

Analyzing Public Attitude toward Services Provided by the San Angelo Police Department



Prepared for the San Angelo Police Department (SAPD)

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By

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INTRODUCTION

Since 1947, San Angelo residents have elected their police chief. Over the years, opponents of an elected chief cite the cost of elections as a detriment to the practice. Proponents believe, however, that an elected chief can be a direct link between the police and the public. They believe the system gives the public a voice in setting police priorities and a way to hold the police accountable for keeping their streets safe and secure.

Current SAPD Chief of Police, Tim Vasquez, seems to adhere to the latter view. While his foremost objective was to find out what San Angelo residents think about the SAPD, he is also concerned that some residents believe that some neighborhoods of San Angelo receive more attention and service from his department than other neighborhoods. Believing this at some intuitive level is one thing, but actually measuring the difference in the city's neighborhoods is another matter. Therefore, under his direction, he commissioned the Community Development Initiatives (CDI), a unit of the Angelo State University Center for Community Wellness, Engagement, and Development, to conduct a project to assess citizen perceptions of the police department and their personal safety within their neighborhoods.

THE PROJECT

The SAPD publicized the project through the San Angelo Standard Times, the department's web page, and at various civic meetings. CDI started the project with a web-based survey (**Appendix 1**). While efficient¹, this limited the opportunity for residents without computer access to participate. To address this problem, neighborhood action groups such as the West Texas Organizing Strategies (WTOS) and CDI personnel administered paper surveys in the neighborhoods not adequately represented by the on-line responses. CDI also wanted to enhance neighborhood participation and representation so that the SAPD could compare and contrast perceptions across neighborhoods. After all, we cannot assume that Blackshear residents have the same perceptions about the SAPD, as do Bentwood residents.

This report describes the responses to the survey. The SAPD can use this report to identify training needs, improve the operational functions of the department, provide a safer environment, and deliver services that are more equitable throughout San Angelo neighborhoods (**Appendix 2**).

THE INDEX

From the survey data, we used 39 numerical indicators to create six indices the SAPD can use to evaluate and compare the perceptions of neighborhood residents (**Appendix 3**). The indices are:

1. **Officer Satisfaction Index:** this index measures the level of satisfaction respondents have with an individual officer.
2. **SAPD Satisfaction Index:** this index measures the level of satisfaction respondents have with the SAPD in general.
3. **Significant Concerns/Issues Index:** this index measures the level of concern respondents have with issues such as gang violence and drug related crime.

¹ Research shows that response rates on private networks are higher with electronic surveys than with paper surveys or interviews. Research also shows that respondents tend to answer questions more honestly than with paper surveys or interviews. Due to the speed of online networks, participants can answer a questionnaire quicker, coverage can be community-wide, and data input is more efficient. In addition, it is less expensive to administer a web page survey than to pay for postage or interviewers.

4. **Fear Index:** this index measures the level of fear respondents have about crime in their neighborhoods.
5. **Essential Services Index:** this index measures the extent to which some services are essential for respondents and their families.
6. **Crime Prevention Techniques Index:** this index measures a respondent's thoughts about the effectiveness of different crime prevention techniques such as stricter punishment by the courts for a crime.

DATA PRESENTATION

After we calculated the ratio scores, we created several tables that reflect the scores for each index and its component indicators. The first table depicts the index rankings, index high scores and low scores by beat, and index citywide averages. Table 2 compares indicators by individual indices. Table 3 depicts the overall citywide average for the 39 numerical indicators. The table also depicts the citywide ratio scores for each index and for the individual indicators. Six tables depict the overall average and ranking, index averages and rankings, and indicator averages and rankings, for each beat. These tables also present the citywide averages. The SAPD can use these tables to compare the level of support beat respondents have for each indicator and for each index. The SAPD can also use them to compare beat ratios with the citywide averages.

We also included graphics that depict the source of survey data (**Appendix 4**), nature of contact with the police (**Appendix 5**), the six indices (**Appendices 6-11**), demographic information by beat (**Appendix 12**), contact status and satisfaction with an individual officer (**Appendix 13**), and comments (**Appendix 14**).

INDEX COMPARISON

Table 1: Index Comparisons	Rank	High Score	Beat	Low Score	Beat	Citywide
Officer Satisfaction	1	0.76	30	0.28	35	0.57
Concerns/Issues	2	0.58	32	0.33	35	0.50
Prevention Techniques	3	0.57	32	0.27	35	0.43
SAPD Satisfaction	4	0.40	30	0.09	35	0.29
Essential Services	5	0.07	31	-0.43	35	-0.30
Fear	6	-0.19	32	-0.43	34	-0.31

Table 1 depicts the index rankings, index high scores and low scores by beat, and index citywide averages. The table shows that respondents have different perceptions about their contact with SAPD officers, their interactions with the department, and the effectiveness of various crime

prevention techniques. In addition, they have different fears, concerns, and attitudes about SAPD services.

The Officer Satisfaction Index is the highest ranked index. The table shows that, on the average, Beat 30 respondents are more satisfied with beat officers than are the respondents from the other beats. Then again, Beat 35 has the lowest average score amongst the beats. On average, there are 57 percent more high scores than there are low scores citywide for the index.

The Significant Concerns/Issues Index is the second highest ranked index. The table shows that, on the average, Beat 32 respondents are more concerned about issues such as drug related crime, gang violence, and violent crime, than are the respondents living in the other beats. Beat 35 recorded the lowest score amongst the beats. On the average, there are 50 percent more high scores than there are low scores citywide for the index.

The Crime Prevention Techniques Index is the third highest ranked index. The table shows that, on the average, Beat 32 respondents think techniques such as increased police interaction with children and more after school youth activities, are more effective than do the respondents living in other beats. Beat 35 recorded the lowest score amongst the beats. On the average, there are 43 percent more high scores than there are low scores citywide for the index.

The SAPD Satisfaction Index is the fourth highest ranked index. On the average, Beat 30 respondents are more satisfied with the department than are respondents living in other beats. Beat 35 respondents are the most dissatisfied with the department. The overall citywide average for the index (0.29) masks the fact that no beat recorded more high scores than low scores when evaluating the statement that the SAPD does not need improvement (-0.27 citywide average).

The Essential Services Index is the fifth highest ranked index. Only Beat 31 recorded a positive score for the index. Having said this, there are only seven percent more high scores than low scores for the beat. On the average, there are 30 percent more low scores than there are high scores citywide for the index.

The Fear Index is the lowest ranked index. No beat recorded a positive score for the index.

INDICATOR COMPARISONS

Table 2: Indicator Comparisons		Citywide
Officer Satisfaction Index		0.57
High Score: The officer was respectful		0.61
Low Score: I am satisfied with the outcome of my contact with the officer		0.53
SAPD Satisfaction Index		0.29
High Score: I would not hesitate to contact the SAPD for assistance		0.62
Low Score: The SAPD does not need improvement		-0.27
Significant Concerns/Issues Index		0.50
High Score: Drug related crime is a significant concern for me		0.78
Low Score: Panhandling is a significant concern for me		-0.14
Fear Index		-0.31
High Score: I am fearful that someone will break into my house		0.07
Low Score: I am fearful that someone will sexually attack me		-0.61
Essential Services Index		-0.30
High Score: Desk officer reporting		-0.10
Low Score: Online reporting		-0.60
Crime Prevention Techniques Index		0.43
High Score: Increased police interaction with children		0.59
Low Score: More social programs		0.20

Table 2 depicts the statements having the most agreement and the least agreement for the indices. The table also shows the services survey respondents believe are the most essential and the least essential for themselves and their families. Last, the table depicts the most effective and least effective crime prevention techniques identified by respondents.

Overall, survey respondents are impressed with the conduct of SAPD officers. In particular, respondents reported that officers were respectful to them despite some dissatisfaction with the outcome of a contact with an officer.

Overall, the survey's respondents are willing to contact the SAPD for

assistance. However, they believe department functions and actions require improvement.

Respondents are concerned about drug related crime. However, panhandlers are not a concern for them.

Respondents have little fear that someone will sexually assault them. Likewise, their biggest "fear", home break-ins, is minimal.

The citywide average scores for the essential services indicators are negative. Thus, there is a strong consensus amongst the respondents that services such as desk officer reporting and online reporting are not essential services for the respondent and their family.

On the average, there is strong support for increased police interaction with our children. While positive, respondents have minimal faith in social programs as an effective crime prevention technique.

CITYWIDE SCORES

Table 3: Citywide Scores		Scores
SAPD Index (39 Indicators)		0.20
Officer Satisfaction Index (4 Indicators)		0.57
The officer was competent		0.55
The officer was professional		0.60
The officer was respectful		0.61
I am satisfied with the outcome of my contact with the officer		0.53
SAPD Satisfaction Index (5 Indicators)		0.29
The SAPD is doing a good job providing service to San Angelo		0.45
I would not hesitate to contact the SAPD for assistance		0.62
The SAPD does not need improvement		-0.27
Over the past 5 years, police-community relations have improved		0.31
The relationship between San Angelo residents and the police is good		0.32
Significant Concerns/Issues Index (7 Indicators)		0.50
Gang violence is a significant concern for me		0.58
Violent crime is a significant concern for me		0.69
Drug related crime is a significant concern for me		0.78
Burglary is a significant concern for me		0.75
Traffic enforcement is a significant concern for me		0.36
School violence is a significant concern for me		0.47
Panhandling is a significant concern for me		-0.14
Fear Index (8 Indicators)		-0.31
I am fearful that someone will break into my house		0.07
I am fearful that someone will rob me		-0.24
I am fearful that someone will attack me when I walk in the neighborhood		-0.48
I am fearful that someone will attack me in my home		-0.49
I am fearful that someone will break into my car		-0.33
I am fearful that someone will steal my car		-0.33
I am fearful that someone will sexually attack me		-0.61
My personal fear of crime has increased in the past 5 years		-0.09
Essential Services Index (5 Indicators)		-0.30
SAPD website		-0.27
Desk officer reporting		-0.10
Traffic section complaint		-0.23
Online reporting		-0.60
Narcotics hotline		-0.28
Crime Prevention Techniques Index (10 Indicators)		0.43
Stricter punishment by the courts		0.37
Strict enforcement of probation restrictions		0.45
Increased enforcement of drug laws		0.40
Increased community group involvement		0.44
Increased citizen involvement		0.47
Increased community policing initiatives		0.41
Police/other agency partnerships		0.41
Increased police interaction with children		0.59
More social programs		0.20
More after school youth activities		0.56

Table 3 depicts the citywide average ratio score for the 39 indicators, average ratio scores for each index, and the ratio score for each indicator. The overall SAPD Index Score of 0.20 shows that there are 20 percent more high responses, on average, than low responses for the 39 indicators citywide.

The 0.57 score for the Officer Satisfaction Index reflects that respondents have a positive impression about their personal interactions with a SAPD police officer. This index is also the highest-ranking index. More specifically, on average, there are more than twice as many high scores for the index than low scores. The highest ranked indicator measures the perception respondents have about an officer's level of respect when interacting with them (0.61). Somewhat ironically, the lowest ranked indicator measures the satisfaction respondents have about the outcome of their contact (0.53).

The 0.29 score for the SAPD Satisfaction Index indicates that there are 29 percent more high scores than low scores for the index. In addition, the results (0.62) show that residents will not hesitate to call the SAPD for assistance. However, there is little agreement with the statement that the SAPD does not require improvement (-0.27).

The Significant Concerns/Issues Index has the second highest ratio (0.50) of the six indices. The results show much concern about drug

related crimes (0.78). The panhandling score (-0.14) shows that panhandling is not an issue in San Angelo.

The -0.31 index ratio for the Fear Index shows that there are 31 percent more low responses for survey statements than high responses for the statements. In other words, fear of crime is low throughout the

city. In fact, the only indicator having more high responses than low responses is the house break-in indicator (0.07). In addition, a high percentage of respondents are not concerned about someone sexually attacking them.

The low score (-0.30) for the Essential Services Index shows there is little concern about the need for essential SAPD services such as a departmental website or narcotics hotline. More respondents, however, see a need for desk officer reporting than the other services.

Individual indicator scores for the Crime Prevention Techniques Index (0.43) reflect some interesting observations. For example, there is strong agreement that prevention efforts that involve our children are effective. Conversely, respondents across the city do not think social programs are as effective as other techniques.

NEIGHBORHOOD TABLES

Table 4: SAPD BEAT 30	Rank	Score	Citywide
SAPD Index (39 Indicators)	2	0.25	0.20
Officer Satisfaction Index (4 Indicators)	1	0.76	0.57
The officer was competent	1	0.79	0.55
The officer was professional	1	0.78	0.60
The officer was respectful	1	0.81	0.61
I am satisfied with the outcome of my contact with the officer	1	0.66	0.53
SAPD Satisfaction Index (5 Indicators)	1	0.40	0.29
The SAPD is doing a good job providing service to San Angelo	1	0.63	0.45
I would not hesitate to contact the SAPD for assistance	2	0.69	0.62
The SAPD does not need improvement	2	-0.16	-0.27
Over the past 5 years, police-community relations have improved	1	0.39	0.31
The relationship between San Angelo residents and the police is good	1	0.46	0.32
Significant Concerns/Issues Index (7 Indicators)	2	0.57	0.50
Gang violence is a significant concern for me	1	0.69	0.58
Violent crime is a significant concern for me	1	0.78	0.69
Drug related crime is a significant concern for me	3	0.79	0.78
Burglary is a significant concern for me	4	0.73	0.75
Traffic enforcement is a significant concern for me	4	0.43	0.36
School violence is a significant concern for me	2	0.57	0.47
Panhandling is a significant concern for me	1	0.02	-0.14
Fear Index (8 Indicators)	5	-0.35	-0.31
I am fearful that someone will break into my house	3	0.09	0.07
I am fearful that someone will rob me	5	-0.27	-0.24
I am fearful that someone will attack me when I walk in the neighborhood	5	-0.54	-0.48
I am fearful that someone will attack me in my home	5	-0.51	-0.49
I am fearful that someone will break into my car	6	-0.43	-0.33
I am fearful that someone will steal my car	5	-0.37	-0.33
I am fearful that someone will sexually attack me	4	-0.61	-0.61
My personal fear of crime has increased in the past 5 years	3	-0.13	-0.09
Essential Services Index (5 Indicators)	3	-0.24	-0.30
SAPD website	4	-0.33	-0.27
Desk officer reporting	2	-0.04	-0.10
Traffic section complaint	3	-0.21	-0.23
Online reporting	2	-0.24	-0.60
Narcotics hotline	6	-0.40	-0.28
Crime Prevention Techniques Index (10 Indicators)	2	0.46	0.43
Stricter punishment by the courts	1	0.49	0.37
Strict enforcement of probation restrictions	2	0.57	0.45
Increased enforcement of drug laws	2	0.46	0.40
Increased community group involvement	3	0.47	0.44
Increased citizen involvement	2	0.51	0.47
Increased community policing initiatives	2	0.49	0.41
Police/other agency partnerships	3	0.49	0.41
Increased police interaction with children	2	0.60	0.59
More social programs	6	0.03	0.20
More after school youth activities	5	0.48	0.56

The tables in this section depict individual indicator ratio scores, index ratio scores, and the overall ratio score and rankings for each SAPD beat neighborhood. These tables enable the SAPD to compare scores and rankings for each beat and to compare scores across the city.

SAPD BEAT 30

SAPD Beat 30 has the second highest ranking amongst the SAPD beats for all indicators and its overall score (0.25) is five percent higher than the overall citywide average. The beat neighborhoods also attained the top ranking for the Officer Satisfaction Index (0.76) and the SAPD Satisfaction Index (0.40).

Collectively, these scores reflect a high level of satisfaction with officers and SAPD interactions. In addition, the beat exceeds the rankings for the other individual beats for the 4 Officer Satisfaction indicators and sixty percent of the SAPD Satisfaction indicators.

The Significant Concerns/Issues Index shows that beat respondents are more concerned about gang violence (0.69), violent crime (0.78), and panhandling (0.02), than the respondents residing in other beat neighborhoods are.

Residents of the beat have a low fear of crime (-0.35) compared to other beats and the negative citywide score of -0.31. The fear that someone would break into his or her house, in fact, is the only indicator that surpassed the citywide average. Beat respondents also recorded low scores for the Essential Services Index indicators.

SAPD Beat 30 has the second highest ranking for all indicators included in the Crime Prevention Techniques Index. The individual indicator scores for the index show that the beat outpaces other beats in extolling the need for stricter punishment by the courts. However, there is more agreement amongst respondents about the effectiveness of increased police interaction with children (0.60).

SAPD BEAT 31

Table 5: SAPD BEAT 31		Rank	Score	Citywide
SAPD Index (39 Indicators)		3	0.24	0.20
Officer Satisfaction Index (4 Indicators)		4	0.46	0.57
The officer was competent	5	0.38	0.55	
The officer was professional	4	0.54	0.60	
The officer was respectful	4	0.55	0.61	
I am satisfied with the outcome of my contact with the officer	4	0.36	0.53	
SAPD Satisfaction Index (5 Indicators)		4	0.27	0.29
The SAPD is doing a good job providing service to San Angelo	5	0.29	0.45	
I would not hesitate to contact the SAPD for assistance	3	0.65	0.62	
The SAPD does not need improvement	4	-0.33	-0.27	
Over the past 5 years, police-community relations have improved	5	0.24	0.31	
The relationship between San Angelo residents and the police is good	5	0.19	0.32	
Significant Concerns/Issues Index (7 Indicators)		3	0.54	0.50
Gang violence is a significant concern for me	5	0.55	0.58	
Violent crime is a significant concern for me	4	0.69	0.69	
Drug related crime is a significant concern for me	5	0.75	0.78	
Burglary is a significant concern for me	1	0.85	0.75	
Traffic enforcement is a significant concern for me	3	0.48	0.36	
School violence is a significant concern for me	3	0.53	0.47	
Panhandling is a significant concern for me	3	-0.07	-0.14	
Fear Index (8 Indicators)		2	-0.27	-0.31
I am fearful that someone will break into my house	5	0.02	0.07	
I am fearful that someone will rob me	4	-0.23	-0.24	
I am fearful that someone will attack me when I walk in the neighborhood	3	-0.43	-0.48	
I am fearful that someone will attack me in my home	1	-0.40	-0.49	
I am fearful that someone will break into my car	2	-0.30	-0.33	
I am fearful that someone will steal my car	3	-0.36	-0.33	
I am fearful that someone will sexually attack me	3	-0.60	-0.61	
My personal fear of crime has increased in the past 5 years	1	0.12	-0.09	
Essential Services Index (5 Indicators)		1	0.07	-0.30
SAPD website	1	0.04	-0.27	
Desk officer reporting	1	0.19	-0.10	
Traffic section complaint	1	0.11	-0.23	
Online reporting	1	-0.01	-0.60	
Narcotics hotline	1	0.00	-0.28	
Crime Prevention Techniques Index (10 Indicators)		3	0.46	0.43
Stricter punishment by the courts	3	0.44	0.37	
Strict enforcement of probation restrictions	3	0.47	0.45	
Increased enforcement of drug laws	3	0.37	0.40	
Increased community group involvement	2	0.49	0.44	
Increased citizen involvement	3	0.49	0.47	
Increased community policing initiatives	1	0.50	0.41	
Police/other agency partnerships	1	0.53	0.41	
Increased police interaction with children	3	0.60	0.59	
More social programs	2	0.24	0.20	
More after school youth activities	6	0.43	0.56	

SAPD Beat 31 has the third highest ranking amongst the SAPD beats for all indicators and its overall score (0.24) is slightly greater the citywide average of 0.20. Beat neighborhoods also attained the top ranking for the Essential Services Index (0.07).

Collectively, beat respondents are not that satisfied following their contacts with individual officers and the SAPD. Each index average is below the citywide averages.

While exceeding the citywide average of 0.50 for the Significant Concerns /Issues Index (0.54), the beat ranks fourth in the overall ranking for the index. Beat 31 respondents have more concern about burglary (0.85) than the other beats do. Index scores also depict that there is much concern about gang violence (0.55), violent crime (0.69), and drug related crime (0.75). On the other hand, respondents show much less concern about panhandling.

Residents of the beat have more fear of crime than four other beats. More specifically, beat respondents have more fear of home break-ins, than the other beats. Beat respondents also reported that their personal fear of crime increased more than the other beat respondents did over the past 5 years.

Beat respondents attained the highest ranking amongst the beats for the

Essential Services Index indicators (0.07). In fact, the beat attained the top ranking for each of the individual indicators with most agreement about the need for desk office reporting (0.19).

Individual indicator scores for the Crime Prevention Techniques Index reflect that there is strong agreement that prevention efforts that involve partnerships between the police and the community (0.50) and other agencies (0.53) are effective. Conversely, respondents do not think more social programs (0.24) are as effective as other techniques when addressing crime.

SAPD Beat 32

Table 6: SAPD BEAT 32		Rank	Score	Citywide
SAPD Index (39 Indicators)		1	0.27	0.20
Officer Satisfaction Index (4 Indicators)		3	0.55	0.57
The officer was competent	3	0.54	0.55	
The officer was professional	3	0.57	0.60	
The officer was respectful	2	0.69	0.61	
I am satisfied with the outcome of my contact with the officer	3	0.41	0.53	
SAPD Satisfaction Index (5 Indicators)		3	0.29	0.29
The SAPD is doing a good job providing service to San Angelo	4	0.45	0.45	
I would not hesitate to contact the SAPD for assistance	1	0.72	0.62	
The SAPD does not need improvement	5	-0.34	-0.27	
Over the past 5 years, police-community relations have improved	3	0.30	0.31	
The relationship between San Angelo residents and the police is good	3	0.30	0.32	
Significant Concerns/Issues Index (7 Indicators)		1	0.58	0.50
Gang violence is a significant concern for me	3	0.64	0.58	
Violent crime is a significant concern for me	2	0.76	0.69	
Drug related crime is a significant concern for me	2	0.84	0.78	
Burglary is a significant concern for me	2	0.81	0.75	
Traffic enforcement is a significant concern for me	2	0.52	0.36	
School violence is a significant concern for me	1	0.58	0.47	
Panhandling is a significant concern for me	2	-0.06	-0.14	
Fear Index (8 Indicators)		1	-0.19	-0.31
I am fearful that someone will break into my house	1	0.21	0.07	
I am fearful that someone will rob me	1	-0.06	-0.24	
I am fearful that someone will attack me when I walk in the neighborhood	1	-0.35	-0.48	
I am fearful that someone will attack me in my home	2	-0.44	-0.49	
I am fearful that someone will break into my car	3	-0.31	-0.33	
I am fearful that someone will steal my car	1	-0.24	-0.33	
I am fearful that someone will sexually attack me	1	-0.36	-0.61	
My personal fear of crime has increased in the past 5 years	2	0.00	-0.09	
Essential Services Index (5 Indicators)		4	-0.30	-0.30
SAPD website	3	-0.26	-0.27	
Desk officer reporting	3	-0.12	-0.10	
Traffic section complaint	4	-0.25	-0.23	
Online reporting	5	-0.35	-0.60	
Narcotics hotline	3	-0.30	-0.28	
Crime Prevention Techniques Index (10 Indicators)		1	0.57	0.43
Stricter punishment by the courts	2	0.46	0.37	
Strict enforcement of probation restrictions	1	0.58	0.45	
Increased enforcement of drug laws	1	0.58	0.40	
Increased community group involvement	1	0.63	0.44	
Increased citizen involvement	1	0.62	0.47	
Increased community policing initiatives	3	0.44	0.41	
Police/other agency partnerships	2	0.50	0.41	
Increased police interaction with children	1	0.69	0.59	
More social programs	1	0.47	0.20	
More after school youth activities	1	0.76	0.56	

of high scores compared to low scores.

The fourth place ranking for the Essential Services Index is the beat's lowest ranked index. Respondents think desk officer reporting (-0.12) is more essential than the other services.

The beat attained the highest ranking for the Crime Prevention Techniques Index. Additionally, the beat ranks first or second in nine of the ten indicators. The table also shows that there is strong agreement that prevention efforts that involve our children are effective. Respondents also see the merit of more social programs when addressing crime.

SAPD Beat 32 has the highest ranking amongst the SAPD beats for all indicators and its overall score (0.27) exceeds the citywide average by seven percent. Beat neighborhoods also attained the top ranking for the Significant Concerns/Issues Index (0.58), the Fear Index (-0.19), and the Crime Prevention Techniques Index (0.57).

Beat respondents are most in agreement about the respectful nature of individual SAPD officers (0.69). They are less in agreement about the satisfaction they have with the result of their contact with officers (0.41). Collectively, however, these scores reflect the high satisfaction level that beat respondents have concerning their interactions with officers and the SAPD.

While Beat 32 respondents are more concerned about school violence in their neighborhoods (0.58) than are residents living in other beats, they are most concerned about drug related crime (0.84) and burglary (0.81). These scores exceed the scores for four other beats.

The beat attained the highest ranking for the overall Fear Index while ranking first or second for seven of the eight indicators. However, the house break-in indicator is the only indicator reflecting a greater number

SAPD BEAT 33

Table 7: SAPD BEAT 33		Rank	Score	Citywide
SAPD Index (39 Indicators)		4	0.19	0.20
Officer Satisfaction Index (4 Indicators)		2	0.56	0.57
The officer was competent	2	0.59	0.55	
The officer was professional	3	0.57	0.60	
The officer was respectful	3	0.58	0.61	
I am satisfied with the outcome of my contact with the officer	2	0.47	0.53	
SAPD Satisfaction Index (5 Indicators)		2	0.31	0.29
The SAPD is doing a good job providing service to San Angelo	2	0.49	0.45	
I would not hesitate to contact the SAPD for assistance	4	0.65	0.62	
The SAPD does not need improvement	1	-0.15	-0.27	
Over the past 5 years, police-community relations have improved	4	0.30	0.31	
The relationship between San Angelo residents and the police is good	4	0.28	0.32	
Significant Concerns/Issues Index (7 Indicators)		4	0.52	0.50
Gang violence is a significant concern for me	4	0.60	0.58	
Violent crime is a significant concern for me	3	0.70	0.69	
Drug related crime is a significant concern for me	1	0.86	0.78	
Burglary is a significant concern for me	3	0.80	0.75	
Traffic enforcement is a significant concern for me	1	0.54	0.36	
School violence is a significant concern for me	5	0.37	0.47	
Panhandling is a significant concern for me	4	-0.23	-0.14	
Fear Index (8 Indicators)		3	-0.28	-0.31
I am fearful that someone will break into my house	4	0.09	0.07	
I am fearful that someone will rob me	3	-0.17	-0.24	
I am fearful that someone will attack me when I walk in the neighborhood	4	-0.50	-0.48	
I am fearful that someone will attack me in my home	4	-0.47	-0.49	
I am fearful that someone will break into my car	1	-0.24	-0.33	
I am fearful that someone will steal my car	2	-0.25	-0.33	
I am fearful that someone will sexually attack me	2	-0.58	-0.61	
My personal fear of crime has increased in the past 5 years	4	-0.13	-0.09	
Essential Services Index (5 Indicators)		2	-0.21	-0.30
SAPD website	2	-0.23	-0.27	
Desk officer reporting	4	-0.13	-0.10	
Traffic section complaint	2	-0.16	-0.23	
Online reporting	4	-0.32	-0.60	
Narcotics hotline	2	-0.21	-0.28	
Crime Prevention Techniques Index (10 Indicators)		5	0.34	0.43
Stricter punishment by the courts	5	0.24	0.37	
Strict enforcement of probation restrictions	5	0.28	0.45	
Increased enforcement of drug laws	4	0.34	0.40	
Increased community group involvement	5	0.33	0.44	
Increased citizen involvement	6	0.28	0.47	
Increased community policing initiatives	5	0.23	0.41	
Police/other agency partnerships	4	0.28	0.41	
Increased police interaction with children	4	0.59	0.59	
More social programs	3	0.23	0.20	
More after school youth activities	3	0.55	0.56	

SAPD Beat 33 has the fourth highest ranking amongst the SAPD beats for all indicators with an overall score (0.19) slightly below the citywide average. The beat neighborhood did not attain a top ranking for any of the indices.

The beat ranks second amongst the other beats for the Officer Satisfaction index. Beat 33 respondents expressed more agreement with the statement about an officer's competence (0.59) than they did with the other indicators. They are less satisfied with the outcome of their contact with an officer (0.47) than they are with the other indicators.

The beat also ranked second amongst the other beats for the SAPD Satisfaction index. Beat respondents have more agreement with the statement concerning their willingness to contact the SAPD for assistance (0.65) than they have for the other indicators. In addition, the beat garnered the top ranking for the indicator dealing with the need for SAPD improvement (-0.15).

Beat respondents display more concern about drug related crime than do the respondents living in other beat neighborhoods (0.86). They display little concern about panhandling (-0.23).

Beat respondents are also more fearful that someone would break into their house (0.09) than they are about any of the other index indicators. They are least fearful about someone sexually attacking them. Despite having the second highest ranking, low responses outpaced the number of high responses for each Essential Services indicator. These scores continue the trend that San Angelo residents do not see the need for the services included in the index.

Beat 33 neighborhoods only outranked one other beat for the Crime Prevention Techniques Index (0.34). However, similar to other beats, respondents see increased police interactions with children as the more effective technique to combat crime.

SAPD BEAT 34

Table 8: SAPD BEAT 34		Rank	Score	Citywide
SAPD Index (39 Indicators)		5	0.11	0.20
Officer Satisfaction Index (4 Indicators)		5	0.45	0.57
The officer was competent	4	0.51	0.55	
The officer was professional	5	0.52	0.60	
The officer was respectful	5	0.44	0.61	
I am satisfied with the outcome of my contact with the officer	5	0.33	0.53	
SAPD Satisfaction Index (5 Indicators)		4	0.27	0.29
The SAPD is doing a good job providing service to San Angelo	3	0.46	0.45	
I would not hesitate to contact the SAPD for assistance	5	0.50	0.62	
The SAPD does not need improvement	3	-0.31	-0.27	
Over the past 5 years, police-community relations have improved	2	0.33	0.31	
The relationship between San Angelo residents and the police is good	2	0.35	0.32	
Significant Concerns/Issues Index (7 Indicators)		5	0.36	0.50
Gang violence is a significant concern for me	6	0.37	0.58	
Violent crime is a significant concern for me	6	0.51	0.69	
Drug related crime is a significant concern for me	4	0.76	0.78	
Burglary is a significant concern for me	5	0.66	0.75	
Traffic enforcement is a significant concern for me	5	0.12	0.36	
School violence is a significant concern for me	4	0.41	0.47	
Panhandling is a significant concern for me	5	-0.28	-0.14	
Fear Index (8 Indicators)		6	-0.43	-0.31
I am fearful that someone will break into my house	6	-0.07	0.07	
I am fearful that someone will rob me	6	-0.45	-0.24	
I am fearful that someone will attack me when I walk in the neighborhood	6	-0.56	-0.48	
I am fearful that someone will attack me in my home	6	-0.61	-0.49	
I am fearful that someone will break into my car	5	-0.35	-0.33	
I am fearful that someone will steal my car	4	-0.36	-0.33	
I am fearful that someone will sexually attack me	6	-0.80	-0.61	
My personal fear of crime has increased in the past 5 years	6	-0.22	-0.09	
Essential Services Index (5 Indicators)		5	-0.34	-0.30
SAPD website	5	-0.33	-0.27	
Desk officer reporting	5	-0.28	-0.10	
Traffic section complaint	5	-0.44	-0.23	
Online reporting	3	-0.30	-0.60	
Narcotics hotline	5	-0.37	-0.28	
Crime Prevention Techniques Index (10 Indicators)		4	0.39	0.43
Stricter punishment by the courts	4	0.29	0.37	
Strict enforcement of probation restrictions	4	0.40	0.45	
Increased enforcement of drug laws	5	0.33	0.40	
Increased community group involvement	4	0.36	0.44	
Increased citizen involvement	4	0.46	0.47	
Increased community policing initiatives	4	0.42	0.41	
Police/other agency partnerships	5	0.28	0.41	
Increased police interaction with children	5	0.54	0.59	
More social programs	4	0.19	0.20	
More after school youth activities	2	0.59	0.56	

The overall ranking and score for SAPD Beat 34 only exceeds one other beat. In addition, the score (0.11) is exceeded by the citywide average by 9 percentage points.

The beat ranked fifth amongst the other beats for the Officer Satisfaction Index. The highest ranked indicators for the beat dealt with the competency (0.51) and professionalism (0.52) of the individual police officer.

Beat 34 ranked fourth amongst the other beats in their level of satisfaction with the SAPD. Beat respondents agree more with the statement about their willingness to contact the SAPD for help (0.50) than they do for the other indicators. Similar to other beats, they disagree with the statement that the SAPD does not need improvement (-0.31).

The beat neighborhoods ranked fifth amongst the other beats for the Significant Concerns/Issues Index. In addition, the citywide index score (0.50) exceeds the beat average by 14 percent. Much like residents of other beats, they are most concerned about drug related crime (0.76). Panhandling is of little concern to the residents (-0.28).

Beat neighborhoods have the lowest ranking for the Fear Index (-0.43). More respondents are fearful someone will break into their homes (-0.07)

than they are about the other indicators. In addition, 75 percent of the index indicators have the lowest rankings when compared to the other beats.

Beat residents also do not see the need for the essential services indicators in the index (Rank = 5). Desk officer reporting (-0.28) and on-line reporting (-0.30) have the most support.

Similar to other beats, SAPD Beat 34 respondents see increased police interactions with children as the most effective way to combat crime. Additional social programs have the lowest support of the ten crime prevention techniques.

SAPD BEAT 35

Table 9: SAPD Beat 35		Rank	Score	Citywide
SAPD Index (39 Indicators)		6	0.05	0.20
Officer Satisfaction Index (4 Indicators)		6	0.28	0.57
The officer was competent	6	0.24	0.55	
The officer was professional	6	0.38	0.60	
The officer was respectful	6	0.44	0.61	
I am satisfied with the outcome of my contact with the officer	6	0.05	0.53	
SAPD Satisfaction Index (5 Indicators)		6	0.09	0.29
The SAPD is doing a good job providing service to San Angelo	6	0.18	0.45	
I would not hesitate to contact the SAPD for assistance	6	0.41	0.62	
The SAPD does not need improvement	6	-0.41	-0.27	
Over the past 5 years, police-community relations have improved	6	0.18	0.31	
The relationship between San Angelo residents and the police is good	6	0.10	0.32	
Significant Concerns/Issues Index (7 Indicators)		6	0.33	0.50
Gang violence is a significant concern for me	2	0.66	0.58	
Violent crime is a significant concern for me	5	0.69	0.69	
Drug related crime is a significant concern for me	6	0.68	0.78	
Burglary is a significant concern for me	6	0.62	0.75	
Traffic enforcement is a significant concern for me	6	-0.07	0.36	
School violence is a significant concern for me	6	0.16	0.47	
Panhandling is a significant concern for me	6	-0.45	-0.14	
Fear Index (8 Indicators)		4	-0.30	-0.31
I am fearful that someone will break into my house	2	0.16	0.07	
I am fearful that someone will rob me	2	-0.12	-0.24	
I am fearful that someone will attack me when I walk in the neighborhood	2	-0.37	-0.48	
I am fearful that someone will attack me in my home	3	-0.44	-0.49	
I am fearful that someone will break into my car	4	-0.32	-0.33	
I am fearful that someone will steal my car	6	-0.43	-0.33	
I am fearful that someone will sexually attack me	5	-0.74	-0.61	
My personal fear of crime has increased in the past 5 years	5	-0.16	-0.09	
Essential Services Index (5 Indicators)		6	-0.43	-0.30
SAPD website	6	-0.61	-0.27	
Desk officer reporting	6	-0.30	-0.10	
Traffic section complaint	6	-0.47	-0.23	
Online reporting	6	-0.43	-0.60	
Narcotics hotline	4	-0.35	-0.28	
Crime Prevention Techniques Index (10 Indicators)		6	0.27	0.43
Stricter punishment by the courts	6	0.15	0.37	
Strict enforcement of probation restrictions	6	0.17	0.45	
Increased enforcement of drug laws	6	0.16	0.40	
Increased community group involvement	6	0.27	0.44	
Increased citizen involvement	5	0.33	0.47	
Increased community policing initiatives	6	0.17	0.41	
Police/other agency partnerships	6	0.21	0.41	
Increased police interaction with children	6	0.52	0.59	
More social programs	5	0.14	0.20	
More after school youth activities	4	0.54	0.56	

SAPD Beat 35 has the lowest ranking amongst the SAPD beats for the 39 indicators. The citywide average exceeds the beat average by 15 percentage points. Clearly, the respondents from Beat 35 have less agreement with the survey statements than do the respondents residing in the other beats.

Beat respondents are very concerned about their interactions with SAPD individual officers and the department. Each index average is significantly below the citywide averages.

The beat ranked fifth amongst the other beats for the Significant Concerns and Issues Index. The index score of 0.33 is 17 percentage points below the city average (0.50). Beat residents are most concerned about violent crime (0.69) and drug related crime (0.68). Panhandling is of little concern to the beat residents (-0.45).

The beat neighborhoods have an overall Fear Index average that is slightly greater than the citywide average. Most respondents are fearful that someone will break into their homes (0.16) and there is little worry amongst the respondents that someone will sexually attack them (-0.74).

Eighty percent of the Essential Services Index indicators have lower rankings than the indicators for the

other beats. The need for desk officer reporting (-0.30) has more support than the other service indicators. In addition, there is negligible support for an SAPD website (-0.61).

Seven of the ten crime prevention techniques have lower rankings than the indicators for the other beats. As with the other beats, SAPD Beat 35 respondents see increased police interactions with children as the most effective way to combat crime. Additional social programs have the lowest support for the ten indicators.

POLICY IMPLICATIONS

The SAPD is doing many things that satisfy much of the community. For example, there is a strong community-wide consensus that the individual police officers we see day-today are professional, competent, and respectful. The SAPD needs to continue its efforts to ensure officers are sensitive to the needs of all neighborhood residents while promoting public safety.

In addition, the SAPD must continue its willingness to initiate departmental improvements, solicit public input, and continue its involvement in the neighborhoods. After all, SAPD actions may have alleviated resident fears about issues such as robbery, carjacking, and home break-ins.

Our analysis of the surveys, however, reveals that there are different perceptions amongst respondents about the survey statements. This can create a muddled picture when deliberating on the best way to address survey results. What is clear, however, is the fact that perceptions differ across the beat neighborhoods. For example, review of Table 1 shows that Beat 35 respondents, by far, are the most dissatisfied with individual officers and the department. Consequently, SAPD leaders should take steps to alleviate the concerns expressed by beat residents.

Perhaps police decentralization will address concerns. Police decentralization is an expansion of the community-policing concept². This concept ensures that officers, permanently assigned to a specific neighborhood, are in a better position to respond to calls for police service more rapidly while providing a more enhanced police presence. The neighborhood concept splits the uniform patrol division of the Police Department and assigns officers to permanent duty throughout the city. These officers will be able to handle walk-in complaints or direct an individual to the proper location for the services they request. Citizens may seek any assistance needed at any locations as well as at the Central Headquarters.

The department should also conduct focus group sessions within the neighborhoods expressing dissatisfaction with the SAPD. Focus group qualitative research is a method of group interviewing where the interaction between the moderator and the group, as well as the interaction between group members, serves to elicit information and insights in response to carefully designed questions. The dynamic nature of the questions asked by the moderator and the group process produces a level of insight that surveys rarely derive.

² Respondents, across the city see community-policing initiatives (0.41) as an effective crime prevention technique.

Appendix 1
San Angelo Police Department Community Service Survey

The San Angelo Police Department (SAPD) is conducting this survey to assess your perception of the police department and safety within our community. The SAPD will use survey results to ensure the highest quality of police services, provide a safer environment, identify training needs, and improve the operational functions of the department.

Personal contact with the SAPD: Circle the number of the *best* response.

1. During the past year, did you or a member of your immediate family have formal contact with a member of the SAPD? (If no, please skip to Section 2: **Satisfaction with the SAPD**).

1. Yes
2. No

2. My contact with the SAPD was

1. In a public place
2. In my home
3. In my place of business
4. At the SAPD
5. By telephone or web service

3. In my personal contact with the SAPD, I was a

1. Victim
2. Witness
3. Suspect/arrestee
4. Motorist Complainant/caller
5. Other _____

<i>On a scale where “5” means you have a great deal of agreement with a statement and “1” means you have no agreement at all, how would you rate your level of agreement with each of the following statements? (Insert your responses in the boxes to the right.)</i>		
Section 1: Satisfaction with individual officer(s)		Level
4	The officer was competent.	
5	The officer was professional.	
6	The officer was respectful.	
7	I am satisfied with the outcome of my contact with the officer.	
Section 2: Satisfaction with the SAPD		
8	The SAPD is doing a good job providing service to San Angelo.	
9	I would not hesitate to contact the SAPD for assistance.	
10	The SAPD does not need improvement.	
11	Over the past 5-years, police-community relations have improved	
12	The relationship between San Angelo residents and the Police is good	
Section 3: Significant concerns/issues		
13	Gang violence is a significant concern for me.	
14	Violent crime is a significant concern for me.	
15	Drug related crime is a significant concern for me.	
16	Burglary is a significant concern for me.	
17	Traffic enforcement is a significant concern for me.	
18	Violence in the public schools is a significant concern for me.	
19	Panhandling is a significant concern for me.	
Section 4: Fear of crime in your neighborhood		
20	I am fearful that someone will break into my house.	
21	I am fearful that someone will rob me.	
22	I am fearful that someone will attack me when I walk in my neighborhood.	
23	I am fearful that someone will attack me in my home.	
24	I am fearful that someone will break into my car.	
25	I am fearful that someone will steal my car.	
26	I am fearful that someone will sexually attack me.	
27	My personal fear of crime has increased in the past 5 years.	
Section 5: The following types of services are essential for me and my family		
28	SAPD Website	
29	Desk Officer Reporting	
30	Traffic Section Complaint	
31	Online Reporting	
32	Narcotics Hotline	
Section 6: Crime prevention techniques: On a scale where “5” means a crime prevention technique is very effective and “1” means a crime prevention technique is not effective at all, how would you rate the level of effectiveness for each of the following? (Insert your responses in the boxes to the right.)		
33	Stricter punishment by the courts	
34	Strict enforcement of probation restrictions	
35	Increased enforcement of drug laws	
36	Increased community group involvement	
37	Increased citizen involvement	
38	Increased community policing initiatives	
39	Police/Other agency partnerships	
40	Increased police interaction with children	
41	More social programs	
42	More after school youth activities	

Section 7: Personal information: As with all information in this survey, we will keep your answers to the following questions confidential.

43. What is your race/ethnicity?

1. Caucasian
2. African American
3. Hispanic
4. Asian
5. Other

44. What is your age?

45. What is your gender?

1. Male
2. Female

46. How many children under 16 years old live in your household?

47. What is the highest level of education you completed?

1. Elementary school only
2. Some high school
3. High school diploma
4. Some college
5. College degree
6. Vocational/Technical school
7. Graduate or professional degree

48. How long have you lived in the San Angelo area?

1. Less than 6 months
2. 6 months to 1 year
3. More than 1 year but less than 3 years
4. More than 3 years but less than 5 years
5. More than 5 years but less than 10 years
6. More than 10 years

49. Use the map to indicate your area of residence: _____

50. Comments

Appendix 3

Survey Methodology and Index Calculation

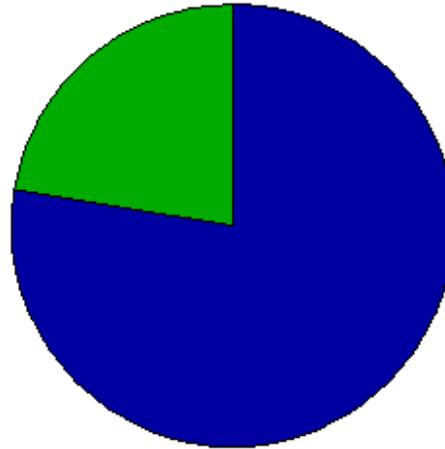
Based on a scale where “5” means that a respondent had a great deal of agreement with a statement and “1” means a respondent had no agreement at all with a statement, the survey asked respondents to rate their satisfaction with individual officers and the SAPD. The survey used the same method to identify the significant concerns/issues of respondents, their level of fear of crime in their neighborhood, and essential SAPD services. Last, respondents used the method to rate the effectiveness of crime prevention techniques. The survey also asked about demographic characteristics such as race, age, gender, number of children under 16 living in the household, level of education, length of time residing in San Angelo, and the SAPD Beat location of their neighborhood.

For each index, we used the indicators to calculate ratios by summing the number of responses for the lowest ratings (1 & 2) and the number of responses for the highest ratings (4 & 5). Next, we subtracted the number of low values from the number of high values. The difference was a numerator that we divided by the summation of high values and low values. This methodology produced a ratio ranging in value from -1 to +1. The SAPD can use these ratio scores to determine the level of agreement SAPD beat neighborhoods have for each statement, with higher scores indicating more agreement. (Note: A zero value for an indicator occurs when there are as many high scores as low scores). We then averaged the indicator ratio scores to create an index. For example, we averaged the four indicators for the Officer Satisfaction Index to create the index. Next, we calculated the average of the 39 indicators to create an overall average for each beat neighborhood. Last, we calculated citywide averages for each indicator, each index, and the overall citywide average.

Appendix 4: Source of Survey Data

SOURCE -- Source of Input

	Freq.	%
1) SAPD Web Site	831	77.7
2) Paper Survey	239	22.3
TOTAL (N)	1070	100.0

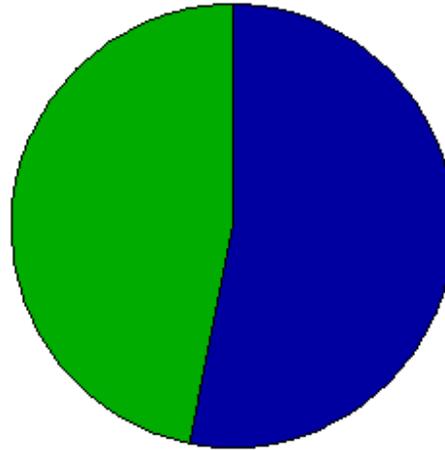


We collected 77.7% of the surveys electronically while only allowing one survey submission per IP address. Because of concerns about computer and internet access for low-income individuals, we administered paper surveys in areas of lower socio-economic status. With the invaluable assistance from WTOS and Reverend Craig Meyers, we collected 234 paper surveys. Another five respondents completed paper surveys at the police station. These surveys make up a little over 22 percent of the surveys we analyzed.

Appendix 5: Contact with SAPD

CONTACT -- During the past year, did you or a member of your immediate family have formal contact with a member of the SAPD?

	Freq.	%
1) Yes	566	53.2
2) No	498	46.8
TOTAL (N)	1064	100.0

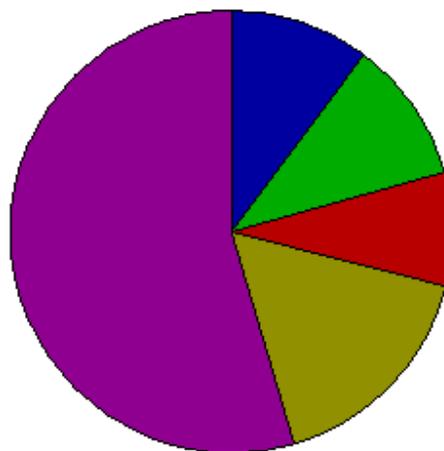


The modal response regarding contact with the SAPD is “Yes” with 53.2% of respondents indicating formal contact within the past year. The percentage of “No” responses (46.8%) indicates a high level of variation. The high variation reveals that data collected reflects a broad range of citizens who have had formal contact (including victims, witnesses, suspects, arrestees, motorists, and complainants) and those who have not had personal contact with the SAPD during the past year.

Appendix 6: Officer Satisfaction

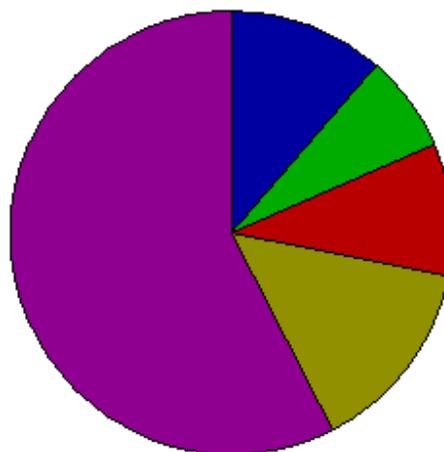
ABLE -- The officer was competent.

	Freq.	%
1)	58	10.1
2)	60	10.5
3)	48	8.4
4)	95	16.6
5)	313	54.5
TOTAL (N)	574	100.0



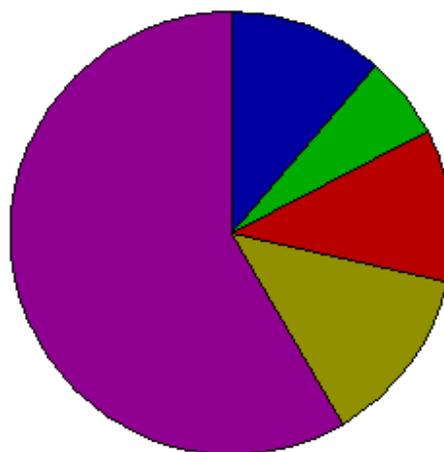
PROFESSIONAL -- The officer was professional.

	Freq.	%
1)	65	11.3
2)	41	7.1
3)	56	9.7
4)	83	14.4
5)	332	57.5
TOTAL (N)	577	100.0



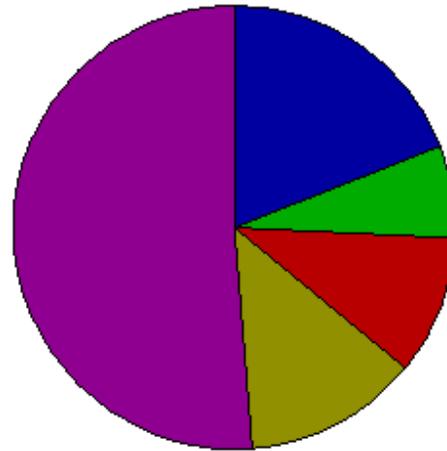
RESPECTFUL -- The officer was respectful.

	Freq.	%
1)	65	11.2
2)	35	6.0
3)	65	11.2
4)	76	13.1
5)	338	58.4
TOTAL (N)	579	100.0



OUTCOME -- I am satisfied with the outcome of my contact with the officer.

		Freq.	%
■	1)	109	18.9
■	2)	39	6.8
■	3)	59	10.2
■	4)	74	12.8
■	5)	295	51.2
	TOTAL (N)	576	100.0

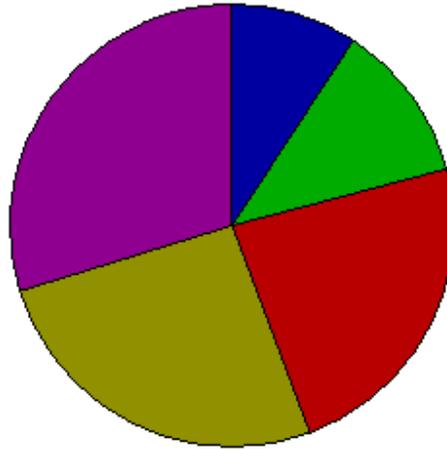


The modal response for each statement related to satisfaction with formal contact with an officer is 5. In addition, more than 50% of the respondents strongly agree with each of the satisfaction statements. Over three times the number of respondents rated the outcome, competence of the officer, and professional demeanor of the officer as high (4 or 5) compared to those who rated the same indicators as low (1 or 2). Over four times the number of respondents rated the respectfulness of the officer as high compared to the number who rated this indicator as low.

Appendix 7: Satisfaction with the SAPD

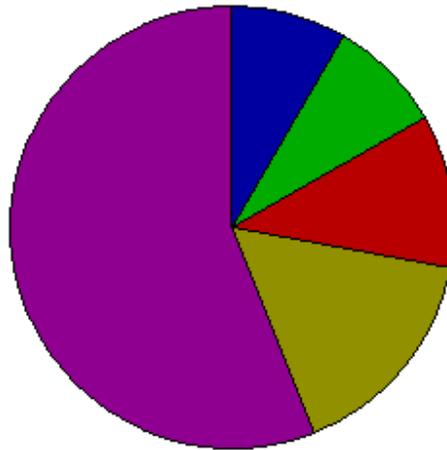
GOOD JOB -- The SAPD is doing a good job providing service to San Angelo.

	Freq.	%
1)	97	9.2
2)	123	11.7
3)	247	23.4
4)	273	25.9
5)	314	29.8
TOTAL (N)	1054	100.0



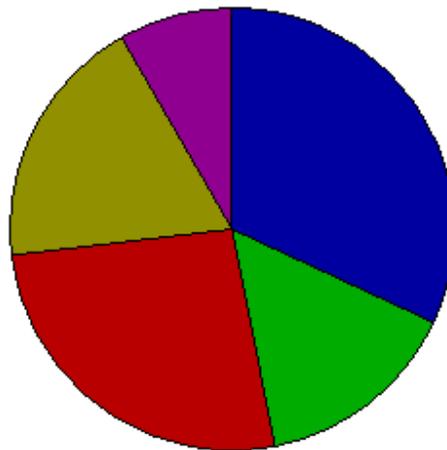
HESITATE -- I would not hesitate to contact the SAPD for assistance.

	Freq.	%
1)	88	8.4
2)	88	8.4
3)	118	11.2
4)	169	16.0
5)	590	56.0
TOTAL (N)	1053	100.0



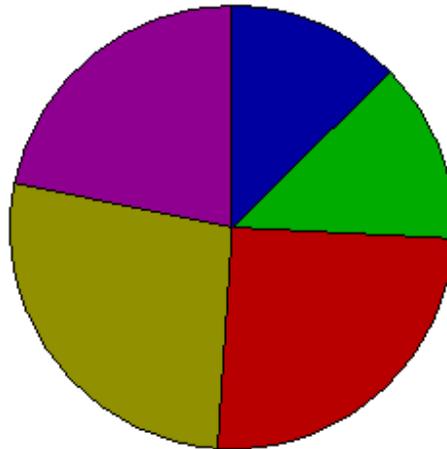
IMPROVEMENT -- The SAPD does not need improvement.

	Freq.	%
1)	335	31.9
2)	157	15.0
3)	275	26.2
4)	195	18.6
5)	87	8.3
TOTAL (N)	1049	100.0



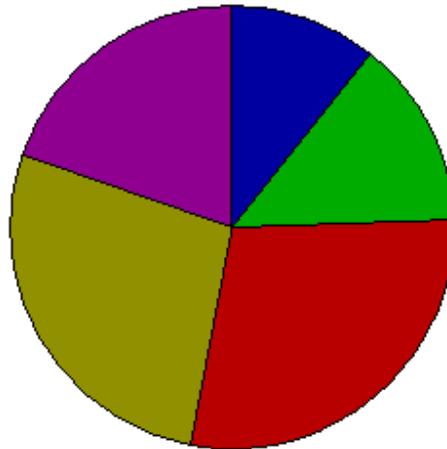
IMPROVED RELATIONS -- Over the past five years, police-community relations have improved.

		Freq.	%
1)		132	12.6
2)		138	13.2
3)		264	25.2
4)		284	27.2
5)		228	21.8
TOTAL (N)		1046	100.0



GOOD RELATIONSHIP -- The relationship between San Angelo residents and the police is good.

		Freq.	%
1)		112	10.7
2)		144	13.8
3)		299	28.6
4)		286	27.3
5)		206	19.7
TOTAL (N)		1047	100.0



The modal responses for the indicators to determine respondent satisfaction with the SAPD are as follows:

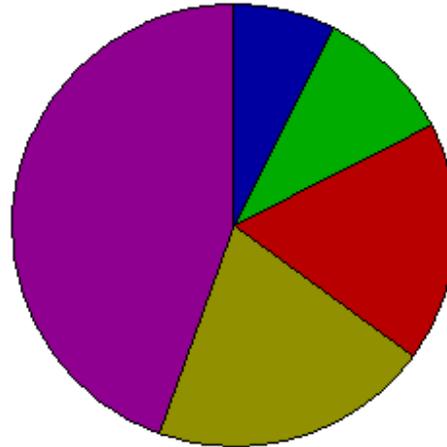
- Almost 30 percent of the respondents strongly agree (5) that the SAPD is doing a good job providing services.
- The majority of respondents (56.0%) strongly agree (5) that they would not hesitate to contact the SAPD for assistance.
- Almost 32 percent of the respondents strongly disagree (1) that the department did not require improvement. The indicator also has the lowest level of agreement for this set of indicators.
- A little over 27 percent of the respondents agree (4) that police-community relations have improved over the past five years.
- 28.6% of respondents gave a neutral response (3) regarding the relationship between San Angelo and the police.

Although, 32 percent of the respondents see the need for improvement within the SAPD, the overall agreement with these indicators suggests that citizens are satisfied with the services provided by the SAPD.

Appendix 8: Significant Concerns/Issues

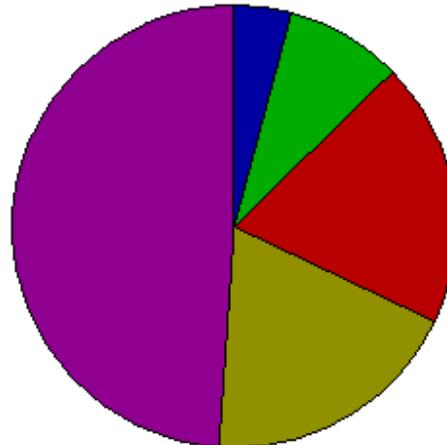
GANGS -- Gang violence is a significant concern for me.

	Freq.	%
1)	78	7.4
2)	107	10.1
3)	186	17.6
4)	216	20.4
5)	471	44.5
TOTAL (N)	1058	100.0



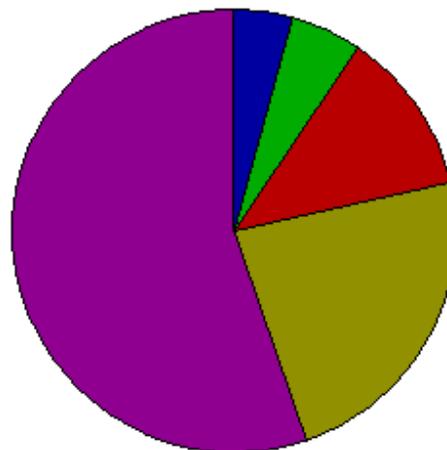
VIOLENT CRIME -- Violent crime is a significant concern for me.

	Freq.	%
1)	44	4.2
2)	90	8.5
3)	205	19.4
4)	201	19.0
5)	517	48.9
TOTAL (N)	1057	100.0



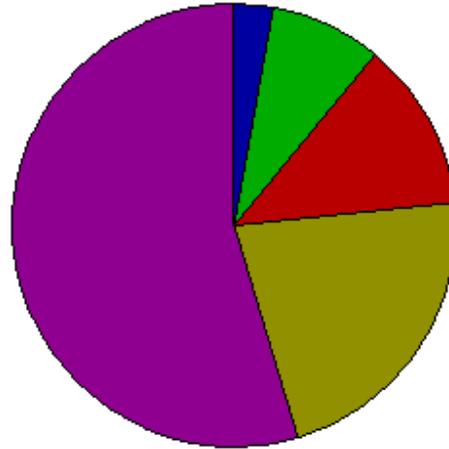
DRUGS -- Drug related crime is a significant concern for me.

	Freq.	%
1)	45	4.3
2)	55	5.2
3)	127	12.0
4)	246	23.3
5)	585	55.3
TOTAL (N)	1058	100.0



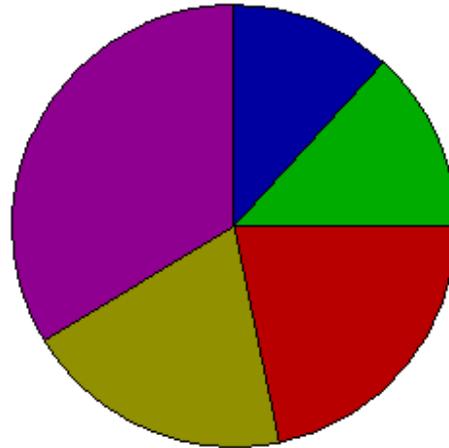
BURGLARY -- Burglary is a significant concern for me.

		Freq.	%
■	1)	30	2.8
■	2)	86	8.1
■	3)	131	12.4
■	4)	233	22.0
■	5)	578	54.6
	TOTAL (N)	1058	100.0



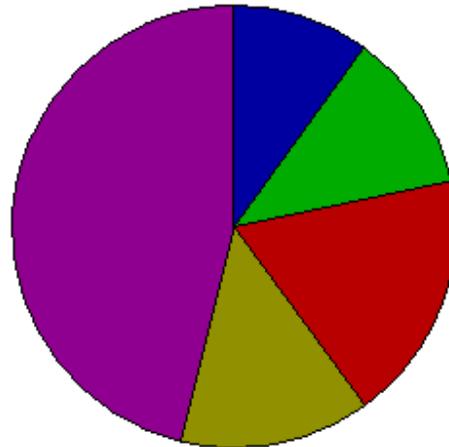
TRAFFIC -- Traffic enforcement is a significant concern for me.

		Freq.	%
■	1)	124	11.7
■	2)	141	13.3
■	3)	229	21.7
■	4)	207	19.6
■	5)	356	33.7
	TOTAL (N)	1057	100.0



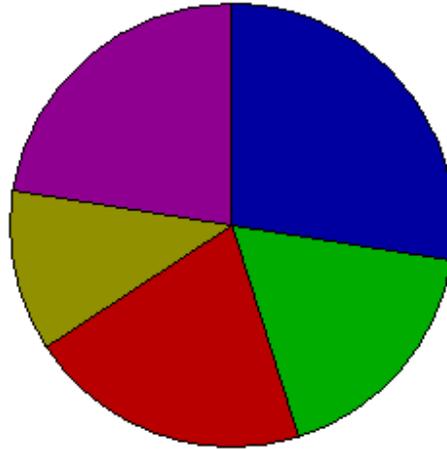
SCHOOLS -- Violence in the public schools is a significant concern for me.

		Freq.	%
■	1)	105	9.9
■	2)	124	11.7
■	3)	193	18.3
■	4)	147	13.9
■	5)	487	46.1
	TOTAL (N)	1056	100.0



PANHANDLING -- Panhandling is a significant concern for me.

		Freq.	%
1)		290	27.5
2)		186	17.6
3)		217	20.6
4)		124	11.8
5)		237	22.5
TOTAL (N)		1054	100.0



The modal response for six of the seven indicators for this index is 5. This suggests that most respondents consider the issues to be of significant concern to them. The rankings for the five issues are:

1. Drug related crime (55.3%)
2. Burglary (54.6%)
3. Violent crime (48.9%)
4. Violence in public schools (46.1%)
5. Gang violence (44.5%)

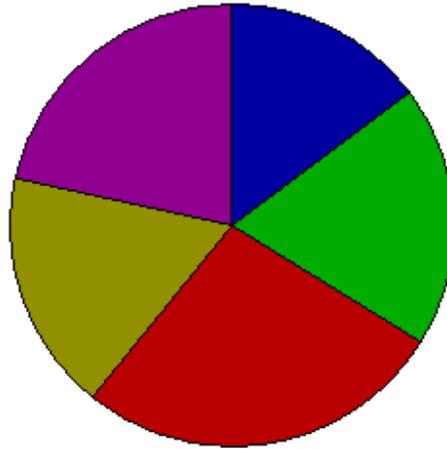
Many respondents (45.1 percent), as indicated by the low level of agreement (1 or 2), do not consider panhandling to be a significant concern for them.

Other concerns identified in the additional comments posted by respondents include vandalism/graffiti, loud music, and neighborhood traffic concerns. Future research should include these issues.

Appendix 9: Fear of Crime in Your Neighborhood

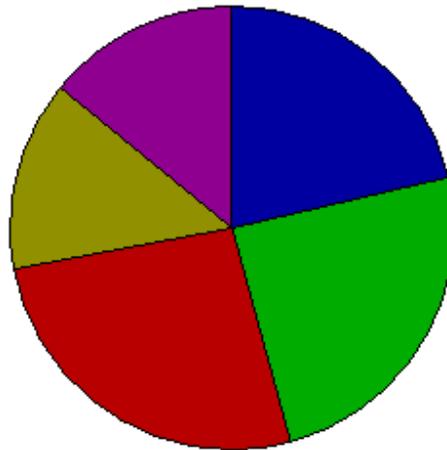
HOUSE -- I am fearful that someone will break into my house.

		Freq.	%
■	1)	155	14.7
■	2)	201	19.1
■	3)	284	27.0
■	4)	185	17.6
■	5)	227	21.6
	TOTAL (N)	1052	100.0



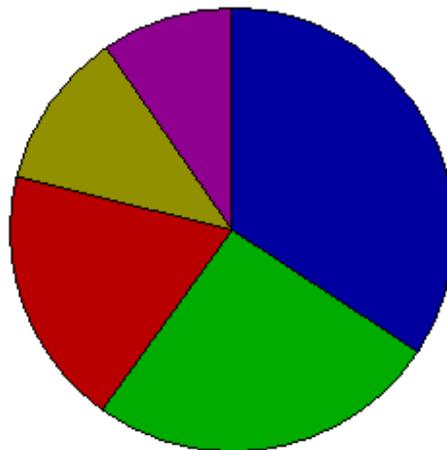
ROB -- I am fearful that someone will rob me.

		Freq.	%
■	1)	224	21.3
■	2)	257	24.5
■	3)	276	26.3
■	4)	146	13.9
■	5)	148	14.1
	TOTAL (N)	1051	100.0



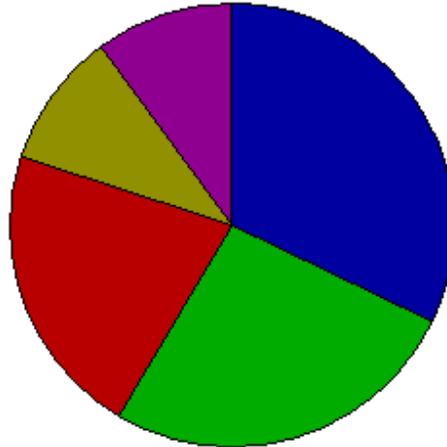
ATTACK -- I am fearful that someone will attack me when I walk in my neighborhood.

		Freq.	%
■	1)	360	34.3
■	2)	270	25.7
■	3)	199	18.9
■	4)	121	11.5
■	5)	101	9.6
	TOTAL (N)	1051	100.0



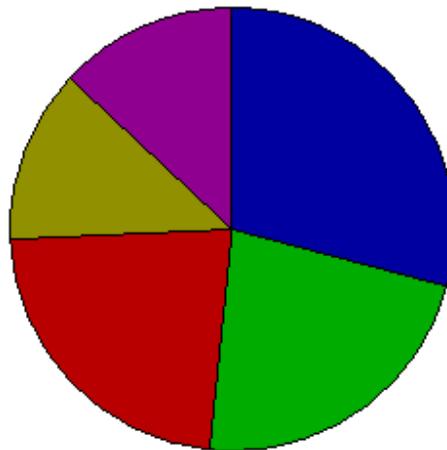
ATTACK HOME -- I am fearful that someone will attack me in my home.

		Freq.	%
■	1)	338	32.2
■	2)	277	26.4
■	3)	226	21.5
■	4)	104	9.9
■	5)	106	10.1
	TOTAL (N)	1051	100.0



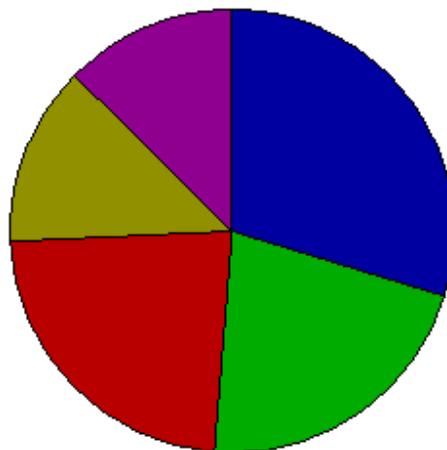
CAR BREAK IN -- I am fearful that someone will break into my car.

		Freq.	%
■	1)	306	29.1
■	2)	236	22.5
■	3)	238	22.7
■	4)	133	12.7
■	5)	137	13.0
	TOTAL (N)	1050	100.0



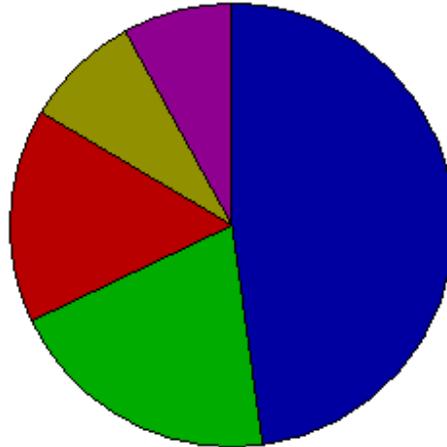
CARJACK -- I am fearful that someone will steal my car.

		Freq.	%
■	1)	312	29.7
■	2)	226	21.5
■	3)	241	23.0
■	4)	138	13.2
■	5)	132	12.6
	TOTAL (N)	1049	100.0



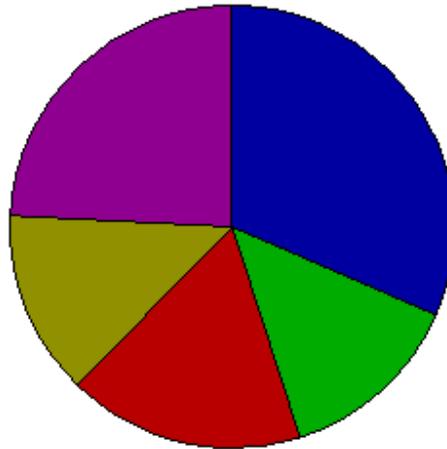
SEXUAL ATTACK -- I am fearful that someone will sexually attack me.

		Freq.	%
1)	502	47.8	
2)	211	20.1	
3)	164	15.6	
4)	89	8.5	
5)	84	8.0	
TOTAL (N)	1050	100.0	



FEAR -- My personal fear of crime has increased in the past 5 years.

		Freq.	%
1)	331	31.5	
2)	142	13.5	
3)	181	17.2	
4)	142	13.5	
5)	254	24.2	
TOTAL (N)	1050	100.0	

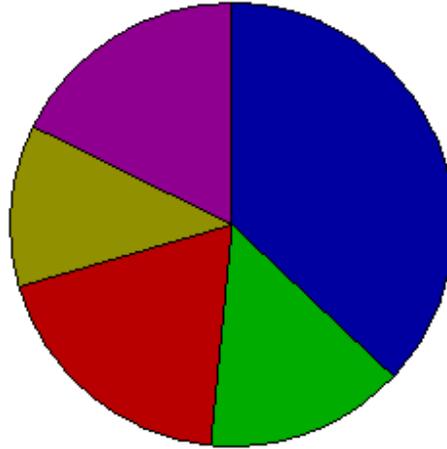


Survey responses indicate that, overall, community residents are not that fearful of crime in their neighborhoods. Respondents strongly disagree (1) with six of the eight index indicators with nearly 48 percent of the respondents reporting that they were not fearful that someone would sexually attack them. Respondents, on the other hand, are more concerned that someone will break into their homes. This is the only indicator with a higher percentage of high (4 or 5) responses than low (1 or 2) responses. Consequently, this reinforces the community-wide concern regarding burglary.

Appendix 10: Essential Services

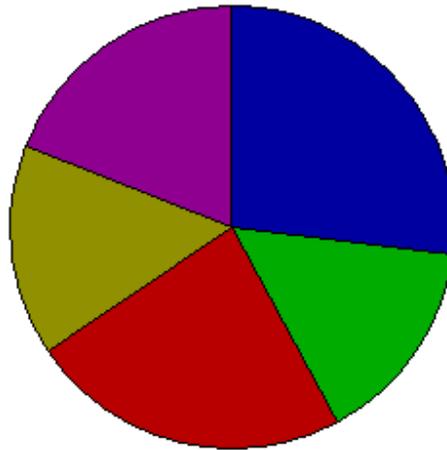
The following types of services are essential for my family and me
SAPD Website

	Freq.	%
1)	385	37.0
2)	151	14.5
3)	197	18.9
4)	123	11.8
5)	184	17.7
TOTAL (N)	1040	100.0



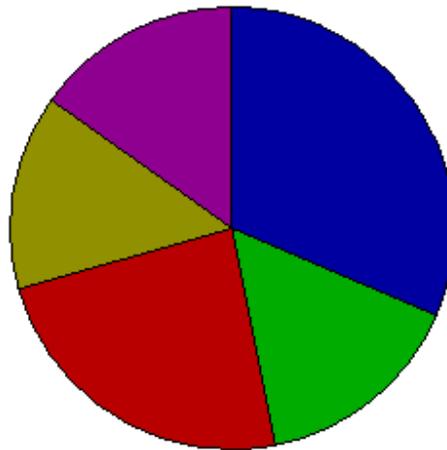
Desk Officer Reporting

	Freq.	%
1)	281	27.0
2)	158	15.2
3)	244	23.4
4)	161	15.5
5)	198	19.0
TOTAL (N)	1042	100.0



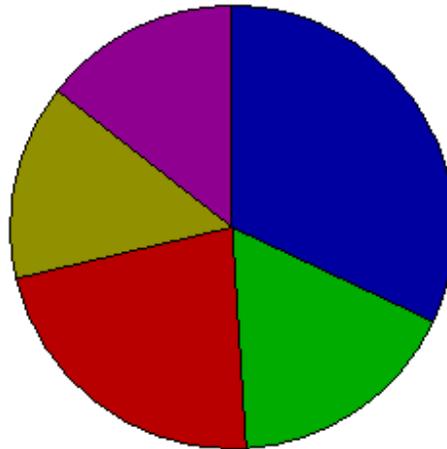
Traffic Section Complaint

	Freq.	%
1)	328	31.4
2)	161	15.4
3)	247	23.7
4)	149	14.3
5)	158	15.1
TOTAL (N)	1043	100.0



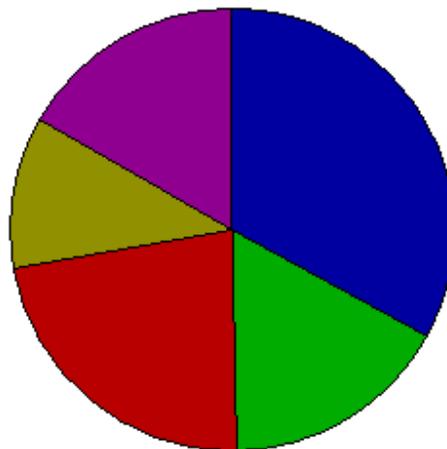
Online Reporting

	Freq.	%
1)	333	32.0
2)	177	17.0
3)	232	22.3
4)	149	14.3
5)	150	14.4
TOTAL (N)	1041	100.0



Narcotics Hotline

	Freq.	%
1)	344	33.0
2)	174	16.7
3)	235	22.5
4)	116	11.1
5)	174	16.7
TOTAL (N)	1043	100.0

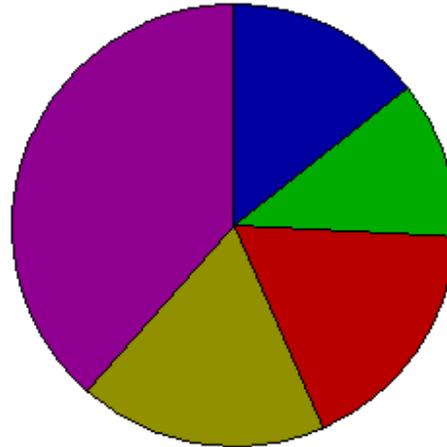


Survey responses indicate that, overall, community residents do not regard technology-based services such as an SAPD Website, Desk Officer Reporting, Traffic Section Complaint, Online Reporting, and Narcotics Hotline, as essential services for the San Angelo community.

Appendix 11: Effectiveness of Crime Prevention Techniques

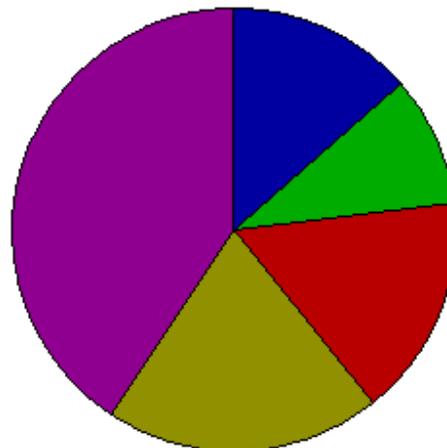
PUNISH -- Stricter punishment by the courts

		Freq.	%
■	1)	150	14.3
■	2)	121	11.5
■	3)	185	17.6
■	4)	190	18.1
■	5)	404	38.5
TOTAL (N)		1050	100.0



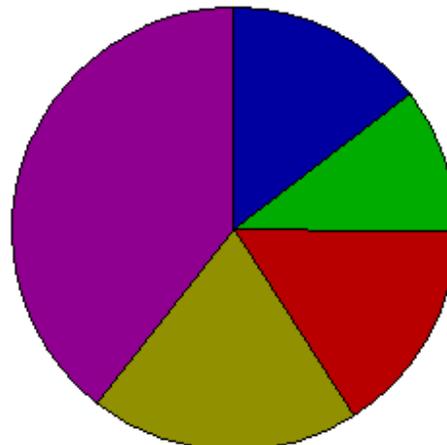
PROBATION -- Strict enforcement of probation restrictions

		Freq.	%
■	1)	142	13.5
■	2)	100	9.5
■	3)	170	16.2
■	4)	211	20.1
■	5)	427	40.7
TOTAL (N)		1050	100.0



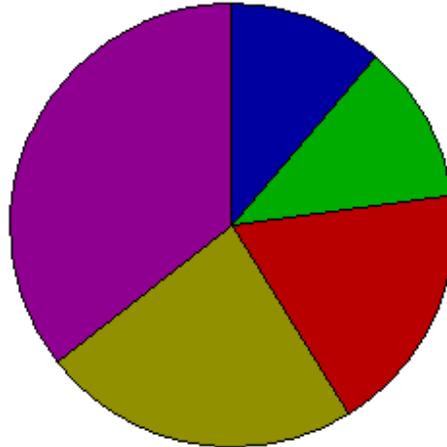
DRUG LAWS -- Increased enforcement of drug laws

		Freq.	%
■	1)	153	14.6
■	2)	112	10.7
■	3)	165	15.7
■	4)	207	19.7
■	5)	414	39.4
TOTAL (N)		1051	100.0



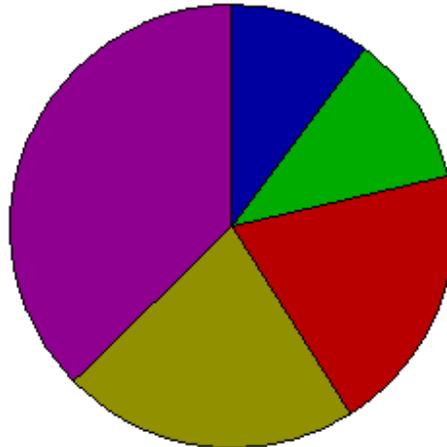
GROUP -- Increased community group involvement

		Freq.	%
1)		118	11.2
2)		122	11.6
3)		193	18.4
4)		244	23.2
5)		374	35.6
TOTAL (N)		1051	100.0



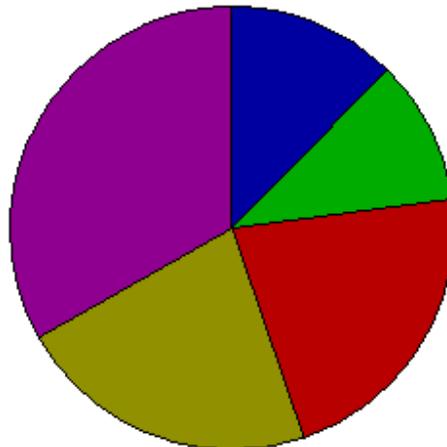
CITIZEN -- Increased citizen involvement

		Freq.	%
1)		107	10.2
2)		117	11.1
3)		207	19.7
4)		227	21.6
5)		392	37.3
TOTAL (N)		1050	100.0



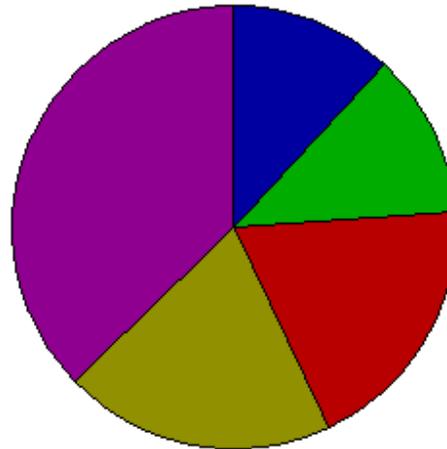
COMMUNITY POLICING -- Increased community policing initiatives

		Freq.	%
1)		129	12.3
2)		111	10.6
3)		229	21.9
4)		231	22.0
5)		348	33.2
TOTAL (N)		1048	100.0



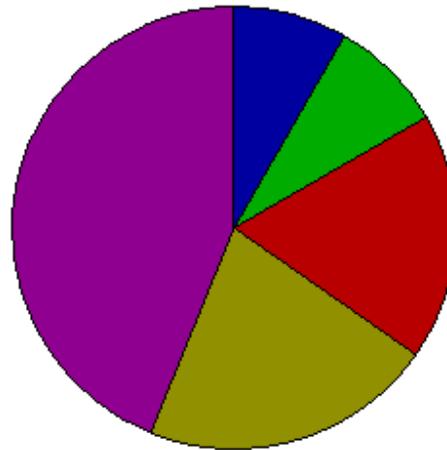
PARTNERSHIPS -- Police/Other Agency partnerships

		Freq.	%
■	1)	124	11.8
■	2)	126	12.0
■	3)	200	19.1
■	4)	207	19.8
■	5)	390	37.2
	TOTAL (N)	1047	100.0



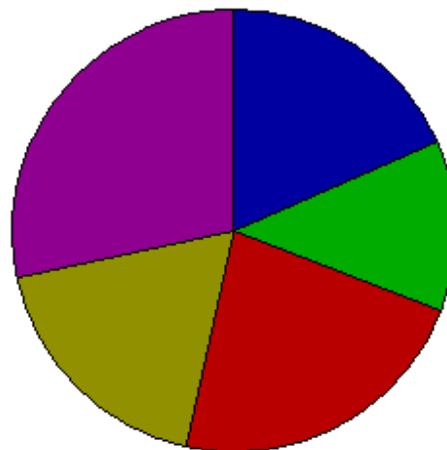
CHILDREN -- Increased police interaction with children

		Freq.	%
■	1)	87	8.3
■	2)	88	8.4
■	3)	190	18.1
■	4)	225	21.4
■	5)	461	43.9
	TOTAL (N)	1051	100.0



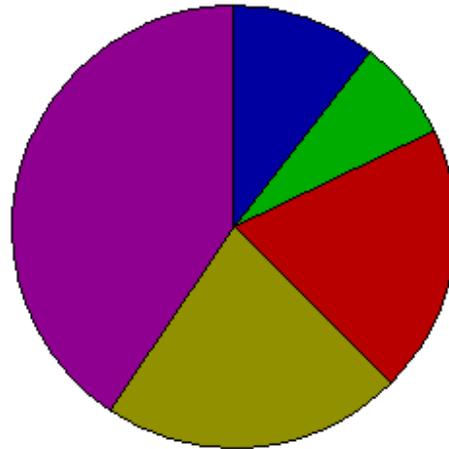
SOCIAL PROGRAMS -- More social programs

		Freq.	%
■	1)	193	18.4
■	2)	131	12.5
■	3)	237	22.6
■	4)	190	18.1
■	5)	298	28.4
	TOTAL (N)	1049	100.0



AFTER SCHOOL -- More after school youth activities

	Freq.	%
1)	110	10.5
2)	77	7.3
3)	206	19.7
4)	230	21.9
5)	425	40.6
TOTAL (N)	1048	100.0



Most respondents agree that each of the preventive techniques for the index are very effective for dealing with crime. With the exception of more social programs as a way to combat crime, more than twice the number of respondents believe that techniques are effective or very effective (4 or 5) as opposed to ineffective (1 or 2). More specifically, there is strong agreement that prevention efforts that involve our children are effective.

Appendix 12: Demographic Information by Beat

Beat	Race/Ethnicity	%	Age	%	Gender	%	Kids < 16	%
30	Caucasian	85.3	Under 25	6.5	Male	56.0	0	62.3
	African American	3.7	25-34	13	Female	44.0	1	18.0
	Hispanic	9.0	35-44	21.9			2	14.6
	Other	2.0	45-54	22.7			3	5.0
				55-64	24.7			4+
			65+	11.3				
31	Caucasian	71.9	Under 25	6.5	Male	54.4	0	58.9
	African American	7.6	25-34	18.3	Female	45.6	1	14.3
	Hispanic	17.5	35-44	24.3			2	13.7
	Other	2.9	45-54	18.9			3	7.7
				55-64	20.1			4+
			65+	11.8				
32	Caucasian	63.9	Under 25	3.9	Male	42.6	0	49.4
	African American	13.1	25-34	21.0	Female	57.4	1	19.7
	Hispanic	20.2	35-44	20.4			2	22.5
	Other	2.7	45-54	28.2			3	5.6
				55-64	17.7			4+
			65+	8.8				
33	Caucasian	65.7	Under 25	6.7	Male	48.5	0	54.5
	African American	9.7	25-34	21.6	Female	51.5	1	17.4
	Hispanic	20.9	35-44	16.4			2	16.7
	Other	3.7	45-54	22.4			3	9.1
				55-64	21.6			4+
			65+	11.2				
34	Caucasian	61.5	Under 25	16.9	Male	48.3	0	55.6
	African American	8.2	25-34	21.2	Female	51.7	1	17.5
	Hispanic	29.4	35-44	15.6			2	15.7
	Other	0.9	45-54	22.1			3	5.8
				55-64	13.4			4+
			65+	10.8				
35	Caucasian	48.8	Under 25	7.4	Male	51.2	0	51.9
	African American	35.4	25-34	21.0	Female	48.8	1	22.8
	Hispanic	11.0	35-44	17.3			2	8.9
	Other	4.9	45-54	23.5			3	13.9
				55-64	11.1			4+
			65+	19.8				
Beat	Level of Education	%		Length of Residence	%			
30	High School Diploma or less	7.7		Less than 5 years	14.6			
	Some College or Vocational Degree	36.6		Between 5 and 10 years	13.4			
	College Graduate or higher	55.7		More than 10 years	72.1			
31	High School Diploma or less	20.0		Less than 5 years	10.1			
	Some College or Vocational Degree	40.6		Between 5 and 10 years	11.8			
	College Graduate or higher	39.4		More than 10 years	78.1			
32	High School Diploma or less	23.0		Less than 5 years	19.1			
	Some College or Vocational Degree	36.6		Between 5 and 10 years	18.0			
	College Graduate or higher	40.4		More than 10 years	62.9			
33	High School Diploma or less	20.9		Less than 5 years	9.3			
	Some College or Vocational Degree	45.5		Between 5 and 10 years	14.7			
	College Graduate or higher	33.6		More than 10 years	76.0			
34	High School Diploma or less	23.8		Less than 5 years	18.9			
	Some College or Vocational Degree	41.6		Between 5 and 10 years	18.0			
	College Graduate or higher	34.6		More than 10 years	63.1			
35	High School Diploma or less	34.6		Less than 5 years	10.7			
	Some College or Vocational Degree	34.6		Between 5 and 10 years	10.7			
	College Graduate or higher	30.9		More than 10 years	78.7			

Area 35 has the most diversity with regard to race/ethnicity. There is also more variation with regard to the education levels and children in the home. Area 35 also reflects the highest percentage of respondents who have lived in the San Angelo area longer than 10 years. Thus, Area 35 reflects a diverse and deep-rooted community in San Angelo.

Conversely, Area 30 reflects the most homogeneity with regard to race and level of education (post-high school). Areas 32 and 34 have the highest percentages amongst the beats for new residents in the last five years. A possible explanation is the fact that these neighborhoods are in close proximity to Goodfellow Air Force Base and Angelo State University, respectively.

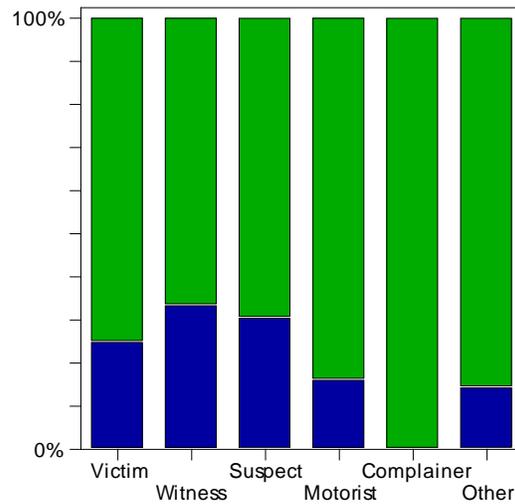
Appendix 13: Contact Status and Satisfaction with Individual Officer(s)

The officer was competent (%)

Response	Victim	Witness	Suspect/Arrestee	Motorist	Complainant	Other
Low Scores	24.8	33.3	30.4	16.0	0.000	14.3
High Scores	75.2	66.7	69.6	84.0	100.0	85.7
Total (N)	129	60	92	162	6	70

ABLE by STATUS

■ Low
■ High

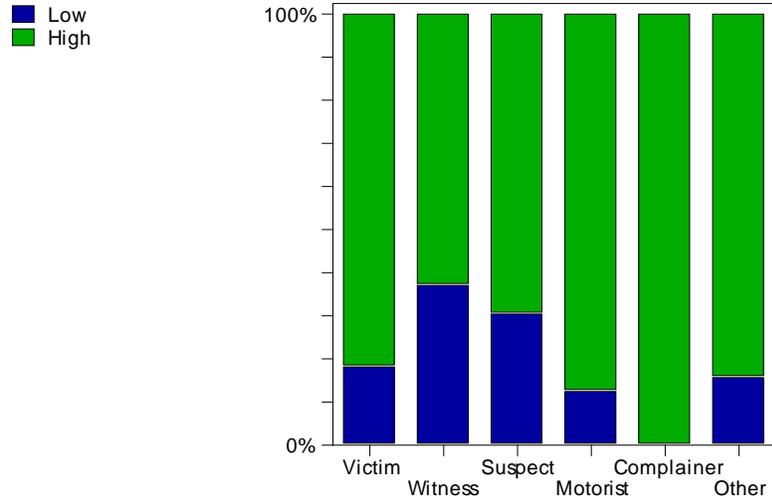


V = 0.18 Probability 0.006

The officer was professional (%)

Response	Victim	Witness	Suspect/Arrestee	Motorist	Complainant	Other
Low Scores	18.2	37.1	30.4	12.5	0.00	15.7
High Scores	81.8	62.9	69.6	87.5	100.0	84.2
Total (N)	121	62	92	160	8	70

PROFESS by STATUS

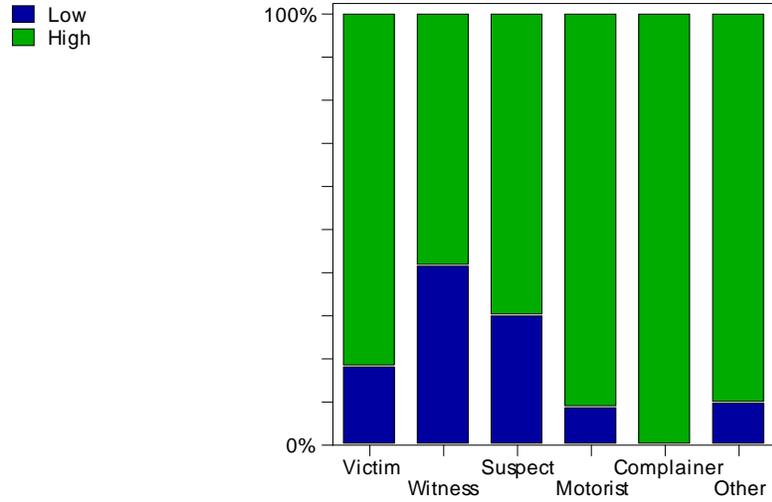


V = 0.23 Probability = 0.000

The officer was respectful (%)

Response	Victim	Witness	Suspect/Arrestee	Motorist	Complainant	Other
Low Scores	18.2	41.5	30.0	8.7	0.00	9.7
High Scores	81.8	58.5	70.0	91.3	100.0	90.3
Total (N)	121	65	90	149	8	72

RESPECT by STATUS

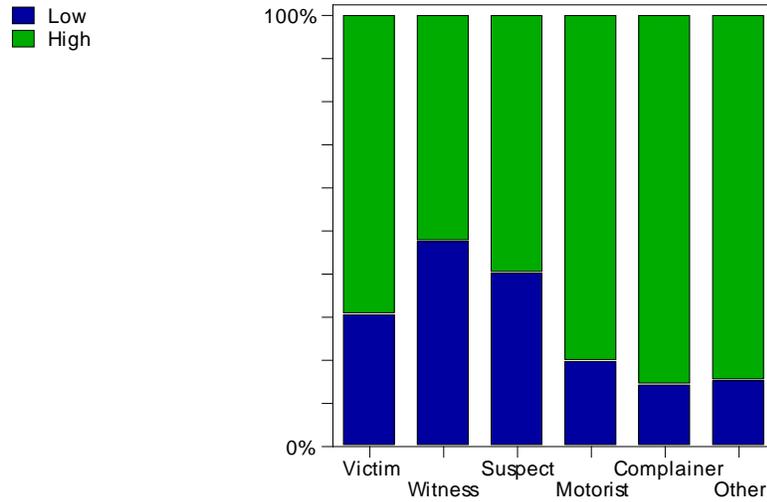


V = 0.30 Probability = 0.000

I am satisfied with the outcome of my contact with the officer (%)

Response	Victim	Witness	Suspect/Arrestee	Motorist	Complainant	Other
Low Scores	30.6	47.5	40.2	19.7	14.3	15.3
High Scores	69.4	52.5	59.8	80.3	85.7	84.7
Total (N)	121	61	92	157	7	72

OUTCOME by STATUS



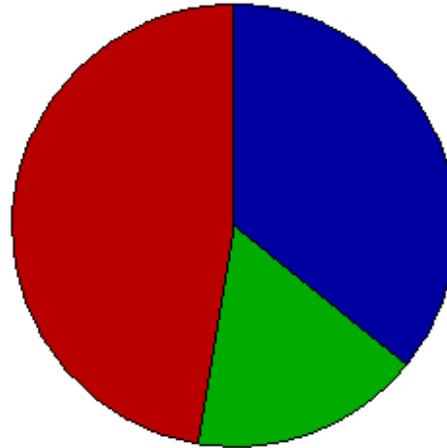
V = 0.24 Probability = 0.000

Appendix 14: Comments

We coded the comments into three categories, *positive comments/acclaim*, *negative comments/criticism*, and *concerns/requests/suggestions*. Comments posted by a single respondent may include multiple categories. We assigned corresponding codes for each categorical type represented.

Comment Type

	Freq.	%
1) Positive Comments/Acclaim	96	35.8
2) Negative Comments/Criticism	45	16.8
3) Concern/Request/Suggestion	127	47.4
TOTAL (N)	268	100.0



Almost 36 percent of all comments are positive or express acclaim for the police department, including 4.2% of all comments expressing appreciation for the survey itself. The category with the highest percentage of comments (47.4%) included concerns, requests, or suggestions by the respondent. The considerable proportion of comments within this category and the positive comments/acclaim category conveys that not only do respondents who provided additional remarks generally have high regard for the San Angelo Police Department, but also that these respondents believe the SAPD is responsive to the needs of the community. By posting comments with concerns, requests, and suggestions, one can infer that these respondents believe their input will make an impact regarding the service the SAPD provides. In addition, by indicating appreciation of the survey effort, we can infer that respondents value the efforts made by the SAPD to assess community needs.

Examples of comments (Comments are verbatim):

1) Positive Comments/Acclaim

- Chief Vasquez and his officers are doing an excellent job.
- For the most part the SAPD is doing good as someone who is trying to enter law enforcement I do think there is room for some improvement but nobody is perfect. Keep up the good work.
- I am an 18 yr active military service member and I am also active on facebook and on the websites that San Angelo has to offer. I keep a track of a lot of things that go on in our town and I would say 90% are a real good positive thing for the families and communities. Thank you for everything you do to keep us informed of our community and its surroundings and if there are more opportunities for people to be involved in our community, please push that information out as much as you can. Thank you.
- I appreciate all the hard work from SAPD. I probably have no idea how hard they really work. I am surprised the department does as well as they do considering the justice

system is slanted towards protecting the criminal instead of the victim but I do respect and appreciate all they do for the good citizens.

- I have nothing but admiration for the Officers that serve San Angelo every day. Thank all of you.
- I really appreciate the opportunity to interact with the SAPD in this way. It is so important that I have the chance to answer critical questions concerning my city's municipality concerns. Chief Vasquez, this is definitely a step in the right direction. Recently I reported an incident in my neighborhood and while awaiting the officers arrival, a young lad whom I know rode over on his bike from his father's business and wanted to know what I was doing parked there at that time. I said I was waiting for a police officer to arrive and give info concerning an incident that had happened. He said to me, "I'm afraid of the police." I was a little taken back by his statement to say the least. He's only eight or so in age. I told him he should trust officers of the law and he had nothing to fear. The officer arrived and I introduced the young boy to the officer and they shook hands and I said to him, this man is your friend. I think he understood and hope he will glean something from that experience. The officer gave him a big handshake and smile. Hope I can improve his concept of the police in future meetings. He's a good boy. Recently moved here a couple of years ago from Los Angeles, CA. That may be part of the reason he felt the way he did. I do think officers should stop more and talk to youngsters, neighborhood residents, land owners etc. and get a good feel for what is taking place there. I know your budget has shrunk in recent years so I know things are a bit strapped in that area. Your presence in my neighborhood is much welcomed any time night or day. Thanks for reaching out by this survey and I hope that you can read into them and a successful outcome will follow. Take care, stay safe and thanks for all that the dept. is trying to do to keep us all safe here in this beautiful city of ours.
- I understand many people only have contact with police when they are being cited for a traffic violation, etc., so the experience is not always positive. The professionalism and respectful attitude I have experienced is very impressive. As a Coast Guard veteran with personal experience in federal law enforcement, I have been impressed by the 'squared away' bearing of all officers I have had interaction with.
- Overall I am well satisfied with the San Angelo Police Department and the services they provide to the citizens of San Angelo. The services have greatly improved and the areas that do need improving are beyond the control of the police department and have to do with more involvement of parents in the actual daily responsibilities and interaction with their children in order to prevent gang related and drug related activities.

2) Negative Comments/Criticism

- I have found SAPD officers to be generally unapproachable. As a retired officer (from another jurisdiction) I find this a little disconcerting.
- Called [the Narcotics Hotline] number. No follow up. Person kept selling drugs.
- I've been stopped twice in the last three years while driving in San Angelo. Both times, I felt the stated reasons were bogus. [...] The officer was respectful and I received a "warning" [on the first occasion]. On the second occasion, I was stopped... for "failure

to use turn signal while changing lanes." [...] I am positive I used my turn signal while changing lanes. [The officer] was curt, rude, and condescending. [...]Furthermore, stopping me on a 4-lane street, on a curve, with no shoulder created more of a traffic safety hazard (for himself and other drivers) than any real or perceived hazard even had I not used a turn signal to change lanes. Although I was issued a "warning ticket" I felt the entire situation, at worst, bordered on harassment; at best it represented a succinct lack of judgment and proportionality by [the officer]. It bothered me enough that I seriously considered calling the police department to complain. I didn't think it would do any good. I sincerely want to respect and appreciate San Angelo law enforcement personnel for the job they do. Instead, I've become somewhat resentful and distrustful of your traffic enforcement practices.

- A while back someone had broken into a job site of mine. They had taken the siding off of the house in order to break in. The PD officer told that I should do a better job of securing my tools. I felt like it was a waste of my time by calling the police department.
- I would like for my complaints to be taken seriously. I've dealt with SAPD multiple times in the past 2 yrs due to someone trying to break into my home and there have been other burglaries in my immediate area. I've been told multiple times that I am on the "hot sheet;" however, I have yet to see one police vehicle patrolling my street or my neighborhood, day or night. I've lived in San Angelo for 32 years and it irritates me that I don't feel safe in my own home. My encounters with the younger police force were better than with the more seasoned officers. They younger officers were more professional, they listened to me and made me feel like what I had to say mattered and did what needed to be done. The older officers just stood in my yard and spit their tobacco and just repeated... uh huh, uh huh and told me sorry there just really wasn't much they could do about it, which did not ease my mind or make me feel safe. Felt like I'd wasted my time calling the SAPD.
- I would love to see the police follow traffic laws. It's hard to explain to my kids why they see the police have a disregard for the law
- My involvement with the SAPD has been VERY disappointing. Nothing has ever been solved and they do not care. That is the general consensus. One SAPD car even drove by the scene of my accident not once, but twice within 20 feet of us with the flashers on and us trying to flag him down when we were hit by a drunk driver. Great work guys, keep it up. Your dept. sucks! I personally found the drunk drivers truck a week later and reported it at a known drug house and the Asst. chief did not care. He said they sent him a citation. They did, to a 3 year old address. Thanks SAPD
- My last call to the police in many years was on a Sunday and I could not get anyone to answer. I had to call back on Monday. I did not want to use 911 as it was not an emergency, but I did need to report an item stolen. I tried several of the options listed on the phone. That upset me somewhat. Not sure what the problem was.

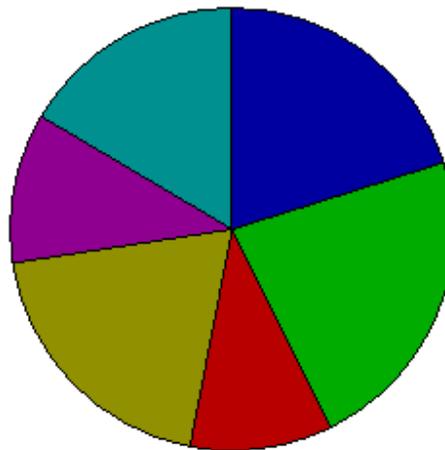
Concern/Request/Suggestion: We further analyzed comments that reflect reflecting concerns, requests, and suggestions. We categorized comments into six categories

- **Visibility/community interaction:** this category includes requests for neighborhood watch programs and increased police presence

- **Administrative/procedural:** this category includes comments about salaries, budgets, investigation techniques, and hiring practices
- **Attitude/conduct/appearance:** this category includes comments about an officer’s demeanor and fitness
- **Neighborhood concerns:** this category includes comments about loud music, graffiti/vandalism, speeding, and other crimes specifically in a particular area or neighborhood
- **Categorical concerns:** this category includes comments not specific to a neighborhood, including those assessed in the survey (e.g. burglary, gangs, drugs, and violence)
- **Traffic:** this category includes comments regarding various traffic concerns.

Types of Concerns, Requests, & Suggestions

	Freq.	%
1) Visibility/Community Interaction	33	20.1
2) Administrative/Procedural	37	22.6
3) Attitude/Conduct/Appearance	17	10.4
4) Neighborhood Concerns	32	19.5
5) Categorical (e.g. drugs, gangs)	18	11.0
6) Traffic	27	16.5
TOTAL (N)	164	100.0



Examples of comments (Comments are verbatim):

1) Visibility/Community Interaction

- There needs to be more interaction with the people in the area. Let them know they are there to help, not seen only when there is trouble. The children need to see that an officer is there as a friend or helper, not there because of their arrest.
- Night time patrolling of area 35 would give me greater sense of security, if intensified and more visible.
- Begin/increase neighborhood watch programs.
- How can I help get neighborhood watch programs started?
- I have lived in the country club lake estates area over 4 years. Until recently, I had not seen any police department vehicles driving in our neighborhood. Seeing marked vehicles in the neighborhood gives me some sense of comfort since several break ins occurred a couple of years ago. It may serve as a deterrent at a minimum.
- I would like to see more community policing and more interaction between the police and the citizens in their daily activities. Get rid of the tinted windows on the police cars and be friendlier to the citizens. We are not the enemy and would welcome the interaction, which would lead to more willingness to cooperate.

- I'd really like to see more community partnerships in our area. I rarely see the police unless they're giving out a ticket.
- Officers seem to see all citizens as the type they spend most of their time with. Once in a while it's probably good to step back and realize the majority of citizens are good folks. It's up to management to establish a friendly relationship between police and citizens.
- Our area has experienced too many break-ins and thefts of cars. Our area is feeling vulnerable. We want more police presence. Also we need education on how to have a good neighborhood watch program or the old code blue group in our neighborhood.

2) Administrative/Procedural

- I think of the SAPD in a very positive light. I feel we have superb leadership with Chief Vasquez. We could use more officers on the force. I do not feel that we have an extremely high crime rate & I have never been afraid living in San Angelo. I believe the SAPD does well with the resources & funding it receives. I do, however, believe that our police force is underpaid substantially. I would be willing to pay more taxes to ensure that the police force is well compensated for the risk they face each & every day.
- Cut spending! Get rid of the frills and get back to basics.
- I believe the department is headed in the right direction. We need more officers but then there are budget problems that restrict in a lot of areas.
- Sure would like DNA evidence taken every time there is a complaint of that nature
- Very disappointed with investigation of motor vehicle accidents.
- Hire more people of color.
- I believe the department is headed in the right direction. We need more officers but then there are budget problems that restrict in a lot of areas.
- I feel that more diversity enhances policing. Citizens see officers that look like them and the entire force is looked upon more favorably. The same happens with more interaction. Officers become persons and not just uniforms.
- I think we need more police on duty on the streets not so many assistant police chiefs and officers in the office also
- No we do not need more social services or afterschool programs. We need to enforce the law!
- Overall I believe the SAPD is doing a good job. I do think there should be more emphasis on officer safety.
- Often, I have come to believe that where you reside affects the level of protection and cooperation you receive from the SAPD. The south portion of San Angelo receives more protective measures than the north portion. I would like to see more protective measures taking place all over San Angelo rather than the responsive nature of the SAPD. Thank you.

3) Attitude/Conduct/Appearance

- Main complaint is heavy negative police presence during downtown nightlife. Friends and family are uncomfortable even walking and laughing outside because the police make them feel they are doing something wrong. I feel the police should be friendly and supportive of the night life and activity downtown. Things have changed and it is alive down there again. It is OK for people to be outside at night downtown. It is not against the law. It is good for San Angelo; the same as the River Walk in San Antonio, 6th Street Austin, or any entertainment district in any city. Just an observation. I fully support and appreciate the job the Chief and the police force has done. Thank you so much for your service.
- Every time I have had to contact SAPD I have had bad experiences. I call them for help or protection, but then I get treated like the criminal, instead if the victim. But I guess I can understand why officers act the way they do, considering that they are under paid. Including the sheriff's department, who are paid \$10,000 less a year then SAPD. [...] Also, I know that there are a lot of robberies, assaults, and attempted murders that are not being reported in the news. Either because you all do not want it to be known or the news chooses not to report it, in an attempt to make San Angelo look like it has very little crime. I strongly feel that as a San Angelo resident, I have the right to know what is going on in my area and in my city. Especially for the safety of my family. [...] I am in no way meaning any disrespect towards the SAPD; however, I feel that I must at least speak what is on my mind and heart. Thank you for the opportunity to express how we, as citizens, feel.
- I would like to see the officers be more physically fit. I see many officers that are very overweight. I believe this could greatly compromise their ability to catch a criminal if required to pursue them on foot. I think some standards for physical fitness should be established, or if already in place then should be better enforced.
- It would seem to me that the individual officers would benefit in building positive relationships with the public through more compassion in their demeanor as opposed to such staunch, rigid, macho behavior acting like there is little or no measure of understanding or caring in their contact with citizens. If the behavior I witnessed is the same practiced in each encounter with the public, you probably have a city full of resentful residents. Understanding the law as my brother was a deputy sheriff for Lamar County for years, there is a place for compassion to citizens who have a good track record.
- Police have to be more people friendly from the chief himself and on down the officers out on the streets

4) Neighborhood Concerns

- Would like to see more officers in the area to control loud music in apartments and cars driving by.
- Sadly, one of my neighborhood concerns (most of my neighbors included) is some of the teens causing problems, being loud, and terribly destructive to the homes and the neighborhood, and they retaliate when you call the police. No one seems able to stop them.

- 1. We have no animal control -- groups of dogs roam the neighborhood all day and night.
- 2. Noise from cars and loud music is constant. Many residents have cars coming and going all night.
- Crime is a constant concern in my neighborhood.
- High drug and burglary activity in and around apartment complexes in the area
- I know this seems minor, but there are a lot of children in my neighborhood. People drive way to fast down Vista Del Arroyo and the four way stop on the corner of Sul Ross and Vista Del Arroyo often gets passed right through. I have had very many near misses on this corner.
- In my neighborhood I would recommend that while officers are on patrol they randomly drive down alleys looking for any suspicious activity. Most of the property crimes in our area come from the alleys due to the garages being in the back of homes. There are also a lot of burglaries one to two blocks off of Sherwood Way due to being able to break in to homes or auto's and getting back on Sherwood Way as soon as they commit the crime.
- My main concerns are the increasing gang activity in the city and the increased burglary within the southwest area of San Angelo.

5) Categorical (e.g. drugs, gangs, etc.)

- Please help us with the drug problem in San Angelo of tremendous proportion. We need to find out where the crack houses are.
- I hope the police continue to do a good job as they have in the past. Continue working on gangs and drug related situations. And, continue to work with the city to shutter and destroy empty homes that have boarded up windows -- and that provide places where crime can take place.
- I worry more about the power of the gangs growing here, influencing the kids in a bad way. The officers I have been in contact with from a speeding ticket and one for a bad tail light were very nice. I do know that many think the force is moving in a good direction. The largest complaint I hear about is how many drunk drivers get no jail time, but that is the courts problem I believe. I know you could use more officers. But you do a good job with what you have. Keep up the good work. Many out here appreciate you.
- I would like to see SAPD continue to reduce the amount of gang activity / violent crime throughout San Angelo and SAISD campuses.
- It seems that we have had more robbery, burglary, and theft in recent months. It also seems that this increase in crime is getting very little media attention.
- Lately, seems to be less graffiti, which is great! It does seem there are a LOT more burglaries of vehicles, houses, and businesses.
- My greatest fear in this town at this point is burglary. My neighbors are being robbed as are my friends and co workers. My desire is that greater punishment as well as higher bonds be posted against the robbers so there will be more of a deterrent to robbing good law abiding citizens. As of right now people rob homes and are out on bail in 2-5 days and I find this unacceptable as this does not encourage people to obey the law. I would also like to say that I appreciate the officers that patrol my neighborhood. I live on

Avenue D near Livepoint Baptist Church, and that has provided some measure of peace of mind. Thank you for allowing us to share our thoughts.

- Over all I think we have a good police force. I would like to see more reduction in our drug problems.

6) Traffic

- There needs to be more attention paid to people driving. They run red lights, don't give signals, speed, tailgate, and don't respect right of way.
- Would like to see more traffic enforcement, as your resources permit. 2. Glad you and the City consolidated the Lake Patrol into your department. That seemed like a waste of resources-having a little Chief administering a four man unit was a waste of manpower! 3. You did take the Airport under your purview, didn't you? Hope so. THANKS-Be Safe Out There!
- Glenna at loop 306 needs to have more traffic enforcement: DUI arrests would soar; excessive acceleration/speed/noise; (this next I would assume is a zoning issue) Glenna to N Bryant needs to be no thru trucks, these semis haul past a park, churches, residential and school zones. For this there is no need, a lot of tax payer money went into loop 306, let's have truckers use it.
- I commend your officers and patrolmen for everything you do. One thing, however, that I wish you would enforce more readily, is the use of cell phones in cars and especially here on campus (Central) when the students are in their vehicles, either leaving or returning to campus during the day. It is very evident every afternoon the number of people talking on their phones while in a school zone. I thought that was illegal. Other than that, for the most part, I feel safe in my neighborhood and around town anywhere and anytime. If I have concerns, I have never hesitated to contact the police department and have always been treated with respect. Thank you all for what you do.
- I think residential streets need just as much attention to stopping the speeders as much as the busy highways for the sake of our children's safety
- I think there should be more cooperation between the different departments in our area. I would also recommend that SAPD patrols the school zones more (radar, double parking).
- I would like to see more done about excessive speeding in the residential areas, especially Live Oak and Ave. J.
- Need stricter traffic enforcement on speeding, traffic signals, lane changes, and proper lane to lane entrance when turning from street to street.
- Would like to see stricter enforcement of code violations of those drivers either failing to use their turn signals or turning them on at the last second. Same goes for drivers who don't turn on their headlights at the prescribed times - especially in total darkness. The problem of drivers totally ignoring red lights which have been on for more than a few seconds seems to be on the increase. During the recent snow several drivers were noted with only half on their front windshield cleared, while the remainder of the front windshield and the entire rear one remained covered in snow/ice creating a dangerous situation. In a nutshell, the issuance of more traffic citations is sorely needed.

