Blockwise Quarterly Report

Zencity

Quarterly Monthly Average Scores Over Time and by Demographics
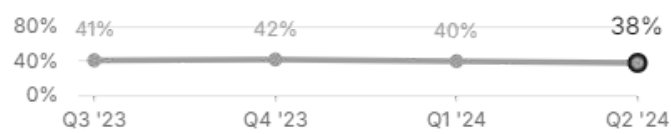
45% — Safety
– 0% vs previous quarter

	Q3 '23	Q4 '23	Q1 '24	Q2 '24
	47%	43%	45%	45%

Score by Demographic (ethnicity)
- American Indian or Alaska Native* — 37% • ↓ 11%
- Asian** — 0% • – 0%
- Black or African American* — 54% • ↑ 7%
- Hispanic/Latino — 44% • ↓ 1%
- White — 47% • ↑ 1%
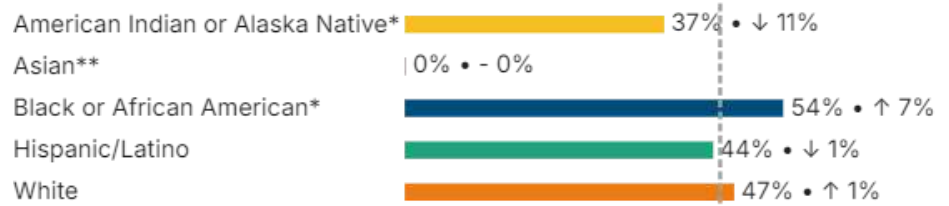
38% — Fairness
↓ 2% vs previous quarter

	Q3 '23	Q4 '23	Q1 '24	Q2 '24
	41%	42%	40%	38%

Score by Demographic (ethnicity)
- American Indian or Alaska Native* — 34% • ↓ 7%
- Asian** — 0% • – 0%
- Black or African American* — 38% • ↑ 1%
- Hispanic/Latino — 39% • ↓ 2%
- White — 38% • ↓ 1%
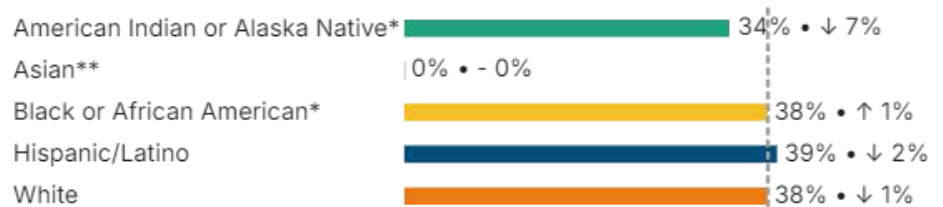
55% — Respect
↓ 1% vs previous quarter

	Q3 '23	Q4 '23	Q1 '24	Q2 '24
	57%	56%	56%	55%

Score by Demographic (ethnicity)
- American Indian or Alaska Native* — 52% • ↓ 9%
- Asian** — 0% • – 0%
- Black or African American* — 49% • ↓ 2%
- Hispanic/Latino — 54% • – 0%
- White — 56% • ↓ 1%
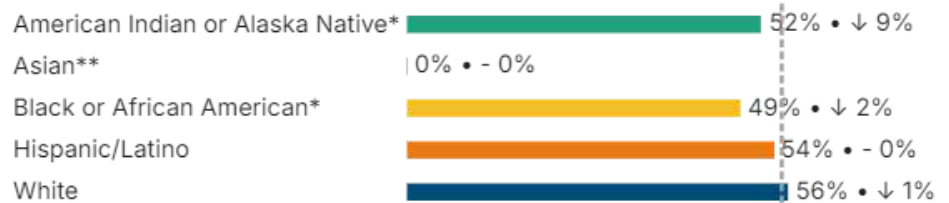
55% — Voice
↓ 1% vs previous quarter

	Q3 '23	Q4 '23	Q1 '24	Q2 '24
	57%	56%	56%	55%

Score by Demographic (ethnicity)
- American Indian or Alaska Native* — 56% • ↓ 3%
- Asian** — 0% • – 0%
- Black or African American* — 53% • ↑ 3%
- Hispanic/Latino — 53% • – 0%
- White — 56% • ↓ 2%
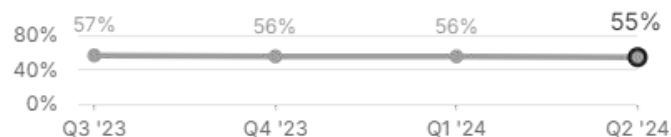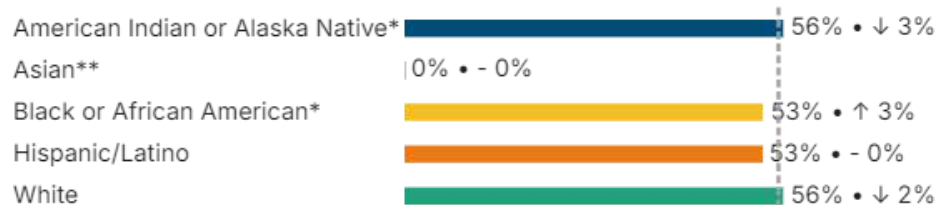
21% — Transparency
– 0% vs previous quarter

	Q4 '23	Q1 '24	Q2 '24
	24%	21%	21%

Score by Demographic (ethnicity)
- American Indian or Alaska Native* — 27% • ↑ 4%
- Asian** — 0% • – 0%
- Black or African American* — 19% • – 0%
- Hispanic/Latino — 26% • ↑ 1%
- White — 18% • ↓ 3%
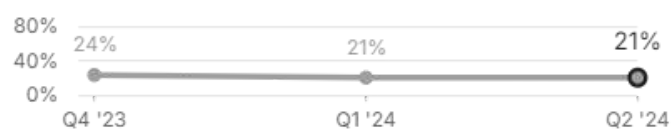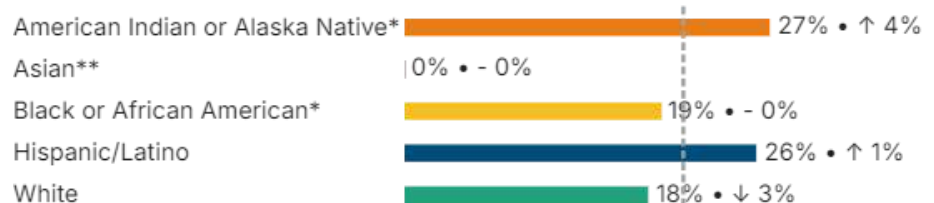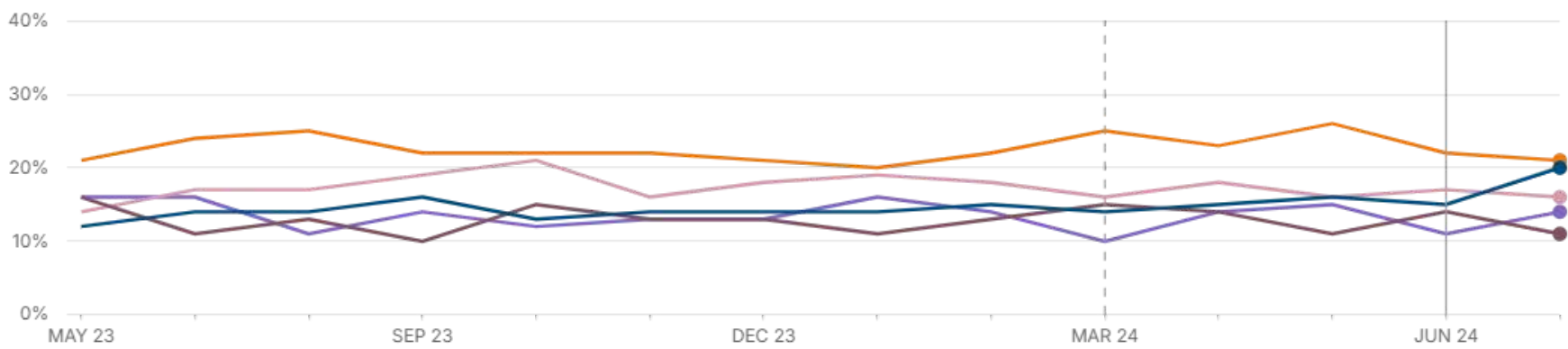
*One month or more months within the quarter did not have monthly scores due so insufficient sample sizes

** Some of the monthly scores (at least one month) were based on small samples that might not be reliable

Leading Topics Over Time

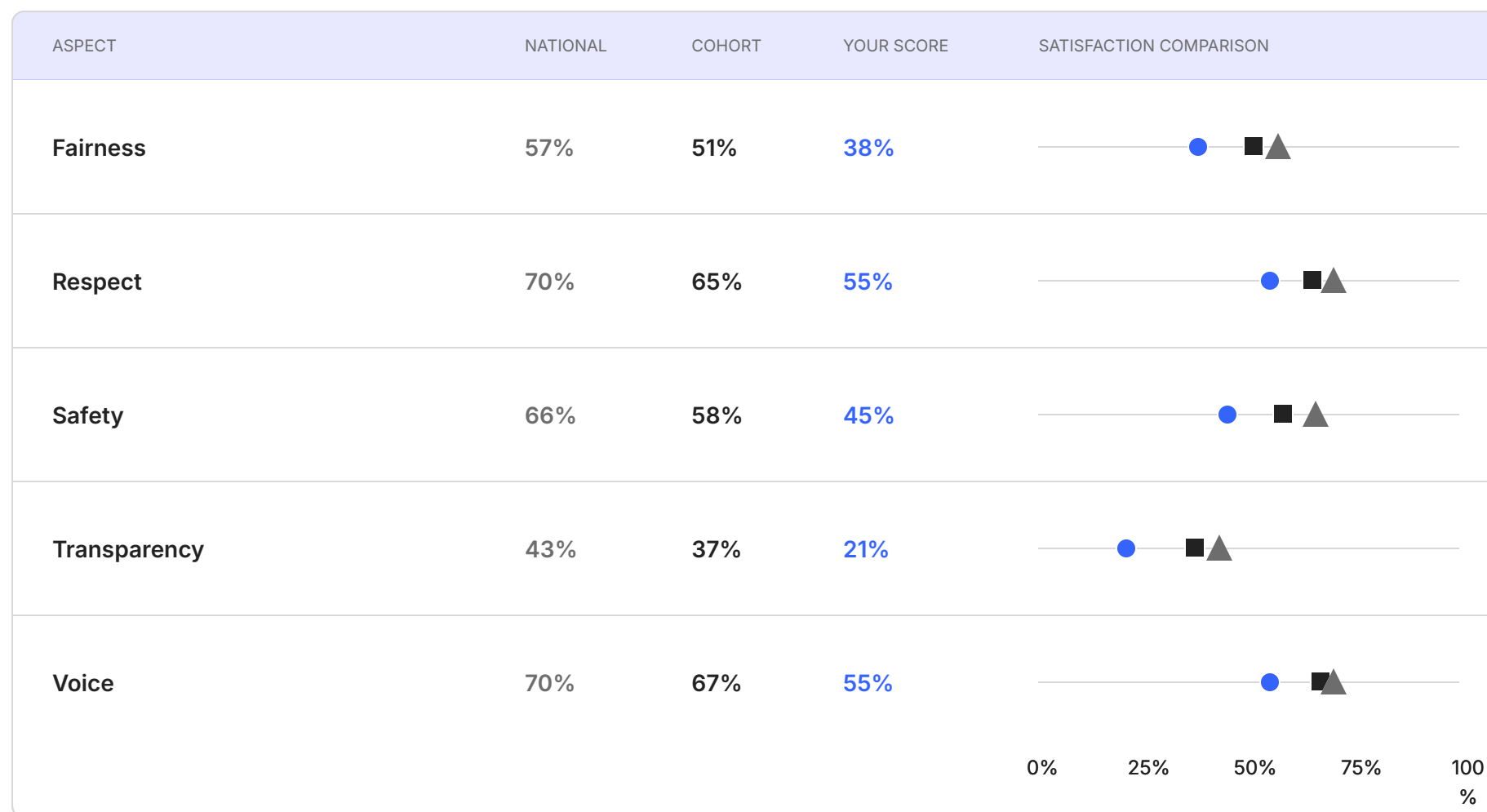| Topic	%	
● Homelessness	**22%**	↓ 3%-pt
● Theft, Burglary And Break-Ins	**17%**	↑ 1%-pt
● Drugs	**15%**	↑ 1%-pt
● Streets And Traffic	**14%**	↓ 1%-pt
● Violence	**11%**	↑ 1%-pt

How are the concerns measured?

We categorize hundreds of raw comments we receive daily about resident's main concerns. These comments are in response to the following question: "What is the number one issue or problem in your local area that you would like the police to deal with"? Categorization of the responses allows you to understand over time what the residents' main concerns are and to track trends in resident priorities. For more nuance and insight, responses are also assigned a sub-topic visible in your comment feed.

To learn more about the survey's methodology, visit https://zencity.info/survey-methodology

This report contains law enforcement sensitive data, and confidential business information.

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Benchmarking Data

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ASPECT	NATIONAL	COHORT	YOUR SCORE	SATISFACTION COMPARISON
Fairness	57%	51%	38%	
Respect	70%	65%	55%	
Safety	66%	58%	45%	
Transparency	43%	37%	21%	
Voice	70%	67%	55%	

0%   25%   50%   75%   100%

● Albuquerque - PD

■ Cohort

▲ National

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National Benchmark Surveys: The Blockwise National Benchmark Survey is conducted each quarter and reaches thousands of residents from hundreds of communities across the United States.

The survey content for each matches the same questionnaires we administer to our client communities. The national scores are adjusted for your demographics in order to give a sense of what the scores would look like if the whole country looked like your community. By making these adjustments, we minimize differences between the national score and your score. **Cohorts**: To provide information to our clients on how residents in similar communities feel, we create a score at the "cohort" level. A cohort is a group of similar communities, based on demographics from the Census Bureau, including population density, age distribution, race/ethnicity distribution, gender, and median income. By using this approach rather than focusing just on size or geographic area, the cohorts are more relevant for each client.

Quarterly scores represent month-average scores within a quarter. We calculate an average score based on the monthly scores for the quarter.

To learn more about the survey's methodology, visit https://zencity.info/survey-methodology.