



Community Link Program

Public Affairs Program • Maxwell School of Citizenship and Public Affairs • Syracuse University

SURVEY OF THOSE WHO HAVE INTERACTED WITH THE DEWITT POLICE IN 2016

**A Study Conducted for the Town of Dewitt Police Department
By Ainsley Smith
April 2017**

Police Services Satisfaction Survey
Town of Dewitt Police Department
By Ainsley Smith
April 2017

EXECUTIVE SUMMARY

Introduction: This study reports the results of a police services satisfaction survey for the Town of Dewitt Police Department. The report will be presented in a report to the Chief of Police and a the Police Commission. This report will determine the impression of those who have interacted with the Police Department, evaluate the needs of the community, and gather ideas about improving efficiency and performance.

Methods: The data used in this report were collected from mail-in surveys, where all the individuals have interacted with the Dewitt Police within the last year. All individuals were selected at random from the property crime and accident report database. The sampling frame consisted of 394 individuals who received the mail-in survey. 83 individuals (21%) completed the survey.

Findings:

1. 99% said “Yes” they feel the Town of Dewitt Police Department does a good job at answering their calls for police service. (n=81)
2. The highest number of reason respondents reported for their call was a “Car Accident” (49%). (n=79)
3. 96% of Respondents said “Yes” the Town of Dewitt Police Department is professional when answering their call for service. (n=78)
4. 87% of respondents said they were “Very Satisfied” with the response from Town of Dewitt Police Officer for their call for service. (n=79)
5. 89% of respondents felt “Very Satisfied” with the “Overall Quality of Service” from the Town of Dewitt Police Department. (n=80)
6. 67% of Town of Dewitt residents stated that “Cell Phone” usage was the most abundant in the Town of Dewitt community. (n=44)
7. 83% of Town of Dewitt residents said “Yes” they are satisfied with the amount of patrols in their neighborhood by the Town of Dewitt Police Department. (n=46)
8. 53% of Town of Dewitt residents feel “Very Safe” in their neighborhood. (n=49)
9. 67% of Town of Dewitt residents said they “Don’t Know” about the Town of Dewitt Police Department website. (n=45)

10. 54% of Town of Dewitt residents are “Not” familiar with services that are provided by the Town of Dewitt Police Department. (n=48)
11. 71% of the Town of Dewitt residents said “No” they are not familiar with community policing/neighborhood watch programs. (n=48)
12. 57% of Town of Dewitt residents preferred an “Email Group” as a communication style if involved in the Neighborhood Watch Program. (n=42)
13. The “Safety” (34%) and “Patrols” (34%) are the most important services that the Town of Dewitt Police Department could provide.

INTRODUCTION

This study reports the results of a police services satisfaction survey for the Town of Dewitt Police Department. 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.” This report will allow the Dewitt Police Department to enhance the police department’s relationship with civilians and improve their services to better the community.

METHODS

How Data Were Collected

Instrument Design: The survey was created by the Dewitt Police Department to gauge the satisfaction of police services through interactions in 2016. Officer Lindsey Pienkowski used the template from the 2015 community satisfaction survey to create the police services satisfaction survey in January 2017. This is the first time that the Town of Dewitt Police Department is focusing on the interactions with community members to gauge the satisfaction of their services.

Data Collection Method: In the year 2016, the agency selected every three names until they had 10 individuals per month from the accident database and about 15 individuals per month from the property crime database (Property crimes consisted of burglary, larceny, and criminal mischief calls). The target population was the 394 surveys that were sent to the addresses on file.

Target Population and Sample: The target population consists of individuals who have interacted with the Dewitt Police in 2016. The agency had 2,371 registered crimes combined for accident and property databases, only of which 394 individuals were randomly selected. A total of 83 surveys were received out of 394 mailings, making a 21% response rate.

Quality of the Data

Representativeness: There may be lack of representativeness for a couple of reasons. The small sample size, 83 of 394 (21%), may not be representative of the target population. Also, two respondents from the sample stated they never interacted with the Police Department. Error in the accident and crime databases may have incorporated individuals who have not interacted with the Dewitt Police Department.

Additionally, there is no data on the 294 individuals, so the sample cannot be compared to the target population. Because of this, the accompanying graphs will only show data from the sample. Figure 1 and 2 show respondents' answers if they currently reside in the Town of Dewitt and the number of years they have lived in Town of Dewitt. Figure 3 and 4 demonstrates the age and race/ethnicity of the sample. Figure 5 shows the zip codes from the sample.

Figure 1:

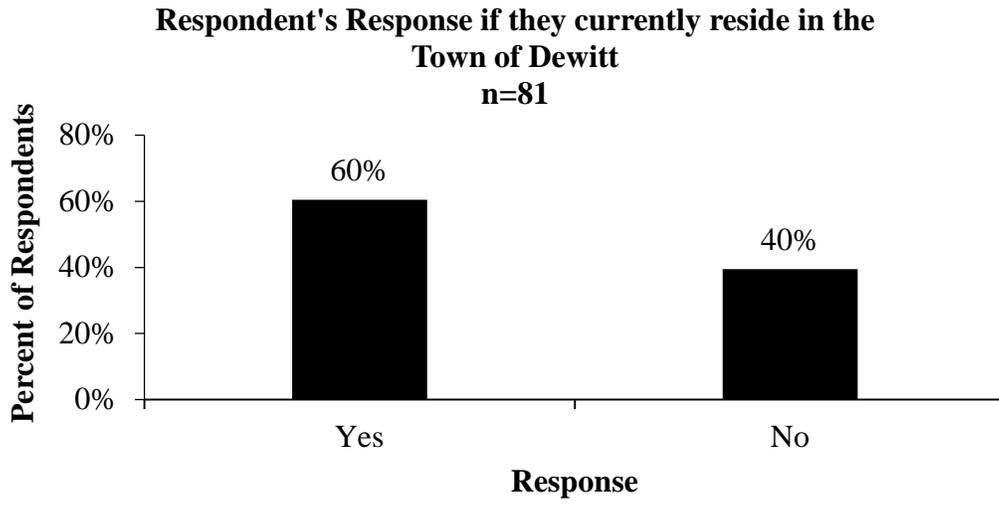


Figure 2:

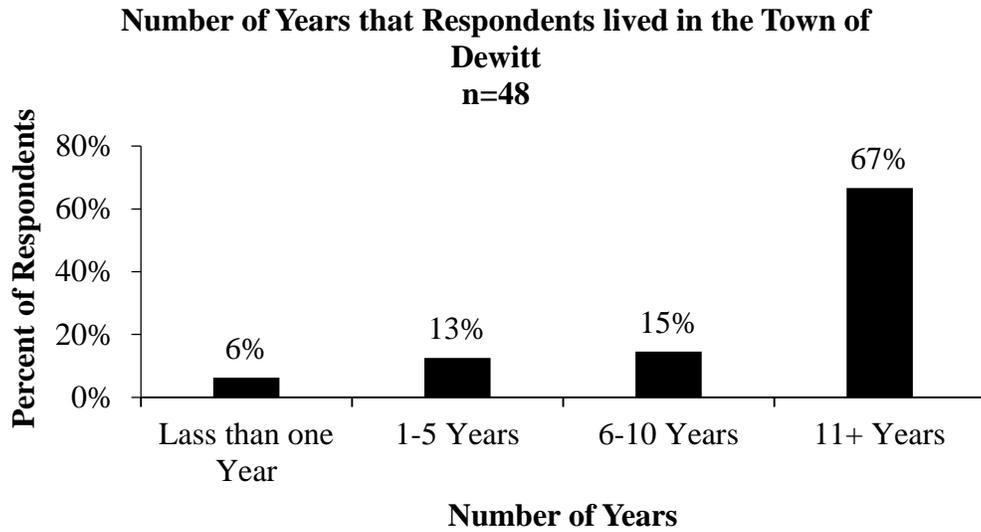


Figure 3:

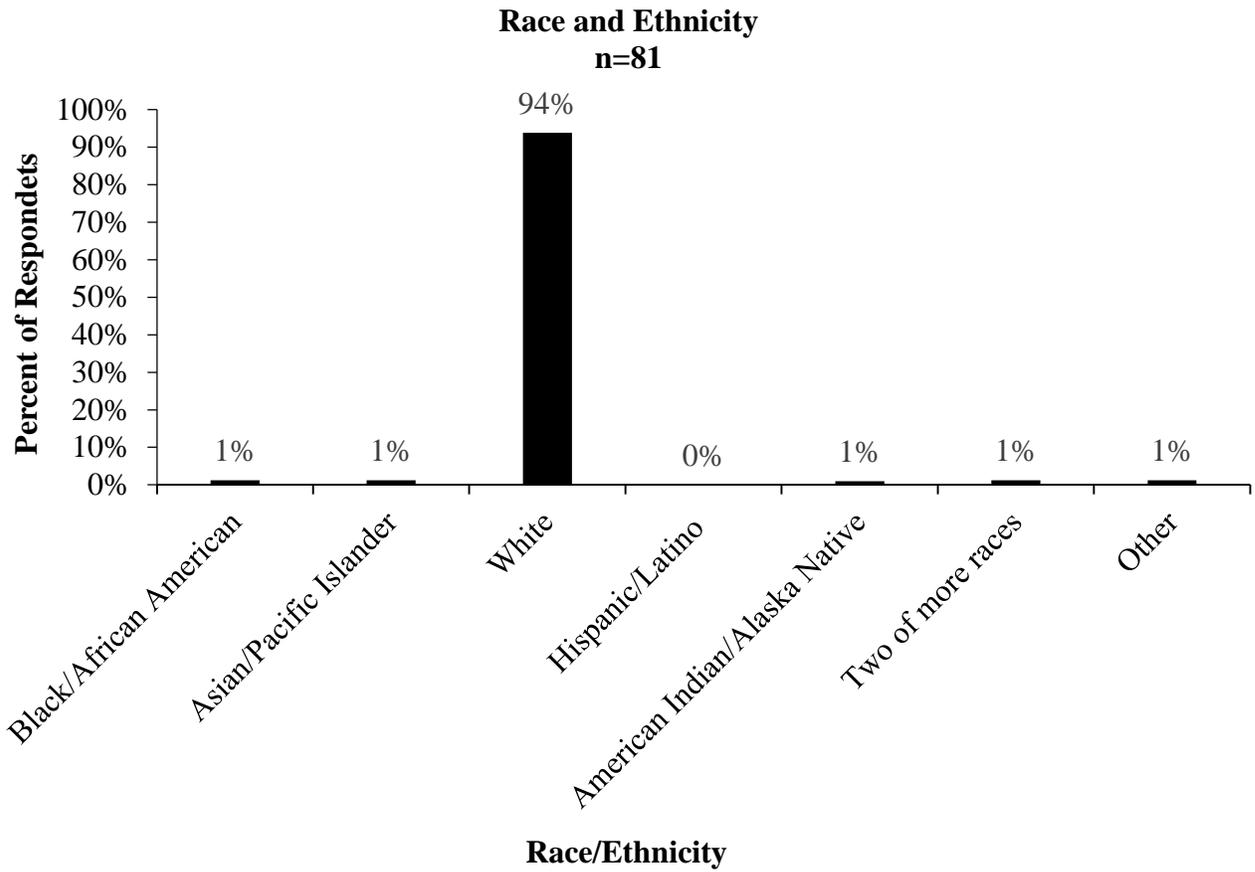


Figure 4:

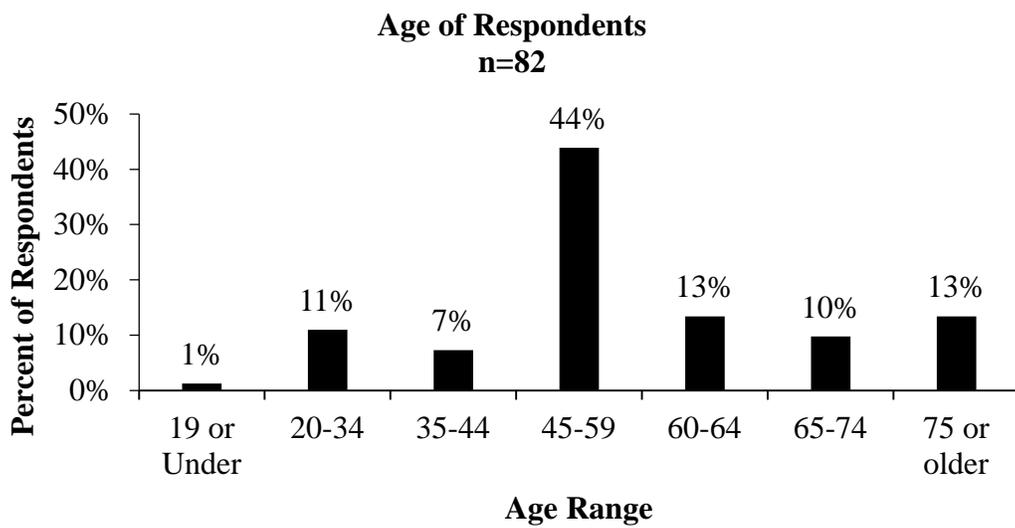
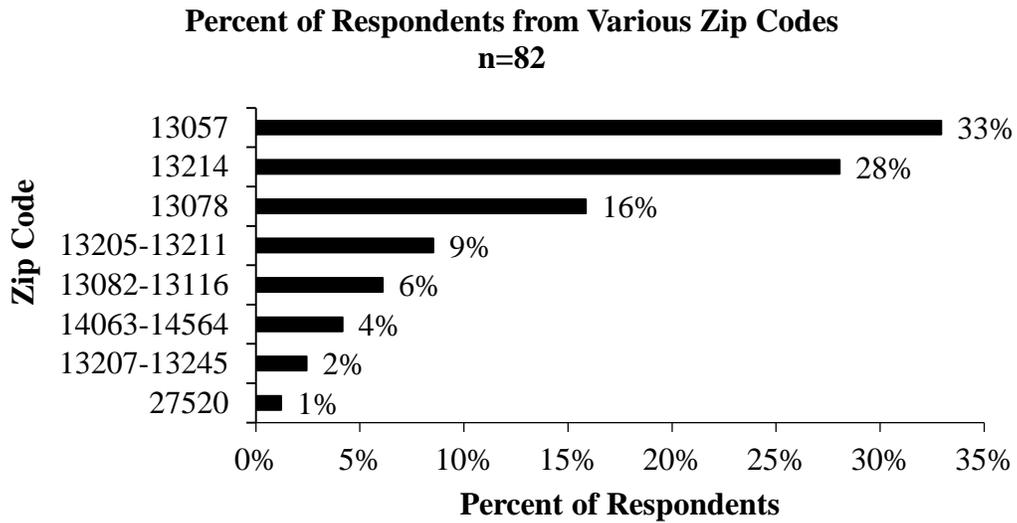


Figure 5:

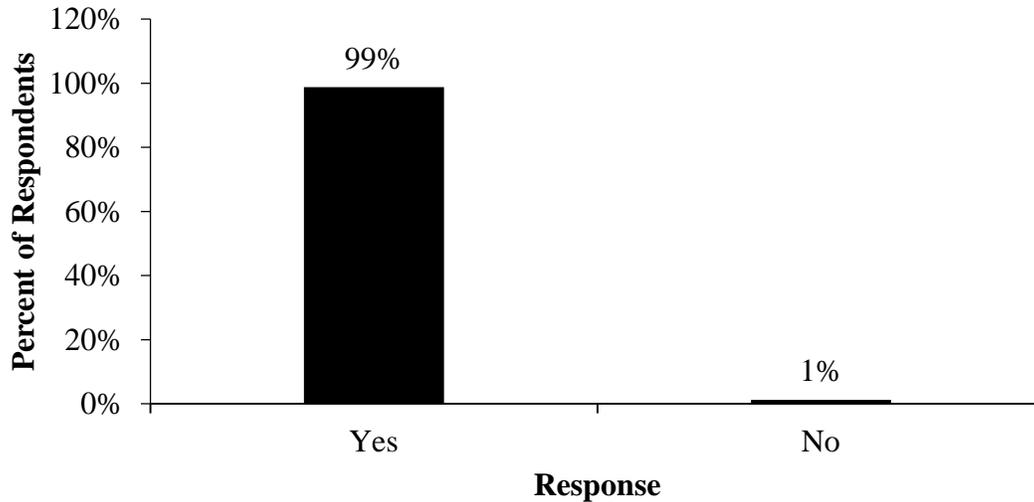


Accuracy: The design of the survey may have affected the accuracy of the data. Question #6 asked respondents if they lived in the Town of Dewitt. The survey did not state the jurisdiction of the Dewitt Police Department, so respondents did not know if the Village of East Syracuse was considered living in the ‘Town of Dewitt’. Additionally, many respondents selected answers that were only made for residents in the Town of Dewitt. Those answers are omitted from the data but all comments were included in Appendix III.

FINDINGS

1. 99% of respondents said “Yes” they feel the Town of Dewitt Police Department does a good job at answering their calls for police service.

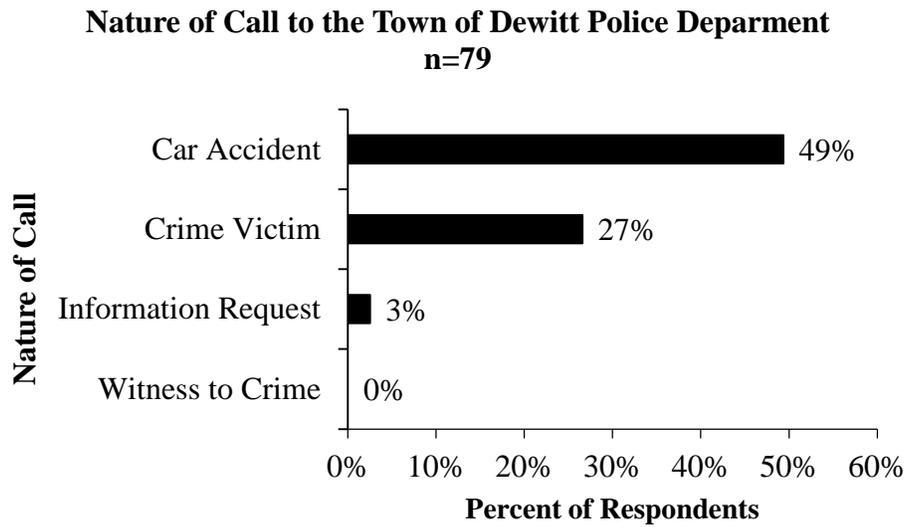
**Response to Whether or Not the Dewitt Police does a good job
at answering calls for police service
n=81**



Source: Data collected for the Town of Dewitt Police Department by Ainsley Smith, Community Link Project, Syracuse University, 2017

Comment: Two respondents did not leave answers for this question. 20 of the respondent’s left additional comments detailing their interactions with the officer and the quick response times; Two respondents left the following comments “The wait time was minimal” and “The Dewitt Police arrived quickly and the officer was kind and efficient”. See Appendix III for all additional comments.

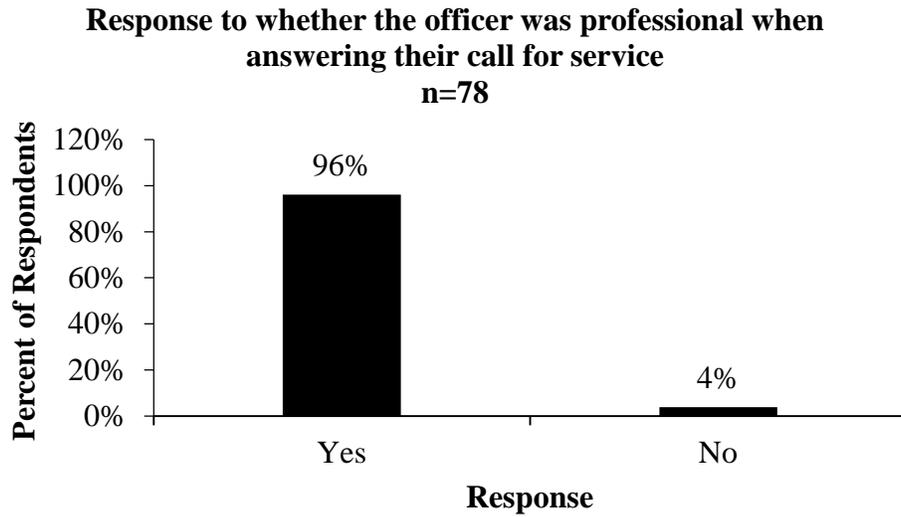
2. The highest number of reason respondents reported for their call was a “Car Accident” (49%). (n=79)



Source: Data collected for the Town of Dewitt Police Department by Ainsley Smith, Community Link Project, Syracuse University, 2017

Comment: 24 Respondents selected “Other” as their reason for their call to the agency; these responses were not included in the chart above. See Appendix III to see the exact responses of those who chose “Other”. Four respondents did not respond to the question. Additionally, seven respondents selected two or more reasons as their nature to call the Police Department. 36 of the respondent’s left additional comments detailing the incident leading up to their call for Police service. Two respondents left the following comments “Reported a theft” and “Home Vandalism”. See Appendix III for additional comments.

3. 96% of Respondents said “Yes” the Town of Dewitt Police Department is professional when answering their call for service.

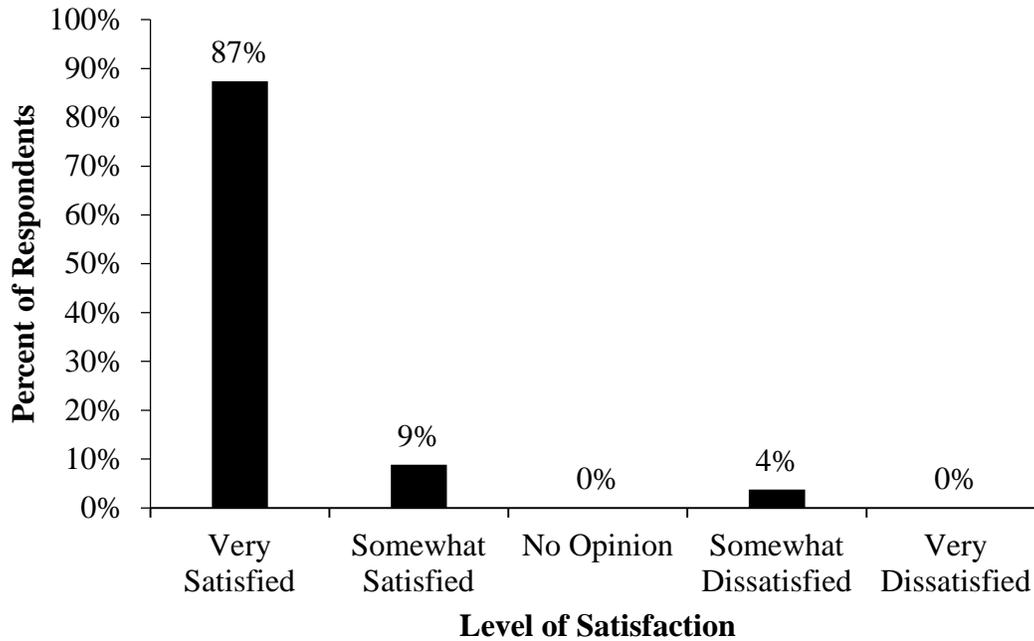


Source: Data collected for the Town of Dewitt Police Department by Ainsley Smith, Community Link Project, Syracuse University, 2017

Comment: Five respondents did not leave an answer for this question. 22 of the respondents left additional comments detailing their interaction with the police officer. Two respondents left the following comments “Very professional and kind” and “Extremely professional, understanding, and friendly”. See Appendix III for additional comments.

4. 87% of respondents said they were “Very Satisfied” with the response from Town of Dewitt Police Officer for their call for service.

**Level of Satisfaction with the Response from Town of DeWitt
Police Officer
n=79**

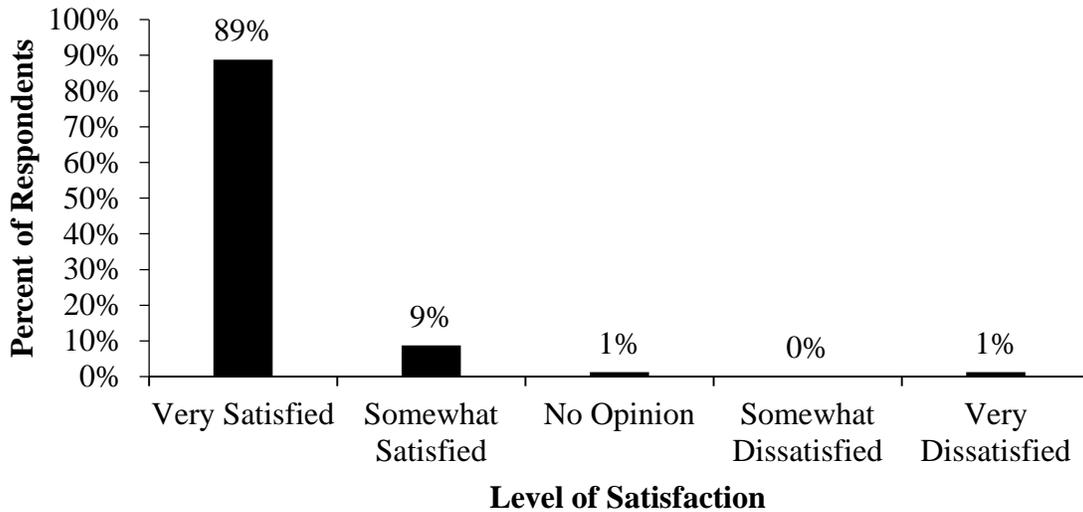


Source: Data collected for the Town of Dewitt Police Department by Ainsley Smith, Community Link Project, Syracuse University, 2017

Comment: Four respondents did not leave an answer for this question. 12 of the respondents left additional comments detailing their satisfaction with the response from the Dewitt Police Officer. Two respondents left the following comments “Very prompt” and “In spite of the trauma from the accident, they made me feel comfortable”. See Appendix III for additional comments.

5. 89% of respondents felt “Very Satisfied” with the “Overall Quality of Service” from the Town of Dewitt Police Department.

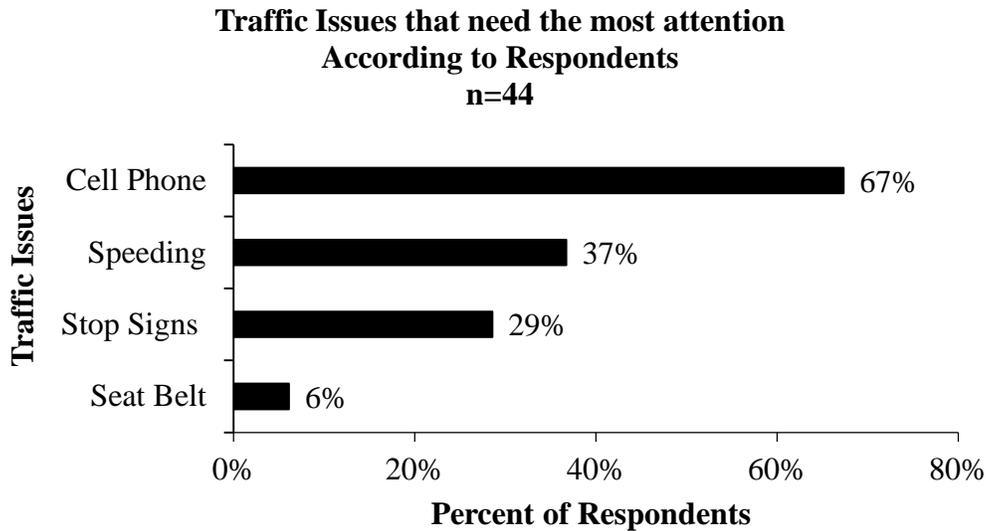
Level of Satisfaction with the "Overall Quality of Service" from the Dewitt Police Department
n=80



Source: Data collected for the Town of Dewitt Police Department by Ainsley Smith, Community Link Project, Syracuse University, 2017

Comment: Three respondents did not leave an answer for this question. 13 of the respondents left additional comments detailing the overall quality of service of the Town of Dewitt Police Department. Two respondents left the following comments “Very attentive and understanding” and “Even the follow up calls were through”. See Appendix III for additional comments.

6. 67% of Town of Dewitt residents stated that “Cell Phone” usage was the most abundant in the Town of Dewitt community.

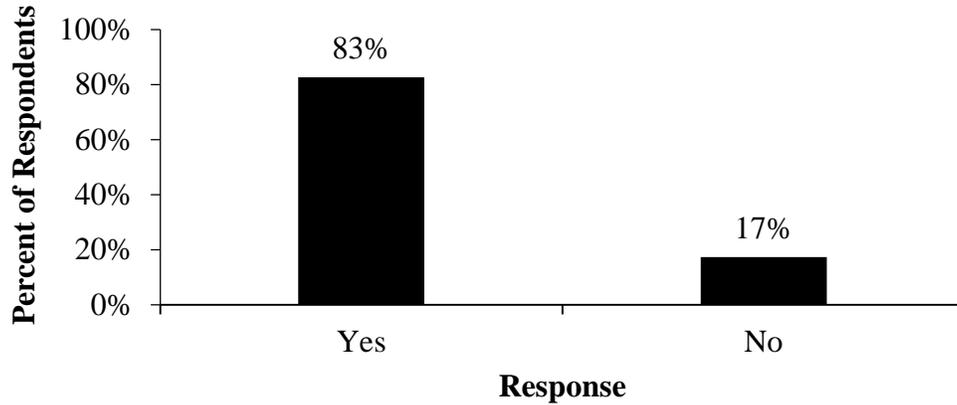


Source: Data collected for the Town of Dewitt Police Department by Ainsley Smith, Community Link Project, Syracuse University, 2017

Comment: Questions #6-13 will only focus on the needs of the Town of Dewitt residents. Five respondents did not leave an answer for this question. Fifteen Town of Dewitt residents selected more than one traffic issue that needs the most attention, so the calculation is more than 100%. 19 respondents left additional comments regarding the traffic issues that need more attention. Two respondents left the following comments “Aggressive driving, especially tailgating and lane changing” and “We live in a neighborhood with frequent speeding”. See Appendix III for additional comments.

7. 83% of Town of Dewitt residents said “Yes” they are satisfied with the amount of patrols in their neighborhood by the Town of Dewitt Police Department.

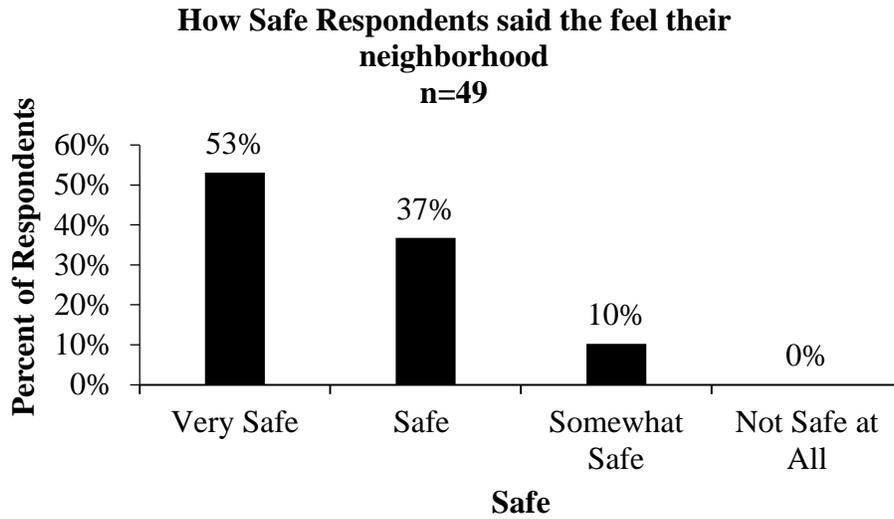
**Percent of Respondents who said "Yes" they are Satisfied
with the number of partols in their neighborhood
n=46**



Source: Data collected for the Town of Dewitt Police Department by Ainsley Smith, Community Link Project, Syracuse University, 2017

Comment: Three respondents did not leave an answer for this question. 13 respondents left additional comments about their satisfaction with the amount of patrols by the Town of Dewitt Police Department. Two respondents left the following comments “Patrols fine, but speed monitoring would be helpful” and “Possibly more visibility of patrols”. See Appendix III for additional comments.

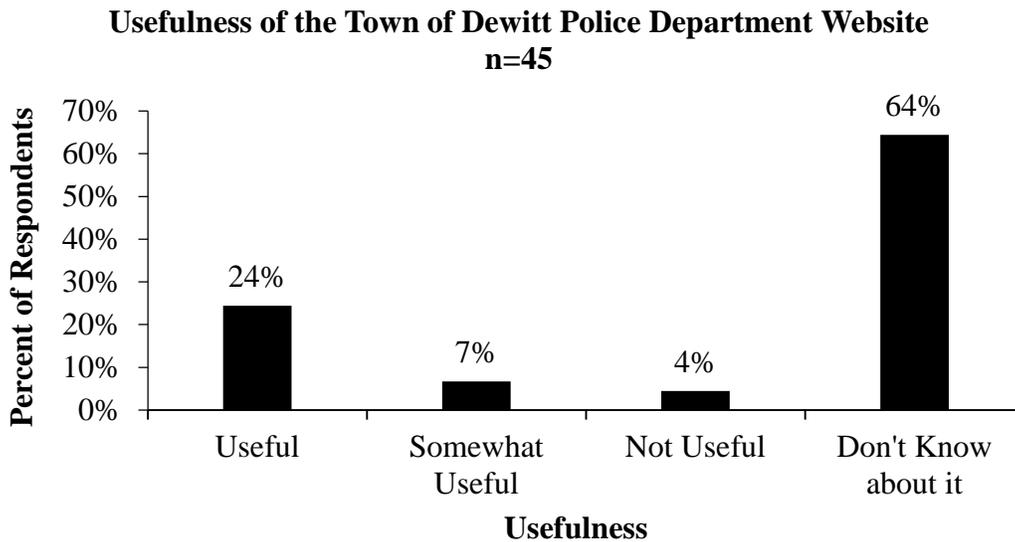
8. 53% of Town of Dewitt residents feel “Very Safe” in their neighborhood.



Source: Data collected for the Town of Dewitt Police Department by Ainsley Smith, Community Link Project, Syracuse University, 2017

Comment: 7 respondents left additional comments regarding their safety in their neighborhood. Two respondents left the following comments “Have had driveway/garage break-ins and some suspicious persons in the neighborhood” and “A lot of robberies have occurred in our neighborhood”. See Appendix III for additional comments.

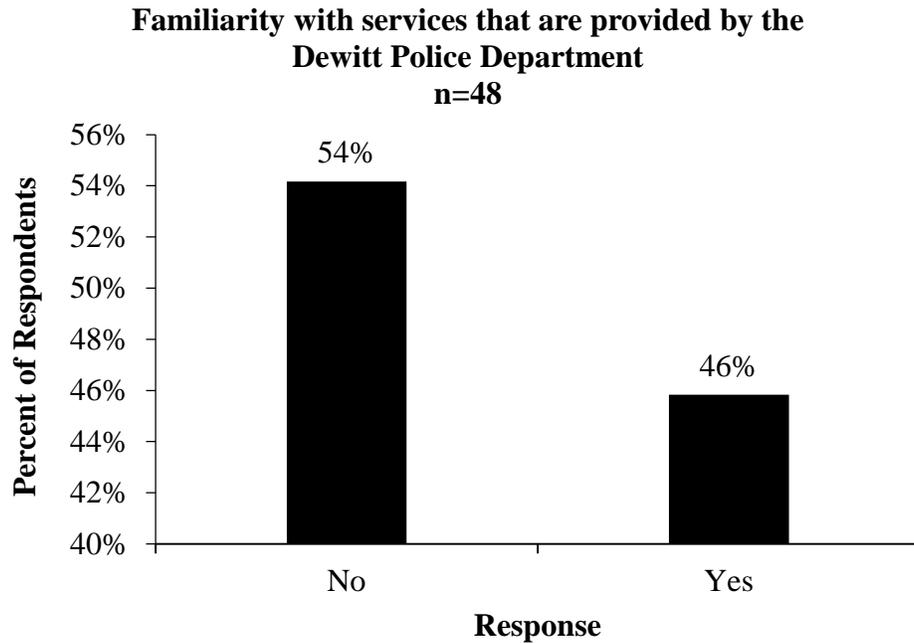
9. 67% of Town of Dewitt residents said they “Don’t Know” about the Town of Dewitt Police Department website.



Source: Data collected for the Town of Dewitt Police Department by Ainsley Smith, Community Link Project, Syracuse University, 2017

Comment: 4 Respondents selected “Other” for the question; these responses were not included in the chart above. See Appendix III to see the exact responses of those who chose “Other”. 12 respondents left additional comments about the usefulness of the Dewitt Police Department website. Two respondents left the following comments “Have never been on the website” and “Maybe should look at it”. See Appendix III for additional comments.

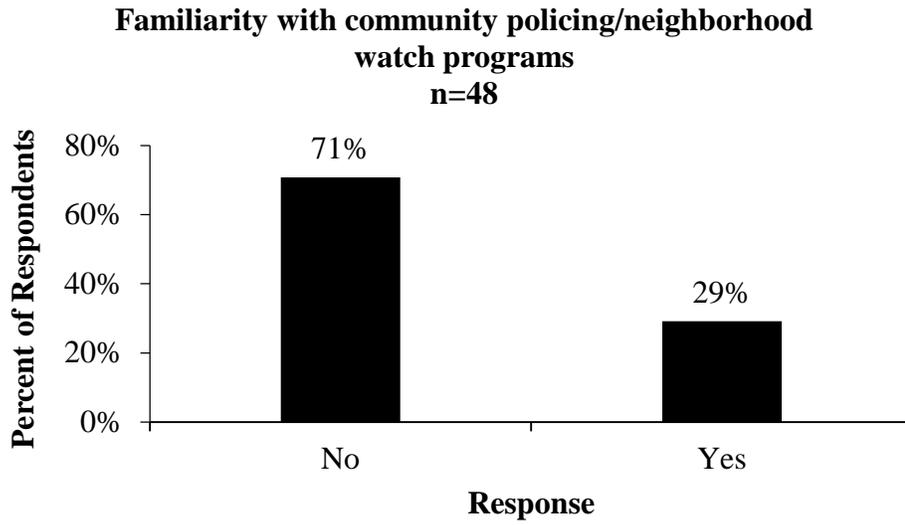
10. 54% of Town of Dewitt residents said they are “Not” familiar with services that are provided by the Town of Dewitt Police Department.



Source: Data collected for the Town of Dewitt Police Department by Ainsley Smith, Community Link Project, Syracuse University, 2017

Comment: One respondent did not leave an answer for this question. 7 of the respondents left additional comments regarding this question. Two respondents left the following comments “Just Policing” and “Could be more familiar”. See Appendix III for additional comments.

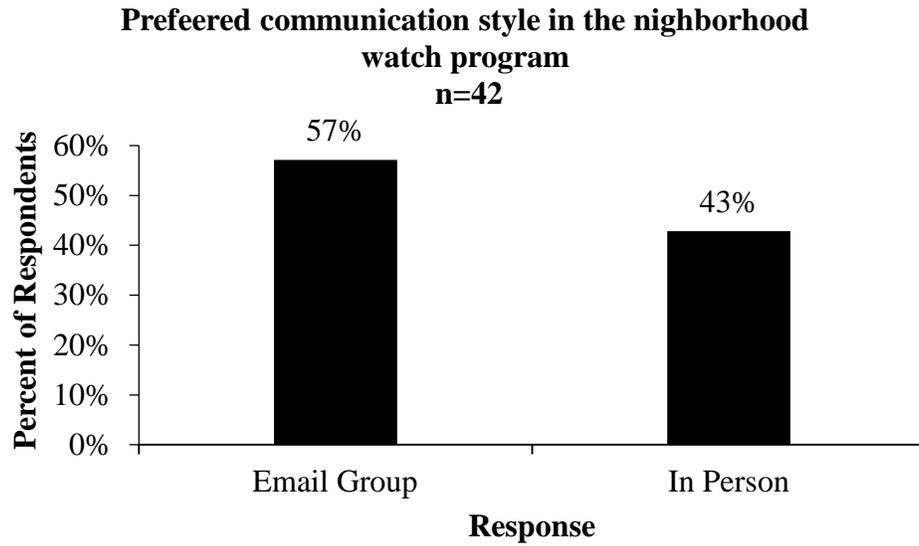
11. 71% of the Town of Dewitt residents said “No” they are not familiar with community policing/neighborhood watch programs



Source: Data collected for the Town of Dewitt Police Department by Ainsley Smith, Community Link Project, Syracuse University, 2017

Comment: One respondent did not leave an answer for this question.

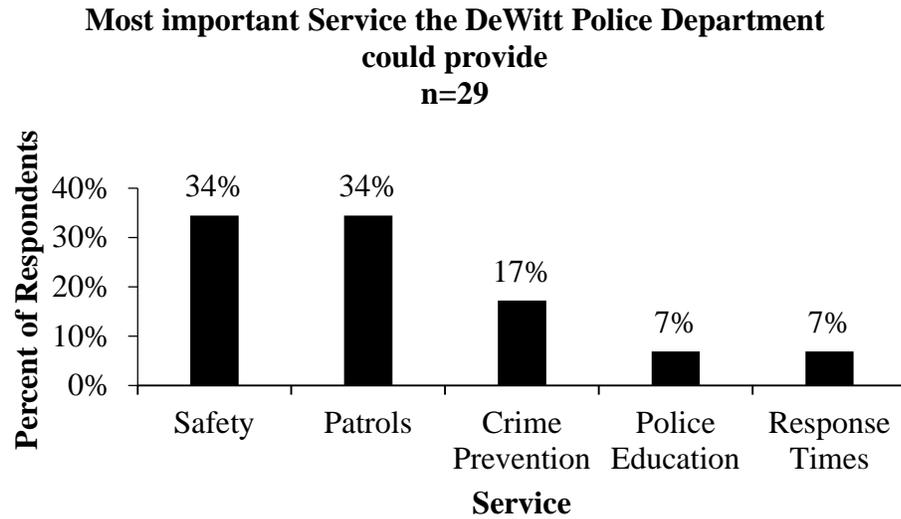
12. 57% of Town of Dewitt residents preferred an “Email Group” as a communication style if involved in the Neighborhood Watch Program.



Source: Data collected for the Town of Dewitt Police Department by Ainsley Smith, Community Link Project, Syracuse University, 2017

Comment: Seven respondents did not leave an answer for this question.

13. The “Safety” (34%) and “Patrols” (34%) are the most important services that the Town of Dewitt Police Department could provide.



Source: Data collected for the Town of Dewitt Police Department by Ainsley Smith, Community Link Project, Syracuse University, 2017

Comment: This question allowed respondents to leave an open-ended response regarding their feelings on the most important service the Town of Dewitt Department can provide. The author of this report coded these responses into five categories based on reoccurring themes in the various responses. 9 responses were coded as “Other” and are not included in the findings above but can be found in Appendix IV. Additionally, 11 people did not respond to the questions. See Appendix IV for all open-ended responses.

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Codebook & Spreadsheet

Appendix I

Blank Survey



Police Services 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?** Yes No

Comments: _____

2. **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 _____

Comments: _____

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

- Yes No

Comments: _____

4. How satisfied were you with the response of the Town of Dewitt Police officer?

- Very Satisfied Somewhat Satisfied No Opinion
 Somewhat Dissatisfied Very Dissatisfied

Comments: _____

5. 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

Comments: _____

6. Are you currently a resident of the Town of DeWitt? (If Yes, please continue on to the next question. If No, please skip to question # 16.)

- Yes No

7. How long have you lived in the town of Dewitt? _____ Less than one year
_____ 1-5 years _____ 6-10 years _____ 11 years or more

8. Which of the following traffic issues do you believe needs the most attention?

- Seat Belt Speeding
 Cell Phone Stop Signs

Comments: _____

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

Yes No

Comments: _____

10. How safe do you feel in your neighborhood?

Very Safe Safe
 Somewhat Safe Not Safe at All

Comments: _____

11. How useful has the Town of Dewitt Police Department Website been to you?

Useful Somewhat useful Not useful Didn't know about it

Comments: _____

12. Are you familiar with the services that are provided by the Town of Dewitt Police Department?

Yes No

Comments: _____

13. Are you familiar with the community policing / neighborhood watch programs that the Dewitt Police Department participates in?

Yes No

14. If you were to participate in neighborhood watch program, how would you prefer to communicate with others in the group and the Dewitt Police Department?

Email group In person

15. What is the most important service, to you, that the Town of Dewitt Police Department could provide?

16. Please select your age range. 19 or under 20-34 35-44
 45-59 60-64 65-74 75 and older

17. Zip code where you reside. _____

18. **Race/Ethnicity** **Black/African American** **Asian/Pacific Islander** **White**
- Hispanic/Latino** **American Indian/Alaska Native** **Two or more races**
- Other (please identify)** _____.

Thank you for taking the time to complete this survey!

Appendix II

Data Frequency



Police Services 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? Yes No

(99%) No (1%) No Response (2)

Yes

Comments: _____

2. What was the nature of the call in which the Town of DeWitt Police responded to:

Car Accident (49%) Information Request (3%) Crime Victim (27%) Witness

To Crime (0%)

Other (24) No Response (4)

- Car Accident Information Request
 Crime Victim Witness to Crime
 Other _____

Comments: _____

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

Yes No

Yes (96%) No (4%) No Response (5)

Comments: _____

4. How satisfied were you with the response of the Town of Dewitt Police officer?

Very Satisfied (87%) Somewhat Satisfied (9%) No Opinion (0%) Somewhat
Dissatisfied (4%)

Very Dissatisfied (0%) No Response (4)

Very Satisfied Somewhat Satisfied No Opinion

Somewhat Dissatisfied Very Dissatisfied

Comments: _____

5. How satisfied were you with the “overall quality of service” you received from the Town of Dewitt Police Department?

Very Satisfied (89%) Somewhat Satisfied (9%) No Opinion (1%) Somewhat Dissatisfied (0%)

Very Dissatisfied (1%) No Response (3)

Very Satisfied Somewhat Satisfied No Opinion

Somewhat Dissatisfied Very Dissatisfied

Comments: _____

6. Are you currently a resident of the Town of DeWitt? (If Yes, please continue on to the next question. If No, please skip to question # 16.)

Yes (60%) No (40) No Response (3)

Yes No

7. **How long have you lived in the town of Dewitt?** _____ **Less than one year**

_____ **1-5 years** _____ **6-10 years** _____ **11 years or more**

Less than one year (6%) 1-5 Years (13%) 6-10 Years (15%) 11+ Years (67%) No Response (1)

8. **Which of the following traffic issues do you believe needs the most attention?**

Seat Belt (6%) Stop Signs (29%) Speeding (37%) Cell Phone (67%) No Response (5)

- Seat Belt Speeding
 Cell Phone Stop Signs

Comments: _____

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

Yes (83%) No (17%) No Response (3)

- Yes No

Comments: _____

10. **How safe do you feel in your neighborhood?**

Very Safe (53%) Safe (37%) Somewhat Safe (10%) Not Safe at All (0%)

- Very Safe Safe
 Somewhat Safe Not Safe at All

Comments: _____

11. How useful has the Town of Dewitt Police Department Website been to you?

Useful (24%) Somewhat Useful (7%) Not Useful (4%) Don't know about it (64%) Other (4)

Useful Somewhat useful Not useful Didn't know about it

Comments: _____

12. Are you familiar with the services that are provided by the Town of Dewitt Police Department?

Yes (46%) No (54%) No Response (1)

Yes No

Comments: _____

13. Are you familiar with the community policing / neighborhood watch programs that the Dewitt Police Department participates in?

Yes (29%) No (71%) No Response (1)

Yes No

14. If you were to participate in neighborhood watch program, how would you prefer to communicate with others in the group and the Dewitt Police Department?

Email Group (57%) In Person (43%) No Response (7)

Email group In person

15. What is the most important service, to you, that the Town of Dewitt Police Department could provide?

(7%) Safety (34%) Patrols (34%) Crime Prevention (17%) Police Education

Response Times (7%) Other (9) No Response (11)

16. Please select your age range. _____ 19 or under _____ 20-34 _____ 35-44

_____ 45-59 _____ 60-64 _____ 65-74 _____ 75 and older

19 or Under (1%) 20-34 (11%) 35-44 (7%) 45-59 (44%) 60-64 (13%) 65-74 (10%) 75 or older (13%)

No Response (1)

17. Zip code where you reside. _____

13057 (33%) 13214 (28%) 13078 (16%) 13205-211 (16%) 13082-116 (9%) 14063-564 (4%)

13207-45(2%) 27520 (1%) No Response (1)

18. Race/Ethnicity _____ Black/African American _____ Asian/Pacific Islander _____ White

_____ Hispanic/Latino _____ American Indian/Alaska Native _____ Two or more races

_____ Other (please identify) _____.

Black/African American (1%) Asian/Pacific Islander (1%) White (94%) Hispanic/Latino (0%)

American Indian/Alaska Native (1%) Two or more races (1%) Other (1%) No Response (1)

Thank you for taking the time to complete this survey!

Appendix III

Additional Comments

The following are the exact comments left by respondents, n represents respondents who answered the question and left additional comments. Some respondents did not answer the question but left additional comments, their responses are found under “No Response/Error”. Questions 6, 7, 13, 14 are omitted from comments because they are Yes and No Questions. Additionally, respondents made additional comments at the end of the survey, not relevant to any questions, their responses are located at the end of Appendix III. Question 15 was an open-ended question. Open-ended questions can be found in Appendix 1V.

Question #1: Do you feel as though the Town of Dewitt Police Department does a good job at answering calls for police? (n=20)

Yes (n=16)

1. Always have been very responsive
2. They were very quick to respond to a vandalism at our house
3. Overall yes, though on Saturday it took 3 calls, on 4 hours for a police officer to respond!
4. I had a fender bender in the Wegmans Dewitt Parking lot on Christmas Eve day! The Dewitt Police arrived quickly and the officer was kind and efficient.
5. They had a quick immediate response to a car accident
6. I never had called the police, oh wait, I had a car accident.
7. We are near the new carrier park and appreciate all the support from your staff regarding any incidents we've called about.
8. Arrived on scene quickly and processed quickly
9. The officer helped me relax and was very understanding
10. Officer came to our house on 2 occasions, ID theft and trespassing. Both were quick and responsive.
11. They responded very quickly when I needed them
12. I live in the city of Syracuse where a call may never be answered. Dewitt does a great job.
13. The wait time was minimal
14. I think they do a great job especially with all the pressures of their jobs and especially with all the pressures of their jobs and especially in this day and age – where there are no respect for them!
15. They are very professional
16. Were within 20-30 minutes

No (n=2)

1. The force is undermanned for the size of Dewitt and need more patrols
2. Only came to the door

No Response/Error (n=2)

1. Ambulance
2. No need

Question 2: What was the nature of the call in which the Town of Dewitt Police responded to: (n=35)

1. Domestic
2. Scam
3. Vandalism – Also my daughter was in a car accident
4. Neighbors behind keep vandalizing my vehicle
5. Suspicious person in neighborhood, casing homes and/or going through open garages.
6. They were very pleasant and professional – very, very nice.
7. Noise in the basement
8. Suspected crime. Potential Burglary.
9. Car was vandalized
10. Tire Damage
11. Car vandalized one year. Another time my parked car was hit in front of my house.
12. Someone was trying to break into our house
13. Vandalism (Officer took the time to look at car and explain, could not do anything, no witness)
14. Car broken into
15. Reports given regrading unusual activity at Carrier Park and cars not stopping at 4 was stop signs at Roby and Grover Streets.
16. Officers were police, understanding
17. Theft – Residential
18. Concerned about individual hanging out at a neighbor's inhabited house.
19. Footprint seen in morning after overnight snow and two parked cars in driveway.
20. Car broken into
21. Car break in
22. Another vehicle hit my daughter's parked car.
23. Garage was broken into
24. Vandalism
25. Home vandalism
26. Smashed pumpkins and attempt to open my car there were footprints – thought it might be helpful incase other cars were broken into.
27. Dark house tavern: Minor disturbances. Appreciate being taken seriously and not talked down to.
28. Playground bullies
29. Very polite and professional
30. Kids on cliff, throwing rocks at the mobile homes at Cliffside park cut road. We were instructed to call green lakes state park police whenever we see people on cliff. My roof was damaged – brand new roof last year.
31. Reported a theft
32. Identity theft.
33. It was a fatal accident and they responded quickly and were very compassionate investigator. They showed up within a half an hour of call

34. Arrival after call was swift, (Less than 1 hour) and substantial (4+ Cars) * Domestic robbery call
35. Neighbor driving 4 wheeler through our yard

Question #3: Was the officer polite and professional when he/she was answering your call for service? (n=22)

Yes (n=15)

1. She did a great job of keeping us in our separate cares (controlling the situation) and getting both stories. She was very professional.
2. Very nice and very pleasant.
3. Very Professional
4. Very Professional and kind
5. Extremely professional. Amazing officer (she).
6. Very
7. Yes – both professional, direct/straightforward, no nonsense, and courteous.
8. My daughter reported that the officer was polite and very helpful
9. Extremely professional, understanding, friendly
10. Very polite
11. No time being wasted or brushed off.
12. Very Coordinal and professional police officer.
13. Whenever I've spoken to an officer, they have been polite and helpful – I'm thankful there are men and women waiting to choose that occupation
14. Personable
15. Excellent

No (n=4)

1. One time, absolutely not! He was rude, curt, and egotistical. Other calls, officers were fine.
2. Police officer questioned me if I was submitting claims to my Insurance company
3. Officer acted in unprofessional manner because I was getting info from the other driver prior to his arrival. He stated if you are going to do that I will leave.
4. When the officer that showed up wasn't. She thought she had to prove something because she's a girl.

No Response/Error (n=3)

1. I did not make the car; but I'm sure they were
2. Came home to them at my house
3. The other driver called

Question #4: How satisfied were you with the response of the Town of Dewitt Police officer? (n=13)

1. Very Satisfied with the vandalism call.
2. In spite of the trauma from the accident, they made me feel comfortable.
3. Very Quick response time
4. I was shaken and scared and the officer was nice and took his time with me (Officer Mason)
5. Got my property returned
6. Within 5 minutes.
7. Very prompt
8. Very professional and courteous
9. Sincere, showing care

No (n=1)

1. Accident officer spent almost all of time with other party + almost none with my daughter. Got story wrong – Insurance Company “overturned” findings.

No Response/Error (n=3)

1. Whether I submit a claim or not, this was the fourth or fifth time, my new car was vandalized.
2. Would like feedback on calls made to see if situations were resolved (Ex: Drug dealing at 600 Roby Ave, Carrier Park).
3. I realize it's hard to keep kids from constantly going up on the cliff. The calls did cut down on the highway of people jumping on the cliff.

Question #5: How satisfied were you with the “overall quality of service” you received from the Town of Dewitt Police Department? (n=13)

Yes (n=9)

1. I resided in Dewitt for 50+ years and always had (excellent) service – very professional
2. As a whole, I find them very responsive + concerned about keeping our town safe
3. They help me understand what can and what cannot be done, and let me see another perspective.
4. Good people very professional
5. We like the routine drive by's.
6. When I had the accident, I was on my way to Denny's to pick up my phone that I had left there. He took me to Denny's to get my phone – and then drove me home.
7. Even the follow up calls were thorough=
8. Respectful to my husband (retired Dewitt PD) and myself (retired 911)
9. Very attentive and understanding

(No=4)

1. Our home was egged 4 times in one summer. Overnight patrolling not sufficient.
2. I had more information than what showed on the DPD Accident Report.
3. Had to take my information multiple times, had computer issue.

4. Have to call for updates rather than them calling me

Question #8: Which of the following traffic issues do you believe needs the most attention? (n=19)

Yes (n=14)

1. Tailgating is chronic
2. And yielding around military circle. No one wants to yield.
3. I am a delivery driver and see people use their phones a lot.
4. We live in a neighborhood area with frequent speeding
5. Aggressive driving, especially tailgating and lane changing.
6. Charring Road to Cornwall, problem with cars cutting through
7. Cutting through parking lots; traffic controls
8. Stop signs village of E. Syracuse
9. More and more people are on their cell phone – even officers
10. None, I would like to see tickets issued for blocking Ely, and Edwards Dr.
11. Section of Jamesville Rd. From Quarry all the way to MPH School.
12. No one stops anymore (many). The driver has to watch all ways, the yielding – no stops at red lights, etc.
13. I am occasionally guilty of all of the above. Others using cell phones frustrate me.
14. Cell phone texting runs rapid, stop signs palls to public education

No Response/Error (n=4)

1. RT298 to 481
2. Don't have an issue with any that I see
3. Corner of Ruby and Grover streets. This is a main entrance to carrier Park.
4. I believe seat belts should be a personal choice, I was in an accident several years ago and the officer said that if I was wearing a seat belt my injuries could have been a lot worse.

Question #9: Are you satisfied with the amount of patrols by the Town of Dewitt Police Department in your neighborhood? (n=13)

Yes (n=8)

1. I am unsure, I see them but at times do I see them enough
2. But more patrols should help even more during summer season
3. Possibly more visibility of patrols
4. Could be more since the Village of East Syracuse lost the police dept. to the town (needed to happen though)
5. Patrols fine, but more speed monitoring would be helpful
6. Not sure. Don't see many cars on patrol in my neighborhood
7. I believe we could have a few more patrols driving around
8. Somewhat – I live on Cliffside trailer park – they do come around here but I find more after would, result in less problems on the cliff and in the park itself.

No (n=1)

1. I have only seen them in my neighborhood 1x in the 3 years I lived here

No Response/Error (n=4)

1. I live in the Nedrow, Lafayette, Jamesville area – so yes when traveled to Dewitt – Hurray!
2. No longer reside in Dewitt
3. No idea – work all day and inside house at night
4. Passing stopped school buses

Question #10: How safe do you feel in your neighborhood? (n=9)

Safe (n=1)

1. I have had businesses in Dewitt since 1988 and am very comfortable there.

Not Safe (n=4)

1. Continued Vandalism in our community. Nothing is done.
2. A lot of robberies have occurred in our neighborhood
3. Very cautious to groups the Town rents out the pavilion to at 600 Ruby Ave in the summer months. Neighborhood is more visible to a wider scope to clientele.
4. Have had driveway/garage break-ins and some suspicious persons in the neighborhood.

No Response/Error (n=2)

1. Even though that was long time ago, it lightens in one's memory.
2. I don't live in the Town of Dewitt but have had my car broken into on several occasions.

Question #11: How useful has the Town of Dewitt Police Department Website been to you? (n=11)

Useful (n=1)

1. Only used to obtain phone number

Not Useful/Don't Know About it (n=7)

1. I have never used the website as a resource, but I will make a better effort
2. I don't go on it.
3. Not used during this occurrence.
4. Have never been on the website
5. Maybe should look at it
6. I never use it
7. Not needed

Other/No Response/Error (n=4)

1. I don't have a computer

2. I am Neanderthal who doesn't use a computer
3. Don't use it (x2)

Question #12: Are you familiar with the services that are provided by the Town of Dewitt Police Department?

1. Just policing
2. I always let them know when I go away for a month
3. Probably not a lot of them – just the general response to crime and accidents
4. Generally
5. Mostly
6. Could be more familiar
7. I have taken part in education awareness/fundraisers at the town hall, would like to see more information made public (annuals, outside of website. Social media)

ADDITIONAL COMMENTS

1. Amelia Treharne: 536 Roby Ave, East Syracuse NY 13057 (Not 636). Any questions – feel free to call us! Thank you to Dewitt Dept. 315-463-8358
2. Thank you for your service!
3. I have worked with the Dewitt PD for over 35 years (Retired 911). Corporative and proactive. Pleasure to work with!
4. I think as a whole they do a great job, it's a thankless job and should get more credit and respect than they do – I wish all of them the best and hope they are all safe as they go out and face what I call a jungle!

Appendix IV

Open Ended Responses

The following are real responses left by respondents on questions that asked for open-ended responses.

Question #15: What is the most important service, to you, that the Town of Dewitt Police Department could provide (n= 29)

Patrol (n=10)

1. Routinely patrol our neighborhood
2. Routine Patrols
3. More neighborhood patrols, rather than being on main roads in Dewitt
4. Patrols (x2)
5. The ability of noise control of neighbors, the presence of more patrols.
6. Their presence Patrolling day and night
7. Patrols – Traffic Violations
8. That they continue to patrol our neighborhood like they do now.
9. More patrols through the Village of E. Syracuse

Safety (n=10)

1. A continuing “presence” in the community
2. Safety (x4)
3. Safety for all residents, decrease crime and drug trafficking.
4. Keep my family safe
5. Keeping neighborhood safe
6. Providing safety is most important
7. Protection, enforce a safe environment

Crime Prevention (n=5)

1. No drug houses in my neighborhood, polite neighbors and visitors.
2. Crime prevention
3. Keep drug and related crimes out of Dewitt
4. Protection and through investigation of a crime
5. As with any police department – Prevent Crime!

Police Education (n=2)

1. Anything to help educate the public about the role of police, and how to properly interact/ behave with police in event of an incident. (To help make the police job a little easier and safer)
2. Safety awareness public workshop

Response Times (n=2)

1. Quick response time for an emergency
2. Quick responses to disturbances are very important

Other (n=9)

1. Watching for the future of the kids not keeping their hands off things
2. The service that they now provide in Dewitt (excellent)
3. Monitoring military circle, aggressive drivers
4. Just keep doing the good job that they are doing.
5. Stop Barking Dogs
6. The same as they are doing. We have a good neighborhood.
7. Continue during what is being done
8. Just keep up the good work
9. Get rid of Springfield gardens in town of Dewitt

Appendix V

CODEBOOK

COLUMN	FIELD NAME	DEFINITION	CODE
A	CALLS	Does the Police to a good job of answering calls?	1 = Yes 2 = No 99 = No Response
B	NATURE	What was the type of accident?	1= Car Accident 2 = Information Request 3 = Crime Victim 4 = Witness to Crime 5 = Other 99= No Response
C	PROFESSIONAL	Was the officer polite/professional?	1 = Yes 2 = No 99 = No Response
D	RESPONSE	How satisfied are you with the response from the DPD?	1 = Very Satisfied 2 = Somewhat Satisfied 3 = Somewhat Dissatisfied 4 = Very Dissatisfied 5 = No Opinion 99 = No Response
E	QUALITY	How was the overall quality of service?	1 = Very Satisfied 2 = Somewhat Satisfied 3 = Somewhat Dissatisfied 4 = Very Dissatisfied 5 = No Opinion 99 = No Response
F	RESIDENT	Are you a resident of the Town of Dewitt?	1= Yes 2 = No 99 = No Response
G	RESIDENTIAL STATUS	How long have you lived in the Town of Dewitt?	1 = Less than 1 Year

			2 = 1-5 Years 3 = 6-10 Years 4 = 11+ Years 99 = No Response
H	TRAFFIC 1 (Seat Belt)	What traffic issues do you believe needs the most attention?	[Check all that apply]
I	TRAFFIC 2 (Speeding)		[Check all that apply]
J	TRAFFIC 3 (Cell Phone)		[Check all that apply]
K	TRAFFIC 4 (Stop Signs)		[Check all that apply]
L	PATROLS	Are you satisfied are you with the patrols in your neighborhood?	1 = Yes 2 = No 99 = No response
M	SAFETY	How safe do you feel in your neighborhood?	1 = Very Safe 2 = Safe 3 = Somewhat Safe 4 = Not Safe at All 99 = No response
N	WEBSITE	How useful is the DPD website?	1 = Useful 2 = Somewhat Useful 3 = Not Useful 4 = Don't know about it 5= Other 99 = No response
O	OTHER SERVICES	Are you familiar with other services by the DPD?	1 = Yes 2 = No 99 = No response
P	COMMUNITY	Are you familiar with the community	1 = Yes 2 = No

	POLICING	policing/neighborhood watch programs that the DPD participates in?	99 = No response
Q	PARTICIPATION IN COMMUNITY POLICING	If you were to participate in neighborhood watch program, how would you prefer to communicate with the DPD?	1 = Email Group 2 = In Person 3 = All 99 = No response
R	IMPORTANT SERVICE	What is the most important service that the Town of Dewitt Police can provide?	[Open Ended]
S	AGE	Age (Select one)	1 = 19 or under 2 = 20-34 3 = 35-44 4 = 45-59 5 = 60-64 6 = 65-74 7 = 75 or older 99 = No response
T	ZIP CODE	Zip Code (Write-in)	[Open Ended]
U	RACE/ETHNICITY	Race/Ethnicity (check all that apply)	1 = Black/African American 2 = Asian/ Pacific Islander 3 = White 4 = Hispanic/Latino 5 = American Indian/Alaska Native 6 = Two or more races 7 = Other 99 = No response

SPREADSHEET

CALLS	NATURE	PROFESSIONAL	RESPONSE	QUALITY	RESIDENT	RESIDENT STATUS	TRAFFIC 1	TRAFFIC 2	TRAFFIC 3
1	5	1	1	1	1	4	1		3
1	5	1	1	1	2				
1	1	1	1	1	1	4			3
1	1,3	1	1	1	1	2		2	
1	5	2	3	1	1	4			3
1	5	2	2	2	1	4		2	3
1	1	1	1	1	2				
1	1	1	1	1	1	4		2	3
1	1	1	1	1	2				
1	5	1	1	1	1	4			3
1	3	1	1	1	2				
1	5	1	1	1	2				
1	3	1	1	1	1	4		2	3
1	5	1	1	1	2				
1	1	1	1	1	1				
1	1	1	1	1	2				
1	1	1	1	1	1	4		2	
1	1	1	1	1	2				
1	1	1	1	1	1				
1	1	2	2	2	1	4		2	3
1	2,3	1	1	1	1	4		2	
1	5	1	1	1	1	4		2	
1	1,3	1	1	1	1	4			3
1	3	1	1	1	1	3			3
1	3	1	1	1	1	1			
1	5	1	1	1	1	4		2	
1	1	1	1	1	1	4			
1	99	99	99	1	1	4		2	3
1	1,3,5	1	1	1	2				
1	1	1	1	1	1	4			3