

Community Police Relations Survey

Presented By:
The Center for Collaborative Change
&
Newark Police Department

The Center for Collaborative Change

Developed to identify issues in Newark deemed most critical by community members (including residents, civil servants, and other stakeholders) but that are insufficiently addressed by present approaches and resources. By engaging community and civic leadership in policy and program development, the Center aims to accelerate Newark's revitalization while ensuring that the process includes and responds to the priorities of its community members.

Satisfaction Survey Committee

- Community Survey
- Internal Survey
- Youth Survey
- Focus Groups

Community Survey

Overall Purpose for Conducting Surveys:

- Conducting surveys ensures that the community has input in the evaluation of programs, policies, and strategies that will enhance community-police relations
- “The results of this survey will directly impact the development of the NPD’s new Community Relations Strategy as the NPD work towards improving the relationship between the men and women of the Police Department and Newark’s diverse communities.”

Survey Process & Methodology

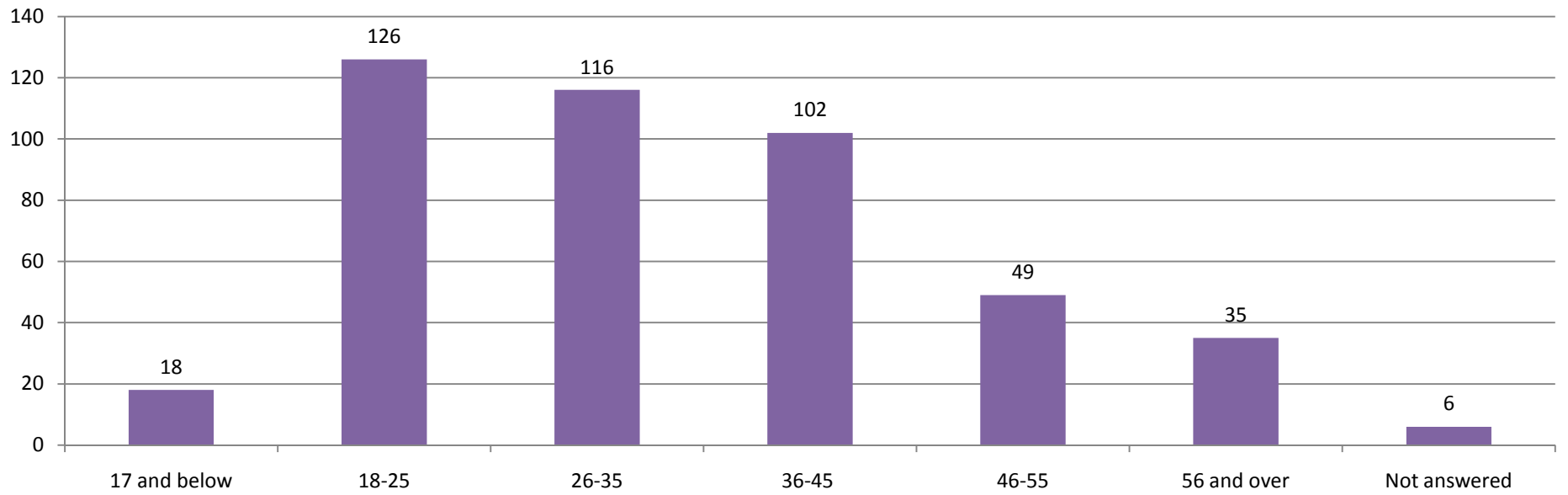
What we wanted to find out from the community survey:

- Community's view of the NPD
- Community's concerns with the NPD
- Community's major issues for the NPD to focus on
- Ways the NPD could improve relations with the community

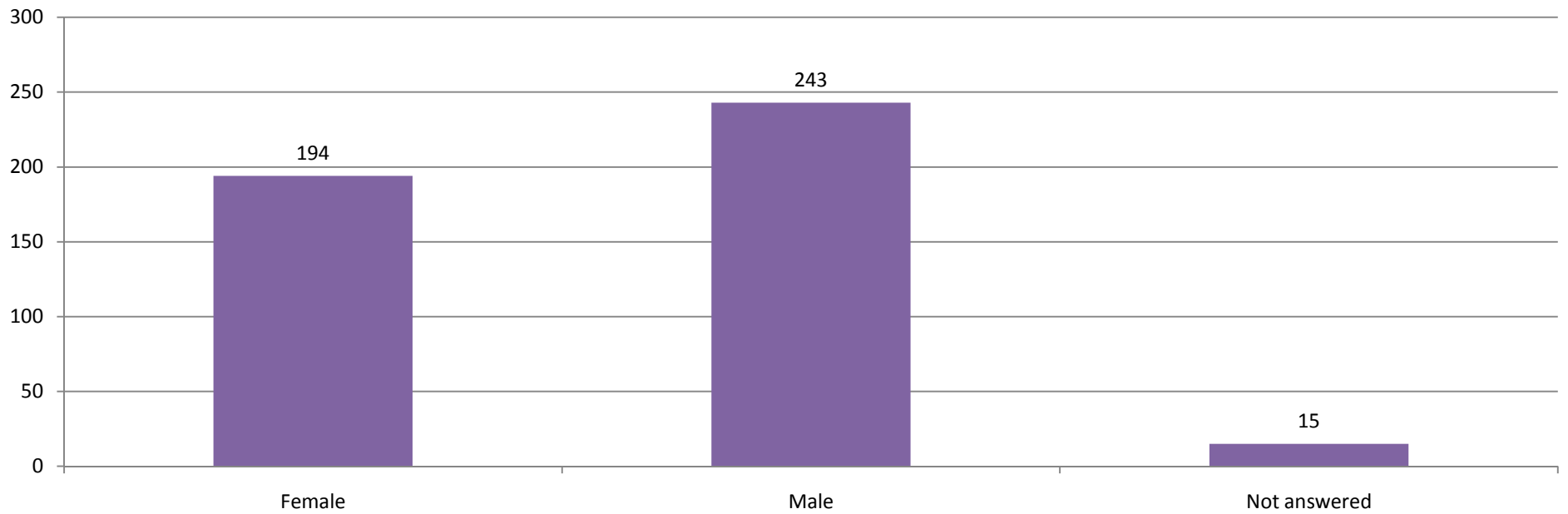
Survey Process & Methodology

- Street Surveys
 - Surveyors
 - Hired residents
 - Volunteer college students from Kean and NJIT
 - Civilian Police Aides
 - 5 Wards (20 Superneighborhoods)
 - 6 day period
 - Weekdays
 - Weekend
 - Survey conducted in English, Spanish, and Portuguese

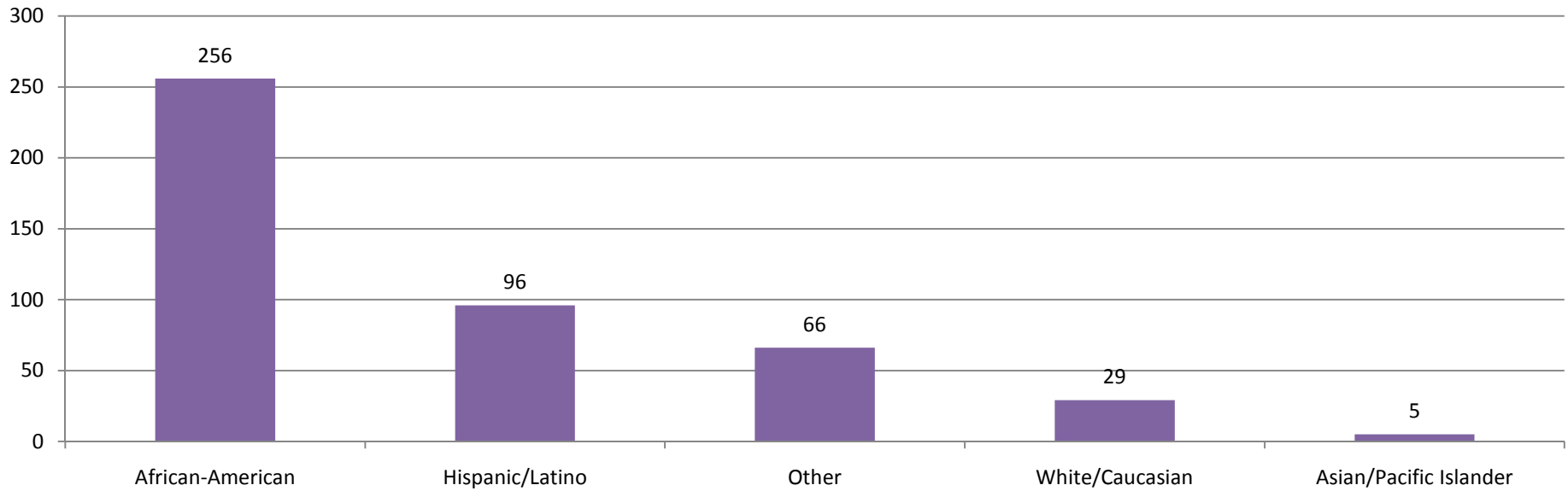
Age



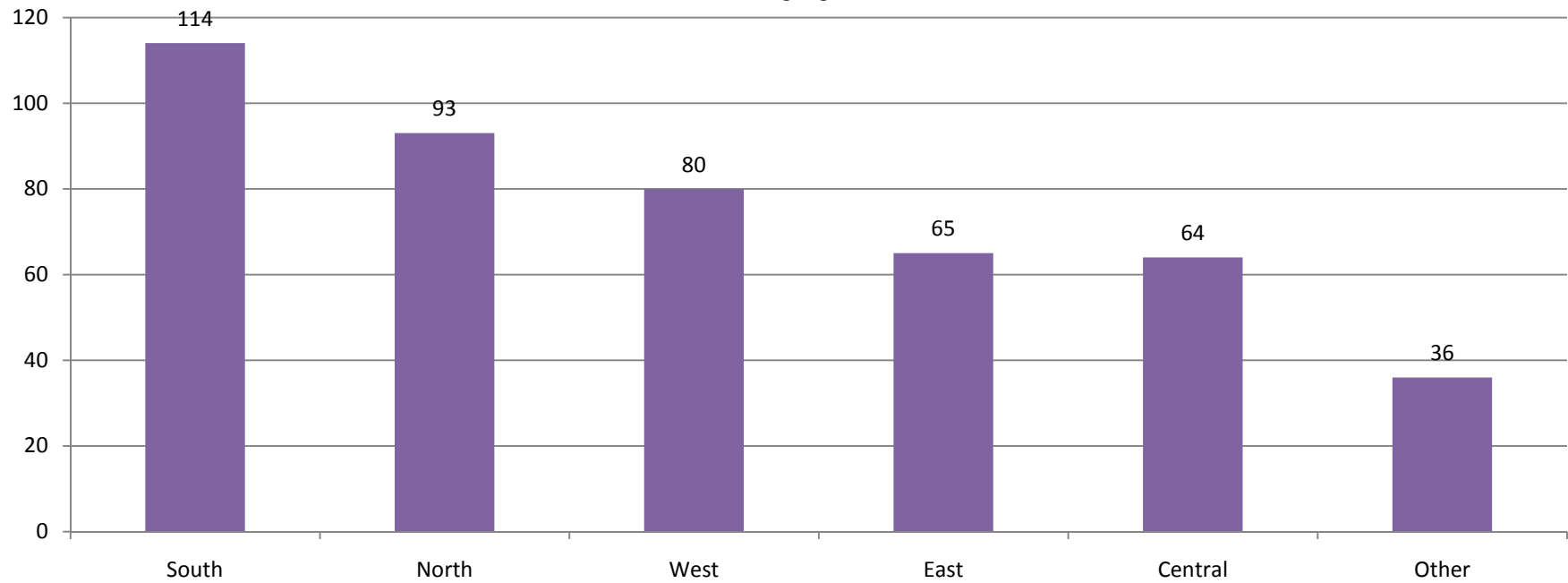
Gender



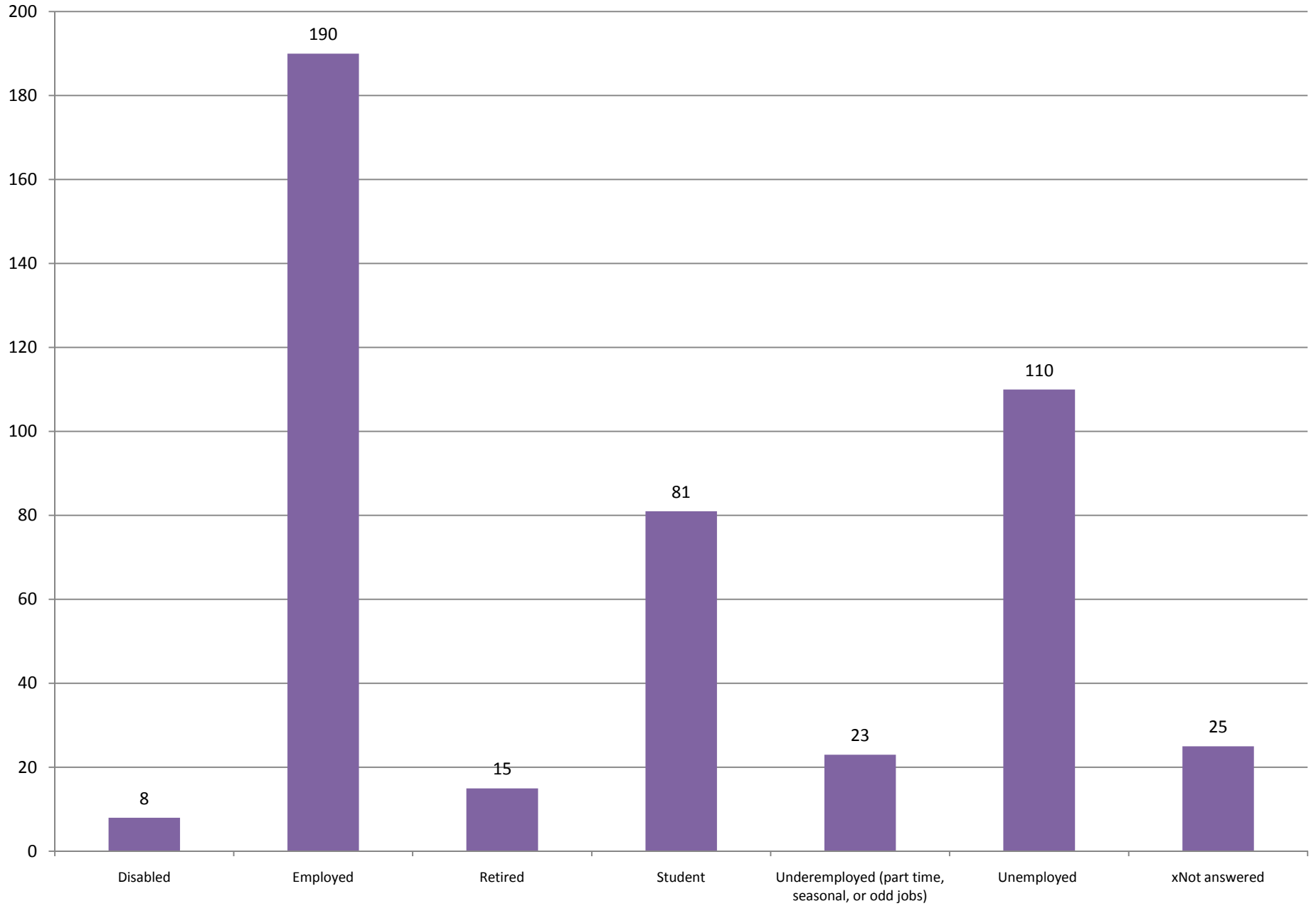
Ethnicity



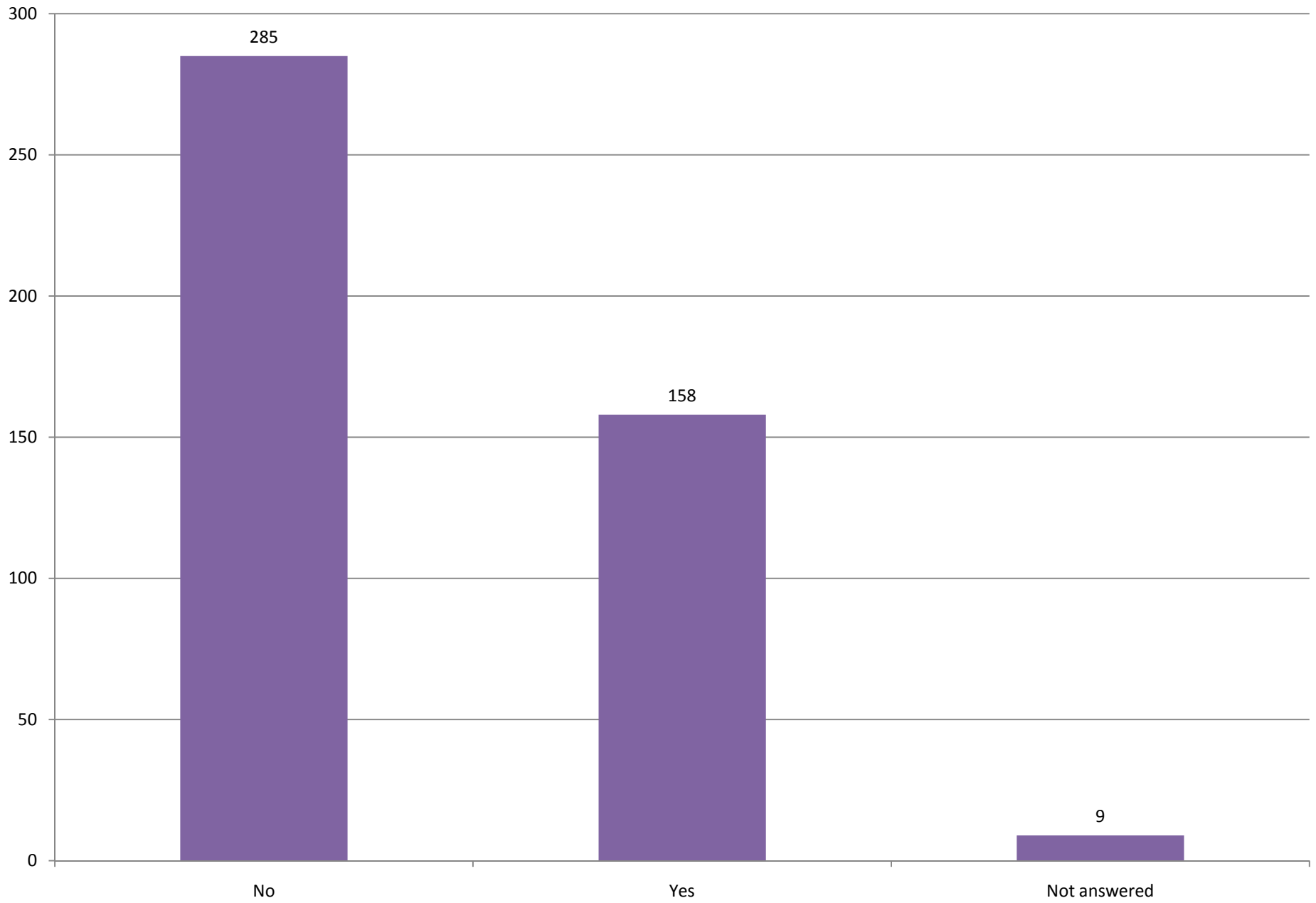
Ward



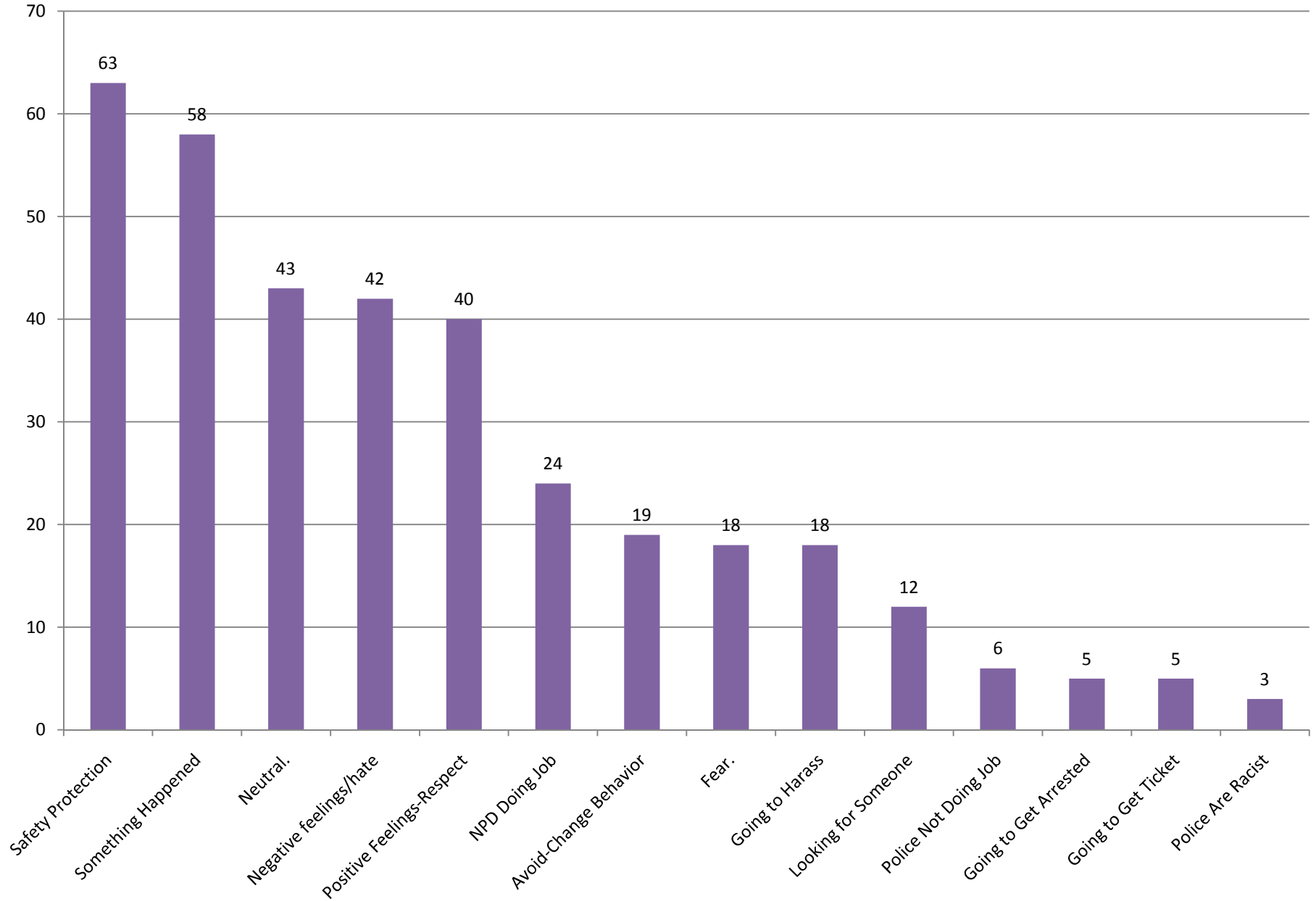
Employment Status



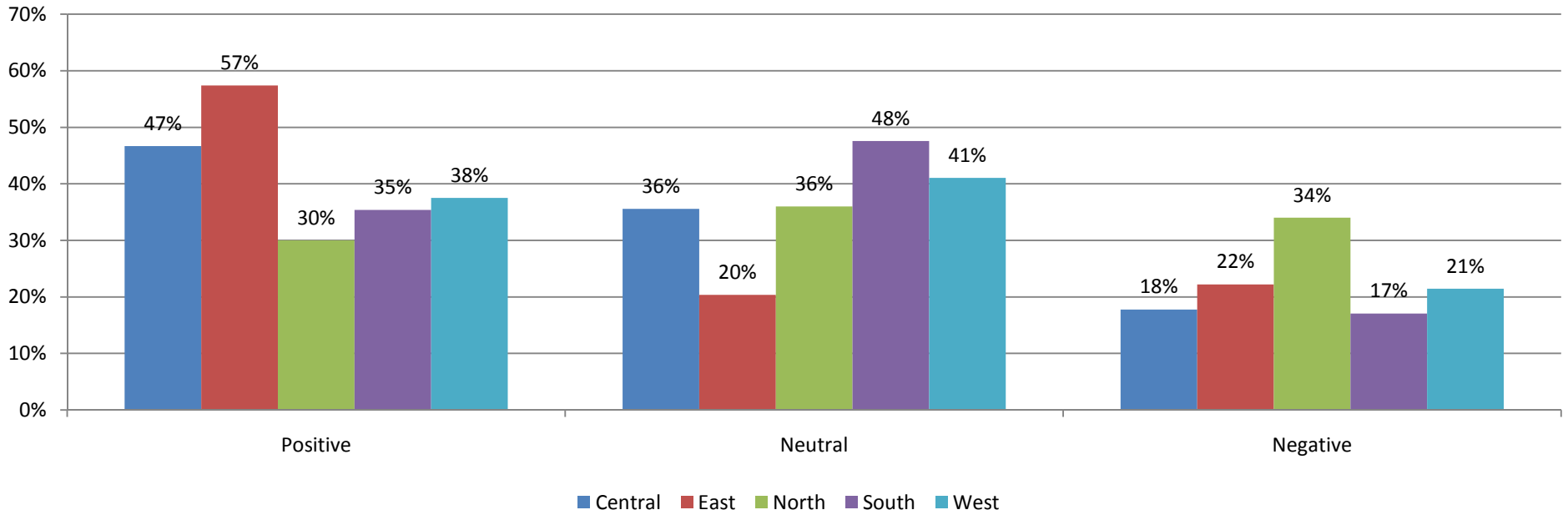
Crime Victim?



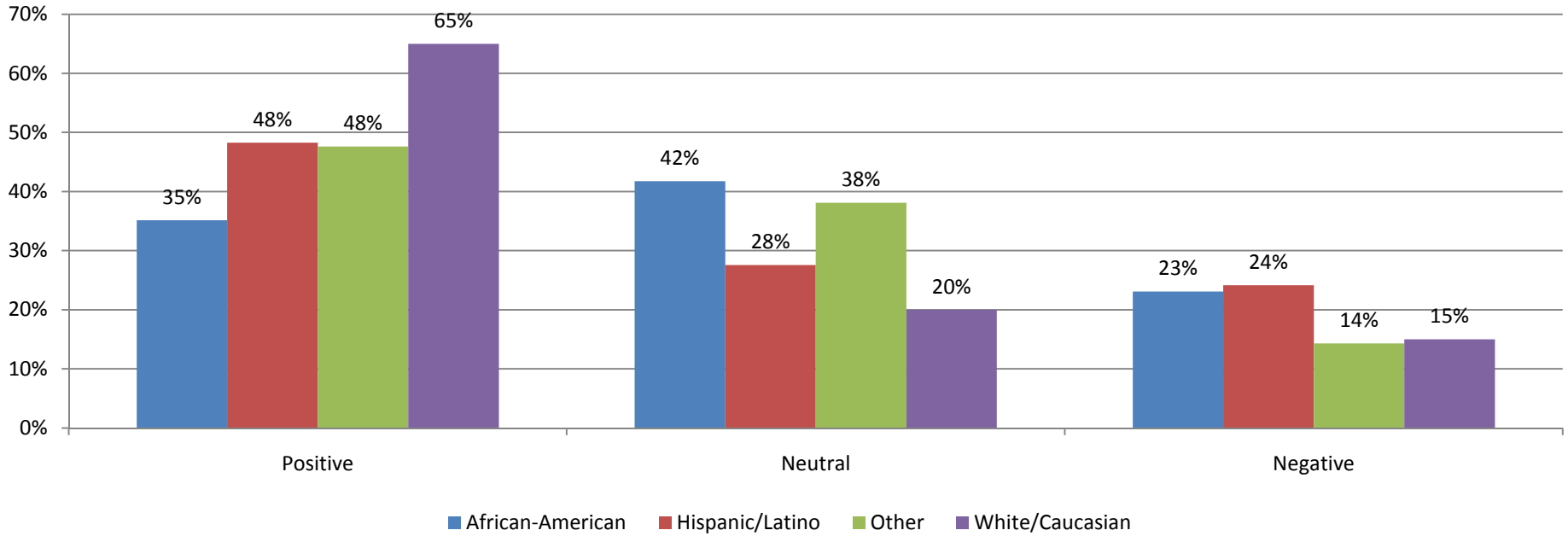
When I see a police officer, I think:



When I see a police officer, I think: (by Ward)



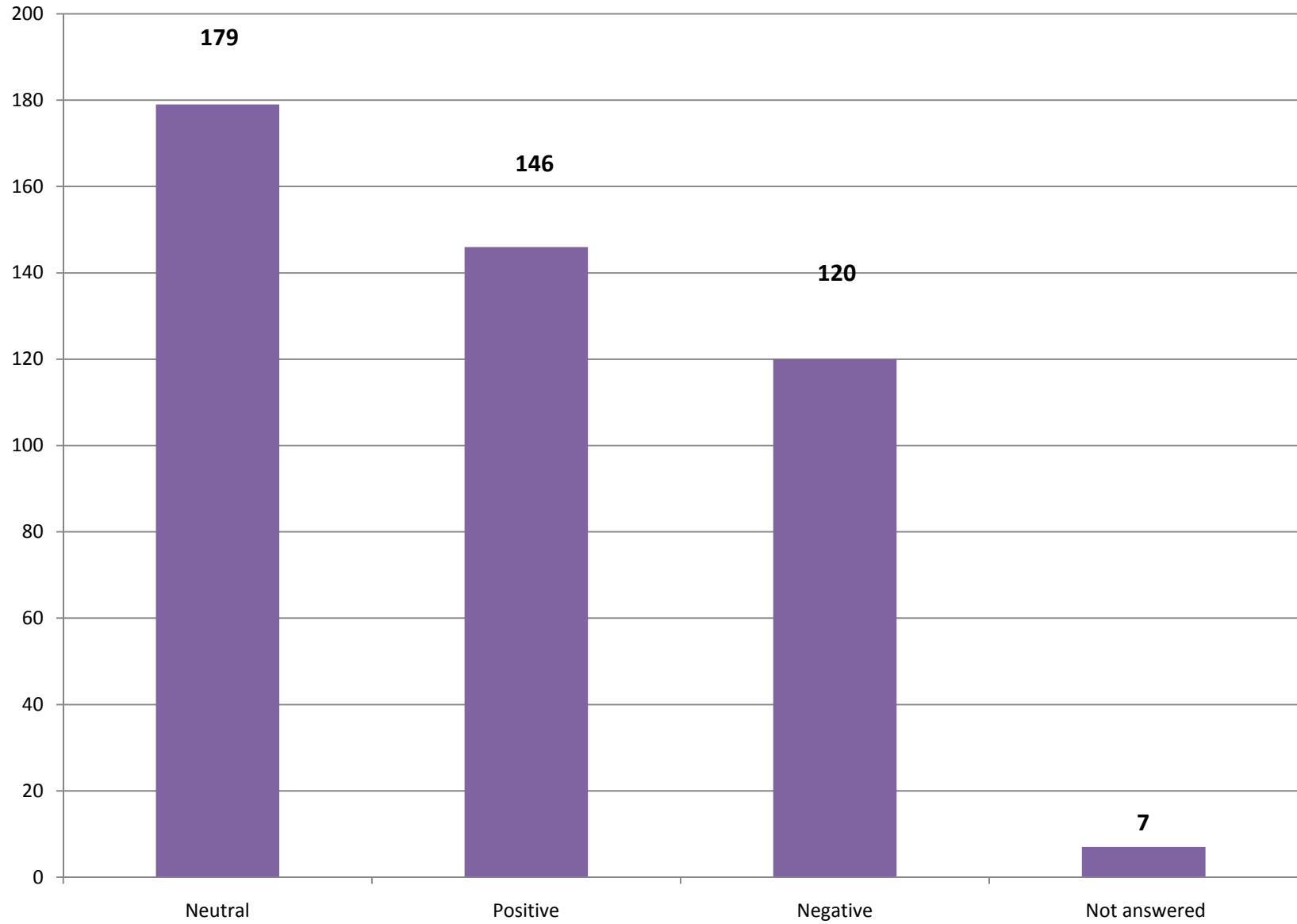
When I see a police officer, I think: (by Ethnicity)



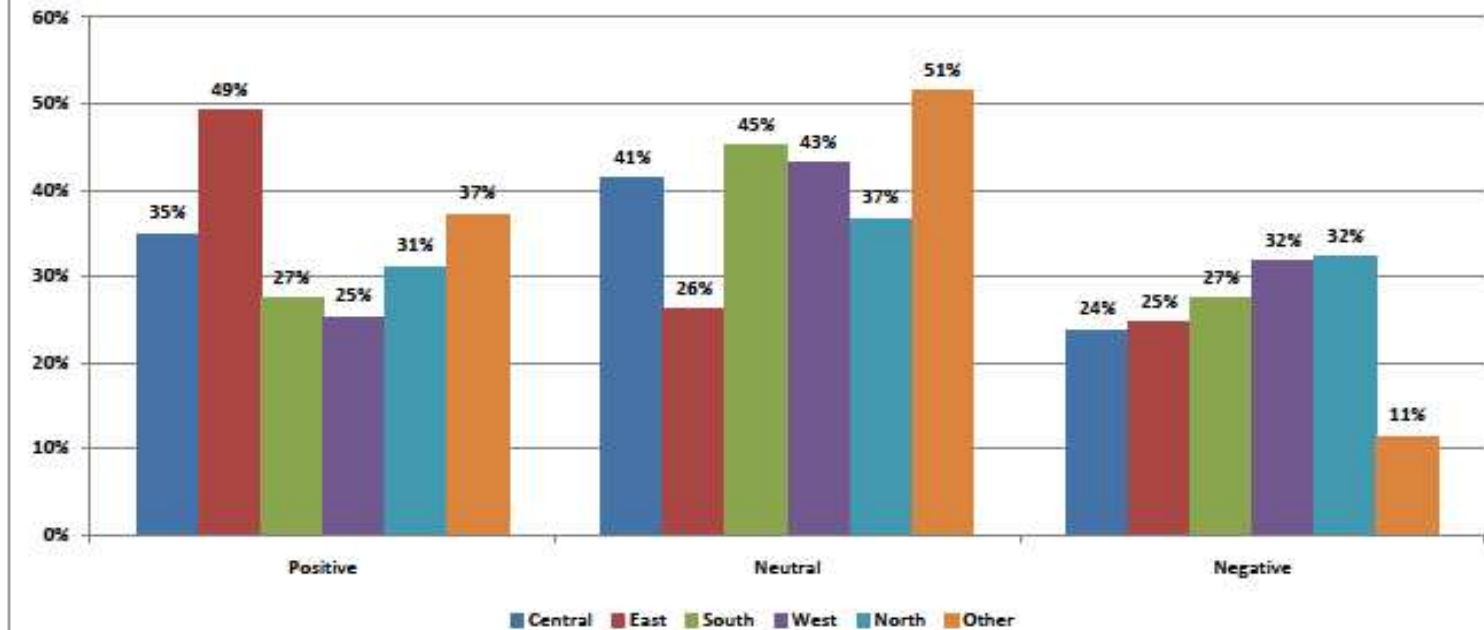
When I see a police officer, I think Quotes

- Positive:
 - Thank God, they are doing their job.
 - Someone working hard.
 - Go Newark's finest.
 - Thank the Lord I could walk the street.
- Negative:
 - That's a hard one...when I see them, I see an enemy instead of them trying to protect us.
 - They don't like black people.
 - Someone who thinks they are better than everyone else.
 - Crooked.
 - I hate them.

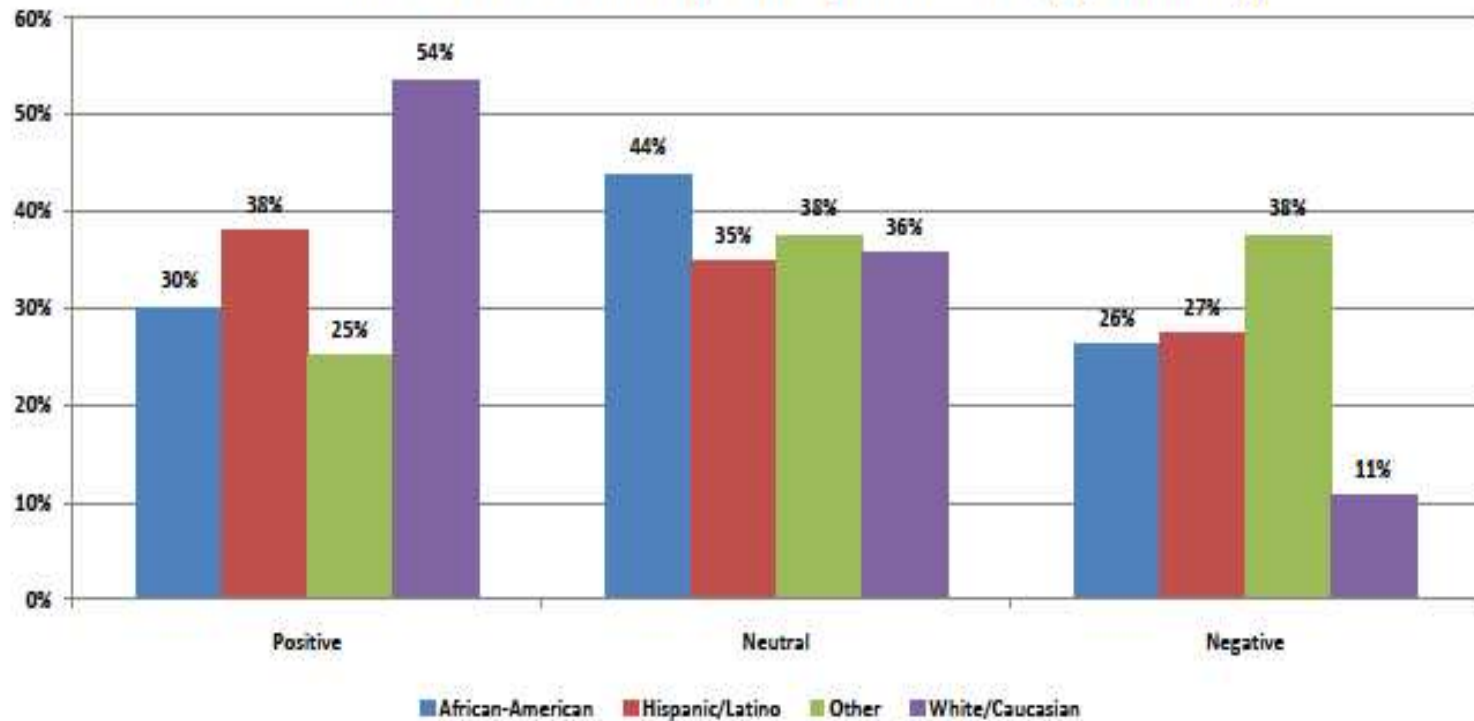
Do you have positive, neutral or negative feelings towards the police officers who work in your neighborhood?



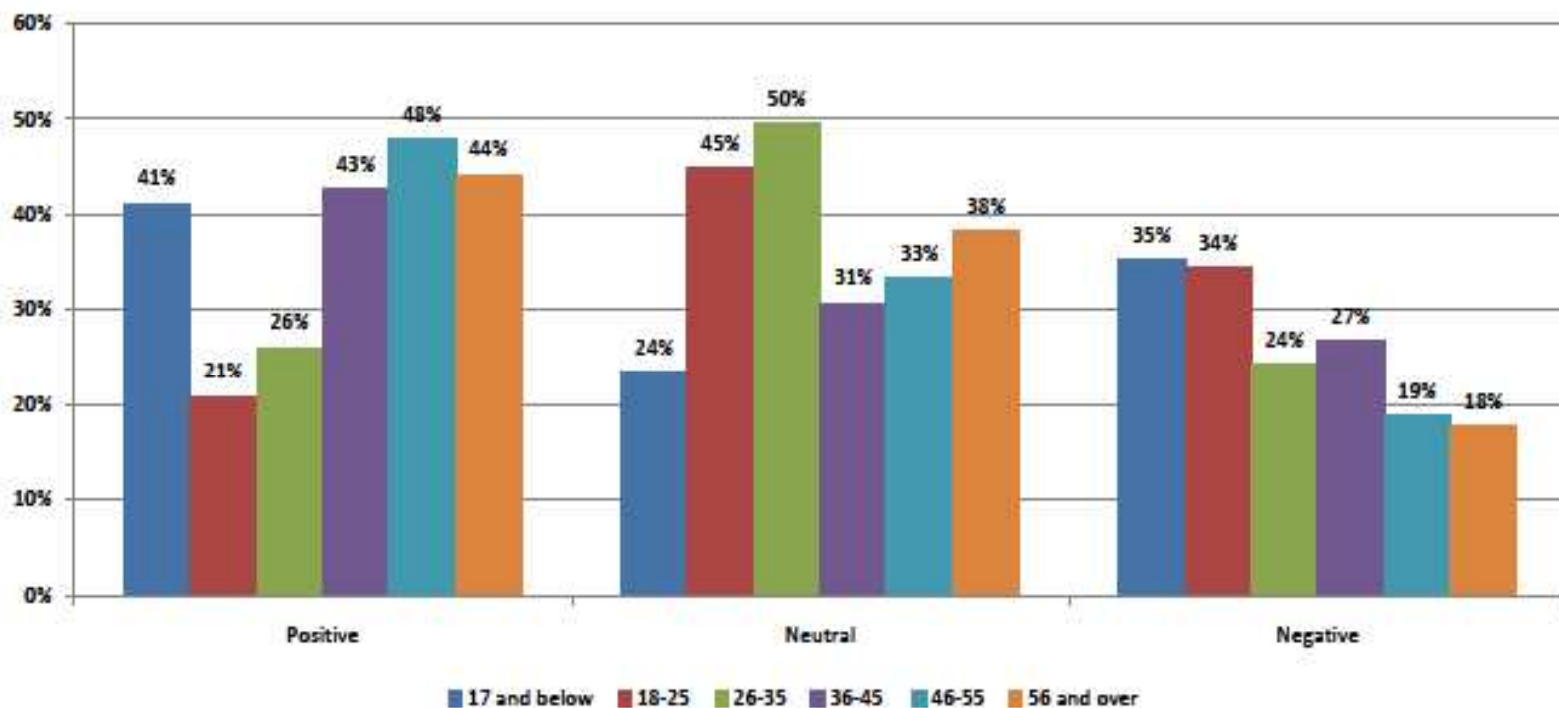
Do you have positive, neutral or negative feelings towards the police officers who work in your neighborhood? (by Ward)



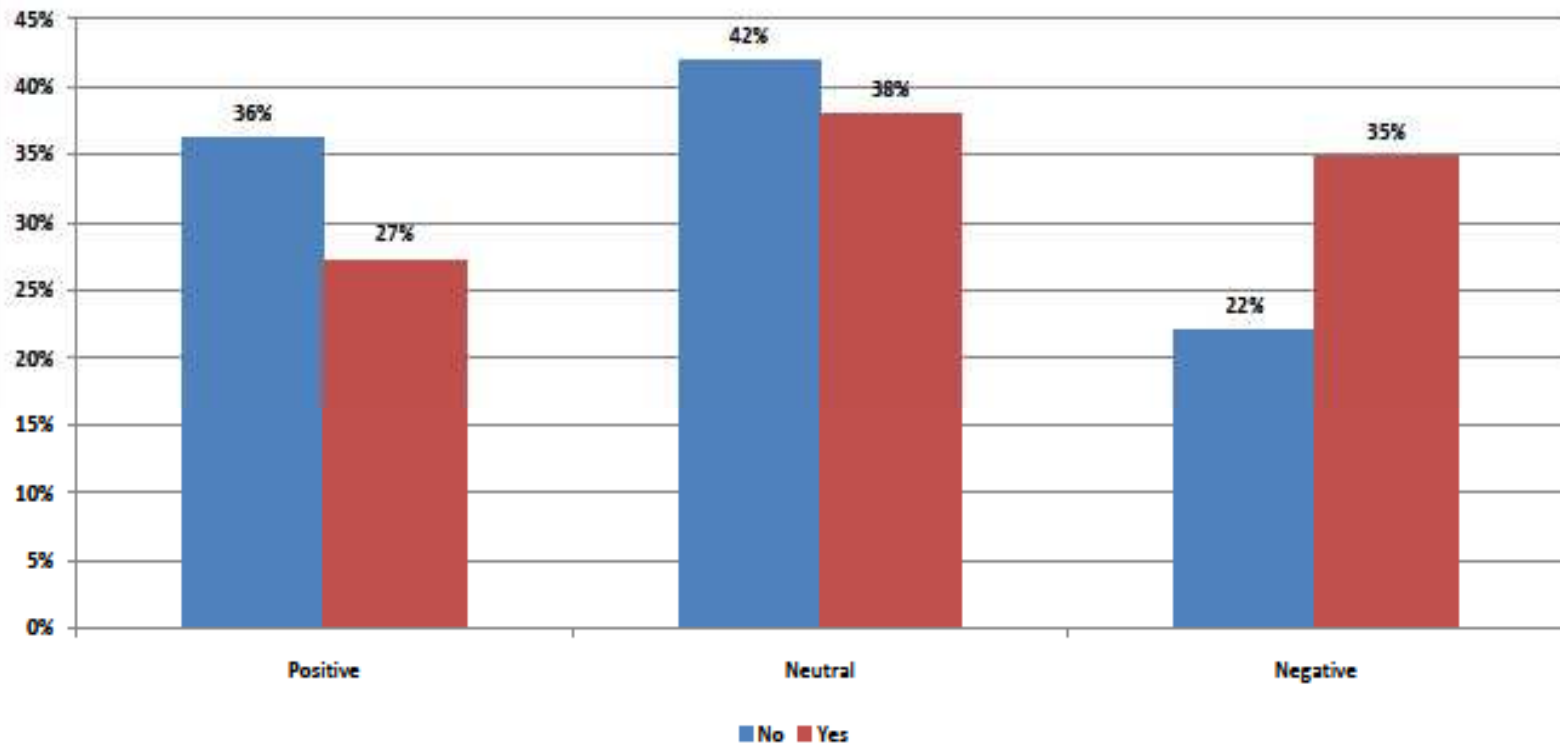
Do you have positive, neutral or negative feelings towards the police officers who work in your neighborhood? (by Ethnicity)



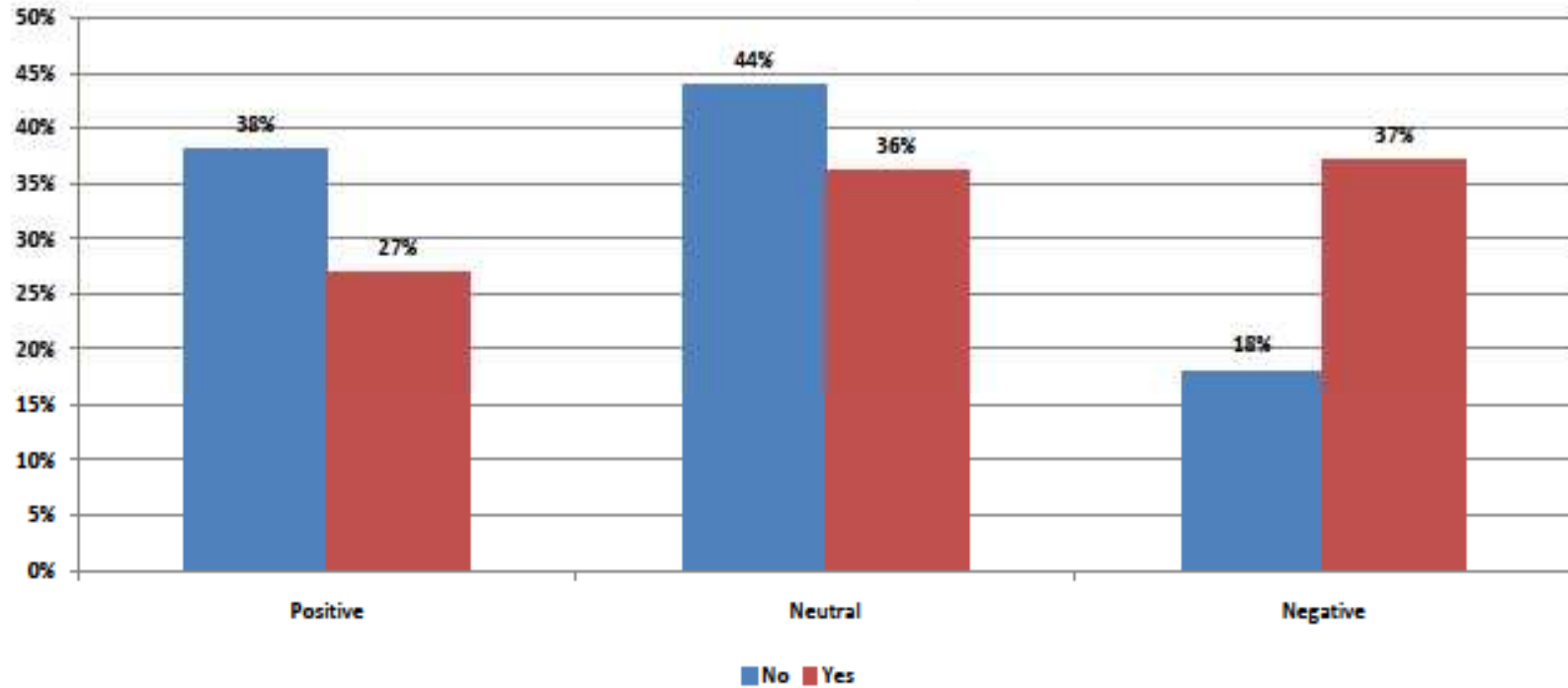
Do you have positive, neutral or negative feelings towards the police officers who work in your neighborhood? (by Age)



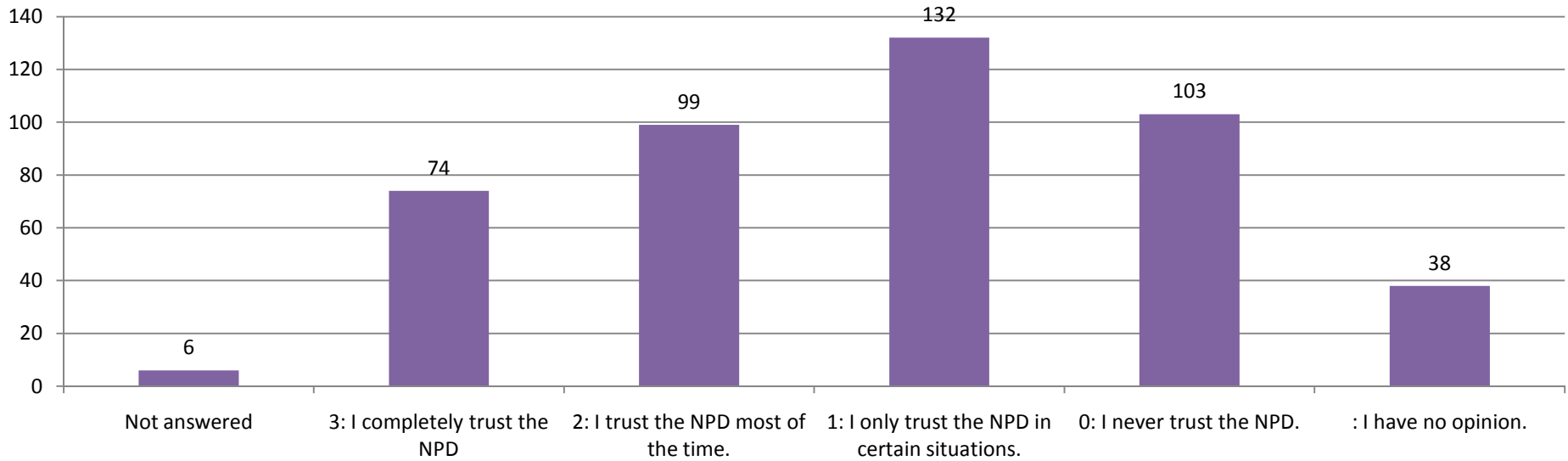
Do you have positive, neutral or negative feelings towards the police officers who work in your neighborhood? (by Crime Victim Status)



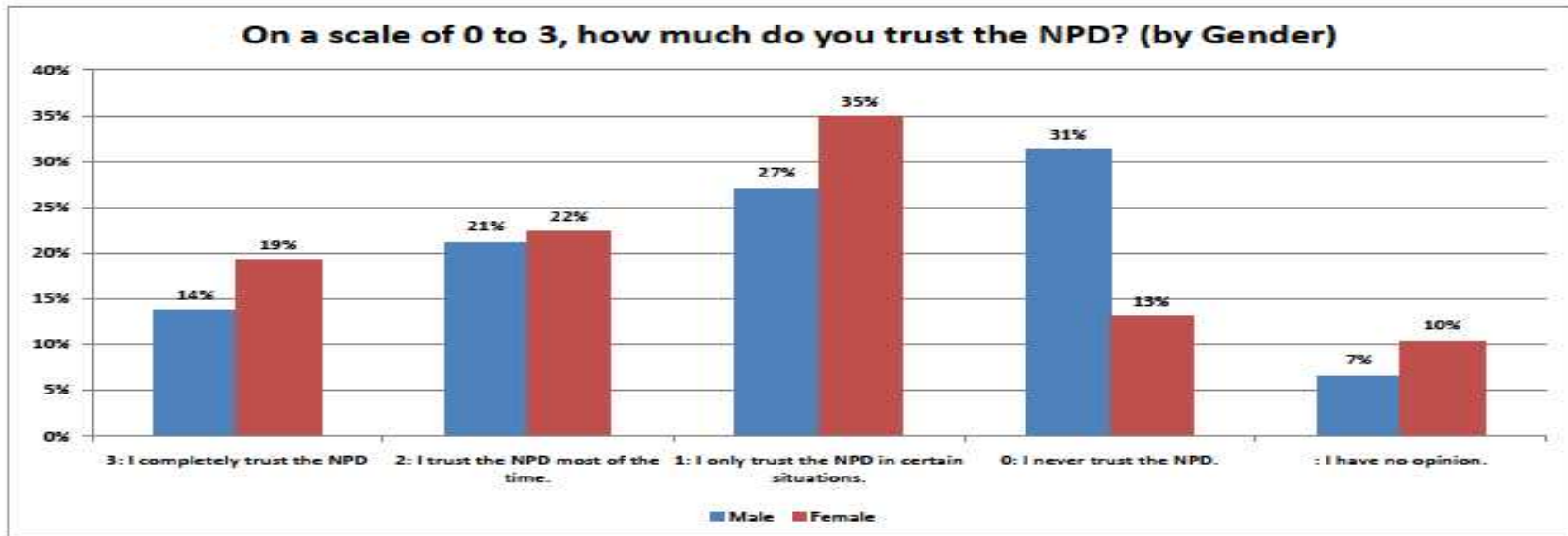
Do you have positive, neutral or negative feelings towards the police officers who work in your neighborhood? (by Police contact status in last 12 months)



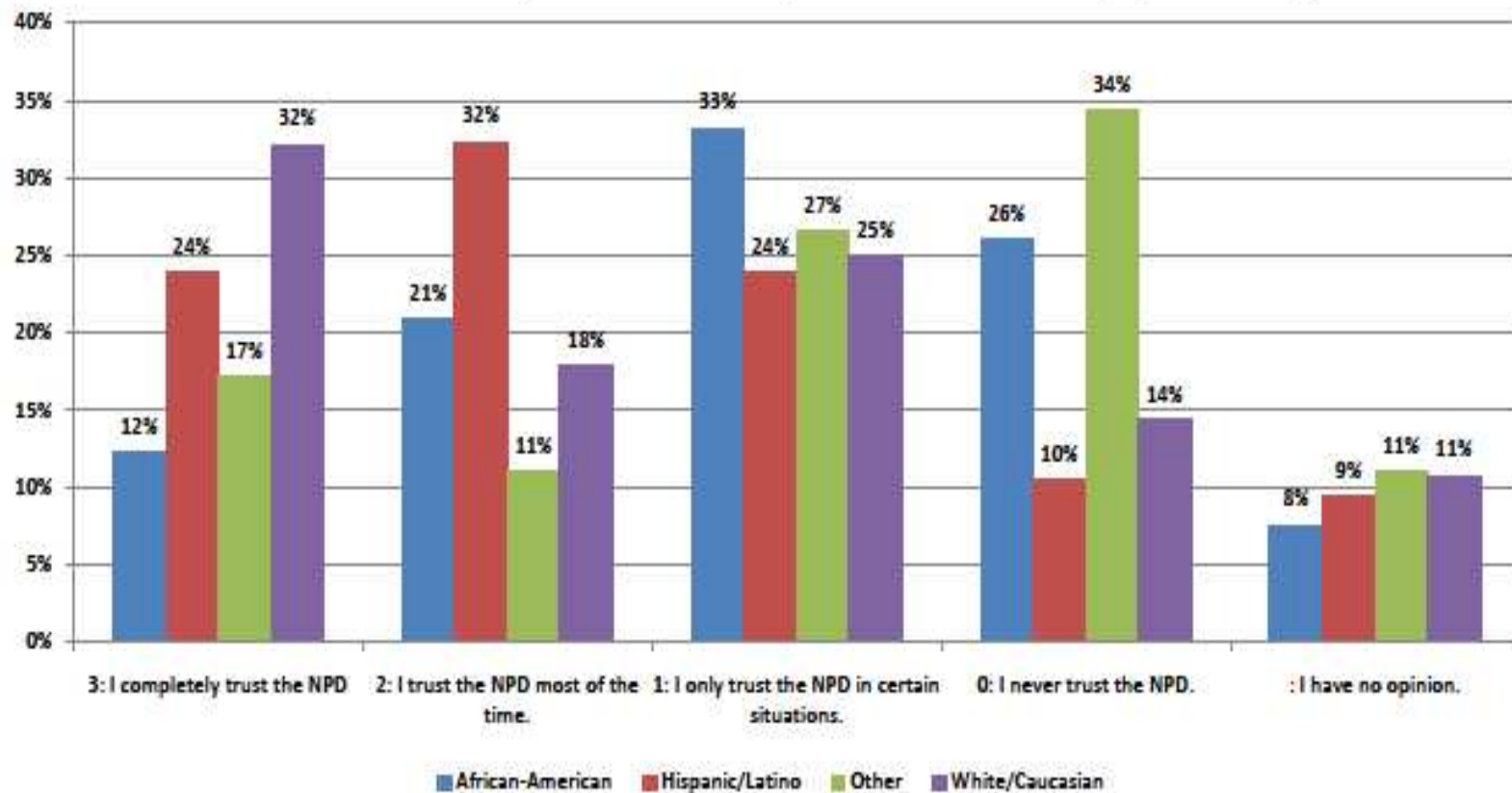
On a scale of 0 to 3, how much do you trust the NPD?



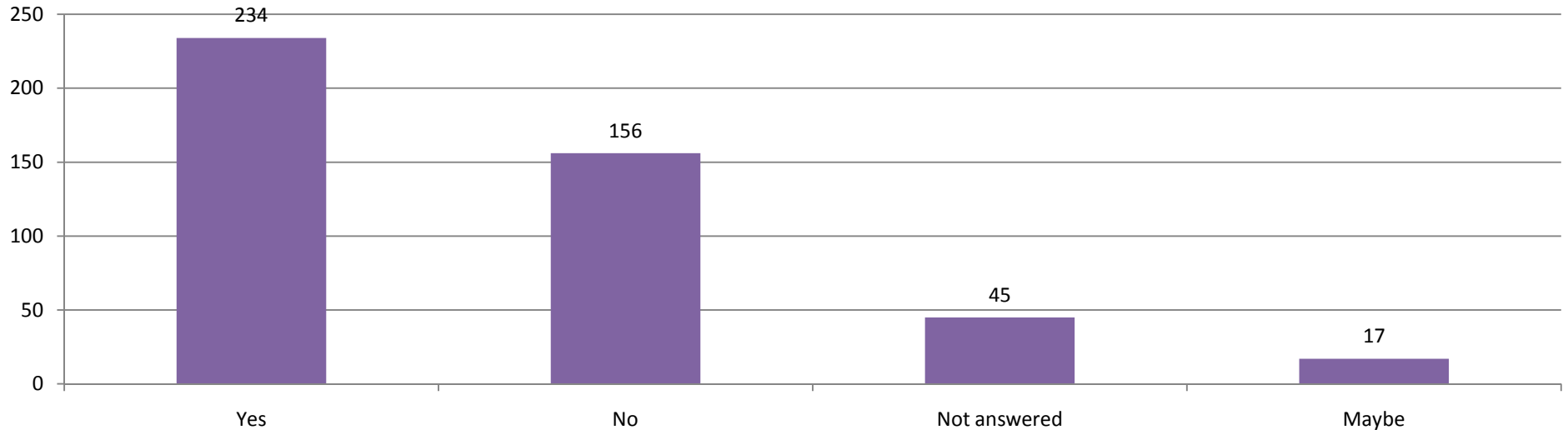
On a scale of 0 to 3, how much do you trust the NPD? (by Gender)



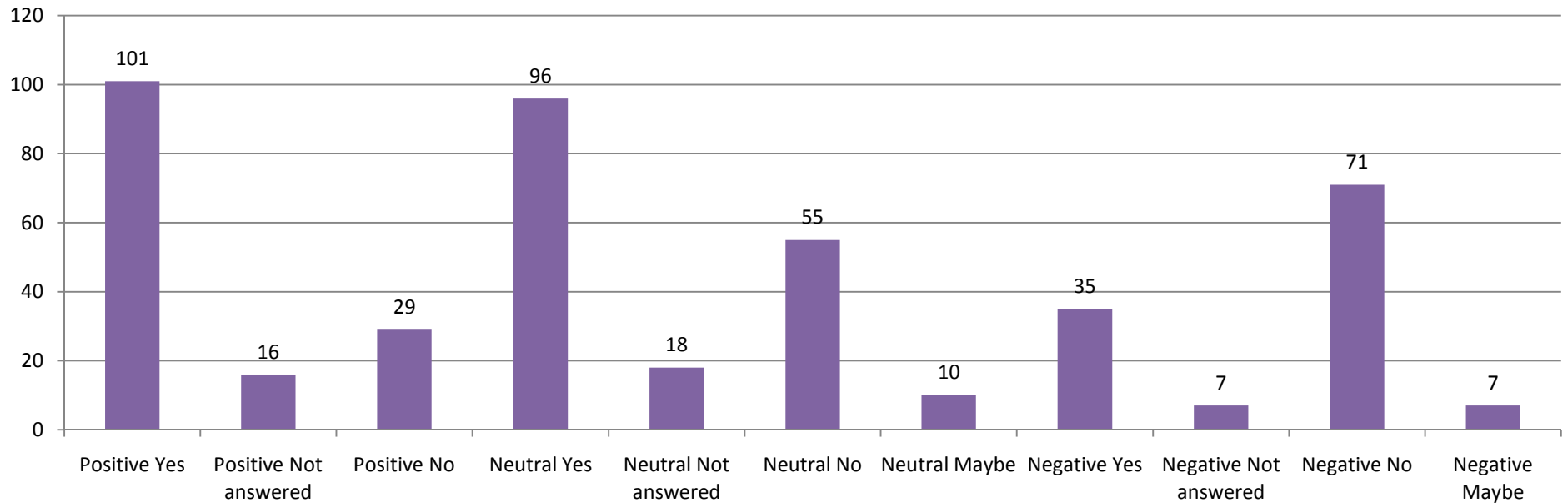
On a scale of 0 to 3, how much do you trust the NPD? (by Ethnicity)



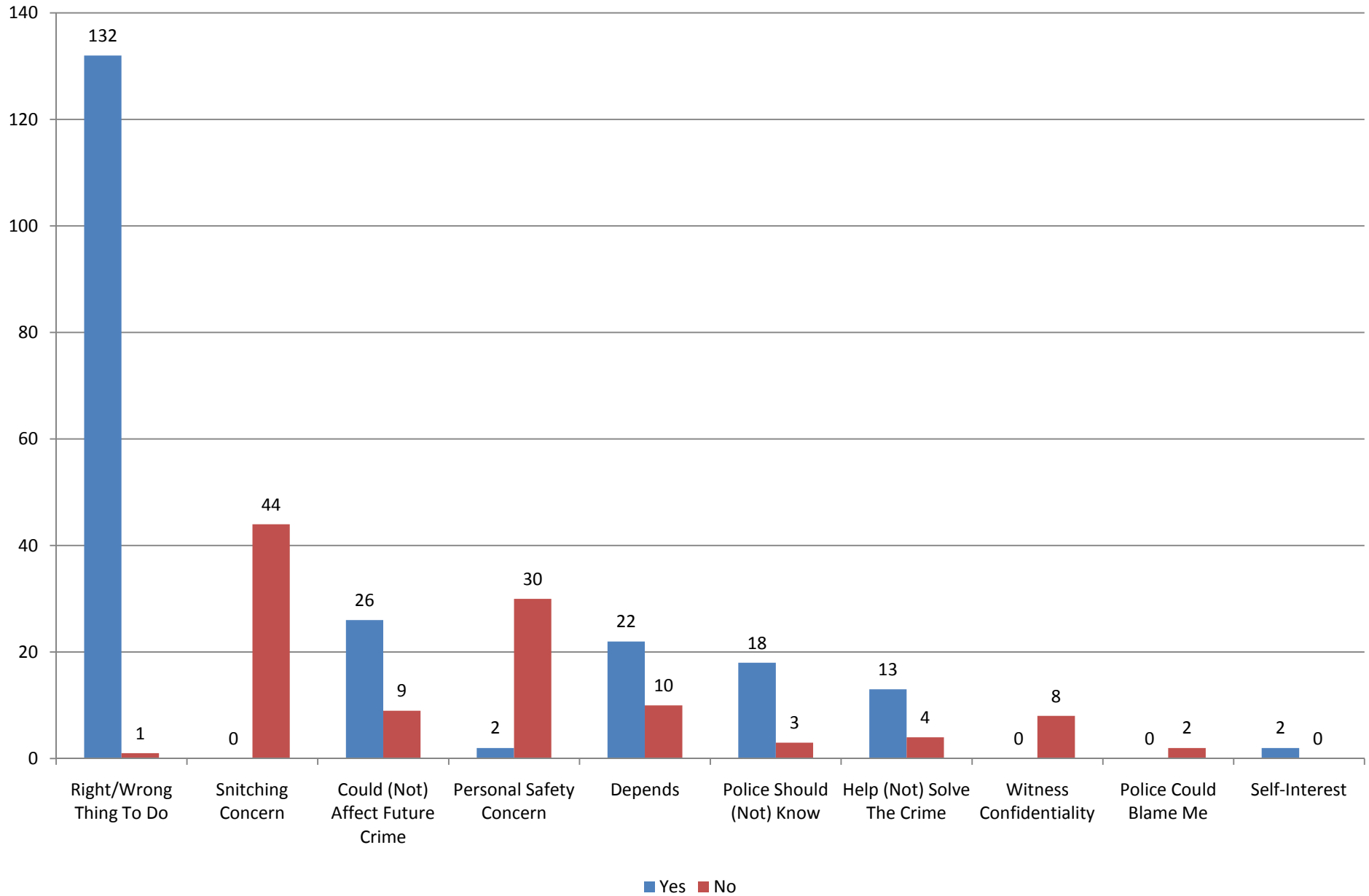
If you witnessed a crime or knew about a crime (before or after it took place), would you report it?



If you witnessed a crime or knew about a crime (before or after it took place), would you report it? (by Feelings towards NPD)



If you witnessed a crime or knew about a crime (before or after it took place), would you report it? Why or Why not?

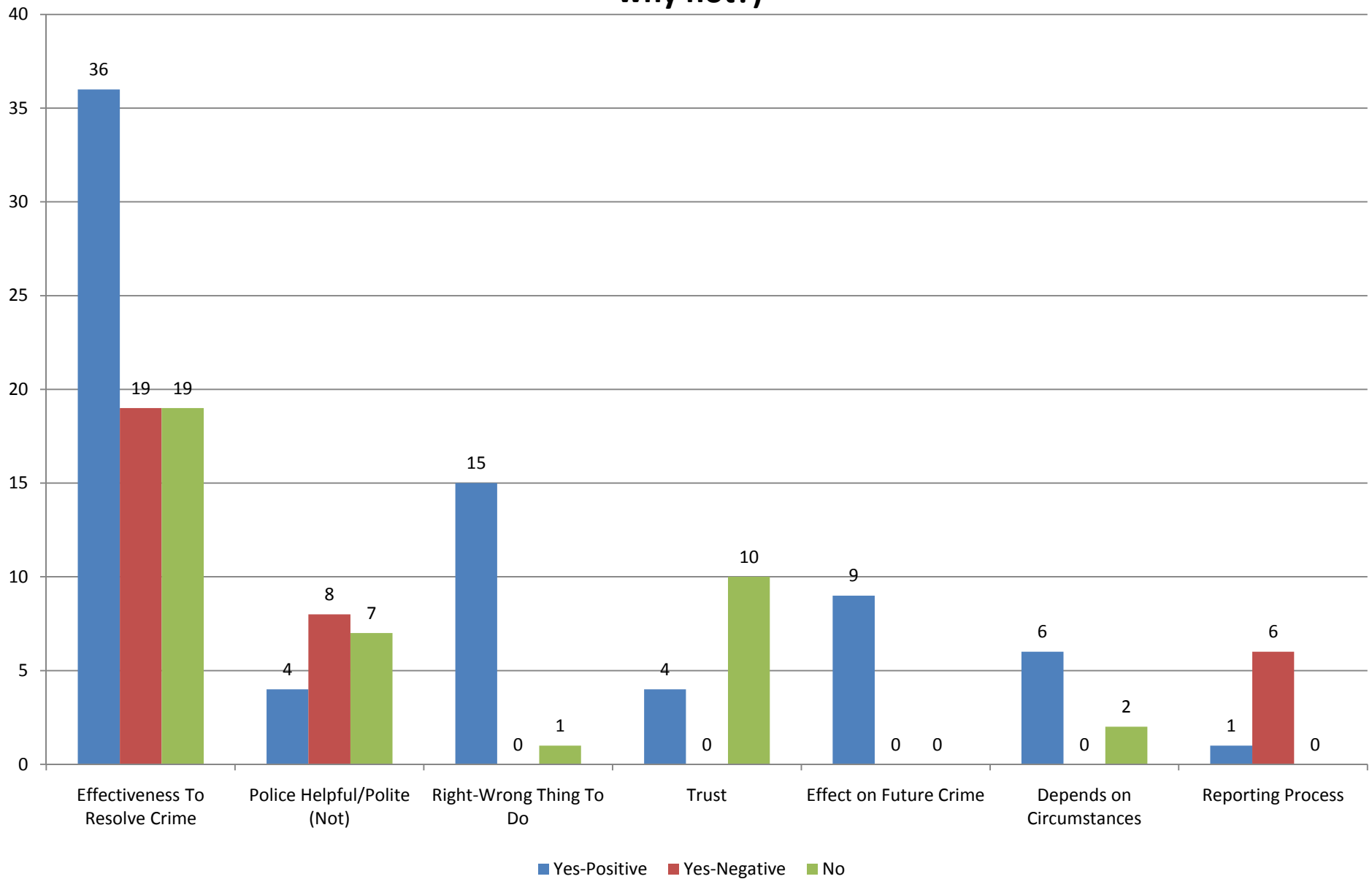


If you witnessed a crime or knew about a crime (before or after it took place), would you report it?

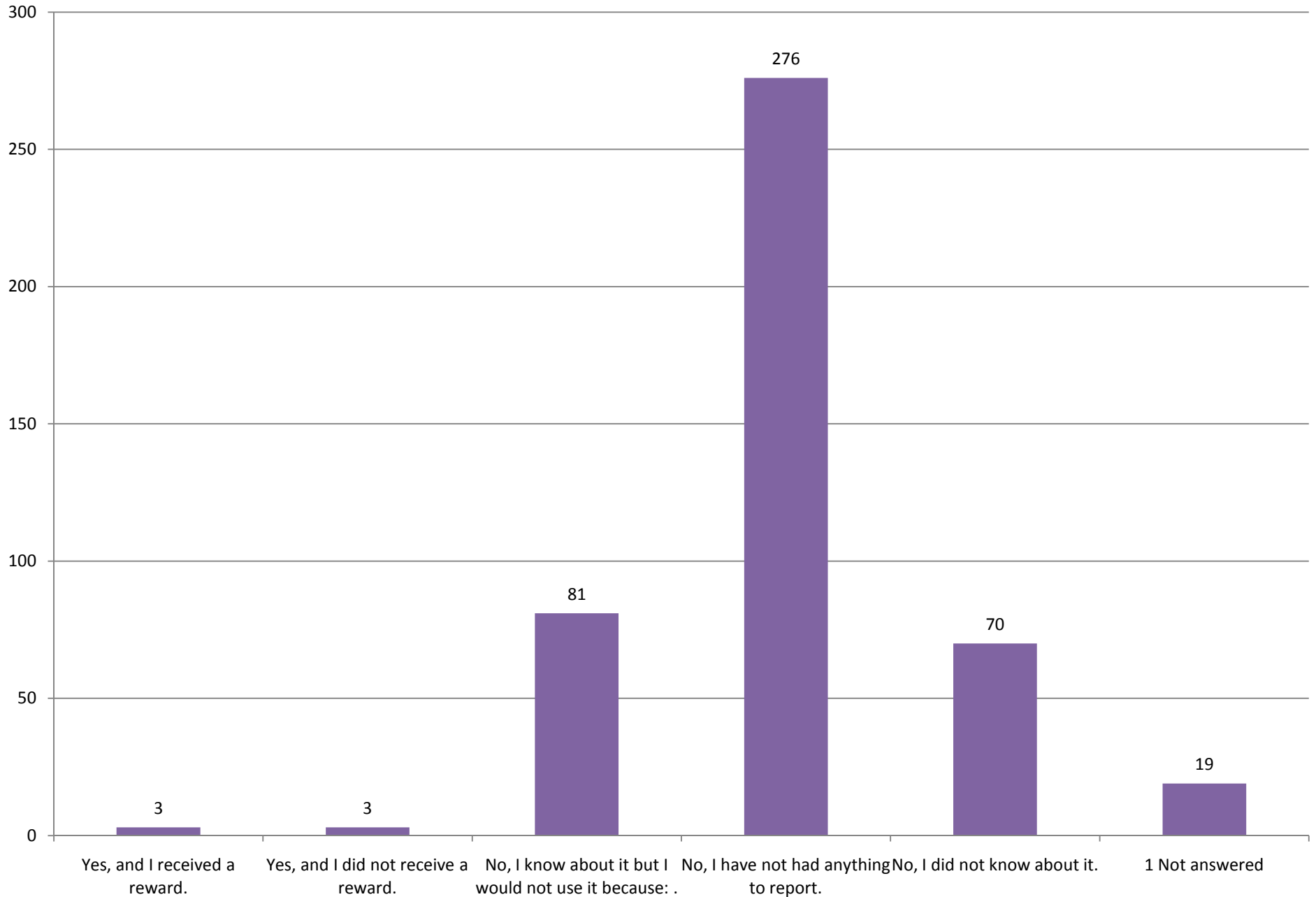
Quotes

- Yes, I would:
 - Because I got kids who have to grow up around here and they don't need to see stuff like that.
 - Because it will help a lot to the police.
 - Because it's my citizen duty.
 - Because the only way crime is going to decrease is if people get involved.
 - Because we are the ears and eyes for everyone. Because I would want the same for me if I was a victim.
- Depends:
 - Depends. Not a snitch. See a pregnant woman, I'm gonna say something; drug dealers don't say nuthin'.
- No, I would not:
 - Because it certain rules that you have to live by when your involved in the streets.
 - Where I'm from, you mind your business. Snitches get stitches, plus Newark PD never done nothing to help me, so f@#k police.
 - I don't trust the police.
 - A lot of time, officers don't keep it confidential.
 - Some things can be handled by adults.

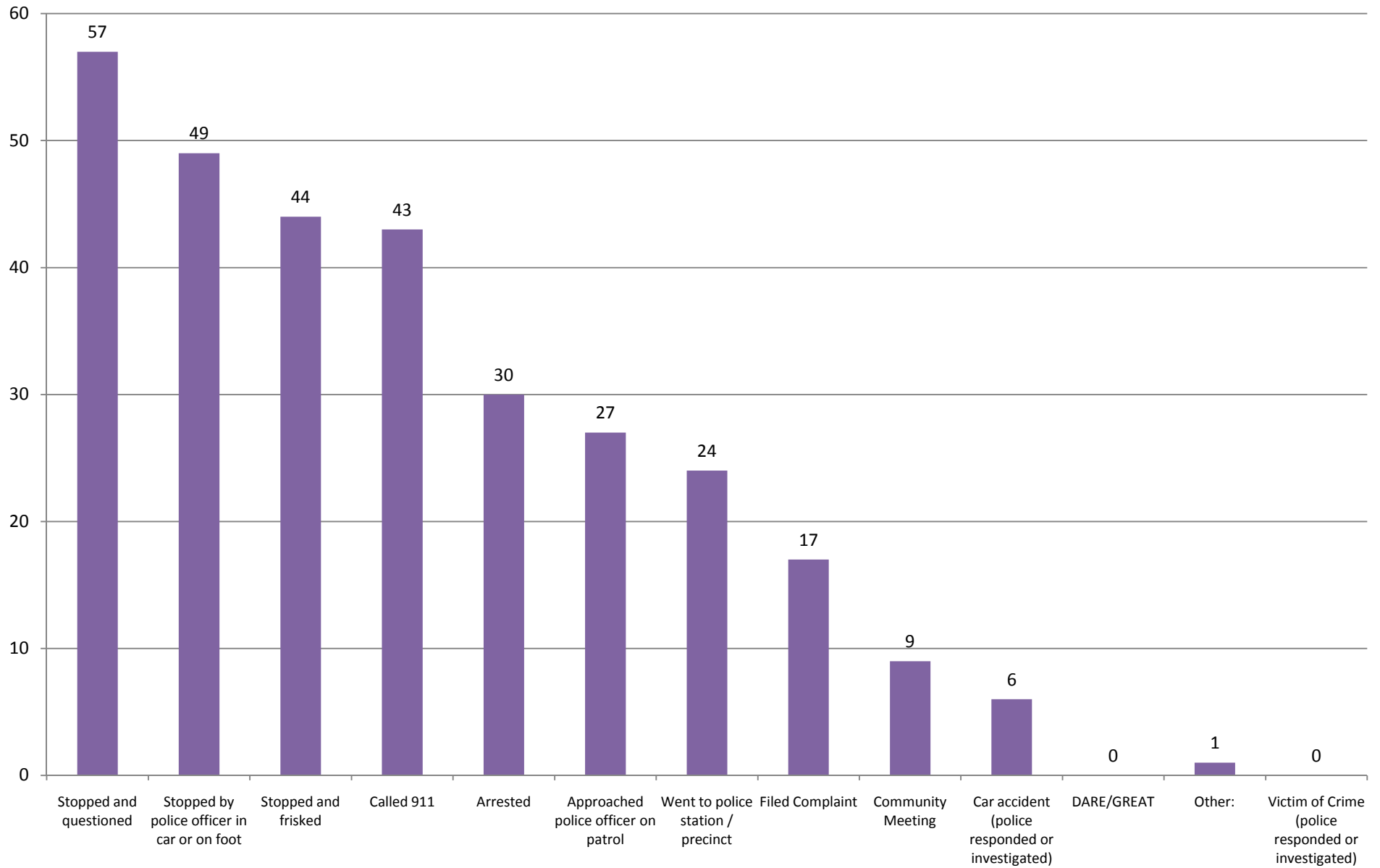
As a victim of a crime did you call the police or file a report? Why or why not? (Would you call police or file report if you became a victim? Why or why not?)



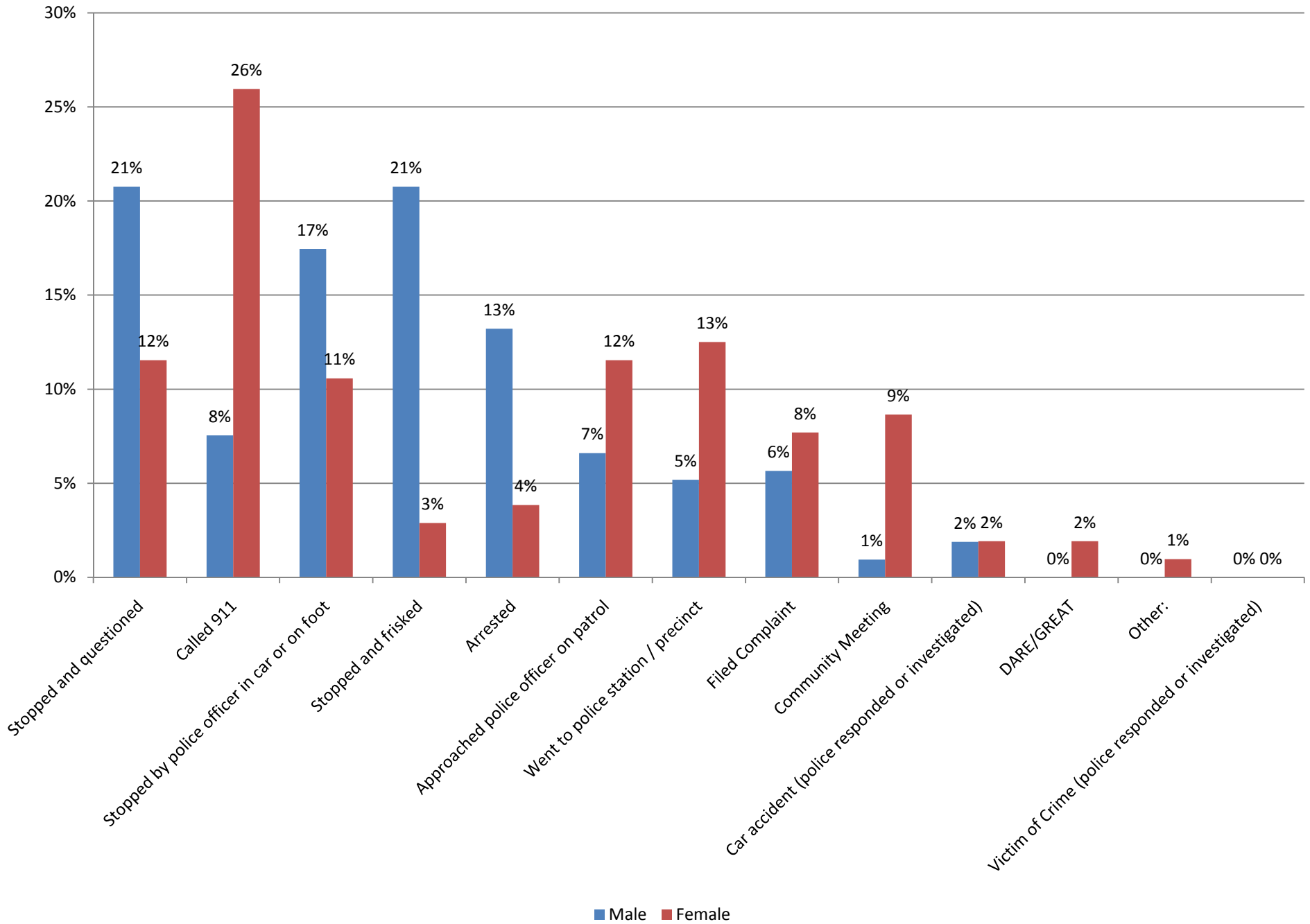
Have you ever called the Crime Stoppers tip line (cash rewards for anonymous tips)?



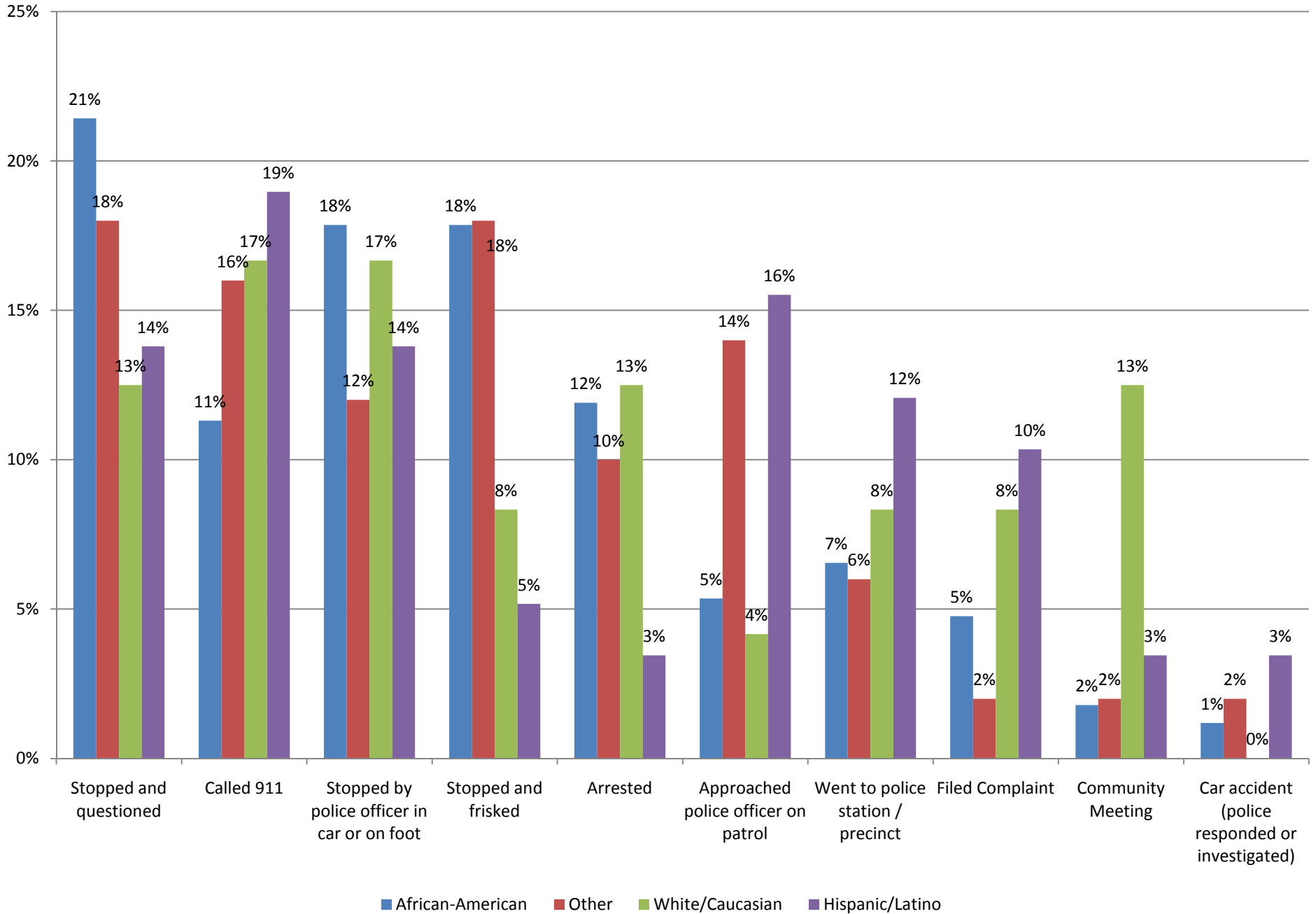
What type of contact did you have with the NPD? Choose all that apply.



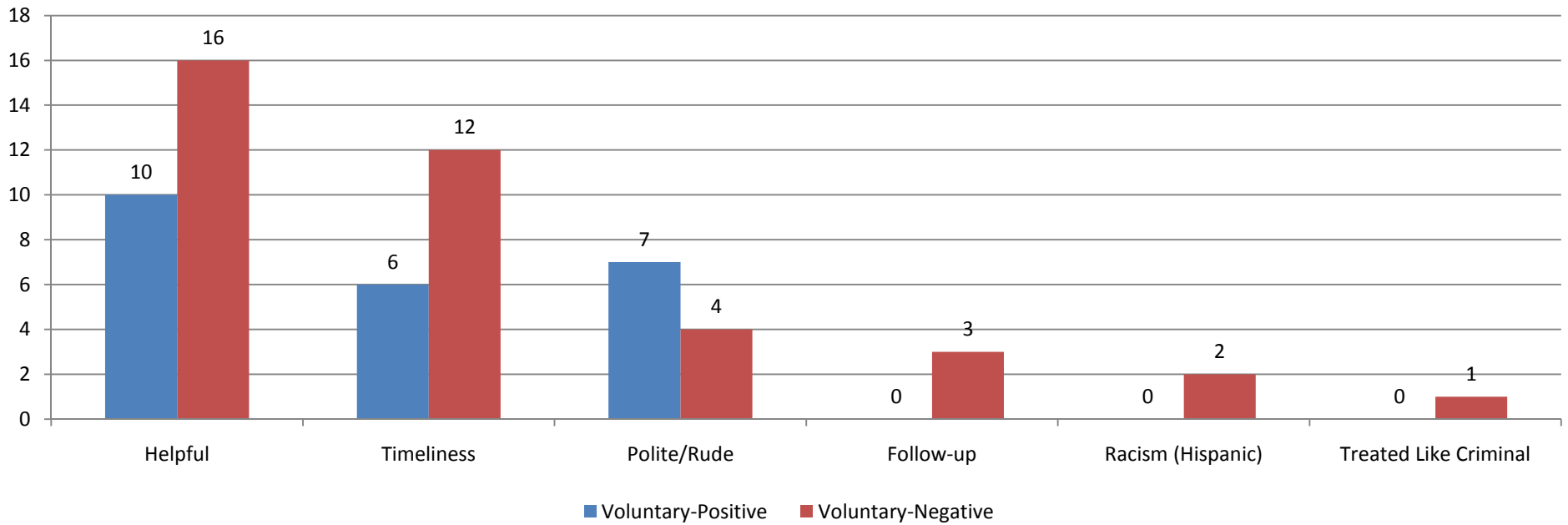
What type of contact did you have with the NPD? Choose all that apply. (by Gender)



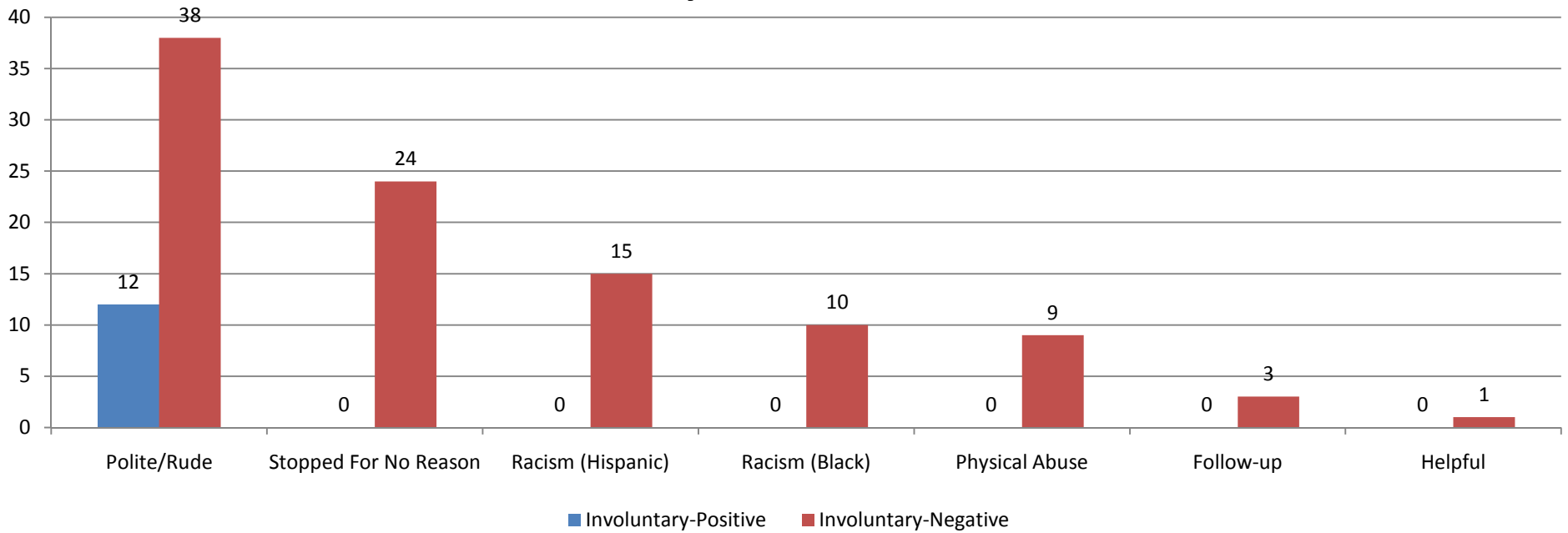
What type of contact did you have with the NPD? Choose all that apply. (by Ethnicity)



Voluntary Contact with NPD



Involuntary Contact with NPD



If you initiated contact with the NPD, were you satisfied with the response? Quotes

- **Positive**

- Yes, because they responded quickly and were efficient.
- Yes, because they make you feel comfortable. Felt sure matter would be taken care of.
- Yes, I was satisfied with my responses. On some occasions, I was given more information than expected.
- Yes they talked to me in a nice way, gave me directions
- Yes, treated me with respect

- **Negative**

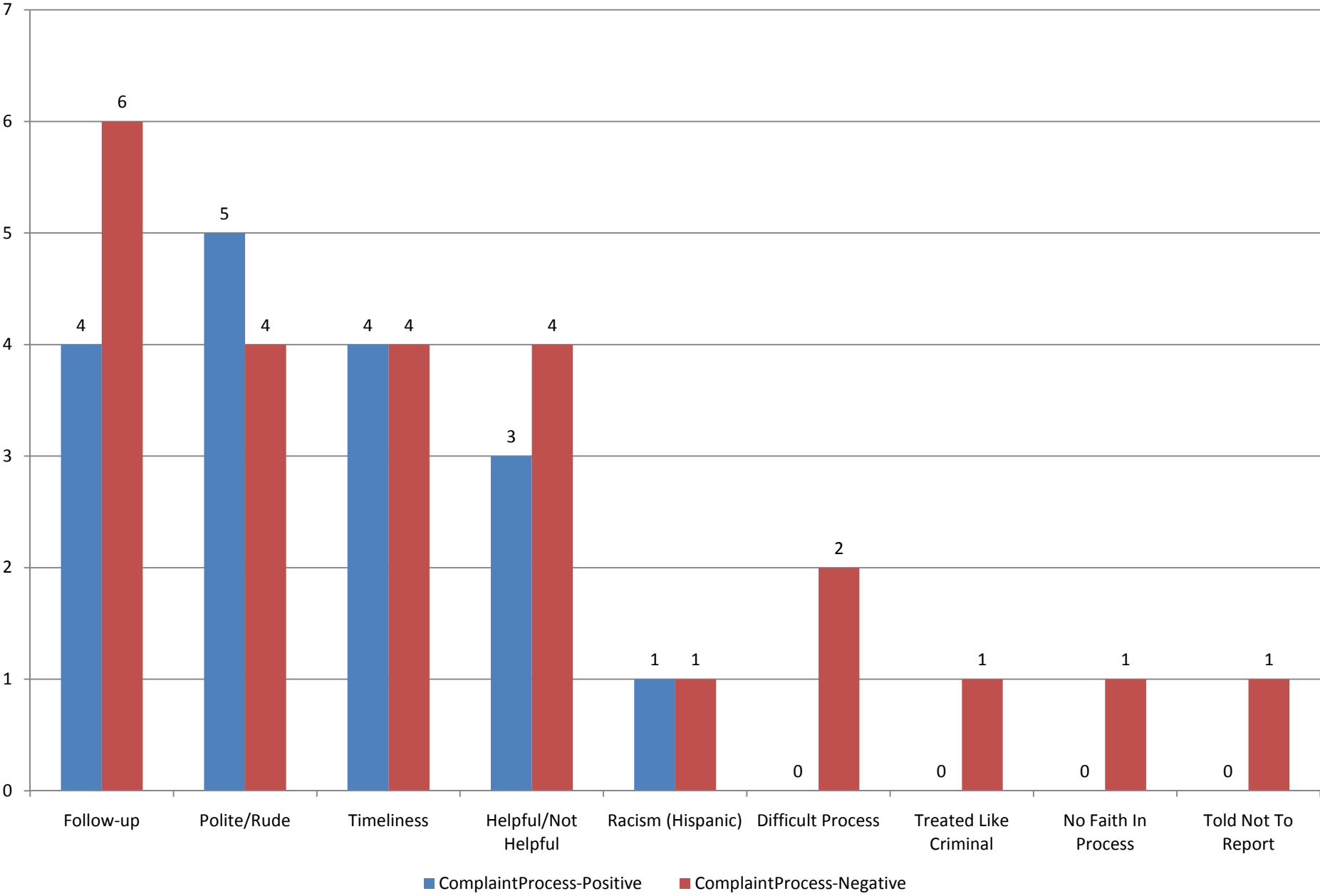
- No, because for the few times I called I did not see a officer until after a half an hour or at all. Also when I spoke to one it seemed as if they had no interest. I tried to fill out a report about a mugging that took place in front of me and how they pulled out a gun out on me. I was told that I had no rights to report it cause I was not attacked.
- No, because they acted as if I was bothering them and wasting their time.
- No, because how can I put it...they come when they really want to come. You might be half way dead by then.
- No, because they had an attitude problem.

If you were approached or stopped by an officer, do you feel you were treated fairly and respectfully?

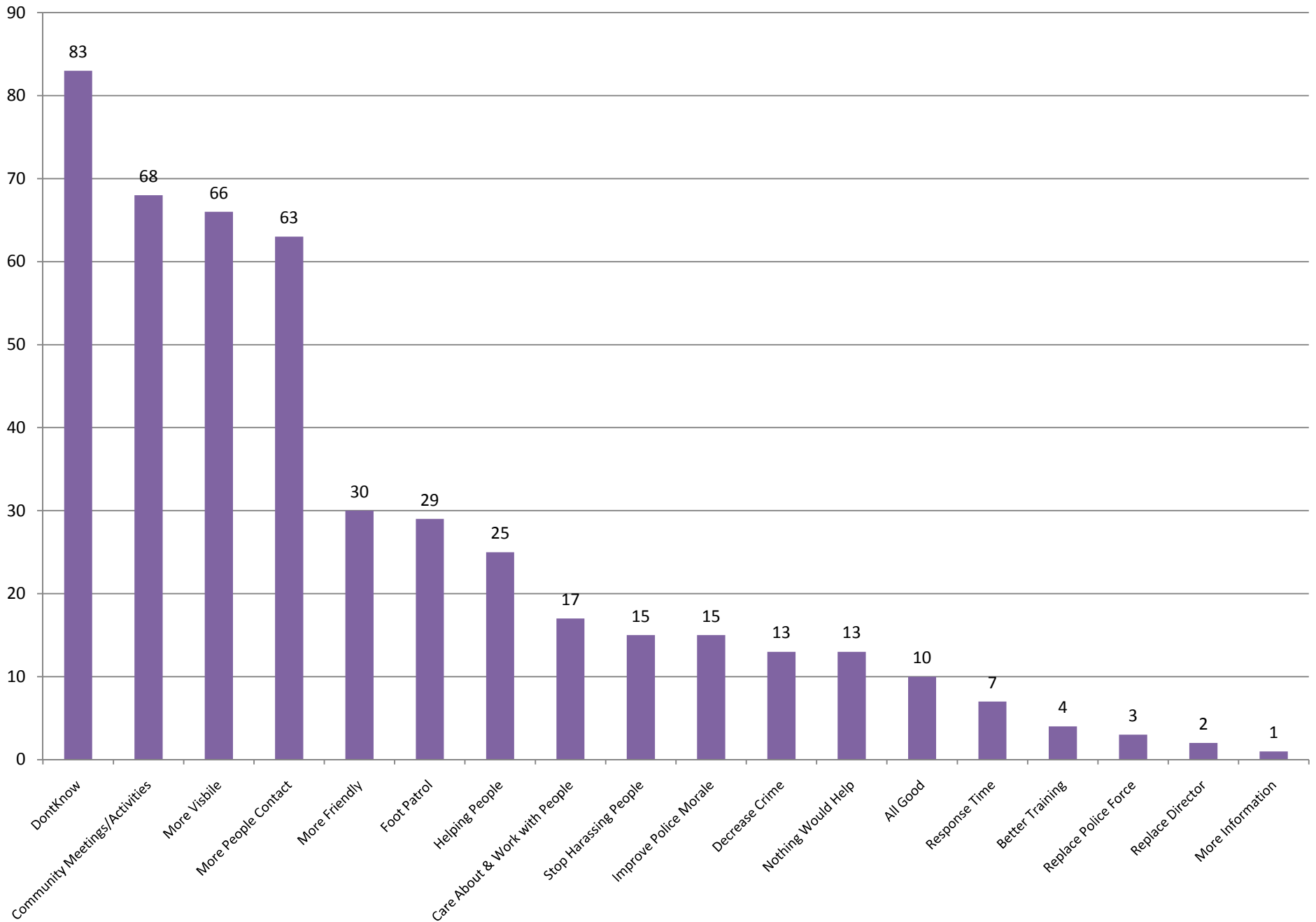
Quotes

- Positive
 - Yes. They were kind and courteous.
 - Yes, the officers were very understanding.
 - The officer treated me with respect.
- Negative
 - Hostile, racist, made comment on my country, totally rude.
 - No, I was not satisfied, I was terrified.
 - Officer conducted himself in a disrespectful and rude manner. Lack of professionalism.
 - Nope, because I was at my house one time and they just stopped me because they assumed I was doing drugs.
 - No, they were arrogant and forceful
 - They harassed me. They grab me for no reason, they bother me for no reason, they strip me of my clothes on the streets.
 - No, I don't speak English, he ripped my international drivers license.

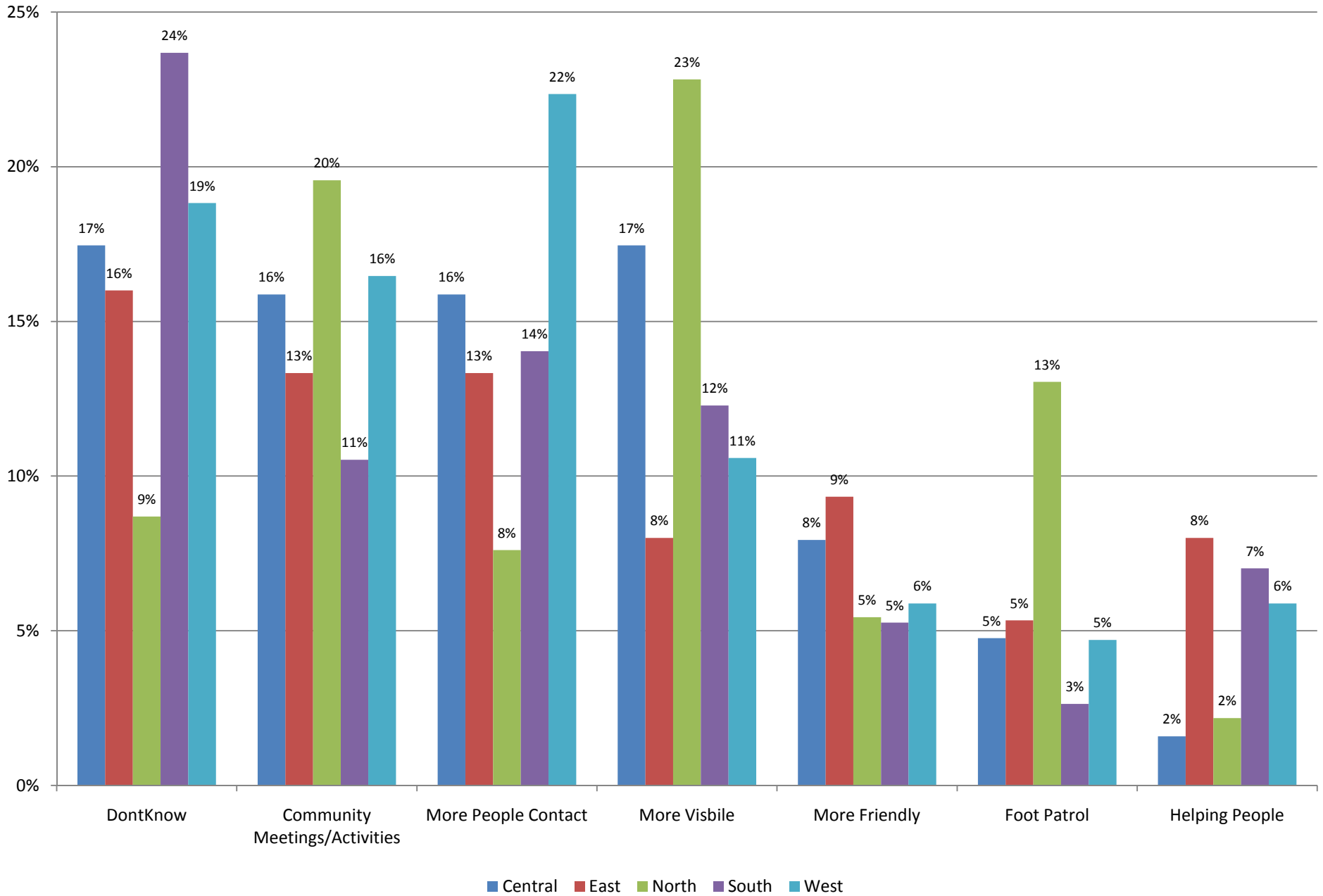
Complaint Process



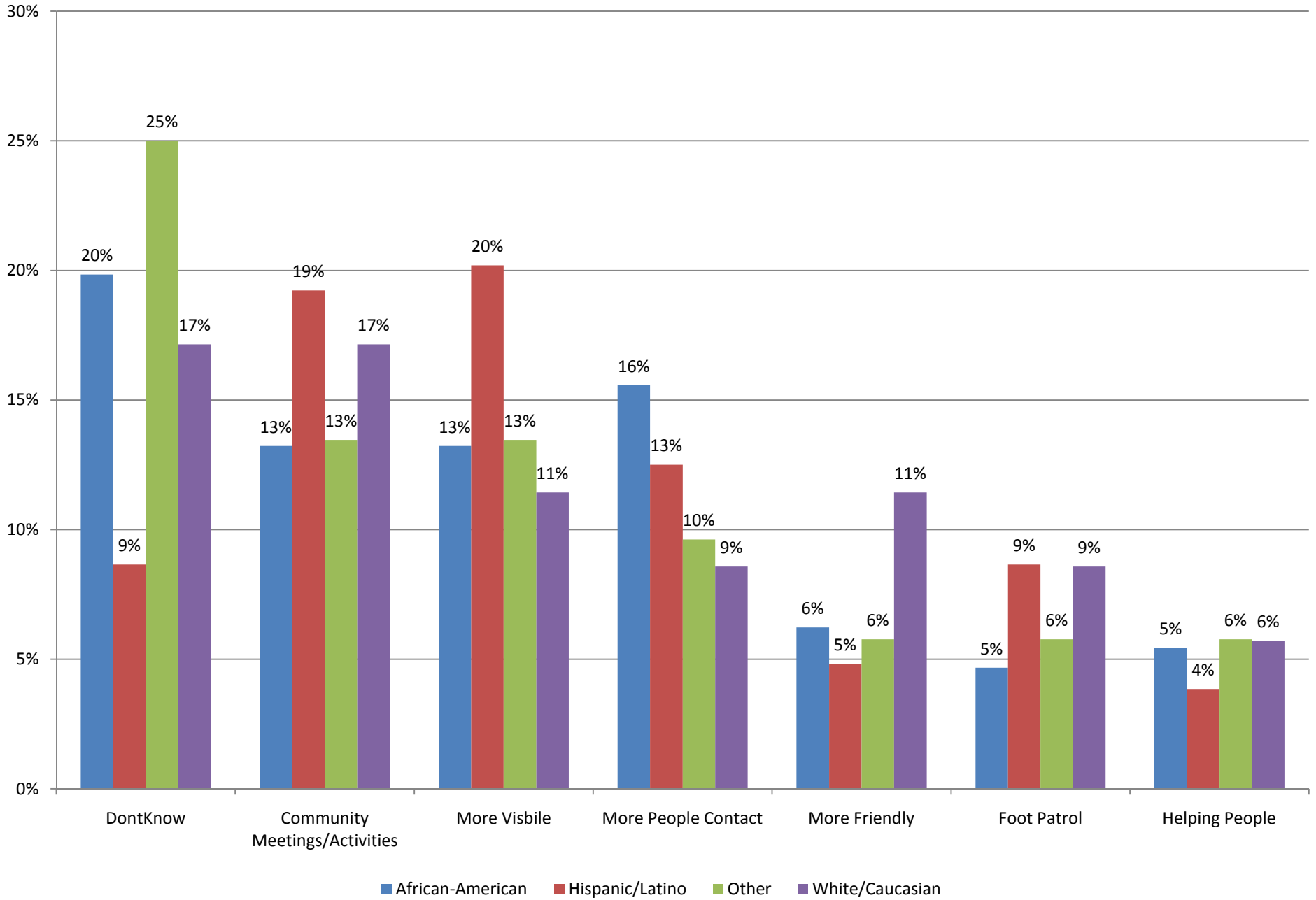
What could the NPD do to improve community relations in your neighborhood?



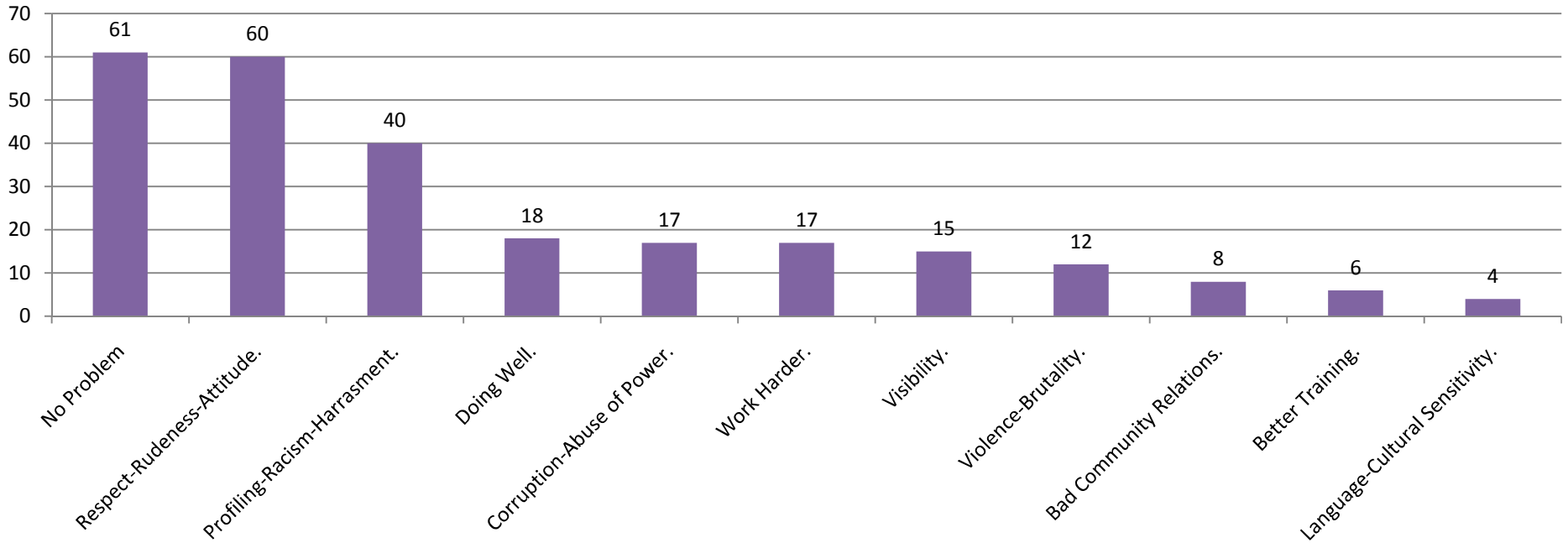
What could the NPD do to improve community relations in your neighborhood? (by Ward)



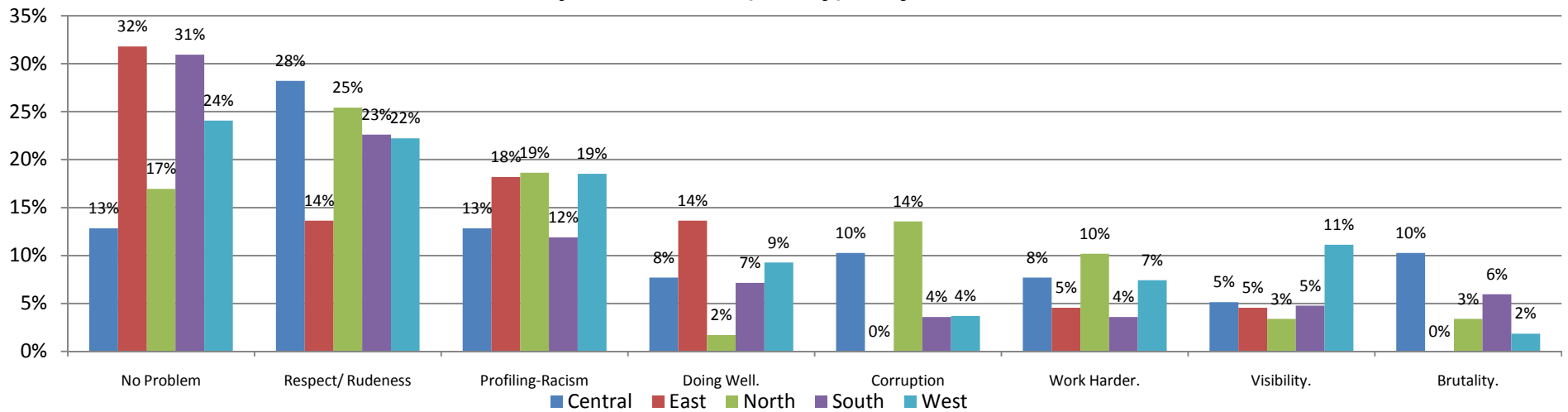
What could the NPD do to improve community relations in your neighborhood? (by Ethnicity)



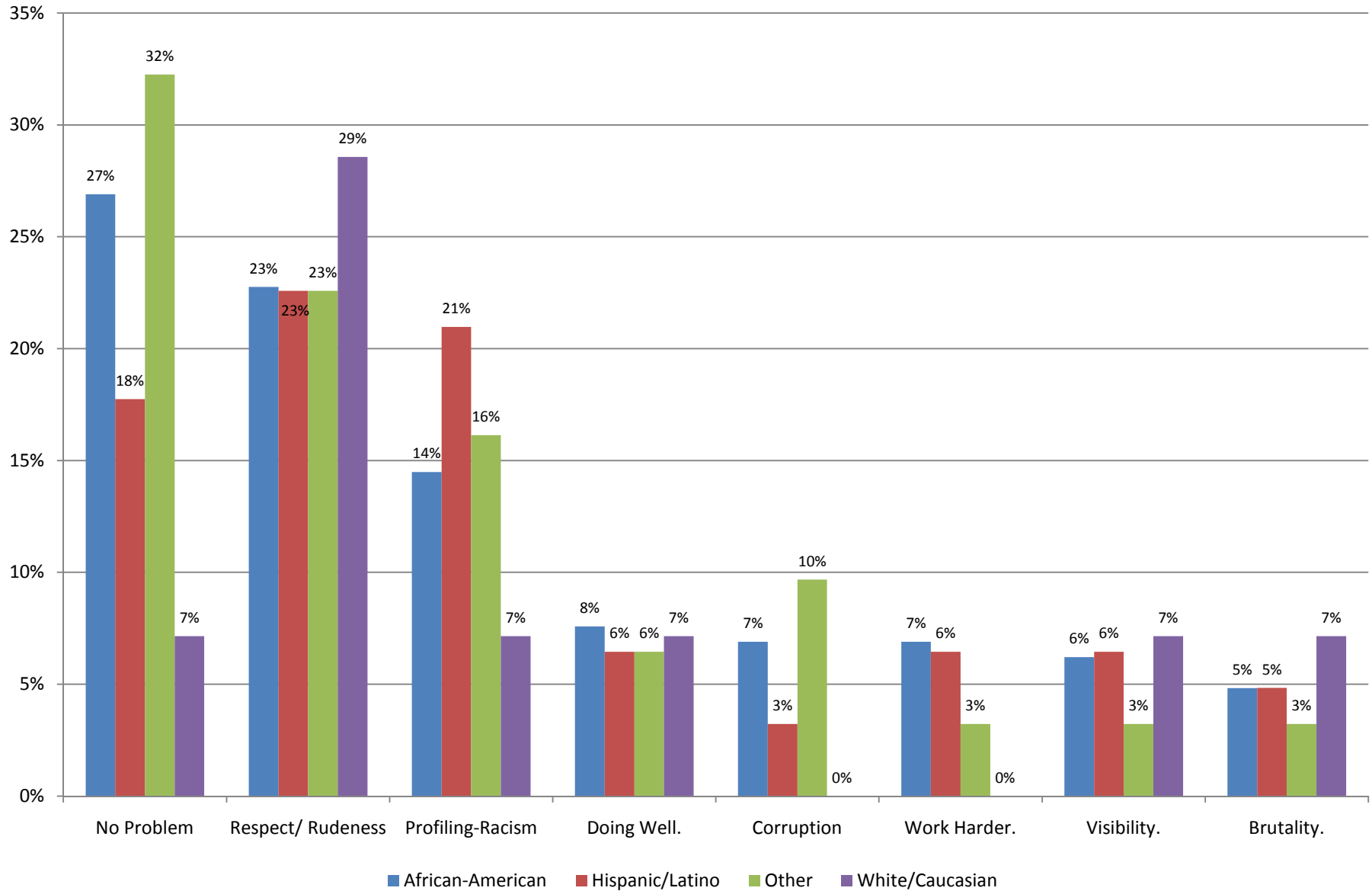
What issue, problems or concerns do you have about police conduct, performance, or responsiveness (if any)?



What issue, problems or concerns do you have about police conduct, performance, or responsiveness (if any)? by Ward



What issue, problems or concerns do you have about police conduct, performance, or responsiveness (if any)? by Ethnicity

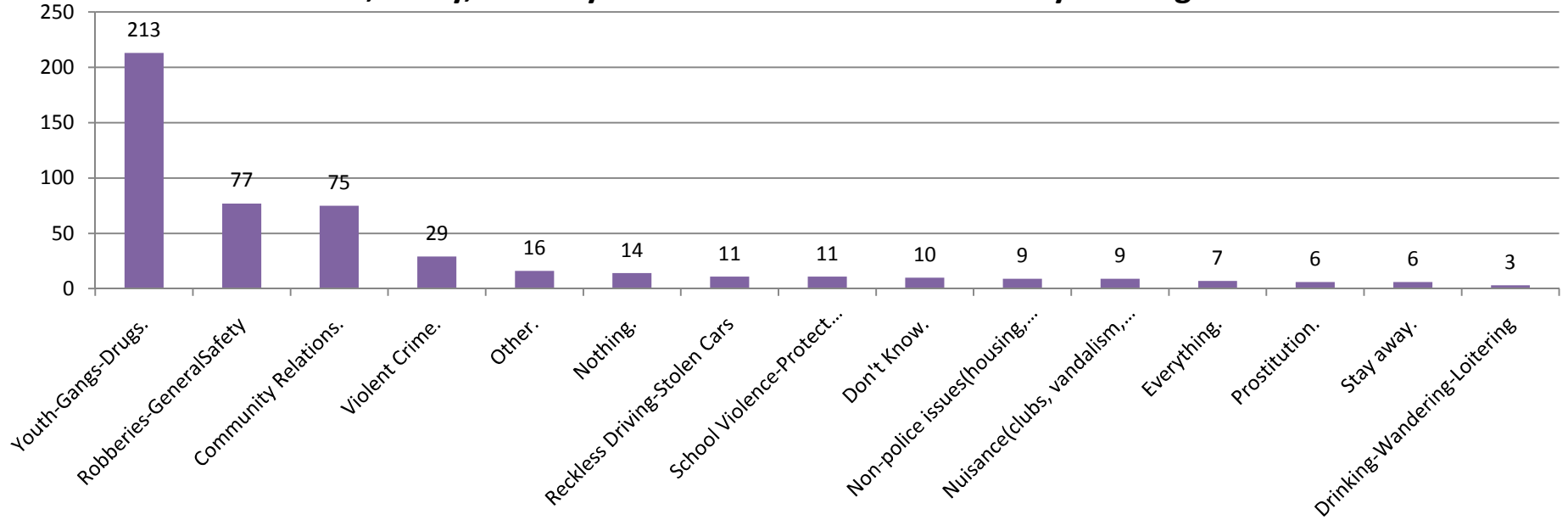


What problem or concerns do you have about police conduct, performance, or responsiveness (if any)?

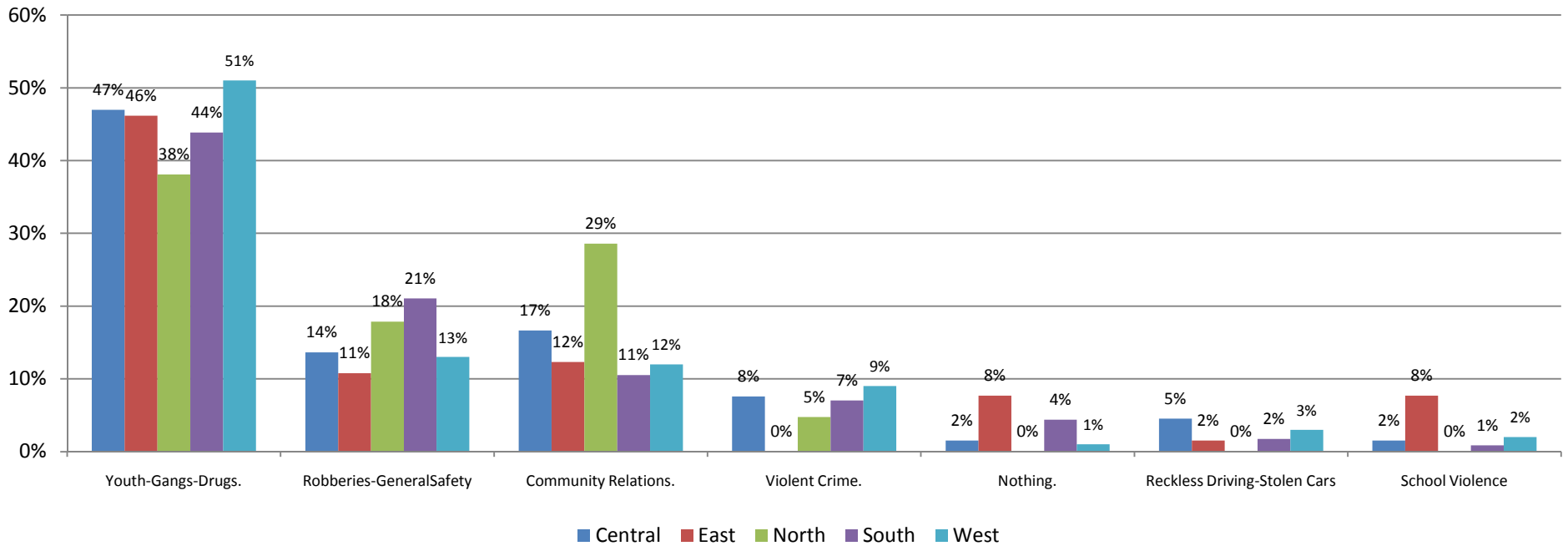
Quotes

- No Problems/Police Doing Well:
 - Let them do their job. Haven't had any problems yet.
 - None. I like their professionalism.
 - None. I think they are doing the best they can with the staff they have.
 - None, really I think they are trying their best at what they do. They're not perfect and their damn sure ain't God. So we can't expect perfection from them.
- Profiling/Racism/Harassment:
 - Sometimes they are aggressive with the immigrants.
 - They are going to ask me for documents that I don't have.
 - Stop harassing black men.
 - I think they need more training dealing with minorities.
 - Prone to assumption about the people in Newark. Treat people as criminal first before citizens.
 - Treat the immigrants differently.
 - We all human first and we need to be respected. Approach the people like people and not like animals.

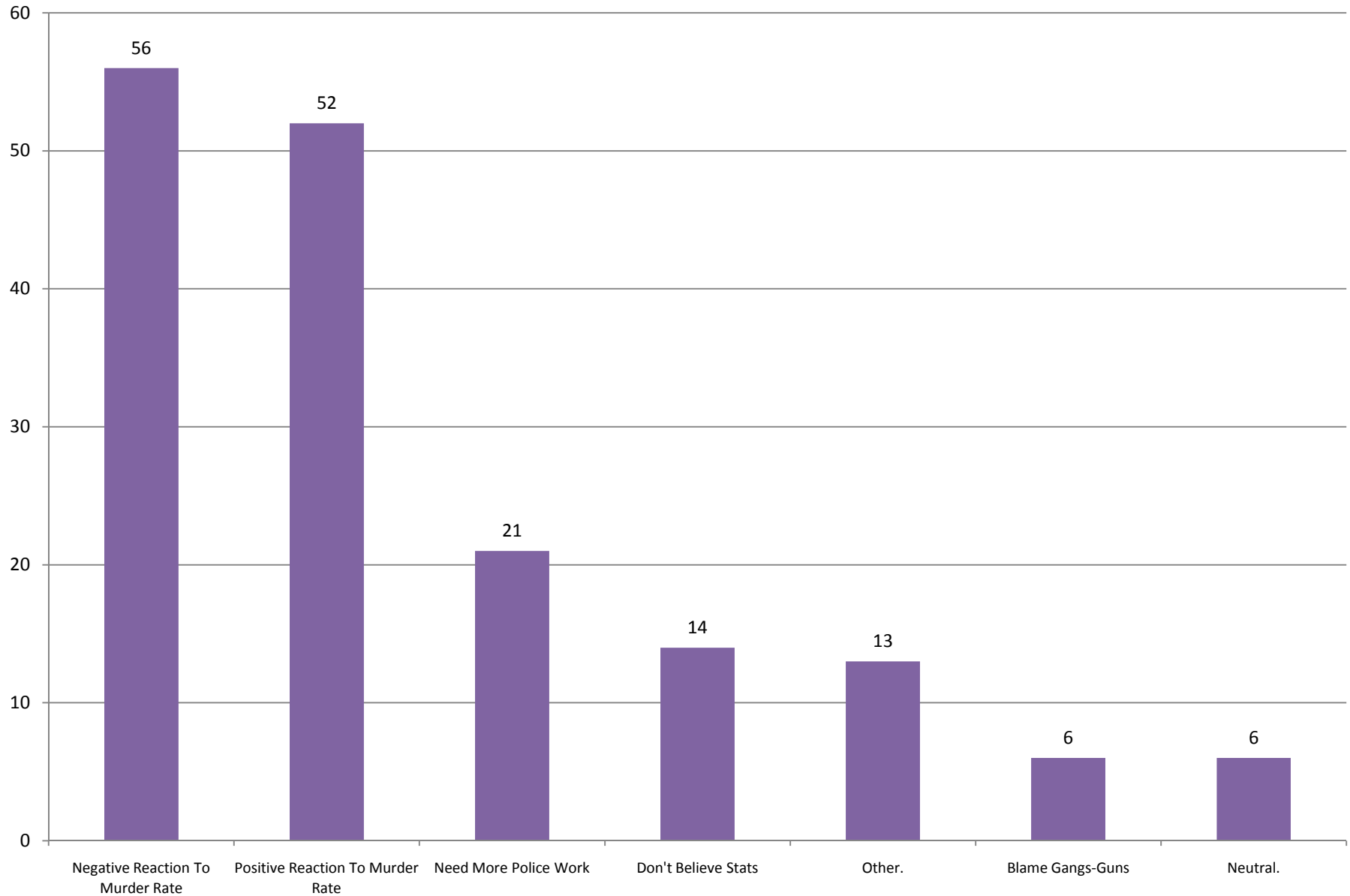
What issues, if any, would you like the NPD to focus on in your neighborhood?



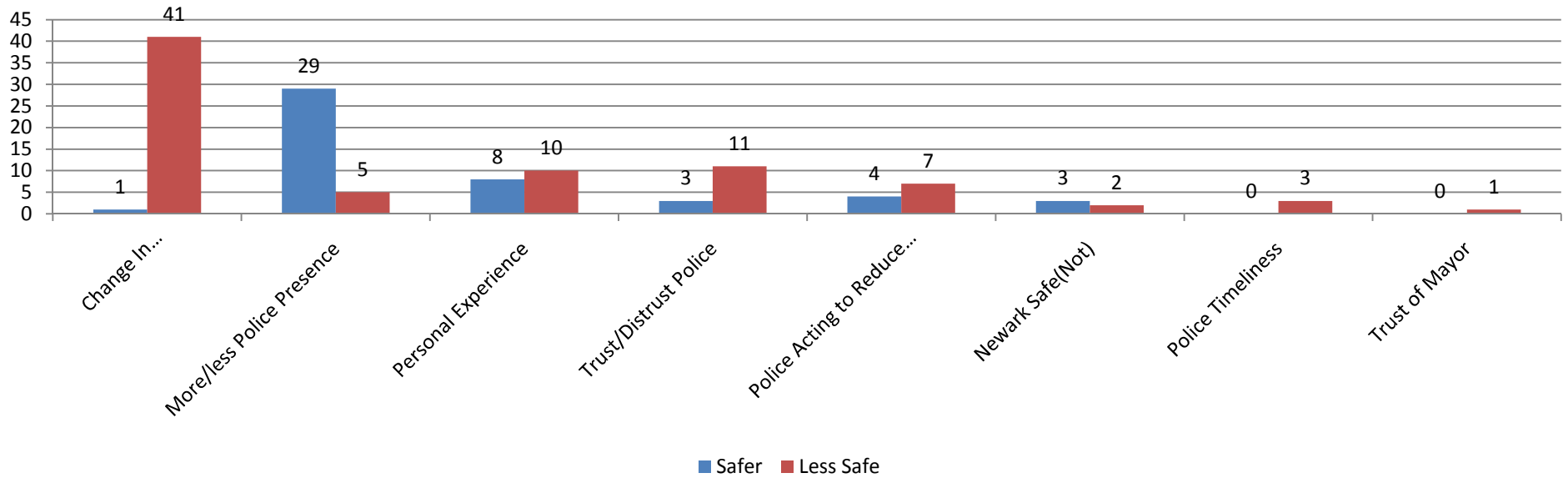
What issues, if any, would you like the NPD to focus on in your neighborhood? (by Ward)



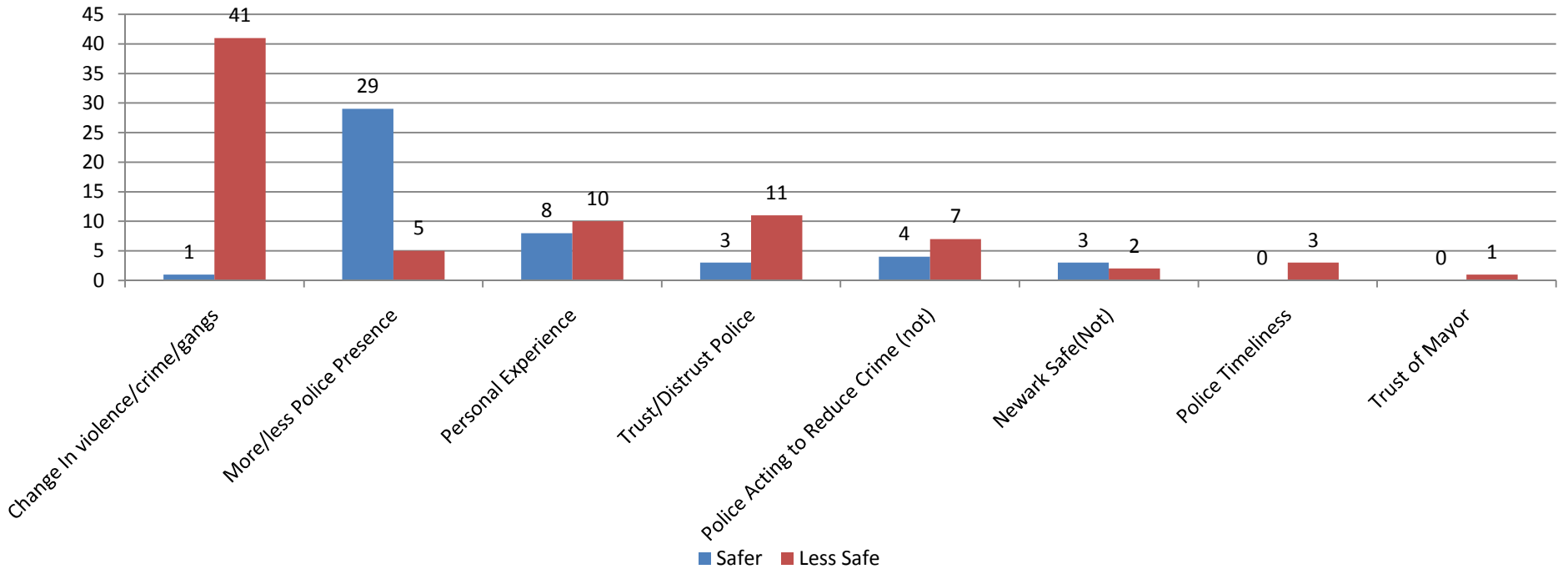
**The City reported 107 murders in 2006, 99 in 2007, 67 in 2008, and 77 in 2009.
How do you feel about that?**



Do you feel less safe, safer, or the same as you did 1 year ago?



Why do you feel less safe or safer than you did 1 year ago?



Key Findings

- More positive and neutral feelings towards NPD than negative
- East Ward (Hispanic community) has overall more positive feelings towards NPD
- Gangs/drugs/youth are a major issue in all wards and among all ethnicities.
- Police demeanor and attitude towards residents are a concern among all ethnicities and wards.
- African-Americans (particularly males) experiencing a lot of involuntary contact with the NPD
- Racism/cultural sensitivity concerns especially among Hispanic/Latino community
 - A lot of that has to do with language barrier
 - Issue of officers asking for documentation and/or undocumented immigrants not seeking help out of a fear that officers' will ask for documentation.
- North and East Wards: Community Relations is major issue; want more visibility and want NPD to hold/attend more community meetings and activities
- West and South Wards: Want more positive contact with the NPD
- Those that are feeling safer are doing so because of increased police presence
- Those that are feeling less safe are doing so because of violence/crime/gangs
- Response time and follow-up is a concern, especially when calling 911
- Anti-snitching culture is preventing some residents from reporting crimes
- Positive interactions lead to positive feelings towards the NPD
- Positive feelings makes it more likely that residents will trust the NPD and will report crimes

Recommendations

- To combat response time issues:
 1. Analysis Being Conducted on Calls – analyzing ways to use resources better.
 2. Call back
 3. Report Cars
- Attend/hold more community meetings and activities; more positive community interactions.
 - Each precinct has scheduled one day per month community meetings at Command
 - Currently four community service officers (one for each precinct)
- Overall issue of attitude and demeanor needs to be addressed through training
 - Recommendations addressed by Training subcommittee and Police conduct subcommittee
- Anti-anti-snitching marketing campaign
- Convey survey results to all NPD employees (all positive and negative results and quotes)

Internal Survey

- Overall purpose for conducting survey:
 - Results of survey will directly impact the Community Relations Strategy
- What we wanted to find out from the survey:
 - How NPD views the community
 - How NPD believes community views NPD
 - How NPD personnel views the department
 - NPD ways to improve community relations

Additional Surveys

- Youth Surveys
 - Deputy Mayor Margarita Muniz, Office of Neighborhood Engagement
 - Tailored community survey to focus on youth
 - Youth to youth
- Focus Groups
 - Based on areas that need further analysis