



Community Relations Grant

2017-CP-CPI-00063

Toledo Police Department

Final Grant Report



Analysis & Report

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Summary

This report will outline the objectives and findings of the survey conducted by the Toledo Police Department to assess community relations. The Office of Criminal Justice Services sponsored this grant for the 2016-2017 funding year. The survey was collected by the Toledo Police Department under the guidance of the Chiefs Advisory Board. The data was analyzed independently by the University of Toledo's Center for Urban Policing & Crime Analysis Initiative, in the Criminal Justice department.

Problem Statement

The City of Toledo Police Department (TPD) is a partner in on-going criminal justice reform efforts in Lucas County and has recently adopted a focus on procedural justice. To incorporate elements of procedural justice into TPD, Chief George Kral established the Chief's Advisory Board (CAB) in 2015 to continue to build positive relationships and a level of trust between the community and the police department through open communication. In an effort to increase visibility the Chief has been hosting quarterly Town Hall meetings over the past two years to facilitate discussions between the police and the community. However, measuring the success of the Town Hall meetings has proven to be difficult since a baseline measure of citizens' attitudes towards police had not been established until now with the results of this survey. The Toledo Police Department is grateful for the funding provided through the Ohio Community-Police Relations Grant Program to establish this survey and to permit the use of evidence-based initiatives moving forward. Police executives have the fundamental issue of accountability, that Chief Kral not only adheres to but values (Kelling et al, 1988).

The foundation for this study was to recognize the value of community feedback and communication, a goal Chief Kral holds to in his daily operation of police activities and leadership. To accomplish this, it was imperative to gain input from the community. Studies indicate that general public views regarding police are favorable, but support varies between demographic groups and other variables – namely race (Benedict et al., 2000). There is enormous value in determining community perceptions of the police because distrust complicates an officer's ability to interact, communicate, and thus control crime. "To properly serve the needs of the community such needs must be known" (Marenin, 1989). Since the City of Toledo has not conducted a citywide measurement of citizens' opinions of the police department, this is the first report to offer an illustration of those perceptions.

Beyond the media attention highlighting the need for improved police-citizen interactions, research is also surfacing to suggest that measuring "customer service" responses is necessary – from Cincinnati to New Orleans to Chicago. This has been an underestimated and underutilized source of information for police departments. The Chief and his officers are striving to create more positive interactions and communication between the community being served and the department tasked with serving its safety needs. This grant helps TPD gain a better understanding of present community relations as viewed by the community, and areas where improvements can be made.

Specifically, this grant funding permitted the city of Toledo to assess the needs of its diverse population. The City of Toledo is situated in northwest Ohio and has an estimated population of 287,206 with a demographic makeup of: 64.8% white, 27.2% African American, 7.4% Hispanic or Latino, 3.9% two or more races, 1.1% Asian, and 0.4% American Indian (Census Bureau, 2010). The median income for the City of Toledo is \$33,485 and 22.7% of all families are living below the poverty level (U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates). The City of Toledo population is also comprised of 51.6% females and 48.4% males.

The opportunity to develop and administer this type of city-wide survey has provided a valuable assessment tool to inform the department as to what initiatives should be improved or created moving forward, and established a baseline of information for TPD. This baseline can now be used to measure the impact of their procedural justice initiatives and the community's perceptions of Toledo Police over time. Traditionally enhancing community relations has to be a process with multiple approaches to identify areas of need (Decker, 1981).

Project Description

This project developed a survey targeting all Toledo residents and individuals that have direct contact with the department and will assess community perception data as a whole, looking at satisfaction, concerns, feelings, trust/fairness and communication. By breaking down the data further, evaluators were able to identify areas of need both in the community and the department. The department will continue to enhance its community-centered police initiatives with every analysis of the survey results, which will lead to continued feedback about community relations and TPD.

This project was completed in the 12-month timeframe identified. The first two months of the grant were utilized to finalize project planning, complete and test the survey tool, and provide a solid structure for implementation. The Chief's Advisory Board (CAB) worked in collaboration with University of Toledo faculty members to finalize the survey design and implementation. Upon accepting the grant, meetings of all CAB members were convened to focus on finalizing the evaluation and implementation of grant-related activities. The meetings strengthened the terms and mechanisms for collaboration between the CAB members.

The following criteria were used to develop questions for the survey. Main areas of focus were on interactions, safety, neighborhoods, and demographics. Examples of each are provided but not limited to: demographics (race, age, gender), location (zip code – nearest cross street or school), safety information (do they feel safe at home, neighborhood, playground), neighborhood concerns (street lights, abandoned buildings, specific crimes, gang activity), interactions with police officers (call for service, interaction on the street, traffic stop, arrest – including date, time location and officer demographics), general concerns or perceptions regarding police trust, victimization and diversity. The citizen attitude measurement survey was loosely modeled after the Dayton, Ohio Public Opinion Survey (2010). TPD selected the Dayton Survey as a baseline

example because of the appeal it will have on the target population and the evidence-based programming.

The citizens of Toledo are cognizant of what is transpiring across the United States regarding community-police relations. It has become abundantly clear that this attitude measurement tool has provided valuable insight into the City of Toledo's attitudes towards the department and will continue to be assessed so that shifts in attitude can be addressed in a timely and proactive manner.

The project consisted of three stages. During stage one, the University of Toledo (UT) tested the survey and made necessary alterations to ensure that the survey questions were validated. During the second stage the survey was released on TPD's website. This ensured that the survey could be completed anonymously and removed any issues of consent. The department publicized the survey opportunity via multiple forms of media (TV, social media, press release), and also provided locations where hard copies could be completed and submitted. A proper sample size was collected for the University of Toledo to report results. The goal of stage two was to have 200 or more citizens of Toledo participate in the survey, and we reported the results on 802 valid surveys. The final stage was to create a report to the community, on citizens' attitudes towards the police. Additionally, survey information will continue to be collected and analyzed and supplemental results will be published as available on the TPD website. This will ensure sustainability for future years of data collection and the ability to analyze trends in community perceptions. The information collected will be incorporated into ongoing department initiatives such as Coffee with Cops, Police in the Park, Block Watch, and the Town Hall forums sponsored by CAB. The ability to conduct this research and analyze community perceptions will strengthen and expand the efforts of TPD.

Project Objectives

There were three main objectives for the grant project. The first objective of the grant was to increase by 200 the number of surveys completed and analyzed during the grant period. The performance indicator was the number of surveys completed and analyzed. This objective was successfully completed. The survey produced 802 valid surveys for analysis. The second objective was to increase by 60% the number of citizens reporting a positive attitude toward law enforcement services during the grant period. The performance indicator for this objective was the number of positive responses received on the survey. The analysis determined that at least 77% of the respondents indicated a positive attitude towards TPD. The third objective is to increase by 25% the number of citizens attending the Chief's Town Hall meetings. The performance indicator for this objective is the number of citizens attending the Town Hall Forums. While this objective is still a work in progress, however the survey has helped TPD determine the best methods to engage the community through the use of media and different communication forms.

Findings:

Valid survey responses were obtained from 802 participants. These surveys were analyzed regarding satisfaction with TPD, crime concerns, feelings, trust/fairness and preferred communication strategies were targeted in the data. Descriptive statistics (count, means etc.) were calculated for the entire sample as well as subgroups pertaining to race/ethnicity, age category, and geographic area of the respondent. Significant findings are also reported.

Satisfaction By Race/Ethnicity

An overall police satisfaction variable was created as a binary (yes, no) and analyzed by race and geographic area. (Table 1 & 2, Graph 1). Notably 77% of the respondents identified a positive attitude towards TPD.

Table 1: Indicated in percentages

Race/Ethnicity	Satisfied %	Dissatisfied%
White/Caucasian	78.5	21.5
Black/African American	63	37
Hispanic/Latino	84	16
Other/Unknown	68	32
All Respondents	77	23

Figure 1: Satisfaction with Toledo Police by Race

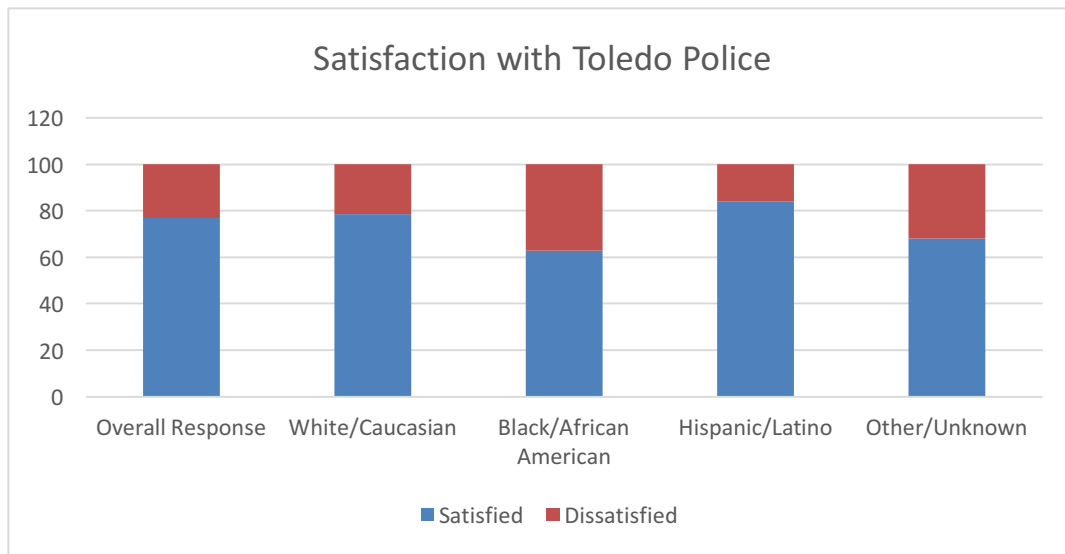
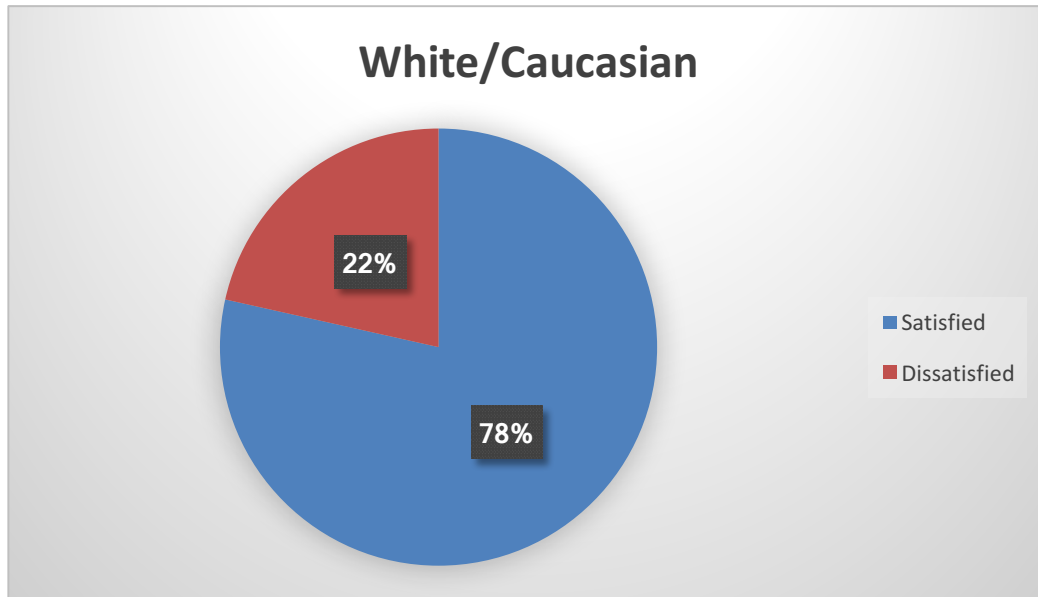


Figure 2: Satisfaction with Toledo Police, All Respondents



Satisfaction classified by race/ethnicity is demonstrated in Figures 3, 4 and 5. Race/ethnicity was self-selected by respondents and a category for “other” was provided for those who chose not to identify by a specific race/ethnicity or who determined their category was not represented. White/Caucasian respondents reported 78% satisfaction while 22% reported dissatisfaction (Figure 3).

Figure 3: Satisfaction with Toledo Police for White/Caucasian Respondents

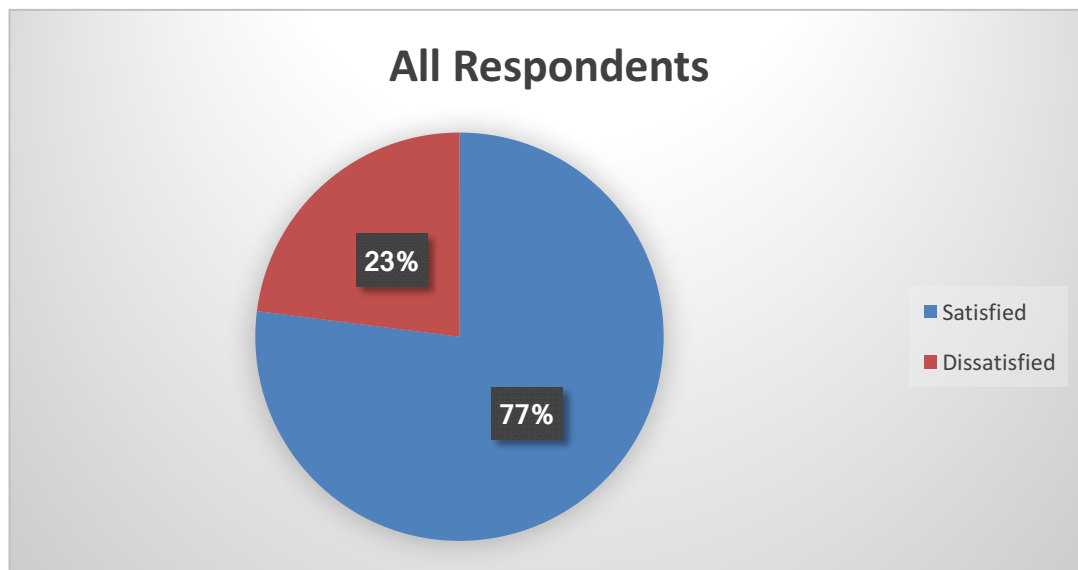
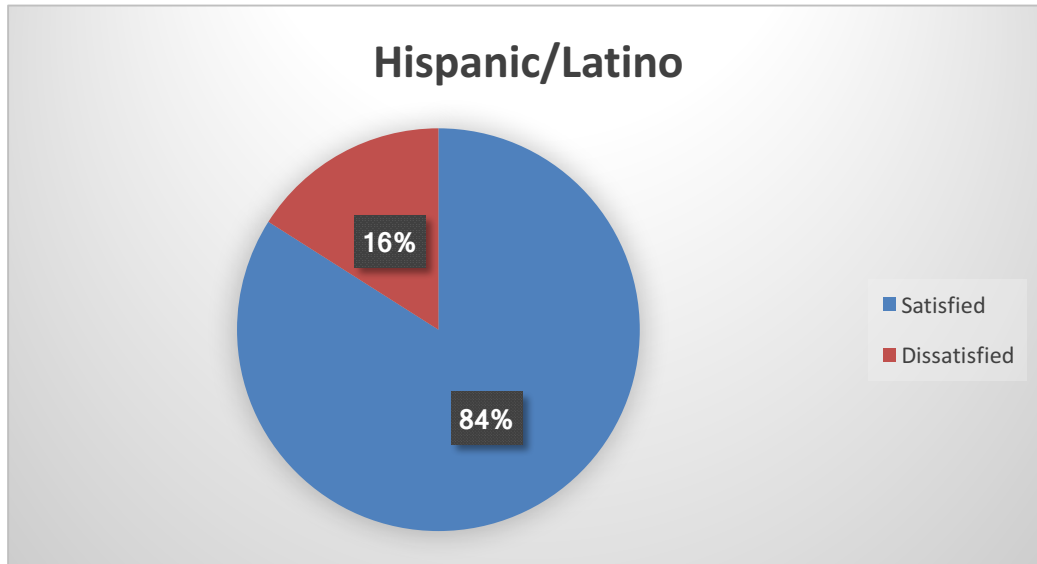
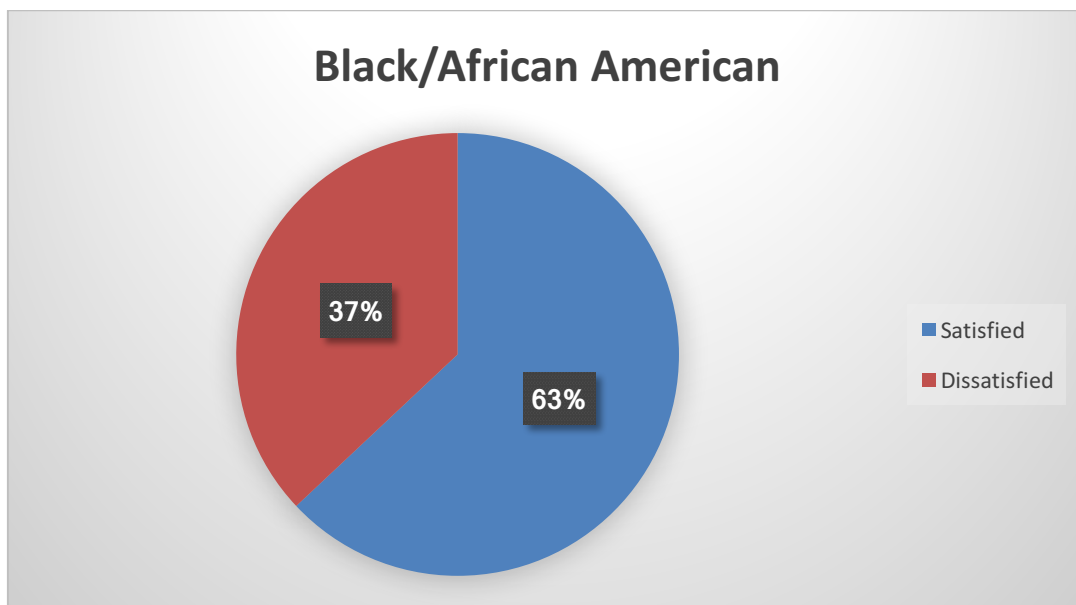


Figure 4: Satisfaction with Toledo Police for Hispanic/Latino Respondents



Hispanic/Latino reported the highest rate of satisfaction among all race/ethnicity categories with respondents reporting an 84% satisfaction rate (Figure 4). Only 16% of Hispanic/Latino respondents indicated dissatisfaction with TPD. In contrast, of the respondents that self-identified as Black/African American 63% indicated satisfaction with TPD, while 37% indicated dissatisfaction (Figure 5).

Figure 5: Satisfaction with Toledo Police for Black/African American Respondents



Of the respondents who did not select one of the race/ethnicity categories, 68% reported satisfaction with TPD, while 32% indicated dissatisfaction (Figure 6). This category is representative of individuals who selected other, or did not select a category in the race/ethnicity question.

Figure 6: Satisfaction with Toledo Police by Other/Unknown Race Respondents

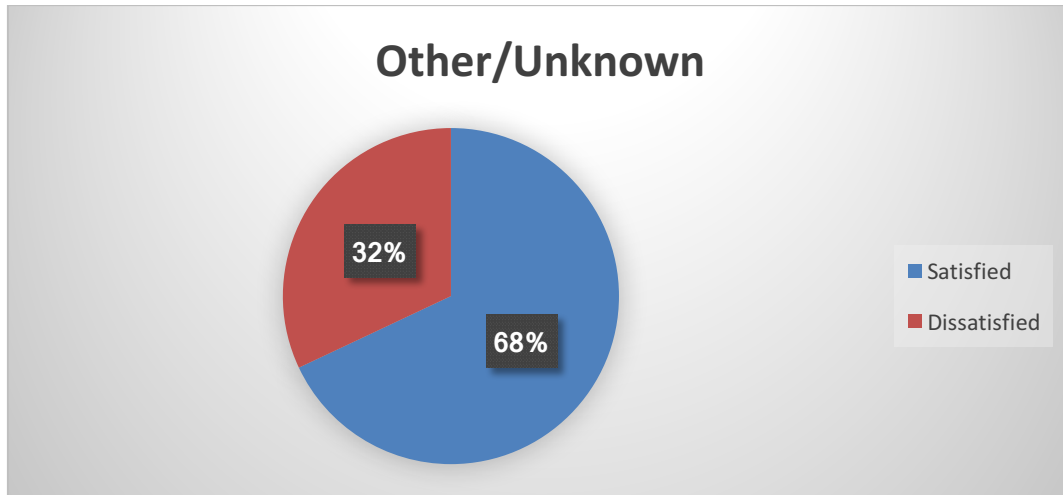


Table 2: Crosstabulation – Satisfaction with the Toledo Police by Race/Ethnicity

Race_EthxGrps * Satis_PservYN Crosstabulation					
			Satis_PservYN		Total
			0	1	
Race_EthxGrps	Black/African-American	Count	17	29	46
		Expected Count	10.6	35.4	46.0
		% within Race_EthxGrps	37.0%	63.0%	100.0%
	Hispanic/Latino	Count	4	21	25
		Expected Count	5.8	19.2	25.0
		% within Race_EthxGrps	16.0%	84.0%	100.0%
	Other/Unknown	Count	18	38	56
		Expected Count	12.9	43.1	56.0
		% within Race_EthxGrps	32.1%	67.9%	100.0%
	White/Caucasian	Count	137	500	637
		Expected Count	146.7	490.3	637.0
		% within Race_EthxGrps	21.5%	78.5%	100.0%
Total	Count	176	588	764	
	Expected Count	176.0	588.0	764.0	
	% within Race_EthxGrps	23.0%	77.0%	100.0%	

A chi-square test also indicated that overall satisfaction was highest among White and Hispanic/Latino respondents but lower among African-American respondents at a significant level.

Table 3: Chi-Square Test – Satisfaction with the Toledo Police by Race/Ethnicity

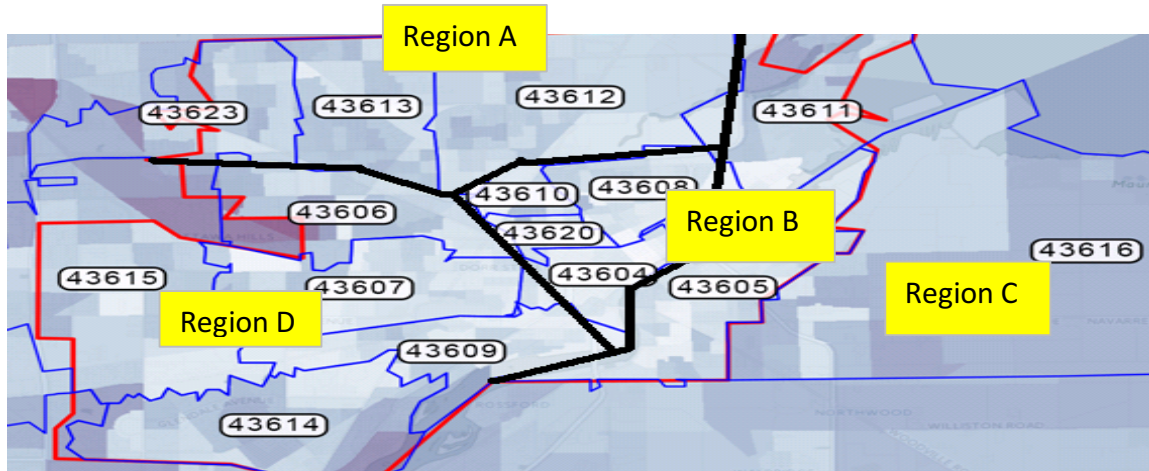
Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	9.185 ^a	3	0.027
Likelihood Ratio	8.533	3	0.036
N of Valid Cases	764		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.76.

Satisfaction by Geographic Area

Respondent zip codes were combined into four geographic areas to assess satisfaction by geographic area. The geographic areas were broken into four main regions representative of A, B, C, D). The following map (Figure 7) indicates how these geographic areas were defined. Area Codes 43623, 43613 and 43612 represent Region A, Region B is represented by area codes 43610, 43608, 43620 and 43604, the Region C is represented by area codes 43611, 43605 & 43616, and Region D is represented by 43615, 43606, 43607, 43609 and 43614.

Figure 7: Toledo Geographic Areas by Region



Satisfaction rates by geographical area indicate a strong relationship - that all areas of the City of Toledo have a generally high satisfaction rating of TPD (See Figures 7 and 8, Table 4). Region D indicates the highest satisfaction relationship, but only slightly higher than that of the Region A. A crosstabulation and chi-square test indicated that overall satisfaction with Toledo police was significantly high in the A and D regions and low in Region B (Tables 5 and 6 in appendix).

Table 4: Police Satisfaction by Area

Region	Satisfied	Dissatisfied
B	62.5	37.5
C	74.4	25.6
A	78.9	21.1
D	81.2	18.8

Figure 8: Police Satisfaction by Area

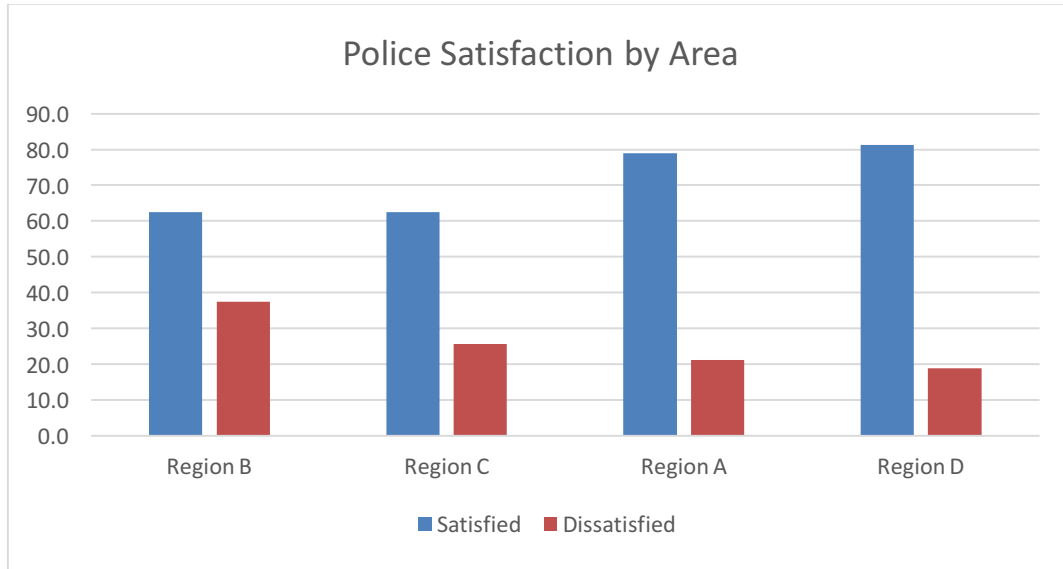


Table 5: Crosstabulation – Police Satisfaction by Area

Zip_Area * Satis_PservYN Crosstabulation					
			Satis_PservYN		Total
			0	1	
Zip_Area	Region B	Count	18	30	48
		Expected Count	11.1	36.9	48.0
		% within Zip_Area	37.5%	62.5%	100.0%
	Region C	Count	30	87	117
		Expected Count	27.0	90.0	117.0
		% within Zip_Area	25.6%	74.4%	100.0%
	Region A	Count	56	210	266
		Expected Count	61.3	204.7	266.0
		% within Zip_Area	21.1%	78.9%	100.0%
	Other	Count	23	50	73
		Expected Count	16.8	56.2	73.0
		% within Zip_Area	31.5%	68.5%	100.0%
	Region D	Count	49	211	260
		Expected Count	59.9	200.1	260.0
		% within Zip_Area	18.8%	81.2%	100.0%
Total		Count	176	588	764
		Expected Count	176.0	588.0	764.0
		% within Zip_Area	23.0%	77.0%	100.0%

Table 6: Chi-Square Test – Police Satisfaction by Area

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	12.231 ^a	4	0.016
Likelihood Ratio	11.532	4	0.021
N of Valid Cases	764		
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 11.06.			

Respondent Concerns by Race/ethnicity

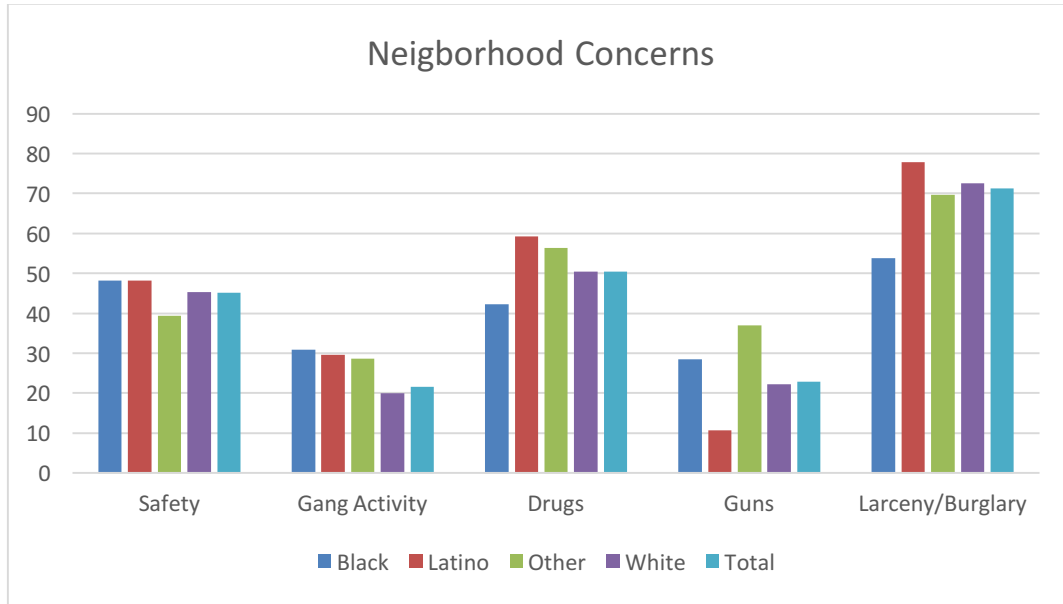
One of the key topics addressed in the survey was concerns the respondents identified in their neighborhood. The survey requested information about safety, gang activity, drugs, guns & theft/burglary. To establish these concerns in context of community relations, the following analysis looked at these concerns by race/ethnicity categories (Table 7). Notably, larceny/burglary was of greatest concern to all respondents, in all categories. Guns were of least concern to all categories except the other category.

Table 7: Neighborhood Concerns by Race/Ethnicity

	Safety	Gang Activity	Drugs	Guns	Theft/Burglary
Black	48.1	30.8	42.3	28.5	53.8
Latino	48.1	29.6	59.3	10.7	77.8
Other	39.3	28.6	56.3	37	69.6
White	45.3	19.9	50.4	22.2	72.6
Total	45.1	21.6	50.4	22.9	71.3

Overall, combined results indicate that most respondents are concerned with theft/burglary first and foremost, followed by drugs, then safety. Guns was second to last in the respondents ranking of concern followed by the least concerning category of gang activity (Figure 9).

Figure 9: Neighborhood Concerns by Race/Ethnicity



Please note that theft, robbery, burglary and larceny are all used in the description of the category identified throughout as theft/burglary. The terminology was selected by the researcher based on the lower concern for guns and qualitative comments made by respondents, which would indicate theft and burglary were the main area of concern.

A crosstabulation further asserts the breakdown by percentage and count of the concerns by race/ethnicity as compared to neighborhood concern.

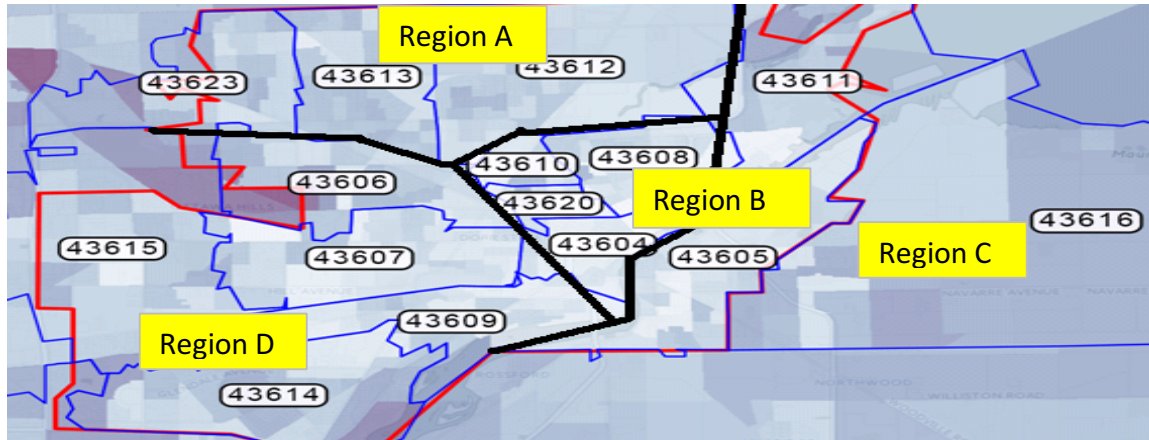
Table 8: Crosstabulation – Neighborhood Concerns by Race/Ethnicity

Race_EthxGrps * Concern_Neighb5 Crosstabulation					
			Concern_Neighb5		Total
				Theft/Robbery/ Burglary	
Race_EthxGrps	Black/African-American	Count	24	28	52
		% within Race_EthxGrps	46.2%	53.8%	100.0%
	Hispanic/Latino	Count	6	21	27
		% within Race_EthxGrps	22.2%	77.8%	100.0%
	Other/Unknown	Count	17	39	56
		% within Race_EthxGrps	30.4%	69.6%	100.0%
	White/Caucasian	Count	183	484	667
		% within Race_EthxGrps	27.4%	72.6%	100.0%
Total		Count	230	572	802
		% within Race_EthxGrps	28.7%	71.3%	100.0%

Respondent Concerns by Geographic Area

Respondent zip codes were combined into four geographic areas to assess satisfaction by geographic area. The geographic areas were broken into four main regions representative of A, B, C, and D). The following map (Figure 10) indicates how these geographic areas were defined.

Figure 10: Geographical Regions of Toledo as Identified for the Survey



Area Codes 43623, 43613 and 43612 represent Region A, Region B is represented by area codes 43610, 43608, 43620 & 43604, Region C is represented by area codes 43611, 43605 & 43616, and Region D is represented by 43615, 43606, 43607, 43609 & 43614. When broken down by geographical location it is notable that all four areas identified theft/burglary as their number one concern (Table 9). Three of the four geographic areas indicated the least amount of concern with gang activity, compared to drugs, safety and guns. However the central district had 44% of respondents indicating that gang activity was of greater concern than that of safety.

Table 9: Crime Concerns by Geographical Region

Region	Safety	Gang Activity	Drugs	Guns	Theft/Burglary
B	38.0	44.0	50.0	40.0	66.0
C	52.5	29.2	71.7	33.3	75.0
A	46.2	19.0	53.8	18.7	75.5
D	46.4	19.1	44.2	20.1	75.2

Over all combined results indicate that most respondents are concerned with theft/burglary first and foremost, followed by drugs, then safety. Guns was second to last in the respondents ranking of concern followed by the least concerning category of gang activity (Figure 11). A crosstabulation and chi-square test indicated that overall relationship between concern and gun crime was significantly higher in the Central and East areas (Tables 10 and 11).

Figure 11: Crime Concerns by Geographical Area

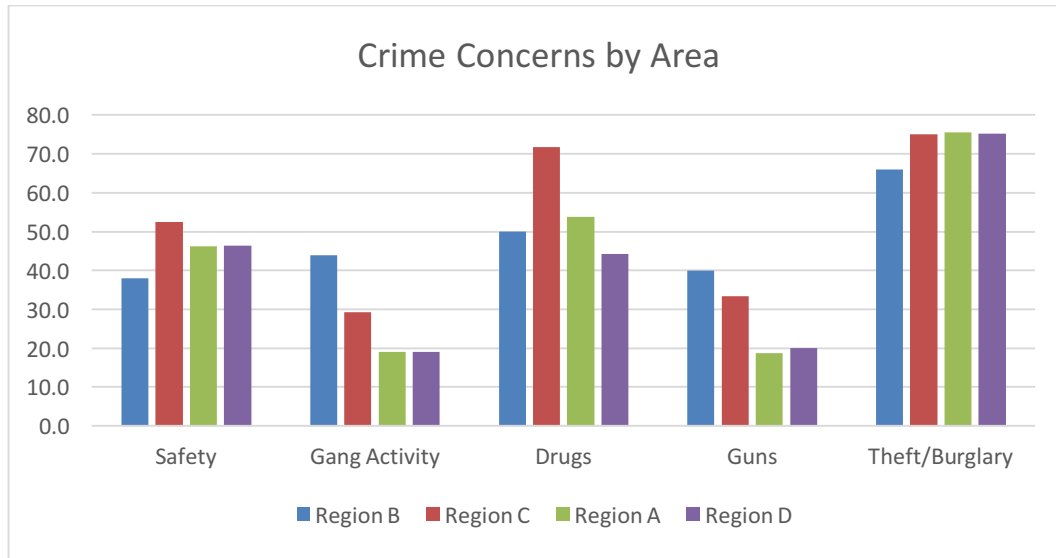


Table 10: Crosstabulation – Gun Crime Concerns by Geographical Area

Zip_Area * Concern_Neighb4 Crosstabulation			Concern_Neighb4		Total
Zip_Area			Gun crime		
Zip_Area	Region B	Count	30	20	50
		Expected Count	38.5	11.5	50.0
		% within Zip_Area	60.0%	40.0%	100.0%
	Region C	Count	80	40	120
		Expected Count	92.5	27.5	120.0
		% within Zip_Area	66.7%	33.3%	100.0%
	Region A	Count	222	51	273
		Expected Count	210.4	62.6	273.0
		% within Zip_Area	81.3%	18.7%	100.0%
	Other	Count	64	17	81
		Expected Count	62.4	18.6	81.0
		% within Zip_Area	79.0%	21.0%	100.0%
Region D	Count	222	56	278	
	Expected Count	214.2	63.8	278.0	
	% within Zip_Area	79.9%	20.1%	100.0%	
Total	Count	618	184	802	
	Expected Count	618.0	184.0	802.0	

	% within Zip_Area	77.1%	22.9%	100.0%
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Table 11: Crime Concerns by Geographical Area

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	19.768 ^a	4	0.001
Likelihood Ratio	18.321	4	0.001
N of Valid Cases	802		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 11.47.

Table 12: Crosstabulation – Drug Concerns by Geographical Area

Zip_Area * Concern_Neighb3 Crosstabulation					
			Concern_Neighb3		Total
				Drugs	
Zip_Area	Region B	Count	25	25	50
		Expected Count	24.8	25.2	50.0
		% within Zip_Area	50.0%	50.0%	100.0%
	Region C	Count	34	86	120
		Expected Count	59.6	60.4	120.0
		% within Zip_Area	28.3%	71.7%	100.0%
	Region A	Count	126	147	273
		Expected Count	135.5	137.5	273.0
		% within Zip_Area	46.2%	53.8%	100.0%
	Other	Count	58	23	81
		Expected Count	40.2	40.8	81.0
		% within Zip_Area	71.6%	28.4%	100.0%
	Region D	Count	155	123	278
		Expected Count	138.0	140.0	278.0
		% within Zip_Area	55.8%	44.2%	100.0%
Total		Count	398	404	802

	Expected Count	398.0	404.0	802.0
	% within Zip_Area	49.6%	50.4%	100.0%

A crosstabulation and chi-square test indicated that respondent concern about drugs was significantly correlated in Region A and C. The significance for the Region C also indicated a very high relationship (Tables 12 and 13).

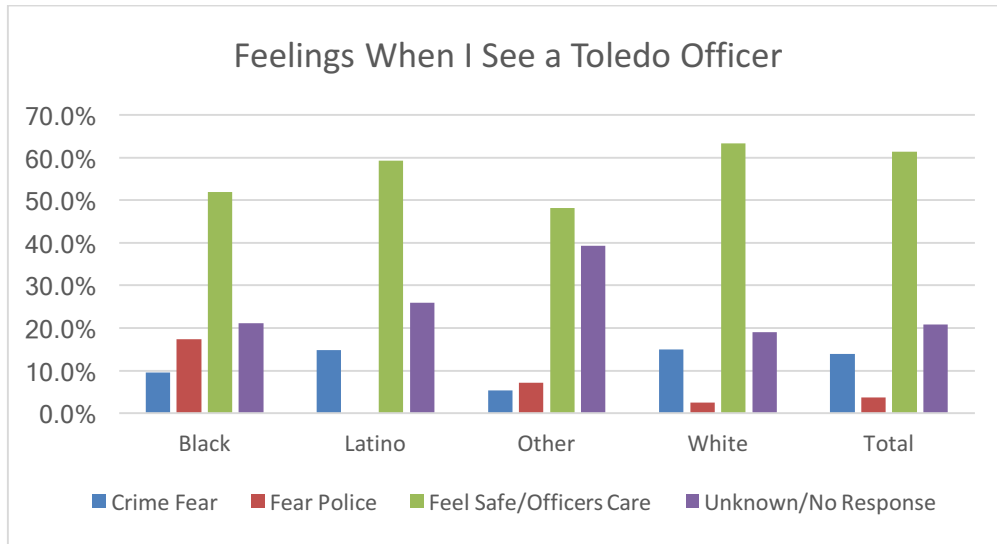
Table 13: Chi-Square Test – Drug Concerns by Geographical Area

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	42.913 ^a	4	0.000
Likelihood Ratio	44.194	4	0.000
N of Valid Cases	802		
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 24.81.			

Fear & Safety Concerns

One of the purposes of the survey was to identify what fears and feelings respondents identified when they see a TPD officer. The selection of fear of crime, fear of police, feel that officers care, and feel safe when they see TPD officers were all provided. Overall, only 14% of respondents indicated that they had a fear of crime when they saw a TPD officer (Figure 11). A small number of respondents (3.7%) indicated that they had a fear of police when they saw a TPD officer. Notably 62% of respondents indicated that they felt safe or that officers cared when they saw a Toledo police officer.

Figure 11: Fear & Safety Concerns Related to TPD



Fear and Safety Concerns by Race/Ethnicity

One of the outcomes of the survey was to identify what fears and feelings the respondents indicate based on their race/ethnicity categorization as a measure of community relations. Of note in this analysis was the fact that over half of respondents represented regardless of race/ethnicity felt safe when they saw a Toledo police officer (Table 14). Less than 15% of respondents in any race/ethnicity category indicated a fear of crime when they saw a Toledo police officer. Less than 7% in any race/ethnicity category were afraid or feared police when they saw a police officer. However, 17% of African American/black respondents indicated they feared police when they saw a Toledo police officer, while not on respondent identifying as Latino/Hispanic said they had fear of police when they saw a Toledo police officer.

Table 14: Fear & Safety Concerns Related to TPD by Race

	Crime Fear	Fear Police	Feel Safe/Officers Care	Unknown/No Response
Black	9.6%	17.3%	51.9%	21.2%
Latino	14.8%	0.0%	59.3%	25.9%
Other	5.4%	7.1%	48.2%	39.3%
White	15.0%	2.5%	63.4%	19.0%

Total	14.0%	3.7%	61.5%	20.8%
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Fairness

One of the concepts that was important to community relation measures was that of fairness. Fairness was measured in total by all respondents by rating the Toledo Police Department on fairness. Of the respondents a total of 80% said that they thought the police department was always or mostly fair (Table 15). An additional 11% were not sure or had no opinion.

Table 15: Crosstabulation – Police Fairness Evaluation by Race

Race_EthxGrps * Fair_TPD Crosstabulation										
			Fair TPD					Total		
				Always fair	Mostly fair	Mostly unfair	Never fair		Not sure/No opinion	
Race_Ethx Grps	Black/African-American	Count	0	5	31	9	2	5	52	
		% within Race_Ethx Grps	0.0%	9.6%	59.6%	17.3%	3.8%	9.6%	100.0%	
	Hispanic/Latino	Count	1	6	16	2	1	1	27	
		% within Race_Ethx Grps	3.7%	22.2%	59.3%	7.4%	3.7%	3.7%	100.0%	
	Other/Unknown	Count	5	6	30	8	0	7	56	
		% within Race_Ethx Grps	8.9%	10.7%	53.6%	14.3%	0.0%	12.5%	100.0%	
	White/Caucasian	Count	3	152	395	34	8	75	667	
		% within Race_Ethx Grps	0.4%	22.8%	59.2%	5.1%	1.2%	11.1%	100.0%	
	Total		Count	9	169	472	53	11	88	802
			% within Race_Ethx Grps	1.1%	21.1%	58.9%	6.6%	1.4%	11.1%	100.0%

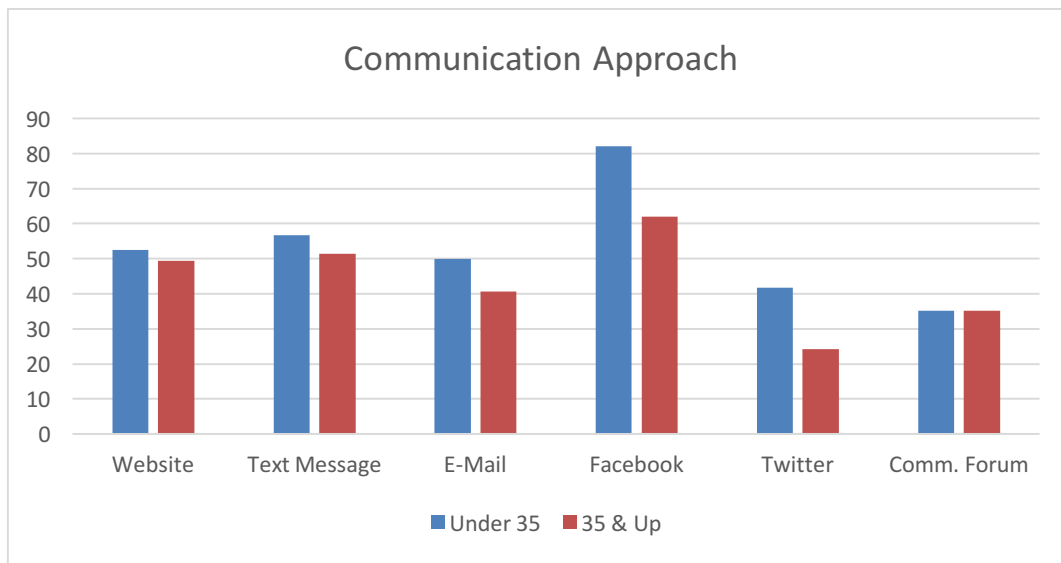
Communication

Another important measure of this survey was to determine how respondents interact with or receive information from TPD. There is no one form of communication that is significantly more popular than any other (Table 16 and Figure 12). Respondents did indicate that Facebook is what they use most, but 35% of respondents also like the communication used through the community forums. It is clear that multiple methods of communication are preferred, desired and utilized despite the age of the respondent, and that respondents prefer multiple methods of communication.

Table 16: Types of Communication by Respondent Age

	Website	Text Message	E-Mail	Facebook	Twitter	Comm. Forum
Under 35	52.6	56.7	50	82	41.8	35.1
35 & Up	49.4	51.4	40.7	62	24.2	35.2

Figure 12: Preferred Communication Approach by Respondent Age



Indicators collected on Education, Employment, and Age had no significant findings because of lack of response.

Conclusions

- Survey respondents are mostly satisfied about their Toledo Police Department, which is in line with studies that indicate that general public views regarding police are favorable. (Benedict et al., 2000).
- When assessing a relationship between race/ethnicity and satisfaction, the Toledo Police Department has a relatively high satisfaction rate, but it varies slightly by demographic variables, which is also in line with studies that indicate that general public views regarding police are favorable, but support varies between demographic groups and other variables namely race (Benedict et al., 2000).
- When assessing a relationship between geographic location and satisfaction, all geographic areas indicate satisfaction with Toledo Police. Satisfaction was rated most highly in Regions A and D and lowest in Region B.
- Respondents to the survey are most concerned with theft/burglary/robbery offenses. Indicating they are concerned most about property crimes. This is in line with research that indicates that citizens are most concerned about crimes that occur closest to them, and the fear of losing something of value to oneself (Garofalo, 1991).
- Most respondents are least concerned by gang activity – with the exception of Region B. This is logical based on the higher level of gang related crime reported in Region B. Individuals who live close to crime or perceived crime areas.
- There is a significant relationship between concern and gun crime in the Region B and Region C.
- Overall the most significant area of concern by respondents is identified in Region B.
- Fear of police is not increased for most respondents when they see a Toledo Police Officer – however it is higher for self-identified African American and Black respondents.
- Over 62% of respondents indicated that they feel safe or that officers care when they see a Toledo Police Officer. This is well above the national average of 52% (GALLUP, 2015) This is also in line with the literature as individuals perceive safety when they see a police officer (Garofalo, 1991). Efforts to make police more visible with new TPD policies for police/community interactions may have a continued effect on this variable.

- Over 80% of respondents indicated that they feel that the Toledo Police Department 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).
- The Toledo Police Department 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. The Toledo Police department is commended on its efforts to reach and share information with the community and engage in transparency.
- Toledo Police Department has successfully completed a community-based survey to engage community relations from respondents of their survey. Toledo Police has now created a baseline of research to continue to measure its community relations through indicators collected from the online survey tool. In an era of budget cuts or requests to do more with less, evidence-based approaches will serve to not only engage the community thru feedback but enhance legitimacy of the police department (USDOJ, 2013).

Recommendations

- It is recommended that the Toledo Police continue to use multiple sources of communication to reach the community with information. More transparency will equate to more perceived efforts to engage and inform the community. Following in the line of evidence based strategies 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 the police department has to engage in efforts targeted at needs in the community.
- It is recommended that TPD continue to review strategies and programming in the most needed area of Region B, as it is the area with the greatest levels of concern by citizens.
- 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 engage in a review of its body camera program. The perception of body camera use is that it is more effective in resolving community complaints and internal investigations. As a department interested in cutting edge programming, TPD could inform a new and growing area of literature in policing research.
- 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.

Collaboration Board

The CAB, managed by TPD, served as the collaboration board for this project and is comprised of community leaders.

The collaboration board members listed below provided the following:

- Alisa Key - People's Missionary Baptist (MB) Church – People's MB Church is committed to working with the TPD and the UT to implement and respond to the Citizen's Attitude Measurement Tool to identify citizen perceptions on the TPD. People's MB Church will be a referral source for survey respondents and will work to inform CAB on their congregation's perceptions of police community relations.
- Darlene Sweeney-Newbern – Ohio Civil Rights Commission (OCRC) – The OCRC is committed to working with the TPD and the University of Toledo to implement and respond to the Citizen's Attitude Measurement Tool to identify citizen perceptions on the TPD. Upon implementation, the OCRC will provide a community voice to proposed police programs and procedures.
- Dave Kontur – Family Council of NWO – Family Council of NWO is committed to working with the TPD and the University of Toledo to implement and respond to the Citizen's Attitude Measurement Tool to identify citizen perceptions on the TPD. Upon implementation, Family Council of NWO will provide a community voice to proposed police programs and procedures.
- Doni Miller – Neighborhood Health Association (NHA) – The NHA is committed to working with the TPD and the University of Toledo to implement and respond to the Citizen's Attitude Measurement Tool to identify citizen perceptions on the TPD. Upon implementation, the NHA will provide a community voice to proposed police programs and procedures.
- Holly Matthews – Criminal Justice Coordinating Council (CJCC) – The CJCC is committed to working with the TPD and the University of Toledo to implement and respond to the Citizen's Attitude Measurement Tool to identify citizen perceptions on the TPD. Upon implementation, the CJCC will provide a community voice to proposed police programs and procedures.
- John Jones – Promedica Health System (PHS) - PHS is committed to working with the TPD and the University of Toledo to implement and respond to the Citizen's Attitude Measurement Tool to identify citizen perceptions on the TPD. Upon implementation, PHS will provide a community voice to proposed police programs and procedures.
- Juanita Greene – Toledo Community Coalition (TCC) - TCC is committed to working with the TPD and the University of Toledo to implement and respond to the Citizen's Attitude Measurement Tool to identify citizen perceptions on the TPD. Ms. Greene will be able to provide input on police community relations from the perspective of TCC. She will also serve as a referral source for survey respondents.
- Keith Jordan – JLJ Vision Outreach – JLJ Vision Outreach is committed to working with the TPD and the University of Toledo to implement and respond to the Citizen's Attitude Measurement Tool to identify citizen perceptions on the TPD. Upon implementation, JLJ Vision Outreach will provide a community voice to proposed police programs and procedures.
- Lenora Barry – Northwest Ohio Reentry Coalition (NWORC) – NWORC is committed to working with the TPD and the University of Toledo to implement and respond to the Citizen's

Attitude Measurement Tool to identify citizen perceptions on the TPD. Ms. Barry will be able to provide input on police community relations from the perspective of reentry. She will also serve as a referral source for survey respondents.

- Randall Parker III – Canaan Manifested Word Church (CMWC) – CMWC is committed to working with the TPD and the UT to implement and respond to the Citizen’s Attitude Measurement Tool to identify citizen perceptions on the TPD. People’s MB Church will be a referral source for survey respondents and will work to inform CAB on their congregation’s perceptions of police community relations.
- Ray Wood – NAACP – NAACP is committed to working with the TPD and the University of Toledo to implement and respond to the Citizen’s Attitude Measurement Tool to identify citizen perceptions on the TPD. Upon implementation, NAACP will provide a community voice to proposed police programs and procedures.
- Ronald Taylor – The Junction Coalition – The Junction Coalition is committed to working with the TPD and the University of Toledo to implement and respond to the Citizen’s Attitude Measurement Tool to identify citizen perceptions on the TPD. Upon implementation, The Junction Coalition will provide a community voice to proposed police programs and procedures.
- Scott Sylak – Lucas County Mental Health Recovery Services Board (LCMHRSB) – LCMHRSB is committed to working with the TPD and the University of Toledo to implement and respond to the Citizen’s Attitude Measurement Tool to identify citizen perceptions on the TPD. Mr. Sylak will be able to provide input on police community relations from the perspective of the perspective of mental health and substance abuse. He will also serve as a referral source for survey respondents.
- Dedra Brown – David Davis Youth Center (DDYC) – DDYC is committed to working with the TPD and the University of Toledo to implement and respond to the Citizen’s Attitude Measurement Tool to identify citizen perceptions on the TPD. Upon implementation, DDYC will provide a community voice to proposed police programs and procedures.
- Ken Rupert – City of Toledo Board of Community Relations (BCR) – BCR is committed to working with the TPD and the University of Toledo to implement and respond to the Citizen’s Attitude Measurement Tool to identify citizen perceptions on the TPD. Mr. Rupert will be able to provide input on police community relations from the perspective of the community. He will also serve as a referral source for survey respondents.
- Kasey Tucker-Gail – University of Toledo (UT) – Along with providing the evaluation component of the grant, UT is committed to working with the TPD to implement, respond, and continue to analyze the Citizen’s Attitude Measurement Tool to identify citizen perceptions on the TPD over time. Upon Implementation, UT will provide a community guide reporting survey results and will provide longitudinal data analysis.
- Chief George Kral and Sgt. Anita Madison (retired) – TPD – TPD will be the implementing agency for this grant. Sgt. Madison will continue to convene CAB meetings and disseminate information to all CAB members throughout the grant period. Chief Kral facilitates the meetings and generates the discussion around police-community relations. TPD will also submit all quarterly financial and performance reports.