





















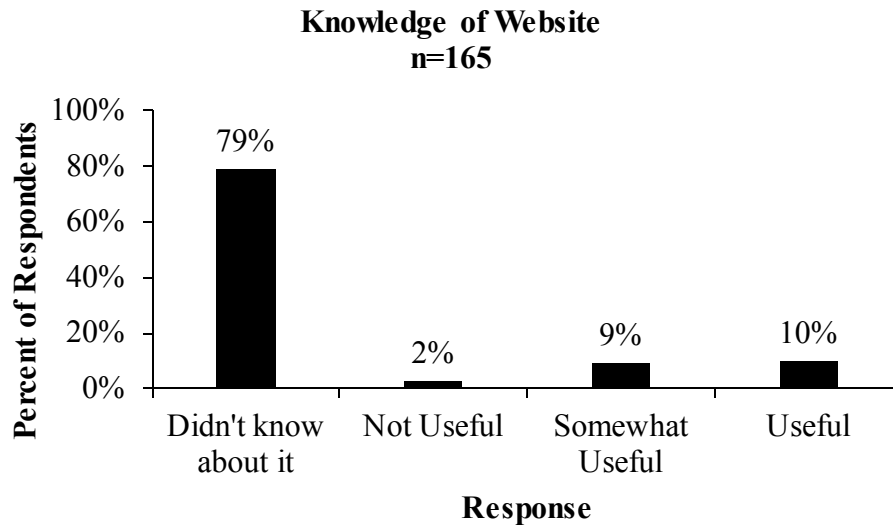








10. 79% of the respondents reported not knowing about the website.



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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**APPENDICE**

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Appendix I

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**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?**

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**(12) Comments:** \_\_\_\_\_

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**Thank you for taking the time to complete this survey!**

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## Appendix II

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### 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)**

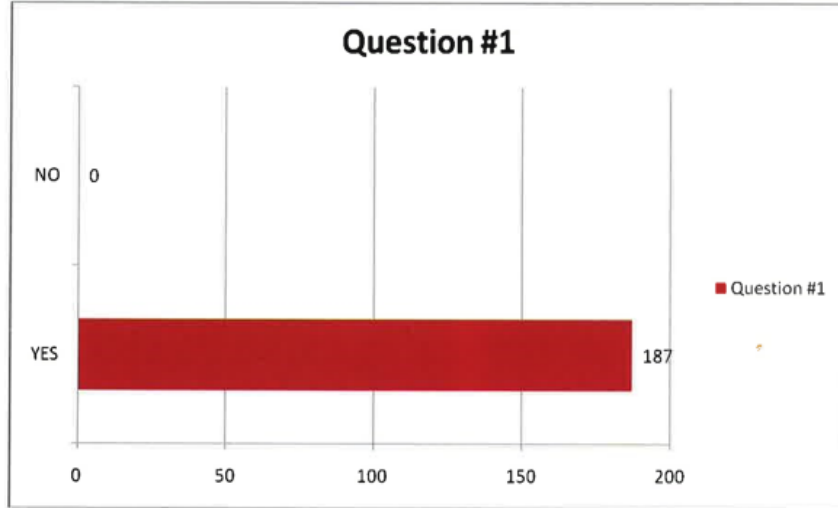
Not Safe at All (1%) Somewhat Safe (12%) Safe (37%) Very Safe (50%) No Response (2)

**How useful has the Town of Dewitt Police Department Website been to you? (n=165)**

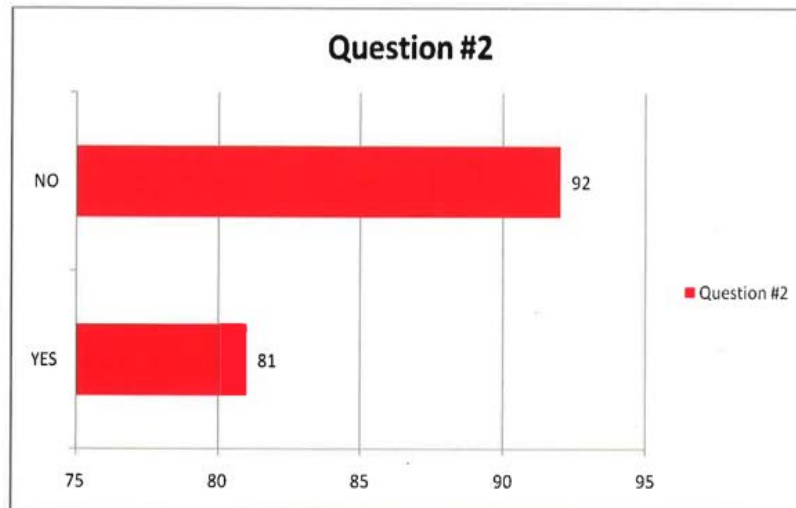
Useful (10%) Somewhat Useful (9%) Not Useful (2%) Didn't know about it (79%) No Response (17)

## 2010 Survey Results

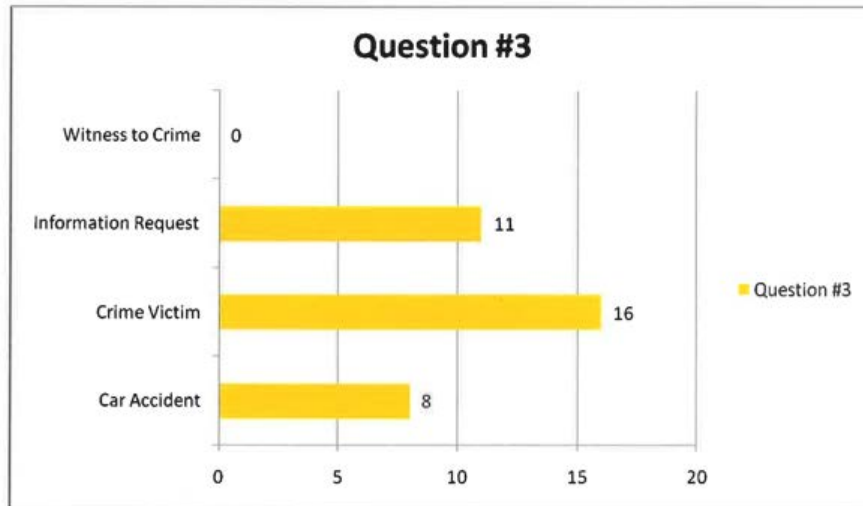
Do you feel as though the Town of Dewitt Police Department does a good job at answering calls for police service in your community?



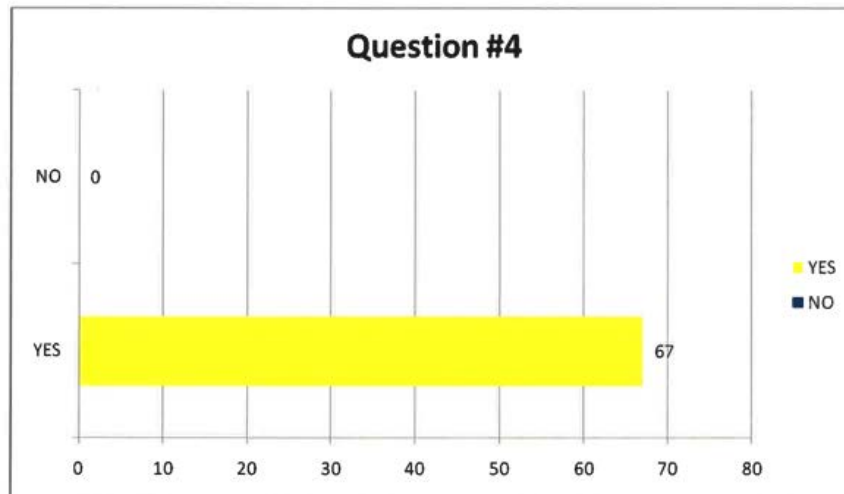
Have you required service from the Town of DeWitt Police Department in the last three years?



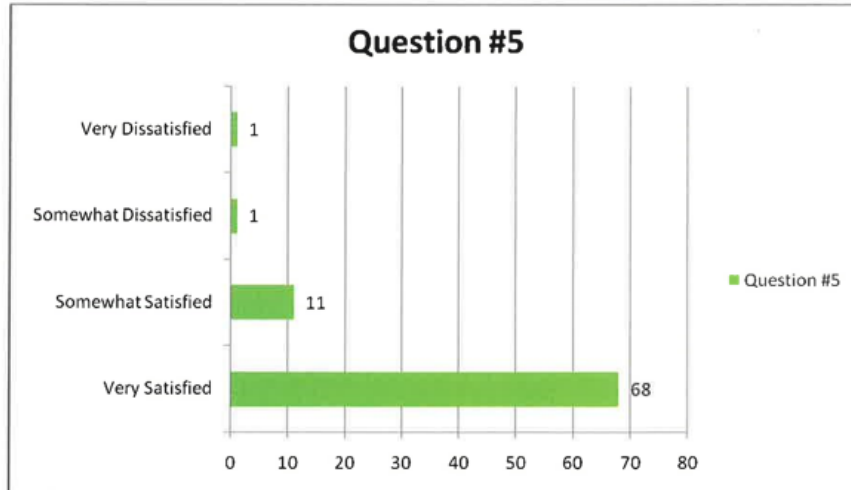
What was the nature of the call in which the Town of DeWitt Police responded to:



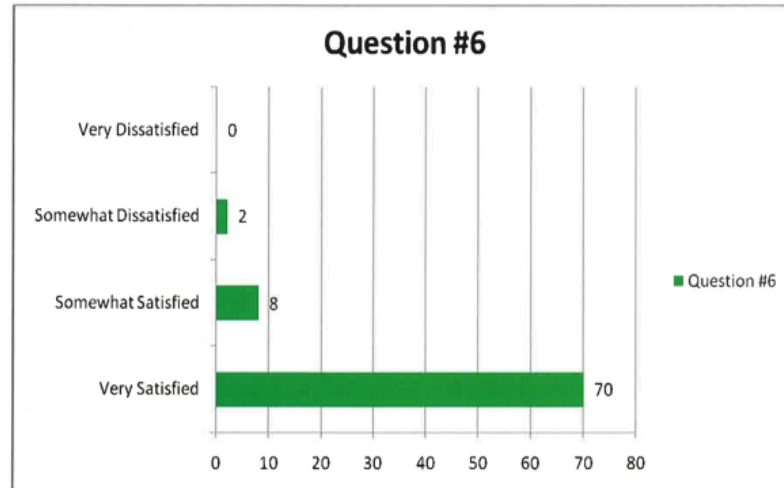
Was the officer polite and professional when he/she was answering your call for service?



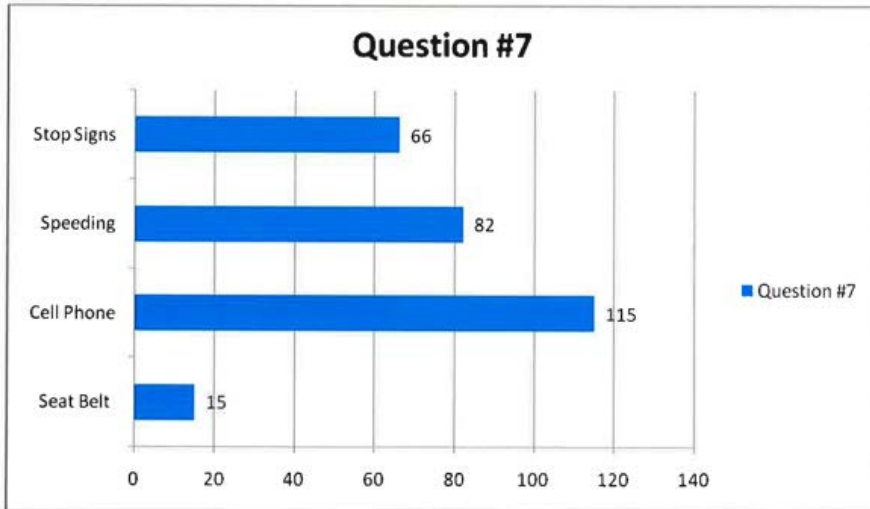
How satisfied were you with the response of the Town of Dewitt Police officer?



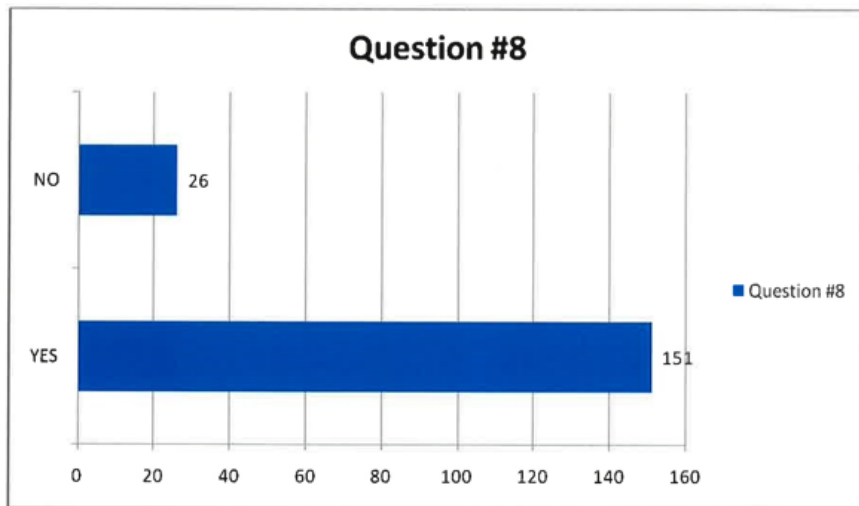
How satisfied were you with the "overall quality of service" you received from the Town of Dewitt Police Department?



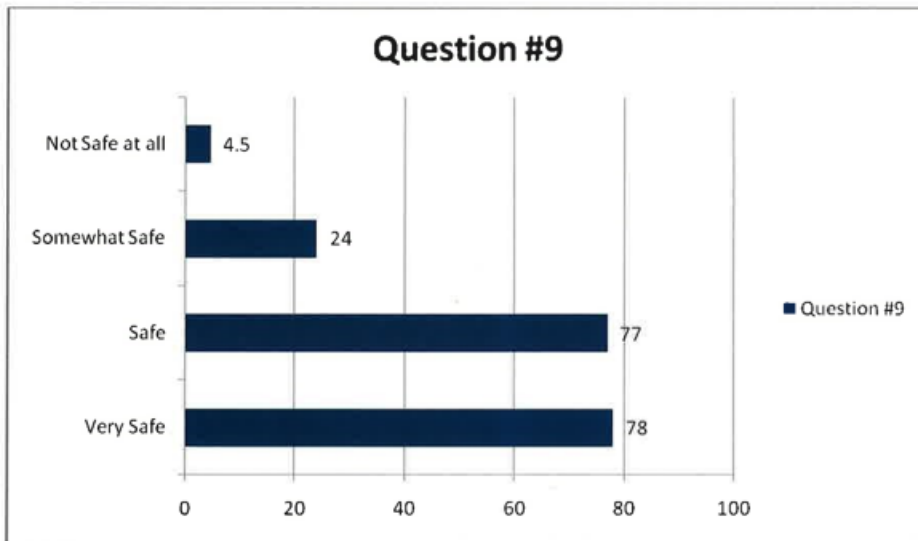
Which of the following traffic issues do you believe needs the most attention?



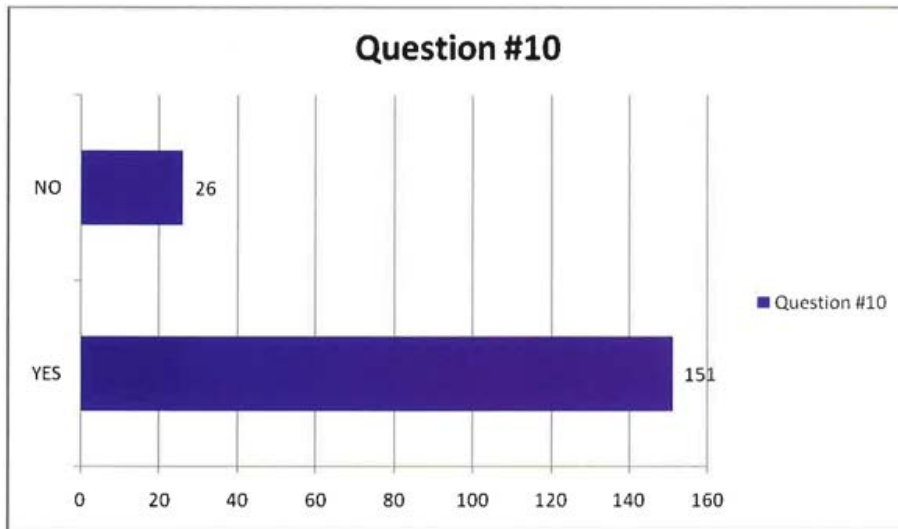
Are you satisfied with the amount of patrols by the Town of Dewitt Police Department in your neighborhood?



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



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



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## Appendix III

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### 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-Suspicious 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

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 at 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 had 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 road 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 present

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 year, 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 patrol 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 Bamerick, 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.

they 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, suspicious 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

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**Appendix IV**

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**Codebook**

<b>COLUMN</b>	<b>FIELD NAME</b>	<b>DEFINTION</b>	<b>CODE</b>
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 office	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

H	PATROLS	Satisfied with the amount of patrols	1=Yes 2=No 99=No Response
I	SAFETY	Safety in neighborhood	1=Very Safe 2=Safe 3=Somewhat Safe 4=Not Safe at all 99=No Response
J	WEBSITE	Usefulness of website	1=Useful 2=Somewhat Useful 3=Not Useful 4=Didn't Know about it 99=No Response

## Spreadsheet

PHONE CALL	SERVICE	REASON	OFFICER	RE SPONSE	QUALITY OF SERVICE
1	2	99	99	99	99
1	2	99	99	99	99
1	1	2	1	1	1
1	1	99	1	1	1
1	2	99	99	99	99
1	1	4	1	1	1
1	2	99	99	99	99
1	1	1	1	1	1
1	1	2	1	1	1
1	1	1	1	1	1
1	1	1	1	1	1
2	2	99	99	99	99
1	1	99	1	1	1
1	2	99	99	99	99
1	99	99	99	99	99
1	2	99	99	99	99
1	2	99	99	99	99
1	2	99	99	99	99
1	1	5	1	2	1
1	99	99	99	99	99
1	1	5	1	1	1
1	2	99	99	99	99
1	2	99	99	99	99
1	2	99	99	99	99
1	1	5	1	1	1
1	2	99	99	99	99
1	99	99	99	99	99
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1	2	99	99	99	99
1	2	99	99	99	99
1	2	99	99	99	99
1	2	99	99	99	99
1	1	3	1	1	1
1	1	1	1	1	1
1	1	5- alarm response	1	1	1