

2014 CMPD Citizen Survey 4-1-14 Final Approved
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Sample: 1=Cell phone 2=Landline
Version: 1=English 2=Spanish

INTRODUCTION

Hi, my name is _____ with Research Strategies. We are not selling anything. We're conducting opinion research on issues related to crime and community safety.

(USE YOUNGEST MALE/YOUNGEST FEMALE SELECTION FOR LANDLINE RESPONDENTS. ALL RESPONDENTS MUST BE AGE 18 OR OLDER.)

1. RECORD GENDER WITHOUT ASKING
1 MALE
2 FEMALE

2. Do you live in Mecklenburg County?
1 Yes
2 No (END - For this study we need to speak with adults in Mecklenburg County. I'm sorry to have bothered you.)
3 Refused (END- I'm sorry to have bothered you.)

3. Do you live...
1 Inside the city limits of Charlotte (Continue)
2 Inside the town limits of Cornelius (End)
3 Inside the town limits of Davidson (End)
4 Inside the town limits of Huntersville (End)
5 Inside the town limits of Matthews (End)
6 Inside the town limits of Mint Hill (End)
7 Inside the town limits of Pineville or (End)
8 Somewhere else in Mecklenburg County? (Continue)
9 REFUSED/DK (End)

(IF END) For this study we need to speak with adults in Charlotte and unincorporated areas of Mecklenburg County. I'm sorry to have bothered you.

4. What is the zip code for your home address?
1 28031 12 28207 23 28226 (*VERIFY ZIP BY REPEATING*)
2 28036 13 28208 24 28227
3 28078 14 28209 25 28262
4 28105 15 28210 26 28269
5 28107 16 28211 27 28270
6 28134 17 28212 28 28273
7 28202 18 28213 29 28277
8 28203 19 28214 30 28278
9 28204 20 28215 31 REFUSED/DON'T KNOW (END)
10 28205 21 28216 32 OTHER (END)
11 28206 22 28217

(IF ZIP NOT ON LIST PROBE) Is that a home address zip code or a PO Box zip? We need the home address zip.

(IF END) For this study we need to speak with adults who live in Charlotte and unincorporated areas of Mecklenburg County. I'm sorry to have bothered you.

OVERALL PERCEPTIONS OF THE CMPD

5. I'd like you to give your overall impression of the Charlotte-Mecklenburg Police Department or CMPD by using a rating scale from 1 to 10. A 1 means extremely negative and 10 means an extremely positive. (IF DK PROBE) Even if you have not had contact with the CMPD, I'd still like your impression. (11= DK/NO IMPRESSION)

Please use a 1 to 10 scale where 1 means disagree strongly and 10 means agree strongly and tell me how much you agree or disagree with the following statements. (11=DON'T KNOW)
(RANDOMIZE ORDER)

6. The Charlotte-Mecklenburg police are courteous.
7. The Charlotte-Mecklenburg police are professional.
8. The Charlotte-Mecklenburg police perform their job with integrity and honesty.
9. The Charlotte-Mecklenburg police use good judgment in the use of force.
10. Charlotte-Mecklenburg has an adequate number of police.
11. The need for police in Charlotte-Mecklenburg has increased in the past 12 months.
12. The Charlotte-Mecklenburg Police are responsive to community issues.

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

13. Gender 1 Yes 2 No 3 Don't know 4 Refused
14. Race or ethnicity 1 Yes 2 No 3 Don't know 4 Refused

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

15. Gender 1 Yes 2 No 3 Don't know 4 Refused
16. Race or ethnicity 1 Yes 2 No 3 Don't know 4 Refused

17. From which sources do you get your information about crime trends and crime occurring in Charlotte-Mecklenburg? (DO NOT READ LIST. CHOOSE ALL THAT APPLY.)

- 1 Television
- 2 Newspapers
- 3 Radio
- 4 Internet
- 5 CMPD Website
- 6 CMPD newsletters
- 7 Friends, neighbors, co-workers, family (word of mouth)
- 8 Social media such as Facebook or Twitter
- 9 Directly from CMPD at a community meeting/event, press conference
- 10 Other (Specify) _____
- 11 DON'T KNOW/NONE

18. From which sources do you get your information about crime trends and crime occurring in your neighborhood? (DO NOT READ LIST. CHOOSE ALL THAT APPLY.)
- 1 Television
 - 2 Newspapers
 - 3 Radio
 - 4 Internet
 - 5 CMPD Website
 - 6 CMPD newsletters
 - 7 Neighborhood meetings/ homeowner association
 - 8 Your neighbors (word of mouth)
 - 9 Social media such as Facebook or Twitter
 - 10 Directly from CMPD at a community meeting/event, press conference
 - 11 Other (Specify) _____
 - 12 DON'T KNOW/ NONE

CRIME & SAFETY IN CHARLOTTE-MECKLENBURG OVERALL

19. Tell me how much you agree or disagree with the following statement by using a 1 to 10 scale where 1 means disagree strongly and 10 means agree strongly.
In general, Charlotte-Mecklenburg is a safe place to live. (11=DK)
20. How effective do you believe the Charlotte-Mecklenburg Police have been in making Charlotte-Mecklenburg safer? Please use a 1 to 10 scale where 1 means not at all effective and 10 means extremely effective.
21. What are your top three crime and public safety concerns in Charlotte-Mecklenburg overall?
(PROBE FOR 3 RESPONSES.)
- _____
- _____
- _____

CRIME & SAFETY IN YOUR NEIGHBORHOOD

22. Think about your neighborhood. Tell me much you agree or disagree with the following statement by using a 1 to 10 scale where 1 means disagree strongly and 10 means agree strongly.
I am safe in the neighborhood where I live. (11=DK)
23. How effective have the Charlotte-Mecklenburg Polic crime fighting and crime prevention strategies been in your neighborhood? Use a 1 to 10 scale where 1 means not at all effective and 10 means very effective. (11=DK)
24. What are your top three concerns about crime and safety in your neighborhood? (PROBE FOR 3 RESPONSES.)
- _____
- _____
- _____

Please use a 1 to 10 scale to indicate how serious a safety problem the following conditions are in your neighborhood. A 1 means not at all serious and 10 means a very serious problem. If you don't have the condition in your neighborhood, please tell me. (11=DK, 12=Don't have the condition)

25. Vacant and/or boarded up buildings
26. Overgrown lawns
27. Cut through paths
28. Poor street lighting
29. Accumulation of garbage and/or bulky items
30. Clubs and bars in or near your neighborhood
31. Concentration of rental property in or near your neighborhood

FOCUS TOPIC FOR 2014: NEXTDOOR.COM

32. Do you have access to the Internet?
 - 1 Yes
 - 2 No/DK **(SKIP TO Q36)**

33. Have you heard of the Website called Nextdoor.com?
 - 1 Yes
 - 2 No/DK **(SKIP TO Q35)**

34. Do you use Nextdoor.com?
 - 1 Yes
 - 2 No/DK

35. (READ TO EVERYONE WITH INTERNET ACCESS) Nextdoor.com is a free, secure, social network for neighborhoods. Members must verify that they live in the neighborhood to join. Nextdoor.com allows neighbors to share recommendations about local services, organize events, report suspicious activities, and in general build stronger and safer neighborhoods. The CMPD has recently partnered with Nextdoor.com to provide police alerts for neighborhoods.
How interested would you be in using Nextdoor.com to receive police alerts for your neighborhood?
Please use a 1 to 10 scale where 1 means not at all interested and 10 means extremely interested.
(11=DK)

POLICE VISIBILITY

36. Would you describe the amount of police visibility in your neighborhood as . . .
 - 1 Too little
 - 2 Too much or
 - 3 About right
 - 4 DON'T KNOW

37. Over the 12 months, have you seen how frequently have you seen police patrolling in your neighborhood? Would you say . . .
 - 1 Never
 - 2 Occasionally
 - 3 Frequently
 - 4 DON'T KNOW

CMPD PATROL DIVISIONS

38. The area patrolled by the Charlotte-Mecklenburg Police is divided into 13 patrol divisions. Do you know where your current police division office is located?
- 1 Yes
 - 2 No/DK **(SKIP TO Q40)**
39. Within the past 12 months, have you visited your police division office?
- 1 Yes
 - 2 No/DK
40. In the past 12 months, have you interacted with any officers in your police division?
- 1 Yes
 - 2 No/DK

VIOLENT CRIME VICTIMS & FOLLOW-UP

41. A **violent crime** is a crime in which the offender uses or threatens violent force upon the victim. 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 Charlotte Mecklenburg Police?
- 1 Yes
 - 2 No **(SKIP TO Q45)**
 - 3 DON'T KNOW **(SKIP TO Q45)**

For the next few questions, I'd like you to think about the **violent crime** that was reported most recently to the CMPD.

42. After the initial report was made, did the police follow-up and contact you about the case, in any way?
- 1 Yes
 - 2 No **(SKIP TO Q45)**
 - 3 DON'T KNOW **(SKIP TO Q45)**
43. How was the follow-up contact made? Was it made . . .
- 1 In person
 - 2 By telephone
 - 3 By written correspondence
 - 4 By email or some other type of electronic communication?
 - 5 DON'T KNOW
44. Overall, how satisfied were you with the police follow-up? Use a 1 to 10 scale where 1 means not at all satisfied and 10 means extremely satisfied.
- _____ 11=DON'T KNOW

VICTIMS OF NON-VIOLENT CRIMES & FOLLOW-UP

45. 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?
- 1 Yes
 - 2 No **(SKIP TO Q49)**
 - 3 DON'T KNOW **(SKIP TO Q49)**

46. For the next few questions, think about the **non-violent crime** that was reported most recently to the CMPD.
After the initial report was made, did the police follow-up and contact you about the case in any way?
- 1 Yes
 - 2 No **(SKIP TO Q49)**
 - 3 DON'T KNOW **(SKIP TO Q49)**

47. How was the follow-up contact made? Was it made . . . (READ LIST. SELECT ALL THAT APPLY)
- 1 In person
 - 2 By telephone
 - 3 By written correspondence
 - 4 By email or some other type of electronic means of communication
 - 5 DON'T KNOW

48. Overall, how satisfied were you with the police follow-up? Use a 1 to 10 scale where 1 means not at all satisfied and 10 means extremely satisfied.
_____ 11=DON'T KNOW

911 EMERGENCY SERVICE

49. Within the past 12 months, have you or a member of your household called the Mecklenburg County 911 Emergency Call Center to report a **crime or suspected crime**?
- 1 Yes
 - 2 No/DK
50. Within the past 12 months, have you called the Mecklenburg County 911 Emergency Call Center for an **emergency not related to a crime**?
- 1 Yes
 - 2 No/DK

***** (IF "NO/DK" TO BOTH Q49 AND Q50, SKIP TO Q56) *****

Think about the past 12 months. Please use a 1 to 10 scale, where 1 means not at all satisfied and 10 means extremely satisfied to tell me how satisfied you were with the 911 operator on . . .

51. The length of time it took to answer your call
52. Asking appropriate questions
53. Treating you courteously and respectfully
54. Informing you when officers will be dispatched.
55. Overall satisfaction

NON-EMERGENCY CRIME REPORTING UNIT

56. If you needed to contact the CMPD for a non-emergency, how would you contact them? (DO NOT READ LIST. ONE ANSWER. IF ANSWER, "BY TELEPHONE" PROBE: What number would you call?)
- 1 Call 911
 - 2 Call 311
 - 3 By telephone, but don't know number
 - 4 Internet/Website
 - 5 In person
 - 6 OTHER (SPECIFY) _____
 - 7 DON'T KNOW

57. Within the past 12 months, have you called 911, 311, or the Charlotte-Mecklenburg Police and been connected to the **Non-Emergency Crime Reporting Unit**?
- 1 Yes
 - 2 No **(SKIP TO Q63)**
 - 3 Don't know **(SKIP TO Q63)**

Use a 1 to 10 scale, where 1 means not at all satisfied and 10 means extremely satisfied to tell me how satisfied you were with the CMPD non-emergency Crime Reporting Unit on . . . (DK=11)

58. The length of time it took to answer your call
59. Asking appropriate questions
60. Treating you courteously and respectfully
61. Setting correct expectations for what would happen next
62. Overall satisfaction

FOCUS TOPIC FOR 2014: TECHNOLOGY

63. Do you support the CMPD use of technology, such as electronic monitoring of offenders and gun fire detection devices? Use a 1 to 10 scale where 1 means oppose strongly and 10 means support strongly. _____ (DK=11)

FOCUS TOPIC FOR 2014: YOUTH ISSUES

64. Think about problems facing Charlotte-Mecklenburg today. How serious a problem is crime committed by juveniles? Use a 1 to 10 scale where 1 means not at all serious and 10 means extremely serious. _____ (DK=11)
65. What is your level of support for diversion from arrest for first-time, non-violent juvenile offenders, under age 16, if they are placed under supervision and successfully complete treatment and/or life skills programs? Please use a 1 to 10 scale where a 1 means strongly oppose and 10 means strongly support. _____ (DK=11)
66. 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? Use a 1 to 10 scale where 1 means strongly oppose and 10 means strongly support. _____ (DK=11)
67. How important are programs for at risk juveniles? Use a 1 to 10 scale where 1 means not at all important and 10 means extremely important. _____ (DK=11)
68. Thinking about Charlotte-Mecklenburg, how serious a problem are groups of juveniles who congregate in areas you frequent? Use a 1 to 10 scale where 1 means not at all serious and 10 means extremely serious. _____ (DK=11)

CMPD WEBSITE

*****(IF Q32=2- NO INTERNET ACCESS, SKIP TO Q71)*****

69. In the past 12 months, have you visited or used the CMPD Website for any reason?
- 1 Yes
 - 2 No/DK **(SKIP TO Q71)**

70. Using a scale from 1 to 10, where 1 means very poor and 10 means very good, how do you rate the CMPD Website? _____ (DK=11)

WAYS TO IMPROVE CMPD

71. Do you have any recommendations or suggestions for ways to improve the Charlotte-Mecklenburg Police, or ways the CMPD can make you feel safer? **(PROBE FOR TOP 3 WAYS TO IMPROVE)**
-
-

DEMOGRAPHICS

72. Finally, I have a few more questions to help us classify your questionnaire.
How many years have you lived in Mecklenburg County? (READ LIST ONLY IF NECESSARY)
- 1 Less than 3 years
 - 2 3 to less than 5 years
 - 3 5 to less than 10 years
 - 4 10 to less than 20 years
 - 5 20 years or more
 - 6 DON'T KNOW
 - 7 REFUSED
73. How many years have you lived at your current address? (READ LIST ONLY IF NECESSARY)
- 1 Less than 6 months
 - 2 6 months to less than a year
 - 3 1 to less than 3 years
 - 4 3 to less than 5 years
 - 5 5 to less than 10 years
 - 6 10 years or more
 - 7 DON'T KNOW
 - 8 REFUSED
74. Are you . . .
- 1 Hispanic or Latino of any race
 - 2 White or Caucasian
 - 3 Black or African American
 - 4 American Indian or Alaskan Native
 - 5 Asian or Pacific Islander
 - 6 Multi racial
 - 7 REFUSED
75. Are you . . .
- 0 Under age 18 (DOES NOT QUALIFY)
 - 1 18 to 24
 - 2 25 to 34
 - 3 35 to 44
 - 4 45 to 54
 - 5 55 to 64
 - 6 65 or older
 - 7 REFUSED

76. What was the last grade of school you completed? (READ LIST ONLY IF NECESSARY)
- 1 Less than high school graduate
 - 2 High school graduate
 - 3 Some college, community college or vocational school
 - 4 College graduate with a 4-year degree
 - 5 Graduate school
 - 6 REFUSED
77. Are you . . .
- 1 Employed full time - 30 hours or more per week
 - 2 Employed part time - less than 30 hours per week
 - 3 Full time retired
 - 4 Full time student
 - 5 Full time homemaker
 - 6 Disabled
 - 7 Not currently employed
 - 8 REFUSED
78. Are you . . .
- 1 Married
 - 2 Separated or divorced
 - 3 Widowed
 - 4 Living with a partner or
 - 5 are you single
 - 6 REFUSED
79. Do you have any children age 18 or younger, currently living in your home?
- 1 Yes
 - 2 No
 - 3 REFUSED
80. Do you live in a . . .
- 1 Single family home
 - 2 Townhome or condo
 - 3 Apartment
 - 4 Mobile Home
 - 5 OTHER (SPECIFY) _____
 - 6 REFUSED
81. I don't need to know exactly, but is your total household income, before taxes . . .
- 1 Less than \$20,000
 - 2 \$20,000 to less than \$40,000
 - 3 \$40,000 to less than \$60,000
 - 4 \$60,000 to less than \$80,000
 - 5 \$80,000 to less than \$100,000 or
 - 6 \$100,000 or more
 - 7 REFUSED

That's all the questions I have. Thank you very much for your time.