COMMUNITY SATISFACTION SURVEY

A Study Conducted for the Town of Dewitt Police Department
By Genesis Machado
November 2013
EXECUTIVE SUMMARY

Introduction: This study reports the results of a survey of the satisfaction level of the Dewitt community with the services of its police department. The results will be presented in a report to Lieutenant John J. Anton. This report will be used to improve the services provided by the Town of Dewitt Police Department.

Methods: The data used in this report were collected from a mail survey. The police department randomly selected the participants. From the target population of 25,669 residents, 475 made up the sampling frame, and 182 (40%) actually responded. The survey sample may not accurately reflect the target population given its size.

Findings:

1. 98% of the respondents feel as though the police department does a good job at answering calls for police service. (n=172)

2. 58% of the respondents have not required police service in the last three years. (n= 168)

3. 58% of the respondents had “Other” reasons for calling the police department. (n=66)

4. 97% of the respondents believed that the police officer who answered calls for police service was polite and professional. (n=71)

5. 89% of the respondents were “Very Satisfied” with the response they received from the Town of Dewitt Police Officer. (n=73)

6. 89% of the respondents reported being “Very Satisfied” with the overall quality of service provided by the Town of Dewitt Police Department. (n=73)

7. 58% of the respondents think that “Cell-Phone” is the traffic issue that needs the most attention. (n=179)

8. 77% of the respondents are satisfied with the amount of patrols in their neighborhoods. (n=171)

9. 51% of the respondents feel safe in their neighborhoods. (n=180)

10. 79% of the respondents reported not knowing about the website. (n=165)
INTRODUCTION

This study reports the results of a survey of the satisfaction level of the Dewitt community with the services of its police department. The results will be presented in a report to Lieutenant John J. Anton. The information collected from this study will be used to help the Town of Dewitt Police Department continue its mission to “protect life and property, to work with [their] citizens to reduce crime, disorder, and the fear of crime”, while also helping the Police Department learn how to improve their service to better the community. The survey is conducted every three years.
METHODS

How Data Were Collected

Instrument Design: The survey was designed by the Town of Dewitt Police Department. The survey was identical to the one conducted in 2010.

Data Collection Method: The surveys were mailed to 475 residents in the Town of Dewitt. The respondents had a month to complete and return the surveys to the Police Department.

Target Population and Sample: With a target population of 25,699, 182 surveys (.01%) were collected. 30 surveys were returned to the police department because the address labels came off during mailing. The sampling frame consists of 475 surveys.

Representative: The sample size may not be representative of the target population given its size. Comparisons between the survey conducted in 2010 and 2013 may not be accurate due to a lack of “n” value in the 2010 survey. The “n” value was calculated by adding the number of response. The percentage was then calculated by dividing the response to the “n” value. Gender and age demographics were not included in the survey.

Accuracy: It is possible that some respondents did not understand the survey questions.
1. 98% of the respondents feel as though the police department does a good job at answering calls for police service.

Source: Data collected for the Town of Dewitt Police Department by Genesis Machado, Community Link Project, Syracuse University, November 2013.

Comment: See chart below for comparison between 2010 and 2013.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010 Results (n=187)</td>
<td>100%</td>
<td>0</td>
</tr>
<tr>
<td>2013 Results (n=172)</td>
<td>98%</td>
<td>2%</td>
</tr>
</tbody>
</table>
2. 58% of the respondents have not required police service in the last three years.

Source: Data collected for the Town of Dewitt Police Department by Genesis Machado, Community Link Project, Syracuse University, November 2013.

Comment: See chart below for comparison between 2010 and 2013.

<table>
<thead>
<tr>
<th>Response</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010 Results (n=173)</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>2013 Results (n=168)</td>
<td>42%</td>
<td>58%</td>
</tr>
</tbody>
</table>
3. 58% of the respondents had “Other” reasons for calling the police department.

Source: Data collected for the Town of Dewitt Police Department by Genesis Machado, Community Link Project, Syracuse University, November 2013.

Comment: The following responses were collected from respondents who selected “other” as their answer choice; “car vandalism”, “House was being egged” and “dog barking”. See Appendix III for more responses. The percentages do not add up to 100% due to rounding. See chart below for comparison between 2010 and 2013.

<table>
<thead>
<tr>
<th>Nature of Call</th>
<th>Other</th>
<th>Witness to Crime</th>
<th>Informational Request</th>
<th>Crime Victim</th>
<th>Car Accident</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010 Results (n=35)</td>
<td>0%</td>
<td>0%</td>
<td>31%</td>
<td>46%</td>
<td>26%</td>
</tr>
<tr>
<td>2013 Results (n=66)</td>
<td>34%</td>
<td>2%</td>
<td>4%</td>
<td>5%</td>
<td>12%</td>
</tr>
</tbody>
</table>
4. 97% of the respondents believed that the police officer who answered the call for police service was polite and professional.

Source: Data collected for the Town of Dewitt Police Department by Genesis Machado, Community Link Project, Syracuse University, November 2013.

Comment: See chart below for comparison between 2010 and 2013.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2010 Results (n=67)</strong></td>
<td>100%</td>
<td>0</td>
</tr>
<tr>
<td><strong>2013 Results (n=71)</strong></td>
<td>97%</td>
<td>3%</td>
</tr>
</tbody>
</table>
5. 89% of the respondents were “Very Satisfied” with the response they received from the Town of Dewitt Police Officer.

Source: Data collected for the Town of Dewitt Police Department by Genesis Machado, Community Link Project, Syracuse University, November 2013.

**Comment:** No responses were received for “Very Dissatisfied”. The percentages do not add up to 100% due to rounding.

<table>
<thead>
<tr>
<th></th>
<th>Very Dissatisfied</th>
<th>Somewhat Dissatisfied</th>
<th>Somewhat Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2010 Results</strong>&lt;br&gt;(n=81)</td>
<td>1%</td>
<td>1%</td>
<td>14%</td>
<td>84%</td>
</tr>
<tr>
<td><strong>2013 Results</strong>&lt;br&gt;(n=73)</td>
<td>0</td>
<td>3%</td>
<td>5%</td>
<td>89%</td>
</tr>
</tbody>
</table>
6. 89% of the respondents reported being “Very Satisfied” with the overall quality of service provided by the Town of Dewitt Police Department.

Source: Data collected for the Town of Dewitt Police Department by Genesis Machado, Community Link Project, Syracuse University, November 2013.

Comment: The percentages do not add up to 100% due to rounding.

<table>
<thead>
<tr>
<th></th>
<th>Very Dissatisfied</th>
<th>Somewhat Dissatisfied</th>
<th>Somewhat Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2010 Results</strong> (n=80)</td>
<td>0</td>
<td>2%</td>
<td>10%</td>
<td>88%</td>
</tr>
<tr>
<td><strong>2013 Results</strong> (n=73)</td>
<td>1%</td>
<td>1%</td>
<td>8%</td>
<td>89%</td>
</tr>
</tbody>
</table>
7. 58% of the respondents think that “Cell Phone” is the traffic issue that needs the most attention.

Source: Data collected for the Town of Dewitt Police Department by Genesis Machado, Community Link Project, Syracuse University, November 2013.

Comment: See chart below for comparison between 2010 and 2013.

<table>
<thead>
<tr>
<th>Traffic Issue</th>
<th>2010 Results (n=278)</th>
<th>2013 Results (n=179)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seat Belt</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>Speeding</td>
<td>29%</td>
<td>25%</td>
</tr>
<tr>
<td>Cell Phone</td>
<td>41%</td>
<td>58%</td>
</tr>
<tr>
<td>Stop Signs</td>
<td>24%</td>
<td>15%</td>
</tr>
</tbody>
</table>
8. 77% of the respondents are satisfied with the amount of patrols in their neighborhoods.

**Respondents' Satisfaction Level with Patrols in their Neighborhood**

<table>
<thead>
<tr>
<th>Response</th>
<th>Yes (n=171)</th>
<th>No (n=171)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010 Results</td>
<td>85%</td>
<td>15%</td>
</tr>
<tr>
<td>2013 Results</td>
<td>77%</td>
<td>23%</td>
</tr>
</tbody>
</table>

Source: Data collected for the Town of Dewitt Police Department by Genesis Machado, Community Link Project, Syracuse University, November 2013.

**Comment:** See chart below for comparison between 2010 and 2013.
9. 51% of the respondents feel safe in their neighborhoods

![Safety in Neighborhood](chart.png)

Source: Data collected for the Town of Dewitt Police Department by Genesis Machado, Community Link Project, Syracuse University, November 2013.

**Comment:** See chart below for comparison between 2010 and 2013.

<table>
<thead>
<tr>
<th></th>
<th>Not Safe at All</th>
<th>Somewhat Safe</th>
<th>Safe</th>
<th>Very Safe</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2010 Results</strong></td>
<td>3%</td>
<td>13%</td>
<td>35%</td>
<td>42%</td>
</tr>
<tr>
<td><em>(n=184)</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>2013 Results</strong></td>
<td>1%</td>
<td>12%</td>
<td>38%</td>
<td>51%</td>
</tr>
<tr>
<td><em>(n=182)</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
10. 79% of the respondents reported not knowing about the website.

Source: Data collected for the Town of Dewitt Police Department by Genesis Machado, Community Link Project, Syracuse University, November 2013.

Comment: Comparison between 2010 and 2013 surveys cannot be made because the questions were different.
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</tr>
</thead>
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<tr>
<td>III</td>
<td>Open-Ended Responses</td>
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<tr>
<td>IV</td>
<td>Codebook and Spreadsheet</td>
</tr>
</tbody>
</table>
Community Satisfaction Survey

General Instructions: Please answer the questions by placing a check in the appropriate box.

(1) Do you feel as though the Town of Dewitt Police Department does a good job at answering calls for police service in your community?

Yes □  No □

(2) Have you required service from the Town of DeWitt Police Department in the last three years? (If No, skip to question #7)

Yes □  No □

(3) What was the nature of the call in which the Town of DeWitt Police responded to:

Car Accident □  Information Request □  Crime Victim □  Witness to Crime □  Other ______________________________________________________________

(4) Was the officer polite and professional when he/she was answering your call for service?

Yes □  No □

(5) How satisfied were you with the response of the Town of Dewitt Police officer?

Very Satisfied □  Somewhat Satisfied □  No Opinion □  Somewhat Dissatisfied □  Very Dissatisfied □

(6) How satisfied were you with the “overall quality of service” you received from the Town of Dewitt Police Department?

Very Satisfied □  Somewhat Satisfied □  No Opinion □  Somewhat Dissatisfied □  Very Dissatisfied □

(7) Which of the following traffic issues do you believe needs the most attention?

Seat Belt □  Speeding □  Cell Phone □  Stop Signs □
(8) Are you satisfied with the amount of patrols by the Town of Dewitt Police Department in your neighborhood?
Yes ☐  No ☐

(9) How safe do you feel in your neighborhood?
Very Safe ☐  Safe ☐  
Somewhat Safe ☐  Not Safe at All ☐

(10) How useful has the Town of Dewitt Police Department Website been to you:
Useful ☐  Somewhat useful ☐  Not useful ☐  Didn’t know about it ☐

(11) What is the most important service to you, that the Town of Dewitt Police Department could provide?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(12) Comments: _________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Thank you for taking the time to complete this survey!
Appendix II

Data Frequencies

Do you feel as though the Town of DeWitt Police Department does a good job at answering calls for police service in your community? (n=172)
Yes (93%) No (2%) No Response (10)

Have you required service from the Town of DeWitt Police Department in the last three years? (If No, skip to question #7) (n=168)
Yes (43%) No (58%) No Response (14)

What was the nature of the phone call in which the Town of DeWitt Police Department responded to? (n=66)
Car Accident (12%) Information Request (5%) Crime Victim (4%) Witness to Crime (2%) Other (34%) No Response (113)

Was the officer polite and professional when he/she was answering your call for service? (n=71)
Yes (97%) No (3%) No Response (111)

How satisfied were you with the response of the Town of DeWitt Police Office? (n=73)
Very Dissatisfied (0%) Somewhat Dissatisfied (3%) Somewhat Satisfied (5%) Very Satisfied (89%) No Opinion (0) No Response (109)

How satisfied were you with the “overall quality of service” you received from the Town of DeWitt Police Department? (n=73)
Very Dissatisfied (1%) Somewhat Dissatisfied (1%) Somewhat Satisfied (8%) Very Satisfied (89%) No Opinion (0) No Response (109)

Which of the following traffic issues do you believe needs the most attention? (n=179)
Seat Belt (2%) Speeding (25%) Cellphone (58%) Stop Signs (15%) No Response (3)

Are you satisfied with the amount of patrols by the Town of DeWitt Police Department in your neighborhood? (n=171)
Yes (77%) No (23%) No Response (11)

How safe do you feel in your neighborhood? (n=180)
Not Safe at All (1%) Somewhat Safe (12%) Safe (37%) Very Safe (50%) No Response (2)

How useful has the Town of DeWitt Police Department Website been to you? (n=165)
Useful (10%) Somewhat Useful (9%) Not Useful (2%) Didn’t know about it (79%) No Response (17)
2010 Survey Results

Do you feel as though the Town of Dewitt Police Department does a good job at answering calls for police service in your community?

**Question #1**

<table>
<thead>
<tr>
<th></th>
<th>NO</th>
<th>YES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>0</strong></td>
<td></td>
<td>187</td>
</tr>
</tbody>
</table>

Have you required service from the Town of DeWitt Police Department in the last three years?

**Question #2**

<table>
<thead>
<tr>
<th></th>
<th>NO</th>
<th>YES</th>
</tr>
</thead>
<tbody>
<tr>
<td>92</td>
<td></td>
<td>81</td>
</tr>
</tbody>
</table>
What was the nature of the call in which the Town of DeWitt Police responded to:

**Question #3**

- Witness to Crime: 0
- Information Request: 11
- Crime Victim: 16
- Car Accident: 8

Was the officer polite and professional when he/she was answering your call for service?

**Question #4**

- YES: 67
- NO: 0
How satisfied were you with the response of the Town of Dewitt Police officer?

How satisfied were you with the "overall quality of service" you received from the Town of Dewitt Police Department?
Which of the following traffic issues do you believe needs the most attention?

**Question #7**

<table>
<thead>
<tr>
<th>Issue</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stop Signs</td>
<td>66</td>
</tr>
<tr>
<td>Speeding</td>
<td>82</td>
</tr>
<tr>
<td>Cell Phone</td>
<td>115</td>
</tr>
<tr>
<td>Seat Belt</td>
<td>15</td>
</tr>
</tbody>
</table>

Are you satisfied with the amount of patrols by the Town of Dewitt Police Department in your neighborhood?

**Question #8**

<table>
<thead>
<tr>
<th>Answer</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>NO</td>
<td>26</td>
</tr>
<tr>
<td>YES</td>
<td>151</td>
</tr>
</tbody>
</table>
How safe do you feel in your neighborhood?

**Question #9**

- Not Safe at all: 4.5
- Somewhat Safe: 24
- Safe: 77
- Very Safe: 78

Have you ever used the Town of Dewitt Police Department website?

**Question #10**

- NO: 26
- YES: 151
Appendix III

Question 3

What was the nature of the call for police service in which the Town of Dewitt Police responded to?

Security System
5-Alarm went off (9)

Vandalism
5-Car vandalism
5-Damaged property
5-House was being egged
5-Mailbox knocked over

Public Disturbance
5-Prank phone call (1)
5-Public disturbance by neighbor
5-Kids making trouble
5-Noisey Neighbors at 2 a.m.

Health
5-Health emergency
5-Ambulance assistance

Crime
5-Suspious activity (2)
5-Addressing search for bank robbery in area
5-Burglary

Animal
5-Skunk (1)
5-Dog Barking
5-Loose Dog
5-Fox in Backyard
5-Found a Lost Animal

Other
5-Domestic issues (1)
5-Problem with neighbor (1)
5-Solicitation at home of a young man with magazines- had been on the news in the past the did not have a permit
5-Vacation water
5-Snow blowers pushing snow on our property
Question 11

What is the most important service to you that the Town of Dewitt could provide? (n=73)

Safety (n=13)
Keep safety in neighborhood (5)
Public Safety (3)
That I am safe and secure in my neighborhood & on Dewitt Roads
Safety programs for children
Crime prevention
Catching the Bad guys
Difficult to mention one thing--in my neighborhood traffic safety important with all the children and bicyclists

Patrolling (n=23)
Continued patrol (14)
Regular Night Patrol (2)
Night patrols of Franklin Park (1)
Keep patrolling our area as I have heard there has been a lot of burglaries in our area
Neighborhood patrols and enforcement
Patrol car presence
Burglary prevention - patrolling property
Just patrolling our area on a regular basis more frequently. We do not see enough of that.
More patrols on Rt. 173, to control speeding and reckless driving

Police Presence (n=18)
Prompt. Effective Responses (6)
To assist me if need arises (1)
I am a retired Police officer, I believe that the on-street presence in our neighborhood is important. The community involvement and school involvement is vital along with youth activities
Drive through our neighborhood more frequently- thanks
More of a police presence in my neighborhood only see a police officer around we call General security & community presence
Quick responses to whatever the situation
Being aware of any trouble areas. Being quick to respond to trouble
Watch stop signs more on Rutger Rd and Carson Dr.
Their presence in the area- they have always been excellent!
Continuous visits into the Jamesville/Dewitt Schools
They are always open to talking to me
Park the patrol car sometimes and take a stroll- talk to the residents. Get direct feedback daily rather than every 3 years indirectly via surveys

Traffic Enforcement (n=10)
Continued traffic enforcement regarding cellphones and running red lights
Enforce stop signs at Maple & Edniger Dr. I work at JDHS and I witness many cars rolling through perhaps paint stop lines on pavement

Community Satisfaction Survey, November 2013, Appendix III-2
I live in 30 mph zone and people fly because it opens up to 55 mph zone enforce crosswalk signs
Greater enforcement of cellphone use and speeding/running stop signs in the JD high school area
Safety in my home and assuring drivers adhere to traffic laws for safe driving
Vehicle/ traffic enforcement regarding speeding and overweight commercial vehicles using
Woodchuck Hill Road as a short cut to RTE 92 from Jamesville Road. Posted Speed limit is 35
MPH max WT is 5 ton limit. Law on this road has gotten out of hand and is creating a
dangerous situation.
Controlling all the car speeders on Apulia, Rt. 173 and Bamerick Rd
I’m concerned about the school zones. It seems that very few people want to follow the 20 mph
zones
Please give tickets for running red lights, cellphones etc. The town could realize a lot of revenue

Other(9)
All of them
I think the neighborhood watch emails are a great way of keeping the residents informed. If we're
not aware of what is going on in the community, we become somewhat lax or forget about the
safety precautions that we should be vigilant about.
Preventing breaking and entering
A vacation tracking system- you tell dept. when your home will be vacant and they do a few
drive byes or on foot walk around
Alarm service, if homeowner doesn’t answer phone.
Alert id
They watch our house while we're in Florida and it's very helpful.
Our part of Dewitt is very quiet, very safe feeling- we live where people want to move to in
Dewitt but there are parts of Dewitt where it would be very easy for unsafe dangerous activity to
get established and that would be a tragic. I hope the drugs and gangs’ activity we moved here to
get away from in Syracuse never invade Dewitt and ruin a great place to live!
Question 12

Additional Comments (n=63)

**Gratitude (n=17)**
Thank you! (9)
Keep up the good work! (2)
Our T of D Police Department has been friendly, kind and considerate of our neighbor who is very hard of hearing at 96. Her alarm system goes off regularly. We got the call as well as the police department and I always go right over to check on her. The police have been wonderful.— Thank you!
Keep everyone safe! Thank you for your good work, we appreciate you all, and we believe a merger between the Town of Dewitt and the Village of East Syracuse would be very effective—Good for All!!!
Investigator Regan did a great job at calming my wife and transporting her from her home to the hospital. I has a very bad fall at Dewitt town hall and he also helped me. Tom also called my wife to check how I was doing. Thank you!
I believe that the Police Department does an excellent job of keeping our community safe. Any officer I have ever dealt with has been professional and courteous.
The car accident I was involved in was in a parking lot. My car was hit unoccupied and the driver left the scene. A passerby got a partial plate # and distant cellphone photo. The Dewitt police were able to track down the car and driver and called me to update me—amazing! There was $3000 damages to my car
We are quite satisfied with the Dewitt Police Department response when a couple of times we faced issues for which we needed help.

**Safety (n=4)**
Keep us safe!
People turning right off maple drive onto woodchuck mill rod run the stop sign
Keep up internet safety and DARE program
I would feel safer if all the street lights worked

**Police Presence (n=9)**
I am very happy with the officers I have come into contact with. They have been professional, helpful and concerned. Officers Anton, Andrews and Conway were all excellent.
We feel very secure with the knowledge that the Dewitt Police Department is presence
Would like more presence in neighborhood as Officer Damon Gagnien did in the past a terrific asset to us) - more “face to face" communication in neighborhood .neighborhood watch program is terrific
Proud of our police department. Even though I have received a speeding ticket going down Maple Drive the officer was respectful and courteous. We do feel safe in this town and is an important reason why we continue to live here
I've had the opportunity to meet a few of the Dewitt Police Officers at the Greek Fest this tune, and I found them to be courteous, professional and observant! Glad to know they're serving for the town of Dewitt
Arrest people that break into homes. Example 16 Wyncrest Dr.
I may be wrong, but I haven't seen any patrols cars on Rutger Rd. This year we have many walkers and some children on Rutger, we also have a few speeders. We've been assured several times that police would be located to stop all the car speeders. I have not seen ANY in a very long time.

**Law Enforcement (n=9)**
Being a resident in the 3 hundred block of maple drive- I think people go much faster than 30 miles per hour. Especially at 5:00 p.m. to 6 p.m. Thank you!
Cars running RED lights at E. Genesee, Maple & Erie BLVD is rampant and hazardous. Yard debris is often left in road in Maple Dr. Neighborhoods makes, walking driving hazardous
In my neighborhood (the Greenwood Hills) stop signs are placed very haphazardly. This has cause many close calls. If the stop signs could be placed better that would improve traffic flow greatly.
In Jamesville, there are many walkers/runners whom do "the loop" around Barmerick, South St, East. Seneca Turnpike and it is very dangerous with speeders
Still dangerous intersection at Exeter and Roby- We think needs a traffic light, versus the stop sign
The police have always acted professional and courtesy. They have always come quickly as well. I would like to see the aggressive speeders slowed down on Woodchuck Hill. Sometimes I can't get out of the drive safely, then I get honked at and tailgated along with a wave or two.
you could focus less on trivial, politically motivated laws, such as: cellphone use and seat belt use; and focus more on truly harmful crimes such as: drunken driving, speeding, home breaking and robbery
We have many speeding vehicles on Tilden Drive, probably due to the fact it runs straight thru to Franklin Park apartments. Although I have seen people speeding who live in homes also. I am referring to 200 and 100 block. And I am not saying a few miles over the limit, but way too fast (many miles over the limit). This is definitely an issue.
I notice so many people on cell phones while driving. There needs to be more tickets issued

**Level of Satisfaction (n=11)**
Overall I am satisfied with the police department (6)
We travel quite a bit and I've been using the service where the police patrol around the area every couple of days. I've been extremely pleased that you provide this service and appreciate the welcome back letter.
Officers are very polite and professional
I called more for my elderly neighbor than I did for ourselves. She is alone and not in good health. We honor and salute our Town of Dewitt Police Department thank God for them. At ALL times
I applaud the department's awareness of the importance of the kind of self-assessment represented by this survey.
When a recent incident took place in the area. The T of D Police response time was very good and their investigation technique was excellent

**Suggestions (n=6)**
Local police could provide better PR
Very professional org, Keep up the good work
East Syracuse P.D. should consolidate with Dewitt P.D. for savings and set an example for other governmental consolidations.

I would expand the survey to focus groups by neighborhoods (something akin to the regions by trash pickup for the town or whatever parameter is appropriate, i.e. patrol regions). So learning about the webpages for the department, I went there to evaluate it. The annual report I thought would be the greatest value but here it is almost the end of 2013 and 2012 isn't even posted! So almost zero value. Looking at contents of the 2011 annual report, there is a lot of good promotional and initiatives info that in my opinion should be on web pages not in the annual report. It was page 20 before I got any stats about calls, suspectful criminal activities. This is the valuable stuff. Lastly, it would be helpful to understand the geographic patrol regions to relate stats to.

The questionnaire might be more useful if you knew where the respondents lived- our part of Dewitt is quite safe (Village of Dewitt) but some parts to the North may be less so.

I understand resources are limited/stretched but if an officer sees a group of kids playing, say "hi", join in their game for 5 minutes- put a human touch.

**Other (n=7)**

You go to do whatever you got to do?!

Good luck with your study. We hope you receive a lot of responses.

We haven't had a need to use police, but are confident they would meet our needs

I don't use the website that is why it is not useful. No negative things.

I believe they do an excellent job-considering the size of the town they are responsible for.

My family has lived on Winterton Drive for approx. 3 years. The five houses off of maple drive have at least 10 children (from toddler through high school). Local traffic drives too fast through the neighborhood. I am always concerned when children are riding bikers on the road or playing in our large front yard.

I don't know if policy is still true, but 10 years ago our burglar alarm went off when front door blew open while we were at work. We were later told that the police officers would not go through an open door to an unoccupied house with alarm going off. We feel this is incredibly wrong; could have been a crime in progress, we trust that either we misunderstood, or the policy has changed.
## Codebook

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<thead>
<tr>
<th>COLUMN</th>
<th>FIELD NAME</th>
<th>DEFINITION</th>
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</table>
| A      | PHONE CALL       | Answering phone calls for police service                  | 1=Yes  
2=No  
99=No Response |
| B      | SERVICE          | Required service in the last three years                   | 1=Yes  
2=No  
99=No Response |
| C      | REASON           | Nature of phone call                                       | 1=Car Accident  
2=Crime Victim  
3=Information Request  
4=Witness to crime  
5=Other  
99=No Response |
| D      | OFFICER          | Professionalism and politeness of officer                  | 1=Yes  
2=No  
99=No Response |
| E      | RESPONSE         | Satisfaction with the response                             | 1=Very Satisfied  
2=Somewhat Satisfied  
3=Somewhat Dissatisfied  
4=Very Dissatisfied  
99=No Response |
| F      | QUALITY OF SERVICE| Satisfaction with the overall quality of service           | 1=Very Satisfied  
2=Somewhat Satisfied  
3=Somewhat Dissatisfied  
4=Very Dissatisfied  
99=No Response |
| G      | ISSUES           | Traffic issue that needs the most attention                | 1=Seat Belt  
2=Speeding  
3=Cellphone  
4=Stop Sign  
99=No Response |
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<th></th>
<th>PATROLS</th>
<th>Satisfied with the amount of patrols</th>
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| H |         | 1=Yes  
2=No  
99=No Response |
|   | SAFETY  | Safety in neighborhood              |
| I |         | 1=Very Safe  
2=Safe  
3=Somewhat Safe  
4=Not Safe at all  
99=No Response |
|   | WEBSITE | Usefulness of website                |
| J |         | 1=Useful  
2=Somewhat Useful  
3=Not Useful  
4=Didn’t Know about it  
99=No Response |
### Spreadsheet

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