

Introduction

The Matrix Consulting Group was selected by the City of Los Angeles to conduct the Basic Car Area Boundary Study. The project is designed to provide analysis on LAPD services and responsiveness to community needs.

Input from communities throughout the City of Los Angeles is essential to the study, and we want to hear about your experiences with LAPD, attitudes toward service levels, and any opportunities for improvement. This survey is designed to supplement the meetings we are holding with neighborhood council alliances and community police advisory boards.

Please take the time to complete the questionnaire so that your feedback can be included in the study. **The survey is anonymous, and individual responses will never be shared with LAPD, the City of Los Angeles, or anyone outside of the Matrix project team.** We will tabulate the responses and present a summary of our findings.

Please complete your confidential survey by no later than April 30, 2019. If you have any questions, feel free to contact Ian Brady at 650-575-5129 or by email at ibrady@matrixcg.net. Thank you.

* 1. Do you work within the City of Los Angeles?

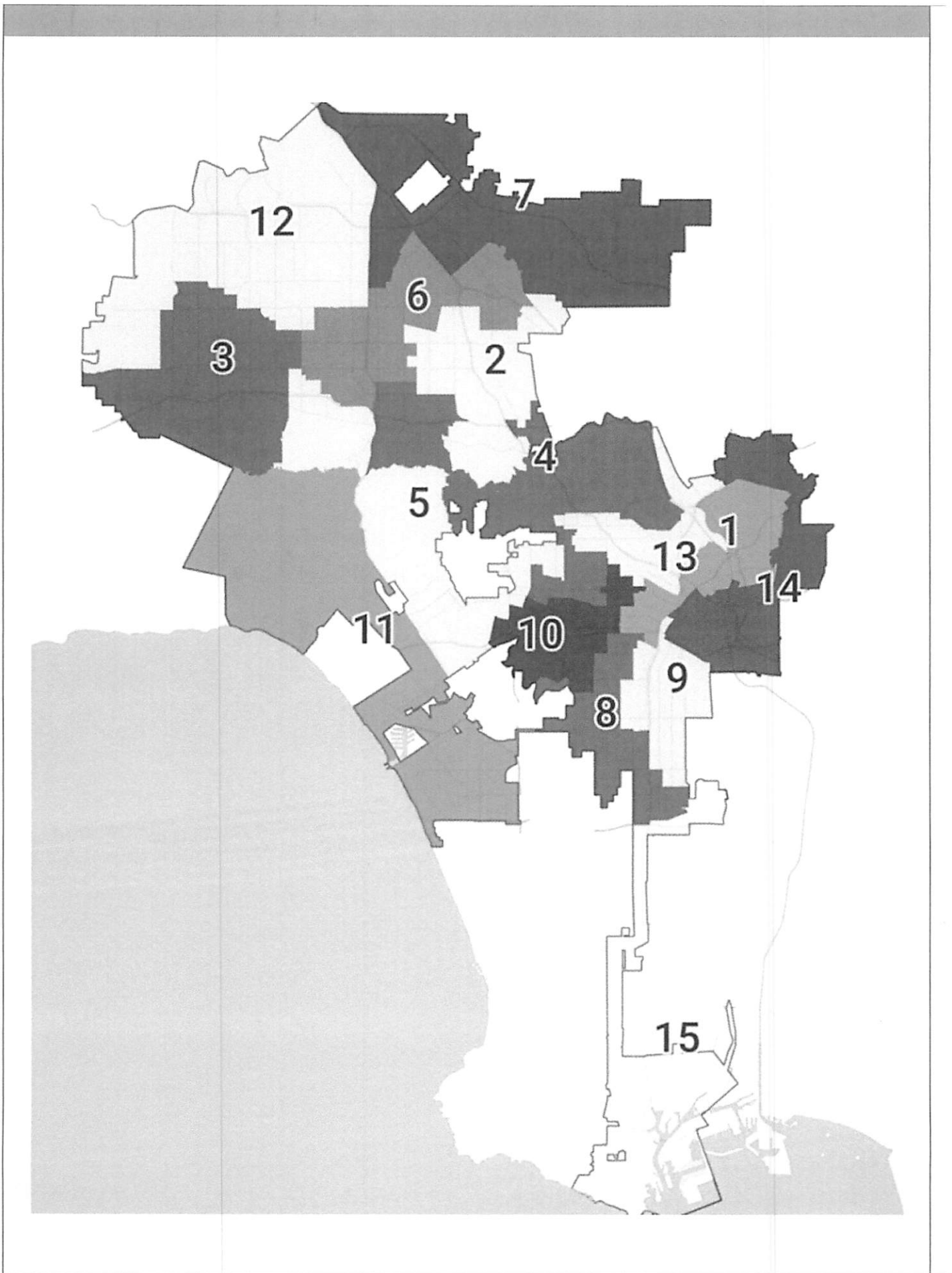
Yes

No

* 2. Do you live within the City of Los Angeles?

Yes

No



3. Which council district do you currently live in?

- I don't live in the City of Los Angeles
- District 1: Gil Cedillo
- District 2: Paul Krekorian
- District 3: Bob Blumenfield
- District 4: David Ryu
- District 5: Paul Koretz
- District 6: Nury Martinez
- District 7: Monica Rodriguez
- District 8: Marqueece Harris-Dawson
- District 9: Curren Price
- District 10: Herb Wesson
- District 11: Mike Bonin
- District 12: Mitchell Englander
- District 13: Mitch O'Farrell
- District 14: José Huizar
- District 15: Joe Buscaino
- I don't know

Background

First, a few questions about your background to help us understand response rates. **Your individual responses will remain anonymous and will never be shared** with either LAPD or the City of Los Angeles.

4. How many years have you been in your current community for?

- Fewer than 3 years
- 3-10 years
- 11-20 years
- 21 years or more

*** 5. What race or ethnicity best describes you?**

- White or Caucasian
- Black or African American
- Hispanic or Latino
- Asian or Asian American
- American Indian or Alaska Native
- Native Hawaiian or other Pacific Islander
- Middle Eastern or North African
- Another race or ethnicity
- Decline to say

*** 6. What is your current age?**

- Under 18
- 18-37
- 38-53
- 54-72
- 73+
- Decline to say

*** 7. What is your gender identity?**

- Male
- Female
- Other or non-binary
- Prefer not to say

8. Listed below are several statements about the Los Angeles Police Department. Please indicate the answer that most closely reflects your opinion. If you neither agree nor disagree with the statement provided, please select "No Opinion".

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
LAPD makes it easy for community members to provide input.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LAPD values input from the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LAPD understands the unique aspects of my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the overall performance of LAPD.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I frequently see police patrols in my neighborhood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Do you think LAPD has a greater or lesser presence in *your* neighborhood compared to LAPD's presence in other areas?

- Much more of a presence in my community
- Somewhat more of a presence
- About the same
- Somewhat less of a presence
- Much less of a presence
- No opinion

11.

LAPD senior lead officers (SLOs) are assigned to specific areas to be the first point of contact for the community, focusing on quality of life issues and crime trends in their area.

Do you know how to contact the senior lead officer (SLO) assigned to your area?

Yes

No

12. Overall, do you think that crime in your neighborhood is getting better or worse?

Getting much better

Getting somewhat better

Staying about the same

Getting somewhat worse

Getting much worse

No opinion

13. When public safety issues are brought up by the community, how attentive is LAPD in addressing them?

Very attentive

Somewhat attentive

Not very attentive

Not at all attentive

No opinion

14. Compared to 15 years ago, is your opinion of LAPD today more favorable, about the same, or less favorable than before?

Much more favorable

Somewhat more favorable

About the same

Somewhat less favorable

Much less favorable

No opinion

* 15. In the last three years, have you requested service from LAPD, whether it was for an emergency or non-emergency situation?

Yes

No

Based on the most recent time you requested service from the LAPD, please answer the following questions about your experience.

16. How did you contact LAPD?

- 911 call
- Call to 877-ASK-LAPD or other non-emergency phone number
- Direct call or text to LAPD officer
- Other cell phone or telephone call
- Text message or hearing impaired services
- Station walk-in
- In-person contact (such as flagging down an officer)
- Twitter, Nextdoor, or Facebook
- Contacted through third party
- Other method or not applicable

17. Did LAPD respond in under 30 minutes?

- Yes
- No
- Not applicable

18. Did the officer(s) explain their actions or procedures?

- Yes
- No
- Not applicable

19. Once the officer(s) arrived, did they address the problem?

- Yes
- No
- Not applicable

20. In the future, if you were to report an emergency, would you expect LAPD to respond in under 10 minutes?

- Yes
- No
- No opinion

21. If you requested service for a non-emergency call where there was no suspect information, such as an overnight vehicle break-in, would you be satisfied if an LAPD professional civilian responder arrived and took the report?

- Yes
- No
- Not applicable

22. Do you follow or interact with any LAPD accounts on any of the following social media platforms? Please check any that apply.

- Facebook
- Nextdoor
- Twitter
- Instagram

23. What community organizations are you involved in, or have attended more than once in the last year? Check all that apply and list any others.

- Service organizations (e.g., Rotary, Kiwanis, etc.)
- Community police advisory board
- Neighborhood council
- City council
- Other (please specify)

24. (Optional) Please provide any additional information on any of the topics covered in the survey.