

**EPIC ▪ MRA**

**4710 W. Saginaw Highway**

**Suite 2C**

**Lansing, MI 48917**

**P: 517-886-0860**

**F: 517-886-9176**

**E:** [**info@epicmra.com**](mailto:info@epicmra.com)

**W:** [**www.epicmra.com**](http://www.epicmra.com)

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**Harford County Police-Community Survey**

**on Public Safety and Law Enforcement**

**Executive Summary and Demographic Analysis**

**February 2024**

**FINAL**

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# Methodology

EPIC ▪ MRA conducted 400 interviews with adults living within the boundaries of Harford County, Maryland beginning January 16, 2024, through January 20, 2024. This survey is largely a repeat of a nearly identical 400 sample survey conducted from September 22, 2021, through September 26, 2021. The most recent 400 sample was broken out into subsamples of 47 interviews in the northern region of the county, 59 interviews in the central region, 120 interviews in the southern region, 43 interviews in the City of Aberdeen, 101 interviews in the Town of Bel Air, and 30 interviews in the City of Havre De Grace. The total base 400 samples were stratified proportionately to the population within each area of Harford County. The average length of each interview was approximately 12 minutes, with 85 percent of all interviews completed with cell phone-only respondents. The survey questionnaire was at least partially based on questions used by the U.S. Department of Justice to measure community attitudes about local police departments throughout the nation.

In interpreting survey results, all surveys are subject to error; that is, the results of the survey may differ from those that would have been obtained if the entire population were interviewed. The size of the sampling error depends on the total number of respondents to a particular question, and thus, the six distinct population areas surveyed would necessarily carry differing margins of error when analyzing those population subsets, as follows:

* Total [**N=400**] – margin of error ±4.9 points.
* North Harford County [**N=47**] – margin of error ±14.3 points.
* Central Harford County [**N=59**] – margin of error ±12.7 points.
* South Harford County [**N=120**] – margin of error ±9.0 points.
* Aberdeen [**N=43**] – margin of error ±14.9 points.
* Bel Air [**N=101**] – margin of error ±9.7 points.
* Havre De Grace [**N=30**] – margin of error ±17.9 points.

The table that follows represents the estimated sampling error for different percentage distributions of responses based on sample size. For example, a 52 percent narrow majority of all 400 respondents said their local (Police Officers/Sheriff’s Deputies) attitudes, behaviors, and professionalism meets their expectations (Q.09). This percentage would have a sampling error of plus or minus 4.9 points. That means that with repeated sampling, it is very likely (95 times out of every 100), that the percentage for the entire population would fall between 47.1 percent and 56.9 percent, hence 52 percent ±4.9 points.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **EPIC ▪ MRA** | | SAMPLING ERROR BY PERCENTAGE (AT 95 IN 100 CONFIDENCE LEVEL) | | | | | | | | |
| ***Percentage of sample giving specific response*** | | | | | | | | | | |
|  |  | ***10*** | ***20*** | ***30*** | ***40*** | ***50*** | ***60*** | ***70*** | ***80*** | ***90*** |
| **SAMPLE SIZE** | | **% margin of error ±** | | | | | | | | |
|  | **700** | 2.2 | 3.0 | 3.3 | 3.7 | 3.6 | 3.7 | 3.3 | 3.0 | 2.2 |
|  | **650** | 2.3 | 3.1 | 3.5 | 3.8 | 3.8 | 3.8 | 3.5 | 3.1 | 2.3 |
|  | **600** | 2.4 | 3.2 | 3.7 | 3.9 | 4 | 3.9 | 3.7 | 3.2 | 2.4 |
|  | **550** | 2.5 | 3.3 | 3.8 | 4.1 | 4.2 | 4.1 | 3.8 | 3.3 | 2.5 |
|  | **500** | 2.6 | 3.5 | 4 | 4.3 | 4.4 | 4.3 | 4 | 3.5 | 2.6 |
|  | **450** | 2.8 | 3.7 | 4.2 | 4.5 | 4.6 | 4.5 | 4.2 | 3.7 | 2.8 |
|  | **400** | 2.9 | 3.9 | 4.5 | 4.8 | 4.9 | 4.8 | 4.5 | 3.9 | 2.9 |
|  | **350** | 3.1 | 4.2 | 4.8 | 5.1 | 5.2 | 5.1 | 4.8 | 4.2 | 3.1 |
|  | **300** | 3.4 | 4.5 | 5.2 | 5.5 | 5.7 | 5.5 | 5.2 | 4.5 | 3.4 |
|  | **250** | 3.7 | 5 | 5.7 | 6.1 | 6.2 | 6.1 | 5.7 | 5 | 3.7 |
|  | **200** | 4.2 | 5.5 | 6.4 | 6.8 | 6.9 | 6.8 | 6.4 | 5.5 | 4.2 |
|  | **150** | 4.8 | 6.4 | 7.3 | 7.8 | 8 | 7.8 | 7.3 | 6.4 | 4.8 |
|  | **100** | 5.9 | 7.8 | 9 | 9.6 | 9.8 | 9.6 | 9 | 7.8 | 5.9 |
|  | **50** | 8.3 | 11.1 | 12.7 | 13.6 | 13.9 | 13.6 | 12.7 | 11.1 | 8.3 |



# Executive Summary

Results from the survey clearly show that the Harford County Sheriff’s Office, Aberdeen Police Department, Bel Air Police Department, and the Havre de Grace Police Department still earn very high marks from a strong majority of the residents of the County, and of those three communities specifically. An 85% overwhelming majority of county residents said they are satisfied with the job done providing public safety services to county residents (53% “very satisfied).” In the 2021 survey, 87% said they were satisfied with the job done providing these same public safety services. In the current survey, this included an 85% majority of Whites, 86% of African Americans, 88% of Hispanics and 84% of other races.

While the response of all county residents slipped by 2 points from 87% to 85% (well within the 4.9% margin of error), Whites slipped by 4 points from 89% to 85%, African Americans increased by 7 points from 79% to 86%, Hispanics were unchanged at 88%, and other races slipped by 9 points from 93% to 84% (very small sample size).

Moreover, a 59% majority of county residents offered a positive rating of “excellent” (31%) or “very good” (28%) for the job done by the Sheriff’s Office or their Police Department in protecting and promoting public safety in their community, with another 22% offering a “good” rating, and 14% offering a negative rating of “fair” or “poor.” This rating slipped by 9 points from the 2021 survey when a 68% solid majority of county residents offered a very positive rating of “excellent” (37%) or “very good” (31%) for the job done protecting and promoting public safety in their community, with another 20% offering a “good” rating, and 9% offering a negative rating of “fair” or “poor.”

When the excellent, very good and good ratings are combined in the current 2024 survey, an 81% majority of all respondents offered an overall positive response, down 7 points from 2021 when 88% offered the same rating. The current survey also included 83% of Whites (down 7 points from 90% in 2021), 74% of African Americans (down 10 points from 84%), 82% of Hispanics (down 1 point from 83%), and 74% of other races (up 3 points from 71%).

Also, it is worth noting that in the current 2024 survey, when asked to rate the job that Harford County, Aberdeen, Bel Air or Havre de Grace does in providing basic services to residents, 55% (down 4 points from 2021) offered a positive rating of “excellent” (27%) or “very good” (28%), with another 26% offering a “good” rating and 13% (up 4 points) offering a “negative” rating of “fair” (10%) or “poor” (3%).

In the 2021 survey, a 59% majority of Horford County and the three communities offered a positive rating of “excellent” (30%) or “very good” (29%), with another 24% offering a “good” rating for providing basic services to residents and 9% offering a “negative” rating of “fair” (7%) or “poor” (2%).

County residents said they are satisfied by 30 points more with the job done providing public safety services than the positive rating offered for the job their county government, or their local government, has done providing basic services. Respondents also offered a 4-point higher rating for the job the Sheriff’s Office or local Police Department does in protecting and promoting public safety at 59%, than the county and local communities do providing basic services at 55%.

When the excellent, very good and good ratings are combined in the current 2024 survey for providing basic services, 81% of all respondents (down 7 points from 88% in 2021), 83% of Whites (unchanged), 74% of African Americans (down 5 points from 79% in 2021), 82% of Hispanics (down 6 points from 88% in 2021), and 74% of other races (down 5 points from 79% in 2021) offered a total positive rating.

Survey respondents said by a nearly unanimous 98% in the current 2024 survey throughout Harford County (unchanged since 2021) that they feel safe in their community, including 55% saying they feel “very safe” (down 9 points from 64% in 2021). The lowest total percent saying they feel safe were residents of Southern Harford County at 97%, Aberdeen and Bel Air at 98%, with 100% cited in Northern and Central Harford County and Havre de Grace.

In the 2021 survey, the lowest total percent saying they felt safe was in Aberdeen at 95%, followed by 96% in Southern Harford County, 98% of Northern Harford County, 98% of Bel Air, 100% of Central Harford County and 100% of Havre de Grace residents. A 97% majority of Whites, 99% of African Americans, 96% of Hispanics and 100% of other races said they felt safe in their communities.

As indicated in the earlier methodology section, the small sample sizes gathered in several communities have a large error rate which should be taken into consideration when reviewing the results. The largest to smallest error rates in the current 2024 survey are found in Havre de Grace (17.9%); Aberdeen (14.9%); North Harford County Region (14.3%); the Central Harford County Region (12.7%); Bel Air (9.7%); and the South Harford County Region (9.0%).

When asked in the current 2024 survey if ,over the past 12 months, they felt more safe or less safe in their community, 57% of all respondents volunteered that they felt about the same when it came to their safety (unchanged from 2021), while 27% said they felt safer (up 1 point since 2021), and 15% saying they felt less safe (down 1 point). Among Whites, 24% said they feel safer (unchanged since 2021), as do 42% of African Americans (up 4 points), 29% of Hispanics (unchanged), and 21% of other races (unchanged). Among Whites, 58% said they felt about the same over the past 12 months (down 2 points from 60% in 2021), as did 58% of Hispanics (down 5 points from 63%), and 58% of other races (down 6 points from 64%), with 50% of African Americans saying they felt the same (up 5 points from 45% in 2021).

Respondents were asked to describe in the 2024 survey, from 6 possible statements, how they feel when seeing police officers or Sheriff’s Deputies patrolling their neighborhoods, whether on foot, bicycle, or in a vehicle when they are not responding to a crime in progress.

The top response at 27%, was: “makes [them] feel safer” (down 1 point from 28%). Followed by…

* “Makes [them] feel like police officers care about [their] neighborhood” at 27% (down 2 points from 29%).
* “Makes [them] think they are looking to prevent a crime from occurring” at 19% (down 2 points from 21%).
* “Makes [them] wonder if a crime has occurred” at 14% (up 2 points from 12%).
* Only 5% of respondents volunteered that they did not recall seeing police patrol their neighborhood (unchanged from 2021), with 3% saying it makes them feel fearful of your neighborhood (up 1 point), and another 2% saying it makes them fearful of the police (unchanged).

Among Whites, 29% said it makes them feel like police officers care about their neighborhood (down 2 points from 31%), 28% said it makes them feel safer (down 2 points from 30%), 19% said it makes them think the police are looking to prevent a crime from occurring (down 2 points from 21%), and 13% said it makes them feel like a crime has occurred (up 3 points from 10%).

Among African Americans, 25% said it makes them feel safer (up 3 points from 22%), 23% said it makes them feel like police officers care about their neighborhood (up 1 point from 22%), 20% said it makes them think police are looking to prevent a crime from occurring (down 2 points from 22%), 14% said it makes them feel like a crime has occurred (down 2 points from 16%), 8% said they never see the police and 5% said it makes them fearful of the police.

Among Hispanics, 27% said it makes them feel like police officers care about their neighborhood (up 2 points from 25%), 23% said it makes them feel safer (up 2 points from 21%), 23% said it makes them feel like a crime has occurred (up 4 points from 19%, 15% said it makes them think they are looking to prevent a crime from occurring (down 8 points from 23%).

In an open-ended question, all respondents were asked what they feel are the three biggest crime-related problems currently facing their community. The top combined responses in the 2024 survey were: “car burglary/theft” at 22%; followed by “residential burglary/theft” at 15%; “drug abuse/selling drugs” at 13%; “traffic violations/speeding” at 6%; and “vandalism/graffiti” at 4%. The top combined responses in the 2021 survey were “drug abuse/selling drugs” at 21%; “residential burglary/theft” at 18%; “car burglary/theft” at 17%; “traffic violations/speeding” at 7%; and “vandalism/graffiti” at 5%.

Among Whites, in the 2024 survey, the top responses offered were “car burglary/theft” (22%); “residential burglary/theft” (16%); “drug abuse/selling drugs” (14%); followed by “traffic violations/speeding” (8%).

Among African Americans in 2024, the top responses offered were “car burglary/theft” (23%); “residential burglary/theft” (15%); and “drug abuse/selling drugs” (11%).

Among Hispanics in 2024, the top responses were “car burglary/theft” (27%); “drug abuse/selling drugs” (16%); followed “residential burglary/theft” (9%); and “gathering/loitering” (8%).

In 2024, a 58% solid majority (down 3 points from 61% in 2021) of all respondents offered a very positive rating of “excellent” (27%) or “very good” (31%) for the relationship between the Sheriff’s Department or their local police department, and their community, with another 22% (unchanged) offering a “good” rating, and 14% (up 4 points since 2021) offering a negative rating of “fair” or “poor.” The highest percentage positive rating on the police – community relationship was found in Bel Air at 67% (down 3 points from 2021); Central Harford County at 63% (down 13 points from 2021), followed by Northern Harford County at 60% (down from 70% in 2021). Lower ratings of 59% were offered by Havre de Grace (down 2 points), 52% in Southern Harford County (unchanged), and 49% in Aberdeen (up 16 points from 2021).

When the ratings of excellent, very good and good are combined in the 2024 survey, 80% offered a total positive rating among all respondents (down 3 points from 83 in 2021), with Whites at 84% (down 1 point from 85% in 2021), African Americans at 65% (down 14 points from 79% in 2021), Hispanics at 82% (up 11 points from 71%) and other races at 79% (down 7 points from 86%).

When asked in the 2024 survey how they would describe their local police officers or Sheriff’s deputies’ attitudes, behaviors, and professionalism toward citizens, 33% of respondents said it exceeded expectations, 52% said it met expectations, with 5% saying it was below expectations. In the 2021 survey, 40% of all respondents said it exceeded expectations, 47% said it met expectations, with just 5% saying it was below expectations. The highest percentages saying police officers or Sheriff’s deputies exceeded expectations in the 2024 survey were in Northern Harford County at 49%, Central Harford County at 39%, Bel Air at 35%, followed by Havre de Grace at 30%, Southern Harford at 27%, and Aberdeen at 26%. The 2024 survey results are down from the 2021 survey results when Northern Harford County and Bel Air had 52% saying they exceeded expectations, Southern Harford County had 32% saying the same thing, as did Aberdeen and Havre de Grace at 31% each. Central Harford County is the only area that increased in 2024 from 38% to 39%.

Among Whites in the 2024 survey, 37% said police exceeded expectations (down 10 points from 47% in 2021), 49% said they met expectations (up 10 points), 4% were below (down 1 point), and 11% were unsure (up 2 points). Among African Americans, 67% said police met expectations (unchanged), 15% said police exceeded expectations (down 6 points), 9% said they were below (up 4 points), with 9% unsure (up 2 points). Among Hispanics, 48% said police met expectations (down 15 points from 63%), 39% said they exceeded expectations (up 14 points), 3% said they were below (down 1 point), with 9% unsure (up 1 point). Among other races, 63% said police met expectations (down 1 point), 26% said they exceeded them (down 3 points), 5% were below (up 5 points) and 5% were unsure (down 2 points).

When asked to describe the overall level of competence of their local police officers or Sheriff’s deputies, 58% of all respondents (down 6 points) offered an overall very positive rating of “excellent” (29%) or “very good” (29%), with 24% offering a “good” rating and 7% offering a negative rating. In 2021, 64% offered an overall very positive rating of “excellent” (30%) or “very good” (34%), with 24% offering a “good” rating, 7% offering a negative rating, with 5% undecided.

The highest to lowest combined *very* positive ratings (that is, combined ratings of “excellent” and “very good”) in the 2024 survey came from Northern Harford County at 66% (down 13 points from 2021); Bel Air at 61% (down 7 points); Havre de Grace at 60% (up 8 points); Central Harford County at 59% (down 16 points); Aberdeen at 56% (up 7 points); and Southern Harford County (53%). The highest to lowest “good” ratings were found in Havre de Grace (34%); Aberdeen (33%); Southern Harford (28%); Bel Air (23%); Central Harford (18%); and Northern Harford (13%).

When the ratings of excellent, very good and good are combined into a total positive rating for the competence of police and Sheriff’s deputies, 82% of all respondents (down 6 points), 82% of Whites (down 7 points), 80% of African Americans (down 4 points), 85% of Hispanics (down 3 points), and 79% of other races (down 14 points) offered a total positive rating for the overall level of competence.

All respondents were asked if they were satisfied or dissatisfied with the response time of their local police officers or Sheriff’s deputies to a crime in progress. A 60% majority of all respondents (up 2 points) said they were satisfied (36% “very satisfied” – down 6 points), 19% volunteered that they were neither satisfied not dissatisfied (up 4 points), with only 5% dissatisfied (up 1 point) and 16% undecided (down 7 points). The highest to lowest percentage in the 2024 survey saying they were satisfied came from Aberdeen (72%); Havre de Grace (70%); Southern Harford County (67%); Bel Air (54%); Northern Harford County (51%); and Central Harford County (47%). The highest to lowest percentage in the 2021 survey saying they were satisfied came from Havre de Grace (69%); Southern Harford County (63%); Bel Air (57%); Central Harford County (56%); Aberdeen (51%); and Northern Harford County (47%).

The highest percentage volunteering that they were neither satisfied nor dissatisfied in the 2024 survey came from Northern Harford County respondents at 32% (up 2 points), Central Harford County at 24% (up 11 points), with other regions registering in the teens as a percentage. Regions that were “unsure” by the highest to lowest percentages in the 2024 survey were Bel Air at 25% (down 1 point); Central Harford at 24% (down 5 points); Northern Harford at 15% (down 1 point); Havre de Grace at 13% (down 8 points); with Southern Harford at 10% (down 11 points); and Aberdeen at 10% (down 18 points).

Among Whites, 55% (down 2 points) were satisfied with the response time, 21% volunteered they were neither satisfied nor dissatisfied (up 6 points), 4% were dissatisfied (unchanged) and 20 unsure (down 4 points). Among African Americans, 77% were satisfied (up 15 points), 11% volunteered they were neither satisfied nor dissatisfied (down 7 points), 6% were dissatisfied (up 5 points), with 6% unsure (down 13 points). Among Hispanics, 67% were satisfied (up 9 points), 18% volunteered they were neither satisfied nor dissatisfied (up 5 points), 9% dissatisfied (up 9 points), and 9% unsure (down 20 points). Among other races, 53% were satisfied (down 18 points), 21% said they were neither satisfied nor dissatisfied (up 14 points), 5% dissatisfied (up 5 points), and 21% unsure (unchanged).

All respondents in 2024 were asked if they agree or disagree with the statement that “My community’s police officers or sheriff’s deputies are free from bias and enforce the law in a fair and impartial manner, regardless of race, gender, or age.” A 71% majority of all respondents (down 3 points) agreed (41% “strongly” – down 9 points), 8% volunteered that they neither agreed nor disagreed (unchanged), 11% disagreed (unchanged) and 10% were unsure (up 3 points). The highest to lowest percentages saying they agreed were Havre de Grace at 80% (up 18 points); Central Harford County at 75% (down 7 points); Aberdeen at 74% (down 1 point); Northern Harford County at 72% (down 8 points); Bel Air at 72% (down 4 points); and South Harford County at 66% (down 3 points).

Whites agreed by 73% (down 7 points); African Americans by 70% (up 19 points); Hispanics at 73% (up 6 points); and other races at 58% (down 21 points). Among other races, 32% disagreed (up 18 points); as did 23% of African Americans (unchanged); 7% of Hispanics (down 8 points), and 7% of among Whites (down 1 point).

Survey respondents in 2024 were told that in 2021, the County Executive and the Council approved the redevelopment repurposing of the former HEAT center to serve as the Sheriff’s Office Central Precinct and training academy. A 70% solid majority agreed with this project moving forward at the already approved and funded location, 11% neither agreed or disagreed, 5% disagreed and 14% were undecided. This question was not asked in the 2021 survey.

The highest to lowest agreement on this question came from Aberdeen at 86%; Havre de Grace at 80%; Northern Harford County at 77%; Central Harford County at 75%; Bel Air at 63%; and Southern Harford County at 62%.

The highest to lowest agreement on this question by race came from Hispanics (76%), other races (74%); Whites (71%) and African Americans (64%).

When asked in the 2024 survey if they agree or disagree with the statement: “Our (police officers/Sheriff’s deputies) are comprised of a diverse workforce that reflects the gender and race of the population of Harford County,” a 65% majority (up 2 points) of all respondents agreed (33% “strongly” – down 7 points), 10% volunteered that they neither agreed nor disagreed (up 4 points), 15% disagreed (down 2 points), with (9% “strongly” – up 3 points), with 10% unsure (down 4 points). The highest to lowest percentage in agreement by region included: Central Harford County (71% -- up 9 points); Northern Harford County (68% -- down 8 points); Aberdeen (67% -- unchanged); Havre de Grace (67% -- up 12 points); Southern Harford County (65% -- up 7 points); and Bel Air (58% -- down 8 points).

Among Whites, 67% agreed (down 3 points) that the workforce is diverse, 11% volunteered neither (up 4 points), 11% disagreed (up 2 points), and 11% were unsure (down 4 points). Among African Americans, only 48% 44% agreed (up 4 points and 19 points below Whites), 12% volunteered neither (up 7 points), and 36% disagreed (down 12 points). Among Hispanics, 73% agreed (up 25 points), 3% volunteered neither (down 1 point), 12% disagreed (down 9 points) and 12% were unsure (down 17 points). Among other races, a 74% majority agreed (up 24 points), 11% volunteered neither (up 4 points), 16% disagreed (up 2 points), and 0% were unsure (down 29 points).

When all respondents in 2024 were asked if they ever attended any community service, outreach events, or presentations hosted by either their local police department or the Harford County Sheriff’s Office, 25% said “yes” (unchanged), including 11% by local police (up 5 points), 7% by the Sheriff’s Office (down 4 points) and 7% by both (down 1 point). The highest to lowest “yes” responses by region or community were Aberdeen (33% -- up 23 points); Southern Harford County (28% -- up 10 points); Bel Air (26% -- down 6 points); Northern Harford County (23% -- up 1 point); Central Harford County (19% -- down 8 points); and Havre de Grace (16% -- down 29 points). Responses by race were Whites (26% -- unchanged); African Americans (29% -- up 10 points); Hispanics (18% -- down 7 points); and other races (5% -- down 23 points).

All respondents were asked in an open-ended question: “Under what circumstances have you had contact with your Sheriff’s Office/Police Department, or its officers or deputies in the past 12 months?” A 55% majority said they did not have any contact with the police (up 11 points); 10% said a traffic stop (unchanged); 9% said community event (up 1 point); 5% each said they were a victim of a crime (unchanged) or a witness to a crime (up 1 point).

Northern Harford County said traffic stop by 14% -- (down 5 points); Central Harford County said traffic stop by 10% (up 3 points) and community event by 10% (unchanged); Southern Harford County said witness to a crime by 9% (up 3 points), traffic stop by 8% (down 1 point), and victim of a crime by 8% (down 2 points); Aberdeen said community event by 13% (up 11 points), traffic stop by 7% (down 3 points), and crime prevention contact by 7% (unchanged); Bel Air said community event by 14% (up 3 points) and traffic stop by 10% (down 2 points); and Havre de Grace said traffic stop by 9% (up 6 points).

Among White respondents, 55% said they have had no contact (up 10 points), 10% said they had contact at a community event (up 1 point), 8% said they had one or more traffic stops (down 1 point), 5% said they were a victim of a crime (up 1 point), 4% said they were a witness (unchanged), and 4% said the contact was crime prevention (unchanged). Among African American respondents, 59% had no contact (up 16 points), 11% said they had one or more traffic stops (down 3 points), 7% said they had contact at a community event (up 2 points), 6% said they were a witness (unchanged). Among Hispanics, 44% had no contact (up 13 points) and 12% said they had one or more traffic stops (down 3 points).

When all respondents were specifically asked how many times they had contact with police officers or Sheriff’s deputies over the past 12 months for traffic related issues such as citations, warnings or crashes, 16% said once (down 5 points) and 4% said twice (up 2 points). In the regions of Harford County and the three communities, contact ranged from a high of 30% in Northern Harford County (down 2 points) to a low of 18% in Southern Harford County.

Among White respondents, 19% reported one or more contacts for traffic issues (down 4 points). Among African Americans, 24% reported having traffic related contacts (down 8 points), and among Hispanics, 21% reported traffic contacts with the police (down 4 points).

In a follow-up question, for traffic issue contacts, an overwhelming 85% majority of all respondents said they were satisfied with their interaction with the police (down 5 points), with 62% “very satisfied” (down 12 points). That included 100% who were satisfied in Central Harford County (up 17 points), 92% who were satisfied in Northern Harford County (down 1 point), 89% in Aberdeen (up 14 points), 86% in Havre de Grace (up 3 points), 81% in Bel Air (down 11 points), and 76% in Southern Harford County (down 17 points).

Among White respondents, 85% said they were satisfied with their interaction with the police for traffic stops (down 3 points), with 88% of African American respondents (down 8 points) and 86% of Hispanic respondents (up 3 points) also reporting being satisfied.

When all respondents in the 2024 survey were asked how many times in the past 12 months they had contact with the police for 911 emergency calls, 16% of all respondents said they had contact from one to four times or more times (unchanged). In the regions of Harford County and the three communities, contact ranged from a high of 17% in Northern Harford County (down 7 points), 17% in Southern Harford County (unchanged), 17% in Havre de Grace (down 4 points), to a low of 14% in Central Harford County (down 1 point) and 14% in Bel Air (up 1 point). Aberdeen increased from 5% in 2021 to 16% in 2024, an 11-point increase.

Among White respondents, 16% reported one or more contacts for 911 calls (unchanged). Among African Americans, 12% reported 911 contacts (down 2 points), and among Hispanics, 21% reported 911 contacts (up 17 points).

In a follow-up question in the 2024 survey, 88% of respondents said they were satisfied (up 4 points) with their interaction with the police on 911 calls (69% “very satisfied” - unchanged). That included 100% who were satisfied in Aberdeen (unchanged), Bel Air (up 7 points) and Havre de Grace (up 17 points); 89% in Central Harford County (down 11 points), 86% in Southern Harford County (up 10 points) and 63% in Northern Harford County (down 19 points).

Among White respondents, 83% said they were satisfied with their interaction with the police for 911 calls (down 2 points), with 100% of African American respondents and 100% of Hispanic respondents - in very small subsamples - saying they were satisfied.

All 2024 survey respondents were asked a new question: In the last 12 months were you issued a “School Bus Stop Arm Camera” citation? In response, 4% in Northern Harford County said “yes,” as did 3% in Bel Air, 1% in Southern Harford County zero percent in Central Harford County, Aberdeen and Havre de Grace.

Among White respondents, 1% said they received a citation. Among African Americans, 3% said they were issued citations, with Hispanics reporting receiving no school bus citations.

In another new question in the 2024 survey, 85% of all respondents, 91% of Southern Harford County, 86% of Central Harford County, 84% of Havre de Grace, 83% of Bel Air, 81% of Northern Harford County and 77% of Aberdeen said the School Bus Arm Camera program helps keep kids safe and stops motorists from illegally passing school buses.

When survey respondents were asked how many times in the past 12 months they had contact with the police for any other interactions, such as a community meeting or simply talking with an officer while he or she was on patrol. In the regions of Harford County and the three communities, contact rates ranged from a high of 39% in Bel Air (up 23 points), 35% in Aberdeen (up 22 points), 34% in Central Harford County (down 2 points), 30% in Northern Harford County (unchanged) and 26% in Havre de Grace (down 19 points).

Among White respondents, 35% reported one or more contacts for other interactions, as did 22% of African Americans and 18% of Hispanics.

Thinking about their most recent contact with a police officer or Sheriff’s Deputies for “other” interactions, 93% of all respondents (down 5 points), said they were satisfied with their most recent interaction (74% “very satisfied” – down 14 points). That included 100% Aberdeen (up 7 points), 95% in Central Harford County (down 5 points), 95% in Bel Air (also down 5 points), 93% in Southern Harford County (down 4 points), 86% in Northern Harford County (down 14 points), and 71% in Havre de Grace (down 21 points).

Among White respondents, 92% said they were satisfied with their other interactions with the police or Sheriff’s Deputies (up 1 point), 100% of African American respondents (up 6 points) and 100% of Hispanic respondents (unchanged) in very small subsamples also saying they were satisfied.

When asked where they get most of their information about the Sheriff’s Office or their local police department, 32% of all respondents said “social media” (up 9 points), 20% said “word or mouth” (up 1 point), 20% said “television” (up 3 points), 10% said police or Sheriff’s Department website (up 3 points), and 9% said “the newspaper” (down 2 points).

* In North Harford County, 31% said “social media” (up 1 point), 20% said “word of mouth” (down 4 points), 17% said “television” (up 3 points), 79% said “police department/ Sheriff’s Office website” (down 2 points), and 7% said “newspaper” (up 2 points).
* In Central Harford County, 37% said “social media” (up 12 points), 21% said “word of mouth” (up 1 point), 11% said police or Sheriff’s Department website (up 6 points), and 10% said “television” (down 13 points).
* In Southern Harford County, 29% said “social media” (up 7 points), 18% said “television” (down 2 points), 17% said “word of mouth” (unchanged), 10% said “police department/Sheriff’s Office website” (down 3 points), and 9% said “newspaper” (down 4 points). I
* In Aberdeen, 28% said “social media” (up 10 points), 25% said “word of mouth” (unchanged), 12% said “television” (down 9 points), 12% also said “newspaper” (up 6 points), and 11% said “personal experience” (up 3 points).
* In Bel Air, 34% said “social media” (up 13 points), 19% said “word of mouth” (up 1 point), 11% said “television” (up 4 points), 11% each said “newspaper” (down 1 point), and 11% also said “police department/Sheriff’s Office website” (up 4 points).
* Finally, in Havre de Grace, 29% said “social media” (up 3 points), 27% said “word of mouth” (up 10 points), 13% said “television” (up 5 points), 9% said “personal experience” (down 8 points), 7% said “newspaper” (down 3 points), and 7% said “police department/Sheriff’s Office website” (down 2 points).

# Areas of improvement from 2021 to 2024

* 73% of Hispanics (up 25 points) agreed that the police workforce is diverse.
* 33% of Aberdeen residents attended a community service, outreach event or presentation (up 23 points).
* 39% of Bel Air residents had contact with police for some other interaction, like a community meeting or just talking to an officer on patrol (up 23 points).
* 35% of Aberdeen residents had contact with police for some other interaction (up 22 points).
* 70% of African American residents (up 19 points) agreed that “My community’s police officers or sheriff’s deputies are free from bias and enforce the law in a fair and impartial manner, regardless of race, gender or age.”
* 80% of Havre de Grace residents agreed (up 18 points) that “My community’s police officers or sheriff’s deputies are free from bias and enforce the law in a fair and impartial manner, regardless of race, gender or age.”
* 100% of Central Harford County said they were satisfied with their most recent contact with police (up 17 points).
* 21% of Hispanic residents reported one or more contacts for 911 calls with police (up 17 points).
* 100% of Havre de Grace residents said they were satisfied with their interaction with police on 911 calls (up 17 points).
* 59% of African American residents had no recent contact with police (up 16 points).
* 77% of African American residents were satisfied with the police response time to a crime in progress (up 15 points).
* 39% of Hispanic residents said police and Sheriff’s deputies exceeded expectations (up 14 points) in their attitudes, behavior and professionalism towards citizens.
* 89% of Aberdeen residents said they were satisfied with their most recent contact with police (up 14 points).
* 44% of Hispanic residents said they had no recent contact with police (up 13 points).
* In Bel Air, 34% of residents said they get their information from social media (up 13 points).
* 67% of Havre de Grace residents (up 12 points) agreed that “Our (police officers/Sheriff’s deputies) are comprised of a diverse workforce that reflects the gender and race of the population of Harford County.”
* 37% of Central Harford County residents said they get their information from social media (up 12 points).
* Hispanics offered a positive rating of excellent, very good or good of 82% (up 11 points from 71%) for the relationship between their local police or the Sheriff’s Office and the community.
* 13% of Aberdeen residents said their last contact with the police was at a community event (up 11 points).
* 16% of Aberdeen residents said they were satisfied with their interaction with police on a 911 emergency call (up 11 points).
* 49% of Whites said police and Sheriff’s deputies’ attitudes, behavior and professionalism toward citizens met expectations (up 10 points).
* 29% of African American residents attended a community service, outreach event or presentation (up 10 points).
* 28% of Southern Harford County attended a community service, outreach event or presentation (up 10 points).
* 55% of White residents said they had no recent contact with police (up 10 points).
* 86% of Southern Harford County residents were satisfied with their interaction with police on 911 calls (up 10 points).
* In Aberdeen, residents said by 28% they get their information from social media (up 10 points).
* In Havre de Grace, 27% of residents said they get their information from word of mouth (up 10 points).
* 71% of Central Harford County (up 9 points) agreed that “Our (police officers/Sheriff’s deputies) are comprised of a diverse workforce that reflects the gender and race of the population of Harford County.”
* 32% of all respondents said they get their information about the Sheriff’s Office or their local police from social media (up 9 points).
* 60% of Havre de Grace residents offered a positive job rating of “excellent” or “very good” for their police for their overall competence (up 8 points).
* An 86% majority of African American residents said they were satisfied with the job done providing public safety services to county residents (up 7 points from 2021).
* Aberdeen at 56% positive rating of “excellent” or “very good” the overall competence of their police (up 7 points).
* 65% of Southern Harford County (up 7 points) agreed that “Our (police officers/Sheriff’s deputies) are comprised of a diverse workforce that reflects the gender and race of the population of Harford County.”
* 100% of Bel Air residents were satisfied with their interaction with police on 911 calls (up 7 points).
* 100% of Aberdeen residents were satisfied with their most recent interaction with a police officer or Sheriff’s deputy (up 7 points).
* In Southern Harford County, 29% said they get their information from social media (up 7 points).
* 9% of Havre de Grace residents said their last contact with police was for a traffic stop (up 6 points).
* 100% of African American residents said they were satisfied with their last interaction with the police (up 6 points).
* 11% of Central Harford County said they get information from the police or Sheriff’s Office website (up 6 points).
* In Aberdeen, 12% of residents said they get their information from newspapers (up 6 points).
* 50% bare majority of African American residents said they felt about the same in terms of public safety (up 5 points since 2021).
* 11% said they attended a community service, outreach events or presentations hosted by local police (up 5 points).
* In Havre de Grace, 13% said they get their information from television news (up 5 points).

# Areas of decline from 2021 to 2024

* 16% of Havre de Grace residents said they attended community services, outreach events, or presentations hosted by either their local police department or the Harford County Sheriff’s office (down 29 points).
* 5% of other races said they attended community services, outreach events, or presentations hosted by either their local police department or the Harford County Sheriff’s office (down 23 points).
* 58% of other races agree (down 21 points) that police officers and sheriff’s deputies are free from bias and enforce the law in a fair and impartial manner, regardless of race, gender or age.
* 71% of Havre de Grace residents were satisfied with their most recent interaction with the police (down 21 points).
* 63% in Northern Harford County were satisfied with their interaction with police on 911 calls (down 19 points).
* 26% of Havre de Grace residents said they had contact with police for other interactions, such as community meetings or talking to police while on patrol (down 19 points).
* 53% of other races were satisfied with the police response to a crime in progress (down 18 points).
* 76% of Southern Harford County residents were satisfied with their interaction with police (down 17 points).
* 59% of Central Harford County residents offered a positive rating of excellent or very good for the overall competence of police (down 16 points).
* 48% of Hispanics said the police met expectations in terms of attitudes, behaviors, and professionalism towards citizens (down 15 points).
* 65% of African American residents offered a positive rating of excellent, very good or good for the relationship between the (Sheriff’s Office/local police) and the community (down 14 points).
* 79% of other races offered a positive rating of excellent, very good or good for the overall competence of police (down 14 points).
* 74% of all respondents were very satisfied with their most recent interaction with the police (down 14 points).
* 86% of Northern Harford County residents were satisfied with their most recent interaction with the police (down 14 points).
* 63% of Central Harford County residents offered a positive rating of excellent or very good for the relationship between the Sheriff’s Office or their local police and the community (down 13 points).
* 66% of Northern Harford County residents (down 13 points) offered an overall positive rating of excellent or very good for the overall competence of police.
* In Central Harford County, 10% said they get their information from television news (down 13 points).
* 62% of all respondents said they were very satisfied with their interaction with the police (down 12 points).
* 89% of Central Harford County residents said they were satisfied with their interaction with police on 911 calls (down 11 points).
* 74% of African American residents offered a rating of excellent, very good or good for the job done protecting and promoting public safety (down 10 points).
* 60% of Northern Harford County residents offered a positive rating of excellent or very good for the relationship between the Sheriff’s Office or their local police and the community (down 10 points).
* 37% of White residents said the police exceeded expectations in terms of attitudes, behaviors, and professionalism towards citizens (down 10 points).
* 84% of other races said they are satisfied with the job done providing public safety services to county residents (down 9 points).
* 59% of all residents offered a positive rating for the job done protecting and promoting public safety in their community (down 9 points).
* 55% of all residents saying they felt “very safe” in their community (down 9 points).
* 41% of all respondents strongly agree (down 9 points) with the statement “My communities police officers or sheriff’s deputies are free from bias and enforce the law in a fair and impartial manner, regardless of race, gender or age.”
* In Aberdeen, 12% said they got their information about the police from television news (down 9 points).
* 72% of Northern Harford County residents agree (down 8 points) with the statement “My communities police officers or sheriff’s deputies are free from bias and enforce the law in a fair and impartial manner, regardless of race, gender or age.”
* 68% of Northern Harford County residents agree (down 8 points) that our (police officers/sheriff’s deputies) are comprised of a diverse workforce that reflects the gender and race of the population of Harford County.
* 58% of Bel Air residents agree (down 8 points) that our (police officers/sheriff’s deputies) are comprised of a diverse workforce that reflects the gender and race of the population of Harford County.
* 19% of Central Harford County residents said they attended a community service, outreach events, or presentations hosted by either their local police department or the Harford County Sheriff’s office (down 8 points).
* 24% of African American residents said they had traffic related contacts with the police (down 8 points).
* 88% of African American residents said they were satisfied with their interactions with police (down 8 points).
* In Havre de Grace, 9% said they get their information about the police from personal experience (down 8 points).
* 81% of all residents offered a rating of excellent, very good or good for the job done protecting and promoting public safety (down 7 points).
* 81% of all residents also offered a rating of excellent, very good or good for the job done by county or local government providing basic services (down 7 points).
* 83% of White residents offered a rating of excellent, very good or good for the job done protecting and promoting public safety (down 7 points).
* 79% of other races offered a positive rating of excellent, very good or good for the relationship between the (Sheriff’s Office/local police) and the community (down 7 points).
* 61% of Bel Air residents offered a positive rating of excellent or very good for the overall competence of police (down 7 points).
* 82% of White residents offered a positive rating of excellent, very good or good for the overall competence of police (down 7 points).
* 75% of Central Harford County residents agree (down 7 points) with the statement “My communities police officers or sheriff’s deputies are free from bias and enforce the law in a fair and impartial manner, regardless of race, gender or age.”
* 73% of White residents agree (down 7 points) that police officers and sheriff’s deputies are free from bias and enforce the law in a fair and impartial manner, regardless of race, gender or age.
* 18% of Hispanics said they attended a community service, outreach events, or presentations hosted by either their local police department or the Harford County Sheriff’s office (down 7 points).
* 17% of Northern Harford County residents said they had one or more contacts with police or 911 calls (down 7 points).
* 82% of Hispanic residents offered a rating of excellent, very good or good for providing basic services (down 6 points).
* 58% of other races said they felt about the same in terms of feeling safe in their community (down 6 points).
* 15% of African American residents said the police exceeded expectations in terms of attitudes, behaviors, and professionalism towards citizens (down 6 points).
* 58% of all respondents offered a positive rating of excellent or very good for the level of competence of their local police or Sheriff’s deputies (down 6 points).
* 36% of all respondents were very satisfied with the response time of police to a crime in progress (down 6 points).
* 26% of Bel Air residents said they attended community services, outreach events, or presentations hosted by either local police or the Harford County Sheriff’s office (down 6 points).
* 74% of African American residents offered a rating of excellent, very good or good for providing basic services (down 5 points).
* 74% of other races offered a rating of excellent, very good or good for providing basic services (down 5 points).
* 58% of Hispanics said they felt about the same in terms of feeling safe in their community (down 5 points).
* 14% of Northern Harford County residents said their most recent contact with police was for a traffic stop (down 5 points).
* 16% of all respondents said they had one contact with the police over the past 12 months (down 5 points).
* 85% of all respondents were satisfied with their interaction with the police (down 5 points).
* 93% of all respondents were satisfied with their most recent interaction with the police (down 5 points).
* 95% of Central Harford County residents were satisfied with their most recent interaction with the police (down 5 points).
* 95% of Bel Air residents were satisfied with their most recent interaction with the police (down 5 points).

\*It is important to remind the reader that, while some areas exhibited improvement, and others decline, but for rare instances, the majority of variance between the survey findings from 2021 to the instant 2024 survey is well within the margins of error of the survey results both county-wide, and within subgroups.

# Question by Question Analysis

## 

## Q.01: Rating the job done in providing County/City services – 2024 Survey

All respondents were asked to rate the job Harford County, Aberdeen, Bel Air or Havre de Grace has done providing services to its residents.The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 27% | 25% | 30% | 24% | 23% | 29% | 27% | Excellent |
| 28% | 30% | 36% | 19% | 35% | 35% | 13% | Very good |
| ***55%*** | ***55%*** | ***66%*** | ***43%*** | ***58%*** | ***64%*** | ***40%*** | ***TOTAL POSITIVE*** |
| 26% | 21% | 22% | 28% | 23% | 22% | 47% | Good |
| ***13%*** | ***15%*** | ***3%*** | ***23%*** | ***17%*** | ***8%*** | ***7%*** | ***TOTAL NEGATIVE*** |
| 10% | 15% | 3% | 17% | 14% | 5% | 7% | Fair |
| 3% | --- | --- | 6% | 3% | 3% | --- | Poor |
| 6% | 9% | 9% | 6% | 2% | 6% | 6% | Undecided/Refused |

## Q.02: Satisfaction with public safety services – 2024 Survey

All respondents were asked if they are satisfied or dissatisfied with the job their police department does providing public safety services to county residents? The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 53% | 47% | 63% | 43% | 63% | 59% | 56% | Very satisfied |
| 32% | 30% | 29% | 40% | 28% | 25% | 37% | Somewhat satisfied |
| ***85%*** | ***77%*** | ***92%*** | ***83%*** | ***91%*** | ***84%*** | ***93%*** | ***TOTAL SATISFIED*** |
| 6% | 10% | 3% | 8% | 7% | 4% | --- | Neither satisfied nor dissatisfied (***volunteered***) |
| ***6%*** | ***9%*** | ***2%*** | ***7%*** | ***2%*** | ***7%*** | ***7%*** | ***TOTAL DISSATISFIED*** |
| 4% | 9% | 2% | 4% | 2% | 3% | 4% | Somewhat dissatisfied |
| 2% | --- | --- | 3% | --- | 4% | 3% | Very dissatisfied |
| 3% | 4% | 3% | 2% | --- | 5% | --- | Undecided/Refused |

## Q.03: Rating job of police in protecting and promoting public safety – 2024 Survey

All respondents were asked, overall, how they would rate the job their (Sheriff’s Office, Police Department) does in protecting and promoting public safety in your community? The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 31% | 36% | 30% | 26% | 30% | 35% | 36% | Excellent |
| 28% | 19% | 36% | 29% | 23% | 28% | 27% | Very good |
| ***59%*** | ***55%*** | ***66%*** | ***55%*** | ***53%*** | ***63%*** | ***63%*** | ***TOTAL POSITIVE*** |
| 22% | 30% | 19% | 24% | 19% | 20% | 20% | Good |
| ***14%*** | ***4%*** | ***7%*** | ***19%*** | ***21%*** | ***14%*** | ***13%*** | ***TOTAL NEGATIVE*** |
| 11% | 4% | 5% | 13% | 21% | 9% | 13% | Fair |
| 3% | --- | 2% | 6% | --- | 5% | --- | Poor |
| 5% | 11% | 8% | 2% | 7% | 3% | 4% | Undecided/Refused |

## Q.04: How safe residents feel in their community – 2024 Survey

All respondents were asked, generally speaking, how safe they feel in their community The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 55% | 66% | 61% | 42% | 48% | 62% | 70% | Very safe |
| 43% | 34% | 39% | 55% | 49% | 36% | 30% | Mostly safe |
| ***98%*** | ***100%*** | ***100%*** | ***97%*** | ***98%*** | ***98%*** | ***100%*** | ***TOTAL SAFE*** |
| ***2%*** | ***---*** | ***---*** | ***3%*** | ***2%*** | ***1%*** | --- | ***TOTAL UNSAFE*** |
| 1% | --- | --- | 2% | 2% | --- | --- | Mostly unsafe |
| 1% | --- | --- | 1% | --- | 1% | --- | Very unsafe |
| 0% | --- | --- | --- | --- | 1% | --- | Undecided/Refused |

## Q.05: Do residents feel more or less safe over the past year – 2024 Survey

All respondents were asked if, over the past 12 months, they feel more safe or less safe in their community? The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 14% | 11% | 14% | 18% | 12% | 11% | 23% | Much safer |
| 13% | 8% | 14% | 15% | 16% | 11% | 17% | Somewhat safer |
| ***27%*** | ***19%*** | ***28%*** | ***33%*** | ***28%*** | ***22%*** | ***40%*** | ***TOTAL SAFER*** |
| 57% | 60% | 54% | 53% | 53% | 63% | 53% | The same/no change (***volunteered – do not read***) |
| ***15%*** | ***21%*** | ***15%*** | ***14%*** | ***19%*** | ***14%*** | ***7%*** | ***TOTAL LESS SAFE*** |
| 13% | 19% | 12% | 13% | 14% | 12% | 7% | Somewhat less safe |
| 2% | 2% | 3% | 1% | 5% | 2% | --- | Much less safe |
| 1% | --- | 3% | --- | --- | 1% | --- | Undecided/Refused |

## Q.06: How residents feel when police are on patrol in their neighborhood

All respondents were asked, when they see (Police Officers/Sheriff’s Deputies) patrolling in their neighborhood, whether on foot, bicycle, or in a vehicle, and not responding to a crime in progress, how it makes them feel (from a read list of six options). Multiple answers were allowed, and the responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 27% | 31% | 27% | 24% | 22% | 30% | 30% | Make you feel safer |
| 27% | 24% | 30% | 27% | 24% | 30% | 23% | Make you feel like police officers care about your neighborhood |
| 14% | 14% | 15% | 15% | 16% | 12% | 11% | Make you wonder if a crime has occurred |
| 19% | 16% | 19% | 21% | 24% | 16% | 16% | Make you think they are looking to prevent a crime from occurring |
| 3% | 4% | 1% | 3% | 5% | 1% | 7% | Make you fearful of your neighborhood |
| 2% | 3% | 1% | 1% | 1% | 3% | --- | Make you fearful of the police |
| 5% | 4% | 4% | 6% | 8% | 4% | 9% | I do not recall seeing police patrol my neighborhood (***volunteered – do not read***) |
| 3% | 4% | 3% | 3% | --- | 4% | 4% | Undecided/Refused |

## Q.07: Reported biggest crime-related problems facing the community – 2024 Survey

All respondents were asked to describe what the feel are the three biggest crime-related problems currently facing their community. The top responses were:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **2024: TOTAL** | **COMB.** | **Q.07A**  **“1st”** | **Q.07B**  **“2nd”** | **Q.07C**  **“3rd”** |
| Car burglary/theft | 22% | 26% | 22% | 10% |
| Residential burglary/theft | 15% | 11% | 19% | 24% |
| Drug abuse/selling drugs | 13% | 18% | 8% | 9% |
| Traffic violations/speeding | 6% | 5% | 8% | 7% |
| Vandalism/graffiti | 4% | 3% | 5% | 7% |
| Disorderly youth/gathering/loitering | 3% | 2% | 3% | 2% |
| Gun violence | 3% | 1% | 4% | 7% |
| Physical assault/fights | 3% | 1% | 4% | 6% |
| Domestic violence | 2% | 1% | 3% | 2% |
| Fraud/identity theft | 2% | 2% | 2% | 2% |
| Gang activity | 2% | 1% | 4% | --- |
| Business robberies | 1% | --- | --- | 2% |
| Disorderly conduct/public intoxication | 1% | --- | --- | 3% |
| Driving under the influence (alcohol/drugs) | 1% | --- | 3% | 3% |
| Hate crimes/racial crimes | 1% | --- | --- | 2% |
| Homelessness/panhandling | 1% | 1% | --- | 3% |
| Homicide/murder | 1% | 1% | 1% | 2% |
| Mugging | 1% | 1% | 2% | 2% |
| Prostitution | 1% | --- | 1% | 1% |
| School safety (bullying/fighting/weapons) | 1% | 1% | 2% | 1% |
| Sexual assault/rape | 1% | 1% | 1% | --- |
| Shoplifting | 1% | 1% | 3% | --- |
| Underage drinking | 1% | --- | --- | 2% |
| Other (***less than 1% each***) | 2% | 2% | 5% | 1% |
| Undecided/Refused | 11% | 21% | --- | --- |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **2024: TOTAL BY RACE** | **All** | **White** | **African American** | **Hisp** |
| Car burglary/theft | 22% | 22% | 23% | 27% |
| Residential burglary/theft | 15% | 16% | 15% | 9% |
| Drug abuse/selling drugs | 13% | 14% | 11% | 16% |
| Traffic violations/speeding | 6% | 8% | 2% | 3% |
| Vandalism/graffiti | 4% | 4% | 4% | 2% |
| Disorderly youth/gathering/loitering | 3% | 2% | 2% | 8% |
| Gun violence | 3% | 3% | 3% | 0% |
| Physical assault/fights | 3% | 2% | 4% | 3% |
| Domestic violence | 2% | 1% | 4% | 3% |
| Fraud/identity theft | 2% | 2% | 4% | 0% |
| Gang activity | 2% | 2% | 2% | 5% |
| Business robberies | 1% | 1% | 2% | 0% |
| Disorderly conduct/public intoxication | 1% | 0% | 0% | 3% |
| Driving under the influence (alcohol/drugs) | 1% | 1% | 0% | 0% |
| Hate crimes/racial crimes | 1% | 0% | 2% | 2% |
| Homelessness/panhandling | 1% | 1% | 1% | 0% |
| Homicide/murder | 1% | 1% | 2% | 3% |
| Mugging | 1% | 2% | 0% | 2% |
| Prostitution | 1% | 1% | 2% | 0% |
| School safety (bullying/fighting/weapons) | 1% | 1% | 1% | 3% |
| Sexual assault/rape | 1% | 1% | 0% | 2% |
| Shoplifting | 1% | 2% | 1% | 0% |
| Underage drinking | 1% | 1% | 0% | 0% |
| Other (***less than 1% each***) | 1% | 1% | 0% | 0% |
| Undecided/Refused | 11% | 10% | 15% | 11% |

## Q.08: Rating the relationship between the police and the community – 2024 Survey

All respondents were asked how they would describe the relationship between their community and their (Sheriff’s Office/Police Department). The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 27% | 34% | 32% | 20% | 28% | 30% | 27% | Excellent |
| 31% | 26% | 31% | 32% | 21% | 37% | 30% | Very good |
| ***58%*** | ***60%*** | ***63%*** | ***52%*** | ***49%*** | ***67%*** | ***57%*** | ***TOTAL POSITIVE*** |
| 22% | 26% | 15% | 23% | 30% | 21% | 20% | Good |
| ***14%*** | ***8%*** | ***10%*** | ***17%*** | ***19%*** | ***11%*** | ***10%*** | ***TOTAL NEGATIVE*** |
| 11% | 6% | 10% | 14% | 17% | 7% | 10% | Fair |
| 3% | 2% | --- | 3% | 2% | 4% | --- | Poor |
| 6% | 6% | 12% | 8% | 2% | 1% | 13% | Undecided/Refused |

**Q.09: Expectations of law enforcement officers’ attitudes and behavior – 2024 Survey**

All respondents were asked how they would describe their local (Police Officers/Sheriff’s Deputies) attitudes, behaviors, and professionalism toward citizens. The responses were

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 14% | 26% | 17% | 9% | 16% | 12% | 13% | Significantly exceed expectations |
| 19% | 23% | 22% | 18% | 10% | 23% | 17% | Exceed expectations but not significantly |
| ***33%*** | ***49%*** | ***39%*** | ***27%*** | ***26%*** | ***35%*** | ***30%*** | ***TOTAL EXCEED EXPECTATIONS*** |
| 52% | 45% | 47% | 60% | 58% | 47% | 50% | Meet expectations |
| ***5%*** | ***2%*** | --- | ***6%*** | ***4%*** | ***6%*** | ***7%*** | ***TOTAL BELOW EXPECTATIONS*** |
| 4% | 2% | --- | 4% | 2% | 5% | 7% | Fall below expectations |
| 1% | --- | --- | 2% | 2% | 1% | --- | Fall significantly below expectations |
| 10% | 4% | 14% | 7% | 12% | 12% | 13% | Undecided/Refused |

## Q.10: Rating the competence of local Officers/Deputies – 2024 Survey

All respondents were asked how they would describe the overall level of competence of their local (police officers/Sheriff’s deputies). The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 29% | 40% | 30% | 21% | 35% | 29% | 27% | Excellent |
| 29% | 26% | 29% | 32% | 21% | 32% | 33% | Very good |
| ***58%*** | ***66%*** | ***59%*** | ***53%*** | ***56%*** | ***61%*** | ***60%*** | ***TOTAL POSITIVE*** |
| 24% | 15% | 24% | 27% | 30% | 22% | 20% | Good |
| ***12%*** | ***13%*** | ***10%*** | ***15%*** | ***12%*** | ***11%*** | ***6%*** | ***TOTAL NEGATIVE*** |
| 10% | 13% | 10% | 12% | 10% | 8% | 3% | Fair |
| 2% | --- | --- | 3% | 2% | 3% | 3% | Poor |
| 6% | 6% | 7% | 5% | 2% | 6% | 14% | Undecided/Refused |

## Q.11: Satisfaction with response time to a crime in progress – 2024 Survey

Respondents were asked if they were satisfied or dissatisfied with response time of their local (Police Officers/Sheriff’s Deputies) to a crime in progress. The response were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 36% | 30% | 32% | 40% | 51% | 28% | 33% | Very satisfied |
| 24% | 21% | 15% | 27% | 21% | 26% | 37% | Somewhat satisfied |
| ***60%*** | ***51%*** | ***47%*** | ***67%*** | ***72%*** | ***54%*** | ***70%*** | ***TOTAL SATISFIED*** |
| 19% | 32% | 24% | 16% | 16% | 16% | 17% | Neither satisfied nor dissatisfied (***volunteered***) |
| ***5%*** | ***2%*** | ***5%*** | ***7%*** | ***2%*** | ***5%*** | --- | ***TOTAL DISSATISFIED*** |
| 2% | 2% | 3% | 2% | --- | 2% | --- | Somewhat dissatisfied |
| 3% | --- | 2% | 5% | 2% | 3% | --- | Very dissatisfied |
| 16% | 15% | 24% | 10% | 10% | 25% | 13% | Undecided/Refused |

## Q.12: Agreement that law enforcement is free from bias – 2024 Survey

Respondents were asked if they believe that their community’s (Police Officers/Sheriff’s Deputies) are free from bias and enforce the law in a fair and impartial manner, regardless of race, gender, or age. The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 41% | 53% | 43% | 34% | 46% | 39% | 47% | Strongly agree |
| 30% | 19% | 32% | 32% | 28% | 33% | 33% | Somewhat agree |
| ***71%*** | ***72%*** | ***75%*** | ***66%*** | ***74%*** | ***72%*** | ***80%*** | ***TOTAL AGREE*** |
| 8% | 11% | 10% | 8% | 7% | 5% | 7% | Neither agree nor disagree (***volunteered***) |
| ***11%*** | ***10%*** | ***5%*** | ***17%*** | ***14%*** | ***11%*** | --- | ***TOTAL DISAGREE*** |
| 7% | 6% | 5% | 9% | 12% | 6% | --- | Somewhat disagree |
| 4% | 2% | --- | 8% | 2% | 5% | --- | Strongly disagree |
| 10% | 8% | 10% | 9% | 5% | 12% | 13% | Undecided/Refused |

**Q.13: Agreement with repurposing HEAT center as Sheriff’s Office – 2024 Survey**

Respondents were told that Harford County has grown in population in the last 20 years and new developments are still occurring. In 2021, the County Executive and the Council approved the redevelopment and repurposing of the former HEAT center to serve as the Sheriff’s Office Central Precinct and training academy. Do you agree or disagree with this project moving forward at the already approved and funded location? The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 38% | 49% | 44% | 33% | 46% | 30% | 37% | Strongly agree |
| 32% | 28% | 31% | 29% | 40% | 33% | 43% | Somewhat agree |
| ***70%*** | ***77%*** | ***75%*** | ***62%*** | ***86%*** | ***63%*** | ***80%*** | ***TOTAL AGREE*** |
| 11% | 6% | 10% | 12% | 5% | 15% | 14% | Neither agree nor disagree (***volunteered***) |
| ***5%*** | ***2%*** | ***8%*** | ***4%*** | ***2%*** | ***8%*** | ***3%*** | ***TOTAL DISAGREE*** |
| 3% | 2% | 5% | 2% | 2% | 2% | 3% | Somewhat disagree |
| 2% | --- | 3% | 2% | --- | 6% | --- | Strongly disagree |
| 14% | 15% | 7% | 22% | 7% | 14% | 3% | Undecided/Refused |

## Q.14: Agreement that law enforcement is diverse & reflective of gender/race – 2024 Survey

Respondents were asked if they believe that (Police Officers/Sheriff’s Deputies) are comprised of a diverse workforce that reflects the gender and race of the population of Harford County. The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 33% | 38% | 35% | 30% | 42% | 36% | 43% | Strongly agree |
| 32% | 30% | 36% | 35% | 25% | 32% | 24% | Somewhat agree |
| ***65%*** | ***68%*** | ***71%*** | ***65%*** | ***67%*** | ***58%*** | ***67%*** | ***TOTAL AGREE*** |
| 10% | 13% | 12% | 10% | 2% | 12% | 10% | Neither agree nor disagree (***volunteered***) |
| ***15%*** | ***10%*** | ***3%*** | ***18%*** | ***26%*** | ***16%*** | ***17%*** | ***TOTAL DISAGREE*** |
| 9% | 6% | 2% | 12% | 12% | 11% | 7% | Somewhat disagree |
| 6% | 4% | 1% | 6% | 14% | 5% | 10% | Strongly disagree |
| 10% | 9% | 14% | 7% | 5% | 14% | 6% | Undecided/Refused |

## Q.15: Attendance at community service and outreach events

Respondents were asked if they have ever attended any community service, outreach events, or presentations hosted by either their local police department or the Harford County Sheriff’s Office. The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 11% | 9% | 9% | 11% | 14% | 14% | 13% | Yes, local police |
| 7% | 6% | 5% | 11% | 5% | 5% | --- | Yes, HCSO |
| 7% | 8% | 5% | 6% | 14% | 7% | 3% | Yes, both |
| ***25%*** | ***23%*** | ***19%*** | ***28%*** | ***33%*** | ***26%*** | ***16%*** | ***TOTAL YES*** |
| 74% | 75% | 80% | 72% | 67% | 73% | 84% | No, neither |
| 1% | 2% | 1% | --- | --- | 1% | --- | Undecided/Refused |

## Q.16: Contact with law enforcement over the past year – 2024 Survey

Respondents were asked to describe under what circumstances they had contact with their (Sheriff’s Office/Police Department) or its Officers or Deputies in the past 12 months. The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 55% | 54% | 61% | 52% | 53% | 54% | 52% | I have not had contact (***volunteered***) |
| 10% | 14% | 10% | 8% | 7% | 10% | 9% | Traffic stop |
| 9% | 6% | 10% | 5% | 13% | 14% | 6% | Community event |
| 5% | 4% | 7% | 8% | 2% | 1% | 6% | Victim of a crime |
| 5% | 2% | --- | 9% | 2% | 4% | 6% | Witness to a crime |
| 3% | 2% | 3% | 2% | 7% | 3% | 6% | Crime prevention contact |
| 3% | 6% | --- | 3% | 4% | 3% | 6% | Traffic accident |
| 2% | --- | 5% | 2% | --- | 4% | 3% | At my work – Casual conversation |
| 2% | 6% | --- | 2% | --- | 3% | --- | Foot patrol contact |
| 1% | 2% | --- | --- | --- | 1% | 3% | School resource officer |
| 1% | --- | 2% | --- | 4% | --- | --- | Welfare check |
| 0% | --- | --- | 1% | --- | --- | --- | Employee conflict |
| 0% | --- | --- | --- | 2% | --- | --- | False alarm |
| 0% | --- | --- | 1% | --- | --- | --- | I’m a volunteer Fireman |
| 0% | --- | --- | --- | --- | 1% | --- | Medical response for my neighbor |
| 0% | --- | --- | --- | 2% | --- | --- | Medication drop-off |
| 0% | 2% | --- | --- | --- | --- | --- | Missed my Court date |
| 0% | --- | 2% | --- | --- | --- | --- | Notified of the death of a family member |
| 0% | --- | --- | 1% | --- | --- | --- | Returned my lost license plate |
| 0% | --- | --- | 1% | --- | --- | --- | Son was arrested |
| 0% | --- | --- | 1% | --- | --- | --- | Wallet found |
| 2% | --- | --- | --- | 4% | --- | 3% | Other (***less than 1% each***) |
| 2% | 2% | --- | 4% | --- | 2% | --- | Undecided/Refused |

## Q.17: Respondent contact for traffic stops

Respondents were asked, specifically, in the past 12 months, how many times they had any contact with the (Police Officers’/Sheriff’s Deputies) for traffic-related issues such as citations, warnings, or crashes. The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 79% | 72% | 81% | 82% | 79% | 79% | 77% | Never |
| 16% | 19% | 12% | 12% | 19% | 17% | 23% | Once |
| 4% | 7% | 5% | 5% | 2% | 4% | --- | Twice |
| 0% | 2% | --- | --- | --- | --- | --- | Three times |
| 0% | --- | 2% | 1% | --- | --- | --- | Four or more times |
| --- | --- | --- | --- | --- | --- | --- | Undecided/Refused |
| **0.308** | **0.383** | **0.288** | **0.383** | **0.233** | **0.248** | **0.233** | **MEAN** |

## Q.18: Satisfaction with most recent traffic stop interaction – 2024 Survey

Among those respondents that had contact with the (Police Officers’/Sheriff’s Deputies) for traffic-related issues such as citations, warnings, or crashes, the following satisfaction ratings were issued:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT**  **N=82** | **N**  **N=13** | **C**  **N=11** | **S**  **N=21** | **ABD**  **N=9** | **BEL**  **N=21** | **HDG**  **N=7** |  |
| 62% | 61% | 73% | 57% | 67% | 62% | 57% | Very satisfied |
| 23% | 31% | 27% | 19% | 22% | 19% | 29% | Somewhat satisfied |
| ***85%*** | ***92%*** | ***100%*** | ***76%*** | ***89%*** | ***81%*** | ***86%*** | ***TOTAL SATISFIED*** |
| 1% | --- | --- | --- | --- | 5% | --- | Neither satisfied nor dissatisfied (***volun***) |
| ***14%*** | ***8%*** | --- | ***24%*** | ***11%*** | ***14%*** | ***14%*** | ***TOTAL DISSATISFIED*** |
| 5% | --- | --- | 5% | --- | 14% | --- | Somewhat dissatisfied |
| 9% | 8% | --- | 19% | 11% | --- | 14% | Very dissatisfied |
| --- | ---- | --- | --- | --- | --- | --- | Undecided/Refused |

**Q.19: Respondent contact for 911 emergency calls – 2024 Survey**

Respondents were asked, specifically, in the past 12 months, how many times they had any contact with the (Police Officers’/Sheriff’s Deputies) for 911 emergency calls. The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 84% | 83% | 86% | 83% | 84% | 86% | 83% | Never |
| 11% | 11% | 12% | 12% | 9% | 9% | 14% | Once |
| 3% | 4% | 1% | 3% | 5% | 3% | 3% | Twice |
| 1% | 2% | --- | 1% | 2% | 1% | --- | Three times |
| 1% | --- | 1% | 1% | --- | 1% | --- | Four or more times |
| --- | --- | --- | --- | --- | --- | --- | Undecided/Refused |
| **0.255** | **0.255** | **0.237** | **0.283** | **0.256** | **0.248** | **0.200** | **MEAN** |

## Q.20: Satisfaction with most recent 911 emergency call

Among those respondents that had contact with the (Police Officers’/Sheriff’s Deputies) for an issue related to a 911 emergency call, the following satisfaction ratings were issued:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT**  **N=64** | **N**  **N=8** | **C**  **N=9** | **S**  **N=21** | **ABD**  **N=7** | **BEL**  **N=14** | **HDG**  **N=5** |  |
| 69% | 38% | 67% | 57% | 86% | 93% | 80% | Very satisfied |
| 19% | 25% | 22% | 29% | 14% | 7% | 20% | Somewhat satisfied |
| ***88%*** | ***63%*** | ***89%*** | ***86%*** | ***100%*** | ***100%*** | ***100%*** | ***TOTAL SATISFIED*** |
| --- | --- | --- | --- | --- | --- | --- | Neither satisfied nor dissatisfied (***volun***) |
| ***12%*** | ***37%*** | ***11%*** | ***14%*** | --- | --- | --- | ***TOTAL DISSATISFIED*** |
| 3% | 13% | --- | 5% | --- | --- | --- | Somewhat dissatisfied |
| 9% | 25% | 11% | 9% | --- | --- | --- | Very dissatisfied |
| --- | --- | --- | --- | --- | --- | --- | Undecided/Refused |

## Q.21: Respondent issued a School Bus Stop Arm Camera citation – 2024

Survey Respondents were asked in the last 12 months if they were issued a “School Bus Stop Arm Camera citation? The responses were: **ASKED IN 2024 ONLY:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 2% | 4% | --- | 1% | --- | 3% | --- | Yes |
| 98% | 69% | 100% | 99% | 100% | 97% | 100% | No |
| --- | --- | --- | --- | --- | --- | --- | Undecided/Refused |

## Q.22: Does School Bus Stop Arm Camera program keep our kids safe? – 2024 Survey

Respondents were asked if believe the School Bus Stop Arm Camera program helps keep our kids safe and stops motorists from illegally passing school buses. The responses were:

**ASKED IN 2024 ONLY:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 85% | 81% | 86% | 91% | 77% | 83% | 84% | Yes |
| 9% | 10% | 7% | 6% | 14% | 8% | 13% | No |
| 6% | 9% | 7% | 3% | 9% | 9% | 3% | Undecided/Refused |

## Q.23: Respondent contact for other interactions – 2024 Survey

Respondents were asked, specifically, in the past 12 months, how many times they had any contact with the (Police Officers’/Sheriff’s Deputies) for any other interactions, such as at a community meeting or simply talking to an officer while he or she was on patrol? The responses were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 69% | 70% | 66% | 76% | 65% | 60% | 74% | Never |
| 13% | 13% | 12% | 12% | 16% | 18% | 3% | Once |
| 6% | 6% | 7% | 5% | 9% | 5% | 13% | Twice |
| 3% | 4% | 2% | 1% | 5% | 3% | 3% | Three times |
| 9% | 7% | 13% | 5% | 5% | 13% | 7% | Four or more times |
| 0% | 0% | --- | 1% | --- | 1% | --- | Undecided/Refused |
| **2.259** | **3.085** | **1.915** | **0.773** | **1.349** | **4.700** | **0.700** | **MEAN** |

## Q.24: Satisfaction with most recent contact with police – 2024 Survey

Thinking about their most recent contact with the (Police Officers’/Sheriff’s Deputies) for other interactions, the following satisfaction ratings were issued:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT**  **N=124** | **N**  **N=14** | **C**  **N=20** | **S**  **N=29** | **ABD**  **N=15** | **BEL**  **N=39** | **HDG**  **N=7** |  |
| 74% | 72% | 70% | 73% | 87% | 63% | 71% | Very satisfied |
| 19% | 14% | 25% | 14% | 13% | 26% | --- | Somewhat satisfied |
| ***93%*** | ***86%*** | ***95%*** | ***93%*** | ***100%*** | ***95%*** | ***71%*** | ***TOTAL SATISFIED*** |
| 5% | 7% | 5% | 4% | --- | 5% | 15% | Neither satisfied nor dissatisfied (***volun***) |
| ***2%*** | ***7%*** | --- | ***3%*** | --- | --- | ***14%*** | ***TOTAL DISSATISFIED*** |
| 1% | 7% | --- | 3% | --- | --- | --- | Somewhat dissatisfied |
| 1% | --- | --- | --- | --- | --- | 14% | Very dissatisfied |
| --- | --- | --- | --- | --- | --- | --- | Undecided/Refused |

## Q.25: Top sources of information – 2024 Survey

Respondents’ top sources of information about their (Sheriff’s Office/Police Department) were reported to be:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 4% | 3% | 3% | 5% | 2% | 4% | 4% | None; have no source of information |
| 32% | 31% | 37% | 29% | 28% | 34% | 29% | Social media |
| 20% | 20% | 21% | 17% | 25% | 19% | 27% | Word of mouth |
| 14% | 17% | 10% | 18% | 12% | 11% | 13% | Television |
| 10% | 7% | 11% | 10% | 6% | 11% | 7% | Police Department/Sheriff’s Office website |
| 9% | 7% | 6% | 9% | 12% | 11% | 7% | Newspaper |
| 5% | 6% | 6% | 4% | 11% | 4% | 9% | Personal experience |
| 2% | 4% | 3% | 1% |  | 2% | 2% | Radio |
| 1% | --- | --- | 2% | --- | --- | --- | Direct mail |
| 1% | 1% | --- | 1% | 2% | --- | --- | Neighborhood website |
| 0% | --- | 1% | --- | --- | 1% | --- | App |
| 0% | --- | --- | 1% | --- | --- | --- | Call the Emergency number |
| 0% | --- | --- | 1% | --- | --- | --- | Community Center |
| 0% | 1% | --- | --- | --- | 1% | --- | Email |
| 0% | 1% | --- | --- | --- | --- | --- | Internet-Online searches |
| 0% | --- | --- | --- | 2% | --- | --- | Police scanner |
| 0% | 1% | --- | --- | --- | --- | --- | School |
| 0% | --- | --- | 1% | --- | --- | 2% | Text alerts |
| 0% | --- | --- | --- | --- | 1% | --- | The Patch website |
| 0% | --- | --- | --- | --- | 1% | --- | This survey |
| 2% | 1% | 1% | --- | --- | --- | --- | Other (***less than 1% each)*** |
| 0% | 0% | 1% | 1% | --- | --- | --- | Undecided/Refused |

Responses broken down by race:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TOT** | **White** | **African American** | **Hispanic** |  |
| 32% | 31% | 27% | 43% | Social media |
| 20% | 20% | 22% | 24% | Word of mouth |
| 14% | 15% | 15% | 7% | Television |
| 10% | 9% | 11% | 7% | Police Dep./Sheriff’s Off. website |
| 9% | 9% | 10% | 10% | Newspaper |
| 5% | 6% | 5% | 2% | Personal experience |
| 4% | 4% | 4% | 2% | None; have no source of information |
| 2% | 2% | 2% | 0% | Radio |
| 1% | 0% | 1% | 2% | Neighborhood website |
| 1% | 0% | 1% | 2% | Direct mail |

## Q.26: Other open-ended comments from respondents – 2024 Survey

Near the conclusion of the survey questionnaire, respondents were asked if they would like to share any additional comments about their experience with their Police and/or Sheriff’s Department. While verbatims were directly provided in a separate document (with responses of “no, nothing” removed) the categorized responses were as follows:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **TOT** | **N** | **C** | **S** | **ABD** | **BEL** | **HDG** |  |
| 79% | 71% | 87% | 74% | 80% | 82% | 87% | No; nothing |
| 10% | 11% | 10% | 10% | 14% | 8% | 7% | Positive in general – Good job – Satisfied |
| 1% | --- | --- | 1% | --- | 1% | --- | Fast responses times – Reliable |
| 1% | 2% | --- | --- | --- | 1% | --- | Feel safe in my community |
| 1% | 2% | --- | 1% | 2% | --- | --- | Friendly – Nice |
| 1% | 2% | --- | 1% | --- | --- | --- | More police needed – Never see them |
| 1% | --- | 1% | --- | --- | 1% | 3% | More training is needed |
| 1% | --- | 1% | --- | --- | 1% | --- | Professional – Respectful |
| 1% | 2% | --- | 1% | --- | 1% | --- | Racist – Racial profiling |
| 1% | 2% | --- | 1% | --- | --- | --- | Seen more police on patrol – More visible |
| 1% | 2% | 1% | 1% | --- | 1% | --- | Sheriff Gahler is excellent |
| 1% | --- | --- | 1% | --- | 1% | --- | Uncaring – Rude |
| 1% | --- | --- | 1% | --- | --- | --- | Unprofessional – Disrespectful |
| 0% | --- | --- | 1% | --- | --- | --- | Communication is poor |
| 0% | --- | --- | 1% | --- | --- | --- | Community outreach needed |
| 0% | --- | --- | 1% | --- | --- | --- | Good social media presence |
| 0% | --- | --- | --- | 2% | --- | --- | Helpful – Caring |
| 0% | --- | --- | 1% | --- | --- | --- | More diverse force needed by gender/race |
| 0% | 2% | --- | --- | --- | --- | --- | More funding is needed |
| 0% | 2% | --- | --- | --- | --- | --- | Police speeding – Ignoring traffic laws |
| 0% | --- | --- | --- | --- | 1% | --- | Reactive; not proactive |
| 0% | 2% | --- | --- | --- | --- | --- | Reliable |
| 0% | --- | --- | --- | --- | 1% | --- | Slow response times |
| 0% | --- | --- | 1% | --- | --- | --- | They do nothing – Sit in parking lots |
| 0% | --- | --- | 1% | --- | --- | --- | They lie/fabricate to get their way |
| 0% | --- | --- | --- | 2% | --- | --- | Underpaid |
| 0% | --- | --- | --- | --- | 1% | --- | Underrated – Unappreciated |
| 0% | --- | --- | 1% | --- | --- | --- | Want the PAL back |
| --- | --- | --- | --- | --- | --- | --- | Other (***less than 1% each)*** |
| 0% | 0% | --- | 1% | --- | --- | --- | Undecided/Refused |

Responses broken down by race:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TOTAL** | **White** | **African American** | **Hispanic** |  |
| 79% | 79% | 77% | 79% | No; nothing |
| 10% | 10% | 12% | 3% | Positive in general/Good job/Satisfied |
| 1% | 0% | 0% | 3% | Professional – Respectful |
| 1% | 1% | 2% | 0% | Friendly – Nice |
| 1% | 0% | 2% | 3% | Unprofessional – Disrespectful |
| 1% | 0% | 0% | 3% | More police needed – Never see them |
| 1% | 0% | 2% | 0% | Racist - profiling |
| 1% | 1% | 0% | 0% | Sheriff Gahler is excellent |
| 1% | 0% | 1% | 0% | Community outreach needed |
| 1% | 1% | 0% | 0% | More training needed |
| 1% | 0% | 7% | 0% | More diversity needed by gender/race |
| 1% | 1% | 0% | 0% | Need to address speeding |
| 1% | 0% | 0% | 6% | Fast response times – Reliable |
| 1% | 1% | 0% | 0% | Feels safe |
| 1% | 1% | 0% | 0% | Uncaring - rude |
| 1% | 1% | 0% | 0% | Seen – more visible |
| 1% | 0% | 3% | 3% | Other (***less than 1% each)*** |

*####*