

Toledo Police Department (TPD)



**Community Relations Survey
Report to the Community 2021**



LETTER FROM CHIEF KRAL

Toledo Residents,

I am pleased to present to all of you the second iteration of the Chief's Advisory Board (CAB) Survey – Report to the Community.

The plan was always to revisit the original 2017 survey a few years after it was initially offered to the community. The thought process was, what good would this initial survey be if we never checked with the residents of Toledo to see if we are improving?

When the survey was initially completed there were less than 900 surveys completed. This time, more than 1,300 surveys were completed! I want to thank all of you who took time out of your day to provide us with your feedback. We all must remember that we are here to serve you. Without knowing what you want your police department to concentrate on it is impossible for me to satisfy your desires.

As I said last time, in my more than 30 years with TPD, I have never seen a survey of this depth conducted. I want to thank the members of CAB for their guidance and assistance in the formation of this survey. It could not have happened without them. Special thanks need to go out to Dr. Kasey Tucker-Gail, Dr. David Lilley, and Dr. Megan Stewart, from the University of Toledo for development of the survey format. Additionally, Ms. Holly Matthews, Executive Director of the Criminal Justice Coordinating Council, for summarizing the results in a "citizen friendly" report.

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

Finally, when the COVID-19 pandemic ends, we will continue to hold Town Hall Meetings, asking and listening to the comments and feedback of Toledo's residents. I say this constantly, it truly is a privilege and honor to be Toledo's Police Chief.

Thank you again for the opportunity to serve all of you and work with you to make Toledo a better place to live.

George Kral, Chief
Toledo Police Department



Chief's Advisory Board (CAB)



Mission

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

Vision

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

CAB Members (2020)

Lenora Barry

Reentry Coalition of Northwest Ohio, Inc.

Dedra Brown

David Davis Youth Center

Juanita Greene

Toledo Community Coalition

John Jones

Promedica

Keith Jordan

JLJ Vision Outreach

Alisa Key

People's MB Church

David Kontur

Lucas County Family & Children's First Council

Anita Madison

Toledo Police Department (retired)

Holly Matthews

Criminal Justice Coordinating Council

Doni Miller

Neighborhood Health Association

Randall Parker III

Canaan Manifested Word Church

Kenneth Rupert

City of Toledo, Board of Community Relations

Darlene Sweeney-Newbern

Ohio Civil Rights Commission

Scott Sylak

Lucas County Mental Health and Recovery Services Board

Ronald Taylor

Beulah Baptist Church

Kasey Tucker-Gail

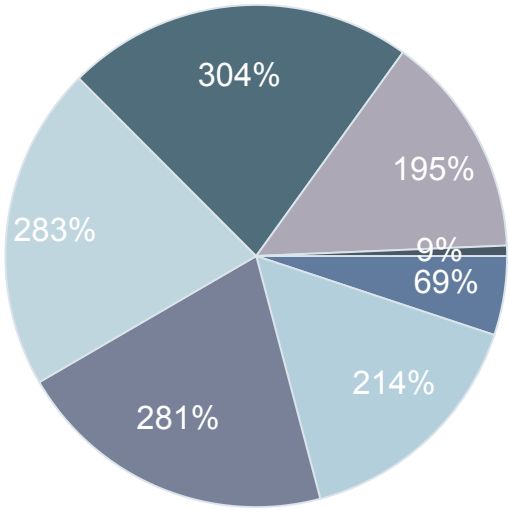
University of Toledo

Ray Wood

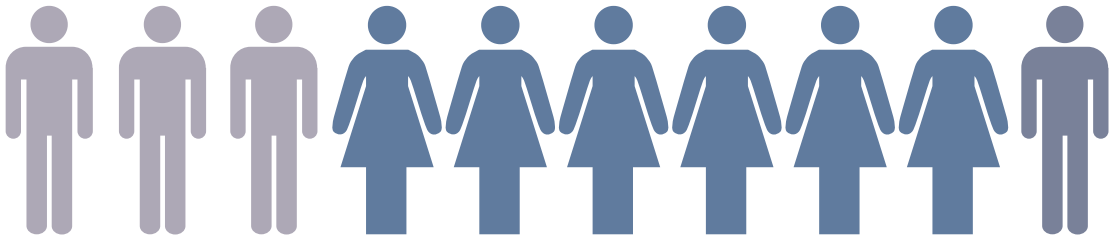
NAACP

2020 Demographics

Age of Respondents



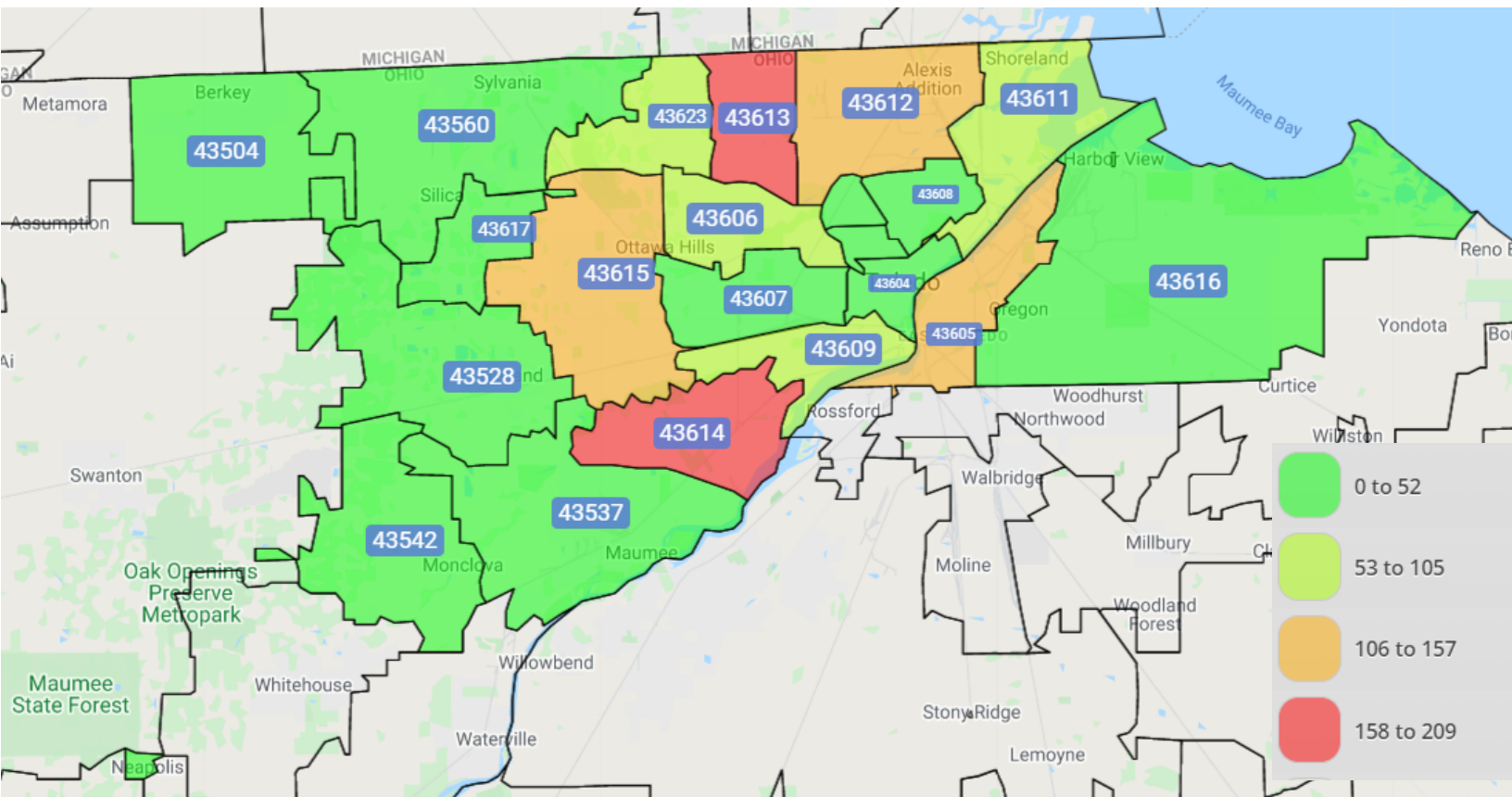
| | | | |
|-------------------------|-----|-------|-----|
| 18-24 | 69 | 25-34 | 214 |
| 35-44 | 281 | 45-54 | 283 |
| 55-64 | 304 | 65+ | 195 |
| Other/Prefer not to say | 9 | | |



66%

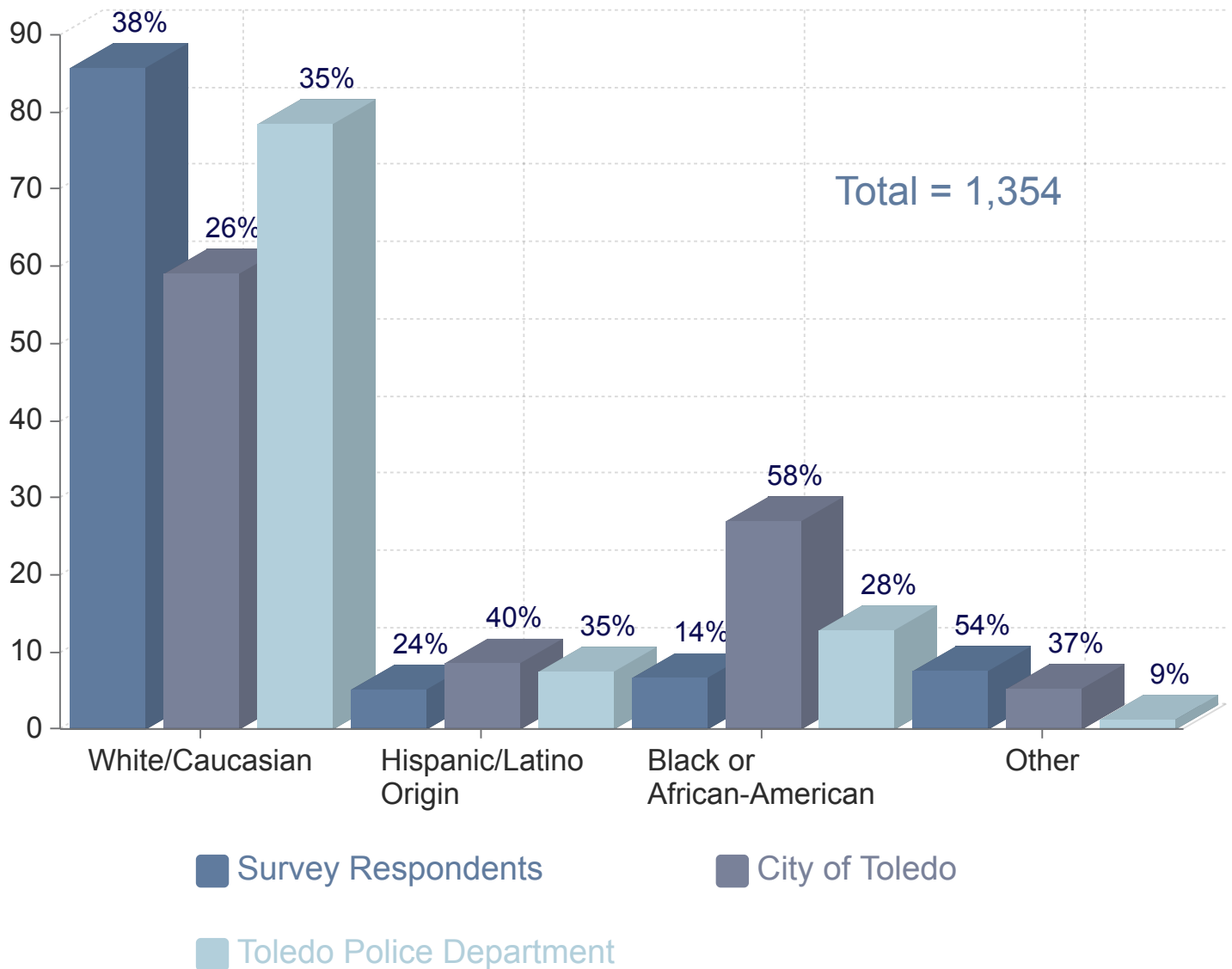
66% of respondents were female, 33% male, and 1% other/prefer not to say.

Responses by Zip Code



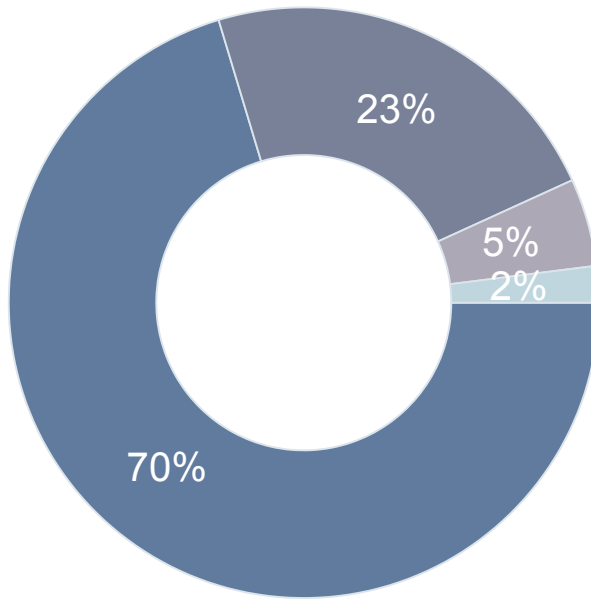
| Zip Code | Total | Zip Code | Total |
|----------|-------|----------|-------|
| 43613 | 209 | 43607 | 36 |
| 43614 | 188 | 43537 | 28 |
| 43612 | 141 | 43608 | 25 |
| 43615 | 109 | 43604 | 21 |
| 43605 | 108 | 43610 | 21 |
| 43606 | 94 | 43560 | 16 |
| 43611 | 76 | 43528 | 11 |
| 43623 | 74 | 43616 | 9 |
| 43609 | 63 | 43617 | 7 |
| 43620 | 40 | Other | 45 |

Survey Results by Race/Ethnicity



Respondents Residence

Total = 1,352



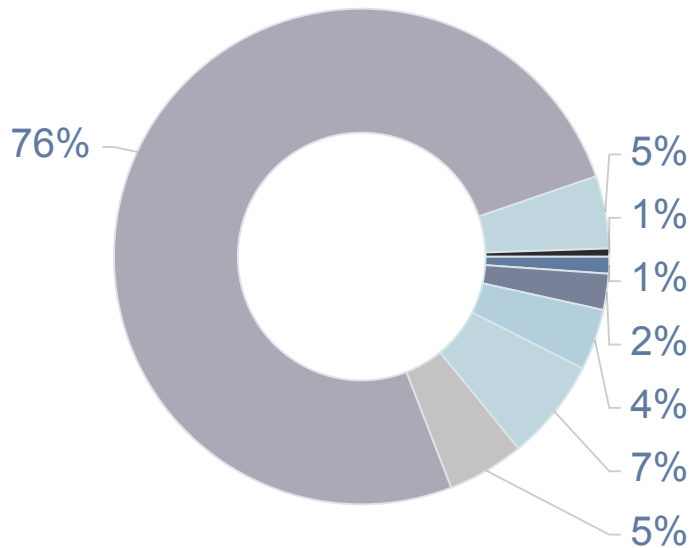
"I've lived in Toledo my entire life. Growing up I lived by the police station on Sylvania, so I always felt safe. Now I'm in my own home and always see officers patrolling the area. Recently two wonderful officers saw me sons and I outside and they stopped to talk to my oldest (4 years old). They showed him the car and let him turn on the lights and sirens"

Survey Participant

| | | | |
|--------------------------|-----|-------|-----|
| Own | 951 | Rent | 309 |
| Live with family/friends | 65 | Other | 27 |

Respondent Years Living in the City of Toledo

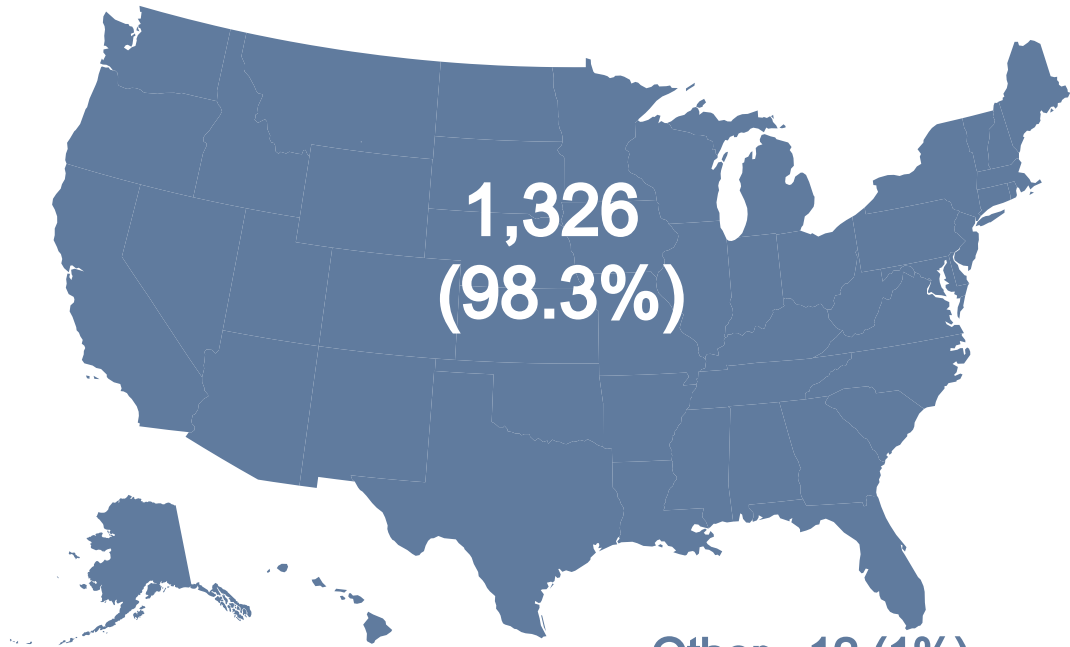
Total = 1,355



| | | | |
|-------------------------|----|--------------------------|-------|
| Less than 1 Year | 15 | 1-2 Years | 32 |
| 3-4 Years | 54 | 5-9 Years | 90 |
| 10-14 Years | 68 | 15+ Years | 1,025 |
| Does not live in Toledo | 64 | Other/ Prefer not to say | 7 |

Respondents Birth Country

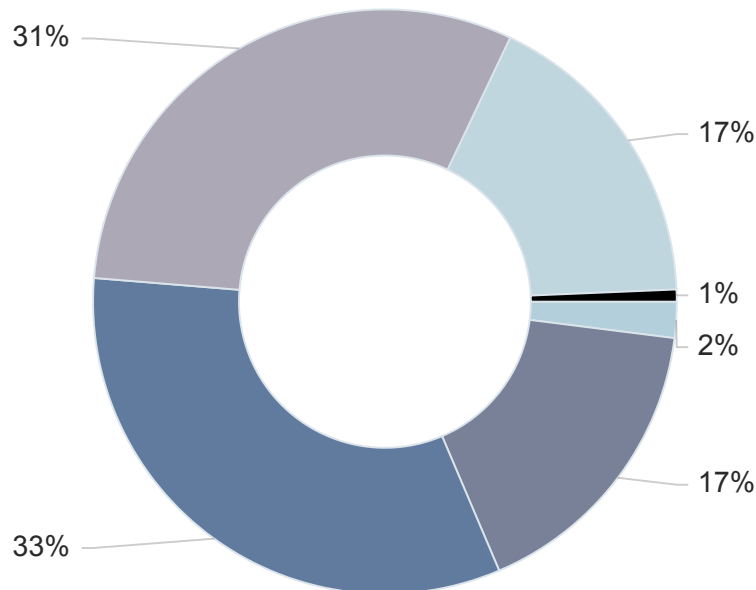
Total = 1,349



- Other - 12 (1%)
- Prefer Not to Say - 11 (1%)

Respondents Education

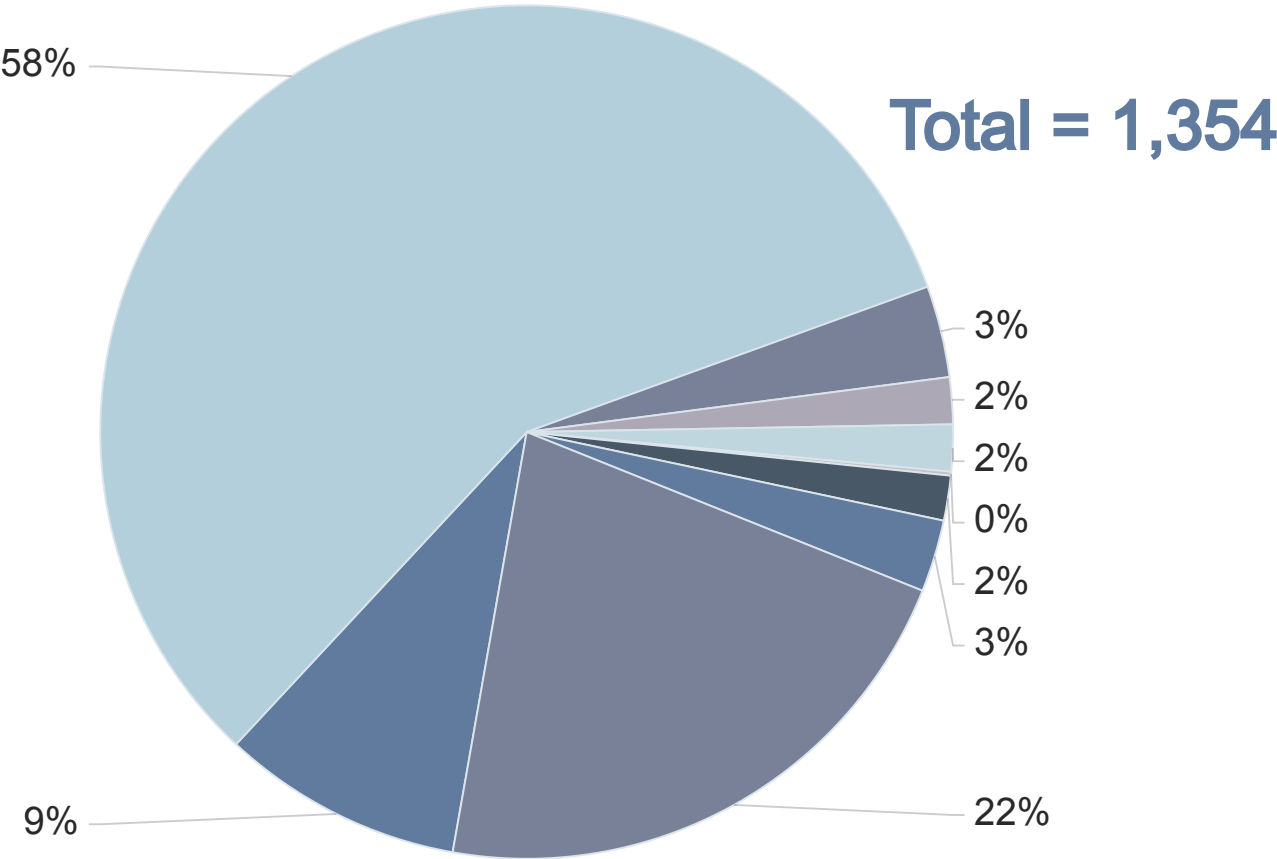
Total = 1,355



| | | | |
|----------------------------------|-----|-----------------------------|-----|
| Some high school or less | 27 | High School Graduate or GED | 225 |
| Some college or technical school | 443 | College Graduate | 417 |
| Post graduate work or degree | 234 | Other | 9 |

2020 Demographics

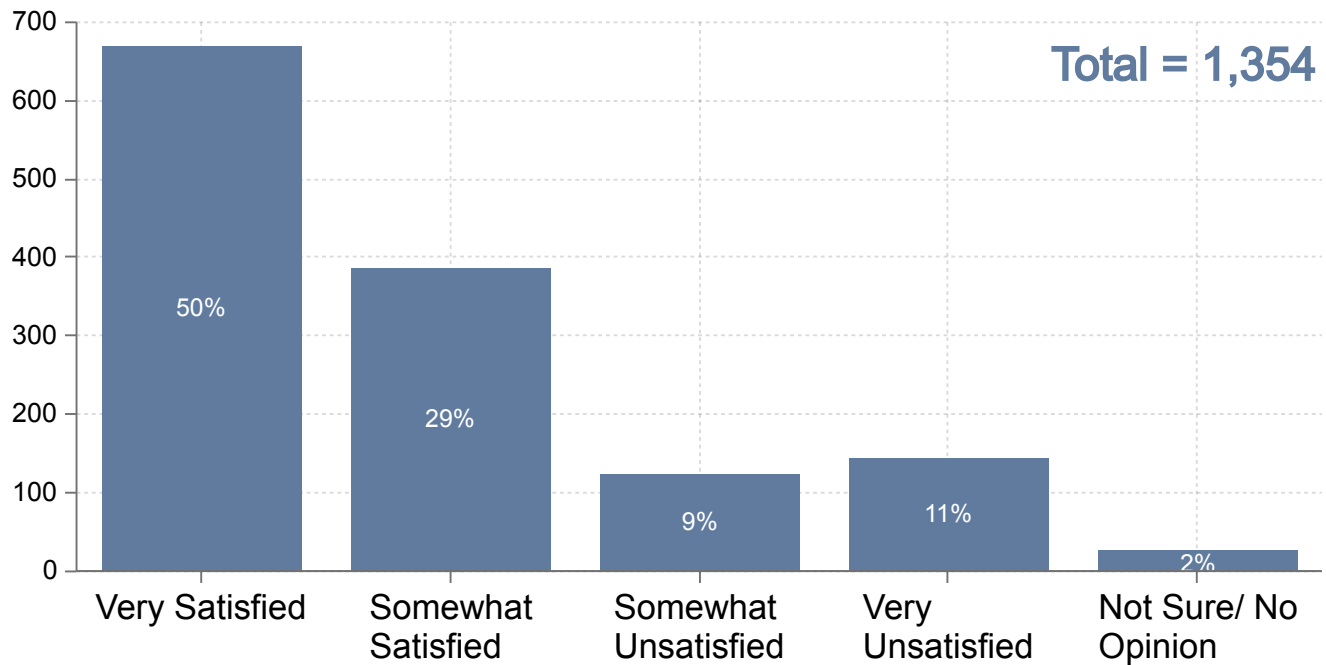
Current Employment Status



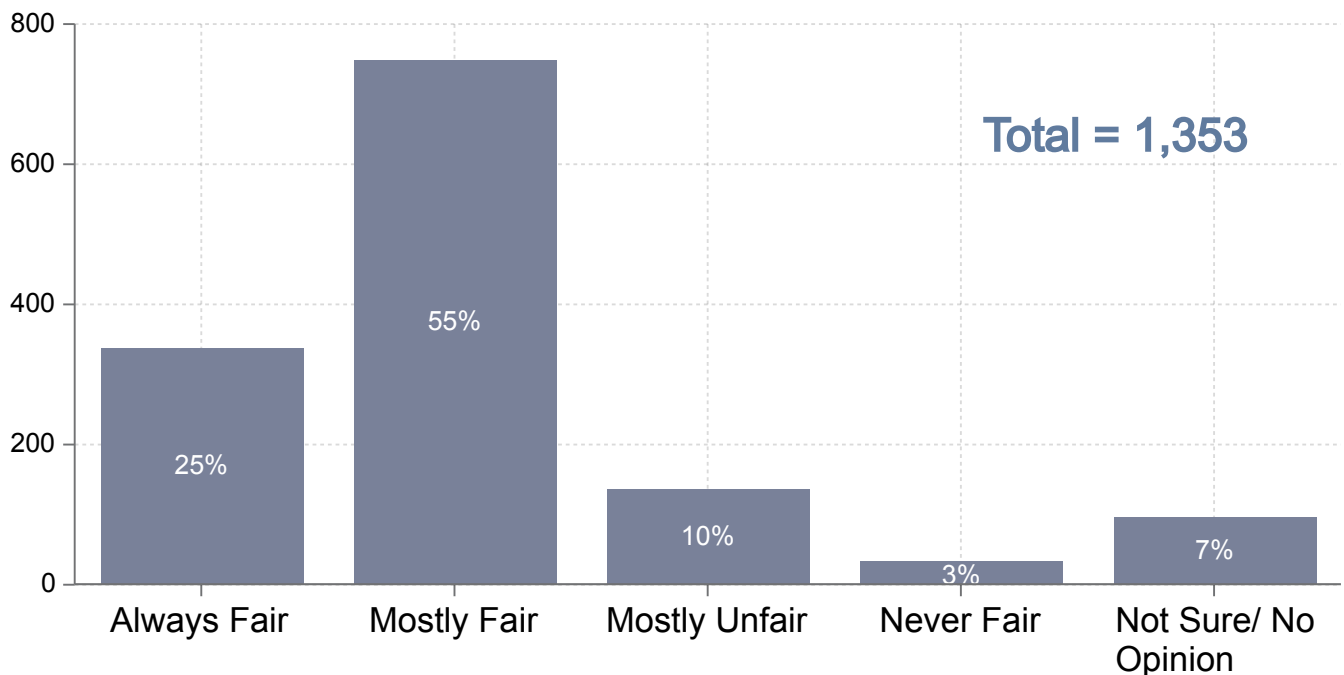
| | | | |
|-----------------------------|-----|--------------------------|-----|
| Employed Part-Time | 124 | Employed, Full-Time | 779 |
| Unemployed Less than 1 Year | 47 | Unemployed for 1-3 years | 24 |
| Unemployed 4+ Years | 24 | Active Military | 2 |
| Student | 23 | Prefer not to say | 37 |
| Other | 294 | | |

Community Relations

How satisfied are you with police services in Toledo?



How fair do you think the Toledo Police are in their dealings with people?

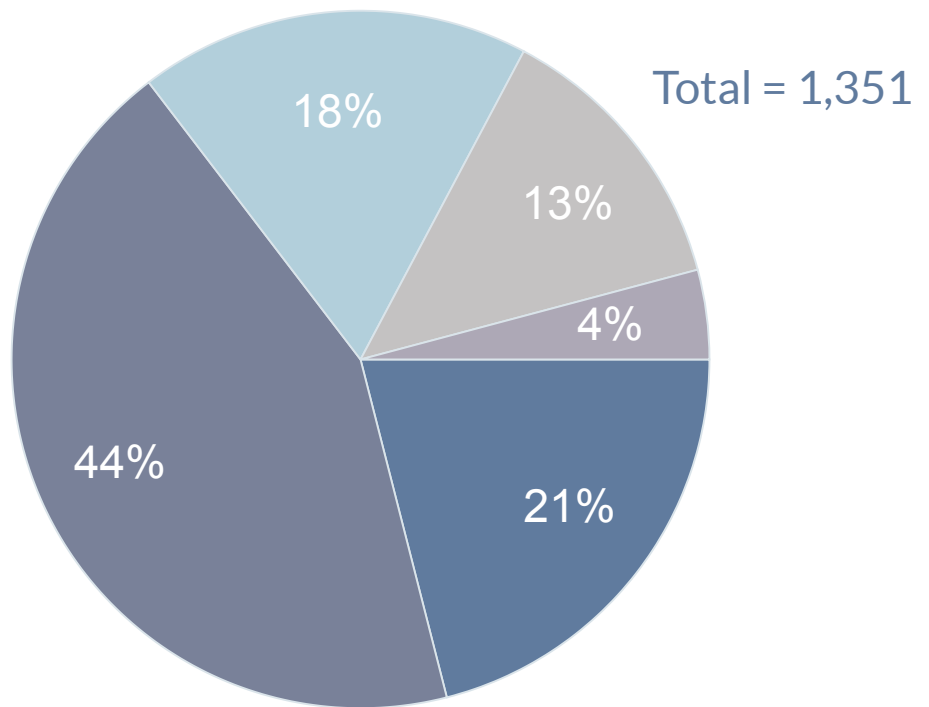







"Slow reaction time, but due to today's climate, they're also busier than usual I'd imagine" - Survey Participant

How would you rate the relationship between Toledo Police and the community?

"I think TPD does well with the resources they have, but it would be nice to see more police resources go towards community engagement"

Survey Participant

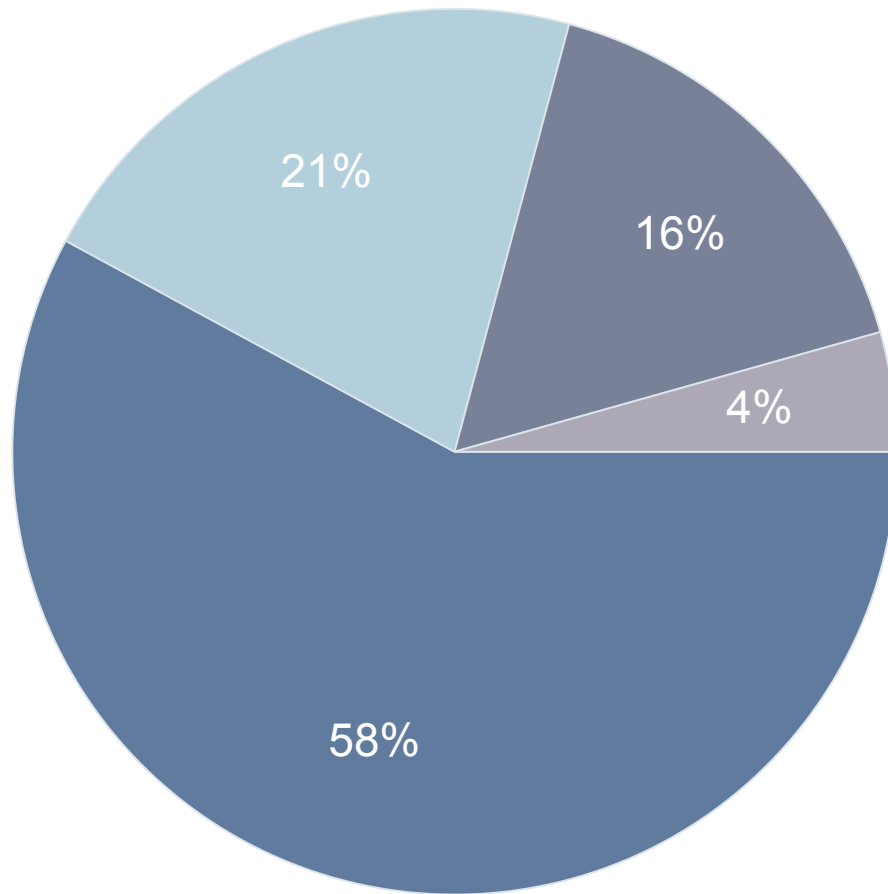


| | | | |
|--|-----|--|-----|
|  Excellent | 284 |  Good | 589 |
|  Fair | 245 |  Poor | 177 |
|  Not sure/ No opinion | 56 | | |



Do you think that a formal complaint filed against a Toledo Police officer will be taken seriously?

Total = 1,354



| | | | |
|-------|-----|------------------------|-----|
| ■ Yes | 784 | ■ Maybe/ It Depends | 288 |
| ■ No | 223 | ■ Not Sure/ No Opinion | 59 |

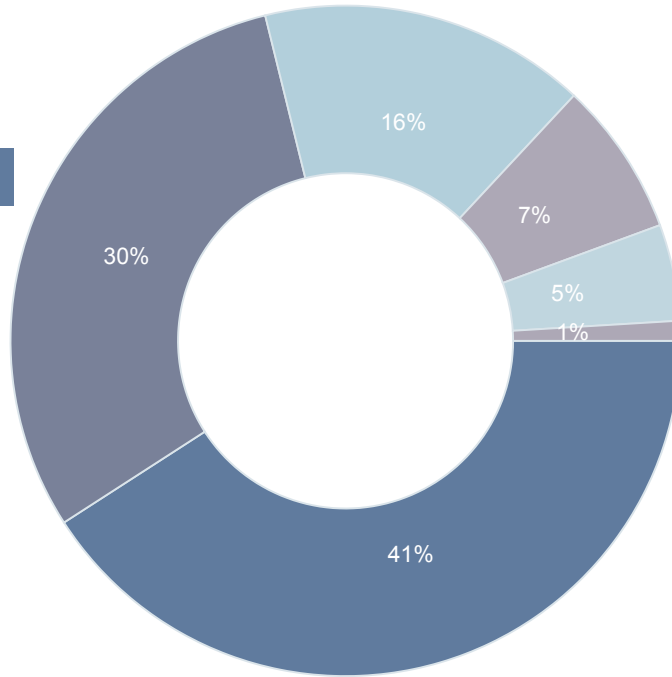
"Some are hard on people with the initial approach before they even understand what I'd going on. I've only had a few bad encounters with some. I've had more good encounters though." - Survey Participant

Level of Confidence in Toledo Police?

"Any time I have called to report suspicious activity a patrol car drove by my home. I appreciate seeing them drive through the neighborhood patrolling"

Survey Participant

Total = 1,355



| | | | | | |
|-------------|-----|-------------|-----|----------------------|-----|
| Great Deal | 554 | Quite a lot | 410 | Some | 214 |
| Very little | 101 | None | 63 | Not sure/ No opinion | 13 |

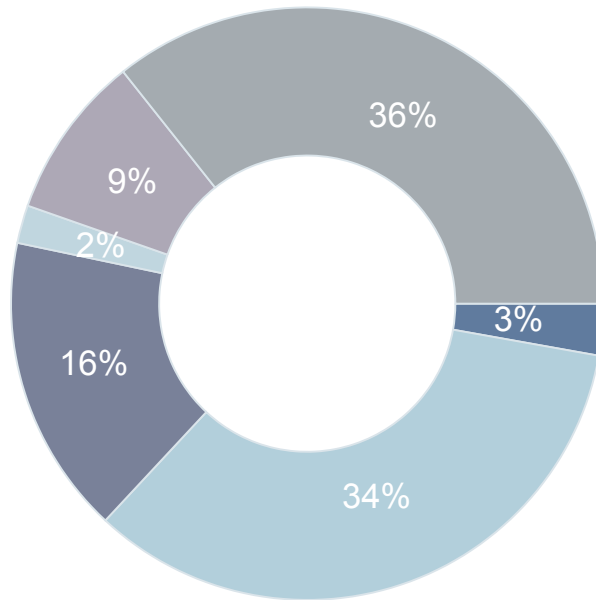


Survey Question: Thinking about your interactions with Toledo Police within the past 12 months, do you feel your experience(s) were worse than, the same as, or better than people of other races/ethnicities?

"They need to show the public that all races are going to be treated fairly. There is a huge trust issue from what I have heard about and seen with especially the black community"



Survey Participant

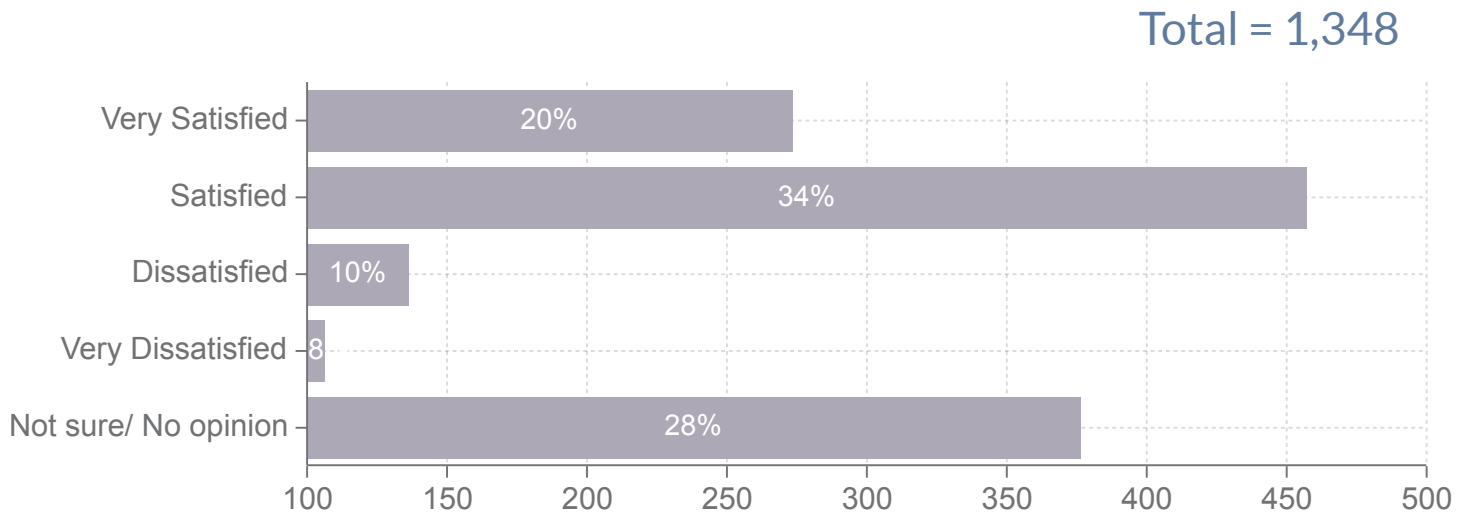


Total = 1,351

| | |
|--|-----|
| Worse than | 38 |
| The same as | 461 |
| Better than | 221 |
| Worse than some, better than others | 28 |
| Not sure/ No opinion | 121 |
| I have not interacted with the Toledo Police | 482 |

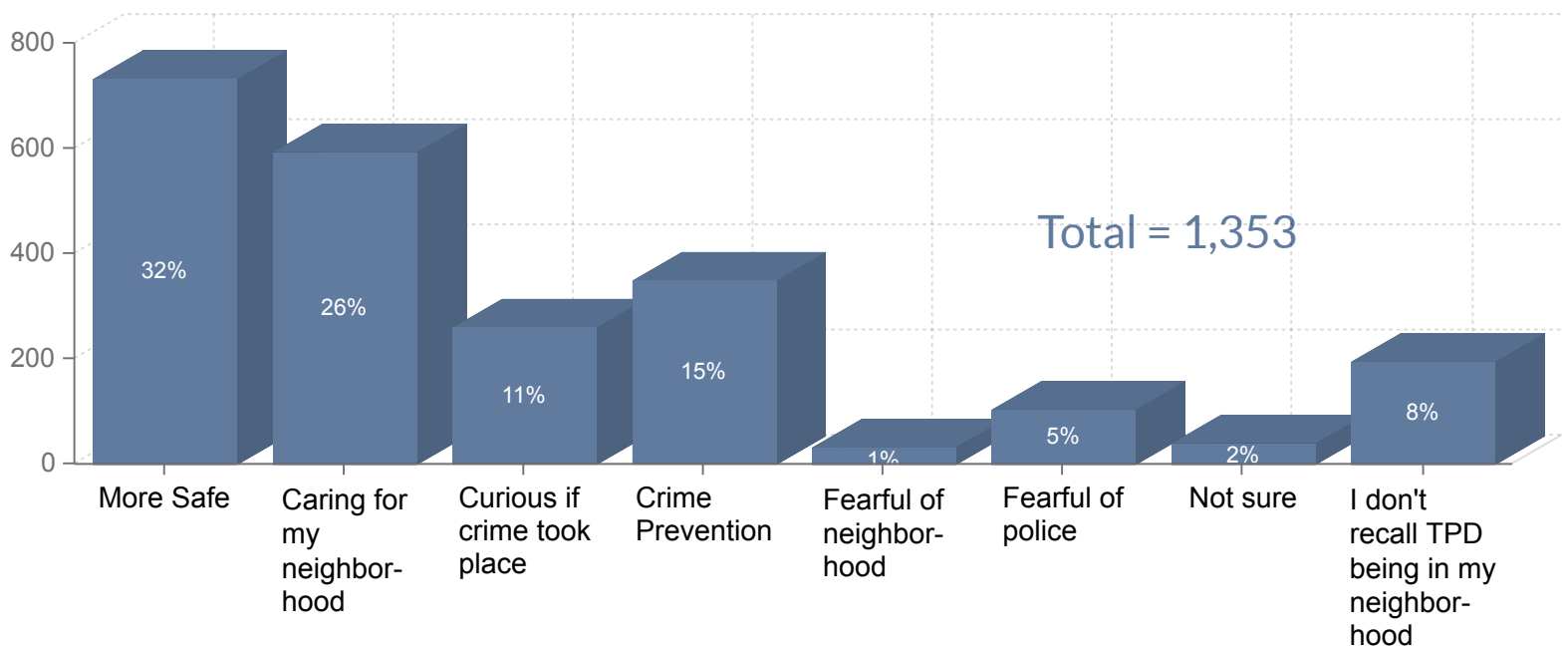


Satisfaction with response time?

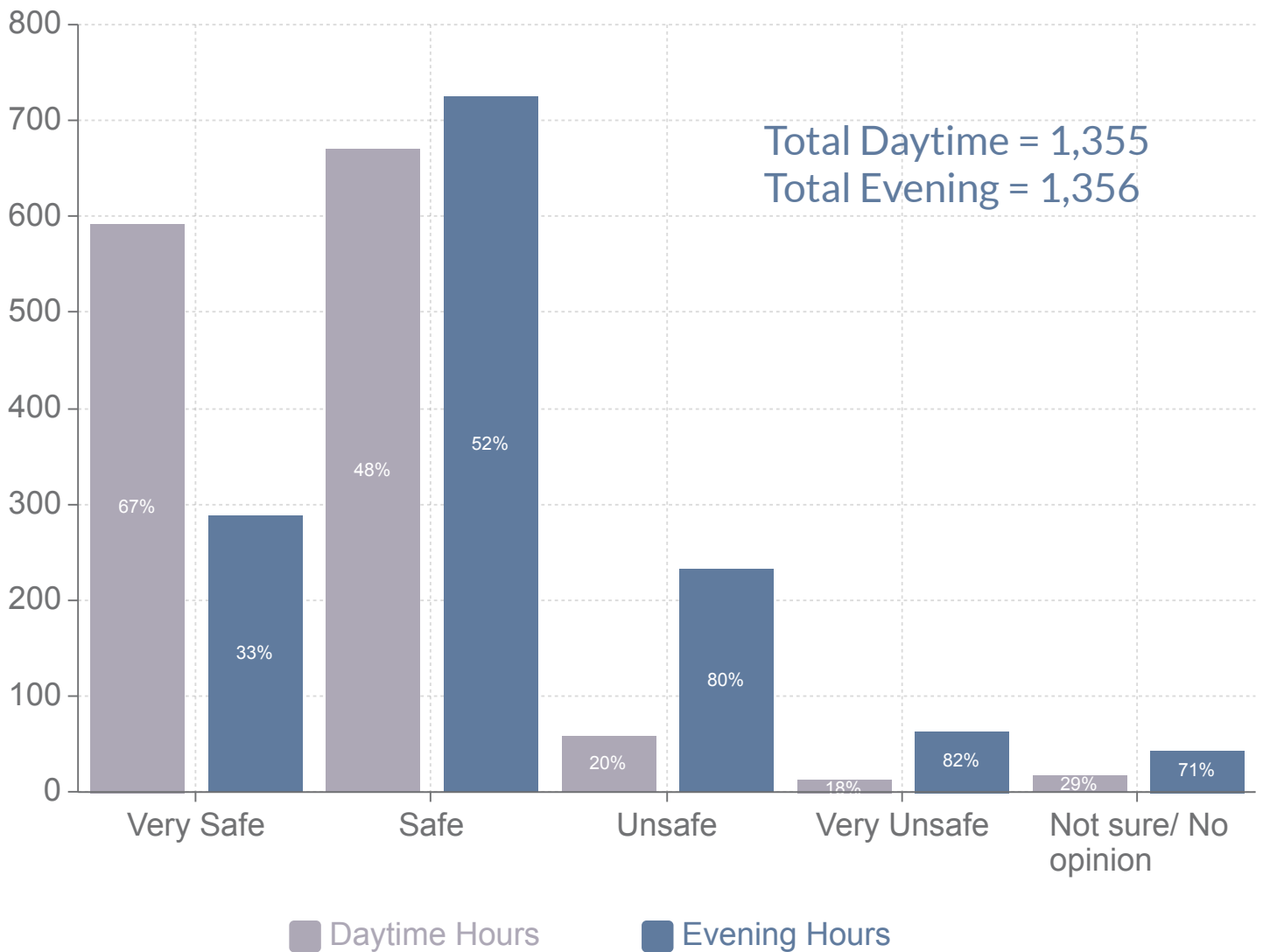


"The Officers are fair, compassionate, thorough, and dedicated to their work and the citizens" - Survey Participant

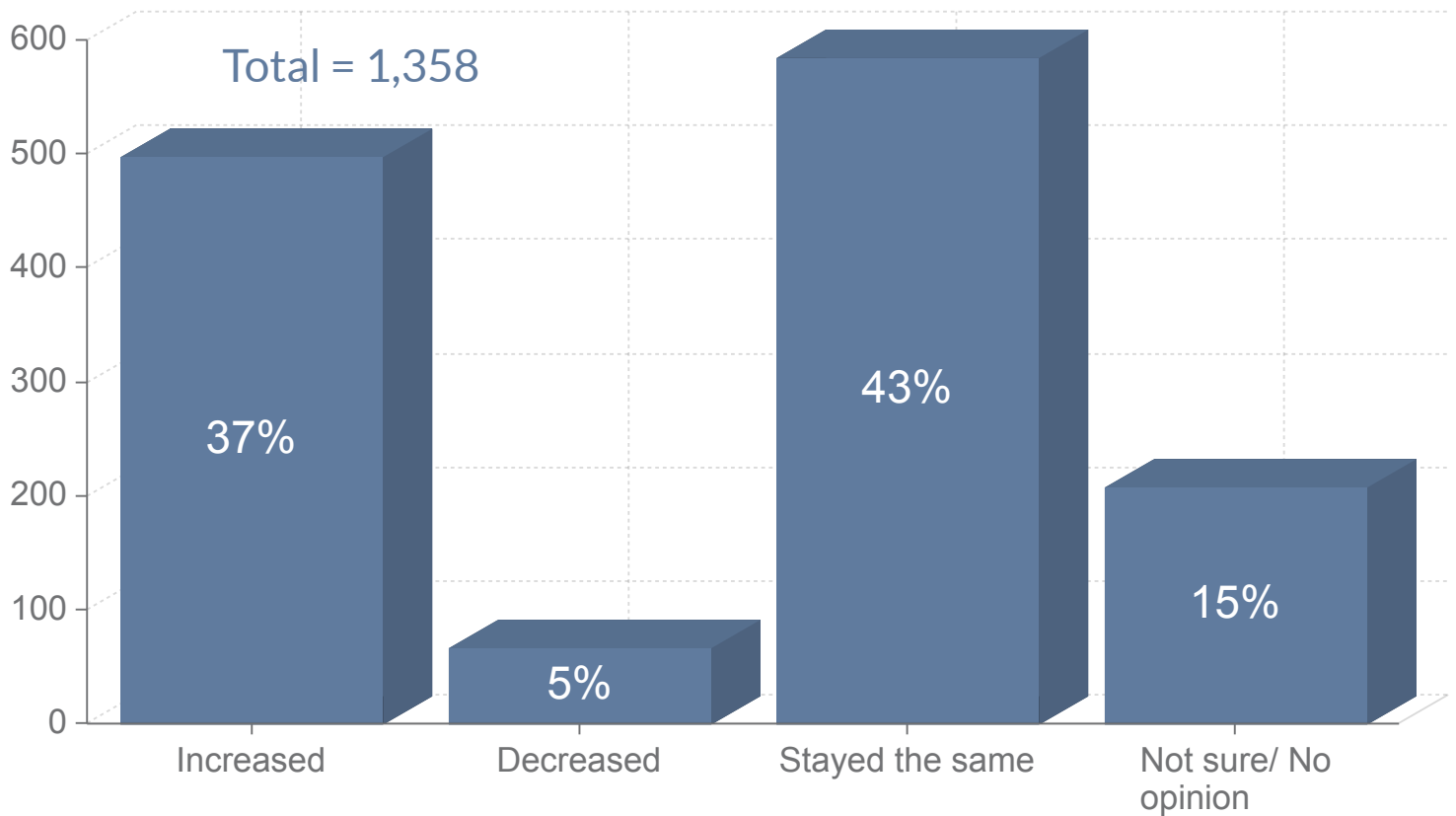
How do you feel when officers are patrolling your neighborhood?



How Safe Do You Feel In Your Neighborhood?



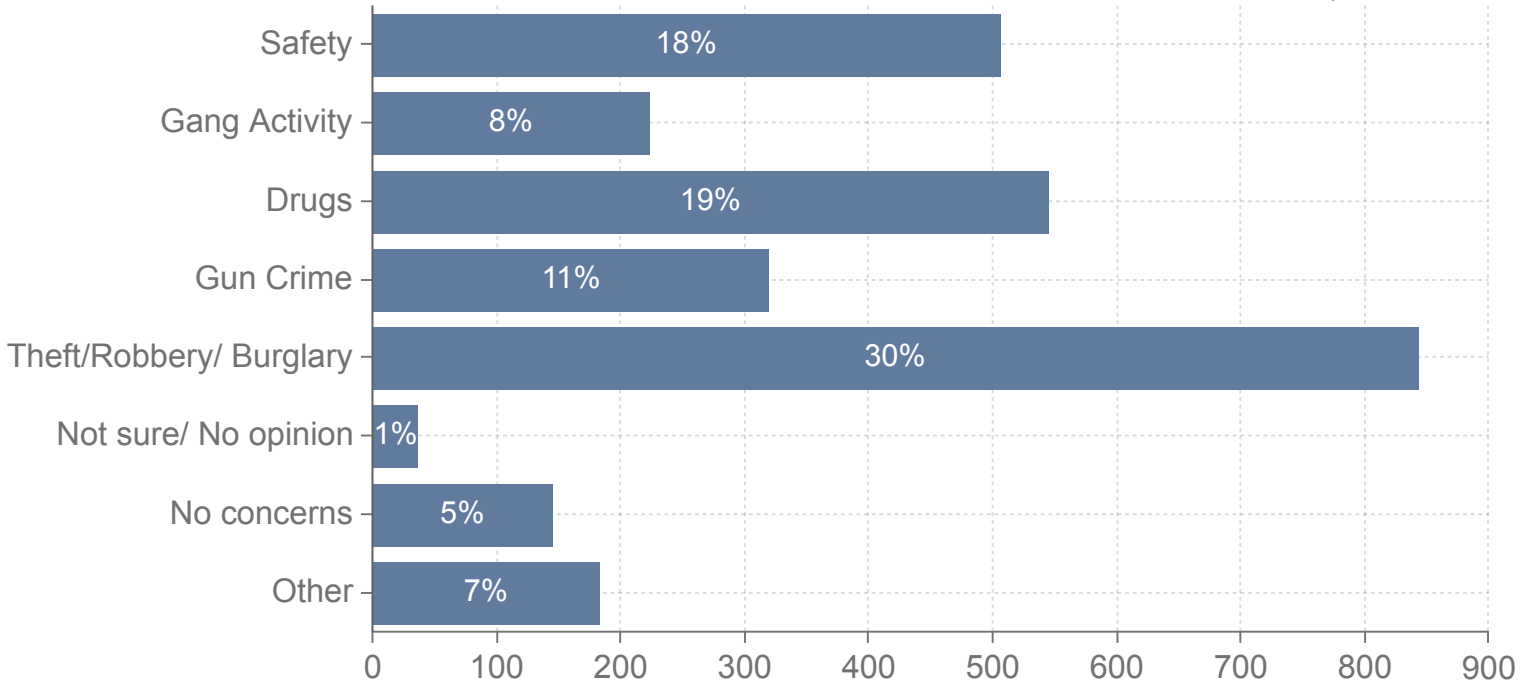
Do you feel that the level of crime in your neighborhood has _____?



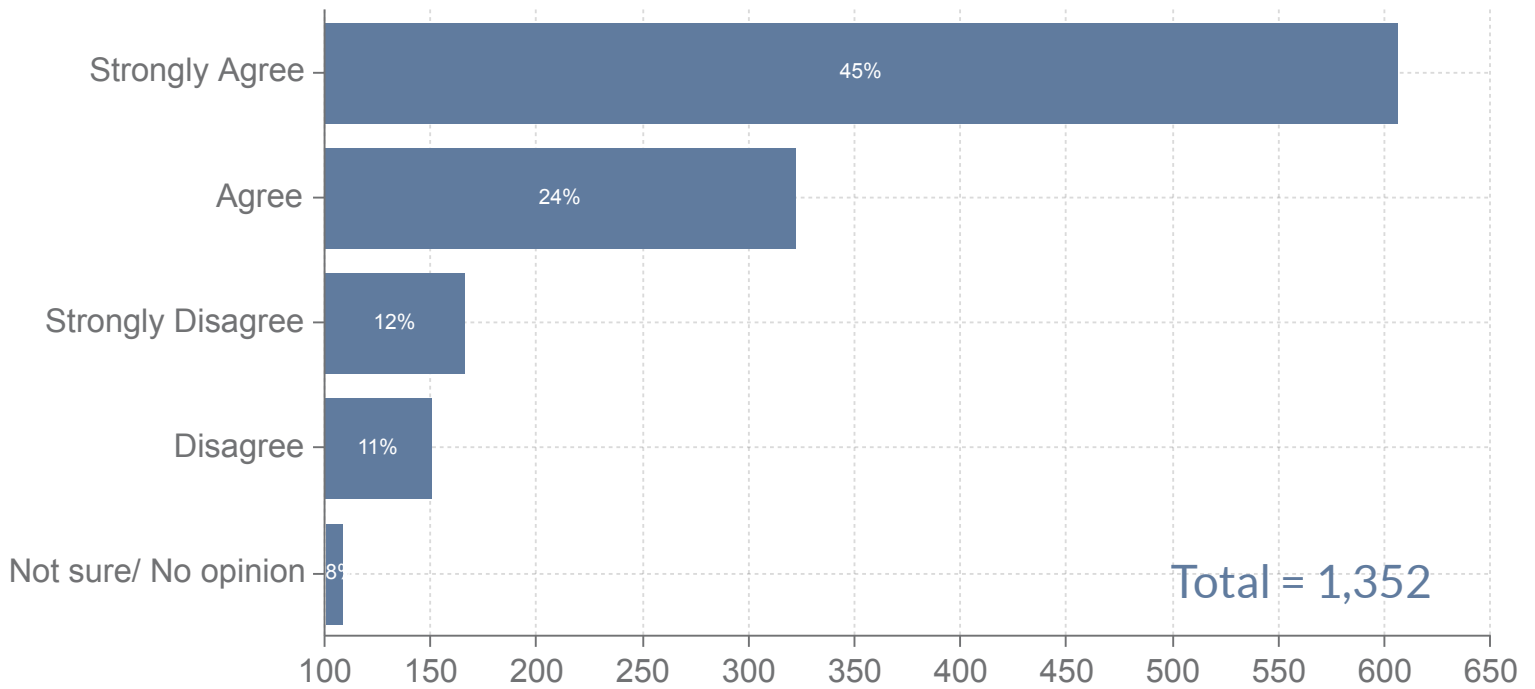
"I feel this is a safe neighborhood at this point, but am concerned about increased issues over the last 5 years" - Survey Participant

What concerns you the most in your neighborhood?

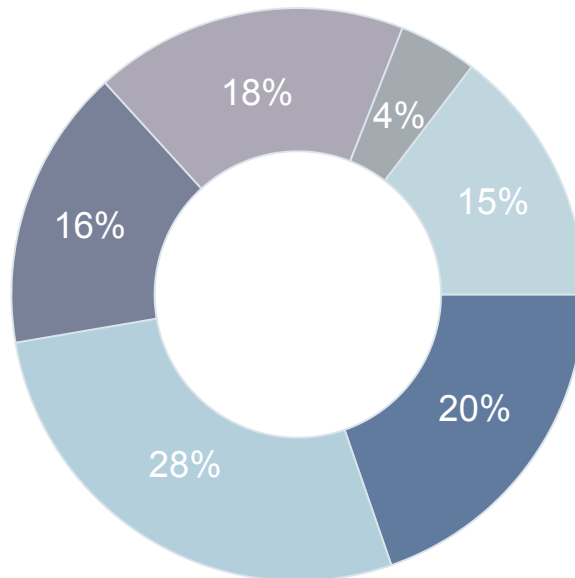
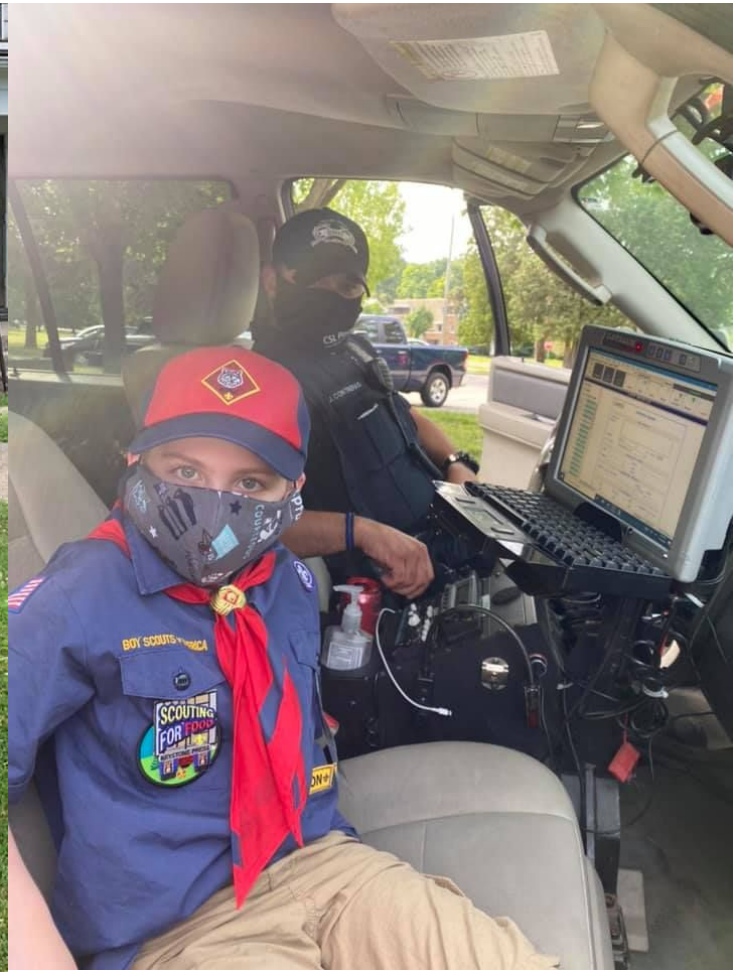
Total = 1,348



I would support having cameras in Toledo neighborhoods to record all activities of possible crime



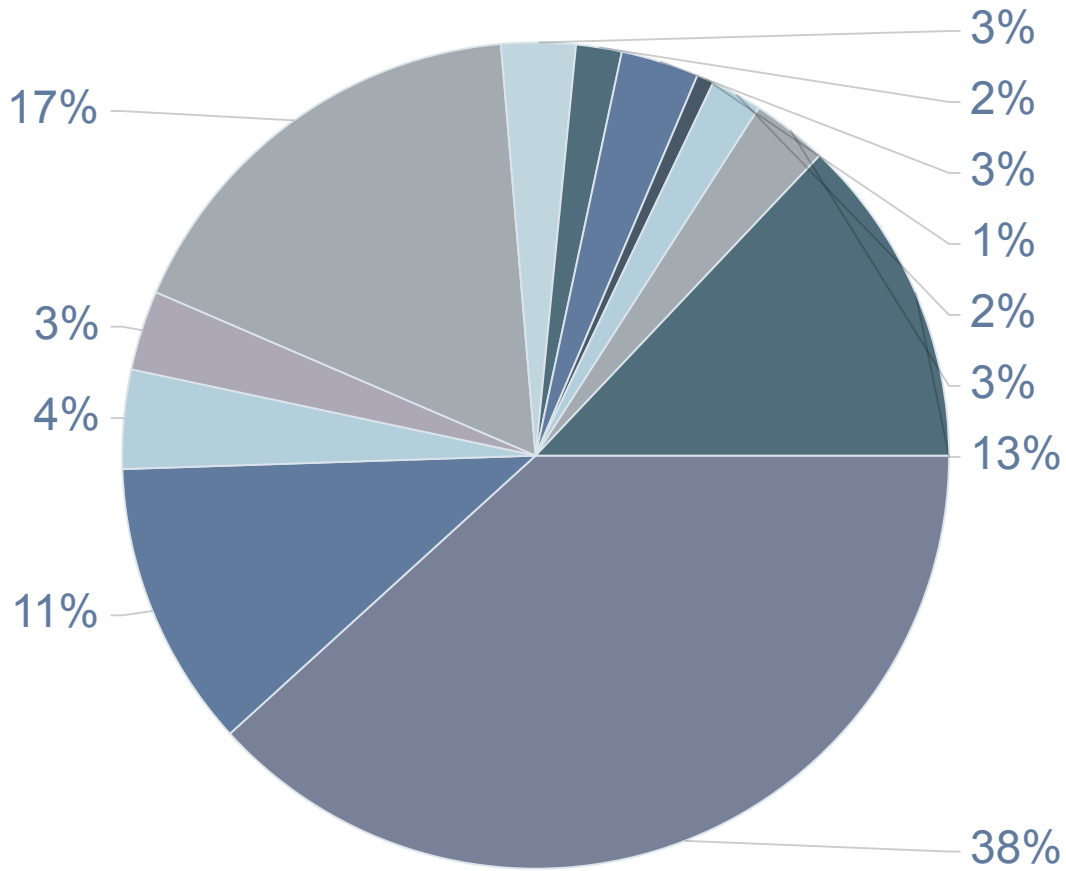
How familiar are you with your neighborhood association?



Total = 1,355

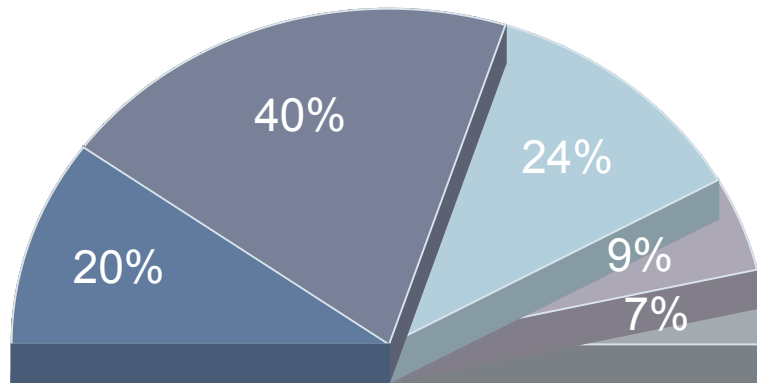
| | | | |
|----------------------|-----|----------------------------------|-----|
| Very Familiar | 267 | Somewhat Familiar | 374 |
| Not Very Familiar | 216 | Not At All Familiar | 240 |
| Not sure/ No Opinion | 60 | There is none in my neighborhood | 198 |

What was the nature of the contact with TPD?



| | | | |
|---|-----|--|-----|
| I have not had contact | 514 | Report a crime | 151 |
| Traffic stop | 52 | Assisted by officer | 42 |
| Social/Conversation | 231 | Accident | 39 |
| Witness to a crime | 24 | Victim of a crime | 41 |
| Child involved in a crime | 9 | Questioned by police | 27 |
| Not sure/ Prefer not to say | 40 | Other | 174 |

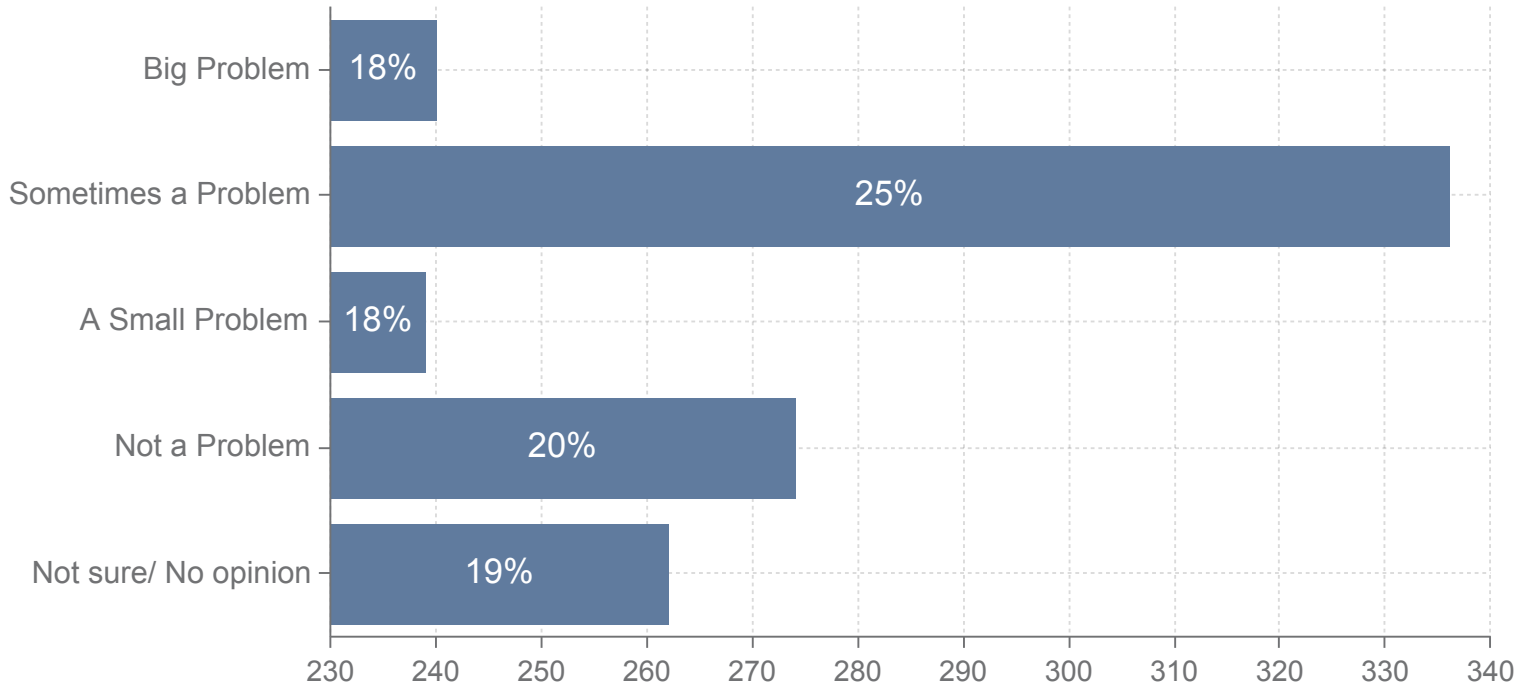
How would you describe your neighborhood in terms of raising children?



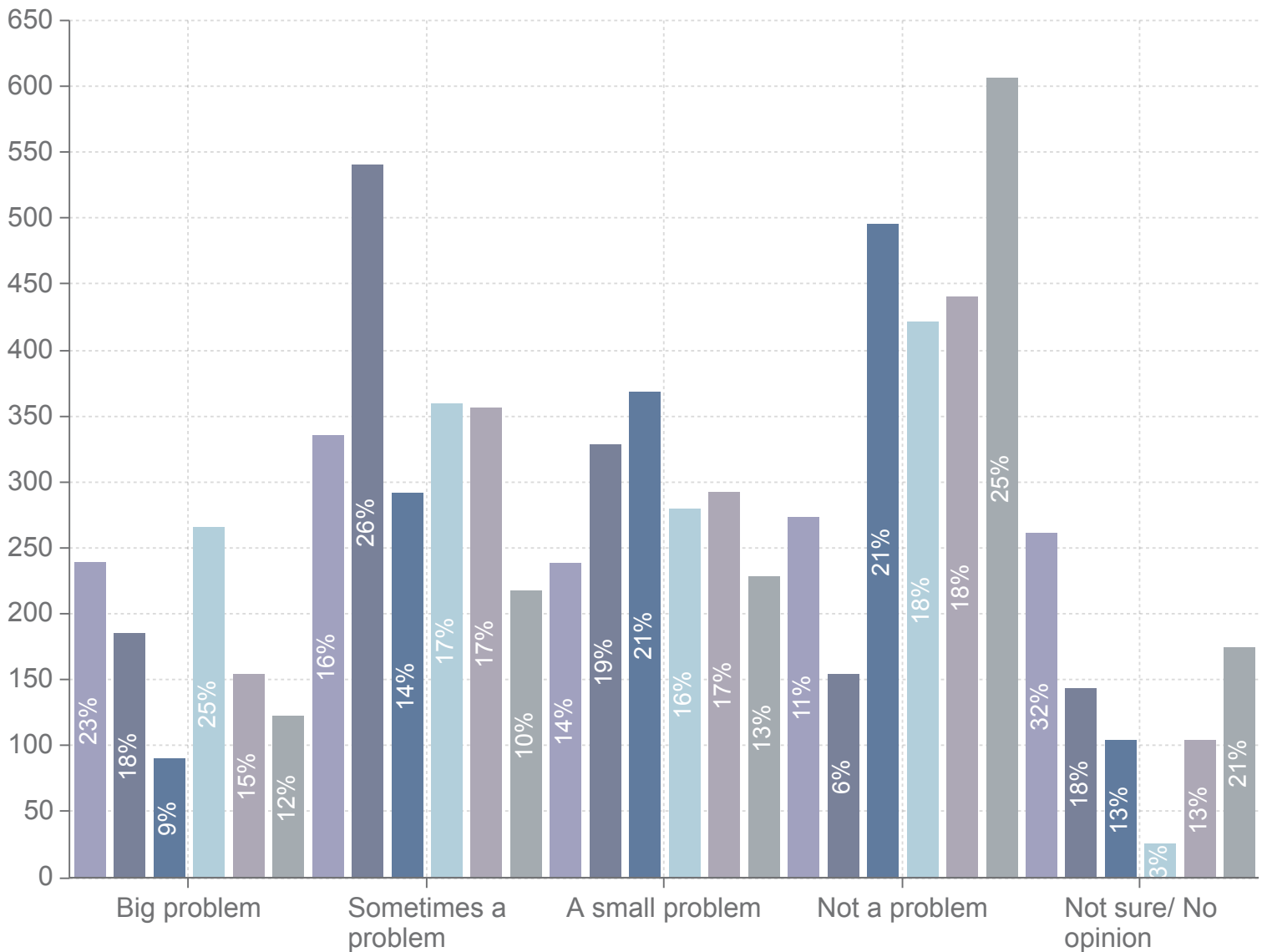
| | | | | | |
|-------------|-----|------------------------|-----|--------|-----|
| ■ Excellent | 271 | ■ Good | 543 | ■ Fair | 322 |
| ■ Poor | 124 | ■ Not sure/ No opinion | 97 | | |



In your opinion, how large of a problem are drug sales and/or use in your neighborhood?



How large of a problem is ___ in your neighborhood?



Drug Sales

Burglary

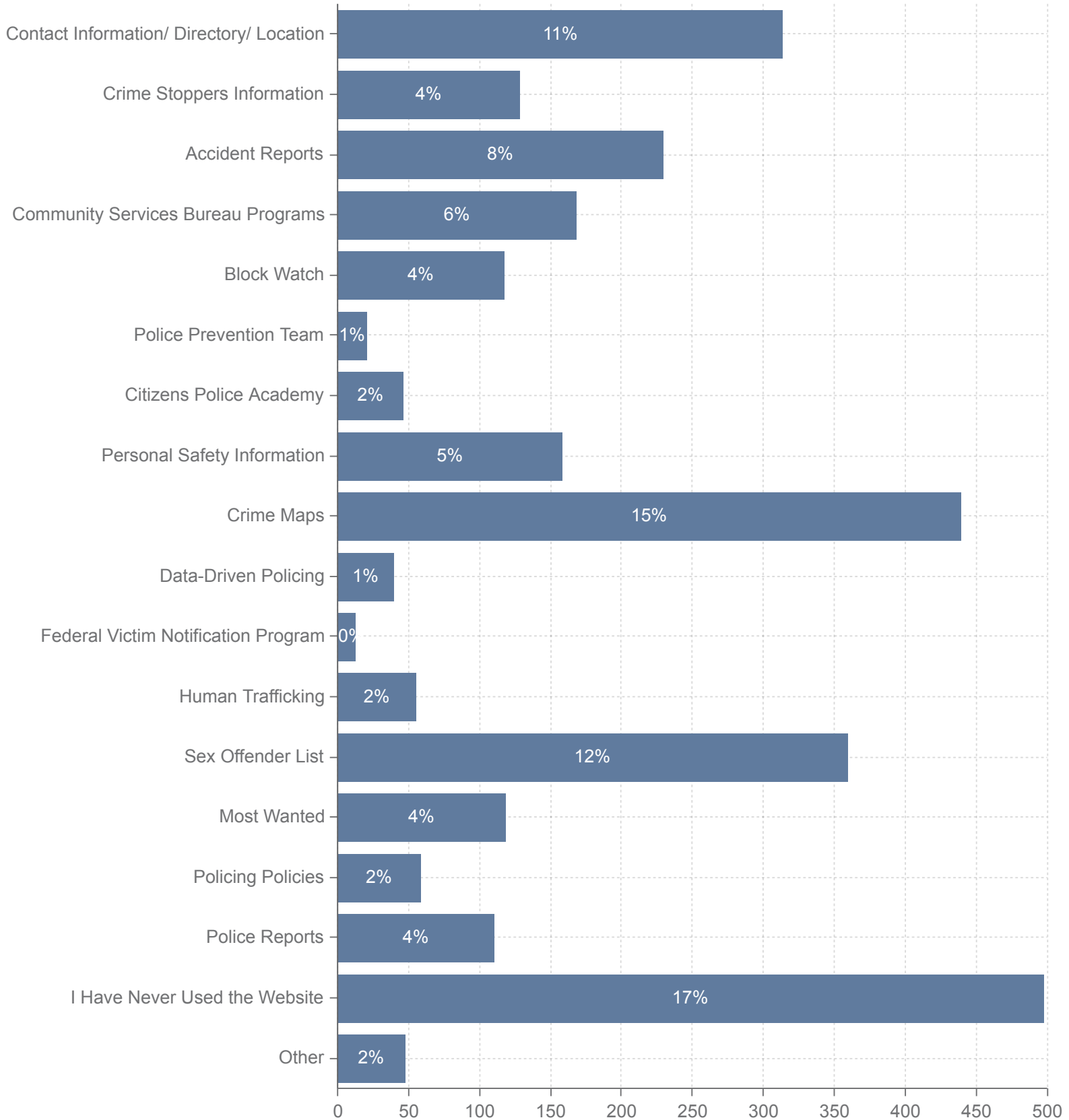
Vandalism/Graffiti

Cars or Pedestrians with Loud Radios

Juvenile Crime

Gun Violence

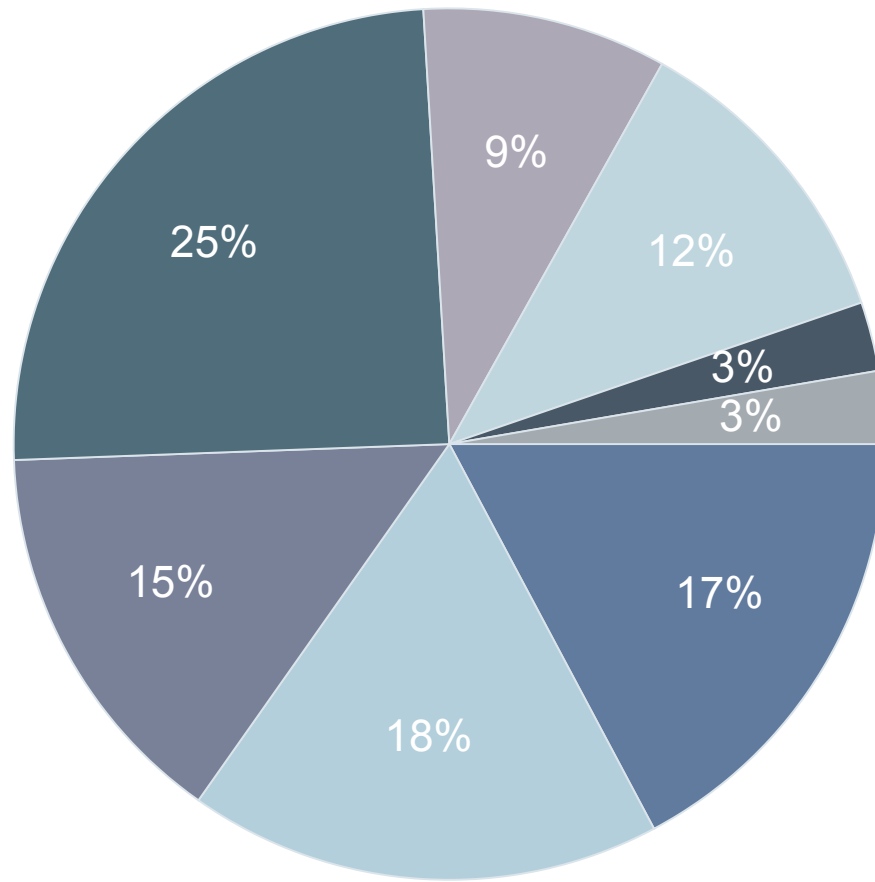
Ways you have used the Toledo Police Department's Website



Total = 1,336

What would be the best way for the City of Toledo to pass out important information?

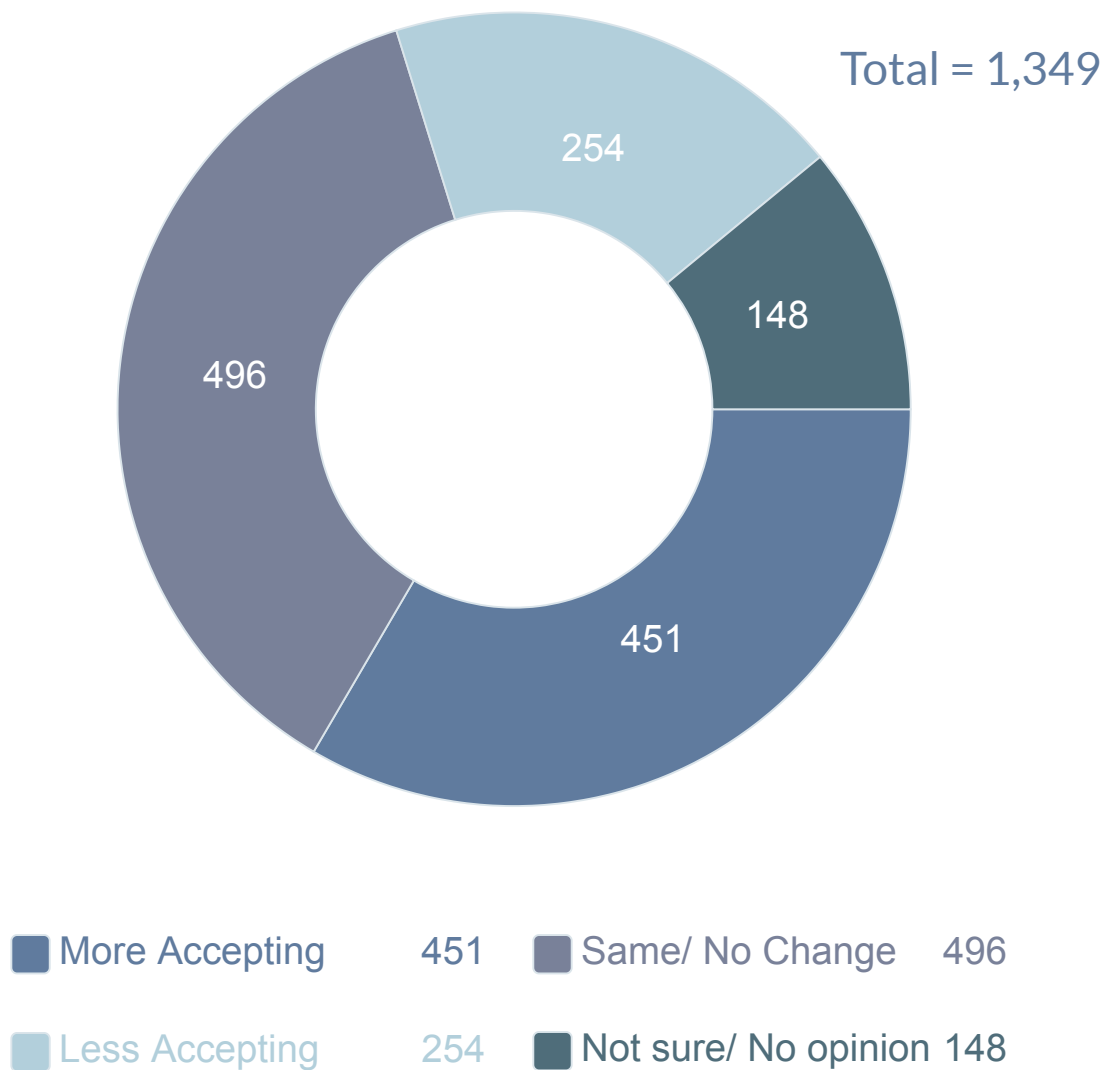
Total = 1,348



| | | | |
|----------------------|-----|------------------|-----|
| Website | 664 | Text | 677 |
| Emails | 565 | Facebook | 950 |
| Twitter | 350 | Community Forums | 448 |
| Not sure/ No opinion | 99 | Other | 104 |

"Citizens need interaction with Police in more community positive ways so they feel comfortable with police officers. Also Toledo Police need more funds for more officers on the streets, more funds for programs that will help them with public relations" - Survey Participant

Community Diversity refers to people of different ethnic and racial backgrounds, religions, values and sexual orientations living together in one community. Compared to three years ago, how do you think the people who live in Toledo feel about diversity?



"Overall love TPD. When my son sees an officer I tell them you guys are superheroes. I'm Mexican and I don't (yet) feel I was treated a certain way because of my race. Stay safe out there and thank you so much for your dedicated service." -Survey Participant



Thank you to all of the men and women who protect and serve to make our community a safer area for our children to grow. Thank you for putting your safety on the line for the protection of our community!
- Survey Participant

