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# **City of East Lansing Police- Community Relations Survey on Public Safety and Law Enforcement**

## **Executive Summary and Demographic Analysis**

- Educational
- Political
- Industrial
- Consumer
  
- Market
- Research
- Analysis

**March 2021**

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## METHODOLOGY

EPIC ▪ MRA conducted 500 interviews with adult residents living within the boundaries of East Lansing City from March 1<sup>st</sup> through March 8<sup>th</sup>, 2021. The 500 base sample included an oversample of 51 interviews with African American residents. The total base sample was stratified proportionate to the population of residents residing within each “area” of the City of East Lansing.

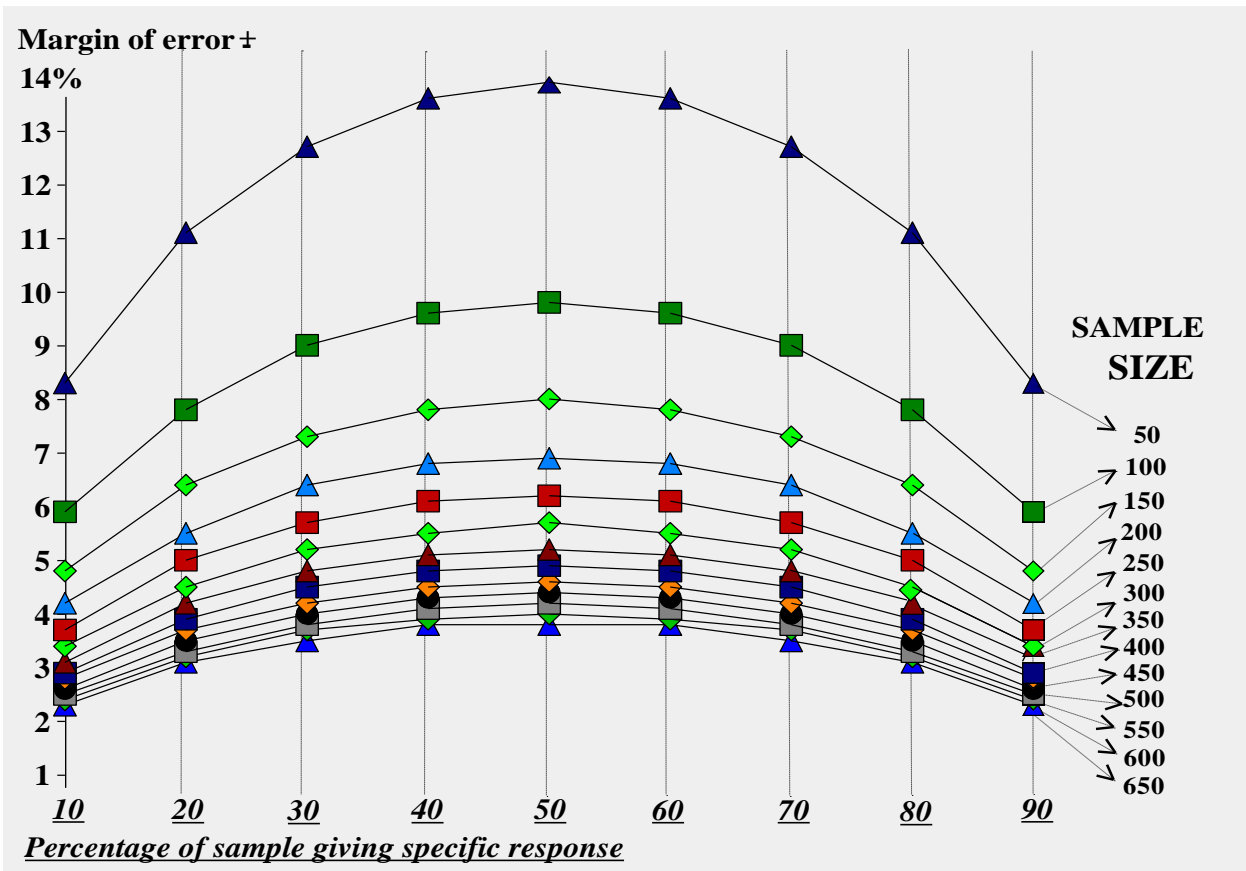
The average length of each interview was approximately 13 minutes, with fifty percent of all interviews completed with cell phone-only respondents. The survey questionnaire was largely based on questions used by the U.S. Department of Justice in similar studies to measure community attitudes about local police departments in various municipalities 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. Thus, three distinct population segments mentioned above would carry differing margins of error when analyzing those subsets, as follows:

- Total [N=500 SAMPLE] – margin of error  $\pm 4.4$  points.
- African American oversample [N=51 SAMPLE] – margin of error  $\pm 13.9$  points.

The table on the next page represents the estimated sampling error for different percentage distributions of responses based on sample size. For example, 50 percent of all 500 respondents said they were “very satisfied” with the job done by the East Lansing Police Department in providing public safety services to city residents (Q.2). As indicated, and seen in the chart that follows, this percentage would have a sampling (margin of) error of plus or minus 4.4 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 45.6 percent and 54.4 percent, hence 50 percent  $\pm 4.4$  points.

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



## EXECUTIVE SUMMARY

This survey shows that there are some significant differences between the opinions of all respondents (which includes 76 percent white and 10 percent African American) and the opinions of African American residents, yet there were also several responses to questions where the opinions of all respondents and African American residents were quite similar.

While African Americans are, overall, more satisfied than dissatisfied with the overall job done by the East Lansing Police Department (ELPD) in providing public safety services to their community, their level of satisfaction is 26 points lower than all city respondents. Moreover, African American residents “trust” ELPD officers by 45 points less than all respondents trust police officers.

A majority of African American residents DO NOT believe the ELPD treats people of color, specifically black people, fairly, and they feel the same way about ELPD officers by an even larger majority. They also do not feel that the ELPD addresses problems in the community that concern them the most.

African American residents do NOT believe the ELPD practices community policing. They also DO NOT feel the ELPD develops relationships with community members, nor do they feel ELPD officers show concern for community members, and they feel that ELPD officers are only “somewhat” respectful when interacting with members of their community.

That said, there are several areas in the survey where all residents and African American residents have similar views. For example, while nearly 9-in-10 residents of the City of East Lansing (89 percent) offer a positive rating for the overall job done by the City in providing basic city services (including 33% “excellent” and 56 percent “pretty good”), a nearly equal 88 percent majority of African American residents also offered a positive job rating for the job done by the City in providing basic services, but with only 16 percent “excellent” and 72 percent “pretty good.”

However, a somewhat lower 83 percent of all residents (6 points lower) said they were satisfied with the job done by the East Lansing Police Department in providing public safety services to residents (including 50 percent “very satisfied”), with a total of 11 percent saying they were dissatisfied. In other surveys conducted by EPIC-MRA for municipalities in Michigan, it is more often the case that police and fire departments earn higher job ratings than the municipality overall for providing basic city services, often by much higher percentages.

Among African American residents rating the ELPD, a much lower 57 percent majority said they were satisfied (24 percent “very satisfied”) with the services provided by the ELPD, with 33 percent saying they were dissatisfied (7 percent “very dissatisfied” and 26 percent “somewhat dissatisfied”). While these results are a great deal lower than the views of all residents, it is important to note that the rating among African American residents is still more positive than negative by 24 points (57 to 33 percent).

Strongest levels of satisfaction with the ELPD came from older residents, especially men, respondents from “other” races, and those who have lived in East Lansing for 31 or more years. Strongest levels of dissatisfaction with the ELPD came from African American respondents, younger residents, MSU students, and residents who rent or lease their primary residences.

On other questions, a 99 percent near unanimous majority of all respondents said they feel safe (78 percent “very safe”) in their community when they are outside, alone, during the day. Among African American residents, 91 percent said they feel safe in response to the same question (but only 39 percent “very safe”).

When asked the same question about how safe respondents feel when they are alone outside, at night, an 87 percent majority of all respondents said they feel safe (40 percent “very safe”), with 10 percent saying they feel unsafe. Among African American residents, a somewhat lower 71 percent said they feel safe at night (only 11 percent said, “very safe”), with 18 percent saying they feel unsafe, including 12 percent saying they feel “very unsafe.”

When all respondents were asked if, over the past 12 months, they feel more safe or less safe in their community, 60 percent of all respondents and 40 percent of African American residents volunteered that there has been no change, with 22 percent of all respondents and only 9 percent of African American residents saying they feel “safer,” while 17 percent of all respondents and a 51 percent majority of African American residents said they feel “less safe.” The percentage of African American residents who said they feel “less safe” over the past year is three times greater than that found among all residents.

To drill down in more detail to determine what issues are driving the differences in opinion between all East Lansing residents and African American residents, the responses to questions about how the East Lansing *Police Department* interacts with the community paints a clearer picture of many of the differences in opinion between all survey respondents, and African American residents.

The greatest difference can be seen in the views about how ELPD treats people of color. When asked to respond to the statement, “*The ELPD treats people of color, specifically black people, fairly*” all respondents said by 24 percent that ELPD treats people of color fairly either “a great deal” (10 percent) or “a lot” (14 percent), with another 20 percent saying “somewhat,” 22 percent saying, “not at all” (11 percent) or “only a little” (11 percent), with the highest percentage “undecided” (34 percent). This shows that even among all residents – the majority of whom are white - they have their doubts about whether people of color are treated fairly by the ELPD, with the largest percentage uncertain.

Among African American residents, there is little doubt about the opinion of the lack of fairness in the way the ELPD is perceived in the treatment of people of color. A 52 percent majority of African American residents said the ELPD treats people of color “not at all” (28 percent) or “only a little” (24 percent) fairly, with only 10 percent saying people of color are treated fairly, 27 percent saying “somewhat” fairly, with 11 percent “undecided.” This represents a 30 point gap between the percentage of African American respondents and all respondents saying people of color are NOT treated fairly (52 percent compared to 22 percent).

The next greatest difference in opinion, at 29 percent, is with the statement, “*The ELPD works with the community to solve local problems or issues.*” A 45 percent plurality of all respondents said the ELPD does this “a great deal” (20 percent) or “a lot” (25 percent), with 33 percent saying “somewhat,” 10 percent saying “only a little” (7 percent) or “not at all” (3 percent), and 12 percent “undecided.”

Among African American residents, only 16 percent said the ELPD works with the community “a great deal” (13 percent) or “a lot” (3 percent), 38 percent said “somewhat,” 28 percent said, “not at all” (7 percent) or “only a little” (21 percent), with 18 percent “undecided.” Thus, the 16 percent saying ELPD works with the community is 29 points less than the response of all residents, and the 28 percent saying ELPD DOES NOT work with the community is 18 points higher than the response of all residents.

The next biggest difference in opinion, at 26 percent, was with the statement, “*The ELPD addresses problems in the community that concern me.*” A 45 percent plurality of all residents said ELPD addresses problems in the community of concern “a great deal” (20 percent) or “a lot” (25 percent), 29 percent said “somewhat,” 19 percent said “only a little” (10 percent) or “not at all” (9 percent), with only 7 percent “undecided.”

Among African American residents, 19 percent said the ELPD addresses problems in the community “a great deal” (15 percent) or “a lot” (4 percent), 24 percent said “somewhat,” 45 percent said, “only a little” (18 percent) or “not at all” (27 percent), with 12 percent “undecided.” Thus, the 19 percent of African American residents who said ELPD addresses problems is 26 points less than all respondents, and the 45 percent saying ELPD DOES NOT address problems is 25 points higher than all residents who shared that opinion.

The next biggest difference in opinion, at 18 percent, was with the statement, “*The ELPD practices community policing, often defined as working with the community to address the causes of crime in an effort to reduce local problems before crimes are committed.*” A 35 percent plurality of all residents said ELPD practices community policing “a great deal” (17 percent) or “a lot” (18 percent), 32 percent said “somewhat,” 17 percent said “only a little” (10 percent) or “not at all” (7 percent), with 16 percent “undecided.”

Among African American residents, 17 percent said the ELPD practices community policing “a great deal” (14 percent), or “a lot” (3 percent), 37 percent said “somewhat,” 36 percent said, “only a little” (12 percent) or “not at all” (24 percent), with 10 percent “undecided.” Thus, the 17 percent of African American residents who said ELPD practices community policing is 18 points lower than all respondents, and the 36 percent saying they DO NOT practice community policing is 19 percent higher than all respondents offering the same view.

The next biggest difference in opinion, at 15 percent, was with the statement, “*The ELPD proactively prevents crime.*” A 43 percent plurality of all residents said the ELPD prevents crime “a great deal” (19 percent) or “a lot” (24 percent), 26 percent said “somewhat,” 14 percent said “only a little” (9 percent) or “not at all” (5 percent), with 17 percent “undecided.”

Among African American residents, 28 percent said ELPD proactively prevents crime “a great deal” (14 percent), or “a lot” (14 percent), 37 percent said “somewhat,” 10 percent said, “only a little” (6 percent) or “not at all” (4 percent), with 25 percent “undecided.” The 28 percent of African American residents who said ELPD proactively prevents crime is 15 points less than all respondents, and the 10 percent saying they DO NOT proactively prevent crime is 4 points lower than the response of all residents.

Also, at a 15 percent differential in opinion was with the statement, “*The ELPD makes it easy for community members to offer suggestions and express their opinions and concerns.*” A 30 percent plurality of all residents said the ELPD does this “a great deal” (18 percent) or “a lot



(12 percent), 25 percent said “somewhat,” 17 percent said “only a little” (11 percent) or “not at all” (6 percent), with 28 percent “undecided.”

Among African American residents, only 15 percent said the ELPD does this “a great deal” (13 percent), or “a lot” (2 percent), 20 percent said “somewhat,” 34 percent said, “only a little” (22 percent) or “not at all” (12 percent), with 31 percent “undecided.” The 15 percent of African American residents who said ELPD makes it easy for community members to offer suggestions is 15 points less than all respondents, and the 34 percent saying the ELPD DOES NOT make it easy for the community to offer suggestions is 17 points higher than all respondents.

The next biggest difference in opinion, at 14 percent, was with the statement, “*The ELPD develops relationships with community members.*” A 35 percent plurality of all residents said the ELPD does this “a great deal” (15 percent) or “a lot (20 percent), 34 percent said “somewhat,” 18 percent said “only a little” (12 percent) or “not at all” (6 percent), with 13 percent “undecided.”

Among African American residents, 21 percent said the ELPD develops relationships “a great deal” (10 percent), or “a lot” (11 percent), 19 percent said “somewhat,” 48 percent said, “only a little” (27 percent) or “not at all” (21 percent), with 12 percent “undecided.” The 21 percent of African American residents who said ELPD does develop relationships is 14 points less than all respondents, and the 48 percent saying the ELPD DOES NOT develop relationships is 30 points higher than all respondents.

Finally, the smallest difference in opinion, at 13 percent, was with the statement, “*The ELPD communicates regularly with community members.*” A 32 percent plurality of all residents said the ELPD does this “a great deal” (13 percent) or “a lot (19 percent), 30 percent said “somewhat,” 24 percent said “only a little” (15 percent) or “not at all” (9 percent), with 14 percent “undecided.”

Among African American residents, 19 percent said the ELPD communicates regularly “a great deal” (9 percent), or “a lot” (10 percent), 28 percent said “somewhat,” 37 percent said, “only a little” (23 percent) or “not at all” (14 percent), with 16 percent “undecided.” The 19 percent of African American residents who said ELPD communicates is 13 points lower than all respondents and the 48 percent saying the ELPD DOES NOT communicate with the community is 13 points higher than all residents.

Similar significant differences can also be seen in the opinions of all residents and those of African American residents when survey respondents were asked how they feel about the interactions of ELPD *Police Officers* with the community.

There is a wide 45 point gap between all respondents and African American respondents on the question of trust. A 71 percent majority of all residents said they trust ELPD officers “a great deal” (40 percent) or “a lot” (31 percent), with 19 percent saying they trust officers “somewhat,” 9 percent saying they trust police officers “only a little” (5 percent) or “not at all” (4 percent), with only one percent undecided.

Among African American residents, only 26 percent said they trust police officers “a great deal” (16 percent) or “a lot” (10 percent), with 46 percent saying they trust officers “somewhat,” and 28 percent saying they trust police officers “only a little” (17 percent) or “not at all” (11 percent). That means that African American residents trust ELPD officers by 45 points less than all respondents (71 to 26 percent), and African American residents DO NOT trust police officers by 19 points more than all respondents (28 to 9 percent).

There is a 34 point gap between all respondents and African American respondents on the question of whether ELPD police officers treat people of color fairly. A 28 percent plurality of all residents said ELPD officers treat people of color, specifically black people, fairly “a great deal” (10 percent) or “a lot” (14 percent), with 21 percent saying “somewhat,” 22 percent saying “only a little” (13 percent) or “not at all” (9 percent), with the highest percentage, 33 percent “undecided.” Just as with all respondents on the same question about the East Lansing Police Department, almost as many respondents said people of color are NOT treated fairly as those who said they are, and the largest percentage is not sure.

Among African American residents, opinions on this question is quite clear. A 56 percent solid majority said people of color ARE NOT treated fairly by ELPD police officers, including 31 percent who said “not at all” and 25 percent who said “only a little.” This shows a 34 point gap between African American respondents and all respondents, with only 15 percent of African American respondents saying people of color ARE treated fairly.

There is a 38 point gap on the question of whether ELPD officers are respectful when interacting with the community. A 68 percent majority of all residents said “ELPD officers are respectful when interacting with members of my community,” including “a great deal” (34

percent) and “a lot” (34 percent), with 24 percent saying officers are “somewhat” respectful, and only 4 percent saying they are NOT respectful.

Among African American residents, 30 percent said police officers are respectful, including “a great deal” (18 percent) and “a lot” (12 percent). Another 59 percent said officers are “somewhat” respectful, with 11 percent saying they are NOT respectful, including “only a little (8 percent) and “not at all” (3 percent), a 38 point gap between all respondents and African American respondents saying police officers are respectful.

There is a 32 point gap on the question of whether ELPD officers show concern for community members. A 59 percent majority of all residents said “ELPD officers show concern for community members,” including “a great deal” (28 percent) and “a lot” (31 percent), with 26 percent saying “somewhat” and only 7 percent saying they show concern, including “only a little” (4 percent) and “not at all” (3 percent). Another 12 percent were undecided.

Among African American residents, 27 percent said police officers show concern, including “a great deal” (15 percent) and “a lot” (12 percent). Another 40 percent said officers care “somewhat”, with 33 percent saying they DO NOT show concern, including “only a little (20 percent) and “not at all” (13 percent). That represents a 32 point gap between all respondents and African American respondents saying police officers show concern, and a 26 percent gap with African American residents saying police officers DO NOT show concern for community members by a higher percentage than all respondents.

There is a 27 point gap on the general question of whether ELPD officers treat all people fairly. A 50 percent majority of all residents said “ELPD officers treat people fairly,” including “a great deal” (23 percent) and “a lot” (27 percent), with 30 percent saying “somewhat” and 8 percent saying they DO NOT, including “only a little” (5 percent) and “not at all” (3 percent). Another 12 percent were undecided.

Among African American residents, 23 percent said police officers treat people fairly, including “a great deal” (11 percent) and “a lot” (12 percent). Another 37 percent said officers treat people fairly “somewhat”, with 31 percent saying they DO NOT treat people fairly, including “only a little (18 percent) and “not at all” (13 percent). That represents a 27 point gap between all respondents and African American respondents saying police officers treat people fairly, and a 23 percent gap between all respondents and African American respondents saying police officers DO NOT treat people fairly.

Finally, there is a 20 point gap on the question of whether ELPD police officers respond to the concerns of community members in a timely fashion. A 62 percent majority of all residents said “ELPD officers respond to the concerns of community members in a timely fashion,” including “a great deal” (34 percent) and “a lot” (28 percent), with 23 percent saying “somewhat” and only 5 percent saying they DO NOT, including “only a little” (2 percent) and “not at all” (3 percent). Ten percent were undecided.

Among African American residents, 42 percent said police officers provide a timely response, including “a great deal” (27 percent) and “a lot” (15 percent). Another 38 percent said officers “somewhat” respond in a timely fashion, with 7 percent saying they DO NOT respond in a timely fashion, including “only a little (0 percent) and “not at all” (7 percent). That represents a 20 point gap between all respondents and African American respondents saying police officers provide a timely response.

Over the past 12 months, 14 percent of all residents said they had one or more contacts with the ELPD for traffic-related issues such as citations, warnings, or crashes, with 26 percent of African American residents offering the same response, nearly double the percentage found among all residents. An 86 percent majority of all respondents said they were satisfied with their interaction with the ELPD (58 percent “very satisfied”), while 100 percent of African American residents said they were satisfied (53 percent “very satisfied”), but there was only a subsample size of 13 interviews, which offers little value for analysis.

Again, over the past 12 months, 17 percent of all residents said they had one or more contacts with the ELPD for 911 emergency calls, with 19 percent of African American residents offering the same response. A 90 percent majority of all respondents said they were satisfied with their interaction with the ELPD on 911 calls (69 percent “very satisfied”), a much lower 70 percent of African American residents said they were satisfied (30 percent “very satisfied”), but again, the subsample size was only 9 interviews, which also offers little value for analysis.

In the past 12 months, 27 percent of all residents said they had one or more contacts with the ELPD for NON-emergency calls, with an almost identical 26 percent of African American having the same level of contact. An 89 percent majority of all respondents said they were satisfied with their interaction with the ELPD on NON-emergency calls (66 percent “very satisfied”), with a much lower 79 percent of African American residents saying they were

satisfied (57 percent “very satisfied”). Again, the subsample size of the latter was only 13 interviews, offering little value for analysis.

Finally, over the past 12 months, 27 percent of all residents said they had one or more contacts with the ELPD for any other interaction, such as at a community meeting or simply talking to an officer, with only 7 percent of African American claiming to have the same kind of contacts. A 96 percent majority of all respondents said they were satisfied with their interaction with the ELPD on all other interactions (80 percent “very satisfied”), with only 4 percent of African American residents saying they were satisfied (71 percent “very satisfied”). However, the subsample size of the latter was only 4 interviews, offering little value for analysis.

When all respondents were asked what they feel are the three biggest crime-related problems facing the City of East Lansing, the top problems cited were: car burglary and theft (16%); residential burglary and theft (15%); disorderly conduct/public intoxication (10%); traffic violations/speeding (9%); disorderly youth/gatherings/loitering (5%); drug abuse/selling drugs (4%); underage drinking (4%); sexual assault/rape (3%); and vandalism/graffiti (3%); with other problems cited by 2% or less and 15% undecided and unable to cite a specific problem.

African Americans had similar top responses but somewhat different other responses, with the problem of car burglaries and theft 13 ranking points higher than all respondents as their top concern at 29%; followed by residential burglaries and theft (12%); hate crimes/racial crimes (8%); drug abuse/selling drugs (6%); disorderly conduct/public intoxication (5%); disorderly youth/gatherings/loitering (4%); racism and harassment by the ELPD (3%); and traffic violations/speeding (3%); with 16% undecided and unable to cite a specific problem.

The top sources of information on or about the ELPD, for all respondents, included: the Lansing State Journal (16%); television news coverage about the city (16%); friends/family/word of mouth; East Lansing Info website – [www.eastlansinginfo.org](http://www.eastlansinginfo.org) (9%); city website – [www.cityofeastlansing.com](http://www.cityofeastlansing.com) (8%); personal experience (8%); and Facebook (6%).

Top sources of information on or about the ELPD for African American respondents included: television news coverage about the city (21%); personal experience (15%); friends/family/word of mouth (12%); Lansing State Journal (9%); city website – [www.cityofeastlansing.com](http://www.cityofeastlansing.com) (9%); and Facebook (7%).

When asked, in an open-ended question, if there was “anything else” they would like to share about their experiences with, or impressions of, the East Lansing Police Department, the top responses from all residents were: nothing specific (52%); positive remarks – doing a good job (1%); and unfair/racist toward people of color (%). The top responses for African American residents included: nothing specific (47%); unfair/racist toward people of color (32%); positive remarks – doing a good job (8%); community policing efforts (8%) and rude/uncaring (6%).

### **DEMOGRAPHICS**

Among all respondents, 29 percent lived in the city for 31 years or more; 22 percent for 21 to 30 years; 26 percent for 11 to 20 years; 11 percent for 6 to 10 years; and 11 percent for 1 to 5 years. Among African American respondents, 12 percent lived in the city for 31 years or more; 15 percent for 21 to 30 years; 36 percent for 11 to 20 years; 11 percent for 6 to 10 years; and 26 percent for 1 to 5 years.

Five percent of all respondents and 14 percent of African Americans reported NOT currently being registered to vote.

An 81 percent majority of all residents own or are buying their home with 17 percent renting or leasing, with 49 percent of African American residents owning or buying a home and 51 percent renting or leasing.

Five percent of all respondents and 10 percent of African American respondents reported being students at MSU.

Age breakouts among all residents included: 28 percent age 65 and older; 24 percent age 50 to 64; 26 percent age 35 to 49; and 20 percent age 18 to 34. Among African American residents the age breakouts were, 16 percent age 65 and older; 17 percent age 50 to 64; 20 percent age 35 to 49; and 47 percent age 18 to 34.

Among all respondents surveyed, 76 percent identified as white; 10 percent as African American; five percent as Asian; three percent as mixed race; one percent as Hispanic or Latino; one percent as “other” races, and four percent refused to answer.

Finally, 54 percent of all respondents identified as female and 46 percent male, while 74 percent of African American residents identified as female and 26 percent male.

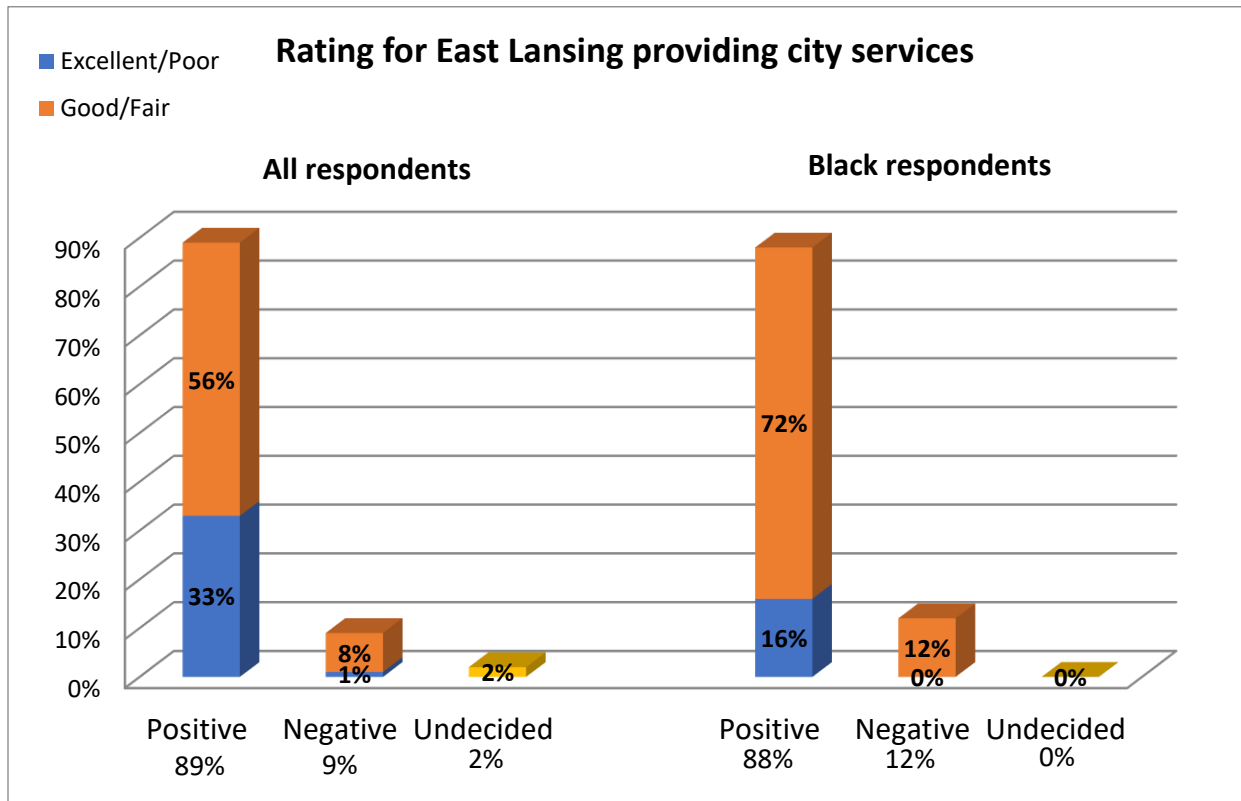
### QUESTION BY QUESTION ANALYSIS

#### Rating the City of East Lansing in providing basic city service

All respondents were asked to “rate the job the City of East Lansing does in providing basic city services to its residents.” The responses were:

<b>ALL</b>	<b>BLK</b>	
33%	16%	Excellent
56%	72%	Pretty good
<b>89%</b>	<b>88%</b>	<b>TOTAL POSITIVE</b>
<b>9%</b>	<b>12%</b>	<b>TOTAL NEGATIVE</b>
8%	12%	Only fair
1%	---	Poor
2%	---	Undecided/Refused

All survey respondents offered a total positive rating only one point higher than African American respondents but offered an “excellent” rating that was more than double the rating offered by African American respondents (33 to 16 percent).

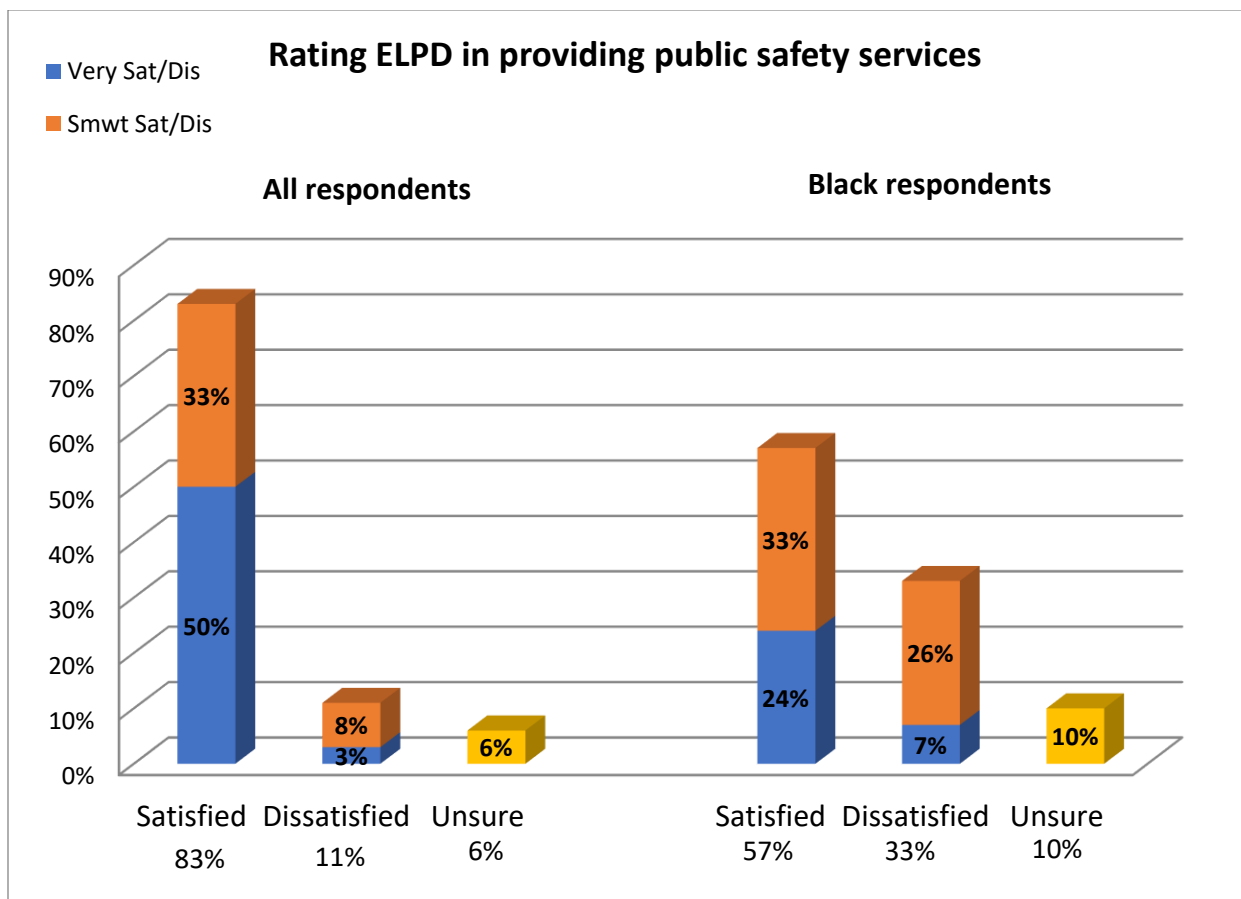


### Rating the East Lansing Police Department in providing public safety services

All respondents were asked if they were “*satisfied or dissatisfied with the job the ELPD does in providing public safety services to city residents.*” The responses were:

<u>ALL</u>	<u>BLK</u>	
50%	24%	Very satisfied
33%	33%	Somewhat satisfied
<b>83%</b>	<b>57%</b>	<b>TOTAL SATISFIED</b>
4%	5%	<i>Neither satisfied nor dissatisfied (VOLUNTEERED)</i>
<b>11%</b>	<b>33%</b>	<b>TOTAL NEGATIVE</b>
8%	26%	Somewhat dissatisfied
1%	7%	Very dissatisfied
2%	5%	Undecided/Refused

All survey respondents reported 26 points higher satisfaction with the ELPD than African American respondents, and also offered a “very satisfied” response more than double the percentage than that among African American residents (50 to 24 percent), and the percentage of African American residents who were dissatisfied was 22 points higher than all respondents (33 to 11 percent).





Subgroups among all 500 respondents reporting they are “satisfied” in percentages significantly higher than the 83% of everyone city-wide included:

- 99% *ELPD develops relationships*  
*ELPD makes it easy for the community to offer input*  
*ELPD practices community policing*
- 97% *ELPD works with the community to solve problems*  
*ELPD proactively prevents crime*  
*Police officers treat people fairly*
- 96% *Police officers show concern for people*  
*Police officers treat people of color fairly*  
*Can trust police officers*  
*Contacted police for 911 multiple times*
- 95% *ELPD addresses problems that concerns people*
- 94% *ELPD communicates regularly*  
*ELPD treats people of color fairly*  
*Police officers respectful*  
*Police officers respond in a timely fashion*
- 92% *Had contact with police for other reasons multiple times*  
*Gets info from Lansing State Journal*
- 91% *Feels safer in the past year*  
*Men age 50 and over*
- 90% *Lived in East Lansing for 31+ years*  
*Age 65 and over*  
*Other races*
- 89% *Gets info from TV news*  
*Age 50 and over*
- 88% *Unsure if ELPD communicates regularly*  
*Gets info from Facebook*  
*Age 50-64*
- 87% *Positive job rating for providing city services*  
*ELPC communicates somewhat*  
*Contacted police for 911 once*  
*Had contact with police for other reasons once*  
*All men*  
*Women age 50 and over*

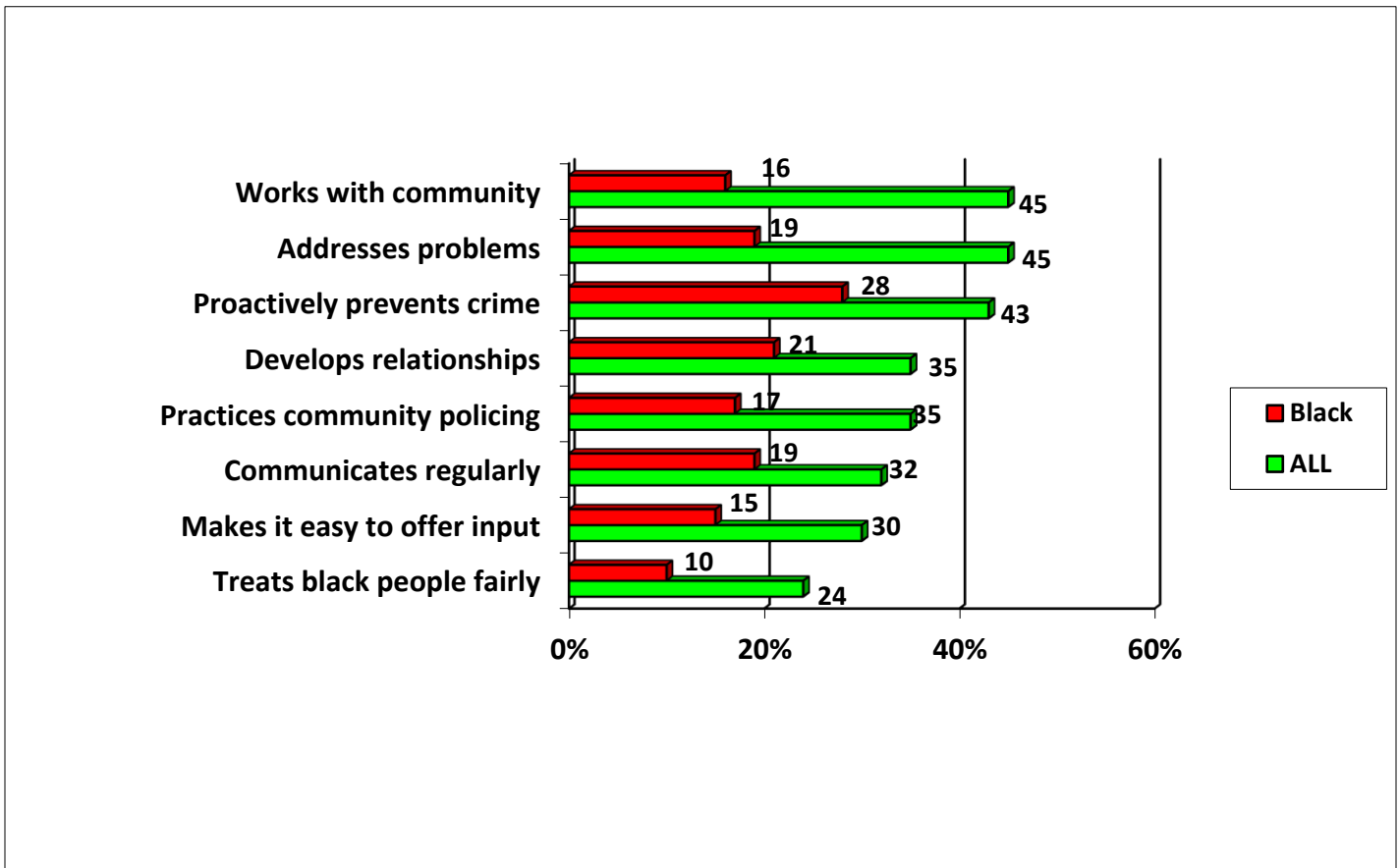
Subgroups among all 500 respondents reporting they are “dissatisfied” in percentages significantly higher than the 11% of everyone city-wide included: \* Small N-size

- 65% *Police officers respectful only a little/not at all\**
- 63% *Police officers treat people fairly only a little/not at all\**  
*Police officers respond in a timely fashion\**
- 58% *ELPD works with the community to solve problems only a little/not at all*
- 54% *Feels they can trust police officers only a little/not at all\**
- 46% *ELPD proactively prevents crime only a little/not at all*
- 42% *ELPD develops relationships only a little/not at all*
- 41% *ELPD practices community policing only a little/not at all*
- 40% *ELPD addresses problems that concerns people only a little/not at all*
- 37% *ELPD makes it easy to provide input only a little/not at all*
- 36% *Police officers treat people of color fairly only a little/not at all*
- 35% *ELPD treats people of color fairly only a little/not at all*
- 34% *Negative job rating for East Lansing providing city services\**  
*Respondents feel unsafe alone at night*
- 32% *ELPD communicates regularly only a little/not at all*  
*African Americans*
- 28% *Feels less safe over the past year*  
*Age 18-34*  
*MSU student\**
- 25% *Feels they can trust police officers somewhat*
- 22% *Had multiple contacts with police for traffic issues\**
- 21% *Lived in East Lansing 1 to 5 years*
- 20% *Women age 18-49*
- 19% *Had one contact with police for 911 call*
- 18% *Had one contact with police for traffic issues\**  
*Gets info from personal experience*  
*Rents or leases home*
- 16% *Had multiple contacts with police for 911 calls*  
*Age 18-49*

### Views of ELPD interactions with the community

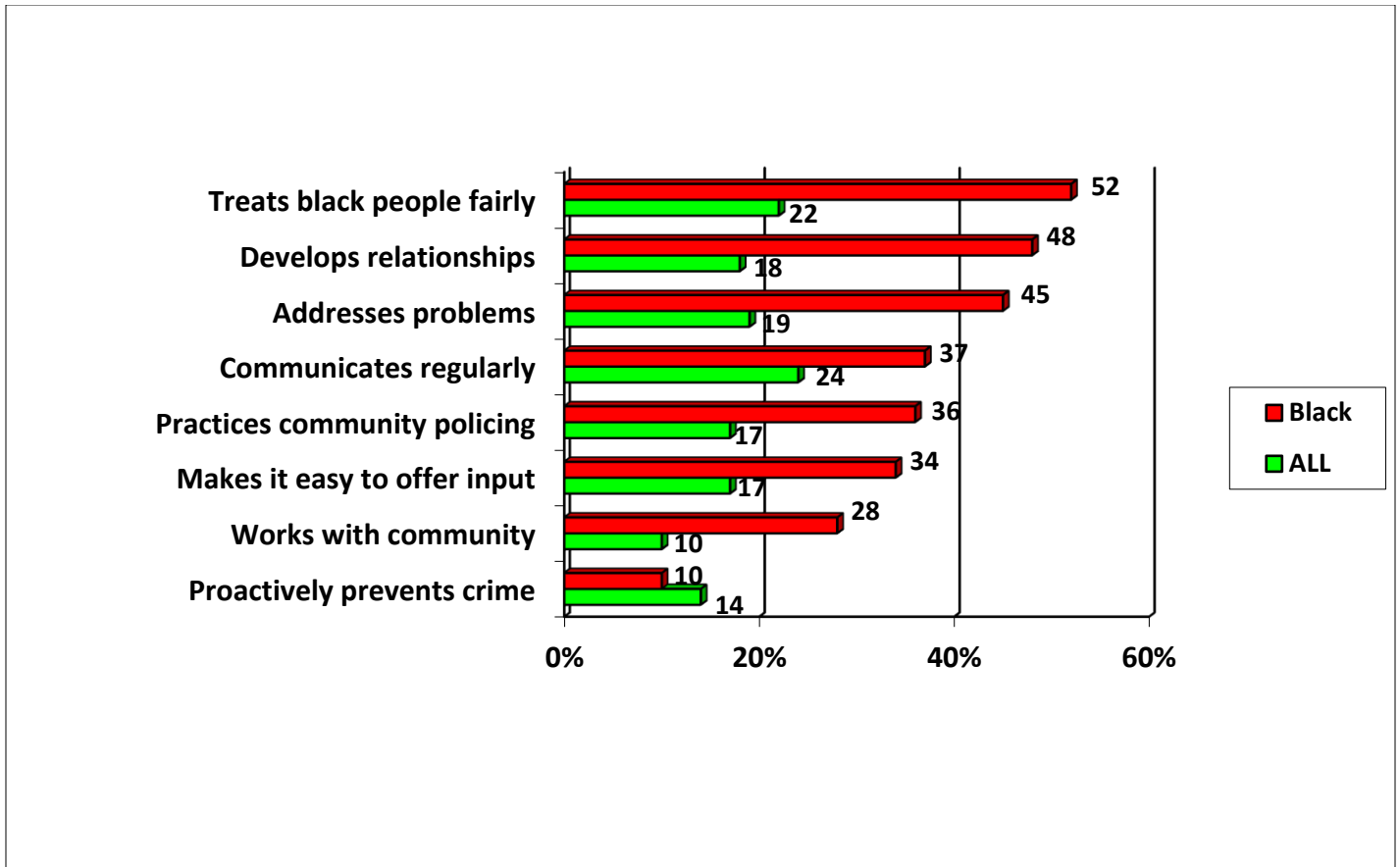
All respondents were read several statements about the East Lansing Police Department interactions with the community, and for each statement, respondents were asked if the ELPD does what is described “a great deal,” “a lot,” “somewhat,” “only a little,” or “not at all.” The total responses of **“a great deal” and “a lot”** are shown below, ranked from the highest to lowest percentage for all respondents, with responses of African American respondents also shown:

<u>ALL</u>	<u>BLK</u>	
45%	16%	Works with community to solve problems or issues
45%	19%	Addresses problems in the community that concerns me
43%	28%	Proactively prevents crime
35%	21%	Develops relationships with community members
35%	17%	Practices community policing
32%	19%	Communicates regularly with community members
30%	15%	Makes it easy for the community to offer suggestions/express opinions
24%	10%	Treats people of color, specifically black people, fairly



The chart below shows another look at different information on the same questions, but this time focused on the response of **“only a little” and “not at all”** combined, ranked from the highest to lowest percentage among African American residents, with responses of all residents also shown:

<u>ALL</u>	<u>BLK</u>	
22%	52%	Treats people of color, specifically black people, fairly
18%	48%	Develops relationships with community members
19%	45%	Addresses problems in the community that concerns me
24%	37%	Communicates regularly with community members
17%	36%	Practices community policing
17%	34%	Makes it easy for the community to offer suggestions/express opinions
10%	28%	Works with community to solve problems or issues
14%	10%	Proactively prevents crime

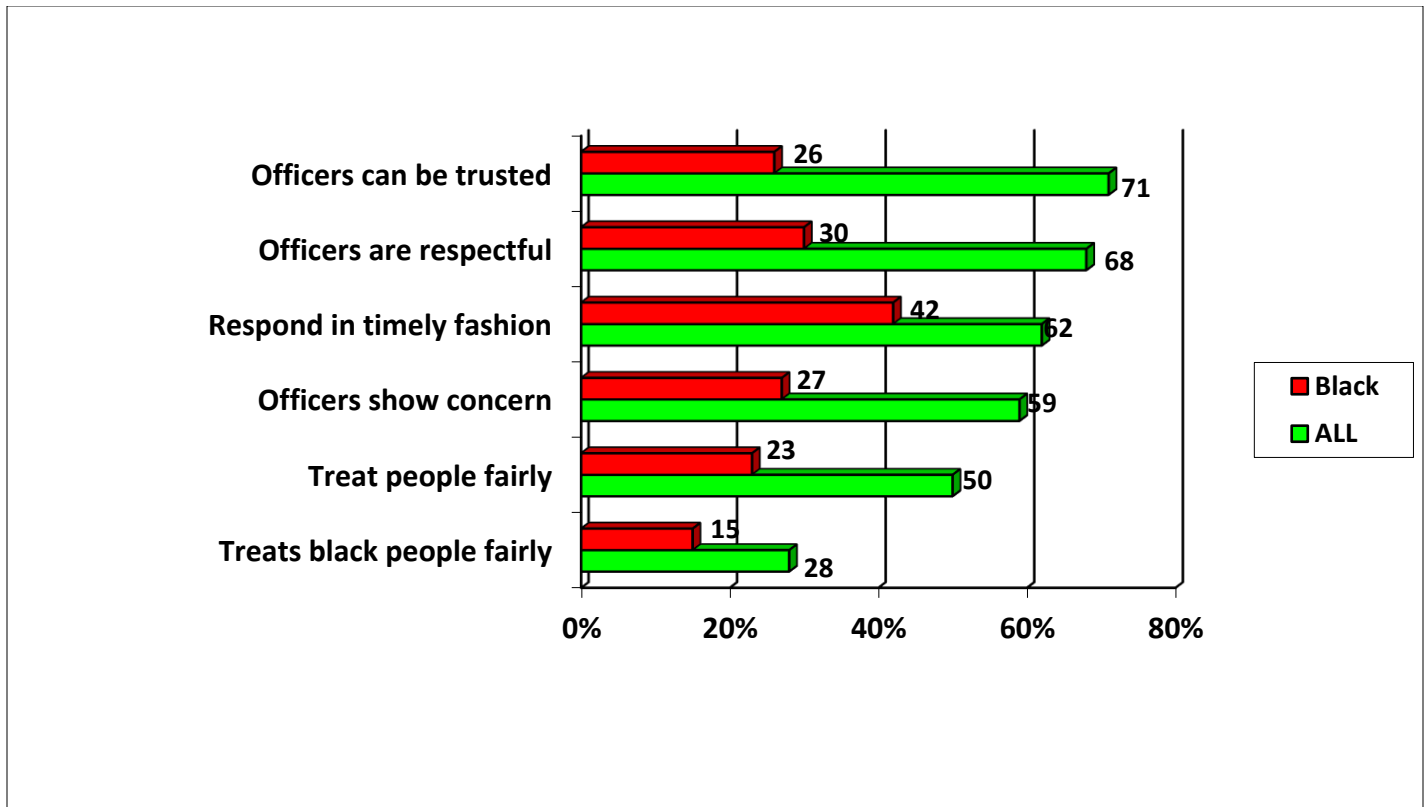


On the statement that the ELPD “proactively prevents crime”, 37 percent of African American respondents and 26 percent of all respondents said the ELPD does this “somewhat.”

### Views of ELPD Officer interactions with the community

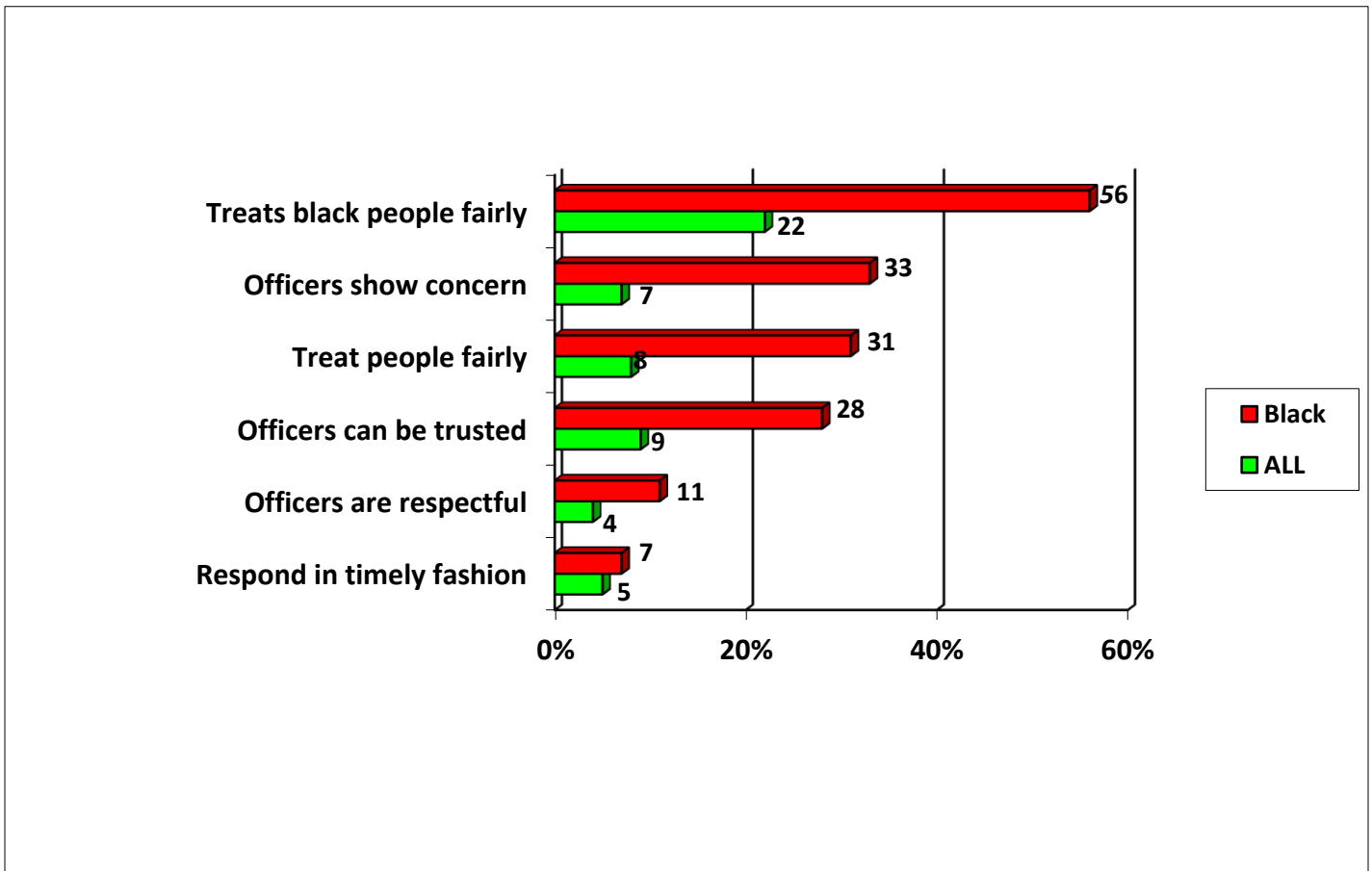
All respondents were read another list of statements about the interactions of the East Lansing Police Department police officers with the community, and for each statement, respondents were asked if ELPD officers do what is described “a great deal,” “a lot,” “somewhat,” “only a little,” or “not at all.” The total response of **“a great deal” and “a lot”** are shown below, ranked from the highest to lowest percentage for all respondents, with responses of African American respondents also shown:

<u>ALL</u>	<u>BLK</u>	
71%	26%	I feel I can trust the officers of ELPD
68%	30%	ELPD police officers are respectful
62%	42%	Police officers respond to concerns of the community in a timely fashion
59%	27%	Police officers show concern for community members
50%	23%	Police officers treat people fairly
28%	15%	Police officers treat people of color, specifically black people fairly



As with the chart about interactions between the Department and the community, the chart below shows another look at different information on the same questions about interactions between police officers and the community, but this time focused on the response of **“only a little” and “not at all” combined,** ranked from the highest to lowest percentage among African American residents (as well as the percent “somewhat”), along with responses of all residents:

<u>ALL</u>	<u>BLK</u>	
22%	56%	Police officers treat people of color fairly ( <b>22% somewhat</b> )
7%	33%	Officers show concern for community members ( <b>40% somewhat</b> )
8%	31%	Police officers treat people fairly ( <b>37% somewhat</b> )
9%	28%	I feel I can trust ELPD officers ( <b>46% somewhat</b> )
4%	11%	ELPD police officers are respectful ( <b>59% somewhat</b> )
5%	7%	Officers respond in timely fashion ( <b>38% somewhat</b> )



## Top crime-related problems facing the City of East Lansing

AMONG ALL RESIDENTS (N=500)	<u>COMB.</u>	<u>Q.11A</u>	<u>Q.11B</u>	<u>Q.11C</u>
		<u>“1st”</u>	<u>“2nd”</u>	<u>“3rd”</u>
Car burglary/theft	16%	19%	17%	5%
Residential burglary/theft	15%	11%	24%	14%
Disorderly conduct/public intoxication	10%	11%	8%	9%
Traffic violations/speeding	9%	8%	9%	13%
Disorderly youth/gathering/loitering	5%	4%	8%	7%
Drug abuse/selling drugs	4%	4%	3%	4%
Underage drinking	4%	2%	4%	8%
Sexual assault/rape	3%	3%	2%	7%
Vandalism/graffiti	3%	2%	6%	4%
Driving under the influence (alcohol/drugs)	2%	2%	3%	3%
Hate crimes/racial crimes	2%	4%	1%	2%
Physical assault/fights	2%	1%	4%	1%
COVID restriction violations	1%	---	2%	4%
Domestic violence	1%	---	1%	2%
Fraud/identity theft	1%	1%	1%	3%
Gun violence	1%	---	1%	2%
Homelessness/panhandling	1%	1%	---	---
Mugging	1%	---	1%	2%
Noise violations	1%	---	2%	---
Riots	1%	---	1%	1%
Child abuse	---	---	---	2%
Dog attacks	---	---	---	1%
Racism – Harassment by ELPD	---	1%	---	---
School safety (bullying/fighting/weapons)	---	---	1%	---
Shoplifting	---	---	---	1%
Other ( <i>less than 1% each</i> )	---	---	---	1%
Undecided/Refused	15%	27%	---	---

**AMONG AFRICAN AMERICANS (N=51)**

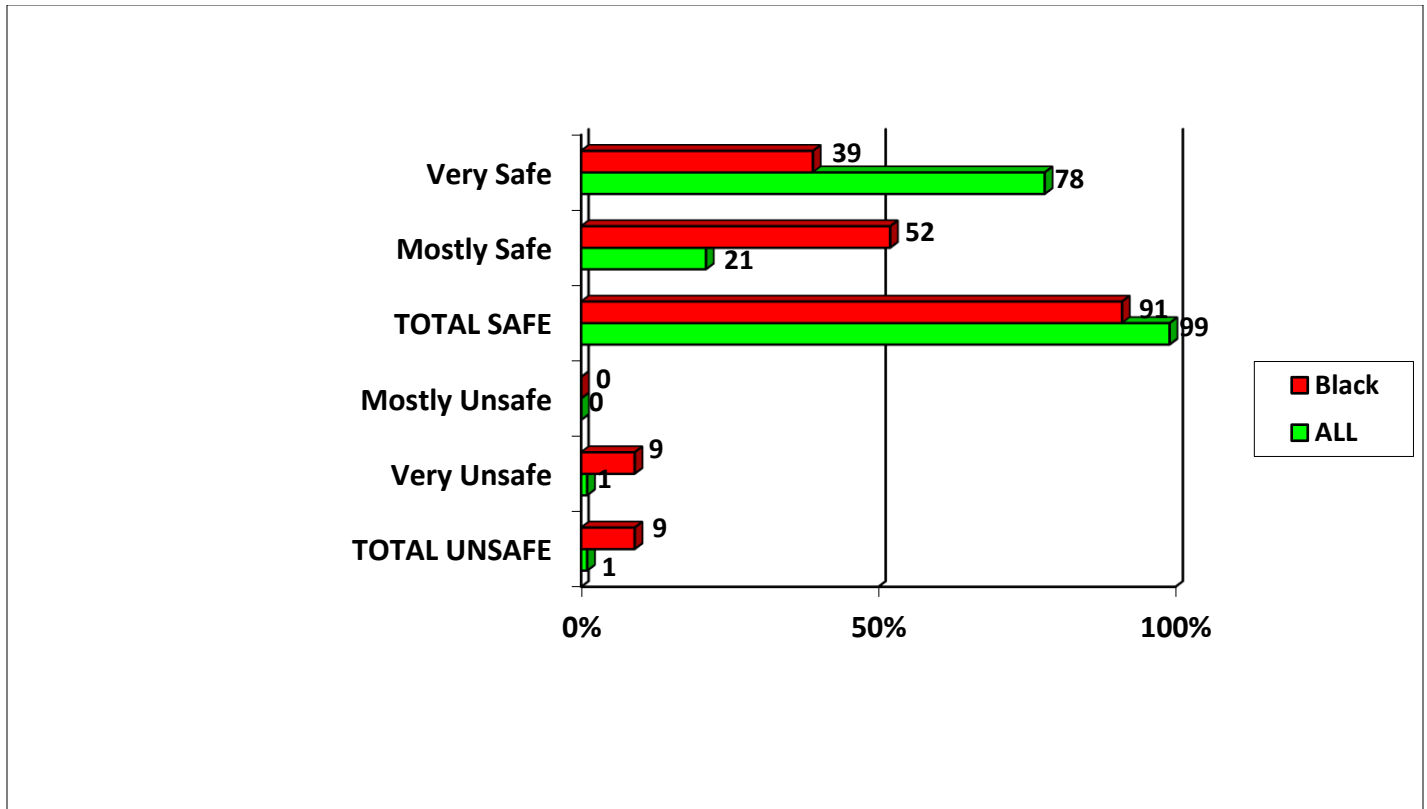
	<b><u>COMB.</u></b>	<b><u>Q.11A</u></b>	<b><u>Q.11B</u></b>	<b><u>Q.11C</u></b>
		<b><u>“1st”</u></b>	<b><u>“2nd”</u></b>	<b><u>“3rd”</u></b>
Car burglary/theft	29%	37%	4%	20%
Residential burglary/theft	12%	1%	56%	---
Hate crimes/racial crimes	8%	11%	---	---
Drug abuse/selling drugs	6%	9%	---	---
Disorderly conduct/public intoxication	5%	6%	4%	---
Disorderly youth/gathering/loitering	4%	1%	11%	9%
Racism – Harassment by ELPD	3%	3%	4%	---
Traffic violations/speeding	3%	1%	11%	---
COVID restriction violations	2%	---	---	30%
Domestic violence	2%	---	---	20%
Driving under the influence (alcohol/drugs)	2%	2%	---	---
Physical assault/fights	2%	1%	---	20%
Sexual assault/rape	2%	3%	---	---
Vandalism/graffiti	2%	1%	7%	---
School safety (bullying/fighting/weapons)	1%	---	4%	---
Undecided/Refused	16%	23%	---	---



**Residents feel safe in their community during the day**

All respondents were asked, “Generally speaking, how safe do you feel in your community when you are outside, alone, during the day?” The responses were:

<u>ALL</u>	<u>BLK</u>	
78%	39%	Very safe
21%	52%	Mostly safe
<b>99%</b>	<b>91%</b>	<b>TOTAL SAFE</b>
<b>1%</b>	<b>9%</b>	<b>TOTAL UNSAFE</b>
0%	---	Mostly unsafe
1%	9%	Very unsafe
0%	---	Undecided/Refused

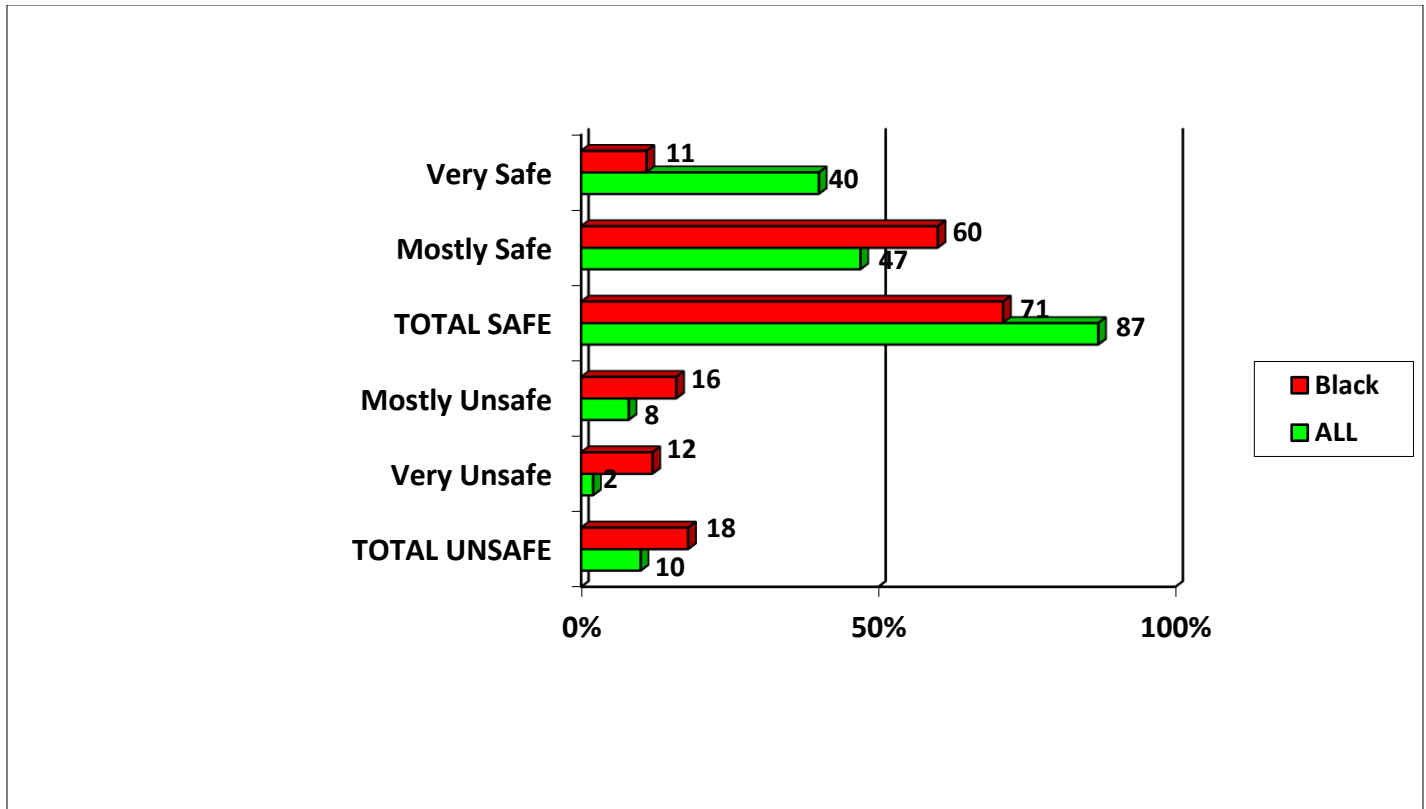


There is little difference overall between the opinions of all residents and African Americans when it comes to feeling safe when they are outside, alone, during the day, except for the percentage difference between “very” and “mostly” safe. With the percentage of “safe” responses this high, there is little value in examining further demographic breakouts.

**Residents feel slightly less safe in their community at night**

All respondents were asked, “Generally speaking, how safe do you feel in your community when you are outside, alone, at night?” The responses were:

<u>ALL</u>	<u>BLK</u>	
40%	11%	Very safe
47%	60%	Mostly safe
<b>87%</b>	<b>71%</b>	<b>TOTAL SAFE</b>
<b>10%</b>	<b>18%</b>	<b>TOTAL UNSAFE</b>
8%	16%	Mostly unsafe
2%	12%	Very unsafe
3%	1%	Undecided/Refused



There is a 16 point difference between the percentage of all residents feeling safe at night when they are alone, and the percentage of African American residents who felt the same way. A listing of demographic groups among all 500 respondents who said by a higher percentage than the overall results that they feel unsafe when alone, outside, at night, are as follows:

Subgroups among all 500 respondents reporting they feel unsafe when outside, alone, at night in percentages significantly higher than the 10% of everyone city-wide included:

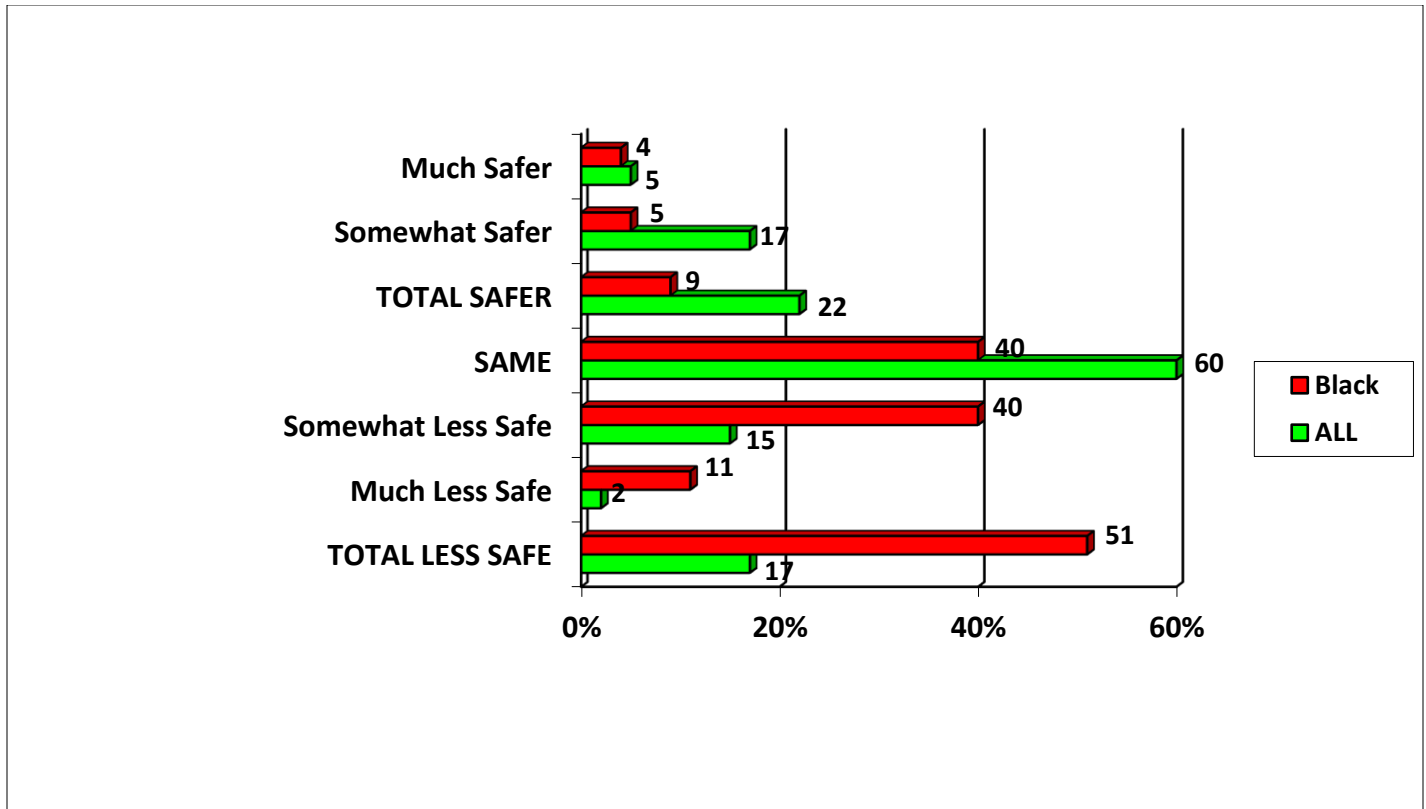
\* Small N-size

- 41% *Feels they can trust police officers only a little/not at all\**
- 34% *MSU student\**
- 33% *Dissatisfied with ELPD job providing public safety services*  
*Police officers respectful only a little/not at all\**
- 31% *Police officers treat people fairly only a little/not at all\**
- 30% *Had multiple contacts with police for traffic issues\**
- 29% *Negative job rating for East Lansing providing city services\**  
*Had one contact with police for traffic issues\**
- 28% *ELPD works with the community to solve problems only a little/not at all*  
*African Americans*
- 27% *ELPD develops relationships only a little/not at all*  
*ELPD addresses problems that concerns people only a little/not at all*  
*Had multiple contacts with police for non-emergency issues*
- 25% *Feels less safe over the past year*  
*Other races*
- 24% *Police officers treat people of color fairly only a little/not at all*  
*Age 18-34*
- 23% *Police officers show concern for community members only a little/not at all\**
- 22% *ELPD practices community policing only a little/not at all*  
*ELPD treats people of color fairly only a little/not at all*  
*Police officers respond in a timely fashion only a little/not at all\**  
*Not registered to vote*
- 20% *ELPD communicates regularly only a little/not at all*  
*Feels they can trust police officers somewhat*  
*Lived in East Lansing 1 to 5 years*  
*Rents or leases home*
- 19% *Had multiple contacts with police for 911 calls\**  
*Gets info from personal experience*

**Over the past 12 months residents feel just as safe in the community**

All respondents were asked, “Over the past 12 months, do you feel more safe or less safe in your community? Would that be much or just somewhat?” The responses were:

<u>ALL</u>	<u>BLK</u>	
5%	4%	Much safer
17%	5%	Somewhat safer
<b>22%</b>	<b>9%</b>	<b>TOTAL SAFER</b>
60%	40%	The same/no change ( <i>volunteered – do not read</i> )
<b>17%</b>	<b>51%</b>	<b>TOTAL LESS SAFE</b>
15%	40%	Somewhat less safe
2%	11%	Much less safe
1%	---	Undecided/Refused



There is a 34 point difference between the percentage of African American residents who say they feel less safe over the past 12 months (51%) and the percentage of all East Lansing residents who feel the same way (17%). A listing of demographic groups among all 500 respondents who said by a higher percentage than the overall results that they feel less safe over the past 12 months are as follows:

Subgroups among all 500 respondents reporting they feel less safe over the past 12 months by percentages significantly higher than the 17% of city-wide results included:

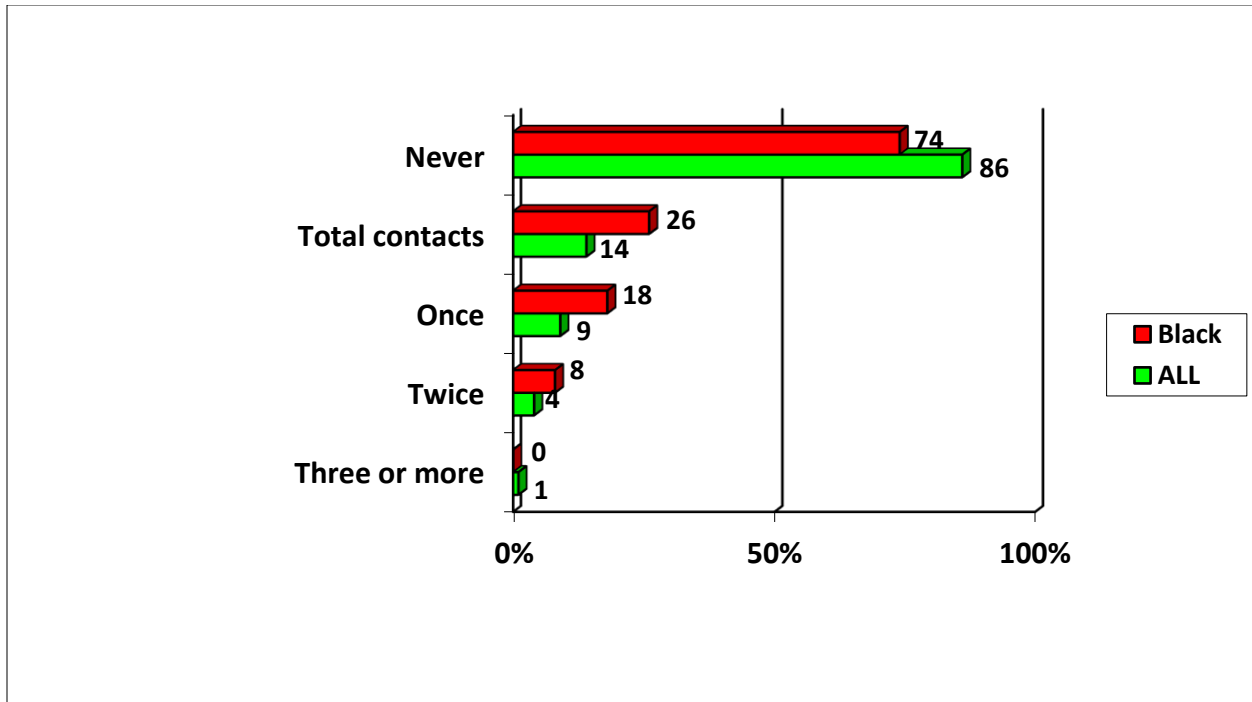
\* Small N-size

- 67% *Police officers treat people fairly only a little/not at all\**
- 66% *Feels they can trust police officers only a little/not at all\**
- 56% *Police officers show concern for community members only a little/not at all\**
- 54% *ELPD works with the community to solve problems only a little/not at all*
- 51% *African Americans*
- 48% *ELPD develops relationships only a little/not at all*
- 45% *Dissatisfied with ELPD job providing public safety services*  
*ELPD addresses problems that concerns people only a little/not at all*
- 42% *ELPD makes it easy to provide input only a little/not at all*  
*Feels unsafe when outside, alone at night*
- 41% *Negative job rating for East Lansing providing city services\**
- 39% *ELPD practices community policing only a little/not at all*  
*ELPD treats people of color fairly only a little/not at all*
- 37% *Police officers treat people of color fairly only a little/not at all*  
*Police officers respectful only a little/not at all\**  
*Police officers respond in a timely fashion only a little/not at all\**
- 36% *ELPD communicates regularly only a little/not at all*
- 34% *Gets info from personal experience*  
*Age 18-34*  
*MSU student\**
- 30% *Lived in East Lansing 1 to 5 years*  
*Not registered to vote\**
- 29% *ELPD proactively prevents crime*  
*Police officers respectful somewhat*  
*Had multiple contacts with police for 911 calls\**  
*Rents or leases home*
- 28% *Had one contact with police for traffic issues\**  
*Women age 18-49*
- 27% *Police officers respond in a timely fashion somewhat*
- 26% *Feels they can trust police officers only a little/not at all\**  
*Had multiple contacts with police for non-emergency issues*

**Resident contact for traffic-related issues**

All respondents were asked, “In the past 12 months, how many times have you had any contact with the ELPD for traffic-related issues such as citations, warnings, or crashes?” The responses were:

<u>ALL</u>	<u>BLK</u>	
86%	74%	Never
9%	18%	Once
4%	8%	Twice
1%	---	Three times
---	---	Four or more times
---	---	Undecided/Refused

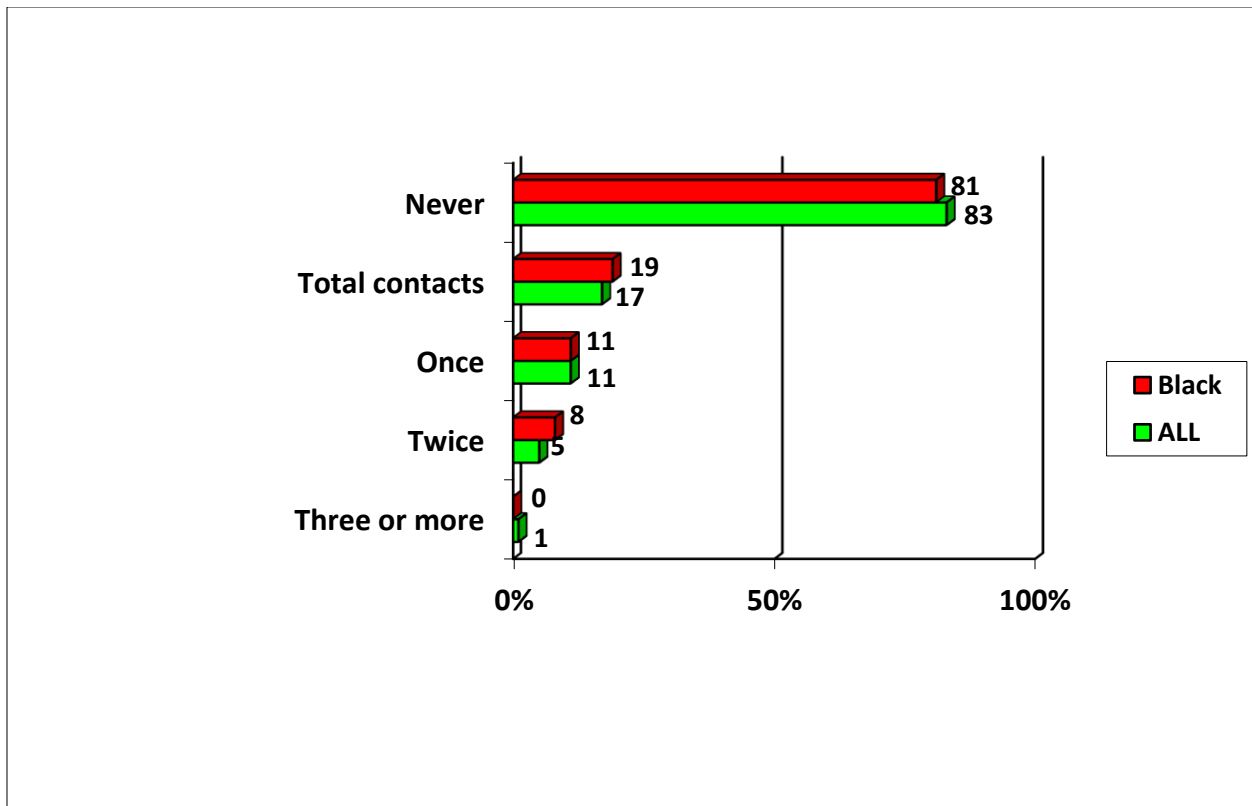


In a follow-up question, all respondents who had contact for traffic related issues were asked how satisfied they were with their interaction with the ELPD. An 86 percent majority of all respondents and 100 percent of African American respondents said they were satisfied with their interaction, including 58 percent of all respondents and 53 percent of African American respondents who said they were “very satisfied.”

### Resident contact for 911 emergency calls

All respondents were asked, “In the past 12 months, how many times have you had any contact with the ELPD for 911 emergency calls?” The responses were:

<u>ALL</u>	<u>BLK</u>	
83%	81%	Never
11%	11%	Once
5%	8%	Twice
0%	---	Three times
1%	---	Four or more times

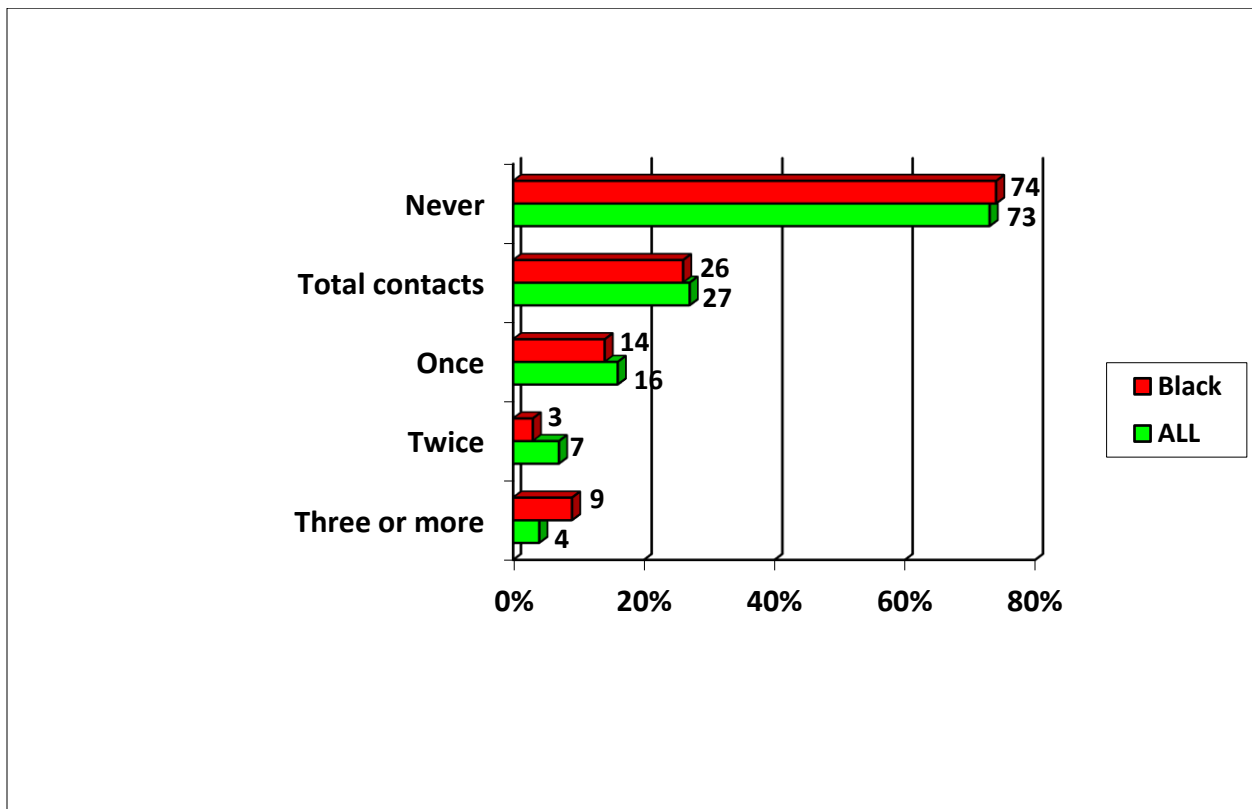


As with the previous questions, all respondents who had contacts for 911 emergency calls were asked how satisfied they were with their interaction with the ELPD. A 90 percent majority of all respondents and 70 percent of African American respondents said they were satisfied with their interaction, including 69 percent of all respondents and 30 percent of African American respondents who said they were “very satisfied.”

### Residents contact for non-emergency calls

All respondents were asked, “In the past 12 months, how many times have you had any contact with the ELPD for non-emergency calls?” The responses were:

<u>ALL</u>	<u>BLK</u>	
73%	74%	Never
16%	14%	Once
7%	3%	Twice
2%	1%	Three times
2%	8%	Four or more times



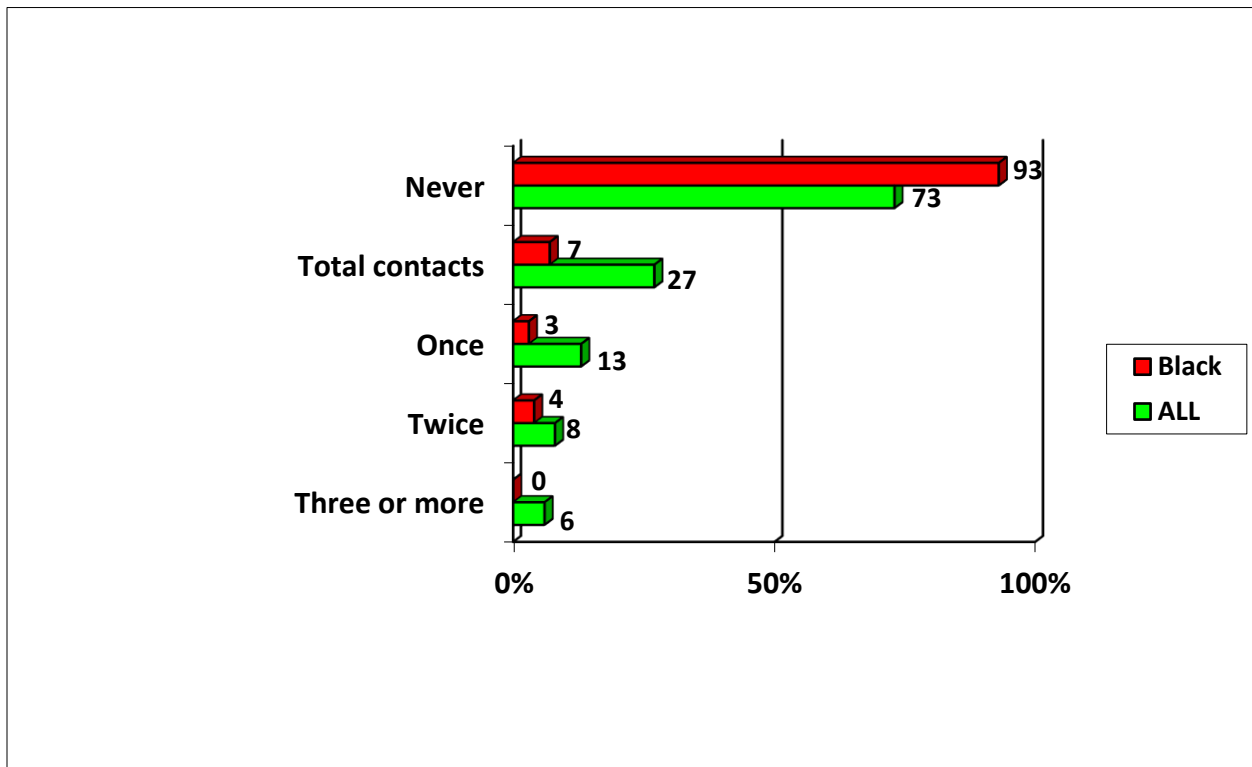
As with the previous questions, all respondents who had contacts for non-emergency calls were asked how satisfied they were with their interaction with the ELPD. An 89 percent majority of all respondents and 79 percent of African American respondents said they were satisfied with their interaction, including 66 percent of all respondents and 57 percent of African Americans who said they were “very satisfied.”



**Resident ELPD contact for any other interactions**

All respondents were asked, “In the past 12 months, how many times have you had any other interactions, such as a community meeting or simply talking with an officer while he or she was on patrol?” The responses were:

<u>ALL</u>	<u>BLK</u>	
73%	93%	Never
13%	3%	Once
8%	4%	Twice
3%	0%	Three times
3%	0%	Four or more times



As with the previous questions, all respondents who had any other contact or interactions were asked how satisfied they were with their interaction with the ELPD. A 96 percent majority of all respondents and 100 percent of African American respondents said they were they were satisfied with their interaction, including 69 percent of all respondents and 30 percent of African American respondents who said they were “very satisfied.”

## Top Sources of Information

All respondents were asked where they get most of their information about the East Lansing Police Department. The responses were:

<u>ALL</u>	<u>BLK</u>	
16%	9%	Lansing State Journal
16%	21%	Television news coverage about the city
14%	12%	Friends/family/word of mouth
9%	5%	East Lansing Info website: <a href="http://www.eastlansinginfo.org">www.eastlansinginfo.org</a>
8%	9%	City website: <a href="http://www.cityofeastlansing.com">www.cityofeastlansing.com</a>
8%	15%	Personal experience
6%	7%	Facebook
5%	4%	East Lansing Dialog E-Newsletter and Council Meeting Recaps
2%	4%	City Council meetings
2%	3%	City Pulse
2%	---	MLive
2%	1%	Radio news coverage of the city
2%	1%	The State News
1%	2%	East Lansing Dialog (Printed Version)
1%	---	Instagram
1%	2%	Internet searches – Internet in general
1%	2%	Neighborhood Watch – Neighborhood Association
1%	---	Nextdoor App
1%	2%	Towne Courier
1%	---	Twitter
---	1%	Emails
---	---	Other ( <i>less than 1% each</i> )
1%	---	Undecided/Refused

**Additional Comments**

In an open-ended question, all respondents were asked if there was “anything else” they would like to share about their experiences with, or impressions of, the East Lansing Police Department. Groupings of similar responses were made as followed, with verbatim responses provided directly to the Client.

<u>ALL</u>	<u>BLK</u>	
52%	47%	No; nothing
14%	8%	Positive remarks – Doing a good job
9%	32%	Unfair/Racist toward people of color
4%	---	Polite – Professional
3%	8%	Community Policing efforts – Community Relations should continue/improve
2%	---	Do not respond to/handle citizen complaints
2%	---	Fast to respond
2%	---	Helpful-Caring
2%	---	Treat everyone fairly
1%	---	Communication with the community needs improvement
1%	---	Overly militarized
1%	---	Overstaffed-Overfunded
1%	6%	Rude-Uncaring
1%	---	Slow to respond
1%	---	Traffic/Parking tickets issued to generate revenue
1%	---	Understaffed-Underfunded
2%	---	Other ( <i>less than 1% each</i> )
1%	---	Undecided/Refused

#####