IN THE UNITED STATES DISTRICT COURT
FOR THE NORTHERN DISTRICT OF OHIO
EASTERN DIVISION

UNITED STATES OF AMERICA,	)	CASE NO.: 1:15-CV-01046
	)	
Plaintiff,	)	
	)	JUDGE SOLOMON OLIVER, JR.
vs.	)	
	)	
CITY OF CLEVELAND	)	
	)	**MEMORANDUM SUBMITTING**
Defendant.	)	**BIENNIAL COMMUNITY SURVEY**
	)	**REPORT**
	)	

The Consent Decree (the "Decree") between the United States and City of Cleveland that addresses the Cleveland Division of Police ("CDP") requires that the Monitor "conduct a reliable, comprehensive, and representative survey of members of the Cleveland community regarding their experiences with and perceptions of CDP and of public safety" every two years, with "the results of this survey . . . included in the outcome assessments" also required by the Decree. Dkt. 7-1 ¶ 361. The Monitoring Team previously updated the Court on the process used to secure the firm of ISA to conduct the initial scientific community survey. *See* Dkt. 65 at 71–72.

The Monitoring Team hereby submits ISA's report on the results of the initial community survey, attached hereto as Exhibit A.

Respectfully submitted,

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CERTIFICATE OF SERVICE

I hereby certify that on June 23, 2016, I served the foregoing document entitled Memorandum Submitting Biennial Community Survey Report via the court's ECF system to all counsel of record.

/s/ Matthew Barge
MATTHEW BARGE

EXHIBIT A

Cleveland Ohio Community Survey

Public Perceptions of Safety and Policing

Submitted to:

The Cleveland Police Monitoring Team

June 2016

ISA
Data Collection • Data Management • Innovation

Francine Cafarchia

Gomez Research
Strengthening Nonprofit Marketing & Communications

Sophia T. Gomez, Diana O. Diaz

EXECUTIVE SUMMARY

Overview

As part of a Settlement Agreement between the United States and the City of Cleveland, the Court-appointed Cleveland Police Monitoring Team contracted with Interviewing Service of America (ISA), an independent research firm, to conduct a community survey, as required by the Agreement, to gauge public perceptions of safety and policing. The purpose of the survey was to assess the Cleveland community's trust and confidence in the Cleveland Division of Police overall and with regard to specific areas, including use of force and bias-free policing.

The findings presented below reflect the content of telephone interviews conducted by ISA between May 4 and May 31, 2016, with a sample of 1,400 adults, 18 years of age or older, living in the City of Cleveland. A combination of landline and cell phone random digit dial samples (RDD) were used. To ensure an adequate sample of Latino residents, traditional RDD was augmented with listed sample, which draws listed telephone numbers based on Hispanic surname. Interviews were conducted in English and Spanish and averaged 16 minutes in length. The margin of error for the study as a whole was +/-4% at the 95% confidence interval and takes into account the design effects of weighting. Analysis and reporting were conducted by Gomez Research, Inc.

Key findings are summarized below for residents overall, followed by any observed differences by race, ethnicity, geographic area, or age.

Key Findings

Overall Attitudes towards the Cleveland Division of Police

- **A slight majority of Cleveland residents approve of the job the police are doing.** Just over half of all residents surveyed (55%) believe the Cleveland Division of Police is doing a "good" or "excellent" job overall. These approval ratings were consistent among men and women and include 18% of residents who give the Cleveland Police the highest rating of excellent. Nevertheless, views of the Division of Police are substantially more divided than other municipal agencies. For instance, more than eight-out-of-ten residents (81%) rate the Division of Fire as good or excellent and more than two-thirds (69%) give top ratings to the Department of Public Works.

- **Cleveland residents are skeptical about police conduct and accountability.** Only half of Cleveland residents (50%) believe police officers follow the law "all of the time" or "most of the time." Just under half (48%) believe officers treat people with respect or use the appropriate amount of force (47%) in most situations. When misconduct does occur, the majority of Cleveland residents (55%) believe officers are held accountable "only some of the time" or "almost never."

- **Views of the police vary significantly by race and ethnicity.** Black and Latino residents give the Cleveland Police lower ratings overall compared to white residents. Nearly three-fourths of white residents surveyed (72%) believe the Cleveland Police are doing a good or excellent job overall, compared to 60% of Latino residents and 43% of black residents.

Black and Latino residents also gave the Cleveland Police lower ratings across a number of specific measures. Just over one-third of black residents surveyed (38%) said they believe police officers follow the law "most of the time" or "almost all the time," compared to 58% of Latino residents and 68% of white residents. Black residents are also less likely to agree that officers treat people with dignity and respect and use the appropriate amount of force all or most of the time. When misconduct does occur, more than two-thirds of black residents (69%) believe that the officers are held accountable "some of the time" or "almost never," the lowest rating among all groups.

- **Approval ratings vary by geographic area[1].** Residents in the Far-West and Mid-West areas give the Cleveland Police higher ratings serving the City overall compared to residents from the Mid-East, South-East, and North-East areas. Nearly three-fourths (73%) of residents living in the Far-West areas and 62% of residents living in the Mid-West areas rate overall police performance as good or excellent, compared to 49% of residents in the North-East, and 44% of residents living in the Mid-East and South-East areas. Residents living in the Far-West and Mid-West areas also give police higher ratings for serving people within their neighborhoods compared to those living in the Mid-East and South-East.

- **Older residents view the police more favorably than do younger residents.** The majority of residents 55 years and older (62%) give the Cleveland Police a rating of good or excellent, compared to 49% of residents 18 to 39 and 56% of residents 40 to 54.

Perceptions of Public Safety

- **A majority of Cleveland residents believe the City is safe overall and that their own neighborhoods are also safe.** Seven-out-of-ten residents (70%) report that they feel "very safe" or "somewhat safe" in the city as a whole and more than three-fourths (78%) feel safe in the communities where they live. The majority of residents have a positive perception of public safety regardless of gender or age, although college-educated residents and those earning above $30,000 feel safer than others. While overall safety ratings were high, more than half of residents (57%) surveyed said they are "somewhat worried" or "very worried" about being a victim of crime.

- **Some differences in perceptions of public safety were identified along racial and ethnic lines.** Black and Latino residents reported lower rates of perceived safety compared to white residents and were more likely than whites residents to report that they are "very worried" that they or someone else in their household will be a victim of crime. Black and Latino residents were also more likely to report that police are doing a "poor job" controlling crime in their neighborhoods. One quarter of black residents (24%) surveyed give the Cleveland Police a rating of "poor" controlling crime in their communities.

[1] The term area in this report refers to geographic areas and zip codes that coordinate with the police district lines as much as possible. The collection of zip codes assigned to these geographical areas were created solely for this purpose and are defined as follows: Far-West: 44135, 44111, 44142, 44130, 44126, Mid-West: 44102, 44144, 44109, 44113, 44134, Mid-East: 44114, 44115, 44127, 44103, 44106, South-East: 44105, 44104, 44120, 44122, 44128, and North-East: 44108, 44110, 44112, 44117, 44119, 44121.

Community Policing

- **Most Cleveland residents consider their relationship with the Cleveland Police to be "positive," but a majority of Cleveland residents do not believe that the police have developed relationships with people like them or are knowledgeable about their communities.** Two-thirds of Cleveland residents (67%) consider the relationship between their community and the Cleveland Police as "very positive" or "somewhat positive." However, only one-third of residents think the police have taken the time to meet members of their community (33%) or have developed relationships with people like them (37%). Nearly one-out-of-five residents (19%) believe that the Cleveland Police is "not at all knowledgeable about people like them." The survey also found that while the majority of residents see police officers patrolling their neighborhoods at least once a week, most residents do not recognize specific officers or know their names. A total of 40% of residents reported that they see the same police officers in their neighborhood each week and 13% know the officers who work in their communities by name.

- **Findings suggest that community engagement with black and Latino communities has been less successful than with other groups.** Black residents are less likely than white and Latino residents to view the relationship between their community and the Cleveland Division of Police as positive, and both black and Latino residents give police lower community engagement ratings across a number of key measures. More than eight-out-of-ten white residents (81%) view the relationship with police as "somewhat positive" or "very positive," compared to 76% of Latino residents and 58% of black residents. Additionally, black and Latino residents are less likely than white residents to agree that police have taken the time to meet members of their community and to develop relationships with people like them. Black and Latino residents were also less likely to know police officers by name compared to white residents. Further, black and Latino residents are less likely than white residents to describe Cleveland Police as knowledgeable about the background and experiences of people like them, 46% and 38%, respectively. Less than half of black and Latino residents reported that it was "easy" or "very easy" to provide input to the Cleveland Police, compared to 55% among white residents.

- **Black and Latino residents are less likely to reach out to police for help compared to white residents.** Nearly nine-out-of-ten (89%) white residents said they would be "very likely" or "somewhat likely" to ask the police for help compared to 81% of Latinos and 74% of black residents. White residents are also more likely to report a crime: 94% compared to 85% of Latino residents and 77% of black residents.

Bias-Free Policing

- **The majority of Cleveland residents believe the police treat all racial and ethnic groups equally at least "some of the time," but many believe differential treatment still exists for some groups.** Although 57% of Cleveland residents believe the police treat all groups equally "always" or "sometimes," half of the residents surveyed said they believe African-Americans (53%), young people (53%), and the homeless (47%) are not treated as well as other members of the community.

- **Perceptions of differential treatment are more widely held among black and Latino residents.** A total of 70% of white residents believe the police treat all racial and ethnic groups equally at least some of the time compared to 55% of Latino residents and 49% of black residents. Two-thirds of black residents (66%) believe they are treated worse than other members of the community, compared to half (53%) of the city's general population who think the same.

Perceptions Regarding the Use of Force

- **The majority of Cleveland residents are distrustful regarding the use of force by the Cleveland police.** The majority of Cleveland residents (63%) believe that police use appropriate force only "sometimes," "rarely," or "never" and half (51%) are concerned that they, a family member, or friend will be a victim of excessive force. The majority of residents (56%) are not concerned about being a victim of an officer-involved shooting.

- **Black and Latino residents are far less likely to believe that police use the appropriate amount of force.** Less than a quarter of Latino residents (23%) and black residents (18%) believe the police use the appropriate amount of force "almost always" compared to 46% of white residents.

Interactions with Cleveland Police

- **Most contact with police was either initiated by residents or equally initiated by residents and police, although the type of interactions residents reported varied by race and age.** Black residents are more likely than white residents to report that contact was initiated by police, 28% compared to 13% respectively. Residents between the ages of 18 and 39 were also more likely to report that contact was initiated by the police (29%) compared to residents 40 years and older (13%). A total of 39% of residents reported having some type of contact with Cleveland police in the 12 months prior to the survey, and 78% said the contact was initiated by them or equally initiated by them and the police.

- **The study found that based on personal experiences, the majority of residents believe police are respectful and professional in their interactions with the public.** Reflecting on their contact with police in the 12 months prior to the survey, two-thirds (66%) of residents reported that they found that "all" or "most" Cleveland officers treat them, their friends, and family with respect. The majority of residents (69%) "somewhat approve" or "strongly approve" with how the police handled their situation. Approximately three-fourths of residents who had interacted with police reported that officers were polite (75%), treated them with respect (74%), and listened to what they had to say (72%). Two-thirds of residents (66%) reported that officers answered all their questions, and 62% said officers explained their reason for stopping or questioning them. A majority of residents also reported that officers kept them informed about what would happen next (61%), did not use excessive force (58%), and did not detain them longer than was necessary (57%).

- **In contrast, residents' perceptions of police conduct based on what they hear from others is consistently more negative.** When asked about the experiences of family, friends, or neighbors, only about half of residents agree that officers are polite (52%), treat people

with respect (52%) and listen to what they have to say (53%) compared to three-fourths of residents who agree with those statements when reflecting on their first-hand experience.

- **Word of mouth was one of the most frequently cited sources of information about police, second only to local television.** A total of 38% of residents reported that they learn about police by talking with others, and 64% said they rely on local television, followed by social media (32%) and websites (22%).

- **Black residents are less likely to report that officers treat them with respect and give lower approval ratings for how police handled the situation.** More than three-fourths of white residents (77%) said officers "almost always" or "mostly" show them respect, compared to 57% of black residents. When asked about their most significant interaction with police in the 12 months prior to the survey, just over three-fourths of white residents (76%) "strongly approve' or "somewhat approve" of how police handled their situation compared to 61% of black residents.

Filing of Complaints

- Only 24 individuals surveyed reported filing a formal complaint with the Cleveland Police. Given the extremely small sample size, results cannot be extrapolated to the larger population. A direct survey with individuals who filed complaints is recommended. Preliminary findings suggest that the process for filing complaints about police conduct could be improved.

Summary

The study found that a majority of Cleveland residents approve of the job the police are doing and feel safe in the City of Cleveland and within their own neighborhoods. Moreover, results suggest that based on personal experiences, most residents view police as respectful and professional in their interactions.

Despite these positive indicators, many Cleveland residents are skeptical about police conduct and accountability, including the use of force. Moreover, residents' views of the police vary significantly by race, ethnicity, and area. Black residents, in particular, have more negative opinions of the Cleveland Police compared to other groups across most measures including overall approval ratings, perceived safety, community engagement, and perceptions of the use of force. Black and Latino residents are also less likely to report that they are treated with respect when they interact with police and are less satisfied with how police handle those interactions. Although a majority of Cleveland residents believe the police treat all racial and ethnic groups equally at least some of the time, many believe differential treatment still exists.

Finally, results indicate that residents are more likely to form negative opinions about the police based on what they hear from others, rather than their own personal experience, suggesting that a single interaction has an "echo" effect that shapes the perceptions of many people. Future research, whether through follow-up surveys or focus groups, might explore what makes interactions positive or negative and how positive and informal contact might improve community-police relations.

Acknowledgements

We thank members of the Cleveland Police Monitoring Team who provided insight and expertise that greatly assisted the research.

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INTRODUCTION

As part of a Settlement Agreement between the United States and the City of Cleveland addressing the Cleveland Division of Police, the Cleveland Police Monitoring Team contracted with Interviewing Service of America (ISA), an independent research firm, to conduct a community survey to gauge public perceptions regarding safety and policing. The purpose of the research was to assess the Cleveland community's trust and confidence in the Cleveland Division of Police regarding the police overall and with respect to perceptions of racial profiling and the use of excessive force. Specifically, the survey addressed: (1) community perceptions of the police overall; (2) residents' experiences with the police; (3) community perceptions of the police with respect to the use of force; (4) citywide perceptions of police on other issues, including neighborhood service, responsiveness, effectiveness and general public safety; (5) specific measurements of police/community interactions, particularly the quality of police interactions based on personal interactions or based on what has been heard from a third party; (6) how these interactions have played out, including approval/disapproval of how the police handled situations; and, (7) how the experiences of others influences community perceptions.

The remainder of this report presents the survey methodology and findings that emerged from the data analyses and is organized as follows:

- The **Methodology** section, which describes data collection and statistical methods;
- Detailed **Findings**;
- **Summary**; and,
- The **Appendices,** which include the survey instrument with frequencies, a demographic profile of residents surveyed compared to population estimates, and the margin of error for target populations.

METHODOLOGY

Overview

The findings presented in this report reflect the content of telephone interviews conducted by ISA between May 4 and May 31, 2016, with a sample of 1,400 adults, 18 years of age or older, living in the City of Cleveland. Within households, the oldest/youngest method was used to randomly select one adult aged 18 years or older. A combination of landline and cell phone random digit dial samples (RDD) were used. A total of 684 respondents were interviewed on a landline telephone and 716 were interviewed on a cell phone. To ensure an adequate sample of Latino residents, traditional RDD was augmented with listed sample, which draws listed telephone numbers based on Hispanic surname. All samples were provided by the Marketing Systems Group. Interviews were conducted in English and Spanish and averaged 16 minutes in length. The margin of error for the study as a whole was +/-4% at the 95% confidence interval, which takes into account the design effects of weighting. Analysis and reporting were conducted by Gomez Research, Inc.

Weighting

Post-stratification weights were calculated by raking (an iterative proportional fitting algorithm). Weights were generated based on U.S. Census population parameters for the City of Cleveland.

Telephone use estimates were obtained from the Center for Disease Control based on estimates for the state of Ohio. The data were weighted for age, race, education, gender, and phone ownership. Weighting on phone ownership reduces oversampling of dual use (cellphone and landline) households due to the dual-frame sample. From weighting alone, the design effect of the survey was 2.86 and the design factor was 1.69. Of the 1,400 total completions, 1,330 had adequate item responses for all weighting variables. The weight for the remaining 70 cases was set to the mean in order to preserve cases.

Statistical Comparisons

Statistical tests were conducted for all comparative analyses to identify whether observed differences among demographic groups or categories were statistically significant.[2] All reported differences were statistically significant at the 95 percent confidence level, unless otherwise noted. The margin of error for these comparisons was not adjusted for design effects.

Definition of Geographic Areas

To help analyze differences by area, residents' zip codes were organized into the following five geographic areas which are similar, but not identical, to Cleveland's police districts.

Far-West	Similar to Police District 1:	44135, 44111, 44142, 44130, 44126
Mid-West	Similar to Police District 2:	44102, 44144, 44109, 44113, 44134
Mid-East	Similar to Police District 3:	44114, 44115, 44127, 44103, 44106
South-East	Similar to Police District 4:	44105, 44104, 44120, 44122, 44128
North-East	Similar to Police District 5:	44108, 44110, 44112, 44117, 44119, 44121

Report Organization

This report has been organized around the following topic areas:

- Overall attitudes towards the Cleveland Division of Police;
- Perceived public safety;
- Community policing;
- Bias-free policing;
- Perceptions regarding the use of force;
- Interactions with Cleveland Police; and,
- Filing of complaints.

The next section of this report presents study findings.

[2] A statistically significant difference means that the difference between groups is not by chance, and that a real difference in perceptions exists.

FINDINGS

Overall Attitudes towards the Cleveland Division of Police

Performance Rating Overall and by Geographic Area

Public confidence in the Cleveland Division of Police was measured using a five question series in which residents were asked how they would rate the Cleveland Police overall and across specific attributes, including how frequently police officers follow the law, treat people with respect, and use the appropriate amount of force. **Overall, the survey found that, although a majority of Cleveland residents have confidence in the Cleveland Division of Police, there were significant areas of concern.** Just over half of all residents surveyed (55%) reported that they believe the Cleveland Police are doing a "good" or "excellent" job overall. These approval ratings were consistent among men and women and include 18% of residents who give the Cleveland Division of Police the highest rating of excellent.

Residents, however, give the Division of Police lower ratings compared to other City departments and divisions, including the Cleveland Division of Fire and the Cleveland Department of Public Works. More than eight-out-of-ten residents (81%) rated the Division of Fire as good or excellent and more than two-thirds (69%) give top ratings to the Division of Public Works, as seen in **Figure 1.**

Figure 1: Overall Performance Ratings
Cleveland Division of Police Compared to Other City Departments
Overall ratings for the Cleveland Division of Fire, the City of Cleveland Department of Public Works, and Cleveland Division of Police (n=1,400)

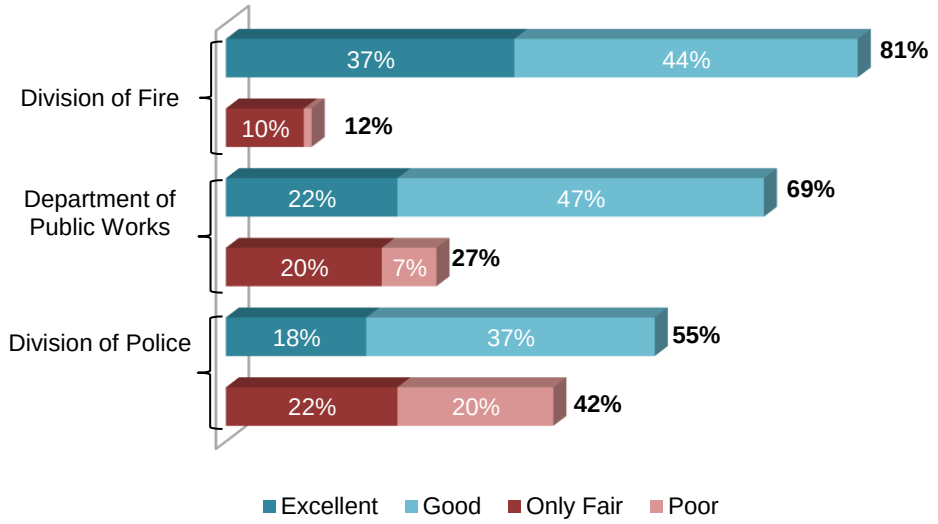


*Figure based on Q2: "When it comes to [name of department], do you think they are doing an excellent, good, only fair, or poor job?"

Overall performance ratings were consistent regardless of whether residents were evaluating police performance overall or within their own neighborhood (see **Figure 2**).

Figure 2: Overall Performance Ratings, Cleveland Division of Police Citywide Compared to within Neighborhoods

Residents rated performance of the Cleveland Division of Police overall and within their neighborhood (n=1,400)

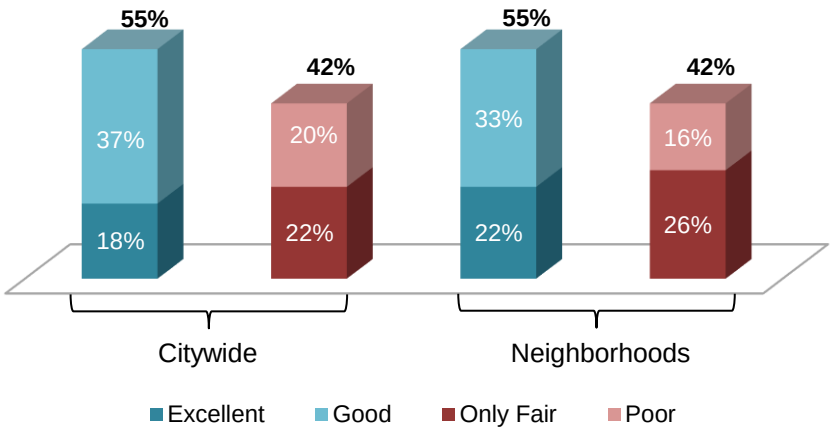


*Figure based on Q2c and Q3: "When it comes to [name of department], do you think they are doing an excellent, good, only fair, or poor job?" "Thinking about the area where you live, how would you rate the job of the Cleveland Police are doing serving people in your neighborhood?"

Approval ratings did, however, vary by geographic area, as seen in **Figure 3**. Residents in the Far-West and Mid-West areas give the Cleveland Police higher ratings for serving the City overall compared to residents from the North-East, Mid-East, and South-East areas. Nearly three-fourths (73%) of residents living in the Far-West area and 62% of residents living in the Mid-West area rated overall police performance as good or excellent, compared to 49% of residents in the North East, and 44% of residents living in the Mid-East and South-East areas.

Residents living in the Far-West and Mid-West areas also give police higher ratings for serving people within their neighborhoods compared to those living in Mid-East and South-East areas.

Figure 3: Overall Performance Ratings, Cleveland Division of Police, by Area

Ratings of overall police performance by where residents live

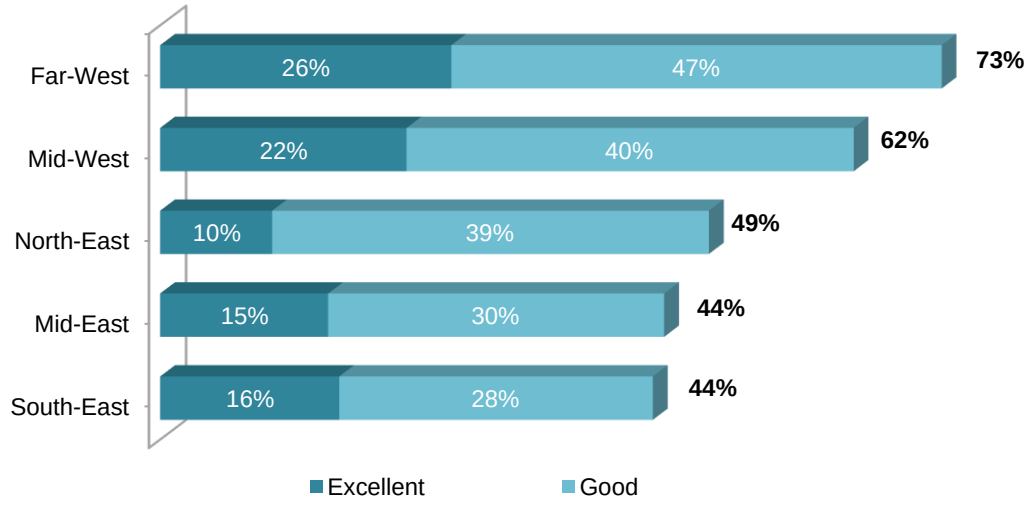


*Figure based on Q2: "When it comes to [name of department], do you think they are doing an excellent, good, only fair, or poor job?"
**The sample size for each area varied from 196 to 397, unweighted. This chart does not include 66 residents who live outside of these main areas.

Ratings across Key Indicators

In addition to rating the Cleveland Division of Police overall, residents were asked to rate job performance across several key indicators. Results are presented in **Figure 4**. **Findings suggest that Cleveland residents remain skeptical about police conduct and accountability in a number of areas.** Only half of Cleveland residents (50%) believe police officers follow the law "all of the time" or "most of the time" and less than half believe officers treat people with respect (48%) or use the appropriate amount of force in most situations (47%). **When misconduct does occur, the majority of Cleveland residents (55%) believe officers are held accountable only "some of the time" or "almost never."**

Figure 4: Ratings of Police Performance across Key Indicators

Overall ratings of Cleveland Police conduct and accountability (n=1,400)

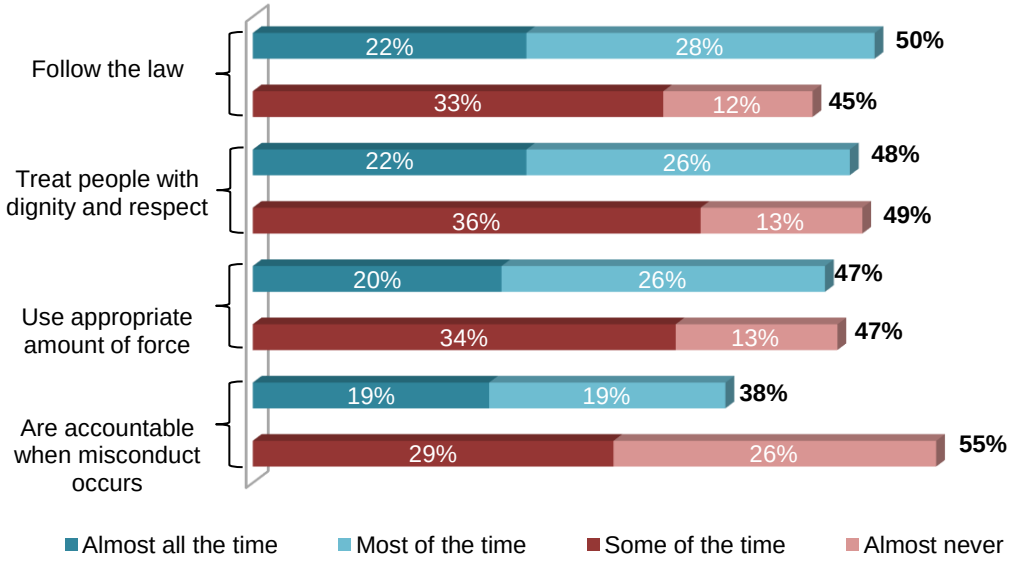


*Figure based on Q4-Q7: "I'm going to read some statements about the Cleveland Police. For each one, please tell me whether you think the statements are true all the time, most of the time, some of the time, or almost never. Cleveland Police…"

Differences by Race and Ethnicity

Views of the Cleveland Division of Police varied significantly by race and ethnicity. Findings indicate that black and Latino residents give the Cleveland Police lower ratings overall compared to white residents. Nearly three-fourths of white residents surveyed (72%) reported that the Cleveland police were doing a good or excellent job overall, compared to 60% of Latino residents and 43% of black residents, as seen in **Figure 5**.

Figure 5: Overall Performance Ratings, Cleveland Division of Police by Ethnicity

Ratings of overall performance for the city as a whole

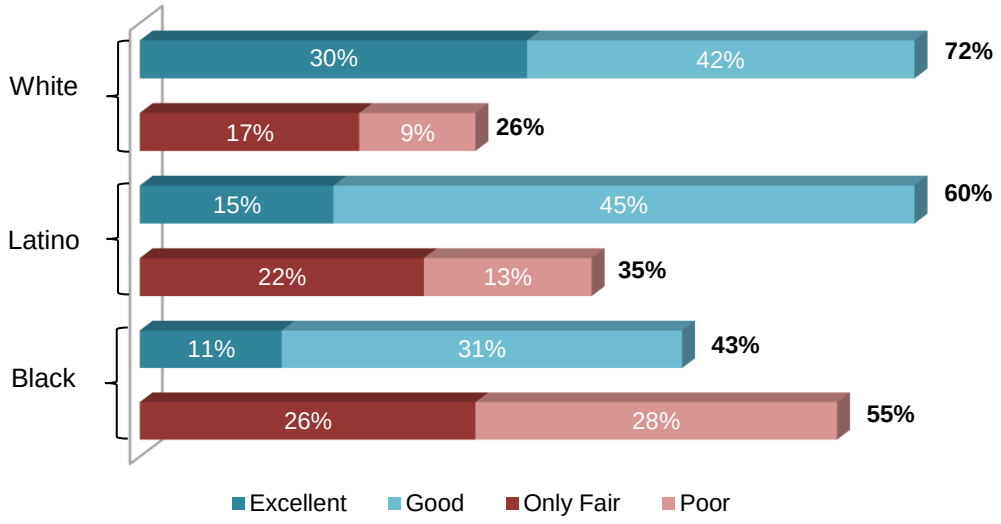


*Figure based on Q2: "When it comes to [name of department], do you think they are doing an excellent, good, only fair, or poor job?"
**Unweighted sample size was 418 for white residents, 236 for Latino residents, and 635 for black residents.

Black and Latino residents also give the Cleveland Police lower ratings across a number of specific measures. Just over one-third of the black residents surveyed (38%) said they believe police officers follow the law "most of the time" or "all the time" compared to 58% of Latino residents and 68% of white residents. The study found that black residents are less likely to agree that officers treat people with dignity and respect and use the appropriate amount of force all or most of the time. When misconduct does occur, more than two-thirds of black residents (69%) believe that the officers are held accountable only "some of the time" or "almost never," the least favorable rating among all groups. Responses from black and Latino residents are presented in **Figures 6 and 7**, respectively.

Figure 6: Ratings of Police Performance across Key Indicators
Black Residents
Black residents rated statements about the Cleveland Police as being true all the time, most of the time, some of the time, or almost never (n=635)

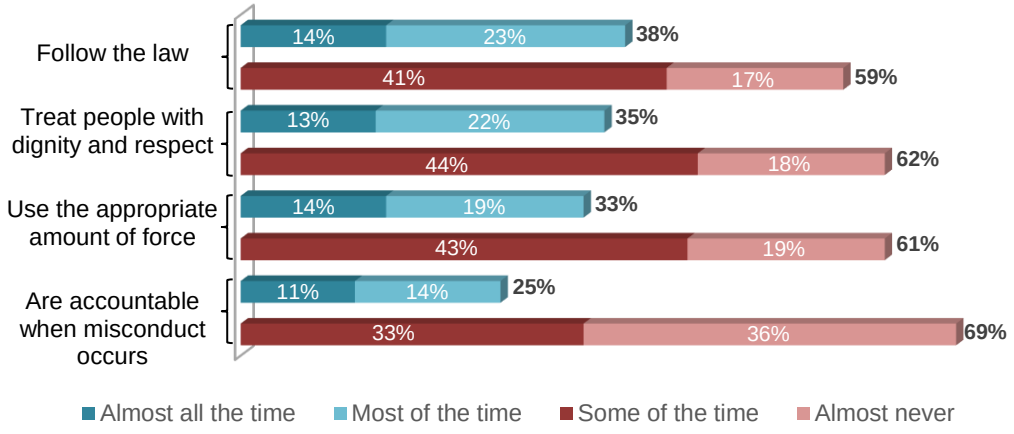
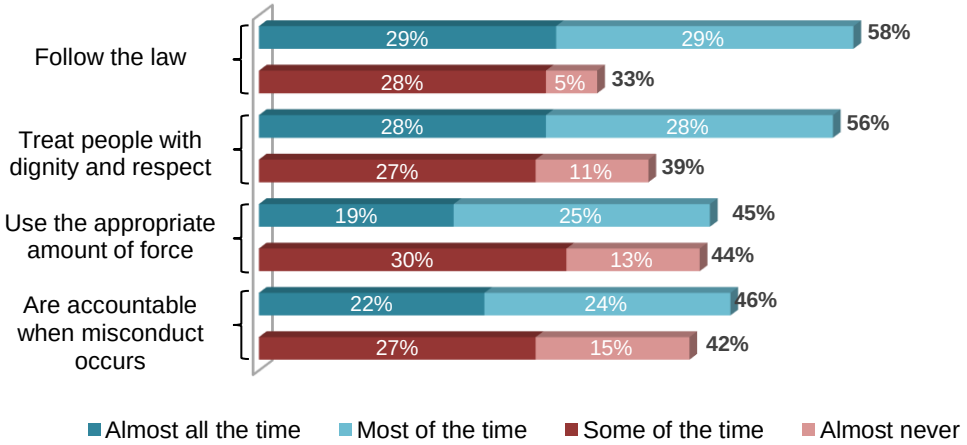


Figure 7: Ratings of Police Performance across Key Indicators
Latino Residents
Latino residents rated statements about the Cleveland Police as true almost all the time, most of the time, some of the time, or almost never (n=236)



*Figures 6 and 7 are based on Q4-Q7: "I'm going to read some statements about the Cleveland Police. For each one, please tell me whether you think the statements are true all the time, most of the time, some of the time, or almost never. Cleveland Police…"

Differences by Age

Older residents view the police more favorably than do younger residents. The majority of residents 55 years and older (62%) give the Cleveland Police a rating of good or excellent, compared to 49% of residents 18 to 39 and 56% of residents 40 to 54.

Contact with Police and Overall Ratings

The study found no difference in the overall ratings of the Cleveland of Division of Police between residents who had contact with the police and those who did not. In addition, no difference was found between residents who initiated contact with the police compared to those who did not initiate contact. The survey did not, however, distinguish between formal and informal police contact.

Perceived Public Safety

Perceived Safety Citywide and within Neighborhoods

In addition to overall police performance, the survey measured residents' perceptions of public safety. **The study found that most Cleveland residents feel safe in the City of Cleveland and within their own neighborhood.** Seven-out-of-ten residents (70%) reported that they feel "very safe" or "somewhat safe" overall and more than three-fourths (78%) feel safe in their own neighborhood, as seen in **Figure 8**. The majority of residents have a positive perceptions of public safety regardless of gender or age, although college-educated residents and those earning more than $30,000 feel safer than others.

Figure 8: Perceptions of Public Safety

Overall safety in the City of Cleveland as a whole and safety within neighborhoods (n=1,400)

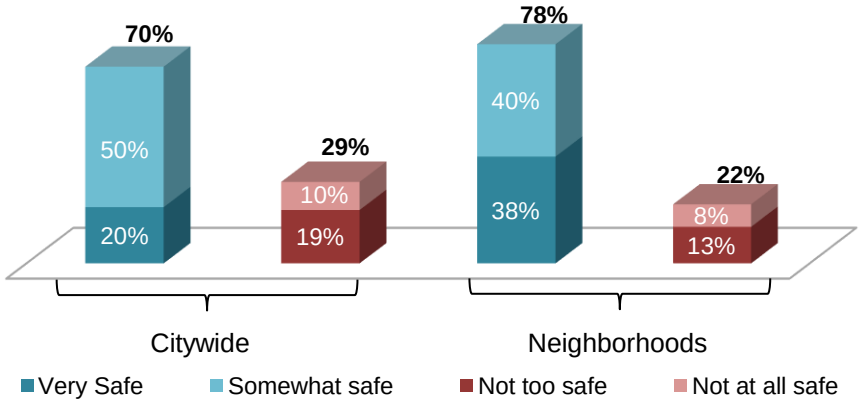


*Figure based on Q8 and Q8a: "In general, how safe do you feel in the City of Cleveland?" "In general, how safe do you feel in your neighborhood?"

Although overall safety ratings were high, more than half of residents (57%) surveyed said they were "somewhat worried" or "very worried" about being a victim of crime **(Figure 9).**

Figure 9: Concerns about Being a Victim of Crime

Proportion of residents concerned that they or someone in their household will be a victim of crime (n=1,400)

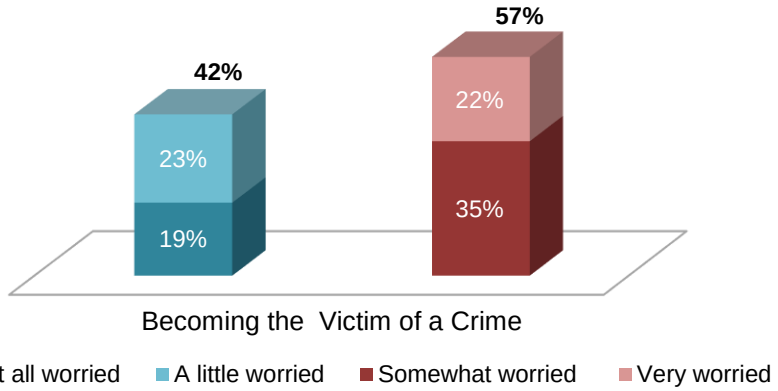


*Figure based on Q11: "How worried are you that you or someone in your household will be a victim of a crime?"

As seen in **Figure 10**, 83% of residents feel safe walking the streets of their neighborhood during the day and less than half (44%) feel safe walking at night.

Figure 10: Perceived Public Safety within Neighborhoods

Residents rated how safe they feel walking in their neighborhood in the day and at night (n=1,400)

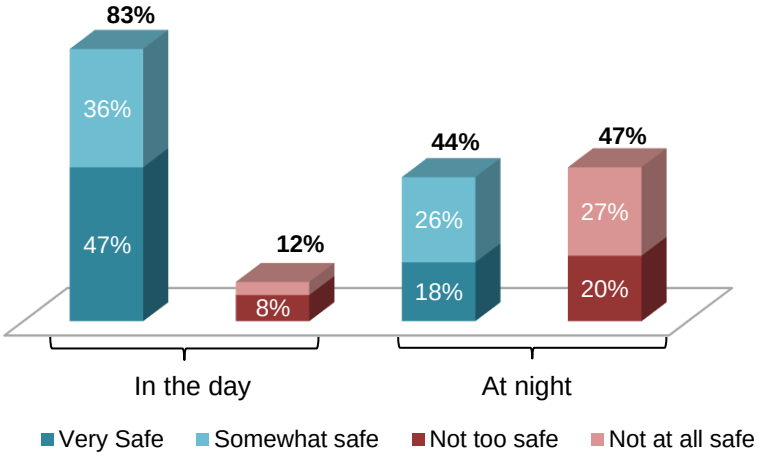


*Figure based on Q9 and Q10: "How safe do you feel walking the streets of your neighborhood…?"

Figure 11 on the following page presents public perceptions regarding the effectiveness of the Cleveland Police in controlling crime within neighborhoods. Half of Cleveland residents (51%) believe the police are doing a good or excellent job controlling crime in their community. Notably, 17% of respondents consider the police to be doing a poor job controlling crime where they live.

Figure 11: Perceived Effectiveness of Police in Controlling Crime within Neighborhoods

Residents rated the performance of Cleveland Police in their neighborhoods (n=1,400)

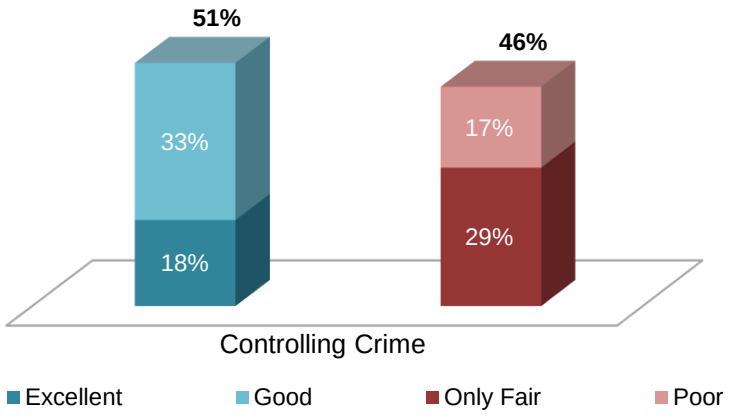


*Figure based on Q12: "How would you rate the job the Cleveland Police are doing controlling crime in your neighborhood?

Results were largely consistent across geographic areas in terms of perceived safety, however, residents in some areas gave the Cleveland Police higher marks for controlling crime in their neighborhoods. Residents in the Far-West and Mid-West areas were more likely than residents from the Mid-East, North-East, and South-East areas to report that the police were doing a good or excellent job controlling crime in those areas (**Figure 12**).

Figure 12: Perceived Effectiveness of Police in Controlling Crime within Neighborhoods, by Area

Proportion of residents who rated Cleveland Police crime control as good or excellent

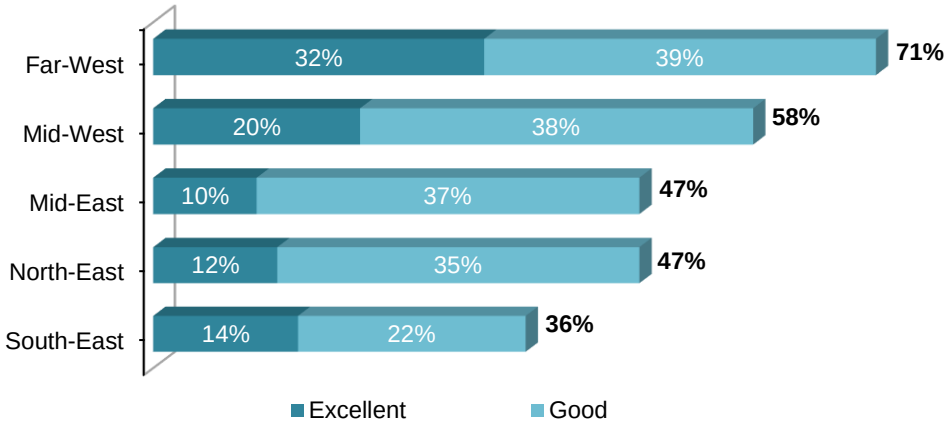


*Figure based on Q12: "How would you rate the job the Cleveland Police are doing controlling crime in your neighborhood?"
**The sample size of the area varied from 196 to 397, unweighted. This chart does not include 66 residents who live outside of these main areas.

Differences by Race and Ethnicity

While overall perceptions of public safety were high, significant differences were found along racial and ethnic lines. Black and Latino residents reported lower rates of perceived safety compared to white residents and were more likely than white residents to report that they are "very worried" that they or someone else in their household will be a victim of crime. See **Figures 13 and 14.**

Figure 13: Perceptions of Public Safety, by Ethnicity

Proportion of residents who rated the overall safety in the City of Cleveland as very safe or somewhat safe

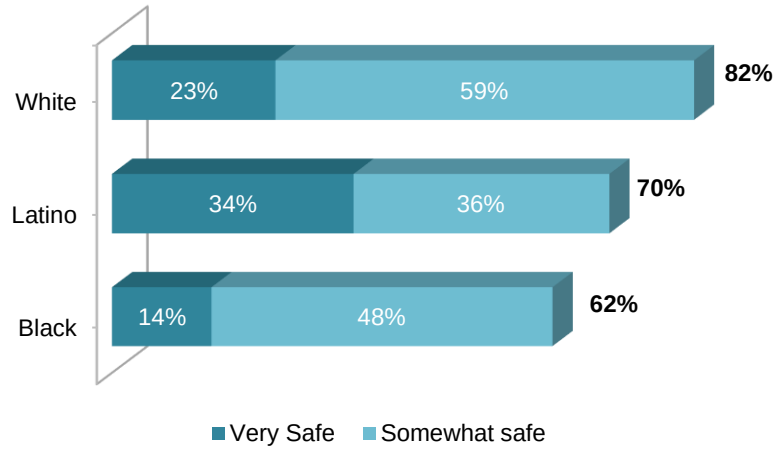


*Figure based on Q8: "In general, how safe do you feel in the City of Cleveland?"
**Unweighted sample size was 418 for white residents, 236 for Latino residents, and 635 for black residents.

Figure 14: Concerns About Being a Victim of a Crime, by Ethnicity

Concerns among Latino and black residents about becoming a victim of a crime

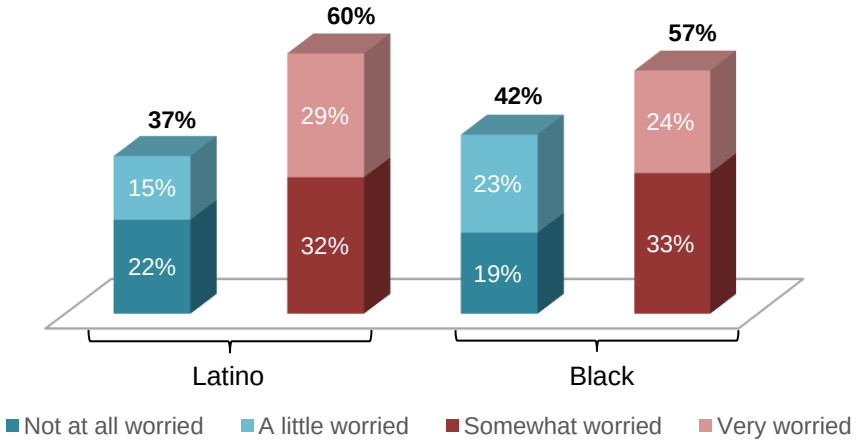


*Figure based on Q11: "How worried are you that you or someone in your household will be a victim of a crime?"
**Unweighted sample size was 236 for Latino residents, and 635 for black residents.

Black and Latino residents were also more likely to report that police are doing a poor job controlling crime in their neighborhoods as seen in **Figure 15**. One quarter of black residents surveyed gave the Cleveland Police a rating of "poor" when asked how they would rate job performance. Results are presented in **Figure 15**.

Figure 15: Perceived Effectiveness of Police in Controlling Crime within Neighborhoods, by Ethnicity

Residents rated the performance of Cleveland Police in their neighborhoods

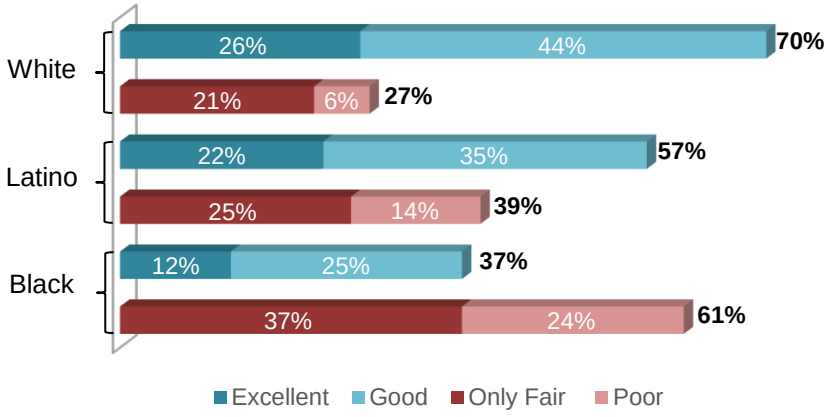


*Figure based on Q12: "How would you rate the job the Cleveland Police are doing controlling crime in your neighborhood?"
**Unweighted sample size was 418 for white residents, 236 for Latino residents, and 635 for black residents.

Community Policing

Relationship between Cleveland Police and the Local Communities

In exploring residents' perception of community policing efforts, residents were asked about their community's relationship with the Cleveland Division of Police and how frequently they saw police officers patrolling their neighborhood or attending community meetings. Results are presented for residents citywide followed by an analysis of differences by race and ethnicity. **Overall, the survey found that most Cleveland residents consider the relationship between their community and the Cleveland Police to be positive, but fewer residents believe the police have developed relationships with people like them or are knowledgeable about their communities.**

Two-thirds of Cleveland residents (67%) describe their relationship between the Cleveland Police and their neighborhood as "very positive" or "somewhat positive," as seen in **Figure 16**. However, in other findings, only one-third of residents think the police have taken the time to meet members of their community (33%) or have developed relationships with people like them (37%).

Figure 16: Overall Relationship between the Cleveland Division of Police and Local Communities

Residents described their relationship with Cleveland Police (n=1,400)

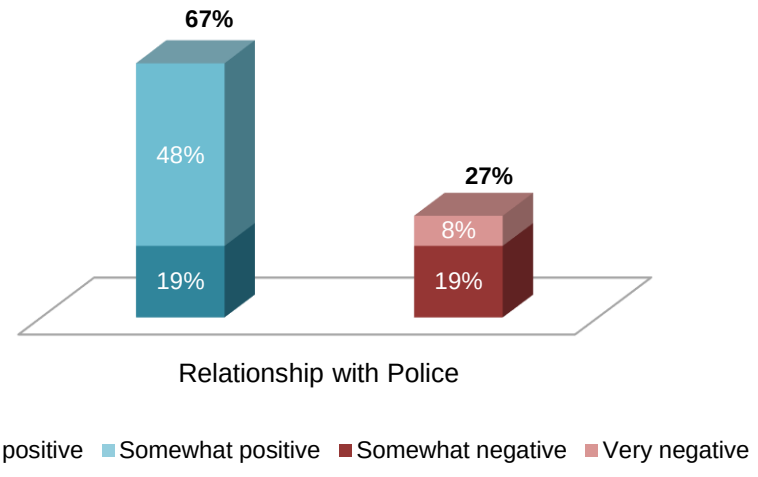


*Figure based on Q13: "Overall, how would you describe the relationship between the Cleveland Division of Police and the neighborhood where you live?"

As seen in **Figure 17**, just over half of the residents surveyed (51%) believe Cleveland Police officers are "very knowledgeable" or "somewhat knowledgeable" about their community. Nearly one-out-of-five residents (19%) reported that the Cleveland Police is "not at all knowledgeable" about people like them.

Figure 17: Police Knowledge of Local Communities

Residents rated Cleveland Police knowledge about local community background and experiences (n=1,400)

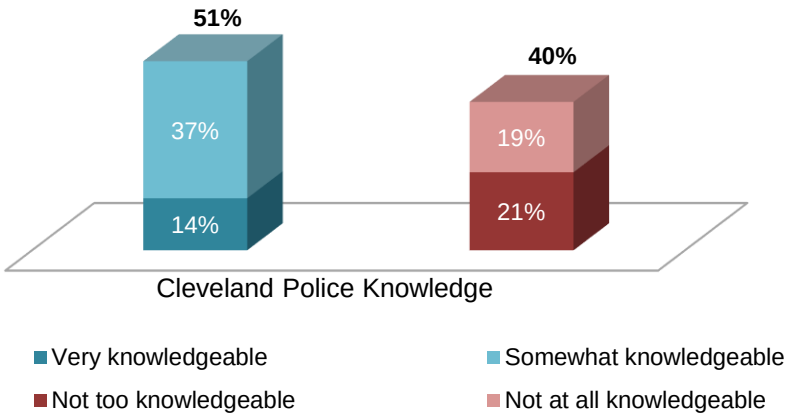


*Figure based on Q20: "How knowledgeable are the Cleveland Police about the background and experiences of people like you?"

Residents were asked if it is easy for people from their community to give input and make suggestions to the Division of Police. The survey found that just under half of all residents believe it is "very easy" or "somewhat easy" to provide input. More than one-third of residents (38%) reported that it was "not too easy" or "not at all easy" to make suggestions, as seen in **Figure 18**.

Figure 18: Ease of Providing Public Input

Residents rated how easy it is to give input and make suggestions to the Cleveland Division of Police (n=1,400)

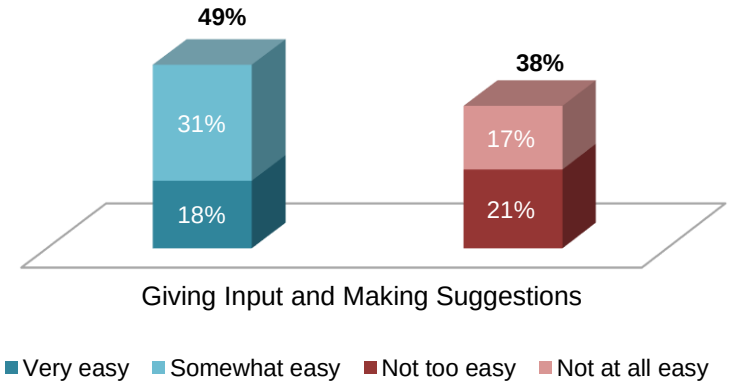


*Figure based on Q21: "How easy is it for people from your community to give input and make suggestions to the Division of Police?"

Despite perceptions among some residents that the Cleveland Police have not developed relationships at the community level, the majority of Cleveland residents would still be comfortable turning to the police if they were in trouble or had witnessed a crime. When asked how likely they would be to ask a Cleveland Police officer for help, 80% of residents said they would be "very likely" or "somewhat likely" to ask for help. In addition nearly nine-out-of-ten residents (88%) said they would be very likely or somewhat likely to report a crime or to provide information to the Cleveland Police. Results are presented in **Figure 19**.

Figure 19: Likelihood to Contact Police for Help or to Report a Crime

Residents rated how likely they would be to ask for help or report a crime to the Cleveland Division of Police (n=1,400)

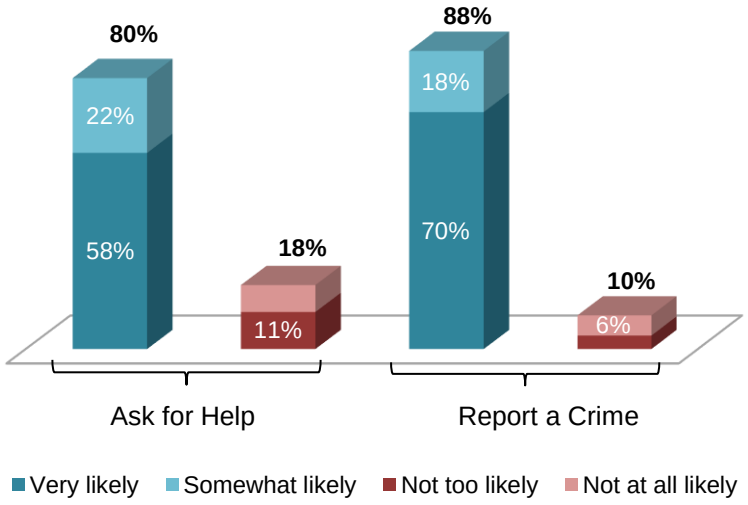


*Figure based on Q22 and Q23: "If you were in trouble, how likely would you be to ask a Cleveland Police office for help?" "If you witnessed a crime or knew about a crime that took place, how likely would you be to report it or to provide information to the Cleveland Police?"

Neighborhood Patrols

To document residents' awareness of community policing activities, the survey asked residents how frequently they had seen police officers on foot or in a car patrolling their neighborhood and whether they see the same offices regularly and/or know the names of any officers who work in their neighborhoods. **The survey found that while the majority of residents see police officers patrolling their neighborhood at least once a week, most residents do not recognize specific officers or know their names.** Results are presented in **Figure 20**. More than half of residents surveyed reported seeing patrols in their neighborhoods several times a week or more. A total of 40% of residents reported that they see the same police officers in their neighborhood each week and 13% know the officers who work in their neighborhoods by name.

Figure 20: Neighborhood Patrols

Residents described the frequency of Cleveland Police patrols within neighborhoods (n=1,400)

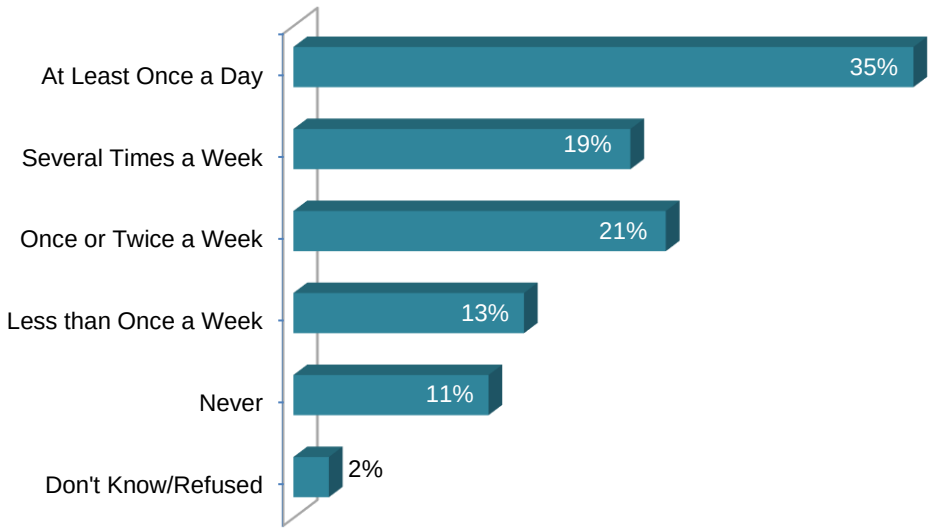


*Figure based on Q14:"In the last 12 months, how frequently did you see Cleveland Police officers on foot or in a car patrolling in your neighborhood?"

Community Meetings

To help measure community engagement, the survey first asked residents if they were aware of any community meetings being held in their neighborhood in the last 12 months and how many of those meetings they personally attended. Just under one-quarter of residents surveyed (23%) reported that community meetings had been held in their neighborhood. Residents who had attended at least one meeting were asked how often Cleveland Police officers attended those meetings. Results are presented in **Figure 21. Approximately, two-thirds of residents who attended community meetings (65%) reported that Cleveland Police attended "some" or "most" of the meetings.**

Figure 21: Perceived Involvement of Clevelend Police at Community Meetings

Residents who reported attendance at least one community meeting were asked how frequently they saw police officers at those meetings (n=152)

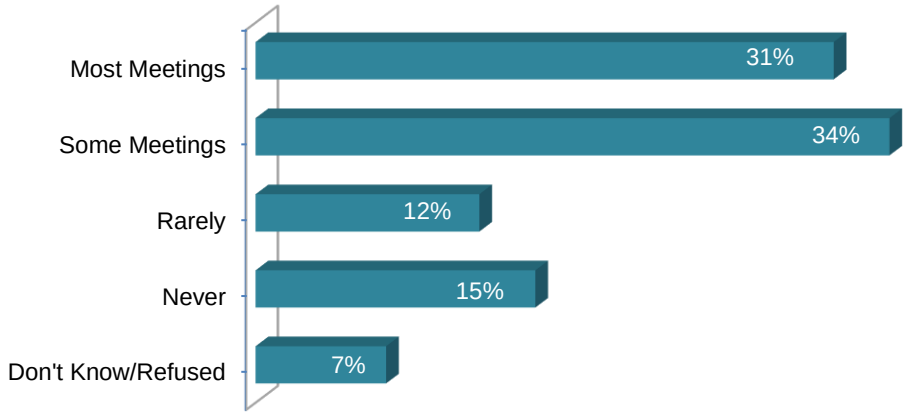


*Figure based on Q15c: "In the last 12 months, how frequently did you see Cleveland Police officers attend community stakeholder meetings in your neighborhood?"

Differences by Race and Ethnicity

Although a majority of residents surveyed characterize the relationship between their communities and the Cleveland Division of Police as positive, findings suggest that community engagement with Black and Latino communities could be improved. Black residents were less likely than white and Latino residents to describe the relationship between their community and the Cleveland Division of Police as positive and both black and Latino residents gave lower community engagement ratings across key measures. More than eight-out-of-ten (81%) white residents described their community's relationship with the Cleveland Police as somewhat positive or very positive, compared to 76% of Latino residents and 58% of black residents, as seen in **Figure 22**.

Figure 22: Overall Relationship between the Cleveland Division of Police and Local Communities, by Ethnicity

Proportion of residents who described their overall relationship with Cleveland Police as very positive or somewhat positive

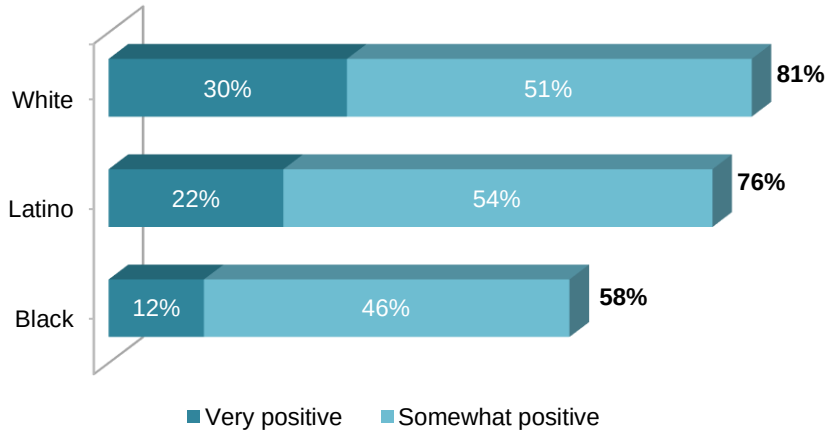


*Figure based on Q13: "Overall, how would you describe the relationship between the Cleveland Division of Police and the neighborhood where you live?"
**Unweighted sample size was 418 for white residents, 236 for Latino residents, and 635 for black residents.

Figure 23 presents results from a series of questions regarding police engagement, segmented by race and ethnicity. Black and Latino residents were less likely than white residents to agree that Cleveland Police have taken the time to meet members of their community and to develop relationships with people like them. Black and Latino residents were also less likely to know police officers by name, compared to white residents.

Figure 23: Indicators of Relationship between Cleveland Police and Local Communities, by Ethnicity

Proportion of residents who answered yes to statements regarding their relationship with police

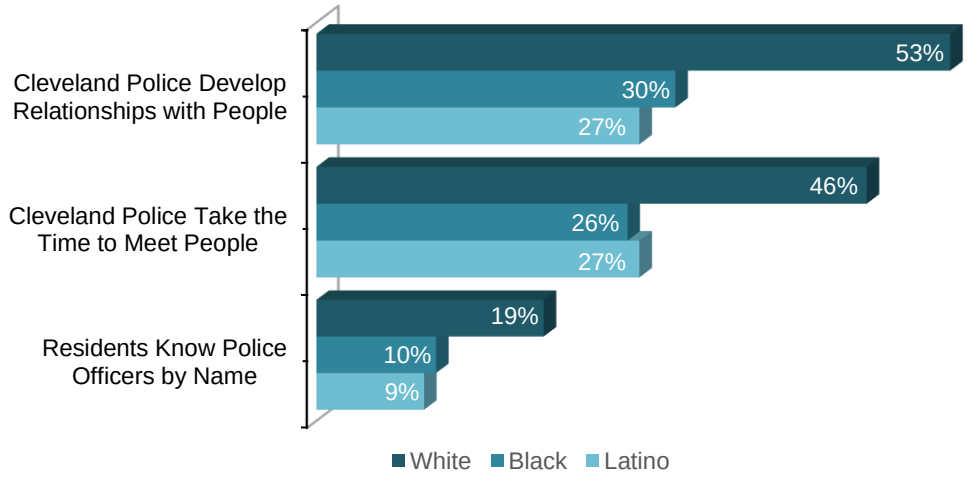


*Figure based on Q17-Q19: "The following questions are about the relationship between the Cleveland Police and your community. Do you…?"
**Unweighted sample size was 418 for white residents, 635 for black residents, and 236 for Latino residents.

In addition, black and Latino residents were less likely than white residents to describe Cleveland Police as knowledgeable about the background and experiences of people like them. Less than half of black and Latino residents surveyed reported that it was easy or very easy to provide input, compared to 55 percent among white residents. Results are presented in **Figures 24** and **25**.

Figure 24: Police Knowledge of Local Communities, by Ethnicity

Proportion of residents who rated Cleveland Police as very knowledgeable or somewhat knowledgeable about people like them

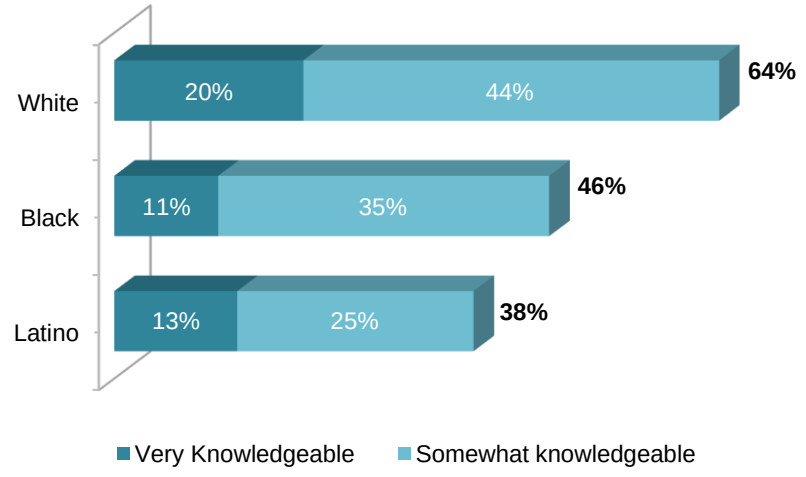


*Figure based on Q20: "How knowledgeable are the Cleveland Police about the background and experiences of people like you?"
**Unweighted sample size was 418 for white residents, 635 for black residents, and 236 for Latino residents.

Figure 25: Ease of Providing Public Input by Ethnicity

Proportion of residents who rated giving input and making suggestions to the Cleveland Division of Police as very easy or somewhat easy

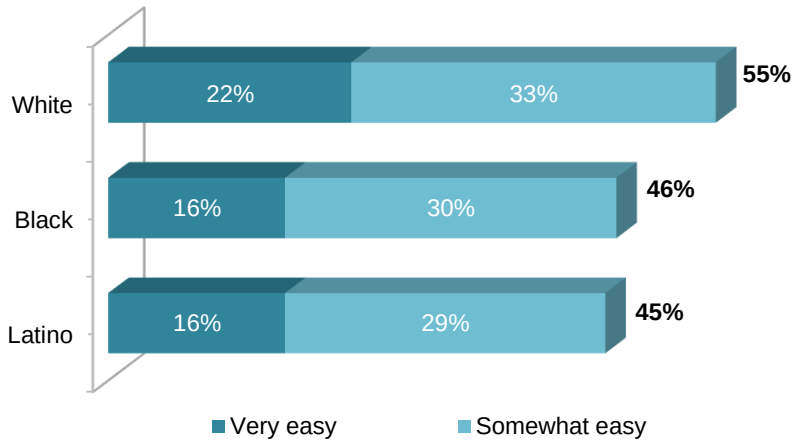


*Figure based on Q21: "How easy is it for people from your community to give input and make suggestions to the Division of Police?"
**Unweighted sample size was 418 for white residents, 635 for black residents, and 236 for Latino residents.

The study found that black and Latino communities are less likely to reach out to police for help compared to white residents, as seen in **Figure 26.** Nearly nine-out-of-ten (89%) white residents said they would be very likely or somewhat likely to ask the police for help compared to 81% of Latinos and 74% of black residents. White residents are also more likely to report a crime: 94% compared to 85% of Latino residents and 77% of black residents (see **Figure 27**).

Figure 26: Likelihood to Reach Out to Police for Help, by Ethnicity

Proportion of residents by race/ethncity who said they were very likely or somewhat likely to reach out to Cleveland Police

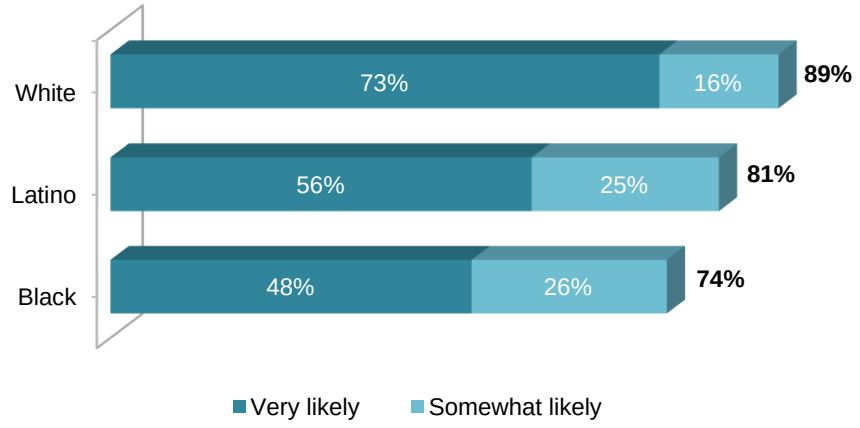


*Figure based on Q22: "If you were in trouble, how likely would you be to ask a Cleveland Police office for help?"
**Unweighted sample size was 418 for white residents, 236 for Latino residents, and 635 for black residents.

Figure 27: Likelihoood to Report a Crime by Ethnicity

Proportion of residents who said they are very likely or somewhat likely to report a crime to Cleveland Police

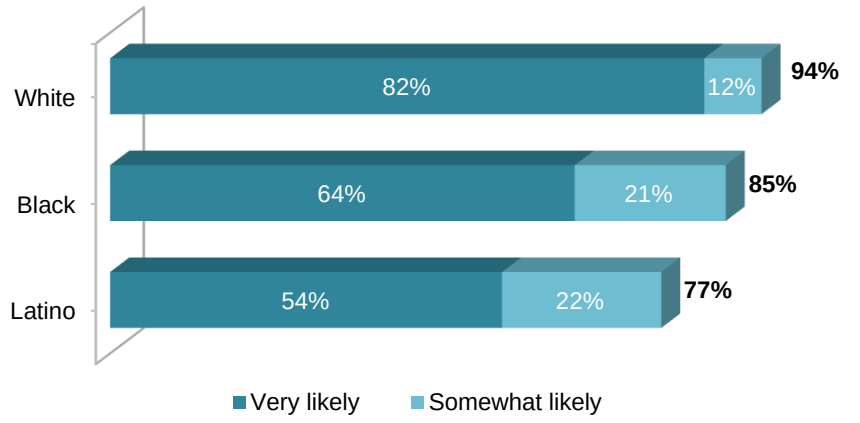


*Figure based on Q23: "If you witnessed a crime or knew about a crime that took place, how likely would you be to report it or to provide information to the Cleveland Police?"
**Unweighted sample size was 418 for white residents, 635 for black residents, and 236 for Latino residents.

Differences by Geographic Area

The survey found that Cleveland Police have a better relationship with residents from some areas than from others. Residents from the Far-West area are more likely than residents from all other areas to describe their overall relationship with the Cleveland Police as good or excellent. Residents from the Mid-West area are also more likely to give high ratings compared to residents from the Mid-East and South-East areas. See **Figure 28**.

Figure 28: Overall Relationship between the Cleveland Division of Police and Local Communities, by Area

Proportion of residents who rated their overall relationship with Cleveland Police as very positive or somewhat positive

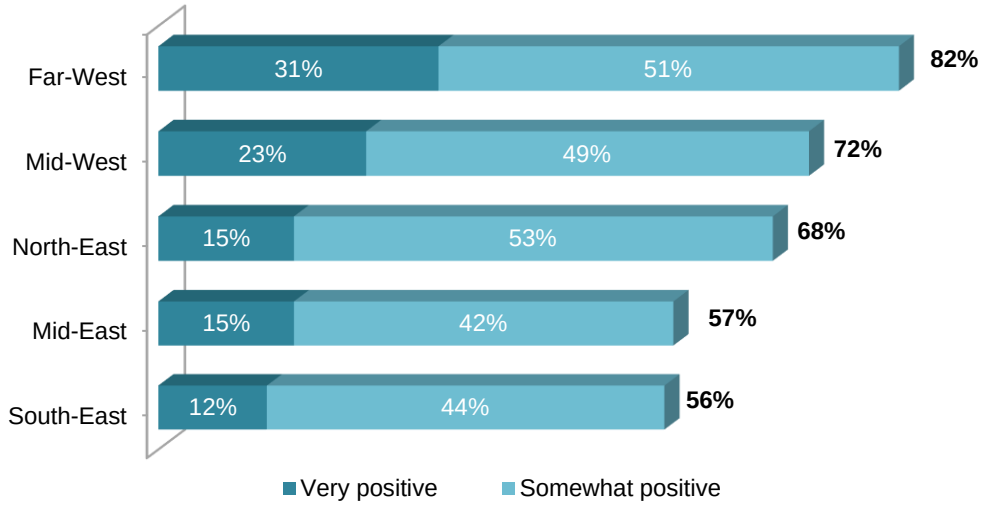


*Figure based on Q13: "Overall, how would you describe the relationship between the Cleveland Division of Police and the neighborhood where you live?"
**The sample size of the areas varied from 196 to 397, unweighted. This chart does not include 66 residents who live outside of these main areas.

Bias-Free Policing

Overall Perceptions

To gauge public perceptions regarding bias-free policing practices, residents were asked if they believe the Cleveland Division of Police treats all racial and ethnic groups equally and whether specific members of the community are treated differently. **The majority (57%) of Cleveland residents believe the police treat all racial and ethnic groups equally at least some of the time, but few believe that African-Americans, Latinos, Muslims, homeless people, LGBTQ residents and people with special needs are treated the same as everyone else.** Only about a third of Cleveland residents believe homeless people (32%), young people (34%), and African-Americans (37%) are treated as well as other groups. Asian-Americans were the only traditionally marginalized group that the majority of residents believe are treated the same as other members of the community. Results are presented in **Figures 29** and **30**.

Figure 29: Overall Perceptions of Bias-Free Policing

Residents rated how often the Cleveland Police treat all racial and ethnic groups equally (n=1,400)

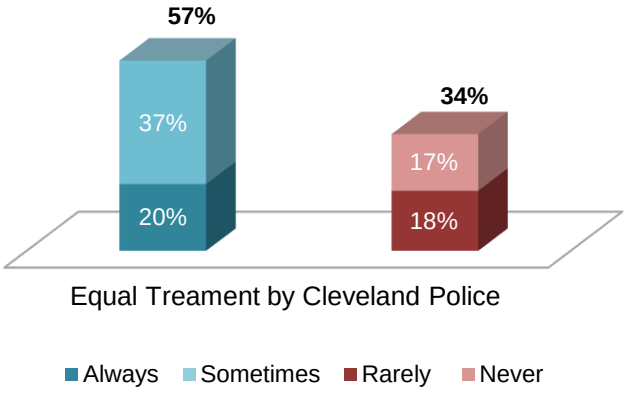


*Figure based on Q24: "Do you think the Cleveland Police treat all racial and ethnic groups equally?"

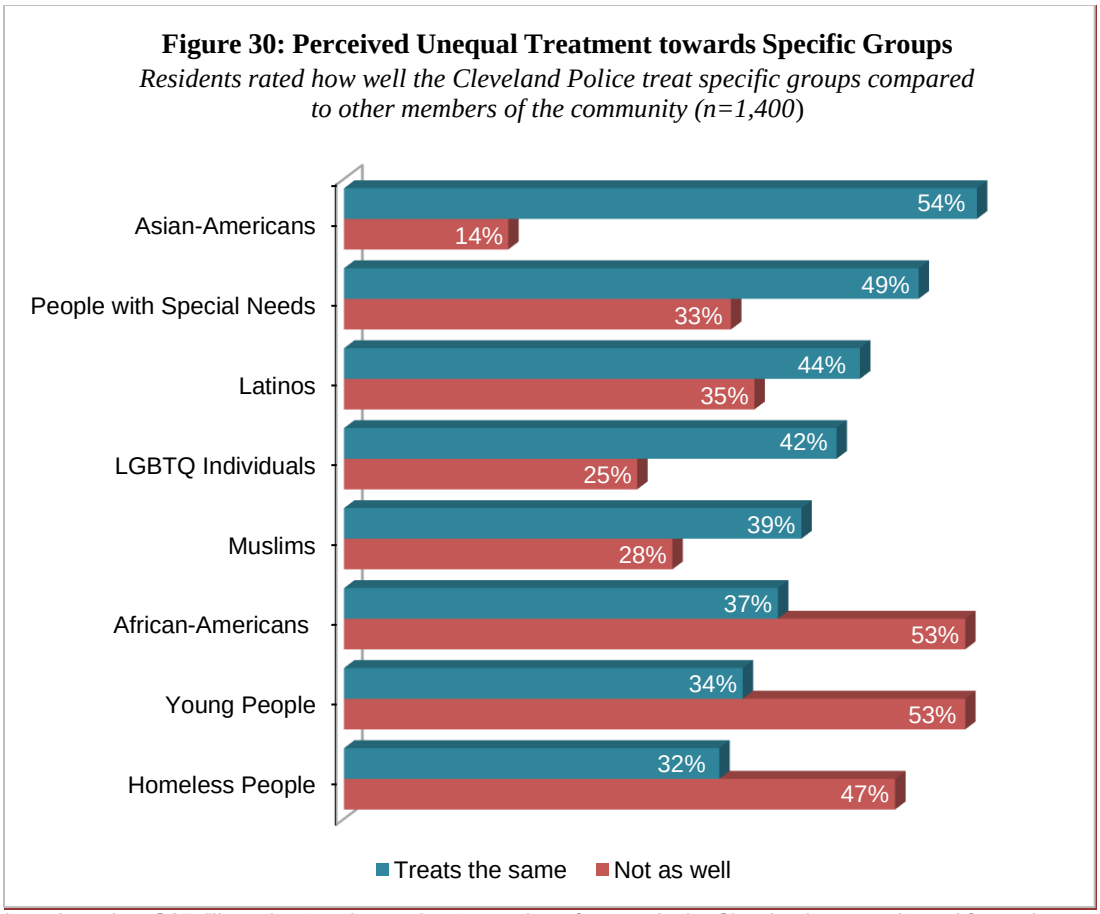


*Figure based on Q25: "I'm going to ask you about a number of groups in the Cleveland community and for each one, please tell me if you think the Cleveland Police treats them the same as other members of the community.

Differences by Race and Ethnicity

Latino and black residents are much less likely than white residents to believe that the Cleveland Police treat all racial and ethnic groups equally sometimes or always. **As seen in Figure 31, 70% of white residents believe the police treat all racial and ethnic groups equally at least some of the time compared to 55% of Latino residents and 49% of black residents.** Two-thirds of black residents (66%) believe they are treated worse than other members of the community, consistent with general public perceptions. **Figure 31a**, on the following page, shows results among black residents.

Figure 31: Perceptions of Bias-Free Policing, by Ethnicity

Residents rated how often Cleveland Police treat all racial and ethnic groups equally

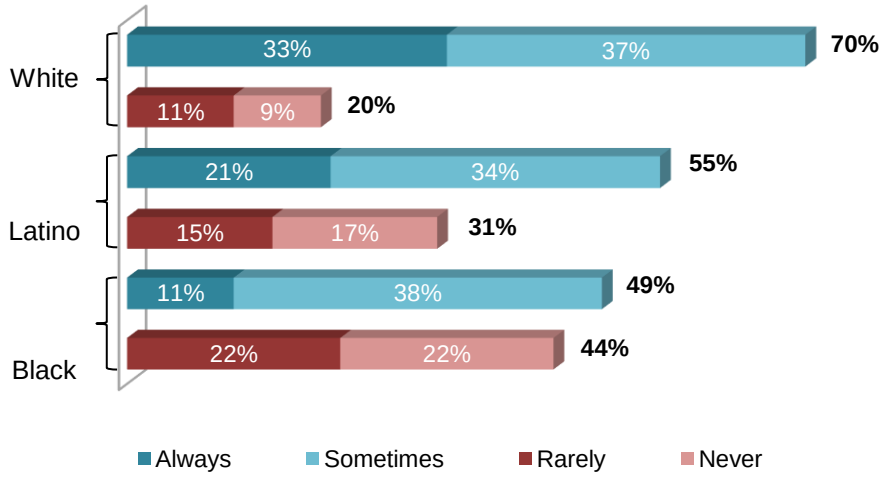


*Figure based on Q24: "Do you think the Cleveland Police treat all racial and ethnic groups equally?"
**Unweighted sample size was 418 for white residents, 236 for Latino residents, and 635 for black residents.

Figure 31a: Perceived Unequal Treatment towards Specific Groups
Responses from Black Residents

Black residents rated how well the Cleveland Police treat specific groups compared to other members of the community (n=635)

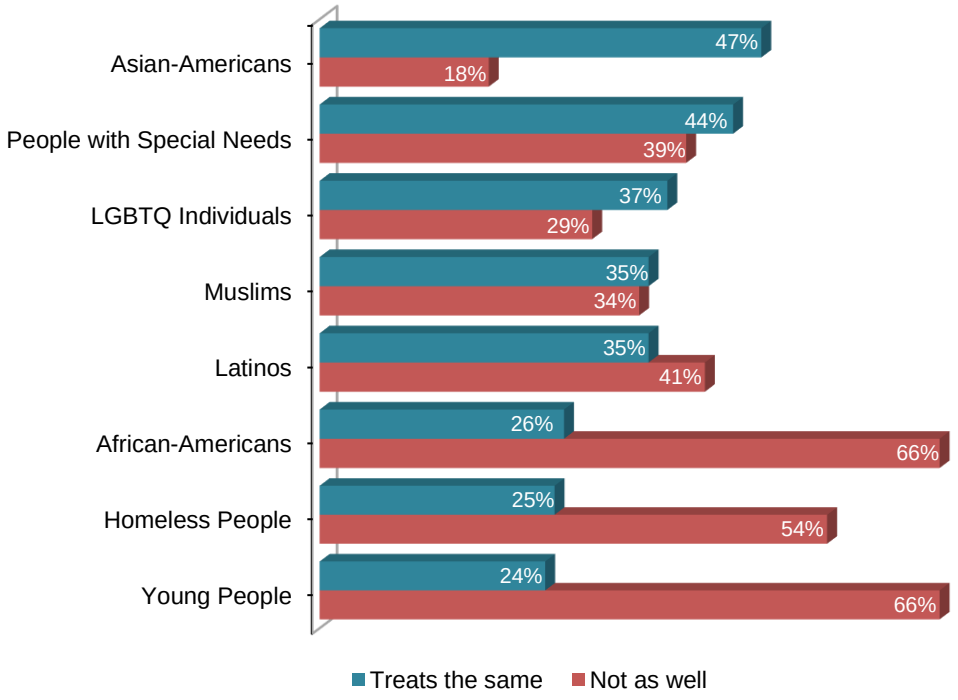


*Figure based on Q25: "I'm going to ask you about a number of groups in the Cleveland community and for each one, please tell me if you think the Cleveland Police treats them the same as other members of the community.

Perceptions Regarding the Use of Force

Overall Perceptions

One objective of the study was to measure public perceptions and concerns regarding the use of force by police. Residents were asked how often they think the Cleveland Police use appropriate force when they stop, question, or arrest someone and whether residents are concerned that they will be a victim of excessive force. **The study found that a majority of Cleveland residents (63%) believe that the police use appropriate force only "sometimes," "rarely," or "never." Half (51%) are concerned that they, a family member, or friend will be a victim of excessive force.** The majority of residents (56%) are not concerned about being a victim of an officer-involved shooting. Results are presented **Figures 32 and 33**.

Figure 32: Overall Perceptions Regarding the Use of Force

Residents rated how often they believe the Cleveland Police use the appropriate level of force (n=1,400)

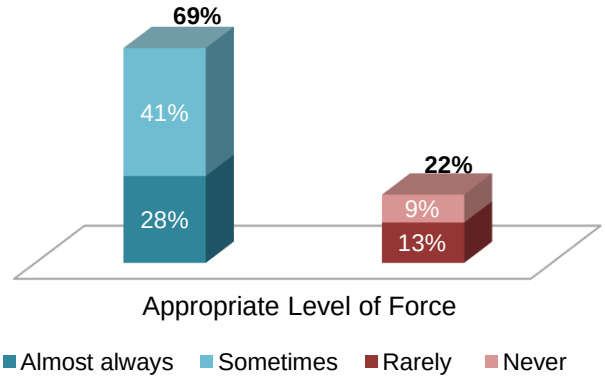


*Figure based on Q26: "How often do you think the Cleveland Police use the appropriate use of force when they stop or questions or arrest someone?"

Figure 33: Concerns about Being a Victim of Excessive Force

Residents rated how concerned they are about being involved in an officer-involved shooting or being a victim of excessive force (n=1,400)

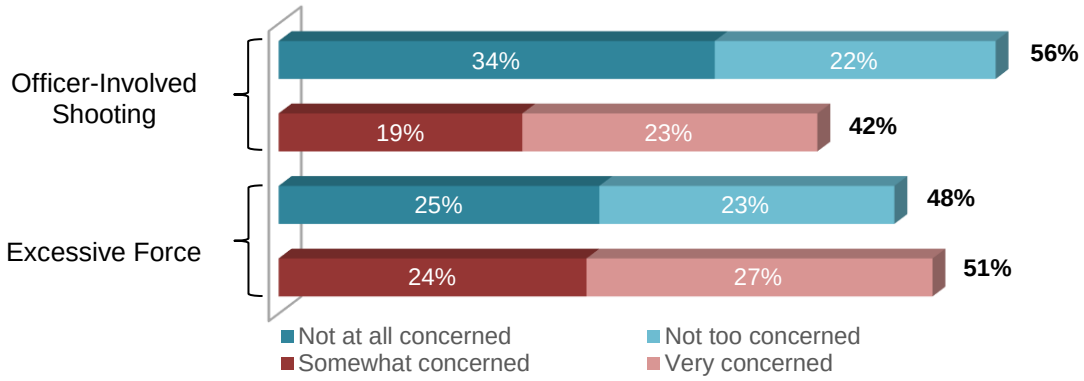


*Figure based on Q27 and Q28: "I want to ask you about some of the behavior of the Cleveland Police. How concerned are you that a family member, a friend, or you will be a victim of excessive force by the Cleveland Police?" "How concerned are you that a family member, a friend, or you will be a victim of an officer-involved shooting?"

Difference by Race and Ethnicity

As seen in Figure 34, Latino and black residents are more concerned about the use of force by police than are white residents. Less than a quarter of Latino (23%) and black (18%) residents believe the police use the appropriate amount of force "almost always" compared to 46% among white residents.

Figure 34: Overall Perceptions Regarding the Use of Force, by Ethnicity
Residents rated how often the Cleveland Police use the appropriate level of force

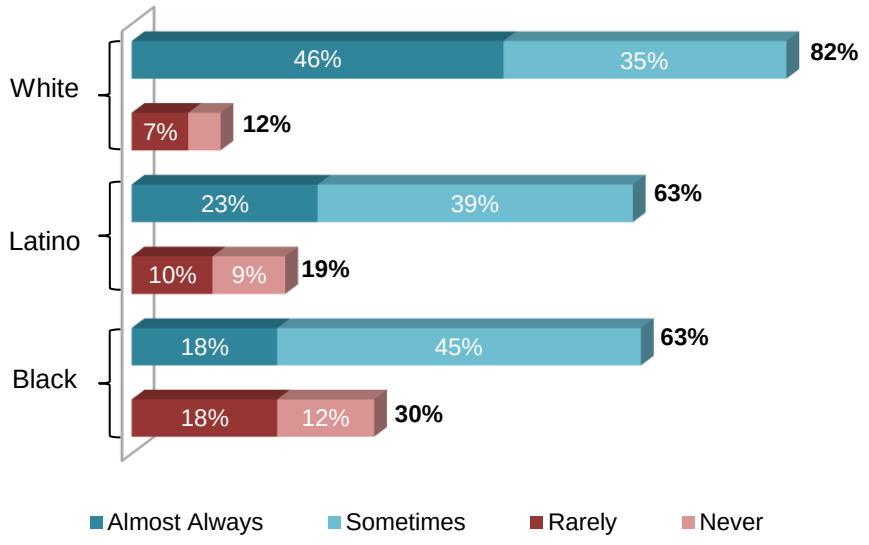


*Figure based on Q26: "How often do you think the Cleveland Police use the appropriate use of force when they stop or questions or arrest someone?"
**Unweighted sample size was 418 for white residents, 236 for Latino residents, and 635 for black residents.

Interactions with Cleveland Police

Type of Contact and Overall Impressions Based on Personal Experiences

In addition to documenting general impressions, the survey was designed to gauge public perceptions of the Cleveland Police based on personal interactions and/or the experiences of family and friends. Residents were first asked if they personally had any contact with the Cleveland Police in the 12 months prior to the survey. Of the slightly more than one-third (39%) of residents who reported that they had contact with police, a vast majority (82%) described the contact as "occasional," with 16% describing it as "frequent." Most contact was either initiated by residents (41%) or was equally initiated by residents and the police. One-in-five residents (20%) indicated that their contact was most often initiated by police.

Based on their personal experiences with the Cleveland Police, two thirds (66%) of residents believe that "all" or "most" officers treat them, their friends, and family with respect. Results are presented in **Figure 35.**

Figure 35: Respect Shown by the Cleveland Division of Police Based on Personal Experience

Residents rated how many Cleveland Police officers they believe show them respect during a personal encounter (n=502)

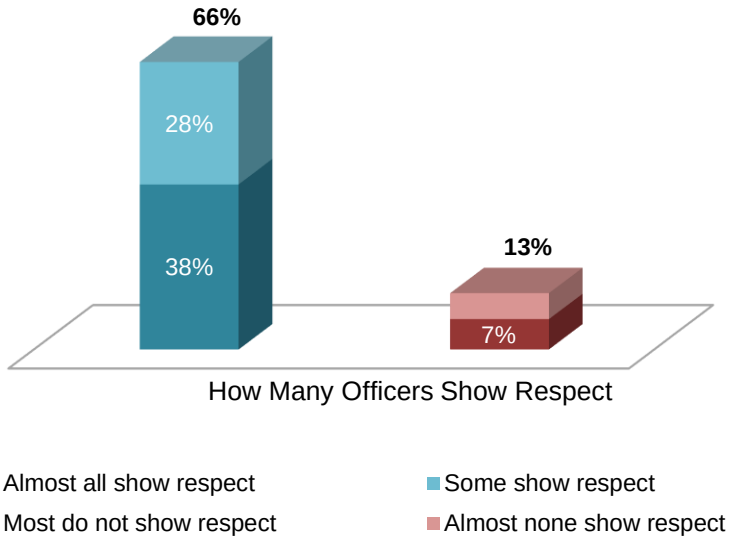


*Figure based on Q32: "Based on your personal experience, how many of the Cleveland Police officers you encounter treat you, your friends, and your family members with respect? "

Approval Ratings Based on Personal Experience and the Experiences of Others

Next, residents were asked to recall their most significant interaction with the Cleveland Police in the last 12 months and whether they approve or disapprove of how police handled their situation. As seen in **Figure 36**, two-thirds (69%) of residents said they "somewhat approve" or "strongly approve" with how the police handled the incident overall.

Figure 36: Overall Approval Ratings Based on Personal Interactions with the Cleveland Division of Police

Residents rated their approval of how Cleveland Police handled their situation (n=502)

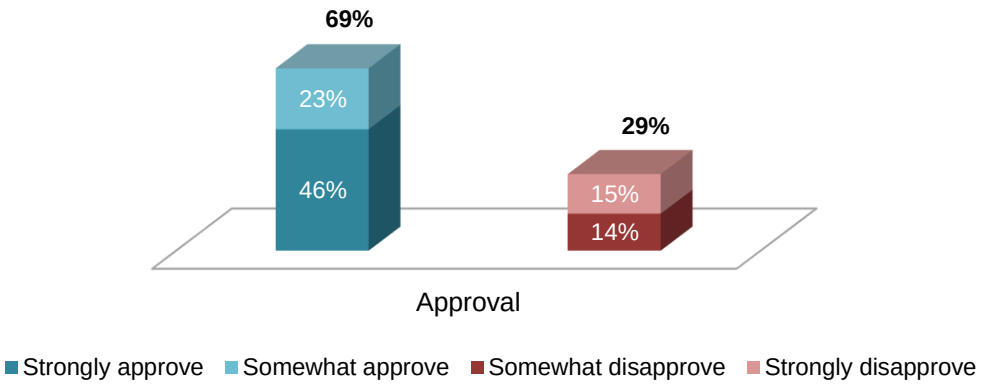


*Figure based on Q35: "Overall, do you approve of how the Cleveland Police handled your situation?"

In addition to general questions about their most significant interaction with police, residents were asked specific questions about how police conducted themselves, including whether officers answered all their questions, listened to what they had to say, and used the appropriate amount of force. In a parallel set of questions, residents were asked if they knew of family, friends, or neighbors who had contact with Cleveland Police and their impressions of police conduct based on "what they heard from others."

The study found that based on personal experiences, the majority of residents "agree" or "strongly agree" that police are respectful and professional in their interactions with the public. Approximately three-fourths of residents who interacted with police reported that officers were polite (75%), treated them with respect (74%), and listened to what they had to say (72%). Two-thirds of residents (66%) reported that officers answered all their questions and 62% said officers explained their reason for stopping or questioning them. A majority of residents also reported that officers kept them informed about what would happen next (61%), did not use excessive force (58%), and did not detain them longer than was necessary (57%).

In contrast, residents' perceptions of police conduct based on what they hear from others is consistently more negative. When asked about the experiences of family, friends, or neighbors only about half of residents agree that officers are polite (52%), treat people with respect (52%) and listen to what they have to say (53%) compared to three-fourths of residents who agree with those statements when reflecting on their first-hand experience. Results are presented in **Table 1**.

Table 1: Perceptions of Cleveland Police Based on Personal Experience and the Reports of Others

	Score based on Personal Experience (Agree/Strongly Agree) n=502	Score based on the reports of others (Agree/Strongly Agree) n=384
Officers are polite	75%	52%
Officers treat people with respect	74%	52%
Officers listen	72%	53%
Officers answer questions	66%	59%
Officers offer an explanation of situation	62%	58%
Officers keep people informed about what will happen next	61%	54%
Officers do not use more force than necessary	58%	42%
Officers do not detain people longer than necessary	57%	42%

*Figure based on Q34 and Q37: "Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement about the Cleveland Police in general based…"

How Residents Form Opinions about Police Outside of Personal Experience

The study found that word of mouth (38%) was one of the most frequently cited sources of information about the police, second only to local television (64%). Results are presented in **Figure 37.**

Figure 37: Sources of Information on the Cleveland Division of Police

Residents reported which sources they most often use to learn about the Cleveland Police (n=1,400)

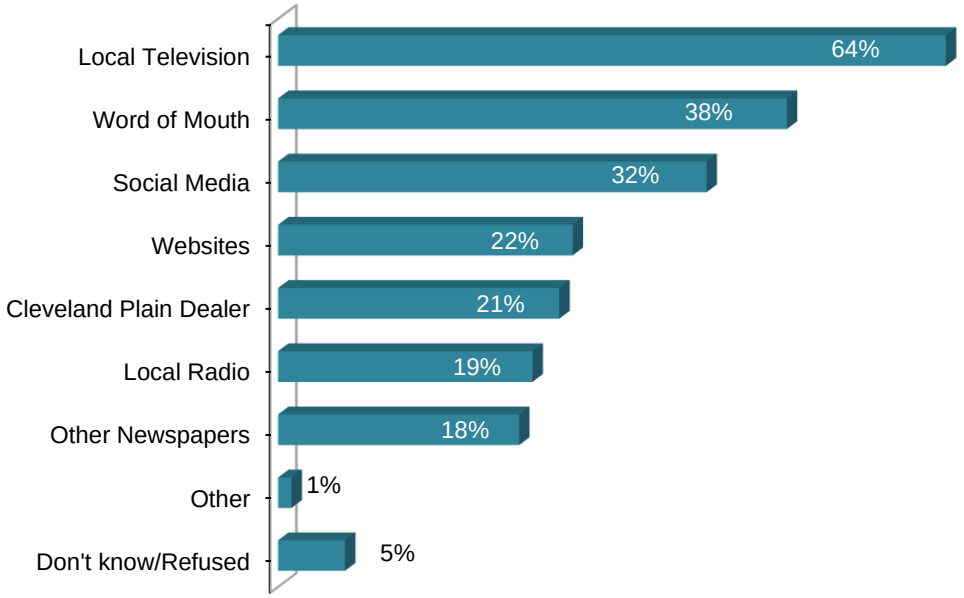


*Figure based onQ46: From what sources do you learn the most about the Cleveland Police?"

As a follow-up question, Latino residents were asked if they learn about the police through Spanish-language media. Nearly half of all Latino residents (47%) reported that they learn about the police through Spanish-language media "often" or "sometimes."

Differences by Race, Ethnicity, and Age

The type of interactions residents have with police varies by race and age. Black residents were more likely than white residents to report that contact was initiated by police, 28% compared to 13% respectively. Residents between the ages of 18 and 39 were also more likely to report that contact was initiated by the police (29%) compared to residents 40 years and older (13%).

When asked to describe how well police treat residents based on their personal experience, 77% of white residents said officers "almost always" or "mostly" show them respect, compared to 57% of black residents (see **Figure 38**).

Figure 38: Respect Shown by the Cleveland Division of Police, by Ethnicity

Ratings among white and black residents who had personal contact with Cleveland Police, in-person, over the phone, or in some other way

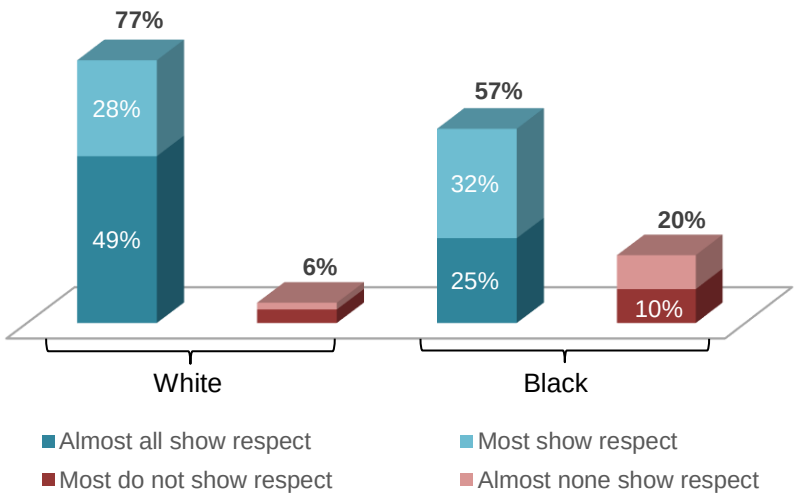


*Figure based on Q32: "Based on your personal experience, how many of the Cleveland Police officers you encounter treat you, your friends, and your family members with respect?"
**Unweighted sample size was 192 for white residents and 216 for black residents. There was not a sufficient number of Latino residents for comparison.

Figure 39 presents residents' approval of police based on their most significant personal interaction. More than three-fourths of white residents (76%) strongly approve or somewhat approve of how police handled their situation compared to 61% of black residents.

Figure 39: Overal Approval Ratings Based on Personal Interactions with Police, by Ethnicity

Approval ratings among white and black residents who had personal contact with Cleveland Police, in-person, over the phone, or in some other way

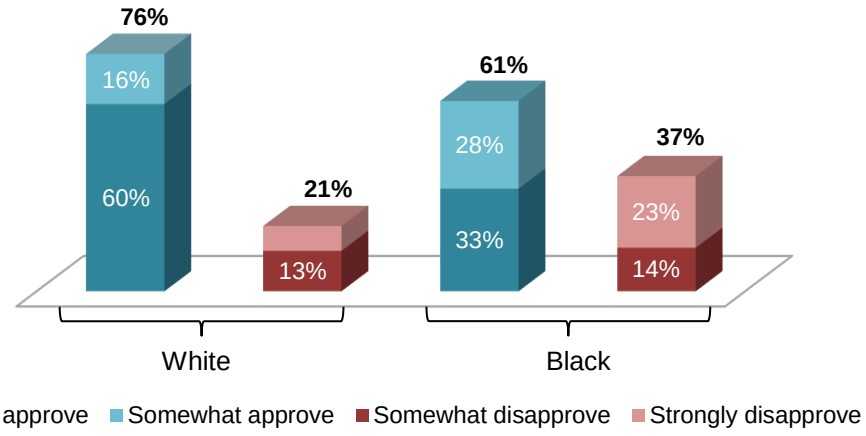


*Figure based on Q35: "Overall, do you approve of how the Cleveland Police handled your situation?"
**Unweighted sample size was 192 for white residents and 216 for black residents. There was not a sufficient number of Latino residents for comparison.
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Filing of Complaints

Satisfaction with the Process for Filing a Complaint

To help gauge public satisfaction with the complaint process at the Cleveland Division of Police, residents were asked if they had considered filing a complaint in the 12 months prior to the survey and, if so, to rate their experience overall and across specific measures. Less than 10% of residents surveyed reported that they had considered filing a complaint and, of those, only one quarter actually filed. **Figure 40** below shows ratings across different components of the complaint filing process. Although residents were asked specifically about formal complaints filed with Cleveland Division of Police, it is possible that some of the ratings presented here actually refer to complaints filed with the Office of Professional Standards. In addition, since only 24 residents surveyed filed complaints, results are presented in terms of cases rather than percentages. It should be noted that due to the extremely small sample of individuals who filed complaints, results cannot be reliably extrapolated to the larger population and should be interpreted with caution. ***Results presented here are not statistically reliable and should be verified by a future statistical sample of individuals who filed complaints.***

Twelve out of the 24 individuals who filed complaints "agree" or "strongly agree" that the staff who took their information listened to their complaint. However, less than half of residents who filed complaints agreed that officers or staff treated them with respect, that the steps for filing a complaint were easy to understand, that the staff kept them informed, and that the staff followed-up to share the outcome of their investigation.

Figure 40: Ratings of Specific Aspects of the Complaint Filing Process

Unweighted number of residents who strongly agreed, agreed, disagreed, or strongly disagreed with statements (n=24)

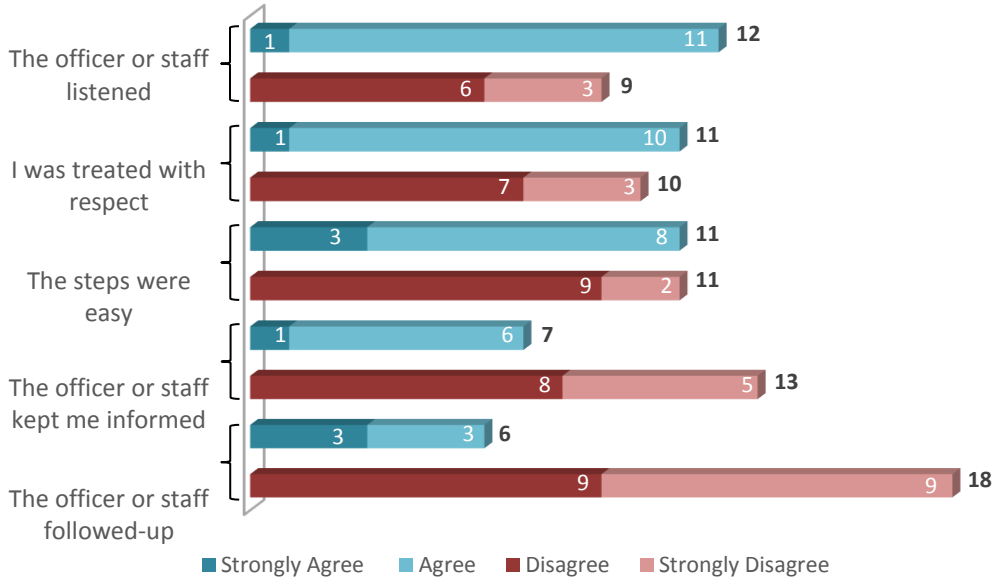

*Figure based on Q40: "We're interested in what you think of the process of making complaints about the police or the way that certain police officers have performed. Please tell me whether you strongly agree, agree, disagree, or strongly disagree with the following statements about your experience. When you filed a complaint…"

Difficulty with the complaint process and a perceived lack of follow-up by Cleveland Police or the Office of Professional Standards, affected overall satisfaction ratings. When asked how satisfied they were with the complaint process overall, the majority of residents reported that they were dissatisfied with the experience (15 out of 24 cases). See **Figure 41.**

Figure 41: Overall Satisfaction with the Complaint Filing Process

Unweighted number of residents who said they were very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied (n=24)

*Figure based on Q41: "Overall, how satisfied were you with how the Cleveland Police handled your complaint?"

Why Some Residents Decide Not to File Complaints

Residents who decided not to file a complaint were asked to describe their reasons. Results are presented in **Figure 42**. The most frequently cited reasons for not filing a complaint were the belief that it would not have made a difference (30 cases), followed by concern regarding backlash from the police (13 cases).

Figure 42: Reasons Residents Decided Not to File a Complaint

Unweighted number of residents who considered filing a complaint but did not (n=79)

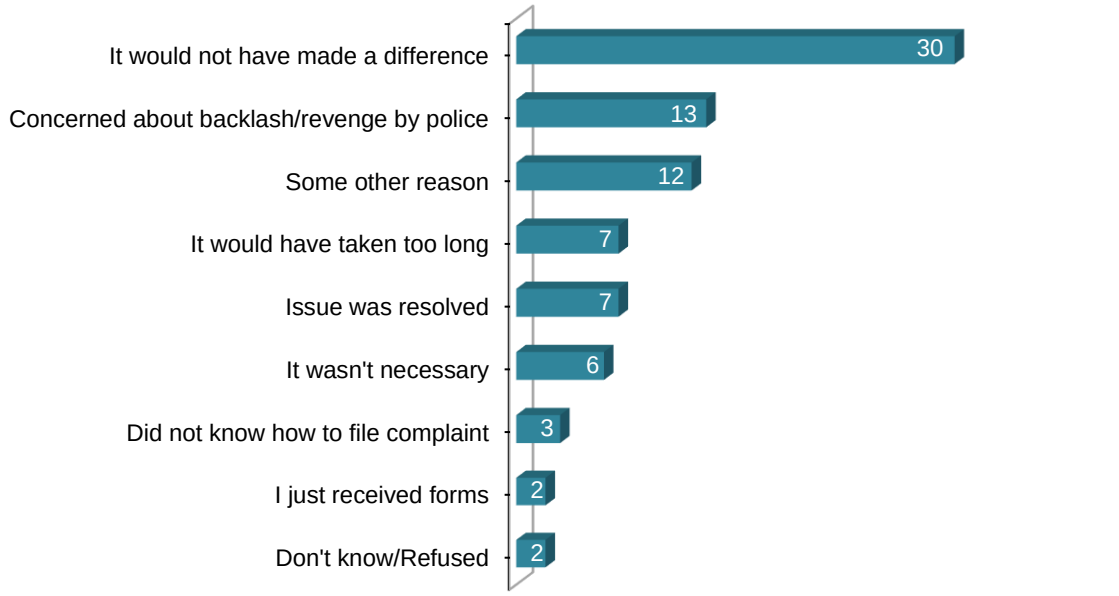

*Figure based on Q42: "Can you briefly tell me why you decided not to file a formal complaint?"
**Totals do not add to 79 since some respondents mentioned more than one reason.

SUMMARY

Overall, the study found that a majority of Cleveland residents approve of the job the police are doing and feel safe in the City of Cleveland and within their own neighborhoods. Moreover, results suggest that based on personal experiences, most residents view police as respectful and professional in their interactions.

Despite these positive indicators, many Cleveland residents are skeptical about police conduct and accountability, including the use of force. Moreover, residents' views of the police vary significantly by race, ethnicity, and area. Black residents, in particular, have more negative opinions of the Cleveland Police compared to other groups across most measures including overall approval ratings, perceived safety, community engagement, and perceptions of the use of force. Black and Latino residents are also less likely to report that they are treated with respect when they interact with police and are less satisfied with how police handle those interactions. Although the majority of Cleveland residents believe the police treat all racial and ethnic groups equally at least some of the time, many believe differential treatment still exists.

Finally, results indicate that residents are more likely to form negative opinions about the police based on what they hear from others, rather than their own personal experience, suggesting that a single interaction has an "echo" effect that shapes the perceptions of many people. Future research, whether through follow-up surveys or focus groups, might explore what makes interactions positive or negative and how positive and informal contact might improve community-police relations.

APPENDIX A:
SURVEY INSTRUMENT WITH FREQUENCIES FOR RESPONDENTS OVERALL

Cleveland Ohio Community Survey 2016
Public Perceptions of Safety and Policing
Weighted Results (n=1,400)

INTRODUCTION

Hello. My name is _____. We are conducting a survey with people in your area about the City of Cleveland and the Cleveland Division of Police. The federal government and the City are interested in improving police-community relations. To do that, we need to hear from residents about their experiences with and expectations for the Cleveland Division of Police. Your answers will be anonymous.

01 willing to continue
02 refusal
03 call back <at specific time>
04 call back <no specific time>
05 no answer
06 busy
07 answering machine
08 disconnected number
09 language barrier (not Spanish or English)
10 business number
11 fax machine

SCREENER QUESTIONS

Landline (Unweighted n=684)

1. May I speak with the [youngest/oldest] adult at home who is 18 years or older?
   1 Yes, I am that person (continue interview)
   2 Yes, transferring to the person (restart intro)
   3 Not available now (If person who answered is an adult, continue interview. If person is who answered is under 18 arrange a call-back)
   9 Refused (terminate)

Cell Phone (Unweighted n=716)

1a. Since you are on a cell phone, I can call you back if you are driving or doing anything else that requires your full attention. Can you talk safely and privately now, or not?
   1 Yes
   2 Not right now (try and arrange a time to call-back)
   9 Refused (terminate)

1b. Are you 18 years or older? (n=1400)
   1 Yes 100%
   2 No (terminate)

All Respondents

1c. Are you comfortable taking this survey in English? [DO NOT READ OPTIONS] (n=1400)
   1 Yes, comfortable in English 96%
   2 No, need survey in Spanish [**SWITCH TO SPANISH VERSION**]4%
   3 No, need other language [**TERMINATE**]

1d. What city do you live in? (Don't Read) (n=1400)

1 City of Cleveland 100%
2 Other (Terminate)
9 Don't know/refused (terminate)

1e. What is your zip code? [**Record 5 digit zip code. Zip code list to be provided. Don't Know/Refused Terminate**]

1f. So we can represent everyone in the community, can you please tell me what racial or ethnic group you most identify with? (n=1400)

1 Hispanic/Latino 10%
2 Black/African American 52%
3 Asian-American 1%
4 White/Caucasian 32%
5 Other racial or ethnic background (specify) 2%
9 Refused (Don't Read) 3%

PERCEPTIONS OF POLICE JOB PERFORMANCE OVERALL

I'd like to ask you some questions about services provided by the City of Cleveland and how good of a job you think they're doing.

2. First, when it comes to [**INSERT ITEM**] do you think they are doing an excellent, good, only fair, or poor job overall? How about [**INSERT ITEM**], do you think they are doing an excellent, good, only fair, or poor job overall? What about [**INSERT ITEM**]?

SCALE:

1 Excellent
2 Good
3 Only Fair
4 Poor
9 Don't know/Refused (Don't read)

ITEMS: (n=1400)

a. The Cleveland Division of Fire (Top 2=81%) 37% Excellent; 44% Good; 10% Fair; 1% Poor; 7% Don't know
b. The City of Cleveland's Department of Public Works (Top 2=69%) 22% Excellent; 47% Good; 20% Fair; 7% Poor; 3% Don't Know
c. The Cleveland Division of Police (Top 2=55%) 18% Excellent; 37% Good; 22% Fair; 20% Poor; 3% Don't Know

3. Thinking about the area where you live, how would you rate the job the Cleveland Police are doing serving people in your neighborhood? (n=1400)

1 Excellent 22% } 55%
2 Good 33%
3 Only Fair 26% } 42%
4 Poor 16%
9 Don't know/Refused (Don't read) 3%

I'm going to read some statements about the Cleveland Police. For each one, please tell me whether you think the statement is true almost all the time, most of the time, some of the time, or almost never. [ROTATE Q4 –Q7]

4. Cleveland Police officers follow the law.
   - 1 Almost all the time 22%
   - 2 Most of the time 28%
   - 50%
   - 3 Some of the time 33%
   - 4 Almost never 12%
   - 45%
   - 9 Don't know/Refused (Don't read) 5%

5. Cleveland Police officers treat people with dignity and respect. (n=1400)
   - 1 Almost all the time 22%
   - 2 Most of the time 26%
   - 48%
   - 3 Some of the time 36%
   - 4 Almost never 13%
   - 49%
   - 9 Don't know/Refused (Don't read) 3%

6. In general, Cleveland Police officers use the appropriate amount of force. (n=1400)
   - 1 Almost all the time 20%
   - 2 Most of the time 26%
   - 47%
   - 3 Some of the time 34%
   - 4 Almost never 13%
   - 47%
   - 9 Don't know/Refused (Don't read) 6%

7. Cleveland Police hold officers accountable when misconduct occurs. (n=1400)
   - 1 Almost all of the time 19%
   - 2 Most of the time 19%
   - 38%
   - 3 Some of the time 29%
   - 4 Almost never 26%
   - 55%
   - 9 Don't know/Refused (Don't read) 7%

PERCEPTIONS OF PUBLIC SAFETY

The next set of questions are about public safety.

8. In general, how safe do you feel in the City of Cleveland? (n=1400)
   - 1 Very Safe 20%
   - 2 Somewhat Safe 50%
   - 70%
   - 3 Not too Safe 19%
   - 4 Not at all Safe 10%
   - 29%
   - 9 Don't know/refused (Don't Read) 1%

8a. In general, how safe do you feel in your neighborhood? (n=1400)
   - 1 Very Safe 38%
   - 2 Somewhat Safe 40%
   - 78%
   - 3 Not too Safe 13%
   - 4 Not at All Safe 8%
   - 22%

9. How safe do you feel walking the streets of your neighborhood during the daytime? (n=1400)
   1 Very Safe 47%
   2 Somewhat Safe 36%
   } 83%
   3 Not too Safe 8%
   4 Not at all Safe 4%
   } 12%
   5 I don't walk in my neighborhood (Don't read) **[SKIP to Q11]** 5%
   9 Don't know/refused (Don't Read) <1%

10. How safe do you feel walking the streets of your neighborhood at night? (n=1400)
   1 Very Safe 18%
   2 Somewhat safe 26%
   } 44%
   3 Not too Safe 20%
   4 Not at All Safe 27%
   } 47%
   5 I don't walk in my neighborhood at night (Don't read) 9%
   9 Don't know/refused (Don't Read) <1%

11. How worried are you that you or someone else in your household will be a victim of crime? (n=1400)
   1 Very Worried 22%
   2 Somewhat Worried 35%
   } 57%
   3 A Little Worried 23%
   4 Not at All Worried 19%
   } 42%
   9 Don't know/refused (Don't Read) 1%

12. How would you rate the job the Cleveland Police are doing controlling crime in your neighborhood? (n=1400)
   1 Excellent 18%
   2 Good 33%
   } 51%
   3 Only Fair 29%
   4 Poor 17%
   } 46%
   9 Don't know/refused (Don't Read) 3%

PERCEPTIONS OF COMMUNITY POLICING

The following questions are about the relationship between the Cleveland Police and your community.

13. Overall, how would you describe the relationship between the Cleveland Division of Police and the neighborhood where you live? (n=1400)
   1 Very Positive 19%
   2 Somewhat Positive 48%
   } 67%
   3 Somewhat Negative19%
   4 Very Negative 8%
   } 27%
   9 Don't Know/Refused (Don't read) 6%

14. In the last 12 months, how frequently did you see Cleveland Police officers on foot or in a car patrolling in your neighborhood? (READ) (n=1400)
   1 At least once a day 35%
   2 Several times a week 19%
   3 Once or twice a week 21%
   4 Less than once a week 13%
   5 Never 11%
   9 Don't Know/Refused (Don't read) 2%

16. Can you count on seeing the same police officers in your neighborhood once or twice a week? (n=1400)
    1 Yes 40%
    2 No 44%
    9 Don't Know/Refused (Don't Read) 16%

17. Do you know the names of any of the police officers who work in your neighborhood? (n=1400)
    1 Yes 13%
    2 No 86%
    9 Don't Know/Refused 1%

15a. In the last 12 months, have there been any community stakeholder meetings in your neighborhood? (n=1400)
    1 Yes 23%
    2 No **[SKIP to Q18]** 48%
    9 Don't know **[SKIP to Q18]** 29%

15b. How many of those meetings have you personally attended? _____ [99 =Don't know]
[DK and 0 times SKIP to Q18] (n=358) One or more 42%; Mean=1.2

15c. In the last 12 months, how frequently did you see Cleveland Police officers attend community stakeholder meetings in your neighborhood? (READ) Did they attend… (n=152)
    1 Most meetings 31%
    2 Some meetings 34%
    3 Rarely 12%
    4 Never 15%
    9 Don't Know/Refused (Don't Read) 7%

18. Do you think the Cleveland Police take the time to meet members of your community? (n=1400)
    1 Yes 33%
    2 No 53%
    9 Don't Know/Refused (Don't Read)14%

19. Do you think the Cleveland Police have developed relationships with people like you? (n=1400)
    1 Yes 37%
    2 No 54%
    9 Don't Know/Refused (Don't Read) 8%

20. How knowledgeable are the Cleveland Police about the background and experiences of people like you? (n=1400)
    1 Very Knowledgeable 14%
    2 Somewhat Knowledgeable 37%
    } 51%
    3 Not too Knowledgeable 21%
    4 Not at All Knowledgeable 19%
    } 40%
    9 Don't Know/Refused (Don't Read) 9%

21. How easy is it for people from your community to give input and make suggestions to the Division of Police? (n=1400)
    1 Very Easy 18%
    2 Somewhat Easy 31%
    } 49%
    3 Not too Easy 21%
    4 Not At All Easy 17%
    } 38%
    9 Don't Know/Refused (Don't Read) 13%

22. If you were in trouble, how likely would you be to ask a Cleveland Police officer for help? (n=1400)
    1 Very Likely 58%
    2 Somewhat Likely 22%
    } 80%
    3 Not too Likely 11%
    4 Not at All Likely 8%
    } 18%
    9 Don't Know/Refused (Don't read) 2%

23. If you witnessed a crime or knew about a crime that took place, how likely would you be to report it or to provide information to the Cleveland Police? (n=1400)
    1 Very Likely 70%
    2 Somewhat Likely 18%
    } 88%
    3 Not too Likely 4%
    4 Not at All Likely 6%
    } 10%
    9 Don't Know/Refused (Don't read) 3%

PERCEPTIONS OF BIAS-FREE POLICING

The next few questions are about the way police treat people in the community.

24. Do you think the Cleveland Police treat all racial and ethnic groups equally? Would you say… (n=1400)
    1 Always 20%
    2 Sometimes 37%
    } 57%
    3 Rarely 18%
    4 Never 17%
    } 34%
    9 Don't know/refused (Don't Read) 9%

25. I'm going to ask you about a number of groups in the Cleveland community and for each one, please tell me if you think the Cleveland Police treats them the same as other members of the community or not as well. First, when it comes to [**INSERT ITEM; RANDOMIZE]** do you think the Cleveland Police treat them the same as other members of the community or not as well? How about **[NEXT ITEM]**?
    [**IF NECESSARY:** When it comes to [ITEM] do you think the Cleveland Police treat them the same as other members of the community or not as well?]

    ITEMS: (n=1400)
    a) African-Americans 37% Treats the same; 53% not as well; 10% Don't know
    b) Hispanic/Latinos 44% Treats the same; 35% Not as well; 22% Don't know
    c) Muslims 39% Treats the same; 28% Not as well; 32% Don't know
    d) Asian-Americans 54% Treats the same;14% Not as well; 32% Don't know
    e) Young People 34% Treats the same; 53% Not as well; 13% Don't know
    f) Lesbian, gay, bisexual, and transgender individuals 42% Treats the same; 25% Not as well; 33% Don't know
    g) Homeless people 32% Treats the same; 47% Not as well; 21% Don't know
    h) People with mental illness or special needs 49% Treats the same; 33% Not as well; 18% Don't know

SCALE:
1 Treats them the same
2 Not as well
9 Don't know/refused

PERCEPTIONS OF THE USE OF FORCE

Now, I want to ask you about some of the behavior of the Cleveland Police.

26. How often do you think Cleveland Police use the appropriate level of force when they stop or question or arrest someone? Would you say… (n=1400)
    1 Almost always 28%
    2 Sometimes 41%
    } 69%
    3 Rarely 13%
    4 Almost never 9%
    } 22%
    9 Don't know/Refused (Don't Read) 9%

27. How concerned are you that a family member, a friend, or you will be a victim of excessive force by the Cleveland Police? (n=1400)
    1 Very Concerned 27%
    2 Somewhat Concerned 24%
    } 51%
    3 Not Too Concerned 23%
    4 Not At All Concerned 25%
    } 48%
    9 Don't Know/Refused (Don't read) 2%

28. How concerned are you that a family member, a friend, or you will be a victim of an officer-involved shooting? (n=1400)
    1 Very Concerned 23%
    2 Somewhat Concerned 19%
    } 42%
    3 Not Too Concerned 22%
    4 Not At All Concerned 34%
    } 56%
    9 Don't Know/Refused (Don't read) 2%

INTERACTIONS WITH CLEVELAND POLICE

I'd like to hear about your experiences with the Cleveland Police and those of your family, friends, and neighbors.

29. In the last 12 months, have you personally had any contact with the Cleveland Police, in-person, over the phone, or in some other way? (n=1400)
    1 Yes 39%
    2 No **[SKIP TO Q36]** 60%
    9 Don't know/Refused **[SKIP TO Q36]** 1%

30. How would you describe the frequency of your contact with the Cleveland Police in the last 12 months? Would you say you have had … [READ LIST] (n=502)
    1 Frequent contact 16%
    2 Occasional contact 82%
    9 Don't know/Refused (Don't read) 2%

31. Would you describe these contacts as mostly initiated by you, mostly initiated by the Cleveland Police, or about equal? (n=502)
    1 Mostly initiated by me 41%
    2 Mostly initiated by the police 20%
    3 Equally initiated by me and the police 37%
    9 Don't know/Refused 2%

32. Based on your personal experience, how many of the Cleveland Police officers you encounter treat you, your friends, and your family members with respect? Would you say…[READ LIST. RECORD ONE RESPONSE.] (n=502)
    1 Almost all officers show respect 38%
    2 Most officers show respect 28%
    } 66%
    3 About the same show respect as do not show respect 19%
    4 Most officers do <u>not</u> show respect 7%
    5 Almost none of the officers show respect 6%
    } 13%
    9 Don't know/Refused [DO NOT READ] 1%

33. I'm going to ask you to recall your <u>most</u> <u>significant</u> interaction with the Cleveland Police in the last 12 months. First, was that encounter initiated by you or by the police? (n=502)
    1 Initiated by me 57%
    2 Initiated by the police 31%
    3 Equally initiated 8%
    9 Don't know/Refused 4%

34. Still thinking about your most significant interaction with the Cleveland Police in the last 12 months, please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement as it relates to that specific experience. Or you can tell me if it doesn't apply. [**ROTATE ITEMS a-e**]

    SCALE
    1 Strongly Agree
    2 Agree
    3 Disagree
    4 Strongly Disagree
    5 Doesn't Apply (Read)
    9 Don't know/Refused (Don't Read)

    ITEMS (n=502)
    a) The officers answered all my questions (Top 2=66%) 36% Strongly Agree; 30% Agree; 12% Disagree; 10% Strongly Disagree; 9% Doesn't Apply; 1% Don't Know
    b) The officers listened to what I had to say (Top 2=72%) 38% Strongly Agree; 34% Agree; 13% Disagrees; 11% Strongly Disagree; 3% Doesn't Apply; 1% Don't know
    c) The officers kept me informed about what would happen next (Top 2=61%) 32% Strongly Agree; 30% Agree; 18% Disagree; 10% Strongly Disagree; 10% Doesn't Apply; 2% Don't Know
    d) The officers were polite in how they spoke to me (Top 2=75%) 40% Strongly Agree; 35% Agree; 9% Disagree; 11% Strongly Disagree; 4% Doesn't Apply; 1% Don't Know
    e) The officers treated me with respect (Top 2=74%) 42% Strongly Agree; 32% Agree; 12% Disagree; 10% Strongly Disagree; 4% Doesn't Apply; 1% Don't Know
    f) The officers explained their reason for stopping, questioning, or interacting with me (Top 2=62%) 28% Strongly Agree; 33% Agree; 8% Disagree; 6% Strongly Disagree; 22% Doesn't Apply; 2% Don't know

g) The officers did not detain me for longer than was necessary (Top 2=57%) 29% Strongly Agree; 27% Agree; 7% Disagree; 4% Strongly Disagree; 29% Doesn't Apply; 2% Don't know
h) The officers did not use more force than was necessary (Top 2=58%) 28% Strongly Agree; 30% Agree; 8% Disagree; 3% Strongly Disagree; 30% Doesn't Apply; 1% Don't know

35. Overall, do you approve of how the Cleveland Police handled your situation? Would you say you… (n=502)
    1 Strongly Approve 46%
    2 Somewhat Approve 23%
    } 69%
    3 Somewhat Disapprove 14%
    4 Strongly Disapprove 15%
    } 29%
    9 Don't know/Refused 3%

36. Do you know of family, friends, or neighbors who had contact with the Cleveland Police in the last 12 months? (n=1400)
    1 Yes 30%
    2 No **[SKIP to Q38]** 67%
    9 Don't know/Refused **[SKIP TO Q38]** 3%

37. I'm going to ask you to recall what you have heard from family, friends, and neighbors regarding their interaction with the Cleveland Police in the last 12 months. Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement about the Cleveland Police in general based on what you have heard from others.
    [**ROTATE ITEMS a-e**]

    SCALE
    1 Strongly Agree
    2 Agree
    3 Disagree
    4 Strongly Disagree
    5 Doesn't apply
    9 Don't know/Refused

    ITEMS (n=384)
    a) Officers listen to what people have to say (Top 2=53%) 19% Strongly Agree; 35% Agree; 27% Disagree; 15% Strongly Disagree; 2% Doesn't Apply; 2% Don't know
    b) Officers answer people's questions (Top 2= 59%) 21% Strongly Agree; 38% Agree; 22% Disagree; 12% Strongly Disagree; 4% Doesn't Apply; 3% Don't know
    c) Officers keep people informed about what will happen next (Top 2= 54%) 17% Strongly Agree; 37% Agree; 24% Disagree; 12%Strongly Disagree; 4% Doesn't Apply; 5% Don't know
    d) Officers are polite in how they speak to people (Top 2= 52%) 17% Strongly Agree; 35% Agree; 28% Disagree; 17% Strongly Disagree; 1% Doesn't Apply; 2% Don't know
    e) Officers treat people with respect(Top 2= 52%) 19% Strongly Agree; 34% Agree; 28% Disagree; 15% Strongly Disagree; 2% Doesn't Apply; 2% Don't know
    f) Officers explain their reasons for stopping or questioning someone (Top 2= 58%) 18% Strongly Agree; 39% Agree; 21% Disagree; 13% Strongly Disagree; 5% Doesn't Apply; 4% Don't know
    g) Officers do not detain people for longer than necessary (Top 2=42%) 15% Strongly Agree; 27% Agree; 29% Disagree; 16% Strongly Disagree; 7% Doesn't Apply; 6% Don't know
    h) Officers do not use more force than is necessary(Top 2=42%)16% Strongly Agree; 26% Agree; 31% Disagree; 16% Strongly Disagree; 5% Doesn't Apply; 5% Don't know

38. In the last 12 months, have you considered filing a complaint with the Cleveland Division of Police for <u>any reason</u>? (n=1400)
    1 Yes 8%
    2 No **[SKIP TO Q43]** 90%
    9 Don't know/Refused **[SKIP TO Q43]** 1%

39. Did you end up filing a formal complaint with the Cleveland Police? (n=103)
    1 Yes 24%
    2 No **[SKIP TO Q42]** 76%
    9 Don't Know/Refused (Don't Read) **[SKIP TO Q43]** N/A

40. We're interested in what you think of the process for making complaints about the police or the way that certain police officers have performed. Please tell me whether you strongly agree, agree, disagree or strongly disagree with the following statements about your experience. [**ROTATE ITEMS**]
    SCALE
    1 Strongly Agree
    2 Agree
    3 Disagree
    4 Strongly Disagree
    5 Doesn't Apply
    9 Don't know/Refused

    ITEMS (n=24) Unweighted number of cases only.
    a. When I filed the complaint, I was treated with respect by the officer or staff taking my complaint. (Top 2=11) 1 Strongly Agree; 10 Agree; 7 Disagree; 3 Strongly Disagree; 2 Doesn't Apply; 1 Don't Know
    b. When I filed the complaint, the officer or staff listened to what I had to say (Top 2= 12) 1 Strongly Agree; 11 Agree; 6 Disagree; 3 Strongly Disagree; 2 Doesn't Apply; 1 Don't Know
    c. The steps to filing a complaint were easy to understand (Top 2= 11) 3 Strongly Agree; 8 Agree; 9 Disagree; 2 Strongly Disagree; 1 Doesn't Apply; 1 Don't Know
    d. The officer/staff kept me informed (Top 2=7) 1 Strongly Agree; 6 Agree; 8 Disagree; 5 Strongly Disagree; 2 Doesn't Apply; 2 Don't Know
    e. The officer/staff followed-up to tell me the outcome of their investigation (Top 2= 6) 3 Strongly Agree; 3 Agree; 9 Disagree; 9 Strongly Disagree; N/A Doesn't Apply; N/A Don't know

41. Overall, how satisfied were you with how the Cleveland Police handled your complaint? Were you …
    1 Very Satisfied 5 cases } 8 cases
    2 Somewhat Satisfied 3 cases
    3 Somewhat Dissatisfied 5 cases } 15 cases
    4 Very Dissatisfied 10 cases
    9 Don't Know/Refused

42. [**DO NOT ASK IF Q39=YES**] Can you briefly tell me why you decided not to file a formal complaint? (DO NOT READ. Check all that apply. Probe: "Any other reason?"] (n=79)
    1 Didn't know how 2 cases
    2 It would have taken too much time 7 cases
    3 Concerned that there would be a backlash/revenge by the police 13 cases
    4 Didn't think it would make a difference 30 cases
    5 Some other reason (specify) 12 cases
    9 Don't know/refused (Don't Read) 2 cases

DEMOGRAPHICS

Finally, I'd like to ask you a few general questions to make sure we have a representative sample. Your answers are anonymous.

43. What year were you born? _____ _____ _____ _____ [Subtract from 2016 to calculate age]

44. [If conducted in ENGLISH, others SKIP] Is English your native language? (n=1400)
- 1 Yes 93%
- 2 No 5%
- 9 Prefer not to answer/refused 2%

45. What is the highest level of schooling you've completed? (Don't Read) (n=1400)
- 1 Grades 1-8 5%
- 2 Grades 9-11 17%
- 3 High School Graduate/GED 31%
- 4 Some College/Vocational Training 28%
- 5 College Graduate 10%
- 6 Post Graduate/Professional School 5%
- 9 Refused 3%

46. From what sources do you learn the most about the Cleveland Police? (Check all that apply) (n=1400)
- 1 Local Television 64%
- 2 Local radio 19%
- 3 Cleveland Plain Dealer 21%
- 4 Other newspapers 18%
- 5 Websites 22%
- 6 Word of mouth 38%
- 7 Other source (specify) 1%
- 8 Social media 32%
- 9 Don't know/refused 5%

47. [ASK ONLY IF Q1f = Hispanic/Latino] Do you learn about the Cleveland Police through Spanish-language media? (n=236)
- 1 Yes, Often 21%
- 2 Yes, Sometimes 26%

} 47%

- 3 No 48%
- 9 Don't know/refused (Don't read) 4%

48. How many people live in your household? _____

49. [**Asked of cell phones only**] Do you have a landline telephone? (n=716)
- 1 Yes 24%
- 2 No 73%
- 9 Refused 4%

50. **Asked to landline phones only**] Do you have a cell phone? (n=684)

1 Yes 79%
2 No 18%
9 Refused 3%

51. **[Asked of everyone]** Does your household primarily use cell phones or land line phones? (n=1400)

1 Cell 69%
2 Land Line 24%
9 Refused 7%

52. I am going to read some categories of household income. Please stop me when I reach the category of your total 2015 annual household income, before taxes: (n=1400)

01 Less than $10,000 18%
02 $10,000 to under $20,000 13%
03 $20,000 to under $30,000 16%
04 $30,000 to under $40,000 9%
05 $40,000 to under $50,000 5%
06 $50,000 to under $75,000 6%
07 $75,000 to under $100,000 4%
08 $100,000 to under $150,000 3%
09 $150,000 to under $200,000 1%
10 More than $200,000 1%
99 Refused (DON'T READ) 24%

53. Which of the following do you most identify with? Do you consider yourself to be… (n=1400)

1 Straight 79%
2 Gay 2%
3 Lesbian 1%
4 Bisexual 2%
5 Transgendered N/A
6 None of the above 7%
9 Prefer not to answer (do not read) 9%

54. And are you male or female? (n=1400)

1 Male 47%
2 Female 51%
9 Refused 2%

55. Note Language (English or Spanish) (n=1400)

96% English; 4% Spanish

APPENDIX B:
DEMOGRAPHIC PROFILE OF RESIDENTS SURVEYED COMPARED TO POPULATION ESTIMATES

Table 2: Demographic Profile of Residents Surveyed Compared to U.S. Census Population Estimates

Population Characteristic	U.S. Census Population Estimates for City of Cleveland	Unweighted Sample	Weighted Sample
Landline Only	6.4%	12.7%	6.7%
Dual Use	46.1%	55.4%	45.6%
Cellphone Only	47.5%	31.9%	47.7%
Male	48%	42.9%	47.6%
Female	52%	57.1%	52.4%
White/Caucasian	33.4%	30.7%	33.4%
Black/African American	53.3%	46.7%	53.1%
Hispanic/Latino	10.0%	17.3%	10.0%
Other Race	3.30%	5.3%	3.5%
18 – 34 years of age	34.3%	20.2%	33.1%
35 -54 years of age	33.6%	35.4%	34.6%
55- 64 years of age	16.1%	19.1%	15.9%
65+ years of age	16.0%	25.4%	16.4%
Less than $10,000	20.0%	15.6%	18.2%
$10,000 to $49,999	54.0%	67.6%	67.1%
$49,999 to $99,999	18.9%	10.9%	10.0%
$100,000 +	6.9%	5.9%	4.8%
Less than High School	22.6%	14.9%	22.0%
High School Graduate/GED	33.0%	33.9%	33.8%
Some College	29.1%	26.6%	28.4%
College Graduate +	15.2%	24.6%	15.8%

Sources:
http://www.census.gov/quickfacts/table/PST045214/3916000
http://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless_state_201602.pdf

*Missing Values in unweighted samples imputed to item median in order to preserve cases

APPENDIX C:
MARGIN OF ERROR FOR TARGET POPULATIONS

Table 3: Margin of Error for Target Populations

	Sample Size	Margin of Error
White, Non-Hispanic	418	+/-5%
Latinos/Hispanics	236	+/-6%
Black, Non-Hispanic	635	+/-4%
*Margins of Error are based on a 95% confidence level. Subsamples may have larger margins of error. The margin of error for groups was not adjusted for design effects.		