

Community Perceptions of Policing in Pasadena

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EXECUTIVE SUMMARY

Examining community perceptions of policing in Pasadena, California, this study in part replicated a study in 2006 to explore assessments of police performance across multiple dimensions in 2015. The survey was administered by telephone and, to ensure representativeness of racial/ethnic concerns, targeted four groups: African Americans, Asians, Latinos, and Whites. Ultimately a sample of 1197 Pasadena residents were surveyed, with 300 residents per racial/ethnic group except for Asians, for which 297 respondents were surveyed. Key findings of the main survey domains and conclusions are as follow:

News Consumption and Awareness: Pasadena residents engaged in a great rate of news consumption; 86% of residents watched or read the news on a mostly daily basis, with the greatest consumers more likely to be African American, older, male, and have more education. The news sources most preferred were television news and the Internet: minority residents, residents in the Northwest Community Service Area, older residents, and females preferred television news, while Asian and White residents, younger residents, those more educated, and males preferred the Internet. Residents were highly aware of news coverage of negative police incidents involving misconduct or encounters with minorities and most reported hearing such news at least sometimes. Close to 60%, however, felt the media portrayal of police was at least somewhat fair. African Americans showed greater awareness of negative coverage than Latinos; the differing levels of awareness showed in how fair they felt the media portrayal was, with more African Americans feeling the portrayal was fair and more Latinos feeling it was unfair.

Perceptions of police legitimacy: A strong majority (78%) of residents demonstrated belief in the legitimacy of the Pasadena Police Department (PPD), expressing confidence in the department's ability to do its job well, make decisions in their best interest, and protect people's basic rights. Perceptions of police legitimacy nationwide, however, were less favorable, with only 60% of residents overall expressing confidence and trust in police. Negative perceptions of police legitimacy nationwide were related to negative perceptions locally. Residents were less favorable in assessing whether police both locally and nationwide practiced discriminatory treatment of certain groups, with perceptions again more favorable in assessing the PPD. Almost half of residents believed the PPD was more likely to treat Whites and the wealthy better than minorities and the poor, while approximately 60% felt police nationwide engaged in such discrimination.

African Americans and Latinos both had more negative perceptions of PPD legitimacy, but African Americans also had negative views of police legitimacy nationally and discriminatory practices locally and nationally, a difference that may partly be attributed to African Americans' greater news consumption and awareness of negative coverage. As a higher proportion of African Americans and Latinos live in the Northwest Service Area, it is unsurprising Northwest residents generally had more negative views of police legitimacy and discriminatory practices, although Central Pasadena residents also perceived the PPD's legitimacy less favorably. Again suggesting the influence of news media and its attention to negative aspects of policing, residents born in the United States, more likely to have greater news consumption and awareness of negative coverage

of policing than those not born in the United States, also had more negative perceptions of police legitimacy and discriminatory practices than those not born in the country.

Perceptions of public safety in Pasadena: Most (87%) residents felt safe in their neighborhoods at night. Latino and Northwest residents, however, felt less safe, although a large number of Latinos and African Americans, as well as Northwest residents, reported crime as decreasing in the past two years, assessments likely related to the types of crimes seen as most serious in their neighborhoods. Northwest residents felt violent and drug crimes were most serious and gangs were a problem. African Americans cited violent crime and gangs as being a problem, while Latinos cited drug crimes. Feelings of safety were ultimately lowest for those who felt these types of crimes were the most serious problem and that gangs were a problem where they lived. Property crime, however, was considered the most serious crime problem by the most residents (34%), particularly White and Asian residents. The nature of crime regarded as most serious varied by Service Area, with West Pasadena residents identifying property crime, East residents citing social disorder, and Central and Midtown residents likely to see gangs as at least a minor problem where they lived, though to a lesser extent than Northwest residents.

Perceptions of police effectiveness: A majority of residents rated the police in Pasadena as being effective in all areas of service and interaction with the community, but particularly for treating residents fairly and with courtesy, preventing crime, responding to emergency calls, and dealing with neighborhood problems. Ratings were somewhat less favorable for responding to non-emergency calls, helping crime victims, and working with residents on local problems. Minority residents and residents in the Northwest were less favorable in their assessment of police effectiveness. Those who felt less safe in their neighborhoods, had been stopped by the PPD in the past year or held negative perceptions of the PPD's legitimacy and/or discriminatory practices in Pasadena or nationwide were also more likely to rate the PPD as less effective.

Perceptions of police misconduct: Overall, a third of residents felt police misconduct was at least a minor problem in Pasadena. Use of offensive language was considered least problematic (22%), followed by excessive force (32%), stopping people without good reason (37%), and racial profiling (39%). As to be expected, those stopped by the police in the past year and those with negative perceptions of the PPD's legitimacy and discriminatory practices in Pasadena and the United States felt police misconduct was more of a problem. While Latino residents had more negative assessments than Asian and White residents, African American residents exhibited far more negative assessments than Latinos, particularly true of their assessment of racial profiling. Similarly, White residents were more likely to consider the PPD as being very responsive to their concerns than minority residents, with African Americans having the most negative assessments. While Northwest residents had more negative perceptions of misconduct than all other areas, Central residents also had negative perceptions.

Voluntary contact with the Pasadena police: A majority (78%) of residents who reported having approached or sought help from the PPD in the past year were at least somewhat satisfied with how the police handled their situation, including having it clearly explained to them where they

could get help and the promptness of the PPD's response to their situation. All but 9% of residents felt they were treated professionally and respectfully.

Involuntary contact with the Pasadena police: Of residents who indicated they were stopped by the police, the majority were stopped while driving and had only been stopped once in the past year. Race and where a resident lived were not found to be related to the likelihood of being stopped. Actions taken after a stop was made, however, differed according to race/ethnicity and where a resident lived. Minorities were searched and had force used against them at a greater rate than Whites; residents living in Central and Northwest Pasadena were also searched at greater rates, with more Northwest residents feeling the use of force they experienced was inappropriate. When the occurrence of searches and use of force were looked at in the context of encounters resulting in arrest, only occurrence of search varied by race. 65% of residents were at least somewhat satisfied with how their situation was handled, with minorities showing greater dissatisfaction than Whites. Only 14% of dissatisfied residents filed a complaint, with only 5% being satisfied with how the department subsequently handled their complaint.

Conclusions and Recommendations: As in 2006, in looking across the various domains of police performance, a majority of residents regarded the Pasadena police favorably in 2015, expressing trust and confidence in them, and positively rating their effectiveness and contacts with the police. Most residents felt safe and, ultimately, well-served by the police. Two noticeable exceptions, however, were found. Residents' perceptions of police misconduct and likelihood of discriminatory practices were more negative. While seemingly contradictory to their otherwise favorable assessments, it is more understandable in light of the residents' high rate of news consumption and exposure to news focused on negative policing incidents. A majority felt the media portray police at least somewhat fairly, suggesting a belief that such negative coverage reflects the norm for policing both in the country and in Pasadena.

African American, Latino, and Northwest residents had consistently more negative perceptions of the police, something in part also explained by the nature of their media consumption, which relied on television news and frequent exposure to news coverage of police misconduct. But feeling less safe and perceiving more serious crime problems (drugs, violent crimes, gang activity) where they live also contributed to greater dissatisfaction with the police. All minorities were searched and had force used against them at great rates; while the differences according to race/ethnicity disappeared for use of force when controlling for an arrest being made, minorities were still found to be searched at greater rates when an arrest was not made.

Two primary recommendations are made based on the findings of this study: (1) New avenues should be explored in terms of community outreach and gaining input from the community that specifically target minority residents and those residents living in Northwest Pasadena; and (2) All personnel of the Pasadena Police Department should undergo training on implicit bias and the impact it might have on the delivery of service to the minority populations in Pasadena.

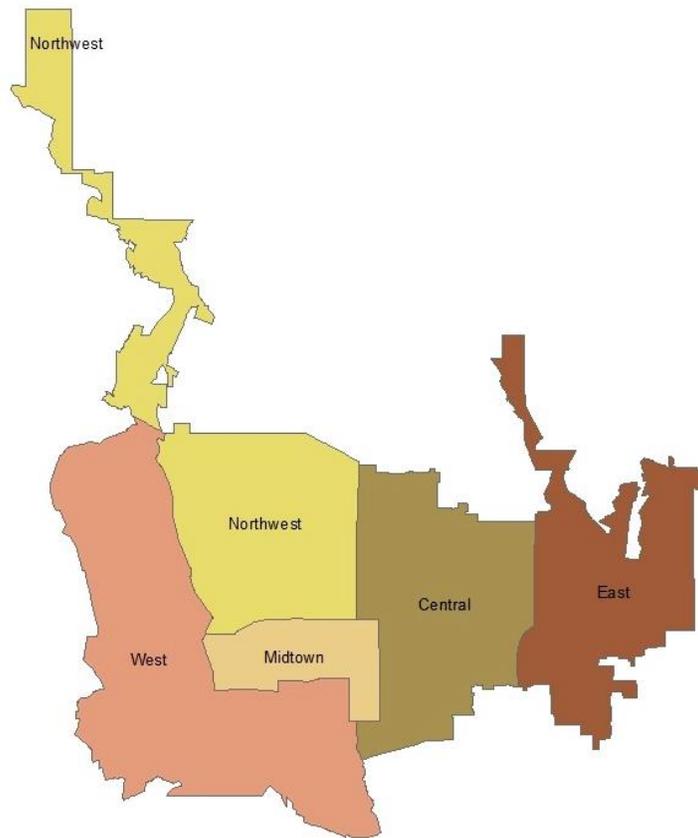
INTRODUCTION

Community perceptions of the police in Pasadena, California were first extensively examined by the Police Assessment Resource Center and Vera Institute of Justice in 2006, in conjunction with an examination of police perceptions. This study is a partial replication of the 2006 study, focusing solely on the community. The current study uses the majority of items from the original community survey, but with new items added to examine the potential impact of media consumption and national media attention given to negative policing practices since the shooting of Michael Brown, an unarmed African American youth, by a Ferguson, Missouri police officer in August 2014.

Pasadena has changed somewhat in its composition since 2006. As of 2010, the United States Census Bureau estimated the total population of Pasadena to be 136,449, showing a decrease in population by several thousand residents. This decrease was also accompanied by a decrease in the African American population of Pasadena; representing 14.5% of the population in 2000, African American residents were only 10.5% of the population in 2010. Their numbers, however, were replaced by an increase in Asian residents, who now represented the same percentage of the population African Americans once did. Otherwise, the White and Latino population remained the same. A slight decrease occurred in the number of Pasadena residents who had not been born in the United States, while the rate of the population over 25 with at least a high school diploma remained consistent at around 80% and a slight increase (2%) was seen in the number of residents who had at least a Bachelor's degree.

Changes also occurred with the top leadership of the Pasadena Police Department (PPD) between 2006 and 2015. Chief Bernard Melekian left the PPD in 2009 and was replaced with Chief Phillip Sanchez, the first Latino chief in the history of the PPD. The composition of the PPD, however, was consistent between the study years. In 2006, the department consisted of 379 full-time employees, 241 of whom were sworn personnel. In 2015, the PPD had 376 sworn and non-sworn employees. Supported by a cadre of 132 civilian employees, there are currently 244 sworn employees, the majority of whom (157) are patrol officers. Policing in Pasadena is based on the Community Service Area model, a geographically-based community policing model that assigns police according to the five Community Service Areas (CSA) of Pasadena, as shown in Figure 1: East, Northwest, Midtown, Central, and East.

Figure 1: Community Service Areas



In 2015, the department offered a comprehensive array of programs and avenues for outreach designed to engage, inform, and otherwise communicate with the community. For adults, programs and services include a Citizen Police Academy, a comprehensive program designed to inform the public about police operations that is offered in both English and Spanish to accommodate Pasadena’s large Latino population; Neighborhood Watch; Curbside Coffee and Chat, a program initiated in 2013 which allows the community to meet and get to know PPD personnel in their own neighborhoods; and the Police-Community Mediation Program, a focus of the 2006 study that remains available for mediation of resident complaints, although it is only infrequently used by residents. The PPD also continues to partner with the Los Angeles County Department of Mental Health with its Homeless Outreach Psychiatric Evaluation team (HOPE), which is designed to provide a comprehensive response in providing mental health and other social services to the homeless of Pasadena.

A solid Internet presence is also maintained by the PPD to keep the public informed; besides maintaining a website with information about their services and crime statistics, they utilize both Nixle and Twitter to keep residents notified about crime and upcoming events in Pasadena, and

Chief Sanchez sends out a weekly email, "Touching Base", which additionally informs the community about crime and police activities in Pasadena. Residents can also use the website to communicate with the PPD, from Chief Sanchez to the Service Areas Lieutenants and various department units, via email, as well as to report less serious crime online.

For youth, the programs available are truly commendable, emphasizing the PPD's commitment to prevention and intervention with at-risk youth, particularly minority youth. The Police Activities League focuses on youth involvement in various activities designed to not only build relationships with the police, but foster greater self-esteem and allow youth to recognize their full potential. The PPD's Youth Advisory Board offers a diversion program for youthful first-time offenders, while the PPD also participates in Safety Academies for youth to instruct them on personal safety and responsibility for behaviors impacting the safety of others. The Police Explorer program is geared towards exploration of policing as a profession and community service for youth interested in law enforcement. The PPD also maintains a presence in the Pasadena Unified School District. Officers are assigned to school campuses for both intervention and enforcement purposes, as well as being engaged in the more recently developed Law Enforcement and Security Academy, a curriculum designed to educate students interested in either profession as a possible future career.

Ultimately, the most important initiatives the PPD offer may be those that do or soon will target those individuals who become officers with the department. The "So you want to be a Pasadena Police Officer" program focuses on the mentorship of residents who are interested in joining the PPD. An initiative currently in development will focus on orienting officers who are new to the PPD to the city they are serving, bringing in both civic leaders and residents of Pasadena to educate these officers about the diverse nature of the Pasadena population.

Much more than changes in demographics and PPD leadership, however, has occurred in the years between 2006 and 2015, changes that have irrevocably shifted the public debate about race and policing in both the nation and in Pasadena. In February 2012, Trayvon Martin, a 17-year-old African American youth, was shot to death by George Zimmerman, a resident of a gated community in Florida where Martin was visiting his father; the shooting sparked protests nationwide amidst allegations it was primarily based on the fact that Martin was a young, black male wearing a hoodie, a stereotype of the "Black criminal" that Zimmerman was responding to. Less than a month later, Kendrec McDade, another unarmed African American youth, was fatally shot by PPD officers after a call to 911 in which the caller, robbed of his laptop and back pack, claimed the robbery occurred at gunpoint. Happening in such close proximity to the Trayvon Martin shooting and coupled with the fact it was discovered the robbery victim had lied about the presence of a gun, the incident drew both local and national media attention.

In the spring of 2013, the PPD officers who shot Kendrec McDade were found by the PPD to have acted within departmental policy. A few months later, George Zimmerman was found not guilty in Trayvon Martin's death, leading to more protests nationwide. The release of the investigative report prepared by the Office of Independent Review Group (OIRG) on the McDade shooting was delayed by legal challenges brought by the Pasadena Police Officers' Association in 2014, coinciding with the aftermath of rioting in Ferguson, Missouri and ongoing protests nationwide

after the Michael Brown shooting. The court case on the McDade report continued for most of 2015 in the wake of multiple high profile police-related deaths of African American males, including Tamir Rice in Cleveland, Ohio, Walter Scott in North Charleston, South Carolina, and Freddie Gray in Baltimore, Maryland, the last also provoking riots.

In connection with its investigation of the McDade shooting, the OIRG was highly critical of the tactics employed by the officers involved and the department's investigation, making twenty-six recommendations for policy and training revisions. To date, the PPD has implemented nineteen recommendations, including changes to protocol for officer-involved shootings as to having training personnel called to the scene, ensuring interviews are done in person (versus by telephone, as occurred in the McDade investigation), and use of a new in-car video system that allows for automatic filming while patrol cars are in operation, regardless of whether they have employed their lights and sirens. Of the recommendations not implemented, these included revising policy so officers involved in shootings would not be allowed to preview recorded evidence before interviews and restriction of "box-in" tactics when in pursuit of a suspect.

While the 2006 study was preceded by several police-related deaths in Pasadena in 2003 and 2004, it seems fair to say the current study was conducted under very different circumstances. The controversy surrounding the McDade shooting has created a persistent public debate on the issue of civilian oversight for the PPD. Pasadena also experienced an increase in violent crime by approximately 17% in the past year, a trend that was mirrored in much of the United States. This study took place in a climate that saw far greater scrutiny of police actions by the media, and confidence in the police at only 52% across the nation; according to Gallup, this rating was the lowest show of confidence in police since 1993, after the officers involved in the Rodney King incident were acquitted of criminal charges (Jones, 2015). To this end, some will be interested in direct comparisons between the survey results in 2006 and those in 2015, and differences in the results are noted throughout this report when it is considered feasible to do so. But a strong cautionary note must be made about making such a comparison.

First, as just noted, the conditions under which the current study were conducted are quite different from those at the time of the original study. While efforts were made to examine and control for the impact of the contentious debate that characterized the national dialogue played out through the media about race and policing in this country in 2015, the capacity to fully explore these influences was limited in the quest to replicate as many of the original survey questions as possible. Second, while an attempt to replicate the methodology of the 2006 study was made, the main differences that exist pertain to the additional use of a cell phone sample for a more representative sample than was used or available in 2006 (see the Methodology section for more discussion) and the fact that the 2006 report is not always clear or lacks discussion on certain findings that make comparison difficult. Third and finally, only frequency counts from 2006 are available for comparison; actual statistical analysis to determine if significant differences exist as to attitudes in 2006 and 2015 are not possible. In Appendix B, the differences in survey instruments for 2006 and 2015 are provided.

METHODS

To ensure the representativeness of residents within each of the major racial and ethnic groups in Pasadena, sampling quotas were set for 300 respondents from four groups: African American, Asian, Latino, and White. Sampling and the administration of the survey were completed by the Social Science Research Center at California State University, Fullerton.

In order to decrease the under-coverage bias associated with sampling only landline telephone numbers, both landline and cellular random-digit-dialing sampling frames were utilized within those zip codes encompassed by Pasadena (91101, 91103, 91104, 91105, 91106, and 91107). The survey design included requesting the respondent's street address and cross streets to ensure the households sampled were located in Pasadena city limits. Given their lower proportion in the Pasadena population and therefore the difficulty of contacting African American and Asian residents, additional random samples for Pasadena residents were employed that targeted households and individuals in areas known to contain a high proportion of African Americans and based on surnames known or thought to be of Asian descent.

The survey instrument was translated into Spanish, pilot-tested on a small sample of respondents, and slightly revised prior to full-scale administration. The final instrument was programmed for administration using computer assisted telephone interviewing (CATI) software. CATI allows for the randomization of questions and question sets within a survey to eliminate response-order biases, reduction of recording errors, and employment of a call-back scheduling protocol. For landlines, 21 attempts were made per number, while 10 attempts were made per cellular number.

Telephone interviews with Pasadena residents 18 years or older were conducted between July 23 and October 15, 2015. Three hundred interviews were completed with each group, except in the case of the Asian subgroup for which 297 were completed, yielding a sample of 1197 respondents. Over 70% of African American residents and almost 60% of Latino residents in the sample resided in the Northwest Community Service Area (CSA). White and Asian residents were more evenly distributed across CSAs. Almost 30% of White residents resided in the West CSA, but approximately 60% resided in the Central, East, and Northwest CSAs at rates of about 20% for each CSA. Just over half of Asian residents in the sample lived either in the Central or West CSAs, with another 40% residing in either the East or Northwest CSAs.

The need for a stratified survey design meant that the final sample was not representative of the population of Pasadena. Asians and African Americans were overrepresented; conversely, Latinos and Whites were underrepresented. To this end, the sample was weighted according to the 2010 Census measure of racial and ethnic proportions whenever frequency counts were provided. Table 1 shows the original sample demographics and the weighted demographics.

Both original and weighted samples approximately represent the demographics of Pasadena residents, though there are some differences to be noted. Both samples were also somewhat older in age than in the 2010 census, with approximately 54% of both samples comprised of residents 50 years or older, compared to approximately 40% of residents in the population. The

samples are also somewhat more educated, with 57% of residents holding at least a bachelor's degree versus 46% of residents in the population.

Table 1: Respondent demographics

	n Unweighted	%	n Weighted	%
Gender				
Male	538	44.9	543	45.4
Female	657	54.9	651	54.5
Race				
Asian/Pacific Islander	297	24.8	174	14.6
Black/African American	300	25.1	125	10.5
Latino/Hispanic American	300	25.1	416	34.8
White/Caucasian	300	25.1	479	40.1
Education				
Elementary School/Less	54	4.5	71	6.0
High School Graduate/GED	166	13.9	179	15.0
Vocational/Technical Degree	25	2.1	23	1.9
Some College	235	19.6	218	18.2
College Degree	386	32.2	372	31.1
Graduate/Professional School	308	25.7	317	26.5
Age				
18-19	32	2.7	28	2.4
20-29	139	11.6	145	12.2
30-39	152	12.7	158	13.2
40-49	190	15.9	197	16.4
50-59	235	19.6	232	19.4
60-69	217	18.1	214	17.9
70+	191	16.0	192	16.1
Born in the United States				
Yes	795	66.4	792	66.3
No	385	32.5	395	33.0
Years Lived in Pasadena				
Average	25.3		24.1	
Years Lived in United States				
Average	27.6		27.4	
Homeownership				
Yes	770	64.3	762	63.7
No	408	34.1	419	35.0

NEWS CONSUMPTION AND AWARENESS OF COVERAGE OF POLICING

Exposure to news coverage of police misconduct, both frequent coverage and that of high profile incidents, can negatively influence perceptions of police, particularly for minorities (Jefferis et al., 1997; Miller & Davis, 2008; Sigelman et al., 1997; Weitzer & Tuch, 2004). In light of increased media attention given to policing, particularly negative aspects such as unjustified use of force and racial bias, since the shooting of Michael Brown in August 2014¹, residents were asked about their news consumption and awareness of such coverage as an area to be assessed and controlled for as a determinant of attitudes about police.

First, they were asked how often they read or watched various news sources, as well as what they considered their most important news source, to measure the extent and nature of their news consumption. Seventy-five percent of residents read or watched the news on a daily basis, while another 11% did so most days of the week and 10% did so at least once a week, leaving less than 4% who only read or watched the news no more than several times a month, if ever. As Table 2 indicates, the most popular news sources among Pasadena residents were the Internet and television; overall, 44% of residents reported local or national television news as their most important source of news and 36% reported the Internet as most important.

Table 2: Source and frequency of news consumption

	%
National evening news programs	
Daily	35
At least once or twice a week	32
No more than several times a month, if ever	32
Local television news	
Daily	36
At least once or twice a week	22
No more than several times a month, if ever	31
Daily newspaper	
Daily	30
At least once or twice a week	21
No more than several times a month, if ever	49
Radio talk shows	
Daily	20
At least once or twice a week	20
No more than several times a month, if ever	59
Online news sources	
Daily	38
At least once or twice a week	24
No more than several times a month, if ever	38

¹ That media attention has focused on more negative aspects of policing is largely anecdotal at this time, but the increased coverage of police use of deadly force against minorities has been noted, e.g. McLaughlin (2015, April 21).

Regarding extent of news consumption, African American residents, more educated residents and residents born in the United States were more likely to read or watch multiple news sources regularly than other residents. Residents in the East CSA were less likely to watch or read multiple news media sources regularly, while residents living in the West CSA regularly read/watched a significantly greater amount of news sources, particularly in the form of daily newspapers, than residents residing in all of the other CSAs except for Midtown.

When type of news source was examined, differences emerged according to race/ethnicity, CSA, gender, age, and education. Minority residents were significantly more likely to regularly watch local or national television news shows than White residents, while White residents read daily newspapers at a significantly greater rate than minority residents and both Asian and White residents used the Internet as a news source with significantly greater regularity than African American and Latino residents. Similarly, residents of the Northwest CSA consumed significantly more local television news on a regular basis than residents in all CSAs except for Midtown. Female residents were less likely than males to watch/read multiple news sources regularly, as well as being less likely to read newspapers and use the Internet as a news source. Older residents were somewhat more likely to consume more news media, preferring television news and newspapers over Internet news sources. Finally, those with greater education levels also consumed more news media on a regular basis, but were more likely to rely on newspapers and the Internet for news than television news.

Residents were asked how often they heard or read about news stories concerning incidents of police misconduct. Almost a quarter of residents (71%) reported hearing about police misconduct often, with 21% having at least sometimes heard/read about it. Residents were also asked how often they heard or read about incidents involving negative police encounters with minorities occurring in the nation; awareness of such incidents mirrored awareness of police misconduct incidents, with 70% reporting they often heard/read about such incidents, and 23% sometimes hearing of such things.

These two questions were combined into a single index for further analysis.² Differences were seen according to race/ethnicity. African American residents showed significantly greater awareness of negative police incidents than Latino residents, while White residents showed greater awareness than Asian residents. Additionally, those residents who were significantly more likely to use the Internet as a news source and residents with higher levels of education were also more likely to be aware of such incidents.

Along the same lines of inquiry, residents were further asked to assess news coverage of the police in terms of how fairly they thought the police were portrayed. A majority (57%) of Pasadena residents felt the police were at least somewhat fairly portrayed in the media, while 36% felt police were at least somewhat unfairly portrayed. Older residents were somewhat less likely to feel police were fairly portrayed. A significantly greater proportion of African American residents felt police were portrayed at least somewhat fairly by the media than other residents, with almost a quarter (74%) responding so, while only 63% of White residents and 61% of Asian residents did

² The reliability coefficient (measuring the internal consistency of an index) for this index was .762.

so. A significantly greater proportion of Latino residents, however, felt the portrayal was unfair, with 44% feeling it was at least somewhat unfair.

Key Findings: Pasadena residents rated high as it pertained to news consumption; 86% of residents watched or read the news on a mostly daily basis, with the greatest consumers more likely to be African American, have higher education levels, older, and male. The news sources most preferred were national or local television news and the Internet. Minority residents, residents in the Northwest CSA, older residents, and females preferred watching television news, while Asian and White residents, younger residents, those with greater education levels, and males preferred the Internet as a news source.

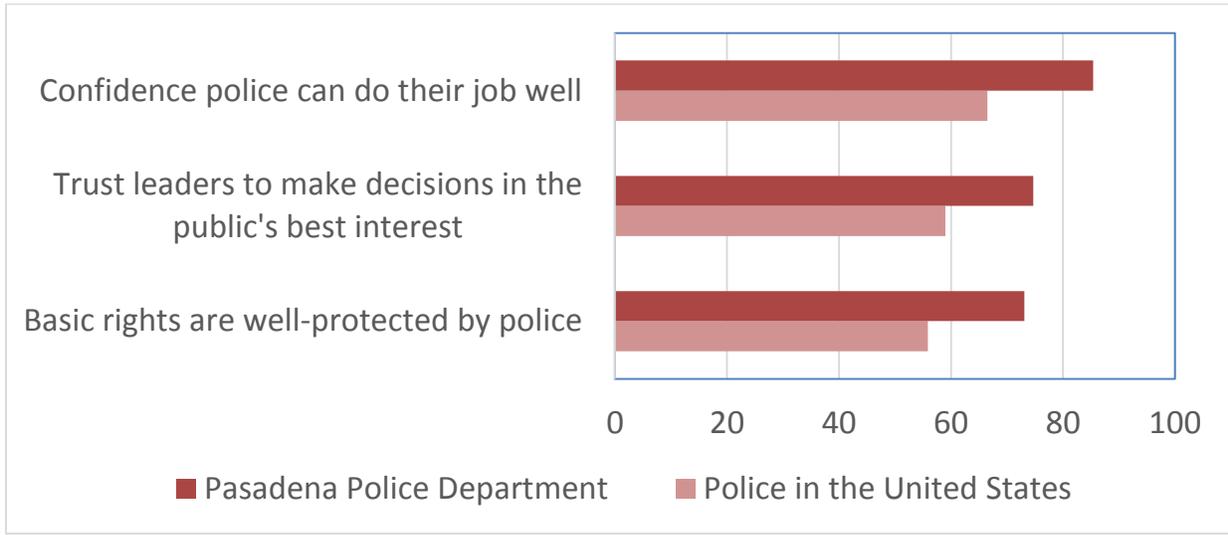
Not surprisingly given their rate of news consumption, approximately 70% of residents were highly aware of news coverage of negative police incidents involving misconduct or encounters with minorities and reported hearing news about such incidents often, while a little over 20% heard such news at least sometimes. Close to 60% of residents felt the media portrayed police at least somewhat fairly, while almost 40% felt media portrayals were at least somewhat unfair. African American residents showed greater awareness of news about negative police incidents than Latinos; the differing levels of awareness were borne out by how fair they felt the media had portrayed police, with more African American residents feeling the portrayal was at least somewhat fair and more Latino residents feeling the portrayal was at least somewhat unfair.

PERCEPTIONS OF POLICE LEGITIMACY

For police to effectively work both within and with the community, the community must trust and have confidence in the police; in other words, they must regard the police as having legitimacy (Tyler, 1990, 2004). Residents were therefore asked about their perceptions of police legitimacy. Given the current national attention to the topics of policing, use of force, and race, perceptions were examined at both the local and national levels to determine if perceptions of the Pasadena Police Department (PPD) might be influenced by attitudes about policing nationwide and need to be controlled for in the subsequent analyses.

As shown in Figure 2, residents' views of the legitimacy of the PPD were more favorable than their views of police legitimacy nationwide. Eighty-five percent of residents either strongly agreed or agreed with the statement that they had confidence the PPD could do its job well and 75% at least agreed the leaders of the PPD made decisions that were in the public's best interest, while 73% agreed people's basic rights were well-protected by the PPD. Regarding police in the United States, however, only 67% of residents agreed they had confidence the police could do their job well. 59% agreed they trusted police leaders to make decisions in the public's best interest and 56% agreed basic rights were well-protected by police. Those with more negative perceptions of police legitimacy nationwide were significantly more likely to have more negative perceptions of the legitimacy of the PPD.

Figure 2: Percentage of residents who agreed about police legitimacy



For further analysis, the responses to these three questions were combined into two separate legitimacy indices, one for the PPD and one for policing nationwide.³ Only two factors were related to perceptions of legitimacy of the police both in Pasadena and nationwide, with both African American residents and Northwest residents holding significantly more negative perceptions than other residents of the legitimacy of the PPD and police in general. While Latinos' perceptions of the PPD's legitimacy were significantly more negative than Asian and White residents, they did not hold more negative perceptions regarding policing in the country. Similarly, residents in the Central CSA were more likely to hold negative perceptions of legitimacy of police in Pasadena, but not for the country.

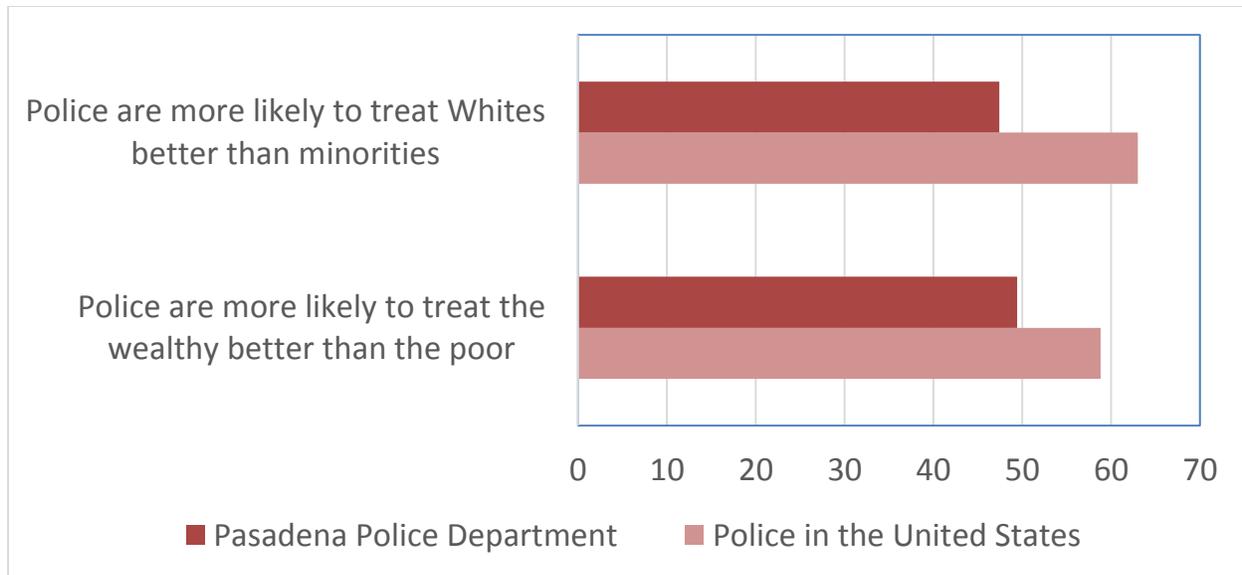
Not surprisingly, residents who had been stopped by the PPD in the past year were also more likely to negatively assess the legitimacy of the PPD. Also, those born in the United States and those with no more than a high school education had more negative perceptions of policing in the United States. Finally, greater awareness of negative news stories concerning police was also related to more negative assessments of police legitimacy both in Pasadena and the country.

Additionally, residents were asked about discriminatory practices by police in Pasadena and the United States, specifically whether they felt police treated Whites and the wealthy better than minorities and the poor. While overall residents held more negative perceptions about discriminatory treatment by police, similar trends were again seen in that residents had more favorable perceptions of the PPD than police in the United States. As shown in Figure 3, 47% of respondents either strongly agreed or agreed PPD officers were more likely to treat Whites better than minorities, while 31% strongly disagreed or disagreed and 21% didn't know. Forty-nine percent agreed PPD officers were more likely to treat the wealthy better than the poor and 31% disagreed, while 19% didn't know. For police in the United States, however, 63% of residents

³ The reliability coefficients for the PPD index was .878 and the nationwide index was .884.

agreed that police were more likely to treat Whites better than minorities, 25% disagreed and 12% didn't know. Fifty-nine percent agreed police were more likely to treat the wealthy better than the poor, while 29% disagreed and 11% didn't know.

Figure 3: Percentage of residents who agreed about discriminatory practices by the police



The responses on these two items were also combined as to create two separate measures for the PPD and policing in the United States for analysis.⁴ African American residents, Northwest residents and residents born in the United States held significantly more negative views of the discrimination against minorities and the poor by both the PPD and police nationwide, with negative perceptions of discrimination against minorities and the poor by police nationwide increasing with residents' education level.

As to be expected, residents who held more negative perceptions of the legitimacy of policing in Pasadena were more likely to feel there were discriminatory practices by the PPD; the same was true of the relationship between beliefs about police legitimacy in the country and discriminatory practices in the country. While negative perceptions about discriminatory practices nationwide were related to more negative perceptions of the likelihood of those practices occurring in Pasadena, however, negative perceptions of police legitimacy nationwide was not found to influence perceptions of discrimination in Pasadena.

⁴ The reliability coefficient for the PPD measure was .864 and the nationwide policing measure was .887.

Key Findings: A strong majority (overall 78% on the combined items) of residents demonstrated belief in the legitimacy of the Pasadena Police Department, expressing confidence in the ability of the PPD to do its job well, make decisions in their best interest, and protect people’s basic rights. Their perceptions of police legitimacy nationwide, however, were less favorable, with only 60% of residents overall expressing confidence and trust in police. Negative perceptions of police legitimacy nationwide were related to more negative perceptions of police legitimacy locally.

Overall, residents were less favorable in their assessment of whether police both locally and nationwide practiced discrimination as it pertained to race/ethnicity and social class, although perceptions were again more favorable in assessing the Pasadena Police. Almost half of Pasadena residents believed the Pasadena Police Department were more likely to treat Whites and the wealthy better than minorities and the poor, while approximately 60% of residents felt police nationwide engaged in such discriminatory practices.

While African Americans and Latinos both had more negative perceptions of legitimacy of the PPD, only African Americans had similarly negative views of police legitimacy nationwide and discriminatory practices locally and nationally. African Americans have generally been found to regard police more negatively than Latinos, but this difference may partly be attributed to the higher degree of news consumption and awareness of negative news coverage on the part of African Americans. Given the higher proportions of African Americans and Latinos living in the Northwest Service Area, that these residents held more negative views of police legitimacy and discriminatory practices in Pasadena and nationwide is not surprising, although it should be noted residents in the Central CSA also had more negative perceptions of the PPD’s legitimacy.

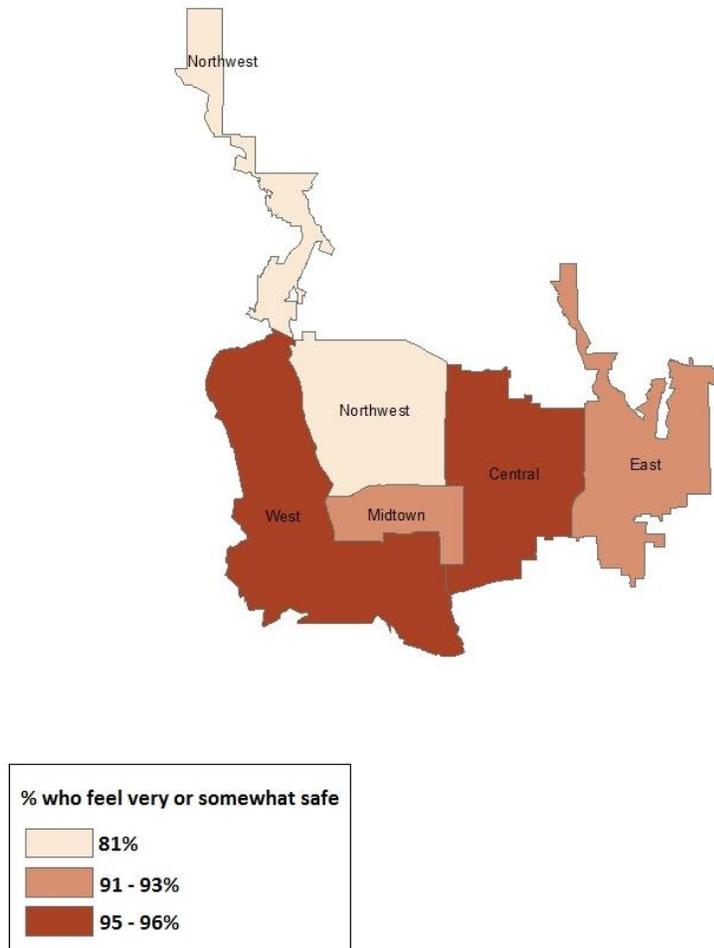
Residents born in the United States had more negative perceptions of police legitimacy in the United States and discrimination in both Pasadena and United States than those residents who hadn’t been born in the United States. Residents born in the United States tended to have greater news consumption and awareness of negative coverage of policing, again suggesting the influence of the news media and its current attention to negative aspects of policing.

PERCEPTIONS OF PUBLIC SAFETY IN PASADENA

Resident perceptions of safety can be considered to work in a dual capacity; these perceptions may serve as de facto measures of police performance, in turn influencing perceptions of police performance. As such, residents were asked how safe they felt when alone outside in their neighborhood at night; this measure was then examined as both an outcome and a possible factor influencing attitudes in subsequent analyses. Eighty-seven percent of residents reported feeling at least somewhat safe, with 47% feeling very safe. At least 90% of African American, Asian, and White residents reported feeling at least somewhat safe; Latino residents, however, were significantly less likely to feel safe in their neighborhoods, with only 81% feeling at least somewhat safe. Also, African American and Latino residents had significantly lower rates of feeling “very safe” in their neighborhoods than Asian and White residents. As Figure 4 shows, a significantly greater

number of residents in the Northwest felt less safe in their neighborhoods than in any other CSA. Those less educated and females also reported feeling less safe, as well as individuals who were more likely to rely on television news programs as a source for their news.

Figure 4: Feelings of safety in residents' neighborhoods at night



2006: *The current results are largely similar to those in 2006. Eighty-seven percent of residents felt at least somewhat safe. Latino residents felt less safe, as did the less educated. Almost 22% of Northwest residents felt at least somewhat unsafe. The only differences noted were, compared to 2015, African American residents and males were also more likely to feel less safe.*

That the vast majority of all residents felt at least somewhat safe aligned with their assessment of whether crime in their neighborhood had increased, decreased or remained the same in the past two years. Seventy-three percent of residents reported crime as either having stayed the same or decreased in the past two years; 60% felt it had stayed the same, while 13% felt it had decreased and 18% felt it had increased. While at least 75% of African American, Asian, Latino and White

residents felt crime had either stayed the same or decreased, Whites comprised 31% of residents who felt crime had increased; conversely, African Americans and Latinos disproportionately represented those who felt crime had decreased, making up 76% of those residents. Of the residents who felt crime had decreased, a significantly disproportionate number (63%) resided in Northwest Pasadena.

2006: *General perceptions of crime rates were comparable between 2006 and 2015, but not as they pertained to race and CSAs. Seventy-five percent of residents reported crime as either staying the same or decreasing, with 14% feeling it had increased. In 2006, however, no differences were found between racial/ethnic groups and CSAs as to perceptions of crime.*

Residents were also asked what the most serious crime problem was in their neighborhood. As Table 3 indicates, property crime was reported by 34% of residents as the most serious problem, with less than half that percentage believing social disorder (defined as public drinking, loitering, panhandling, graffiti, youths congregating, homelessness) or drug crimes (dealing, drug use on the street, in parks, schools, etc.) was the most serious problem their neighborhoods faced.

Table 3: Most serious crime problems in the neighborhood

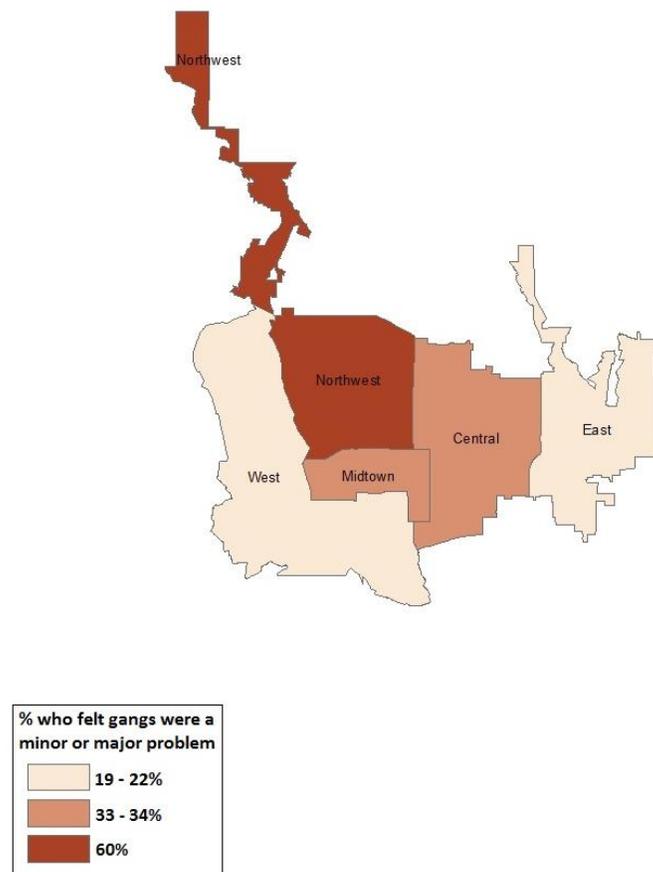
	2006	2015
	%	%
Property Crime (Not auto theft)	29	34
Don't Know	23	20
Social Disorder	17	15
Drug Crime	11	14
Violent Crime	10	6
Auto Theft	6	5
No Crime Problems	not reported	2
Other	3	2

Differences were seen across both racial/ethnic groups and CSAs as to the crime problems considered most serious. Of those residents reporting property crime as the most serious problem, a significantly greater proportion were Asian and White, while a greater proportion of African American residents felt violent crime was the most serious problem and a greater proportion of Latinos rated drug crime as most serious. The perception of most serious problem also varied according to CSA. While significantly more residents in West Pasadena identified property crime as their most serious crime problem, East Pasadena residents were more likely to perceive social disorder as most serious and Northwest residents disproportionately identified violent and drug crimes as most serious. Ultimately, those residents who felt less safe in their neighborhoods, regardless of race/ethnicity or location in the city, were more likely to feel drug and violent crimes were the most serious problems in their neighborhoods.

2006: Findings from 2006 were somewhat comparable to 2015; property crime was still deemed the most serious crime by the largest percentage of residents, but at a slightly lower rate. In 2006, a greater proportion of White residents only reported property crime as the most serious crime problem. As in 2015, a greater proportion of Latinos felt drug crime was the most serious problem, but in 2006 they also were overrepresented for citing violent crime and social disorder.

Residents were further asked how big a problem gang activity in their neighborhoods was. Over half (58%) felt gangs were not a problem where they lived, 10% felt they were a major problem, and 29% felt they were a minor problem. Again, differences were found along racial/ethnic lines. While at least half of residents in each group felt gangs were not a problem, a significantly greater proportion of African Americans felt gangs were at least a minor problem in their neighborhoods.

Figure 5: Perceptions of gang activity in residents' neighborhoods



As shown in Figure 5, differences were also found according to CSAs; Northwest residents were most likely to feel gang activity was at least a minor problem, with 60% of residents feeling that way, in contrast to only 19% of residents in West Pasadena and 22% in East Pasadena. While residents in both Central and Midtown Pasadena were also likely to feel that way, it was at much

lower rates (33% of Central residents and 34% of Midtown residents). Not surprisingly, those who felt less safe were more likely to feel gangs were a problem where they lived.

Key Findings: A large majority (87%) of residents felt safe in their neighborhoods at night, but some residents showed a greater likelihood of feeling less safe. Consistent with prior research (Chiricos et al., 2000; Weitzer & Kubrin, 2004), residents who preferred television news were less likely to feel safe. Latino residents and residents in the Northwest Service Area also felt less safe, which seems to contradict that a disproportionate number of Latinos and African Americans, as well as Northwest residents, reported crime as having decreased in the past two years. However, these assessments are likely related to the types of crimes these residents saw as the most serious in their neighborhood. Northwest residents felt violent and drug crimes were the most serious problem, and that gangs were also a problem. African American residents cited violent crime as most serious and that gangs were a problem where they lived, while Latino residents cited drug crimes. Feelings of safety were ultimately lowest for those who felt these types of crimes were the most serious problem and that gangs were also a problem where they lived.

Property crime was still considered the most serious crime problem by the most residents (34%), particularly for White and Asian residents. The nature of crime regarded as most serious varied by Service Area, with West Pasadena residents identifying property crime, East Pasadena residents identifying social disorder, and Central and Midtown residents likely to see gangs as at least a minor problem where they lived, though to a lesser extent than Northwest residents.

PERCEPTIONS OF POLICE EFFECTIVENESS

To determine residents' perceptions of the effectiveness of police in Pasadena, respondents were asked how good a job the Pasadena Police Department was doing in multiple areas of serving and interacting with the community. As Table 4 indicates, the majority of residents felt the PPD was doing a good job in all areas, particularly in terms of dealing with residents in a fair and courteous manner (83% agreed or strongly agreed). Approximately three-quarters of residents felt police were effective at preventing crime, responding to emergency calls for service, and dealing with neighborhood problems that concerned residents. While a majority of residents still felt the PPD was effective in these areas, there was less support for effectiveness in relation to promptly responding to non-emergency calls for service (62%), helpfulness to crime victims (64%), and working with residents to solve local problems (66%).

Table 4: Perceptions of the Pasadena Police Department’s effectiveness

	Agree	Disagree	Don’t Know
	%	%	%
The police in your neighborhood do a good job of preventing crime	72	16	12
The police in your neighborhood promptly respond to non-emergency calls for assistance	62	16	22
The police in your neighborhood promptly respond to Emergency calls for assistance	73	9	18
The police in your neighborhood are helpful to people who have been victims of crime	64	9	28
Overall, the police are effective in dealing with the problems that really concern people in your neighborhood	73	14	13
Overall, the police in your neighborhood are doing a good job dealing with residents in a fair and courteous manner	83	9	8
The police in your neighborhood are doing a good job working together with residents to solve local problems	66	15	19

It is important to note the “agree” numbers do not indicate residents who did not at least somewhat agree with these statements were necessarily in disagreement as to police effectiveness. As seen above, a number residents (ranging from 8 to 28% depending on the question) responded they didn’t know. The number of respondents who perceived the PPD as ineffective ranged only between nine and sixteen percent in any given area of service or working with the community.

All seven items related to police effectiveness were combined for further analysis.⁵ Multiple factors emerged as having a relationship to perceptions of police effectiveness in Pasadena, including race/ethnicity, CSA, age, feelings of safety, and perceptions of PPD legitimacy. While approximately three-quarters of residents in each racial or ethnic group at least agreed as to the effectiveness of Pasadena police in each area, minority residents held significantly more negative perceptions of police effectiveness than White residents did, with African Americans holding the most negative perceptions, followed by Latinos, then Asians.

Again, while at least 75% of residents in each CSA had favorable assessments of police effectiveness, Northwest residents held significantly more negative views of police effectiveness than residents in the other CSAs. Those 60 or older regarded police effectiveness significantly

⁵ The reliability coefficient for this measure was .917.

more positively than those under the age of 60. Residents who felt less safe were also less likely to rate the PPD as being effective. Finally, residents who had been stopped by the PPD in the past year or held more negative perceptions of the legitimacy and discriminatory practices of the Pasadena police were significantly more likely to assess the PPD as being less effective.

2006: *Results from the 2006 survey on these items are comparable to the current findings in that a majority of residents rated police effectiveness favorably. It is important to note it is unknown what percent of respondents did not offer an assessment (selected don't know) versus disagreed with each of the effectiveness items, which cautions against making direct comparisons. Nevertheless, similar trends were seen. As in 2015, the PPD was perceived as being less effective in terms of helping crime victims (67% agreement), responding to non-emergency calls for service (70%), and working with residents to solve local problems (72%). Higher ratings were assigned to effectively dealing with neighborhood problems (77%), responding to emergency calls (78%), and preventing crime (79%). Similar to 2015, residents were most favorable in assessing how fair and courteous officers were in dealing with residents (85%). Race was found in 2006 to be related to perceptions of police effectiveness, but the 2006 report does not specify what the exact nature of that relationship was. As in 2015, residents from the Northwest Service Area exhibited significantly more negative assessments of police effectiveness in 2006.*

Key Findings: A majority of Pasadena residents rated the police in Pasadena as being effective in all areas of service and interaction with the community, but particularly for treating residents fairly and with courtesy, preventing crime, and responding to emergency calls, and dealing with neighborhood problems. Ratings were somewhat less favorable for responding to non-emergency calls, helping crime victims, and working with residents on local problems.

Minority residents and residents in the Northwest were less favorable in their assessment of the PPD's effectiveness, again an unsurprising relationship given the large African American and Latino population in the Northwest Service Area, although Asian residents were also less favorable. Not surprisingly, those who felt less safe in their neighborhoods, had been stopped by the police in the past year or held negative perceptions of the PPD's legitimacy and/or discriminatory practices in Pasadena or nationwide were more likely to rate the PPD as less effective.

PERCEPTIONS OF POLICE MISCONDUCT

Residents were further asked about their perceptions of police misconduct and whether they felt certain types of behaviors on the part of the police were a problem in Pasadena. At least half of respondents did not feel police using offensive language or excessive force was a problem, although almost a third of respondents felt that the use of excessive force was at least a minor problem. Similarly, almost 40% of residents held the perceptions that police stopping people without good reason and engaging in racial profiling was at least a minor problem in Pasadena.

Table 5: Perceptions of police misconduct

	2006	2015
	%	%
Police stopping people in cars or on the street without good reason		
Major problem	15	14
Minor problem	22	23
Not a problem	47	44
Police engaging in racial profiling		
Major problem	15	17
Minor problem	21	22
Not a problem	45	36
Police using offensive language		
Major problem	9	7
Minor problem	15	15
Not a problem	60	58
Police using excessive force, for example, being verbally or physically abusive		
Major problem	11	12
Minor problem	19	20
Not a problem	52	50

Responses from the four misconduct items were combined and then analyzed.⁶ Education, not having been born in the United States, having been stopped by the PPD in the past twelve months and race were all related to perceptions of police misconduct in Pasadena. Those residents with less than a college degree, who were not born in the United States, and who had been stopped by the PPD all perceived police misconduct as being a problem at significantly higher rates. Negative assessments of police legitimacy and discriminatory police practices in Pasadena and across the country were also related to a somewhat greater likelihood of believing police misconduct was at least a minor problem in Pasadena. Likewise, as awareness of negative coverage of policing increased, perceptions of misconduct being problematic increased.

2006: As Table 5 shows, overall rates at which residents perceived misconduct to be problematic for the PPD were almost identical between 2006 and 2015. Only 36% of respondents in 2015 considered racial profiling not to be a problem, compared to 45% of respondents in 2006, but this decrease can partly be attributed to a larger proportion of respondents who did not offer an assessment of the issue and responded “don’t know” in 2015. As in 2006, those with less education and those who had been stopped by the PPD viewed police misconduct as more of a problem. Homeownership was not found to be related to attitudes as it was in 2006, but not having been born in the United States, unlike in 2006, was found to be related to these perceptions in 2015.

⁶ The reliability coefficient for this measure was .888.

Significant differences were also found according to race/ethnicity. African American and Latino residents held significantly more negative perceptions of police misconduct in Pasadena than Asian and White residents, with African American residents exhibiting more negative views than Latinos. Table 6 shows that African American residents perceived police misconduct to be a problem at over twice the rate of Asian and White residents for all types of misconduct. A greater proportion of Latino residents also perceived all types of misconduct as problematic at rates falling between Asian/White residents and African American residents.

Table 6: Perceptions of police misconduct as a major or minor problem by race and ethnicity in 2015

	Asian/ Pacific Islander	Black/ African American	Latino/ Hispanic	White/ Caucasian
	%	%	%	%
Stopping people without good reason	29	62	43	28
Engaging in racial profiling	32	72	46	29
Using offensive language	19	37	27	14
Being verbally or physically abusive	23	53	37	25

2006: *Perceptions of misconduct varied as to racial/ethnic groups between 2006 and 2015. Asian residents were found to have more negative perceptions of police misconduct than White residents in 2006, but this was not found in 2015. While their perceptions of police engaging in racial profiling were comparable between 2006 and 2015, Asian residents' assessments of how problematic the other types of misconduct were decreased by approximately 5% for each. A lower proportion of Whites felt racial profiling (23%) and verbal or physical force (18%) were a problem in 2006. As in 2015, African American and Latino residents held more negative perceptions. The rates at which Latino residents perceived police misconduct as problematic remained very consistent between 2006 and 2015. A greater proportion of African American residents perceived all types of police misconduct except use of offensive language as problematic in 2015. In 2006, approximately one half felt police stopping people without good reason (53%) and engaging in racial profiling (52%) were problems, while under half (44%) perceived police being verbally or physically abusive as a problem.*

As Table 7 shows, significant differences were seen according to where residents lived as to whether they considered police misconduct at least a minor problem as well, with Northwest and Central residents having more negative assessments of police misconduct in Pasadena than residents in the other CSAs. Racial profiling was the area where the most Northwest and Central residents felt at least a minor problem existed.

Table 7: Perceptions of police misconduct as a major or minor problem by Community Service Area in 2015

	West	Northwest	Central	East	Midtown
	%	%	%	%	%
Stopping people without good reason	29	49	36	30	17
Engaging in racial profiling	31	51	38	33	21
Using offensive language	13	29	24	15	11
Being verbally or physically abusive	23	42	34	24	13

2006: Results were similar to 2015 in the sense that Northwest and Central residents exhibited more negative perceptions of police misconduct than residents living in other CSAs. Use of offensive language was considered less of a problem in both years. As in 2015, about half (50%) of Northwest residents and under half (42%) of residents in the Central CSA felt police stopping people without a good reason was at least a minor problem. Specific data on the percentage of residents who felt racial profiling was a problem in the Central and Northwest Service Areas was not provided in 2006, only that similar rates to those for the item about stopping people without good reason were found. The proportion of Central residents who felt police being verbally or physically abusive was problematic was consistent between 2006 (33%) and 2015 (34%), slightly more Northwest residents felt excessive force was a problem in 2015 (45%) than 2006 (41%).

Significant differences along racial/ethnic lines were also seen when residents were asked how responsive they felt the PPD was to their racial/ethnic group’s concerns. While 70% of residents felt police were at least somewhat responsive to their concerns, 6% reported the PPD as somewhat unresponsive and 7% as not responsive. At least 60% of residents in each group perceived police as being at least somewhat responsive to their concerns, but strong differences existed between White and minority residents as to perceiving the police as being very responsive. Over half (55%) of White residents felt the police were very responsive compared to a little over a quarter of Latinos (26%) and Asians (29%) feeling the same, while only 16% of African Americans felt police were very responsive. Perceptions of lack of responsiveness on the part of the PPD were more likely among residents who felt less safe in their neighborhoods and had more negative perceptions of the legitimacy of the PPD.

2006: Similar trends were reported in 2006. Approximately half of White residents perceived the PPD as being very responsive to their concerns, while 26% of Asian and 30% of Latino residents perceived police as very responsive. Twenty-seven percent of African American residents, however, felt the police were very responsive to their concerns in 2006, compared to only 16% of African American residents in 2015.

Key Findings: Overall, a third of residents felt police misconduct was at least a minor problem in Pasadena. Use of offensive language was considered least problematic (22%), followed by excessive force (32%), stopping people without good reason (37%), and racial profiling (39%). As to be expected, those stopped by the police in the past year and those with negative perceptions of the PPD’s legitimacy and discriminatory practices in Pasadena and the United States felt police misconduct was more of a problem.

While Latino residents had more negative assessments of police misconduct than Asian and White residents, African American residents exhibited far more negative assessments than Latinos. This was particularly true of their assessment of racial profiling, consistent with findings on perceptions of racial profiling according to race/ethnicity (Weitzer & Tuch, 2005). Similarly, White residents were more likely to consider the PPD as being very responsive to their concerns than minority residents, with African Americans having the most negative assessments of police responsiveness. While Northwest residents had more negative perceptions of police misconduct than all of the other CSAs, Central residents also had more negative perceptions.

VOLUNTARY CONTACT WITH THE PASADENA POLICE

Residents were asked if they had approached or sought help from the PPD in the past year. Thirty-four percent of residents had had such contact. Of the reasons given for the contact, 18% of residents reported a crime, 17% reported suspicious persons or noises, 16% contacted the police about neighborhood concerns, 15% reported a non-emergency crime, and 7% had participated in neighborhood watch or anti-crime program with the PPD. Sixty-four percent of residents reported their primary contact as having occurred with either a uniformed officer or a detective. Of those residents who had voluntary contact with the police, 29% were crime victims. As Table 8 indicates, over half (55%) of the crimes experienced involved some kind of property crime: burglary, theft and/or vandalism. The other most commonly reported crimes were domestic violence, traffic accidents, non-sexual assault, and robbery.

Table 8: Type of Reported Victimization

	%
Assault (non-sexual)	8
Burglary	31
Domestic Violence	10
Robbery	8
Sexual Assault	1
Theft/Vandalism	24
Vehicular/Traffic Accident	9

Table 9 indicates the vast majority (91%) of residents felt the officer involved treated them professionally and respectfully, while almost 80% felt it had been clearly explained where they could receive assistance for any problems they experienced related to their incident and that the police had responded to their situation promptly.

Table 9: Satisfaction with voluntary contact (% agree/strongly agree)

	%
The officer treated you professionally and respectfully	91
It was clearly explained to you where you could get help for other problems you might have had as a result of the incident	78
The police department promptly responded to your situation	79

In terms of overall satisfaction, 78% of residents were at least somewhat satisfied with how the police handled their situation, while only 23% were at least somewhat dissatisfied. When examined according to demographic factors including race and CSA, none were found to have a relationship with the degree to which residents were satisfied with their contact with the PPD.

Figure 6: Overall, how satisfied were you with how the police department handled your situation?



2006: The types and rates of victimization for those crimes residents reported were somewhat comparable. Rates for property crimes and robberies were consistent. Fewer residents reported

being assaulted (14% in 2006 versus 8% in 2015), while a greater number of residents were victims of domestic violence (4% in 2006 versus 10% in 2015). Figure 6 shows rates of resident satisfaction with how the police handled their situations were comparable between 2006 and 2015, with 80% of residents at least somewhat satisfied with the handling of their situation and 19% at least somewhat dissatisfied in 2006.

Key Findings: A majority (78%) of residents who reported having approached or sought help from the PPD in the past year were at least somewhat satisfied with how the police handled their situation, including having it clearly explained to them where they could get help and the promptness of the PPD's response to their situation. All but 9% of residents felt they were treated professionally and respectfully.

INVOLUNTARY CONTACT WITH THE PASADENA POLICE

Residents were also asked whether they had been stopped or approached by the PPD in the last twelve months. Fifteen percent (180) of survey respondents had had at least one involuntary contact with the PPD in that timeframe. Most (84%) of these residents had been stopped by police while they were driving, while 22% had been stopped while walking and 10% had been involved in a traffic accident. Seventy-two percent of these residents had been stopped only once in the preceding twelve months, while 13% had been stopped twice, 9% had been stopped three times, and 6% had been stopped four or more times.

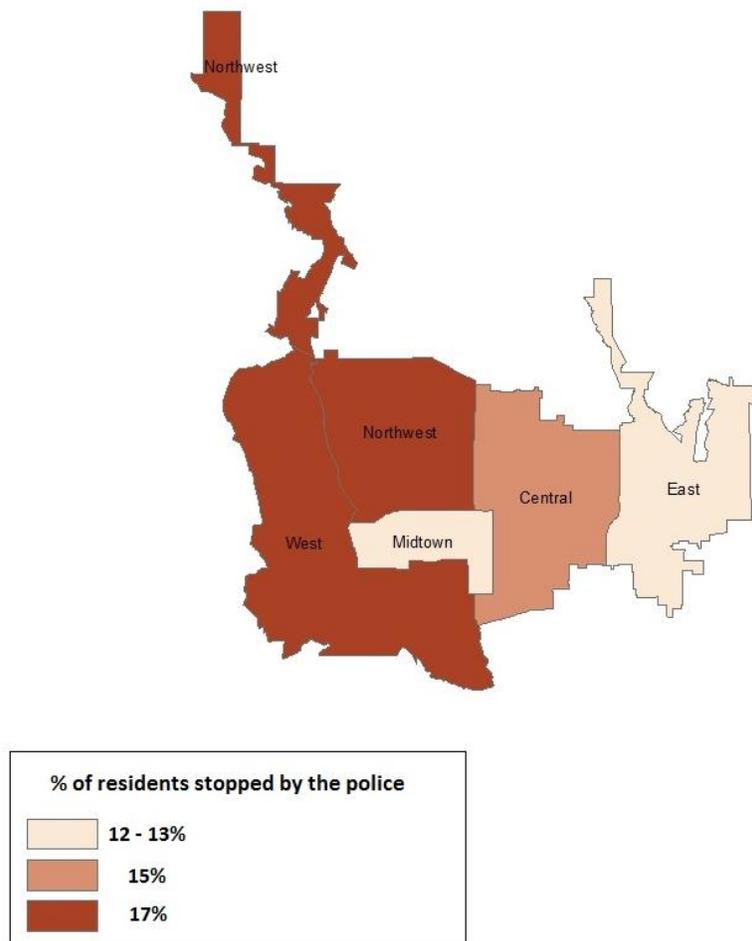
When broken down by race/ethnicity, Asian and White residents were stopped on average 1.5 times during the previous year, compared to an average of 1.9 times for African American and Latino residents. While 18% of African American residents and 16% of Latino residents had been stopped in the past year (compared to 14% of White residents and 13% of Asian residents), the rates at which African American and Latino residents were stopped were not significantly different than the rates at which Asian and White residents were stopped, indicating race and ethnicity were not related to the likelihood of being stopped by the police in Pasadena.

2006: *In relation to the manner in which residents were stopped or approached, the pattern was similar in 2006. Most (75%) residents were stopped while driving, followed by being stopped while walking (24%) and having a traffic accident (6%). In contrast to 2015, Asian and White residents on average were stopped only one time during the previous year, compared to an average of two times for Latinos and three times for African Americans in the same timeframe.*

Figure 7 shows the rates at which residents were stopped within each Community Service Area. Seventeen percent of West and Northwest residents had been stopped by police, compared to 15% of residents in the Central Service Area and approximately 13% of residents in the Midtown and East Service Areas. This difference, however, was not found to be significant, indicating where a resident lived was also not related to the likelihood of being stopped by the police. Ultimately,

residents born in the United States, males, and younger residents all were more likely to be stopped by the police in Pasadena.

Figure 7: Stops by Community Service Area



Possible law enforcement actions taken after an individual was stopped include being questioned about what the individual was doing in the area, being given a warning or traffic ticket, being subject of a search, being arrested, having property seized, and having force used against the individual. Being questioned, given a warning, and given a traffic ticket each occurred in a little over a third of all stops. Eighteen percent of all stops included the individual being searched and 7% resulting in arrest. Officers used force in 14% of all stops reported by residents. Less than 3% of individuals stopped by the PPD had property seized.

When post-stop actions were examined, several factors were related to being searched and/or having force used: age, race/ethnicity, and CSA. There was a greater likelihood of being searched and having force used during a stop for younger residents. Whites experienced both actions at

significantly lower rates than the other racial/ethnic groups. Only 7% of White residents stopped by police were also searched, while 3% experienced use of force. In contrast, about 25% of both African American and Latino residents stopped by police experienced being searched and use of force, while 14% of Asian residents stopped by police also experienced these things. Where residents lived was also found to be related to being searched (though not use of force), with residents living in Central and Northwest Pasadena searched at significantly higher rates; 58% of residents searched lived in the Northwest and 30% in the Central Service Areas.

When examined within the context of whether the encounter resulted in a resident’s arrest, the differences noted above become limited to searches according to race/ethnicity. Seventy-five percent of searches and half of the incidents of use of force occurred as part of encounters that included arrest. The use of force during such encounters was not found to vary according to race, ethnicity or where a resident lived, nor did occurrence of searches significantly differ according to Service Area. The rate at which searches occurred when an arrest was not made, however, was still found to be significantly greater for minorities than for Whites.

Of those residents who experienced use of force during their stop, 33% felt the force used was at least somewhat appropriate, while 67% felt it was at least somewhat inappropriate. While race/ethnicity was not related to the rate at which residents felt use of force was inappropriate, Northwest residents were overrepresented for residents who felt the use of force was somewhat inappropriate (86% of those residents) or very inappropriate (63% of those residents).

2006: *More residents (23%) had been searched during their contact with the police in 2006, while a similar proportion (6%) were arrested. The discussion of post-stop actions in 2006 is limited and does not provide a comprehensive examination beyond reporting 76% of those searched were Latino and 19% African American, as well as the fact that Latinos were more likely to have multiple post-stop actions taken against them. While the rate for African American residents being searched in 2015 is consistent (19%), the rate for Latino residents had noticeably decreased (56%) and they did not have a greater likelihood of having more post-stop actions taken against them.*

Table 10: Satisfaction with involuntary contact (% agree/strongly agree)

	%
The officer treated you professionally and respectfully	73
The officer clearly explained the reason you were stopped	75
The officer clearly explained whether you needed to do anything, such as go to court, as a result of the incident	66
The officer had a valid reason for stopping you	64

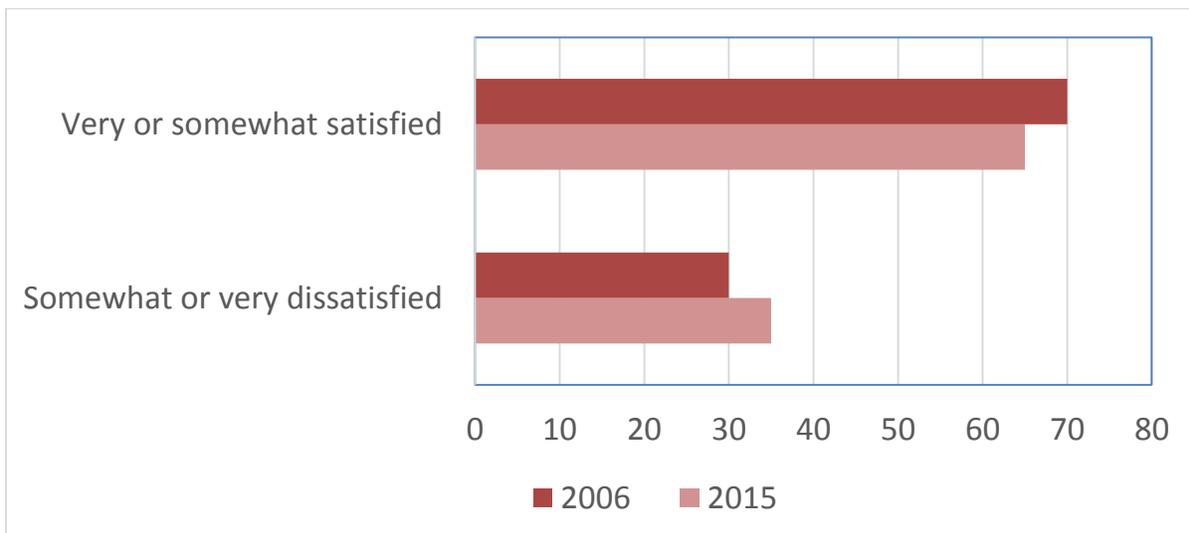
As Table 10 indicates, approximately three-quarters of residents who had involuntary contact with the PPD felt they had been treated professionally and respectfully, as well as having had the

officers clearly explain why they had been stopped. Sixty-six percent of residents agreed the officers involved had clearly explained whether the resident needed to do anything as a result of the incident, while 64% believed the officers had a valid reason for stopping them.

2006: More residents reported being treated professionally and respectfully (79%) and having the officers involved clearly explain what they needed to do as a result of the incident (75%) during their contact in 2006. Three-quarters of residents reported having the reason they were stopped clearly explained to them in both years. More residents agreed that the officers involved had a valid reason for the stop in 2015 than in 2006 (60%).

As shown in Figure 8, 65% of residents were at least somewhat satisfied with how their situation was handled, while 35% were at least somewhat dissatisfied. Minorities showed significantly higher rates of dissatisfaction than Whites, with African Americans reporting the greatest rates of dissatisfaction. Those who were searched or had force used against them were significantly more dissatisfied, accounting for over 60% of residents dissatisfied with the handling of their situation. Of the dissatisfied residents, only 14% (8) residents filed a complaint against a member of the PPD and only 5% were somewhat satisfied with how their complaint was handled.

Figure 8: Overall, how satisfied were you with how the police department handled your situation?



2006: A somewhat higher number of residents (70%) were at least somewhat satisfied with how their situation was handled, while 30% were dissatisfied in 2006. Unlike in 2015, race was not found to be related to satisfaction with the handling of their stop, while males were found to be more satisfied than women. Rates were consistent between 2006 and 2015 as to rate at which those residents who were dissatisfied filed complaints against the PPD, with 13% filing a complaint in 2006. In 2006, however, 20% of the residents were at least somewhat satisfied with how their complaint was handled, compared to only 5% in 2015.

Key Findings: Of residents who had been stopped by the Pasadena police, the majority were stopped while driving and had only been stopped once in the past year. Race and where a resident lived were not found to be related to the likelihood of being stopped by the police. Actions taken after an individual was stopped, however, differed according to race/ethnicity and where a resident lived. Minorities were searched and had force used against them at a significantly greater rate than Whites; residents living in Central and Northwest Pasadena were also searched at greater rates, with Northwest residents disproportionately feeling that the use of force they experienced was at least somewhat inappropriate. Three-quarters of searches and half of incidents of use of force were done in encounters that ultimately resulted in arrests, however, the differences according to race, ethnicity and where a resident lived became limited to the incident of searches by race/ethnicity.

Approximately three-quarters of those who were stopped felt they had been treated professionally and it was clearly explained why they were stopped, while approximately 65% felt it had been clearly explained what they needed to do and that the police had a valid reason for stopping them. 65% of these residents were at least somewhat satisfied with how the PPD handled their situation, with minorities reporting greater levels of dissatisfaction than whites. Only 14% of dissatisfied residents filed a complaint against the officer(s) involved and only 5% reported being satisfied with how the department subsequently handled their complaint, with all those dissatisfied with their complaint having been arrested by the Pasadena police.

CONCLUSIONS AND RECOMMENDATIONS

In looking across the findings, patterns emerge that show the population of Pasadena is largely supportive and holding favorable perceptions of the Pasadena Police Department, but with two notable exceptions: overall assessments of police misconduct and assessments specifically among African Americans, Latinos, and, not surprisingly given the higher proportions of African Americans and Latinos residing there, those residents living in the Northwest Service Area.

That a majority of Pasadena residents view the police in Pasadena favorably is evident and these findings were largely comparable to those of the 2006 study. Overall, 78% of residents express trust and confidence in the police, while 70% (which includes a majority of residents regardless of race/ethnicity and Community Service Area) positively rate the effectiveness of the police. Most (87%) residents in Pasadena feel at least somewhat safe in their neighborhoods and approximately three-quarters feel that crime has either stayed the same or decreased, with African American, Latino, and Northwest residents making up the greatest numbers who feel crime has decreased.

Contact with the police usually does not occur under positive circumstances, whether residents have sought the contact or not. Nevertheless, a majority of residents also rate their contacts with the police in Pasadena favorably. Of those residents who had voluntary contact with the police, 83% rate the specific actions undertaken by the police during the contact (promptness of response, professional and respectful treatment, clear explanation for where to get help)

favorably, with 78% reporting overall satisfaction with the police handling of their situation. If less satisfied than those having voluntary contact, a majority of residents (70%) who had involuntary contact with the police still assess the specific actions of the police during the contact favorably and 65% report overall satisfaction with police handling of their situation.

Given the large proportion of residents who have positive perceptions of the police in Pasadena, the more important questions surround the determinants of dissatisfaction with and negative perceptions of the police that do exist in Pasadena. Why do residents who otherwise assess the police so favorably hold more negative views of police misconduct and discrimination occurring in Pasadena? Why do African American, Latino, and Northwest residents generally hold more negative perceptions of the police? Answers can be found in a constellation of factors, including perceptions of police legitimacy, residents' media consumption, feelings of safety and the nature of perceived crime problems, and personal experiences with the police.

While a majority of residents positively rate the legitimacy of the police in Pasadena, negative perceptions of the PPD's legitimacy are related to more negative assessments of the PPD's effectiveness, as well as whether residents believe police misconduct and discrimination are a problem in Pasadena. A relationship between having negative perceptions of the legitimacy of the police in Pasadena and police nationwide was clearly demonstrated, but determining the direction of that relationship (that is, whether negative perceptions of police at the national level cause negative perceptions of police locally or vice versa) is more difficult. That residents show more favorable perceptions of the Pasadena Police Department when it comes to its legitimacy and likelihood of engaging in discriminatory practices in comparison to police nationwide, however, suggests Pasadena residents do to some extent maintain separate perceptions of the police that serve them on a daily basis and the police in other cities they learn about in the news. This is consistent with prior research (Schuck & Rosenbaum, 2005) and further supported by the failure in this study to find that negative perceptions of policing at the national level impacted resident assessments of policing in Pasadena.

So how does most of the Pasadena population demonstrate belief in the legitimacy and effectiveness of the Pasadena police when almost half of residents believe police in Pasadena are likely to treat the wealthy better than the poor and 63% believe Whites will receive preferential treatment over minorities? Similarly, why do at least a third of residents feel that unlawful stops, racial profiling, and excessive force are a problem in Pasadena? Negative assessments of police effectiveness were not found to be related to negative perceptions of police misconduct; being stopped by the police was related to perceiving police misconduct as problematic, but only 15% of the residents in the sample had been stopped and could not entirely account for the perceptions of misconduct. This suggests factors other than personal experience contribute to these perceptions, and one factor would appear to be exposure to news coverage of negative policing incidents.

Residents of Pasadena are strong consumers of the news, less than 4% do not access a news source on at least a weekly basis, but the vast majority report doing so primarily on a daily basis and are highly aware of news coverage of negative policing incidents. Greater awareness was not

only correlated with more negative perceptions of the legitimacy of the police in Pasadena, but more negative perceptions of police misconduct and discriminatory practices as well, consistent with prior findings regarding exposure to such news (Miller & Davis, 2008; Weitzer & Tuch, 2004). In this sense, that 60% of residents feel news coverage portrays police at least somewhat fairly cannot be discounted in relation to perceptions of discriminatory practices and other misconduct on the part of the Pasadena police. Despite holding more favorable perceptions of police in Pasadena than of police nationwide, this suggests differentiation between perceptions of policing locally and nationally only goes so far and that many residents believe the news coverage of negative aspects of policing at least somewhat accurately reflects the norm for policing in the United States, and therefore in Pasadena as well.

It should be noted this study was not designed to identify differences in terms of influence of news coverage of incidents pertaining solely to the police in Pasadena and incidents occurring beyond Pasadena. Whether residents were ultimately basing their assessments of whether misconduct was a problem in Pasadena on local or national events cannot be known, although the questions regarding news coverage of negative policing incidents did specify that the incidents being referred to were those “that occur somewhere in the nation” and it is prudent to assume at least some influence of coverage of events taking place outside of Pasadena.

The generally more negative perceptions of police that African American, Latino, and Northwest residents have can also partly be understood within the context of the nature of their media consumption, consistent with prior findings in this area. Perceptions of the prevalence of police misconduct and discrimination have been shown to not only worsen with frequent exposure to news coverage of police misconduct (Weitzer & Tuch, 2005), but also heavier consumption of television news (Dowler & Zawilski, 2007); these findings particularly resonate for minorities, and even more so for African Americans living in neighborhoods they perceive as having more serious crime problems (Weitzer & Tuch, 2004). Indeed, the African American, Latino, and Northwest residents in this study show a preference for television news, as well as collectively perceive drug and violent crimes as the most serious problems and gang activity as being at least a minor problem where they live. Additionally, African American residents show a heightened awareness of negative news coverage of policing. Of course, a question which cannot be answered here is whether minorities are more attuned to negative coverage, particularly that coverage which concerns incidents of racial profiling or discrimination by police. However, whether minority residents “self-select” in terms of the type of news about policing they give more attention to, this study nonetheless indicates frequent exposure to negative news coverage as a contributing factor to the erosion of their perceptions of police.

The role of media by no means offers a complete, or even primary, explanation for why African Americans, Latinos, and Northwest residents are more negative in their views of the police in Pasadena. Part of the explanation has already been touched upon: the nature of the crime problems they perceive as being most serious within their neighborhoods. Research has clearly demonstrated neighborhood context, in terms of higher crime rates (perceived or otherwise) and fear of crime, as being strongly related to greater dissatisfaction with the police, a relationship typically strongest for minorities (Reisig & Parks, 2000; Schuck et al., 2008; Wu et al., 2009). A

greater proportion of African American, Latino, and Northwest residents report crime as decreasing in their neighborhoods, but that does not negate the seriousness of the crime they perceive as still existing where they live: drugs, violent crimes, and gang activity.

Debate exists as to the exact nature of the relationship between neighborhood crime rates/fear of crime and satisfaction with the police. One can argue increased dissatisfaction with police is the outcome of residents feeling police are responsible for crime rates and higher rates are the result of police inaction, either through lack of ability or lack of interest (Xu et al., 2005). One can also argue dissatisfaction with police essentially influences resident perceptions of crimes, making them more concerned about crime and feel less safe than they would if they had more confidence in the police (Skogan, 2009). As evidenced by the 2006 survey, that African American, Latino, and Northwest residents have more negative perceptions of police in Pasadena is not a new finding. Whether dissatisfaction with the police preceded perceptions of crime and feeling less safe or is the outcome of those things ultimately matters less than the reality that these residents feel less safe and perceive more serious crime problems where they live than other residents in Pasadena; in turn, these perceptions are at least partly responsible for more negative assessments of police legitimacy, effectiveness, and responsiveness to their concerns.

No differences were found to suggest residents in Pasadena are stopped by police based on their race, ethnicity, or where they live. Differences were found, however, at the rates at which those who were stopped were searched and had force used against them. African American and Latino residents are subject to searches and force at over three times the rate of White residents, with approximately 25% of African Americans and Latinos who were stopped being searched and having force used against them; almost 60% of residents searched live in the Northwest Service Area. These findings are consistent with prior research regarding race and ethnicity not being related to the rates at which individuals are stopped, but related to the post-stop actions, such as searches and use of force, undertaken by the police (Engel & Calnon, 2004; Langton & Durose, 2013; Schafer et al., 2006).

An important consideration is whether post-stop actions occurred in conjunction with arrests being made as the occurrence of both searches and use of force would be expected to increase within the context of arrest. Regarding use of force, differences by race/ethnicity disappear when arrest is factored into the equation. While use of force is often employed at greater rates in more disadvantaged neighborhoods with higher violent crime rates (Terrill & Reisig, 2003), this was not found to be the case in Pasadena. There was also no greater likelihood of being arrested based on race/ethnicity. These facts, coupled with the failure to find that the residents' own assessments of police effectiveness and misconduct, which did vary by race, were predicated on whether force had been used during their contact with the police, ultimately suggests that race/ethnicity is not a determinant in the use of force by the police in Pasadena. Also, it should be noted the question regarding use of force, replicated from the 2006 survey, does not offer clear definition of what "force" means and variations could be expected as to its interpretation. To this end, it is unknown what exactly constituted "force" for residents.

In considering the rate of searches, searches incident to arrest are very much the norm, routinely conducted for reasons of officer safety and/or prevention of the destruction of evidence. Yet searches, even with arrest being taken into consideration, still occur at greater rates for minorities than Whites. Any discussion of the topic must be at least somewhat tempered by the limitations of this study, which does not make it possible to determine why residents were stopped by police beyond demographics (race/ethnicity, CSA, age, gender, etc.), the nature of the criminal activity they were suspected of, or whether they consented to the search, all of which would be important factors to consider in order to fully explore this issue.

Searches were found to occur at greater rates in not only the Northwest, but also in Central Pasadena, an area adjacent to the Northwest and where approximately a third of the residents perceive gang activity as being at least a minor problem. An argument can certainly be made that the higher rate of searches reported by residents is a result of more aggressive enforcement actions undertaken by the Pasadena police in response to the more serious criminal activity that occurs in these areas. Given the high proportion of African American and Latino residents in the Northwest, such an argument should be considered in interpreting the racial/ethnic disparities found, which are consistent with other research findings that African Americans and Latinos are subject to a greater incidence of search because they are stopped more often within contexts consistent with searches (Fallik & Novak, 2012).

Such consideration, however, does not suggest we discount the findings that these residents hold more negative perceptions of the police, particularly in relation to issues of discrimination and racial profiling, and that what occurs during police contacts undoubtedly plays a role. It is known that minorities tend to be fearful they will be victims of some form of police misconduct (Schuck et al., 2008). The fact that a majority of all residents feel Pasadena police are more likely to treat Whites better than minorities indicates ways to alleviate such concerns, particularly in neighborhoods with higher crime rates, should remain a collective concern.

Emphasis here was placed on African American, Latino, and Northwest residents, for it is their perceptions that proved to be the most consistently negative as it relates to the police, not only across the different dimensions of police performance, but in both 2006 and 2015. A special note should be made, however, regarding the Asian residents of Pasadena. These residents' perceptions largely approximate those of White residents, but differences are evident. Although to a lesser degree than African Americans and Latinos residents, Asians still have more negative views of police effectiveness. While their perceptions of other types of misconduct improved from 2006 to 2015, their view of racial profiling being problematic remained consistent. Again, though at a lesser rate than African Americans and Latinos, Asian residents who are stopped by the police in Pasadena are searched and have force used against them at least at twice the rate of White residents who are stopped. The Asian population has not been subject to a great deal of research as it relates to their experiences with and perceptions of the police, but the findings here suggest, even if Asians regard the police more favorably than African American and Latino residents, concerns ultimately exist for all minority residents that should be addressed.

That the majority of Pasadena residents regarded the Pasadena Police Department favorably in 2015 can and should be regarded as a testament to the department and the quality of the service it provides the community, particularly as this study was conducted at a time when confidence in policing as a profession was at the lowest it had been in 22 years. But the findings here also suggest minority and Northwest residents live in a somewhat different Pasadena than White residents and those residing in other Community Service Areas, one in which they experience more fear of crime and the police do not evince nearly the same levels of confidence. The 2006 study further indicates that these perceptions predate more recent debates and scrutiny as to race and policing.

Based on the findings presented here, two primary recommendations are made:

1. Explore new avenues of communication and outreach with minority residents and those residents living in the Northwest Service Area. While perceptions of crime and safety diminish the quality of police-community relations, positive, voluntary contacts can counteract such effects (Schafer et al., 2003), making the nature of interaction between police and residents all the more critical. The community programs and outreach efforts of the Pasadena Police Department are laudable, including multiple avenues already in existence to facilitate interaction between residents and police and an emphasis on intervention through police-run youth programs by targeting minority youth and youth in Northwest Pasadena. The challenges of engaging residents who lack trust in the police are many and not to be considered easily overcome; the fact that negative perceptions among these populations persist, remaining largely unchanged since 2006, clearly indicate these challenges remain and effective engagement of these residents has yet to be fully realized.

The Pasadena Police Department is encouraged to seek the input of both its officers and residents, specifically minority residents and those living in the Northwest Service area, to determine the types of information, interaction, and ultimately communication that will serve to strengthen the relationship between the police and these particular populations. The initiative currently under development to orient officers to the Pasadena community is definitely a step in the right direction, and more efforts to tailor services to the needs of its diverse community is encouraged. While the department maintains a solid presence on the Internet, it should consider making broader and more innovative use of the department's website to facilitate information sharing between the department and residents, including providing more comprehensive information regarding the process for filing and subsequent investigations of citizen complaints, as well as the use of online surveys to allow residents to provide regular input on police services and neighborhood concerns.

2. Implement implicit bias training for all Pasadena Police Department personnel. The role of implicit bias in decision making has come to the forefront of research in recent years, suggesting more subtle or unconscious biases regarding race exist, biases many individuals are not even aware they possess but which can nevertheless form the basis for decisions they make. Within the field of policing, research is limited and has tended to focus on decisions to shoot Black suspects (for a review of the research, see Fridell, 2008), but that racial differences exist at more basic

levels of decision making of policing, beginning with the formation of suspicion, have also been found (Alpert et al., 2005). To be clear, implicit bias should not be regarded as a “policing problem”, it is a broader social problem that can impact any manner of decisions that individuals make in any manner of contexts. Whether or not the reality in Pasadena is accurately mirrored in the perceptions of its residents, concerns that such biases permeate the world around us would seem to be reflected in the finding that a majority of residents believe racial discrimination is likely practiced by police in Pasadena.

The Pasadena Police Department is strongly encouraged to institute training on implicit bias, a training that would be beneficial to any agency serving the public. Training does not necessarily reduce such biases if they exist, but it does raise awareness of them, allowing officers to recognize those situations that most lend themselves to acting upon any implicit biases they have.

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APPENDIX A

PASADENA COMMUNITY SURVEY INSTRUMENT

Q1 To ensure a statistically accurate survey, we want to make sure we talk to people with different backgrounds. With which racial or ethnic group do you MOST identify?

1. White / Anglo
2. Latino / Hispanic
3. Black / African American
4. Asian or Pacific Islander
5. American Indian [TERMINATE]
6. Other, SPECIFY [TERMINATE]
7. DON'T KNOW [TERMINATE]
9. REFUSED [TERMINATE]

The first set of questions I will be asking are about how you perceive your neighborhood.

Q2 Here's the first one. How safe do you feel when alone outside in your neighborhood at night? Would you say:

1. Very safe
2. Somewhat safe
3. Somewhat unsafe
4. Very unsafe
5. RESPONDENT DOESN'T GO OUT AT NIGHT
7. DON'T KNOW
9. REFUSED

Q3 In your opinion, what are the most serious crime problems in your neighborhood?

[ROTATE OPTIONS]

- A. Auto theft
- B. Property crime not including auto theft (burglary, theft, shoplifting, property damage, arson, etc.)
- C. Violent crime (assault, robbery, domestic violence, sexual assault, homicide)
- D. Drug crime (dealing, use of drugs on the street, in parks, schools, etc.)
- E. Social disorder (public drinking, loitering, panhandling, graffiti, youths congregating, homelessness)
- F. Some other problem, SPECIFY *(Refused)*
 1. SELECT
 0. DON'T SELECT
 7. DON'T KNOW
 9. REFUSED

Q4 In your opinion, how big a problem is gang activity in your neighborhood?

1. Major problem
2. Minor problem
3. Not a problem
7. DON'T KNOW
9. REFUSED

- Q5 In general, in the last two years would you say the overall level of crime in your neighborhood has...
1. Gone up,
 2. Gone down, or
 3. Stayed about the same?
 7. DON'T KNOW
 9. REFUSED

This next set of questions is about your experiences with officers and staff at the Pasadena Police Department.

- Q6 In answering the following questions, please refer only to your thoughts and experiences with the PASADENA Police Department, NOT any other local, county, state or other law enforcement agency.

For each of the following statements, please tell me whether you:
Strongly Agree, Agree, Disagree, or Strongly Disagree.

[ROTATE D THROUGH J]

- A. You have confidence the Pasadena Police Department can do its job well.
- B. You trust the leaders of the Pasadena Police Department to make decisions that are in the public's best interest.
- C. People's basic rights are well protected by the police.
- D. The police in your neighborhood do a good job of preventing crime.
- E. The police in your neighborhood promptly respond to Non-Emergency calls for assistance.
- F. The police in your neighborhood promptly respond to Emergency calls for assistance.
- G. The police in your neighborhood are helpful to people who have been victims of crime.
- H. Overall, the police are effective in dealing with the problems that really concern people in your neighborhood.
- I. Overall, the police in your neighborhood are doing a good job dealing with residents in a fair and courteous manner.
- J. The police in your neighborhood are doing a good job working together with residents to solve local problems.
 1. Strongly agree
 2. Agree
 3. Disagree
 4. Strongly disagree
 7. DON'T KNOW
 9. REFUSED

Now I'll read some descriptions of how the Pasadena Police Department might behave toward citizens.

- Q7 For each of the following statements, please tell me whether you think that in Pasadena it is CURRENTLY a: Major Problem, Minor Problem, or Not A Problem.

[ROTATE A THROUGH D]

- A. Stopping people in cars or on the street without good reason.
- B. Police engaging in racial profiling.
- C. Police using offensive language.
- D. Police using excessive force, for example, being verbally or physically abusive.
 1. A major problem
 2. A minor problem
 3. Not a problem
 7. DON'T KNOW
 9. REFUSED

- Q8 In your personal opinion, are the police Very Responsive, Somewhat Responsive, Somewhat Unresponsive, or Not Responsive to the concerns of your racial or ethnic group?
1. Very responsive
 2. Somewhat responsive
 3. Somewhat unresponsive
 4. Not responsive
 7. DON'T KNOW
 9. REFUSED
- Q9 For the following statements, please tell me whether you: Strongly Agree, Agree, Disagree, or Strongly Disagree.
- A. Pasadena police officers are more likely to treat Whites better than minorities.
- B. Pasadena police officers are more likely to treat wealthy people better than the less well-off.
1. Strongly agree
 2. Agree
 3. Disagree
 4. Strongly disagree
 7. DON'T KNOW
 9. REFUSED
- Q10 In the last 12 months, have you EVER approached or sought help from the Pasadena police?
1. YES
 2. NO [GO TO T4]
 7. DON'T KNOW [GO TO T4]
 9. REFUSED [GO TO T4]
- Q11 In the last 12 months, have you:
- A. Reported a crime to the Pasadena police?
- B. Reported a non-crime emergency to the Pasadena police, such as a traffic accident or medical emergency?
- C. Reported a suspicious person or noises to Pasadena police?
- D. Contacted Pasadena police about neighborhood concerns or problems?
- E. Participated in neighborhood watch or other anti-crime programs WITH Pasadena police?
1. YES
 2. NO
 7. DON'T KNOW
 9. REFUSED
- Q12 Of your contact with Pasadena police, which of the following describes your most serious contact in the last 12 months?
1. Reported crime to police
 2. Reported other non-crime emergencies
 3. Reported suspicious person or noises
 4. Contacted police about neighborhood concerns
 5. Participated in block watch
 6. Other, SPECIFY
 7. DON'T KNOW
 9. REFUSED

Q13 Regarding THAT contact with the police, were you a victim of a crime?

1. YES
2. NO [GO TO Q15]
7. DON'T KNOW [GO TO Q15]
9. REFUSED [GO TO Q15]

Q14 Which of the following types of crime was involved?

1. Assault (non-sexual)
2. Burglary
3. Domestic violence
4. Robbery
5. Sexual assault
6. Theft/vandalism
7. Other, SPECIFY
77. DON'T KNOW
99. REFUSED

Q15 Of the following, who in the Pasadena Police Department was the primary person you interacted with as part of the contact?

1. A uniformed Pasadena Police Officer
2. A Pasadena detective or other officer not in a Police Uniform
3. A 911 operator
4. Another Police Department employee in person
5. Another Police Department employee on the phone
7. DON'T KNOW
9. REFUSED

Q16 Now I'll read some statements about how you were treated by the primary person you interacted with during the incident. For each statement, please tell me whether you: "strongly agree," "agree," "disagree," or "strongly disagree."

- A. For this (most serious) incident, you were treated professionally and respectfully.
- B. It was clearly explained to you where you could get help for problems you might have had as a result of the incident.
- C. The police department promptly responded to your situation.

Q17 Overall, how satisfied are you with how the police department handled your situation? Are you:

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied OR
4. Very dissatisfied
7. DON'T KNOW
9. REFUSED

The next set of questions involve any experience you may have had involving a police officer stopping you while you were driving or walking.

Q18 Have you EVER been stopped or approached by the Pasadena police in the last 12 months?

- 1. YES
- 2. NO [GO TO Q26]
- 7. DON'T KNOW [GO TO Q26]
- 9. REFUSED [GO TO Q26]

Q19 In the last 12 months, have you:

- A. Been stopped by the Pasadena police while walking?
 - B. Been stopped by the Pasadena police while driving?
 - C. Been involved in a traffic accident that was reported to the Pasadena police?
 - D. Been subject of a search by a Pasadena police officer?
 - E. Been arrested by a Pasadena police officer?
- 1. YES
 - 2. NO
 - 7. DON'T KNOW
 - 9. REFUSED

Q20 In total, how many times have you been stopped by the Pasadena Police in the last 12 months?

- 1. ENTER NUMBER OF STOPS>
- 7. DON'T KNOW
- 9. REFUSED

Q21 Which of the following describes your most serious contact with the Pasadena police in the last 12 months?

- 1. Stopped while walking
- 2. Stopped while driving
- 3. Involved in a traffic accident
- 4. Stopped and searched
- 5. Arrested
- 6. Other, SPECIFY
- 7. DON'T KNOW
- 9. REFUSED

Q22 Focusing on the most serious contact with the Pasadena police, were you:

- A. Questioned about what you were doing in the area?
 - B. Given a warning by a Pasadena police officer?
 - C. Given a traffic ticket by a Pasadena police officer?
 - D. Subject of a search by a Pasadena police officer?
 - E. Arrested by a Pasadena police officer?
 - F. Did you have property seized by a Pasadena police officer?
- 1. YES
 - 2. NO
 - 7. DON'T KNOW
 - 9. REFUSED

Q23 Next I will read another series of statements about this incident. Please tell me whether you: "strongly agree," "agree," "disagree," or "strongly disagree" that the statement is true.

- A. The Pasadena police officer/s treated you professionally and respectfully.
- B. The Pasadena police officer clearly explained the reason you were stopped.
- C. The Pasadena police officer clearly explained whether you needed to do anything, such as go to court, as a result of the incident.
- D. The Pasadena police officer had a valid reason for stopping you.
 - 1. Strongly agree
 - 2. Agree
 - 3. Disagree
 - 4. Strongly disagree
 - 7. DON'T KNOW
 - 9. REFUSED

Q24 I want to ask you about the amount of force the Pasadena police officer/s used to detain you, if they used force of any kind at all. Would you say:

- 1. No force of any kind was used
- 2. The amount of force was very appropriate
- 3. The amount of force was somewhat appropriate
- 4. The amount of force was somewhat inappropriate OR
- 5. The amount of force was very inappropriate
- 7. DON'T KNOW
- 9. REFUSED

Q26 Overall, would you say you are Very Satisfied, Somewhat Satisfied, Somewhat Dissatisfied, or Very Dissatisfied with how the Pasadena police officer/s handled your situation?

- 1. Very satisfied [GO TO QT5]
- 2. Somewhat satisfied [GO TO T5]
- 3. Somewhat dissatisfied
- 4. Very dissatisfied
- 7. DON'T KNOW [GO TO T5]
- 9. REFUSED [GO TO T5]

Q27 Have you ever filed a complaint or has a complaint been filed on your behalf against a member of the police department?

- 1. YES
- 2. NO [GO TO T5]
- 7. DON'T KNOW [GO TO T5]
- 9. REFUSED [GO TO T5]

Q28 Overall, how satisfied are you with how the department handled your complaint? Are you:

- 1. Very satisfied
- 2. Somewhat satisfied
- 3. Somewhat dissatisfied OR
- 4. Very dissatisfied
- 7. DON'T KNOW
- 9. REFUSED

In answering the following questions, please refer only to your thoughts about policing IN GENERAL ACROSS THE UNITED STATES.

Q29 For each of the following statements, please tell me whether you: Strongly Agree, Agree, Disagree, or Strongly Disagree.

- A. You have confidence the police can do their job well.
- B. You trust the leaders of police departments to make decisions that are in the public's best interest.
- C. People's basic rights are well protected by the police.
- D. Police officers are more likely to treat Whites better than minorities.
- E. Police officers are more likely to treat wealthy people better than the less well-off.

- 1. Strongly agree
- 2. Agree
- 3. Disagree
- 4. Strongly disagree
- 7. DON'T KNOW
- 9. REFUSED

T6 Now I'll ask some questions about how often you see or read about the news.

Q30 For each of the following statements, please tell me whether you do so: Never, Several Times a Month, Once or Twice a Week, Most Days, or Every Day. How often, if ever, do you:

- A. Watch on television national evening news programs such as World News Tonight on ABC or cable news programs like CNN?
- B. Watch local television news for information other than weather and sports?
- C. Read the news or editorial sections of a daily newspaper?
- D. How often, if ever, do you listen to radio shows that invite listeners to call in to discuss current events, public issues, and politics?
- E. Go online to get information on current events, public issues, and politics?

- 1. Never
- 2. Several times a month
- 3. Once or twice a week
- 4. Most days
- 5. Every day
- 7. DON'T KNOW
- 9. REFUSED

Q31 What would you say is the most important source of news for you? Would you say it is national news, local television news, daily newspapers, radio, or the Internet?

- 1. National news
- 2. Local television news
- 3. Daily newspapers
- 4. Radio
- 5. Internet
- 7. DON'T KNOW
- 9. REFUSED

T7 Now I'm going to ask you a few questions about police and the media.

Q32 How fair do you think the police are portrayed in the media? Would you say...

1. Very fair,
2. Somewhat fair,
3. Somewhat unfair, or
3. Not very fair
7. DON'T KNOW
9. REFUSED

Q33 How often do you hear or read about (on the radio, television, internet, or in the newspapers) incidents of police misconduct (such as police use of excessive force, verbal abuse, corruption, and so on) that occur somewhere in the nation? Would you say...

1. Never
2. Rarely
3. Sometimes
4. Often
7. DON'T KNOW
9. REFUSED

Q34 How often do you hear or read about (on the radio, television, internet, or in the newspapers) incidents of negative police encounters with minorities (such as shootings, excessive force or discrimination) that occur somewhere in the nation? Would you say Never, Rarely, Sometimes, or Often?

1. Never
2. Rarely
3. Sometimes
4. Often
7. DON'T KNOW
9. REFUSED

T8 The remaining questions are about your personal background This information helps us understand who responded to the survey. As a reminder, the responses to these questions will only be used for statistical analysis. They are also strictly confidential.

D1 What is the highest grade or year of school you have completed?

1. Elementary school (or less)
2. High school or GED
3. Some college
4. College degree
5. Graduate or professional school
6. Non-College vocational or technical degree beyond high school
7. DON'T KNOW
9. REFUSED

D2 Were you born in the United States?

1. YES [GO TO D4]
2. NO
7. DON'T KNOW [GO TO D4]
9. REFUSED [GO TO D4]

- D3 How many years have you lived in the United States?
1. ENTER NUMBER OF YEARS>
 7. DON'T KNOW
 9. REFUSED
- D4 How many years have you lived in the City of Pasadena?
1. ENTER NUMBER OF YEARS>
 7. DON'T KNOW
 9. REFUSED
- D5 Do you or your family own the home in which you live?
1. YES
 2. NO
 7. DON'T KNOW
 9. REFUSED
- D6 What is your age in years?
1. ENTER NUMBER OF YEARS>
 7. DON'T KNOW
 9. REFUSED
- D7 Because we need to analyze responses by neighborhood, could you tell me your address? As a reminder, this information will **not** be shared with the City of Pasadena and will only be seen by researchers at the SSRC and Cal State LA's Department of Criminal Justice and Criminalistics. It will not be published in any final reports.
1. ENTER ADDRESS>
 7. DON'T KNOW
 9. REFUSED
- D8 I understand. To help with our analysis, could you tell me the nearest intersection to your home?
1. ENTER INTERSECTION>
 7. DON'T KNOW
 9. REFUSED
- D9 Gender (by Observation)
1. MALE
 2. FEMALE
 3. COULDN'T TELL
- END Thank you very much for your time. Your responses will be combined with many others to help us understand Pasadena residents' views and experiences with the police. Again, thanks very much. Goodbye.

INDEX OF 2006 AND 2015 SURVEY ITEMS

Survey Item	2006	2015
With which racial or ethnic group do you most identify?	Y	Y
Which of the following is your ancestry or region of origin?	Y	N
How safe do you feel when alone outside in your neighborhood at night?	Y	Y
In your opinion, what are the most serious crime problems in your neighborhood?	Y	Y
In your opinion, how big a problem is gang activity in your neighborhood?	N	Y
In general, in the last two years would you say the overall level of crime in your neighborhood has gone up, gone down, or stayed the same?	Y	Y
In general, how would you rate your neighborhood as a place to live?	Y	N
You have confidence the Pasadena Police Department can do its job well.	N	Y
You trust the leaders of the Pasadena Police Department to make decisions that are in the public's best interest.	N	Y
People's basic rights are well protected by the police.	N	Y
The police in your neighborhood do a good job of preventing crime.	Y	Y
The police in your neighborhood promptly respond to Non-Emergency calls for assistance.	Y	Y
The police in your neighborhood promptly respond to Emergency calls for assistance.	Y	Y
The police in your neighborhood are helpful to people who have been victims of crime.	Y	Y
Overall, the police are effective in dealing with the problems that really concern people in your neighborhood.	Y	Y
Overall, the police in your neighborhood are doing a good job dealing with residents in a fair and courteous manner.	Y	Y
The police in your neighborhood are doing a good job working together with residents to solve local problems.	Y	Y
How familiar are you with the concept of mediation?	Y	N
Are you aware that the PPD offers mediation for certain types of complaints filed against police officers?	Y	N
Are you aware that there have been several public meetings to discuss police-community relations?	Y	N
Have you attended one or more of these events?	Y	N
How satisfied were you with the experience?	Y	N
Problem: Police stopping people in cars or on the street without good reason.	Y	Y
Problem: Police engaging in racial profiling.	Y	Y
Problem: Police using offensive language.	Y	Y
Problem: PPD using excessive force, for example, being verbally or physically abusive	Y	Y
In your personal opinion, are the police very responsive, somewhat responsive, somewhat unresponsive, or not responsive to the concerns of your racial or ethnic group?	Y	Y
Pasadena police officers are more likely to treat whites better than minorities.	N	Y
Pasadena police officers are more likely to treat wealthy people better than the less well-off.	N	Y
In the last 12 months, have you EVER approached or sought help from the Pasadena police?	Y	Y

Survey Item	2006	2015
Reported crime to police in the last 12 months?	Y	Y
Reported a non-crime emergency to the police, such as a traffic accident or medical emergency, in the last 12 months?	Y	Y
Reported a suspicious person or noises to police in the last 12 months?	Y	Y
Contacted police about neighborhood concerns or problems in the last 12 months?	Y	Y
Participated in neighborhood watch or other anti-crime programs with police in the last 12 months?	Y	Y
Approached or sought help from the police in the last 12 months for something I didn't mention?	Y	Y
Of your contact with police, which of the following describes your most serious contact in the last 12 months?	Y	Y
Regarding THAT contact with the police, were you a victim of a crime?	Y	Y
Which of the following types of crime was involved?	Y	Y
Of the following, who in the Pasadena Police Department was the primary person you interacted with as part of the contact?	Y	Y
For this incident, you were treated professionally and respectfully.	Y	Y
It was clearly explained where you could get help for problems you might have had as a result of the incident.	Y	Y
The police department promptly responded to your situation.	Y	Y
You were kept informed of the status of your case.	Y	N
Overall, how satisfied are you with how the police department handled your situation?	Y	Y
Have you ever been stopped or approached by the Pasadena police in the last 12 months?	Y	Y
In the last 12 months, have you been stopped by the police while walking?	Y	Y
Been stopped by the police while driving?	Y	Y
Been involved in a traffic accident that was reported to the police?	Y	Y
Been subject of a search by a police officer?	Y	Y
Been arrested by an officer?	Y	Y
In total, how many times have you been stopped by the police in the last 12 months?	Y	Y
Which of the following describes your most serious contact with the police in the last 12 months?	Y	Y
Focusing on the most serious stop, were you questioned about what you were doing in area?	Y	Y
Given a warning?	Y	Y
Given a traffic ticket?	Y	Y
Subject of a search?	Y	Y
Arrested?	Y	Y
Did you have property seized?	Y	Y
About this incident, the officers treated you professionally and respectfully.	Y	Y
The officer clearly explained the reason you were stopped.	Y	Y
The officer clearly explained whether you needed to do anything, such as go to court, as a result of the incident.	Y	Y
The officer had a valid reason for stopping you.	Y	Y

Survey Item	2006	2015
The time involved in this encounter was reasonable	Y	N
Amount of force used to detain you, if they used force of any kind at all.	Y	Y
Overall, would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with how the officer handled your situation?	Y	Y
Did you report your complaint to any of the following people or agencies: the officer's supervisor?	Y	N
Another police officer?	Y	N
The Pasadena Police Department Professional Standards Unit, also known as the PSU?	Y	N
The Mayor or a City Councilmember?	Y	N
An elected County Supervisor or a State Elected Official?	Y	N
Another city agency?	Y	N
A private organization, for example, ACLU, NAACP, or a private lawyer?	Y	N
The News media?	Y	N
Have you ever filed a complaint or has a complaint been filed on your behalf against a member of the police department?	Y	Y
Overall, how satisfied are you with how the department handled your complaint?	Y	Y
United States: You have confidence the police can do their job well.	N	Y
United States: You trust the leaders of police departments to make decisions that are in the public's best interest.	N	Y
United States: People's basic rights are well-protected by the police.	N	Y
United States: Police officers are more likely to treat Whites better than minorities.	N	Y
United States: Police officers are more likely to treat wealthy people better than the less well-off.	N	Y
How often, if ever, do you watch on television national evening news programs?	N	Y
Watch local television news for information other than weather and sports?	N	Y
Read the news or editorial sections of a daily newspaper?	N	Y
Listen to radio shows that invite listeners to call in to discuss current events, public issues, and politics?	N	Y
Go online to get information on current events, public issues, and politics?	N	Y
What would you say is the most important news source for you?	N	Y
How fair do you think the police are portrayed in the media?	N	Y
How often do you hear or read about incidents of police misconduct that occur somewhere in the nation?	N	Y
How often do you hear or read about incidents of negative police encounters with minorities that occur somewhere in the nation?	N	Y