8.3
Q55. Overall satisfaction with 911 operator	8.8	8.7	8.3	8.7

**Ratings on treating you courteously and respectfully improved significantly from 2013 to 2014.**

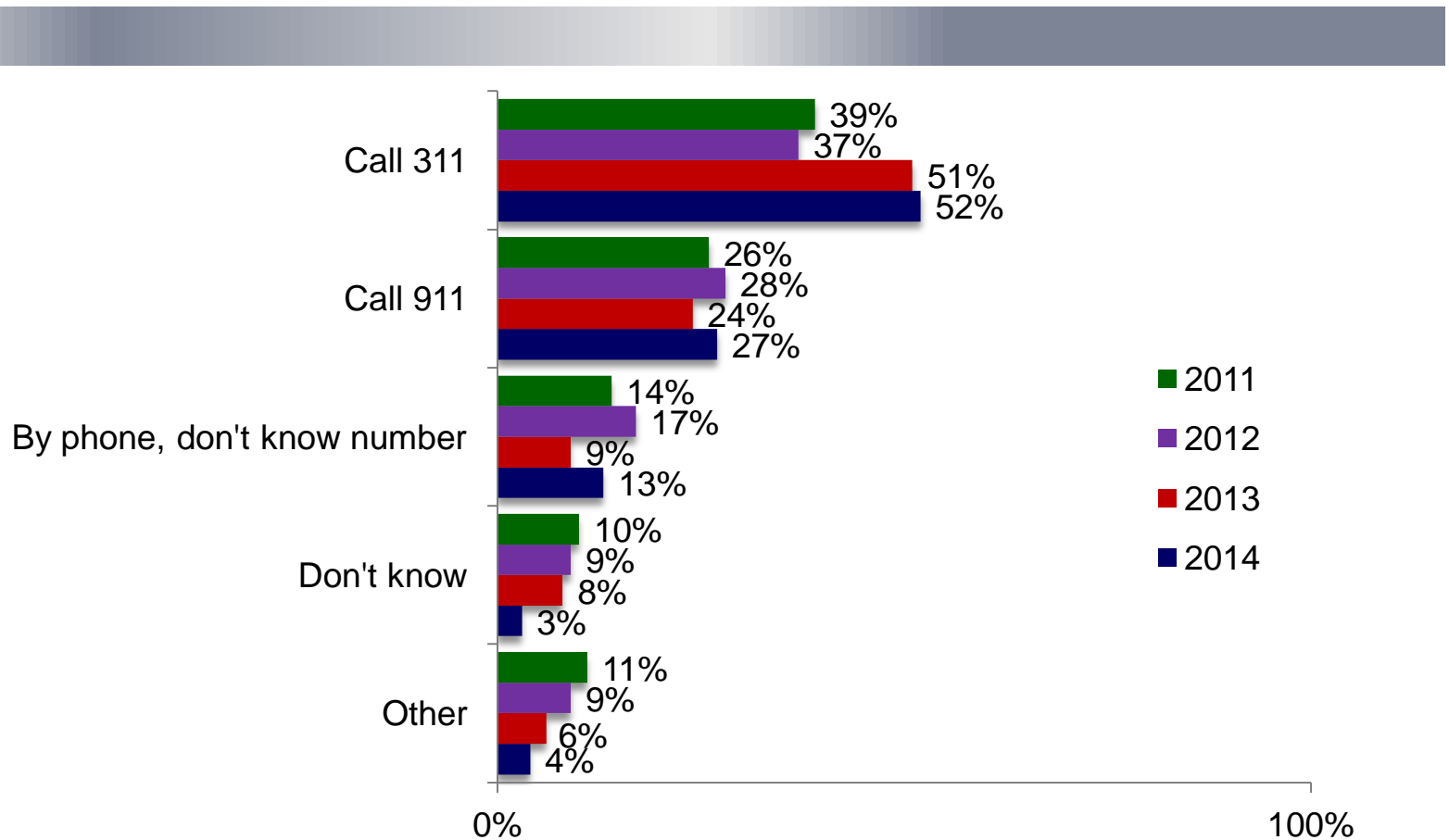


# **Perceptions of the Non-Emergency Crime Reporting Unit**

# How CMPD Is Contacted For A Non-Emergency

Total Sample (Q56)

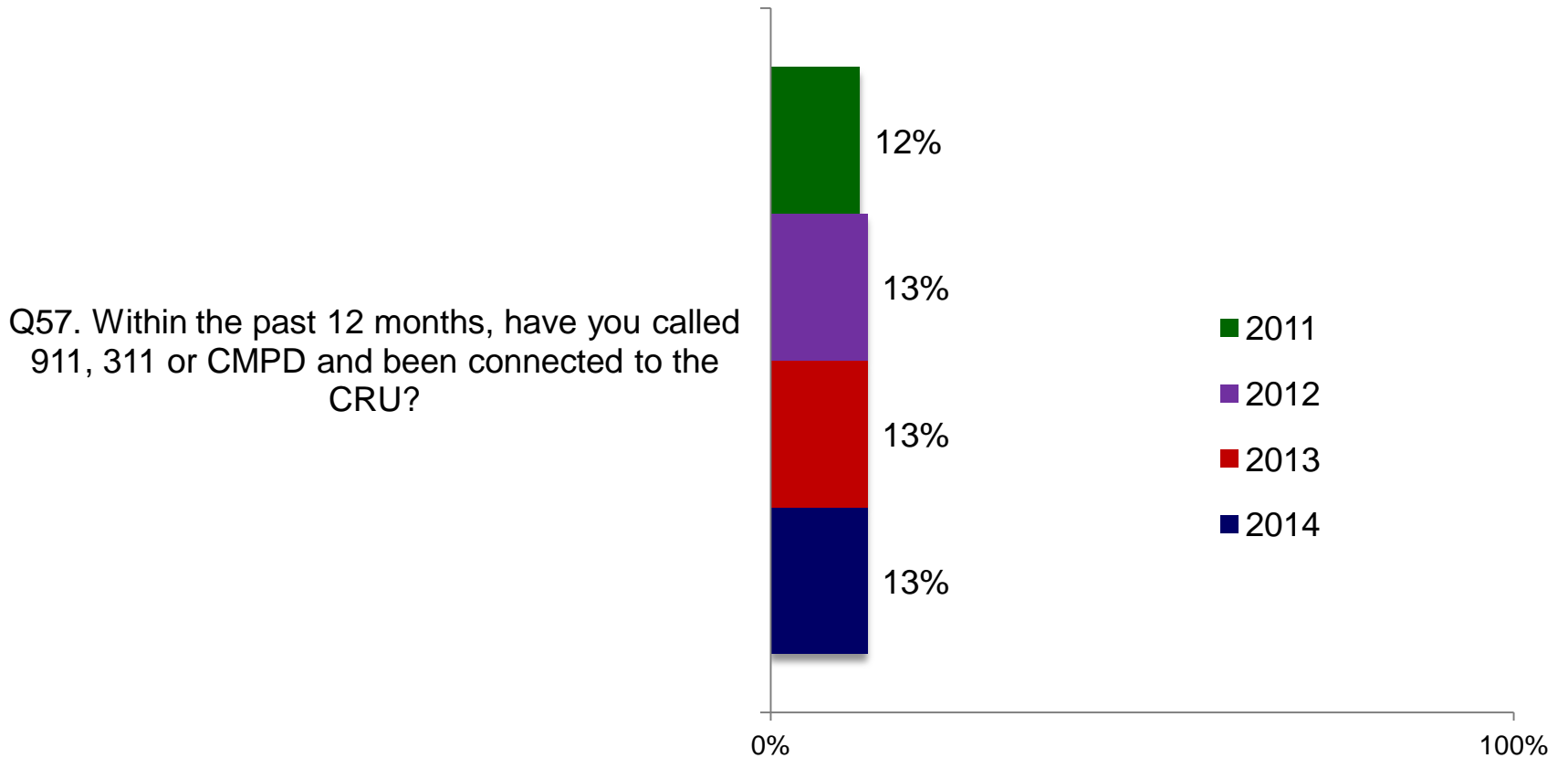
(n=652)



From 2013 to 2014, there has been no significant change in use of 311 to contact the CMPD for a non-emergency. Calls to 911 also have not changed significantly.

# Calls to Non-Emergency Crime Reporting Unit in Past 12 Months

Total Sample (Q57)  
Percent Responding "Yes" (n=652)

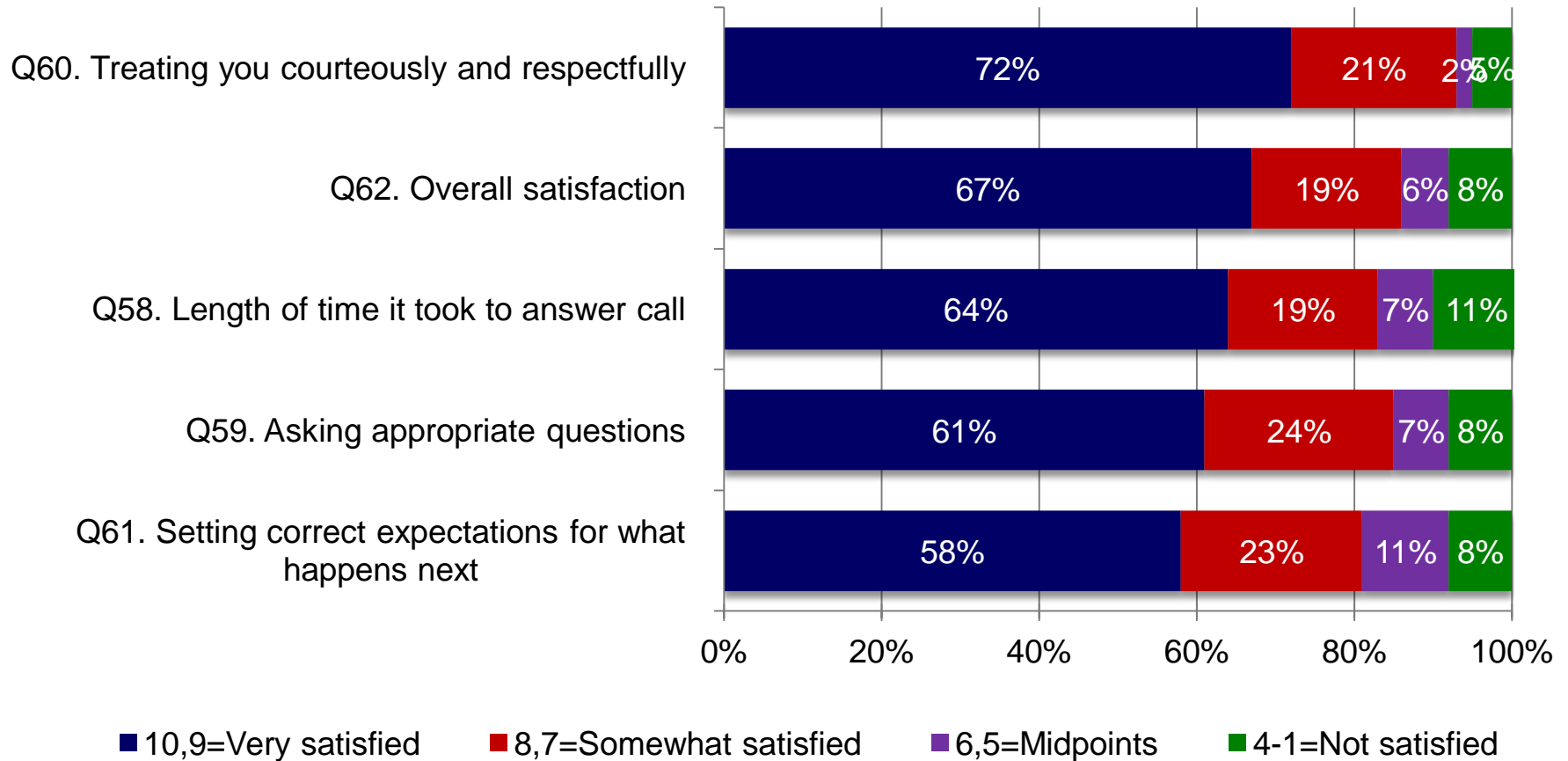


**There has been no significant change from 2013 to 2014.**

# Satisfaction with Non-Emergency Crime Reporting Unit

Respondents who used CRU in past 12 months (Q58-Q62)

Don't know responses dropped from base. (n=85)



## Satisfaction with Non-Emergency Crime Reporting Unit

Respondents who used CRU in past 12 months. (Q58-Q62)

Don't know responses dropped from base.

	2011	2012	2013	2014
Q58. Length of time it took to answer call	7.8	7.8	7.9	8.2
Q59. Asking appropriate questions	8.4	8.2	8.2	8.3
Q60. Treating you courteously and respectfully	8.5	8.5	8.3	8.8
Q61. Setting correct expectations for what happens next	7.7	8.1	7.7	8.2
Q62. Overall satisfaction	7.8	8.2	7.9	8.4

**There have been no significant changes from 2013 to 2014.**





# **2014 Focus Topic: Use of Technology**

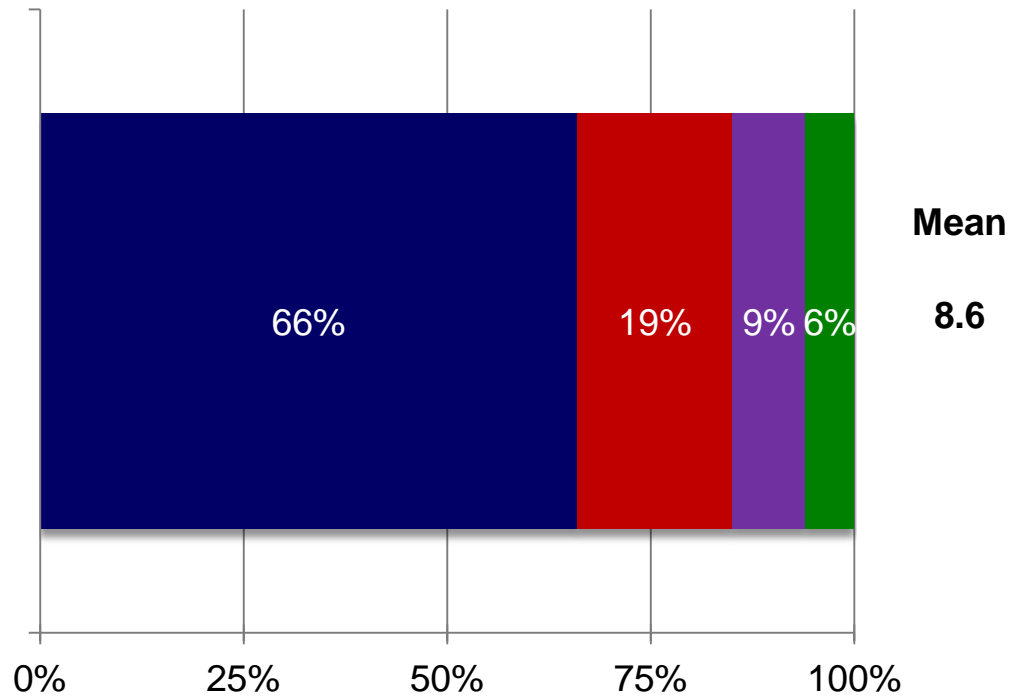
# Level of Support for CMPD Use of Technology

Total Sample (Q63)

Don't know responses dropped from base. (n=652)



Q63. Do you support the CMPD use of technology, such as electronic monitoring of offenders and gun fire detection devices?



■ 10,9=Support strongly   ■ 8,7=Support somewhat   ■ 6,5=Midpoints   ■ 4-1=Do not support



# 2014 Focus Topic: Youth Issues

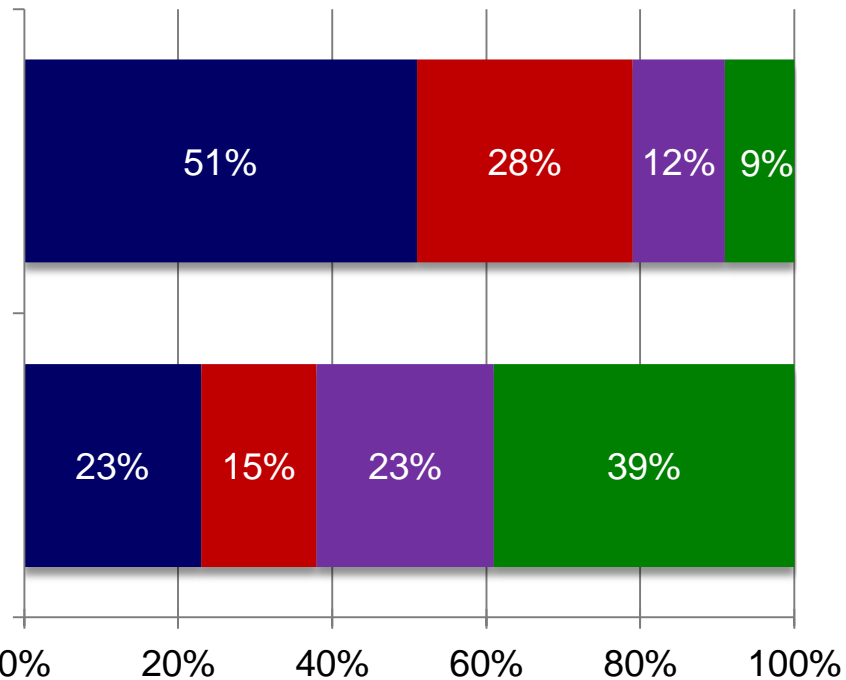
# Youth Issues for Charlotte-Mecklenburg

Total Sample (Q64 & Q68)

Don't know responses dropped from base.

Thinking about  
Charlotte-Mecklenburg . . .

Q64. How serious a problem is crime  
committed by juveniles? (n=611)



■ 10,9=Very serious

■ 8,7=Somewhat serious

■ 6,5=Midpoints

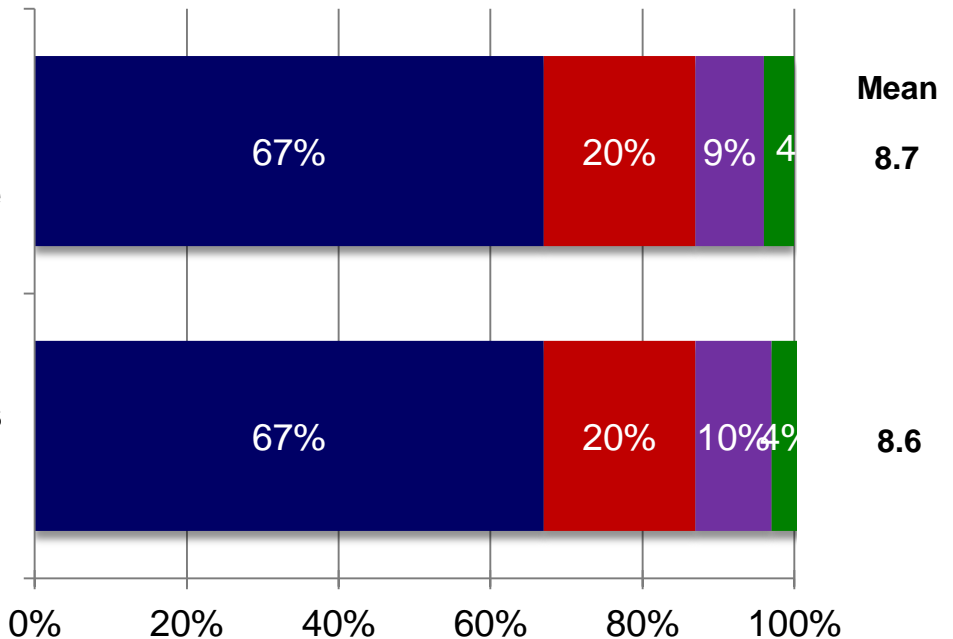
■ 4-1=Not serious

# Youth Issues for Charlotte-Mecklenburg

Total Sample (Q65-Q66)

Don't know responses dropped from base.

Q65. What is your level of support for diversion from arrest for first-time, non-violent juvenile offenders, if they are placed under supervision and successfully complete treatment &/or life skills programs? (n=623)



■ 10,9=Support strongly ■ 8,7=Support somewhat ■ 6,5=Midpoints ■ 4-1=Do not support

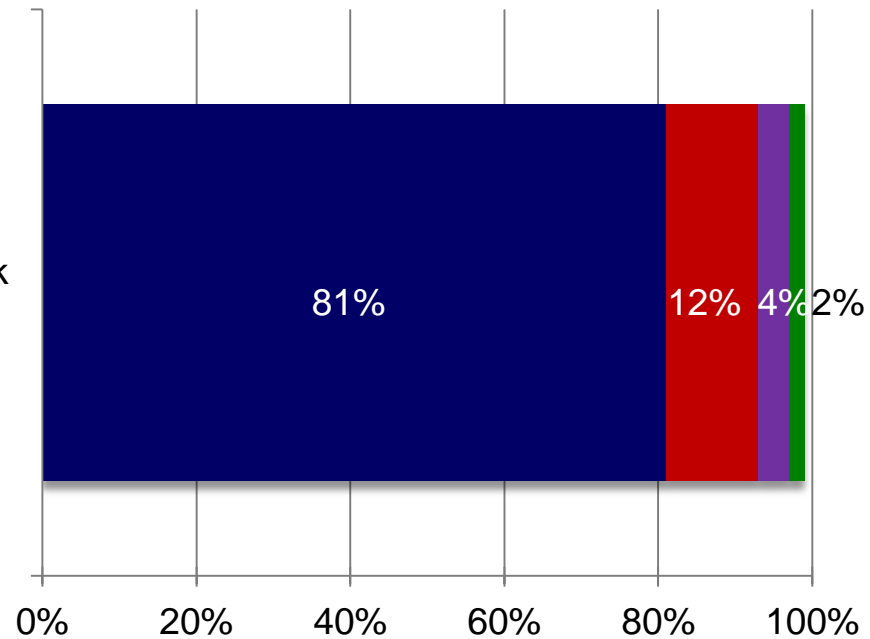
# Youth Issues for Charlotte-Mecklenburg

Total Sample (Q67)

Don't know responses dropped from base. (n=629)



Q67. How important are programs for at-risk juveniles?



Mean  
9.2

■ 10,9=Very important ■ 8,7=Somewhat important ■ 6,5=Midpoints ■ 4-1=Not important



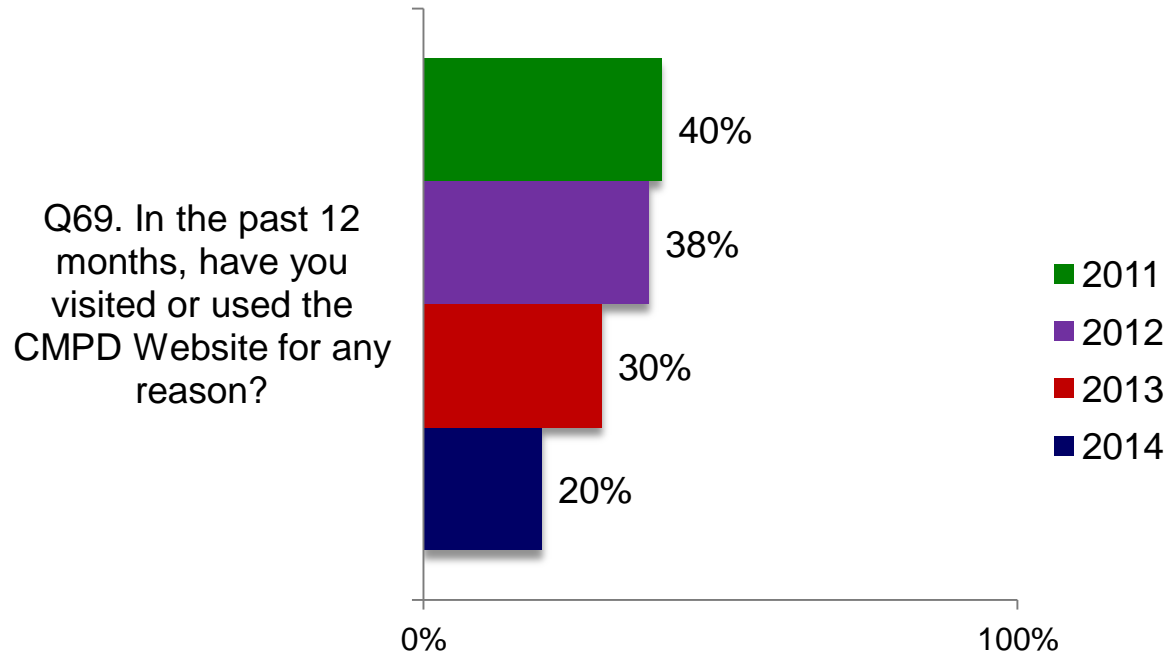
# Use and Perceptions of the CMPD Website

# Use of CMPD Website in Past 12 Months

Respondents with Internet Access (Q69)

(n=516)

In 2014, 79% of total respondents have Internet access. (Q32)



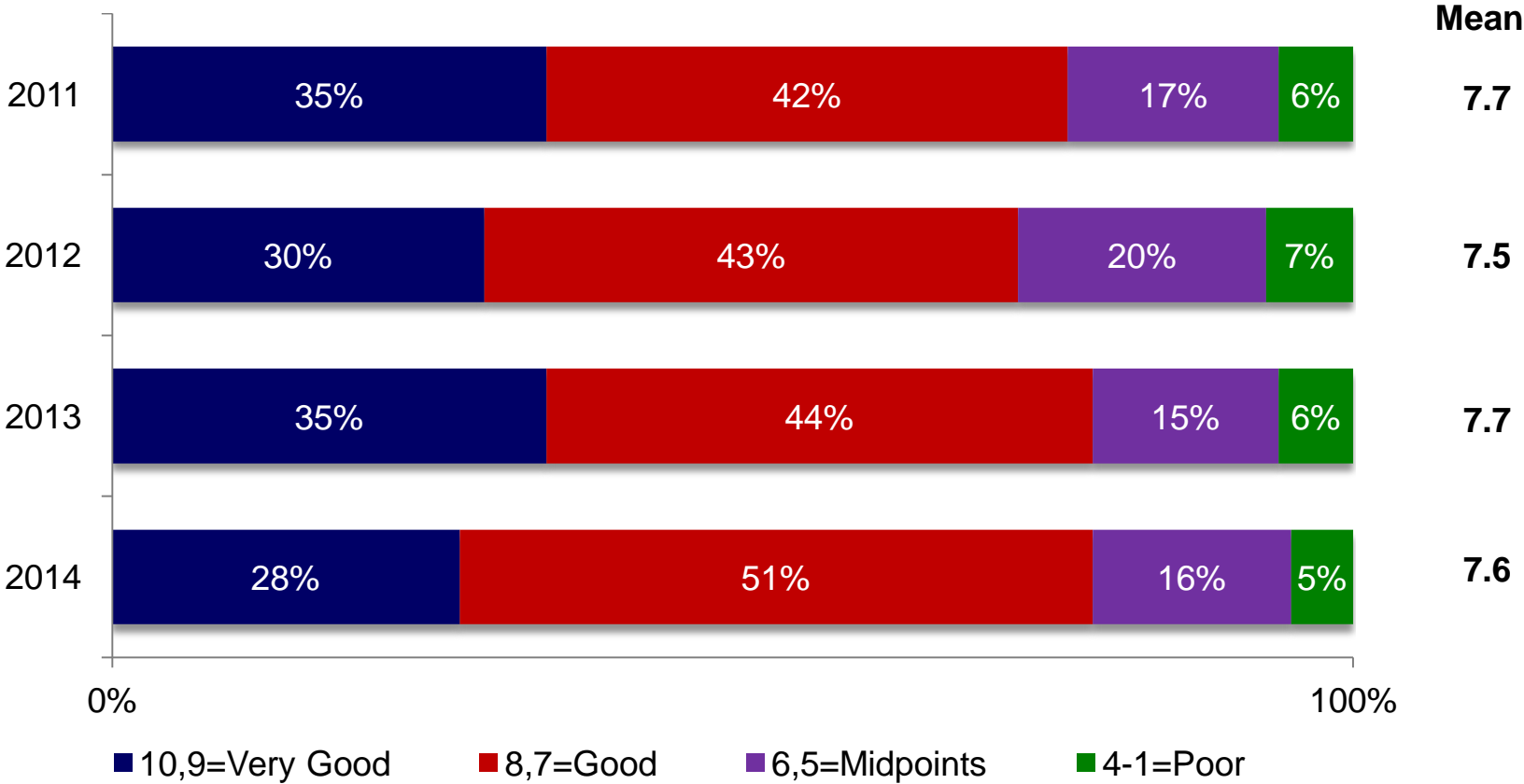
There has been a significant decrease in use of the Website from 2013 to 2014.



# Perception of CMPD Website – By Year

Respondents who have used Website (Q70)

Don't know responses dropped from base. (n=100)



**There has been no significant change in mean ratings from 2013 to 2014.**



# Respondent Suggestions

# Suggestions for Ways to Improve CMPD

Total Sample (Q71)  
Open-ended question (n=652)

**40% of respondents have no suggestion or felt the CMPD is doing a good job.**

More patrols, more police visibility (20%)	Better attitude, officers should show more concern (1%)
Hire more officers (5%)	Better judgment in use of force, don't shoot unarmed people (1%)
More community outreach, more presence in neighborhoods (4%)	Use technology (dash cams, gun fire detection devices, monitors, cameras in high crime areas) (1%).
More programs for youth to deter crime (4%)	Break-up groups of juveniles, enforce curfews (1%)
More police training (3%)	Higher pay for officers (1%)
Concentrate on serious crime (2%)	Send alerts about crimes that occur in neighborhoods (1%)
Enforce traffic laws (2%)	More racial diversity in police force (1%)
Improve response time (1%)	No high speed chases, no speeding unless there is an emergency (1%)
More foot & bicycle patrols, officers should get out of cars and interact in neighborhoods (1%)	
Better street lighting (1%)	<i>Mentions by fewer than 1% of respondents are not shown.</i>

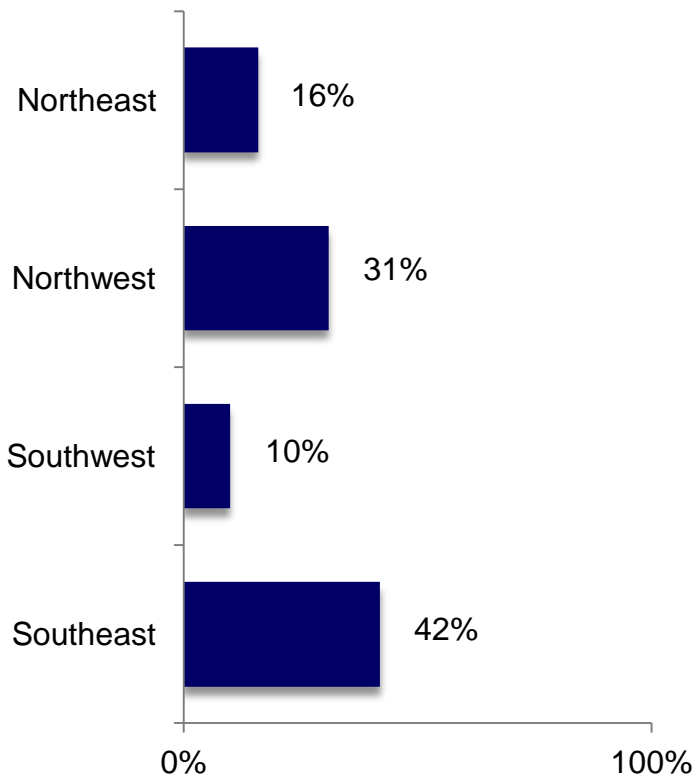


# Respondent Demographics

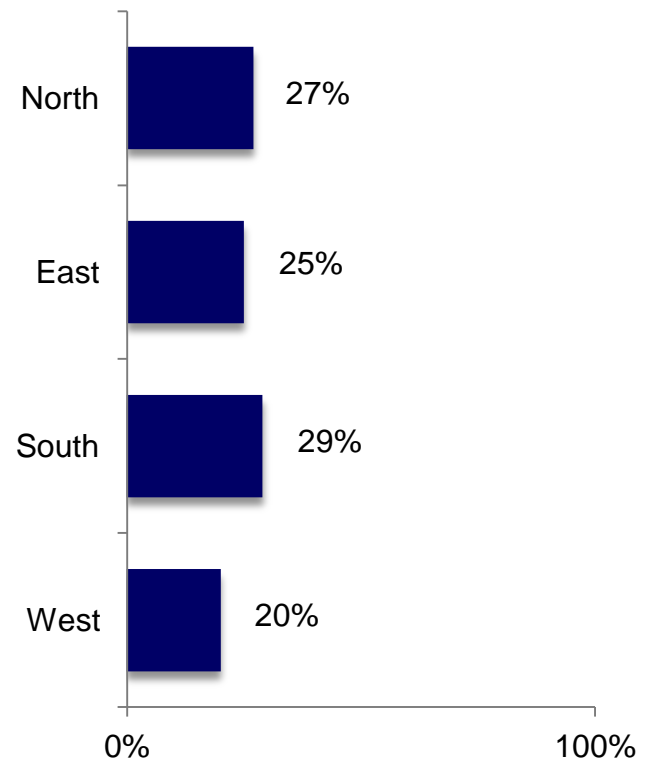
# Respondent Demographics

Refusals dropped from base

### CMPD Service Area (n=572)

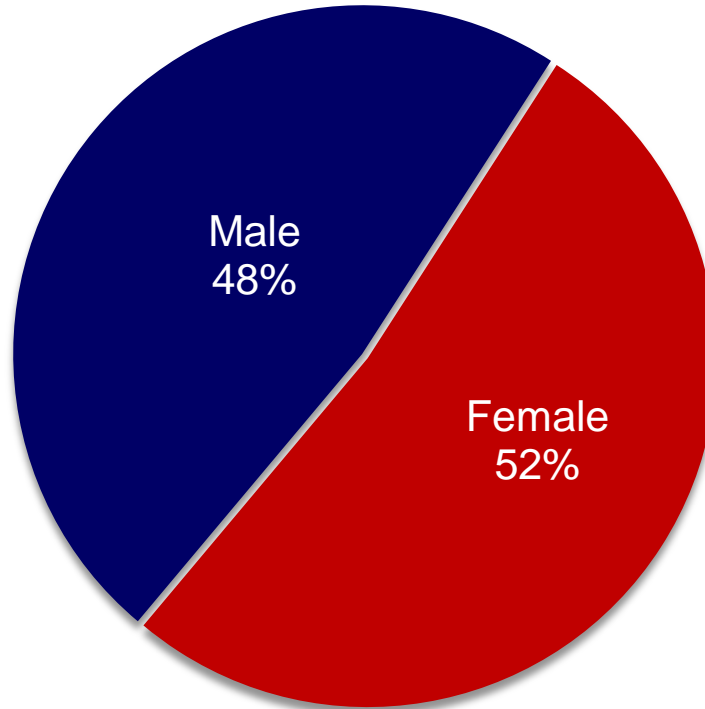


### Area of Residence Based on Zip Codes (n=652)



# Respondent Demographics

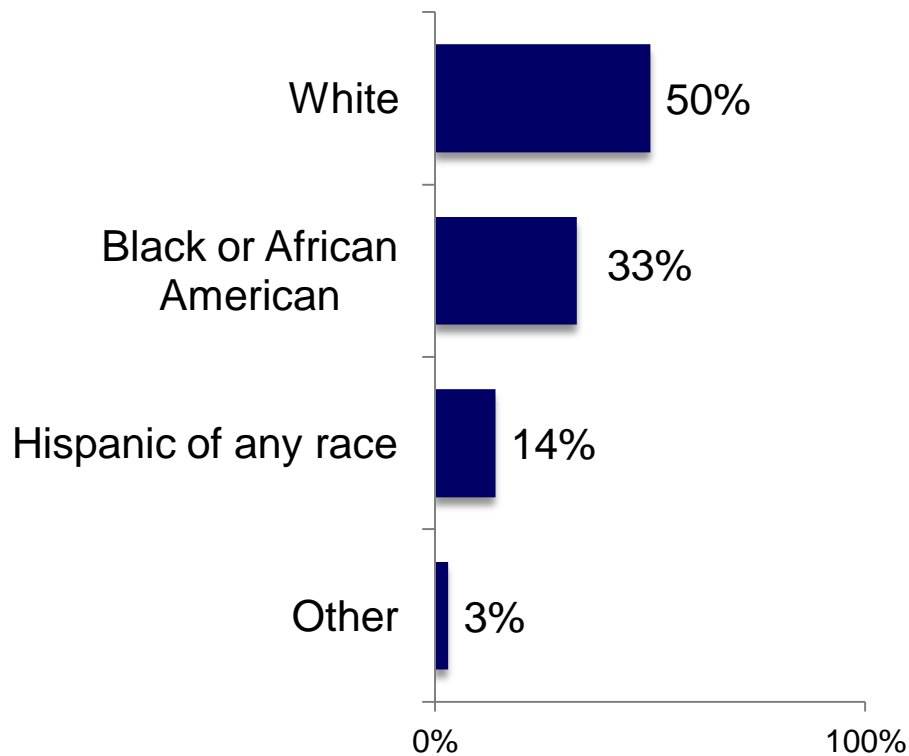
**Gender (Q1)**  
(n=652)



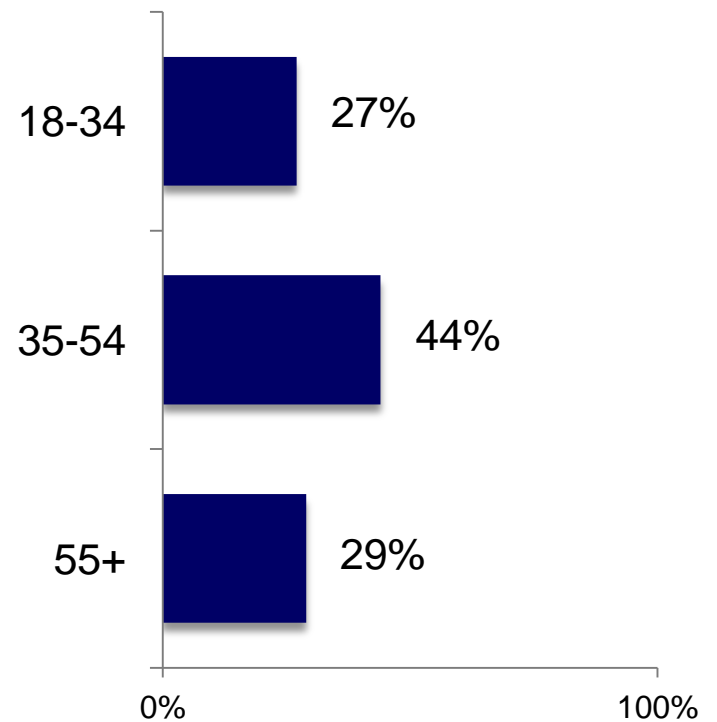
# Respondent Demographics

Refusals dropped from base

**Race/Ethnicity (Q74)**  
n=634

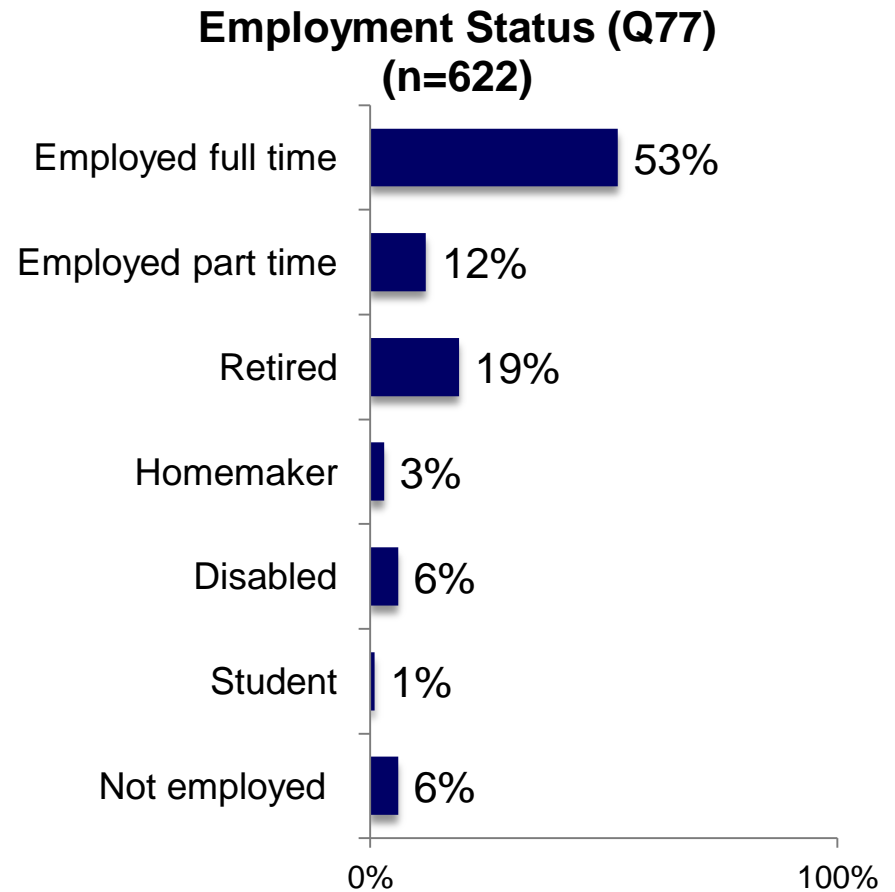
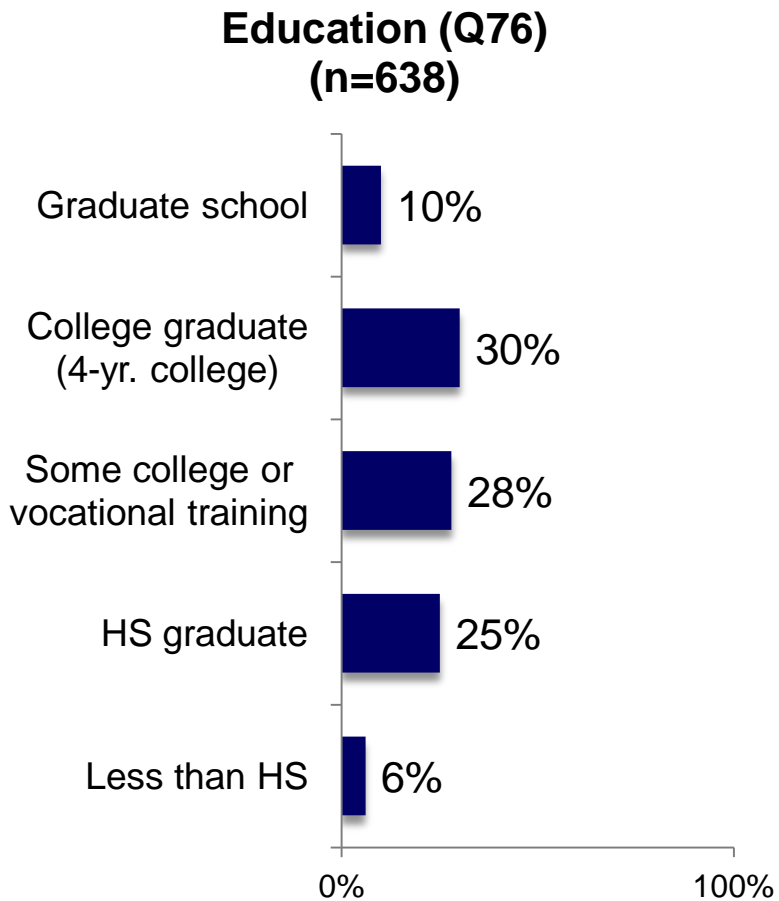


**Age (Q75)**  
(n=637)



# Respondent Demographics

Refusals dropped from base

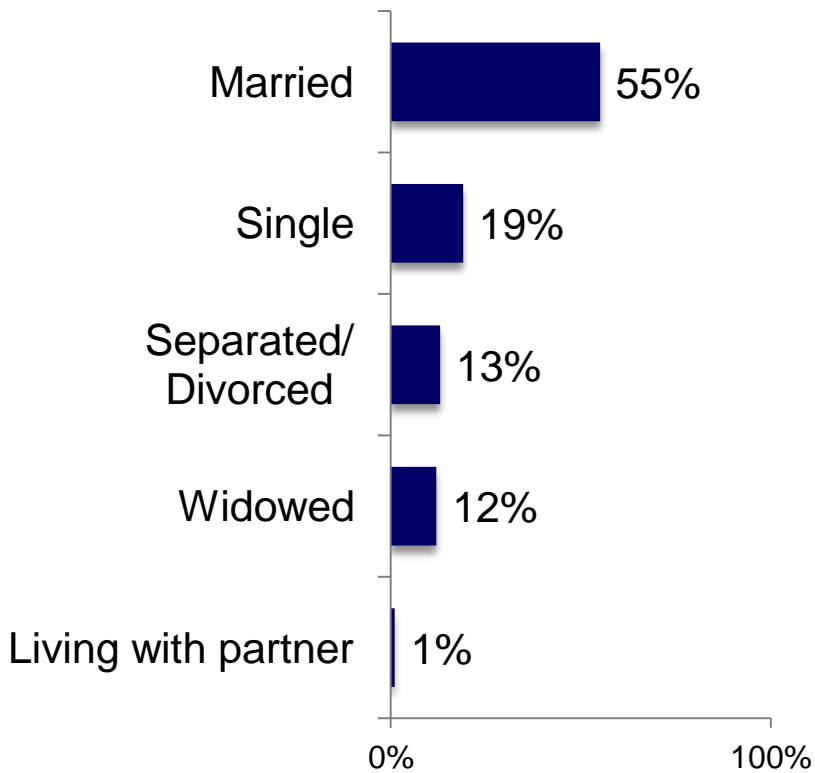




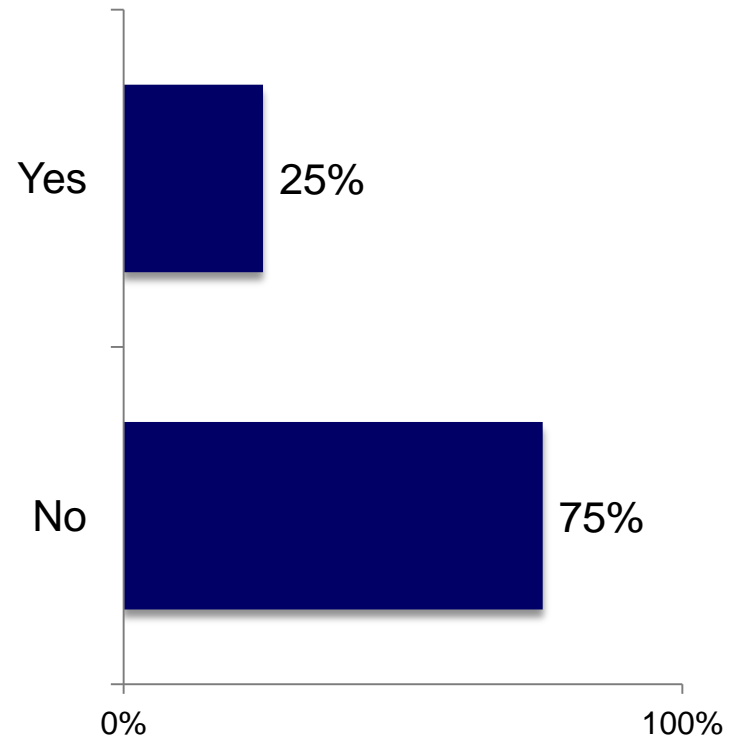
# Respondent Demographics

Refusals dropped from base

### Marital Status (Q78) (n=631)

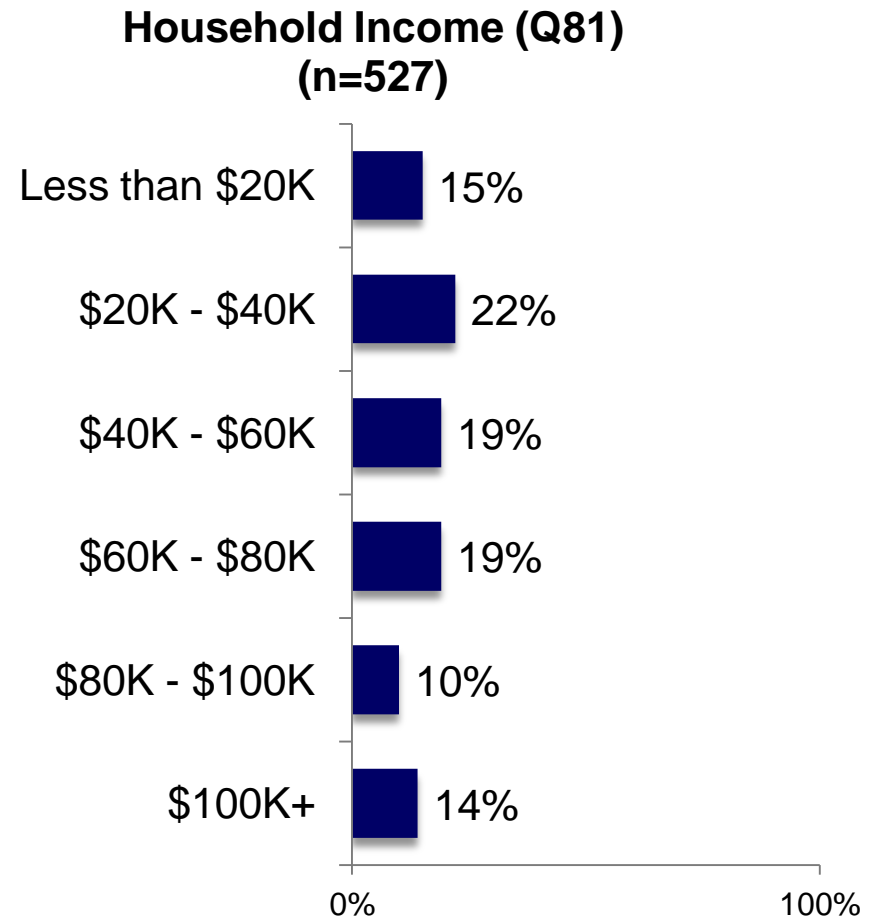
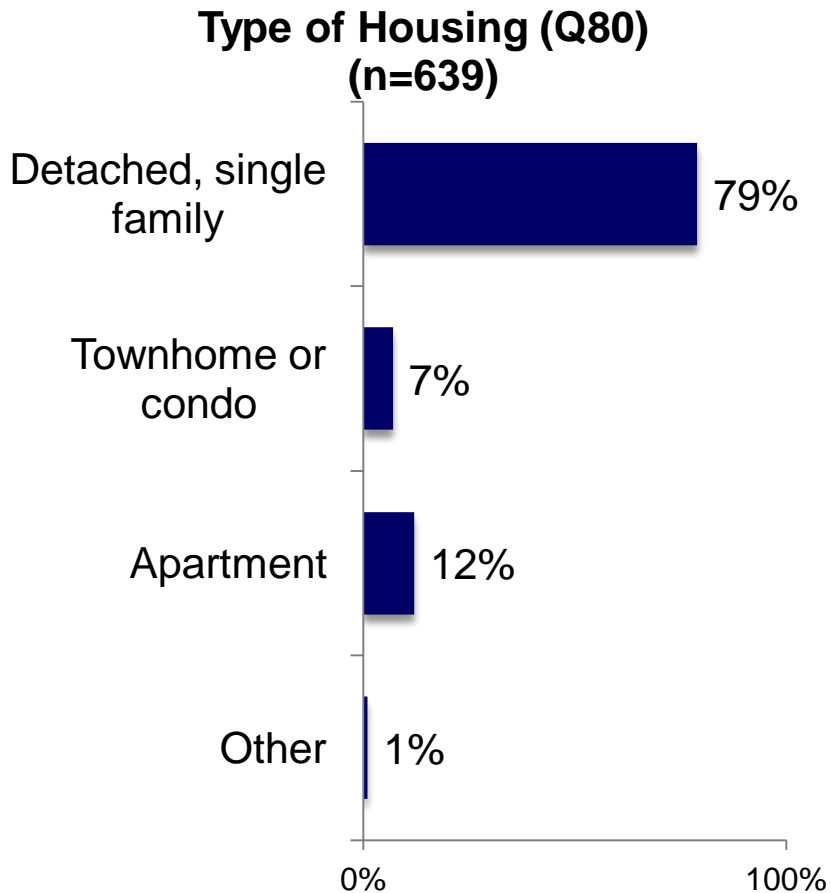


### Children Age 18 or Younger in Household (Q79) (n=642)



# Respondent Demographics

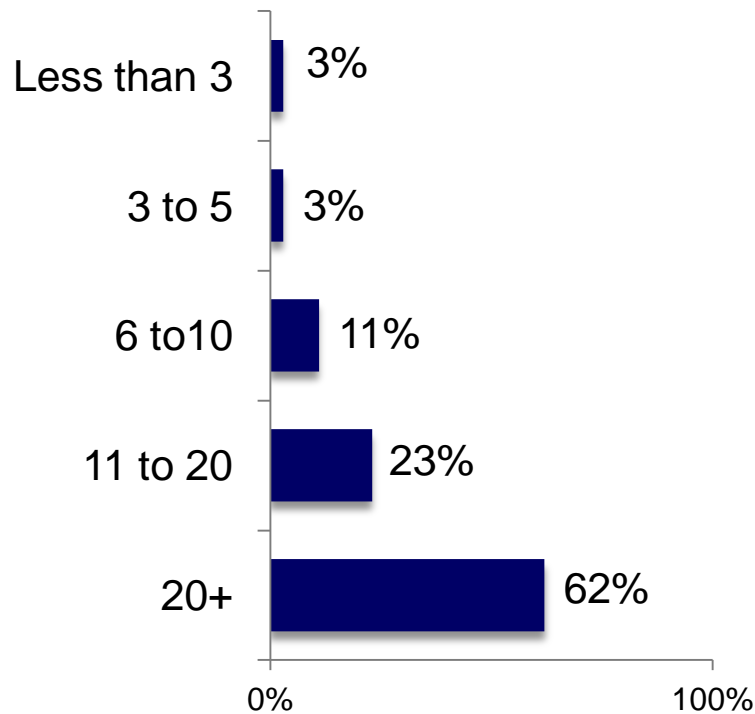
Refusals dropped from base



# Respondent Demographics

Refusals dropped from base

### Years Lived in Charlotte or Mecklenburg County (Q72) (n=638)



### Years at Current Address (Q73) (n=638)

