

The background of the cover features a photograph of the Tower of the Americas in San Antonio, Texas, during the "blue hour" of dusk. The tower's observation deck is illuminated with warm yellow lights, and its upper section glows with a green light. A tall antenna spire rises from the top. The sky is a mix of purple, pink, and blue. A large, dark blue diagonal graphic element, resembling a stylized arrow pointing left, cuts across the right side of the image.

2021

**City of San Antonio
Police Services
Survey
Open-Ended Comments**

**Presented to the
City of San Antonio, Texas**

March 2021



Q4. Most important crime or quality of life issues. District 1

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2021 City of San Antonio Police Services Survey

Open-Ended Comments by City Council District



Q4. Most important crime or quality of life issues. District 1

- Abandoned cars.
- Break in/theft.
- Break ins.
- Break ins.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Car break ins.
- Car theft.
- Car theft.
- Crime.
- Dirty looking.
- Drug activity.
- Drug activity.
- Drugs.
- Drugs.
- Drugs.
- Excessive noise from radios and musical instruments.
- Firearms.
- Gunshots at night.
- Gunshots at night.
- Home robbery.
- Homeless.
- Homeless.
- Homeless.
- Homeless breaking into homes.
- Homeless population.
- Homeless population.
- Homelessness.
- Homelessness.
- Homelessness.
- Lack of sidewalks/walkability.
- Loud and vulgar music from neighbors during the day.
- Loud music.
- Money management.
- Need more police presence.
- Noise violations; kids out late, dogs barking late, etc.
- Pan handlers.
- Panhandling.
- Panhandling.
- Police response time.
- Porch thefts.
- Random break-ins.
- Random gun shots at night.
- Robbery.
- Robbery.
- Robbery.
- Scammers.
- Shootings.
- Small thefts; packages stolen off the porch.
- Speeders racing up and down the street.
- Speeding/not following posted signs.
- Stealing from our neighborhood.
- Stealing of cars and house items.
- Stealing packages and mail.
- Streets.
- The homeless shelter is located near the neighborhood.
- The hoodlums.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft of property.
- Theft, speeding.
- Thieves late at night prowling neighborhood checking unlocked cars.
- Traffic, parking control.
- Transients walking on our street.
- Vandalism.
- Vehicle burglary.
- Vehicle theft plus theft of all tires with rims.
- We hear some gun shots during the daytime but mainly at night.
- Assault.

2021 City of San Antonio Police Services Survey

Open-Ended Comments by City Council District



- Break in/home invasion.
- Break ins.
- Break ins.
- Break ins.
- Bums.
- Burglary.
- Car break ins.
- Car burglaries.
- Crime increasing in neighborhoods.
- Domestic issue.
- Domestic violence.
- Drinking while driving.
- Drug activity.
- Drug addicts walk up and down the streets.
- Drugs.
- Excess noise.
- Graffiti.
- Graffiti.
- Graffiti.
- Gun fire.
- Gunshots.
- Home break ins.
- Homeless.
- Homeless people roaming around the neighborhood.
- Killings.
- Known drug dealers.
- Loitering.
- Loose dogs.
- Mail theft.
- More police visibility.
- Motorcycle noise.
- Need more streetlights.
- Neighborhood issues.
- Noise.
- People with guns, shooting just because it is fun.
- Porch pirates.
- Quality of life, neighbors who do not keep their homes clean.
- Racing on city streets.
- Random cars stopping briefly down the street.
- Roaming dogs.
- Robberies.
- Safety.
- Shootings.
- Something done about metal scavenging.
- Speeding.
- Speeding.
- Speeding.
- Stealing personal property.
- Stray animals.
- Stray dogs.
- Theft.
- Theft.
- Theft.
- Time management.
- Vandalism.

Q4. Most important crime or quality of life issues. District 2

- Auto break ins.
- Auto break ins, graffiti.
- Auto theft.
- Breaking in my area.
- Break-ins.
- Burglary.
- Burglary.
- Car break ins.
- Car theft.
- Cars in driveway never moved year after year.
- Cars racing.
- Daytime break ins.
- Do not know of any issues. Good neighbors watch out for me.
- Drug activity.
- Drug activity.
- Drugs.
- Drugs.
- Drugs.
- Drugs.
- Family violence.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



- Fast traffic.
- Fireworks, gun shots during 4th of July and New Year's.
- Gang violence.
- Gun shots.
- Gunshots several times a week.
- Homelessness.
- House theft.
- Household break-ins when no one is home.
- I do not know of any.
- I hear quite a few gunshots.
- Neighbor having late night party.
- Occasional break-ins.
- People that are under the influence.
- People walking the neighborhoods stealing mail.
- Property.
- Property theft.
- Robberies are one of the most important crimes in my neighborhood.
- Shootings.
- Shootings.
- Shootings.
- Shotgun.
- Speeding.
- Stealing from yards or porch.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft at night.
- Theft/Shootings.
- Violence (gun violence); assaults.
- Burglars and daytime crime.
- Burglary.
- Call response of officers.
- Domestic violence.
- Drug crimes.
- Drug traffickers frequenting the neighborhood.
- Drugs.
- Drugs.
- Drugs.
- Dumping debris.
- Dumping trash on Holbrook Rd.
- Equality.
- Fast traffic on residential streets.
- Gun shots.
- Home break-in.
- Home burglary.
- Homeless.
- Homeless.
- Homeless panhandling.
- Homeless people camping.
- Homeless people panhandling and defecating on sidewalks.
- Homeless throughout the neighborhood.
- Just crime.
- Loud cars.
- Nearby shootings.
- People in the park after 11 pm, shootings.
- Persons asking for handouts for gas, food, etc.
- Plant thieves.
- Prostitution.
- Prostitution.
- Robbery; theft.
- Sex offenders.
- Shooting.
- Shooting.
- Speeding.
- Strange people.
- Theft.
- They are friendly and courteous.
- Traffic.
- Vagrants and homeless people squatting in vacant homes.
- Vandalism.
- Violence.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



Q4. Most important crime or quality of life issues. District 3

- Break into homes.
- Break-in.
- Burglary.
- Car break ins.
- Car theft.
- Car/home burglaries.
- Cars speeding on my street.
- Control of homeless population.
- Crime.
- Crime.
- Death.
- Drive by shootings.
- Drug activity.
- Drug activity.
- Drug activity.
- Drug activity.
- Drugs.
- Drugs.
- Drugs.
- Drugs.
- Drugs.
- Firing of weapon.
- Gun shots.
- Hear too many shootings at night.
- Home and car break ins.
- Home break ins.
- Home break-ins/vehicle.
- Home invasion.
- Home invasion.
- Home invasion.
- Homeless people.
- House robbery.
- Illegal drugs/illegal sale of drugs.
- Issue with homeless wandering the neighborhood.
- I have been seeing a lot of homeless people around.
- Loud mufflers.
- Mainly speeding, especially during nighttime.
- Neighbors shooting guns.
- Noise disturbances, loud music, loud neighbors.
- People walking around or riding bikes at 2AM.
- People walking around the neighborhood late at night or early in the morning.
- Police that are fair and objective; I do not want anything happening to my son.
- Property safety.
- Prostitution.
- Prostitution and related crimes.
- Protect us from the homeless.
- Random gun fire heard at night.
- Safety.
- Safety.
- Sex offenders living in neighborhood.
- Shootings.
- Shootings.
- Shootings.
- Shootings at nearby apartments.
- Sounds of gunfire 3 or 4 times a week.
- Speeders.
- Speeders.
- Speeding by motorcycles, and school buses.
- Speeding down Sunglo and surrounding neighborhood streets.
- The number of times during the week that I am woken up with the sound of gunshots.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Too many people riding their bikes around the neighborhoods.
- Vandalism.
- Vehicle theft.



2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District

- Vehicles speeding up and down Langford Pl during the afternoon hours.
- Violent crimes.
- We have a terrific neighborhood.
- Alcohol.
- Break into automobiles.
- Burglaries.
- Burglaries.
- Burglaries.
- Burglary.
- Burglary.
- Car accidents.
- Car jackers at mall or when putting gasoline in.
- Cars getting broken in and stolen property.
- Drug activity.
- Drug addicts at store next door.
- Drug dealers.
- Drug dealers.
- Drug dealing.
- Drugs.
- Drugs.
- Fear of reporting problems for fear that individuals may retaliate.
- Gangs with guns.
- Gangsters and shootings.
- General theft.
- Graffiti.
- Graffiti.
- Graffiti and trash dumping, constantly.
- High volume of noisy vehicles.
- Homeless.
- Homeless people.
- Homeless people begging for money.
- Homeless unstable people.
- How people drive.
- Keep the drugs out of our area.
- Loud music.
- Loud music.
- Loud music late at night.
- Messy hobos.
- People walking around with back packs.
- Porch pirates.
- Property theft.
- Property theft.
- Public safety.
- Random shootings.
- Robberies within a 4-mile radius.
- Robbery.
- Security.
- Sex offenders.
- Speeding.
- Speeding traffic.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Thieves searching yards.
- Too much traffic.
- Traffic is too fast on S Flores St.
- Unemployment.
- Vandalism.
- Vandalism.
- Violence.
- We need better a better road, sidewalks, and drainage.

Q4. Most important crime or quality of life issues. District 4

- Aggressive speeding.
- Animal abuse.
- Be able to come home and feel safe anytime of the day or night.
- Break ins.
- Break ins.
- Burglary.
- Burglary.
- Burglary.
- Burglary.

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2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District

- Poverty.
- Quick response to calls and help with disputes.
- Safety.
- Security.
- See more police presents.
- Several car thefts and vandalism.
- Speeding.
- Speeding.
- Speeding on neighborhood streets.
- Theft.
- Theft.
- Theft.
- Theft.
- Too many cars parked in streets.
- Vagrants.
- Vagrants in area.
- Vandalism.
- Vehicle theft.
- Weapons.

Q4. Most important crime or quality of life issues. District 5

- Break ins.
- Break ins.
- Burglary.
- Burglary.
- Burglary.
- Car break ins.
- Car break ins.
- Crack heads roaming all hours of night looking for something to steal.
- Drug activity.
- Drug activity.
- Drug activity.
- Drug activity.
- Drugs.
- Drugs.
- Drugs.
- Drugs.
- Drugs.
- Gun shots.
- Gun shots.
- Gun shots.
- I hear gun shots almost every weekend.
- Late night car racing.
- More police presence.
- Neighbor likes to shoot up in the air at night.
- No party allowed after 10 pm, kids go to bed.
- Robberies.
- Robbery.
- Selling of drugs.
- Shooting at night.
- Shooting daily at all hours.
- Shootings.
- Speeding in neighborhood.
- Stabbings.
- Stealing, breaking into cars.
- Stop bombing at Elmendorf Park. These noises are scary and cause fear.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft of personal property.
- Theft/robbery.
- There are gun shots at night.
- Thieves and break in attempts.
- Too much foot traffic.
- Too many homeless people walking around/sleeping.
- Too much gunfire.
- Traffic driving too fast on streets.
- And no police presence.
- Break ins.
- Break ins to houses.
- Burglaries.
- Con artist on neighborhood streets.
- Drug addicts.
- Drug rehab center.



2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District

- Drugged up people yelling and screaming at night.
- Drugs.
- Drugs.
- Drugs.
- Drugs.
- Drugs.
- Education is a waste of time.
- Gangs.
- Gun shots.
- Homeless.
- Homeless loitering.
- No cars driving by shooting at houses.
- Noise abatement.
- People running through yards to get to another street.
- Positive participation in reducing racial bigotry.
- Prostitution.
- Safety.
- Shootings.
- Slow down traffic on Buena Vista, and Commerce St.
- Speeding.
- Speeding.
- Speeding.
- Speeding.
- Stealing items from cars.
- Theft.
- Theft.
- Theft.
- Theft.
- Trespassing.
- Unwanted gun fire.
- Vandalism.
- Vandalism.

Q4. Most important crime or quality of life issues. District 6

- Aggressive driving.
- Auto and home theft.
- Auto thefts.
- Break ins.
- Break ins.
- Breaking into vehicles and homes.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Car break ins.
- Car theft.
- Caring personal interaction.
- Concerns over burglary.
- Crime.
- Daily gun fire, car burglaries, theft.
- Drag racing.
- Drug activity.
- Drugs.
- Drugs.
- Feeling safe in the neighborhood.
- Garbage pickup should go back to 2x's a week.
- Graffiti.
- Graffiti.
- Home burglaries.
- Home burglary.
- Home robberies.
- Home robberies, more police visibility, simply just drive around.
- Homeless in the neighborhood.
- Kids around the neighborhood late night.
- Lack of housing.
- Local business safety.
- Neighbor down the street is selling drugs from their garage and lots of traffic.
- Noise and loud music until late last midnight.
- Our quiet street has one household that disrupts the harmony.
- Patrolling is great.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



- People cut thru our neighborhood and drive too fast.
- Police patrols.
- Property crimes.
- Property crimes, vehicle burglaries, home burglaries.
- Robberies.
- Robbery.
- Safety.
- Safety.
- Shooting off guns.
- Speeding.
- Speeding.
- Speeding down streets.
- Stray animals.
- Suspicious people/vehicles in neighborhood.
- Tagging.
- Tagging/gang influence.
- The area should be better lit and more patrolling of the area.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft and graffiti.
- Theft/break-ins of autos.
- Too many panhandlers nearby on W Military Dr seem to be drug abusers.
- Transient, homeless loitering at bus stops within neighborhood.
- Trespassers.
- Vehicle break ins.
- Vehicular burglary.
- We have new neighbors, concerned they are manufacturing drugs.
- We need more patrols.
- Would love to see speed bumps in our neighborhood. Annoying loud noise.
- Assault.
- Assault.
- Assault.
- Assault.
- Better street lighting in neighborhood.
- Break ins.
- Burglary vehicle.
- Car prowling.
- Cars gather at corner 7/11 and rev engine all night.
- Daytime break ins/robberies.
- Drugs.
- Drugs.
- Drunk driving.
- DWI.
- Food insecurity: both caused by low wages & government negligence.
- Good roads and reliable utilities.
- Hazardous waste drop-off has limits for batteries? Too low.
- Homeless people soliciting and camping out.
- Homelessness.
- Law and order.
- Loitering.
- Mailbox break ins.
- Mail frequently taken from mailbox.
- Mailbox vandalism.
- Mailbox vandalism.
- Neighborhood watch is great w/police assistance.
- No fireworks in the neighborhood.
- No overreaction with mentally challenged persons.
- Not enough streetlights at night.
- Not stopping at stop signs.
- Not to be afraid when you leave your home for a few hours.
- Past home invasions/kick in of doors and theft.
- Police protection.
- Police visibility in the neighborhoods.
- Preventing burglaries.
- Property tax too high! HOA is a waste.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



- Robbery.
- Shooting.
- Shootings.
- Shootings.
- Speeding.
- Speeding.
- Speeding.
- Speeding on Rodgers Road.
- Speeding vehicles.
- Speeding vehicles within neighborhood day and night.
- Street racing.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Vandalism.
- Vandalism.
- Vandalism.
- Vandalism.
- Vandalism.
- Vandalism.
- Vehicle burglary.

Q4. Most important crime or quality of life issues. District 7

- Access to the bike trail.
- Assault.
- Assault.
- Better lighting on the main streets.
- Bodily injury to the disabled and elderly.
- Break in/home thefts.
- Break ins.
- Break ins.
- Break ins.
- Breaking in and entering homes.
- Breaking into cars, theft.
- Broken mailboxes are happening too often. Mailbox has been broken over a month.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Car theft.
- Car theft.
- Car theft.
- Cars racing.
- Crowding.
- Deterrence of crime.
- Drainages.
- Drug activity.
- Drug activity.
- Drugs.
- Feeling safe in my home from crime.
- Graffiti.
- Gun shots.
- Gun shots.
- Gunshots can be heard behind my house from 9 pm-4 am.
- Hit and run accidents.
- Home break in.
- Home break ins.
- Home protection.
- House break ins.
- Impaired driving.
- Individual walking the streets recording data in their phones.
- In-house break ins.
- Mailbox/package theft.
- Narcotic sale/use.
- Nights.
- No problems.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



- Not having nuisance neighbor that may harass you.
- Personal safety.
- Police stop killing black people.
- Reports of gunshots being fired at night.
- Residential burglary.
- Residents driving very fast down the street.
- Robberies.
- Robbery.
- Robbery.
- Security.
- Shooting as they drive by.
- Speeders.
- Stolen vehicles.
- The quality of street and road maintenance.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft, burglary.
- Theft of packages.
- Theft, burglary, robbing.
- There are always people shooting at night, using their yards as gun ranges.
- Traffic accidents.
- Vandalism.
- Vandalism.
- Vehicle crimes.
- Women cannot walk alone at night.
- Abuse.
- Access to support in the event of an accident or crime.
- Aggravated assaults.
- Assault.
- Attacking people while in their homes.
- Auto break ins.
- Break ins.
- Break ins.
- Breaking into cars.
- Burglary.
- Burglary.
- Cannot think of another.
- Car break ins.
- Car break ins, mailbox break ins.
- Car broken into.
- Car burglaries.
- Car theft.
- Car vandalism.
- Car vandalism.
- Car/home burglaries.
- Cars and mailboxes being broken into at night.
- Days.
- Domestic/elder abuse.
- Elderly.
- Emergency response.
- Had some neighbors' tires get stolen.
- Homeless break ins.
- Homeless loitering from area of Fred Rd.
- Homeless people.
- Homeless population around trail by house.
- Increase numbers of homeless people on the streets.
- Kids being truant in school.
- Knowing I will get a quick response when needed.
- Mailbox destruction.
- Maintenance of peace and quiet.
- Outdoor thief.
- People in greenbelt.
- Petty theft.
- Physical harm.
- Police stop profiling black drivers.
- Police visibility.
- Property crimes.
- Property crimes.
- Property safety.
- Robberies.
- Robbery.
- Robbery and burglary in the Monticello Park area.
- Shooting at houses.
- Speeding.
- Speeding.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



- Speeding.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Traffic/movement shady people.
- Trespassing.
- Vandalism.
- Vandalism.
- Vandalism.
- Vandalism.
- Vehicle breaking and entering.
- Women must worry about rape.

Q4. Most important crime or quality of life issues. District 8

- A criminal neighbor who has boarders also committing crimes on premises.
- There are a lot of vehicle break-ins. I would like something to deter them.
- Auto break ins.
- Break ins in surrounding neighborhood.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Car break ins.
- Car break ins.
- Car theft.
- Car theft.
- Drag racing on De Zavala Rd.
- Gangs.
- Graffiti.
- Gun shots.
- Home break ins.
- Home break ins.
- Home invasion.
- Home invasion.
- Homeless.
- Homeless people.
- Homeless people vandalizing, graffiti damaging, and trespassing private property.
- Homeless population.
- I know my neighbors; we look out for each other.
- Increase neighbor patrol to keep crime down.
- Increase of car break ins in my neighborhood.
- Mailbox break ins.
- Mailbox thefts.
- Mailbox and package delivery thefts.
- No problems.
- Noise.
- Occasional auto break-ins during the summer.
- Panhandlers and homeless congregating at intersection of I-10 and De Zavala Rd.
- People constantly speeding through my neighborhood.
- Please stop ignoring or minimizing response to gated communities.
- Porch pirates.
- Property crime and destruction.
- Property crimes.
- Quality of life.
- Robberies.
- Robbery.
- Safety.
- Safety.
- Safety in our communities.
- Speeders.
- Speeding.
- Speeding cars.
- Speeding on Newcome Dr.
- Steal.
- The city providing protection for the citizens.
- Theft.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft of property.
- Theft of truck tailgates and car break ins.
- Theft prevention.
- Traffic.
- Traffic enforcement.
- Traffic, speeding.
- Vandalism.
- Vehicle burglary.
- Vehicle burglary.
- Vehicle burglary.
- Vehicle vandalism.
- We need speed humps on Greenstone.
- Wheels stolen twice in 6-year period.
- Aggressive drivers tailgating.
- Aggressive pan handlers at intersections.
- Auto theft.
- Burglary.
- Car races.
- Car theft.
- Car thefts.
- Cleanliness.
- Crime.
- Domestic violence.
- Domestic violence.
- DUI.
- Graffiti.
- Graffiti.
- Graffiti.
- Graffiti and gangs.
- Gunshots.
- Homeless camping in easements in the area.
- Homeless druggies.
- House breaking.
- House burglary.
- Increased police presence, improper parking at street corners.
- Letter mail theft.
- Noise complaint.
- Package theft off porches.
- Parking at night around streets.
- Parties into late hours by neighbors.
- Personal property stolen from cars.
- Police as deterrents to crime.
- Protecting what we work hard for.
- Public safety and law/order.
- Robbery.
- Slobs throwing trash on front yards.
- Soliciting.
- Speeding.
- Speeding.
- Speeding.
- Speeding.
- Speeding.
- Speeding.
- Speeding.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Traffic, failure to stop at lights or stop signs.
- Vandalism.
- Vehicle burglary.
- Vehicle damage

Q4. Most important crime or quality of life issues. District 9

- A good neighborhood watch program.
- Barking dogs.
- Being aware that there are criminals possibly nearby.
- Break in.
- Break into cars.
- Break ins.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



- Breaking into cars at night.
- Break ins.
- Break ins.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Burglary.
- Car break ins.
- Car break ins.
- Car break ins.
- Car break ins.
- Car break ins.
- Car break ins.
- Car theft.
- Car theft.
- Car theft.
- Car theft.
- Car theft.
- Car theft.
- Crime.
- Drag racing on Hubner Rd overnight.
- Drugs.
- Drugs.
- Garage thefts (lawnmowers, golf clubs, etc.)
- Gated community, private security, room for improvement.
- Gated community with cameras.
- Home burglary.
- House break ins.
- House invasion.
- Illegal street racing.
- Kind neighbors.
- Live in a very safe neighborhood.
- Loose pets.
- Lots of break ins.
- Mailboxes broken into.
- Mailbox vandalism.
- Maintain police surveillances in our area to continue to make us feel safe.
- Neighbor behind neighborhood throws junk over fences.
- Night lighting.
- Over speeding.
- Package theft.
- People getting into unlocked garages.
- Periodic vehicle break ins/mail theft.
- Petty crimes, cars.
- Petty theft.
- Property crime, burglary etc.
- Property crimes.
- Robberies.
- Robbery.
- Robbery.
- Safe driving.
- Safe neighborhood.
- Safety.
- Speeders in front of our elementary school even when lights are flashing.
- Speeding.
- Speeding and failure to yield ROW.
- Speeding on Encino Drive.
- Stealing mail.
- Stolen delivered packages.
- The safety of our children on the streets.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- There have been more sounds of gun shots lately.
- There is very little crime.
- Things are good.
- Too many car break ins.
- Traffic control (e.g., speeding, failure to yield, weaving).
- Traffic noise from hot rod racers.
- Traffic speed.
- Trespassing.
- Unwanted sales solicitation.
- Vandalism.
- Vandalism.
- Vandalism.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



- Vehicle break ins.
- Vehicle break ins.
- Vehicle break ins.
- Vehicle break ins and package theft.
- Vehicle theft.
- Vehicle theft and break ins.
- Vehicles speeding.
- Very noisy yard maintenance, e.g., leaf blowers with mufflers removed.
- We have never seen police patrols in our neighborhood in 10 years.
- We have no crime.
- Airport/airplane noise above.
- Awareness.
- Break ins.
- Break ins.
- Breaking into vehicles.
- Burglary.
- Burglary, car theft.
- Car break ins.
- Car break ins.
- Car break ins.
- Car break-ins and vandalism.
- Car racing down Hardy & Huebner.
- Cars being broken into.
- Damage to property.
- Diligent residents looking out for each other.
- Domestic violence.
- Domestic violence.
- Door to door solicitors.
- Drivers cutting you off on construction access road 281.
- Drug violence.
- Excessive speeding.
- Fireworks.
- Fraud.
- Fraud; solicitors.
- Graffiti.
- Home invasion.
- Home invasion.
- Home thefts.
- House break ins.
- Juvenile vandalism.
- Length of response time after called.
- Mailboxes broken into.
- Mail theft.
- Mail theft.
- Mail theft.
- Mailbox break ins.
- Minor burglary.
- No crime.
- Noise.
- Not knowing neighbors.
- Petty theft.
- Property maintenance.
- Robbery.
- Robbery/Property Theft.
- Security.
- Seeing people walking around that are strangers.
- Soliciting.
- Speeding.
- Speeding.
- Speeding.
- Speeding.
- Speeding.
- Speeding.
- Speeding.
- Speeding.
- Speeding.
- Speeding through the neighborhood, way too many deer at night.
- Stealing packages.
- Stolen mail or packages delivered by FedEx, etc.
- Strangers roaming the neighborhood.
- Theft.
- Too much speeding/drag racing on Hardy Oak.
- Traffic.
- Traffic control.
- Trespassers.
- Trust.
- Unlicensed workers/contractors.
- Unwanted solicitors.
- Vandalism.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



- Vandalism.
- Vandalism.
- Vandalism.
- Vandalism.

- Vandalism.
- Vehicle Burglary.
- We have gate guards.

Q4. Most important crime or quality of life issues. District 10

- | | |
|--|---|
| <ul style="list-style-type: none"> • Banned trespassers from private properties. • Break in at my home. • Break into vehicles. • Break ins. • Breaking and entering. • Breaking into cars, property theft. • Break ins. • Burglary. • Burglary. • Burglary. • Burglary. • Burglary. • Burglary. • Burglary. • Burglary. • Car break ins. • Car break ins. • Car break ins. • Car break ins. • Car break ins. • Car theft. • Car theft. • Car theft. • Car theft. • Car theft. • Cars speeding on our street. • Family violence. • Graffiti. • Gun shots. • Home break in. • Home break ins. • Homeless. • Homeless. • House theft. • I am not aware of any. • I do not know. | <ul style="list-style-type: none"> • Increased presence of homeless people seen. • Increasing homeless population and tent cities. • Just moved in recently so I really could not say. • Kid drug dealers. • Knowing your neighbors whether you like them or not. • Late night or early morning vehicle break ins /theft. • Less crime. • Lot of area shootings. • Mail theft. • Minor property crime. • More police visibility in the neighborhood. • Negligent dog owners. • No sidewalks. • Overhead lighting. • Package theft. • People breaking into the cars. • Petty theft of mail and packages. • Porch pirates. • Porch pirates (theft of delivered packages from porch). • Potential breaking. • Random people cutting through my neighborhood. • Safe streets to walk down. • Shooting victims. • Speeding and traffic issues in residential neighborhood. • Speeding cars. • Speeding, but not it is not much of an issue. • Stolen property. • Strangers walking around. |
|--|---|

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



- The lack of police.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft.
- Theft from cars.
- Theft of cars/parts.
- Theft of objects left on porches.
- Transients/homeless.
- Vandalism.
- Vandalism.
- Vandalism.
- Vehicle break ins.
- Vehicle break ins.
- Vehicle break ins.
- Vehicle break ins.
- Vehicle burglaries.
- Vehicle robbery.
- Vehicle vandalism.
- Vehicles that are broken into.
- Violent Crime index.
- We occasionally have a burglary in our neighborhood.
- Assault.
- Auto break in.
- Auto vandalism.
- Barking dogs.
- Better quality.
- Break ins.
- Burglary.
- Burglary.
- Car break in.
- Car break in.
- Car vandalism.
- Discharging of Firearms/Gun Shots.
- Discrimination.
- Disruptive neighbors.
- Distracted driving.
- Domestic violence.
- Domestic violence.
- Do not know this one either.
- Door to door salespeople.
- Door to door solicitors.
- Drugs.
- Drugs.
- Excessive speeding in our neighborhood.
- Graffiti.
- Graffiti just outside neighborhood.
- Gun shots.
- Home invasion.
- Home invasion.
- Homeless.
- Homeless people.
- Homelessness.
- House break ins.
- Increased traffic to avoid busy intersection.
- Items stolen when dropped off by amazon.
- Kid drug dealers.
- Litter.
- Lost animals.
- Lot of vehicle theft at night that could progress to home theft.
- Median income for zip code.
- Neighboring areas.
- No drug houses.
- Noise.
- Parking commercial vehicles in street.
- People ignore stop signs.
- People on dirt bikes or hanging out in greenbelt.
- Power outages.
- Robberies.
- Robbery.
- Robbery.
- Speeding.
- Speeding.
- Speeding.
- Stolen vehicles.
- Streetlights not kept up.
- Theft.
- Theft.
- Theft.
- Theft.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



- | | |
|--|----------------------|
| • Theft. | • Vandalism. |
| • Theft. | • Vandalism. |
| • Too many guns. | • Vandalism. |
| • Traffic speed not been followed. | • Vandalism. |
| • Unknown people ringing doorbells to try to access house. | • Vandalism. |
| • Vandalism. | • Vandalism. |
| • Vandalism. | • Vehicle theft. |
| • Vandalism. | • Vehicle theft. |
| • Vandalism. | • Violations of HOA. |

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



Q6e. What was the reason you contacted the SAPD? District 1

- A property was broken into.
- Assault.
- Auto break ins.
- Break in at neighbor's house.
- Follow up on an incident report for admin reasons or insurance follow.
- Hit and run, car was sideswiped.
- How much I appreciate them.
- License plate.
- Noise disturbance.
- Suspicious activity.
- Suspicious person.
- To report a noise disturbance.
- Trespassers.
- When my husband passed in my home.

Q6e. What was the reason you contacted the SAPD? District 2

- Blue Santa for my children.
- Burglar alarm went off.
- Dumping trash.
- Gunshots.
- I was assaulted and had to pepper spray someone.
- Loitering.
- Man yelling at children, bad language.
- Shots fired, mail fraud.
- They were distributing water to residents after the big freeze.

Q6e. What was the reason you contacted the SAPD? District 3

- I had a suicide at my place of work. Our son is a police officer.
- At a sports venue and thanked them for their service.
- Car was broken into.
- Daughter was physically attacked by neighbor and friends.
- Disturbances on property with non-family.
- Family violence.
- Gunshots.
- Loud music.
- Loud rowdy neighbors late at night.
- Marriage disturbances with my daughter and her spouse.
- Music too loud.



2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District

- My grandkids are police officers.
- Next door drug activity; junkyard next door, fighting, assaults, etc.
- Out of control homeless (tent city close to business).
- Porch pirates, suspicious.
- Reported noise disturbances, loud music.
- Shots fired.
- Speeders.
- Speeding by school buses, motorcycles, cars, and construction vehicles.
- Suspicious vehicle.
- Theft reports.
- Thieves.
- To report a shooting.
- Vehicle accident.

Q6e. What was the reason you contacted the SAPD? District 4

- Accidentally pressed the panic button on my alarm fob.
- Car abandoned in front of our home/street.
- Drive by.
- False alarm response my own fault SAPD had a great response time. Thanks.
- In public.
- Just pulled up next to them and thanked them for keeping us safe.
- Neighbors excessive loud noise at nighttime.
- Reports of suspicious activity.
- Say hi and thanks for service.
- Wrecks, hazardous situations, suspect burglary.

Q6e. What was the reason you contacted the SAPD? District 5

- Accident report by SAPD but was never called back.
- Domestic dispute.
- Drug activity.
- Ex-boyfriend stalking me.
- Girlfriend would not leave.
- Gunshots, dumping, loud music, drug activity.
- Harassment and problems with neighbors.
- Late night car racing and people walking through yards.
- Person stalking, neighbors fighting.
- Question about safety.
- Robberies, prostitution, drug dealing.
- Show appreciation and buy breakfast at restaurant.
- Suspicious vehicles parked in neighborhood.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



Q6e. What was the reason you contacted the SAPD? District 6

- Auto accident, minor fender bender.
- Burglary.
- Domestic.
- Drugs.
- He was our very close neighbor and close friend.
- It was incidental, unplanned contact.
- Loud music last midnight.
- My wife was unresponsive.
- Neighbor harassing roof subcontractor doing work at home.
- Neighbors' car being burglarized and for a wrong way driver.
- No calls, interaction in public, sitting at gas stations.
- Problems with the neighbors.
- Someone in my backyard, gunshots.
- Someone needed medical attention.
- Stolen property from inside car, neighbor's fighting, dog abuse.
- Verbal Threats.

Q6e. What was the reason you contacted the SAPD? District 7

- A disabled man in a wheelchair, abandoned on street.
- Across the street home incidents.
- Dispose of old ammunition.
- Domestic, theft, trespassing, animal cruelty, drugs.
- Elder checkup during the freeze.
- Hit and run accidents.
- Homeless breaking into vacant houses.
- I was the victim of identity theft.
- Neighbor in medical crisis.
- Neighbor was acting crazy in front yard with guns.
- Report someone that I no longer wanted to come to my house.
- Report suspicious characters in the hood.
- Scam theft of money.
- Someone in the area.
- To tell them I appreciate their hard work.

Q6e. What was the reason you contacted the SAPD? District 8

- Aggressive driver, noise, and pet complaints.
- Broken down vehicles on street and in driveways, missing signs.
- Fireworks by neighbors coming onto my roof and trees.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



- Fraud, someone wrote a check on my bank account and stole \$4820.
- In the neighborhood.
- Just to say hello.
- Mailbox break in.
- Neighbors' pipes were broke, I assisted.
- Officer patrolling neighborhood. Stopped him and thanked him for his service.
- Possible identity theft report.
- Separated wife would not get out of my car.
- Suspicious activity from an individual.
- Talked to an officer in the neighborhood about a strange vehicle.
- Theft at my place of business.
- Volunteering at the food bank.
- Witness of an accident.

Q6e. What was the reason you contacted the SAPD? District 9

- Alarm tripped.
- Ask questions.
- Car was broken into.
- Daughter was attacked on her college campus.
- Domestic disturbance.
- Donated hand sanitizer, personal hygiene bags for the homeless.
- Fraudulent towing company charge from Belton, Tx.
- General info to pass on info about missing person.
- Home alarm.
- I thanked a police person who was behind me in a line.
- My HOA contracts them for off-duty security.
- Suspected drug sales.
- Suspicious person.
- Suspicious person wandering through my neighborhood.
- They were looking for someone.
- To report an assault.
- To volunteer.
- Traffic stop.
- Volunteering.

Q6e. What was the reason you contacted the SAPD? District 10

- Employee complaint.
- Gang related graffiti at my business.
- Hit and run at my house.
- I did not contact them; I was asked about hearing gun shots.
- I thank them for their service when possible.

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- Just to tell them thanks for their service.
- Kids operating go carts on street.
- Looking for someone in the neighborhood on suspicion.
- My husband called because someone broke into our car and stole the radio.
- Neighbor made a noise complaint at 7:30 PM.
- Parking issues.
- Questions on tolls and breaking in of vehicles.
- Socially.
- Suspicious people.
- Suspicious persons.
- Work-related (private security).

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



Q7a. What concerns do you have about interactions with SAPD?

District 1

- I may have a concern about a situation, but do not want it to be escalated with police presence.
- Police do not wear masks when I have interacted with them during covid.
- There are struggling/clearly need help (strung out, homeless, etc.) but I am afraid if I call SAPD they will use excessive force or otherwise abuse the person who needs the wellness check/assistance. Because of SAPD's history of violence, especially towards people of color, as well as the number of officers who are rehired after being disciplined, they are not the right group to come out for these types of calls.
- They do not listen to the victim.
- They take too long to respond and when question it they get mad.

Q7a. What concerns do you have about interactions with SAPD?

District 2

- Being unconcerned, beatings, death.
- I somehow become the target due to my criminal background.
- I am concerned about racial profiling and them not showing up in a timely fashion when I contact SAPD for help.
- Invasive, arrogant natured.
- Most SAPD officers are rude unconcerned and have the attitude that you have disturbed them for no good cause.

Q7a. What concerns do you have about interactions with SAPD?

District 3

- I have dogs and do not want an officer to hurt them, and officers give different answers to the same situation.
- Most police do not give a person a chance to explain the problem.
- Racism.
- SAPD says they will send someone, and no one shows up.
- Sometimes the officers are just plain jerks and have attitude issues thinking their better than us. They do not listen or care and start being bullies getting in your face and threatening to arrest you. But some officers are complete opposites and that is the one I want to interact with. You take a chance of who you get when you call the police. I rather not call them unless there is no choice.
- The response time in our neighborhood is a concern. It is rare to see a normal patrol in our neighborhood. They are only seen when there is a problem.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



Q7a. What concerns do you have about interactions with SAPD?

District 4

- Many do not have an open mind or are very condescending. I understand they must maintain control, but many are rude, vulgar, and unprofessional.
- Might spiral out of control, so I avoid the hassle.
- My child was falsely accused of shooting at cops, and they did some shady stuff and till this day we are not able to get our property because they are hiding the evidence from us.
- Not going to show up.
- That no one will show up; I called in an anonymous noise complaint on a neighbor and the officer came to my house after he went to the house with the loud music Not so anonymous anymore, I will not call them anymore unless I am dying.
- They do nothing.
- They lie. They harass citizens and are not held accountable for breaking the law they supposedly uphold.

Q7a. What concerns do you have about interactions with SAPD?

District 5

- Nothing will be done, or they will come too late.
- Police are aggressive in my past interactions, do not trust them.
- Some hearing cops have deaf parents, they can sign to deaf people. That will be great communication.
- Sometimes they will not address the situation only because certain paperwork must be taken down and I feel that sometimes they do not care because we are minorities and they just push the incident aside.
- They come to your house on purpose, so everyone knows you called them.
- They come with preconceived ideas about me.
- They do not help.

Q7a. What concerns do you have about interactions with SAPD?

District 6

- Do not seem to practice with knowledge.
- Getting beat up by them again.
- I do not want to bring them to my neighborhood and potentially put my neighbors in harm's way.
- Lack of understanding, caring, no empathy.
- Police brutality.
- Someone citizen may get shot or murdered.
- The police are in poor physical shape and cannot chase criminals.
- They show too much aggressiveness.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



Q7a. What concerns do you have about interactions with SAPD?

District 7

- Arriving with a mean streak bravado.
- As a minority there is always concern with outcome. They are harder on minority people.
- Do not solve.
- First, they are completely ineffective. We had some bad neighbors (a rental house) and several in our neighborhood called the police about a wild party they had. We all watched out our windows as the police car drove past the party house and did not even go to the door. Later a drunk partygoer drove drunk down our street and crashed into the neighbors parked car. And this is considered a good neighborhood.
Second, they are stupid and trigger happy. I would give it 50/50 if they would help you or shoot you. And I am white.
- It is their way or the highway attitude.
- Lack of meaningful response to issue/no resolution.
- No response or when officer came to make report for auto accident to my home, she was very annoyed that a report had not been done. I had waited 2 hours for an officer to answer call to come to accident site. No one came, I had no choice but to come home. She lectured me about waiting to report which was the next day.
- Profiling changes their views on the situation. Although I have encountered some amazingly compassionate police the last few years, I have seen a change in demeanor with every police officer I encounter, from indifferent to the point of lacking interest to help annoyance for the call same response there is nothing we can do and even prejudice profiling on me when I called for help.
- They feel as if my situations are petty and as I was told once they are wasting their time when they can be at a more important call.
- White folks are always right attitude.

Q7a. What concerns do you have about interactions with SAPD?

District 8

- Fairness, objectivity, preconceived ideas.
- I'm concerned that I won't be treated fairly as an African American citizen due to other people's issues and encounters with the SAPD.
- Media, often I must make sure I know what my rights are just in case an interaction does not fare well.
- Some SAPD officers think they are above the law or use unnecessary force. When I was younger, SAPD beat me and a friend up. Granted, I was young and dumb, fighting. But I never resisted or threatened SAPD officers, and we were beat badly. We were let go and I did not realize I could have sued.
- With my brief encounters I have found the policemen surly, condescending, border-line rude, unsympathetic, and bullies. All these attributes are of concern to me.
- Zero trust! If you call with an issue, a request to see an ID is asked. The ID Request is just a feeble attempt to check for Warrants Crime Report Stats, should have declined due to people not calling the Police.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



Q7a. What concerns do you have about interactions with SAPD?

District 9

- I am a Black male and wonder if that would possibly put me at risk with some white officers. Certainly, do not mean to prejudge all of them or suggest that even most of them would act from a perch of implicit bias. That is certainly not fair or reasonable, but history certainly prompts me to be wary.
- Not reliable, shoot first mentality, everyone is out to hurt them, do not care about citizens.
- SAPD is more interested in serving themselves than the community.
- The last time I had interactions with the police, they lied to me. My neighbor had seen someone go into my garage and take something. That person dropped their cell phone on the way out. We gave it to police. They said they knew who it was and said they had taken photos to my neighbor and she could not identify the culprit. When I talked to my neighbor, she advised me that she had never been contacted by the police, so no, I do not trust the SAPD.

Q7a. What concerns do you have about interactions with SAPD?

District 10

- Chance of meeting less than pro police officers.
- I am black.
- My skin is brown.
- Not recently, but I had an unpleasant and threatening interaction with a police officer that I had called for assistance. He basically threatened me for asking for help and it scared me badly. It has affected the way I view police. There are a lot of good officers, but unless it is worth risking meeting up with a bad one then it is not worth calling. However, I realize police are human beings and fully support SAPD and denounce any effort to defund them in any way.
- Racial profiling.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



Q9. Other suggestions for ways the police department can build better relationships with the community. District 1

- Live in the communities they serve. Not carry guns on their person. Aggressively discipline officers who have abused their position. Partner with mutual aid and community organizations about what the communities need, not what the city or SAPD thinks they need.
- Be compliant with the caller.
- Being born and raised in San Antonio, the community has always loved their officers. Feel good programs as shown above do not work because there are too many people with too many agendas, such as personal, political, or financial gain. Bottom line is law abiding citizens love their police officers and realize the risks they take for the community. The criminal entity will never like the police entity and will always call the police bad. They will always call for the police to be changed to benefit their criminality, or as the catch phrase of the moment is "defund the police".
- Increase police presence.
- Just by being present around the area more often.
- More patrolling in neighborhoods.
- More tv infomercials.
- More visibility in neighborhoods.
- New training implementing racial bias and mental health support.
- Vet recruits and trainees for racist beliefs, promote policies that seek to eliminate racial profiling. Disallow officers from wearing symbols and accessories that have become associated with white supremacy like blue line, MAGA, etc.

Q9. Other suggestions for ways the police department can build better relationships with the community. District 2

- App where homeowners can register and report crime in the area. Data can be used to pinpoint problem areas in neighborhoods.
- Be more visible in the hood.
- Mental health education.
- More training.
- Routine patrol in neighborhood.
- Sensitivity training and violence prevention workshops.

Q9. Other suggestions for ways the police department can build better relationships with the community. District 3

- Be more visible.
- COP & Citizens on Patrol / Code Compliance interaction more frequently.
- CRT (Crisis Response Team) - Victim Advocates.
- Fund Police, increase neighborhood drive thru, enforce speed limits.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



- Get to know the people in the community they serve.
- Hardly ever see a cop drive by only when their lights are on speeding through, maybe swing through and show themselves around-to feel safe again.
- I do not know anything about the programs above. I think the main concern is recognizing that depending on the color of your skin you could be treated differently. I want officers that are not afraid to service certain people, and officers that do not use the shield of a police officer to “legally” act out their racism. Fair, objective. Police the people the way you would want someone to police their families.
- I would like to see them drive around the block.
- Not being parked in vacant lots instead of doing their job.
- Not sure but something that will involve the community and children, such as having what I have seen officers interacting with children and parents. And listening to children, to their concerns, and doing something about it.
- Stop wasting taxpayer money for elaborate funeral processions which disrupt city traffic, safety and funds and pull from assigned police patrol.
- Surveillance systems for areas with theft issues.
- The city government needs to more publicly support the SAPD. The "defund," movement is dangerous, and will reduce our tourism revenue.
- They need to be courteous and not treat citizens like criminals. Too many times I see & hear officers acting like bullies. Also, when a suspect is cuffed that should end the struggle, you do not need 3 or 4 officers trying to take him down. When officers accept this job, they know that there is risk involved so if they can handle the job, they need to move on. Thanks.
- Too many cars parked on the street.
- Veterans' organizations.
- Walk and greet the people in the neighborhoods they patrol, like politicians.

Q9. Other suggestions for ways the police department can build better relationships with the community. District 4

- Investigate reports of poor behaviors by policeman.
- Need to interact with the community better.
- Neighborhood patrolling.
- Patrol the neighborhoods for more security.
- Put out a call or email program to reach out to homes, people will open and will often call for problems. Some have kids on drugs.
- Stop being aggressive and assuming just because of someone's appearance they should be judged and treated aggressive.
- They do not believe me.
- To be more professional, treat people as humans, not have an everyone is a criminal and a liar mentality.

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



Q9. Other suggestions for ways the police department can build better relationships with the community. District 5

- Continue police drive by night and day.
- Direct involvement with the neighborhood residents.
- Learning how to communicate with deaf people.
- Minority hiring.
- More involved with people.
- More police presence and interaction.
- Remove bad cops from the force with no rehire.
- Restorative justice programs.
- Show up.
- Use cameras in high crime areas.
- Use undercover cars.
- Within the community.

Q9. Other suggestions for ways the police department can build better relationships with the community. District 6

- Be more active on the Neighborhood Nights Out.
- Be more visible and patrol.
- Bring back beat cops and assigned neighborhood policing. Communities are created by those that live, work, or frequent a certain area and individually recognizable officers should be a daily part of each community, it is paramount to building mutual trust. There is no better way to gain the trust of that community while also, helping to eliminate the "US against THEM" mentality. If you had to go see a different doctor or dentist every time you needed their services, would you feel comfortable? Be particularly wary of the "Broken window theory" and increase presence in those areas as appropriate because, I think we all can agree that it is no longer a "Theory".
- Do not be aggressive in all situations, some instances require more patience. I know it is a hard job, but people get nervous and react.
- Foot or bike patrol in neighborhoods Increased presence in high crime areas Better traffic patrol: we desperately need better control.
- HOA's National Night Out, schools, churches, cleaning trash and graffiti with volunteer groups.
- Just all-around visibility and interaction with the community. Friendlier and more approachable. I believe they should be here to serve above all else, protect when needed but not to manage and control the community. I understand power can be intoxicating but that is not what is needed in the neighborhoods.
- Keep cadets in school longer, at least two years.
- Meeting with leaders of the community.
- More visibility.
- Not killing black people or people of color.

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- Pairing with mental health and substance abuse groups for training, understanding, resources and visibility.
- Patrolman should try to speak to people try to develop some kind interaction or communication other than when there is a situation or crisis is at hand. Get to know the people in the community and let us get familiar with you as well.
- Police presence in the community, especially walking around where they are known in the community. The police many years ago use to maintain order and peace and were a part of the community.
- Positive public reaction.
- Programs that help the community understand a police officer's role. This is not always about them understanding the community but the community understanding their role as well.
- They are doing a great job.
- You can create better relationships once you all quit. We need a new system that is not founded on white supremacy.

Q9. Other suggestions for ways the police department can build better relationships with the community. District 7

- Family groups discussions on the importance of teaching their children about law enforcement and community responsibility.
- Get them therapy so they can have less power issues and as a result be able to treat the community with respect and partner with the citizens to make SA a great city. Many of them will not even smile at people. There are studies that show there are a higher percentage of abusers among police officers than the public. That is scary considering the amount of power they are entrusted with.
- Give the officers free lunch.
- I think they should develop race events that interact with young drivers that are out street racing, to do these things on closed courses. And/or give people defensive driving lessons to help mitigate the crashes and distracted driving seen daily.
- Increase training to get ahead of the violent protestors.
- Maybe, if officers on their shift, could occasionally drive down my busy residential street, (900 Block Shadwell/Cross street, Wild Cherry) traffic would heed to stop signs.
- More active patrolling in neighborhoods.
- More community presence. Have the press stop demonizing the police department. There are some bad officers, but a whole lot of good ones.
- More SAPD even on bicycles, checking on neighborhoods. Easier visibility and person to person communication.
- More training on how to deal with people.
- Public service announcements on how police handle situations and why.
- Needs people that are familiar with mental health issues to help instead of police which may use excessive force. Develop a partnership with mental health personnel.
- Police presence.
- Sensitivity training dealing with black people. Purge the SAPD of white nationalists/white supremacist.
- Take the time to hear a person out and at times letting people go with a warning. Kindness goes far.



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- Taking advantage of neighborhood groups or associations to invite the community repeatedly and consistently to meet and chat with the officer(s) to see each other face to face (masked for the time being).
- Teach youth how to respond to police.
- Working with equity/inclusion partners to reduce/eliminate bias and microaggressions.

Q9. Other suggestions for ways the police department can build better relationships with the community. District 8

- Coffee with a cop, precinct open house, police sponsored car shows, laser training exercises for citizens to participate in such as shoot/do not shoot.
- Honestly: Let us get back to cops biking/walking the beat and knowing the neighborhoods they patrol. I honestly could not tell you who is assigned to our subdivision, or even if there was someone.
- I want everybody to know the basic etiquette when there is an encounter with the police. I would like to have class or instruction where there is a mutual understanding of the rights of the police (for their safety) and the rights of the person (for their dignity) when the police answer a call for help (no matter how significant the police think the call for help is). I want it to be clear that a police report will be written. I want the person involved in the interaction clear on how to access the report so that if there is any misbehavior or undignified treatment, it can be used when rectifying the issue.
- Knowing people in neighborhoods, know the kids in your neighborhoods, names, and parents in all neighborhoods, not just some.
- Meeting with neighborhood association.
- Mental health professionals added to team.
- Mental health unit, more visibility.
- Patrol residential streets more often, day and night. This tells criminals that the SAPD is liable to appear anytime and gives residents a more secure feeling knowing that SAPD officers are nearby.
- Reduce salaries. Make salaries comparable to schoolteachers.
- Reinstate the volunteers in policing. Get FACT volunteers back out there helping the domestic violence victims This is a major issue that needs advocates out there to give resources.

Q9. Other suggestions for ways the police department can build better relationships with the community. District 9

- Better training and experience in crisis de-escalation and willingness to engage social workers, psychologists, and others better trained to handle non-violent events.
- Broken windows policing. Strict enforcement of minor quality of life infractions, panhandling, graffiti, vandalism, trespassing, minor drug offenses. Most of these people are in between felony criminal activity. If you can get them off the street now, they cannot commit crime later. They need to know they are being monitored.
- Do not lie to tax paying citizens.
- Educational or informational workshops.
- Have an assigned police officer that regularly patrols area and have them stop and say hi if you are out in yard so you can get to know them, and that you know who will respond to your calls.

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- Just get police out in neighborhoods not hiding to catch speeders. If someone runs away from a cop, please shoot them.
- More volunteer opportunities.
- Partner with mental health organizations. We need new, ways of handling mental health crisis among those with PTSD and other mental health disorders.
- Patrol area more often.
- Police officers should return to normal uniforms and stay away from military style dress, having served my country and experienced combat. Combat utilities have their place in the military, but not in civilian policing. This creates an alpha type of mentality. Remove camo and maintain a neutral color.
- Programs with schools that introduce the police to our kids in a non-stressful environment.
- Require parenting clinics for underage violators.
- Sensitivity training is a must.
- Serve food at homeless shelters or give out food at food banks to build trust.
- Stop the reinstatement of police officers who have been charged with multiple violations. Require the reviewing board to review each officer's entire record, not just the recent history such as just three years. We want good police who are not quick on the trigger or who come on too aggressively when it is not called for.
- Take time to talk with more people while they are on patrol to open lines of communication, try acting more friendly with the average joe public.
- They cannot, people are just hate filled right now. Even neighbors moving into new neighborhoods cannot get past color, political judgments, military uniforms, and predetermined mind sets.
- Train them to serve the community, train them they are part of the community.
- Understand the community they are working with. Better understanding of mental health and drug abuse.
- Very slow response time for multiple shots fired. Pleased with response to my burglar alarm going off and incident of group of teens running down our street banging on doors and windows. Officers caught them.

Q9. Other suggestions for ways the police department can build better relationships with the community. District 10

- Be transparent. Hold bad officers accountable. Hand out fines/tickets if there are actual safety concerns. Be consistent. Allow citizens to report bad police behavior and let it stay on their record. Allow citizens to take legal actions against bad officers. Have officers that live in their neighborhoods, patrol the same neighborhood.
- Bicycle safety fairs.
- Dare program, event participation, veteran's participation.
- Discuss on daily basis during community interactions, not just when a criminal complaint or call received but as a normal conversation with people to get to know them. Push neighbors to address problems as a community. I have never lived in a safe community where people do not know or interact with each other.
- Increased visibility in neighborhood.



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- Instead of arresting panhandlers and encampment culprits, assist them in finding adequate and affordable housing, as well as employment opportunities so they can have food and shelter. That way, crime can reduce.
- Severely curtail budget.
- Partnership with staff in San Antonio who understand mental health issues for shared responsibility.
- Policemen really should know and be known by the community that they serve. Possibly general meet & greets for those servicing certain areas and maybe some yearly events - not big things, but just a way for people to get to know the police officers from their local stations as human beings.
- Retail outlets, booths at various locations.
- Ride along for teens seeking law enforcement careers.
- Stop harassing people for drug use, possession, distribution, and selling. This is something that needs to be fixed at the national and state level; however, if police response is secondary to other activities involving drugs then there will be fewer interactions and fewer opportunities for those interactions to become violent. In this case, police should be thought of more as a second responder rather than a first responder. In general police response should be limited to actual incidents of physical violence and intentional property damage. Note that this does not necessarily include accidents, the public needs less police presence (not more) so they can learn how to deal with their own problems. We, as a society cannot continue to coddle the citizenry into dependence on government and government solutions and services.
- Talking with more business owners.
- They need to do a better job on PR regarding all the great things they are doing, PR, retraining, PR connections with nonprofits.
- Training in conflict de-escalation. Members of the community should be encouraged to comply with a police officer's instructions and avoid the consequences that usually follow refusal to comply.

Q16. What do you like BEST about the San Antonio Police Department?

[illegible]

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Q16. What do you like BEST about the San Antonio Police Department?

District 1

- Ability to respond in a timely manner.
- All my interactions have been polite.
- Always respond.
- Chief is professional and competent.
- Come to a call quick.
- Diversity of your staff.
- They do a great job for our city.
- Everything, they are doing a great job.
- Fast, courteous, professional.
- Friendly, responsive, respectful.
- General presence. Seem to employ women and people of color. Generally quick response times.
- Good men and women. Like everything else, you have some bad apples that must be called out.
- Great people.
- I can talk to SAPD, no fear of SAPD.
- I have found most to be courteous and professional.
- I have had no dealings with the police.
- I like them, have no issues.
- I like to see police officers serving publicly.
- I mostly interact with the non-emergency number folks who are always quick to answer and friendly.
- I rarely hear about incidents where police escalated issues unnecessarily and I think the Chief is a good leader.
- Majority are very professional and courteous and follow the interpretation of respectability to their fellow man or woman.
- Most of them are to themselves which is good probably need to say hi to most neighbors often.
- My brother is an SAPD officer.
- My experience is they are great. Even though when I was young police were sarcastic, I am fine now.
- Openness to learn from community; being open to improvements and working with community.
- Patrol.
- Police academy.
- Police chief.
- Proactive in crime ridden areas.
- Reliability.
- Response.
- The chief is very professional. Any passing encounter with officers has been friendly.
- The City.
- The few interactions I have had with SAPD officers over the years have always been favorable. The officers have been responsive, professional, knowledgeable, helpful, and courteous.
- The professionalism that is shown by the officers conducting their daily tasks.
- The response time is according to the situation.



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- Their uniforms, they serve and protect our communities.
- They are responsive and usually courteous.
- They are the best.
- They are there when you need them and are very polite and respectful.
- They are there when you need them.
- They are very disciplined and have very good knowledge of their job.
- They do a good job of keeping the Riverwalk area safe.
- They do their jobs.
- They eventually show up.
- They take care of business.
- Timely response and not being rude.
- Very dependable.
- Waving to them during community events (Fiesta, Marathon).
- Well trained. Courteous and professional.
- When there have been concerns in our neighborhood, police do respond to calls. On occasions when I do see officers patrolling our neighborhood, there are usually multiple (not sure if that means they are scouting an incident or genuinely just patrolling).

Q16. What do you like BEST about the San Antonio Police Department? **District 2**

- Caring about the neighborhood. Showing concern for citizens.
- Commitment to helping the community.
- Courtesy, knowledgeable, good conversationalists and just good decent people.
- Everything they do for the city, thank you for what you do.
- Everything.
- Friendliness and cordiality of some officers.
- Goal is to keep communities safe.
- Great about getting to area of need.
- Have always found the SA police helpful.
- Have enough staff officers as backups that improves security to community.
- I appreciate good cops who want to genuinely protect and serve their community.
- I do not know.
- I expect them to protect me when needed.
- I have only had positive interactions with them in which they appear to be focused and professional.
- Lots of family and friends in SAPD.
- Officers are very helpful.
- Patrolling answer 911 calls in the community.
- Quick acting, friendly.
- Quick to respond.
- Response for high crimes.
- Some officers display very good attitudes.
- The police are there for us and our needs when called, I appreciate them.

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- The police chief.
- They are great.
- There are supposed to protect and serve.
- They are doing the best they can. I believe they are doing a great job protecting our city.
- They are very reliable and most of them respect the community.
- They come and go by my house, I like that.
- They do drive-by in our neighborhood at night.
- They drive nice vehicles courteously.
- They get their work done.
- They have always been very responsive while maintaining a great level of professionalism. They are also always grateful when we thank them for all their hard work.
- They are always there when my family needs it for my community needs it and some of them have a way of speaking the situation down.
- Think the overall majority trustworthy and the chief has always been a considerate person.
- Very respectful and they are just doing their job.
- When I call about hearing people talking around the house, they come quickly.
- When there have been issues in the past, police response was amazingly fast. Been a long time since that has happened.
- When they drive by my neighborhood or have helicopters fly by daily.

Q16. What do you like BEST about the San Antonio Police Department?

District 3

- Answering 911 calls.
- Chief McManus.
- Chief McManus.
- Due to limited number of personnel, it is hard to cover all the bases. Neighborhood patrols are sorely needed. They do a great job with the limited resources they have.
- Friendliness and availability. Call me sheltered but I do not feel we have the same issues that happen in other cities. In our city we raise our kids to believe that police are here to protect, serve and help, not someone to be feared. I personally never had a bad experience with a policeman. In fact, the 2 times I have needed other they have been there to help me. I do not think we have an issue with racism.
- Friendly and professional.
- Good policemen.
- I appreciate that the SAPD is a good representation of our community. There are many Black, Hispanic and some women officers.
- I believe most of them do their job to the best of their abilities.
- I do feel very safe here on the Southside of San Antonio. I do not hesitate to call police for help. I see how other people are treated but that has never been my experience. Officers here do wave a hello acknowledge they see me. It is not threatening in my view. I might initiate a wave and they do wave back. I have not seen an officer be purposely mean to anyone here.

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- I have lived here my whole life and I have not seen what is going on in our country, police brutality, killing of our children, etc. here like I have seen everywhere else, and I want to keep it like that. I hope we are training and screening police officers correctly. They have the power to be impactful positively, but there is a distrust that if I am stopped or my son or family, will we be treated unfairly.
- I have never had an experience with SAPD.
- Knowing we are kept safe. They patrol the area looking for suspicious activity and if we call for help, they will come asap.
- Most of the officers' care about the people and want to do a good job.
- Neighborhood patrol.
- Nice people to interact with. Usually very professional.
- Officer teamwork, diversity of programs, excellent Chief.
- Polite and friendly.
- Professional.
- Prompt to respond, always have a good interaction.
- Quick response to 911.
- Reliability. Conduct standards.
- See them frequently around San Antonio.
- Some officers are friendly and helpful.
- Some will help you! But they tend to be looking for things to harass innocent people about.
- Strength in numbers. Tact.
- That they are there for the city and its safety.
- That they exist! That they risk their lives every day to serve and protect.
- Most of them are professionals, doing the job they have been trained to do. If they want respect from the citizens, then they need to give respect too. Overall, I appreciate these officers for I know they have a stressful job. These surveys are necessary to correct in house issues and now that you have these surveys, it is time to act on them.
- The officers are well trained, very friendly, and willing to help to public.
- The officers I have interacted with have been respectful, informative, and willing to help.
- The safe officer for neighborhoods.
- Their commitment.
- Their involvement with the community.
- Their professionalism, kindness, and respect for all people. I have observed SAPD officers treating offenders with respect and dignity. They seem generally to be committed to their job and to our city.
- Their protection.
- Their uniforms.
- They all try their best. Some of them have a large ego. I work for public health. It is hard to serve the public. You cannot satisfy everyone. Everyone is always going to have an opinion.
- They are everywhere.
- They are friendly and helpful.
- They are very hard workers and very professional, they put their lives in danger daily for all of us.
- They come to special events, like National Night Out, when you ask. And a lot of the detectives are nice and concerned when you call and ask about a certain situation and need to know what to do next. I had some great detectives and officers help me in a situation I thought I would never resolve. I cannot thank them enough for helping me.

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- They do great work.
- They exist.
- They protect and serve all.
- They seem to have good training and do a good job.
- They take care of our community.
- They try to help when possible.
- They will go to special events (like National Night Out) if you ask.
- Utmost respect for difficult job. They do a great job.
- Very good officers.
- Very informative.
- Very responsive and courteous when called.
- Well organized, but we need more patrol especially at night.
- When they visit the schools and interact with the students.
- Willingness.

Q16. What do you like BEST about the San Antonio Police Department? **District 4**

- Doing a great job.
- Efficiency.
- Friendliness and willing to share what is going on in our community when they come to community meetings.
- Great response times and very professional.
- High level officers that are caring for the community they work in.
- I love that they have a very extensive and lengthy academic process, this should help reassure the public of our police forces knowledge and training to deal with a variety of situations while out on the streets.
- I see more younger adults getting into that field.
- Keep using the marked police cars, not the undercover ones.
- Mirrors population of the city.
- Most are helpful and ready to protect.
- Most officers are friendly.
- My experiences with SAPD have been positive. Officers act professionally.
- Not all officers are the same.
- On a Friday night on the southside, if you are not shooting a gun or beating someone up on the street, you will be left alone.
- Quick response to shootings.
- Seem to be well trained and knowledgeable. The department is well mixed with all genders and backgrounds.
- That they are usually friendly when approached by citizens.
- That they do a job that few can do, they go to work every day and see the worst of us.
- The fact that they still travel primarily one person to a vehicle and continue to be respected enough to maintain their authority as policepersons. Not hearing about too many cases of Police brutality



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and persons of any race being killed by police unjustly. I love our current police chief and how our department personnel are being held to a very high standard of conduct.

- The times that I have encountered a visit/talk with a member of the SAPD, they have been very professional.
- Their involvement in the community.
- There are police that know what they are doing.
- They are doing good work with special victims of crimes specifically children's advocacy center.
- They are only a phone call away.
- They are there to protect us.
- They do their best to do their job.
- They do their job.
- They do their job.
- Very good response time when I have needed them.
- Visibility.
- Watching their involvement with the community. Volunteering with children. Allowing all to feel welcomed by them.
- Well trained police force who generally conduct themselves with a high amount of character.
- When I have called for help, they have always responded.
- When I have dealt with the department always professional and helpful.
- When we need them; they have been there. Please continue.

Q16. What do you like BEST about the San Antonio Police Department? **District 5**

- Always here to help and serve.
- Attentive, understanding, and responsive, from previous experiences.
- Diversity of officers.
- Education and respect for citizenship.
- Have patience with deaf people, write a note, cops do not believe my license that I read lips, but I was born deaf.
- I appreciate their hard work and how kind they are to you when you approach them.
- I back the blue.
- I back the blue. I do volunteer work with them.
- Just general likeness.
- Needs improvement, wish they were more involved in the community.
- Only once was an officer nice, most talk down on you even as a senior.
- Patrolling the neighborhood.
- Police Chief McManus.
- Policemen keep us as safe as possible to the best of their ability.
- Professional, courteous and they serve and protect our city.
- Professionalism.
- Quality of service.

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- Some officers serve and protect and take their job seriously but over the years the younger generation has lost a lot of respect due to not having proper training and discipline. Not being able to get to know the community and build relationship with the community.
- That they respond quickly.
- Their leadership (Chief, assist chief).
- Their professionalism, response time and willingness to help all that need help.
- There are good cops 85%.
- They are efficient.
- They are fast on the calls.
- They are to protect us and keep us safe.
- They are very patient, non-aggressive and informative.
- They come when called.
- They do their best given the situation.
- They have a union; they have the right to bargain.
- They help the community.
- They help those in need.
- They respond when called.
- They show up when called.
- They take care of the park in front of my house.
- Transparency.
- Unfortunately, I have not had a positive interaction to be able to answer this.
- When encountered most have a nice and professional attitude. Some can be very rude and mean.
- When they participate with community organizations, if they do patrol, get out and meet the public in their homes.
- Willingness to try new programs, police chief involvement.

Q16. What do you like BEST about the San Antonio Police Department? **District 6**

- Always friendly.
- Commitment to job.
- Compassion when dealing with mental health issues.
- Detectives are impressive. Seem to be well educated.
- Every member of the SAPD with whom I have associated proved to be professional, knowledgeable, sincere, and capable of providing the necessary service needed and required. I am very pleased with the SAPD.
- Friendly and great teamwork.
- I do not like anything about an organization that harms the people it is supposed to protect. What is there to like about people who kill and face zero consequences. Or a department that sweeps encampments and takes away peoples only belongings.
- I do not mess with the law.
- I feel safe in most parts of the city.

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- I feel safer having a police department that: protects its citizens, is respectful, has good communication skills, is helpful and listens before reacting, can be counted on being professional.
- The SA Police Department is one of the best run departments in the City.
- I like that they patrol in pairs and they wear body cams.
- I like when they are visible in the neighborhood.
- I realize they put their lives on the line every day, however they need to be mindful that we the taxpayers pay their salary and to get respect it is "Earned".
- I respect all first responders who follow the law in pursuing their work. I like the sense of safety around the police.
- I support the police.
- I think they are doing a good job.
- I am grateful for their protection.
- Interaction with officers has always been great and diverse.
- It has been a long time since I have had an interaction with the police. They are like most organizations with many employees who interact with the public, some so a great job and some should probably not be policeman. I do feel that from I hear on the news and read in the paper, that if a policeman is fired, they should not be rehired repeatedly.
- I have seen them be helpful and patient with difficult cases.
- Leadership training polite, friendly.
- Many are Hispanic and speak Spanish.
- More opportunities for women.
- Most are professional.
- Most of the officers are good, caring people who do their job correctly.
- Mostly courtesy.
- Presence is comforting.
- Professionalism.
- Prompt responsiveness.
- SAPD has been known to be fair.
- Sensitivity to citizen's needs.
- So far, my personal experiences with the SA police have been positive and I wish that will be the case for my fellow San Antonians.
- Some of the police officers are respectful.
- That we have a police presence at events and possibly sufficient manpower for the size of the city.
- The fact that they have committed to serve and protect the community.
- The last encounter was with a Leon Valley police officer. He was firm but fair. He asked me to slow down and be safe.
- The non-urgent response time is very good.
- The officers have been here when we needed them, I know they risk their lives every day for people they do not know. The officers I have met were understanding and helpful and that was needed at that time.
- Their mere presence whether needed or not.
- Their professionalism.
- Their understanding.
- They appear to be mostly professional and well trained.

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- They are there when needed.
- They do their best to help and protect us. However, there may be some bad apples in the bunch.
- They have always been nice to us.
- They seem friendly.
- They seem to do a lot of community involvement.
- They have always been very professional when I have had interactions with them.
- Transparency.
- Very responsive.
- Very responsive, professional, courteous.
- Very sharp, knowledgeable, professional, compassionate, wonderful servants taking care of the public.
- Visible and involved in community.
- Visible presence in key areas to possible prevent unlawful behavior. Willingness to work with city government but also willing to position themselves outside of politics (at least from my perspective).
- We have awesome officers spoiled by a few bad apples.
- When I was a principal on the east side the police presence was a positive and helpful to the students.

Q16. What do you like BEST about the San Antonio Police Department? **District 7**

- 911 when you need it. Defunding is sheer folly.
- All the San Antonio police officers, detectives, peace officers have been nothing but cordial and respectful to me and my family.
- Always have had a positive experience.
- Appears to respond quickly to reports of criminal activity.
- Attempts at modernizing.
- Attention.
- Better than Chicago PD.
- Cannot say. At 18 I worked at what was corporation courts. Atmosphere at police dept was way different then it was 10 years later and much different than it is now. Policy and direction have continued to change other than the ingrained prejudices in the training. These training policies are both the obvious and those not in the training manuals.
- Chief McManus.
- Chief McManus.
- Compassionate.
- Courteous/prompt.
- Decent response to issues, minimal presence in neighborhood.
- Fast response.
- Friendly, community, oriented approach.
- Good race relations.
- Good service.

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- I believe that most of them are honest and have integrity and really want to help people and protect all citizens.
- I believe they are trying to do a good job. Most officers I have met, police and county, are fine people.
- I do not honestly know the idea that I will be able to get help if I ever need it.
- I like Chief McManus and the way he runs the SAPD. He has the respect of the community and admits when things are wrong. There have been many improvements since McManus took the job. Any interaction I have ever had with SAPD has been one of courtesy and professionalism.
- I like to see them in my neighborhood and throughout San Antonio. Whenever I had a chance to interact with the police, they have always been helpful and professional.
- I love the SAPD overall. I have had some very positive issues resolved with polite & helpful officers.
- I love the tenacity that these men and women have, to go out there and do a thankless job that is scrutinized from all sides day in and day out.
- I rarely experience racial profiling.
- I think they try to do their job to the best of their ability.
- Love my blue. They are there for my family.
- Most officers are honest 95%.
- Most officers are polite to me. I have black friends who do not share this feeling.
- Most that I have interacted with appear very professional, well trained, and even tempered.
- Mostly good people and locals who know the area and know the people around here.
- My best friend working there.
- My prayers are with them for their safety as well. They are our protectors.
- Officers are approachable and they do not project a poor attitude.
- Officers are in great shape, officers for most part give pamphlets on local resources.
- Positive relationships with citizens.
- Responsive to calls.
- SAPD locations are close to the neighborhood.
- Sometimes you see heartfelt interactions with the public like the viral video of the Hispanic police officer who was Latin dancing at a citizen's house. That man is admirable and should not be "lumped in" with the others. My experience has been that minority police officers tend to treat people better (black, Latino and female).
- The calmness they have as you talk with an officer. Great top leadership.
- The cleanup Javier has done in his dept.
- Most of the officers are good people.
- The police officers can be seen daily. We go by the scene of accident, and police are acting secure the victims and to ensure the safety of those in and out of the accident. I could go on and on about things Police Officers due daily that most people could not handle. Wellness checks, Dead bodies? Taking on a drug crazed person who is intent on blowing someone's brains out. What I like best about our Police Department is that they are there, and ready to take action to serve and protect our community.
- The presence alone can deter criminal activity.
- The way they handle themselves and respect for others.
- Their presence in the neighborhood and social events to keep citizens safe.
- Their response time and their friendliness. They will generally try and help and answer my questions.
- They are always nice and courteous and are quick to respond.

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- They are helpful.
- They are here to protect and help us. I think they are doing a good job. Thanks.
- They are here to serve and protect.
- They are the city's finest and respectful. They are here to protect. Brave.
- They are very courteous and approachable.
- They handled disabled child situation with intelligence and grace. They were obviously trained.
- They have come and been very respectful and supportive when we called them.
- They make my family and I feel safe.
- They provide a great service to our community.
- They represent the best of SAPD.
- They tend to exhibit a fair and neutral attitude toward citizens. They tend to be flexible and reasonable. They are willing to give you a warning rather than overreact.
- Usually friendly, it helps for them to wave at people as you drive through the neighborhood, feels good. People appreciate that they are more than a person walking, shows they are aware of you and part of your community.
- Very down to earth.
- Very professional and polite.
- Visible presence.
- Visibly identifiable cars.
- Working with university police dept around campus issues.

Q16. What do you like BEST about the San Antonio Police Department? **District 8**

- Always courteous and willing to listen/help.
- Appeared quickly.
- Approachable/available.
- As an Anglo I will not hesitate to ask for their help.
- Chief McManus.
- Diversity of its ranks. Very fast response time.
- Every interaction they have been respectful and levelheaded, I have never felt that they were abusing their authority.
- Everything: rapid response, friendliness, courtesy.
- Generally well-trained and professional.
- Got my calls taken care of and right handle of the situation.
- Hardly had any interaction personally but have observed them being helpful.
- Holding itself accountable.
- I am a firm supporter of the police. I do think maybe a stronger critique in the selection process should probably be done, but overall, I have no complaints. I think they also support our community strongly. I am proud of our police department.
- I believe we had one of the best departments in the country. Through the chief and upper management at the department and the city, they have destroyed the morale and capabilities of the

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department. The men and women in the department, including the civilian support staff, do an outstanding job with the tools given them.

- I feel they are doing the best job they considering all circumstances, but there are a few who shoot and kill unnecessarily, quick to either stereo type or mis-judge the situation, but overall, I back the blue, my nephew is a SAPD.
- I have always found them to be friendly when needed.
- I have had nor have I personally heard of any negative events.
- I love their commitment to serving and protecting our city! They are the best!
- I think overall the SAPD is made up of men and women whose primary concern is the safety of the citizens of San Antonio.
- I think the officers seem like hard working, brave and honorable men, and women.
- I would say that 99% of officers are on the same mindset as myself. I enjoy interacting with them thru COPs and I wave at them when I am riding my motorcycle just to let them know that there are friendlies out there.
- It is good reputation in fighting crime and Chief McManus explaining serious crime and law enforcement events on TV during or soon after the events.
- Keeping San Antonio safe and not harassing minorities.
- Knowledge of job.
- Majority of officers are good and kind who care about the community.
- My overall impression is they do a good job. I have never had a bad encounter with police or seen it happen to others.
- Nice and hard working.
- Not aggressive and they try and be helpful without being overbearing to people.
- Open information and availability.
- Overall professionalism.
- Professional.
- Professionalism.
- Quick response time, respectful personnel, good reputation.
- Rapid response.
- Respectful and knowledgeable.
- Response times, openness, transparency, ease of contact.
- Rules need to be upheld and most officers are awesome.
- SAPD is a very professional police department, and it is well diversified.
- Seem responsive.
- Some are very friendly.
- That there are people that care about the community they serve.
- That they take responsibility to serve.
- The officers I associate with are very professional.
- The professionalism.
- The Prue Substation let our HOA use their facility for our yearly HOA meeting (before COVID).
- The SAPD is always trying to do their best in any situation however because of limited resources cannot span the scope of such a wide area as San Antonio and its boundaries. However, in my opinion they are a good force when you need them but a little slow on emergency situations, but then this reverts to the situation that not enough coverage for all our city.

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- Their commitment to serve the community.
- Their promptness, courtesy with any involvement I have had with, willingness to help with misc. issues, willingness to visit neighborhood gatherings as they are available.
- They are available when I need them.
- They are effective and courteous.
- They are great and if they have a rotten apple, they take care of it.
- They are one phone call away ready to tackle literally anything that gets thrown at them. They are all heroes.
- They are professional and friendly.
- They are very professional in their demeanor and seems to want to resolve an issue as best they can rather than to arrest someone.
- They do the best they can do.
- They have been reliable when I have needed them and collaborative with my neighborhood's HOA. My general perception is that they are professional.
- They put their lives on the line for us every single day. I commend them for their hard work and dedication. It is a shame some people are so out of touch with reality, they lack common sense and give our fine men and women in blue nothing but disrespect and BS! But all that goes out the window when they need help.
- They work hard, protect our community, are visible.
- Very professional, listen to what happened, gives out business card, may explain next step. For resident vandalism, they went in to check if anyone was inside because I was afraid.
- Well run organization, good officers.
- When I have needed their service, it was an easy interaction.

Q16. What do you like BEST about the San Antonio Police Department? **District 9**

- A sense of security.
- A very fine group.
- All interactions have been professional over the years.
- Almost every contact with a police person has been good, in my opinion they are well trained and very professional excellent performance.
- Always have been responsive and professional.
- Appear to be responsive to needs and show human respect.
- Chief McManus.
- Communication level is high. I feel the officers are "listeners" before going into action.
- Courtesy.
- Do not listen to these fools saying we need to defund the police! We need to support our police! And we need more officers.
- Every time we have needed them, they have been there, and they have been amazing. Car accidents, medical emergencies, break ins, etc.
- Friendly in my neighborhood. Nonaggressive interaction with homeless downtown (pre Covid).
- Generally, a good, responsive department.

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- Generally, officers appear to be calm, confident and "in-charge".
- Good training, staying up to date using proper techniques. But I cringe when they do not.
- Helpful attitude.
- I am a retired San Antonio Police Officer. What I like best is they are available.
- I can call if I need them. However, I live in a safe gated community.
- I have a few friends whose children are officers for the department as well as a few friends who are nearing retirement. I have nothing but the upmost respect for our women/men in blue.
- I have always found them very helpful.
- I have had two 911 calls in the past. The response was immediate and appropriate.
- I have never had a negative encounter with any SAPD officer. I am polite, respectful, follow instructions and so has every officer I have ever encountered.
- I have not had encounters with the police in my 14 years living here.
- I love our police dept so long you all keep some of your egos at bay. Policing is public service not imposing one is will. Again, Love the police dept.
- I think they respond the best they can with the tools they have. I do not think they receive enough support from the city.
- I think they usually do their best against all odds. I would like to see more police presence other than traffic stops. I feel safer with them around.
- It is a strong organization and generally has the community's safety as major concern. I also appreciate working with the safe officers as I am part of neighborhood organization and the officer's support has been superior.
- I have known and worked with many SAPD officers. They have all been family oriented, intelligent, respectful and the hardest working people I have ever met.
- Like most Texans, helpful, courteous, and professional.
- Low profile.
- Mostly hard-working people who have a difficult job and who go about their work efficiently and effectively.
- Overall great job.
- Overall, they are a professional source.
- Professional.
- Professional demeanor.
- Professional, courteous, maintain law and order.
- Professionalism Service orientation.
- Prompt response time and professional behavior.
- Prompt response, professional.
- Quick response, efficient officers.
- Rapid response.
- Relatively free of excessive use violence during arrests and altercations; apparently not riddled with white extremists like police forces in other communities.
- Respond to calls.
- Response time.
- Responsiveness when required.
- Salazar does a good job of keeping the public informed and he also holds his officers accountable. We all need to support his efforts to protect our city.

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- That SA has these resources available to our communities.
- The new young faces.
- The officers are helpful, kind, and brave.
- The officers help keep us safe.
- The overwhelming interactions I have witnessed have been very professional and courteous.
- The people.
- The people. We have wonderful, caring, and respectful officers who deserve to be applauded and thanked frequently.
- The police chief has been a positive force.
- The response times are very good.
- Their aggressive, proactive approach to police work.
- Their courtesy.
- Their courtesy.
- Their integrity.
- Their presence in community.
- Their presence on the road keeps traffic from speeding.
- Their professionalism.
- They are not very present in my neighborhood, but I see the chief on TV and have a positive impression of him as a leader.
- They are polite.
- They are rarely in the news, positive interactions with them at work.
- They do their jobs, as a city council and city manager direct.
- They do a good job patrolling and keeping our neighborhood safe.
- They do not appear to need a quota when it comes to tickets.
- They have a dangerous and difficult job and overall, they do it well.
- They have a presence in our neighborhood. Respond quickly when needed. Are very respectful and polite but have a professionalism that demands respect for their position and the job ahead of them.
- They keep us safe. They have an extremely difficult job. I appreciate that they are out there every day taking risks.
- They present themselves as being there for all of us.
- They put their lives on the thin blue line every day. I have friends and family members that are police officers.
- They recognize when citizens step in to help others.
- They seem to be courteous.
- They seem to be well balanced and have a good presence in the community.
- They tend to get involved in some community.
- They used to drive through the neighborhood often.
- Trying to keep our citizens safe.
- Usually, polite.
- Very professional.
- When the officer pulled me over for a traffic stop, he was very kind! I complimented him on his kindness. Hopefully, officers are kind across the board.

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Open-Ended Comments by City Council District



Q16. What do you like BEST about the San Antonio Police Department?

District 10

- Always friendly and professional.
- Always respectful and appropriate.
- Anytime I have had to call them (which thankfully has not been often) they were prompt, kind, and patient.
- Availability when needed.
- Chief and management.
- Chief McManus.
- Current staffing levels.
- Everything. I love the police and I appreciate everything they do to keep me and my family safe.
- Extremely helpful and friendly.
- Fast response.
- Feel safe in my neighborhood, good job.
- Friendly.
- Friendly, professional, helpful, responsive.
- Good job overall. Not over or under aggressive. Friendly in general.
- Have someone to help us when in danger with burglary or auto theft and other violence. Thank you for your help.
- Helpful when needed.
- I have always found them helpful and responsive when I needed them.
- I do not have much contact but the one time I did he was very professional.
- I do not know.
- I guess shooting hoops with me one late night, but that was after I was racially profiled 2 years prior to that night.
- I have always found them to be courteous, respectful, and extremely helpful.
- I have been treated fairly.
- I like that the police department is involved in the community and the police chief holds those officers accused of bad behavior accountable.
- I have proudly been a volunteer for SAPD for years and attended the citizens police academy. I love our police. There are bad apples in every profession so to stereotype and generalize all police officers is ridiculous, ignorant, crime driven, and does not honor these heroes who put their lives on the line for strangers.
- Most are courteous.
- Mostly friendly.
- My job has me speaking with police and fire jurisdictions throughout the state SAPD and SAFD give me some of the best experiences.
- My overall interactions with police have been good.
- News updates, public announcements, police officers that obey the dept.
- Overall professionalism of the officers. Generally, most are friendly.
- Overall, think most of the police are respectful, professional, competent officers and leadership. However, I am a white, affluent, privileged person. Minorities may not feel the same.

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- Professionalism.
- Prompt response, friendly yet professional and brave to work our city each day.
- Reliable.
- Responsible/friendly.
- Seeing their presence in our community.
- Sheriff Salazar. He is Bilingual. He has a Strong presence.
- Social media is on point! But for real, SAPD's self-promotion is great. They highlight holidays, promote social media trends (fun!), and share stories of SAPD being helpful.
- That they are there to protect and serve the public.
- That they protect and serve the community they live in that they are normal people like me with normal wants and needs that they chose to serve or state/city.
- That they are there when needed.
- The chief is visible on the news often.
- The ease of speed with sending officers into our neighborhood to investigate a suspicious activity occurring now.
- The last few interactions that I have had with the police department have been exceptional. The officers were personable and approachable.
- The Leadership and their transparency.
- The men and women should be commended for their work.
- The officers are friendly, caring, helpful. The chief, not so much.
- The protection they provide and a sense of safety.
- The SAFE program.
- Their courtesy and professionalism but also their understanding and empathy.
- Their help.
- Their presence.
- Their response time.
- They are available and effective.
- They are diverse!! Open minded not one sided.
- They are friendly and courteous. They are highly respected by me.
- They are generally courteous, prompt, brave and wish to serve their community and get the bad guys/gals.
- They are generally squared away.
- They are honest, hardworking examples of San Antonio perfection.
- They are normally very responsive if emergency.
- They are there when we need them.
- They are usually helpful and courteous.
- They go the extra mile to help citizens. They put their lives on the line to protect citizens.
- They have always responded and been helpful whenever I have had the need to contact them. I have witnessed them defuse tense situations.
- They are in touch with the community they serve. They use good judgment when interacting with the public. They are kind to the average citizen.
- Very professional and always doing the best job possible.
- Well trained. High standard. Professionalism.
- When they help with school traffic

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

[illegible]

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Open-Ended Comments by City Council District



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

District 1

- Abuse.
- Being too aggressive or violent.
- Cannot think of any now.
- Chief McManus needs to go. The department needs new, fresh blood to stay up with the times.
- Holding its officers accountable when crimes are committed. Police officers should be held to a higher standard.
- I do not often see police simply patrolling our neighborhood.
- I feel that a few feel they are above the law or feel the badge gives them the ability to go aboveboard in their execution of their duties. Too many get away with serious actions due to the union rules.
- I have no complaints.
- I think the collective bargaining agreement makes the Chief and City leadership unable to develop the SAPD in the way they would like and keeps officers who display poor behavior on the force.
- I would like to see a greater presence of SAPD in our neighborhood.
- Lack of legal knowledge, negativity, shirking work especially around shift change times.
- Lack of ordinance enforcement.
- Need to cruise around in their squad car more often.
- Not enough of them.
- Not enough support leading to longer than preferred wait times.
- Officers continuing to serve after abusive behavior.
- Over reaction.
- Police officer's union.
- Response time. Department is small for our city size.
- Some are jerks or lazy.
- Some are lazy, but the rest are great people.
- Some officers are not courteous and demeaning to the resident.
- Some officers seem not to care when they are called for help.
- Speeding ticket that I honestly do not think was earned. But there is no recourse.
- That they are not able to patrol problem areas more often or have a more permanent presence to deter squatting or trespassing.
- That they speed through by you without lights on which means they think that they can break the law and not get punished for that. They should obey the speed limit law also.
- The infiltration of white supremacy group into the SAPD.
- The leadership is lacking and is very top heavy.
- Their lack of accountability. How much power the police union has. The violence and abuse they demonstrate towards citizens of color, those with mental health and substance abuse problems, those experiencing homelessness, etc. I was a white, teenage college student in San Antonio and saw many of my peers flagrantly break the law in front of officers, but the officers looked the other way, I know this is not how they treat those who are less privileged.
- Their use in nonviolent situations.



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- There are incidents of racially motivated injustices.
- They are never on time.
- They want to defund the police dept.
- Unfair to criticize due to limited experience.
- Union and negative news.
- Unwilling to assist in child custody/possession disputes where one parent has with them and shows to police officer court order setting forth custody/possession rights, and other parent is failing to return child to parent with primary custody.
- Visibility seems to be a problem.
- When a real emergency it takes longer to get them to location.
- When they must get physical, unless necessary.

Q17. What do you like LEAST about the San Antonio Police Department? **District 2**

- Aggressiveness toward approach on citizens.
- Allegations of abuse and brutality.
- As an educated Native American/Latino with BA and an MA degree; most of my encounters since I learned to drive have been negative officers make assumptions about a person based upon their own racial biases and experiences, I believe the City of SA should psychologically test recruits before they become cadets.
- Attitudes of some.
- Bad reputation given for a few bad seeds.
- Cannot fire bad officers.
- Chief was hired from out of state rather than from within the dept rank and file.
- Do not see them as often as I would like.
- Do not know.
- Have not had a reason to find a least.
- I do not know no opinion.
- Involvement in groups against the democracy of the united states hate groups, racist comments on social media.
- Lack of follow up I was the victim of a vehicle break in and theft of money from inside the vehicle the perpetrator left a water bottle and other items within the car that the police officers took for fingerprint/other testing never heard anything back.
- Less time speeder and more time crime.
- More uniformed officers.
- Never around when you need them.
- Not enough around to enforce the laws.
- Not enough officers for this size of town.
- Racial profiling, lack of response and/or timely response on the eastside and use of aggressive and/or unnecessary force.
- Response time for lower crimes that can turn out to be critical situations.
- Slow response.

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- Some police officers are not very friendly.
- That they do not protect and serve.
- The officers that talk to you as if you do not matter and the officers that ones that do not listen to you.
- The ones that have the attitude problems or makes you feel inferior to others.
- There are officers who should not be officers.
- There is nothing not to like.
- There is not really anything that I do not like about our police force, in fact I would be happy to see more of them in our neighborhood.
- They do not take anything seriously and when you call them for help, they are disrespectful and treat you like you are the criminal they complain saying they are always called to this address.
- They get away with a lot.
- They take too long to come out when you call them.
- Time when called.
- Under educated, arrogancy.
- Unfriendliness and unconcern of some officers.
- Union issues.
- When an officer is charged for family violence and abuse their own.
- When its non-emergency on a phone call, for example we were robbed from outside our house and thieves stole our patio furniture we called to make a police report, took long time to come out we waited over 30 min.

Q17. What do you like LEAST about the San Antonio Police Department?

District 3

- Acting like bullies and showing no respect (throwing their weight around) this is the "main" reason people dislike the police.
- A lot of them are jerks and mean to people with mental disabilities.
- Bad officers are not fired.
- Be more understanding.
- Better use of Crime Victim Advocates for Domestic Violence & Mental Health issues! This could potentially reduce officer use of firing their weapon!
- Bias-Latinos and Negros.
- Dishonest, abusing their authority, getting arrested for drinking and driving. We need mature and caring officers.
- Everyone.
- I dislike Chief McManus. He seems not to care about his officers.
- I do not have anything negative to say about the SA police dept.
- I do not like that the SAPD union is so aggressive when it comes to contracts. I agree they should get great care but must pay for their family. The rest or the community must pay I did not appreciate the commercials during the 4 proposals last year It seemed very self-serving.
- I have no specific complaints.



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- I honestly do not have anything. There is a distrust of police officers in general. We interact with police officers cautiously.
- Large egos.
- Most have a power trip mentality and are quick to pull a gun out and fire knowing full well there will be nothing but a slap on the hand. They are always hiding.
- Most police do not give a person a chance to explain the problem Right away they look for something to haul a person that called them or a family member to jail.
- Need more to work the streets.
- Need to go back to ticketing for blocking intersections and driveways.
- Negative community perception.
- Not enough police officers.
- Not even highway traffic stops.
- Officers need to listen to both sides of the story.
- Professionalism.
- Response time.
- Response time and that I feel we need more presence.
- Response times could be better.
- Rude officers.
- Social skills.
- Some have a chip on their head and throw their weight around.
- Some of the police officers are arrogant and think because they are police officers, they can do what they want. Sometimes I think the police shoot too soon. I understand them not wanting to wait until they are shot, but if they shoot first maybe they can shoot the perp in the legs instead of center body and should never shoot someone in the back. If they need to shoot someone running away, maybe that is one of the times, they should shoot them in the legs.
- Some officers are just plain rude.
- Sometimes not too friendly.
- Sometimes, they are late.
- Speed traps.
- Speed traps.
- The fact that they are severely understaffed, and their resources are limited.
- The lack of diversity needs to represent the community.
- The time it takes to respond when I have called.
- Their attitudes.
- Their opinion and judging on an individual are not placed on their job. Their control on a situation and help in their community to be at peace is the reason they got this job.
- Their response time.
- They do not care about vagrants scaring neighborhoods.
- They do not make their presence known on the neighborhoods.
- They get too aggressive too fast.
- They know about the drug deals but do nothing to stop it.
- They long to show up.
- Very satisfied.
- Visibility in our neighborhood I feel safe because of my fence However, others have had robberies in the same area.

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- Want to see traffic enforcement in and around subdivisions.
- Willingness to take theft crimes more seriously.

Q17. What do you like LEAST about the San Antonio Police Department? **District 4**

- Chief McManus lets illegal aliens go- did not wait for ICE.
- Do not seem to handle the lower-level crime.
- Everything.
- I hardly ever see police cars patrolling the streets.
- I have the ring app and every day I see there is a burglary reported at all times of day I feel like if there were more police patrolling neighborhoods, this would not happen as much.
- Need more officers, not enough for city this size.
- Need to be a little more friendly so the public would not be scared to approach the officers.
- Not enough police.
- Seeing them sit parked in parking lots for longer periods of time does not sit well with people.
- Slow response to burglaries.
- That police officers are not required to go through psychological testing to join the department There are way too many power-hungry officers.
- That some are racist.
- The Chief being influenced by politics.
- The double-standard; I have seen police speed unsafely past me to get to fast food restaurants to eat. Police should not only be enforcing the law but following it as well.
- The ways they respond to disability people or how they tend to stereotype people sometimes.
- Their attitude and professionalism.
- Their inability to prevent or manage crime.
- There are a few officers that are not friendly and are sometimes rude They usually take too long to respond to some calls.
- There is not enough patrolling in the neighborhoods.
- They are short-handed, need more.
- They do not get enough recognition.
- They need to be more visible in all communities.
- They pick and choose what crimes they want to follow up with.
- They respond quickly when called.
- They work too many hours.
- Try to arrive sooner when called.
- Union involvement that gets fired cops reinstated.
- Watching all the young and experienced officers wear the badge and act like they know it all and pretend that all is allowed because they wear the badge.

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Q17. What do you like LEAST about the San Antonio Police Department?

District 5

- Difficult profession, act less overbearing.
- In my opinion they know who the drug dealers are, arrest all these people.
- Lack of presence.
- Multiple use of firearms for one person.
- Never around schools until the peak hours.
- Police should be held accountable.
- Response time could be better.
- Slow response.
- Some have a chip on their shoulders.
- Some officers have trigger happy posture. You kill too many citizens and then lie about it.
- Sometimes they will not listen to you.
- Sometimes depending on the call, more than four cars respond.
- Take forever to answer a robbery call.
- Take forever when I have called that if i need assistance took more than an hour.
- Takes too long to arrive at location.
- Talking under bridges for a long time, takes too long when called and needed, a lot are mean.
- That police are not respected/paid enough.
- That some of SAPD does nothing to assist our community. When I have called for a person harassing & stalking me the officer who responded was of no help.
- Their abuse of power.
- Their response time.
- Their response to emergencies.
- They are never around when you need them, response time takes too long to arrive. Northside gets better service.
- They do not harass you.
- They do not show respect, never give a correct answer.
- They do not want to do paperwork, so they do not respond to calls.
- They feel so powerful and act out that power against people of color, especially darker skinned and youth of San Antonio.
- They pick up late when a person calls 911.
- Too aggressive.
- Traffic officers giving citations instead of deterring crime.
- Unions hold on discipline and removal. Also, too many officers are overweight and out of shape.
- Unwillingness at times to act and remove the problem situation, follow up on calls made of reports, too difficult to file charges when needed.

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Q17. What do you like LEAST about the San Antonio Police Department?

District 6

- Abuse of power.
- Bad actions, police brutalities.
- Bad reports written by police.
- Can' think of anything.
- Control the car racing in the late-night hours.
- Do not know of anything.
- Everything. The department upholds white supremacy, capitalistic values, and contributes to the mistreatment of people in prisons.
- Have not experienced a bad situation. I do not like how city leaders prevent them from certain involvement that portrays them as racist or unfair. They are risking their lives with every call.
- How slow it takes them to responds to calls or come when called.
- I do not like how the officers who violate rules or procedures, get a slap on the wrist and go back to work. There needs to be more accountability for the officers who violate rules and laws.
- I had an officer give me a warning about a lane change which there was no cars behind me and yet he had just changed 3 lanes with no signal. Cannot enforce something that you are not doing correctly.
- I have not found them to be particularly friendly.
- I would like to see officers pay increased, better incentives provided, support for quality work.
- If I get pulled over, I will be treated unfairly.
- If they must shoot someone, why cannot they shoot them in the arm, etc., or shoot the hand instead of murdering a person. Why "the shoot to kill attitude"? Why cannot the police shoot to disarm a person I thought the police were excellent marksmen?
- I have been pulled over and was talked to very rudely I was speeding but I just did not' see a reason to be that rude If it happened to me (white, girl on the good side of town) I just can' imagine how others not as privileged are treated.
- Lack or unwilling to pursue matters that are important to homeowners (i.e., car break-ins, street racers).
- Low level of education requirements to qualify as an officer.
- Not enough of them as San Antonio continues to grow.
- Not enough officers!!
- Put a local as a police officer chief.
- Quick to judge and react to innocent citizens.
- See above.
- Shooting dogs.
- Sometimes the attitudes they take with certain situations I think they should deal with people with different approaches.
- That I have seen police vehicles parked and officers visiting.
- That the character of each officer differs guess they eventually loose themselves and forget how much integrity is taught at the Academy.
- That the police do not patrol all areas, they only patrol Downtown and high murder areas.

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- The chief.
- The power-hungry attitudes.
- The way that discipline is handled when "bad" cops are involved in serious matters.
- There needs to be ongoing discussion with police union.
- They abuse their authority.
- They should come when called without delay.
- To forceful at times.
- Union politics.
- Very few ruins the reputation of the many that respectfully honor the badge and live up to their responsibilities and commitments.
- We need more.
- When they take a while to respond to a call.
- When they work off duty security in SA Police uniforms.
- Your hiring process needs to be more diligent in your process, it is better to have quality personnel verses quantity.

Q17. What do you like LEAST about the San Antonio Police Department?

District 7

- Abusive or insensitive behavior toward citizens, particularly minorities Also police are often too quick to discharge their weapons when dealing with suspected criminals.
- As far as I am concerned, they live up to the police image.
- Communication with the community about methods and reasons for allowing certain things to happen needs to be improved.
- Do not like the stories regarding abuse.
- Fear that they may abuse my grown sons who are racially mixed (African Hispanic).
- Have never encountered a problem with them.
- Hiding out trying to hand out tickets by surprise.
- Honestly cannot think of anything.
- I do not like the way some of the cops approach people right away in a negative voice or demeanor. Not all but some of them do that.
- I sometimes experience lazy, egotistical, corporate officers who feel no duty to the citizens of less affluent backgrounds.
- Impossible to file a complaint.
- It seems that a burglary happens and there is not much done to investigate the issue. Are their no longer detectives?
- The officers are stretched too thin.
- Massive overtime cost to taxpayers.
- Maybe too quick to judge. Maybe more training on mental illness.
- My neighborhood is starting to feel the effects of time the area is getting rougher. I wish there were more officers keeping vigil.
- Never get to a call on time.
- Not enough officers on the street.

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- Not enough police officers in neighborhoods.
- Not happen often but, when late for a call.
- Officers Union and some of the policies in the contract.
- Police union covering for bad cops.
- Poor vetting/ hiring process, not firing problem officers. Not hard enough on police union.
- Profiling.
- Unfair use of aggression.
- Judgmental comments.
- Apathetic to all calls.
- Reactive policing rather than proactive community relationships.
- Resolving robberies too slowly.
- Response time.
- Response time is too slow in my area.
- See previous response.
- Slow or no response to some calls!
- Sometimes apparent excessive force is used.
- Sometimes officer display of force when not needed.
- Speed tap enforcement.
- Takes too long to respond or not patrolling our area more.
- That some of them seriously look and act like white supremacists. There is one that lives in a neighborhood near mine (that I walk in with my neighbor) and that guy cuts his hair like a skin head and glares at people.
- The constant sitting to entrap motorists etc. when I feel there are much more important issues to focus on such as drugs in our city, violence, theft, and abuse.
- The minority that are not!
- The pressure they are under. They need back up.
- The SAPD Contract regarding firing and suspending officers that have clearly broken the law or violated Department Policies and Procedures in a manner so egregious or on multiple occasions should not have a pathway back to a position on the Police Force and a retirement pension paid for by the taxpayers of the City of San Antonio.
- The size of the budget and out of control expense they have become because we ask them to do too much outside of what should be their primary role should be.
- Their own family problems.
- There have been stories of the odds and ends who are not as nice, you have bad apples everywhere but in that case the way the officers were not removed because they had protection from their agencies.
- They are not taking issues seriously such as situations involving marijuana use or harassment by nuisance neighbors.
- They do not respond quickly They do not respond quickly to home security alarms.
- Treatment of black and poor Latinos and trans people.
- When you need them around there is not one to be found, more than one officer than is required responds.
- Wish they had more officers for the size of our city.

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Q17. What do you like LEAST about the San Antonio Police Department? District 8

- Absolutely NOTHING!
- As with any police department, can feel like an intimidating presence.
- Better training to handle the mentally ill.
- Black friends getting shot for no reason.
- Cannot think of anything.
- Hardly see them patrolling.
- I appreciate the work they do.
- I do not like the racial profiling.
- I do not like the police chief getting involved in politics or social issues. His job is to provide law enforcement for San Antonio and not to push political or social agendas.
- I do not see police patrols on the streets as much as I did years ago. This makes me wonder where all the officers are and makes me feel that we do not have enough patrol officers in our town.
- I must commend the SAPD because they are always putting their lives on the line for our safety. Just continue to do the best job possible for all our community.
- I wish there were a better response time, maybe more officers to have available.
- If firearm is needed, shoot to disable, not to kill.
- Better understanding of each officer's fitness for service (yearly check).
- My every interaction with the police over the last 11 years has been in response to a car accident. They have been professional, but not super-helpful, and in one case, outright dismissive when I tried to make a witness report to a bad accident that happened in front of me.
- My experience is that the police act like bullies and have little to no regard for a person's personal space or rights I go so far as to say they are condescending towards women.
- Need more neighborhood drive throughs, more police presence:) Even 1 time a day or night is beneficial.
- Never around when someone is speeding or racing.
- Not enough officers for a city of the size of San Antonio compared to other major cities.
- Number of officers.
- Officers who are fired then rehired If they are fired, it was for a reason, no arbitration to regain job back.
- Part in reserved parking for patrons at restaurants.
- Police union too adverse in the past.
- Shooting Black or Hispanic men/women Use caution before shooting.
- Some are.
- QUICK to judge!
- That social fools are demonizing them, and our police cannot stand up and point out the root causes of problems.
- That some alt/left groups want to eliminate collective bargaining.
- That they are limited by what the attorney general decides to prosecute and have their hands tied by policies in place to appease the elected city officials that have no real reality of their jobs.



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- The continuing effort to appease a small group of rebellious residents that will never be satisfied of any practical changes the practices of upper management (Police & City) to respond to the media in an appeasing manner immediately following an incident before an incident is investigated.
- The political nature of the union I feel like they go low, and they "dumb down" important issues. Their advocacy on television commercials is insulting. Finally, the terms of the contract they were holding onto were unconscionable, which probably is a failure of the city leaders who agreed to such terms in the first place.
- There are not enough of them.
- There are not enough officers to handle the size of San Antonio. I was once on hold when calling 911 for over 20 minutes.
- Traffic motorcycle patrol at an intersection that has no traffic during the time being monitored, but I was the slowest car on I-10 doing 70mph.
- Unmarked Traffic enforcement vehicles.
- Violence and profiling directed at people of color. It happens, I experienced it when I was married to an African American.
- When a PO does something wrong, I would like more openness about the issue and better accountability and appropriate punishment if the PO is determined to have done something wrong.

Q17. What do you like LEAST about the San Antonio Police Department? District 9

- Aggressive speed enforcement.
- Number of officers arrested for a multitude of crimes.
- Anytime I hear about racial disparity treatment it is very bothersome.
- Everything.
- Excessive force.
- unsuitable personalities for police work.
- Police union has too much power.
- Failure to punish bad cops.
- General ability to address non-violent situations and to respond too soon with force.
- I do not have any complaints about SAPD.
- I do not think we have enough police on the street.
- I would vote to increase police presence.
- I have a hard time pointing to anything.
- I have no concerns if a substantial nature.
- I have no issues with SAPD. If I had to choose one thing unattractive about SAPD is their pay scale. I think it is shameful that they make so little for what they do for our community.
- I have not had encounters with the police in my 14 years living here.
- I respect the organization and the officers.

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- I was involved in an accident a little over a year ago where a young driver hit me from behind while I was at a complete stop the officer seemed irritated that he had to respond but I was severely shaken and thought I might need medical attention I realize and know that they have a very tough job keeping us safe, for that I am very grateful, but it was an awful experience.
- I feel that a minority of the officers are affecting the poor rapport of the majority.
- I feel there should be a stronger method of evaluating officers and being able to terminate the "bad apples."
- Immediate use of weapons.
- In my opinion, people in uniform who are not height/weight proportional do not convey a professional appearance.
- It is too hard to punish or fire bad cops the process does not work.
- It takes too much effort to weed out the rotten apples. They do more harm to the police department than any other source.
- Lack of sensitivity to minorities and mentally ill.
- Lack of training.
- Leadership needs new blood.
- Like all police departments, their union and qualified immunity shields them from accountability.
- Members of the SAPD getting into trouble.
- More support for officers from top level officials when things happen that get out of control on the streets.
- Need to take better care of themselves, get in shape.
- Negotiating for more money.
- Never driving through our neighborhood, to show people they are around. Our mailboxes were broken into two times, because they know police are never in the neighborhood.
- Never seen the officers.
- Not enough officers patrolling neighborhoods.
- Not enough personnel available to slow down the traffic and stop the running of Traffic lights.
- Police union constantly fighting with the city I'm not sure which side is at fault, but I had tired of the never-ending tension.
- Poor response times.
- Probably not enough of them.
- Radar traffic stops.
- Reports of spousal abuse.
- Slow response times at certain times of the day.
- Slow to respond with accidents, I have heard.
- Some members are rogue.
- Some thinks they are too good for some neighbors hoods.
- Sometimes getting aggressive before they try other ways to solve the problem. Letting teens and their parents get away with neglect and school safety.
- Taking too long to get to the scene.
- That at times you see that people are not held accountable for their actions I personally do not believe the SAPD should have their own Union.

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- That the City finds it necessary to go elsewhere to dig up a Chief who is forever looking for TV cameras. If he cannot depend on PIO personnel, he should get rid of them.
- That they do not get enough respect.
- The police union.
- The politicians.
- The SAPD leadership is very involved in politics. The police should always be a neutral entity. McManus should have never been brought back. The SAPD needs leadership that is not rooted in the "good ole boy" network. They need leadership that is young and inspired to truly make a change.
- Their interactions/actions with individuals experiencing emotional/mental episodes or adverse drug reactions.
- There are definite criminals that have surfaced in the SAPD. There needs to be better vetting and background histories performed.
- There does seem to be way too many police vehicles at the scene of accidents on the roads and freeways.
- They are made to do too much social work and deal with ill people with no help.
- They are pulled in many directions, disrespected by many and a few have misbehaved and put all police in danger.
- They do not drive through the neighborhood anymore.
- They lie and sometimes seem disinterested when you do contact them.
- They need faster cars and SUVs and meaner weapons than the criminals they are trying to arrest.
- This survey turning into a political argument vs a supportive response for a job well done.
- Ticketing wrong drivers in speed traps.
- Too many bad cops.
- Too much emphasis on traffic control and not patrolling residential areas or shopping areas enough.
- Union issues and the power that it has over bad police officers being removed from the force.
- Very slow response times to multiple shots fired in an area not from ne substation!!!
- When leadership bends to radical political hacks.
- Wish there were more, especially in Stone Oak.
- You donate once, and they never STOP calling.

Q17. What do you like LEAST about the San Antonio Police Department?

District 10

- Availability.
- Collective bargaining.
- Does not work with ICE, or Border patrol.
- Focus on their aggressiveness. Bad press fighting with city staff and managers.
- Have encountered some shady police officers.
- I do not know.

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- I have no complaints. I love law enforcement. I just think they need to be more knowledgeable and patient with people with mental illness and elderly. Other city officers need help for sure. Too many deaths at hands of police officers.
- I have no issues or bad experience with the San Antonio police.
- I have nothing negative to say about San Antonio Police department.
- I live near a substation I have seen SAPD speed (in SAPD Cruisers AND as they go to and from work in their personal cars), run red lights (same here, personal and SAPD cars), drive on purpose at a greatly reduced speed during rush hour (they know that all the fools will mimic their speed!), and tail you if you accidentally find yourself driving on the wrong side of Jones Maltsberger.
- Inconsistent with who and when violations are fined.
- Lack of visibility in my neighborhood Rarely see police presence, yet burglaries and car vandalism are common.
- Lack of visibility in my neighborhood more community.
- Management playing the political game.
- Not enough enforcement of hands-free law.
- Only when my son was driving, he was always stop by them It was not necessary for that.
- Police captain, chief allow illegal immigrants to go free.
- Rambo mentality instead of a service mentality.
- Response time.
- Rivalry between depts in the city, prejudice, will not do jobs correctly.
- Since last February, it seems that police presence has been reduced. Most likely due to COVID, but I hardly ever see patrols unless they are being actively dispatched.
- SOME are arrogant, are abusers themselves, and become aggressive when they are carrying weapons.
- Some union actions.
- Speeding.
- Tattooed officers.
- That people try to make them to be bad guys I really dislike that the police might think the community does not appreciate them.
- The chance that they are not good citizens much less fit to be in uniform.
- The disciplinary restrictions placed on the chief.
- The fact that they are treated with hatred and not backed by our city government and citizens.
- The killings.
- The officers who demand respect but do not return it to the citizens.
- The police chief.
- The police chief's attitude and policy of the dept of not enforcing the apprehension of illegal immigrants and turning them over to ICE officials.
- Their chief.
- Their pay and benefits structure!
- Their response time is terrible.
- There are a few officers that take the "I have a little power" and abuse it will unwarranted attitudes Makes the good officers suffer due to their inability to interact with the community.
- There are not enough of them.

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- There have been a lot of DUI incidents.
- They are doing a fine job, just need a bigger budget to recruit and retain.
- They sometimes do not (or cannot) respond quickly.
- Underpaid, under appreciated.
- Uniform color.

Q18. What is the first thing the San Antonio Police Department Should Improve?

[illegible]

2021 City of San Antonio Police Services Survey Open-Ended Comments by City Council District



Q18. What is the first thing the San Antonio Police Department should improve? District 1

- Be more aggressive with those criminals that disrespect authority and police.
- Collective bargaining agreement to address disciplinary issues.
- Continue to improve all relations with the public and have as much visibility as possible.
- Depoliticize the department.
- Do not really know.
- Enforce the speeding law on them self.
- Faster.
- Find better ways to serve people with emotional issues.
- Get rid of their union!!!
- Greater presence, visibility.
- Hire more officers.
- Hire more officers.
- Hire more staff so police presence is available.
- Improve the governance over the police offices Review and adjust the police contract.
- Improve their image. Media campaign, city wide with may avenue, i.e., social media, TV radio, billboards, etc.
- Increase training to reduce stress.
- Knowledge of situation they are called to.
- Learn more about laws.
- Mingle with the people.
- More active involvement in community Offer to set up information booths at church festivals, schools, etc. Reach out to us by visiting businesses. Let us get to know each other.
- More patrol.
- More visibility.
- Name anti-racism as a priority, fire people who act inappropriately.
- Notify of status of complaint.
- Pan handling.
- Patrolling problem areas where homeless people are concentrating. Before they were basically in one area downtown, but they are seen more in the northwest side. They get more comfortable when there is no patrolling.
- Police itself and remove trouble officers.
- Racial bias training and mental health and substance support.
- Replacing the current chief and decreasing the number upper management positions.
- Those high paying position could be replaced with many more street officers.
- Response time.
- Sensitivity training: not to be bullies/be in fear even in tense and violent situations.
- Their hatred toward women.
- They are doing very good, keep on training, keep on perfecting their graft they have all my support.

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- They should disband.
- Tone down the union aggression and quit protecting guilty members.
- Trauma training and training about the mentally I will.

Q18. What is the first thing the San Antonio Police Department should improve? District 2

- Abuse and shooting dealing with mentally ill citizens and the homeless black and Hispanic persons at Pittman Sullivan Park.
- Arrest record.
- Bad cops.
- Crime.
- Do not really know.
- Drive by habit.
- Educated officers on handling all types of situations.
- Entire culture.
- Everyone can improve better trainings to deal with mental health issues and trainings on proper forceful techniques like jujitsu.
- Faster emergency response.
- Fire bad officers.
- I have never feared the police before, I am terrified of them because I believe I could be killed if a policeman stops me for anything.
- I think they should be sure evolve methods and practices with as much vigor as they have in the past, always with a concern for communities and individuals. They should continue to be kind and courteous as they perform their duties. Any personal issues or biases should vigorously continue dealt with on their own time with mental health resources provided by the city. Their supervisors and the city should treat them as human beings, who may need mental health services, and not robots. The city must be able to hire people who will not harm others out of carelessness, self-interest, or a loss of mental stability. The city should not be forced to re-hire individuals.
- Increased presence, particularly at night.
- Maybe response time.
- More officers on the streets.
- More patrol watch in our community.
- More racial training.
- Need more officers in San Antonio.
- Police brutality against minorities.
- Race relations and attitudes.
- Race relations and diversity within the department.
- Race relations and interactions with all ethnicities community members.
- Racial diversity training and testing every year get certification.

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- Recruitment practices.
- Response times.
- Screening of police applicants for prejudices with resulting psychological profile and follow-up training in anti-discrimination, cultural and social tolerance, and respect.
- Seen more in neighborhoods.
- Some need to improve in their people skills and they are listening and communication skills.
- Stop shooting to kill all the time.
- Their morals when they are on duty at least these guys walk around all tough disrespectful attitudes.
- They should be made to go through sensitivity training.
- Working with people of color.

Q18. What is the first thing the San Antonio Police Department should improve? District 3

- Any improvement is good.
- As I have mentioned.
- Awareness of mental health issues.
- Being friendly and more minority oriented.
- Clocking the speeds on vehicles on the highway doing 90 plus an hour.
- Communicating effectively with the community.
- Communication with the community they serve.
- Depending on the situation not being so rude not all of them but some are.
- Get a new chief.
- Hire more officers.
- Hire more SAPD Sometimes police officers give unnecessary roughness if they're more police officer in the street they wouldn't need the roughness.
- Hiring more officers.
- I do not know.
- If more education and sensitivity classes are available, then they should attend. Of course, for us average citizens maybe a class, meeting or something should be provided to teach us why maybe things are done a certain way. Then we can see that is just their job not a personal thing they want to do.
- Increase staffing.
- Just visibility. This will give people the sense that they are involved and a part of the community.
- Make sure the neighborhood is safe.
- Mental health responders and non-lethal use of force.
- Monitor officers more closely.
- More contact and interactions with the community.
- More officers. Northside gets plenty of coverage and substations. Southside has one that I can think of.



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- More patrols everywhere. Maybe just saying hi or showing concern for some people
- More police officers checking the streets at night.
- Need to hire best person for the job.
- Patrol neighborhoods.
- Patrolling the neighborhoods.
- Professionalism.
- Public relations show the public the positive work they do.
- Quite a few need a refresher course on how to talk to people.
- Re training some of these officers to conform to department policies & procedures if necessary, run thru the academy again.
- Remembering where they came from and were human. There's always two sides of the story.
- Respond to all calls for assistance or police presence as soon as possible. Police do not respond to certain calls.
- Respond to phone calls by knocking on doors.
- Response time
- Smile more.
- Speed limit enforcement in neighborhood/subdivisions.
- Speeding in school zones.
- Speeding thru school zones.
- Stop gathering on street corners and gossiping.
- Tag team. Have two officers.
- Taking domestic, stalking and abuse against women and children more seriously. Yes, we have a drug problem that is rehabilitation, but many women feel helpless and would rather commit suicide than call the cops anymore.
- The ability to weed out officers that do not conform to the department, on first infractions, rather than a slap on the hands, maybe a little probation, and then sent back to line of duty to only commit another infraction!
- The Police Department should quit being involved in politics. They back candidates that will give them the best monetary support. Perhaps the department should think about which candidate can help them improve themselves (the department) rather than which one will pay themselves more money. Be quick to admit there are some bad cops and quit supporting them. Help the policies and procedures will not support and protect the bad cops. Those are the ones hurting the department.
- The way they handle their issues within the department: suspensions, terminations, reprimands.
- Their attitudes, the interaction with people, as in when they talk to a person. I understand every situation is different and sometimes officers are tired or fed up already with calls all day, but you still got to treat each person like it is your first call of the day. That first contact with a person could be the determining factor of the outcome with that situation.
- Their racial attitudes.
- They need to keep fired and suspended officers from being able to find employment with other nearby police depts and have a national data base for them!
- They should be fully staffed immediately.
- They should have a better understanding when dealing with different ages of population.

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- They should not be parked around the city talking to each other.
- Training: online training to deal with changing times and new scenarios, people skills to deal with our diverse community, and their needs their training should not be only on the job training.
- Unsure.
- We need more cops in my area.

Q18. What is the first thing the San Antonio Police Department should improve? District 4

- Add more officers.
- Add more officers.
- Always speak to someone with respect and treat people with dignity, do not show or express that you have the power.
- Approachability!
- Be more friendly while out on the roads, maybe stop and talk to citizens who are out and about Maybe just a wave I feel like when anybody sees an officer, they automatically look away due to intimidation.
- Be vocal about getting rid of the "bad apples."
- Better training to recognize mental health issues and different techniques for use of force.
- Do more training.
- Enhance community outreach programs and help the community understand that the broad responsibility they have beyond dealing with criminal activity.
- Hire enough officers to properly police the city Change culture of the agency and get rid of bad actors and poor performers.
- Hire more police.
- I believe officers should have at least a bachelor's degree in some sort of civics, government, or law background (since they are enforcing them) They should also be required to go through psychological testing to ensure good mental health.
- I just would like for the police to try and stop all the speeding in the city.
- I know it is hard to feed out bad officers very profession has them maybe better screening.
- I think they are doing good job; the city should be more supportive of officers do not want our city to be anti-police like others We need law and order the only people who benefit from less police are criminals.
- Maybe more coverage in this territory there seems to be a lot of burglaries in the last few years.
- More officers.
- More officers on the streets.
- More patrolling of neighborhoods If there was more of a presence, possibly there would be less break ins and vandalism.
- More training on how to respond without shooting people.
- More visibility in neighborhoods.
- More visibility in neighborhoods.
- More visible in older neighborhoods.



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- Multiple crisis police unit for weekends, for adults with IDD.
- Need to be involved more in the communities.
- Racial profiling and their resistance techniques.
- The overall attitude and professionalism.
- Their community presence.
- I can remember when I was growing up, we knew police person by name and would never do or say anything disrespectful in their presence. They talked to us and made us feel safe when they were around. Of course, I am not naive to think that that would be highly possible in this day and time in all communities, but there are some communities this could be possible and they along with the Firefighter personnel have a school presence not as an enforcer, but as a community friend promoting themselves showing that they care for them regardless of their culture/race it could begin to repair some of the damage that police brutality has caused.
- There has been a lot of thefts around my area, and it does not seem to slow down or change. I understand that at times there is not much that can be done, and many of these things are materials that can be replaced, but it happens too often I am not sure if there is a solution. We should be able to find a middle ground where someone (maybe not SAPD) can manage these types of situations. Aside from that, I want to say, "Thank You" to each officer that keeps our community safe!
- Transparency.
- Treat every case equal.

Q18. What is the first thing the San Antonio Police Department should improve? District 5

- A better negotiating team to include professional and civilian members more training for them.
- Attitude change be concerned that their pay and benefits are more than City can handle and is hurting social service programs that can improve the lives of people.
- Be more careful when dealing with people.
- Better communication and understanding towards the community they work in.
- Better training in dealing with those that have mental health issues.
- Change the way you recruit cops no racism in the police department.
- Communication.
- Communication report.
- Community awareness and patrol.
- Community relationship and knowing the community better.
- Do their job.
- Getting to the emergency in a timely matter.
- If an officer breaks the law, they should be held accountable.
- Improvements are needed interaction.
- Increase officer benefits and pay to attract more qualified applicants.
- Interaction between minorities.

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- Just follow the license-deaf code but can read lips.
- Keeping panhandlers and others off intersection when asking for money.
- Mental health response and hiring more female officers.
- More and better training.
- More patrolling the neighborhoods.
- More presence in neighborhoods and community centers.
- Need to be more involved.
- Patrol this year they have come into our neighborhood two times. Increase patrols at night and weekends.
- Pay raise for our police.
- Police should be held accountable; after three strikes they should be fired.
- Process of removing and discipline of unfit officers.
- Regular patrols.
- Respond quicker.
- Response time to follow-up calls.
- Some, not all need to remember we are all human beings.
- The murder rate of citizens.
- Time of arrival when 911 call is made.
- Training.
- Training for domestic violence situations and obvious mental health issues without a weapon.
- Unwillingness at times to act and remove the problem situation, follow up on calls made of reports, too difficult to file charges when needed.

Q18. What is the first thing the San Antonio Police Department should improve? District 6

- Accident response and road clearing in a timely manner. We are too big of a city to have outdated, small town accident response times and methods.
- Amount of money given to SAPD.
- Basic training on constitutional law.
- Be more visible in and around neighborhoods.
- Better pay, more hiring and allow them to enforce our societies laws.
- Better relations with police union and vice versa. Stronger administration and oversight.
- Budget for more officers, use to increase the training.
- Building consistency, all officers should be good officers. I understand that there are good people and bad people everywhere, but officers should be held to a higher standard when they accept their position.
- Cadets need more training time, minimum of two years.
- Community partnerships.
- Community policing.

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- Consider being better stewards of the city's financial status instead of insisting on being treated better than the public from a benefits standpoint I think our officers should be well educated.
- De-escalation training as a primary tactic when responding to calls the use of mental health officers.
- Fixing the collective bargaining agreement to make offending officers more accountable of their actions. I believe police should be well compensated but also must be held accountable for their actions if they are, indeed, wrong, or criminal.
- Focus their attention more on speeders.
- Get a new chief. One that backs his officers.
- Get rid of union politics, if an officer is found doing something illegal, unethical, or immoral he should not be able to remain an officer.
- Higher standards in the hiring process.
- Training in all aspects of the job; child abuse, home disturbances, racial issues, substance abuse, etc.
- How they handle dismissal of their employees.
- I do not think out officers get paid what they deserve for their job so budgeting a better salary for those working the communities.
- I was in vehicle accident and waited 25 hours for a police officer to show up at the scene. I was told they did a shift change so no one comes out at that time. Should have different officers that just service motor accident calls.
- I would like to see a greater presence, possibly more funds for larger force.
- Independence from city hall.
- More mental health care and psychological evaluations.
- More police hired, more visibility.
- More police on patrol.
- More presence through neighborhoods.
- More regular neighborhood patrols.
- More training to prevent needless murders. Stop kneeling on people's necks.
- Officers' attitudes.
- Older men with experience.
- Provide opportunities for youth to clean up graffiti.
- Resources for our homeless populations and not just haven for hope because a lot of people would rather be on the street than there. Help for mental health crisis patients. Supervisors out watching these cops. I have seen them speeding without lights.
- Responding to calls promptly.
- Safety first for ALL concerned.
- Sensitivity training. Hiring practices, get more private citizens in hiring interviews.
- Sharing their positive reactions.
- Stop criminalizing poor people.
- Stricter discipline on serious infractions.
- Stronger presence when not on assigned calls.
- The arbitration issue, if the officer in question has been let go for defined reasons, he should NOT get his job back if proven guilty.

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- The communication with the people in the community. Always remember we are all people and not all of us are criminals a lot of officers grew up in San Antonio. Please keep learning how to interact with different kinds of people and different disabilities.
- The police force needs to be doubled. Foot patrol needs to greatly increase.
- The SA Police Department should continue to do their jobs as they were trained to do Chief McManus has been a good, effective leader for San Antonio.
- They need to spread out. Not all rush to one major crime.
- They should come without delay and not pass the house.
- Tones and approach tactics. Listening skills.
- Training to environment to better deal with citizens.
- Treat minorities fairly and unabusive.
- Your hiring process needs to be more diligent in your process, it is better to have quality personnel verses quantity.

Q18. What is the first thing the San Antonio Police Department should improve? District 7

- Be aware of the stress that law enforcement involves.
- Be more open and available.
- Change of management.
- Community involvement.
- Community involvement.
- Community relations.
- Community relationships all over San Antonio, but especially in the east, west, and south sides of town.
- Compassion and uncreased signs of listening and empathy.
- Cost cutting measures.
- Costumer service.
- Cyber-crimes followed by being more thorough when coming for a call.
- Decrease brutality and better training.
- Develop a department or unit that deals with mental health issues only.
- Done.
- Engagement with community organizations.
- Faster and more effective.
- Get rid of corruption and illegal interrogation.
- Give them what they need to improve our protection.
- Have officers that do only accidents and violations and then those that deal with the crime.
- Hire more officers.
- Hire more police, treat people like they would like to be treated.
- Hire more SAPD officers San Antonio is growing rapidly.
- Hiring more women and minorities.

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- I think there is always room for improvement.
- Listen.
- Mandatory background checks every six years.
- Maybe do PSA with the youth to.
- More officers.
- More police presence would be nice. If there were an officer or two driving through neighborhoods and getting to know residents when there is calm. It would increase the comfort level.
- I certainly do not know the process for internal affairs, but if the bad cops were addressed and handled appropriately, perhaps the good cops would not be treated so poorly by the citizens.
- Police are here to help us. If someone is not doing something wrong, they shouldn't be afraid of the police.
- More uniformed outreach to all aspects of our community, but that comes with having to enlarge our police department and that can only be accomplished with good and attractive benefits.
- More working equipment.
- Patrol officers are overwhelmed by the magnitude of crime in communities. Officers may need to establish a positive communication with residents.
- Patrolling the neighborhood more.
- Physical and health activities for all (young and old) the police department. It is scary to see an overweight officer trying to do his/her job efficiently.
- Proactive community policing model.
- Purge the SAPD of white nationalists/supremacists.
- Quicker response.
- Race relations in the city.
- Response time.
- Response to non-emergency calls & do not be rude!
- Stop rehiring people that have violated the law officers that abuse their power.
- That they understand that they serve a God, who loves them, and they represent Him.
- The behavior of the police officers, mostly the white ones on their behalf, they face a very tough life doing what they do, and I would like to have the high level of respect for them that the position deserves but many of them behave like arrogant teenagers.
- The Police should be paid as much as other first responders the disparity in salaries between SAPD and SAFD is unfair.
- The presence in the neighborhoods they patrol. We would all like to be on first name basis with our officers.
- Their image perhaps assigning them to designated areas.
- Their kindness.
- There have been few cases where it seems like the Police Department could have a better system in place when dealing with officers that are not following the laws like everyone else.
- Timing and common courtesy.
- Training and communication with the public.
- There should be town halls or open forums with the community to share information and all open communication would be better.



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- Training to learn how to diffuse potentially dangerous situations without the use of firearms.
- Training to listen and recognize different types of people/cultural values.
- Trainings around de-escalation techniques, bias, micro-aggressions, and equity of people.
- Working with people with substance abuse and/or mental health conditions. Get them help instead of taking to jail.

Q18. What is the first thing the San Antonio Police Department should improve? District 8

- Aggressive behavior.
- Attitude and how they treat people.
- Better training to have the officers handle any situations that are called for whatever the emergency for better response of our community.
- Better visibility into problems.
- Have a better understanding of cultural differences.
- Hire more officers due to the populations of the city expanding/growing.
- Hire more officers, increase their pay, give them more up to date equipment, increase mental health unit.
- I think enlisting more mental health experts is a good idea for people dealing with drug and mental health issues if violence is not involved.
- I think it would be helpful if the department collaborated more closely with social workers and other medical professionals There are times when you should NOT be the first on the scene, because that is not your specialty.
- I think they are doing a hard job which I really do not know how they are able to do day after day and night after night so how can I tell them or even suggest a way to improve or change.
- I worry about police officers answering mental health calls and that issue should have another plan in place already I understand the officers worry about their safety but shooting first and asking questions later is not working.
- Keep the Social Help and Activism active.
- Listen more to people, less auto responses which sometimes are unwarranted.
- Manpower.
- Maybe it is time that policing should look at doing things in a futuristic way instead of the same old way that has been going on since I can remember.
- More Crisis Intervention training.
- More needed.
- More patrol cars involved in proactive policing, neighborhood police meetings, assigned officers, more police for traffic violations.
- More patrol units.
- More patrols as I mentioned above. More substations so that citizens can do more walk-in business and consultations. Bring back the blue uniforms, the black ones look ominous (gestapo-like) and certainly must be too hot in our hot summer days. Enforce speed laws where drivers constantly

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exceed the speed limit excessively. Patrol late night trouble areas more often to show an increased SAPD involvement in crime prevention.

- More staff.
- Neighborhood presence.
- Number of officers sent, six came for broken pipes.
- Officers must be held accountable.
- Police officers should go around neighborhoods to get to know the citizens of that neighborhood! In other words, go out into the neighborhoods & get to know the citizens of San Antonio I would LOVE to be able to organize a neighborhood watch! Too many criminals in the neighborhood & something has got to be done! Thank y'all.
- Positive visibility.
- Presence and enforcement of laws and statutes.
- Reduce their salaries & benefits!
- Replace the chief with someone that's not camera hungry but would run the department in a way that would bring integrity to the department the chief does not have to be at vehicle accidents and shootings unless it involves an officer. Should be in the office working with upper management to improve the department the department has had a public information office for many years that is fully funded.
- Response time, visibility on the streets.
- See what people least in the survey and fix that.
- Self-policing. A police officer that witnesses another break laws or rules and does not report it should be disciplined. Union power should be curtailed.
- Stop car and motorcycle racing.
- Treat people with respect while doing their jobs.
- Trying to support each other and collectively do what is the right thing by the situation they are facing.
- Use common sense when encountering people, esp. Blacks/Hispanics. They are frightened just as you are.
- Use marked vehicles to enforce traffic laws.
- VIP (Volunteers in Policing) should be reinstated. Thousands of hours were put in by volunteers that are now being paid for by city workers. Hundreds of FACT (Family Advocacy crisis Team) members are ready to advocate to end the domestic violence issue, but have been sidelined by COVID, and considered non-essential working by the city.
- Wish there were more patrol cars in the street.
- Wish you were well respected Want you to have raises yearly to have keeping stay No long hours whereas making you too tired to withstand stress related fatigue.

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Q18. What is the first thing the San Antonio Police Department should improve? District 9

- Ability to permanently remove bad officers sooner the current arbitration process is flawed.
- Acknowledge there is an issue disciplining bad cops.
- Adding more officers.
- Additional training for dealing with people with mental health issues with and/or without a weapon.
- Administration.
- Attend to criminal issues and dangerous and irresponsible behavior rather than hiding in safe areas.
- Be around the area more often.
- Be honest with us!
- Better handling of mental health problems, including use of skilled professionals.
- Handling of confrontation/anger situations. Have de-escalation training.
- Awareness that most people are decent and deserve respect.
- Better PR to show good interactions instead of the public only seeing difficult interactions.
- Better selection process in the hiring of new officers.
- Community relations so that when the fools say we need to defund the police, no one else agrees because you have such a great relationship with San Antonio citizens!
- Community service possibly.
- Community servicing and involvement. Let the guys loose to do their thing so long they know what they are out there.
- Dealing with officers who are known to have failed to follow rules, procedures, etc.
- Discipline.
- Discipline officers that have not performed within the standards.
- Do not shoot people with knives, bats, or other non-gun weapons. Don't point a gun at a panicking individual or someone having a breakdown or threatening suicide.
- Eliminate the immunity clause. Most of the public does not realize that the police have different standards than we do.
- Eliminate the Union.
- Enforce the traffic laws.
- Enforcement of cell phone policy when driving.
- Faster response time.
- Find a way to put more officers on the road or streets. I believe strongly that just the presence of police calms things down and makes people feel secure. I see it on the road when people slowdown in presence of a police officer car.
- Get rid of union!!!
- Have more officers on staff.
- Human relation skills
- I do believe that systemic discrimination exists This is, after all, a city that was segregated until the 1960's. There is a lot of work that needs to be done in public relations to convince people of color that they are not being victimized by racial profiling.

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- I do not know.
- I feel that the SAPD needs to be more visible on our highways, because we still have a lot of people racing.
- I know they are busy, but if they could interact more with the community, I think it could build bridges of understanding.
- I think overall they are doing a pretty good job but there is always room for improvement, I guess.
- I am sure there are improvements needed but since I have very limited contact, I am not sure All police departments need to look at policies and procedures dealing with minorities. There does seem to be overly aggressive force when not needed. Be sure to hire more women and minorities.
- Improve the perception with children and college students PR campaign to showcase how they help and serve and are part of our community.
- Improvements are always needed, the police need to be restructured to only fight crimes involving violence, everything else need to be handle by a separate force.
- Increase presence in my neighborhood.
- Lack of sensitivity to minorities and mentally ill.
- Learn how to not be aggressive when handling the public.
- Marketing and PR. The community needs to show them more support. They need to be a big part of the community so that the youth can learn to respect them.
- Maybe more involvement in youth programs, especially with minorities.
- More officers.
- Need more patrolling in all neighborhoods.
- Need to hire more officers.
- Negotiation techniques and calling a mental Health Specialist before confrontation.
- Now emergency calls are answered by another dept.
- Number of police officers per capita.
- Procedures for firing bad officers that are timely but fair.
- Improve the crime statistics with greater arrests as we see crime surge in our city.
- Public image.
- Public interactions.
- Public service opportunities.
- Reform police union.
- Remove the military and tactical perception.
- Response time.
- Seems like they could use lighter colored uniforms to help with the summer heat.
- Sensitivity training. Get out in the community and walk around.
- Stay out of politics.
- Stop picking up homeless people and the people trying to help them. Stop enforcing drug laws the DA will not enforce and help ICE stop the "I got you attitude." Retire the chief, he is a politician from the last city manager.
- Take a real interest when citizens are concerned.
- The police union needs to be more concerned about the citizens who pay the salaries, compromise more.



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- They should improve on their equipment by having the very best available personal protection, best firearms, etc.
- They should improve the salary of our beloved officers.
- Thin out a few bad apples.
- Training can always be improved.
- Training in how to handle mental health, drug situations where weapon is clearly not involved.
- Use guns when necessary.
- We need mental health teams that work with the police and take the lead in mental health crisis situations.
- When negotiating contracts keep in mind the non-uniform employees.

Q18 What is the first thing the San Antonio Police Department should improve? District 10

- Accountability. As everyday citizens we have trust issues with law enforcement.
- Apprehension of illegal immigrants and turning them over to ICE and border patrol officials.
- Be more visible in the city.
- Budget increase.
- Communication with the public.
- Discipline accountability.
- Focus on crime and Rapport with the community.
- Follow up.
- Have more community enter action.
- Meeting the neighbors.
- Hire more officers.
- Or visible show of caring or listening.
- Humanity and tact lessons regarding race and sex.
- I think more training in de-escalation, but this is from news stories.
- I think the police department is awesome and I am so grateful for the daily sacrifice. I feel safe whenever I see them and appreciate them more then they will ever know.
- I think they are doing fine. Nothing is perfect and some things there is no control of.
- I understand that the way the department deals with mental illness has changed. I hope that is true as my bad experience with them involved a family member with mental illness I think improvements in this direction are the correct way to go.
- Image.
- Just be more knowledgeable and patient with people with mental illness and elderly. Get more positively and proactively involved with community and get used to being videoed as that seems to be the theme these days cause some people are trying to develop a negative reputation about police in general.
- Leadership and maintaining transparency with the community.
- Meet with local communities, make their presence frequently.

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- More community policing. Too many times I see groups of 2+ officers sitting in parking lots talking to each other for long periods of time.
- More involvement with youth especially in low-income areas.
- More visibility.
- More visibility.
- More visibility.
- More visibility in neighborhoods.
- Need more on patrol.
- Partner with mental health people when they are responding to a call that involves a person with mental health issues.
- Police brutality.
- Public relations.
- Remember they work for the city who pays their wages, not SAPOA.
- Remove the chief. He has already shown he does not enforce illegal immigration.
- Require all active officers to meet realistic weight and height standards.
- Response time.
- Strip Union protections that allow bad officers to keep their jobs. And Strip liability protection schemes to make officers accountable for bad acts.
- Their ability to respond more quickly to situations. I believe that if some of the items discussed early on in this survey; sharing responsibility or acting as backup for less serious matters or social matters that can be handled better by social workers. It would give SAPD the time to be able to respond appropriately to criminal/safety matters. I also believe funding for the police department should be increased as well as staffing. I have no experience with the issues raised by the protesters in downtown recently, and certainly think these issues should be addressed, but defunding the police is not the answer.
- There pay and entice more qualified folks.
- To make sure that there is a weapon on the person before shooting them. Not to be anxious to think assumptions. I know they need to be careful also the way people are now.
- Training to deal with special needs individuals (Spectrum disorders etc.).
- Vet their officers and prospects better.
- Work to develop a process to pair officers with non-police professionals (medical, social) for non-violent problem situations.
- Work with all Federal agencies.