



# **COMMUNITY LINK PROGRAM**

Public Affairs Program, Maxwell School of Citizenship and Public Affairs

Syracuse University

## **RESIDENT SATISFACTION WITH TOWN OF CAMILLUS POLICE DEPARTMENT SERVICES**

**A Study Conducted for the Camillus Police Department  
By Sarah M. Flick  
November 2010**

**Resident Satisfaction with Town of Camillus Police Department Services**  
**Town of Camillus Police Department**  
**By Sarah M. Flick**  
**September 2010**

**EXECUTIVE SUMMARY**

**Introduction:** This study reports the results of a survey measuring the satisfaction of Camillus residents with the Town of Camillus Police Department. The final report will be submitted to the Camillus Chief of Police Thomas W. Winn and to the Camillus Town Board. Results will be used to improve existing police department services and overall relations between the Camillus Police and local residents.

**Methods:** The target population consists of 18,136 people, all Camillus residents age 18 and above. Six hundred people were chosen as the sampling frame from a voter registration list that included ward, age, and gender. The list was divided into 6 lists, one for each ward, and randomized. The list was then called throughout a ten day period (October 4<sup>th</sup> – 14<sup>th</sup>). 135 surveys were collected, 23% of the sampling frame.

**Findings:**

1. 96% of respondents said they felt “safe” or “very safe” in the Town of Camillus. (n=135)
2. Camillus residents were most satisfied by the visibility of the Camillus police, followed by their professionalism, courtesy and competency. (n=134)
3. 94% of respondents said they were “satisfied” or “very satisfied” with the visibility of the Town of Camillus Police Department. (n=134)
4. 81% of respondents said they “satisfied” or “very satisfied” with the professionalism of the Town of Camillus Police Department. (n=134)
5. 82% of respondents said they “satisfied” or “very satisfied” with the competency of the Town of Camillus Police Department. (n=134)
6. 86% of survey respondents said they “satisfied” or “very satisfied” with the courtesy of the Town of Camillus Police Department. (n=134)
7. 70% of survey respondents praised the department for doing a great job and/or had no suggestions for improvement. (n=109)
8. 44% of the survey respondents that said traffic enforcement should be improved were specifically concerned about stop sign enforcement. (n=9)

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## INTRODUCTION

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This study presents results obtained from a telephone survey assessing resident satisfaction with Camillus Police Department services. Results will be used to improve existing police department services and overall relations between the Camillus Police and local residents. The final report will be submitted to the Camillus Chief of Police Thomas W. Winn and to the Camillus Town Board. A similar study was conducted three years ago.

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## METHODS

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### How Data Was Collected

**Instrument Design:** The Camillus Police Department provided a previous survey on which to base the questions. Questions were updated by Sarah Flick with input and approval from Police Chief Winn.

**Target Population and Sample:** The data used in this report was collected from a telephone survey of randomly selected Camillus residents (age 18+). Out of the target population (18,136 Camillus residents age 18 and above), 600 were chosen as the sample population. (100 from each of the six wards) A voter registration list that included ward, age, and gender was used to select the sample. The list was divided into 6 lists, one for each ward. To randomize the lists, each voter was assigned a random number using the rand function. The list was then sorted by these numbers and the first 100 names were chosen. The list was then called a ten day period (October 4<sup>th</sup> – 14<sup>th</sup>).

Surveys Collected by Ward					
Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6
13	27	28	13	25	25

**Data Collection Method:** The respondents were called Monday through Friday between the hours of 12:00 pm and 8:00 pm. Those who could be reached and who agreed to participate were administered the survey. People who could not be reached were left an answering machine message directing them to the Camillus Police Department website. The police department website displays a lengthier community satisfaction survey that is unrelated to the Community Link project. The respondent's responses were each recorded on a paper copy of the survey. From the sampling frame of 600 individuals, a response rate of 23% (135 respondents) was collected.

### Quality of Data

**Representativeness:** The sample may not accurately represent the target population given that it covered only .74% of Camillus residents (18+).

Comparing Target Population to Sample by Respondent Gender			
	Target Population	Survey Respondents	Difference
Female	52%	69%	17%
Male	48%	31%	17%

Females are overrepresented in the collected sample, compared to the target population. Males are underrepresented.

There may have been a selection bias towards people that had positive experiences with the Camillus Police. Eight people declined to answer the survey questions altogether, claiming

that they had had a bad experience with the department in the past and did not want to assist or deal with them in any way. Residents that would have answered negatively to the survey were more likely to refuse it altogether, inflating the positive results of the survey.

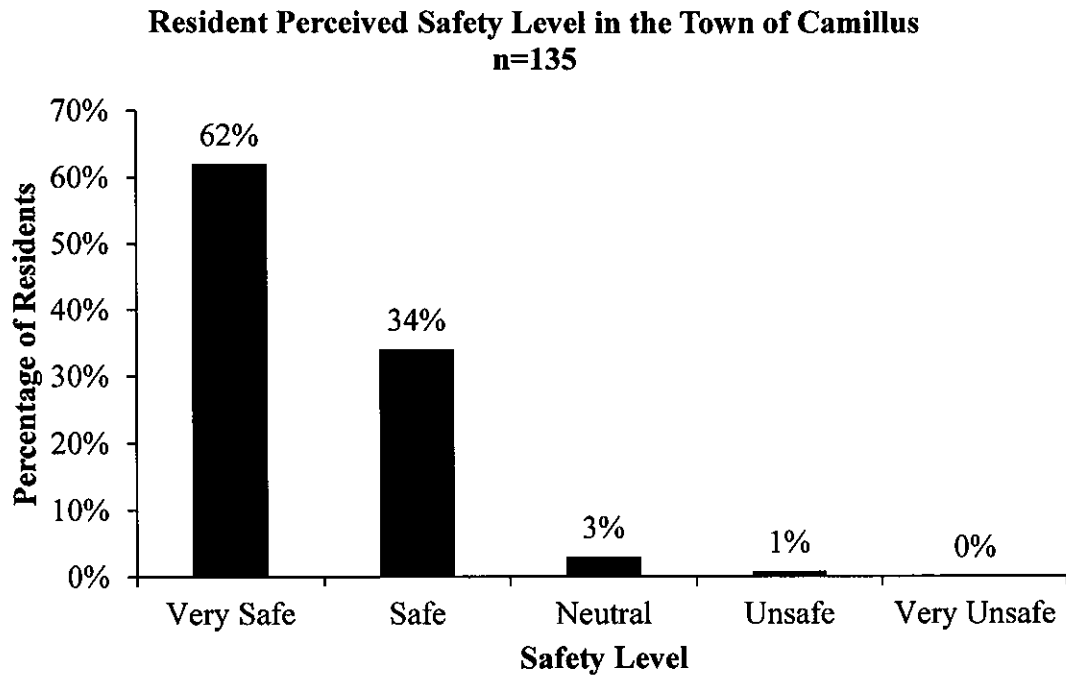
**Accuracy:** Respondents may have been compelled to provide more positive feedback because they feared the Police would react negatively toward them in future situations, despite the promise of anonymity. In addition, some respondents may have been confused because questions three through five focused on very similar characteristics (professionalism, competency & courtesy), although the effect would be minor.

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## FINDINGS

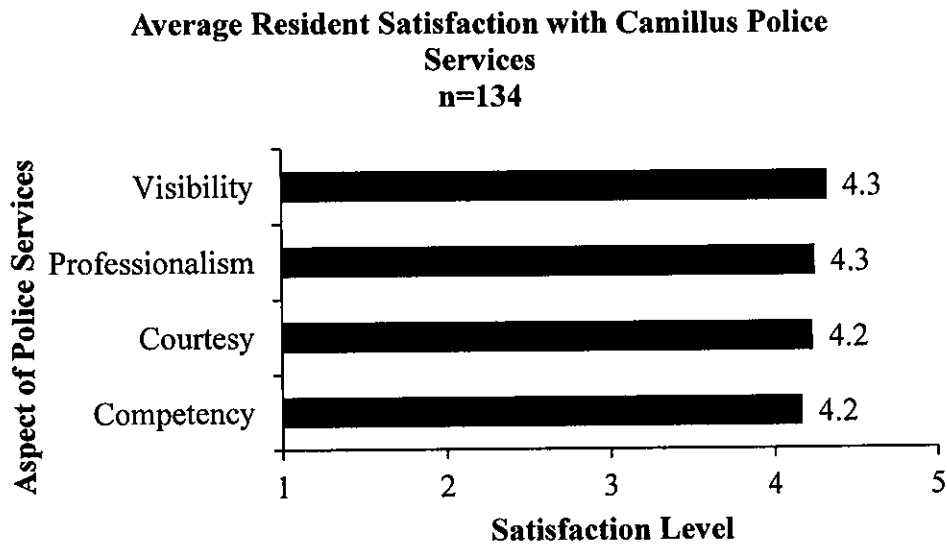
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1. 96% of respondents said they felt “safe” or “very safe” in the Town of Camillus.



Source: Data collected for the Town of Camillus Police Department by Sarah Flick, Community Link Project, Syracuse University, November 2010

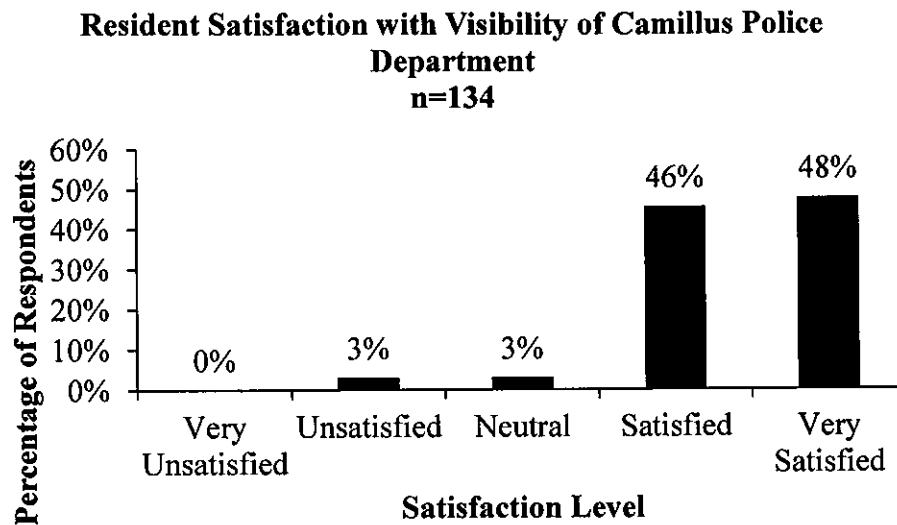
2. Camillus residents were most satisfied by the visibility of the Camillus police, followed by their professionalism, courtesy and competency.



Source: Data collected for the Town of Camillus Police Department by Sarah Flick, Community Link Project, Syracuse University, November 2010

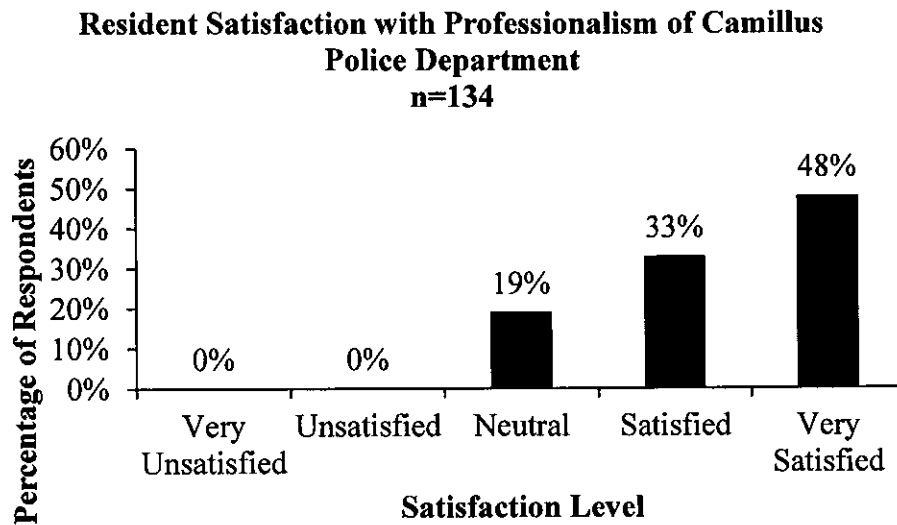
Comment: A rating of 5 = Very Satisfied, 4 = Satisfied, 3 = Neutral, 2 = Unsatisfied, and 1 = Very Unsatisfied. The graphs for each individual aspect of police services (visibility, professionalism, competency and courtesy) are on the following four pages.

3. 94% of respondents said they were “satisfied” or “very satisfied” with the visibility of the Town of Camillus Police Department.



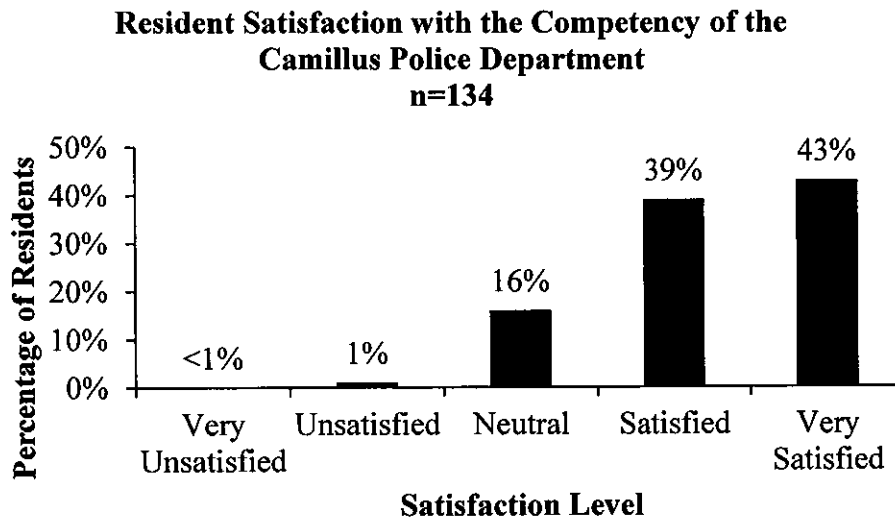
Source: Data collected for the Town of Camillus Police Department by Sarah Flick, Community Link Project, Syracuse University, November 2010

4. 81% of respondents were “satisfied” or “very satisfied” with the professionalism of the Town of Camillus Police Department.



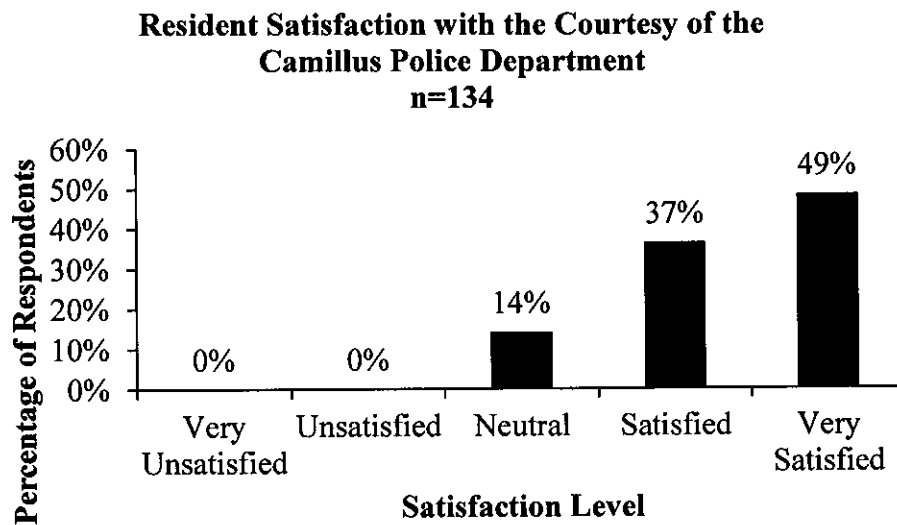
Source: Data collected for the Town of Camillus Police Department by Sarah Flick, Community Link Project, Syracuse University, November 2010

5. 82% of respondents said they “satisfied” or “very satisfied” with the competency of the Town of Camillus Police Department.



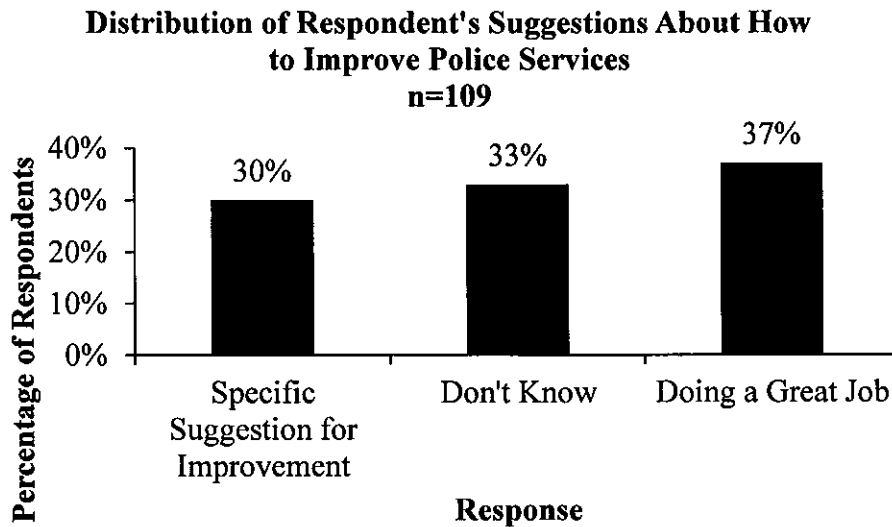
Source: Data collected for the Town of Camillus Police Department by Sarah Flick, Community Link Project, Syracuse University, November 2010

6. 86% of respondents said they “satisfied” or “very satisfied” with the courtesy of the Town of Camillus Police Department.



Source: Data collected for the Town of Camillus Police Department by Sarah Flick, Community Link Project, Syracuse University, November 2010

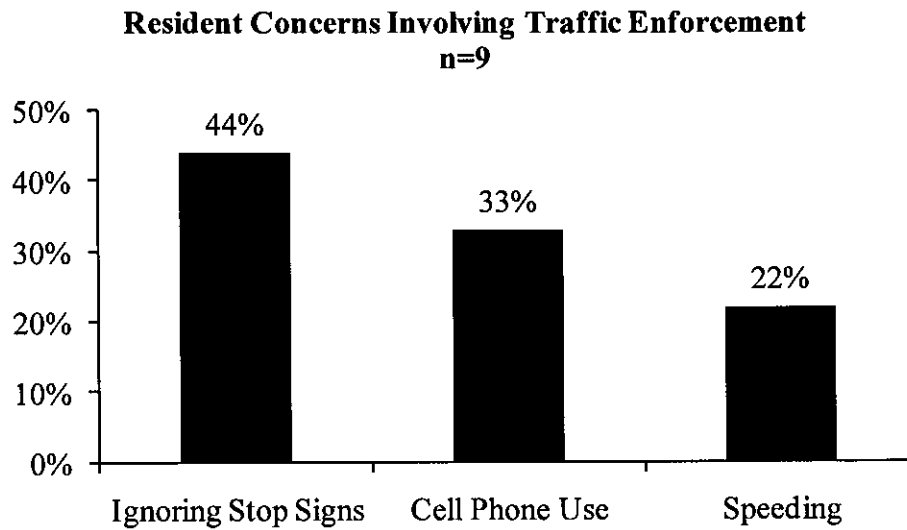
7. 70% of survey respondents praised the department for doing a great job and/or had no suggestions for improvement.



Source: Data collected for the Town of Camillus Police Department by Sarah Flick, Community Link Project, Syracuse University, November 2010

**Comment:** 19% of all respondents (n=135) did not answer this question and are not included in the above graph. Percentages in the above graph do not add to 100% due to rounding. Of the 32 individuals (30%) who had specific suggestions for how to improve the Camillus Police Department services, the most common response (28%) was to improve traffic enforcement, specifically people talking on cell phones and running stop signs. Other common requests were: improving police visibility (22%), reaching out to teens (16%) and increasing community engagement (9%). See Appendix III for a complete list of participant responses.

8. 44% of the survey respondents that said traffic enforcement should be improved were specifically concerned about stop sign enforcement.



Source: Data collected for the Town of Camillus Police Department by Sarah Flick, Community Link Project, Syracuse University, November 2010

**Comment:** See appendix IV for complete list of responses.

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**APPENDICES**

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**APPENDIX I**

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**2010 Community Satisfaction with Camillus Police Department Services**

**1. How safe and secure do you feel in the Town of Camillus?**

Very Safe                  Safe                  Neutral                  Unsafe                  Very Unsafe

**2. How satisfied are you with the visibility of the Town of Camillus Police Department?**

Very Satisfied                  Satisfied                  Neutral                  Unsatisfied                  Very Unsatisfied

**3. How satisfied are you with the professionalism of the Town of Camillus Police Department?**

Very Satisfied                  Satisfied                  Neutral                  Unsatisfied                  Very Unsatisfied

**4. How satisfied are you with the competency of the Town of Camillus Police Department?**

Very Satisfied                  Satisfied                  Neutral                  Unsatisfied                  Very Unsatisfied

**5. How satisfied are you with the courtesy of the Town of Camillus Police Department?**

Very Satisfied                  Satisfied                  Neutral                  Unsatisfied                  Very Unsatisfied

**6. How can the Town of Camillus Police Department improve the services it offers?**

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**Demographics (based on call sheet):**

**Ward:**

Ward 1                  Ward 2                  Ward 3                  Ward 4                  Ward 5                  Ward 6

**Age:** \_\_\_\_\_

(18-32)                  (33-47)                  (48-62)                  (63-77)                  (78+)

**Gender:**      Male / Female

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**APPENDIX II**

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**Data Frequencies: 2010 Resident Satisfaction with the Camillus Police Department**

**1. How safe and secure do you feel in the Town of Camillus?**

Very Safe 62%	Safe 34%	Neutral 3%	Unsafe 1%	Very Unsafe 0%
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**2. How satisfied are you with the visibility of the Town of Camillus Police Department?**

Very Satisfied 48%	Satisfied 46%	Neutral 3%	Unsatisfied 3%	Very Unsatisfied 0%
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**3. How satisfied are you with the professionalism of the Town of Camillus Police Department?**

Very Satisfied 48%	Satisfied 33%	Neutral 19%	Unsatisfied 0%	Very Unsatisfied 0%
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**4. How satisfied are you with the competency of the Town of Camillus Police Department?**

Very Satisfied 43%	Satisfied 39%	Neutral 16%	Unsatisfied 1%	Very Unsatisfied <0%
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**5. How satisfied are you with the courtesy of the Town of Camillus Police Department?**

Very Satisfied 49%	Satisfied 37%	Neutral 14%	Unsatisfied 0%	Very Unsatisfied 0%
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**6. How can the Town of Camillus Police Department improve the services it offers?**

- 19% did not answer (n=135)
- 34% didn't know (n=109)
- 37% said the Camillus PD is doing a great job (n=109)
- 30% had specific suggestions for improvement (n=109)
  - 28% suggested the department improve traffic enforcement. (n=32)
  - 22% suggested the department improve police visibility. (n=32)
  - 16% suggested the department reach out to teens. (n=32)
  - 9% suggested the department engage in more community engagement. (n=32)
  - 6% suggested the department better enforce dog control laws. (n=32)
  - 19% had other suggestions. (n=32)

**Demographics (based on call sheet):**

**Ward:**

Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6
10%	21%	21%	10%	19%	19%

**Age:** \_\_\_\_\_

(18-32)	(33-47)	(48-62)	(63-77)	(78+)
10%	13%	20%	34%	15%

**Gender:**

Male	/	Female
31%		69%

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## APPENDIX III

### Phone Script

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While you are calling you will run across some citizens that are suspicious of a call from the Police Department. Remember to be courteous and ALWAYS RESPECT the individual's views and opinions. Please mark the codes on both your call sheet and survey clearly for each of the questions and remember to fill out demographic information for each respondent before moving on to the next call.

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Hi. My name is \_\_\_\_ and I'm conducting a short, anonymous survey on behalf of the Camillus Police Department to find out how they can serve you better.

**Do you have a few minutes to answer six short questions?**

IF YES: Great! (Mark Y, proceed to Survey)

**After completing survey**→ Thank you so much for taking the time to answer these questions. With the results from this survey, the Camillus PD will be able to improve their services to better suit the needs of our community. If you have more questions about the Camillus PD, or would like to contact the department directly, please visit its website at [www.camilluspolice.com](http://www.camilluspolice.com). Have a good night!

IF NO: OK. May we call back at another time?

IF YES: Great! Thank you for your time. Have a good evening. (Mark CB)

IF NO: OK. Thank you for your time. Have a good night. (Mark N)

#### Answering Machine:

Hi, my name is \_\_\_\_ and I'm volunteering with the Camillus Police Department to find out how we can better serve the community. To find out more about the Camillus Police, and how they're helping to keep our community safe, please go to [www.camilluspolice.com](http://www.camilluspolice.com). Have a good night!

#### Phone Results Codes

LM = Left Message  
NH = Not Home

WN = Wrong #  
CB = Call Back

N=Refused Survey  
Y = Answered Survey

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## APPENDIX IV

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### Question 6

#### Distribution of Respondents Suggestions for How to Improve Police Department Services

##### **Traffic Enforcement**

People ignore stop sign. See who's going too fast on W. Genesee

Catch more people on cell phones

Why are the police using cellphones while driving? Should set better example.

On Armstrong Rd, speeders many complaints but no actions.

Monitor W. Genesee High School Parking lot. Kids driving too fast. Live in Orchard Villages,

People blow stop sign at Winding and Park - Patrol More

Park way and Winding way- cars do not stop for stop signs

Lots of kids using cell phones while driving.

Westhill motorcycles racing no police presences. Need more police cars on the ramp

W. Tenn St needs better control blowing through stop signs

##### **Visibility**

More visibility near Camillus Park and Thornton Circle

More visibility in Golden Meadows, cars being broken into. Too many strange people at all hours of the day & night. Specifically gray house.

Fairmont seems to have more visibility than in my area - would like to see them around here more. see them more - more visibility

like the way police patrol neighborhoods

Would like to see more patrolling on Crestwood Dr

People are in park sometimes til 1 and 2 in the morning. Don't understand why they don't close it earlier - especially in summer. Feels fortunate to live there and thinks police are wonderful

##### **Dog Control**

Nuisance dog issue, mediated it instead of court. Handled poorly, it involved an officer from another department

Enforce the leash law. There are several intimidating dogs in the neighborhood when she walks her dog in the evening.

##### **Doing a Great Job**

Doing a good job (x6)

Doing a great job! (x6)

No suggestions, happy (3x)

U know what you're doing

So far so good

Good as they are. Haven't had much contact.

I don't even know where anything needs improvement, it's all good.

Everything is fine

Keep on doing what you're doing

They are right on top of everything  
they are going far beyond  
Wonderful department, we're lucky to have them.  
Magnificent Department  
Likes what she sees.  
none, had good experiences with them  
none, but appreciate them  
I wave to them as they pass because I feel they're my neighbors  
Gas leak, secured my house before Niagara Mohawk. So helpful!  
Can't think of anything. They're not cocky they're friendly and helpful.  
The handicap bus driver was being tailgated, passed at 50 MPH on 30, over double line on right side. Driver "where cops when you need them" answer was at the bottom of the hill and got tailgater.  
They're great. Quick to answer call about speeding - thru email; watched house while away  
They watch property when she goes to Florida  
They are terrific!! They were there for her when her nephew was killed in a hit and run. She "can't praise them enough"  
Impressed by how caring and compassionate the police were when she found her husband dead on the front lawn  
Very happy how you respond when husband was ill  
Mom has dementia, took off and police were great in helping her find her Mom - that's only encounter she's had  
No suggestions, glad we have a town force instead of county-wide

### **Teen Outreach**

Great Programs for elementary kids  
Enforce curfew & work with code enforcement  
Keep the police in schools.  
Work a little more with the youth, not to intimidate them, but to befriend them.  
Too much time spent on traffic violations, more watch on teenagers

### **No Suggestion (x38)**

### **Community Engagement**

Know more people, talk to people  
Lots of breakins - Come meet community and start up community watches  
Monthly town meeting to give people a chance to voice their concerns

### **No Answer (x26)**

**Other**

Concerned about alarm going off at apartment and not being able to reach anyone right away

Calls for Police Benevolent Association tell older folks it's a scam

Walnut West Apartments: concerned about how run down they are

upgrade training with new techs

Merging with Onondaga county is a good idea. Too much redundancy.

Affiliate with Salina would save money?

**APPENDIX V**

**CODE BOOK**

COLUMN	FIELD NAME	DEFINITION	CODE
A	SAFE	How safe and secure do you feel in the Town of Camillus?	1=Very Safe 2=Safe 3=Neutral 4=Unsafe 5=Very Unsafe -1=No Response
B	VISIBLE	How satisfied are you with the visibility of the Camillus Police Department?	1=Very Unsatisfied 2=Unsatisfied 3=Neutral 4=Satisfied 5=Very Satisfied -1=No Response
C	PROFESSIONAL	How satisfied are you with the professionalism of the Town of Camillus Police Department?	1=Very Unsatisfied 2=Unsatisfied 3=Neutral 4=Satisfied 5=Very Satisfied -1=No Response
D	COMPETENT	How satisfied are you with the competency of the Town of Camillus Police Department?	1=Very Unsatisfied 2=Unsatisfied 3=Neutral 4=Satisfied 5=Very Satisfied -1=No Response

E	COURTESY	How satisfied are you with the courtesy of the Town of Camillus Police Department?	1=Very Unsatisfied 2=Unsatisfied 3=Neutral 4=Satisfied 5=Very Satisfied -1=No Response
F	IMPROVE	How can the Town of Camillus Police Department improve the services it offers?	1=Traffic Enforcement 2=Visibility 3=Dog Control 4= Doing a good job 5=Teen Outreach 6=Community Engagement 7= Other 8= No Suggestions -1=No Response
G	WARD	Respondent Ward	1=Ward 1 2=Ward 2 3=Ward 3 4=Ward 4 5=Ward 5 6=Ward 6
H	AGE	Respondent Age	
I	GENDER	Respondent Gender	1=Female 2=Male