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News Release

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Results Released from Second Community Relations Survey

Toledo, OH (March 09, 2021): The second Community Relations Survey results have been collaborated and are ready for release to the community, marking an important milestone to see where improvements have been made and where Toledo police can continue to improve.

The initial survey was opened in 2016 with 802 validated responses received. The results were released in 2017 and were a direct result of the Chief's Advisory Board inquiring about the citizen satisfaction of police and resident concerns. In 2020, more than 1300 residents took the survey with the results being tabulated then released in 2021.

The goal of the first survey was to establish a baseline measure of residents' feelings about and towards the police, gather input from the community to enhance TPD initiatives, and utilize the information to increase police-community relationships. The second survey provides critical information to determine if the department has accomplished the goals mentioned on the first survey and where improvements can continue to be made. "I am excited to share the results of the second Community Relations Survey with my department, the Chief's Advisory Board, and the residents of the city of Toledo," said Toledo Police Chief George Kral. "It's one accomplishment to establish a baseline, but it's another achievement to conduct the survey again to measure our successes and gauge areas of needed improvement."

An encouraging benchmark is that 71% of respondents marked they have a "great deal" or "quite a lot" of confidence in Toledo police. This is markedly better than the national average of 48% of respondents who reported having a "great deal" or "quite a lot" of confidence in police nationwide in a similar time period (GALLUP June 8 – July 24, 2020).



79% of respondents stated that they were “very satisfied” or “somewhat satisfied” with police services in Toledo. 55% rate the relationship between Toledo police as “excellent” or “good.” While the results are encouraging, this is not a stopping point. Toledo Police will continue to direct established resources towards efforts that positively impact and improve community relationships. Conducting proactive and transparent policing will also remain a high priority.

One area where improvement can be made is how residents feel about crime in their neighborhood. Only 5% of people responded that they felt crime decreased in their neighborhood. The majority of respondents felt that crime in their neighborhood has stayed the same, while 37% of respondents said they felt it had increased. “This result was concerning to me because a portion of the department’s mission statement is to reduce the fear of crime in neighborhoods,” said Chief Kral. “If our residents feel that crime is on the rise or staying the same in their neighborhoods, we need to make sure that feeling is addressed by increasing officer visibility and communicating information about crime trends in neighborhoods.”

Response times marked another area that respondents indicated was problematic. “I agree with these feelings wholeheartedly,” said Chief Kral. “I wish I had enough officers to decrease response times and fully staff specialized units, but the reality is right now we have to continue to focus our limited resources in the areas that have the most calls for service.”

Chief Kral wishes to thank each resident that took the time to complete the survey and provide feedback on their Toledo Police Department. He extends special thanks to Dr. Kasey Tucker-Gail, Dr. David Lilley, and Dr. Megan Stewart from the University of Toledo for development of the survey format. Additionally, he wishes to thank Ms. Holly Matthews, Executive Director of the Criminal Justice Coordinating Council, for summarizing the results.

The full 2020 survey results will be posted at Toledopolice.com in the near future.

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