

July 16, 2018

To: Christine Cole / Matthew Barge

Fr: Brian Stryker / Pia Nargundkar

Re: Key Findings and Recommendations from 2018 Survey

This research was commissioned by the federal monitoring team to assess community perceptions of the Cleveland Division of Police (CDP), gauge the prevalence of community interactions with the police, and understand the nature of those interactions. The research was also intended to measure how Clevelanders perceive the police treat people in various racial, socioeconomic, and demographic groups. This is the second survey of its kind commissioned by the monitoring team, and it follows a similar survey conducted in May 2016 that asked many of the same questions to a similar audience.

Anzalone Liszt Grove Research conducted n=1001 live cellphone/landline telephone and text-to-web interviews with adults 18 and older in Cleveland. Respondents were selected at random, with interviews apportioned geographically, by zip code, based on Census information. Care was taken to get a representative number of interviews via cellphone to insure a survey that was representative of the city's population by race, age, and income. The survey was then weighted to accurately reflect the distribution of the population by various demographic characteristics. This means that the survey's respondents are 52% African American, 32% white, 10% Hispanic and 6% of other or unspecified races. The expected margin of sampling error is + 3.1% at the 95% confidence level for all adults and higher for subgroups.

Some of the key findings of the survey include:

Key Findings

African Americans have a significantly lower view of Cleveland police than white and Latino adults do. Overall, a majority of Clevelanders rate the Division of Police positively, with 62% saying they do an excellent or good job, and 36% saying they do a not so good or poor job. However, while 79% of white Clevelanders rate the police positively, and 69% of Latinos do, just 49% of African American adults rate the Division of Police positively. This is in-line with findings from 2016.

Most residents believe the police do not treat people of all races and groups equally. Only 44% of people say CDP does a positive job of treating people of all races equally. Specifically, few people think the Division treats African Americans (25%) or Latinos (33%) the same as other members of the community. This belief extends to other groups as well, as only about a third believe the police treat those with mental illness or special needs (38%), young people (35%) or homeless people (30%) the same as everybody else. In the 2016 poll, 37% of residents thought African Americans were treated the same as others and 44% thought that Latinos were, so views on equality have worsened since then.

Forty-five percent (45%) of Clevelanders give CDP a negative rating in using the appropriate level of force when stopping, questioning or arresting someone. Additionally, 26% of the respondents say they either were the victims of CDP excessive force in the last year or know someone who was. Among African Americans, 48% give the Division of Police a negative rating, and 32% know someone or were themselves the victims of excessive force.

African-Americans’ experiences back up the public’s perception that CDP treats them worse than others. African Americans, or their family or friends, are more likely to report being stopped by the Cleveland Police in a car (46%), or being arrested (32%), than white (31% car / 16% arrested) or Latino adults (36% car / 22% arrested). Similarly, African Americans who have been stopped are less likely than other races to say they were treated with respect or not detained longer than necessary. They are also more likely to report being the victims of excessive force (32%) and being treated differently because of their race (51%).

Social media and word of mouth help spread negative perceptions of police. After local TV news, social media and word of mouth are the top ways Clevelanders get news on the Division of Police, with social media bypassing word of mouth from 2016. The social-media number is even higher among people who have had a negative interaction with the police in the last year (48%).

Overall Attitudes towards Cleveland Police

Overall, adults see the Cleveland Division of Police positively (62% positive / 36% negative). Few people (14%) think CDP is doing an “excellent” job, while 48% say they are doing a “good” job.

Demographic factors include:

- **Race.** Race is the biggest factor that separates views of the police, with 79% of white adults rating them positively, including almost a quarter (23%) who think they are doing an excellent job. Meanwhile, 69% of Latinos and less than half of African Americans (49%) think CDP is doing a positive job.

When looking at intense feelings towards the police, we also see stark gender differences that are also influenced by race. White women are more than five times as likely to rate the police as doing an excellent job (26%) than a poor one (5%). African American men on the other hand are more than three times less likely to say the police are doing an excellent job (5%) than a poor job (18%).

- **Gender.** Both men (59% positive) and women (63%) have positive impressions of the police, with impressions among women higher in particular because white women (84% positive) rate the police better than white men (73%).
- **Age.** Residents under 35 rate police the lowest of all the age groups (18-34: 53% positive, 35-49: 62% positive, 50-64 69% positive, 65+ 75% positive). This age pattern is less stark among whites, where whites 18-34 rate police similarly positive (74%) as

whites over 35 (81%). The gap is bigger among African Americans (18-34: 37%, 35+ 57%). Those poor numbers with young black Clevelanders are worse among men (31% men 18-34) but also low among women (41% women 18-34)

- **Region.** Regionally, the CDP is rated much more positively in the western part of the city, in the zip codes that roughly correspond to Police Districts 1 (73% positive) and 2 (64%). In the zip codes that roughly constitute Police Districts 3 (59%), 4 (52%), and 5 (59%), where the population is a majority African American, views of the police are lower (52-59% positive).

While overall CDP's ratings match the Cuyahoga County Sheriff's Department, which we also tested (63% positive / 26% negative), CDP is slightly more racially polarized than the Sheriff's Department.

%Positive job rating	Cleveland Police	Cuyahoga Sheriff
Overall	62%	63%
White	79%	76%
Black	49%	54%
Latino	69%	73%

Note, the racial differences are not seen in views of the Cleveland Division of Fire, which receives uniformly high ratings among Latinos (92% positive), whites (91% positive), and African Americans (87% positive).

Public Safety

Most Clevelanders say they feel safe in their neighborhood (81%) and in Cleveland overall (75%), though fewer say they feel very safe in their neighborhood (36%) or their city (23%)

- African Americans are less likely to report being safe, with 67% saying they feel safe in the city and 75% in their neighborhood.
- Whites are the most likely to report feeling very safe in their own neighborhood (55% very safe) or in the city (35%) than people of color (27% very safe in neighborhood / 17% city).

A majority of adults overall (62%) and across racial lines say the police are doing a positive job at "serving people in [their] neighborhood," including 76% of whites, 71% of Latinos and 51% of African Americans.

Views on the police "controlling crime in your neighborhood" are similarly good (60% positive job), although residents across racial lines have less rosy views on the job police are doing controlling crime in Cleveland as a whole (50%). Views are especially low among African Americans, only 38% of whom say the police are doing a good job at controlling crime in Cleveland.

%Positive job rating	Controlling crime in your neighborhood	Controlling crime in Cleveland
Overall	60%	50%
White	77%	68%
Black	48%	38%
Latino	69%	62%

If in trouble, most Clevelanders (78%) say they would be likely to ask the police for help, including 44% who say they would be very likely. A 59% majority of whites report being very likely to ask the police for help, higher than the 35% of African Americans and 31% of Latinos who say the same. African Americans report calling the police in the last year at the same rate (17%) as whites (17%) and Latinos (15%). Note, this number does not reflect what percentage of crime victims of each race are calling the police, only the rate at which the groups as a whole call. That is to say, we do not know if the rates are equal because different racial groups experience crime and report it to the police at equal rates, or because, as data outside this poll suggests, African Americans are more likely to experience crime but less likely to report it, thus evening out the percentages. The 21% of Clevelanders who say they are not likely to contact the police are much more African American (65%) than they are white (18%) or Latino (13%).

Discrimination Ratings

A majority of Clevelanders (52%) give CDP a negative job rating¹ on “treating all racial and ethnic groups equally,” with over a fifth (22%) saying they do a “poor” job at that. This number is driven by African Americans’ perceptions. Most white adults (61%) and a majority of Latino adults (56%) give the Division of Police a positive job rating of treating all racial and ethnic groups equally, while 65% of African Americans give them a negative job rating on this. In other words, white adults are twice as likely as African Americans (61% vs. 31%) to think the police do a good job at treating everyone equally.

African Americans are also more likely to have intense feelings on the issue of the police treating everyone equally, with almost a third (30%) saying they think CDP does a poor job of treating all racial and ethnic groups equally. That number jumps to 43% among African American millennials.

When whites and Latinos are focused in on specific groups, they tend to agree with African Americans that CDP does not treat people equally. A plurality of Clevelanders overall think the following groups aren’t treated as well as other Clevelanders:

¹ For this question, respondents were given the scale of “excellent, good, not-so-good, and poor.” We have combined “excellent” and “good” to equal a positive job rating, and “not-so-good” and “poor” to equal a negative job rating.

Perceptions of Treatment of Different Groups by Race of Respondent					
% Group is not Treated as Well	African Americans	Latinos	Young people	Homeless people	People with mental illness/special needs
Residents Overall	68%	55%	54%	53%	48%
White Residents	56%	44%	40%	45%	41%
Black Residents	79%	62%	66%	59%	54%
Latino Residents	52%	59%	44%	54%	45%

Interactions with the Police

Four in ten Clevelanders (40%) have had an interaction with the police in the last year, between being stopped in one's car, being in an accident or receiving a traffic violation, being questioned at home, being arrested, or calling 911.

Most people report having positive interactions with police—64% of Clevelanders approve of way CDP handled their most significant interaction with police in the last few years. There is a racial disparity between whites (78% approve / 20% disapprove) and African Americans (63% approve / 34% disapprove). Approval is also lower among men (61%) and people under 35 (57%), but among every group large enough to analyze in the poll, most people approve of their interactions with police.

As with other measures, race is a significant factor in the frequency of police interaction. African Americans are more likely to be stopped in their car (28%) than whites (19%) or Latinos (18%). The racial differences are also stark when it comes to the most serious interactions (being questioned at home when you did not call the police or being arrested). African Americans and their family, friends and neighbors are almost twice as likely to have interacted with police in a serious way (42%) than whites (22%) and far more than Latinos (27%). Almost half of African American men (48%) report themselves or their friends experiencing one of these two serious interactions (being questioned at home or being arrested) within the last year, compared to just 18% of white men.

African Americans and Latinos are both twice as likely as white adults to report their interaction with the Division of Police as being negative² in some manner (29% of African Americans / 29% of Latinos / 15% of whites).

On every measure we asked about, African Americans were less likely than whites to report a positive interaction with the police. The biggest discrepancies were on agreeing that the officer

² A negative experience is defined as respondents disagreeing with any of the following: the officer answered all of their questions, officer listened to what they had to say, officer kept them informed about what would happen next, officer was polite, officer treated them with respect, officer explained the reason for the stop, officer did not detain them longer than necessary or officer did not use more force than necessary.

answered all of their questions (71% white / 54% black), the officer listened to what they had to say (71% white / 55% black), and the officer was polite (76% white / 60% black). However, there were also wide gaps on the more serious perceptions of being detained for an appropriate amount of time (71% white / 57% black) and the officer using an appropriate level of force (67% white / 60% black).

On other issues in this survey, Latino views towards police skewed closer to the more positive views of white Clevelanders than the more negative views of African Americans. The exception appears to be on their satisfaction with their specific interaction with police in the last year. When asked if they approved or disapproved of how CDP handled their own situation, only 45% of Latinos said they approved, compared to 63% of African Americans and 78% of whites.

Effects of Racial Disparities in Treatment

When people believe CDP has treated them poorly, people’s friends, family, and neighbors have heard about it. A clear illustration of this: 20% of Clevelanders report being treated differently because of their race, while 35% report personally knowing someone else who was treated differently because of their race. Ten percent of residents report being victims of excessive force, while 22% of residents say they know someone who was a victim of excessive force.

	All Adults	African-Americans	Latinos	Whites
Experienced racially different treatment (self)	20%	26%	14%	10%
Experienced racially different treatment (someone you know)	35%	42%	22%	28%
Experienced excessive force (self)	10%	12%	10%	7%
Experienced excessive force (someone you know)	22%	28%	16%	16%

This chart illustrates how deeply one bad incident can affect a community’s opinions of police. Many more people have heard of someone they know experiencing racial discrimination or excessive force from CPD than have been personally involved. We have all seen viral videos of police interactions gone wrong, but even outside of those select instances that galvanize the nation, stories of negative interactions echo around communities via word of mouth and social media. People’s negative views of police can be driven by stories they’ve heard just as much or more than their own interactions with police. Put another way: while 26% of African Americans report being discriminated against and 12% report being victims of excessive force, over half (51%) say they or someone they know has been a victim of police discrimination and almost a third (32%) say they or someone they know has been a victim of excessive force.

This also shows up in the way people get their information about CDP. The department gets lower overall approval ratings among people who mostly hear about it by social media (51%) or

word of mouth (55%) than TV (63%), radio (63%), the Plain Dealer (68%), or other newspapers (64%) online or in print.

Finally, when we asked Clevelanders how CDP handled their most significant interaction with their family, friends, and neighbor, they are more negative (56% approve / 37% disapprove) than they are their own interaction (64% approve / 32% disapprove). This disparity is entirely driven by African Americans: 78% of whites approve of their own interaction and 74% of their friend/family/neighbor's. However, among African Americans 63% approve of their own interaction while 49% approve of their family/friend/neighbors. That number indicates the positive interactions aren't being reported or shared within the community, while the negative ones are being told and retold by people who disapprove of the way the police treated them. That repetition via social media and word of mouth is taking a toll on overall perceptions of CPD and of how they treat different groups of people.

Appendix A: Toplines

CLEVELAND POLICE SURVEY – 2018

(2018 data listed first, 2016 data, if available, listed second)

June 1-13, 2018

N=1001 adults

Q9. Now, I'm going to ask you about a few public agencies. For each one, please tell me if you think they are doing an excellent, good, not so good, or poor job overall.

		2018	2016
Q9A. The Cleveland Division of Police	Excellent	14%	18%
	Good	48%	37%
	Total Positive	62%	55%
	Not so Good (Fair in 2016)	24%	22%
	Poor	12%	20%
	Total Negative	36%	42%
	[VOL] Don't Know	2%	3%
Q9B. The Cleveland Division of Fire	Excellent	30%	37%
	Good	59%	44%
	Total Positive	89%	81%
	Not so Good (Fair in 2016)	4%	10%
	Poor	2%	1%
	Total Negative	6%	11%
	[VOL] Don't Know	5%	7%
Q9C. Cuyahoga County Sheriff's Department	Excellent	15%	
	Good	48%	
	Total Positive	63%	
	Not so Good	19%	
	Poor	7%	
	Total Negative	26%	
	[VOL] Don't Know	11%	
Q10. In general, how safe do you feel in the City of Cleveland? Do you feel very safe, somewhat safe, not too safe, or not safe at all?	Very safe	23%	20%
	Somewhat safe	52%	50%
	Total safe	75%	70%
	Not too safe	16%	19%
	Not at all safe	9%	10%
	Total not safe	25%	29%
	[VOL] Don't know/refused	1%	1%

		2018	2016
Q11. In general, how safe do you feel in your neighborhood? Do you feel very safe, somewhat safe, not too safe, or not safe at all?	Very safe	36%	38%
	Somewhat safe	45%	40%
	Total safe	81%	78%
	Not too safe	13%	13%
	Not at all safe	6%	8%
	Total not safe	19%	22%
	[VOL] Don't know/refused	0%	0%
Q12. If you were in trouble, how likely would you be to ask a Cleveland Police officer for help? Would you be very likely, somewhat likely, not too likely, or not likely at all?	Very likely	44%	
	Somewhat likely	34%	
	Total likely	78%	
	Not too likely	13%	
	Not all likely	8%	
	Total not likely	21%	
	[VOL] Don't know/refused	1%	
Q13. For each of the following items, please tell me how good of a job you think the Cleveland Division of Police is doing at that item. Are they doing an excellent job, a good job, a not so good job, or a poor job?			
Q13A. Treating all racial and ethnic groups equally ³	Excellent	11%	20%
	Good	32%	37%
	Total Positive	44%	57%
	Not so Good	30%	18%
	Poor	22%	17%
	Total Negative	52%	34%
	[VOL] Don't Know	5%	9%
Q13B. Serving people in your neighborhood	Excellent	16%	22%
	Good	46%	33%
	Total Positive	62%	55%
	Not so Good (Fair in 2016)	24%	26%
	Poor	11%	16%
	Total Negative	35%	42%
	[VOL] Don't Know	3%	3%

³ In 2016, used "Always/sometimes/rarely/never/don't know/refused."

		2018	2016
Q13C. Controlling crime in your neighborhood	Excellent	15%	18%
	Good	45%	33%
	Total Positive	60%	51%
	Not so Good	26%	29%
	Poor	10%	17%
	Total Negative	37%	46%
	[VOL] Don't Know	3%	3%
Q13D. Controlling crime in Cleveland	Excellent	10%	
	Good	40%	
	Total Positive	50%	
	Not so Good (Fair in 2016)	31%	
	Poor	15%	
	Total Negative	47%	
	[VOL] Don't Know	3%	
Q13E. Using the appropriate level of force when stopping, questioning, or arresting someone ⁴	Excellent	10%	28%
	Good	38%	41%
	Total Positive	48%	69%
	Not so Good	29%	13%
	Poor	16%	9%
	Total Negative	45%	22%
	[VOL] Don't Know	6%	9%
Q13F. Officer training	Excellent	10%	
	Good	38%	
	Total Positive	48%	
	Not so Good	25%	
	Poor	13%	
	Total Negative	38%	
	[VOL] Don't Know	14%	

⁴ In 2016, the question used the scale “almost all the time/most of the time/some of the time/almost never/don’t know/refused.”

		2018	2016
Q14. Next, 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.			
Q14A. African-Americans	Treats the Same	25%	37%
	Not as well	68%	53%
	[VOL] Don't Know	7%	10%
Q14B. Hispanics or Latinos	Treats the Same	33%	44%
	Not as well	55%	35%
	[VOL] Don't Know	12%	22%
Q14C. Young people	Treats the Same	35%	34%
	Not as well	54%	53%
	[VOL] Don't Know	11%	13%
Q14D. Homeless people	Treats the Same	30%	32%
	Not as well	53%	47%
	[VOL] Don't Know	17%	21%
Q14E. People with mental illness or special needs	Treats the Same	38%	49%
	Not as well	48%	33%
	[VOL] Don't Know	14%	18%

Q15. Now, I am going to read you a list of ways in which some people have interacted with the Cleveland Division of Police. Please tell me if, in the last year, you have interacted with the Cleveland Division of Police in this way, or if you know a close family member, friend, or neighbor who has. **[MULTIPLE RESPONSES ACCEPTED FOR 'YES']**

Q15A. Been stopped by the Cleveland Police while you were in a car	Yes, self	24%
	Yes, family/ friend/ neighbor	21%
	Total Yes	39%
	No	60%
	[VOL] Don't Know	1%
Q15B. Been involved in a traffic accident that was reported to police, or received a moving violation like a speeding ticket	Yes, self	19%
	Yes, family/ friend/ neighbor	19%
	Total Yes	34%
	No	64%
	[VOL] Don't Know	2%

		2018	2016
Q15C. Been questioned by the Cleveland Police at home, when you did not request them to come to your home	Yes, self	11%	
	Yes, family/ friend/ neighbor	14%	
	Total Yes	23%	
	No	75%	
	[VOL] Don't Know	2%	
Q15D. Been arrested	Yes, self	9%	
	Yes, family/ friend/ neighbor	18%	
	Total Yes	25%	
	No	74%	
	[VOL] Don't Know	1%	
Q15E. Called 911 or the Cleveland Police to report a crime	Yes, self	17%	
	Yes, family/ friend/ neighbor	16%	
	Total Yes	30%	
	No	69%	
	[VOL] Don't Know	1%	

		2018	2016
<p>Q16. Still thinking about your most significant interaction with the Cleveland Police in the last 12 months, please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements as it relates to that specific experience. Or you can tell me it doesn't apply. [ASKED IF 'YES, SELF' IN ANY Q15A-Q15E; N=402]</p>			
Q16A. The officers answered all my questions	Strongly Agree	35%	36%
	Somewhat Agree	23%	30%
	Total Agree	58%	66%
	Somewhat Disagree	17%	12%
	Strongly Disagree	14%	10%
	Total Disagree	31%	22%
	Don't Know/ Doesn't Apply	11%	10%
Q16B. The officers listened to what I had to say	Strongly Agree	35%	38%
	Somewhat Agree	23%	34%
	Total Agree	59%	72%
	Somewhat Disagree	15%	13%
	Strongly Disagree	18%	11%
	Total Disagree	33%	24%
	Don't Know/ Doesn't Apply	9%	4%
Q16C. The officers kept me informed about what would happen next	Strongly Agree	33%	32%
	Somewhat Agree	25%	30%
	Total Agree	59%	62%
	Somewhat Disagree	15%	18%
	Strongly Disagree	15%	10%
	Total Disagree	31%	28%
	Don't Know/ Doesn't Apply	10%	12%
Q16D. The officers were polite in how they spoke to me	Strongly Agree	36%	40%
	Somewhat Agree	28%	35%
	Total Agree	64%	75%
	Somewhat Disagree	16%	9%
	Strongly Disagree	14%	11%
	Total Disagree	30%	20%
	Don't Know/ Doesn't Apply	6%	5%
Q16E. The officers treated me with respect	Strongly Agree	40%	42%
	Somewhat Agree	31%	32%
	Total Agree	71%	74%
	Somewhat Disagree	12%	12%
	Strongly Disagree	12%	10%
	Total Disagree	24%	22%
	Don't Know/ Doesn't Apply	5%	5%

		2018	2016
Q16F. The officers explained their reason for stopping, questioning, or interacting with me	Strongly Agree	42%	28%
	Somewhat Agree	25%	33%
	Total Agree	68%	62%
	Somewhat Disagree	15%	8%
	Strongly Disagree	8%	6%
	Total Disagree	23%	14%
Q16G. The officers did not detain me for longer than was necessary	Don't Know/ Doesn't Apply	9%	24%
	Strongly Agree	40%	29%
	Somewhat Agree	21%	27%
	Total Agree	61%	57%
	Somewhat Disagree	15%	7%
	Strongly Disagree	9%	4%
Q16H. The officers did not use more force than was necessary	Total Disagree	24%	11%
	Don't Know/ Doesn't Apply	15%	31%
	Strongly Agree	39%	28%
	Somewhat Agree	23%	30%
	Total Agree	62%	58%
	Somewhat Disagree	11%	8%
Q17. Overall, do you approve or disapprove of how the Cleveland Police handled your situation? [ASKED IF 'YES, SELF' IN ANY Q15A-Q15E; N=402]	Strongly Disagree	7%	3%
	Total Disagree	18%	11%
	Don't Know/ Doesn't Apply	20%	31%
	Strongly approve	30%	46%
	Somewhat approve	34%	23%
	Total approve	64%	69%
Q17. Overall, do you approve or disapprove of how the Cleveland Police handled your situation? [ASKED IF 'YES, SELF' IN ANY Q15A-Q15E; N=402]	Somewhat disapprove	16%	14%
	Strongly disapprove	16%	15%
	Total disapprove	32%	29%
	[VOL] Don't Know	4%	3%

		2018	2016
Q18. Overall, do you approve or disapprove of how the Cleveland Police handled this situation with your family, friend, or neighbor? [ASKED IF 'YES, FAMILY/ FRIEND/ NEIGHBOR' IN ANY Q15A-Q15E; N=409]	Strongly approve	19%	
	Somewhat approve	37%	
	Total approve	56%	
	Somewhat disapprove	18%	
	Strongly disapprove	19%	
	Total disapprove	37%	
	[VOL] Don't Know	7%	
Q19. And to the best of your knowledge, have you or anyone you personally know believe they have been treated differently by the Cleveland Police because of their race or ethnicity in the past year?	Yes, self	7%	
	Yes, someone you know	22%	
	Yes, both	13%	
	Total Yes	42%	
	No	56%	
	[VOL] Don't Know	3%	
Q20. And to the best of your knowledge, have you or anyone you personally know been the victim of excessive force from the Cleveland Police in the past year?	Yes, self	4%	
	Yes, someone you know	16%	
	Yes, both	6%	
	Total Yes	26%	
	No	71%	
	[VOL] Don't Know	2%	

		2018	2016
QUESTIONS FOR CLASSIFICATION PURPOSES			
Q21. Sex	Male	48%	47%
	Female	52%	51%
Q22. Age	18-34	33%	
	35-49	33%	
	50-64	15%	
	65+	15%	
	[VOL] Refused	4%	
Q6/7. Race Self-ID	White	32%	32%
	African American	52%	52%
	Hispanic or Latino	10%	10%
	Asian-American	1%	1%
	Native American	1%	NA
	Other	2%	2%
	[VOL] Don't Know Refused	2%	3%
Q23. From which of the following places do you hear the most information about Cleveland Police? [MULTIPLE RESPONSES ACCEPTED]	Local TV news	75%	64%
	Radio	26%	19%
	The Cleveland Plain Dealer, online or in print	16%	21%
	Other newspapers, online or in print	14%	18%
	Other websites	10%	22%
	Word of mouth	35%	38%
	Social media	39%	32%
	[VOL] Don't know/Refused	1%	5%
	Q24. What is the highest level of schooling you've completed?	Grades 1-8	0%
Grades 9-11		5%	17%
High school graduate / GED		46%	31%
Some college / Vocational Training		27%	28%
College graduate		16%	10%
Post graduate / Professional School		5%	5%
[VOL] Refused		1%	3%

		2018	2016
Q25. Which of the following categories best describes your total household income in 2017 - just stop me when I get to the right one?	Under \$10,000	7%	18%
	\$10,001-\$20,000	11%	13%
	\$20,001-\$30,000	12%	16%
	\$30,001-\$40,000	14%	9%
	\$40,001-\$50,000	14%	5%
	\$50,001-\$75,000	11%	6%
	\$75,001-\$100,000	6%	4%
	Over \$100,000	3%	5%
	[VOL] Don't Know/Refused	22%	24%
Q26. Where would you say most of your ancestors lived? [ASKED IF 'HISPANIC OR LATINO' IN Q6/7; N=100]	Puerto Rico	45%	
	Ecuador	1%	
	Mexico	26%	
	Dominican Republic	8%	
	Guatemala	2%	
	El Salvador	2%	
	Other	3%	
		[VOL] Don't Know / Refused	13%
Q29. Regions	1 - 44102, 44107, 44111, 44130, 44135	25%	
	2 - 44109, 44113, 44134, 44144	16%	
	3 - 44101, 44103, 44106, 44114, 44115, 44127	17%	
	4 - 44104, 44105, 44120, 44122, 44125, 44128	25%	
	5 - 44108, 44110, 44112, 44117, 44119, 44121	15%	
	Other	2%	

OTHER 2016 QUESTIONS (with no trendline)

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)

The City of Cleveland's Department of Public Works (Top 2=69%) 22% Excellent; 47% Good; 20% Fair; 7% Poor; 3% Don't Know

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]

3. Cleveland Police officers follow the law.
- | | | | | |
|---|---------------------------------|-----|---|-----|
| 1 | Almost all the time | 22% | } | 50% |
| 2 | Most of the time | 28% | | |
| 3 | Some of the time | 33% | } | 45% |
| 4 | Almost never | 12% | | |
| 9 | Don't know/Refused (Don't read) | 5% | | |
4. Cleveland Police officers treat people with dignity and respect. (n=1400)
- | | | | | |
|---|---------------------------------|-----|---|-----|
| 1 | Almost all the time | 22% | } | 48% |
| 2 | Most of the time | 26% | | |
| 3 | Some of the time | 36% | } | 49% |
| 4 | Almost never | 13% | | |
| 9 | Don't know/Refused (Don't read) | 3% | | |
7. Cleveland Police hold officers accountable when misconduct occurs. (n=1400)
- | | | | | |
|---|---------------------------------|-----|---|-----|
| 1 | Almost all of the time | 19% | } | 38% |
| 2 | Most of the time | 19% | | |
| 3 | Some of the time | 29% | } | 55% |
| 4 | Almost never | 26% | | |
| 9 | Don't know/Refused (Don't read) | 7% | | |
8. How safe do you feel walking the streets of your neighborhood during the daytime? (n=1400)
- | | | | | |
|---|------------------------------------------------------------|-----|---|-----|
| 1 | Very Safe | 47% | } | 83% |
| 2 | Somewhat Safe | 36% | | |
| 3 | Not too Safe | 8% | } | 12% |
| 4 | Not at all Safe | 4% | | |
| 5 | I don't walk in my neighborhood (Don't read) [SKIP to Q11] | 5% | | |
| 9 | Don't know/refused (Don't Read) | <1% | | |
9. How safe do you feel walking the streets of your neighborhood at night? (n=1400)
- | | | | | |
|---|-----------|-----|---|-----|
| 1 | Very Safe | 18% | } | 44% |
| | | | | |
| | | | | 47% |

- 2 Somewhat safe 26%
- 3 Not too Safe 20%
- 4 Not at All Safe 27%
- 5 I don't walk in my neighborhood at night (Don't read) 9%
- 9 Don't know/refused (Don't Read) <1%

10. 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%
 - 3 A Little Worried 23%
 - 4 Not at All Worried 19%
 - 9 Don't know/refused (Don't Read) 1%
- } 57%
- } 42%

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%
 - 3 Somewhat Negative 19%
 - 4 Very Negative 8%
 - 9 Don't Know/Refused (Don't read) 6%
- } 67%
- } 27%

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%
 - 3 Not too Knowledgeable 21%
 - 4 Not at All Knowledgeable 19%
 - 9 Don't Know/Refused (Don't Read) 9%
- } 51%
- } 40%

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% | } | 49% |
| 2 | Somewhat Easy | 31% | | |
| 3 | Not too Easy | 21% | } | 38% |
| 4 | Not At All Easy | 17% | | |
| 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% | } | 80% |
| 2 | Somewhat Likely | 22% | | |
| 3 | Not too Likely | 11% | } | 18% |
| 4 | Not at All Likely | 8% | | |
| 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% | } | 88% |
| 2 | Somewhat Likely | 18% | | |
| 3 | Not too Likely | 4% | } | 10% |
| 4 | Not at All Likely | 6% | | |
| 9 | Don't Know/Refused (Don't read) | 3% | | |

24. 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?]

- a) Muslims 39% Treats the same; 28% Not as well; 32% Don't know
- b) Asian-Americans 54% Treats the same; 14% Not as well; 32% Don't know

25. 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% | } | 51% |
| 2 | Somewhat Concerned | 24% | | |
| 3 | Not Too Concerned | 23% | } | 48% |
| 4 | Not At All Concerned | 25% | | |
| 9 | Don't Know/Refused (Don't read) | 2% | | |

26. 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% | } | 42% |
| 2 | Somewhat Concerned | 19% | | |
| 3 | Not Too Concerned | 22% | } | 56% |
| 4 | Not At All Concerned | 34% | | |
| 9 | Don't Know/Refused (Don't read) | 2% | | |

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

27. 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%
28. 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%
29. 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%
30. 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% | } | 66% |
| 2 Most officers show respect 28% | | |
| 3 About the same show respect as do not show respect 19% | | |
| 4 Most officers do <u>not</u> show respect 7% | } | 13% |
| 5 Almost none of the officers show respect 6% | | |
| 9 Don't know/Refused [DO NOT READ] 1% | | |
31. I'm going to ask you to recall your most significant 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%
32. 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%
33. 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

34. In the last 12 months, have you considered filing a complaint with the Cleveland Division of Police for any reason? (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
 - 2 Somewhat Satisfied 3 cases
 - 3 Somewhat Dissatisfied 5 cases
 - 4 Very Dissatisfied 10 cases
 - 9 Don't Know/Refused
- } 8 cases
- } 15 cases

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/vengeance 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%

. [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%
 - 3 No 48%
 - 9 Don't know/refused (Don't read) 4%
- } 47%

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%
- 10 53. Which of the following do you most identify with? Do you consider yourself to be... (n=1400)
- 11 1 Straight 79%
- 12 2 Gay 2%
- 13 3 Lesbian 1%
- 14 4 Bisexual 2%
- 15 5 Transgendered N/A
- 16 6 None of the above 7%
- 17 9 Prefer not to answer (do not read) 9%

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

96% English; 4% Spanish