
BALTIMORE COUNTY POLICE DEPARTMENT

Citizen Attitude Survey

1992

SUMMARY AND ANALYSIS

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Technical Resource Group
Office of Policy Analysis and Development Services
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BALTIMORE COUNTY POLICE DEPARTMENT
1992 Citizen Attitude Survey

NOV 16 1994

EXECUTIVE SUMMARY

ACQUISITIONS

In an effort to further the Baltimore County Police Department's commitment to community-oriented policing, a survey was developed in 1988 to explore Baltimore County citizen perceptions of police service and policies. In 1989, the survey was conducted by student interns and community volunteers by *telephone*. The response rate was fair -- only 165 of 700 surveys were completed (24%). In 1990, due to staffing and time constraints, the survey was *mailed* to a randomly selected sample of 1,000 Baltimore County citizens, with a response rate of over 40% (415). In light of this unusually high response rate, the survey continued to be conducted by mail. In 1991, over 40% (407) responded. In 1992, 31% (376) of the 1,200 sampled responded.

As the 1989 and 1990 survey administration methods differed, valid conclusions could not be drawn based on differences during that period. 1990 and 1991 survey administrations were both conducted in a similar manner, and some valid comparison data was extracted. However, in 1992, as a result of previous survey findings and the Department reorganization, significant modifications were made to the survey instrument and sampling process. Although many of the questions in the 1992 survey did not change, the great majority of answer choices did change. In addition, a few unnecessary or redundant questions were deleted and several Initiative-related questions were added. Thus, any comparative data should not be interpreted as conclusive.

The 1992 survey sample was drawn from the Baltimore County criss-cross telephone directory. The median age of survey respondents was 40-49 years old (County median age = 35). Many (46%) respondents had a college degree, most (69%) were married, and only one-third had young children. Of the 376 survey respondents, 52% were male (County = 48% male), and 94% were Caucasian (10% more than County population, which is 84% Caucasian). Since the survey sample is not demographically representative, conclusions drawn do not necessarily reflect the perceptions of all Baltimore County citizens.

The following is an overview of significant survey results:

- 87% of respondents felt at least somewhat safe in their own neighborhoods, a decrease of 4% from 1991. A high of 46% in Precinct 7 felt very safe in their neighborhoods, while a high of 31% of those in Precinct 11 felt not too safe.
- 55% felt that it was likely that their homes would be broken into. This perception was highest in Precincts 1 and 9. In 1991, fear of breaking and entering was highest in Precincts 2 and 6. In 1992, only in Precincts 6 and 7 did the majority of respondents feel it not likely that their home would be broken into.
- Those with the greatest concerns about safety in their communities thought problem-solving was more of a priority than those who felt safe.
- The majority (69%) of respondents felt it is likely or very likely that they will become a victim of crime.
- Overall, fear of victimization was higher among minority respondents and respondents living in Precincts 1 and 2.
- As in previous years, as respondents' income level decreased, their fear of victimization increased.
- One-half of survey respondents have been victims of crime in Baltimore County some time in their lives. Precincts 11 and 9 had the highest percentage of victims, while Precinct 7 had the lowest. The highest percentage of victimizations were the result of B&E and Theft. 87% of crime victims claim to have reported the crime to police.
- A high of 33% of victims in Precinct 1 and 22% in Precinct 11 didn't report crime to police because they "didn't think police would do anything about it." Both sexual assault victims did not report the crime to police because they "didn't think the courts would do anything about it." 100% of minority victims who didn't report crime to police said that the reason was that they "didn't think it was important enough."
- Breaking & Entering was again cited by respondents (34%) as the most serious police-related problem in their neighborhoods, with the highest percentages in Precincts 9 (46%) and 3 (42%).

- Over one-half (58%) of respondents felt that it was likely or very likely that children in their neighborhood would become involved in drugs. This perception was highest in Precinct 2 (72%).
- Over one-half (54%) of respondents believed that drugs could be easily obtained in their neighborhoods. This perception was highest in Precincts 12 (83%), 2 (77%), and 11 (72%). Precinct 12 had the highest perception of drug availability in 1990, 1991, and 1992.
- Precincts 12 (32%), 11 (27%), and 1 (25%) had the highest percentage of respondents who based perceptions of drug activity on what they had personally seen. Over one-third of survey respondents who had witnessed drug activity did not report it.
- Most respondents (62%) see police in their neighborhoods at least every few weeks.
- Of the 77% of respondents who had previous contact with the police, this contact was most frequently the result of a traffic-related incident (24%).
- Most citizens with direct police contact felt that the officer was neat (95%), competent (90%), courteous (93%), helpful (83%), and interested (78%). In general, negative opinion of police officers was greatest among younger respondents (under 30 years old), those with higher incomes (over \$80K), and college graduates.
- 80% of respondents were satisfied with assistance received from police. Satisfaction was highest in Precincts 8 (91%), 6 (86%), and 12 (86%).
- Of those dissatisfied (14%), rudeness (18%) was cited as the cause more than any other reason.
- Nearly one-quarter of respondents had non-traditional contacts with police (e.g., an officer "walking the beat" in neighborhood, or a community activity organized by or involving police), NONE of which were a negative experience.
- The majority (61%) of citizens felt that fast response time was most important in their police department.
- Of the responses given as the most important qualities of a good police officer, honesty/integrity (24%) was most commonly cited and concern for others was a close second (22%).
- As in 1990 and 1991, the police programs most familiar to citizens were Neighborhood Watch (60%), DARE (46%), and McGruff (43%). Only 1% of respondents were familiar with the Bias Incident Program and 6% with the Handgun Violence Reduction Program (HVRP). No minorities were familiar with the Bias Incident Program.
- A larger percentage of respondents in 1992 than 1991 felt that police did not use more force than is necessary. Again, many (43%) didn't know. Highs of 9% in Precinct 9 and 7% in Precinct 3 felt that police do use more force than is necessary.
- Nearly one-half (49%) of respondents believed police were fair or very fair in dealing with racial, religious, and ethnic communities. Many didn't know (48%). 36% of African-American respondents felt they were unfair, compared to 2% of Caucasian respondents and none in other racial groups.
- Under Comments/Suggestions, many (50%) listed increased police staffing. 3% supported the Citizen Attitude Survey.

Considering the survey's lack of minority representation, it is difficult to draw race-based conclusions from the above data. Nevertheless, there are significant implications in the disparity between African-American and Caucasian respondent opinions concerning race relations, feelings of safety, fear of crime in their neighborhoods, and perceptions of neighborhood drug activity.

Future plans for the Citizen Attitude Survey include conducting further research on survey methodology to obtain a more racially representative sample. In addition, the Citizen Attitude Survey instrument and report are to be analyzed by a consortium of Department members in the ensuing year. This process will reexamine question content, format, and report construction, and develop ways to maximize the survey's usefulness to Department members.

The 1992 Citizen Attitude Survey Summary and Analysis was developed and compiled by Nancy Budd of the Technical Resource Group. All questions, comments, and suggestions should be directed to Ms. Budd at (410)887-5335.

TABLE OF CONTENTS

<u>Section</u>	<u>Page number</u>
I. Introduction	1
II. Rationale	2
III. Background	3
IV. Data	4
V. Who Responded to the Survey?	14
VI. How Representative is the Survey?	15
VII. Safety	17
VIII. Crime	19
IX. Victims	21
X. Drugs	23
XI. Police Visibility	25
XII. Contact and Satisfaction with Police Officers	26
XIII. Important Qualities of Department and Officers	29
XIV. Other Police Issues	30
XV. Police Program Awareness	32
XVI. Respondent Comments/Suggestions	34
XVII. Future Survey Revisions	35

Attachments

CHART - Survey Population Distribution by Precinct	A
TABLES - Select Question Responses by:	
Precinct 1	B-1
Precinct 2	B-2
Precinct 3	B-3
Precinct 6	B-4
Precinct 7	B-5
Precinct 8	B-6
Precinct 9	B-7
Precinct 11	B-8
Precinct 12	B-9

I. INTRODUCTION

The ultimate role of any police agency is to serve the best interests of its constituency. Because this is the primary focus of policing, the Baltimore County Police Department developed a survey of citizen attitudes and opinions to identify the prevailing needs and concerns of Baltimore County communities. By identifying perceived community problems, the Department can gauge the problems' scope and magnitude and determine the best strategies to address them.

The Baltimore County Police Department is thoroughly committed to community policing as a Departmentwide philosophy. The Department's statement of values addresses each officer's accountability to "higher authority and the community he/she serves." Our officers aspire to professionalism in all aspects of service and are committed to the "reduction of fear, prevention of crime, vigorous pursuit of offenders, and compassionate assistance to victims of crime." To successfully reach these goals, the Department realizes the importance of recognizing our citizens' perceptions and needs. The Citizen Attitude Survey is one method of gathering this information.

Since the early 1980's, the Citizen Oriented Police Enforcement (C.O.P.E.) Units have been interacting closely with communities to reduce citizens' fears. C.O.P.E.'s methods include conducting Quality of Life Surveys before and after intervention in a community. Additional surveys in conjunction with the Department's Handgun Violence Reduction Program, Child Sexual Abuse Prevention Program, Drug Abuse Resistance Education Program, Police Athletic League, and the Victim/Witness Assistance Program have also been conducted to solicit community opinions.

Although some of these surveys were adequate for meeting the requirements of the Commission on Accreditation for Law Enforcement Agencies (C.A.L.E.A.) in the 1989 reaccreditation process, the Department wished to further investigate citizen attitudes. Hence, this more comprehensive Countywide survey was developed and has proven to be an important tool in measuring public fears, perceptions, and satisfaction with police.

II. RATIONALE

Purposes of the 1992 Citizen Attitude Survey:

- 1) To ascertain citizens' expectations of the Department, since policing of the 1990's includes many community oriented programs and must be sensitive to citizen needs and desires.
- 2) To obtain a reasonably objective and valid profile of citizen attitudes and perceptions regarding the Department's overall performance, competence of Department employees, officers' attitudes and behavior toward citizens, and issues pertaining to Department Initiatives.
- 3) To discover citizens' areas of interest, recommendations, and suggestions for improvement with potential for program development and/or modification of established programs.
- 4) To demonstrate Department initiative in improving police/citizen relations and establish a basis for further community "networking" and improved communication.
- 5) To obtain information from citizens on critical or sensitive issues (e.g., excessive use of force, race relations, community policing, complaint processing, crime prevention programs) and their concerns over safety and security within neighborhoods and Baltimore County in general.
- 6) To obtain information that could provide a basis for budget justification for needed programs.
- 7) To comply with standards mandated by C.A.L.E.A. and maintain the accreditation status of the Baltimore County Police Department.

III. BACKGROUND

In response to the pressing need to explore the attitudes of Baltimore County citizens, the Department began preparing the Citizen Attitude Survey in the summer of 1988. Two Morehead Scholar interns and detectives in the former Police Community Relations Division developed the first survey. Similar citizen attitude surveys conducted by other police agencies were reviewed in constructing the Baltimore County survey.

In an attempt to simplify the survey, most questions are presented in a standardized format. Survey questions are designed to measure awareness of police services, whether police service has been used, the quality of service provided, officer attitudes, and perceptions of crime and victimization throughout Baltimore County. Questions are worded to encourage suggestions and comments from citizens. The survey is an attempt to obtain the honest opinions of Baltimore County residents.

The current survey, revised in 1992, consists of forty-one questions, eight of which contain personal demographic information about the respondents. The other questions involve feelings about issues such as personal safety, neighborhood crime, and knowledge and use of police programs. The respondents are questioned about prior personal contacts with Baltimore County police officers and opinions of the officers who assisted them. Respondents are also asked to provide information that directly pertains to the Department Initiatives.

To ensure that a cross-section of Baltimore County citizens is reached, a random method of selection was designed. Although other methods of surveying were investigated, telephone questioning was determined to be the most effective and efficient method for the first year. Using the criss-cross phone directory to select phone numbers, a list of over seven hundred numbers from all areas of the County was generated. Of the seven hundred in the sample, one hundred sixty-five surveys were completed. Due to lack of funding, the Department was forced to rely on the assistance of the interns and community volunteers to conduct the telephone survey. The use of volunteers resulted in a small number of completed surveys. However, the completed surveys did span an adequately large cross-section of the County.

In 1990, due to staffing constraints and time limitations, the survey was *mailed* to a sample of 1,000 Baltimore County citizens randomly selected from voter registration records. Over 40% responded; nearly double the response rate of the 1989 survey administration. In light of this unusually high response rate, the Citizen Attitude Survey was again conducted through the mail in 1991. Again, over 40% of the 1,000 Baltimore County registered voters sampled responded to the survey. In 1992, a new sampling method was employed using a randomized selection of addresses from a criss-cross telephone directory in an attempt to obtain a sample more representative of the County population. Approximately 31% (376) of the 1,200 Baltimore County citizens sampled responded to the mail-in survey.

IV. DATA

The following information reflects Citizen Attitude Survey responses from 1992. Although the 1992 survey was again conducted by mail, comparisons of 1992 results to previous years' are difficult and not necessarily conclusive because: 1) sample selection processes differed; and 2) many survey questions have been added, deleted, or modified.

SURVEY QUESTION RESULTS

	<u>1992</u>
1) Are you a resident of Baltimore County over the age of 18?	
yes	376
2) How safe do you feel in your own neighborhood, that is, the streets right around your home?	
1. very safe	25.9%
2. somewhat safe	57.1%
3. not too safe	15.2%
4. not at all safe	1.9%
3) How often do you see the police in your neighborhood?	
1. daily	12.5%
2. every few days	29.3%
3. every few weeks	20.5%
4. every few months	16.3%
5. less than twice per year	10.9%
6. never	5.1%
7. don't know	5.3%
4) In your opinion, what is the most serious police problem in your neighborhood?	
1. breaking and entering	34.0%
2. property theft	16.8%
3. assault/mugging	7.4%
4. traffic-related (speeding, accidents)	18.1%
5. vandalism	9.8%
6. drugs/alcohol	7.4%
7. car theft/attempted car theft	12.2%
8. delinquent juveniles	7.7%
9. none	5.6%
10. other	3.5%
11. don't know	10.4%
5) How likely do you think it is that you will become a victim of crime?	
1. very likely	8.3%
2. likely	60.8%
3. not likely	30.9%

6)	How likely do you think it is that your home will be broken into when no one is home?	
	1. very likely	7.0%
	2. likely	48.4%
	3. not likely	44.6%
7)	How likely do you think it is that you or one of your neighbors will be threatened, assaulted, or held up in your neighborhood?	
	1. very likely	7.9%
	2. likely	42.8%
	3. not likely	49.3%
8)	Have you ever been a victim of a crime in Baltimore County?	
	1. yes	50.3%
	2. no	48.9%
	3. don't know8%
9)	What type of crime were you a victim of?	
	1. sexual assault	1.0%
	2. homicide survivor5%
	3. robbery	12.4%
	4. assault	5.7%
	5. breaking and entering	36.6%
	6. destruction of property	26.3%
	7. theft	30.9%
	8. auto theft	14.9%
	9. arson	1.0%
	10. other	10.8%
	11. don't know	1.0%
10)	Did you report this crime to the police?	
	1. yes	87.4%
	2. no	12.6%
	3. don't know	-0-
11)	Why <u>didn't</u> you report the crime to the police? (N=25)	
	1. fear of the person(s) who committed the crime	4.0%
	2. didn't think the police would do anything about it	36.0%
	3. didn't think the courts would do anything about it	8.0%
	4. did not know who to call	-0-
	5. did not want to get anyone into trouble	-0-
	6. didn't think it was important enough	40.0%
	7. other	12.0%
	8. don't know	-0-

12) If you did report the crime to police, were the victim services listed below: 1) services you got; 2) services you didn't get, but needed; or 3) services you didn't get and didn't need.

	Services Received	Services NOT Received, But Needed	Services NOT Received Nor Needed
1. counseling/hotline services:	5.4%	3.1%	91.5%
2. support groups:	0.0%	1.6%	98.4%
3. chaplain services:	0.0%	0.0%	100%
4. emergency shelter:	0.8%	0.0%	99.2%
5. senior citizen assistance:	0.0%	0.0%	100%
6. Health Dept. assistance:	0.0%	0.8%	99.2%
7. business/consumer aid:	0.0%	0.0%	100%
8. legal aid:	1.6%	2.4%	96.0%
9. social services:	0.8%	0.0%	99.2%
10. case/court information:	10.2%	5.5%	84.3%
11. court transportation:	0.0%	0.0%	100%
12. emergency repairs:	3.1%	10.2%	86.7%
13. quick return of property:	3.8%	10.8%	85.4%
14. short term financial ass't.:	0.0%	1.6%	98.4%
15. other:	19.1%	10.6%	70.2%

13) How likely do you think it is that children in your neighborhood will become involved in drugs?

1. very likely	8.4%
2. likely	49.9%
3. not likely	41.7%

14) How easy do you think it is to get drugs in your neighborhood?

1. very easy	13.1%
2. easy	41.2%
3. not easy	45.7%

15)	I believe this because of:	
	1. something I personally saw	11.4%
	2. something that a family member, neighbor, or friend told me	19.6%
	3. the media	22.5%
	4. other	17.4%
	5. don't know	29.1%
16)	If you saw drugs used or sold in your neighborhood, what did you do? (N=41)	
	1. nothing	39.0%
	2. called the police	39.0%
	3. told a family member or friend	14.6%
	4. contacted property manager/community association	4.9%
	5. other	2.4%
	6. don't know	-0-
17)	Why did you do "nothing" after seeing drugs used or sold in your neighborhood? (N=15)	
	1. fear of the person(s) using or selling drugs	13.3%
	2. didn't think the police would do anything about it	46.7%
	3. didn't think the courts would do anything about it	6.7%
	4. did not know who to call	-0-
	5. did not want to get anyone into trouble	6.7%
	6. didn't think it was important enough	6.7%
	7. other	20.0%
	8. don't know	-0-
18)	How many times have you had direct, face-to-face contact with a Baltimore County Police Officer who was not a friend or family member?	
	1. none	23.1%
	2. 1-5 times	63.5%
	3. 6-10 times	7.2%
	4. more than 10 times	6.2%
19)	When was your last contact with a Baltimore County police officer?	
	1. within the last month	15.3%
	2. within the last year	34.2%
	3. more than a year ago	43.1%
	4. don't know	2.4%

20) What was the cause of your last contact? (N=278)

1. traffic	23.7%
2. theft	6.5%
3. breaking and entering	7.9%
4. alarm	4.7%
5. domestic problem	3.6%
6. neighborhood problem	14.7%
7. information request	8.3%
8. assault	1.4%
9. injury/death	1.1%
10. meeting	6.8%
11. other	20.1%
12. don't know	1.1%

21) Would you say the police officer with whom you had contact was...

A. Neat or not neat in appearance?	
1. neat	95.1%
2. not neat	-0-
3. don't know	4.9%
B. Courteous or not courteous?	
1. courteous	92.6%
2. not courteous	6.0%
3. don't know	1.4%
C. Helpful or not helpful?	
1. helpful	83.4%
2. not helpful	10.8%
3. don't know	5.8%
D. Competent or not competent?	
1. competent	89.8%
2. not competent	4.4%
3. don't know	5.8%
E. Did the officer seem interested or not interested in your situation?	
1. interested	78.0%
2. not interested	12.5%
3. don't know or don't remember	9.5%

22)	Were you satisfied with the way the police officer helped you?	
	1. satisfied	80.2%
	2. not satisfied	13.9%
	3. don't know	5.9%
23)	Why weren't you satisfied with the way the police officer helped you? (N=49)	
	1. officer was rude	18.4%
	2. officer didn't follow up	14.3%
	3. slow response time	4.1%
	4. no arrest	6.1%
	5. officer didn't listen to victim	12.2%
	6. other	32.7%
	7. don't know	12.2%
24)	Have any of your contacts with police officers been "non-traditional" or out of the ordinary (for example, an officer "walking the beat" in your neighborhood, or a community activity organized by or involving the police)?	
	1. yes	22.6%
	2. no	73.7%
	3. don't know	3.6%
25)	Was this "non-traditional" contact a positive or negative experience? (N=64)	
	1. positive	93.8%
	2. negative	-0-
	3. don't know	6.3%
26)	Which is more important in your police department?	
	1. fast response time	61.1%
	2. ability to solve problems in your community	28.5%
	3. don't know	10.4%
27)	Would you say that Baltimore County police officers use <u>more</u> force than is necessary?	
	1. yes	3.5%
	2. no	53.1%
	3. don't know	43.4%
28)	I believe this because of: (N=253)	
	1. something I personally saw	17.0%
	2. the media (newspaper, TV, radio)	13.8%
	3. something that family member, neighbor, or friend told me	4.7%
	4. other	11.9%
	5. don't know	52.6%

29) What is the most important quality of a good police officer?

1. concern for others	22.2%
2. courtesy/manners	1.6%
3. honesty/integrity	24.4%
4. appearance	-0-
5. knowledge/intellect	5.5%
6. good communication skills	7.9%
7. attentiveness/alertness	8.5%
8. efficiency	14.2%
9. fairness/unbiased	10.1%
10. other	4.7%
11. don't know	.8%

30) How fair would you say that members of the Baltimore County Police Department are when dealing with people of different racial, religious, and ethnic backgrounds?

1. very fair	24.0%
2. fair	25.1%
3. unfair	3.0%
4. don't know	48.0%

31) Which racial, religious, or ethnic group(s) do you believe is treated unfairly by the Baltimore County police?

1. American Indian	.3%
2. Asian-American	.3%
3. African-American	2.7%
4. Caucasian	2.9%
5. racial, other	.3%
6. Catholic	.5%
7. Hindu	.5%
8. Islamic	.3%
9. Jewish	.5%
10. Protestant	-0-
11. religious, other	1.1%
12. Hispanic	.3%
13. Irish	-0-
14. Italian	.3%
15. Polish	.5%
16. ethnic, other	-0-

32) The following is a list of programs offered by the Baltimore County Police Department. Please circle all of the police community programs listed below that you know about:

1. Citizen Oriented Police Enforcement (COPE)	29.9%
2. Drug Abuse Resistance Education (DARE)	45.7%
3. Foot Patrol Program	10.6%
4. Handgun Violence Reduction Program (HVRP)	5.6%
5. Law Day	11.4%
6. McGruff	42.8%
7. Neighborhood Watch	60.1%
8. Police Athletic League (PAL)	20.2%
9. Police Community Relations Councils	14.9%
10. Bias Incident Program	1.1%
11. Ride-along Program	24.2%
12. Department Initiatives (Crime Prevention, Drug Reduction, Community Policing, Values-Based Policing)	10.1%

33) Based on information provided below, in which Baltimore County Police Department Precinct area do you reside?

1. Precinct 1: Wilkens (Baltimore City, Anne Arundel County, and Howard County lines to Route 40 West)	12.0%
2. Precinct 2: Woodlawn (Route 40 West to Liberty Road)	9.6%
3. Precinct 3: Garrison (Liberty Road to Greenspring Avenue, north to Pennsylvania line)	14.7%
4. Precinct 6: Towson (Greenspring Avenue to Perring Parkway, north to Yorkridge)	17.4%
5. Precinct 7: Cockeysville (Yorkridge north to Pennsylvania line, northeast to Harford County line)	13.4%
6. Precinct 8: Parkville (Perring Parkway to Belair Road, north to Harford County line)	8.8%
7. Precinct 9: White Marsh (Belair Road to Pulaski Highway, north to Harford County line)	9.4%
8. Precinct 11: Essex (Pulaski Highway to Back River Bridge)	7.3%
9. Precinct 12: Northpoint (Back River Bridge to Baltimore City line, Dundalk to Eastpoint)	7.0%

34) What is your age?

1. 18-24 years old	2.1%
2. 25-29 years old	7.2%
3. 30-39 years old	22.6%
4. 40-49 years old	20.2%
5. 50-59 years old	18.9%
6. 60-69 years old	15.7%
7. 70-79 years old	10.4%
8. 80+ years old	2.9%

35) What was the last grade in school you completed?

1. 0-11th grade	5.9%
2. high school graduate	21.9%
3. some college	26.4%
4. college graduate	30.1%
5. graduate/professional degree	15.7%

36)	You are currently:	
	1. married	68.8%
	2. separated	3.2%
	3. divorced	8.3%
	4. widowed	9.6%
	5. never married	10.1%
37)	What is your race?	
	1. Caucasian	93.8%
	2. African-American	3.2%
	3. American Indian/Eskimo3%
	4. Asian American	1.3%
	5. Hispanic3%
	6. other	1.1%
38)	Are there any children under the age of 18 living in your home?	
	1. yes	33.1%
	2. no	66.9%
39)	Please indicate the category that is closest to your annual household income:	
	1. under \$20,000	12.1%
	2. \$20,000 - \$39,999	30.3%
	3. \$40,000 - \$59,999	25.3%
	4. \$60,000 - \$79,999	18.2%
	5. \$80,000 - \$99,999	4.4%
	6. over \$100,000	8.5%
	7. don't know	1.2%
40)	Are you:	
	1. female	48.1%
	2. male	51.9%
41)	Comments and suggestions:	

SEE RESPONSES - SECTION XVI

Difficulties exist when comparing 1992 data to past years because of differences in the survey instrument and sampling methods. However, there are some interesting comparisons:

- The percentage of respondents feeling "not so safe" (15%) in 1992 was the highest since the first Citizen Attitude Survey in 1989 and an 8% increase from 1991.
- The percentage of respondents who thought it was "likely" that their home would be broken into nearly doubled in 1992 (55%) from 1991 (29%). It should be noted

that the "don't know" choice was deleted from this question on the 1992 survey. It appears that many unsure respondents, when forced to choose, feel B&E was more likely than not.

- Respondents who felt that being threatened/assaulted in their neighborhood was "likely" (51%) increased substantially from 1991 (29%). Again, the "don't know" choice was deleted on the 1992 survey. Respondents who felt assault was "not likely" (49%) also increased from 1991 (36%).
- Overall, perception of youth drug use was up significantly in 1992. However, while the percentage of respondents who felt drugs are "easily" obtained in their neighborhood doubled in 1992 (54%) from 1991 (27%), the percentage of those who felt drugs are "not easily" obtained tripled (46% 1992, 15% 1991).
- Police contact went down slightly, again the highest percentage occurring more than a year ago (43%).
- Favorable opinion of police officers was slightly up in categories of appearance and courtesy. Favorable opinion was slightly down in categories of competency and level of interest. Overall, police satisfaction stayed nearly the same: most were satisfied (81% 1991, 80% 1992).
- The most common reason given for dissatisfaction, besides "other" (33%), was that officers "were rude" (18%). This is similar to respondents' opinions in 1991.
- The percentage of respondents who felt that police "do use" more force than necessary (4%) went down a slight amount from 1991 (5%), and the percentage of those who felt police "do not use" more force than necessary (53%) went up significantly from 1991 (37%).
- Recognition of all police programs dropped, some notably, from 1991 to 1992, after having increased substantially in 1991. Awareness of the Department's Bias Incident Program (1%) was at an all-time low (4% 1991, 2% 1990, 18% 1989). Also significantly lower than in 1991, was COPE (30% 1992, 43% 1991), Foot Patrol (11% 1992, 21% 1991), HVRP (6% 1992, 16% 1991), and PAL (20% 1992, 35% 1991).

V. WHO RESPONDED TO THE SURVEY?

A sampling of twelve hundred names was taken from the criss-cross directory of Baltimore County. The Citizen Attitude Survey was mailed out, and 376 (31%) responded. The **median respondent age group** was **40-49 years** old with the largest percentage being 30-39 years of age. Over **94%** of those who responded had **at least a high school diploma**, and nearly **46%** had earned a **college degree**. Over two-thirds (**69%**) were **married**, and only one-third (**33%**) had **young children**. **Median family income** was **\$40-59K** with the largest number of respondents earning \$20-39K. **Over one-half (52%)** of respondents were **male**, and **94%** were **Caucasian**.

VI. HOW REPRESENTATIVE IS THE SURVEY?

According to the 1990 Census, the racial breakdown of Baltimore County is: 84.1% Caucasian, 12.4% African-American, 1.2% Hispanic, 2.3% Asian-American, and .5% other. The survey sample of 93.8% Caucasian is 10% higher than the Countywide population and 3.2% African-American is little more than one-quarter the County population.

The median age of Baltimore County residents is 35.2 years, with 5-17 years of age and 25-44 years of age as the largest segments of the population. The survey sample, with a median age group of 40-49 years, was somewhat older than the County population. However, the largest segment (mode) of the survey population (30-39 years of age) was consistent with the average age of the County population. Census figures also show that 47.7% of County residents are male and 52.2% female. The survey population was 52% male and 48% female.

Citizen Attitude Survey RESPONDENT POPULATION (1990-1992)					1990 CENSUS - BALTIMORE COUNTY POPULATION
		1990	1991	1992	
RACE:	Caucasian	93.9%	94.1%	93.8%	84.10%
	African-American	4.3%	4.6%	3.2%	12.35%
	Hispanic	0.5%	0.3%	0.3%	1.17%
	Asian-American	0.5%	0.5%	1.3%	2.25%
	Other	0.8%	0.5%	1.1%	0.47%
MEDIAN AGE (years):		52	51	(40-49)	35.20
GENDER:	Male	55.6%	47.5%	51.9%	47.70%
	Female	44.4%	52.5%	48.1%	52.20%

Census data reports the education level of adults *25 years and older*, while the Citizen Attitude Survey (CAS) population is *18 years and older*. In light of this disparity, it is nonetheless important to note that the 1992 survey population was underrepresentative of Baltimore County citizens with minimal education (CAS: 5.9% 0-11th grade, Census: 21.7% 0-11th grade) and overrepresentative of more educated citizens (CAS: 30.1% Bachelors Degree, Census: 15% Bachelors Degree). This corresponds directly with social scientists' theory that mail-in surveys (rather than those conducted by phone or personal interview) tend to place the burden of reading and writing on the respondent. Consequently, respondents who are more educated and/or particularly interested in the research problem are most likely to return questionnaires (Heberlein & Baumgartner, 1978).

Census block group data for marital status includes residents *over the age of 15 years*, while the survey population was *18 years and older*. In light of this significant difference, the number of married survey respondents (69%) was disproportionately high

and never married respondents (10%) disproportionately low in comparison to the general County population (56% married, 26% never married).

The survey and Census populations were nearly identical in terms of households with children under 18 years old. 33.1% of survey respondents had young children at home while 32.9% of Census households have children under 18 years.

The 1992 survey population (12% under \$20K) did not adequately reflect lower income households in Baltimore County (27.6% under \$25K, 13.4% under \$15K). However, the survey respondents' median income (\$40-59K) and mode income (\$20-39K) groups are fairly consistent with the County's median household income of \$38,837.

The distribution of survey respondents by precinct was generally consistent with that of Baltimore County. The exception was the percentage of respondents living in Precinct 6, which was disproportionately high (CAS: 17.4%, Census: 10.7%), and those in Precincts 11 (CAS: 7.8%, Census: 12.1%) and 12 (CAS: 7.0%, Census: 10.8%), both disproportionately low.

VII. SAFETY

Several survey questions addressed citizens' perception of safeness and security in their neighborhoods:

- The large majority (87%) of survey respondents felt at least SOMEWHAT SAFE in their neighborhoods. This is a decrease of 4% from 1991. A high of 46% of respondents in Precinct 7 and 33% in Precinct 8, compared to a low of 9% in Precinct 1 and 14% in Precinct 2, felt VERY SAFE in their neighborhoods. Most respondents in Precinct 1 (67%) and Precinct 2 (66%) felt SOMEWHAT SAFE. The highest percentage of people who felt NOT TOO SAFE were in Precincts 11 (31%) and 12 (23%). Both young (38% 18-24 years) and old (31% 70-79 years) age groups had a high percentage of respondents who felt VERY SAFE in their neighborhoods. The highest percentage of those who felt NOT TOO SAFE were older respondents (26% 70+ years). The percentage of respondents who felt VERY SAFE in their neighborhoods increased as education level increased (14% 0-11th grade, 29% graduate/professional degree). However, although the percentage of respondents who felt NOT TOO SAFE was slightly higher among less educated respondents (19% 0-11th grade, 15% graduate/professional degree), the difference between education levels was not consistent.
- Only Asian-American (40%) and Caucasian (27%) respondents felt VERY SAFE in their neighborhoods. African-American respondents had the highest percentage (33%) of those who felt NOT TOO SAFE.
- Respondents with family incomes of \$80-100K had the highest percentage (55%) who felt VERY SAFE, while those with incomes of less than \$20K had the highest percentage (30%) who felt NOT TOO SAFE.
- Male respondents appear to feel more safe than female respondents: 33% of males, compared to 20% of females, felt VERY SAFE. Similarly, 20% of female respondents, compared to 11% of male respondents felt NOT TOO SAFE.
- Perceptions of drug activity and victimization appear to have a direct correlation with feelings of safety: A significantly higher percentage of people who felt NOT TOO SAFE (22%) than those feeling SOMEWHAT SAFE (6%) and VERY SAFE (5%), felt it VERY LIKELY that children in their neighborhood would become involved with drugs. 31% of those who felt NOT TOO SAFE in their neighborhoods, compared to 3% of those feeling VERY SAFE, believed that it is VERY EASY to get drugs in their neighborhood. A higher percentage of those who felt NOT TOO SAFE (22%) in their neighborhoods than those feeling VERY SAFE (5%) based their perceptions of drug use and availability on SOMETHING THEY PERSONALLY SAW. 56% of respondents who felt NOT TOO SAFE, compared to NONE who felt VERY SAFE and saw drugs used or sold in their neighborhoods, DID NOTHING. In other words, people with concerns about safety in their neighborhoods also had perceptions of high drug activity and tended to ignore the problem.
- Two-thirds (66%) of respondents who felt NOT TOO SAFE in their neighborhoods

believed it **LIKELY** that their homes would be broken into, while nearly three-quarters (71%) who felt **VERY SAFE** believed it **NOT LIKELY** that their homes would be broken into. Similarly, most (70%) individuals who felt **NOT TOO SAFE** believed it **LIKELY** that they or someone in their neighborhood would be threatened/assaulted, while most (81%) of those who felt **VERY SAFE** thought being threatened/assaulted was **NOT LIKELY**. Apparently, perceptions of neighborhood safety are correlated with fear of property (B&E) and violent (assault) crime.

- As victimization increased, feelings of safety decreased: 71% of respondents feeling **NOT AT ALL SAFE**, 61% **NOT TOO SAFE**, 52% **SOMEWHAT SAFE**, and 38% **VERY SAFE** have been victims of crime. In turn, 43% of respondents feeling **NOT AT ALL SAFE** and 14% feeling **NOT TOO SAFE** in their neighborhoods, compared to 3% of those feeling **VERY SAFE**, thought it **VERY LIKELY** that they would become victims of crime.
- Individuals who felt **NOT TOO SAFE** in their neighborhoods thought **BREAKING & ENTERING** (44%), **DRUGS & ALCOHOL** (23%), and **PROPERTY THEFT** (21%) were the most serious police problems in their communities. Respondents who felt **VERY SAFE** thought **B&E** (27%), **TRAFFIC** (19%), and **CAR THEFT** (13%) were the most serious police problems.
- In most cases, respondents who felt most safe in their neighborhoods were more familiar with police programs. Also, positive opinion of police officers was somewhat lower among respondents who felt **NOT TOO SAFE** than those who felt **VERY SAFE**.
- 7% of people who felt **NOT TOO SAFE** in their neighborhoods, compared to 3% of those feeling **SOMEWHAT SAFE** and 1% feeling **VERY SAFE**, believed police **USE MORE FORCE** than is necessary.
- Interestingly, 37% of respondents who felt **NOT TOO SAFE**, compared to 27% of those feeling **SOMEWHAT SAFE** and **VERY SAFE**, felt **ABILITY TO SOLVE PROBLEMS** rather than **RESPONSE TIME** was most important in their police department. Those with the greatest concerns about safety in their communities thought problem-solving (community policing) was more of a priority than those who considered themselves safe.

VIII. CRIME

A number of survey questions addressed citizens' views on crime in neighborhoods:

- Respondents were asked about the most serious police problem in their neighborhood. As in previous years, B&E was cited most (34%). In comparing 1991 to 1992 results, concerns about car theft and B&E increased substantially.
- Precincts 9 (46%) and 3 (42%) had the highest percentage who felt that the most serious problem in their neighborhood was B&E, while Precinct 6 (25%) had the lowest. PROPERTY THEFT was highest among residents of Precincts 11 (24%) and 12 (23%) and lowest among those in Precinct 8 (3%). The percentage of those who identified ASSAULT as the most serious police problem was highest in Precincts 6 (15%) and 2 (14%) and lowest in Precincts 8 and 12 (none). TRAFFIC was viewed as the most serious problem in Precincts 7 (26%) and 9 (26%) [lowest in Precinct 12 (8%)]. VANDALISM was perceived most serious in Precincts 11 (17%) and 1 (16%), while just 5% of respondents in Precinct 6 felt it was most serious. Precincts 11 (21%) and 12 (19%) had the highest percentage of respondents who thought DRUGS were the most serious problem and Precincts 3 and 6 (2%) the lowest. CAR THEFT was viewed most serious in Precincts 2 (25%) and 6 (17%), compared to none of those in Precinct 11. A high of 18% of respondents in Precinct 8 and 11% in Precinct 2, compared to a low of 4% in Precinct 7, thought DELINQUENT JUVENILES were their neighborhood's most serious police problem.
- B&E, ASSAULT, VANDALISM, and CAR THEFT were perceived most often by respondents OVER 60 YEARS as the most serious police problems in their neighborhood. DRUGS and JUVENILES were perceived most serious by younger respondents (UNDER 30 YEARS).
- There was little variation in respondent views of most serious police problem across education or income groups, with the exception of VANDALISM (higher among less educated, lower income) and DRUGS (higher among lower income).
- PROPERTY THEFT, ASSAULT, and TRAFFIC seen as the most serious problem was highest among Caucasian respondents, while DRUGS and CAR THEFT were perceived as most serious by African-American respondents.
- With the exception of ASSAULT (9% females, 6% males), perception of most serious police problems DID NOT differ significantly by gender.
- 69% of respondents felt it is LIKELY or VERY LIKELY that they will become a victim of crime. A high of 20% of respondents in Precinct 1 and 14% in Precinct 2, compared to 3% in Precinct 9 and 4% in Precinct 7, believed it VERY LIKELY that they will become a victim of crime. Perception of becoming a victim decreased as education increased: 68% of those with 0-11th GRADE education, versus 56% of respondents with a COLLEGE DEGREE, felt victimization was LIKELY. However, more respondents with higher incomes (68% +\$80K) than with lower incomes (56% \$20-60K) felt victimization was LIKELY. Perception of LIKELY victimization was

higher among minority respondents (67% African-American, 80% Asian-American) and female respondents (66%) than Caucasian (60%) and male (55%) respondents. There were no significant differences in perception of victimization among respondents by age or marital status.

- 55% of respondents believed it **LIKELY** or **VERY LIKELY** that their home would be broken into and 51% believed that they would be threatened/assaulted in their neighborhood. Only in Precincts 6 (51%) and 7 (56%) did the majority of respondents feel it **NOT LIKELY** that their home would be broken into. Conversely, only in Precincts 1, 2, 3, and 12 did respondents feel **MORE LIKELY THAN NOT** that they would be threatened or assaulted in their neighborhood.
- In general, fear of B&E increased with age (13% 18-24 yrs, 80% 80+ yrs thought **LIKELY**) and decreased as income increased (33% under \$20K, 57% \$100K+ thought **NOT LIKELY**). Although the pattern for assault was similar among income groups, age was not a factor.
- Caucasian respondents felt B&E (45% **NOT LIKELY**) and **ASSAULT** (50% **NOT LIKELY**) were significantly less likely than African-American respondents (36% B&E, 17% **ASSAULT NOT LIKELY**).
- Interestingly, 63% of respondents who have never been married, compared to 43% of married respondents, felt it **NOT LIKELY** that their homes would be broken into. Divorced and separated respondents felt being assaulted/threatened was more likely than others.
- When respondents were asked if it was likely that they would become a victim of crime, there was little difference among respondents by gender. However, when questioned about the likelihood of becoming a victim of specific crimes (i.e., B&E, assault) the percentage of female respondents who felt victimization was likely (55% B&E, 48% assault) was significantly higher than male respondents (41% B&E, 37% assault).
- Overall, fear of victimization is higher among minority respondents and respondents living in Precincts 1 and 2.

IX. VICTIMS

Several survey questions addressed crime victims and victim services:

- One-half (50%) of survey respondents were victims of crime in Baltimore County. Precincts 11 (71%) and 9 (65%) had the highest percentage of respondents who were victims of crime, compared to a low of 28% in Precinct 7. There were no significant differences in victimization of respondents by age, education, or income. The highest percentage of victims were married. A slightly higher percentage of Asian-American (60%) and African-American respondents (55%) than Caucasian respondents (50%) were victims. Victimization was higher among males (56%) than females (44%).
- Victims of crime appear to feel less safe (18% VICTIMS, 11% NON-VICTIMS, feel NOT TOO SAFE), be more familiar with police programs, and have more police contacts (21% VICTIMS, 6% NON-VICTIMS had MORE THAN 6 POLICE CONTACTS).
- The highest percentage of victimizations were the result of B&E (37%) and THEFT (31%). Precincts 9 (61%), 8 (47%), and 2 (44%) had the highest percentage of B&E victims. A high of 57% of victims in Precinct 11 and 37% in Precinct 6 were victims of THEFT, and 22% of victimizations in Precincts 1 and 3 were the result of CAR THEFT. The two victims of SEXUAL ASSAULT resided in Precincts 1 and 6. Both ARSON victims lived in Precinct 11 and the one HOMICIDE survivor in Precinct 3. 38% of victims in Precinct 11 and 31% in Precincts 6 and 12 were victims of DESTRUCTION OF PROPERTY.
- SEXUAL ASSAULT, HOMICIDE, and THEFT was highest among victims aged 30-39 years, while the percentage of victims of ROBBERY, ASSAULT, B&E, and AUTO THEFT increased with age.
- WIDOWED victims had a significantly higher percentage who were victims of ROBBERY, ASSAULT, B&E, and AUTO THEFT. This corresponds with age of crime victims (victimization increased with age for these crimes).
- All SEXUAL ASSAULT, HOMICIDE, ROBBERY, ASSAULT, AUTO THEFT, and ARSON victims were Caucasian.
- A higher percentage of females were victims of SEXUAL ASSAULT, while a higher percentage of male respondents were victims of B&E, DESTRUCTION OF PROPERTY, and THEFT. There was little difference in victimization from other crimes by gender.
- A large majority (87%) of crime victims REPORTED their crime victimization to the police. Victims in Precinct 9 (17%), under 30 years old (25% vs 9% 60+ yrs), never married (28% vs 11% married), with incomes under \$20K (26% vs 7% \$100+K), and who are female (16% vs 10% males) had the highest percentage who DID NOT report crime to the police.

- One person (a victim of ASSAULT in Precinct 2) DID NOT report crime because they FEARED THE PERSON WHO COMMITTED THE CRIME. 33% respondents in Precinct 1 and 22% in Precinct 11 DID NOT report crime to police because they DIDN'T THINK POLICE WOULD DO ANYTHING ABOUT IT. Precincts 9 (75%) and 6 (60%) had the highest percentage of victims who DID NOT report crime because they DIDN'T THINK IT WAS IMPORTANT ENOUGH.
- 100% of minority victims who DID NOT report crime DIDN'T THINK IT WAS IMPORTANT ENOUGH. 41% of Caucasian victims DIDN'T THINK POLICE WOULD DO ANYTHING ABOUT IT.
- **Both SEXUAL ASSAULT victims DID NOT report crime to the police and didn't because they DIDN'T THINK THE COURTS WOULD DO ANYTHING ABOUT IT.** The one HOMICIDE survivor reported the crime and got all victim services needed. 96% of ROBBERY victims reported the crime to police (one DID NOT because they DIDN'T THINK THE COURTS WOULD DO ANYTHING). 91% of ASSAULT victims reported the crime to police. One ASSAULT victim DID NOT because they FEARED THE PERSON WHO COMMITTED THE CRIME. 97% of B&E victims reported the crime to police. Two B&E victims DID NOT because they DIDN'T THINK IT WAS IMPORTANT ENOUGH. 13% (9) of B&E victims DID NOT get, but needed, EMERGENCY REPAIRS to restore their property. 14% (7) of DESTRUCTION OF PROPERTY victims DID NOT report crime to police. Four of them DIDN'T THINK POLICE WOULD DO ANYTHING, and the other three DIDN'T THINK IT WAS IMPORTANT ENOUGH. 17% (10) of THEFT victims did not report the crime to police. Four of them didn't because they DIDN'T THINK POLICE WOULD DO ANYTHING, while the remaining 6 DIDN'T THINK IT WAS IMPORTANT ENOUGH. 10% (5) of THEFT victims who reported the crime didn't feel they got QUICK RETURN OF EVIDENCE. Only one AUTO THEFT victim didn't report the crime to police (they DIDN'T THINK POLICE WOULD DO ANYTHING). Both ARSONS were reported to police. One of the ARSON victims needed, but DID NOT get, FINANCIAL ASSISTANCE, SUPPORT GROUP SERVICES, COUNSELING, and HEALTH DEPARTMENT SERVICES.
- Victims most reported getting CASE/COURT INFORMATION (10.2%), COUNSELING/HOTLINE SERVICES (5.4%), and EMERGENCY REPAIRS (3.1%). EMERGENCY REPAIRS (10.2%), CASE/COURT INFORMATION (5.5%), and COUNSELING/HOTLINE SERVICES (3.1%) were services most needed, but not received. 100% of victims claimed that CHAPLAIN SERVICES, SENIOR CITIZEN ASSISTANCE, BUSINESS/CONSUMER AID, and COURT TRANSPORTATION were services they didn't need.
- Three of four victims who didn't get, but needed, COUNSELING SERVICES were over the age of 50 years, had college degrees, and had no young children. All three victims who didn't get, but needed, LEGAL AID were 25-39 years old and had young children. Most victims who didn't get but needed COURT INFORMATION (72%), EMERGENCY REPAIRS to restore damaged property (85%), and QUICK RETURN OF EVIDENCE (79%) had AT LEAST SOME COLLEGE.

X. DRUGS

Five survey questions addressed public perception of community drug use, drug availability, and reporting of drug activity. A significant number of people were concerned about the availability of drugs in their neighborhood, as well as their children's potential involvement with drugs.

- Over one-half (58%) of survey respondents felt it was LIKELY or VERY LIKELY that children in their neighborhood would become involved with drugs. Precincts 9 (18%) and 12 (16%) had the highest percentage of respondents who believed drug use is VERY LIKELY. Highs of 72% of Precinct 2 respondents thought drug use was LIKELY and 57% of Precinct 6 residents felt drug use was NOT LIKELY.
- As education and income of respondents increased, perception of neighborhood children's LIKELY drug use decreased: 74% of respondents with a 0-11TH GRADE education and 65% of those with household incomes UNDER \$20K thought drug use was LIKELY or VERY LIKELY, compared to 48% of respondents with a COLLEGE DEGREE and 44% of those with household incomes OVER \$100K.
- Age, marital status, and gender had little bearing on respondents' perceptions of drug use among children in their neighborhoods.
- Over one-half of all respondents (54%) felt that drugs could be EASILY obtained in their neighborhood. One-third (33%) of respondents in Precinct 12 thought drugs were VERY EASY to get in their neighborhood. Precincts 12 (83%), 2 (77%), and 11 (72%) had the highest percentages of respondents who believed drugs were EASY or VERY EASY to get in their neighborhoods, compared to a low of 36% in Precinct 6. Precinct 12 reported the highest percentage of respondents in 1990, 1991, and 1992 who felt that drugs are easily obtained in their neighborhood.
- As age, education, and income increased the perception of EASY drug availability decreased: 75% of respondents aged 18-24 YEARS, compared to 41% of those OVER 70 YEARS, thought drugs were EASY or VERY EASY to get in their neighborhoods. 65% of respondents with a HIGH SCHOOL EDUCATION OR LESS and 64% of those with incomes UNDER \$20K believed drugs were EASILY obtained, compared to 47% COLLEGE GRADUATES and 48% of respondents with household incomes OVER \$80K.
- Although the number of minority respondents is not representative of the County population, it is important to note that 82% of African-American respondents, compared to 67% of Asian-American and 57% of Caucasian respondents, believed it LIKELY that neighborhood children would become involved with drugs. Two-thirds (67%) of African-American respondents believed that drugs are EASY or VERY EASY to get in their neighborhoods, compared to 54% of Caucasian and 50% of Asian-American respondents.
- The highest percentage of survey respondents DON'T KNOW (29%) what they based their perception of drug activity on. OTHER reasons (17%) included: families

appear responsible; mostly older residents; small neighborhood; secluded area; and you can get them anywhere. It should be noted that OTHER responses address both positive and negative perceptions.

- Precincts 12 (32%), 11 (27%), and 1 (25%) had the highest percentage of respondents who based their perceptions of neighborhood drug activity on what they PERSONALLY SAW, in contrast to 2% of respondents in Precincts 3 and 6. A high of 34% in Precinct 7 and 26% in Precinct 9 based their perceptions on the MEDIA.
- The percentage of respondents who based their perceptions of drug activity on SOMETHING THEY SAW decreased as age and education increased: 25% of respondents 18-24 YEARS old and 19% of respondents with a 0-11th GRADE education, compared to NONE of those over 70 YEARS old and 5% with GRADUATE/PROFESSIONAL degrees based their perception of drug activity on SOMETHING THEY SAW.
- 25% of African-American respondents, 11% of Caucasian respondents, and none with other racial backgrounds based their perceptions of neighborhood drug activity on SOMETHING THEY SAW. 42% of African-American respondents based their perceptions on the MEDIA, compared to 25% of Asian-American respondents and 22% of Caucasian respondents.
- More male respondents (25%) than female respondents (20%) based their perceptions of drug activity on the MEDIA.
- Over one-third (39%) of survey respondents who witnessed drug activity DID NOT REPORT it. Another 39% DID REPORT it. 100% (1) of respondents in Precinct 6, 67% (4) in Precinct 11, and 63% (5) in Precinct 12 who personally saw drug activity DID NOTHING about it. A third of those in Precincts 2 and 9 told family or friends. 100% (1) in Precinct 8 and 67% in Precincts 3 and 7 REPORTED IT TO POLICE.
- The percentage of respondents who witnessed drug activity and reported it to police varied with age, education, and income. A significantly higher percentage of females (47%) than males (28%) REPORTED drug activity to police.
- Two persons (both in Precinct 11) DID NOT REPORT drug activity because they FEARED THE PERSON(S) selling or using drugs. All respondents in Precincts 2,3, and 9 and 50% in Precincts 1 and 12 who witnessed drug activity DID NOT REPORT it because they DIDN'T THINK POLICE WOULD DO ANYTHING about it.
- OTHER reasons (20%) given by respondents for NOT REPORTING drug activity included: didn't want to get involved; wouldn't make a dent; wasn't sure transaction took place.

XI. POLICE VISIBILITY

- The majority of respondents (62%) saw police AT LEAST EVERY FEW WEEKS. 29% of respondents (the largest single response) saw police EVERY FEW DAYS. It is interesting to note that the highest percentage of respondents (20%) in 1991 saw police SELDOM. Depending on respondents' interpretation of seldom, this could indicate that police visibility increased in 1992.
- Precincts 2 (19%) and 11 (21%) had the highest percentage of respondents who saw police on a DAILY basis. Precinct 7 had the highest percentage of those who saw police EVERY FEW MONTHS (29%) and LESS THAN TWICE PER YEAR (20%). A high of 11% of respondents in Precinct 9 NEVER saw police in their neighborhoods.
- Respondents with less education and income appear to see police more frequently in their neighborhoods than those with higher levels: 32% with 0-11th GRADE education and 24% with household incomes of UNDER \$20K, compared to 3% of respondents with GRADUATE/PROFESSIONAL DEGREES and 2% with incomes OVER \$80K, see police on a DAILY basis.

XII. CONTACT AND SATISFACTION WITH POLICE OFFICERS

- Most respondents (64%) had contact with police officers a total of 1-5 times. Precincts 7 (30%) and 8 (28%) had the highest percentage of respondents who reported NO CONTACT. A high of 16% of respondents in Precinct 12, 13% in Precinct 1, and 10% in Precinct 11 had OVER 10 contacts with police.
- 11% of respondents aged 30-39 years had OVER 10 contacts with police. 38% of 18-24 year olds, and 15% of 25-29 year olds, had 6-10 contacts with police, while a high of 37% of respondents OVER 80 years old had NO CONTACT.
- Respondents with less education (32% 0-11th GRADE) and lower income levels (38% UNDER \$20K) had a higher incidence of NO CONTACTS with police.
- A higher percentage of male respondents (17%) than females (10%) had OVER 6 police contacts.
- As in 1991, the highest percentage of respondents (43%) had contact with police MORE THAN A YEAR AGO. Precincts 7 (51%) and 6 (49%) had the highest percentage of respondents whose last contact was MORE THAN A YEAR AGO.
- The highest percentage of respondents (24%) had contact with police because of a TRAFFIC INCIDENT. One-third of respondents in Precinct 8 (36%) and Precinct 2 (33%) had contact with police as result of a TRAFFIC INCIDENT. Traffic contacts decreased steadily as age increased (33% 18-24 years, 14% 80+ years).
- Precincts 11 (14%) and 6 (13%) had the highest percentage of respondents whose last contact with police was because of THEFT. Contact as result of B&E was highest in Precincts 12 (15%) and 1 (14%), ALARM CALLS were highest in Precincts 7 (12%) and 2 (11%), DOMESTIC PROBLEMS in Precinct 12 (10%), and NEIGHBORHOOD PROBLEMS in Precincts 12 (25%) and 1 (24%). Precinct 6 (4%) had the highest percentage of contacts as result of ASSAULT, while there were NONE in Precincts 2, 3, 8, 9, 11, and 12. 9% of police contacts in Precinct 11 were because of INJURY/DEATH (none in Precincts 1, 2, 6, 7, 8, 9, and 12). INFORMATION REQUESTS as a reason for last police contact was highest in Precinct 8 (18%), 11 (14%), and 6 (13%), while MEETING contacts were highest in Precinct 6 (17%).
- Older respondents had a higher percentage of contacts as result of THEFT, B&E, and MEETINGS than others. Younger respondents had more contacts than other age groups due to DOMESTIC and NEIGHBORHOOD PROBLEMS. Middle-aged respondents had a higher percentage of contacts as result of INFORMATION REQUESTS.
- Although respondents with a 0-11th GRADE education had the highest percentage of contacts as result of TRAFFIC, THEFT, B&E, INFORMATION REQUEST, INJURY/DEATH, and MEETINGS, the percentage DID NOT decrease consistently as education increased.

- TRAFFIC contacts were higher among Asian-American (33%) and Caucasian (24%) respondents than African-American respondents (11%). ALARM, NEIGHBORHOOD PROBLEM, and MEETING contacts were significantly higher among African-American respondents than other racial groups.
- TRAFFIC, THEFT, and INFORMATION REQUEST contacts were highest among middle income groups (\$40-80K), while B&E, ALARM, and NEIGHBORHOOD PROBLEM contacts were higher among upper income groups (OVER \$80K). DOMESTIC PROBLEM, ASSAULT, INJURY/DEATH, and MEETING contacts were highest among lower income respondents (UNDER \$20K).
- TRAFFIC (27% males, 19% females) and ALARM (6% males, 2% females) contacts were significantly higher among males, while ASSAULT (7% females, 1% males) contacts were higher among females. Other circumstances of police contact were nearly the same for both females and males.
- OTHER circumstances of police contact included: filed reports, small talk, visited station, work-related, fire, locked out of car, and used needle found.
- Overall, most people had a positive impression of police officers. However, Precincts 9 (12%) and 7 (11%) had the highest percentage of respondents who felt officers were NOT COURTEOUS. 18% of respondents in Precinct 7 and 17% in Precinct 11 thought officers were NOT HELPFUL. Precincts 9 (12%) and 12 (10%) had the highest percentage of respondents who felt officers were NOT COMPETENT, while Precincts 7 (19%) and 3 (18%) had the highest percentage of those who felt officers were NOT INTERESTED (lowest in Precinct 6 (4%)).
- In general, NEGATIVE opinion of police officers was greatest among YOUNGER (UNDER 30 YEARS) respondents, respondents with UPPER INCOMES (over \$80k), and COLLEGE GRADUATES.
- Only Caucasian respondents felt officers were NOT COURTEOUS, NOT COMPETENT, or NOT INTERESTED. An equal percentage of African-American and Caucasian respondents (11%) felt officers were NOT HELPFUL.
- 80% of survey respondents were satisfied with police assistance. The highest percentage (33%) of those NOT SATISFIED stated OTHER reasons than those provided. OTHER reasons for dissatisfaction included: officer acted preoccupied, didn't care, lacked knowledge, did not help victims, and did not believe youngsters. Precincts 8 (91%), 6, and 12 (86%) had the highest percentage of respondents who were SATISFIED with police service, while Precinct 3 had the most (24%) who were NOT SATISFIED. Middle aged (40-49) and middle income (\$20-80K) respondents were most SATISFIED. There was little difference in respondents' satisfaction with police by education, marital status, race, or gender.
- Nearly one-quarter (23%) of respondents had non-traditional contacts with police. Precincts 11 (39%) and 1 (35%) had the highest percentage of individuals who had NON-TRADITIONAL contacts with police. A high of 38% of 60-69 year old

respondents and 33% with a 0-11th GRADE education had NON-TRADITIONAL CONTACTS. 63% of African-American respondents, compared to 33% of Asian-American and 21% of Caucasian respondents, had NON-TRADITIONAL contacts. **NONE** of the NON-TRADITIONAL contacts was a **NEGATIVE** experience.

XIII. IMPORTANT QUALITIES OF DEPARTMENT AND OFFICERS

- The majority of respondents (61%) maintained that FAST RESPONSE TIME was most important to their police department. Precincts 3 (73%) and 2 (72%) had the highest percentage of respondents who felt that FAST RESPONSE TIME was most important, while Precincts 11 (44%), 12 (44%), and 1 (36%) had the highest percentage of those who believe ABILITY TO SOLVE PROBLEMS is most important. Respondents OVER 80 YEARS OLD (100%), with a GRADUATE/PROFESSIONAL DEGREE (67%) and/or an income OVER \$100K (70%) had the highest percentage who believed FAST RESPONSE TIME was most important. Those 70-79 (45%) and 18-29 (35%) YEARS OLD, with a 0-11th GRADE education (56%) and/or an income of 40-59K (37%) had the highest percentage who felt ABILITY TO SOLVE PROBLEMS is most important in a police department.
- The highest percentage of survey respondents (24%) cited HONESTY/INTEGRITY as the most important quality of a police officer.
- Precinct 11 (41%) had the highest percentage of respondents who cited HONESTY /INTEGRITY as the most important quality of a police officer. Precincts 12 (32%), 9 (29%), and 3 (28%) had the highest percentage who felt CONCERN FOR OTHERS was most important.
- A higher percentage of younger respondents (UNDER 30 YEARS) cited ATTENTIVENESS and EFFICIENCY as the most important qualities of a police officer, while older respondents (OVER 70 YEARS) thought HONESTY/INTEGRITY and KNOWLEDGE were most important.
- A higher percentage of males asserted that HONESTY (31% males, 18% females), and KNOWLEDGE (9% males, 2% females) were most important, while a higher percentage of females maintained that ALERTNESS (12% females, 5% males) and FAIRNESS (14% females, 7% males) were most important qualities in a police officer.
- Most respondents who cited OTHER qualities as most important in an officer claimed that all qualities listed are equally important.

XIV. OTHER POLICE ISSUES

Several survey questions addressed the pertinent topics of excessive force and race relations.

- A larger percentage of respondents in 1992 (53%) than in 1991 (37%) were of the opinion that police DO NOT USE more force than is necessary. 4% of respondents in 1992, compared to 5% in 1991, believed excessive force IS USED.
- A high of 62% of survey participants in Precincts 1 and 11 believed police DO NOT USE more force than necessary. The highest percentage of respondents by precinct who felt that police DO USE excessive force was in Precincts 9 (9%) and 3 (7%), compared to NONE of those in Precincts 2 and 8. Interestingly, Precincts 2 and 8 were also the only precincts in 1991 in which NONE of the respondents thought police use excessive force.
- A high of 13% of 18-24 year old respondents felt that police DO USE more force than is necessary.
- Perception of police using excessive force decreased as education increased (5% high school grads, 2% graduate/professional degree).
- Only African-American (9%) and Caucasian (3%) respondents felt police DO USE more force than necessary. In 1991, NONE of the African-American respondents felt police use excessive force.
- 53% of survey respondents in 1992, as in 1991, DON'T KNOW what they based their perceptions of excessive force on. 17% in 1992, compared to 59% in 1991, based their perceptions of excessive force on SOMETHING THEY SAW. Precincts 11 (39%) and 12 (29%) had the highest percentage of people who based their perception on SOMETHING THEY SAW. Respondents aged 18-24 YEARS had the highest percentage who saw excessive force used. 43% of African-American respondents, compared to 17% of Caucasian respondents and NONE of the other racial groups, based perceptions of excessive force on SOMETHING THEY SAW.
- Of the 4% who felt excessive force IS USED, 42% based their perceptions on SOMETHING THEY SAW, 33% on what FAMILY OR FRIENDS SAW, and 17% on the MEDIA. Of those who felt police DO NOT USE excessive force, 27% based their perceptions on SOMETHING THEY SAW, 6% on what FAMILY OR FRIENDS SAW, and 24% on the MEDIA.
- Fear of victimization was higher and positive perception of police lower among those who believed Baltimore County police officers use excessive force than those who don't.
- One-third (33%) of those who believed excessive force is USED, in contrast to 10% who don't, felt it VERY LIKELY that children in their neighborhood would become involved with drugs. Similarly, 45% of respondents who felt officer DO USE

unnecessary force, compared to 16% of those who don't, believed that it is VERY EASY to get drugs in their neighborhood.

- Overall satisfaction with police was far lower among those who felt that officers use excessive force than those who don't. 56% of those who felt excessive force is USED, compared to 83% of respondents who don't, were SATISFIED with police service. 45% of respondents who thought police USE excessive force, in contrast to 72% who don't, felt officers are FAIR or VERY FAIR in their dealings with people of different racial, religious, or ethnic backgrounds. 23% of those believing excessive force is USED, versus 8% of those who do not, feel that FAIRNESS/UNBIASED is the most important quality of a police officer.
- Nearly one-half (49%) felt officers were FAIR or VERY FAIR in dealing with people of different racial, religious, or ethnic backgrounds, while 48% DID NOT KNOW. The highest percentage of respondents by precinct who felt that officers were UNFAIR was in Precincts 2 (9%) and 12 (8%). A high of 9% of respondents UNDER 30 YEARS old, 10% with a 0-11TH GRADE education, and 36% who were African-American (2% Caucasian, NONE others) felt officers were UNFAIR in dealings with citizens of different racial, religious, or ethnic backgrounds.
- Considering the survey's lack of minority representation, it is difficult to draw reliable conclusions from the data. Nevertheless, there are significant implications in the differences between African-American respondents and other races regarding use of excessive force and race relations. In 1990, 20% of African-American respondents, compared to 4% of Caucasian respondents, felt police used excessive force, while in 1991 none of the African-American and 5% of Caucasian respondents felt unnecessary force is used. Perception of excessive force used among African-American respondents increased in 1992 (9%), while this perception decreased (3%) among Caucasian respondents.

XV. POLICE PROGRAM AWARENESS

When survey participants were asked about their awareness of the Department's many community-oriented programs, results included:

- Respondents were most aware of the Department's NEIGHBORHOOD WATCH PROGRAM (60%), DRUG ABUSE RESISTANCE EDUCATION (DARE) PROGRAM (46%), and MCGRUFF (43%). Only 1% of respondents were familiar with the BIAS INCIDENT PROGRAM and 6% with the HANDGUN VIOLENCE REDUCTION PROGRAM (HVRP). Precinct 11 had the highest percentage of respondents familiar with COMMUNITY ORIENTED POLICE ENFORCEMENT (COPE), MCGRUFF, POLICE ATHLETIC LEAGUE (PAL), and the BIAS INCIDENT PROGRAM. A high of 80% of respondents in Precinct 6 and 70% in Precinct 8 knew of the NEIGHBORHOOD WATCH PROGRAM (low of 46% Precinct 7, 52% Precinct 11). Respondents in Precincts 12 (27%), 1 (20%) and 6 (17%) were most familiar with POLICE COMMUNITY RELATIONS (PCR) COUNCILS (low of 8% in Precinct 7). Respondents in Precincts 1 (16%), 2 (14%), and 9 (14%), compared to just 4% in Precinct 7 and 3% in Precinct 8, were most familiar with the DEPARTMENT INITIATIVES. PAL was most recognized by respondents in precincts where PAL Centers operate (12 and 8).
- Younger respondents (UNDER 40 YEARS) were much more familiar with DARE, MCGRUFF, and NEIGHBORHOOD WATCH. Middle-aged respondents (40-69 YEARS) were more aware of LAW DAY, PAL, PCR COUNCILS, and the BIAS INCIDENT PROGRAM. Familiarity with other programs varied with age.
- Awareness of the DARE, MCGRUFF, and NEIGHBORHOOD WATCH programs nearly doubled as education level increased. Respondents with SOME COLLEGE were most familiar with COPE, HVRP, and PCR COUNCILS. Those with a GRADUATE/PROFESSIONAL DEGREE were most aware of FOOT PATROL, LAW DAY, and DEPARTMENT INITIATIVES. Respondents with a 0-11th GRADE education had the highest percentage (5%) familiar with the BIAS INCIDENT PROGRAM.
- Married and separated respondents were significantly more familiar with DARE, FOOT PATROL, LAW DAY, NEIGHBORHOOD WATCH, PAL, RIDE-ALONG, and BIAS INCIDENT PROGRAM than those in other marital status groups.
- Nearly equal percentages of African-American, Asian-American, and Caucasian respondents were familiar with DARE, NEIGHBORHOOD WATCH, and PAL. **No minority respondents were familiar with the BIAS INCIDENT PROGRAM.**
- Respondents WITH CHILDREN UNDER THE AGE OF 18 were somewhat more familiar with COPE, LAW DAY, NEIGHBORHOOD WATCH, PAL RIDE-ALONG, and DEPARTMENT INITIATIVES. Nearly double the percentage of those WITH YOUNG CHILDREN were familiar with DARE and MCGRUFF. Almost twice the number of those WITHOUT YOUNG CHILDREN knew of PCR COUNCILS.

- Respondents in middle income groups (\$30-80K) had the highest percentage of respondents familiar with MOST POLICE PROGRAMS. Familiarity with NEIGHBORHOOD WATCH increased as income increased, while 67% of those familiar with the BIAS INCIDENT PROGRAM had household incomes UNDER \$20K.
- Male respondents were more familiar with ALL POLICE PROGRAMS, including school-related programs (which were more familiar to females in 1991), with the exception of PAL. ONLY male respondents knew of the BIAS INCIDENT PROGRAM.
- The overall lack of familiarity of the BIAS INCIDENT PROGRAM, and especially the unfamiliarity among minority groups, may indicate a need to explore ways for the Department to further publicize this program's function and accomplishments.

XVI. RESPONDENT COMMENT/SUGGESTIONS

The following comments and suggestions were provided by survey respondents (N=115) and grouped into general categories:

- One-half (50%) of the comments addressed INCREASED POLICE STAFFING. 65% of these respondents specifically mentioned INCREASED PATROL, 18% more FOOT PATROL, and 18% mentioned cutting RESPONSE TIME.
- 15% of comments addressed stricter enforcement of TRAFFIC VIOLATIONS, while nearly 8% requested that police TARGET DRUG USERS AND DRUNK DRIVERS. One respondent mentioned STRICTER GUN LAWS.
- 13% of comments requested increased POLICE-COMMUNITY COMMUNICATION, specifically mentioning BETTER FOLLOW-UP (33%), INVOLVEMENT WITH COMMUNITY GROUPS (27%), and more frequent SCHOOL VISITS (13%).
- 7% of comments criticized OFFICERS' ATTITUDE - 88% of which specifically cited rudeness, arrogance, or abuse of authority.
- 3% of comments supported the CITIZEN ATTITUDE SURVEY and expressed hopes that such communication would continue.
- The remaining 3% were miscellaneous complaints or compliments.

XVII. FUTURE SURVEY REVISIONS

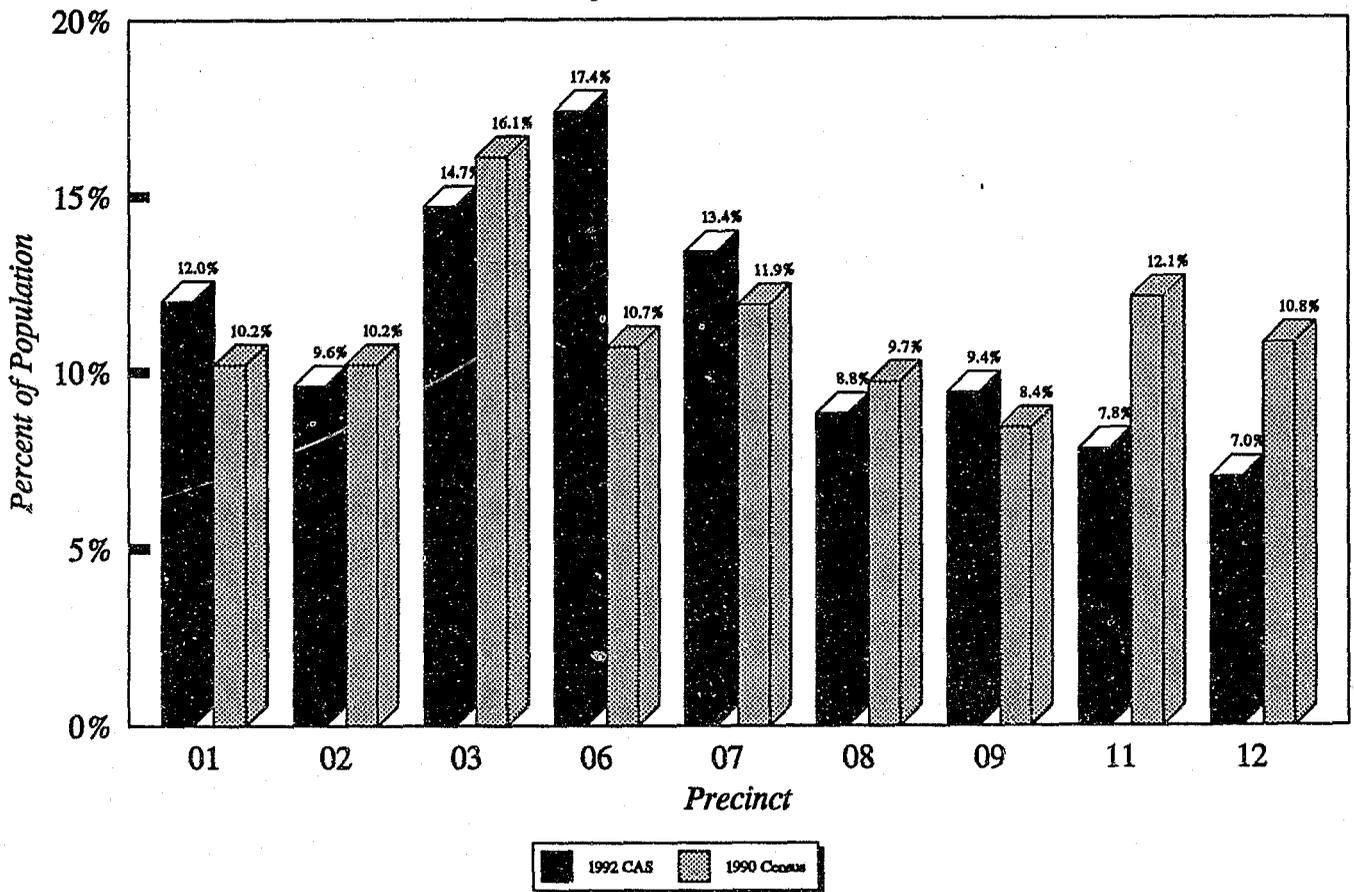
It is important in analyzing survey results to point out its limitations. The greatest weakness of the 1990 and 1991 Citizen Attitude Surveys was the method of sampling. To achieve a more representative cross section of Baltimore County citizens, the Baltimore County criss-cross telephone directory was used for obtaining the 1992 survey sample. Unfortunately, while representation of several racial groups increased a small percentage, African-American representation decreased to 9% below the County population percentage. This indicates that further exploration into race and ethnicity in research methods may be required.

In terms of the survey instrument itself, it was noted that respondents often selected "other" as an answer to many of the questions. It may be necessary to review "other" responses provided and offer several more answer choices for these questions. Also, Law Day should be eliminated from list of police programs in Question #32 on next year's survey.

In addition, an in-depth analysis of survey content, administration, and presentation is to be conducted over the next year to maximize the scope and usefulness of the Citizen Attitude Survey. A consortium of select Department members will be organized to complete this task.

ATTACHMENTS

SURVEY POPULATION DISTRIBUTION By Precinct



PRECINCT 1 - SURVEY RESULTS
(select questions)

ATTACHMENT B-1

QUESTION #2 How safe do you feel in your own neighborhood, that is, the streets right around your home?

very safe 9% somewhat safe 67% not too safe 18% not at all safe 7%

QUESTION #5 How likely do you think it is that you will become a victim of crime?

very likely 20% likely 60% not likely 20%

QUESTION #7 How likely do you think it is that you or one of your neighbors will be threatened, assaulted, or held up in any way in your neighborhood?

very likely 21% likely 42% not likely 37%

QUESTION #8 Have you ever been a victim of crime in Baltimore County?

yes 58% no 42% don't know -0-

QUESTION #14 How easy do you think it is to get drugs in your neighborhood?

very easy 19% easy 40% not easy 40%

QUESTION #21 Would you say that the police officer was...

Neat or not neat in appearance?
neat 97% not neat -0- don't know 3%

Courteous or not courteous?
courteous 92% not courteous 5% don't know 3%

Helpful or not helpful?
helpful 89% not helpful 6% don't know 6%

Competent or not competent?
competent 89% not competent 3% don't know 8%

Interested or not interested in your situation?
interested 80% not interested 11% don't know 9%

QUESTION #22 Were you satisfied with the way the police officer helped you?

satisfied 81% not satisfied 14% don't know 6%

QUESTION #23 Why weren't you satisfied with the way the police officer helped you?

rude 14% didn't follow up 29% slow response -0- no arrest 15%
didn't listen to victim 14% other 29% don't know -0-

QUESTION #27 Would you say that Baltimore County police officers use more force than is necessary?

yes 2% no 62% don't know 36%

QUESTION #30 Would you say the members of the Baltimore County Police Department are fair, or unfair, when dealing with the racial, religious, and ethnic communities of Baltimore County?

very fair 33% fair 23% unfair 2% don't know 42%

QUESTION #32 The following is a list of programs offered by the Baltimore County Police Department. Please circle all of the police community programs listed below that you know about:

C.O.P.E. 22% D.A.R.E. 47% Foot Patrol 9% H.V.R.P. 7% Law Day 9%
McGruff 40% Neighborhood Watch 58% P.A.L. 18% PCR Councils 20%
Bias Incident Program 2% Ride-Along 22% Department Initiatives 16%

PRECINCT 2 - SURVEY RESULTS
(select questions)

ATTACHMENT B-2

QUESTION #2 How safe do you feel in your own neighborhood, that is, the streets right around your home?

very safe 14% somewhat safe 66% not too safe 17% not at all safe 3%

QUESTION #5 How likely do you think it is that you will become a victim of crime?

very likely 14% likely 54% not likely 31%

QUESTION #7 How likely do you think it is that you or one of your neighbors will be threatened, assaulted, or held up in any way in your neighborhood?

very likely 6% likely 67% not likely 28%

QUESTION #8 Have you ever been a victim of crime in Baltimore County?

yes 49% no 51% don't know -0-

QUESTION #14 How easy do you think it is to get drugs in your neighborhood?

very easy 19% easy 58% not easy 23%

QUESTION #21 Would you say that the police officer was...

Neat or not neat in appearance?
neat 96% not neat -0- don't know 4%

Courteous or not courteous?
courteous 96% not courteous 4% don't know -0-

Helpful or not helpful?
helpful 85% not helpful 12% don't know 4%

Competent or not competent?
competent 92% not competent 4% don't know 4%

Interested or not interested in your situation?
interested 78% not interested 15% don't know 7%

QUESTION #22 Were you satisfied with the way the police officer helped you?

satisfied 84% not satisfied 16% don't know -0-

QUESTION #23 Why weren't you satisfied with the way the police officer helped you?

rude -0- didn't follow up 33% slow response 33% no arrest -0-
didn't listen to victim -0- other -0- don't know 33%

QUESTION #27 Would you say that Baltimore County police officers use more force than is necessary?

yes -0- no 44% don't know 56%

QUESTION #30 Would you say the members of the Baltimore County Police Department are fair, or unfair, when dealing with the racial, religious, and ethnic communities of Baltimore County?

very fair 18% fair 18% unfair 9% don't know 55%

QUESTION #32 The following is a list of programs offered by the Baltimore County Police Department. Please circle all of the police community programs listed below that you know about:

C.O.P.E. 22% D.A.R.E. 42% Foot Patrol 11% H.V.R.P. -0- Law Day 11%
McGruff 44% Neighborhood Watch 58% P.A.L. 19% PCR Councils 11%
Bias Incident Program -0- Ride-Along 17% Department Initiatives 14%

PRECINCT 3 - SURVEY RESULTS
(select questions)

ATTACHMENT B-3

QUESTION #2 How safe do you feel in your own neighborhood, that is, the streets right around your home?

very safe 22% somewhat safe 56% not too safe 20% not at all safe 2%

QUESTION #5 How likely do you think it is that you will become a victim of crime?

very likely 7% likely 62% not likely 31%

QUESTION #7 How likely do you think it is that you or one of your neighbors will be threatened, assaulted, or held up in any way in your neighborhood?

very likely 4% likely 56% not likely 41%

QUESTION #8 Have you ever been a victim of crime in Baltimore County?

yes 41% no 59% don't know -0-

QUESTION #14 How easy do you think it is to get drugs in your neighborhood?

very easy 11% easy 37% not easy 52%

QUESTION #21 Would you say that the police officer was...

Neat or not neat in appearance?
neat 93% not neat -0- don't know 8%

Courteous or not courteous?
courteous 88% not courteous 8% don't know 5%

Helpful or not helpful?
helpful 76% not helpful 13% don't know 11%

Competent or not competent?
competent 89% not competent 5% don't know 5%

Interested or not interested in your situation?
Interested 66% not interested 18% don't know 16%

QUESTION #22 Were you satisfied with the way the police officer helped you?

satisfied 73% not satisfied 24% don't know 3%

QUESTION #23 Why weren't you satisfied with the way the police officer helped you?

rude 20% didn't follow up 10% slow response -0- no arrest -0-
didn't listen to victim 30% other 30% don't know 10%

QUESTION #27 Would you say that Baltimore County police officers use more force than is necessary?

yes 7% no 54% don't know 39%

QUESTION #30 Would you say the members of the Baltimore County Police Department are fair, or unfair, when dealing with the racial, religious, and ethnic communities of Baltimore County?

very fair 33% fair 20% unfair 2% don't know 44%

QUESTION #32 The following is a list of programs offered by the Baltimore County Police Department. Please circle all of the police community programs listed below that you know about:

C.O.P.E. 33% D.A.R.E. 44% Foot Patrol 11% H.V.R.P. 7% Law Day 9%
McGruff 44% Neighborhood Watch 56% P.A.L. 16% PCR Councils 15%
Bias Incident Program -0- Ride-Along 24% Department Initiatives 11%

PRECINCT 6 - SURVEY RESULTS

ATTACHMENT B-4

(select questions)

QUESTION #2 How safe do you feel in your own neighborhood, that is, the streets right around your home?

very safe 29% somewhat safe 57% not too safe 14% not at all safe -0-

QUESTION #5 How likely do you think it is that you will become a victim of crime?

very likely 6% likely 65% not likely 29%

QUESTION #7 How likely do you think it is that you or one of your neighbors will be threatened, assaulted, or held up in any way in your neighborhood?

very likely 9% likely 40% not likely 51%

QUESTION #8 Have you ever been a victim of crime in Baltimore County?

yes 53% no 45% don't know 2%

QUESTION #14 How easy do you think it is to get drugs in your neighborhood?

very easy 4% easy 32% not easy 64%

QUESTION #21 Would you say that the police officer was...

Neat or not neat in appearance?
neat 98% not neat -0- don't know 2%

Courteous or not courteous?
courteous 98% not courteous 2% don't know -0-

Helpful or not helpful?
helpful 92% not helpful 6% don't know 2%

Competent or not competent?
competent 96% not competent 2% don't know 2%

Interested or not interested in your situation?
interested 88% not interested 4% don't know 8%

QUESTION #22 Were you satisfied with the way the police officer helped you?

satisfied 86% not satisfied 6% don't know 8%

QUESTION #23 Why weren't you satisfied with the way the police officer helped you?

rude 14% didn't follow up 14% slow response -0- no arrest 14%
didn't listen to victim -0- other 29% don't know 29%

QUESTION #27 Would you say that Baltimore County police officers use more force than is necessary?

yes 2% no 46% don't know 54%

QUESTION #30 Would you say the members of the Baltimore County Police Department are fair, or unfair, when dealing with the racial, religious, and ethnic communities of Baltimore County?

very fair 15% fair 29% unfair 2% don't know 54%

QUESTION #32 The following is a list of programs offered by the Baltimore County Police Department. Please circle all of the police community programs listed below that you know about:

C.O.P.E. 34% D.A.R.E. 49% Foot Patrol 11% H.V.R.P. 11% Law Day 14%
McGruff 42% Neighborhood Watch 80% P.A.L. 15% PCR Councils 17%
Bias Incident Program 2% Ride-Along 22% Department Initiatives 11%

PRECINCT 7 - SURVEY RESULTS

ATTACHMENT B-5

(select questions)

QUESTION #2 How safe do you feel in your own neighborhood, that is, the streets right around your home?

very safe 46% somewhat safe 48% not too safe 6% not at all safe -0-

QUESTION #5 How likely do you think it is that you will become a victim of crime?

very likely 4% likely 55% not likely 41%

QUESTION #7 How likely do you think it is that you or one of your neighbors will be threatened, assaulted, or held up in any way in your neighborhood?

very likely 6% likely 22% not likely 71%

QUESTION #8 Have you ever been a victim of crime in Baltimore County?

yes 28% no 72% don't know -0-

QUESTION #14 How easy do you think it is to get drugs in your neighborhood?

very easy 7% easy 37% not easy 56%

QUESTION #21 Would you say that the police officer was...

Neat or not neat in appearance?
neat 100% not neat -0- don't know -0-

Courteous or not courteous?
courteous 89% not courteous 11% don't know -0-

Helpful or not helpful?
helpful 76% not helpful 18% don't know 6%

Competent or not competent?
competent 88% not competent -0- don't know 12%

Interested or not interested in your situation?
interested 78% not interested 19% don't know 3%

QUESTION #22 Were you satisfied with the way the police officer helped you?

satisfied 71% not satisfied 13% don't know 16%

QUESTION #23 Why weren't you satisfied with the way the police officer helped you?

rude 25% didn't follow up -0- slow response -0- no arrest -0-
didn't listen to victim 13% other 38% don't know 25%

QUESTION #27 Would you say that Baltimore County police officers use more force than is necessary?

yes 4% no 49% don't know 47%

QUESTION #30 Would you say the members of the Baltimore County Police Department are fair, or unfair, when dealing with the racial, religious, and ethnic communities of Baltimore County?

very fair 22% fair 12% unfair -0- don't know 66%

QUESTION #32 The following is a list of programs offered by the Baltimore County Police Department. Please circle all of the police community programs listed below that you know about:

C.O.P.E. 22% D.A.R.E. 40% Foot Patrol 12% H.V.R.P. 2% Law Day 16%
McGruff 40% Neighborhood Watch 46% P.A.L. 14% PCR Councils 8%
Bias Incident Program -0- Ride-Along 26% Department Initiatives 4%

PRECINCT 8 - SURVEY RESULTS
(select questions)

QUESTION #2 How safe do you feel in your own neighborhood, that is, the streets right around your home?

very safe 33% somewhat safe 61% not too safe 3% not at all safe 3%

QUESTION #5 How likely do you think it is that you will become a victim of crime?

very likely 6% likely 47% not likely 47%

QUESTION #7 How likely do you think it is that you or one of your neighbors will be threatened, assaulted, or held up in any way in your neighborhood?

very likely 6% likely 35% not likely 58%

QUESTION #8 Have you ever been a victim of crime in Baltimore County?

yes 44% no 53% don't know 3%

QUESTION #14 How easy do you think it is to get drugs in your neighborhood?

very easy 3% easy 48% not easy 48%

QUESTION #21 Would you say that the police officer was...

Neat or not neat in appearance?
neat 83% not neat -0- don't know 17%

Courteous or not courteous?
courteous 100% not courteous -0- don't know -0-

Helpful or not helpful?
helpful 92% not helpful 8% don't know -0-

Competent or not competent?
competent 96% not competent -0- don't know 4%

Interested or not interested in your situation?
interested 75% not interested 8% don't know 17%

QUESTION #22 Were you satisfied with the way the police officer helped you?

satisfied 91% not satisfied 4% don't know 4%

QUESTION #23 Why weren't you satisfied with the way the police officer helped you?

made -0- didn't follow up -0- slow response -0- no arrest -0-
didn't listen to victim -0- other 100% don't know -0-

QUESTION #27 Would you say that Baltimore County police officers use more force than is necessary?

yes -0- no 55% don't know 45%

QUESTION #30 Would you say the members of the Baltimore County Police Department are fair, or unfair, when dealing with the racial, religious, and ethnic communities of Baltimore County?

very fair 18% fair 42% unfair 6% don't know 33%

QUESTION #32 The following is a list of programs offered by the Baltimore County Police Department. Please circle all of the police community programs listed below that you know about:

C.O.P.E. 30% D.A.R.E. 61% Foot Patrol 9% H.V.R.P. -0- Law Day 9%
McGruff 36% Neighborhood Watch 70% P.A.L. 27% PCR Councils 9%
Bias Incident Program -0- Ride-Along 24% Department Initiatives 3%

PRECINCT 9 - SURVEY RESULTS
(select questions)

ATTACHMENT B-7

QUESTION #2 How safe do you feel in your own neighborhood, that is, the streets right around your home?

very safe 23% somewhat safe 63% not too safe 11% not at all safe 3%

QUESTION #5 How likely do you think it is that you will become a victim of crime?

very likely 3% likely 71% not likely 26%

QUESTION #7 How likely do you think it is that you or one of your neighbors will be threatened, assaulted, or held up in any way in your neighborhood?

very likely 6% likely 31% not likely 63%

QUESTION #8 Have you ever been a victim of crime in Baltimore County?

yes 65% no 35% don't know -0-

QUESTION #14 How easy do you think it is to get drugs in your neighborhood?

very easy 19% easy 31% not easy 50%

QUESTION #21 Would you say that the police officer was...

Neat or not neat in appearance?
neat 92% not neat -0- don't know 8%

Courteous or not courteous?
courteous 88% not courteous 12% don't know -0-

Helpful or not helpful?
helpful 77% not helpful 12% don't know 12%

Competent or not competent?
competent 85% not competent 12% don't know 4%

Interested or not interested in your situation?
interested 80% not interested 16% don't know 4%

QUESTION #22 Were you satisfied with the way the police officer helped you?

satisfied 77% not satisfied 19% don't know 4%

QUESTION #23 Why weren't you satisfied with the way the police officer helped you?

rude 40% didn't follow up 20% slow response 20% no arrest -0-
didn't listen to victim -0- other 20% don't know -0-

QUESTION #27 Would you say that Baltimore County police officers use more force than is necessary?

yes 9% no 58% don't know 33%

QUESTION #30 Would you say the members of the Baltimore County Police Department are fair, or unfair, when dealing with the racial, religious, and ethnic communities of Baltimore County?

very fair 21% fair 27% unfair -0- don't know 52%

QUESTION #32 The following is a list of programs offered by the Baltimore County Police Department. Please circle all of the police community programs listed below that you know about:

C.O.P.E. <u>29%</u>	D.A.R.E. <u>31%</u>	Foot Patrol <u>9%</u>	H.V.R.P. <u>-0-</u>	Law Day <u>9%</u>
McGruff <u>46%</u>	Neighborhood Watch <u>57%</u>	P.A.L. <u>23%</u>	PCR Councils <u>14%</u>	
Bias Incident Program <u>-0-</u>	Ride-Along <u>26%</u>	Department Initiatives <u>14%</u>		

PRECINCT 11 - SURVEY RESULTS
(select questions)

ATTACHMENT B-8

QUESTION #2 How safe do you feel in your own neighborhood, that is, the streets right around your home?

very safe 28% somewhat safe 41% not too safe 31% not at all safe -0-

QUESTION #5 How likely do you think it is that you will become a victim of crime?

very likely 7% likely 66% not likely 28%

QUESTION #7 How likely do you think it is that you or one of your neighbors will be threatened, assaulted, or held up in any way in your neighborhood?

very likely 7% likely 43% not likely 50%

QUESTION #8 Have you ever been a victim of crime in Baltimore County?

yes 71% no 25% don't know 4%

QUESTION #14 How easy do you think it is to get drugs in your neighborhood?

very easy 20% easy 52% not easy 28%

QUESTION #21 Would you say that the police officer was...

Neat or not neat in appearance?
neat 92% not neat -0- don't know 8%

Courteous or not courteous?
courteous 91% not courteous 9% don't know -0-

Helpful or not helpful?
helpful 74% not helpful 17% don't know 9%

Competent or not competent?
competent 83% not competent 9% don't know 9%

Interested or not interested in your situation?
interested 68% not interested 14% don't know 18%

QUESTION #22 Were you satisfied with the way the police officer helped you?

satisfied 74% not satisfied 17% don't know 9%

QUESTION #23 Why weren't you satisfied with the way the police officer helped you?

rude 20% didn't follow up 20% slow response -0- no arrest 20%
didn't listen to victim -0- other 40% don't know

QUESTION #27 Would you say that Baltimore County police officers use more force than is necessary?

yes 3% no 62% don't know 34%

QUESTION #30 Would you say the members of the Baltimore County Police Department are fair, or unfair, when dealing with the racial, religious, and ethnic communities of Baltimore County?

very fair 29% fair 36% unfair 4% don't know 32%

QUESTION #32 The following is a list of programs offered by the Baltimore County Police Department. Please circle all of the police community programs listed below that you know about:

C.O.P.E. 48% D.A.R.E. 52% Foot Patrol 10% H.V.R.P. -0- Law Day 10%
McGruff 59% Neighborhood Watch 52% P.A.L. 28% PCR Councils 14%
Bias Incident Program 3% Ride-Along 28% Department Initiatives 7%

PRECINCT 12 - SURVEY RESULTS
(select questions)

ATTACHMENT B-9

QUESTION #2 How safe do you feel in your own neighborhood, that is, the streets right around your home?

very safe 27% somewhat safe 50% not too safe 23% not at all safe -0-

QUESTION #5 How likely do you think it is that you will become a victim of crime?

very likely 8% likely 65% not likely 27%

QUESTION #7 How likely do you think it is that you or one of your neighbors will be threatened, assaulted, or held up in any way in your neighborhood?

very likely 4% likely 54% not likely 42%

QUESTION #8 Have you ever been a victim of crime in Baltimore County?

yes 58% no 42% don't know -0-

QUESTION #14 How easy do you think it is to get drugs in your neighborhood?

very easy 33% easy 50% not easy 17%

QUESTION #21 Would you say that the police officer was...

Neat or not neat in appearance?
neat 100% not neat -0- don't know -0-

Courteous or not courteous?
courteous 90% not courteous 5% don't know 5%

Helpful or not helpful?
helpful 86% not helpful 10% don't know 5%

Competent or not competent?
competent 86% not competent 10% don't know 5%

Interested or not interested in your situation?
interested 86% not interested 10% don't know 5%

QUESTION #22 Were you satisfied with the way the police officer helped you?

satisfied 86% not satisfied 14% don't know -0-

QUESTION #23 Why weren't you satisfied with the way the police officer helped you?

rude -0- didn't follow up -0- slow response -0- no arrest -0-
didn't listen to victim 50% other 50% don't know -0-

QUESTION #27 Would you say that Baltimore County police officers use more force than is necessary?

yes 4% no 60% don't know 36%

QUESTION #30 Would you say the members of the Baltimore County Police Department are fair, or unfair, when dealing with the racial, religious, and ethnic communities of Baltimore County?

very fair 31% fair 27% unfair 8% don't know 35%

QUESTION #32 The following is a list of programs offered by the Baltimore County Police Department. Please circle all of the police community programs listed below that you know about:

C.O.P.E. <u>35%</u>	D.A.R.E. <u>50%</u>	Foot Patrol <u>15%</u>	H.V.R.P. <u>8%</u>	Law Day <u>15%</u>
McGruff <u>42%</u>	Neighborhood Watch <u>54%</u>	P.A.L. <u>35%</u>	PCR Councils <u>27%</u>	
Bias Incident Program <u>4%</u>	Ride-Along <u>38%</u>	Department Initiatives <u>12%</u>		