

2021 Community Survey on Policing in San Antonio: Understanding Expectations and Role in Community

Presented to

**The City of San Antonio:
Public Safety Committee**

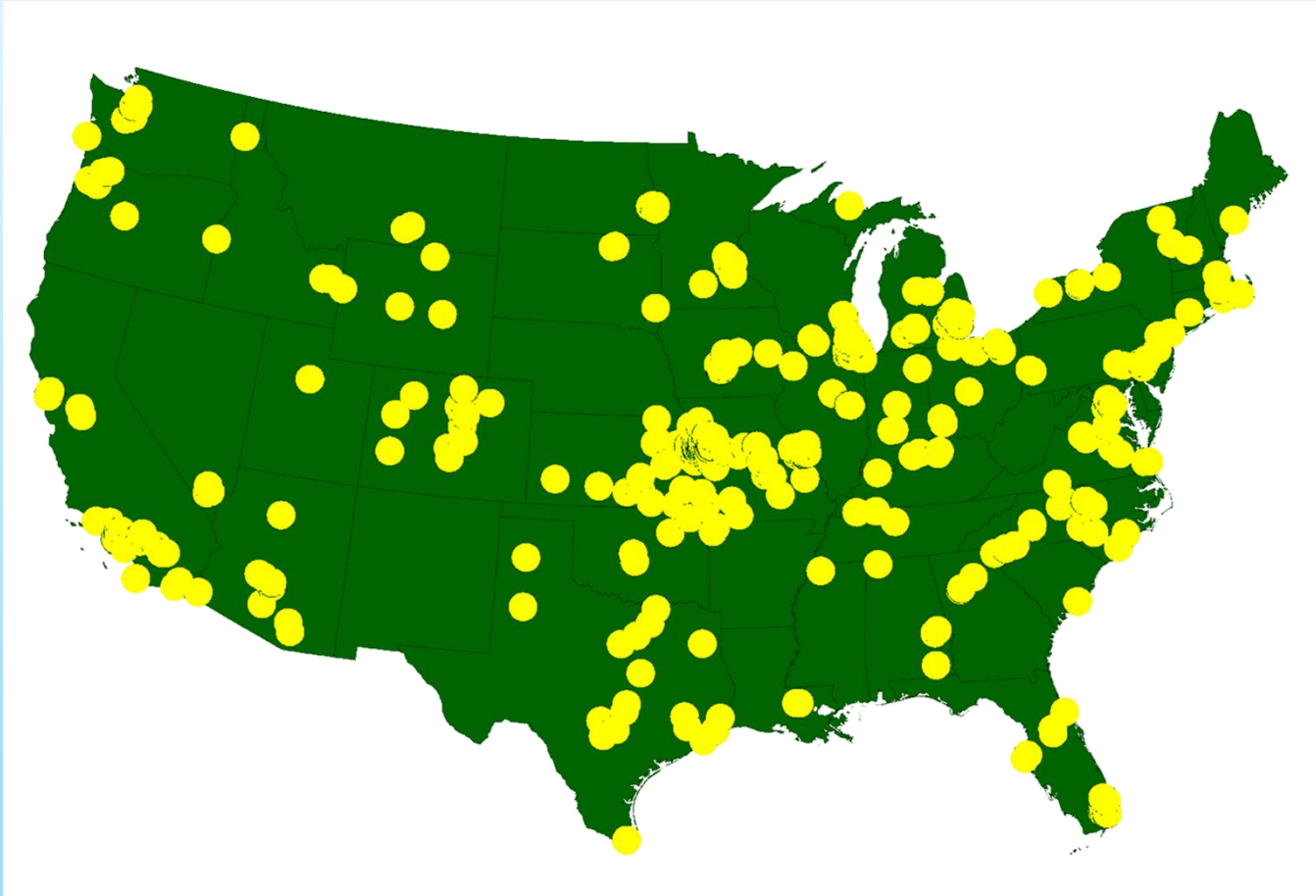
By



January 29, 2021

A National Leader in Market Research for Local Governmental Organizations

...helping city and county governments gather and use survey data to enhance organizational
performance for more than 30 years



More than 2.5 million persons surveyed for more than 1,000 communities in all 50 States, including 22 of the 36 U.S. cities with populations of more than 500,000 residents and the 9 largest cities in Texas.

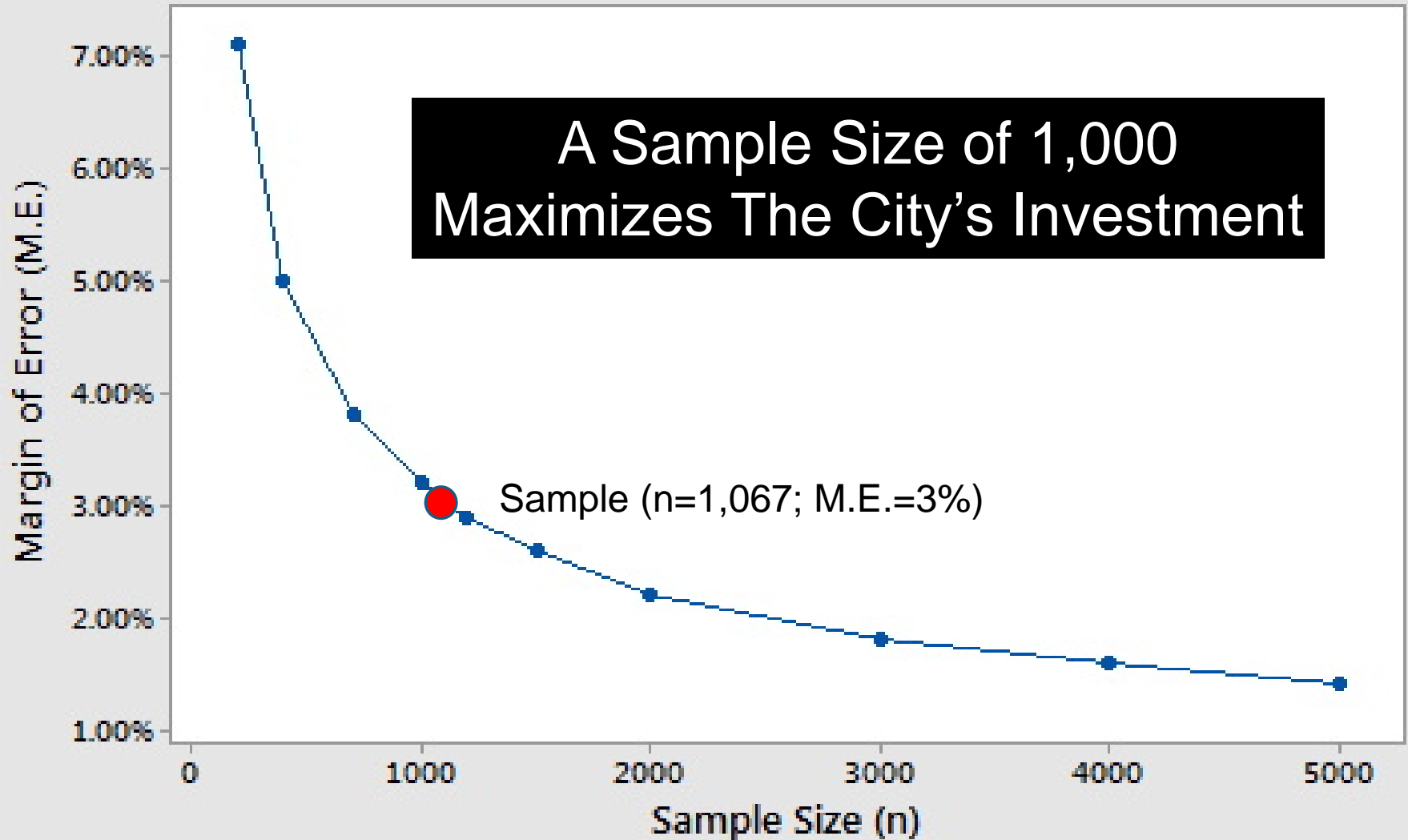
What Is the Purpose of the Survey?

- This survey is designed to understand resident expectations of police encounters with the San Antonio Police Department and the appropriate role of the Police Department to keep our community safe.
- The results will be used to inform recommendations to City Council on potential calls that could be handled by a non-Police Officer or to augment Police Response with other non-law enforcement.

How Will People Be Selected for the Survey?

- Addressed-based sampling
- Sampling will be stratified to ensure the results are representative of each City Council District
 - At least 100 surveys per Council District
 - A total of 1,067 surveys citywide
- Sample size representative of City's diverse population
- Survey will be conducted in both English and Spanish

Why Are We Doing 1,067 Surveys?



How Will the Survey Be Administered?

- Mailed Survey: random sample size of at least 5,000 (500 per district)
- Residents can complete the survey:
 - On-line
 - By mail
 - By calling a toll-free number
- Ensuring participation: conduct follow-up by e-mail and phone
- Ongoing monitoring of geographic and demographics to ensure districts and demographic groups are well represented

Enhancing Community Engagement



City of Olathe

"Community Survey"



DirectionFinder 2.0

01	02	03	04	05
CITY PERFORMANCE	INVESTMENT PRIORITIES	WHO RESPONDED	MAPPING	KEY PERFORMANCE INDICATORS
Find out how citizens rated services	Find out the recommended Priorities for services	Access your demographic questions.	Access City Maps showing Citizen Satisfaction levels	Access City Comparisons to National, Regional, Population, and Age KPI

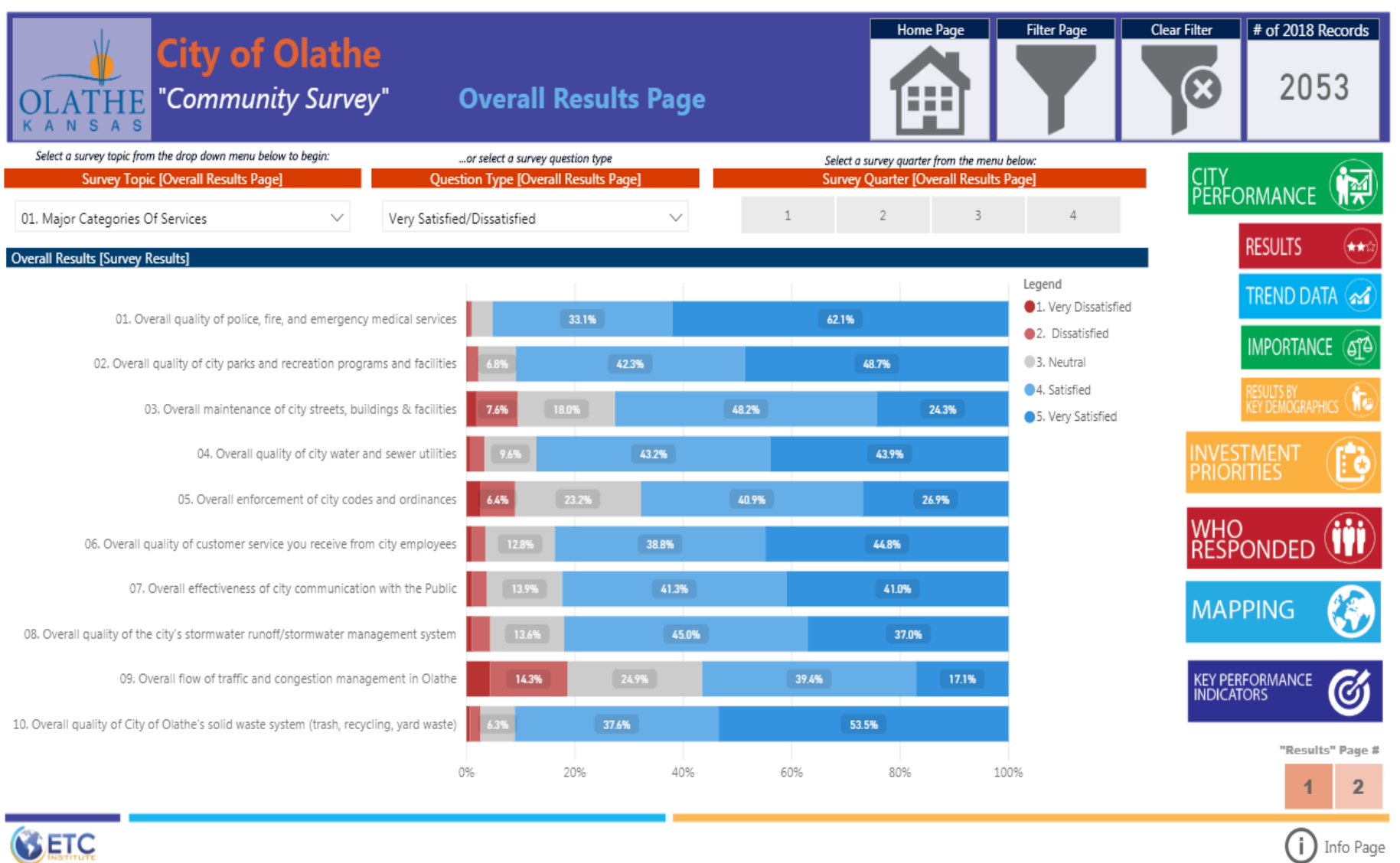


Age of Data:

Last batch of data uploaded:

Survey Year	Quarter
2018	4

Data Analytics Dashboard

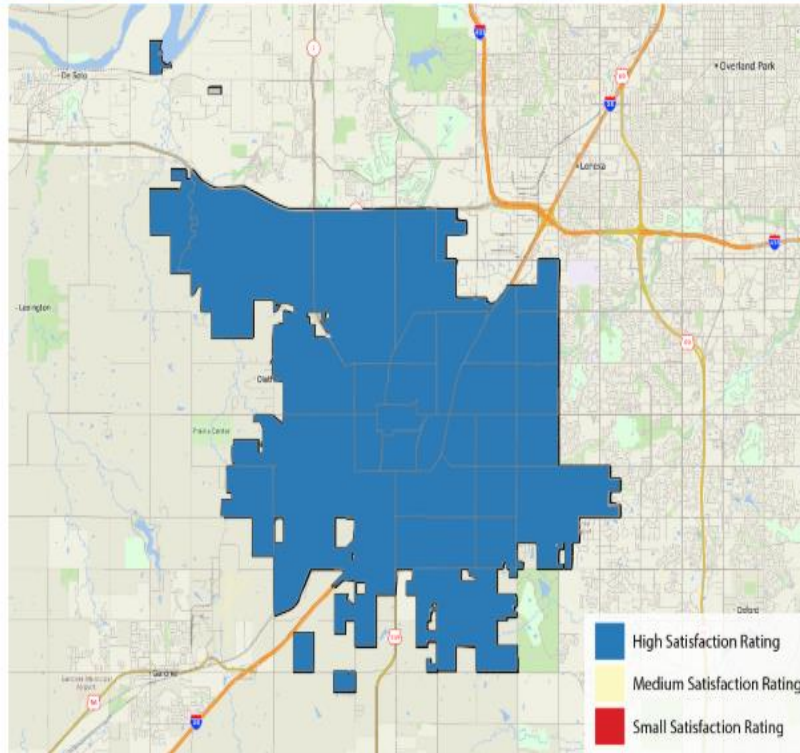


Comparisons to Other Large Texas Cities



Mapping

Overall Satisfaction Mapping (By Zone)



Questions [Mapping Page]

01. As a place to live

Question Type [Mapping Page]

Excellent/Poor

of 2018 Records

2053

95.3

Overall Satisfaction (%)

CLEAR ALL SELECTIONS

Satisfaction % [Results] by Area

Satisfaction %: Mean Rating:



Answer Option:	Map Value
5. Excellent	5
4. Good	4
3. Neutral	3
2. Below Average	2
1. Poor	1

The maps on this page represents citizen satisfaction results by geographic characteristics.

"Satisfaction Mapping" Page #

1

2

Info Page



Survey Instrument Questions to Be Asked



Police Services Survey

The City of San Antonio invites you to participate in this “Community Survey on Policing in San Antonio.” This survey is designed to understand your expectations of police encounters with the San Antonio Police Department and the appropriate role of the Police Department to keep our community safe. The results will be used to inform recommendations to City Council on potential calls that could be handled by a non-Police Officer or to augment Police Response with other non-law enforcement. We encourage you to complete the survey on-line at www.COSAPoliceSurvey.org. You may also complete this survey and return it in the postage-paid envelope provided.

Part 1: Neighborhood Safety

1. **How safe do you feel in your neighborhood during the DAY?**
___(5) Very Safe ___(4) Safe ___(3) Somewhat safe ___(2) Unsafe ___(1) Very Unsafe
2. **How safe do you feel in your neighborhood at NIGHT?**
___(5) Very Safe ___(4) Safe ___(3) Somewhat safe ___(2) Unsafe ___(1) Very Unsafe
3. **How do you think the visibility of police in your neighborhood should change? Should it be:**
___(5) Greatly increased ___(4) Increased ___(3) Stay about the same ___(2) Reduced ___(1) Greatly reduced
4. **[OPTIONAL] What are the most important crime or quality of life issues in your neighborhood.** List the top 2 in the space below.
1st Issue: _____
2nd Issue: _____

Part 2: Interactions with the San Antonio Police Department (SAPD)

5. Overall, how satisfied are you with the work of the SAPD?

☐ (5) Very Satisfied ☐ (4) Satisfied ☐ (3) Neutral (neither sat/dis) ☐ (2) Dissatisfied ☐ (1) Very Dissatisfied

6. Have you interacted with anyone from SAPD during the past year? This would include police officers, 911 dispatchers, and others who work for SAPD.

☐ (1) Yes – answer questions 6a-d ☐ (2) No ☐ (9) Don't remember

6a. How many times in the past 12 months have you had contact with SAPD for traffic issues (e.g., warnings, tickets, vehicle accidents)?

_____ times

6b. How many times in the past 12 months have you had contact with SAPD for 911 emergency calls?

_____ times

6c. How many times in the past 12 months have you had contact with SAPD for non-emergency calls (e.g., to report suspicious person or car)?

_____ times

6d. Overall, how satisfied were you with your interaction(s) with SAPD?

☐ (5) Very Satisfied ☐ (4) Satisfied ☐ (3) Neutral (neither sat/dis) ☐ (2) Dissatisfied ☐ (1) Very Dissatisfied

7. Do you avoid calling the police because you have concerns about interactions with the SAPD?

☐ (1) Yes – answer question 7a ☐ (2) No

7a. If YES: What concerns do you have about interactions with SAPD?

Part 3: Community Expectations

8. If the City of San Antonio were to consider a different response model to certain 911 calls where a police officer may not be the first response, please indicate what level of responsibility or involvement the San Antonio Police Department should have in responding to 911 calls involving the situations listed below.

If the Situation Involves:		What Should the Level of Responsibility for Police Be				
		Primary Responsibility	Shared Responsibility	Backup to Others	No Involvement	Don't Know
1.	Aggressive panhandling, encampment, criminal trespass	4	3	2	1	9
2.	Mental health issues not involving a weapon	4	3	2	1	9
3.	Substance abuse not involving a weapon	4	3	2	1	9
4.	Animals (barking dog, aggressive dog)	4	3	2	1	9
5.	Enforcement of public health orders (such as not wearing a mask during a pandemic)	4	3	2	1	9
6.	Fireworks	4	3	2	1	9
7.	Traffic accidents not involving injury	4	3	2	1	9
8.	Unknown vehicle and/or person loitering	4	3	2	1	9
9.	Parking violations	4	3	2	1	9
10.	Loud music	4	3	2	1	9
11.	Theft of property	4	3	2	1	9
12.	Lost/found property	4	3	2	1	9
13.	A request to check on a person's well-being	4	3	2	1	9
14.	Graffiti	4	3	2	1	9
15.	Child custody violations	4	3	2	1	9

9. Which of the following ways can the police department build better relationships with the community? Check all that apply.

- ☐ (1) Partnerships with non-profits to implement crime prevention programs
- ☐ (2) Schools and Youth Involvement
- ☐ (3) Community Based Policing Programs, such as partnerships with faith-based organizations, business groups, social service providers, and neighborhood associations
- ☐ (4) SAFFE (San Antonio Fear Free Environment)
- ☐ (5) Other suggestions: _____

Part 4: Demographic Questions - Optional

10. How many years have you lived in San Antonio? _____ years
11. What is your gender?
____(1) Female ____ (2) Male ____ (3) Prefer Not to Say ____ (4) Prefer to self-describe: _____
12. Do you identify as a sexual minority (such as lesbian, gay, bisexual, transgender queer, etc.)?
____(1) Yes ____ (2) No ____ (3) Prefer Not to Say
13. What is your age?
____(1) 18-24 ____ (1) 25-34 ____ (1) 35-44 ____ (1) 45-54 ____ (1) 55-64 ____ (1) 65+
14. Which of the following describes your race? Check all that apply.
____(1) Asian/Asian American ____ (5) Native Hawaiian/Pacific Islander
____(2) Black/African American ____ (6) White/Caucasian
____(3) Middle Eastern/North African ____ (7) Other: _____
____(4) Native American/Alaskan Native
15. Are you of Hispanic/Latino/a/x origin? ____ (1) Yes ____ (2) No

Part 5: Open-Ended Questions

16. [Optional] What do you like BEST about the San Antonio Police Department?

17. [Optional] What do you like LEAST about the San Antonio Police Department?

18. [Optional] What is the first thing the San Antonio Police Department should improve?
Write "none" if you do not think any improvements are needed.

Schedule

- January 31: Survey instrument finalized
- February 21: Survey Administration complete
- February 28: Preliminary survey results delivered
- March 9: ETC Institute submits final report
- TBA: Presentation to the City Council



Questions?