

OCTOBER 3-21, 2020



CITY OF HAYWARD POLICING AND PUBLIC SAFETY SURVEY
320-913 WT (TRACKS ADDED)
N=1002
MARGIN OF SAMPLING ERROR $\pm 3.5\%$ (95% CONFIDENCE INTERVAL)

Hello, I'm _____ from _____, a public opinion research company. We're conducting a public opinion survey about issues that interest residents of the City of Hayward. We are definitely not trying to sell anything, and we are only interested in your opinions. **(IF RESPONDENT WISHES TO SPEAK SPANISH, HAND OFF TO BILINGUAL INTERVIEWER.)** May I please speak to _____? **(MUST SPEAK TO RESIDENT LISTED. VERIFY THAT THE VOTER LIVES AT THE ADDRESS LISTED; OTHERWISE, TERMINATE.)**

A. Before we begin, I need to know if I have reached you on a cell phone, and if so, are you in a place where you can talk safely without endangering yourself or others?

Yes, cell and can talk safely-----86%
 Yes, cell but cannot talk safely ----- **TERMINATE**
 No, not on cell-----14%
(DON'T READ) DK/NA/REFUSED----- TERMINATE

NEXT, I'M GOING TO ASK YOU A FEW QUESTIONS TO MAKE SURE WE ARE SPEAKING TO A REPRESENTATIVE GROUP OF LOCAL RESIDENTS.

B. First, are you a resident of the city of Hayward?

Yes-----100%
 No----- **TERMINATE**
(DON'T READ) Refused ----- TERMINATE

C. In what year were you born? **(RECORD YEAR; CODE IN CATEGORIES BELOW AS WELL)**

2002-1996 (18-24)-----18%
 1995-1991 (25-29)-----7%
 1990-1986 (30-34)-----11%
 1985-1981 (35-39)-----8%
 1980-1976 (40-44)-----9%
 1975-1971 (45-49)-----7%
 1970-1966 (50-54)-----10%
 1965-1961 (55-59)-----8%
 1960-1956 (60-64)-----6%
 1955-1946 (65-74)-----11%
 1945 or earlier (75+)-----5%
(REFUSED/NA)-----1%

D. How do you describe your gender?

Man -----	48 %
Woman -----	50 %
Non-binary -----	0 %
Something else (SPECIFY)-----	0 %
(DON'T READ) Refused -----	2 %

E. What was the last level of school you completed?

High school graduate or less -----	37 %
Vocational/technical school -----	5 %
Some college, no degree-----	22 %
Associate degree -----	14 %
Four-year college or bachelor's degree -----	15 %
Graduate school or advanced degree -----	5 %
(DON'T READ) Refused -----	2 %

F. With which racial or ethnic group do you identify yourself? **(READ LIST; ACCEPT MULTIPLE RESPONSES)**

Hispanic or Latino -----	32 %
White or Caucasian-----	34 %
Black or African American-----	11 %
Afghani -----	0 %
Middle Eastern -----	0 %
Asian or Pacific Islander-----	19 %
American Indian or Alaska Native-----	1 %
Multiracial (SPECIFY) -----	2 %
Other (SPECIFY) -----	1 %
(DON'T READ) DK/NA/REFUSED-----	4 %

(ASK ONLY IF ASIAN/PACIFIC ISLANDER – CODE 6 – IN QF)

G. More specifically, would you say that you are: **(READ LIST)**

Chinese -----	10%
Filipino -----	37%
Thai -----	0%
Indian -----	12%
Central Asian -----	0%
Japanese -----	1%
Korean -----	1%
Vietnamese -----	9%
Samoa -----	3%
Tongan -----	0%
Guamanian or Chamorro -----	0%
Other Pacific Islander -----	4%
Multiracial -----	2%
Other (SPECIFY) -----	13%
(DON'T READ) DK/NA/REFUSED -----	7%

(ASK ONLY IF MIDDLE EASTERN – CODE 5 – IN QF)

H. More specifically, how do you identify your ethnicity? **(OPEN-ENDED)**

(RESUME ASKING ALL RESPONDENTS)

NOW I WOULD LIKE TO ASK YOU SEVERAL QUESTIONS ABOUT LIFE IN HAYWARD.

1. First, I'd like to get your overall opinion of living in the City of Hayward. Generally speaking, are you satisfied or dissatisfied with the overall quality of life in Hayward? **(IF SATISFIED /DISSATISFIED, ASK: Is that very or somewhat SATISFIED/DISSATISFIED?)**

	<u>2008</u>	<u>2010</u>	<u>2012</u>	<u>2014</u>	<u>2016</u>	<u>2019</u>	<u>2020</u>
TOTAL SATISFIED -----	76%	79%	80%	85%	76%	75%	74%
Very satisfied -----	30%	37%	42%	49%	27%	25%	24%
Somewhat satisfied -----	46%	42%	38%	37%	49%	50%	50%
TOTAL DISSATISFIED -----	23%	21%	20%	14%	24%	22%	25%
Somewhat dissatisfied -----	16%	11%	12%	9%	16%	15%	17%
Very dissatisfied -----	7%	10%	8%	5%	7%	7%	8%
(DON'T READ) DK/NA -----	1%	1%	1%	1%	3%	3%	1%

2. Next, in a few words of your own, what is the most serious problem facing Hayward? (**OPEN-ENDED, RECORD VERBATIM RESPONSE**)

3. Overall, as a resident of the City of Hayward, how much of an opportunity do you feel that you have to voice your concerns on major community issues that affect your life? (**READ LIST**)

	<u>2008</u>	<u>2010</u>	<u>2012</u>	<u>2014</u>	<u>2016</u>	<u>2019</u>	<u>2020</u>
GREAT DEAL/SOME -----	56% -----	53% -----	N/A -----	N/A -----	49% -----	47% -----	48% -----
A great deal -----	22%-----	22%-----	NA-----	N/A-----	15%-----	16%-----	11%-----
Some-----	34%-----	31%-----	N/A-----	N/A-----	34%-----	31%-----	37%-----
 LITTLE/NOT MUCH -----	49% -----	45% -----	N/A -----	N/A -----	43% -----	45% -----	46% -----
A little-----	20%-----	22%-----	N/A-----	N/A-----	22%-----	19%-----	19%-----
Not much at all -----	19%-----	23%-----	N/A-----	N/A-----	21%-----	26%-----	27%-----
 (DON'T READ) DK/NA -----	5% -----	2% -----	N/A -----	N/A -----	7% -----	8% -----	6% -----

MY NEXT QUESTIONS ARE ABOUT PUBLIC SAFETY IN HAYWARD.

4. How safe do you feel in Hayward ____? Do you feel safe, unsafe, or neither safe nor unsafe? (**IF SAFE/UNSAFE, ASK: Is that very SAFE/UNSAFE or just somewhat?**) (**READ A FIRST, THEN RANDOMIZE**)

	<u>VERY SAFE</u>	<u>SMWT SAFE</u>	<u>NEITHER SAFE NOR UNSAFE</u>	<u>SMWT UNSAFE</u>	<u>VERY UNSAFE</u>	<u>(DK/NO OPIN)</u>	<u>TOTAL SAFE</u>	<u>TOTAL UNSAFE</u>
(ASK "a" FIRST)								
[]a. In general								
2020 -----	16%	42%	18%	17%	6%	1%	59%	23%
2019 -----	16%	48%	15%	16%	5%	0%	64%	21%
[]b. Interacting with Hayward								
Police-----	37%	26%	14%	7%	5%	10%	63%	13%
[]c. Driving on Hayward streets								
2020 -----	24%	43%	11%	15%	5%	2%	67%	20%
2019 -----	28%	46%	8%	12%	5%	2%	73%	17%
[]d. Walking or playing in the park closest to your residence								
2020 -----	23%	36%	9%	17%	9%	5%	60%	26%
2019 -----	27%	38%	10%	13%	9%	3%	65%	22%
[]e. Bicycling								
2020 -----	11%	29%	12%	15%	9%	23%	40%	25%
2019 -----	10%	32%	13%	14%	12%	19%	42%	26%
[]f. Walking in your neighborhood								
2020 -----	30%	37%	10%	15%	7%	1%	68%	22%
2019 -----	27%	44%	10%	12%	7%	0%	71%	19%

(ASK IF CODES 4 OR 5 – UNSAFE – IN Q4A)

5. Earlier you said that you feel unsafe in Hayward generally. In a few words of your own, what would make you feel safer in your community? **(OPEN-ENDED, RECORD VERBATIM RESPONSE)**

(RESUME ASKING ALL RESPONDENTS)

MY NEXT QUESTIONS ARE ABOUT THE HAYWARD POLICE DEPARTMENT.

6. Next, do you believe the relationship between the Hayward Police and Hayward residents generally is a positive or a negative one? **(IF POSITIVE/NEGATIVE, ASK: Is that very or somewhat POSITIVE/ NEGATIVE?)**

TOTAL POSITIVE ----- 59%
 Very positive ----- 26%
 Somewhat positive ----- 33%

(DON'T READ) Mixed ----- 17%

TOTAL NEGATIVE ----- 13%
 Somewhat negative ----- 9%
 Very negative ----- 4%

(DON'T READ) DK/NA ----- 11%

7. Next, I am going to mention different aspects of police services specifically. I would like you to tell me how satisfied you are personally with the job being done by the City of Hayward Police in providing that program or service to City residents: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. If you have no opinion or don't know about a service I mention to you, you can tell me that too. Here is the first one... **(RANDOMIZE)**

	<u>VERY SAT</u>	<u>SMWT SAT</u>	<u>SMWT DISSAT</u>	<u>VERY DISSAT</u>	<u>NO OPIN /DK/NA</u>	<u>TOTAL SAT</u>	<u>TOTAL DISSAT</u>
[]a. Addressing crime committed against people -----	15%	30%	13%	9%	33%	45%	22%
[]b. Addressing crime involving property damage or theft -----	13%	28%	18%	14%	27%	41%	32%
[]c. Maintaining traffic safety							
2020 -----	23%	41%	15%	8%	13%	64%	23%
2019 -----	20%	40%	13%	10%	16%	60%	23%
2016 -----	24%	42%	17%	10%	7%	66%	26%
2014 -----	47%	32%	9%	6%	6%	79%	15%
2012 -----	42%	35%	11%	7%	4%	77%	18%
2010 -----	48%	34%	9%	6%	4%	82%	15%
2008 -----	39%	40%	11%	8%	3%	79%	19%
[]d. Treating all members of Hayward's ethnically diverse community fairly -----	23%	26%	12%	9%	30%	49%	21%

		<u>VERY SAT</u>	<u>SMWT SAT</u>	<u>SMWT DISSAT</u>	<u>VERY DISSAT</u>	<u>NO OPIN /DK/NA</u>	<u>TOTAL SAT</u>	<u>TOTAL DISSAT</u>
[]e.	Officers being courteous to the public							
	2020 -----	33 %	34 %	11 %	5 %	17 %	67%	16%
	2019 -----	31 %	31 %	6 %	5 %	26 %	62%	12%
	2016 -----	35 %	36 %	8 %	7 %	14 %	71%	15%
	2014 -----	52 %	28 %	4 %	7 %	10 %	80%	11%
	2012 -----	46 %	32 %	5 %	5 %	11 %	78%	11%
	2010 -----	44 %	26 %	12 %	8 %	11 %	70%	20%
[]f.	911 operators being courteous to the public							
	2020 -----	36 %	21 %	4 %	4 %	34 %	58%	8%
	2019 -----	32 %	16 %	1 %	2 %	48 %	48%	3%
	2016 -----	34 %	26 %	4 %	2 %	35 %	59%	6%
	2014 -----	49 %	19 %	3 %	3 %	26 %	68%	6%
	2012 -----	50 %	20 %	3 %	2 %	25 %	70%	5%
	2010 -----	51 %	25 %	5 %	2 %	18 %	76%	7%
	2008 -----	41 %	25 %	4 %	5 %	26 %	66%	9%
[]g.	Maintaining adequate neighborhood patrolling							
	2020 -----	14 %	35 %	23 %	15 %	12 %	50%	38%
	2019 -----	16 %	31 %	23 %	13 %	17 %	47%	36%
	2016 -----	17 %	43 %	19 %	13 %	8 %	60%	32%
	2014 -----	43 %	28 %	13 %	12 %	5 %	71%	25%
	2012 -----	37 %	28 %	18 %	14 %	4 %	65%	32%
	2010 -----	43 %	35 %	11 %	10 %	2 %	78%	21%
[]h.	Timeliness of response to police calls							
	2020 -----	21 %	31 %	14 %	9 %	25 %	52%	23%
	2019 -----	21 %	25 %	7 %	9 %	37 %	47%	16%
	2016 -----	26 %	28 %	11 %	8 %	27 %	54%	19%
	2014 -----	40 %	25 %	8 %	9 %	18 %	65%	17%
	2012 -----	41 %	22 %	12 %	8 %	17 %	63%	20%
	2010 -----	44 %	29 %	10 %	6 %	11 %	73%	16%
[]i.	Treating people fairly regardless of their race or ethnicity -----	24 %	25 %	13 %	9 %	30 %	49%	21%
[]j.	Treating people fairly regardless of whether they are homeless -----	16 %	24 %	10 %	9 %	41 %	40%	19%
[]k.	Treating those experiencing a mental health crisis with respect -----	15 %	20 %	11 %	8 %	45 %	36%	19%

8. Next, I am going to read you a list of potential reforms to the Hayward Police Department that have been proposed by a group of community members. After you hear each one, please tell me if you would support or oppose that potential policy. **(IF SUPPORT/ OPPOSE, ASK:)** “Is that strongly **SUPPORT/OPPOSE** or just somewhat? **(READ IN ORDER)**

	<u>STR</u> <u>SUPP</u>	<u>SMWT</u> <u>SUPP</u>	<u>SMWT</u> <u>OPP</u>	<u>STR</u> <u>OPP</u>	<u>(DK/NA)</u>	<u>TOTAL</u> <u>SUPP</u>	<u>TOTAL</u> <u>OPP</u>
[]a. Reducing and redistributing 10 percent of the police budget to non-police, community-based services outside of the police department-----	32 %	24 %	13 %	24 %	8 %	55 %	37 %
[]b. Banning the Hayward Police Department from purchasing any riot, military and surveillance equipment, including software-----	24 %	20 %	18 %	29 %	8 %	45 %	47 %
[]c. Freezing police department hiring indefinitely after the incoming class, including leaving currently filled positions vacant when officers retire or leave for another position-----	8 %	17 %	19 %	43 %	13 %	25 %	62 %
[]d. Banning all spending on the assessment or construction of any new police buildings or corporation yards to service the Hayward Police Department-----	16 %	22 %	24 %	28 %	10 %	38 %	52 %
[]e. Establishing a city-wide, participatory committee for all residents, regardless of citizenship status, that will dictate how to reallocate another 10 percent of the police budget to non-police, community-based services-----	35 %	25 %	13 %	19 %	8 %	60 %	32 %

9. Some people have proposed that the City explore whether 311 can be used as an urgency hotline to address public safety issues that are unrelated to law enforcement. This would include things like non-violent crisis intervention, mental health first response, traffic safety issues, and trauma-informed intervention for domestic violence victims. Would you support or oppose such a proposal? **(IF SUPPORT/ OPPOSE, ASK:)** “Is that strongly **SUPPORT/OPPOSE** or just somewhat?

TOTAL SUPPORT -----82%
Strongly support -----56 %
Somewhat support -----26 %

TOTAL OPPOSE -----11%
Somewhat oppose----- 4 %
Strongly oppose ----- 7 %

(DON'T READ) DK/NA ----- 7 %

10. In a few words of your own, what are the factors that the City of Hayward should consider as it looks to improve community safety and potentially reform policing? **(OPEN-ENDED, RECORD VERBATIM RESPONSES)**

MY NEXT QUESTIONS ARE ABOUT YOUR PERSONAL EXPERIENCES WITH POLICING AND PUBLIC SAFETY IN HAYWARD. KEEP IN MIND THAT THIS SURVEY IS CONFIDENTIAL, AND INDIVIDUAL RESULTS WILL NOT BE SHARED.

11. Have you ever been the victim of a crime in Hayward? **(IF YES, ASK: Was that a violent crime such as assault or armed robbery, or a property crime such as a car break-in or burglary?)**

Yes, violent crime----- 3 %
Yes, property crime-----39 %
Yes, both----- 7 %
No, neither -----49 %
(DON'T READ) Prefer not to answer ----- 2 %

12. Keeping in mind that this survey is completely confidential, I'd like to know more about your experiences with public safety in Hayward. I am going to read a list of experiences people may have had. Please tell me whether you personally, or anyone close to you, has had that experience in Hayward. **(ASK "A" FIRST, THEN RANDOMIZE)**

	<u>SELF</u>	<u>PERSON CLOSE</u>	<u>(BOTH)</u>	<u>NEITHER</u>	<u>DK/NA</u>
[]a. Interacted with a Hayward Police officer for any reason-----	53 %	12 %	8 %	19 %	7 %
[]b. Been stopped by Hayward Police-----	33 %	10 %	4 %	47 %	6 %
[]c. Been arrested by Hayward Police -----	5 %	10 %	1 %	79 %	5 %
[]d. Reported a crime to Hayward Police --	47 %	13 %	4 %	31 %	6 %
[]e. Requested a Hayward Police report----	30 %	12 %	3 %	50 %	6 %
[]f. Filed a complaint about a Hayward police officer -----	3 %	4 %	0 %	85 %	8 %

(ASK IF CODE 1 OR 2 IN Q12A)

13. In general, were you or the person close to you satisfied or dissatisfied with the interaction with the Hayward Police officer? **(IF SATISFIED/DISSATISFIED, ASK: Is that very or just somewhat SATISFIED/ DISSATISFIED?)**

TOTAL SATISFIED -----68%
 Very satisfied -----40 %
 Somewhat satisfied-----27 %

TOTAL DISSATISFIED -----27%
 Somewhat dissatisfied -----14 %
 Very dissatisfied-----13 %

(DON'T READ) DK/NA/REFUSED----- 6%

(ASK IF CODES 3 OR 4 IN Q13 "DISSATISFIED" AND CODE 3 "NEITHER" IN Q12F)

14. Earlier you said that you have not filed a complaint about a Hayward police officer. In a few words of your own, why did you choose not to file a complaint? **(OPEN-ENDED, RECORD VERBATIM RESPONSE)**



(RESUME ASKING ALL RESPONDENTS)

HERE ARE MY FINAL QUESTIONS. THEY ARE JUST FOR STATISTICAL PURPOSES.

15. Are you registered to vote in Hayward? **(IF YES, ASK: With which party are you registered to vote?)
(READ LIST)**

Yes, Democratic-----53 %
 Yes, Republican -----11 %
 Yes, No Party Preference-----13 %
 Yes, another party-----4 %
 No, not registered -----4 %
(DON'T READ) DK/NA/REFUSED -----15 %

16. Were you born in the United States, or another country?

United States -----76 %
 Another country -----21 %
(DON'T READ) DK/NA/REFUSED -----3 %

17. Do you regularly speak a language other than English at home?

Yes-----44 %
 No-----53 %
(DON'T READ) DK/NA/REFUSED -----3 %

18. How long have you lived in Hayward? **(READ LIST)**

5 years or less-----18 %
 6 to 10 years-----14 %
 11 to 15 years -----10 %
 16 to 20 years -----16 %
 21 to 30 years -----18 %
 31 years or more-----23 %
(DON'T READ) DK/NA/Refused -----1 %

19. Do you own your residence, rent your residence, or do you not have stable housing?

Own-----59 %
 Rent-----35 %
 No stable housing-----2 %
(DON'T READ) DK/NA/Refused -----5 %

20. Have you or a close friend or family member ever experienced a period of homelessness?

Yes, self----- 5 %
 Yes, friend or family member----- 17 %
 Yes, both self and friend/family ----- 4 %
 No----- 71 %
(DON'T READ) DK/NA/Refused----- 3 %

21. Do you have any children under the age of 19 living at home?

Yes----- 36 %
 No----- 62 %
(DON'T READ) DK/NA/Refused----- 3 %

22. Do you have a close friend or family member who works in law enforcement?

Yes, close friend----- 13 %
 Yes, family member ----- 11 %
 Yes, both----- 6 %
 No, neither ----- 66 %
(DON'T READ) DK/NA/Refused----- 3 %

23. So far this year, have you attended a rally, march, or protest in response to officer-involved shootings or police reform?

Yes----- 11 %
 No----- 85 %
(DON'T READ) DK/NA/Refused----- 4 %

24. Do you consider yourself: **(READ LIST; ALLOW MULTIPLE SELECTIONS)**

Heterosexual----- 73 %
 Gay or lesbian----- 4 %
 Bisexual ----- 5 %
 Transgender ----- 0 %
 Something else **(SPECIFY)** ----- 2 %
(DON'T READ) Prefer not to say ----- 11 %
(DON'T READ) DK/NA/Refused----- 6 %

25. I don't need to know the exact amount, but please stop me when I read the category that includes the total income for your household before taxes in 2019. Was it:

\$30,000 a year or less -----	13 %
\$30,001 to \$60,000-----	16 %
\$60,001 to \$90,000-----	16 %
\$90,001 to \$110,000-----	9 %
\$110,001 to \$140,000-----	11 %
\$140,001 to \$170,000-----	6 %
\$170,001 to \$200,000-----	4 %
More than \$200,000-----	5 %
(DON'T READ) Refused -----	21 %

THANK AND TERMINATE

LOI (OBSERVATION):	English-----	95 %
	Spanish -----	5 %

DATA COLLECTION MODE:	Phone -----	49 %
	Online-----	51 %

CONTACT MODE:	Phone -----	49 %
	Email-----	27 %
	Postcard -----	5 %
	Text -----	19 %

<u>ZIP</u>	
94541 -----	20 %
94542 -----	11 %
94544 -----	51 %
94545 -----	18 %
94546 -----	0 %

<u>NEIGHBORHOOD</u>	
South Hayward -----	34 %
Other-----	66 %