

**CITY OF SAN ANTONIO
OFFICE OF THE CITY MANAGER**

TO: Public Safety Committee Members

FROM: María Villagómez, Deputy City Manager: *María Villagómez*

COPY: Mayor and City Council;
Erik J. Walsh, City Manager;
William McManus; Chief of Police,
Executive Leadership Team; Zan Gibbs, Chief Equity Officer

SUBJECT Police Services Scientific Survey Results

DATE April 3, 2021

This correspondence transmits the results of the police services scientific survey, conducted in March 2021 by the national research firm ETC Institute.

As presented to the Public Safety Committee on January 29, 2021, the first step in the process of reviewing police services was to conduct a statistically valid scientific survey of the community. The purpose of the survey is to better understand residents' expectations of encounters with the San Antonio Police Department (SAPD).

ETC Institute mailed 5,650 survey packets to a random sample of households in the City of San Antonio. Each survey packet contained a cover letter, signed by the City Manager, and a copy of the survey in both English and Spanish. Residents who received the survey were given the option of completing the survey by mail, phone, or online. The actual number of surveys completed totaled 1,150 with roughly 100 per Council District. The overall results for the survey have a precision of at least +/- 2.8% at the 95% level of confidence.

The survey results will serve as the foundation for continued dialogue during the upcoming virtual community town hall meetings, which will gather qualitative feedback on the community's expectations of encounters with SAPD and potential response alternatives to certain 911 calls. Data and information gathered from this process will help inform the development of recommendations to the Public Safety Committee and ultimately the City Council.

ETC Institute also administered the survey to a random sample of at least 100 residents in each of the five large cities in Texas that have populations of 500,000 or more to provide an average for "large Texas cities" to which San Antonio's results could be compared. These cities included Houston, Dallas, Austin, Fort Worth and El Paso.

KEY FINDINGS

Satisfaction with the San Antonio Police Department (SAPD) is high:

- 71.6% of the residents surveyed were very satisfied or satisfied with the work of SAPD; only 8.2% were dissatisfied.
- Among the largest cities in Texas, San Antonio tied with Fort Worth for having the highest percentage of residents who were satisfied with their city's police department.

Most San Antonio Residents feel safe in their neighborhoods:

- 79.3% of San Antonio residents feel very safe or safe in their neighborhoods during the day
- Among the largest cities in Texas, San Antonio had the highest percentage of residents who reported feeling very safe or safe during the day and the second highest percentage of resident who reported feeling very safe or safe at night.

The majority of San Antonio Residents think the visibility of police in neighborhoods should be increased.

- 56.5% of the residents surveyed thought the visibility of police in neighborhoods should be increased.

A majority of residents are willing to have SAPD share some of its current responsibilities with other City departments/agencies:

- More than 50% of those surveyed thought SAPD should have a "shared" or "back-up" role for 13 of the 16 types of 911 calls that were assessed on the survey.
- The 911 calls for which residents were least likely to think SAPD should have "primary" responsibility were:
 - animal-related issues
 - mental health/substance abuse issues not involving a weapon
 - enforcement of public health orders
 - graffiti
 - parking violations
 - fireworks

The survey results are attached. These reports and interactive data dashboards will be made available to the public on Monday April 5th at this link: www.sanantonio.gov/sapdandme.

The results of this survey will be presented in detail to the Public Safety Committee at the April 20th meeting.

In closing, community input meetings will begin on Monday April 5th, to obtain feedback on residents' expectations of interactions with SAPD and alternative response to certain 911 calls. The results of this survey will serve as the basis for the community meetings.

Should you have any questions, please let me know.

Attachments:

- COSA Police Services Survey Findings Report
 - Appendix: Results by City Council District
 - Appendix: Results by Race
 - Appendix: Open-Ended Comments by City Council District
- List of Upcoming Community Meetings