

City of Oakland Survey on Police Services and the Filing of Complaints

Report of Survey Findings

Sample Size N = 1,000

September 2005

320-274

Fairbank, Maslin, Maullin & Associates
Opinion Research & Public Policy Analysis

Santa Monica - Oakland - Washington, D.C. - Mexico City

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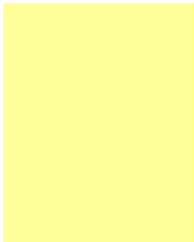
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METHODOLOGY

Fairbank, Maslin, Maullin & Associates (FMM&A) was commissioned to analyze results from a survey of 1,000 Oakland residents who have had contact with an Oakland police officer in the past five years. Survey respondents were randomly selected from lists provided by the Oakland Police Department of local residents who have had recent contact with a police officer. Interviewing for the survey was carried out between September 11 and 29, 2005 by McGuire Research Services. Interviews were conducted in both English and Spanish.

The margin of error for the entire sample is +/- 3.1 percentage points at the 95% confidence level. The margin of error for subgroups within that sample will be higher.

EXECUTIVE SUMMARY

The survey results show that Oakland residents who have had contact with an Oakland police officer in the past five years have a generally positive impression of their interaction, believing the officer they dealt with to have been professional and polite. However, some residents voiced dissatisfaction over what they felt to be a lack of action or improper conduct by the police officers with whom they interacted. Only about one in ten residents who have had a negative experience with the police report having filed a complaint with either the Citizens' Police Review Board or the Police Department's Internal Affairs Division.

Key specific findings of the survey include the following:

- **Six in ten (59%) respondents personally initiated their most recent contact with an Oakland police officer and another nine percent said it was initiated by a family member; just over two in ten (22%) said the officer initiated the contact and ten percent cited someone else.** African-American residents were more likely to say they had initially been approached by an officer (30%) than were Asian-American (20%), Latino (18%), or white (14%) residents. This was particularly true of African-American men (41%).

Nearly two-thirds (64%) of those surveyed had their most recent contact with an Oakland police officer less than one year ago. Eight in ten (81%) had their most recent contact within one year. For 57 percent, there was more than one police officer at the scene. The majority of those surveyed most recently interacted with a Caucasian/white officer (60%), while three in ten (30%) had contact with an African-American officer, 17 percent with a Latino officer, and 14 percent with an Asian-American officer. The vast majority of these police officers with whom residents had contact were male (88%).

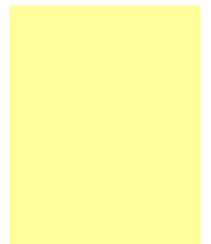
- **Two out of three (67%) Oakland residents surveyed had a positive impression of their most recent contact with the Oakland police.** Majorities of every major subgroup of Oakland residents indicated that they had a positive experience in their contact with the Oakland police. When those who had a positive experience were asked to rate how positive that experience was on a five-point scale, nearly half (46%) gave it a "5" rating, indicating a very positive experience. Another 24 percent gave their experience a "4" rating.
- **About one-third of residents surveyed (32 percent) expressed a negative impression of their police contact.** Half (51%) of those giving their experience a negative review said they had a strongly negative experience (as indicated by a "5" rating on a 5-point scale where "5" indicated a "very negative" experience). Another 18 percent gave a "4" rating, meaning that overall seven in ten (69%) residents with a negative impression held this view strongly.
- **White, affluent, and older residents were more likely to have a positive impression of their most recent police contact than were African-American, less affluent, or younger residents.**

- **As might be expected, those who initiated the contact with the police were more likely to say they had a positive experience (74% positive) than were those whose contact was initiated by the police, such as in a traffic stop or criminal investigation (46% positive).**
- **Respondents who had a positive experience with the police cited a variety of factors, including the officer being “courteous and polite” (80%), “professional” (76%), “respectful” (70%), “attentive” (68%), “knowledgeable about the situation” (60%), and “efficient” (60%).**
- **Respondents with a negative impression of their experience most often indicated that the officer was “discourteous or rude” (42%). Sizable proportions also said the officer “did not solve the problem” (31%), “failed to act” (29%), or seemed “disinterested” (29%).**
- **About one in five residents (17%) who had a negative experience with the police cited racial profiling as their primary concern.** African-American (23%) and Asian-American (21%) respondents who had a negative experience were slightly more likely to cite racial profiling as standing behind their view than were Latino residents (11%).
- **Among those who personally initiated contact with the police officer, the officer’s failure to “solve the problem” (53%), “failure to act” (48%) or apparent “disinterest” (38%) were the most mentioned reasons given for a negative experience.** Among those approached by an officer, “discourteous or rude” behavior topped the list, with six in ten giving this response compared to 27 percent of those who personally initiated the contact.
- **One in ten (11%) respondents who said they had a negative experience with an Oakland police officer indicated that they had filed a complaint with the Citizens’ Police Review Board or the Police Department’s Internal Affairs Division.**
- **Most of those who filed a complaint said they did so because of the officer’s behavior (47%, including harassing, rude, or insensitive behavior) or because the officer was “physically abusive” (17%).** Smaller proportions said they did so because the officer did “not show up” or they felt they were racially profiled, falsely arrested, or that the officer made “an illegal entry.”
- **Many residents who had a negative experience with the police but did not file a complaint cited a lack of awareness or understanding of the process, while others lacked confidence that it would produce results.** One-quarter (27 percent) said they did not know about the Review Board, 16 percent did not know about Internal Affairs, and 15 percent did not know how to file a complaint. One-third of those with a negative interaction who did not file a complaint said they failed to do so because they did not think it “would

make a difference,” and another one-third said that it was “not worth their time and effort,” while 20 percent “did not trust the complaint process.

- **Just over half (54%) of residents who had contact with the police do not know the difference between filing a legal complaint versus filing a complaint with the Citizens’ Police Review Board or Internal Affairs.**
- **Overall, the survey revealed little difference in opinions based on the racial or ethnic background of the officer with whom the resident most recently had contact.**

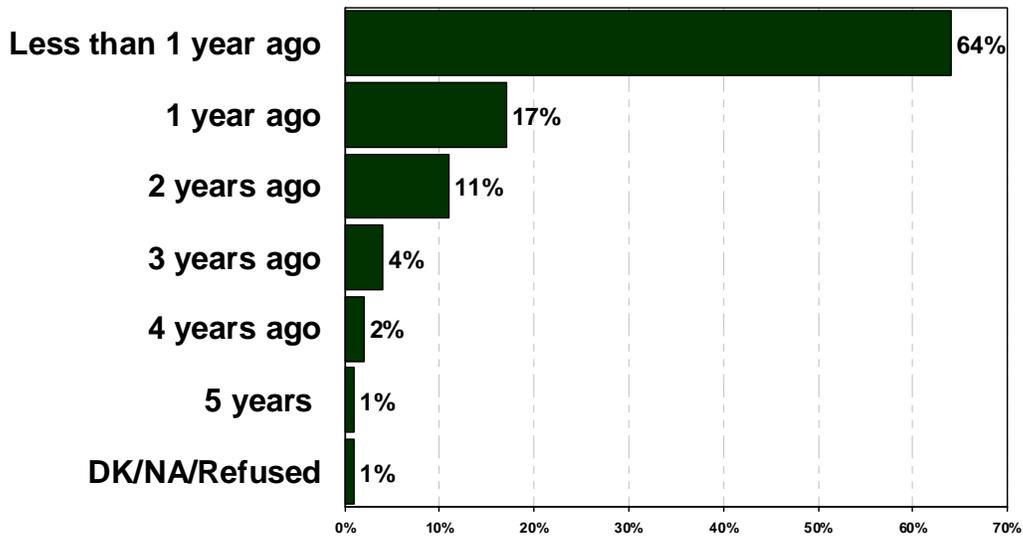
The balance of this report presents these and other findings detail.



PART 1: CHARACTERISTICS OF POLICE CONTACT

As shown in **FIGURE 1**, nearly two out of three respondents (64%) have had contact with an Oakland police officer in the last year. Another 17 percent said their most recent contact was one year ago, while 11 percent said it was two years ago, four percent three years ago, and three percent said it was four or five years ago.

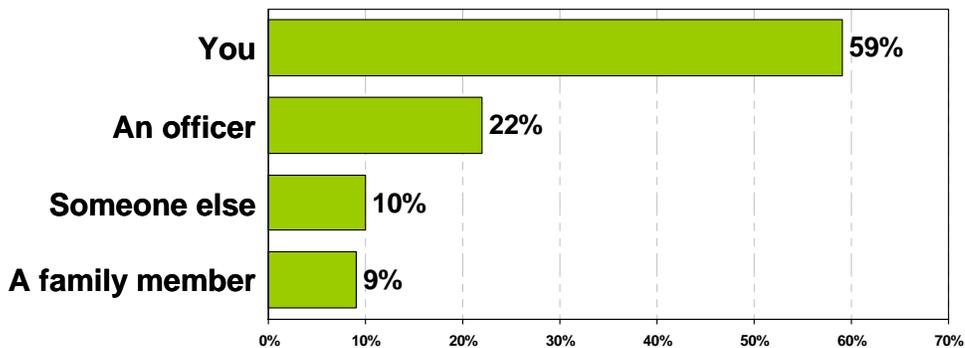
FIGURE 1: MOST RECENT CONTACT WITH AN OAKLAND POLICE OFFICER



2. How many years ago was your most recent contact?

In most cases (59 percent), the respondents initiated the contact themselves. Another nine percent said a family member had initiated the contact. Just over two in ten (22%) said the police officer had initiated the contact, while 10 percent said someone else had done so. **FIGURE 2** illustrates the results.

FIGURE 2: INITIATOR OF MOST RECENT CONTACT WITH POLICE



5. During your most recent contact with the police, who initiated the contact?



A few demographic distinctions were apparent in these results:

- Those whose most recent contact with police came in the last year were more likely to have initiated that contact themselves (59%), than were those whose most recent contact came in the last two years (54%) or earlier (45%).
- Those who initiated contact personally had a more positive impression of their police interaction. While 74 percent of those who initiated contact with police had a positive experience, just 46 percent of those whose contact was initiated by an officer had a positive experience.
- Men were more likely to say their contact with police was initiated by an officer (28%) than were women (18%). Men between the ages of 12 and 44 were more likely to say their police contact was initiated by an officer (33%) than were older men (21%).
- African-American respondents (30%) were more likely to have been approached by an officer than were Asian-American (20%), Latino (18%), or white (14%) respondents. African-American men (41%) were more likely to have had their contact initiated by an officer than were African-American women (25%). The same gender distinction was apparent among Asian-American residents (27% for men and 11% for women) and Latino residents (28% and 7%), but was less pronounced among white residents (16% to 13%).
- Overall, the likelihood of having come into contact with an Oakland police officer through the officer's initiation was lower among older, white, female, and more highly-educated and affluent residents.

As **FIGURE 3** on the following page shows, the nature of the residents' contact with the police varied widely. The most mentioned types of contact were calls "to a home" (27%), reporting of a "disturbance or dispute" (21%), and "a traffic stop" (15%). Five percent said they were a "suspect in a crime."

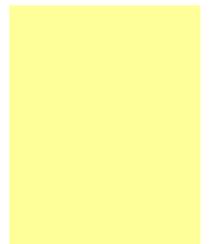
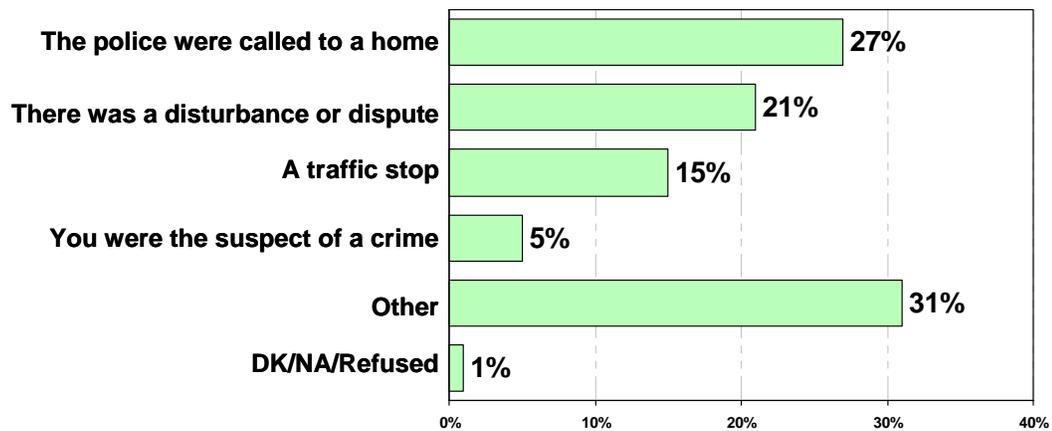


FIGURE 3: NATURE OF CONTACT WITH POLICE

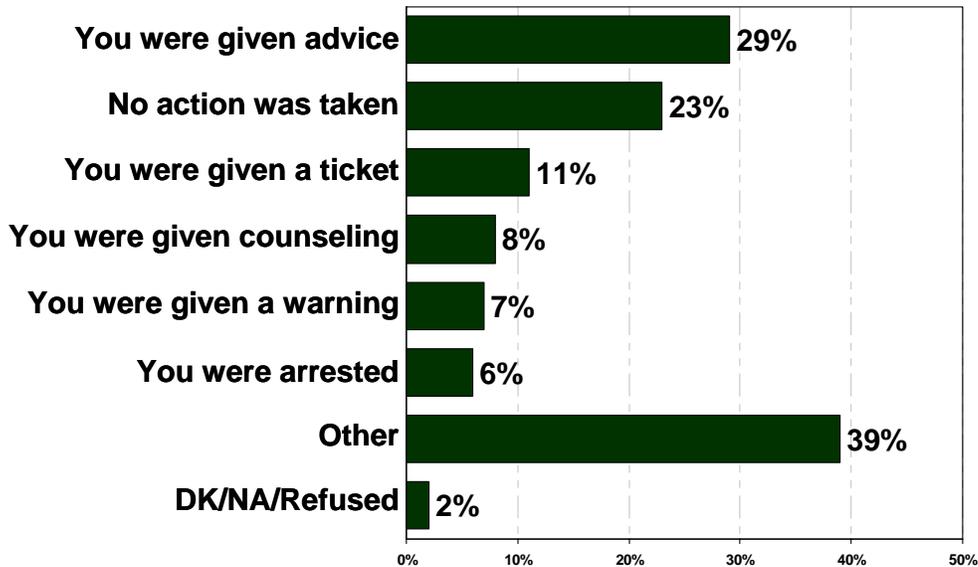


6. What kind of contact was it?

- Not surprisingly, those with negative impressions of their police interaction were more likely to have been potentially accused of wrong-doing, such as being involved in a traffic stop or a being crime suspect, while those with a positive impression of their police interaction were more likely to have summoned assistance themselves, including calling police to their home or reporting a disturbance.
- Men were more than twice as likely as women to have had their most recent contact with an Oakland police officer during a traffic stop (22% for men to 10% for women). Women were slightly more likely to have had contact when police were called to a home (31% among women to 22% among men).
- African-American men were more likely to say their contact came during a traffic stop than were African-American women (30% to 12%). This same trend persisted among Asian-American residents (23% for Asian-American men and 8% for Asian-American women), and Latino residents (28% to 8%). However, the difference was more modest among white residents (12% to 8%). Women in all four ethnic groups were more likely to say their contact came when the police were called to a home. While there was no difference by gender among African-American residents, Asian-American men were more likely to report their most recent contact during a disturbance or dispute than were Asian-American women (25% to 11%), while Latino women were more likely to give this response than were Latino men (28% to 17%).
- Younger respondents were more likely to have had their most recent contact during a traffic stop, with 22 percent of those 25 years of age or younger giving this response, compared to 10 percent of those 45 years of age or older.

The outcome of residents' contact with police was also varied. As **FIGURE 4** shows, three out of ten (29%) respondents were given advice, while 11 percent were given a ticket, eight percent counseling, seven percent a warning, and six percent were arrested. A total of 23 percent said no action was taken, and 39 percent reported some other miscellaneous outcome.

**FIGURE 4:
RESULT OF CONTACT WITH POLICE OFFICER**



7. What happened as a result of the contact?

- Nearly all of those who said they were “given a ticket” interacted with the police during a traffic stop. Those who came into contact with the police when the police were called to a home or during a disturbance or dispute were more likely to say they had been given advice or counseling. Two in ten (20%) residents who came into contact with the police when an officer was called to a home said no action was taken, while 24 percent of those who came into contact with an officer during a disturbance or dispute and 27 percent of those named a crime suspect gave this response.
- There was virtually no difference in action taken by gender of the respondent and no notable pattern by ethnicity, age, education, or income.

Over half (57%) of respondents had contact with more than one police officer during their most recent interaction with police.

- nearly half (47 percent) of those whose contact with police came in a traffic stop said there was more than one officer involved, while much higher proportions said more than one officer came to the scene of a call to a home (65%), a dispute or disturbance (72%), or a crime (76%).

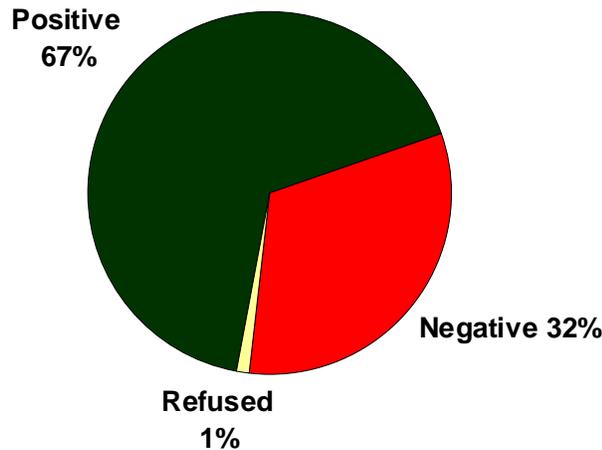


- Higher proportions of African-American respondents (61%) and Latino respondents (65%) said more than one officer was present during their most recent contact with police than was the case for white (49%) or Asian-American (52%) respondents.
- Non-college educated residents also said there was more than one officer present at the scene of their most recent contact in higher numbers than did those with a college degree (64% to 53%). The same distinction was evident between those with household incomes under \$20,000 (62% of whom had contact with more than one officer) and those with household incomes over \$60,000 (47%).

PART 2: SATISFACTION WITH POLICE CONTACT

Two out of three (67%) respondents said their contact with the Oakland police was positive (see **FIGURE 5**). At least three out of five members of most major subgroups of the survey population reported having had a positive experience with the police. Those most likely to report having had a positive experience were those age 59 or over (80 percent), white residents (78%), and those with household incomes over \$60,000 (73 percent). African-American residents were among those least likely to report having a positive experience, but even among this subgroup a 59-percent majority said their contact was positive. At the same time, African-American residents were twice as likely to have a negative experience with police (39%) than were white residents (21%).

FIGURE 5: EVALUATION OF MOST RECENT CONTACT WITH POLICE



3. Would you describe your most recent contact with the Oakland police as positive or negative?

- Three out of four respondents who personally initiated their contact with police, or said a family member did so, described their contact as positive. Not surprisingly, just 46 percent of those who said the contact was initiated by a police officer had a positive experience, while just over half (52%) of these respondents had a negative experience.
- In a related trend, approximately three out of four of those who encountered an officer when he or she was called to a home or when an officer responded to a disturbance or dispute had a positive experience with the police. In contrast, just 49 percent of those who came into contact with an officer through a traffic stop and 33 percent of those who had contact while the suspect of a crime gave this response.
- Again, not surprisingly, those who received advice (87% positive) or counseling (86%) from the officer had a positive view of their contact, while 66 percent of those who received a



warning, 45 percent of those who received a ticket, and 36 percent of those who got arrested did so.

- There was no difference in perception of the contact based on whether one officer (69% positive) or more (66%) were present.
- African-American respondents had a more negative experience (39%) than Asian-American (30%), Latino (32%), or white (21%) respondents. African-American respondents under the age of 45 were more likely to report a negative experience (44%) than were those older (35%).
- The least affluent (those earning less than \$20,000 a year in household income) had a slightly more negative view of their contact with a police officer (39%) than those earning \$21,000 to \$60,000 (31%) or more (26%).
- There was little difference in evaluations of the contact based on the gender, primary language, or sexual orientation of the respondent.
- There was also no significant difference in satisfaction based on the race of the officer, with 72 percent of those who came in contact with an African-American officer, 71 percent of those who met an Asian-American officer, 67 percent of those interacting with a Latino officer, and 66 percent of those who came in contact with a white officer having a positive impression. There was no difference in perception of contact by gender of the officer as well.

Approximately half of those with a positive impression of their police contact felt “very” positive about it, and a similar proportion of those who felt negatively about their police contact, had a “very” negative experience (see **FIGURE 6** on the following page).

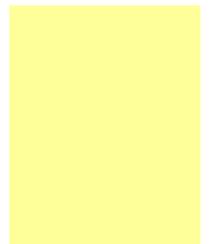
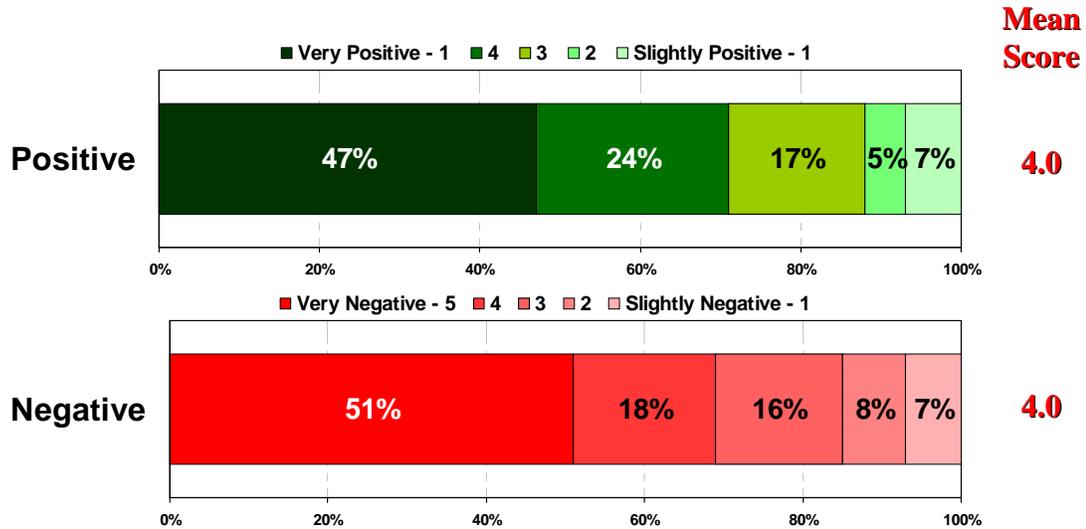


FIGURE 6: DEGREE OF POSITIVE OR NEGATIVE EXPERIENCE
(ON A SCALE WHERE 5 = VERY POSITIVE/NEGATIVE AND 1 = SLIGHTLY POSITIVE/NEGATIVE)



4a/4b. On a scale of 1 to 5, how would you rate your positive/negative experience, with 1 meaning slightly positive/negative and 5 meaning very positive/negative?

Those with the most intensely negative view of their interaction included those considered a suspect in a crime, arrested, given a ticket, or who said no action was taken during their contact. Men were slightly more likely to have a “very negative” view (74% of men rated their negative experience a four or five on the scale, compared to 66% of women), as were African-Americans (77%) and older residents (76% of those 59 years of age or older).

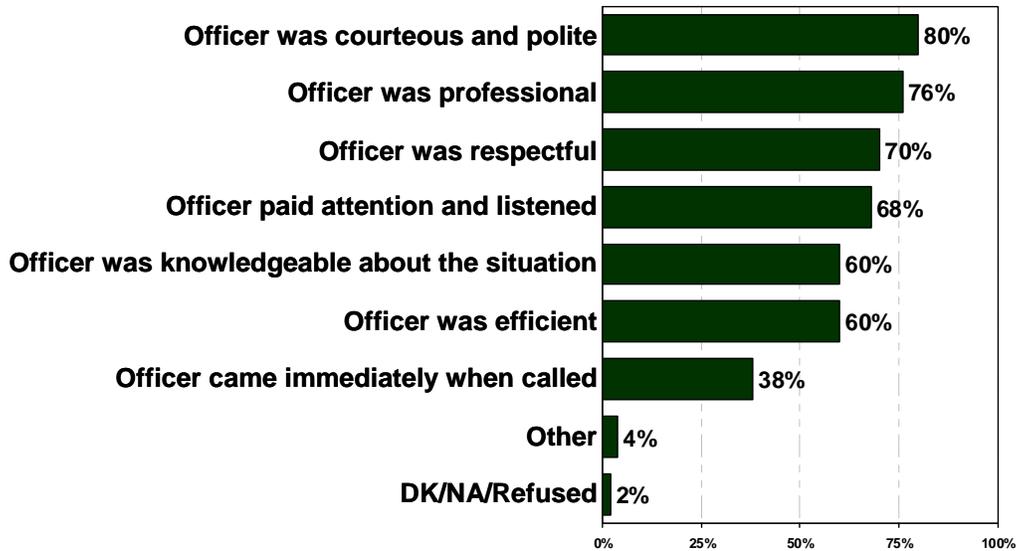
As **FIGURE 7** on the following page shows, those with a positive impression of their police contact cited a variety of factors, including the officer being “courteous and polite” (80%), “professional” (76%), “respectful” (70%), attentive (68%), “knowledgeable about the situation” (60%), and “efficient” (60%).

- Whether during a traffic stop, a call to a home, or a dispute/disturbance, high proportions of those who considered their police interaction “positive” said the officer being “professional” or “polite” stood behind their view. However, while 75 percent of those with a positive impression who came in contact with an officer during a call to a home and 70 percent during a disturbance or dispute considered the officer to have “paid attention and listened” as well, a lower 36 percent of those involved in a traffic stop gave this response – despite having a positive impression of the interaction generally. Those involved in a traffic stop and had a positive interaction were also less likely to call the officer “respectful” (52%), “efficient” (44%), or “knowledgeable” (32%) than were those who encountered the officer in other contexts.

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FIGURE 7: REASONS FOR SEEING CONTACT AS POSITIVE
(ASKED AMONG THE 67% OF RESPONDENTS WHO DESCRIBED THEIR CONTACT AS POSITIVE)

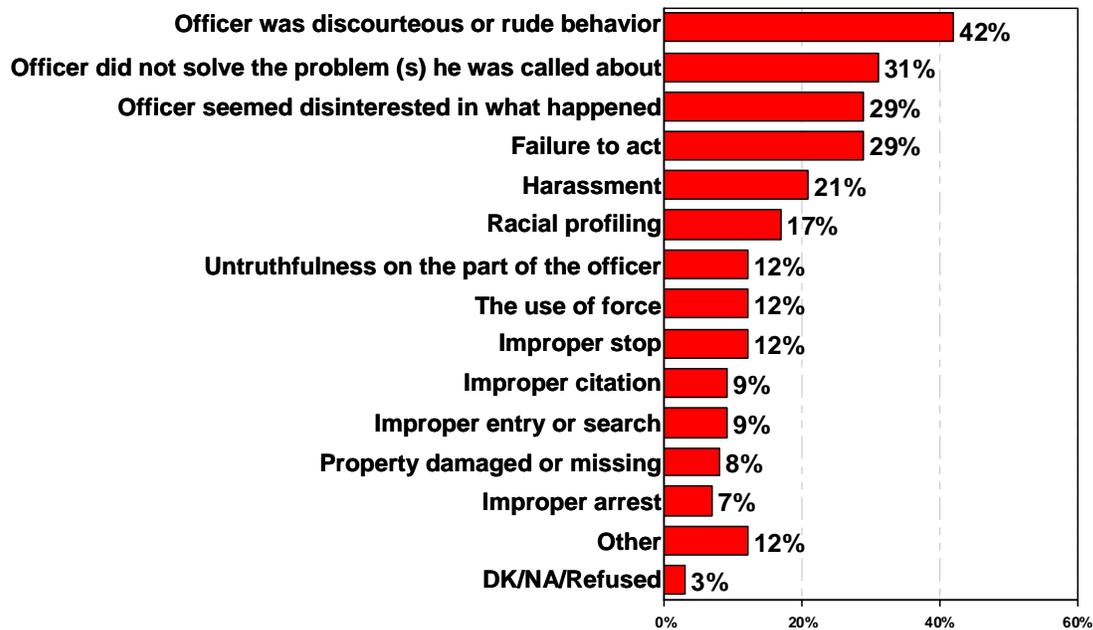


8a. Earlier, you described your most recent contact with the police as positive. What specifically did you consider to be positive about your contact with the police?

- Latino residents were less likely to say that their positive impression was a result of the officer listening, being respectful, being knowledgeable, or efficient than other residents. Just over half said any one of these statements applied, compared to approximately 60 percent to 70 percent of the other ethnic groups. However, they were just as likely as members of other ethnic groups to say the positive view resulted from professional or police behavior.
- There was no notable difference in the reasons offered for positive contact with the police based on the ethnicity of the officer or gender of the officer, nor based on the gender, income, sexual orientation, or age of the resident.

Respondents who said they considered their contact with the police to be negative were also presented with a list of potential reasons why. The most-mentioned reason for a negative opinion was that the officer was “discourteous or rude” (42%). Approximately three out of ten said their negative experience resulted from the officer “not solving the problem he or she was called about,” the officer seeming “disinterested” in what had occurred, and the officer “failing to act.” **FIGURE 8** on the following page illustrates the results.

FIGURE 8: REASONS FOR SEEING CONTACT AS NEGATIVE
(ASKED AMONG THE 32% OF RESPONDENTS WHO DESCRIBED THEIR CONTACT AS NEGATIVE)

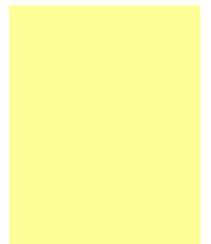


8b. Earlier, you described your most recent experience with the police as negative. What did you consider negative about your experience?

Among most major subgroups of the survey population, rude or discourteous behavior topped the list of reasons given for having a negative impression of police contact. Notable demographic differences in responses to this question included the following:

- Among those who initiated the contact with police themselves and had a negative impression of it, the highest proportion cited that the officer “did not solve the problem he or she was called about” (53%) or “failed to act” (48%). Another 38 percent said the officer “seemed disinterested in what happened” and 27 percent said their negative impression came from the officer being “discourteous or rude.” Six out of ten (60%) of those who said the contact was initiated by the officer said their negative impression was a result of discourteous or rude behavior.
- Most of those involved in a traffic stop said their negative impression resulted from rude or discourteous behavior (53%). Nearly four in ten (37%) said they felt they had been involved in “an improper stop,” while 29 percent said they felt it was an “improper citation” and 31 percent considered it “harassment.” Another 29 percent felt they were the victim of “racial profiling.”
- Those who had contact with an officer when an officer was called to a home or during a dispute or disturbance predominantly said that their negative impression was a result of the officer’s failure to act, rude behavior, apparent disinterest, or inability to solve the problem in higher proportions.

- African-American residents were slightly more likely than others to say that their negative view of their interaction with police was a result of discourteous or rude behavior (49%). Both African-American (23%) and Asian-American (21%) residents were more likely to have felt they were victims of racial profiling than were Latino respondents (11%). African-American respondents with a negative impression were also more likely to say their view resulted from “the use of force” (16%), “improper entry or search” (15%), or “harassment” (28%) than were those of other racial or ethnic backgrounds.
- There were some notable differences by age of the respondent in the reasons given for having a negative impression of police contact. Older residents were more likely than others to say the officer did not solve the problem (41% among those 45 or older, versus 26% among those younger) or because of “the use of force” (18% to 8%). Older respondents were also more likely to cite an improper entry or search (14%) than were those younger (6%).
- College graduates were more likely to say their negative impression resulted from the officer not solving the problem than were those without a college degree (37% to 24%). However, approximately four in ten respondents regardless of educational attainment cited rude behavior as standing behind their negative impression.
- While the more affluent were more likely than others to say they had a negative view of their interaction with police because of the officer’s failure to solve the problem (42%) or act (40%), the least affluent were more likely to cite untruthfulness, racial profiling, the use of force, improper stop, improper search or entry, and harassment. However, regardless of income, the perception that the officer was rude or discourteous was one of the most frequent explanations for residents’ negative impressions.



PART 3: AWARENESS OF THE COMPLAINT PROCESS

Just one in ten (11%) respondents who said they had a negative experience with an Oakland police officer indicated that they had a complaint with the Citizens' Police Review Board or the Police Department's Internal Affairs Division. A few notable demographic distinctions were apparent in the degree to which residents filed complaints:

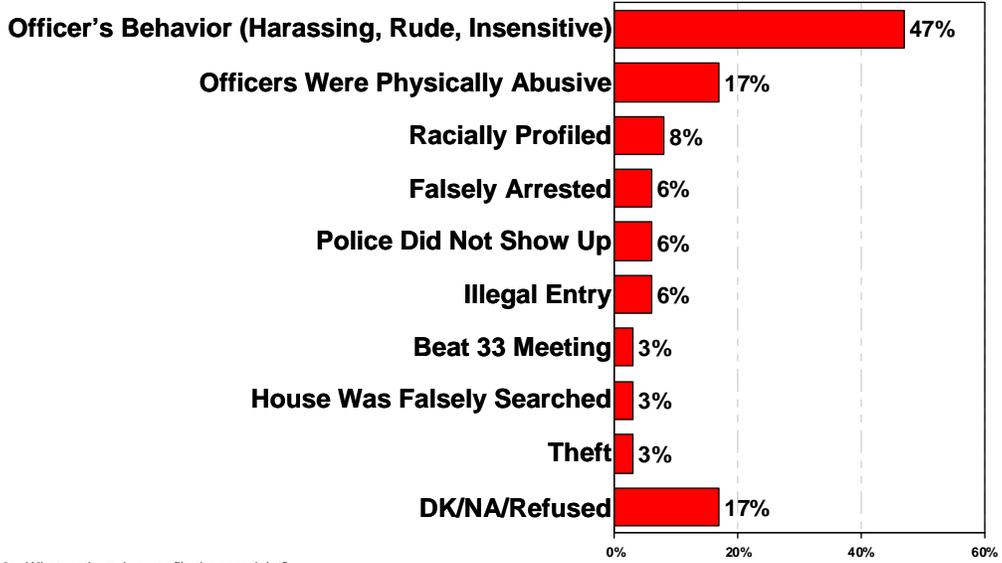
- Those whose most recent contact with police came in the past year were less likely to have filed a complaint (9%) than were those whose most recent contact was two years ago (21%) or more (29%).
- Those whose contact was initiated by an officer were more likely to file a complaint (19%) than those who initiated it themselves (9%).
- African-American respondents were slightly more likely to have filed a complaint (15%) than were white (10%), Asian-American (8%), or Latino (4%) respondents.
- Residents age 45 or older were slightly more likely to have filed a complaint (16%) than were those under 45 years of age (8%).

Of the small proportion who had a negative experience and filed a complaint (four percent of all residents interviewed), the highest proportion (47%) volunteered (in an open-ended question where no response options were given) that they did so because of the officer's behavior (including being harassing, rude, or insensitive). Another 17 percent said they filed a complaint because the officer was physically abusive and eight percent felt they were racially profiled. Six percent each said they filed a complaint because they thought they were falsely arrested, the officer did not respond to their call, or the officer made an illegal entry. **FIGURE 9** on the following page illustrates the results.

When respondents who did NOT file a complaint were asked to choose from a list of reasons for not doing so, the highest proportion cited the belief that it would not make a difference (32%), that it was not worth the time and effort (32%), and that they did not trust the complaint process (20%). Twenty-seven percent (27%) simply said they did not know about the Citizen's Police Review Board and 16 percent were unfamiliar with Internal Affairs. Another 15 percent said they did not know how to file a complaint and five percent called the complaint process too difficult. **FIGURE 10** shows the results.

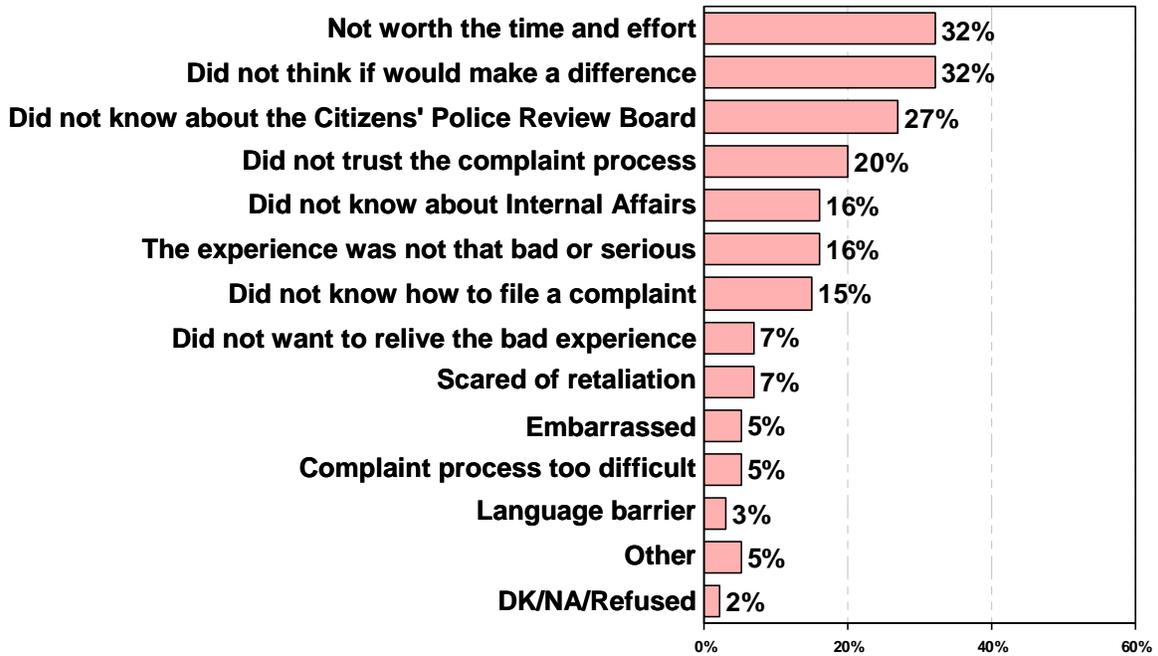


FIGURE 9: REASONS FOR FILING A COMPLAINT
(OPEN-ENDED QUESTION ASKED AMONG THE FOUR PERCENT OF RESPONDENTS WHO HAD NEGATIVE EXPERIENCES AND FILED A COMPLAINT)



10a. What motivated you to file the complaint?

FIGURE 10: REASONS FOR NOT FILING A COMPLAINT
(OPEN-ENDED QUESTION ASKED AMONG THE 28 PERCENT OF RESPONDENTS WHO HAD NEGATIVE EXPERIENCES AND FILED A COMPLAINT)

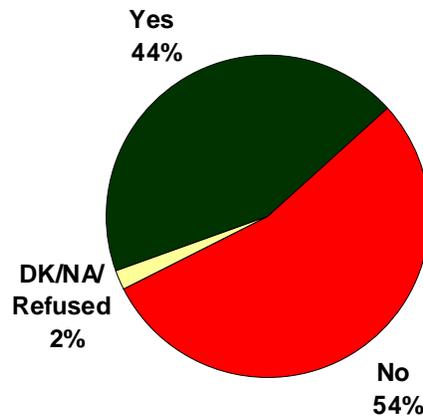


10b. Why not?



As **FIGURE 11** shows, less than half (44%) of respondents know the difference between filing a legal complaint for a lawsuit versus filing a complaint with either the Citizen’s Police Review Board or the Police Department’s Internal Affairs Division.

FIGURE 11: AWARENESS OF DIFFERENCE BETWEEN A LEGAL COMPLAINT AND A COMPLAINT FILED WITH THE CITY

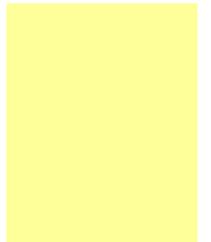


11. Do you know the difference between filing a legal complaint for a lawsuit versus filing a complaint with either the Citizens' Police Review Board or the Police Department's Internal Affairs Division?

There were some notable differences among subgroups of survey respondents in familiarity with the difference between filing a legal complaint for a lawsuit versus filing a complaint with either the Citizen’s Police Review Board or the Police Department’s Internal Affairs Division. Older respondents were only slightly more familiar with the difference than were younger residents (48% for those 45 or older to 40% for those younger). College graduates were somewhat more familiar (49%) than those without a college degree (35%). White residents expressed more familiarity (53%) than African-Americans (45%), who in turn were more familiar than Asian-American (30%) and Latino (25%) residents. The more affluent were also more familiar (52% among households with incomes more than \$60,000) than the less affluent (approximately 41% among those with household incomes under \$60,000 per year).



**APPENDIX A:
TOPLINE SURVEY RESULTS**



Survey on Police Services and the Filing of Complaints

August 2005

320-274UT

N=1000

I am _____ with _____, which has been contracted by the City of Oakland to survey citizens' experiences with the Oakland Police Department. I would like to ask you questions about your experiences with the Department. Your name will not be recorded or provided to the Department, and all survey responses are confidential. Please feel free to tell me if there is any question that you do not wish to answer. Are you willing to answer questions about your experiences and perceptions about the Department?

Q1. Have you had any contact with an Oakland police officer in the last 5 years?

No -----[**THANK AND TERMINATE**]
 Yes -----100% [**CONTINUE**]

[**IF Q1=YES**]

Q2. How many years ago was your most recent contact?

Less than 1 year ago ----- 64%
 1 year ago ----- 17%
 2 years ago ----- 11%
 3 years ago -----4%
 4 years ago -----2%
 5 years -----1%
 [**DO NOT READ**] DK/Na/Refused -----1%

Q3. Would you describe your most recent contact with the Oakland police as positive or negative?

Positive ----- 67% [**ASK Q4a**]
 Negative ----- 32% [**SKIP TO Q4b**]
 [**DO NOT READ**] Refused -----1% [**SKIP TO Q5**]

[**Ask If Q3=POSITIVE**]

Q4a. On a scale of 1 to 5, how would you rate your positive experience, with 1 meaning slightly positive and 5 meaning very positive?

<u>Slightly Positive</u>					<u>Very Positive</u>	<u>DK NA</u>	<u>MEAN</u>
1	2	3	4	5	6		
7%	5%	17%	24%	46%	0%		4.0

-- [SKIP TO Q5] --

[**Ask If Q3=NEGATIVE**]

Q4b. On a scale of 1 to 5, how would you rate your negative experience, with 1 meaning slightly negative and 5 meaning very negative?

<u>Slightly Negative</u>					<u>Very Negative</u>	<u>DK NA</u>	<u>MEAN</u>
1	2	3	4	5	6		
6%	8%	16%	18%	51%	0%		4.0

Q5. During your most recent contact with the police, who initiated the contact? **[READ LIST]**

- You ----- 59%
- A family member -----9%
- An officer or ----- 22%
- Someone else ----- 10%
- [DO NOT READ]** DK/Na/Refused -----1%

Q6. What kind of contact was it? **[READ LIST]**

- A traffic stop ----- 15%
- The police were called to a home -----27%
- There was a disturbance or dispute ----- 21%
- You were the suspect of a crime or -----5%
- Other ----- 31%
- [DO NOT READ]** DK/Na/Refused -----1%

Q7. What happened as a result of the contact? **[READ LIST / CIRCLE ALL THAT APPLY]**

- You were given advice ----- 29%
- You were given counseling -----8%
- You were given a warning -----7%
- You were given a ticket ----- 11%
- You were arrested -----6%
- No action was taken ----- 23%
- Other ----- 39%
- [DO NOT READ]** DK/Na/Refused -----2%

[ASK IF Q3=1 (POSITIVE)]

Q8a. Earlier, you described your most recent contact with the police as positive. What specifically did you consider to be positive about your contact with the police? **[CIRCLE ALL THAT APPLY]**

- Officer came immediately when called ----- 38%
- Officer was professional ----- 76%
- Officer was courteous and polite ----- 80%
- Officer paid attention and listened ----- 68%
- Officer was respectful ----- 70%
- Officer was knowledgeable about the situation ----- 60%
- Officer was efficient ----- 60%
- Other -----4%
- [DO NOT READ]** DK/Na/Refused -----2%

-- [SKIP TO Q11] --

[ASK IF Q3=2 (NEGATIVE)]

Q8b. Earlier, you described your most recent experience with the police as negative. What did you consider negative about your experience? **[CIRCLE ALL THAT APPLY]**

- Officer was discourteous or rude behavior ----- 42%
- Officer did not solve the problem (s) he was called about ---- 31%
- Officer seemed disinterested in what happened ----- 29%
- Failure to act ----- 29%
- Untruthfulness on the part of the officer ----- 12%
- Racial profiling ----- 17%
- The use of force ----- 12%
- Improper citation ----- 9%
- Improper stop ----- 12%
- Improper entry or search ----- 9%
- Improper arrest ----- 7%
- Property damaged or missing ----- 8%
- Harassment ----- 21%
- Other ----- 12%
- [DO NOT READ]** DK/Na/Refused ----- 3%

Q9. Any time you have a negative experience with a member of the Oakland Police Department, you may report your complaint to either the Citizens' Police Review Board or the Police Department's Internal Affairs Division. Did you file a complaint, about your most recent negative experience, with either agency?

- Yes ----- 11%
- No ----- 88%
- [DO NOT READ]** DK/Na/Refused ----- 0%

[ASK Q10a]
[SKIP TO Q10b]
[SKIP TO Q11]

[ASK IF Q9=YES]

Q10a. What motivated you to file the complaint? **[OPEN-ENDED QUESTION]**

Falsely Arrested -----	6%
Beat 33 Meeting-----	3%
Officer's Behavior (Harassing, Rude, Insensitive)-----	47%
Police Did Not Show Up-----	6%
Officers Were Physically Abusive-----	17%
Racially Profiled -----	8%
House Was Falsely Searched-----	3%
Illegal Entry-----	6%
Theft -----	3%
DK/NA/Refused -----	17%

[ASK IF Q9=NO]

Q10b. Why not? **[CIRCLE ALL THAT APPLY]**

Did not know about the Citizens' Police Review Board -----	27%
Did not know about Internal Affairs -----	16%
Embarrassed -----	5%
Language barrier -----	3%
Did not want to relive the bad experience -----	7%
Not worth the time and effort -----	32%
Did not trust the complaint process -----	20%
Did not think it would make a difference -----	32%
The experience was not that bad or serious -----	16%
Did not know how to file a complaint -----	15%
Complaint process too difficult -----	5%
Scared of retaliation -----	7%
Other -----	5%
[DO NOT READ] DK/Na/Refused -----	2%

Q11. Do you know the difference between filing a legal complaint for a lawsuit versus filing a complaint with either the Citizens' Police Review Board or the Police Department's Internal Affairs Division?

Yes ----- 44%
No ----- 54%
[DO NOT READ] DK/Na/Refused -----2%

Q12. During your most recent contact with the police, was more than 1 officer present at the scene?

Yes ----- 57%
No ----- 39%
[DO NOT READ] DK/Na/Refused -----4%

Q13. What was the race of the police officer or officers you had contact with? [READ LIST / CHECK ALL THAT APPLY]

African-American ----- 30%
Asian ----- 14%
Caucasian ----- 60%
Hispanic/Latino ----- 17%
Other -----3%
[DO NOT READ] Refused ----- 12%

Q14. What was the gender of the officer or officers? [CHECK ALL THAT APPLY]

Female ----- 18%
Male ----- 88%
[DO NOT READ] DK/Na/Refused -----5%

Thank you for assisting the City of Oakland in learning how to improve its police services. Finally, I'd like to ask you some background questions to conclude this survey. As with the prior questions, all of your responses to these questions will be confidential, and your responses to these questions are voluntary and will only be used to improve Department services:

[ONLY ASK THIS QUESTION IF YOU CAN'T TELL]

Q15. Are you female or male?

Female ----- 59%
Male ----- 42%

Q16. Which category best describes your race? [READ LIST]

African-American ----- 40%
Asian-American -----8%
Caucasian ----- 29%
Hispanic/Latino-American ----- 17%
Other -----3%
[DO NOT READ] Refused -----3%

Q17. What age group do you fall into? **[READ LIST]**

12-17 years old	-----3%
18-25 years old	-----13%
26-44 years old	-----41%
45-58 years old or	-----23%
59 years old and older	-----19%
[DO NOT READ] Refused	-----2%

Q18. Which category best describes your level of education? **[READ LIST]**

Less than high school	-----9%
High school	-----28%
College or	-----45%
Graduate school	-----16%
[DO NOT READ] Refused	-----2%

Q19. What language do you speak at home? **[READ LIST]**

a. English	-----89%
b. Spanish	-----15%
c. Chinese	-----2%
d. Korean	-----0%
e. Japanese	-----0%
Other	-----3%
[DO NOT READ] Refused	-----0%

Q20. Which category best describes your income level? **[READ LIST]**

\$12,000 or less	-----16%
\$13,000-\$20,000	-----13%
\$21,000-\$40,000	-----20%
\$41,000-\$60,000	-----13%
\$61,000 or higher	-----20%
[DO NOT READ] Refused	-----18%

Q21. How would you describe your sexual orientation? **[READ LIST]**

Heterosexual	-----87%
Homosexual	-----3%
Bisexual	-----2%
Transgender	-----0%
[DO NOT READ] Refused	-----8%

Thank you for your time. Your responses will be used to help the City of Oakland improve its police services.