



CITY OF AUBURN

"Expect Excellence"

Department of Police

Shawn I. Butler

Chief of Police

Roger J. Anthony

Deputy Chief of Police

James T. Slayton

*Administrative Captain of
Planning & Training*

Mark Schattinger

Patrol Captain

James A. Moore

Captain of Detectives

Kristine M. Wilkinson

*Administrative Assistant to the
Chiefs of Police*

We would like to take this opportunity to thank you, the Auburn, N.Y. community for taking the time out of your busy schedules and completing our **2019 Community Engagement Survey!** There were many positive results, and you also gave us solid indications on where you would like to see more of our time and efforts focused. These results are invaluable and allow us to continually plan our future goals and objectives as we strive to meet our mission of:

"enhancing the quality of life in the City of Auburn by working cooperatively with the citizenry to enforce the laws, preserve the peace, and provide for a safe environment."

We encourage each of you to review the entire survey results below, but we would also like to highlight some of the most notable results:

During the survey period, which occurred over the month of April 2019, there were 716 total individual surveys begun with approximately 528 residents completing the survey. Of the completed surveys over 70% of respondents have been residents of the City of Auburn for more than 20 years and of those respondents 74% own the home that they live in.

56% of respondents were women; 41% were men. Just over 7% were under 25 years of age; while 52% were between 25 and 54 years of age. 40% reported being 55+.

94% of respondents reported that they feel safe to very safe in their home at night while 77% of respondents feel safe to very safe at night out alone in their own neighborhoods.

When respondents were asked to list some quality of life issues that they believe are significant in the City of Auburn, some of the most frequent responses were:

- Illegal Possession/Use of Drugs
- Traffic issues/residential speeding/Parking
- Need for additional officers

When respondents were asked direct questions regarding their overall feeling relative to the service APD provides to the community, 76% responded with an excellent to good rating while 4% responded with a poor rating.

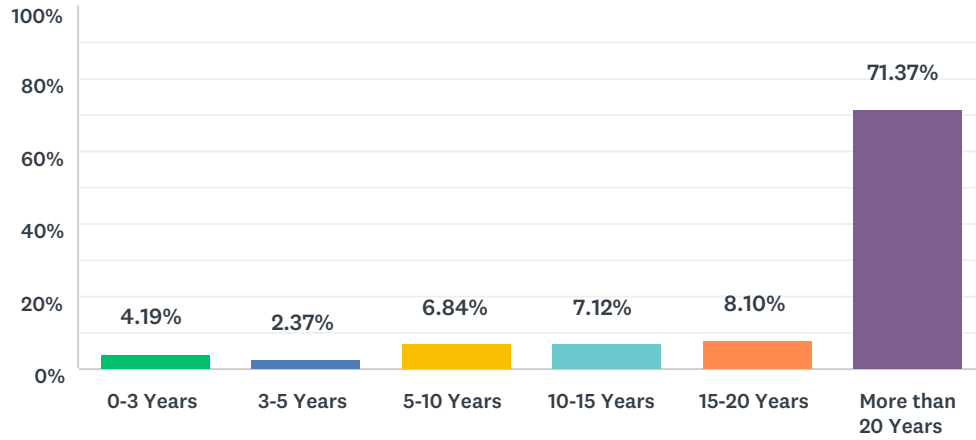
57% of respondents indicated they were satisfied to very satisfied with the interactions they had with our officers while 29% responded the question was not applicable to them and 14% were dissatisfied to very dissatisfied. 44% of respondents stated they were treated professionally, with dignity and respect, 48% stated the question did not apply to them and approximately 9% felt that during their interaction with APD members they did not feel that they were treated with dignity and respect.

Many of these results are encouraging and inspiring while some indicate room for improvement. We understand by the nature of our profession that every interaction does not always end with a positive experience. It is the goal of our department to extend professional and respectful service to each and every citizen no matter the circumstance and the results of this survey indicate we are striving to meet this objective. We want our community to always **"Expect Excellence"** when they need our help or assistance!



Q1 How many years have you lived in the Auburn area?

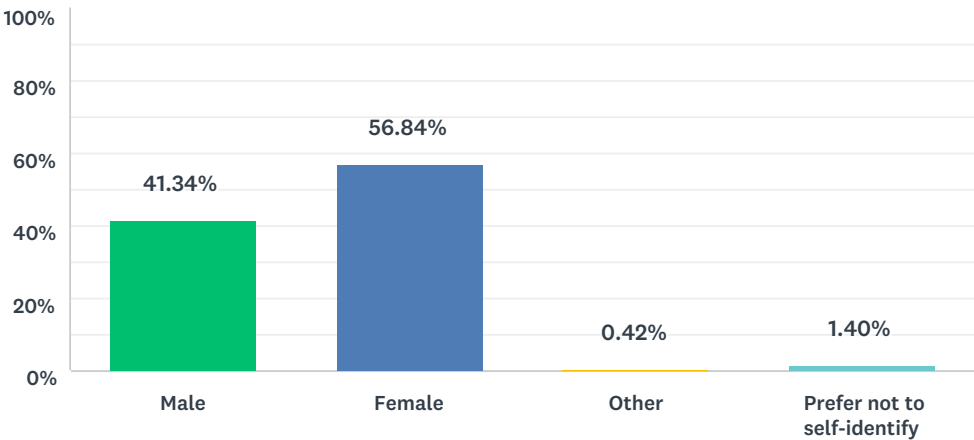
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ANSWER CHOICES	RESPONSES	
0-3 Years	4.19%	30
3-5 Years	2.37%	17
5-10 Years	6.84%	49
10-15 Years	7.12%	51
15-20 Years	8.10%	58
More than 20 Years	71.37%	511
TOTAL		716

Q2 What is your gender?

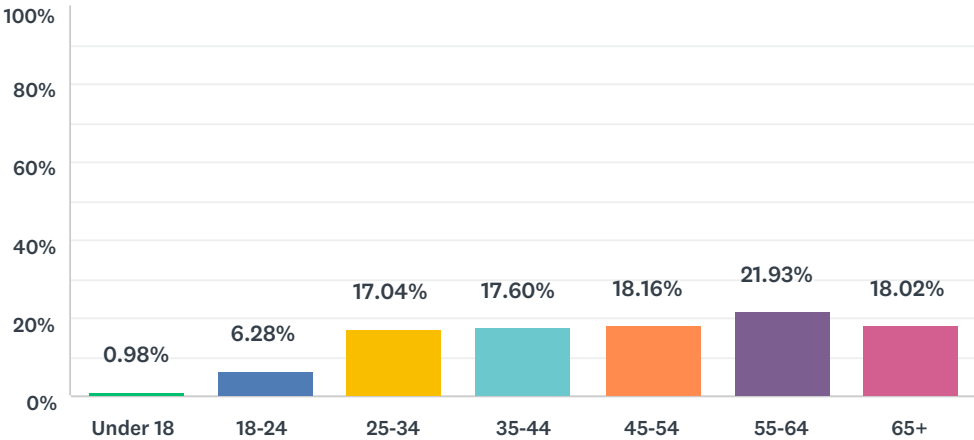
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ANSWER CHOICES	RESPONSES	
Male	41.34%	296
Female	56.84%	407
Other	0.42%	3
Prefer not to self-identify	1.40%	10
TOTAL		716

Q3 What is your age group?

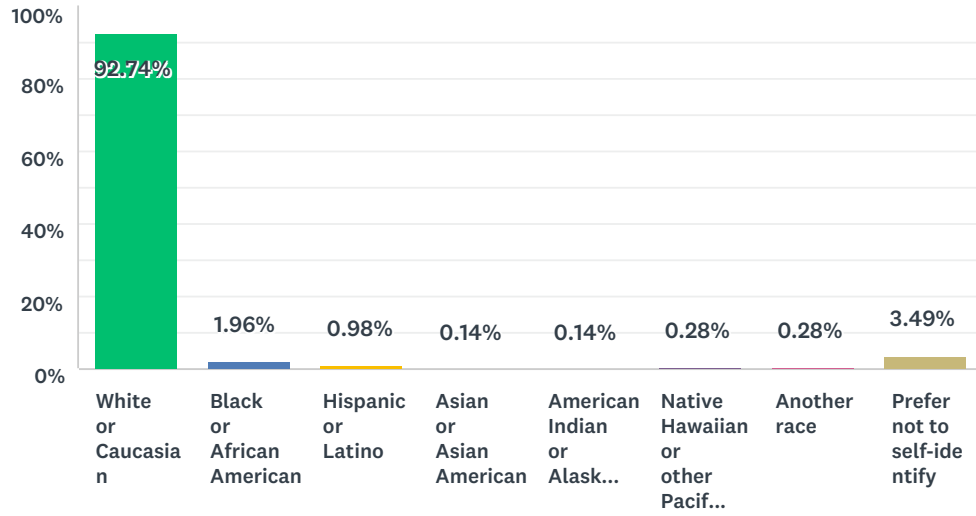
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ANSWER CHOICES	RESPONSES	
Under 18	0.98%	7
18-24	6.28%	45
25-34	17.04%	122
35-44	17.60%	126
45-54	18.16%	130
55-64	21.93%	157
65+	18.02%	129
TOTAL		716

Q4 What is your race?

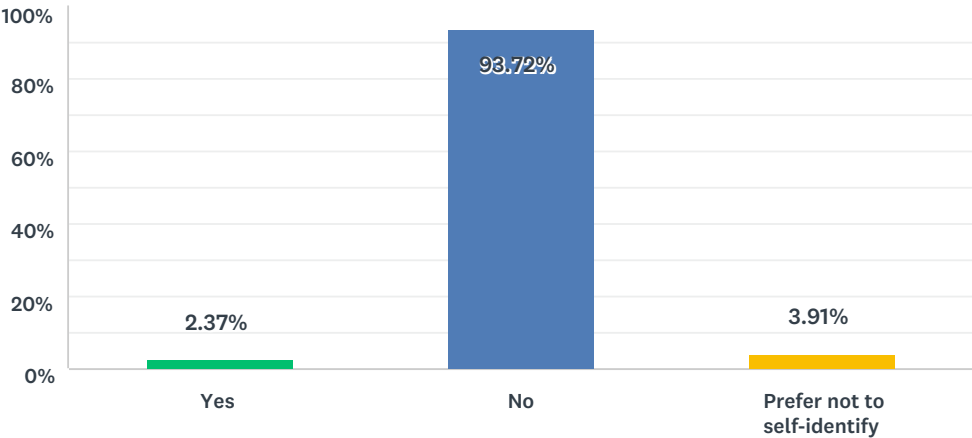
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ANSWER CHOICES	RESPONSES	
White or Caucasian	92.74%	664
Black or African American	1.96%	14
Hispanic or Latino	0.98%	7
Asian or Asian American	0.14%	1
American Indian or Alaska Native	0.14%	1
Native Hawaiian or other Pacific Islander	0.28%	2
Another race	0.28%	2
Prefer not to self-identify	3.49%	25
TOTAL		716

Q5 Are you Hispanic or Latino?

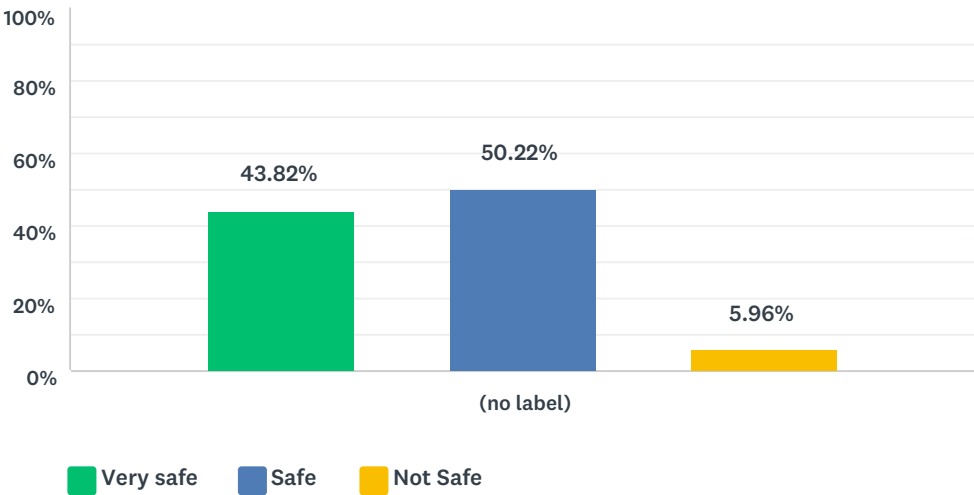
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ANSWER CHOICES		RESPONSES	
Yes		2.37%	17
No		93.72%	671
Prefer not to self-identify		3.91%	28
TOTAL			716

Q6 How safe do you feel in your home at night?

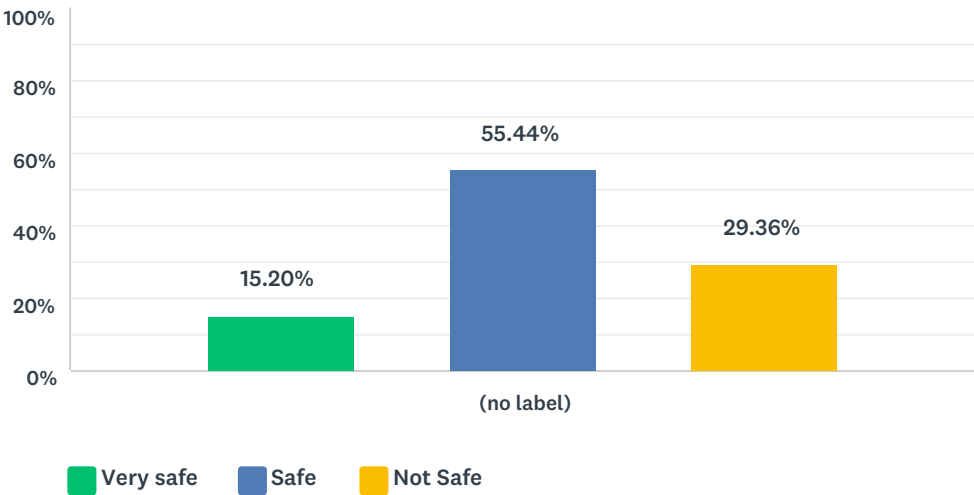
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	VERY SAFE	SAFE	NOT SAFE	TOTAL	WEIGHTED AVERAGE
(no label)	43.82% 294	50.22% 337	5.96% 40	671	2.38

Q7 How safe do you feel walking at night in downtown Auburn?

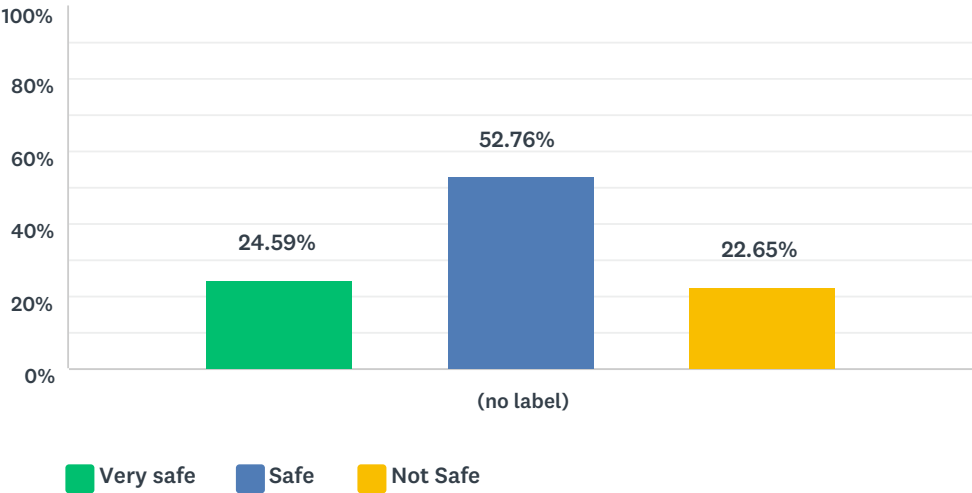
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	VERY SAFE	SAFE	NOT SAFE	TOTAL	WEIGHTED AVERAGE
(no label)	15.20% 102	55.44% 372	29.36% 197	671	1.86

Q8 How safe do you feel out alone at night in your own neighborhood?

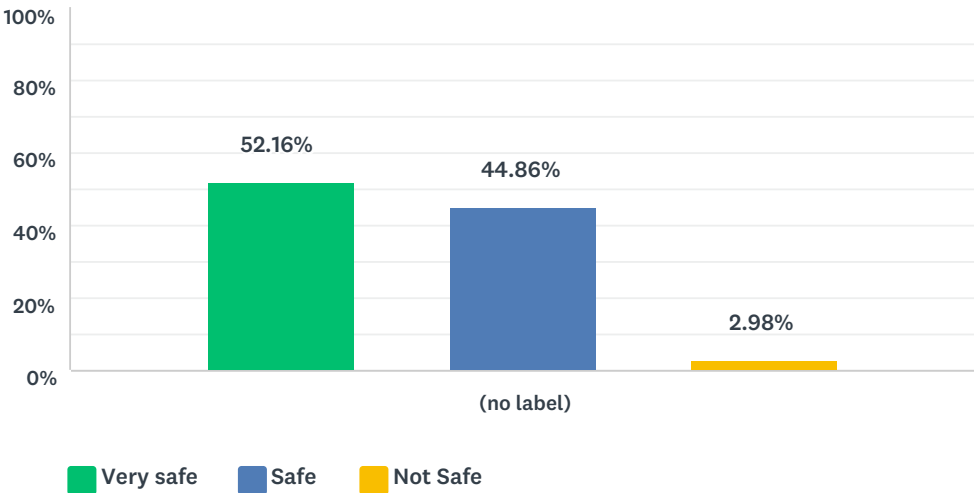
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	VERY SAFE	SAFE	NOT SAFE	TOTAL	WEIGHTED AVERAGE
(no label)	24.59% 165	52.76% 354	22.65% 152	671	2.02

Q9 How safe do you feel out alone during the day in your own neighborhood?

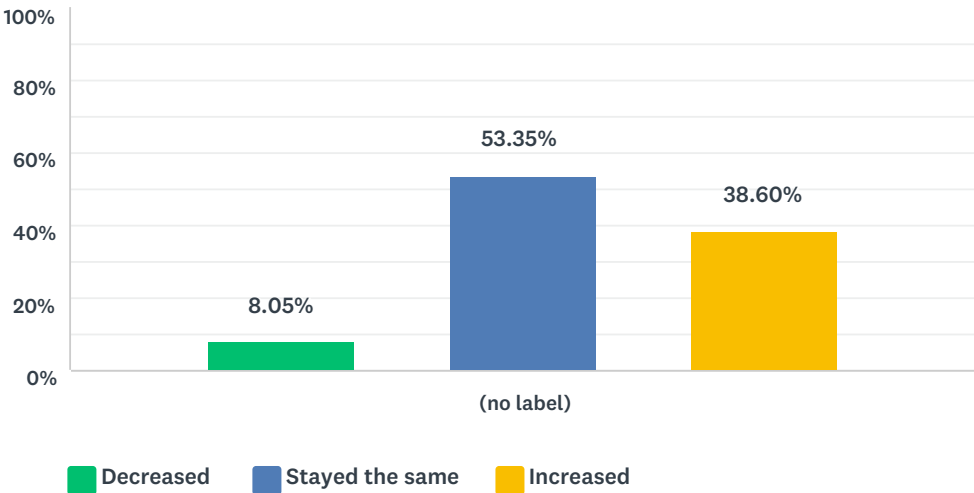
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	VERY SAFE	SAFE	NOT SAFE	TOTAL	WEIGHTED AVERAGE
(no label)	52.16% 350	44.86% 301	2.98% 20	671	2.49

Q10 Do you think the crime in Auburn has decreased, remained the same, or increased over the last 12 months?

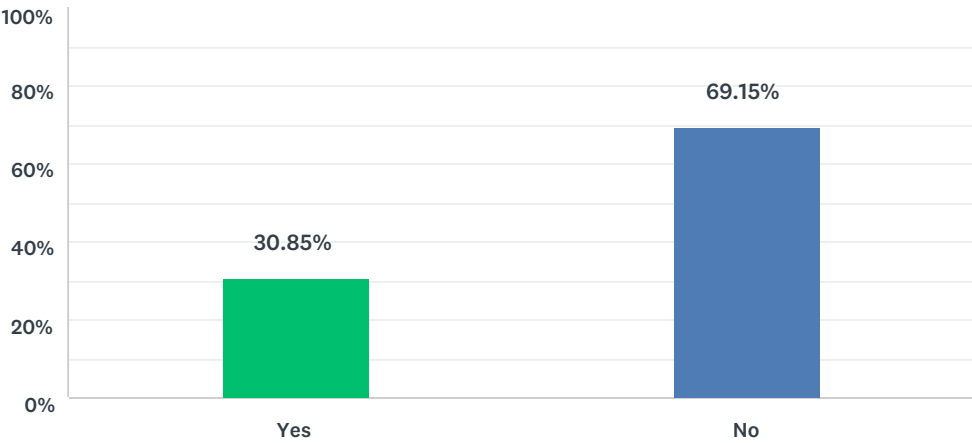
Answered: 671 Skipped: 45



	DECREASED	STAYED THE SAME	INCREASED	TOTAL	WEIGHTED AVERAGE
(no label)	8.05% 54	53.35% 358	38.60% 259	671	2.47

Q11 Have you limited, changed, or curtailed your activities in Auburn because you are concerned about crime?

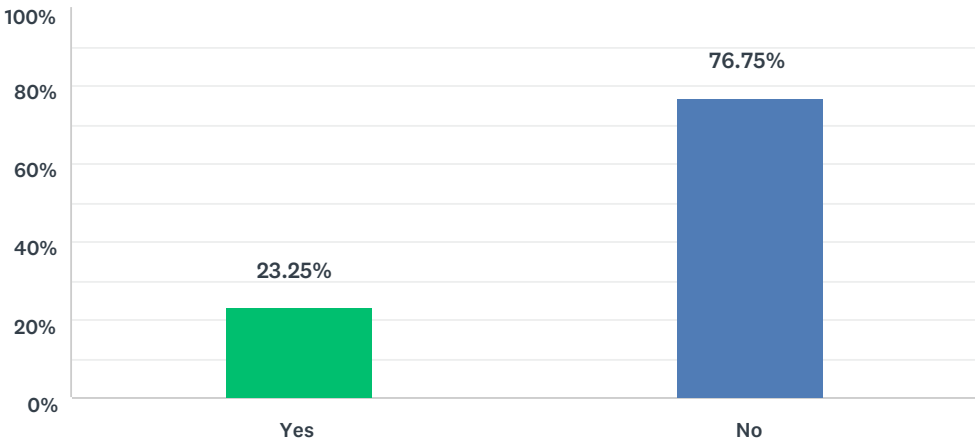
Answered: 671 Skipped: 45



ANSWER CHOICES		RESPONSES	
Yes		30.85%	207
No		69.15%	464
TOTAL			671

Q12 Do you feel that crime is such an issue in Auburn that you have considered moving out of the City?

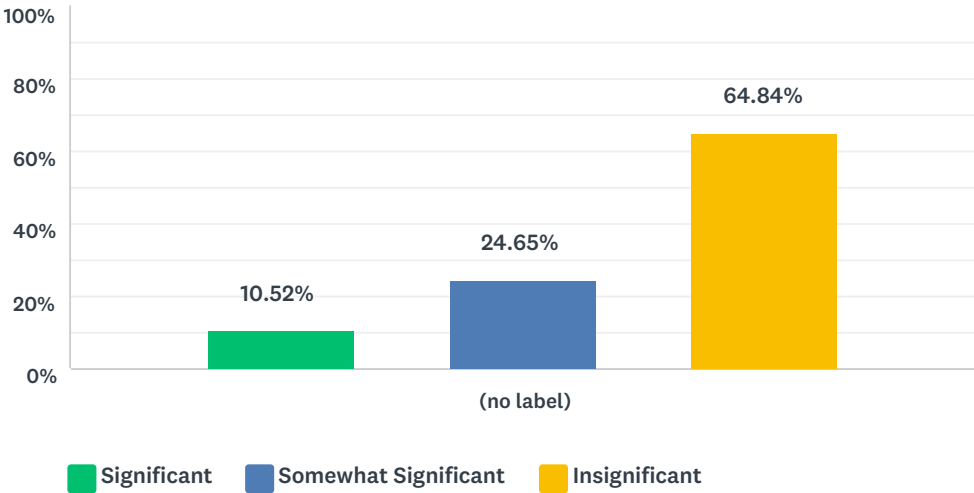
Answered: 671 Skipped: 45



ANSWER CHOICES		RESPONSES	
Yes		23.25%	156
No		76.75%	515
TOTAL			671

Q13 Car horns / stereos / alarms

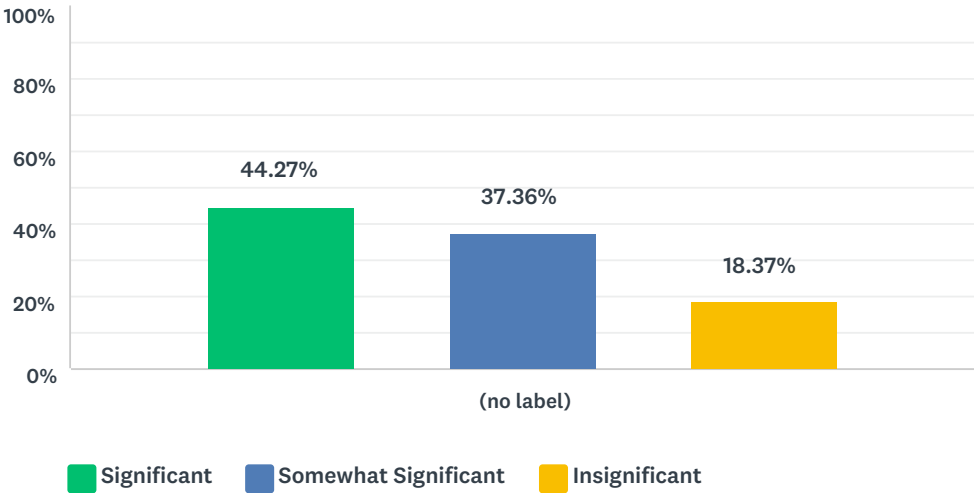
Answered: 637 Skipped: 79



	SIGNIFICANT	SOMEWHAT SIGNIFICANT	INSIGNIFICANT	TOTAL	WEIGHTED AVERAGE
(no label)	10.52% 67	24.65% 157	64.84% 413	637	2.54

Q14 Speeding Cars

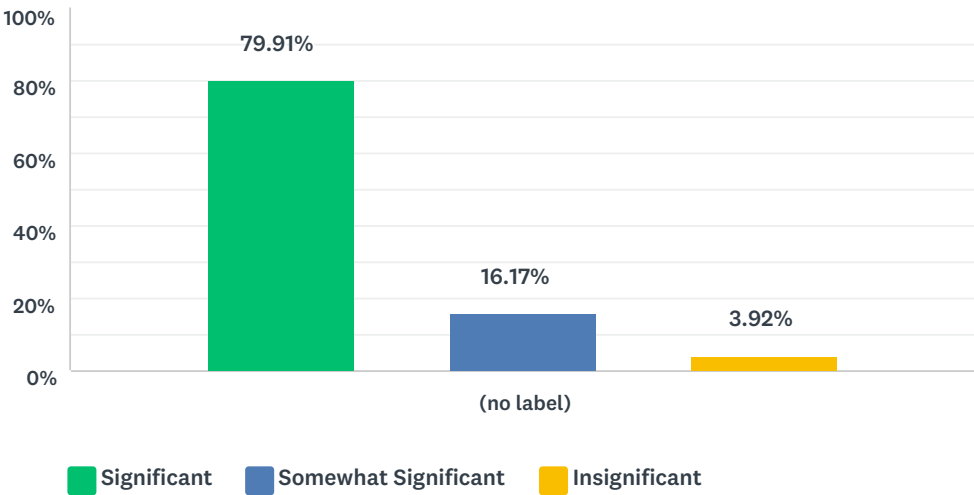
Answered: 637 Skipped: 79



	SIGNIFICANT	SOMEWHAT SIGNIFICANT	INSIGNIFICANT	TOTAL	WEIGHTED AVERAGE
(no label)	44.27% 282	37.36% 238	18.37% 117	637	1.74

Q15 Illegal Possession/Use of Drugs

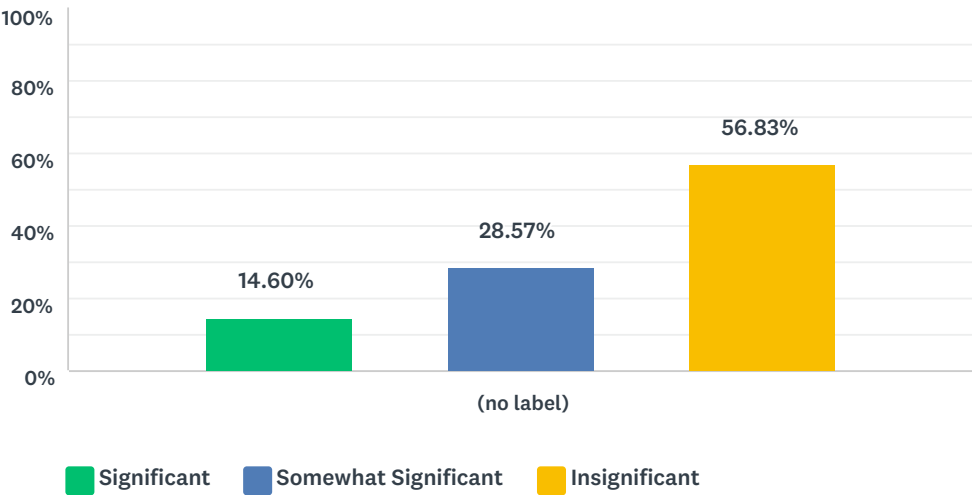
Answered: 637 Skipped: 79



	SIGNIFICANT	SOMEWHAT SIGNIFICANT	INSIGNIFICANT	TOTAL	WEIGHTED AVERAGE
(no label)	79.91% 509	16.17% 103	3.92% 25	637	1.24

Q16 Loud music or other noises from neighbors homes

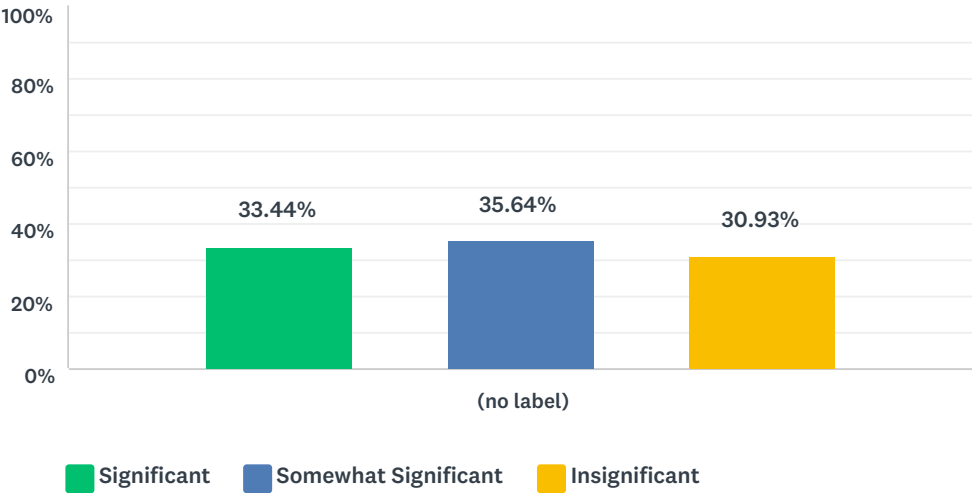
Answered: 637 Skipped: 79



	SIGNIFICANT	SOMEWHAT SIGNIFICANT	INSIGNIFICANT	TOTAL	WEIGHTED AVERAGE
(no label)	14.60%	28.57%	56.83%	637	2.42
	93	182	362		

Q17 Parking Problems

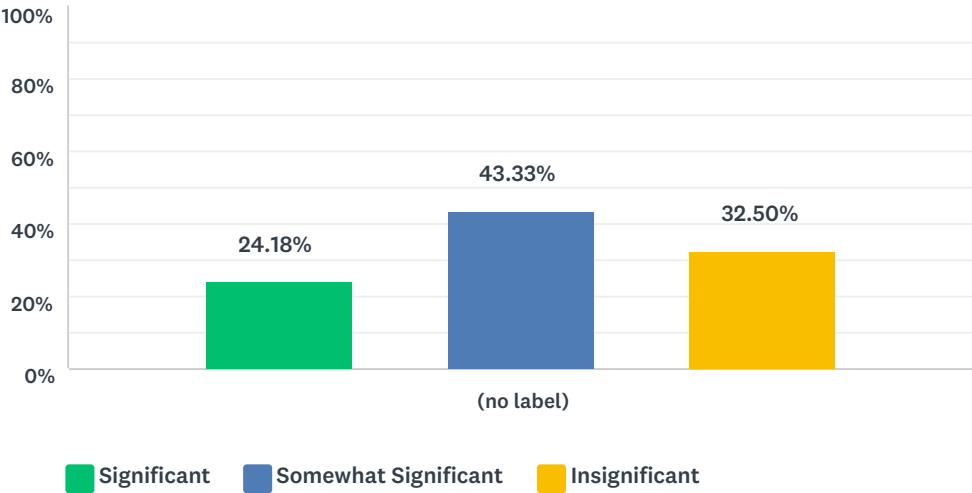
Answered: 637 Skipped: 79



	SIGNIFICANT	SOMEWHAT SIGNIFICANT	INSIGNIFICANT	TOTAL	WEIGHTED AVERAGE
(no label)	33.44% 213	35.64% 227	30.93% 197	637	1.97

Q18 Traffic Issues other than Speeding

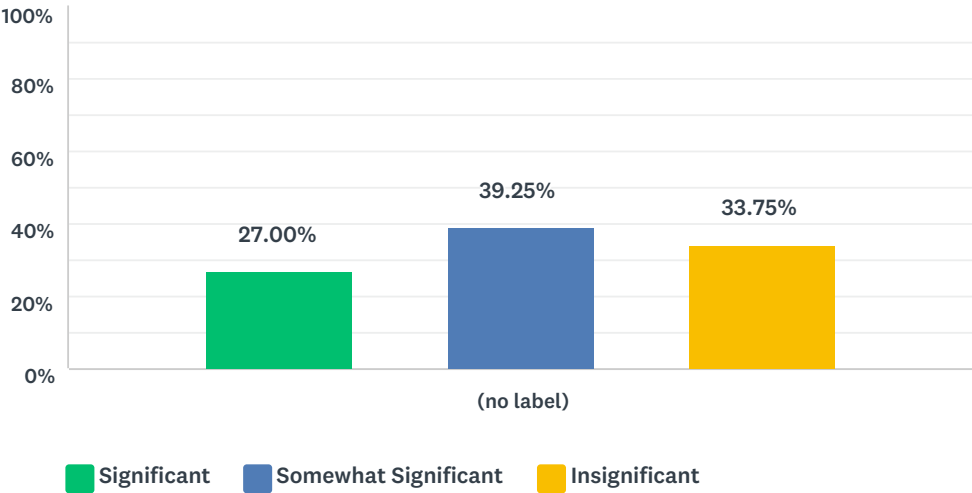
Answered: 637 Skipped: 79



	SIGNIFICANT	SOMEWHAT SIGNIFICANT	INSIGNIFICANT	TOTAL	WEIGHTED AVERAGE
(no label)	24.18% 154	43.33% 276	32.50% 207	637	2.08

Q19 Unsupervised or loitering youth(s)

Answered: 637 Skipped: 79



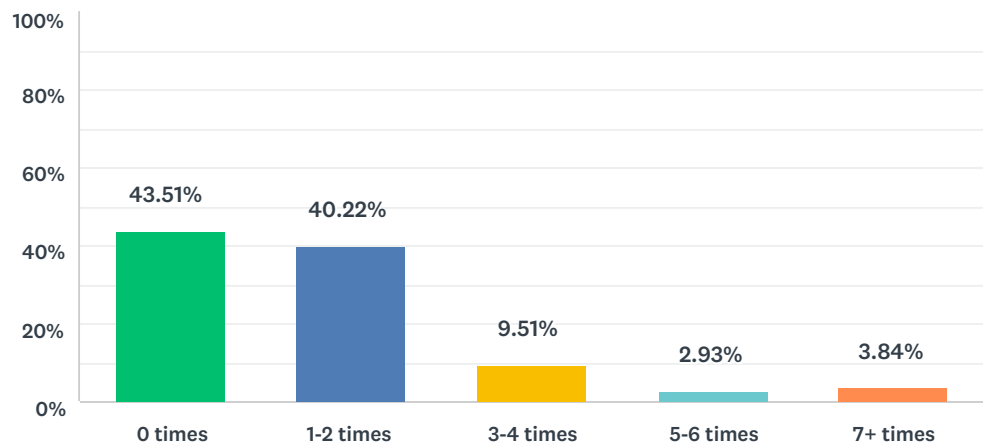
	SIGNIFICANT	SOMEWHAT SIGNIFICANT	INSIGNIFICANT	TOTAL	WEIGHTED AVERAGE
(no label)	27.00% 172	39.25% 250	33.75% 215	637	2.07

Q20 Other quality of life issues not specified above

place start stop young safety individuals downtown help dealing playground worse littering
concern pedestrians seems enough around landlords see keep drivers work crime
loitering increased come road bring make safe children run many
parking downtown officers break time community NA school go s N
neighbors issues feel city really drug don t None left
people especially parking dogs cars property
Auburn APD police someone street texting driving driving law
area well traffic problem think day use near night lack respect need public
neighborhood one better taken speeding will walking homes Also sidewalks
youth much nothing feel safe Domestic violence Speeding school zones houses know
trash high live kids

Q21 How many times in the past 12 months have you had contact with the Auburn Police Department?

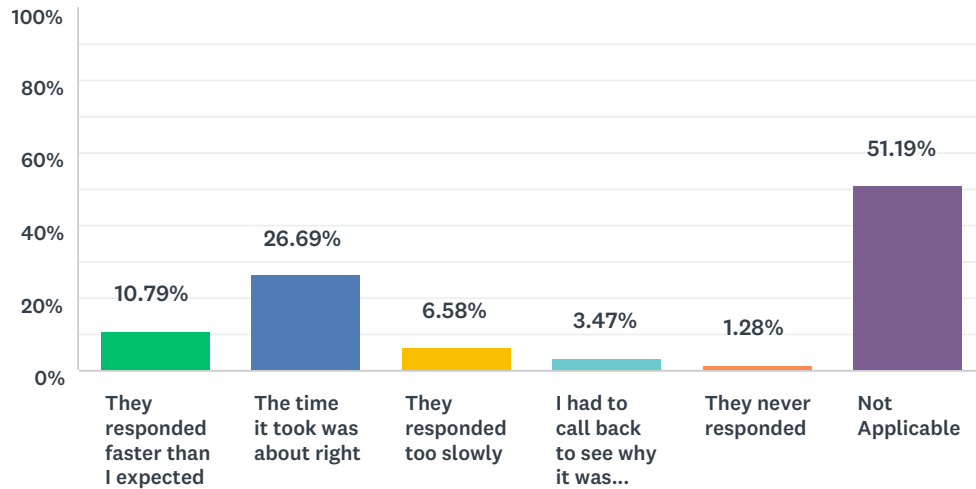
Answered: 547 Skipped: 169



ANSWER CHOICES		RESPONSES	
0 times		43.51%	238
1-2 times		40.22%	220
3-4 times		9.51%	52
5-6 times		2.93%	16
7+ times		3.84%	21
TOTAL			547

Q22 If you called the Auburn police for any reason in the past 12 months, how quickly did they respond?

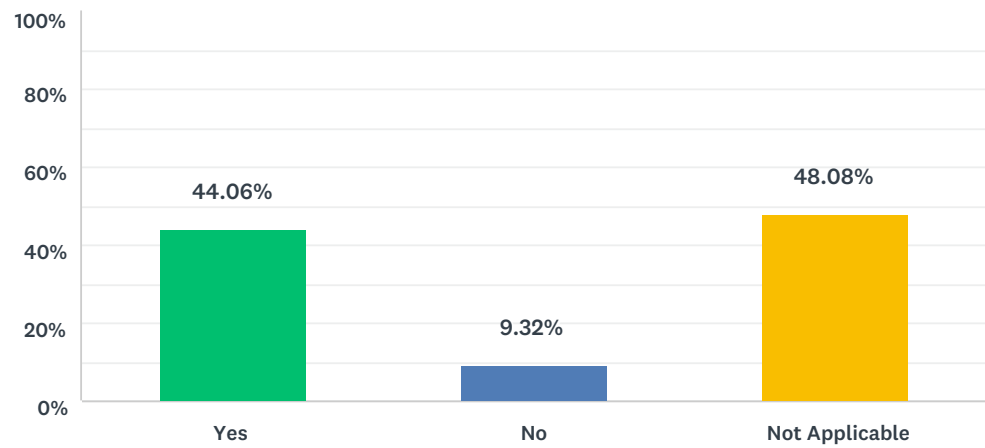
Answered: 547 Skipped: 169



ANSWER CHOICES	RESPONSES	
They responded faster than I expected	10.79%	59
The time it took was about right	26.69%	146
They responded too slowly	6.58%	36
I had to call back to see why it was taking so long	3.47%	19
They never responded	1.28%	7
Not Applicable	51.19%	280
TOTAL		547

Q23 Were you treated professionally, with dignity and respect?

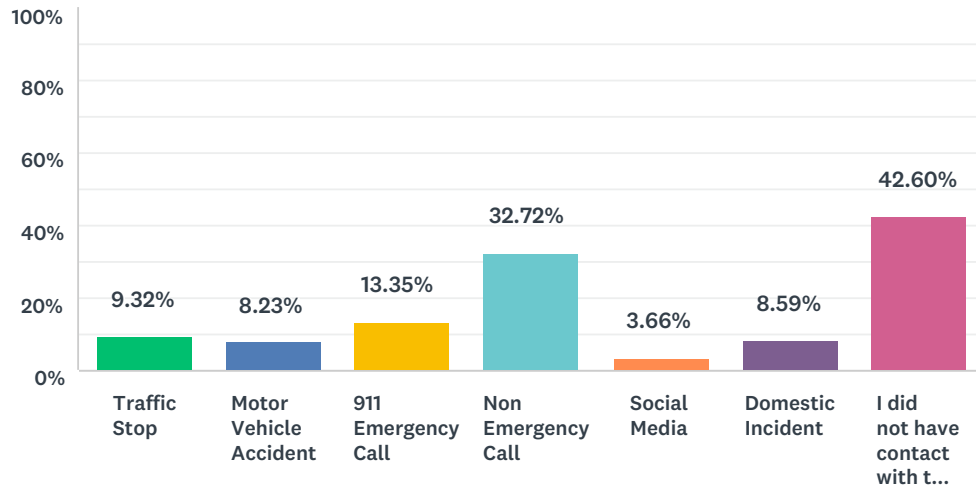
Answered: 547 Skipped: 169



ANSWER CHOICES	RESPONSES	
Yes	44.06%	241
No	9.32%	51
Not Applicable	48.08%	263
Total Respondents: 547		

Q24 What was the kind of contact you had with an Auburn Police Officer? Please select all that apply.

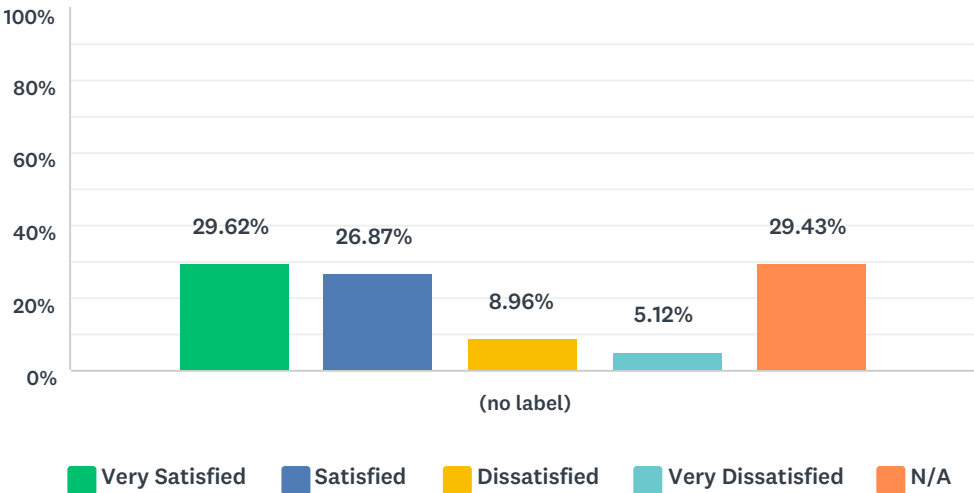
Answered: 547 Skipped: 169



ANSWER CHOICES	RESPONSES	
Traffic Stop	9.32%	51
Motor Vehicle Accident	8.23%	45
911 Emergency Call	13.35%	73
Non Emergency Call	32.72%	179
Social Media	3.66%	20
Domestic Incident	8.59%	47
I did not have contact with the Auburn Police Department	42.60%	233
Total Respondents: 547		

Q25 To what extent are you satisfied with your interaction(s) with the Auburn Police Department?

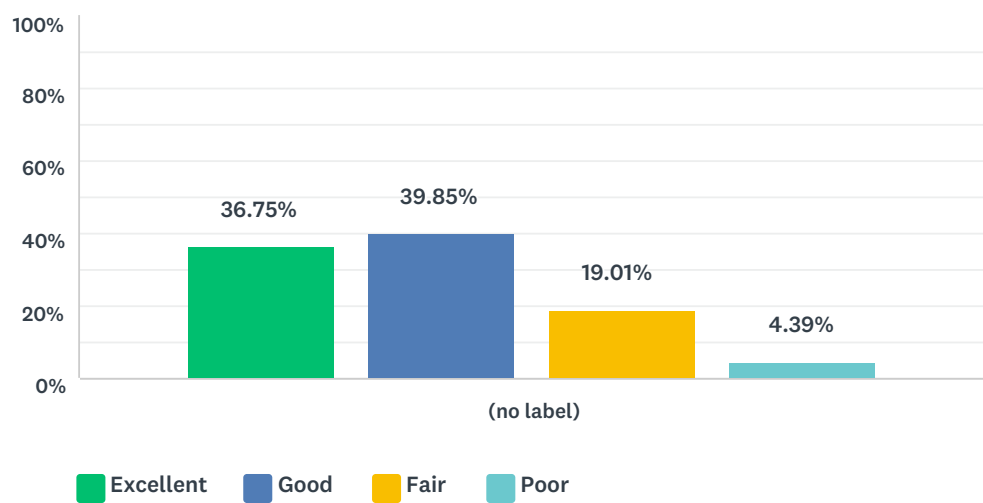
Answered: 547 Skipped: 169



	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	29.62% 162	26.87% 147	8.96% 49	5.12% 28	29.43% 161	547	3.15

Q26 Overall, how well do you feel the Auburn Police Department does in providing services to the community?

Answered: 547 Skipped: 169



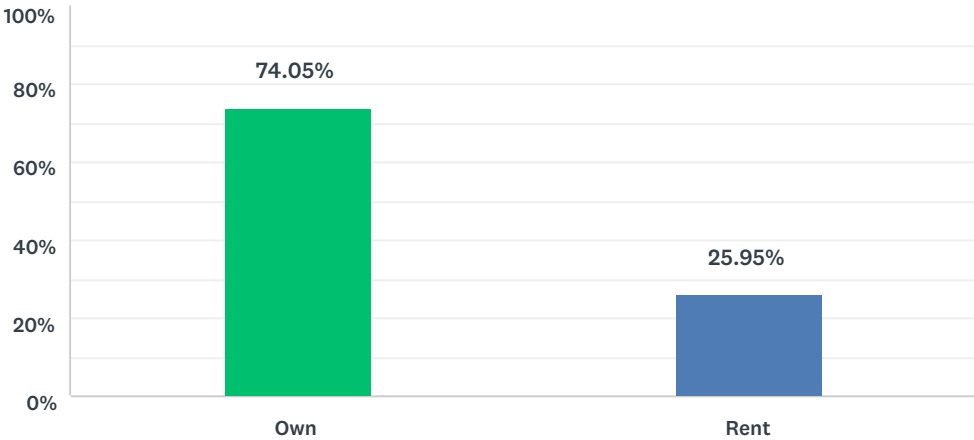
	EXCELLENT	GOOD	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
(no label)	36.75% 201	39.85% 218	19.01% 104	4.39% 24	547	3.09

Q27 Please write three words that describe the Auburn Police Department.

Approachable underpaid N Timely Knowledgeable Overwhelmed Honest Reliable Polite
Mediocre Understaffed Na Community Overworked Brave Lazy
Respectful police Friendly Loyal Fair Non Caring
Young Professional Dependable Courteous ok
Helpful Trustworthy Kind Hard working Good Integrity Dedicated
Don t Efficient Competent Understanding inexperienced Visible Busy
Responsive Available Rude Nice
N Nice officers Clean Efficient Brave Ok Busy Responsive Rude
Present prompt Dedicated polite Courteous Kind
Young Diligent Professional Dependable Fair
Honest Friendly Helpful Good Trustworthy Caring reliable
Understaffed Protective Slow short staffed Respectful Supportive Visible
Ok Available Busy Respected Approachable Heros trained Knowledgeable
Responsive Young Kind Safe Understaffed s community street
Involved Nice good Trustworthy Friendly Polite Fair visible
Professional protective Caring Diligent Helpful
Underpaid Respectful enough Courteous Na Concerned need
Dedicated Undermanned Know Community minded Hard working patrol N
Understanding White Slow Brave lazy Dependable

Q29 Do you own or rent your home?

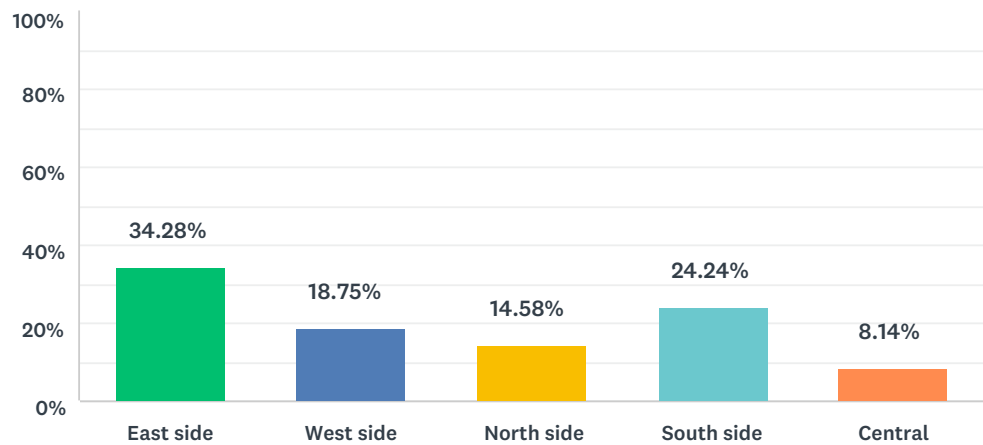
Answered: 528 Skipped: 188



ANSWER CHOICES		RESPONSES
Own	74.05%	391
Rent	25.95%	137
TOTAL		528

Q30 Where in Auburn do you live?

Answered: 528 Skipped: 188



ANSWER CHOICES		RESPONSES	
East side		34.28%	181
West side		18.75%	99
North side		14.58%	77
South side		24.24%	128
Central		8.14%	43
TOTAL			528