LOUISVILLE METRO POLICE

DEPARTMENT

CITIZENS' ATTITUDE SURVEY 2016

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INTRODUCTION

"It is the mission of the Louisville Metro Police Department to deliver professional, effective services, fairly and ethically, at all times, to all people, in order to prevent crime, control crime, and enhance the overall quality of life for citizens and visitors. We will encourage and promote community involvement on all levels to achieve these ends" – Louisville Metro Police Department Mission Statement (2006, http://www.louisvilleky.gov/.../0/OurMissionStatement.pdf).

The Louisville Metro Police Department is committed to fostering and sustaining strong police-community partnerships as a means of more effectively reaching the goals of public order and public safety within Metro Louisville. Strong and sustainable police-community partnerships are those that are built upon trust and promoted by regular, open communication and willingness from each "partner" to be responsive to the needs of the other.

A portion of the means of fostering strong, sustainable police–community partnerships is the ongoing evaluation and assessment of community needs and resources as well as the degree to which current projects and practices are meeting these needs. In an attempt to address the quality of service delivery, as well as the needs of the community, the Louisville Metro Police Department contracted for a citizens' attitude survey to be administered to residents of Metro Louisville.

This year, the survey has been revised to incorporate questions that address dimensions of the 21st Century Policing Initiative. This initiative was

developed to address "rifts in the relationships between local police and the communities they protect and serve." (21st Century Policing, Task Force Report, 2015) The initiative is based on recommendations that fall in to six categories or "pillars" as they are referred to in the Task Force Report. These categories are: Building Trust and Legitimacy, Policy and Oversight, Technology and Social Media, Community Policing and Crime Reduction, Officer Training and Education, and Officer Safety Wellness. In 2016, LMPD was one of fifteen cities selected by the Department of Justice to participate in an initiative to "advance 21st Century Policing." This eighteen month project will result in the collection and assessment of "best practices and lessons learned" from the fifteen agencies. The findings will be published in a comprehensive report to be distributed to police agencies seeking to move toward the recommendations identified in the 21st Century Policing Task Force Report.

METHODS

The purpose of the survey conducted by the Louisville Metro Police Department was to measure citizens' perceptions of neighborhood disorder/ order, fear of crime, and the services provided by the Louisville Metro Police Department. The survey additionally addressed specific concerns about crime and public order problems within neighborhoods. Variations in these perceptions across various demographic categories were also assessed.

Survey Instrument and Data Collection

The Louisville Metro Police Department contracted with the University of Louisville's Department of Criminal Justice to develop, administer, and analyze

the survey and its results. The university developed the survey instrument and contracted with Personal Opinion, Inc. for the conduct of a telephone survey during fall 2016.

The survey instrument contained open- and closed-ended questions. The questions related to citizen perceptions of: their neighborhoods, primarily in terms of safety; police and police services; fear of crime; and specific neighborhood crime and public order concerns. It additionally contained questions that solicited information on the demographic characteristics of the respondents, i.e., age, ethnicity, education, sex, income, and residence (owner occupied versus rental).

Data were collected via telephone calls to randomly selected landline and cell phone numbers for respondents within each of the eight Louisville Metro Police Divisions.   A total of 62.5 percent of the completed surveys were from cell phones and 37.5 percent from landlines. When contacted, respondents were asked if they would be willing to participate in the survey and which local police agency had primary responsibility for public safety within their neighborhoods. If they responded with an agency other than LMPD, the interview was terminated. Anonymity and confidentiality were promised to participants.

Calls were made to random respondents until a total of 2408 completed interviews were conducted with a distribution of approximately 300 respondents per division. Since the divisions included exclusive zip codes, in most instances, cell numbers and landline numbers were randomly selected within zip codes of Metro Louisville. Based on the total households in Metro Louisville, the sample had a margin of error of +/- 2 percent at the traditional 95 percent confidence

level. The samples used for the information on each division had a margin of error of +/- 5 percent.

The use of random digit dialing of numbers as a means of selecting a sample of respondents has the potential to eliminate those without telephones from the resulting "pool" of respondents and, possibly, result in a "non-representative" sample. However, the benefits and more reasonable costs of conducting survey research using telephone (cell and landline) interviews significantly exceed the limitations. And, there is no doubt the collection and analysis of empirical data for the purposes of agency planning and decision-making results in more realistic, effective and efficient delivery of agency services.

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<u>Survey Sample</u>

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The survey sample was composed of 2408 completed telephone surveys. Approximately 12 percent of the sample was drawn from each police division. The racial distribution of those surveyed was 73.3 percent Caucasian, 21.4 percent African American, 1.0 percent Hispanic, .5 percent Asian American, and 3.8 percent reporting "other." The same demographics for greater Louisville are: 70.3 percent Caucasian, 21 percent African American, 4.5 percent Hispanic, 2.3 percent Asian American, .3 percent Native American with 1.6 percent reporting other ethnic origins.

Females represented 73.2 percent of the survey sample and 51.8 percent of the Metro Louisville population. This could have resulted in more positive ratings of police since women have, historically, tended to have more positive

attitudes toward police than men. However, the portion of the analysis which addressed the relationship between respondent sex and satisfaction with the police found no relationship. As such, any potential bias due to an over-representation among women, was not evident. (See Table 11) Table 1 contains a comparison of the age distribution of the survey sample and Community Survey Estimates for 2011 (U.S. Census).

Table 1

Survey Sample and Census Estimate 2011 Comparison

Age	Survey	Census Estimate
18-19	.3%	3.3%
20-24	2.1	8.5
25-34	13.9	18.3
35-44	20.0	17.2
45-54	15.4	19.6
55-59	9.2	8.4
60-74	28.6	16.1
75 and Older	9.8	8.5

The median age of respondents surveyed was 53 years with that for Metro Louisville being 37.9 years of age. The older median age of respondents is not an unanticipated consequence of the sampling process which required an individual be 18 years of age or older to respond to the survey. When age information from the American Community Survey (U.S. Census) for individuals 18 years of age and older in Metro Louisville is taken into account, differences

still exist but the extent of these age differences in the two groups (sample and Census) is diminished.

As shown in this table, the survey contains an under-representation of individuals under 25 and an over representation of individuals 55 years of age and older. The greater proportions of older individuals in the survey is as expected given that older individuals are more likely to be at home, more likely to answer without screening calls and are additionally more likely to agree to respond to a survey.

A small percentage (4.6%) of respondents reported less than a high school education, 21.2 percent had completed their high school degree, 4.0 percent had vocational training, 29.3 percent of respondents had some college education, 26.2 percent of respondents had obtained a college degree, and 14.7 percent reported post graduate work. As such, 95.3 percent of respondents within the survey had at least a high school degree and 40.9 percent had at least an undergraduate college degree. Within Metro Louisville, 87.6 percent of residents have completed high school with 29.2 percent having completed a college, graduate or professional degree.

A majority (62.0%) of respondents reported a total household income of no more than $50,000 in the previous year. Within Metro Louisville, the American Community Survey Estimates (U.S. Census) for 2011 reported that 53 percent of residents reported incomes of less than $50,000. Similarly, 12.9 percent of the survey respondents reported household incomes of no more than $15,000 while the American Community Survey estimates (U.S. Census)

reported 14.8 percent of residents in Metro Louisville reported household incomes of less than $15,000 annually. While the categories are not exactly identical, they are similar enough to conclude that the survey sample was generally representative of residents of Metro Louisville in terms of annual household income. With respect to home ownership, the survey sample contained a greater proportion (78.5%) of respondents reporting owner occupied residents than was reported in the 2010 U.S. Census which found 64.3 percent of homes being owner-occupied.

Based on comparisons of the demographic characteristics of the survey sample and those of residents of Metro Louisville, the sample was generally representative. Those differences such as the older age of respondents among the sample were, in part, due to the nature of the sample selection process. Additionally, women are more likely than men to be at home (days or evenings), to answer the phone and to respond to a survey. Consequently, the method of data collection resulted in an over-representation of women.

FINDINGS

**Perceptions of Neighborhood Crime and Neighborhood Quality**

The findings from the citizens' attitude survey indicated a high level of satisfaction with services provided by the Louisville Metro Police Department (LMPD). Further, respondents' assessments reflected extensive support for LMPD with respect to the professionalism, fairness, and accessibility of police. Citizens of Metro Louisville reported a relatively low level of fear of crime in neighborhoods, as well as generally positive neighborhood perceptions related to

quality of life. Reports of serious neighborhood crime problems were very limited and public order issues were the primary focus rather than concern with serious crime activities.

Survey respondents were asked to rate whether their neighborhood had become a *better, stayed the same, or become a worse* place to live over the past year. Chart 1 contains a summary of the responses to this question. The majority (67.4 percent) of those surveyed responded the quality of their neighborhood had *stayed the same* with, 74.0 percent reporting the quality of their neighborhood had *remained the same or improved*. While the majority clearly believed their neighborhoods had remained the same or improved, when considering only those residents reporting a "change," more reported neighborhoods had gotten *worse* (26.0%) than reported their neighborhoods had *improved* (6.6%) in terms of the respondents' perceptions of the quality of their neighborhoods.

Chart 1

Perceptions of Change in Neighborhood Quality

In the Past Year Has the Quality of Your Neighborhood Changed?

8.6

18.7

72.7

- Better
- The Same
- Worse
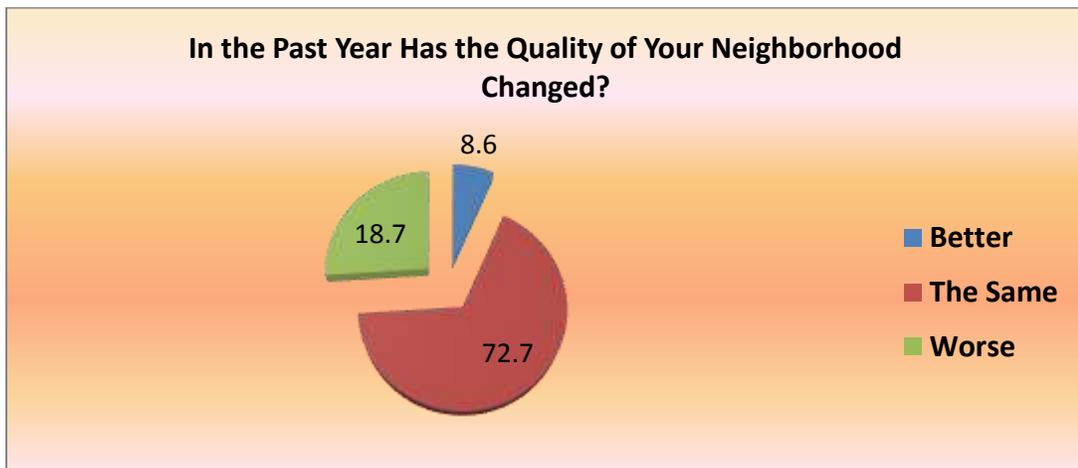
Similarly, as noted in Chart 2, the majority (58.7 percent) of respondents stated the amount of crime in their neighborhood had *remained* at the same level over the past year and an additional 6.5 percent reported the crime rate in their neighborhood had *declined*. Those who reported crime in their neighborhoods had increased constituted 34.8 percent of the respondents. While a majority (65.3 percent) reported crime in their neighborhood had remained the *same or decreased*. If a change was reported, respondents were more likely to report crime had increased (34.8 percent) rather than decreased (6.5 percent).

Chart 2

Perceptions of a Change in Neighborhood Crime
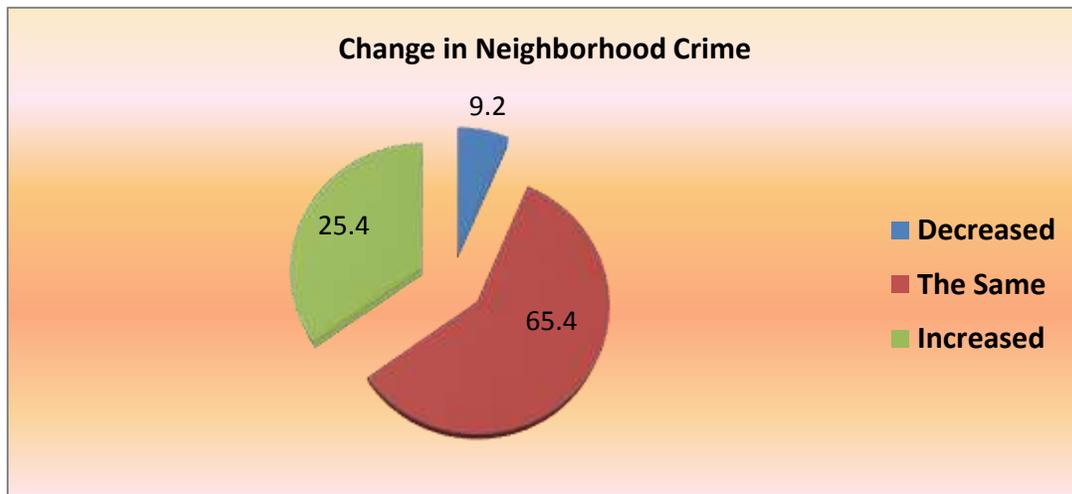
While citizen perception of a change in the amount of crime in their neighborhood during 2016 was generally positive, with the majority responding the crime rate has decreased or remained the same, it is important to note that perception of crime in a neighborhood does not always "match" reality and can be changed by factors unrelated to the citizen's direct experience with crime in

their neighborhood. Specifically, media attention to the homicide and violent crime rates in Louisville may create the perception that all crime has increased within the entire jurisdiction, additionally; crime prevention activities that seek to reduce fear and reduce crime may be perceived as an indication of increased crime, at least in the short term. For example, as police proceed to organize neighborhood watch programs in communities, some residents may perceive this as a response to increased crime. Additionally, as police organizations attempt to be more transparent and to engage in partnerships with community residents, more information about public order and crime activities is made public and shared. Consequently, even though crime has not increased, residents may perceive their neighborhoods as less safe.

More detailed analysis suggested that these perceptions of the quality of neighborhoods were related to perceptions of crime trends within these neighborhoods. As shown in Table 2, citizens who believed that crime had *increased* in their neighborhoods were most likely (63.9 percent) to report that their neighborhood had *gotten* worse.

 In contrast, those respondents who believed crime had *decreased* were significantly less likely (1.3 percent) to report their neighborhood had *gotten* worse. Among these respondents who reported neighborhood crime had *increased*, only 2.4 percent reported their *neighborhood had improved* while 44.1 percent of those reporting crime had *decreased* reported their *neighborhood had improved.* Similarly, a majority of respondents, who perceived *no change* in the amount of neighborhood crime, also perceived the *quality of their neighborhood*

remained about the same compared to the past year (89.0 percent). Clearly, residents' perceptions of the prevalence of crime contributes to their perception of the quality of life in their neighborhoods.

Table 2

Respondent Perception of Neighborhood Quality and Neighborhood Crime Over the Past Year

| Respondent Rating of Neighborhood Over Past Year	Respondent Perception of Neighborhood Crime		
	Increased	Stayed the Same	Decreased
Improved	2.4% (20)	4.9% (68)	44.1% (67)
About the Same	33.7 (275)	89.0 (1229)	54.6 (83)
Gotten Worse	63.9 (522)	6.1 (84)	1.3 (2)
Total	**100% (817)**	**100% (1381)**	**100% (152)**

As a means of assessing whether respondents believed a sense of community existed in their neighborhood, residents were asked if people were likely to get involved in certain events taking place in their neighborhood. The majority of respondents reported that individuals would help or do something to get involved. Specifically, respondents were asked if *individuals would generally try to help out others.* Approximately 54.3 percent believed people were *likely to help others*, while another 20.9 percent believed that *half the time someone would be willing to help another person.*

Perceived Fear of Crime

Fear of crime may be real or perceptual. In either case, the consequences of this fear are real and can result in actual behavioral changes such as not going out alone at night, refusing to frequent restaurants and businesses in certain areas of town, purchasing additional crime prevention equipment for homes and businesses and altering driving patterns to and from work. Real or imagined, citizen perceptions of fear of crime may be measured in many ways. The current survey included five questions to assess respondents' fear of neighborhood crime. These questions included *how safe they felt being alone in their neighborhood at night*, *how worried they were about home break-ins when no one was home*, and *how often they avoided going out at night in their neighborhood because of crime.*
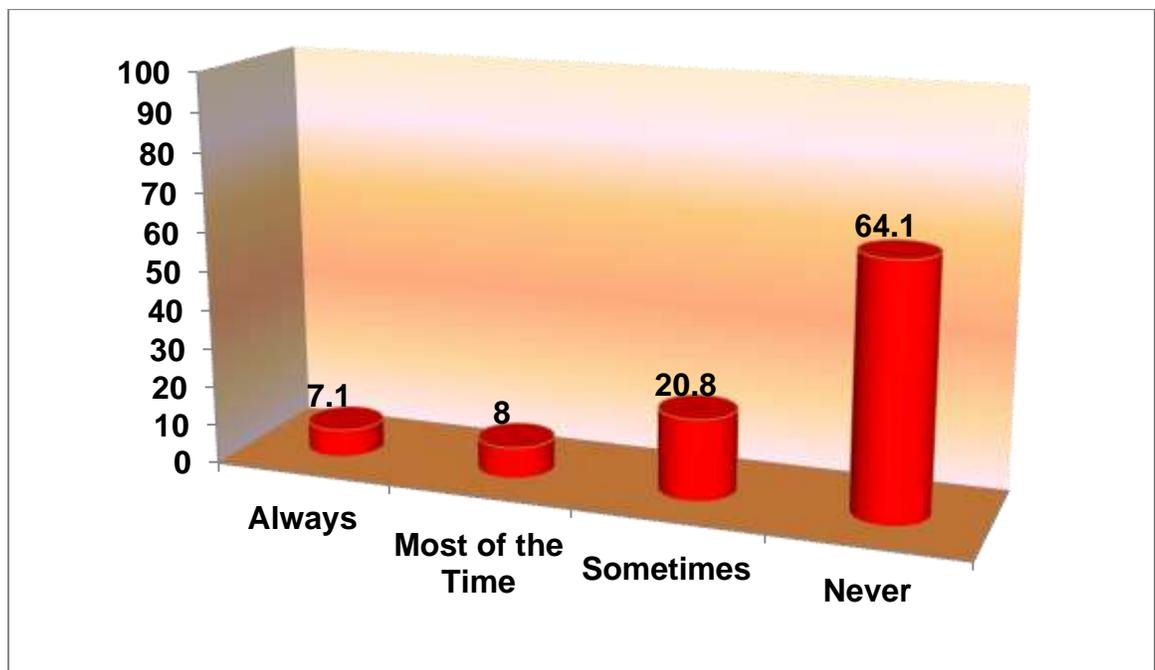
Chart 3

Do You Feel Safe Being Out at Night Alone in Your Neighborhood?
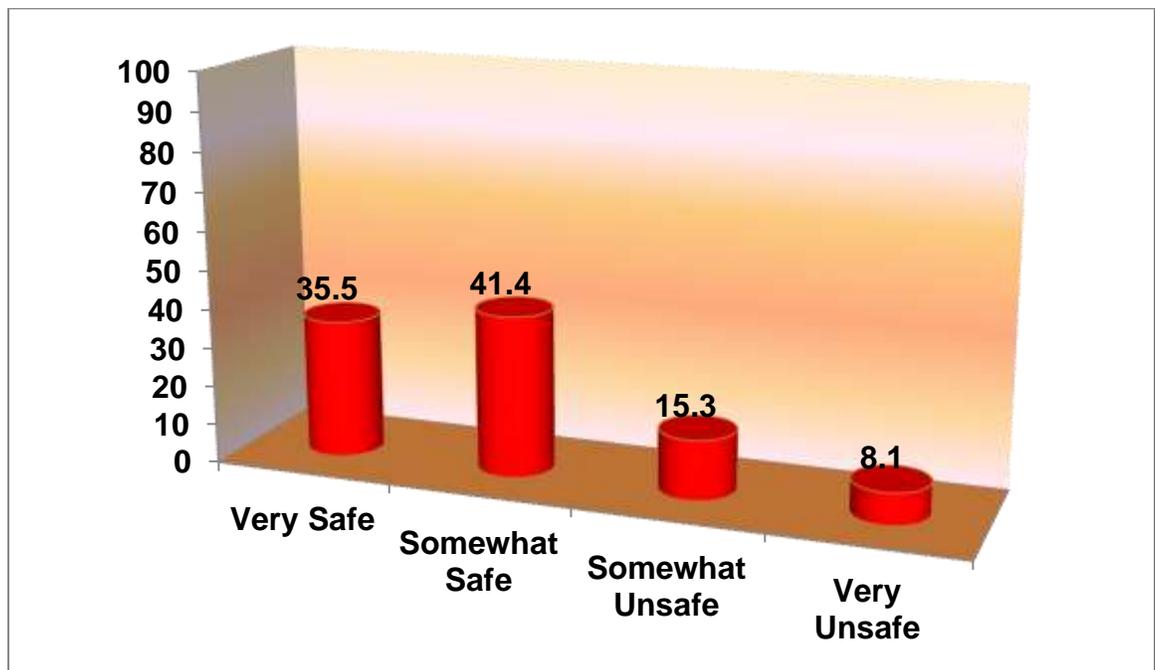
Overall, fear of crime, as measured by the responses to these questions was relatively minor. As noted in Chart 3, a majority of respondents, 76.6 percent, felt *very safe* or *somewhat safe* in their neighborhoods with a total of 35.5 percent of all respondents reporting they felt *very safe*. While 23.4 percent reported they felt *very unsafe* to *somewhat unsafe* in their neighborhoods, only 8.18 percent reported feeling *very unsafe*.

Chart 4

**Do You Avoid Going Out in Neighborhood at Night Because of Crime?**

Furthermore, as shown in Chart 4, a majority (64.1 percent) of respondents reported they *never avoided going out alone at night because of crime* with only 7.1 percent *always avoiding going out at night because of crime in their neighborhood.*

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Similarly, as identified in Chart 5, a substantial number of respondents (35.9 percent) were *not worried at all* and 48.9 percent were *somewhat worried* about someone breaking into their home while no one was present. Only 8.7 percent of the respondents were *very worried* about their home being broken into while no one was home.

Chart 5

Are You Worried Someone Will Break In To Your Home?
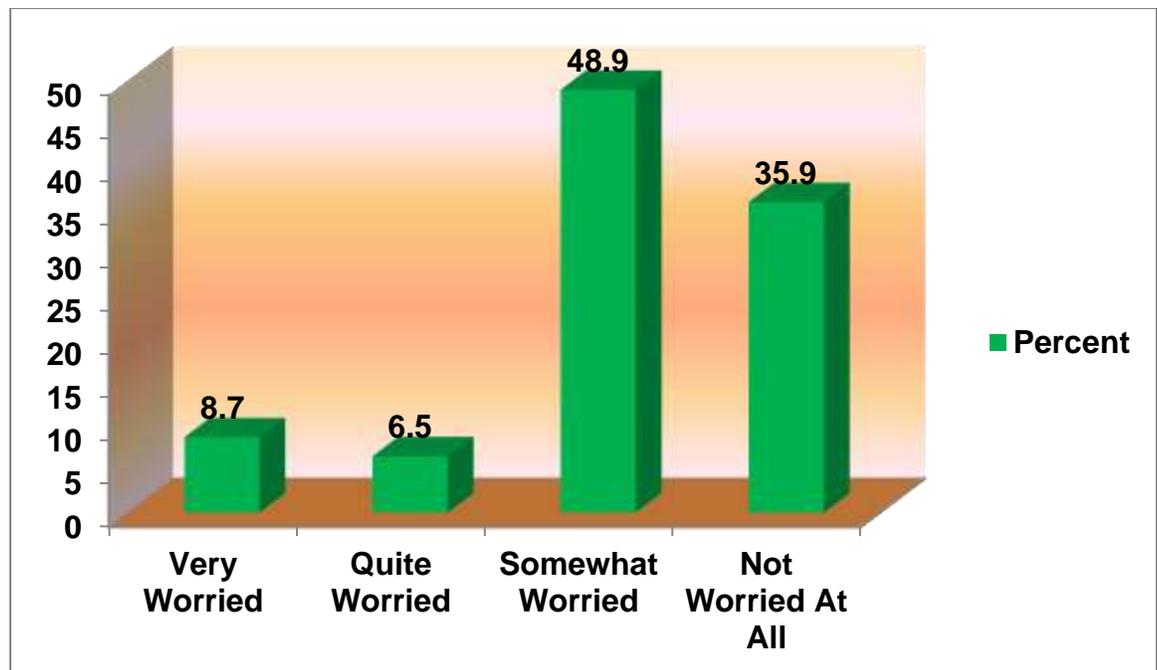
Perceived Neighborhood Problems

Respondents were asked a series of questions related to whether certain problems were present in their neighborhood. The problems identified were varied and included crimes such as vandalism and assaults as well as public order problems such as loud music from cars and vagrant groups of teenagers in public places. The percentage of respondents who reported activities as *big*

problems or *not a problem* are presented in Table 6 for each crime/public order problem.

As shown in Table 5, the responses of those surveyed indicated neighborhood problems were not perceived to be very prevalent. No activity was identified as a *big* problem by more than 23.3 percent of the respondents. There were ten neighborhood activities reported as a *big problem* by approximately 10 percent or more of the respondents. In rank order, these *big problems* were: litter or garbage, rundown property, illegal drugs sale/use, car theft/theft from cars, thefts/home break-ins, loud music from cars, teens loitering in public places, drinking and driving, vacant lost/trash, and vandalism. Among these ten activities noted as *big problems* by respondents, the majority (60%) were public order rather than crime problems.

Table 5

Respondent Identification of Neighborhood Problems

ACTIVITY	BIG PROBLEM	NO PROBLEM
Litter or Garbage	**23.3%**	**39.8%**
Rundown Property	**18.9**	**48.0**
Sale/Use Illegal Drugs	**18.5**	**54.5**
Car Theft/Theft From Cars	**17.2**	**39.5**
Thefts/Home Break-Ins	**12.8**	**62.2**
Loud Music	**12.0**	**41.0**
Loitering	**11.0**	**62.2**
Drinking and Driving	**10.8**	**57.5**
Vacant Lots/Trash, Junk	**10.2**	**71.0**
Vandalism	**9.8**	**57.0**
Public Intoxication/Drinking	6.2	83.7
Robberies	5.9	75.4
Citizen Harassment by Citizens	5.2	79.6
Assaults/Beatings	4.3	80.1
Prostitution	4.3	89.9

Similarly, when the percentages of respondents reporting major crimes such as robbery and assault were considered, these major crimes were reported as being *big problems* by less than six percent of the respondents and as *no problem* by a clear majority of the respondents.

Respondents were also asked to assign responsibility for criminal activities that took place within their home or community. Respondents were asked several questions relating to drug use: 94.7 percent of respondents *strongly agreed/ agreed* that a person is responsible if drugs are being used in their home, 93.6 percent *strongly disagreed/ disagreed* that occasional drug use is okay and 99.0 percent of respondents *strongly disagreed/ disagreed* that it is permissible to sell drugs. Clearly there was consensus regarding personal responsibility for and the illegality of drug usage among these respondents. Additionally, a strong sense of communal support was evident when asked about drug activity in their neighborhood. The majority of respondents *strongly agreed or agreed* that community members should work together to prevent drug dealers from selling in their area (97.3 percent) and that people should pass along drug activity information to police officers (98.1 percent).

Respondents were also asked whether it was the responsibility of the police, residents or both to prevent crime in their neighborhood. A majority of individuals (70.1 percent) reported that preventing crime was the *shared responsibility of police and residents* with 23.9 percent believing it was solely the responsibility of *residents* and 6.0 percent believing it was solely the responsibility of *police*.

Citizen Contact with Police

There was limited citizen-police interaction/contact reported by the respondents. Within the past year, 32.3 percent of respondents had contacted the police department to report a crime or a suspicious circumstance in their neighborhood. When respondents were asked whether an incident occurred that could have been reported but was not, 11.7 percent (280) of respondents responded there was an incident that they did not report to the police.

Of the 280 respondents who stated something happened in their neighborhood that they *might have reported to police but did not*, 255 provided an explanation as to *why* they did not respond. The following table contains the results of a content analysis of the individual responses which are reported to provide some additional details into these responses and not as definitive findings because the number of respondents is so small that a shift of less than three individuals results in a 1 percent increase. However, the comments made by the survey respondent nonetheless provide additional insight into the factors that influence the willingness of civilians to report crimes and/or suspicious events to the police.

The major categories of reasons for not contacting the police that were mentioned by respondents were: *other resolution* (14.1 percent), *minor offense* (18.8 percent), *uncertainty a crime had occurred/no evidence* (19.2 percent), *fear of retaliation* (15.3 percent), *police did not help previously* (8.6 percent), *police could not do anything* (8.6 percent), *not my business* (5.9 percent), and *other* (9.4 percent).

Examples of respondent statements that reflected uncertainty a crime had occurred included: "2 windows broke but couldn't prove who did it," "Car broken into from a bar around the corner, did not see anyone," and "I did not have any proof." Individuals who made comments suggesting they did not report because the police would not or could not do anything were representative of the following: "We reported one time and nothing was ever done about it," or "When you call it takes them so long to respond that the trouble is over by the time they get there."

Those who commented that the offense was *too minor* made statements similar to the following: "Because it was a minor thing and I did not want to tie up the police," or "It was not very valuable," or "I thought it would be making a mountain out of a mole hill." Those who stated they did not respond because it was *not their business* were generally concerned with issues such as: "I didn't feel it was my place (to get involved)," "I believe the community should handle their own problems" or "Car break-ins but it wasn't my car." Lastly, some of the *other resolutions*: altercations that ended, "Because the little boy that did it, I just told his grandmother" or problems with children worked out between parents, or someone else had already called the police. These findings are consistent with prior research: cf. Langton, et al. (2012); Hart and Rennison (2003).

Individuals who reported they did not contact the police because they *could not* or *would not* do anything provided this explanation for not reporting in equal proportions (9 percent of the total for each of the explanations). Some of the comments included: "I felt uncertain that the police would be able to do

anything about it", "Because I have reported in the past and no one ever came", and "Because it takes them (the police) too long to appear and when they get here, it is too late for them to do anything".

Interestingly, 19 percent thought *they did not have enough evidence* or *were uncertain a crime was being or had been committed.* Some of the comments made by respondents who reported this as their justification for not reporting included: "I couldn't get the license plate number from the car…drug deal", "I was not sure it was a crime, my window was broken but it could have been an accident", and "No evidence. My car was broken in to but I did not see who did it." Comments from those who reported *other* reasons for not reporting include: "Cannon being fired on the 4th of July, if it happens again, I will call", "I don't remember the exact reasons", and "Because it was my own fault."

Table 6

Reasons for Not Contacting Police

Reason for Not Contacting Police	Percentage
Other Resolution	14.1 % (36)
Minor Offense	18.8 (48)
Uncertain A Crime Occurred/No Proof	19.2 (49)
Fear of Retaliation	15.3 (39)
Police Did Not Help Previously	8.6 (22)
Police Could Not Do Anything	8.6 (22)
Not My Business	5.9 (15)
Other	9.4 (24)
TOTAL	100% (255)

Attitudes Toward Police and Police Services in the Neighborhood

Overall, the police and police services were generally well perceived in the community. As shown in Chart 6, a majority of respondents were either *very satisfied* (53.0 percent) or *somewhat satisfied* (36.4 percent) with police and police services. Only 3.0 percent of respondents reported being *very dissat*isfied with the quality of service provided by police.

Chart 6

Satisfaction with Police Services

Category	Value
Dissatisfied	3
Somewhat Dissatisfied	7.6
Somewhat Satisfied	36.4
Very Satisfied	53
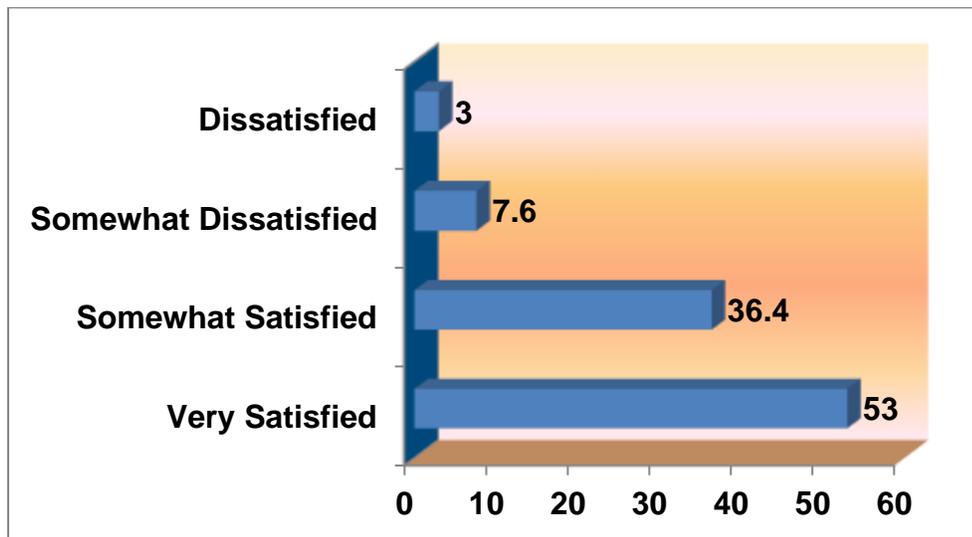
Additionally, police were rated as good community partners by a majority of the respondents. A majority of respondents (67.2 percent) believed the police were *very willing to work with local community leaders and community groups* another 29.9 percent believed the police were *somewhat willing* to do so. Only a small percentage of respondents (2.8 percent) believed the police were *not willing to work with community leaders and community groups.*

Table 7

Respondent Perceptions of Quality of Specific Police Services

	Very Good/Good	Poor/Very Poor
Crime Prevention	88.9	11.1
Helping Victims of Crime	83.8	16.2
Keeping Order on Streets	90.1	9.9
Helpful to Citizens	95.4	4.6
Fair to Citizens	95.5	4.5

As indicated in Table 7, citizens rated police very positively on all aspects of police services. The police were perceived as effectively performing their responsibilities (crime prevention and order maintenance) and did so in a manner considerate of the needs of the citizens. As indicated by citizen responses to the quality of service provided, police received very high ratings in terms of the quality (respectful, helpful, fair) of their interactions with citizens and were additionally viewed as being helpful to the victims of crime.

Attitudes Toward Police Trust and Police Legitimacy

Several questions in the survey addressed attitudes toward police that constitute a measure of public trust and public perception of factors that affect the legitimacy of police. Charts 6 through 10 contain the responses to these survey items. The questions specifically addressed: respect for cultural differences, transparency, respect for the dignity of others, trust of police motives, and belief the police use force only as a last resort.

As shown in Chart 6, the majority of respondents (56.4 percent), *always*, trust the motives of the Louisville Metro Police with an additional 37.0 percent, *sometimes* trusting the motives. Only 6.6 percent responded they did not trust the motives of the Louisville Metro Police Department.

Chart 6

Perceptions of Police Motives

Do you trust the motives of the Louisville Metro Police?

2.5
4.1
37
56.4

- Always
- Sometimes
- Seldom
- Never
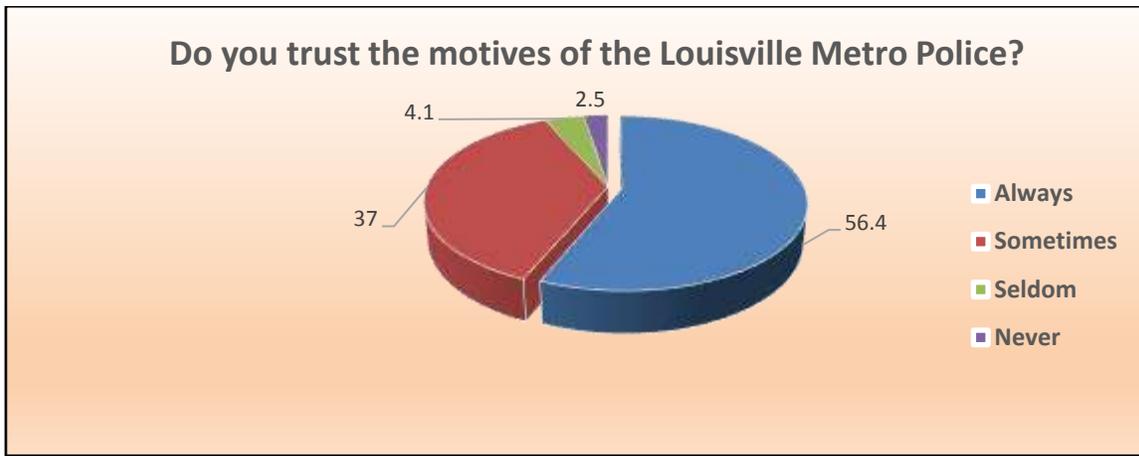
Chart 7

Perceptions of Respect for Dignity of Others

How often does Louisville Metro Police respect the dignity of others?

4.7
1.3
46
48

- Always
- Sometimes
- Seldom
- Never
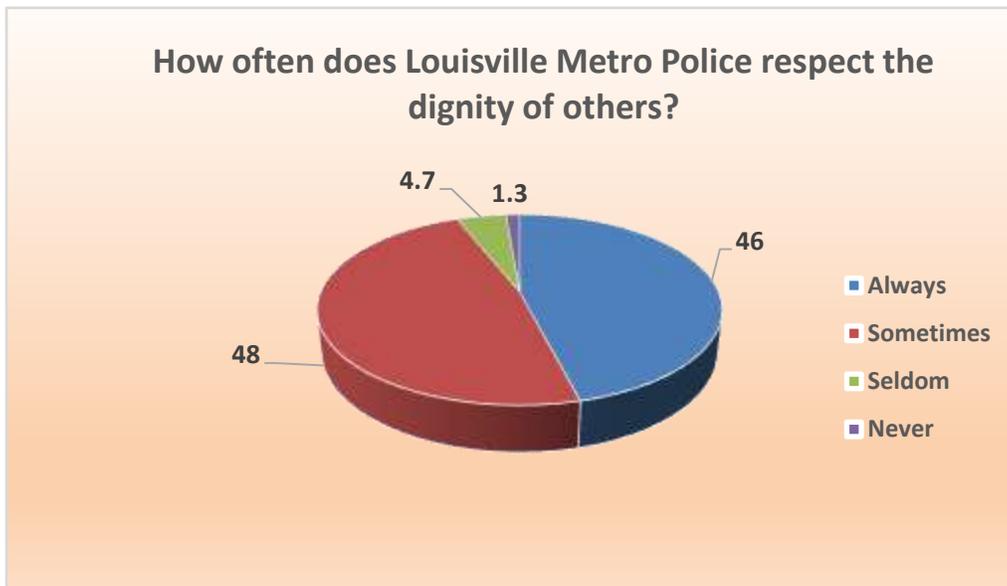
As shown in Chart 7, the majority of respondents (46.0 percent), believed

the Louisville Metro Police *always* showed respect for the dignity of others with

an additional 48.0 percent who reported the police *sometimes* showed respect for the dignity of others.

Chart 8

Perceptions of Respect for Cultural Differences

Does the Louisville Metro Police respect the cultural differences that exist among citizens of Metro Louisville?
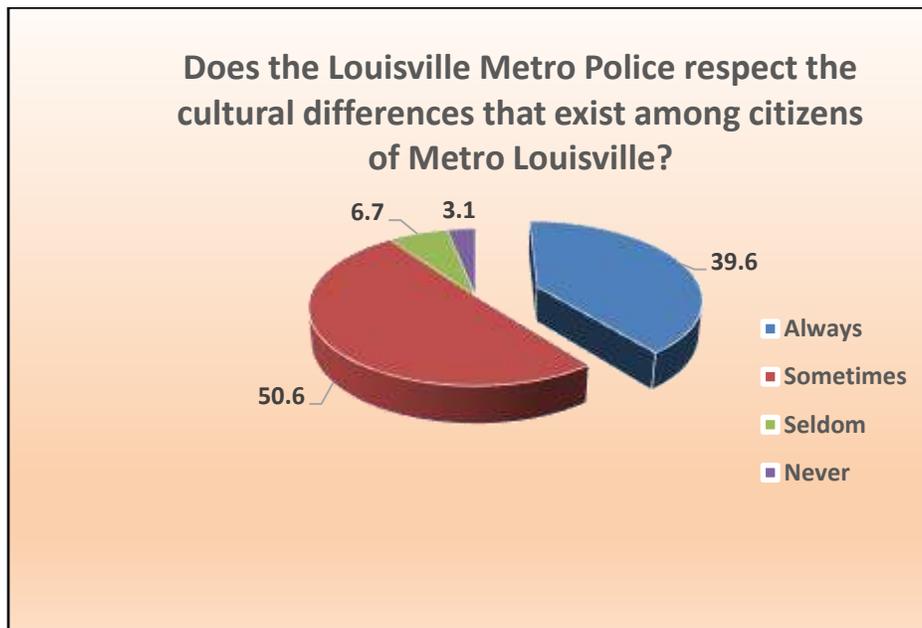
As shown in Chart 8, a majority of respondents believed the Louisville Metro Police Department respects cultural differences at least sometimes, with 39.6 percent reporting *always* and 50.6 percent reporting *sometimes.* Fewer than 10 percent of the respondents reported they believed the police department did not (*seldom, never*) respect cultural differences.

As shown in Chart 9, a majority of respondents believed the Louisville Metro Police Department is transparent in communications with the public. A total of 32.1 percent reported they believed the police were *always* transparent in communications with the public and 52.2 percent reported the police were

sometimes transparent. Approximately 11 percent reported the department was

seldom or *never* transparent.

Chart 9

Perceptions of Transparency in Communication

Are the Louisville Metro Police transparent in their communications with the public?

8.1   3.1
32.1
52.2

- Always
- Sometimes
- Seldom
- Never

Chart 10

Perceptions of Use of Force

How often do the Louisville Metro Police use all means possible to resolve problems before using force?

6.2   1.4
44.8
47.6

- Always
- Sometimes
- Seldom
- Never
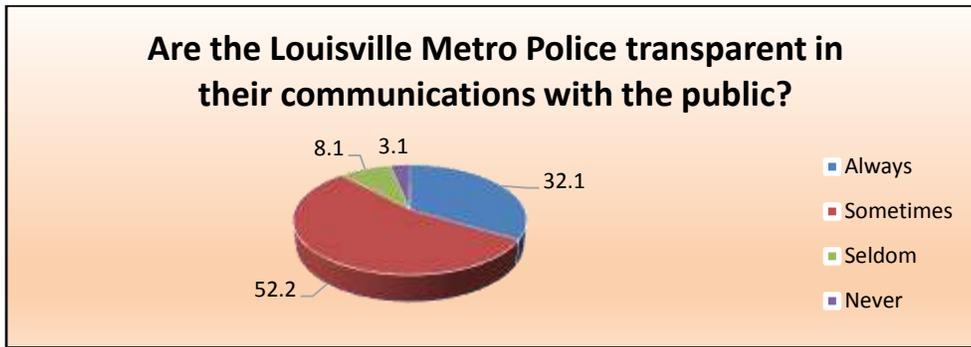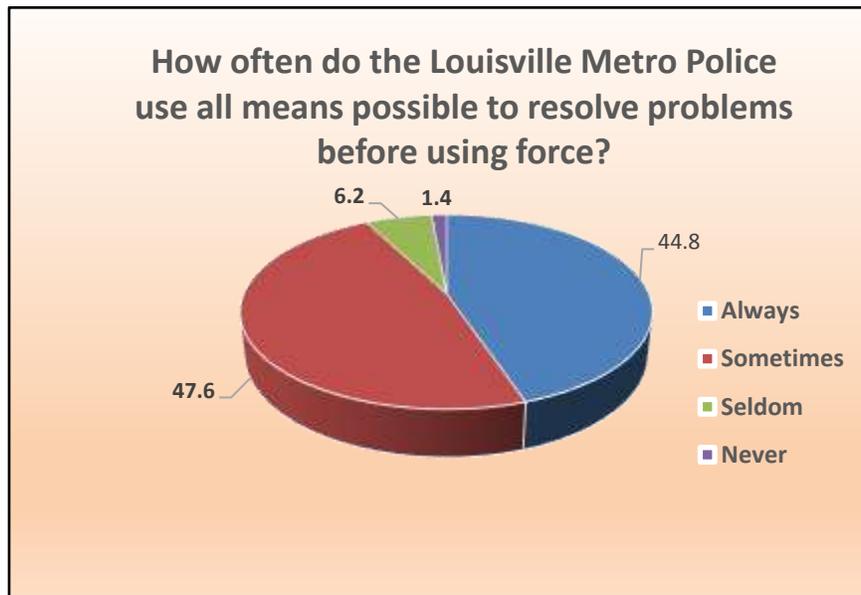
Overall, the Louisville Metro Police Department is viewed as being

transparent, respectful of the dignity of others, and respectful of cultural

differences as well as having trustworthy motives and using all means possible

prior to using force.

Correlates of Satisfaction with Police and Police Services

Fear of Crime

Satisfaction with police services may be influenced by certain perceptions and experiences citizens have had with the police. For example, satisfaction with police services may vary with a citizen's fear of crime. Those individuals with high fear of crime may also be dissatisfied with police services and this may, in fact, aggravate the severity of their fear of crime. While most respondents reported low levels of fear of crime (41.5 percent felt very safe and 40.3 percent felt somewhat safe when being out alone at night in their neighborhood), satisfaction with police services among those with high and low fear of crime were compared to determine the extent of this relationship.

Table 8

Satisfaction with Police and Fear of Crime

Satisfaction with Police and Police Services	How Safe Do You Feel or Would You Feel Being Out Alone at Night in Your Neighborhood?	
	Safe	**Unsafe**
Satisfied	93.2% (1682)	76.6% (422)
Dissatisfied	6.8 (122)	23.4 (129)
Total	100% (1804)	100% (551)

As seen in Table 8, fear of crime as measured by perceived safety in being out alone in their neighborhoods at night was statistically significant in relation to satisfaction with police services. Among those reporting they felt *very*

*safe/saf*e, 93.2 percent reported *satisfaction* with the police services. Among

those respondents reporting they felt *unsafe/very unsafe*, fewer, 76.6 percent

reported being *satisfied* with police services. Additionally, those who felt *unsafe*

in their neighborhoods were the most likely to report *dissatisfaction* with police

services (23.4 percent).

Table 9

Satisfaction with Police and Fear of Home Being Broken Into

Satisfaction with Police and Police Services	*How Worried Are You That Someone Will Break Into Your Home When No One Is There?*	
	Very Worried	**Not Worried At All**
Satisfied	71.9% (240)	92.2% (1704)
Dissatisfied	28.1 (94)	7.8 (145)
Total	100% (334)	100% (1849)

When the other measures of fear of crime were used, a similar

relationship between fear of crime and satisfaction with police services was

found. For example, as depicted in Table 9, those respondents who reported

high fear their home would be broken into when no one was home were more

likely to report *dissatisfaction* (28.1 percent) with police than those who reported

low fear their home would be broken into (7.8 percent). While it is not possible

with the current data to determine causation, that is whether it is the fear that

causes dissatisfaction or dissatisfaction that causes the fear, the two factors are

clearly related.

<u>Citizen Contact with Police</u>

Respondents were asked whether they had contacted the police within the past year to report a crime or suspicious circumstance in their neighborhood. While a majority of respondents (72.1 percent) reported *no contact* with police over the past year, there was enough variation in contact with police to assess the relationship between contact with the police and satisfaction with police. As shown in Table 10, respondents who reported *no contact* with police were more likely to be *satisfied* with police and police services (92.7 percent) compared to those who reported *contact* with police (82.7 percent).

Table 10

Satisfaction with Police and Citizens Had Contacted Police

Satisfaction with Police and Police Services	*Citizens Had Contacted Police*	
	Yes	**No**
Satisfied	82.7% (636)	92.7% (1475)
Dissatisfied	17.3 (133)	7.3 (117)
Total	100% (769)	100% (1592)

While this might seem to be problematic, when considering the nature of most contact with police, it is very difficult for civilians to be completely "satisfied" with this contact. Citizens generally contact the police in stressful and "challenging" situations. For example, some contact with police is simply

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unpleasant such as being stopped for speeding or arrested for a crime. Other types of contact may generate frustration such as when a call is made to report a crime and the police cannot respond immediately or when reported crimes are not immediately resolved or citizens are frustrated because police cannot make an arrest on suspicion. The nature of police/citizen encounters makes the contact an interaction that it is more likely to result in frustration more often than complete satisfaction on the part of the "consumer." Similarly, it is very difficult for individuals in these instances, to generalize past their own personal experiences and rate the police in an objective manner.

Demographic Correlates

Satisfaction with police services may vary with individual demographic characteristics such as age, ethnicity, social class and sex. The relationship between some limited demographic characteristics of the respondents and satisfaction with police services was assessed.

Table 11

Satisfaction with Police by Sex of Respondent

Satisfaction with Police and Police Services	*Sex*	
	Male	**Female**
Satisfied	86.5% (552)	90.4% (1561)
Dissatisfied	13.5 (86)	9.6 (165)
Total	100% (638)	100% (1726)

Sex: The relationship between sex of the respondent and satisfaction with police services was not statistically significant. As shown in Table 11, males (86.5 percent) were less likely than females (90.4 percent) to report satisfaction with police services. The majority of all male and all female respondents reported overwhelmingly that they were satisfied with police services.

Race/Ethnicity: Table 12 indicates how individuals from various ethnic groups[1] rated police and police services. Overall, within both the Caucasian and African American respondent groups, a majority indicated they were satisfied with police and police services. The proportion of respondents who reported satisfaction with the police was slightly higher among Caucasian respondents (92.2 percent) than African American respondents (81.3 percent). This relationship was statistically significant.

Table 12

Satisfaction with Police Services by Race/Ethnicity

Satisfaction with Police and Police Services	_Race/Ethnicity_	
	African American	**Caucasian**
Satisfied	81.3% (403)	92.2% (1609)
Dissatisfied	18.8 (496)	7.8 (137)
Total	**100% (899)**	**100% (1746)**

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[1] Due to the fact that Hispanics (1.0 percent) and Asians (.5 percent) each represented less than 2% of the sample it was not possible to include respondents from these ethnic groups in this comparison.

Income: Respondents were asked whether their 2016 annual household income fell within a series of income categories ranging from "No more than $5000" to "$80000 or more". The median household income category reported by respondents to this survey was "$40001 to $50000". Respondent satisfaction with police services for individuals within the various household income categories was assessed. The results of this analysis are contained in Table 13. There were no significant differences between the income categories in terms of the respondents' satisfaction with police services.

Table 13

Satisfaction with Police Services by Household Income of Respondent

Satisfaction with Police and Police Services	*Household Income*			
	To $20000	**$20001 to $40000**	**$40001 to $60000**	**$60001 +**
Satisfied	86.6% (331)	86.5% (531)	89.5% (350)	92.9% (538)
Not Satisfied	13.4 (382)	13.5 (83)	10.5 (41)	7.1 (41)
Total	100% (382))	100% (614)	100% (391)	100% (579)

Table 14

Satisfaction with Police and Police Services by Age of Respondent

Respondent's Age	Satisfied	Dissatisfied	Total
18-25	89.0% (65)	11.0% (8)	100% (73)
26-30	88.7 (125)	11.3 (16)	100% (141)
31-40	88.7 (423)	11.3 (54)	100% (477)
41-50	88.7 (339)	11.3 (43)	100% (382)
51-60	89.0 (373)	11.0 (46)	100% (419)
Over 60	90.7 (762(	11.0 (46)	100% (840)

Age**:** As shown in Table 14, a majority of individuals within all age categories reported satisfaction with the police in almost equal proportions. Age was not found to be related to satisfaction with police services.

Education: No relationship was found between the educational attainment of the respondent and satisfaction with police services.

Residential Ownership**:** Respondents were asked whether or not they owned their residence. Ownership included those still paying mortgages and applied to houses as well as condominiums. While both residence owners (90.14percent) and those who rented their residences (85.8 percent) were, in the majority, satisfied with police services; individuals who reported owning their own residences were more likely to be satisfied than those who rented their residences. This difference was statistically significant.

Table 15

**Preferred Method of Communication with Louisville
Metro Police Department**

METHOD	*Preferred*	Not Preferred
Community Fairs	**58.0%**	**23.2%**
Neighborhood Meetings	**57.7**	**22.3**
Individual Face-to-Face Meetings	**52.9**	**28.2**
Mailings	**51.8**	**31.1**
LMPD Web Page	**46.3**	**36.3**
Mobile Apps	**39.3**	**46.5**
Facebook	**36.6**	**51.0**

One of the "pillars" of the 21st Century Policing Initiative is "Technology and Social Media" as tools to help build trust and legitimacy for police. A series of items were incorporated into the 2016 survey which asking respondents to identify their preferred method of receiving information from and/or about the

Louisville Metro Police Department. Table 15 contains the percentages of respondents who identified the method of communication as *preferred*.

As noted in the table, the forms of communication which the greatest percentage of respondents rated as *preferred*, were Community Fairs (58 percent) and Neighborhood Meetings (57.7 percent). These were followed in rank order by Individual Face-to-Face Meetings, Mailings, LMPD Web Page, Mobile Apps and Facebook.

These responses to the preferred method of communication with the Louisville Metro Police Department may be a consequence, in part, of the age distribution of the respondents. However, it may also be that some greater specificity of the "type" of communication would garner more useful responses.

DIVISION FINDINGS

The total number of respondents to this survey was purposely increased in 2014 to provide for findings by division. Each division had approximately 300 respondents. Therefore, the margin of error for these findings is approximately +/- 5 percent.

Perception of Neighborhood

As shown in Table 16, a significant majority of respondents in each division reported that their neighborhoods had improved or were about the same compared to last year. Divisions 1, 4, 5 and 6 had the greatest portion of respondents who reported their neighborhood had *improved* over the last year.

Divisions 1, 2, 3 and 4 had the greatest portion of respondents reporting their

neighborhoods had *gotten worse* over the past year.

Table 16

Perception of Neighborhood by Division

"In the past year has your neighborhood become a better, worse or about the same place to live?"

	DIVISION							
Perception of Neighborhood	*1*	*2*	*3*	*4*	*5*	*6*	*7*	*8*
Improved	9.8%	5.3%	4.3%	7.7%	8.3%	7.7%	4.0%	6.0%
About the Same	55.4	62.1	60.9	55.5	71.1	69.7	81.3	83.0
Gotten Worse	34.8	32.6	34.8	36.8	20.6	22.6	14.7	11.0
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%

Table 17

Perception of Neighborhood Crime by Division

"In the past year has the amount of crime in your neighborhood increased, decreased or remained the same?"

	DIVISION							
Amount of Crime	1	2	3	4	5	6	7	8
Increased	39.2%	38.6%	41.4%	44.8%	33.7%	33.2%	24.8%	22.6%
About the Same	53.6	54.3	53.3	48.3	60.9	57.4	69.4	72.4
Decreased	7.2	7.2	5.3	6.9	5.4	9.3	5.8	5.1
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%

As shown in Table 17, a majority of respondents in each division reported

that crime in their neighborhood had *decreased* or was *about the same* as last

year. However, if respondents reported a change in crime in their neighborhood,

across all divisions, respondents were more likely to report crime had *increased*

rather than *decreased.* The 1st, 2nd, 3rd, and 4th Divisions had the greatest

percentage of respondents reporting crime had *increased* in their neighborhoods.

The 1st, 2nd, 4th and 6th Divisions had the greatest percentage of respondents reporting crime had *decreased*. Divisions 7 and 8 had the greatest percentage of respondents who reported *no change* in their neighborhood crime rate with Division 4 reflecting the greatest percentage of respondents who reported some type of change in the amount of neighborhood crime.

Table 18

Perception of Neighborhood Safety by Division

"*How safe do you or would you feel being out alone at night in your neighborhood?*"

DIVISION

Safe Walking Alone	1	2	3	4	5	6	7	8
Very Safe/Safe	59.1%	66.4%	73.8%	67.6%	88.4%	76.3%	87.7%	93.3%
Unsafe/Very Unsafe	40.9	33.6	26.2	32.4	11.6	23.7	12.3	6.7
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%

As noted in Table 18, in each division, a majority of respondents reported they felt or would feel safe walking alone at night in their neighborhoods. Divisions 5, 7 and 8 had the greatest percentage of respondents reporting they felt *very safe or safe* walking alone at night in their neighborhoods.

Table 19

Perception of Neighborhood Safety by Division

"*How worried are you that someone will break into your home when no one is there?*"

DIVISION

Worried Break-In	1	2	3	4	5	6	7	8
Worried	20.7%	21.0%	22.6%	20.1%	10.6%	12.1%	11.7%	4.2%
Not Worried	79.3	79.0	77.4	79.9	89.4	87.9	88.3	95.8
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%

As found in the earlier section addressing fear of crime within Metro Louisville, respondents had generally low levels of fear of crime as measured by their *worry that someone would break in to their home* and *fear of going out at night alone in their neighborhood.* As shown in Table 19, significant majority of respondents in each division are *not worried* or *not worried at all* about a home break-in. Divisions 5, 7, and 8 had the lowest percentage of respondents worried about home break-ins as well as the lowest percentage of respondents afraid to go out alone in their neighborhoods at night.

Table 20

Perception of Neighborhood Safety by Division

"How often do you avoid going out alone at night in your neighborhood?"

DIVISION								
Avoid Out Alone at Night	*1*	*2*	*3*	*4*	*5*	*6*	*7*	*8*
Always/Almost Always	26.0%	23.6%	18.4%	21.1%	8.1%	15.4%	8.1%	2.9%
Never/Almost Never	74.0	76.4	81.6	78.9	91.9	84.6	91.9	97.1
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%

As shown in Table 20, a majority of respondents within each division reported they *never/almost never* avoided going out at night alone in their neighborhood. The 5th 7th and 8th Divisions had the greatest percentage of respondents reporting they *never/almost never* avoided going out at night alone in their neighborhood. The 1st and 2nd Divisions had the highest percentage of respondents reporting they *always/almost always* avoided going out alone at night in their neighborhoods.

Table 21 contains responses, by division, to whether respondents believed crime prevention in their neighborhood is a "solo" or "partnership" venture. As seen in this table, in each division, a clear majority of respondents believed crime prevention was the joint responsibility of police and residents. Additionally, a clear minority in each division believed crime prevention was solely the purview of police. There were not extensive variations among the divisions on this question. However, respondents in Divisions 3 and 5 were most likely to report the responsibility as belonging both the police and residents.

Table 21

Perception of Responsibility for Neighborhood Crime Prevention by Division

"*When it comes to preventing crime in your neighborhood, do you feel that it's more the responsibility of the residents, or is it more the responsibility of the police?*"

	DIVISION							
Responsible to Prevent Crime	*1*	*2*	*3*	*4*	*5*	*6*	*7*	*8*
Residents	28.8%	32.8%	21.1%	21.9%	18.0%	22.2%	22.2%	24.0%
Police	5.8	6.0	3.6	9.1	6.3	7.7	4.6	4.7
Both	65.4	60.9	75.2	68.7	75.7	70.0	73.2	71.3
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%

Table 22 contains responses, by division, to whether respondents believed police were willing to be community partners. No division-specific responses deviated from the overall finding that the police were perceived to be willing, to some degree, to be community partners.

Table 22

Perception of Police Willingness to be Community Partners by Division

"How willing are police to partner with members of the community and community groups?"

	DIVISION							
Community Partners	*1*	*2*	*3*	*4*	*5*	*6*	*7*	*8*
Very Willing	54.1%	55.7%	65.0%	62.6%	74.6%	66.0%	74.5%	82.8%
Somewhat Willing	41.6	38.9	33.6	32.8	22.4	31.5	23.5	17.2
Not Willing	4.3	5.4	1.4	4.6	3.0	2.5	2.0	0.0
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%

In all divisions, a majority responded the police were *very willing* to be community partners with an even more substantial majority responding the police were willing, to some degree, to be community partners. Divisions 1 and 2 had the lowest percentage of respondents reporting police were *very willing to work as community partners* while Divisions 5, 7 and 8 had the greatest percentage of respondents who replied the police were *very willing to be community partners.* Overall, no more than approximately 5 percent of the respondents reported police were *not willing to work as community partners.*

Table 23

Satisfaction with Police Services by Division

"In general, how satisfied are you with the quality of police services in your neighborhood?"

	DIVISION							
Satisfaction With Police Services	*1*	*2*	*3*	*4*	*5*	*6*	*7*	*8*
Very Satisfied/Satisfied	78.6%	82.0%	91.0%	86.3%	92.3%	93.2%	94.0%	97.6%
Unsatisfied/Very Unsatisfied	21.4	18.0	9.0	13.7	7.7	6.8	6.0	2.4
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%

Table 23 contains responses, by division, to the respondents' satisfaction with police services in their neighborhood. As noted in this table, no division-specific responses deviated from the general findings for Metro Louisville. That is, a majority of respondents in each division expressed satisfaction with police services.

Within each division, a significant majority (97.6 to 78.6 percent) of the respondents were *very satisfied/satisfied* with police services in their neighborhood. Division 1 had the greatest percentage of respondents reporting *dissatisfaction* while Division 8 had the greatest percentage of respondents reporting *satisfaction*. In most divisions, less than 10 percent of the respondents reported *dissatisfaction.*

Table 24 contains the findings, by division, for the responses to assessments of the quality of police activities such as crime prevention, victim assistance, and maintaining public order as well as citizen assessments of how respectful, helpful and fair the police are in their dealings with civilians. As with the other division-specific findings, all division outcomes were consistent with overall general trends in which a majority of respondents reported the police were *very good/good* at crime prevention, helping victims, and maintaining public order. Additionally, a majority of respondents believed the police were respectful, polite, helpful and fair in their dealings with the public.

Table 24

Percentage of Respondents Rating Police Activities as Very Good or Good
by Division

"How good are police at crime prevention? Helping Victims? Keeping Public Order? Being Helpful? Being Fair?"

	DIVISION							
Standards	1	2	3	4	5	6	7	8
Helping Victims	69.5%	80.8%	87.5%	78.7%	86.1%	87.2%	89.4%	94.6%
Keeping Public Order	76.0	81.6	93.7	87.3	94.1	93.0	96.3	98.0
Crime Prevention	72.3	83.7	92.7	83.8	93.9	92.3	93.7	98.0
Respectful?	85.3	91.4	97.9	89.2	96.9	96.7	98.2	98.9
Helpful?	89.8	94.0	97.2	91.9	96.2	97.9	97.2	99.3
Fair?	89.3	91.3	98.6	92.1	97.4	97.4	98.6	99.3

DISCUSSION

The findings from the assessment of citizens' perceptions of the Louisville Metro Police Department (LMPD) showed that citizens of Metro Louisville were satisfied with police and the quality of police services provided by LMPD. The findings in the current survey did not differ significantly from the findings reported in the prior surveys. The majority of respondents perceived the police as very willing to work with local community leaders and groups and positively rated the

quality of police services in crime prevention and order maintenance. When dissatisfaction was noted, it was from a minority of the respondents.

A significant majority of individuals reported that the quality of their neighborhood, as well as neighborhood crime, had remained the same over the past year. Similarly, respondents reported low levels of fear of crime, in that the majority of respondents felt safe when being out alone at night. When asked about neighborhood problems, those reported most often were public order incidents such as loud music from cars rather than serious crime problems such as assault.

A majority of individuals reported that they had no contact with the police during the previous year. Those reporting that they had contacted the police indicated higher levels of dissatisfaction; however given the nature of police contact, it may be difficult to garner positive citizen responses in these instances. One must take into account that any number of situations involving police contact may mitigate the overall, positive satisfaction respondents may have for police and police services. Similarly, it may be very difficult for respondents to generalize past their own personal experiences and view police objectively.

Citizens perceived the Louisville Metro Police as doing a good job helping crime victims. Respondents' attitudes toward police officers rated the police as respectful, helpful, and fair when interacting with neighborhood residents. Citizens perceived police as helpful in reducing crime and making the neighborhoods safer places in which to live.

Respondents additionally reported that they generally trusted the motives of the Louisville Metro Police Department and believed that officers from the department respected individual dignity and cultural diversity within neighborhoods. The respondents additionally believed that the department was generally transparent in its communication with the public and used all other means possible before using force. So, in terms of the "trust and legitimacy" dimensions of the survey, the Louisville Metro Police Department received positive ratings.

While being satisfied with police services, respondents also believed that it was the responsibility of both residents and police to prevent neighborhood crime; and that, within their neighborhoods, a sense of community existed in that neighbors would assist neighbors and neighbors would report public order and crime incidents to police. Respondents additionally viewed the police as willing partners with community leaders and community groups.

The demographic variables of age, income and education were not related to satisfaction with police services. Ethnicity was related to satisfaction with police services but the differences between Caucasians and African Americans were not extreme. Within both ethnic groups a significant majority reported satisfaction with police services.

Respondents to the survey identified neighborhood meetings and community fairs as the two most preferred methods of communication with the Louisville Metro Police Department. More technologically-based communication methods were rated as less preferable than some of the more traditional face-to-

face methods. This may be a consequence of the relatively older average age among the sample or the result of the respondent's desire not to have the police sending them messages on Facebook and via mobile apps that they prefer to use for more personal communications.

The review of the findings within each division did not produce division-specific findings that were counter to the trends evidenced in the overall Metro Louisville findings. The divisions did exhibit differences in the percentage distributions for specific findings but this is to be expected and the differences were not extreme. The division findings represent interesting internal comparisons that are of relevance overall and specifically to the division commanders. However, caution must be exercised due to the sample size of 300 in each division which results in a margin of error of +/- 5 percent.