



**Toledo Police Department  
Chief's Advisory Board  
Community Relations Survey—Report to the Community (2017)**

# Community Relations Survey

It is with great pleasure that I have the opportunity to present to the citizens of Toledo, the Chief's Advisory Board's Community Survey – Report to the Community 2017.

In my more than 27 years with TPD, I have never seen a survey of this depth performed. I want to thank the members of the Chief's Advisory Board (CAB) for their guidance and assistance in the formation of this survey. It could not have happened without them.

Special thanks need to go out to Dr. Kasey Tucker-Gail, Dr. David Lilley, and Dr. Megan Stewart, from the University of Toledo for their statistical analysis expertise and for the formation of the final report. Additionally, Ms. Holly Matthews, Executive Director of the Criminal Justice Coordinating Council, took it upon herself to make this report more "citizen friendly" to read, adding pictures and adjusting the graphs into a more basic format. A link to the full report is on the last page of this report.

I have said it dozens of times: if I don't know what the citizens of Toledo feel is important I cannot properly serve them. This report gauges *your* satisfaction of *your* police department and lets me know what *you* believe is important. Accordingly, I will make sure that *your* requests are addressed.

We at the CAB and TPD are committed to increasing the trust of the citizens of this city. TPD cannot police this city alone. We must work together, neighborhood-by-neighborhood addressing what is important to the residents there. Then, and only then, will we see true results: safer, more livable communities. I am confident that we are heading in the right direction.

For those of you who took this survey, thank you! Your feedback is critical in my decisions on how to use the assets at my disposal.

Finally, we will continue to hold Town Hall Meetings, asking and listening to the comments and feedback of Toledo's residents. It truly is a privilege and honor to be Toledo's Police Chief. Thank you again for the opportunity to serve all of you and work with you to make Toledo a better place to live.



*Chief George Kral*



# Chief's Advisory Board (CAB)



**Mission** - To serve as an Advisory Committee representing various community groups, acting as a conduit between the Chief of Police and the community to provide feedback regarding issues that impact the safety and quality of life of citizens, as well as providing a community response to proposed police programs and procedures.

**Vision** - Build a level of trust and positive relationships between the community and the police department through open communication.

## CAB Members

Lenora Barry

Reentry Coalition of Northwest Ohio, Inc.

Dedra Brown

David Davis Youth Center

Juanita Greene

Toledo Community Coalition

John Jones

Promedica

Keith Jordan

JLJ Vision Outreach

Alisa Key

People's MB Church

David Kontur

Lucas County Family & Children's First Council

Anita Madison

Toledo Police Department (retired)

Holly Matthews

Criminal Justice Coordinating Council

Doni Miller

Neighborhood Health Association

Randall Parker III

Canaan Manifested Word Church

Kenneth Rupert

City of Toledo, Board of Community Relations

Darlene Sweeney-Newbern

Ohio Civil Rights Commission

Scott Sylak

Lucas County Mental Health and Recovery  
Services Board

Ronald Taylor

Beulah Baptist Church

Kasey Tucker-Gail

University of Toledo

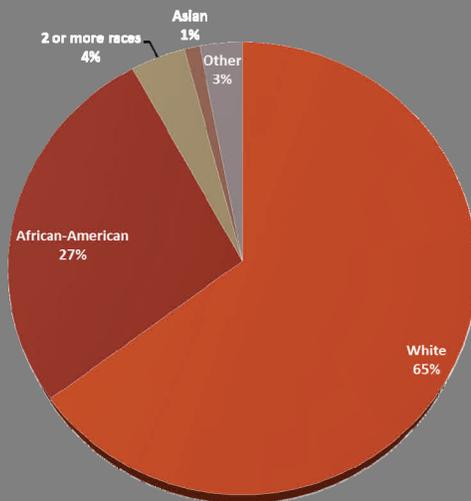
Ray Wood

NAACP

# City of Toledo—At a Glance



Population by Race



City of Toledo Population—278,508

## Ethnicity

- ◆ Non-Hispanic/Latino = 92.6%
- ◆ Hispanic/Latino = 7.4%

## Gender

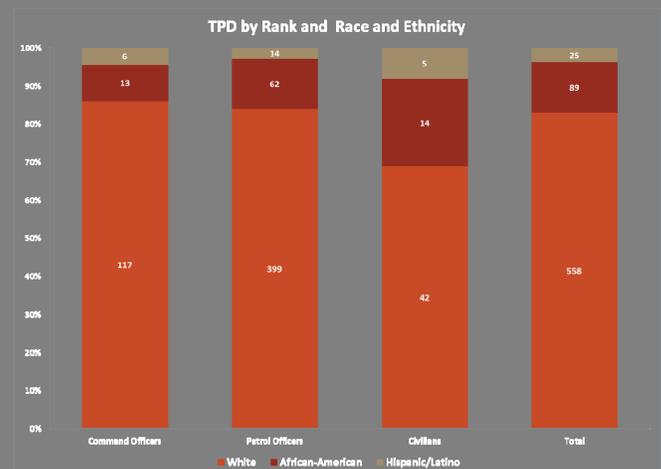
- ◆ Male = 48.4%
- ◆ Female = 51.6%

## Income and Poverty

- ◆ Median income = \$33,687
- ◆ Families living below poverty level = 27.8%

# TPD—At a Glance

- ◆ TPD created a Backgrounds and Recruitment Unit in August 2014. The Unit is a six man unit and is dedicated to increasing diversity in the new police classes.
- ◆ The Unit has attended over 30 formal and informal recruitment events including college career fairs, Ohio Means Jobs fairs, and public events.



# Town Hall Meetings

Chief Kral and CAB members appreciate the community for making the first series of Town Hall Meetings a success. We are looking forward to more robust discussions at future Town Hall Meetings.

- ◆ April 2015 – Scott High School (Attendance—66/Surveys Completed—42)
- ◆ August 2015 – University of Toledo (Attendance—166/Surveys Completed—86)
- ◆ December 2015 – Rogers High School (Youth Meeting) (Attendance—20/Surveys Completed—3)
- ◆ April 2016 – East Toledo Family Center (Attendance—27/Surveys Completed—11)
- ◆ August 2016 - Monroe Street United Methodist Church (Attendance - 55/Surveys Completed - 23)

## Demographics of Attendees (based on survey responses)

White—48.2%	Mixed—3.6%
Black—45.5%	Other—.9%
Hispanic/Latino—0.9%	Unknown—0.9%

## Discussion Topics

- ◆ What can we do to make Toledo a safer place to live?
- ◆ How do we build trust between the community and the police department?

## Survey Results (110 attendees responded to the survey questions)

- ◆ The majority of attendees feel safe in their neighborhood (63.6%).
- ◆ The majority of attendees trust the Toledo Police Department (Strongly Agree—20% and Agree 42.7%).
- ◆ The majority of attendees feel that crime has increased in their neighborhood (58.2%).
- ◆ The majority of attendees found the Town Hall Meetings helpful (56.4%).





## TPD Police Community Relations Survey (2016—2017) Overview

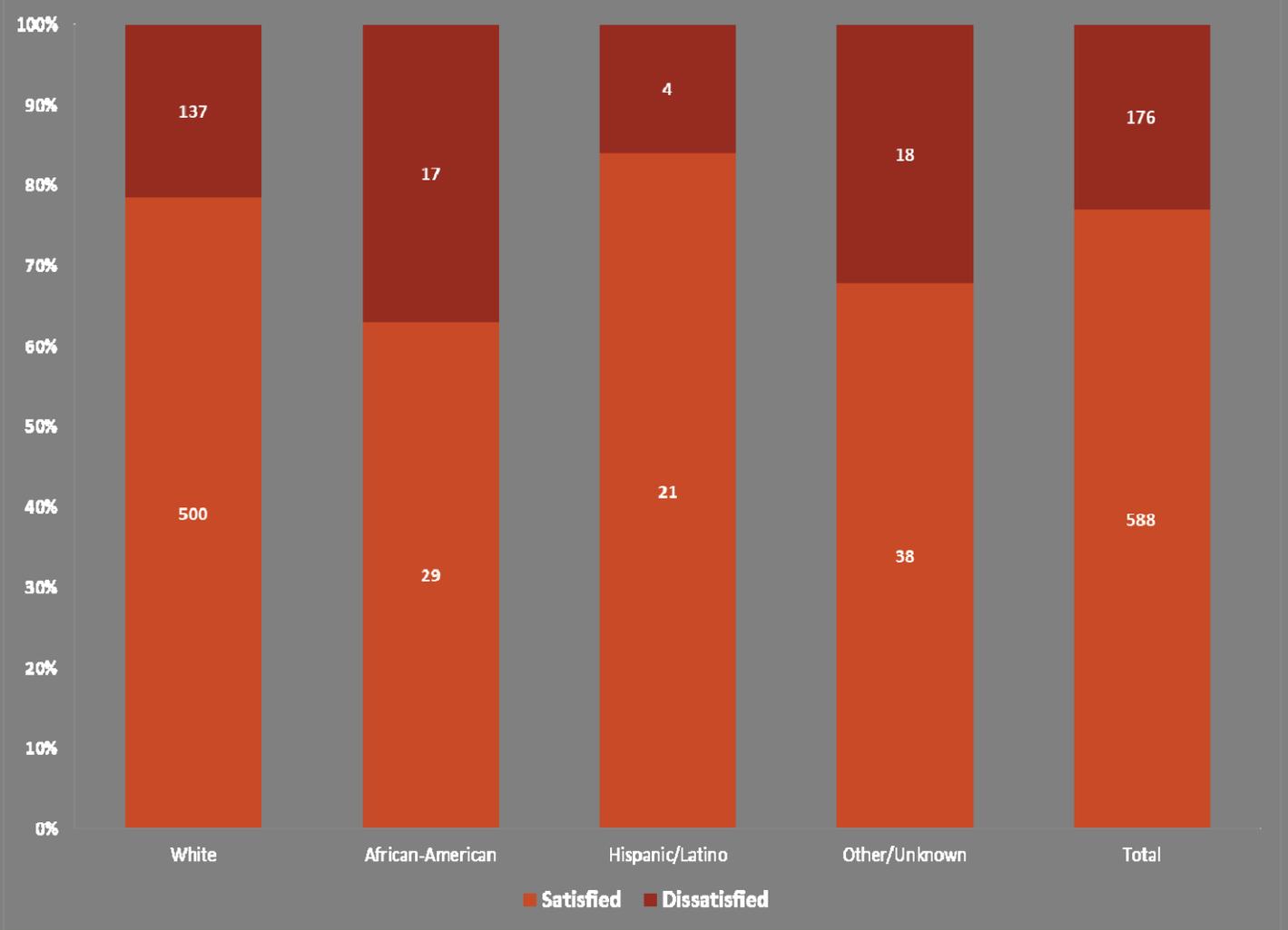
### Survey

- ◆ The goal of the TPD Police Community Relations survey is to:
  - Establish a baseline measure of citizens' attitudes towards police;
  - Supplement survey results from the Chief's Town Hall Meetings;
  - Gather input from the community to enhance TPD initiatives; and
  - Utilize information to increase police community relations.
- ◆ The survey was released in December 2016.
- ◆ Responses were collected through May 2017.
- ◆ 802 validated responses were received.
- ◆ 77% of the respondents (618) indicated a positive attitude towards TPD.
- ◆ The survey analysis was conducted by Dr. David R. Lilley, Dr. Kasey A. Tucker-Gail, and Dr. Megan C. Stewart (University of Toledo, College of Health and Human Services, Department of Criminal Justice).
- ◆ This project was funded by the Office of Criminal Justice Services (OCJS) through the Ohio Community-Police Relations Program (Grant #: 2017-CP-CPI-00063).

# Making Toledo Safer Place

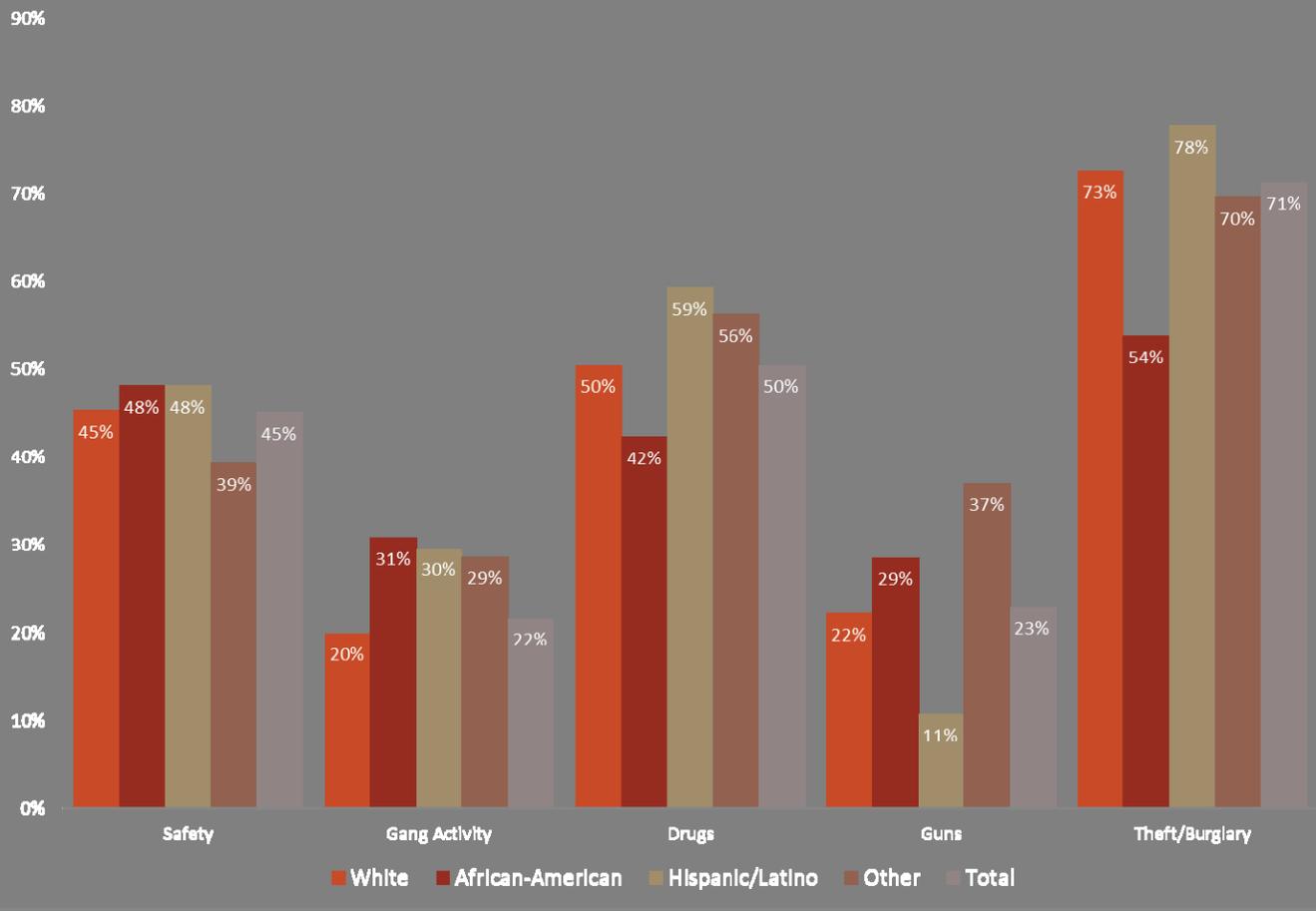
TPD received 802 valid survey responses. Seventy-seven percent of respondents identified a positive attitude towards TPD. Race and ethnicity was selected by respondents. Hispanic/Latino reported the highest level of satisfaction with African-American respondents reporting the lowest satisfaction with TPD.

## Satisfaction with TPD by Race and Ethnicity



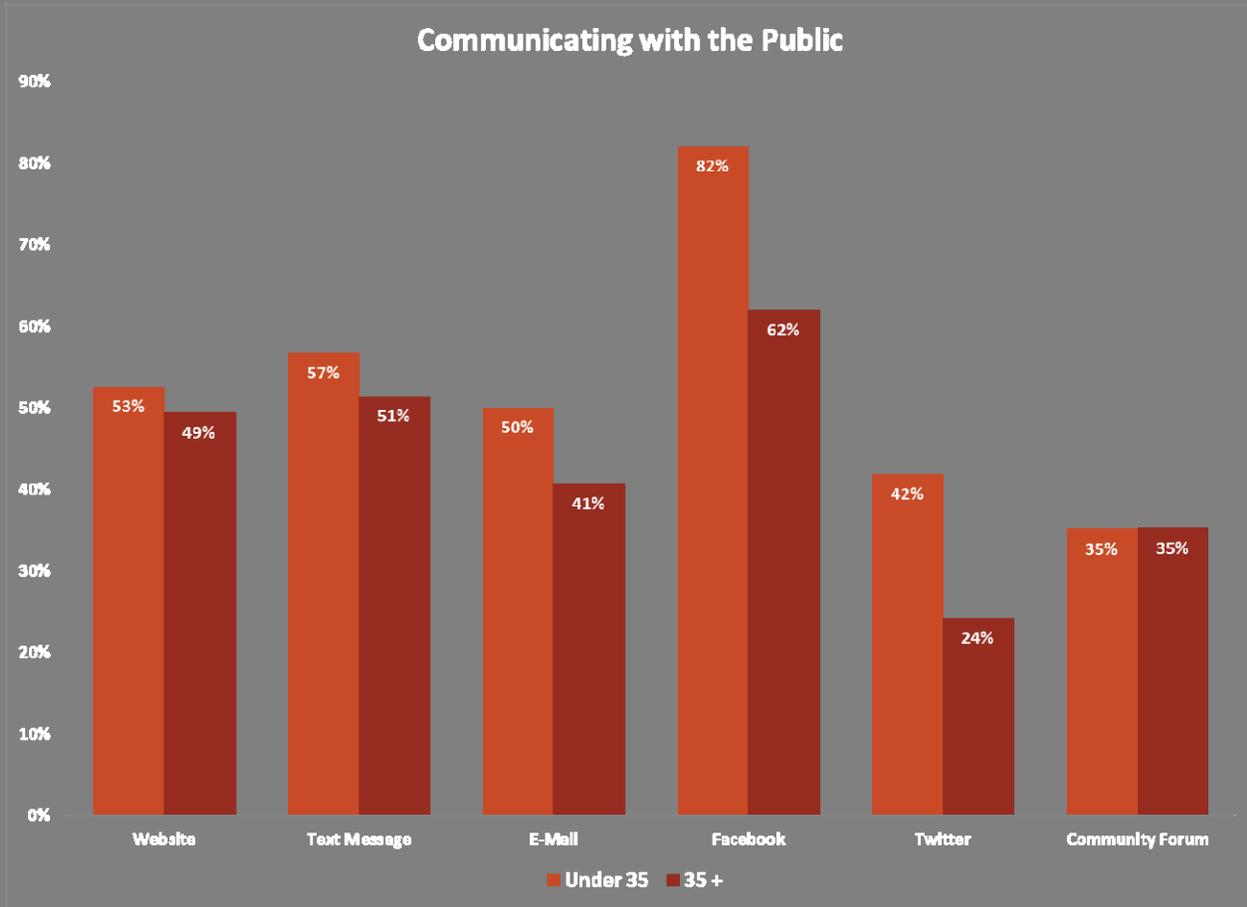


### Neighborhood Concerns by Race and Ethnicity



The survey asked respondents to identify concerns in their neighborhood. Respondents were asked about safety, gang activity, drugs, guns, and theft/burglar (theft /burglary includes theft, robbery, burglary, and larceny) . Most respondents are concerned with theft/burglary, followed by drugs, safety, guns, and gangs.

# Increased Communication

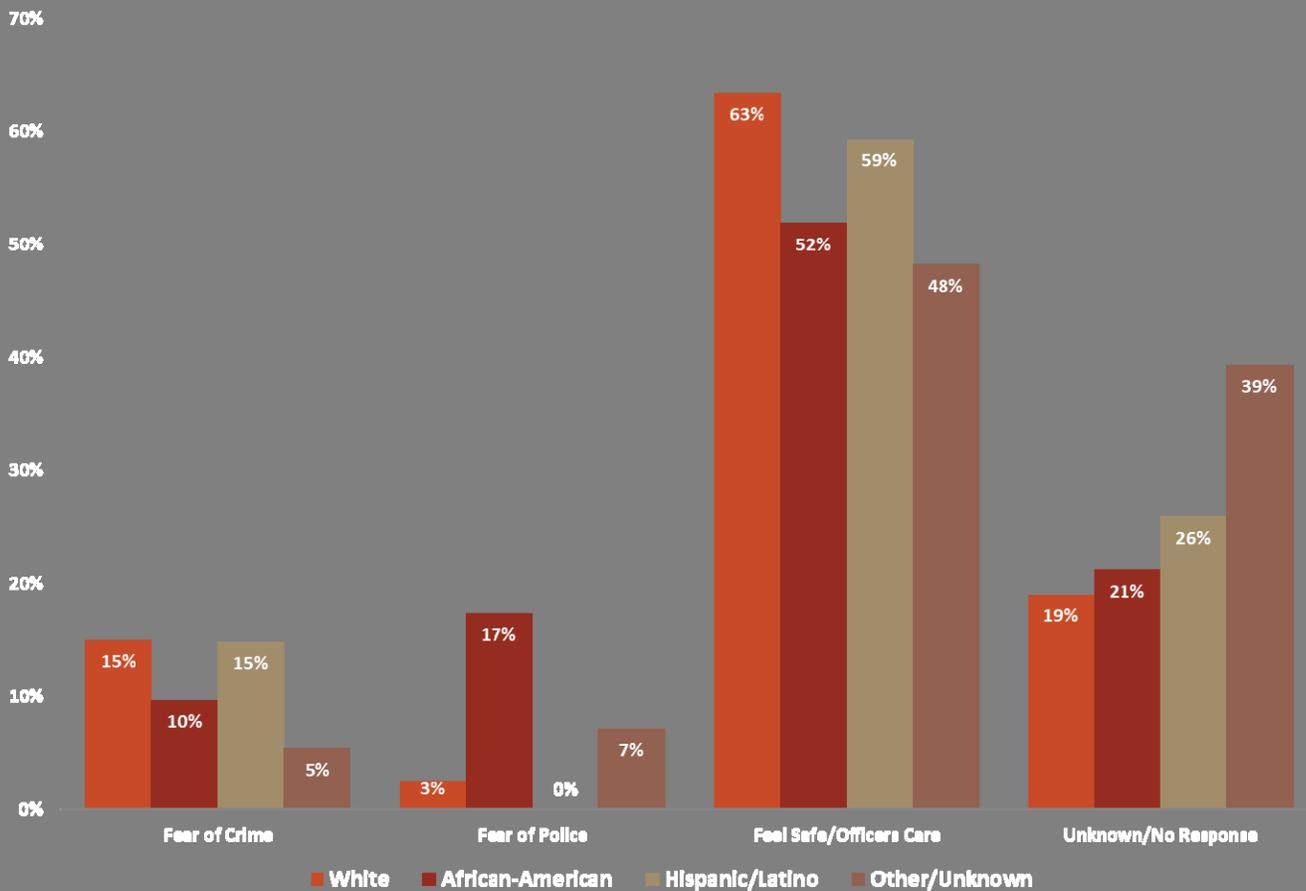


The survey showed that one form of communication is not significantly more popular than another form of communication. Facebook is the most popular form of communication for respondents of all ages. It is notable that respondents indicated that they are also likely to obtain communication through community forums (35%). The survey results clearly demonstrate that TPD should utilize a multi-faceted communication strategy to inform the community.





### Feelings When I See a Toledo Police Officer



Over half of the respondents regardless of race and ethnicity felt safe when they saw a TPD Officer. Less than 15% of respondents indicated that they had a fear of crime when they saw a police officer. Less than 7% of all respondents (any race or ethnicity) were afraid of or feared police when they saw an officer. However, 17% of African-American respondents indicated a fear of police when they see an officer. Sixty-two percent of respondents indicated that they felt safe or that officers cared when they saw a TPD Officer.

# Conclusions

- ◆ Survey respondents are mostly satisfied with their Toledo Police Department.
- ◆ When assessing a relationship between race/ethnicity and satisfaction, TPD has a relatively high satisfaction rate, but it varies slightly by demographic variables.
- ◆ Survey respondents are most concerned with theft, burglary, and robbery offenses indicating they are concerned most about property crimes.
- ◆ Most respondents are least concerned by gang activity.
- ◆ Fear of police is not increased for most respondents when they see a TPD Officer – however it is higher for self-identified African-American respondents.
- ◆ Over 62% of respondents indicated that they feel safe or that officers care when they see a TPD Officer. This is well above the national average of 52% (GALLUP, 2015) .
- ◆ Over 80% of respondents indicated that they feel that TPD is always or mostly fair. An additional 11% were not sure or had no opinion. This is much higher than the national average of 53% (Schneider, 2015). The goal of procedural justice is to implement several dimensions (voice, respect, neutrality, understanding, and helpfulness), to demonstrate its legitimacy to the public it serves. Chief Kral has implemented this approach with his officers and the community which will serve to maintain feeling/perception of citizens (USDOJ, 2013).
- ◆ TPD communicates with the respondents on many different platforms and all are utilized despite age of respondent. The more multifaceted the approach, the stronger the communication with the community. TPD is commended for its efforts to reach and share information with the community and engage in transparency.
- ◆ TPD has successfully completed a community-based survey to gauge community relations. Through this research, TPD now has a baseline from which to measure its efforts to improve community relations. Responses collected from the online survey tool will continue to inform the department on its community relations strategy. In an era of budget cuts and requests to do more with less, evidence-based approaches will serve not only to engage the community but to enhance the legitimacy of the police department (USDOJ, 2013).

# Recommendations

- ◆ It is recommended that TPD utilize multiple sources of communication to reach the community with information. More transparency regarding communication will equate to improved community perception of TPD efforts to engage and inform the community, in line with evidence based practices for procedural justice.
- ◆ It is recommended that TPD continue to advertise, collect and analyze the data for longitudinal measures of not only community satisfaction, but also that of fear of crime, perception of police, and concerns of respondents, through the use of this survey. The more information and data collected, the more information TPD has to engage in efforts targeted at needs in the community.
- ◆ It is recommended that TPD continue to engage in evidence based policing efforts and strategies. This will continue to increase legitimacy, transparency and accountability.
- ◆ It is recommended that TPD continue to maintain strategies of procedural justice as it intersects with the community.
- ◆ Trust answers were compiled in a qualitative format and responses range from specific concerns to general satisfaction and trust of police. It is recommended that the qualitative responses be shared with the CAB and recommendations be shared at a future date with the public in an aggregate form.





Toledo Police Department

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Chief George Kral

Copy of full report:: [www.toledopolice.com](http://www.toledopolice.com)

Summary report prepared by: Holly Matthews, Executive Director, CJCC

