



City of Charleston

John J. Tecklenburg
Mayor

South Carolina

Chito T. Walker
Chief of Police

POLICE DEPARTMENT

November 14, 2023

Honorable John J. Tecklenburg and Members of City Council
City of Charleston
116 Meeting Street
Charleston, SC 29401

RE: CPD 2023 Community Survey

Dear Mayor Tecklenburg and Members of City Council:

It is my pleasure to send you the Charleston Police Department's (CPD) 2023 Community Survey final report. As part of the External Review and Assessment's (ERA) community engagement component, the CPD partnered with the City of Charleston's Citizens Police Advisory Council (CPAC) to conceptualize, create, and distribute an online community survey examining public perceptions of the CPD's performance and how it has changed since the CPD's 2019 racial bias audit.

The survey was conducted during July and August of 2023 and open to anyone who was willing to participate, including City of Charleston residents, workers/business owners, and visitors. Those who responded to the survey gave predominantly satisfactory ratings of recent interactions with CPD officers, and offered other positive perceptions of department performance. They also provided suggestions for various areas in which the CPD can improve, including in its perceived visibility and presence. I am grateful for your support of and assistance in promoting this important endeavor. The CPD looks forward to using these results to inform its future strategic goals and additional, ongoing dialogue with you and the community about how the department can provide the best service.

Sincerely,

A handwritten signature in black ink, appearing to read "Chito. Walker".

Chito T. Walker
Chief of Police

Charleston Police Department 2023 Community Survey

Executive Summary



Survey Background

The Charleston Police Department (CPD) is a municipal law enforcement agency serving the citizens of and visitors to the City of Charleston, South Carolina. In early 2023, the CPD partnered with the City of Charleston's Citizens Police Advisory Council (CPAC) to conceptualize, create, and distribute an online community survey examining public perceptions of the CPD's performance and how it has changed since the CPD's 2019 community supported, voluntary racial bias audit.

The survey was fielded during July and August of 2023 and open to anyone who was willing to participate, including City of Charleston residents, workers/business owners, and visitors. Overall, the survey asked questions about the following topics (in order): overall satisfaction with the CPD and its direction, CPD performance in certain areas and perceived change since 2020, perceptions of safety and concern about crime, CPD community outreach events, interactions with CPD officers within the last year, and respondent demographics.

Survey Design and Distribution

The voluntary, anonymous survey was designed to provide a snapshot of current public sentiment, with the intent of gathering feedback to help the CPD improve its interactions with and service to the community. The final survey content and question order were determined in collaboration with the CPAC and members of the CPD's External Review and Assessment (ERA) team¹. Working with the CPAC, the CPD used a variety of methods to broadly distribute information about and a link/QR code to the survey, including references on its website, social media accounts, and business cards. It also created survey specific flyers and large signage that were made available at and displayed in public places throughout the City. The department distributed the survey details to local news media and other City and partner organizations, and stakeholders in the community. The online version was translated into Spanish. To accommodate those without internet access, paper versions of the survey in English and Spanish were distributed to CPD commanders and community representatives. It is important to note that the findings presented here are gathered from a convenience sample comprised of those who elected to participate and cannot be assumed to represent the entire local community².

Result Highlights

This section outlines the survey results. To ensure transparency, all responses are presented in the report. Because the effort was designed to provide a descriptive snapshot at one point in time, this report does not attempt to draw inferences about the entire City of Charleston community nor explain reasons for the answers provided.

Respondent Attributes

- The survey was accessed 1,184 times and the median time for completion was 4.99 minutes.
- Respondents had the option to skip any questions they wished, so the number of responses varies by question.
- The demographic breakdown of the respondents is as follows:
 - **Gender** (n = 538) – 53.5% female, 38.1% male, 0.6% non-binary, 7.8% other or preferred not to answer
 - **Race/Ethnicity** (n = 474) – 85.7% White/Caucasian, 8% African American/Black, 1.5% Hispanic/Latinx, 1.5% multiple races/ethnicities, the remainder self-identified as other races/ethnicities
 - **Age in years** (n = 476) – Average: 54.6, minimum: 17, maximum: 86
 - **Respondent type** (n = 594) – City of Charleston resident: 89.1%; City of Charleston worker/business owner: 27.3%; visitor: 5.4%. Respondents could be counted as residents and workers/business owners.

¹ The latter is providing a formal, expert assessment of the CPD's progress in implementing the 2019 audit recommendations.

² Despite the large-scale attempt to promote the survey opportunity to all members of the community, the distributional strategy was not predicated on a random or stratified sample of City of Charleston residents, workers, and business owners.

- **Residential CPD Team (n = 484)** – 38.4% West Ashley (Team 4), 30% Daniel Island, Clements Ferry Road and incorporated areas (Team 5), 11.8% James and Johns Islands (Team 3), 10.7% Calhoun Street North to North Charleston (Team 1), 6.4% Calhoun Street South to Murray Blvd/Ashley River (Team 2).

Findings

- **Satisfaction with the CPD** (ratings 0 - 10, with 10 representing most satisfied) (n = 901)
 - 31.9% of respondents are CPD promoters (gave rating of 9 or 10)
 - 32% of respondents are CPD detractors (gave rating between 0 and 6)
 - The top mention cited in reasoning for this rating referred to CPD's **visibility and presence**.
- **Perception of CPD's Direction** (ratings 0 - 10, where 0 = off-track and 10 = right direction) (n = 773)
 - 24.5% of respondents are promoters of CPD's direction (gave rating of 9 or 10)
 - 37.6% of respondents are detractors of CPD's direction (gave rating between 0 and 6)
 - The top mention cited in reasoning for this rating referred to CPD's **visibility and presence**.
- **Perception of CPD's Equal Treatment of Citizens**
 - The below table shows respondent agreement with statements about the CPD's equal treatment of people based on the following characteristics.

	Race/Ethnicity (n = 474)	Gender (n = 416)	Sexual Orientation (n = 394)	Religion (n = 402)	Immigration Status (n = 388)
Agree (strongly or somewhat)	64.1%	61.5%	62.5%	65.2%	54.6%
Neutral	17.5%	28.6%	28.4%	31.1%	32.8%
Disagree (strongly or somewhat)	18.4%	9.9%	9.1%	3.7%	12.6%

- **Crime Concern Rankings**
 - For City of Charleston residents, the largest number of respondents (n = 145) ranked **auto-related crimes** (including DUI, traffic collisions, traffic violations) as the crime type of greatest concern within one mile of their residences. Similarly, the largest number of City of Charleston workers and business owners ranked these crimes as most concerning within one mile of their work/business location (n = 29).
 - The second highest ranking crime type about which City of Charleston residents were concerned was **theft** (including fraud, identity theft, white-collar crime) (n = 94). The same is true for City of Charleston workers and business owners (n = 21).
- **Satisfaction with last CPD Officer Interaction** (ratings 0 - 10, with 10 representing most satisfied) (n = 304)
 - 51.3% of respondents are CPD promoters (gave rating of 9 or 10)
 - 28% of respondents are CPD detractors (gave rating between 0 and 6)
 - The top reason mentioned for this rating was the **courteousness/friendliness/politeness** of the officer(s).

Takeaways

The CPD, in collaboration with the CPAC, conducted this survey to learn more about community perspectives related to the agency's performance, direction, and equal treatment of individuals. The results indicated that the majority of respondents who recently interacted with CPD officers were satisfied with those interactions. The findings also provided suggestions for various areas in which the CPD can improve, including in its perceived visibility and presence. The majority of respondents expressed agreement with statements about the CPD's equal treatment of people. The CPD is grateful to the survey collaborators and participants. It looks forward to using these results to inform its future strategic goals and additional, ongoing dialogue with the community about how the department can provide the best service.

Please use the following link to connect with the CPD online: <https://linktr.ee/charlestonpd>. Feedback and comments can be sent to SpeaktoCPD@charleston-sc.gov.

Charleston Police Department

2023 Community Survey



Conducted by the Charleston Police Department,
In collaboration with the Citizens Police Advisory Council (CPAC)

November 14, 2023

Executive Summary

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Please use the following link to connect with the CPD online: <https://linktr.ee/charlestonpd>. Feedback and comments can be sent to SpeaktoCPD@charleston-sc.gov.

Introduction

The Charleston Police Department (CPD) is a municipal law enforcement agency serving the citizens of and visitors to the City of Charleston, South Carolina. As part of its core values, the CPD serves the local population with honor, excellence, accountability, respect, and teamwork (H.E.A.R.T.). It also embraces self-reflection and continuous improvement in the pursuit of maintaining its standard of being a world class law enforcement agency.

As part of its 2020 – 2025 Strategic Leadership Plan³ and a formal assessment of its implementation of recommendations produced in 2019 by a citizen supported, voluntary racial bias audit⁴, the CPD partnered with the City of Charleston’s Citizens Police Advisory Council (CPAC) to conceptualize, create, and distribute an online community survey examining public perceptions of the CPD’s performance and how they have changed since the audit. The CPAC was created to facilitate the involvement of the residents and business owners representing neighborhoods and communities in Charleston to improve policing and strengthen the connection between the citizens and the CPD. The CPD and CPAC engage in open dialogue to increase understanding and promote public safety. Therefore, this collaboration was a pivotal part of this survey effort.

The community survey included a total of 38 questions⁵ and was open to anyone who was willing to participate, including City of Charleston residents, workers/business owners, and visitors. The electronically presented, conditional question content varied based on the type of respondent. Overall, the survey asked questions about the following topics: overall satisfaction with the CPD and its direction, CPD performance in certain areas and perceived change since 2020, perceptions of safety and concern about crime, CPD community outreach events, interactions with CPD officers within the last year, and respondent demographics.

The following report presents the survey results. It also outlines the survey design and distribution strategy. In addition to sharing these results with the public, the CPD looks forward to using this information to guide the future development and revision of its policies and practices to best serve the needs of its vibrant community.

Survey Design

The survey was designed to gather citizen⁶ feedback to help the CPD improve its interactions with and service to the community. It also sought perceptions related to citizens’ interactions with CPD officers within the last year. Based on their answers to question 10⁷, which ascertained whether they were City of Charleston residents, workers/business owners, or visitors, the remainder of the survey posed only relevant question content, while skipping irrelevant questions. Those residing or working/owning a business in the City of Charleston were invited to offer their perceptions of personal safety, fear of crime, and knowledge of and involvement with CPD community outreach events. Visitors who completed the survey were asked about their perceptions of safety while in the City of Charleston.

The online survey was voluntary and anonymous. It was programmed to not collect personally identifying information (including respondent name, home address, and IP address). All respondents were provided the option to enter an email address if they were interested in having a copy of the survey results sent to them, but this was entirely voluntary. Any text based comments were combined with those gathered from other survey participants and are reported here as part of a group. Respondents were able to cease participation in the survey at any time and could skip any question they

³ The CPD’s 2020 – 2025 Strategic Leadership Plan can be viewed here: <https://www.charleston-sc.gov/DocumentCenter/View/27121/The-Charleston-Police-Department-Strategic-Leadership-Plan-2020-2025>

⁴ The final report of the CPD’s Racial Bias Audit can be viewed here: <https://www.charleston-sc.gov/DocumentCenter/View/25213/CNA-CPD-Final-Report---11719>

⁵ The survey questions can be reviewed in Appendices A (English version) and B (Spanish version) of this report.

⁶ For the purposes of this survey, a citizen is defined as any resident, worker, business owner, or visitor in the City of Charleston.

⁷ Question numbers align with their numbering on the English and Spanish paper surveys (Appendices A & B).

chose except for question 10 in the online survey, about whether they identified as a resident, worker/business owner or visitor to the city⁸.

The final survey content and question order were determined in collaboration with the CPAC and members of the CPD's External Review and Assessment (ERA) team. The latter is providing a formal, expert assessment of the CPD's progress in implementation the racial bias audit recommendations. Both groups provided written and verbal feedback on survey drafts. This feedback was reviewed and incorporated, where possible, in the final version.

Distribution Strategy

An online survey was created to collect the largest number of responses in the shortest amount of time. It also allowed for a wider reach of promotional materials. Working with the CPAC, the CPD used the following methods to distribute information about and a link/QR code to the survey:

- Posting on the CPD's website
- Social media posts (through all CPD accounts)
- Traditional media (via a press release to news stations and print media)
- Posting in the City's Neighborhood Services weekly newsletter
- Announcements sent to neighborhood association newsletters
- Email to a listing of local neighborhood presidents
- Communication with community partner agencies and local businesses
- Printed flyers and business cards (with a survey link/QR code) distributed by CPD officers
- Sandwich board signage with QR codes (placed in different public facing locations including the local library and at special events)
- Officer distributed printed promotional materials
- Dissemination to councils and commissions with which the CPD partners (City Council, CPAC, the Human Affairs and Racial Reconciliation Commission (HARCC))
- Emails to interested community leaders and advocates who self-identified during ERA related events (kickoff meeting, community forums)

Following a recommendation from the CPAC to ensure the survey had as broad of a reach as possible and encourage all communities to participate, the online version was translated into Spanish and reviewed by native Spanish speaking community members who the Council connected with the CPD. Paper versions of the survey in English and Spanish were created and distributed to community representatives who attended the ERA kickoff meeting⁹. The online survey link and paper copies of the English and Spanish versions were distributed internally to the CPD's Command Staff, who were encouraged to have officers promote the survey in the community.

The survey was first completed through a “soft launch” performed in conjunction with the CPAC. Beginning on July 19th, 2023, CPAC members were invited to take the survey themselves and invite two other community members to participate. This pre-launch effort allowed the CPD to test the functionality of the survey and review the backend data collection interface prior to its community release. Since no errors were identified during this time, the responses provided during the soft launch were included in the overall response set. The survey was opened to the larger community on July 31st, 2023 and collected responses for one month. The survey was closed and stopped collecting data on the morning of August 1st, 2023.

Note on Survey Sample

This survey was designed to provide a snapshot of current community sentiment. The findings presented here are gathered from a convenience sample comprised of those who elected to participate. After beginning the survey,

⁸ When it appeared in the electronic version of the survey, question 10 was mandatory to continue the survey as it dictated which subsequent, conditional questions applied to each respondent.

⁹ Appendices A and B provide the English and Spanish paper versions of the survey contents. However, no responses were submitted through a paper version of the survey in either language.

respondents could cease participation at any time and, with one exception¹⁰, skip questions that they did not choose to answer. To be transparent with the community, all responses received are reported here. The table directly below provides the number of respondents who answered key survey questions.

Question	Count
Overall satisfaction with CPD (Q 1)	901
Satisfaction with CPD's direction (Q 3)	773
Respondent resident / worker / visitor status (Q 10)	594
Respondent gender (Q 31)	538
Respondent race / ethnicity (Q 32)	474
Respondent age (Q 33)	476

It is important to note that, despite the large scale attempt to promote the survey opportunity to all members of the community, the distributional strategy was not predicated on a random or stratified sample of City of Charleston residents, workers, and business owners. The responses, therefore, cannot be generalized to reflect the entire local community and are not necessarily representative of its views. One must exercise caution in interpreting the results. This, however, is a common limitation of current, community-based online survey research.

Results

The following section outlines the survey results. Additional information on the analytical methodology employed can be found in Appendix C: Analysis Methodology.

Survey Attributes

The below table describes the overall response rate to the survey. One thousand one hundred and eighty four individuals interacted with the online survey link in some way. As the following data show, however, many respondents did not answer any of its questions or decided to cease participation before reaching the end. The median amount of time spent completing the survey was about 5 minutes.

Recorded responses ¹	Duration in mins (median)	Date of first response	Date of last response
1,184	4.99	07-19-2023	09-01-2023

¹'Recorded responses' are those the survey software indicated a respondent clicked on the survey link.

¹⁰ When it appeared in the electronic version of the survey, question 10 (resident/worker/visitor status) was mandatory to continue the survey as it dictated which subsequent, conditional questions applied to each respondent.

Respondent Attributes

The following section details the responses to survey questions 10, 26 – 27, and 31-36.

Gender (Q 31¹¹)

The following table provides information about the self-identified gender of the respondents. A majority of the survey respondents identified as female.

Gender ¹	Count	Percent
Female	288	53.5%
Male	205	38.1%
Non-binary	3	0.6%
Other	4	0.7%
Prefer not to answer	38	7.1%
Total	538	100.0%

¹632 respondents did not see this question.

14 respondents saw but did not answer this question.

Race/Ethnicity (Q 32)

The below table provides information about the self-identified race and ethnicity of the survey respondents.

Respondents were allowed to select more than one race and/or ethnicity. Those who identified with more than one racial/ethnic group were counted in the “Multiple Races / Ethnicities” category. The majority of the survey respondents identified as “White / Caucasian”.

Race / Ethnicity ¹	Count	Percent
African American / Black	38	8.0%
American Indian / Alaska Native / Native American / Indigenous	5	1.1%
Asian	4	0.8%
Hispanic / Latinx	7	1.5%
Middle Eastern or Northern African	1	0.2%
Native Hawaiian or Pacific Islander	1	0.2%
White / Caucasian	406	85.7%
Multiple Races / Ethnicities	7	1.5%
Other (could not be recoded)	5	1.1%

¹¹ Question numbers align with their numbering on the English and Spanish paper surveys (Appendices A & B).

Race / Ethnicity ¹	Count	Percent
Total	474	100.0%

¹648 respondents did not see this question. 62 respondents saw but did not answer this question.

Age (Q 33)

The below table provides information about the age in years of survey respondents. On average, respondents were slightly over 54 years old. The youngest respondent was 17 and the oldest respondent was 86 years old.

Count ¹	Mean	Standard deviation	Median	Minimum	Maximum
476	54.6	15	56	17	86

¹632 respondents did not see this question. 75 respondents saw but did not answer this question. One respondent provided an impossible age in years (1 year old).

Resident and/or Worker, or Visitor

This section presents information on the residential and/or work locations of the respondents. Respondents could identify as a resident, worker, or both. Visitors to the City of Charleston were also identified.

Resident

Almost 90% of the respondents were City of Charleston residents. The largest proportions of respondents who reported their residential location resided in Teams 4 (West Ashley) and 5 (Daniel Island, Clements Ferry Road and incorporated areas). The overall average amount of time at their current residence was 15.5 years.

Residential Status (Q 10) ¹	Count	Percent
Resident	529	89.1%
Non-resident	65	10.9%
Total	594	100.0%

¹590 respondents did not answer this question.

Answering this question was mandatory to proceed with the survey.

Residential CPD Team (Q 34) ¹	Count	Percent
Team 1 - Calhoun Street North to North Charleston	52	10.7%

Residential CPD Team (Q 34) ¹	Count	Percent
Team 2 - Calhoun Street South to Murray Blvd/Ashley River	31	6.4%
Team 3 – James and Johns Islands	57	11.8%
Team 4 – West Ashley	186	38.4%
Team 5 - Daniel Island, Clements Ferry Road and incorporated areas	145	30.0%
Prefer not to answer	12	2.5%
None of the above (could not be recoded)	1	0.2%
Total	484	100.0%

¹697 respondents did not see this question. 3 respondents saw but did not answer this question.

Resident - Length of Residence (in years) (Q 35)					
Count ¹	Mean	Standard deviation	Median	Minimum	Maximum
472	15.5	14.5	11	0	75

¹699 respondents did not see this question. 12 respondents saw but did not answer this question. Based on the text entered, one response could not be coded.

Worker

Slightly more than 25% of the respondents reportedly worked or owned a business within the City of Charleston. The largest proportions of respondents who reported their residential location resided in Teams 4 (West Ashley) and 1 (Calhoun Street North to North Charleston). The overall average amount of time spent working in their reported location was 11.8 years.

Worker/Business Owner Status (Q 10) ¹	Count	Percent
Worker	162	27.3%
Non-worker	432	72.7%
Total	594	100.0%

¹590 respondents did not answer this question. Answering this question was mandatory to proceed with the survey.

Worker/Business Owner CPD Team (Q 36) ¹	Count	Percent
Team 1 - Calhoun Street North to North Charleston	39	26.9%

Worker/Business Owner CPD Team (Q 36) ¹	Count	Percent
Team 2 - Calhoun Street South to Murray Blvd/Ashley River	29	20.0%
Team 3 – James and Johns Islands	10	6.9%
Team 4 – West Ashley	41	28.3%
Team 5 - Daniel Island, Clements Ferry Road and incorporated areas	13	9.0%
More than one Team	1	0.7%
None of the above (could not be recoded)	4	2.8%
Prefer not to answer	8	5.5%
Total	145	100.0%

¹1033 respondents did not see this question. 6 respondents saw but did not answer this question.

Worker/Business Owner - Length of Years in Location (Q 37)

Count ¹	Mean	Standard deviation	Median	Minimum	Maximum
137	11.9	10.4	8	0	54

¹1038 respondents did not see this question. 8 respondents saw but did not answer this question. Based on the text entered, one response could not be coded.

Visitor

Thirty-two respondents identified as visitors to the City of Charleston. About half of those who reported their visiting frequency considered themselves regular visitors to the area. This proportion, however, may be higher because 10 respondents provided an answer to this question that could not be reclassified into the provided categories. Over 85% of those visiting respondents (who identified where they normally reside) were from other areas of South Carolina.

Visitor Status (Q 10) ¹	Count	Percent
Visitor	32	5.4%
Non-visitor	562	94.6%
Total	594	100.0%

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Visitor Type (Q 26) ¹	Count	Percent
Regular visitor	11	47.8%
Tourist who does not visit regularly	2	8.7%
Other (Could not be recoded)	10	43.5%
Total	23	100.0%

¹1157 respondents did not see this question. 4 respondents saw but did not answer this question.

Visitor Residence (Q 27) ¹	Count	Percent
In South Carolina	21	87.5%
Outside of South Carolina (but in USA)	3	12.5%
Total	24	100.0%

¹1157 respondents did not see this question. 3 respondents saw but did not answer this question.

Satisfaction with CPD

The following section presents the answers to questions about respondents' overall satisfaction with the CPD as an organization. It details the responses to survey questions 1 - 9. Appendix E: Key Question Responses by Respondent Demographics includes additional tables with responses to questions 1, 3, 7, and 9 separated according to respondent gender, race/ethnicity, and age.

Overall Satisfaction with CPD

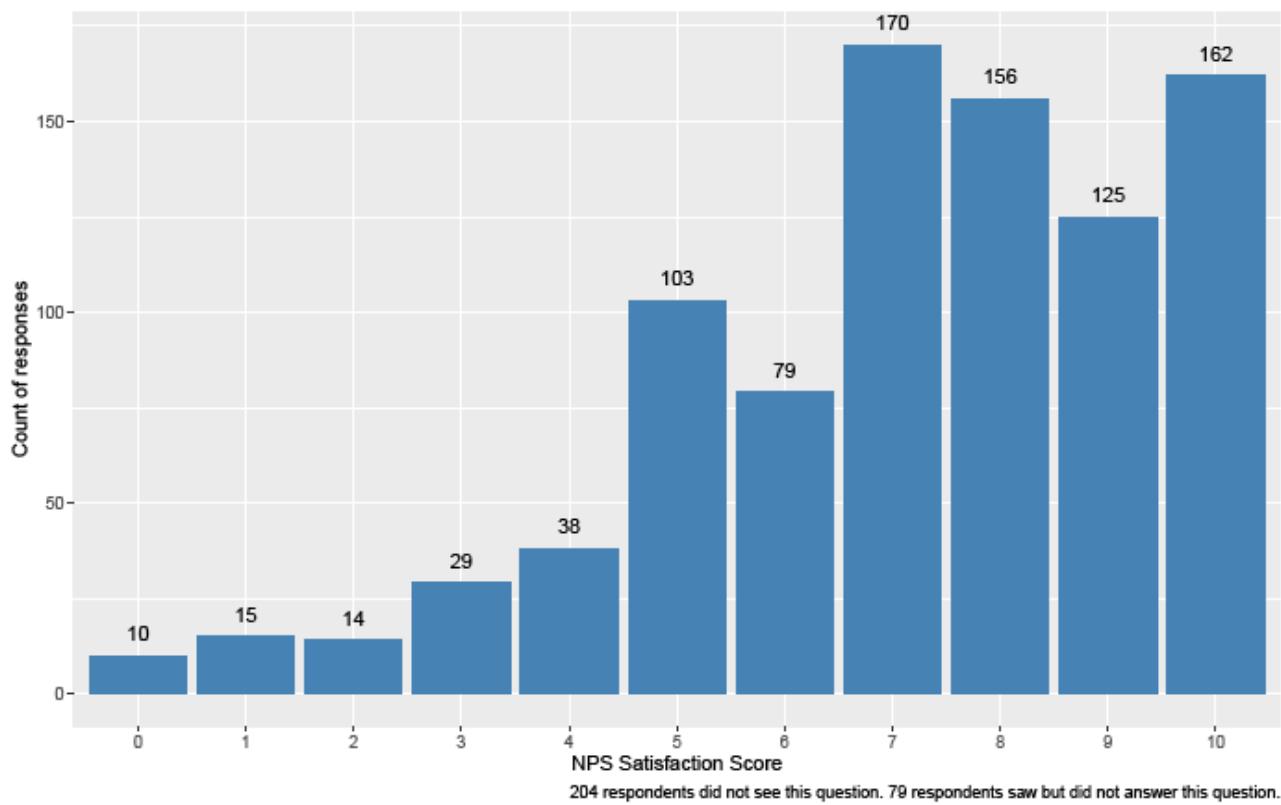
Net Promoter Score (Q 1)

Respondents were asked to rate the CPD on a scale of 0 – 10 (with 10 being the most satisfied) on how satisfied they were with the agency. They were then sorted into groups according to their Net Promoter Score (NPS)¹², which is a commonly used metric to determine brand loyalty in customer experience research. Applied here, it helps determine which respondents would be likely to speak highly of and are enthusiastic about the CPD (Promoters, giving ratings of 9 or 10), which are generally satisfied but not enthusiastic (Passives, giving ratings of 7 or 8), and which are dissatisfied with the CPD and likely to speak critically of the agency (Detractors, giving ratings between 0 and 6). The below table and chart show how respondents consider the CPD as an organization based on their NPS groups and individual scores.

CPD Satisfaction NPS Group ¹	Count	Percent
Promoter	287	31.9%
Passive	326	36.2%
Detractor	288	32.0%
Total	901	100.0%

¹204 respondents did not see this question. 79 respondents saw but did not answer this question.

¹² For more information about the Net Promoter Score (NPS), visit the following reference: <https://www.qualtrics.com/experience-management/customer/net-promoter-score/>



CPD Satisfaction NPS Score	Count	Percentage
0	10	1.1
1	15	1.7
2	14	1.6
3	29	3.2
4	38	4.2
5	103	11.4
6	79	8.8
7	170	18.9
8	156	17.3
9	125	13.9
10	162	18.0

Reasons for NPS Score Rating on Satisfaction with CPD (Top 10) (Q.2)

Respondents who were “Promoters” and “Detractors” were asked to describe why they provided their specific CPD satisfaction rating. Following a manual review of these narrative data, a keyword and sentiment analysis identified the

following topics as the 10 commonly mentioned in respondent answers¹³. Additionally, the specific respondent references of these themes were classified by the analyst as expressing a positive, negative, or neutral sentiment¹⁴.

Keyword NPS	Total Mentions	Positive	Negative	Neutral
Visibility/Presence	89	22	65	2
Traffic enforcement/Driving behavior	80	2	77	1
Crime control/Proactive policing	59	5	54	0
Responsiveness/Follow up	44	30	13	1
Effectiveness	43	29	14	0
General compliment	42	41	0	1
Response time	36	27	9	0
Courteousness/Respectfulness/Attitude	34	26	8	0
Safety	34	26	8	0
Professionalism	29	27	2	0

Satisfaction with CPD's Direction

The next section of data shows the respondent answers to the following question about the CPD's organizational direction: "Do you think the CPD is moving in the right direction or is it off-track, where 0 = off-track and 10 = right direction?"

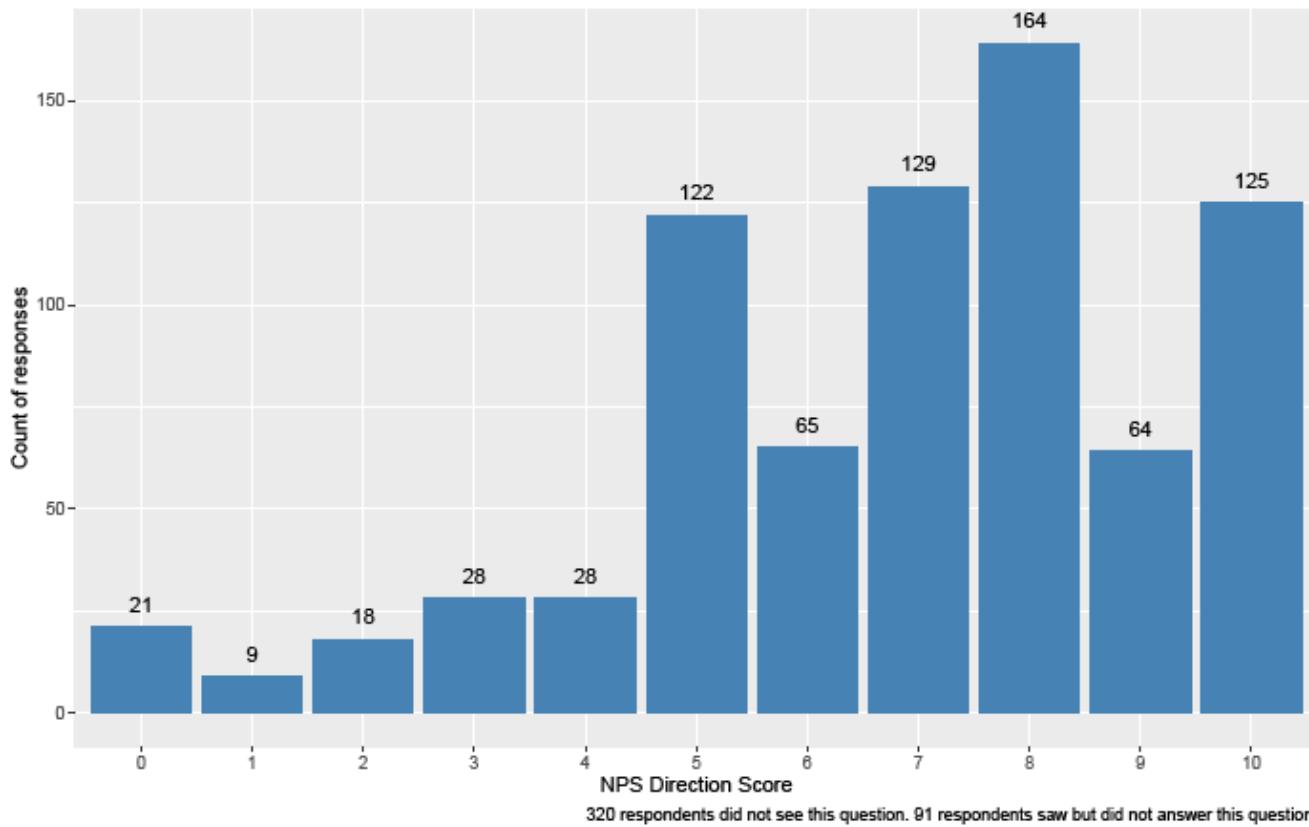
Net Promoter Score (Q 3)

CPD Direction NPS Group ¹	Count	Percent
Promoter	189	24.5%
Passive	293	37.9%
Detractor	291	37.6%
Total	773	100.0%

¹320 respondents did not see this question. 91 respondents saw but did not answer this question.

¹³ For additional information on this qualitative coding methodology, see Appendix C: Analysis Methodology.

¹⁴ A full list of keywords and their associated sentiments can be found in Appendix D: Keyword and Sentiment Analysis Results.



CPD Direction NPS Score	Count	Percentage
0	21	2.7
1	9	1.2
2	18	2.3
3	28	3.6
4	28	3.6
5	122	15.8
6	65	8.4
7	129	16.7
8	164	21.2
9	64	8.3
10	125	16.2

Reasons for NPS Score Rating on CPD Direction (Top 10) (Q 4)

As before, respondents who were “Promoters” and “Detractors” in their ratings on CPD’s direction were asked to describe why they provided their specific scores. The top 10 reasons for providing the rating of the CPD on its direction are shown below¹⁵.

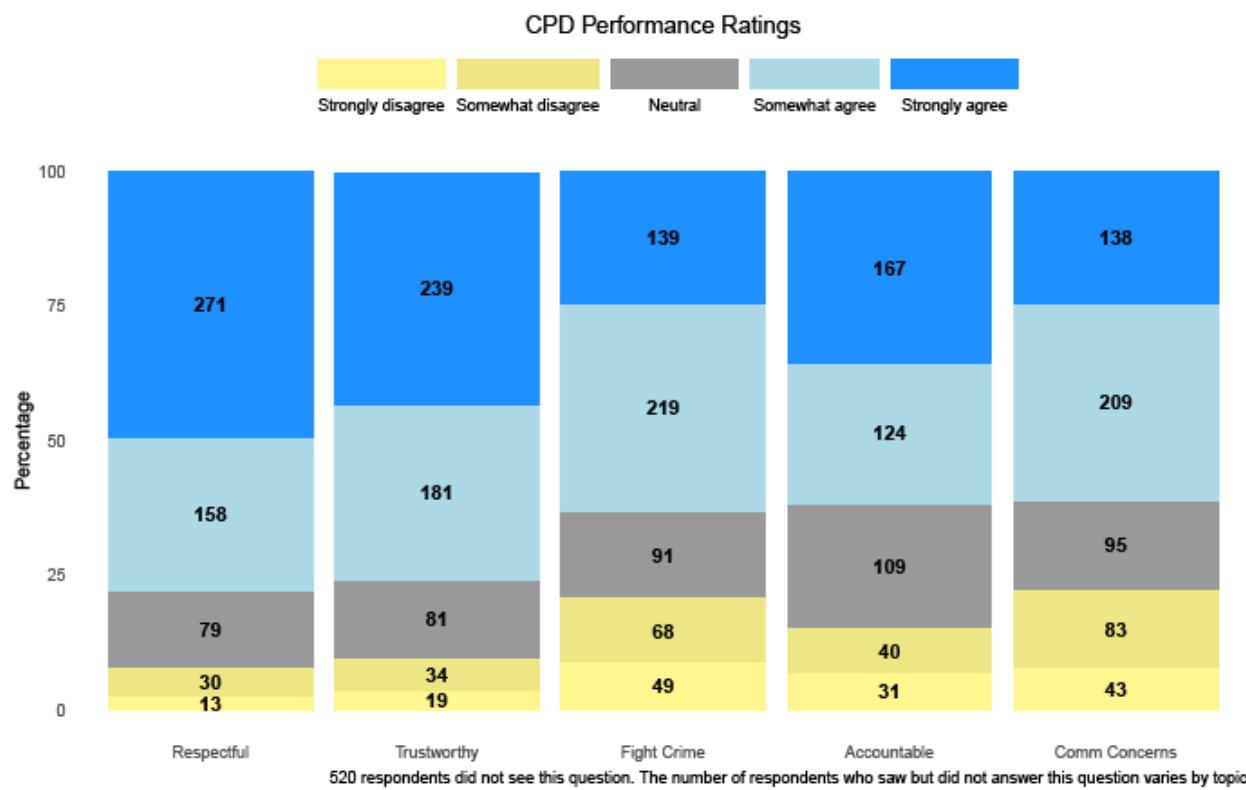
Keyword Direction	Total Mentions	Positive	Negative	Neutral
Visibility/Presence	56	15	41	0
Crime control/Proactive policing	53	3	48	2
Do not know direction	50	1	2	47
Community outreach/policing/relationships	32	19	13	0
Traffic enforcement/Driving behavior	29	0	29	0
Visible progress	28	6	14	8
Leadership	20	12	5	3
Integrity/Effort	18	15	3	0
Enforcement intensity	15	3	12	0
Equipment/Resources/Staffing/Compensation	12	4	7	1

CPD Performance – By Topic

Extent of Agreement with CPD Performance Statements (Q 5)

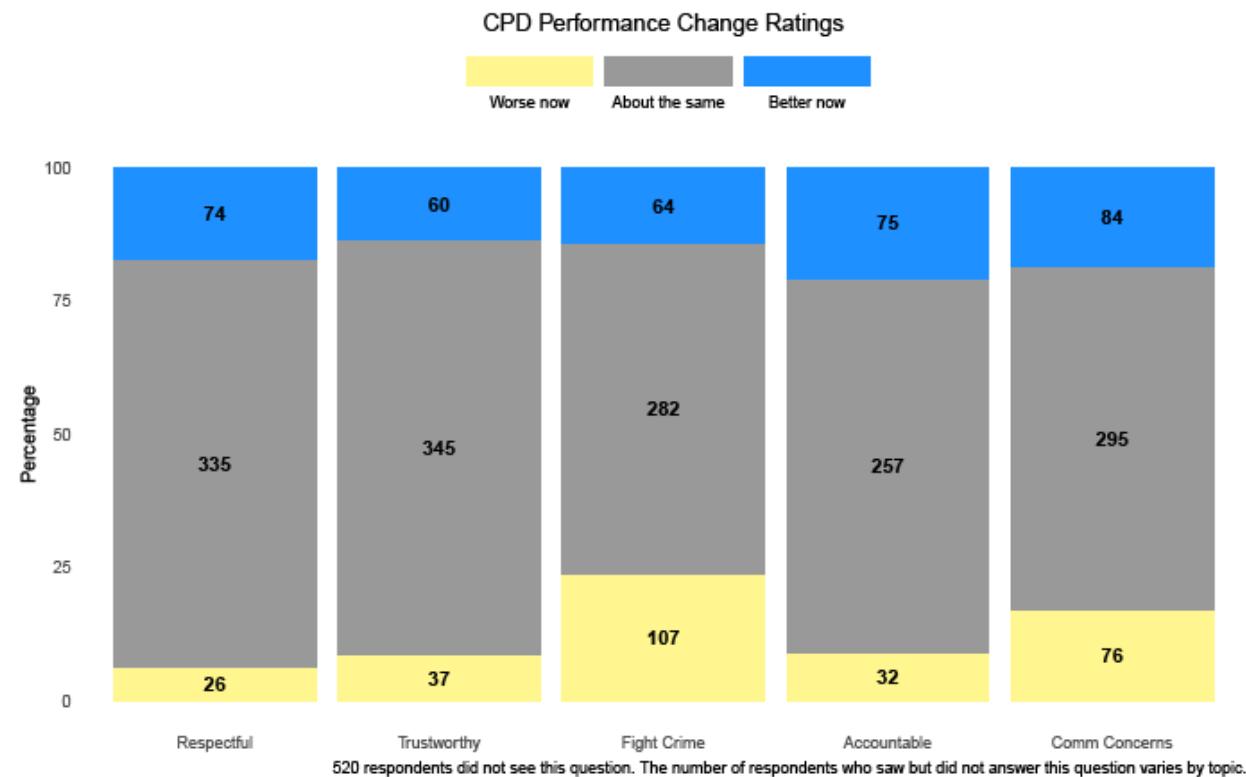
This question asked respondents the extent to which they agree or disagree with the following statements about the CPD: “The CPD: is effective in fighting crime, is responsive to community concerns, treats people with respect, is trustworthy, and holds officers accountable for wrong or inappropriate conduct in the community”.

¹⁵ As previously noted, a full list of keywords and their associated sentiments can be found in Appendix C: Keyword and Sentiments Analysis Results.



Perceptions of Change in CPD Performance – By Topic (Q 6)

The following chart shows the respondent perceptions of how the previously expressed opinions have changed since 1/1/2020. This comparative date was selected to provide an indicator or perceived change since the completion of the CPD's racial bias audit at the end of 2019.

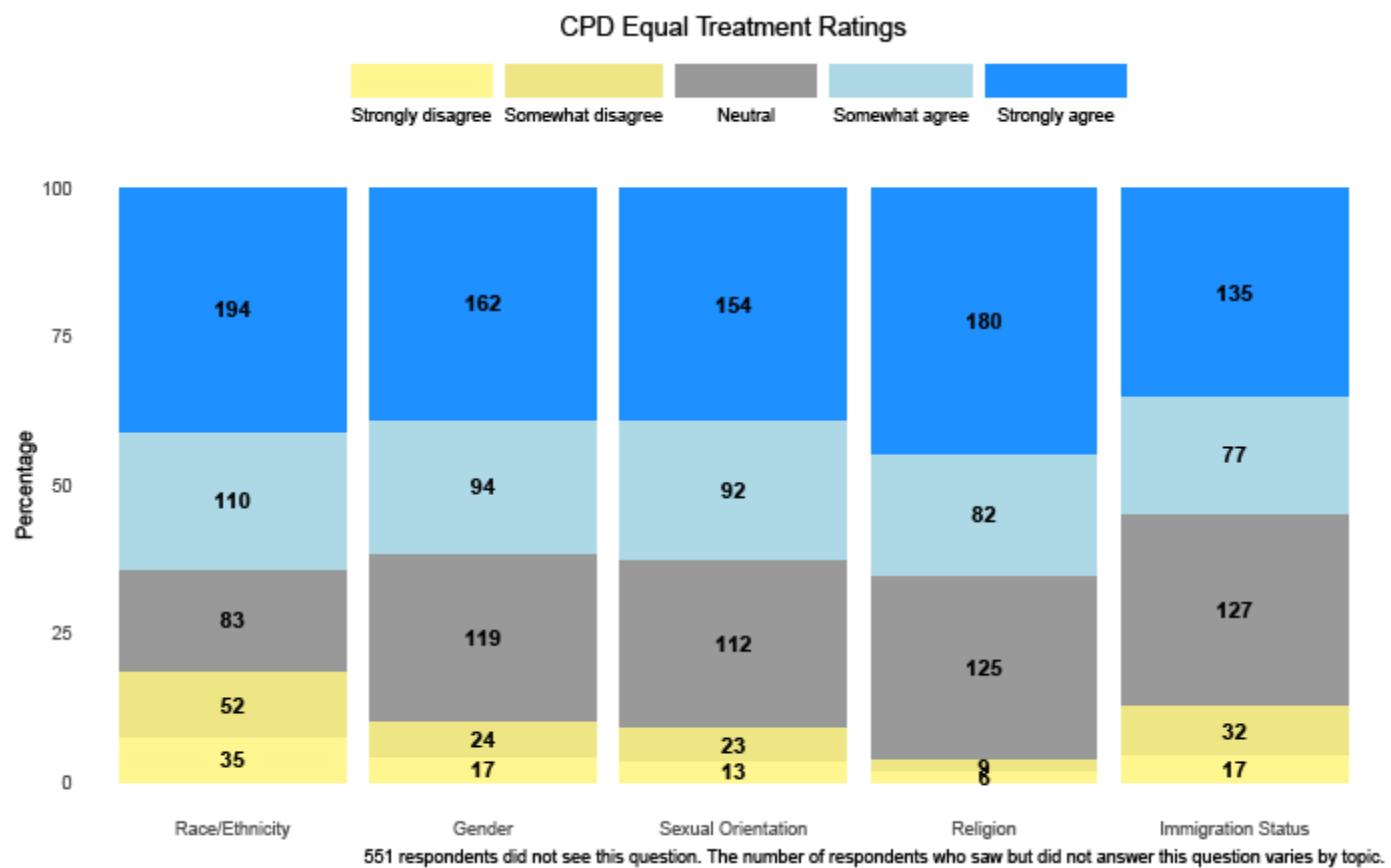


CPD Equal Treatment of Groups

Extent of agreement with CPD Equal Treatment (Q 7)

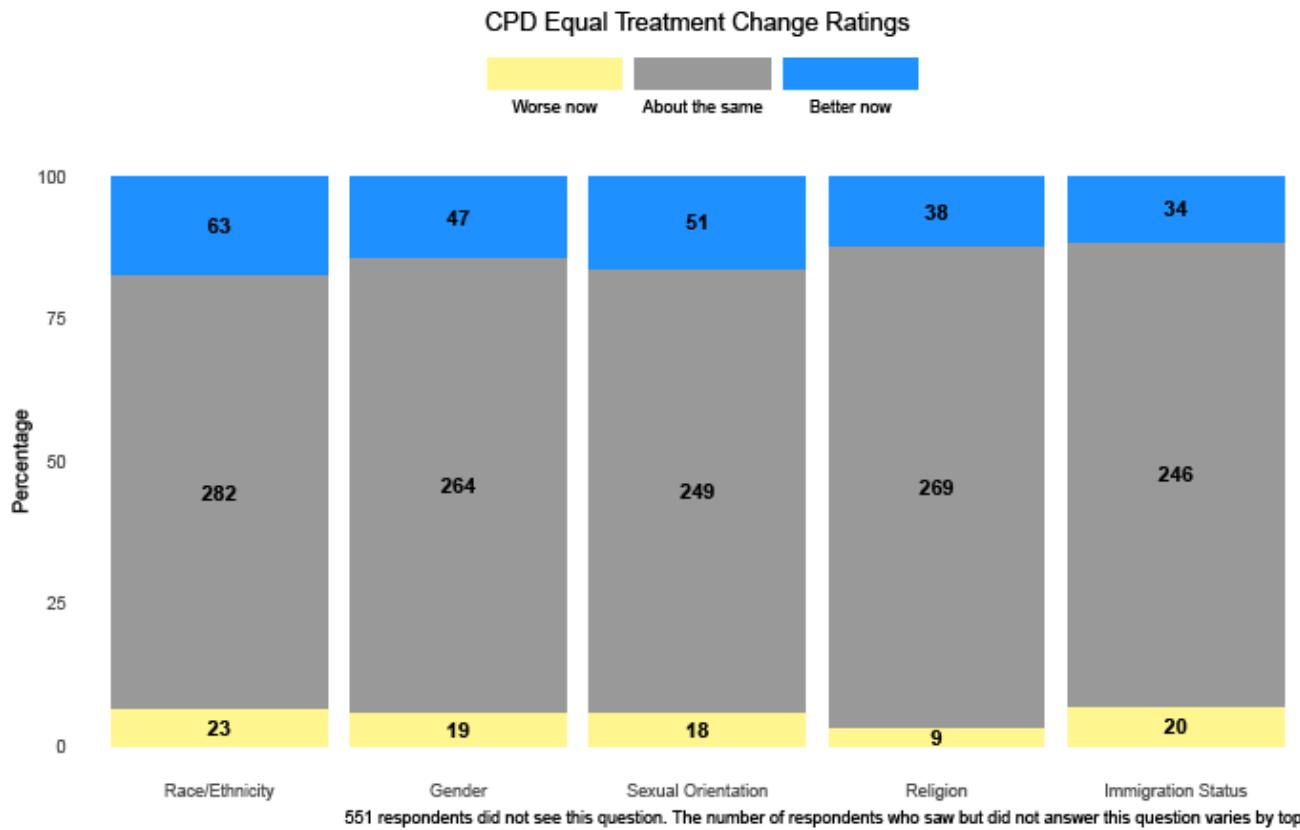
The below chart shows the extent of respondent agreement with the following statements about equal treatment: The CPD treats people equally, regardless of their:

- Race/ethnicity,
- Gender identification
- Sexual orientation
- Religion
- Immigration status



Perceptions of Change in CPD Equal Treatment (Q 8)

The following chart shows the respondent perceptions of how the previously expressed opinions have changed since 1/1/2020. This comparative date was selected to provide an indicator or perceived change since the completion of the CPD's racial bias audit.



Fear of Traffic Stops (Q 9)

For this question in the CPD organizational section, respondents were asked: "Have you ever been afraid that you or a close relative will be stopped while driving by the CPD for no apparent reason?"

Fear for Self or Family Member ¹	Count	Percent
Yes	96	16.7%
No	471	81.9%
Other (Could not recode)	8	1.4%
Total	575	100.0%

¹555 respondents did not see this question. 54 respondents saw but did not answer this question.

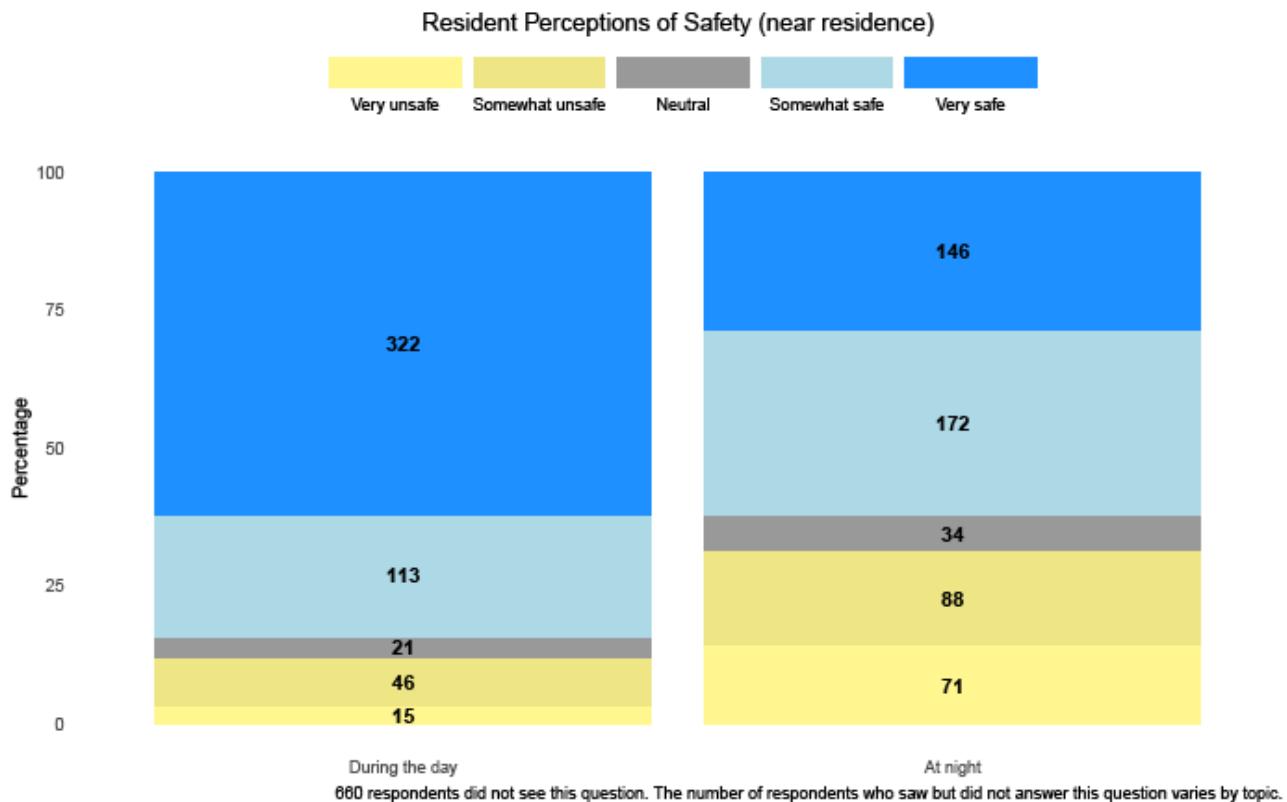
Perceptions of Safety and Crime

The next section outlines results from respondents on their personal perceptions of safety and concern about specific crimes near their residence and/or place of work/business. This includes the responses to survey questions 11 - 14.

Residents

Perceptions of Safety near Residence (Q 11)

Residents of the City of Charleston were asked: "How safe do you feel walking down the street alone within one mile of where you reside?" They were able provide an answer for both daytime and nighttime hours.



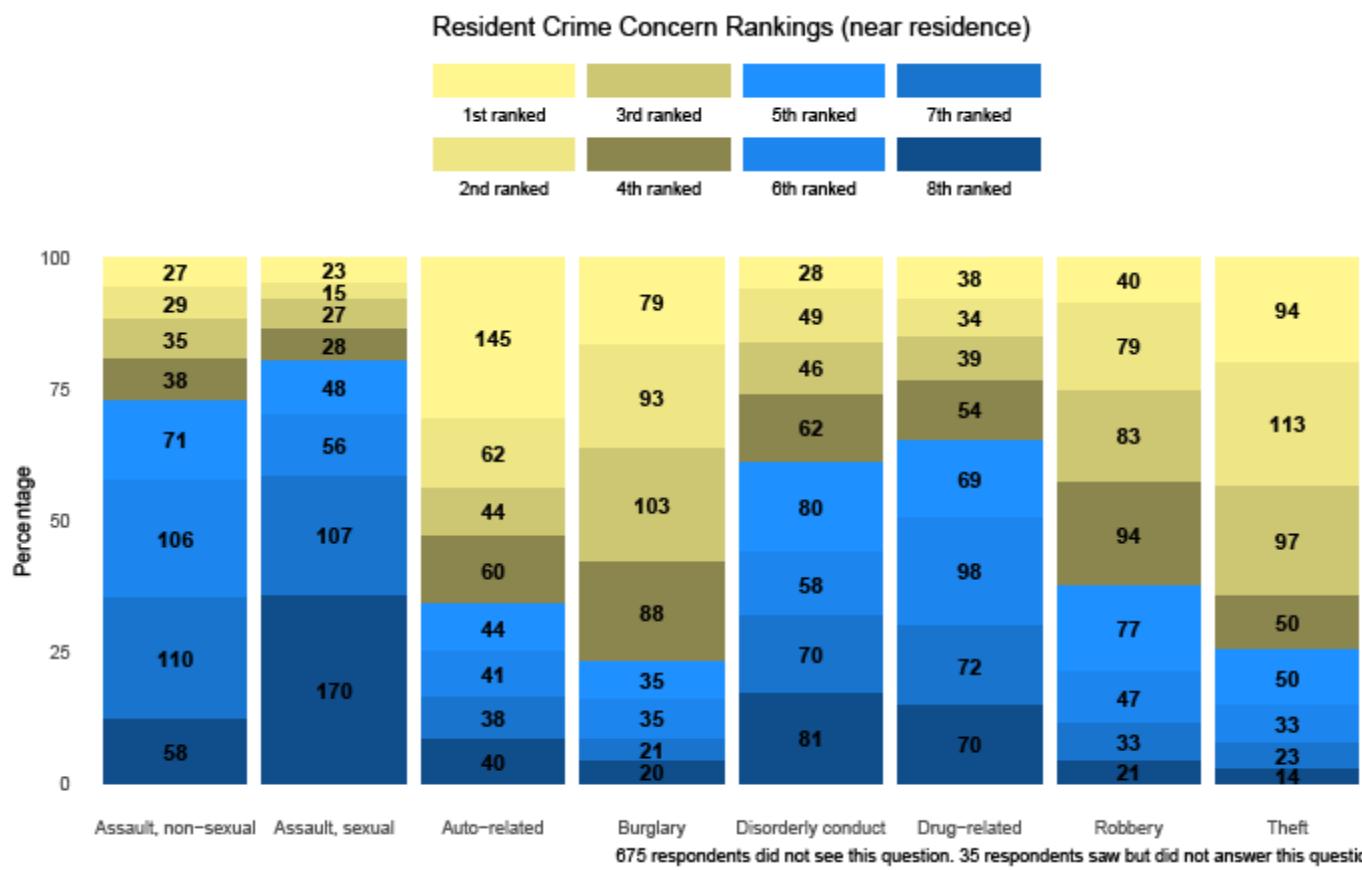
Concern about Crime near Residence (Q 12)

Residents of the City of Charleston were also asked to rate their concern about the following crimes within one mile of where they reside¹⁶:

- Assault, non-sexual (Including gun violence and domestic violence)
- Assault, sexual (Including rape, child related sexual abuse and computer crimes)
- Auto-related (Including DUI, traffic collisions, traffic violations)
- Burglary (Including residences and businesses)
- Disorderly conduct (Including vagrancy, trespassing, noise violations and public intoxication)
- Drug-related (Including manufacture, sale and use)
- Robbery (Including attempted robbery)
- Theft (Including fraud, identity theft, white-collar crime)

First ranked crimes were considered the most concerning and 8th ranked crimes were the least concerning.

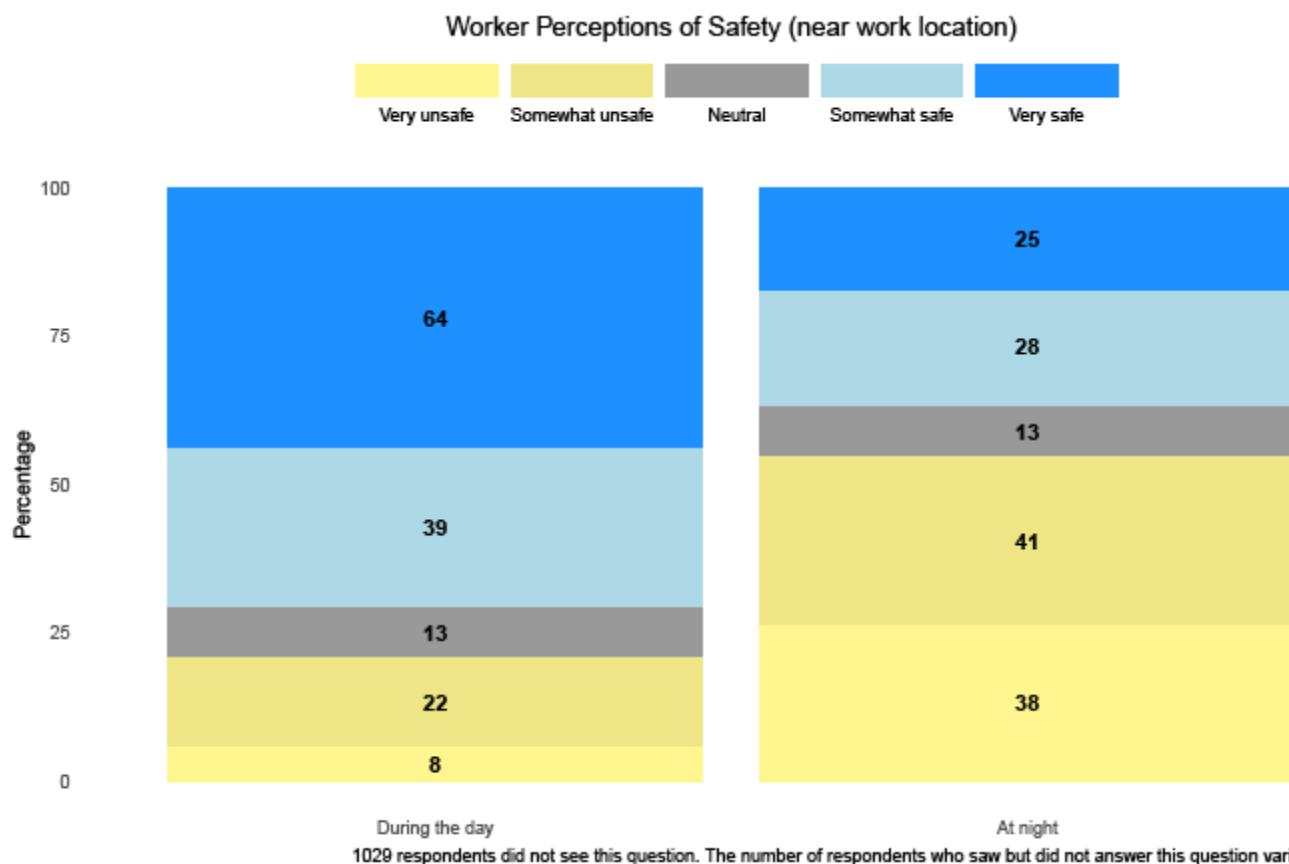
¹⁶ Further descriptions of these offense types – shown in the parentheses - were provided via tooltips in the online English and Spanish versions of the survey.



Workers/Business Owners

Perceptions of Safety near Work Location (Q 13)

Respondents who reported that they worked or owned a business in City of Charleston were asked: "How safe do you feel walking down the street alone within one mile of where you work or own a business?" They were able provide an answer for both daytime and nighttime hours.



Concern about Crime near Work Location (Q 14)

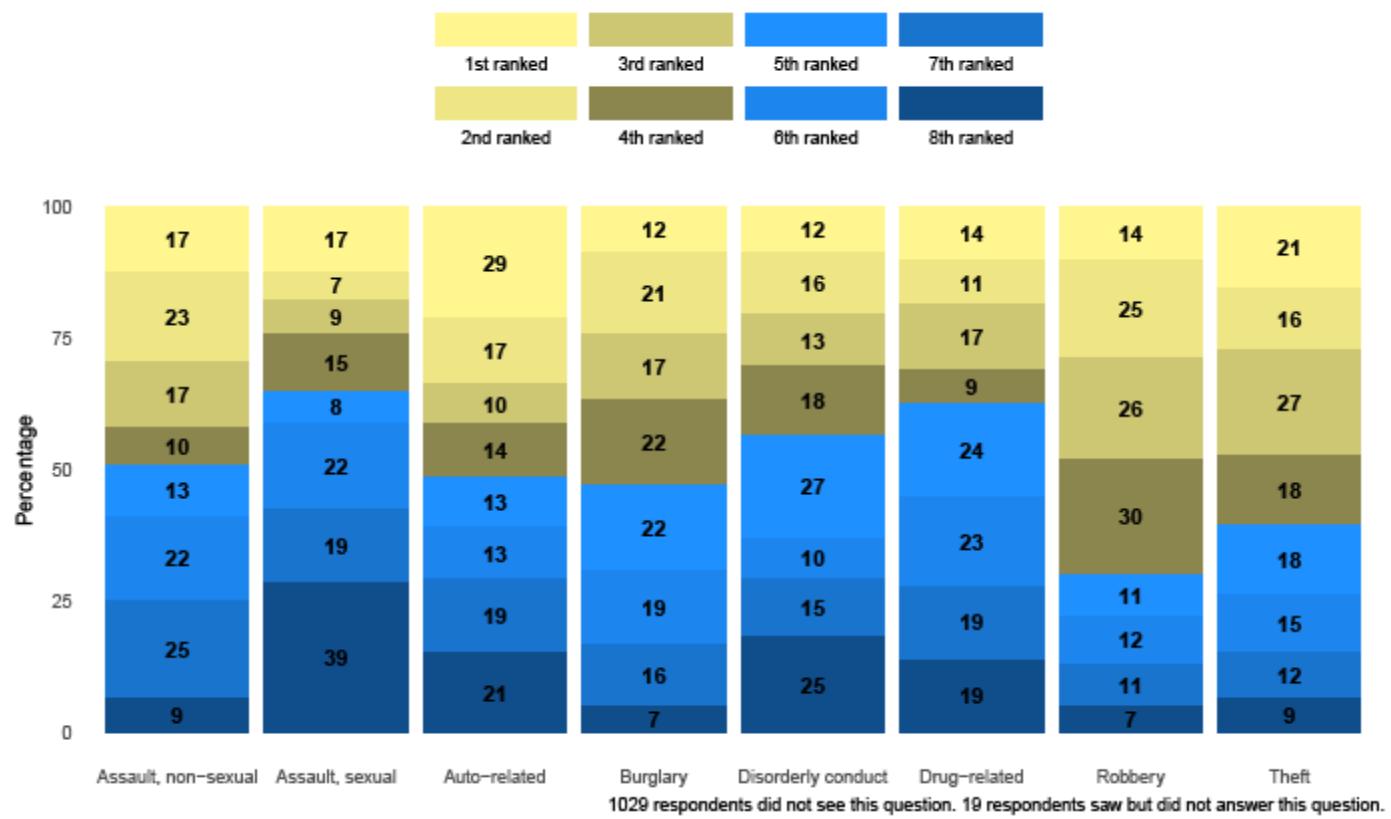
Workers and business owners in the City of Charleston were also asked to rate their concern about the following crimes within one mile of where they work or own a business¹⁷:

- Assault, non-sexual (Including gun violence and domestic violence)
- Assault, sexual (Including rape, child related sexual abuse and computer crimes)
- Auto-related (Including DUI, traffic collisions, traffic violations)
- Burglary (Including residences and businesses)
- Disorderly conduct (Including vagrancy, trespassing, noise violations and public intoxication)
- Drug-related (Including manufacture, sale and use)
- Robbery (Including attempted robbery)
- Theft (Including fraud, identity theft, white-collar crime)

First ranked crimes were considered the most concerning and 8th ranked crimes were the least concerning.

¹⁷ Further descriptions of these offense types – shown in the parentheses - were provided via tooltips in the online English and Spanish versions of the survey.

Worker Crime Concern Rankings (near work location)



CPD Community Outreach

The next section asked City of Charleston residents and workers/business owner to share their opinions of CPD community outreach events. It provides the responses to survey questions 15 - 19.

CPD Event Attendance (Q 15)

The first question in this section asked respondents whether they had attended a CPD community outreach event.

Attended CPD Outreach Event ¹	Count	Percent
Yes	118	22.1%
No	398	74.5%
Unsure	18	3.4%
Total	534	100.0%

¹642 respondents did not see this question. 8 respondents saw but did not answer this question.

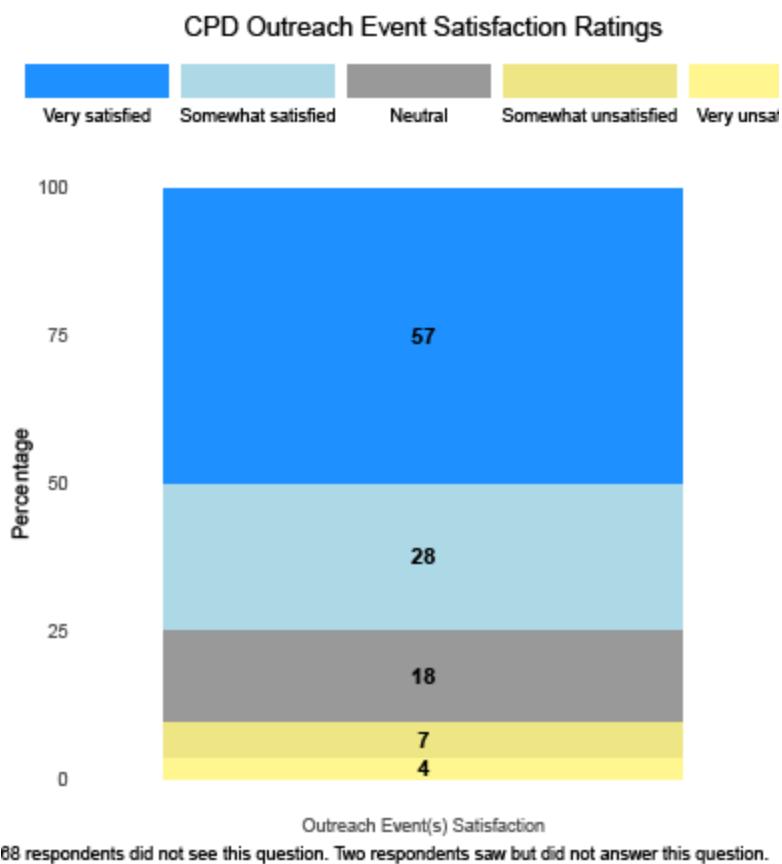
CPD Specific Events Attended (Q 16)

Those who indicated that they had attended a CPD Outreach Event were asked to report which one or ones that was/were. The 5 most frequently mentioned events comprise the next table¹⁸.

CPD Event	Total Mentions
Coffee with a Cop events	20
Block parties	12
Neighborhood/community meetings	11
Halloween events	6
National Night Out	6

Satisfaction with CPD Events Attended (Q 17)

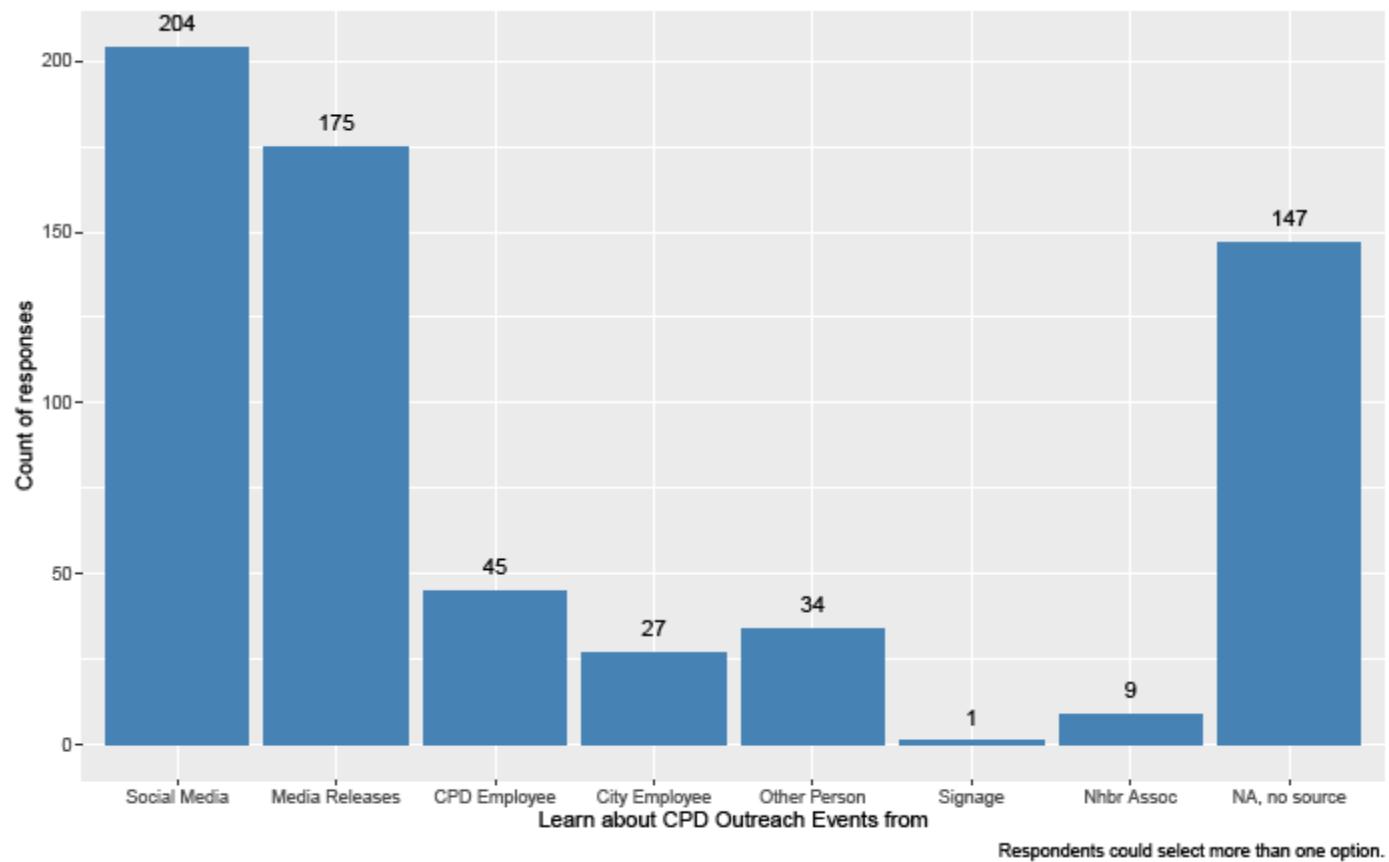
Those respondents who indicated that they had attended a CPD community outreach event were asked to rate their satisfaction with this/these event(s).



¹⁸ A full list of responses is available in Appendix D: Keyword and Sentiment Analysis Results.

Learn about CPD Events (Q 18)

Those who lived and worked in the City of Charleston were asked how they had previously heard about CPD community outreach events. Prior attendance at a CPD community outreach event was not a condition to have the question presented.



Suggested Community Outreach Events (Q 19)

Those who lived and worked in the City of Charleston were asked what community outreach events they would like to see offered. The 5 most frequently mentioned responses are listed below¹⁹.

Suggested Outreach	Total Mentions
Youth events/interaction/athletics	23
Patrols/enforcement	21
Community meetings/forums/discussions	14
Do not want community outreach	13
Neighborhood/HOA meetings and events	13

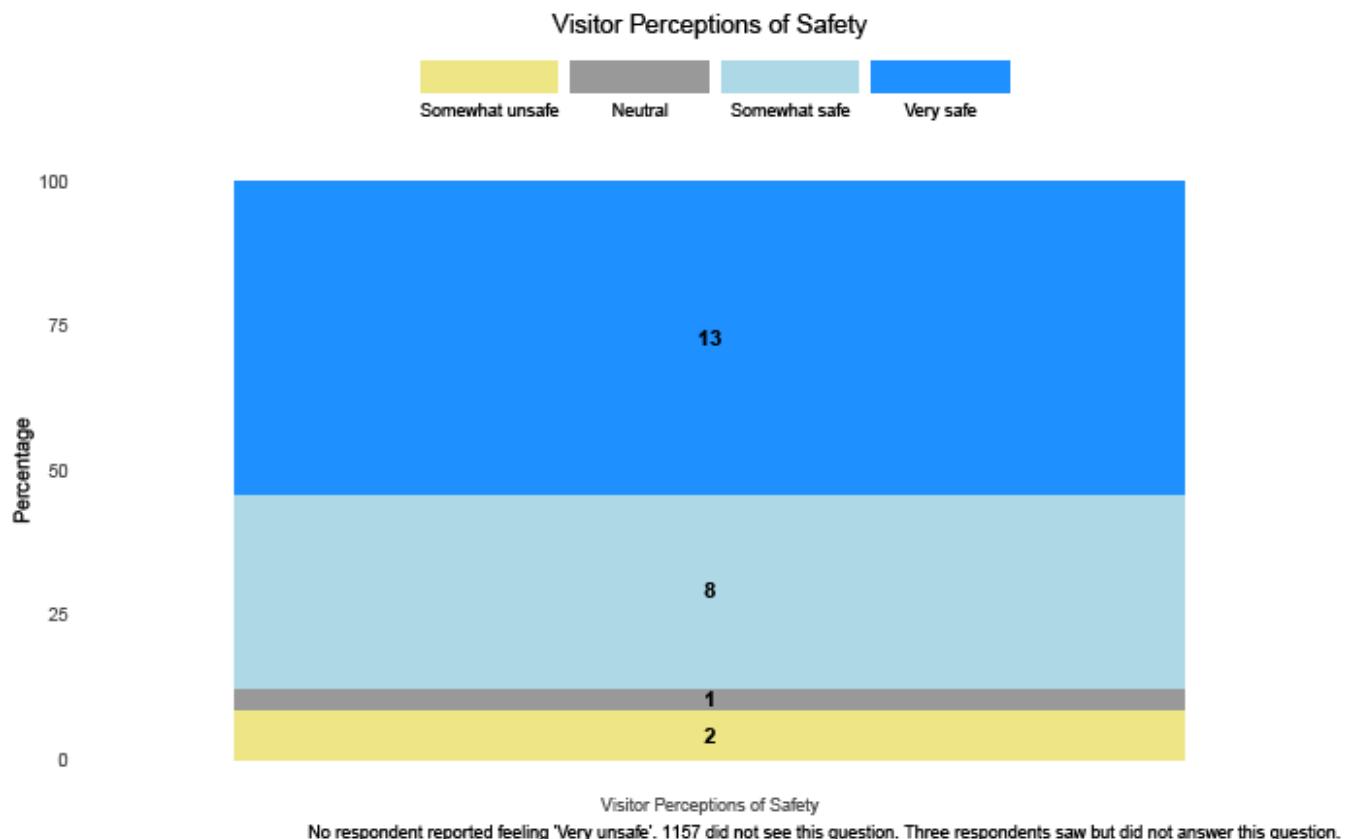
¹⁹ A full list of responses is available in Appendix D: Keyword and Sentiment Analysis Results.

Visitor Perceptions

The next section asked questions about visitor perceptions of safety while in the City of Charleston. Responses to survey questions 22 and 23 are shown.

Visitor Perceptions of Safety (Q 22)

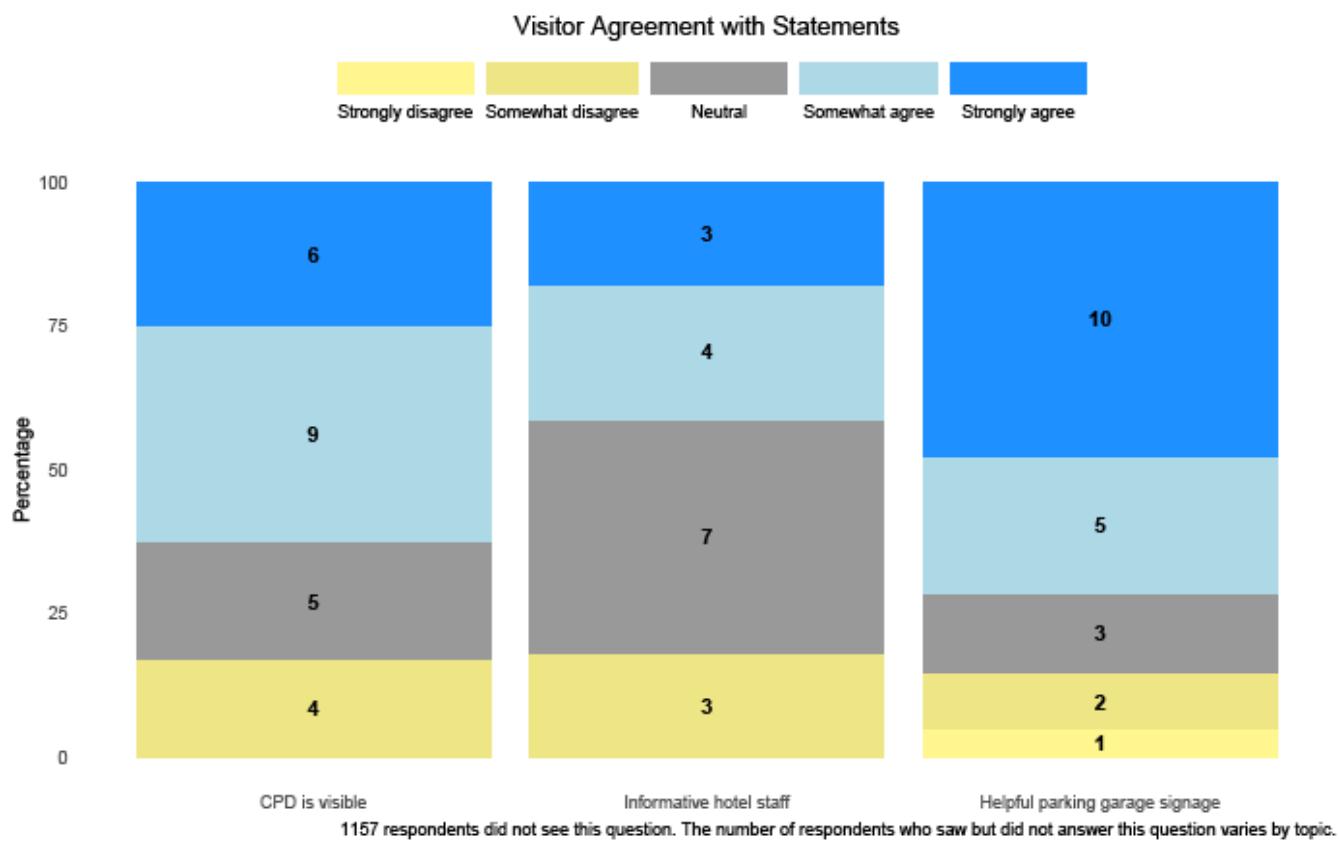
Those respondents who identified as visitors were asked: "How safe did you feel during your most recent visit to the City of Charleston?" Below are the provided responses.



Extent of Agreement with Safety Statements (Q 23)

Visitors were also asked to indicate the extent of their agreement with the following statements:

- I observed the CPD officers often enough to feel safe.
- Staff where I stayed provided appropriate guidance on safety.
- Parking garages displayed appropriate signage for me to protect myself and my valuables.



Interaction with CPD Officers

The final section in the survey was directed towards respondents who stated that they had had an interaction with CPD officers within the last year. It includes responses to questions 24 – 29.

Prevalence of CPD Officer and Citizen Interaction (Q 24)

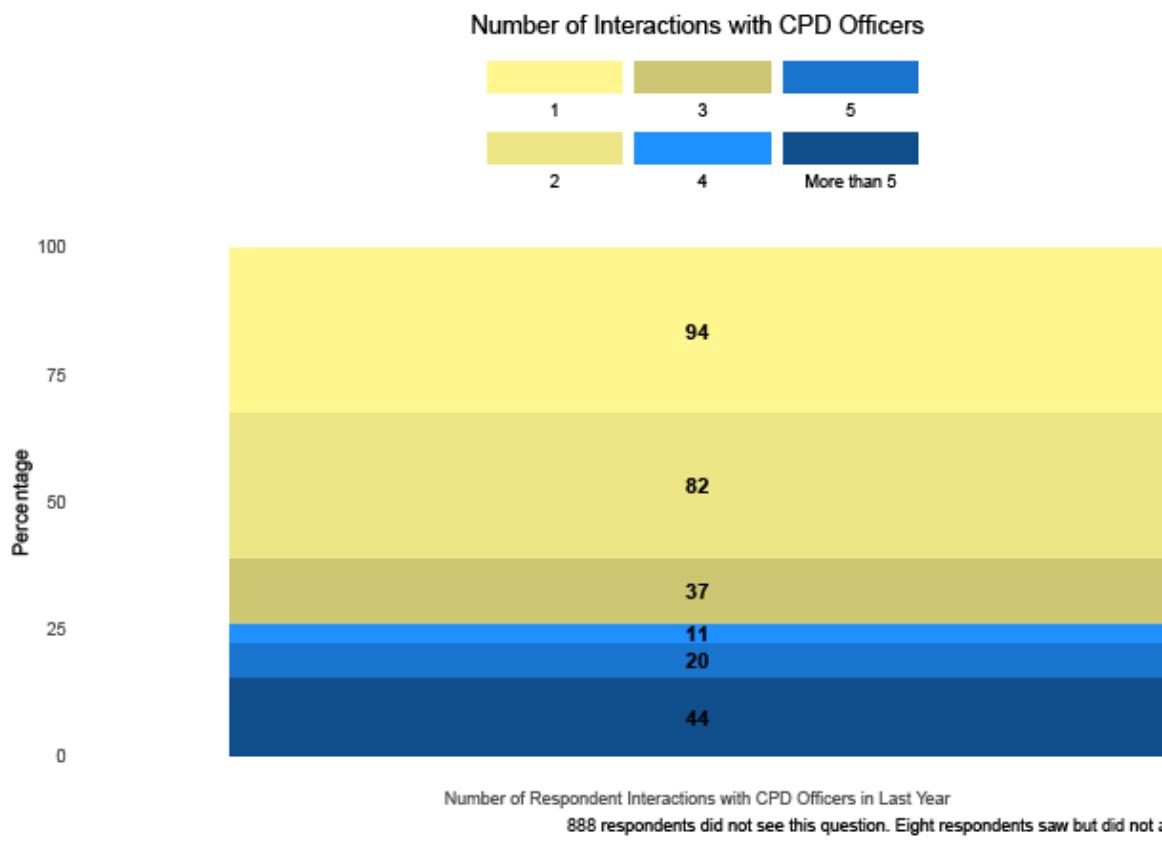
Three hundred and twenty two respondents indicated that they had an interaction with a CPD officer during that timeframe. Some were unsure and, to prevent misidentified interactions with other local law enforcement agencies, these respondents did not see the related follow up questions.

Interacted with CPD Officer (in last year) ¹	Count	Percent
Yes	322	58.5%
No	215	39.1%
Unsure	13	2.4%
Total	550	100.0%

¹621 respondents did not see this question. 13 respondents saw but did not answer this question.

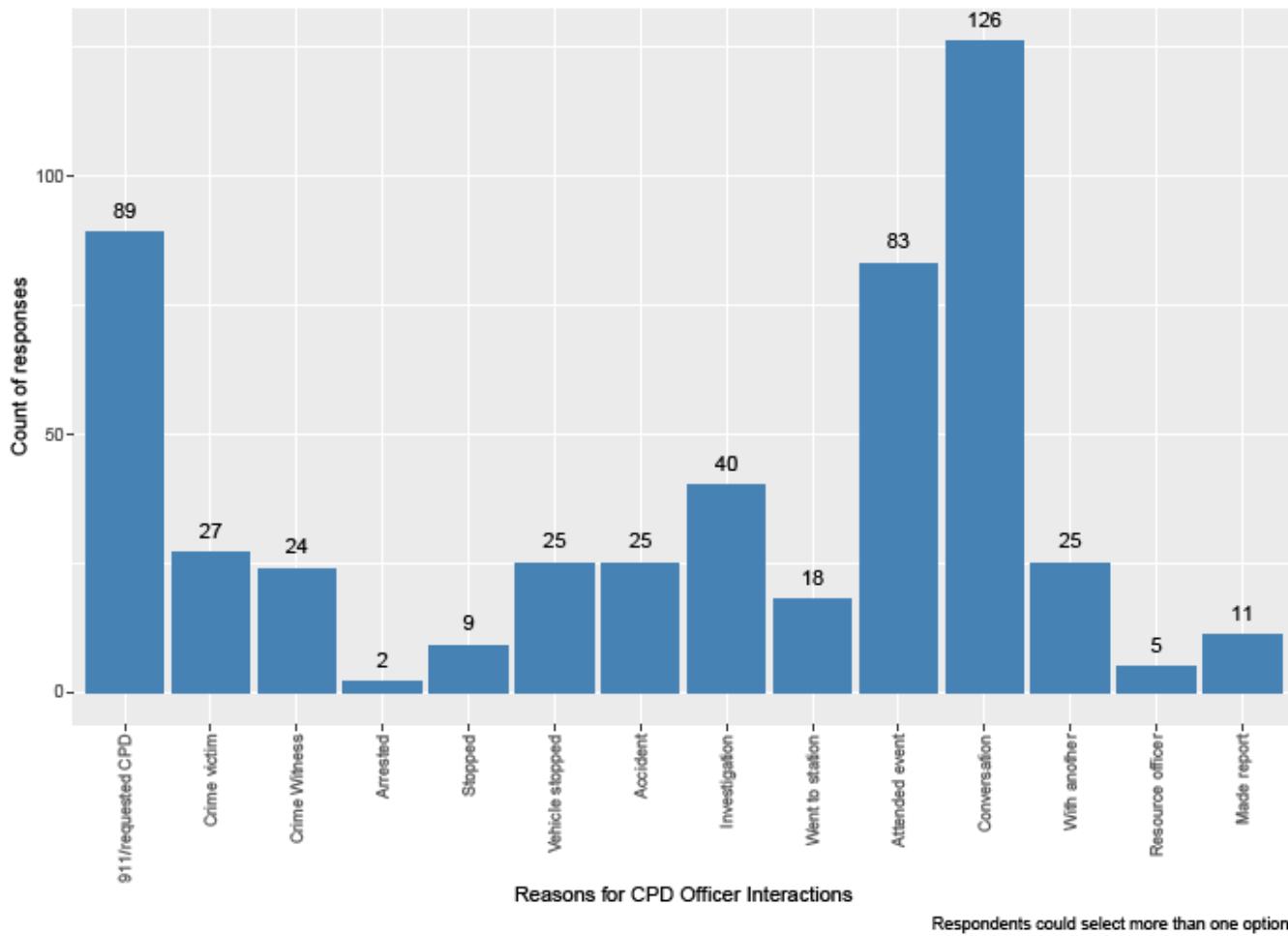
Frequency of CPD Officer and Citizen Interaction (Q 25)

Those who indicated that they had interacted with a CPD officer within the last year were asked how many times during the same timeframe they had interacted with officers.



Reasons for Last CPD Officer and Citizen Interaction (Q 26)

Respondents who interacted with CPD officers within the last year were asked to identify all of the reasons that they had interacted with a CPD officer during that timeframe. They could select more than one reason for their most recent interaction.



Respondents could select more than one option.

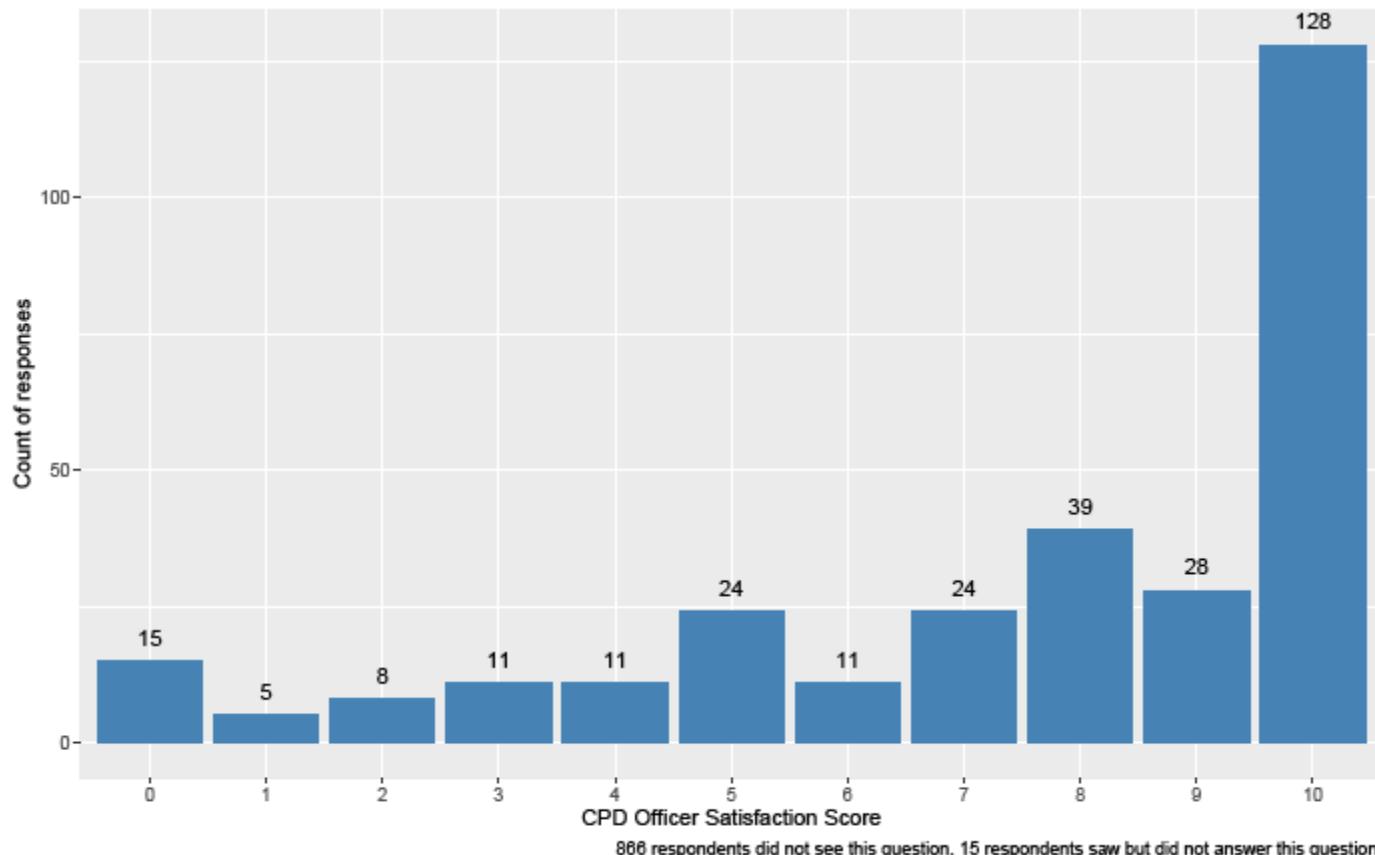
Overall Satisfaction with Last CPD Officer/Citizen Interaction

NPS Score (Q 27)

As before, those respondents were asked to rate, on a scale of 0 – 10 (with 10 being most satisfied), their satisfaction with their last interaction with a CPD officer during the last year. They were then divided into NPS groups according to their reported score.

Officer Satisfaction NPS Group ¹	Count	Percent
Promoter	156	51.3%
Passive	63	20.7%
Detractor	85	28.0%
Total	304	100.0%

¹865 respondents did not see this question. 15 respondents saw but did not answer this question.



CPD Officer Satisfaction NPS Score	Count	Percentage
0	15	4.9
1	5	1.6
2	8	2.6
3	11	3.6
4	11	3.6
5	24	7.9
6	11	3.6
7	24	7.9
8	39	12.8
9	28	9.2
10	128	42.1

Reasons for NPS Score Rating on Satisfaction with Last CPD Officer Interaction (Top 10) (Q 28)

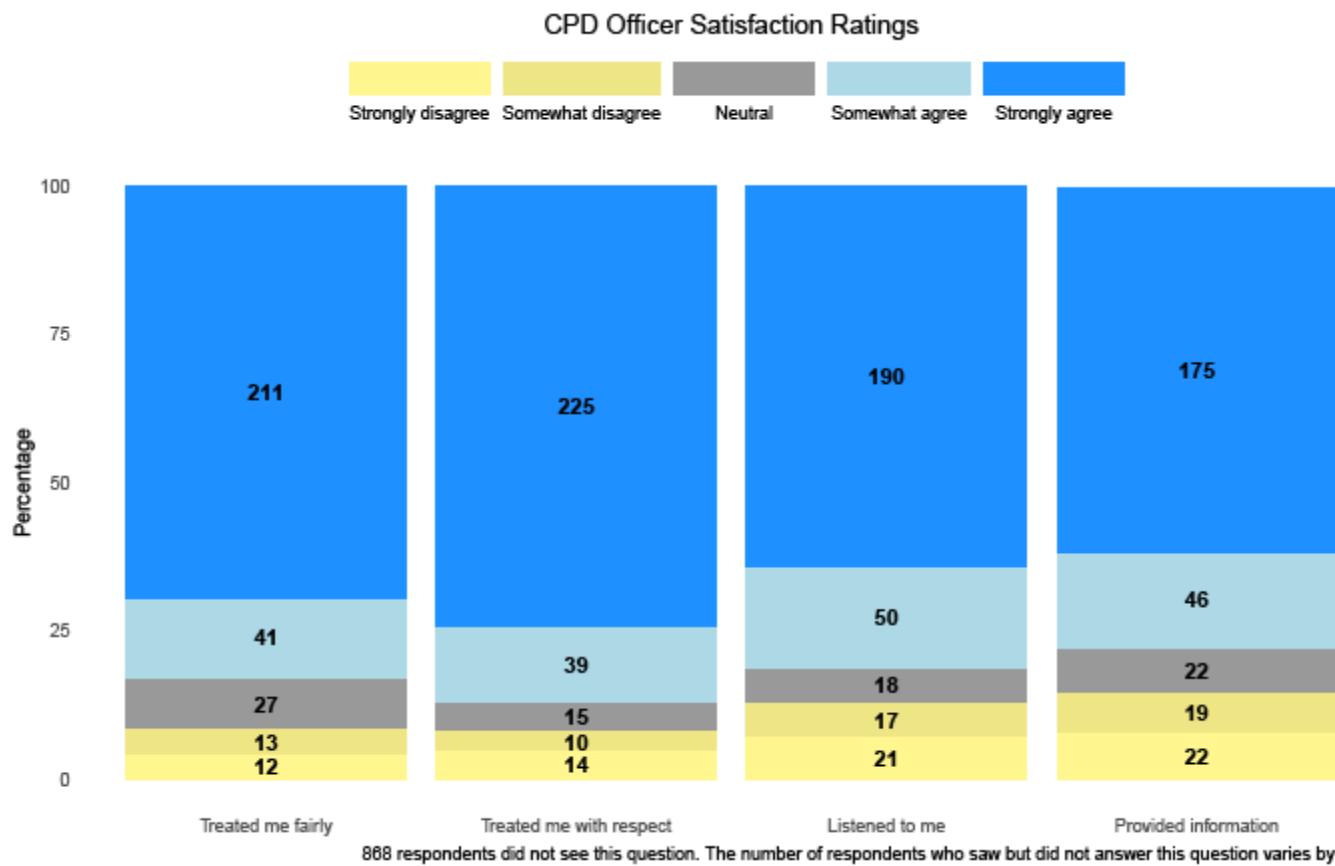
The top 10 reasons for providing the rating of the last interaction with CPD officers during the last year are shown below. As previously noted, a full list of keywords and their associated sentiments can be found in Appendix C: Keyword and Sentiment Analysis Results.

Keyword Officer	Total Mentions	Positive	Negative	Neutral
Courteousness/Friendliness/Politeness	47	46	1	0
Responsiveness/Follow up	29	7	22	0
Professionalism	21	20	1	0
Respectfulness	19	17	2	0
Helpfulness	15	14	0	1
Informative	15	12	3	0
Response time	14	11	3	0
Effectiveness	10	7	3	0
Caring/Empathy	9	5	4	0
Community engagement/Collaborative	9	8	1	0

Extent of Agreement with CPD Officer Performance Statements (Q 29)

Respondents were asked the extent to which they agreed with the following statements about the CPD officer(s) with whom they had their last interaction:

- Treated me fairly
- Treated me with respect
- Listed to what I had to say
- Provided me with appropriate information



General Comments (Q 30)

Finally, respondents were asked in question 30 to provide any additional information that they wanted to share with the CPD. It could have been anything that the survey did not ask about. The top 5 topics mentioned are listed below²⁰.

Comment Topic	Total Mentions
Appreciate department efforts/support department	53
More focus on traffic enforcement	52
More focus on crime control/prevention	33
Police must patrol/be visible	24
Department needs more pay/benefits/staffing/resources	12

²⁰ A full list of responses is available in Appendix D: Keyword and Sentiment Analysis Results.

Appendices

Appendix A: Survey Content – English Paper Version

City of Charleston Police Department Community Survey

Welcome to the Charleston Police Department (CPD) Community Survey! This survey was created and distributed by the CPD, in collaboration with the Charleston Citizen Police Advisory Council (CPAC). The CPAC was created to facilitate the involvement of the residents and business owners representing neighborhoods and communities in Charleston to improve policing and strengthen the connection between the citizens and the CPD. The CPD and CPAC engage in open dialogue to increase understanding and promote public safety.

Your feedback is important and will help the CPD improve its interactions with and service to the community. This survey fulfills an important part of the CPD's Strategic Leadership Plan, helps identify changes in community perceptions of the CPD's performance, and creates a benchmark for future work in this area. The survey will ask questions about general attitudes towards the CPD's efforts, its performance in regard to bias, changes in how you perceive the CPD's tactics and practices, and your personal safety.

This survey is anonymous and does not collect personally identifying information (including your name, home address, and IP address). All respondents will be given the option to provide an email address if they would like to have the survey results sent to them, but this is entirely voluntary. If you provide any comments, they will not be identified as belonging to you. Instead, they will be combined with those gathered from other survey participants and reported as part of a group. Moving forward indicates that you agree to take the survey, which is designed to be completed in one sitting. Anyone can complete the survey and responses will be collected until August 20th. Thank you for participating!

Keep in mind as you answer the questions that, while there are many services that the city of Charleston provides, **this survey is focused on policing and the performance of the Charleston Police**

CPD Community Survey

Department (CPD). Please only respond based on your thoughts about and interactions with *this department*. For your reference, on the next page are pictures of a CPD officer sleeve patch and vehicle.

CPD Sleeve Patch



CPD Vehicle



1. Overall, how satisfied are you with the CPD? Please circle below.



2. Please explain why you provided the previous satisfaction score for the CPD.

3. Do you think the CPD is moving in the right direction or is it off-track, where 0= off-track and 10= right direction? Please circle below.



4. Please explain why you provided the previous score for the CPD, where 0 is off-track and 10 is moving in the right direction.

5. Please indicate the extent to which you agree or disagree with each of the below statements about the CPD.

	The CPD:					
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	No opinion
Is effective in fighting crime.	<input type="radio"/>					
Is responsive to community concerns.	<input type="radio"/>					
Treats people with respect.	<input type="radio"/>					
Is trustworthy.	<input type="radio"/>					
Holds officers accountable for wrong or inappropriate conduct in the community.	<input type="radio"/>					

6. How has your opinion about the CPD changed since 1/1/2020?

	How has your opinion changed since 1/1/2020?			
	Better now	About the same	Worse now	No opinion
Is effective in fighting crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is responsive to community concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treats people with respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Holds officers accountable for wrong or inappropriate conduct in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please indicate the extent to which you agree or disagree with each of the below statements.

	The CPD treats people equally, regardless of their:					
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	No opinion
Race / ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gender identification (e.g., male, female, non-binary)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual orientation (e.g., straight, lesbian, gay, bisexual, transgender, queer)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigration status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How has your opinion about the CPD's equal treatment of people based on the below attributes changed since 1/1/2020?

	How has your opinion changed since 1/1/2020?			
	Better now	About the same	Worse now	No opinion
Race / ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gender identification (e.g. male, female, non-binary)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual orientation (e.g., straight, lesbian, gay, bisexual, transgender, queer)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigration status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Have you ever been afraid that you or a close relative will be stopped while driving by the CPD for no apparent reason?

- Yes
- No
- Other, please specify: _____

10. Please select all of the following descriptions that apply to you:

- I am a city of Charleston resident (full or part time)
- I work and / or own a business in the city of Charleston
- I do not reside (full or part time), work, or own a business in the city of Charleston (*Skip to Question 20 on page 5*)

11. City of Charleston residents only: How safe do you feel walking down the street alone within one mile of where you reside?

	Very safe	Somewhat safe	Neutral	Somewhat unsafe	Very unsafe	No opinion
During the day	<input type="radio"/>					
At night	<input type="radio"/>					

12. City of Charleston residents only: How concerned are you about the following crimes within one mile of where you reside? Please rank these choices from 1 (most concerned) to 8 (least concerned).

- _____ Assault, non-sexual
- _____ Assault, sexual
- _____ Auto-related
- _____ Burglary
- _____ Disorderly conduct
- _____ Drug-related
- _____ Robbery
- _____ Theft

13. City of Charleston workers and business owners only: How safe do you feel walking down the street alone within one mile of where you work or own a business?

	Very safe	Somewhat safe	Neutral	Somewhat unsafe	Very unsafe	No opinion
During the day	<input type="radio"/>					
At night	<input type="radio"/>					

14. City of Charleston workers and business owners only: How concerned are you about the following crimes within one mile of where you work or own a business? Please rank these choices from **1 (most concerned)** to **8 (least concerned)**.

- Assault, non-sexual
- Assault, sexual
- Auto-related
- Burglary
- Disorderly conduct
- Drug-related
- Robbery
- Theft

The CPD hosts different events where police officers and community members can get to know each other. Some examples include the Police Citizens Academy, "Coffee with a Cop", movie nights, juvenile sporting events, and block parties. In the next set of questions, these types of initiatives are collectively referred to as "community outreach events".

15. City of Charleston residents, workers, and business owners only: Have you attended a CPD community outreach event?

- Yes
- No
- I am not sure

16. City of Charleston residents, workers, and business owners only: If you have attended a CPD community outreach event, which CPD community outreach event(s) have you attended?

17. City of Charleston residents, workers and business owners only: How satisfied are you with the CPD's community outreach event(s) that you attended?

- Very satisfied
- Somewhat satisfied
- Neutral
- Somewhat unsatisfied
- Very unsatisfied
- No opinion
- Does not apply; I have not attended any CPD community outreach events.

18. City of Charleston residents, workers and business owners only: How have you learned about the CPD's community outreach events? Select all that apply.

- Social media (Facebook, Instagram, Twitter)
- Media reports (newspapers, TV news, radio, internet news stories)
- From a CPD employee
- From a City of Charleston employee
- From a person who is not employed by the CPD or City of Charleston
- Other (please specify): _____
- Does not apply; I have not learned about CPD's community outreach events from any source

19. City of Charleston residents, workers and business owners only: What types of community outreach events would you like to see offered? (Then skip to question 24 on page 6)

20. City of Charleston visitors only: Which of the following best describes you?:

- I am a regular visitor to the city of Charleston
- I am a tourist who does not regularly visit the city of Charleston
- Other, please specify: _____

21. City of Charleston visitors only: Please select the statement below that best describes the location of your primary residence:

- I reside within the state of South Carolina, but not within the City of Charleston
- I reside within the United States, but not within the state of South Carolina
- I reside in a country outside of the United States
- Other, please specify: _____

22. City of Charleston visitors only: How safe did you feel during your most recent visit to the City of Charleston?

- Very safe
- Somewhat safe
- Neutral
- Somewhat unsafe
- Very unsafe
- No opinion

23. City of Charleston visitors only: Based on your most recent visit to the City of Charleston, please indicate whether you agree or disagree with the following statements:

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	No opinion
I observed CPD officers often enough to feel safe.	<input type="radio"/>					
Staff where I stayed provided appropriate guidance on safety.	<input type="radio"/>					
Parking garages displayed appropriate signage for me to protect myself and my valuables.	<input type="radio"/>					

24. Have you interacted with a CPD officer within the last year?

- Yes
- No (*Skip to Question 30 on page 7*)
- I am not sure (*Skip to Question 30 on page 7*)

25. Those who have interacted with a CPD officer within the last year only: How many times have you interacted with CPD officer(s) within the last year? _____

26. Those who have interacted with a CPD officer within the last year only: Please select all the reasons for your most recent interaction with CPD officer(s) within the last year.

- I called 911 / requested the police respond to my location
- I was a crime victim
- I was a crime witness
- I was arrested
- I was stopped on the street by CPD officer(s)
- I was in a vehicle that was stopped by CPD officer(s)
- I was in a traffic accident
- CPD officer(s) contacted me as part of an investigation
- I went to a CPD station / office for assistance
- I attended an event and interacted with CPD officer(s)
- CPD officer(s) and I just struck up a conversation
- I was with someone else who mainly had contact with CPD officer(s)
- Other (please describe) _____

27. Those who have interacted with a CPD officer within the last year only: How satisfied were you with the outcome of your most recent interaction with CPD officer(s) within the last year? Please circle below.



28. Those who have interacted with a CPD officer within the last year only: Please explain why you provided the previous satisfaction score out of 10 for your most recent interaction with CPD officer(s) within the last year.

29. Those who have interacted with a CPD officer within the last year only: How much do you agree or disagree with the following statements about your most recent interaction with CPD officer(s) within the last year?

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	No opinion
Treated me fairly.	<input type="radio"/>					
Treated me with respect.	<input type="radio"/>					
Allowed to say what I had to say.	<input type="radio"/>					
Provided me with appropriate information.	<input type="radio"/>					

30. In the box below, please provide any additional information that you would like the CPD to know. This can include anything you would like to share with the CPD that the survey did not ask about.

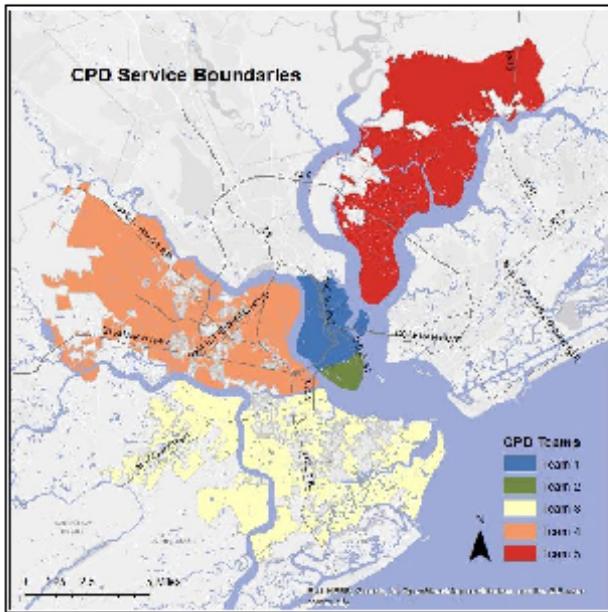
31. Please indicate your gender.

- Female
- Male
- Non-binary
- Other (please specify): _____
- I prefer not to answer

32. Please choose the race / ethnicity description(s) with which you identify. Select all that apply.

- African American / Black
- American Indian / Alaska Native / Native American / Indigenous
- Asian
- Hispanic / Latinx
- Middle Eastern or Northern African
- Native Hawaiian or Pacific Islander
- White / Caucasian
- Other (please specify): _____
- I prefer not to answer

33. What is your age (in years)? _____



34. City of Charleston residents only: In which area of the city of Charleston do you reside?

- Blue section - Calhoun Street North to North Charleston - Team 1
- Green section - Calhoun Street South to Murray Blvd/Ashley River - Team 2
- Yellow section - James and Johns Islands - Team 3
- Orange section - West Ashley - Team 4
- Red section - Daniel Island, Clements Ferry Road and incorporated areas - Team 5
- I am not sure. My residential zip code is: _____
- None of the above. My residential zip code is: _____
- I prefer not to answer

CPD Community Survey

35. City of Charleston residents only: How many years have you resided here? _____

36. City of Charleston workers and business owners only: In which area of the city of Charleston do you work or own a business?

- Blue section - Calhoun Street North to North Charleston - Team 1
- Green section - Calhoun Street South to Murray Blvd/Ashley River - Team 2
- Yellow section - James and Johns Islands - Team 3
- Orange section - West Ashley - Team 4
- Red section - Daniel Island, Clements Ferry Road and incorporated areas - Team 5
- I am not sure. My work/business zip code is: _____
- None of the above. My work/business zip code is: _____
- I prefer not to answer

37. City of Charleston workers and business owners only: How many years have you worked or owned a business here? _____

38. Would you like to receive a copy of summary findings from this survey?

If you are interested and voluntarily provide your email address, the CPD will email you a brief report with an overview of the results. This, however, is not the only way to view a copy of the survey findings. The CPD will make the survey results available through other public forums, including on its website and by releasing the information to the City of Charleston.

Email address: _____

This is the end of the survey.

The CPD and CPAC thank you for your participation! You have helped the CPD improve and better serve the Charleston community.

Page 8 of 8

Encuesta Comunitaria del Departamento de Policía de Charleston

¡Bienvenido a la Encuesta Comunitaria del Departamento de Policía de Charleston (CPD)! Esta encuesta fue creada y distribuida por el CPD, en colaboración con el Consejo Asesor de la Policía Ciudadana de Charleston (CPAC). El CPAC se creó para facilitar la participación de los residentes y dueños de negocios que representan a los vecindarios y comunidades de Charleston para mejorar la vigilancia y fortalecer la conexión entre los ciudadanos y el CPD. El CPD y el CPAC participan en un diálogo abierto para aumentar la comprensión y promover la seguridad pública.

Sus comentarios son importantes y ayudarán al CPD a mejorar sus interacciones y el servicio a la comunidad. Esta encuesta cumple con una parte importante del Plan de Liderazgo Estratégico del CPD, ayuda a identificar cambios en las percepciones de la comunidad sobre el desempeño del CPD y crea un punto de referencia para el trabajo futuro en esta área. La encuesta hará preguntas sobre las actitudes generales hacia los esfuerzos del CPD, su desempeño con respecto al sesgo, los cambios en la forma en que percibe las tácticas y prácticas del CPD y su seguridad personal.

Esta encuesta es anónima y no recopila información de identificación personal (incluido su nombre, domicilio y dirección IP). Todos los encuestados tendrán la opción de proporcionar una dirección de correo electrónico si desean que se les envíen los resultados de la encuesta, pero esto es totalmente voluntario. Si proporciona algún comentario, no se identificará como perteneciente a usted. En su lugar, se combinarán con los recopilados de otros participantes de la encuesta y se informarán como parte de un grupo.

Avanzar indica que acepta realizar la encuesta, que está diseñada para completarse en una sola sesión. Cualquiera puede completar la

Encuesta Comunitaria de CPD

encuesta y las respuestas se recopilarán hasta el 20 de agosto.
¡Gracias por participar!

Al responder las preguntas, tenga en cuenta que, si bien la ciudad de Charleston brinda muchos servicios, esta encuesta se enfoca en la **vigilancia y el desempeño del Departamento de Policía de Charleston (CPD)**. Responda únicamente en función de sus pensamientos e interacciones con este departamento. Para su referencia, a continuación se muestran imágenes de un vehículo y un parche en la manga de un oficial de CPD.

Parche de manga CPD



Vehículo CPD



1. En términos generales, ¿cómo evaluaría su nivel de satisfacción con el CPD?

Muy Insatisfecho	0	1	2	3	4	5	6	7	8	9	10	Muy Satisfecho

2. Explique por qué proporcionó la puntuación de satisfacción anterior de 10 para el CPD.

3. ¿En general, cree que el CPD va por el camino correcto o incorrecto, donde 0 = incorrecto y 10 = correcto?

Incorrecto					Correcto					
0	1	2	3	4	5	6	7	8	9	10

4. Explique por qué proporcionó la puntuación anterior de 10 para el CPD, donde 0 = incorrecto y 10 = correcto.

5. Indique en qué medida está de acuerdo o en desacuerdo con cada una de las siguientes afirmaciones sobre la CPD

El CPD.

	Totálmente de acuerdo	Parcialmente de acuerdo	Neutral	Algo en desacuerdo	Muy en desacuerdo	Sin opinión
Es eficaz en la lucha contra el crimen.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responde a las preocupaciones de la comunidad.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trata a las personas con respeto.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Es confiable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsabiliza a los oficiales por conducta incorrecta o inapropiada en la comunidad.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Encuesta Comunitaria de CPD

6. ¿Cómo ha cambiado su opinión desde el 1/1/2020?

¿Cómo ha cambiado su opinión desde el 1/1/2020?

	Mejor ahora	Sobre lo mismo	Peor ahora	Sin opinión
Es eficaz en la lucha contra el crimen.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responde a las preocupaciones de la comunidad.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trata a las personas con respeto.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Es confiable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsabiliza a los oficiales por conducta incorrecta o inapropiada en la comunidad.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Indique en qué medida está de acuerdo o en desacuerdo con cada una de las siguientes afirmaciones.

El CPD trata los grupos más vulnerables de la misma manera.

	Totálmente de acuerdo	Parcialmente de acuerdo	Neutral	Algo en desacuerdo	Muy en desacuerdo	Sin opinión
Grupos étnicos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discapacidades de género (mujeres, personas trans, intermedias, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orientación sexual (gays, lesbianas, bisexuales, intersex, trans, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religión	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Palabra maldita	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. ¿Cómo ha cambiado su opinión desde el 1/1/2020?

	¿Cómo ha cambiado su opinión desde el 1/1/2020?			
	Mejor ahora	Sobre lo mismo	Poor ahora	Sin opinión
Grupo étnico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identificación de género (p. ej., masculino, femenino, no binario)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orientación sexual (p. ej., heterosexual, lesbiana, gay, bisexual, transgénero, queer)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religión	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Estado migratorio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. ¿Alguna vez ha tenido miedo de que usted o un pariente cercano sean detenidos mientras conducen por el CPD sin razón aparente?

Sí
 No
 Otros, por favor especifique: _____

10. Seleccione todas las descripciones siguientes que se apliquen a usted:

Soy residente de la ciudad de Charleston (a tiempo completo o parcial)
 Trabajo y/o tengo un negocio en la ciudad de Charleston
 No resido (a tiempo completo o parcial), trabajo ni soy dueño de un negocio en la ciudad de Charleston (*Saltar a la pregunta 20*)

Encuesta Comunitaria de CPD

11. Solo para residents de la ciudad de Charleston: ¿Qué tan seguro se siente caminando solo por las calles cercanas a su casa, aproximadamente una milla a la redonda de esta?

	Muy seguro	Algo seguro	Neutral	Algo inseguro	Muy inseguro	Sin opinión
Durante el día	<input type="radio"/>					
Por la noche	<input type="radio"/>					

12. Solo para residents de la ciudad de Charleston: ¿Qué tan preocupado está por los siguientes delitos en la cercanía de tu casa, alrededor de una milla a la redonda de esta? Clasifique estas opciones del 1 (más preocupado) al 8 (menos preocupado).

_____ Agresión, no sexual
 _____ Agresión, sexual
 _____ Relacionado con el automóvil
 _____ Robo
 _____ Conducta desordenada
 _____ Relacionado con drogas
 _____ Atraco
 _____ Hurto

13. Solo trabajadores y propietarios de negocios de la ciudad de Charleston: ¿Qué tan seguro se siente caminando solo por las calles cercanas a su lugar de trabajo o negocio, aproximadamente una milla a la redonda de esta?

	Muy seguro	Algo seguro	Neutral	Algo inseguro	Muy inseguro	Sin opinión
Durante el día	<input type="radio"/>					
Por la noche	<input type="radio"/>					

14. Solo trabajadores y propietarios de negocios de la ciudad de Charleston: ¿Qué tan preocupado está por los siguientes delitos en la cercanía de tu lugar de trabajo o negocio, alrededor de una milla a la redonda de esta? Clasifique estas opciones del 1 (más preocupado) al 8 (menos preocupado).

- Agresión, no sexual
- Agresión, sexual
- Relacionado con el automóvil
- Robo
- Conducta desordenada
- Relacionado con drogas
- Atraco
- Hurto

El CPD organiza diferentes eventos donde los policías y miembros de la comunidad pueden conocerse. Algunos ejemplos incluyen la Academia de Ciudadanos de Policía, "Café con un policía", noches de cine, eventos deportivos juveniles y fiestas de barrio. En el siguiente conjunto de preguntas, este tipo de iniciativas se denominan colectivamente "eventos de extensión comunitaria".

15. Residentes, trabajadores y propietarios de negocios solo en la ciudad de Charleston: ¿Ha asistido a un evento comunitario de CPD?

- Sí
- No
- No estoy seguro

16. Residentes, trabajadores y propietarios de negocios solo en la ciudad de Charleston: ¿A qué evento(s) comunitario(s) de CPD ha asistido?

Encuesta Comunitaria de CPD

17. Residentes, trabajadores y propietarios de negocios solo en la ciudad de Charleston: ¿Qué tan satisfecho está con los eventos comunitarios del CPD a los que asistió?

- Muy Satisfecho
- De alguna manera satisfecho
- Neutral
- Algo insatisfecho
- Muy insatisfecho
- Sin opinión
- No se aplica; no he asistido a ningún evento de divulgación comunitaria de CPD.

18. Residentes, trabajadores y propietarios de negocios solo en la ciudad de Charleston: ¿Cómo se ha enterado de los eventos de extensión comunitaria del CPD? Seleccione todas las que correspondan.

- Redes sociales (Facebook, Instagram, Twitter)
- Informes de los medios (periódicos, noticias de televisión, radio, noticias de Internet)
- De un empleado de CPD
- De un empleado de la ciudad de Charleston
- De una persona que no está empleada por el CPD o la Ciudad de Charleston
- Otros (por favor especifique): _____
- No se aplica; No me he enterado de los eventos de extensión comunitaria de CPD de ninguna fuente.

19. Residentes, trabajadores y propietarios de negocios solo en la ciudad de Charleston: ¿Qué tipos de eventos de alcance comunitario le gustaría que se ofrecieran? (Saltar a la pregunta 24)

20. Solo para visitants de la ciudad de Charleston: ¿Cuál de las siguientes te describe mejor?:

- Soy un visitante habitual de la ciudad de Charleston. I am a regular visitor to the city of Charleston
- Soy un turista que no visita regularmente la ciudad de Charleston
- Otros, por favor especifique: _____

21. Solo para visitants de la ciudad de Charleston: Seleccione la declaración a continuación que mejor describa la ubicación de su residencia principal:

- Resido dentro del estado de Carolina del Sur, pero no dentro de la ciudad de Charleston
- Resido dentro de los Estados Unidos, pero no dentro del estado de Carolina del Sur
- Resido en un país fuera de los Estados Unidos
- Otros, por favor especifique: _____

22. Solo para visitants de la ciudad de Charleston: ¿Qué tan seguro se sintió durante su visita más reciente a la ciudad de Charleston?

- Muy seguro
- Algo seguro
- Neutral
- Algo inseguro
- Muy inseguro
- Sin opinión

23. Solo para visitants de la ciudad de Charleston: Según su visita más reciente a la ciudad de Charleston, indique si está de acuerdo o no con las siguientes declaraciones:

	totalmente de acuerdo	Parcialmente de acuerdo	Neutral	Algún desacuerdo	Muy en desacuerdo	Sin opinión
Clave en los oficinas de CPD con la información suficiente para sentirme seguro.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El personal del hotel donde me aloje proporcionó la información valiosa sobre seguridad.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Los servicios de emergencia en la ciudad de Charleston estaban disponibles para mí para protegerme a mí y a mis hijos de la violencia.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. ¿Ha interactuado con un oficial de CPD en el último año ?

- Sí
- No (Saltar a la pregunta 30)
- No estoy seguro (Saltar a la pregunta 30)

25. Solo aquellos que han interactuado con un oficial de CPD en el último año: ¿Cuántas veces ha interactuado con los oficiales de CPD en el último año ? _____

26. Solo aquellos que han interactuado con un oficial de CPD en el último año: Seleccione todas las razones de su interacción más reciente con los oficiales de CPD durante el último año.

- Llamé al 911 / solicité que la policía respondiera a mi ubicación
- Fui víctima de un crimen
- Fui testigo de un crimen
- Fui arrestado
- Fui detenido en la calle por un oficial(es) de CPD
- Yo estaba en un vehículo que fue detenido por un oficial(es) de CPD
- Estuve en un accidente de tráfico
- Los oficiales de CPD me contactaron como parte de una investigación
- Fui a una estación/oficina de CPD para recibir asistencia.
- Asistí a un evento e interactué con los oficiales de CPD
- Oficial(es) de CPD y yo acabamos de entablar una conversación
- Estaba con otra persona que principalmente tuvo contacto con los oficiales de CPD
- Otro (por favor describa) _____

27. Solo aquellos que han interactuado con un oficial de CPD en el último año: ¿Qué tan satisfecho estuvo con el resultado de su interacción más reciente con los oficiales de CPD en el último año?



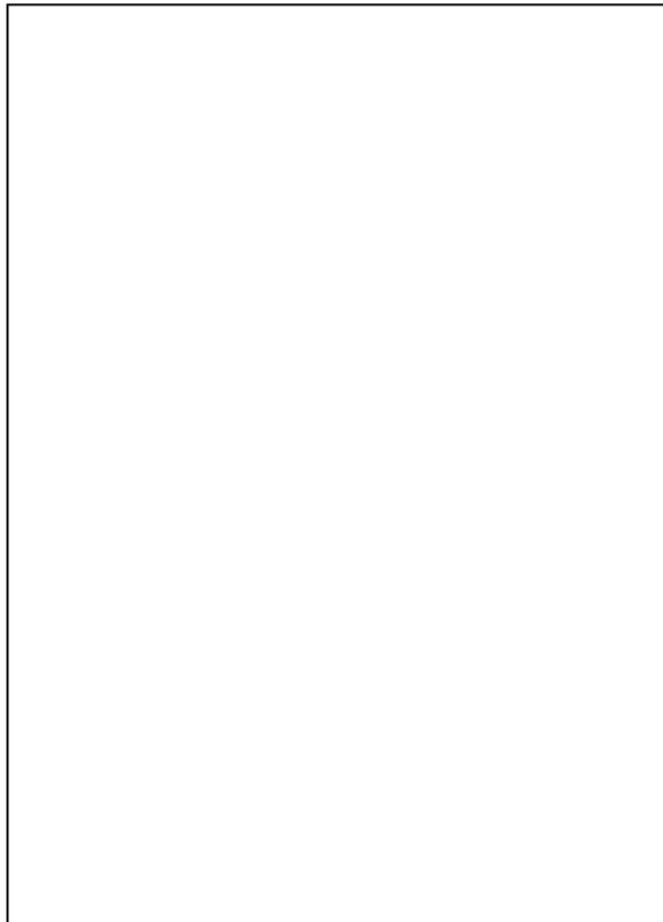
28. Solo aquellos que han interactuado con un oficial de CPD en el último año: Explique por qué proporcionó el puntaje de satisfacción anterior de 10 para su interacción más reciente con los oficiales de CPD en el último año. _____

29. Solo aquellos que han interactuado con un oficial de CPD en el último año: ¿Qué tan de acuerdo o en desacuerdo está con las siguientes afirmaciones sobre su interacción más reciente con los oficiales de CPD en el último año?

	Totalmente de acuerdo	Parcialmente de acuerdo	Neutral	Algo en desacuerdo	Muy en desacuerdo	Sin opinión
Me trató justamente.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Me trató con respeto.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Escuchó lo que tenía que decir.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Me proporcionó la información adecuada.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Encuesta Comunitaria de CPD

30. Proporcione cualquier información adicional que le gustaría que el CPD supiera. Esto puede incluir cualquier cosa que le gustaría compartir con el CPD sobre lo que no se preguntó en la encuesta.



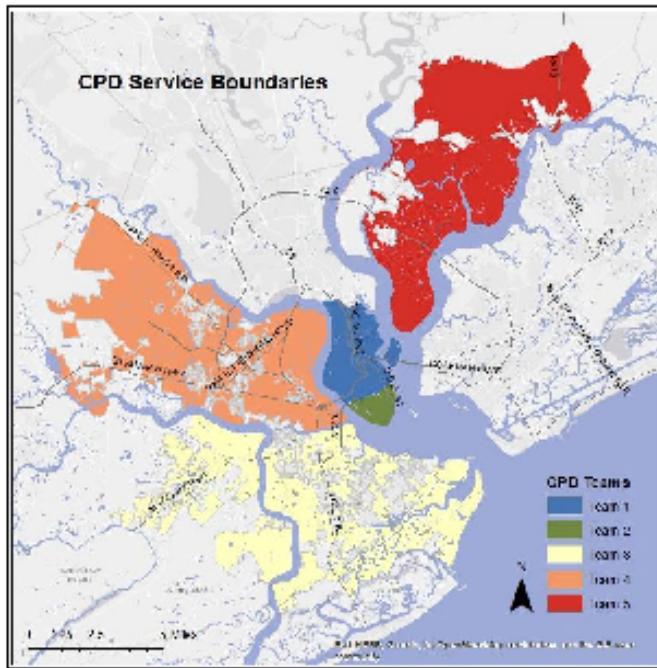
31. Por favor indica tu género.

- Femenino
- Masculino
- No binario
- Otros (por favor especifique): _____
- Prefiero no contestar

32. Elija la(s) descripción(es) de raza/etnicidad con las que se identifica. Seleccione todas las que correspondan.

- Afroamericano / Negro
- Indio americano / Nativo de Alaska / Nativo americano / Indígena
- Asiático
- Hispano / Latinx
- Oriente Medio o África del Norte
- Nativo de Hawái o de las islas del Pacífico
- Blanco / Caucásico
- Otros (por favor especifique): _____
- Prefiero no contestar

33. ¿Cuál es su edad (en años)? _____



34. Solo para residents de la ciudad de Charleston: ¿En qué área de la ciudad de Charleston resides?

- Sección azul - Calhoun Street North a North Charleston - Equipo 1
- Sección verde - Calhoun Street South hasta Murray Blvd/Ashley River - Equipo 2
- Sección amarilla - Islas James y Johns - Equipo 3
- Sección naranja - West Ashley - Equipo 4
- Sección roja - Daniel Island, Clements Ferry Road y áreas incorporadas - Equipo 5
- No estoy seguro. Mi código postal residencial es: _____
- Ninguna de las anteriores. Mi código postal residencial es: _____
- Prefiero no contestar

Encuesta Comunitaria de CPD

35. Solo para residents de la ciudad de Charleston: ¿Cuántos años residiendo aquí? _____

36. Solo trabajadores y propietarios de negocios de la ciudad de Charleston: ¿En qué área de la ciudad de Charleston trabajas o tienes un negocio?

- Sección azul - Calhoun Street North a North Charleston - Equipo 1
- Sección verde - Calhoun Street South hasta Murray Blvd/Ashley River - Equipo 2
- Sección amarilla - Islas James y Johns - Equipo 3
- Sección naranja - West Ashley - Equipo 4
- Sección roja - Daniel Island, Clements Ferry Road y áreas incorporadas - Equipo 5
- No estoy seguro. Mi código postal de trabajo/negocio es: _____
- Ninguna de las anteriores. Mi código postal trabajo/negocio es: _____
- Prefiero no contestar

37. Solo trabajadores y propietarios de negocios de la ciudad de Charleston: ¿Cuántos años has trabajado o has tenido un negocio aquí? _____

38. ¿Le gustaría recibir una copia del resumen de los resultados de esta encuesta? Si está interesado y proporciona voluntariamente su dirección de correo electrónico, el CPD le enviará por correo electrónico un breve informe con una descripción general de los resultados. Sin embargo, esta no es la única forma de ver una copia de los resultados de la encuesta. El CPD pondrá a disposición los resultados de la encuesta a través de otros foros públicos, incluso en su sitio web y entregando la información a la Ciudad de Charleston.

Su dirección de correo electrónico: _____

Este es el final de la encuesta.

¡El CPD y el CPAC le agradecen su participación! Ha ayudado al CPD a mejorar y servir mejor a la comunidad de Charleston.

Appendix C: Analysis Methodology

The online survey was hosted in Qualtrics survey software, which was provided as part of the ERA partnership with the University of South Carolina. Once the survey closed, the full data were extracted in Microsoft Excel format with the following export options selected:

- Download all fields
- Use choice text
- Compress data as .zip file
- Recode seen but unanswered questions as -99
- Recode seen but unanswered multi-value fields as -88

The raw data were then imported into R statistical analysis software using Rstudio. First, data examination and cleaning were completed. All variables were renamed from their Qualtrics defaults for easier recognition. Specific variable types were changed to either factor, numeric, or datetime formats to more accurately reflect the underlying makeup of the data collected in the survey questions. All variables from survey questions were recoded to more precisely account for missing answers. Qualtrics software flags instances where the respondent sees but chooses not to answer a question. This helps to differentiate his or her response from instances where the respondent did not see a question because he or she ceased participation or conditional programmed skip logic prevented certain respondents from seeing irrelevant questions.

Second, new, restructured variables for questions with non-mutually exclusive answer options (e.g., race/ethnicity self-identifications, residential/worker status, reasons for police interactions, and community outreach event information sources) were created. This allowed for the easier analysis and presentation of these data.

Third, all “other (please specify)” responses were manually reviewed to determine whether they could be reclassified into other provided categorical answer options. In some events where respondents provided contradictory information (e.g., indicated that they resided in the City of Charleston and then provided an out of county residential description or zip code), their relevant survey responses were recoded to improve consistency. Also in this step, text answers to certain questions (e.g., respondent age, number of interactions with police within the last year, number of years residing and/or working owning a business in a location) were manually examined and recoded into numeric variables and ranges. This step also identified a duplicate response that was addressed by removing the less complete duplicated entry.

Fourth, responses that were flagged by Qualtrics as “Preview”, “Test”, and “Spam” were removed from the analysis file. Any automatically generated question shells that were created by the Qualtrics skip logic and loop and merge functions but were not actually posed to any respondents in any version of the survey were also removed.

Finally, text data from answers provided by Qualtrics identified “Promoters” and “Detractors” in all NPS questions and three additional opened ended response questions (outreach events attended, outreach event suggestions, and general comments) were extracted into Microsoft Excel for quicker manual review, keyword identification, sentiment assignment, and coding. All text responses were examined to develop first round keyword codes. In many cases, respondents referenced more than one keyword in each comment. For NPS related responses, the perceived sentiment (positive, negative, neutral)

associated with each keyword reference were also identified and coded. After all text statements were reviewed, identified keywords were reexamined and combined with related ones to create a secondary set of keyword codes. The revised, coded text data, including secondary codes, were then imported back into R for quantitative analysis and inclusion in the report.

Subsequently, R syntax was written to generate all tables and graphs included in this report.

Appendix D: Keyword and Sentiment Analysis Results

CPD Satisfaction (Q 2)

Keyword NPS	Total Mentions	Positive	Negative	Neutral
Visibility/Presence	89	22	65	2
Traffic enforcement/Driving behavior	80	2	77	1
Crime control/Proactive policing	59	5	54	0
Responsiveness/Follow up	44	30	13	1
Effectiveness	43	29	14	0
General compliment	42	41	0	1
Response time	36	27	9	0
Courteousness/Respectfulness/Attitude	34	26	8	0
Safety	34	26	8	0
Professionalism	29	27	2	0
Lack of interactions/information	27	2	0	25
Community outreach/policing/relationships	24	10	14	0
Integrity	24	17	7	0
Staffing/Equipment/Resources	23	1	22	0
Character	19	18	1	0
Fairness/Equity	14	2	12	0
Training/Experience	9	3	6	0
Policies/Tactics	8	2	6	0
Response to civil disturbances	8	1	7	0
Helpfulness	6	5	1	0
Knowledge	6	5	1	0
Leadership/Management	6	5	1	0
Work ethic	6	5	1	0
General critique	5	0	5	0

Keyword NPS	Total Mentions	Positive	Negative	Neutral
Honesty/Truthfulness	5	4	1	0
Strength of enforcement	5	0	5	0
Accountability	3	0	3	0
Mission/Values/Vision	3	3	0	0
Public image	3	1	2	0
No opinion	2	0	0	2
External support	1	0	1	0
Physical fitness	1	1	0	0

CPD Direction (Q 4)

Keyword Direction	Total Mentions	Positive	Negative	Neutral
Visibility/Presence	56	15	41	0
Crime control/Proactive policing	53	3	48	2
Do not know direction	50	1	2	47
Community outreach/policing/relationships	32	19	13	0
Traffic enforcement/Driving behavior	29	0	29	0
Visible progress	28	6	14	8
Leadership	20	12	5	3
Integrity/Effort	18	15	3	0
Enforcement intensity	15	3	12	0
Equipment/Resources/Staffing/Compensation	12	4	7	1
Policies/Tactics	11	4	7	0
Departmental self-examination	10	8	0	2
No negative encounters	10	10	0	0
Fairness/Equity	9	2	7	0
Responsiveness/Follow up	9	1	8	0
Professionalism/Service	8	5	3	0
General compliment	6	6	0	0
Safety	6	3	3	0
External support	4	0	4	0
Departmental diversity	3	1	2	0
Effectiveness	3	3	0	0
Public messaging	3	0	3	0
Response time	3	3	0	0
Accountability	2	0	2	0
Courteousness/Attitude	2	2	0	0

Keyword Direction	Total Mentions	Positive	Negative	Neutral
Departmental organization	2	1	1	0
Helpfulness	2	2	0	0
Mission/Vision	2	2	0	0
Response to civil disturbances	2	1	1	0
Training	2	1	1	0
General critique	1	0	1	0
Morale	1	1	0	0
Revenue	1	0	1	0
Strength of enforcement	1	0	1	0
Work ethic	1	1	0	0

Outreach Events Attended (Q 16)

CPD Event	Total Mentions
Coffee with a Cop events	20
Block parties	12
Neighborhood/community meetings	11
Halloween events	6
National Night Out	6
Citizens Police Academy	5
CPD open house	4
Did not specify	4
Community events	3
Daniel Island events	3
Multiple, not specified	3
CPD community centers	2
Camp Hope	2
Church events	2
DINA Meetings	2
Holiday events	2
Neighborhood cleanups	2
Park events	2
Anti-violence rallies	1
Black History Celebration	1
Book outreach for youth	1
Charleston Area Justice Ministry	1
Charleston RiverDogs Games	1
City Council meetings	1
Community survey sessions	1

CPD Event	Total Mentions
Greg's Groceries	1
Illumination Project events	1
Information briefings	1
Meet new officers	1
Movie nights	1
Narcan training	1
Neighborhood Watch	1
None	1
Peace walk	1
Police chief made home visit	1
Public educational events	1
Racial Bias Audit meeting	1
Saw in neighborhood	1
School events	1
Shared personal experience with department	1
Sporting events	1
Traffic presentations	1
Training at Hebrew School	1
Vendor fairs	1
West Ashley High School	1
West Ashley events	1

Outreach Event Suggestions (Q 19)

Suggested Outreach	Total Mentions
Youth events/interaction/athletics	23
Patrols/enforcement	21
Community meetings/forums/discussions	14
Do not want community outreach	13
Neighborhood/HOA meetings and events	13
Officer/Staff Meet and Greet	13
Current outreach programming is sufficient	9
Safe/defensive driving/biking classes	9
Talk to community/foot patrols	9
Youth education	8
No comment provided	7
Coffee with a Cop/Social hour with officers	6
None	6
Safety/self-defense classes	6
Crime prevention	5
Crime/Neighborhood Watch	5
Events in West Ashley	4
Better promotion of current events	3
CPD Direction meetings	3
Senior citizen interactions/services	3
Any kind	2
Assistance for residents in need	2
Education on how to report emergencies/non-emergencies	2
Education on laws/City ordinances	2
Facility tours	2

Suggested Outreach	Total Mentions
Gun safety classes	2
Illumination Project meetings/events	2
Information sessions on CPD policies and practices	2
New initiative/update meetings	2
Outreach to diverse communities	2
Programming for unsheltered population	2
Youth ride in CPD vehicles/Touch a Truck	2
Accountability	1
Active shooter training	1
Animal welfare events	1
Athletic events	1
Attend farmers markets	1
Collaboration with citizens' committee	1
Community cleanup	1
Community cookouts	1
Community yard sales	1
Compliment for CPD commander	1
Crime reporting	1
DUI simulation experience	1
Disaster preparedness	1
Discussions with criminal offenders	1
Door-to-door check ins	1
Earlier event promotion	1
Easier access to Team leaders and command staff	1
Education for vulnerable adults	1
Equal attention to law enforcement and outreach	1
Events at the mall	1

Suggested Outreach	Total Mentions
Events focusing on specific community issues	1
Events for adults	1
Events in all City areas	1
Events on Daniel Island	1
Events related to officer hobbies	1
Events that help people	1
Events that humanize police	1
Events with faith-based communities	1
Expand event locations	1
Expand event timing	1
Family events	1
Follow through on current outreach commitments	1
Food truck events	1
LGBTQ events	1
Meetings on crime statistics/outcomes	1
Meetings with business community	1
Neighborhood policing	1
Newsletters about crime statistics and CPD efforts	1
Offer more Citizens Police Academy sessions	1
Officers attend general community events	1
Participate in online neighborhood forums (e.g., Nextdoor)	1
Programming on mental illness	1
Take Back the Night	1
Vary event timing	1
Voluntary events for officers	1
Welfare checks	1
Women's' and gender issues education	1

Suggested Outreach	Total Mentions
Youth Crime Watch	1

Officer Interaction (Q 28)

Keyword Officer	Total Mentions	Positive	Negative	Neutral
Courteousness/Friendliness/Politeness	48	46	1	1
Responsiveness/Follow up	29	7	22	0
Professionalism	21	20	1	0
Respectfulness	19	17	2	0
Helpfulness	15	14	0	1
Informative	15	12	3	0
Response time	14	11	3	0
Effectiveness	10	7	3	0
Caring/Empathy	9	5	4	0
Community engagement/Collaborative	9	8	1	0
Work ethic	8	7	1	0
Competence/Knowledgeable	7	5	2	0
Engagement/Attentiveness	7	5	2	0
Fairness	7	1	6	0
General compliment	7	7	0	0
Listening skills	7	6	1	0
Honesty/Integrity/Trustworthiness	6	5	1	0
Approachable	5	5	0	0
Decision making	5	2	3	0
Efficiency	5	3	2	0
Equipment/Resources	4	0	4	0
Safety	4	3	1	0
Acknowledged me/others	3	3	0	0
Demeanor	3	2	1	0
Patience	3	3	0	0

Keyword Officer	Total Mentions	Positive	Negative	Neutral
Enforcement	2	0	2	0
Proactive	2	1	1	0
Confidence	1	0	1	0
Image	1	1	0	0
Leadership	1	1	0	0
No complaints	1	1	0	0
Supportive	1	1	0	0
Training	1	1	0	0
Visibility/Presence	1	1	0	0

General Comments (Q 30)

Comment Topic	Total Mentions
Appreciate department efforts/support department	53
More focus on traffic enforcement	52
More focus on crime control/prevention	33
Police must patrol/be visible	24
Department needs more pay/benefits/staffing/resources	11
Criticism of interaction	9
Concern about unsheltered population & available services	8
Need better lighting, equipment, reflective paint, and signage on streets	6
No comment provided	6
Appreciate survey/giving feedback	4
Compliment about interaction	4
Concern about discrimination	4
More focus on community interaction	4
911 dispatch should be more responsive	3
Criticism of specific officer	3
Department needs more outside support	3
Department should improve mental health response	3
Policy suggestion	3
Believe community would support tax increases to hire more officers	2
Comment posed questions	2
Compliment for leadership	2
Compliment for specific officer	2
Criticism of City government	2
Criticism of department response to events	2
Criticism of department team/unit	2

Comment Topic	Total Mentions
Department has too many managers	2
Feel safer here than other cities	2
Hope this survey helps department do better	2
Improve methods to contact department/make reports	2
Less focus on community outreach	2
More focus on enforcing City ordinances	2
More police presence at events	2
Officers should follow traffic rules	2
Citizens need to take more responsibility for securing their valuables	1
City is safe	1
Compliment for social media responses posted by command staff	1
Compliment on efforts during Credit One events	1
Concern about bridge closures	1
Concern about officer deployment	1
Concern about officer response to stalking incidents	1
Concern about pedestrian safety	1
Create non-emergency, anonymous text message reporting service	1
Criticism of department leadership	1
Criticism of laws	1
Criticism of leadership	1
Criticism of public messaging	1
Criticism of survey question	1
Department has improved service over time	1
Department needs more training on shock and trauma	1
Department needs to meet with King Street business owners	1
Department needs to respond when called	1
Department officers conduct themselves well	1

Comment Topic	Total Mentions
Department officers should interact more with citizens at community events	1
Department presence is important to increase respect for officers	1
Department should be more transparent	1
Department should improve follow up for victims	1
Department should offer more educational training for citizens	1
Department should support its officers	1
Department tries to be fair and impartial	1
Department vehicles should be more visible	1
Educate citizens on gun safety	1
Educate youth on career opportunities and encourage them to join the profession	1
Encourage officers to help people feel calm during interactions	1
Encourage youth to trust the police	1
Experience too limited to make a comment	1
Fear for safety in my neighborhood	1
Focus more of community policing	1
Follow through on all investigations	1
High crime areas	1
High quality officers	1
Hire civilians to respond to quality-of-life issues	1
Improve information about paying fines	1
Improve officer safety	1
Improve traffic direction at accident scenes	1
Increase social media posts	1
Increase training budget	1
Install traffic cameras at every intersection	1
Keep up selective hiring practices	1
Lack of trust for department	1

Comment Topic	Total Mentions
Less focus on traffic enforcement	1
Miss mounted patrol at events	1
More enforcement of City ordinances	1
More programs from the Illumination Project	1
More undercover and surveillance work of drug crimes	1
Need a community resource officer	1
Need accountability for some officers	1
Need ethics committee made of officers	1
Need more enforcement on King Street	1
Need patrol car outposts	1
Need resource officer for senior citizens	1
Need signage on Eastside about noise	1
Need to ticket pedestrians	1
Need to work constructively with community based groups	1
No complaints about department	1
Non-department agencies should handle social issues	1
Offer more educational programs to citizens	1
Officers should hold each other accountable	1
Officers should try to be fair and respectful	1
Prevent extreme uses of force	1
Racial bias audit was a waste of time and resources	1
Reach out to new residents	1
Respondent is not City resident or worker	1
Suggest officers speak to citizens one-on-one about securing valuables	1
Suggestions for hiring process of police chief	1
Support for King Street Safety Plan	1
Tension between emergent social issues and crime control/prevention	1

Comment Topic	Total Mentions
Want to learn more about department's direction	1
department needs more pay/benefits/staffing/resources	1

Appendix E: Key Question Responses by Respondent Demographics

These tables provide additional detail on key survey questions (Q 1, 3, 7 and 9) and separates them by respondent gender, race / ethnicity, and age. The total number of responses represented in these tables may be lower than those shown in the combined response tables. This is because respondents had to answer the key survey question and provide information about his or her demographics to be included in these tables.

1.1 - CPD Satisfaction NPS Group – by Gender

Gender	CPD Satisfaction NPS Group			Total
	Promoter	Passive	Detractor	
Female	81 (28.12%)	104 (36.11%)	103 (35.76%)	288 (53.53%)
Male	77 (37.56%)	70 (34.15%)	58 (28.29%)	205 (38.10%)
Non-binary	0 (0%)	0 (0%)	3 (100.00%)	3 (0.56%)
Other	0 (0%)	1 (25.00%)	3 (75.00%)	4 (0.74%)
Prefer not to answer	7 (18.42%)	8 (21.05%)	23 (60.53%)	38 (7.06%)
Total	165 (30.67%)	183 (34.01%)	190 (35.32%)	538 (100.00%)

1.2 - CPD Satisfaction NPS Group – by Race / Ethnicity

Race / Ethnicity	CPD Satisfaction NPS Group			Total
	Promoter	Passive	Detractor	
African American / Black	11 (28.95%)	10 (26.32%)	17 (44.74%)	38 (8.02%)
American Indian / Alaska Native / Native American / Indigenous	0 (0%)	3 (60.00%)	2 (40.00%)	5 (1.05%)
Asian	2 (50.00%)	2 (50.00%)	0 (0%)	4 (0.84%)
Hispanic / Latinx	3 (42.86%)	2 (28.57%)	2 (28.57%)	7 (1.48%)
Middle Eastern or Northern African	1 (100.00%)	0 (0%)	0 (0%)	1 (0.21%)
Native Hawaiian or Pacific Islander	1 (100.00%)	0 (0%)	0 (0%)	1 (0.21%)
White / Caucasian	132 (32.51%)	149 (36.70%)	125 (30.79%)	406 (85.65%)
Multiple Races / Ethnicities	1 (14.29%)	2 (28.57%)	4 (57.14%)	7 (1.48%)
Other (could not be recoded)	1 (20.00%)	2 (40.00%)	2 (40.00%)	5 (1.05%)
Total	152 (32.07%)	170 (35.86%)	152 (32.07%)	474 (100.00%)

1.3 – CPD Satisfaction NPS Group – by Age

Age in Years	CPD Satisfaction NPS Group			Total
	Promoter	Passive	Detractor	
10-19	2 (50.00%)	1 (25.00%)	1 (25.00%)	4 (0.84%)
20-29	9 (42.86%)	2 (9.52%)	10 (47.62%)	21 (4.41%)
30-39	11 (18.64%)	22 (37.29%)	26 (44.07%)	59 (12.39%)
40-49	21 (23.33%)	36 (40.00%)	33 (36.67%)	90 (18.91%)
50-59	27 (28.72%)	30 (31.91%)	37 (39.36%)	94 (19.75%)
60-69	42 (35.90%)	38 (32.48%)	37 (31.62%)	117 (24.58%)
70-79	31 (36.47%)	35 (41.18%)	19 (22.35%)	85 (17.86%)
80-89	2 (33.33%)	3 (50.00%)	1 (16.67%)	6 (1.26%)
Total	145 (30.46%)	167 (35.08%)	164 (34.45%)	476 (100.00%)

3.1 – CPD Direction NPS Group – by Gender

Gender	CPD Direction NPS Group			Total
	Promoter	Passive	Detractor	
Female	61 (21.33%)	102 (35.66%)	123 (43.01%)	286 (53.56%)
Male	59 (28.92%)	73 (35.78%)	72 (35.29%)	204 (38.20%)
Non-binary	0 (0%)	0 (0%)	3 (100.00%)	3 (0.56%)
Other	0 (0%)	0 (0%)	3 (100.00%)	3 (0.56%)
Prefer not to answer	3 (7.89%)	10 (26.32%)	25 (65.79%)	38 (7.12%)
Total	123 (23.03%)	185 (34.64%)	226 (42.32%)	534 (100.00%)

3.2 – CPD Direction NPS Group – by Race / Ethnicity

Race / Ethnicity	CPD Direction NPS Group			Total
	Promoter	Passive	Detractor	
African American / Black	7 (18.42%)	13 (34.21%)	18 (47.37%)	38 (8.09%)
American Indian / Alaska Native / Native American / Indigenous	0 (0%)	0 (0%)	5 (100.00%)	5 (1.06%)
Asian	2 (50.00%)	2 (50.00%)	0 (0%)	4 (0.85%)
Hispanic / Latinx	3 (42.86%)	0 (0%)	4 (57.14%)	7 (1.49%)
Middle Eastern or Northern African	0 (0%)	1 (100.00%)	0 (0%)	1 (0.21%)
Native Hawaiian or Pacific Islander	1 (100.00%)	0 (0%)	0 (0%)	1 (0.21%)
White / Caucasian	103 (25.56%)	150 (37.22%)	150 (37.22%)	403 (85.74%)
Multiple Races / Ethnicities	1 (14.29%)	1 (14.29%)	5 (71.43%)	7 (1.49%)
Other (could not be recoded)	1 (25.00%)	0 (0%)	3 (75.00%)	4 (0.85%)
Total	118 (25.11%)	167 (35.53%)	185 (39.36%)	470 (100.00%)

3.3 – CPD Direction NPS Group – by Age

Age in Years	CPD Direction NPS Group			Total
	Promoter	Passive	Detractor	
10-19	0 (0%)	3 (75.00%)	1 (25.00%)	4 (0.85%)
20-29	3 (14.29%)	3 (14.29%)	15 (71.43%)	21 (4.44%)
30-39	10 (16.95%)	18 (30.51%)	31 (52.54%)	59 (12.47%)
40-49	17 (18.89%)	35 (38.89%)	38 (42.22%)	90 (19.03%)
50-59	19 (20.43%)	30 (32.26%)	44 (47.31%)	93 (19.66%)
60-69	41 (35.34%)	37 (31.90%)	38 (32.76%)	116 (24.52%)
70-79	20 (23.81%)	42 (50.00%)	22 (26.19%)	84 (17.76%)
80-89	3 (50.00%)	2 (33.33%)	1 (16.67%)	6 (1.27%)
Total	113 (23.89%)	170 (35.94%)	190 (40.17%)	473 (100.00%)

7.1.1 – Extent of Agreement with CPD Equal Treatment Statements (Race / Ethnicity) – by Gender

Gender	Equal - Race/Ethnicity					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
Female	80 (34.33%)	58 (24.89%)	48 (20.60%)	29 (12.45%)	18 (7.73%)	233 (52.71%)
Male	83 (47.98%)	45 (26.01%)	23 (13.29%)	14 (8.09%)	8 (4.62%)	173 (39.14%)
Non-binary	1 (33.33%)	0 (0%)	0 (0%)	0 (0%)	2 (66.67%)	3 (0.68%)
Other	2 (100.00%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (0.45%)
Prefer not to answer	9 (29.03%)	3 (9.68%)	7 (22.58%)	8 (25.81%)	4 (12.90%)	31 (7.01%)
Total	175 (39.59%)	106 (23.98%)	78 (17.65%)	51 (11.54%)	32 (7.24%)	442 (100.00%)

7.1.2 – Extent of Agreement with CPD Equal Treatment Statements (Race / Ethnicity) – by Race / Ethnicity

Race / Ethnicity	Equal - Race/Ethnicity					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
African American / Black	11 (29.73%)	9 (24.32%)	2 (5.41%)	8 (21.62%)	7 (18.92%)	37 (9.41%)
American Indian / Alaska Native / Native American / Indigenous	3 (60.00%)	2 (40.00%)	0 (0%)	0 (0%)	0 (0%)	5 (1.27%)
Asian	1 (25.00%)	2 (50.00%)	0 (0%)	1 (25.00%)	0 (0%)	4 (1.02%)
Hispanic / Latinx	3 (50.00%)	0 (0%)	3 (50.00%)	0 (0%)	0 (0%)	6 (1.53%)
Middle Eastern or Northern African	1 (100.00%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0.25%)
Native Hawaiian or Pacific Islander	1 (100.00%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0.25%)
White / Caucasian	132 (39.88%)	84 (25.38%)	63 (19.03%)	35 (10.57%)	17 (5.14%)	331 (84.22%)
Multiple Races / Ethnicities	1 (16.67%)	2 (33.33%)	1 (16.67%)	0 (0%)	2 (33.33%)	6 (1.53%)
Other (could not be recoded)	0 (0%)	0 (0%)	1 (50.00%)	1 (50.00%)	0 (0%)	2 (0.51%)
Total	153 (38.93%)	99 (25.19%)	70 (17.81%)	45 (11.45%)	26 (6.62%)	393 (100.00%)

7.1.3 – Extent of Agreement with CPD Equal Treatment Statements (Race / Ethnicity) – by Age

Age in Years	Equal - Race/Ethnicity					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
10-19	0 (0%)	1 (25.00%)	1 (25.00%)	2 (50.00%)	0 (0%)	4 (1.03%)
20-29	5 (38.46%)	4 (30.77%)	1 (7.69%)	0 (0%)	3 (23.08%)	13 (3.34%)
30-39	23 (47.92%)	7 (14.58%)	9 (18.75%)	5 (10.42%)	4 (8.33%)	48 (12.34%)
40-49	34 (45.33%)	14 (18.67%)	15 (20.00%)	7 (9.33%)	5 (6.67%)	75 (19.28%)
50-59	30 (38.46%)	20 (25.64%)	11 (14.10%)	10 (12.82%)	7 (8.97%)	78 (20.05%)
60-69	37 (40.22%)	21 (22.83%)	20 (21.74%)	11 (11.96%)	3 (3.26%)	92 (23.65%)
70-79	21 (28.38%)	26 (35.14%)	10 (13.51%)	12 (16.22%)	5 (6.76%)	74 (19.02%)
80-89	0 (0%)	4 (80.00%)	1 (20.00%)	0 (0%)	0 (0%)	5 (1.29%)
Total	150 (38.56%)	97 (24.94%)	68 (17.48%)	47 (12.08%)	27 (6.94%)	389 (100.00%)

7.2.1 – Extent of Agreement with CPD Equal Treatment Statements (Gender) – by Gender

Gender	Equal - Gender					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
Female	67 (32.52%)	53 (25.73%)	62 (30.10%)	14 (6.80%)	10 (4.85%)	206 (53.23%)
Male	69 (46.31%)	33 (22.15%)	40 (26.85%)	5 (3.36%)	2 (1.34%)	149 (38.50%)
Non-binary	1 (33.33%)	0 (0%)	0 (0%)	0 (0%)	2 (66.67%)	3 (0.78%)
Other	1 (100.00%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0.26%)
Prefer not to answer	9 (32.14%)	2 (7.14%)	11 (39.29%)	4 (14.29%)	2 (7.14%)	28 (7.24%)
Total	147 (37.98%)	88 (22.74%)	113 (29.20%)	23 (5.94%)	16 (4.13%)	387 (100.00%)

7.2.2 – Extent of Agreement with CPD Equal Treatment Statements (Gender) – by Race / Ethnicity

Race / Ethnicity	Equal - Gender					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
African American / Black	10 (31.25%)	10 (31.25%)	7 (21.88%)	1 (3.12%)	4 (12.50%)	32 (9.38%)
American Indian / Alaska Native / Native American / Indigenous	1 (50.00%)	1 (50.00%)	0 (0%)	0 (0%)	0 (0%)	2 (0.59%)
Asian	1 (25.00%)	1 (25.00%)	2 (50.00%)	0 (0%)	0 (0%)	4 (1.17%)
Hispanic / Latinx	3 (50.00%)	0 (0%)	3 (50.00%)	0 (0%)	0 (0%)	6 (1.76%)
Native Hawaiian or Pacific Islander	1 (100.00%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0.29%)
White / Caucasian	111 (38.28%)	67 (23.10%)	85 (29.31%)	19 (6.55%)	8 (2.76%)	290 (85.04%)
Multiple Races / Ethnicities	2 (40.00%)	1 (20.00%)	1 (20.00%)	1 (20.00%)	0 (0%)	5 (1.47%)
Other (could not be recoded)	0 (0%)	0 (0%)	1 (100.00%)	0 (0%)	0 (0%)	1 (0.29%)
Total	129 (37.83%)	80 (23.46%)	99 (29.03%)	21 (6.16%)	12 (3.52%)	341 (100.00%)

7.2.3 – Extent of Agreement with CPD Equal Treatment Statements (Gender) – by Age

Age in Years	Equal - Gender					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
10-19	1 (25.00%)	1 (25.00%)	0 (0%)	1 (25.00%)	1 (25.00%)	4 (1.18%)
20-29	4 (36.36%)	3 (27.27%)	2 (18.18%)	1 (9.09%)	1 (9.09%)	11 (3.24%)
30-39	16 (37.21%)	8 (18.60%)	11 (25.58%)	6 (13.95%)	2 (4.65%)	43 (12.65%)
40-49	32 (51.61%)	6 (9.68%)	17 (27.42%)	4 (6.45%)	3 (4.84%)	62 (18.24%)
50-59	24 (34.78%)	18 (26.09%)	20 (28.99%)	3 (4.35%)	4 (5.80%)	69 (20.29%)
60-69	34 (42.50%)	16 (20.00%)	27 (33.75%)	3 (3.75%)	0 (0%)	80 (23.53%)
70-79	16 (24.24%)	25 (37.88%)	20 (30.30%)	3 (4.55%)	2 (3.03%)	66 (19.41%)
80-89	2 (40.00%)	2 (40.00%)	1 (20.00%)	0 (0%)	0 (0%)	5 (1.47%)
Total	129 (37.94%)	79 (23.24%)	98 (28.82%)	21 (6.18%)	13 (3.82%)	340 (100.00%)

7.3.1 – Extent of Agreement with CPD Equal Treatment Statements (Sexual Orientation) – by Gender

Gender	Equal - Sexual Orientation					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
Female	59 (30.57%)	52 (26.94%)	60 (31.09%)	13 (6.74%)	9 (4.66%)	193 (52.59%)
Male	70 (48.28%)	34 (23.45%)	36 (24.83%)	5 (3.45%)	0 (0%)	145 (39.51%)
Non-binary	1 (33.33%)	0 (0%)	0 (0%)	0 (0%)	2 (66.67%)	3 (0.82%)
Other	1 (100.00%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0.27%)
Prefer not to answer	8 (32.00%)	2 (8.00%)	9 (36.00%)	5 (20.00%)	1 (4.00%)	25 (6.81%)
Total	139 (37.87%)	88 (23.98%)	105 (28.61%)	23 (6.27%)	12 (3.27%)	367 (100.00%)

7.3.2 – Extent of Agreement with CPD Equal Treatment Statements (Sexual Orientation) – by Race / Ethnicity

Race / Ethnicity	Equal - Sexual Orientation					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
African American / Black	11 (37.93%)	10 (34.48%)	5 (17.24%)	1 (3.45%)	2 (6.90%)	29 (8.98%)
American Indian / Alaska Native / Native American / Indigenous	0 (0%)	1 (100.00%)	0 (0%)	0 (0%)	0 (0%)	1 (0.31%)
Asian	1 (25.00%)	0 (0%)	2 (50.00%)	1 (25.00%)	0 (0%)	4 (1.24%)
Hispanic / Latinx	3 (50.00%)	0 (0%)	2 (33.33%)	1 (16.67%)	0 (0%)	6 (1.86%)
Native Hawaiian or Pacific Islander	1 (100.00%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0.31%)
White / Caucasian	102 (36.96%)	68 (24.64%)	84 (30.43%)	15 (5.43%)	7 (2.54%)	276 (85.45%)
Multiple Races / Ethnicities	2 (50.00%)	2 (50.00%)	0 (0%)	0 (0%)	0 (0%)	4 (1.24%)
Other (could not be recoded)	0 (0%)	0 (0%)	0 (0%)	1 (50.00%)	1 (50.00%)	2 (0.62%)
Total	120 (37.15%)	81 (25.08%)	93 (28.79%)	19 (5.88%)	10 (3.10%)	323 (100.00%)

7.3.3 – Extent of Agreement with CPD Equal Treatment Statements (Sexual Orientation) – by Age

Age in Years	Equal - Sexual Orientation					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
10-19	0 (0%)	1 (25.00%)	0 (0%)	2 (50.00%)	1 (25.00%)	4 (1.25%)
20-29	5 (50.00%)	3 (30.00%)	1 (10.00%)	0 (0%)	1 (10.00%)	10 (3.13%)
30-39	19 (44.19%)	10 (23.26%)	9 (20.93%)	4 (9.30%)	1 (2.33%)	43 (13.48%)
40-49	30 (50.00%)	8 (13.33%)	17 (28.33%)	4 (6.67%)	1 (1.67%)	60 (18.81%)
50-59	21 (33.33%)	17 (26.98%)	21 (33.33%)	2 (3.17%)	2 (3.17%)	63 (19.75%)
60-69	27 (35.53%)	19 (25.00%)	25 (32.89%)	3 (3.95%)	2 (2.63%)	76 (23.82%)
70-79	12 (20.34%)	20 (33.90%)	20 (33.90%)	6 (10.17%)	1 (1.69%)	59 (18.50%)
80-89	3 (75.00%)	1 (25.00%)	0 (0%)	0 (0%)	0 (0%)	4 (1.25%)
Total	117 (36.68%)	79 (24.76%)	93 (29.15%)	21 (6.58%)	9 (2.82%)	319 (100.00%)

7.4.1 – Extent of Agreement with CPD Equal Treatment Statements (Religion) – by Gender

Gender	Equal - Religion					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
Female	71 (36.98%)	49 (25.52%)	65 (33.85%)	5 (2.60%)	2 (1.04%)	192 (51.20%)
Male	81 (51.27%)	28 (17.72%)	46 (29.11%)	2 (1.27%)	1 (0.63%)	158 (42.13%)
Non-binary	1 (50.00%)	1 (50.00%)	0 (0%)	0 (0%)	0 (0%)	2 (0.53%)
Other	1 (100.00%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0.27%)
Prefer not to answer	8 (36.36%)	3 (13.64%)	9 (40.91%)	1 (4.55%)	1 (4.55%)	22 (5.87%)
Total	162 (43.20%)	81 (21.60%)	120 (32.00%)	8 (2.13%)	4 (1.07%)	375 (100.00%)

7.4.2 – Extent of Agreement with CPD Equal Treatment Statements (Religion) – by Race / Ethnicity

Race / Ethnicity	Equal - Religion					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
African American / Black	13 (40.62%)	10 (31.25%)	8 (25.00%)	0 (0%)	1 (3.12%)	32 (9.61%)
American Indian / Alaska Native / Native American / Indigenous	0 (0%)	1 (50.00%)	0 (0%)	1 (50.00%)	0 (0%)	2 (0.60%)
Asian	1 (25.00%)	2 (50.00%)	1 (25.00%)	0 (0%)	0 (0%)	4 (1.20%)
Hispanic / Latinx	3 (50.00%)	0 (0%)	3 (50.00%)	0 (0%)	0 (0%)	6 (1.80%)
Middle Eastern or Northern African	1 (100.00%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0.30%)
Native Hawaiian or Pacific Islander	1 (100.00%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0.30%)
White / Caucasian	121 (43.06%)	58 (20.64%)	96 (34.16%)	4 (1.42%)	2 (0.71%)	281 (84.38%)
Multiple Races / Ethnicities	1 (25.00%)	3 (75.00%)	0 (0%)	0 (0%)	0 (0%)	4 (1.20%)
Other (could not be recoded)	1 (50.00%)	0 (0%)	0 (0%)	1 (50.00%)	0 (0%)	2 (0.60%)
Total	142 (42.64%)	74 (22.22%)	108 (32.43%)	6 (1.80%)	3 (0.90%)	333 (100.00%)

7.4.3 – Extent of Agreement with CPD Equal Treatment Statements (Religion) – by Age

Age in Years	Equal - Religion					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
10-19	1 (25.00%)	0 (0%)	2 (50.00%)	1 (25.00%)	0 (0%)	4 (1.21%)
20-29	5 (45.45%)	5 (45.45%)	1 (9.09%)	0 (0%)	0 (0%)	11 (3.32%)
30-39	20 (46.51%)	7 (16.28%)	15 (34.88%)	1 (2.33%)	0 (0%)	43 (12.99%)
40-49	32 (49.23%)	9 (13.85%)	19 (29.23%)	4 (6.15%)	1 (1.54%)	65 (19.64%)
50-59	25 (38.46%)	17 (26.15%)	20 (30.77%)	0 (0%)	3 (4.62%)	65 (19.64%)
60-69	34 (44.16%)	15 (19.48%)	27 (35.06%)	1 (1.30%)	0 (0%)	77 (23.26%)
70-79	18 (29.03%)	21 (33.87%)	23 (37.10%)	0 (0%)	0 (0%)	62 (18.73%)
80-89	2 (50.00%)	1 (25.00%)	1 (25.00%)	0 (0%)	0 (0%)	4 (1.21%)
Total	137 (41.39%)	75 (22.66%)	108 (32.63%)	7 (2.11%)	4 (1.21%)	331 (100.00%)

7.5.1 – Extent of Agreement with CPD Equal Treatment Statements (Immigration Status) – by Gender

Gender	Equal - Immigration					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
Female	54 (28.88%)	44 (23.53%)	65 (34.76%)	16 (8.56%)	8 (4.28%)	187 (51.52%)
Male	58 (39.73%)	30 (20.55%)	43 (29.45%)	10 (6.85%)	5 (3.42%)	146 (40.22%)
Non-binary	1 (33.33%)	0 (0%)	0 (0%)	0 (0%)	2 (66.67%)	3 (0.83%)
Other	1 (50.00%)	0 (0%)	1 (50.00%)	0 (0%)	0 (0%)	2 (0.55%)
Prefer not to answer	7 (28.00%)	1 (4.00%)	10 (40.00%)	6 (24.00%)	1 (4.00%)	25 (6.89%)
Total	121 (33.33%)	75 (20.66%)	119 (32.78%)	32 (8.82%)	16 (4.41%)	363 (100.00%)

7.5.2 – Extent of Agreement with CPD Equal Treatment Statements (Immigration Status) – by Race / Ethnicity

Race / Ethnicity	Equal - Immigration					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
African American / Black	11 (36.67%)	6 (20.00%)	8 (26.67%)	2 (6.67%)	3 (10.00%)	30 (9.35%)
American Indian / Alaska Native / Native American / Indigenous	0 (0%)	1 (50.00%)	1 (50.00%)	0 (0%)	0 (0%)	2 (0.62%)
Asian	1 (25.00%)	0 (0%)	2 (50.00%)	1 (25.00%)	0 (0%)	4 (1.25%)
Hispanic / Latinx	3 (60.00%)	0 (0%)	2 (40.00%)	0 (0%)	0 (0%)	5 (1.56%)
Native Hawaiian or Pacific Islander	1 (100.00%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0.31%)
White / Caucasian	86 (31.39%)	60 (21.90%)	96 (35.04%)	22 (8.03%)	10 (3.65%)	274 (85.36%)
Multiple Races / Ethnicities	1 (25.00%)	2 (50.00%)	0 (0%)	1 (25.00%)	0 (0%)	4 (1.25%)
Other (could not be recoded)	0 (0%)	1 (100.00%)	0 (0%)	0 (0%)	0 (0%)	1 (0.31%)
Total	103 (32.09%)	70 (21.81%)	109 (33.96%)	26 (8.10%)	13 (4.05%)	321 (100.00%)

7.5.3 – Extent of Agreement with CPD Equal Treatment Statements (Immigration Status) – by Age

Age in Years	Equal - Immigration					Total
	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	
10-19	0 (0%)	1 (25.00%)	1 (25.00%)	2 (50.00%)	0 (0%)	4 (1.26%)
20-29	4 (40.00%)	2 (20.00%)	2 (20.00%)	1 (10.00%)	1 (10.00%)	10 (3.15%)
30-39	16 (38.10%)	6 (14.29%)	14 (33.33%)	4 (9.52%)	2 (4.76%)	42 (13.25%)
40-49	30 (46.15%)	9 (13.85%)	19 (29.23%)	4 (6.15%)	3 (4.62%)	65 (20.50%)
50-59	19 (31.67%)	18 (30.00%)	16 (26.67%)	3 (5.00%)	4 (6.67%)	60 (18.93%)
60-69	19 (25.68%)	13 (17.57%)	32 (43.24%)	9 (12.16%)	1 (1.35%)	74 (23.34%)
70-79	13 (22.03%)	18 (30.51%)	21 (35.59%)	5 (8.47%)	2 (3.39%)	59 (18.61%)
80-89	0 (0%)	0 (0%)	3 (100.00%)	0 (0%)	0 (0%)	3 (0.95%)
Total	101 (31.86%)	67 (21.14%)	108 (34.07%)	28 (8.83%)	13 (4.10%)	317 (100.00%)

9.1 – Fear of Traffic Stops – by Gender

Gender	Fear for Self or Family Member			Total
	Yes	No	Other (Could not recode)	
Female	49 (17.19%)	233 (81.75%)	3 (1.05%)	285 (53.27%)
Male	30 (14.63%)	172 (83.90%)	3 (1.46%)	205 (38.32%)
Non-binary	2 (66.67%)	1 (33.33%)	0 (0%)	3 (0.56%)
Other	0 (0%)	4 (100.00%)	0 (0%)	4 (0.75%)
Prefer not to answer	10 (26.32%)	27 (71.05%)	1 (2.63%)	38 (7.10%)
Total	91 (17.01%)	437 (81.68%)	7 (1.31%)	535 (100.00%)

9.2 – Fear of Traffic Stops – by Race / Ethnicity

Race / Ethnicity	Fear for Self or Family Member			Total
	Yes	No	Other (Could not recode)	
African American / Black	20 (52.63%)	18 (47.37%)	0 (0%)	38 (8.07%)
American Indian / Alaska Native / Native American / Indigenous	0 (0%)	4 (80.00%)	1 (20.00%)	5 (1.06%)
Asian	1 (25.00%)	3 (75.00%)	0 (0%)	4 (0.85%)
Hispanic / Latinx	2 (28.57%)	4 (57.14%)	1 (14.29%)	7 (1.49%)
Middle Eastern or Northern African	0 (0%)	1 (100.00%)	0 (0%)	1 (0.21%)
Native Hawaiian or Pacific Islander	0 (0%)	1 (100.00%)	0 (0%)	1 (0.21%)
White / Caucasian	52 (12.90%)	347 (86.10%)	4 (0.99%)	403 (85.56%)
Multiple Races / Ethnicities	3 (42.86%)	4 (57.14%)	0 (0%)	7 (1.49%)
Other (could not be recoded)	1 (20.00%)	4 (80.00%)	0 (0%)	5 (1.06%)
Total	79 (16.77%)	386 (81.95%)	6 (1.27%)	471 (100.00%)

9.3 – Fear of Traffic Stops – by Age

Age in Years	Fear for Self or Family Member			Total
	Yes	No	Other (Could not recode)	
10-19	2 (50.00%)	2 (50.00%)	0 (0%)	4 (0.85%)
20-29	7 (33.33%)	14 (66.67%)	0 (0%)	21 (4.44%)
30-39	14 (24.14%)	42 (72.41%)	2 (3.45%)	58 (12.26%)
40-49	13 (14.44%)	76 (84.44%)	1 (1.11%)	90 (19.03%)
50-59	13 (13.83%)	80 (85.11%)	1 (1.06%)	94 (19.87%)
60-69	16 (13.68%)	100 (85.47%)	1 (0.85%)	117 (24.74%)
70-79	12 (14.46%)	69 (83.13%)	2 (2.41%)	83 (17.55%)
80-89	1 (16.67%)	5 (83.33%)	0 (0%)	6 (1.27%)
Total	78 (16.49%)	388 (82.03%)	7 (1.48%)	473 (100.00%)