



NEIGHBORHOOD POLICE SURVEY 2015-2016

ENCLOSED IS THE SUMMARY OF THE DATA COLLECTED
FROM THE ANNUAL NEIGHBORHOOD POLICE SURVEY FOR
2015-2016.

CITY OF ST. PETERSBURG

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NORTH, ST. PETERSBURG
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3/7/2016

TABLE OF CONTENTS

Introduction.....	3
Survey Overview.....	3
Citywide Results.....	4-8
Demographics.....	4
Required Questions.....	5
Additional Questions.....	6
Neighborhoods by District.....	9-18
District 1.....	9
District 2.....	12
District 3.....	15
Limitations.....	19
Recommendations.....	19

Introduction

This report summarizes the results of the St. Petersburg Police Department's 2015-2016 Neighborhood Police Survey in compliance with standards 45.2.4 and 45.2.5 of the CALEA Standards for Law Enforcement Agencies. Standard 45.2.4 requires that accredited agencies conduct and document a citizen's survey at least once every three years regarding the following topics:

- a) overall agency performance;
- b) overall competence of agency employees;
- c) citizens' perception of officer attitudes and behavior;
- d) community concern over safety and security within the agency's service area; and
- e) citizens' recommendations and suggestions for improvement.

Standard 45.2.5 then requires that the results of such survey are compiled, summarized, and provided to the agency's chief executive officer.

Survey Overview

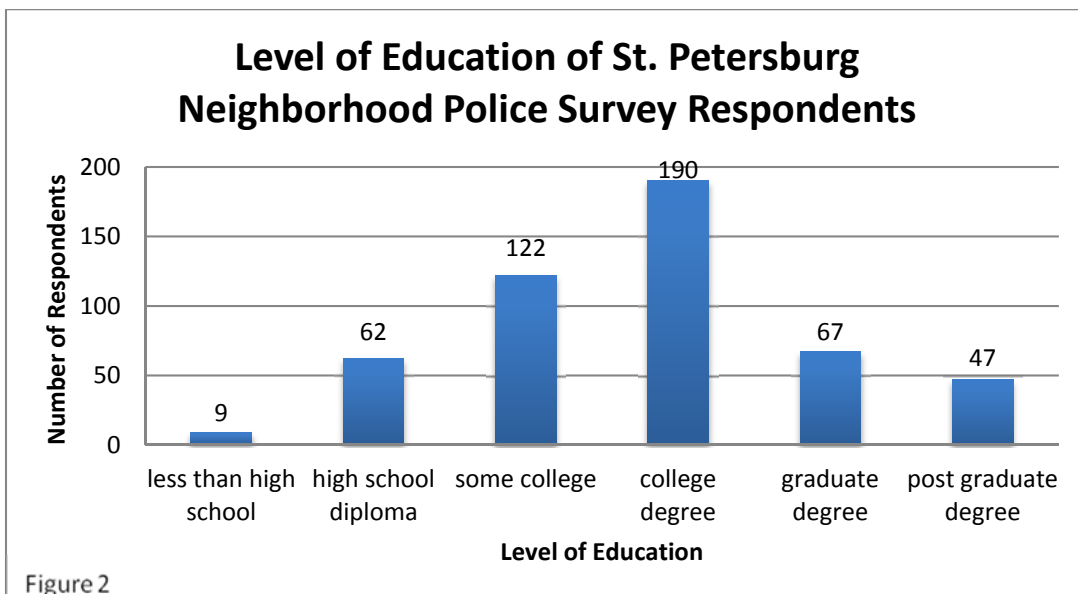
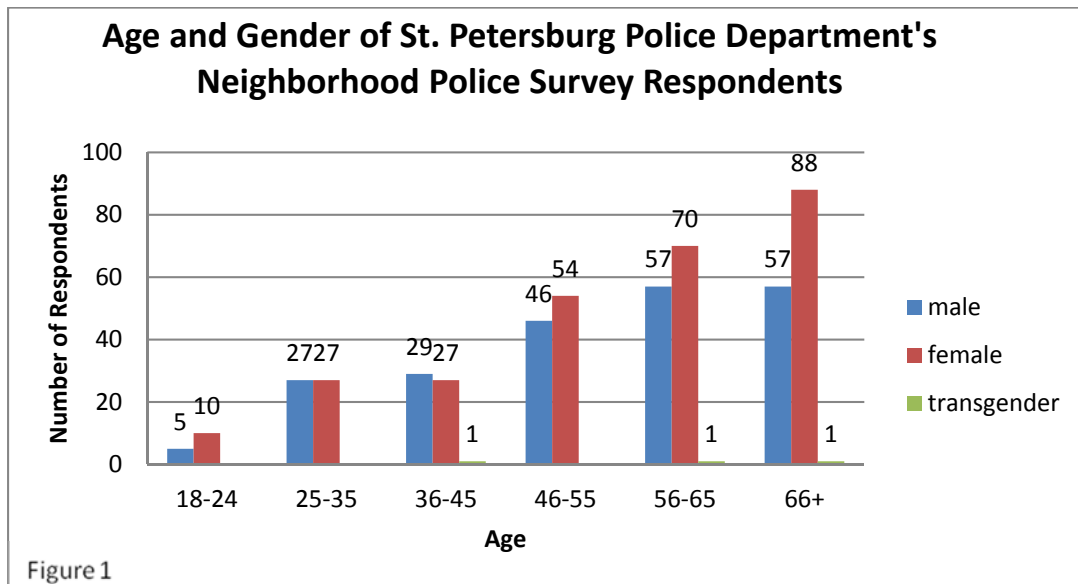
A list of twenty-three survey questions were compiled to address the topics mentioned above as well as citizen concerns regarding victimization, overall level of crime in their neighborhoods, specific crime problems, police presence, and type of interaction/means of contact with police. Hard copies of the survey were then given to the Community Service Officers (CSOs) to distribute to their designated neighborhood associations during meetings in December 2015. Electronic copies were also emailed to the presidents of the neighborhood associations to be distributed to members who were unable to attend the meetings. The surveys were collected by the end of January 2016 giving citizens roughly 4-8 weeks to respond. A total of 521 surveys were collected, 145 responses from neighborhoods in District 1, 114 responses from neighborhoods in District 2, 238 responses from neighborhoods in District 3, and 24 responses with no neighborhood association listed

Citywide Results

This section contains a demographic breakdown of the citizens who responded to St. Petersburg Police Department's 2015-2016 Neighborhood Police Survey as well as descriptive statistics that summarize the survey responses of those citizens.

Demographics

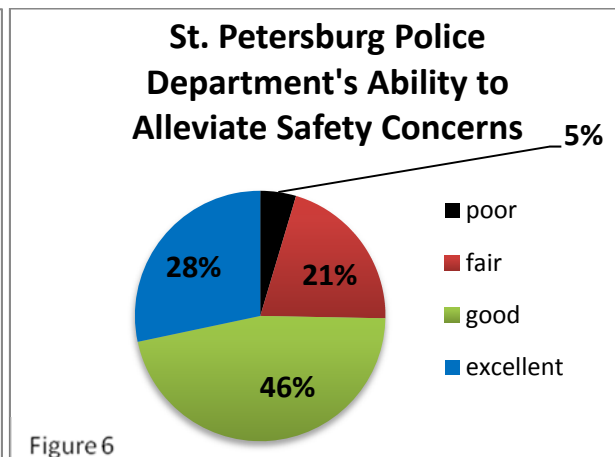
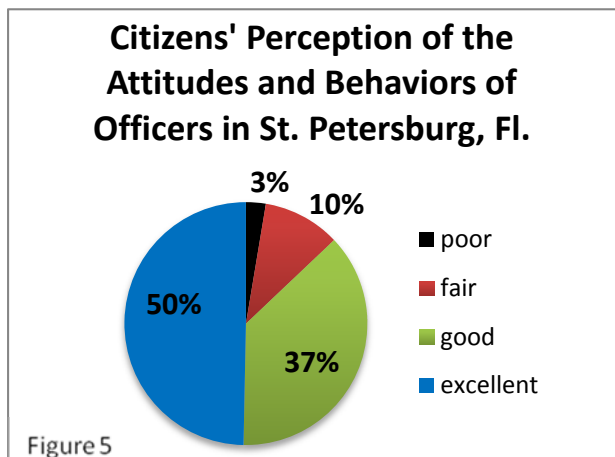
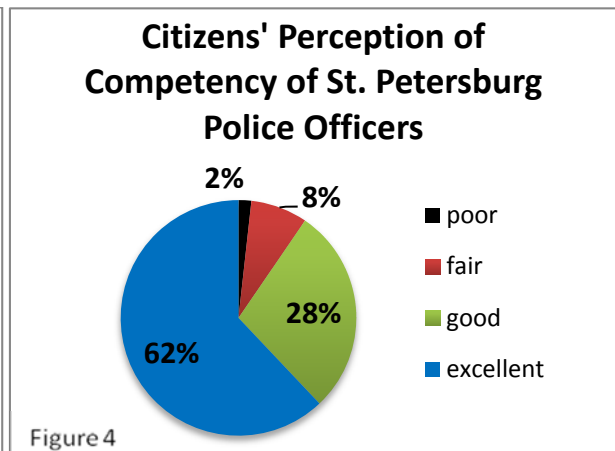
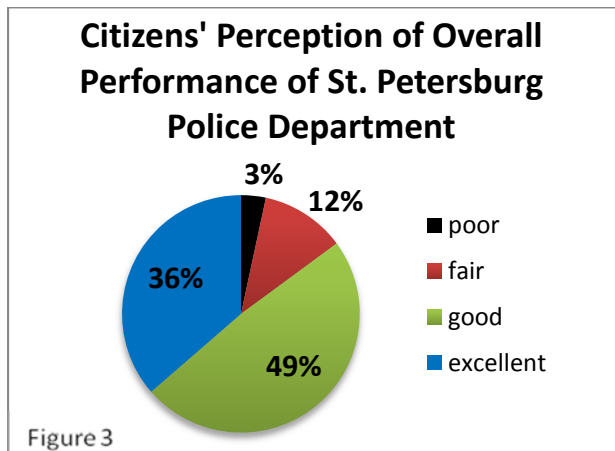
Below are two graphs depicting the age, gender, and level of education of all respondents for 2015-2016.



The first graph clearly shows that as age increased, so did the number of responses. The older generations accounted for the majority of responses with 29.2% of all respondents being 66 years or older, despite the fact that only about 15.7% of St. Petersburg’s population is 65 years or older according to the U.S. Census Bureau (2010). There were also 11% more female respondents than male overall with less than 1% of respondents identifying as transgender. The second graph shows 61% of all respondents had at least a college degree or higher, although only about 30% of St. Petersburg’s population has a Bachelor’s degree or higher according to the U.S. Census Bureau (2010-2014). The age and level of education breakdown of the sample shows that it is not exactly representative of the population of St. Petersburg as a whole. This is likely related to the fact that 71% of respondents were members of their neighborhood associations.

Required Questions

This section summarizes the responses to the survey questions that correspond with the specified concerns stated in standard 45.2.4 of CALEA Standards for Law Enforcement Agencies.



As shown in Figure 3 above, 85% of respondents rated St. Petersburg Police Department's overall performance as either good or excellent. Figure 4 and 5 show that 90% respondents rated officer competency either good or excellent and 87% rated officer attitudes and behavior either good or excellent. These results indicate that a strong majority of respondents hold a positive view towards law enforcement in St. Petersburg. However, only 74% of respondents rated the department's ability to alleviate safety and security concerns as good or excellent. This is a less positive view, indicating the other 26% of respondents who selected fair or poor have substantial safety and security concerns that are not being addressed. This is reiterated by the response to the question regarding victimization; 41% of respondents indicated either medium or high levels of fear of becoming a victim of crime.

Standard 45.2.4 requires that a comment section be provided in the survey asking citizens for recommendations and suggestions for improvement. Out of the 522 respondents, 207 provided comments. Below is a summarized list of some of the most frequent comments that were received.

- Increase police presence/patrols
- More Park, Walk, Talk
- Good job/ Keep up the good work/ Thank you
- Traffic problems/speeding needs to be addressed
- Increase contact with the community/neighborhoods
- Homeless people are a problem
- CSOs are great/ Officer Kelly is great/ we need more of them
- Unsupervised children need to be addressed/ reach out to the city's youth

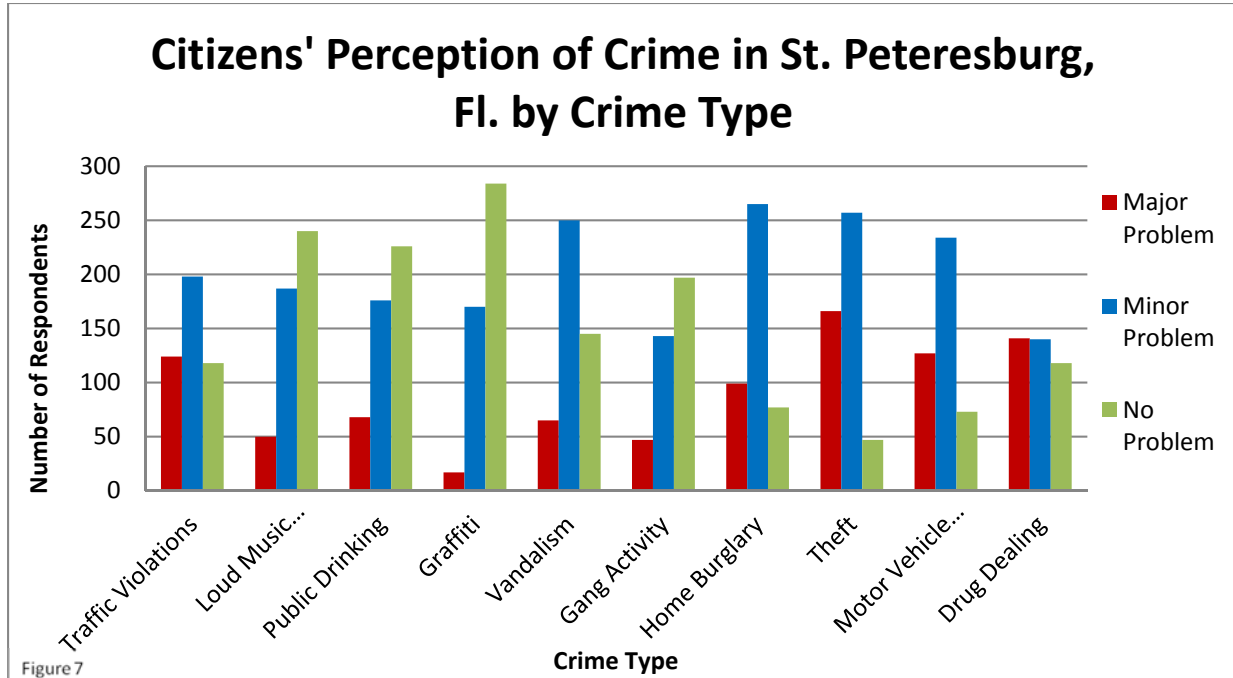
These are just a few of the more frequent comments that were made. Some respondents provided very specific recommendations and suggestions; these will be listed under the appropriate neighborhood (see pages 9-18).

Additional Questions

Additional questions not required by standard 45.2.4 regarding overall level of crime, specific crime problems, victimization, police presence, and type of interaction/means of contact with police were also added to the survey. This section provides a summary of the responses to those additional questions.

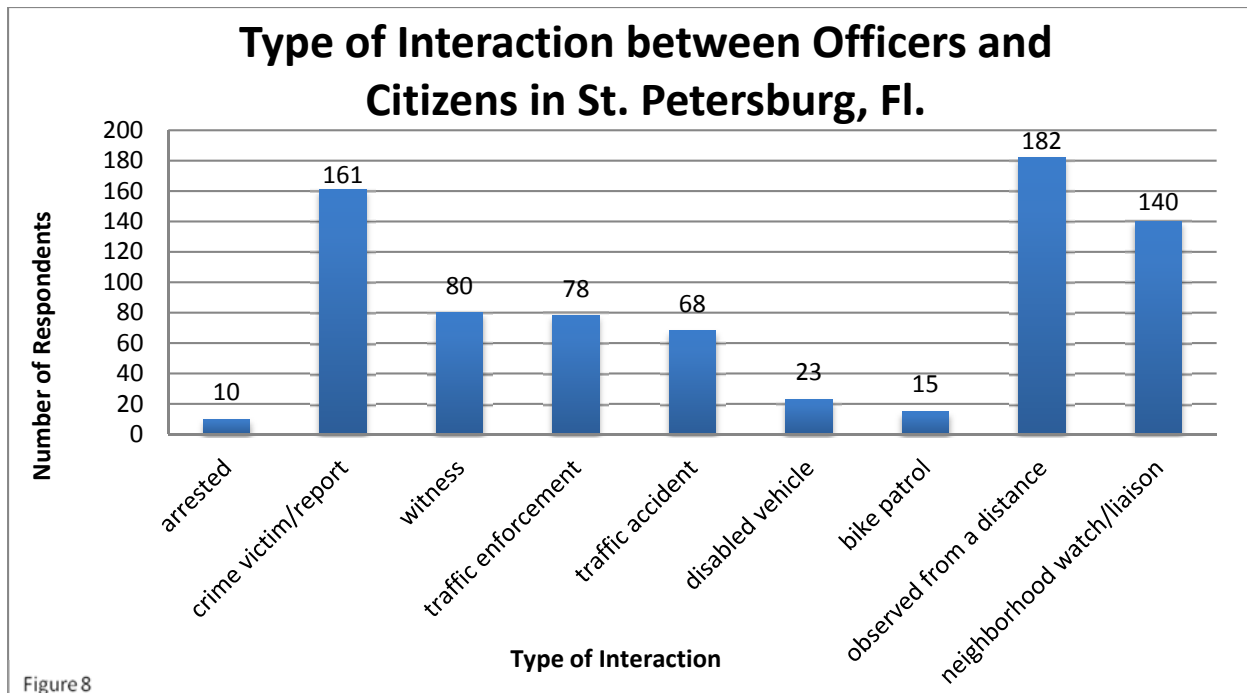
In the past year, 21% of respondents perceived an increase in the level of crime and 28% perceived an increase in officer presence, while 46% state that crime levels remained the same and 49% state officer presence has remained the same as well. The graph below depicts how respondents rated specific crime problems in their area. Theft, drug dealing, motor vehicle

theft, and traffic violations were frequently rated as major problems by survey respondents. However, both drug dealing and traffic violations were also frequently rated as minor or no problem. This indicates variance in citizen perceptions of those issues which could be due to a number of reasons including neighborhood of the respondent, visibility of the issue, or individual bias regarding those specific subjects. Finally, the listed crimes that were most frequently rated as no problem include loud music disturbances, public drinking, graffiti, and gang activity.

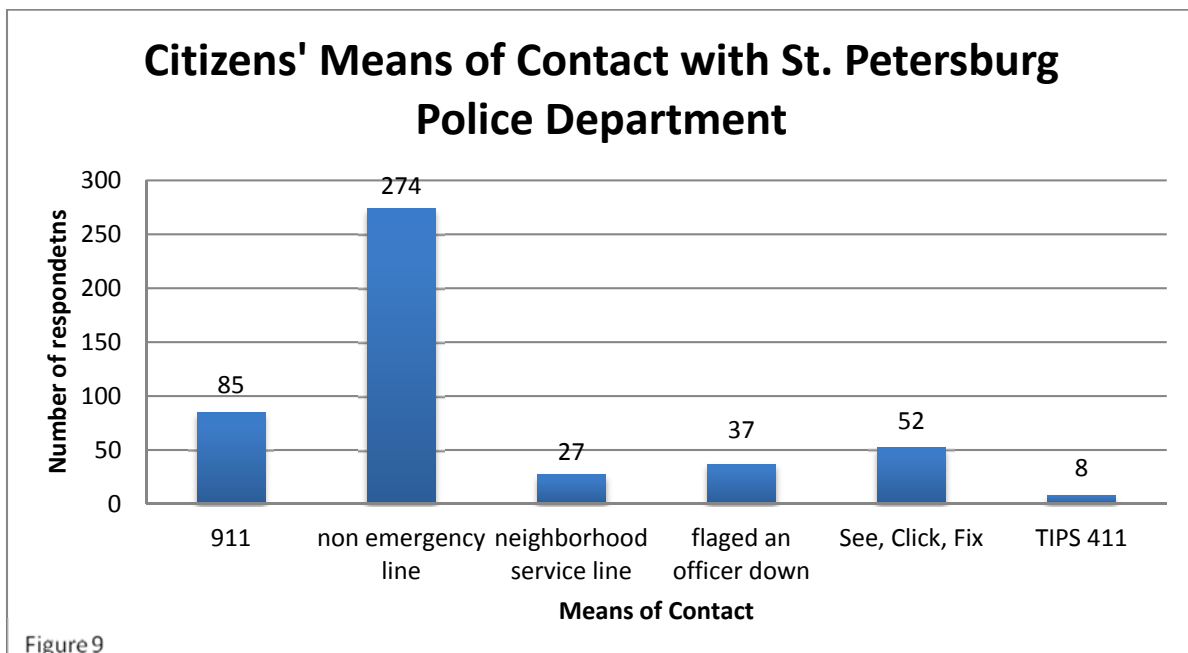


Respondents were also asked to rate the seriousness of homelessness and unsupervised children in their neighborhoods. 24% of respondents rated homelessness as a major problem while just 11% rated unsupervised children as a major problem. The majority of respondents saw these issues as minor or no problem.

In regards to type of interaction with police, respondents most frequently observed officers from a distance, were victims or reporting a crime, or interacted with an officer through neighborhood association/watch programs. Only ten respondents had come into contact with an officer through arrest. A full breakdown of types of interactions with officers is depicted in the Figure 8 below. On the subject of Park, Walk, and Talk engagement, 17% of respondents said that they have engaged by an officer doing a Park, Walk, and Talk more than once, 15% have been engaged one time, while 58% state they have never been engaged by an officer doing Park, Walk and Talk. Only 10% of respondents stated that they have never even seen an officer in their neighborhood.



When asked about reasons for contacting the police department, 12% of respondents said they were a victim of crime, 41% contacted to report an issue, 14% said they had casually contacted the police, while 33% had no contact at all. Thus, the majority of those who have contacted the police department have done so to report an issue. The non emergency line was most frequently used as the respondents' means of contact with the police department while only 8 respondents reported using TIPS 411. A full breakdown of respondents' means of contact with the St. Petersburg Police department is depicted in Figure 9 below.

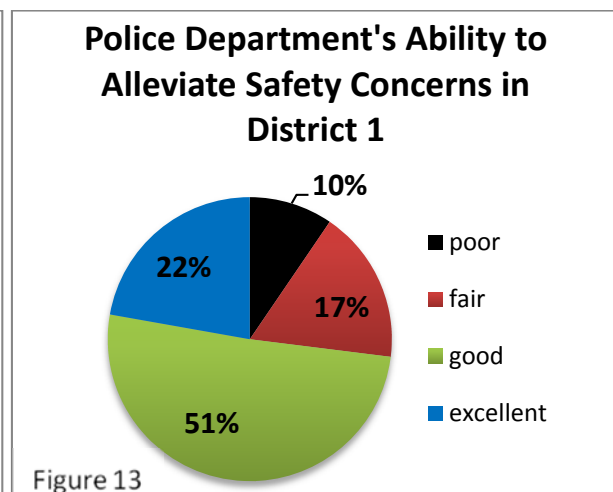
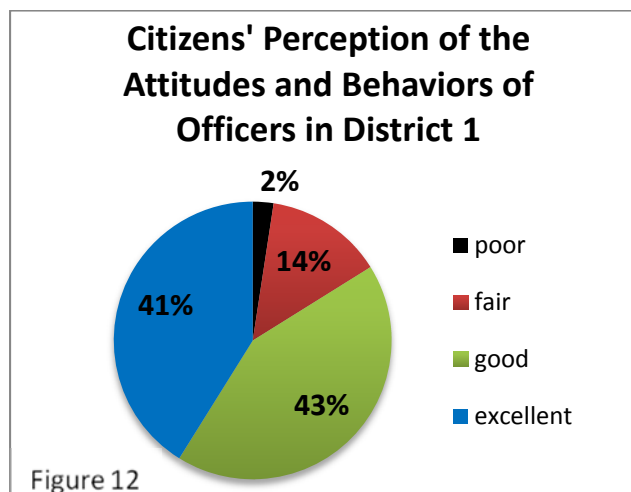
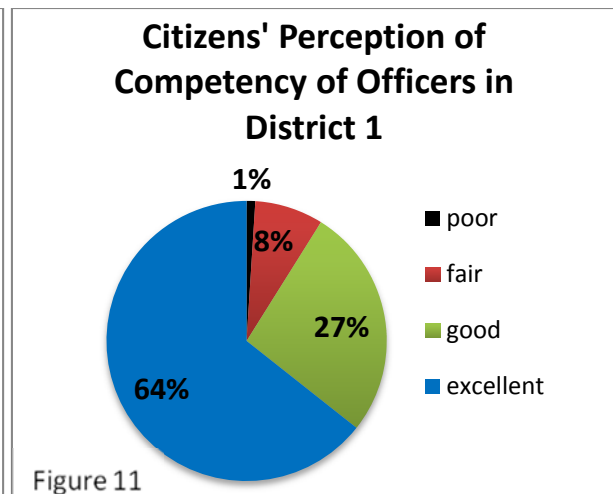
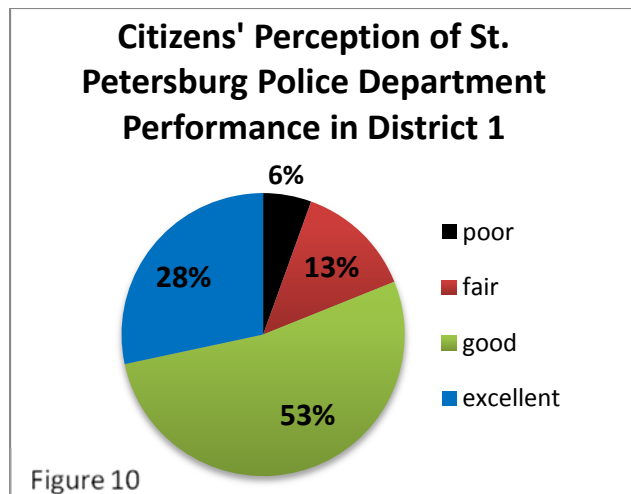


Neighborhoods by District

Because different areas of St. Petersburg have unique concerns, the survey responses have been further broken down by district and neighborhood in this section. However, descriptive statistics will only be calculated by district due to the variance in number of responses per neighborhood. Some neighborhoods had multiple responses, others only had one, and many neighborhoods had no responses at all. The neighborhoods with responses will be addressed under the appropriate district and relevant comments will be listed.

District 1

A total of 145 survey responses were collected from neighborhoods in District 1. The demographic makeup of this district is comparable to that of the citywide demographics shown above. As shown in Figures 10-13 below, the District 1 responses to questions regarding overall agency performance, competency of officers, attitudes and behavior of officers, and safety/security concerns are also comparable to the citywide results.



In regards to overall level of crime, 55% of all respondents in District 1 believe crime in their area is somewhat serious to very serious. In the past year, 16% of District 1 respondents perceived an increase in the level of crime and 29% perceived an increase in officer presence, while 46% state that crime levels remained the same and 50% state officer presence has remained the same as well. Again, these results are very similar to the citywide results. Figure 14 below depicts how respondents rated specific crime problems in their area. Unlike the citywide results, respondents from District 1 most frequently rated drug dealing as a major problem.

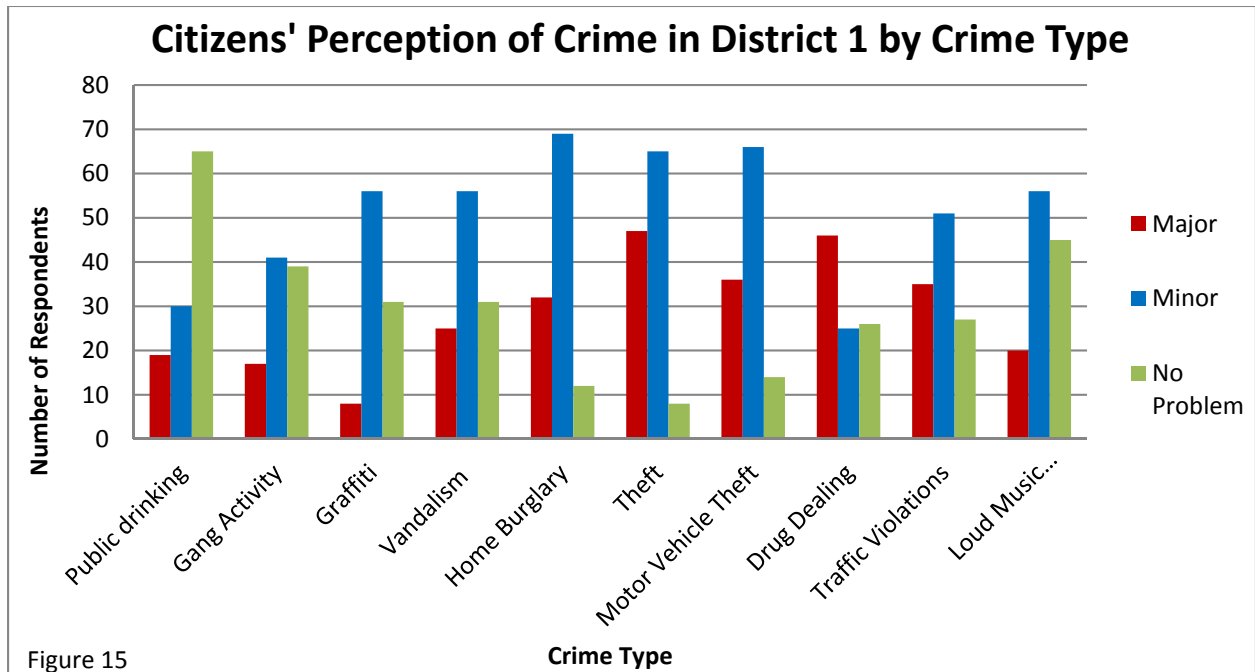


Figure 15

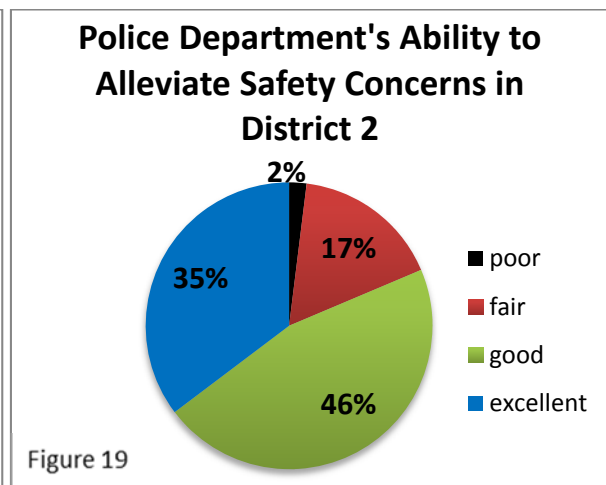
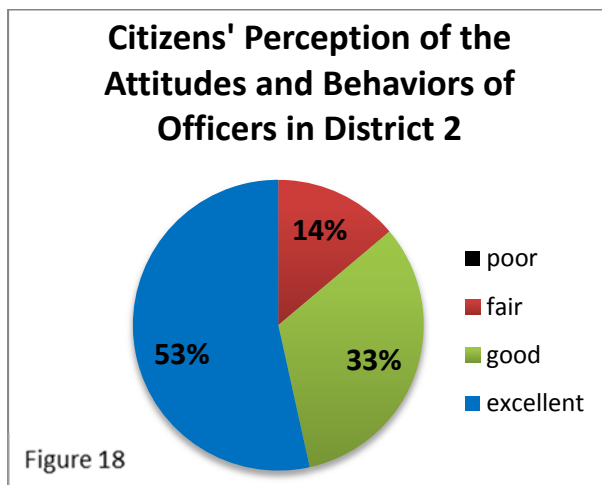
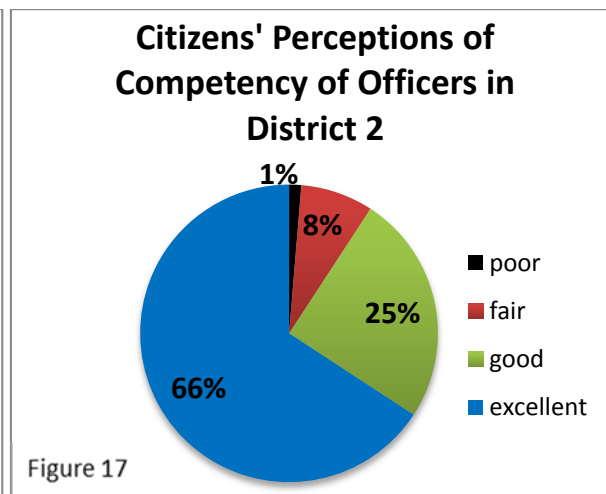
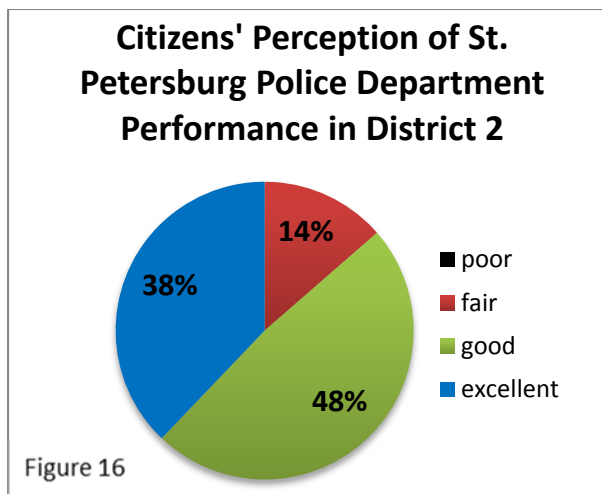
Neighborhood Comments

Neighborhood	# of Respondents	Comments
13th Street Heights	4	<ul style="list-style-type: none"> Create a program for children in the community to develop good relationship with officers
Bartlett Park	1	None
Bayway Isles	1	<ul style="list-style-type: none"> Every neighborhood should have a designated CSO
Bridgeton North	2	<ul style="list-style-type: none"> Excellent police department Officer Kelly is outstanding

Broadwater	13	<ul style="list-style-type: none"> • Officer Kelly is great • Need more patrols at night • More neighborhood crime stat reports
Coquina Key	30	<ul style="list-style-type: none"> • Need more patrols • Park is a safety concern • Pay more attention to tips from residents • Need bike patrol • More Park, Walk, and Talk (in park not 7/11)
Pinellas Point	8	<ul style="list-style-type: none"> • Officer Kelly is great • Lt. Houston is great • More Park, Walk, and Talk
Historic Roser Park/ Campbell Park	5	<ul style="list-style-type: none"> • Teach officers to identify themselves before anything • Get a gunshot detection system
Jordan Park	7	<ul style="list-style-type: none"> • Need more patrol at night • More Park, Walk, and Talk • Too many Unsupervised Children • Keep non residents of JP property • Police need to be more kind • Need more street lights
Lakewood Estates	32	<ul style="list-style-type: none"> • More Park Walk, and Talk • Unsupervised Children are a problem/ need youth curfew • All areas should have an Officer Kelly • police have attitudes • recruit more minorities • traffic problems and illegal parking need to be addressed
Lakewood Terrace	16	<ul style="list-style-type: none"> • Need more patrols • More officers should be like officer Kelly • Vacant housing needs to be watched • Incidents between neighbors should be recorded
Maximo	16	<ul style="list-style-type: none"> • Increase police presence • More Park, Walk, and Talk • Need more patrol at night • Work on fighting stereotypes/assumptions • Too many auto burglaries • Have survey available online
Melrose Mercy/Pine Acres	1	<ul style="list-style-type: none"> • People should have to give police money if they leave their cars unlocked • Get dogs to help
Wildwood Heights	6	<ul style="list-style-type: none"> • Increase police presence • Create activities for youth and parents

District 2

A total of 114 survey responses were collected from neighborhoods in District 2. The demographic makeup of this district is comparable to that of the citywide demographics shown above. As shown in Figures 16-19 below, the District 2 responses to questions regarding overall agency performance, competency of officers, attitudes and behavior of officers, and safety/security concerns are also comparable to the citywide results. However, there are less poor and fair ratings for District 2; zero respondents rated police department performance and officer attitudes and behaviors as poor. Moreover, based on the ratings of respondents, the police department does a better job at alleviating safety concerns in district 2 compared to the city as a whole.



In regards to overall level of crime, 50% of all respondents in District 2 believe crime in their area is somewhat serious to very serious. In the past year, 29% of District 2 respondents perceived an increase in the level of crime and 29% perceived an increase in officer presence, while 47% state that crime levels remained the same and 45% state officer presence has remained the same as well. These results are very similar to the citywide results, although a higher percentage of District 2 respondents have perceived an increase in crime. Figure 20 below depicts how respondents rated specific crime problems in their area. Unlike the citywide results yet similar to the District 1 results, respondents from District 2 most frequently rated drug dealing as a major problem, even more so than theft.

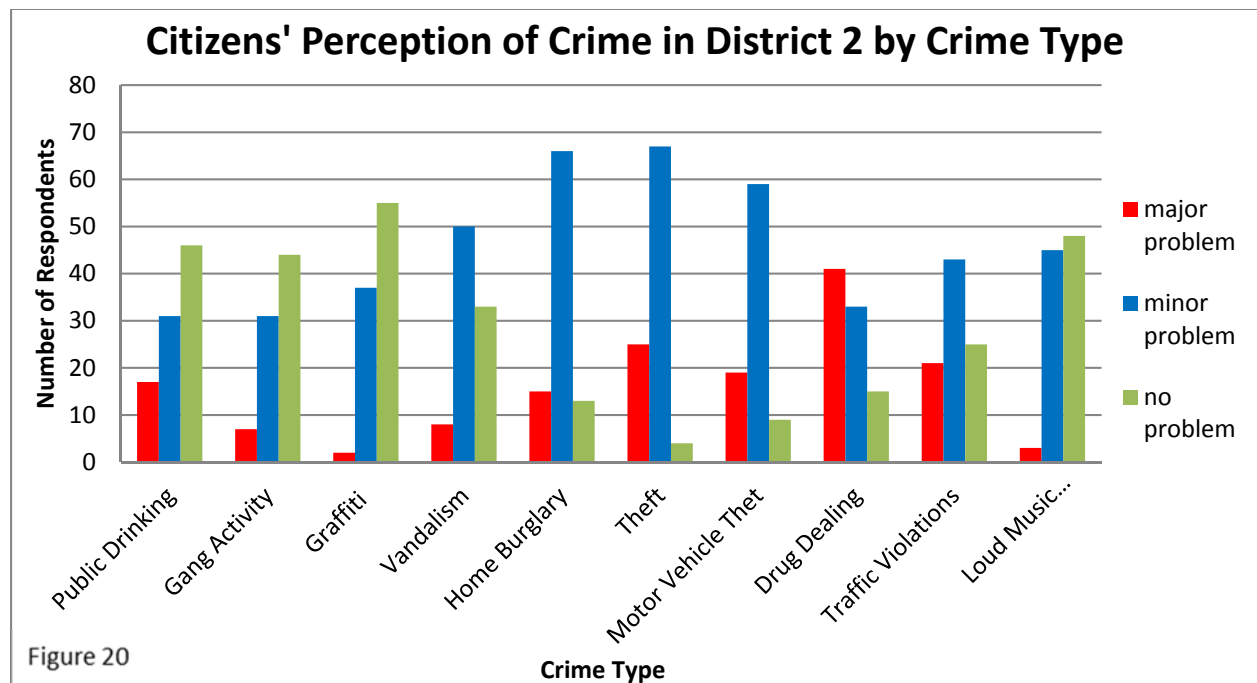


Figure 20

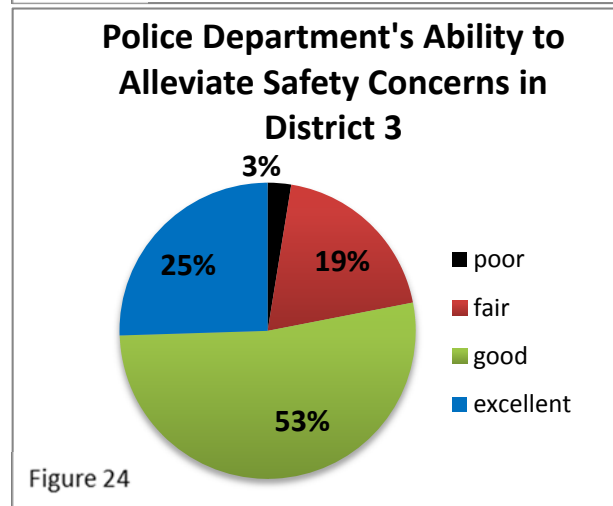
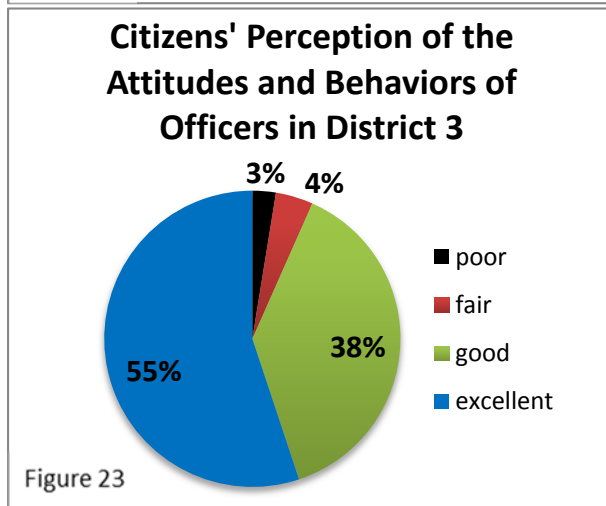
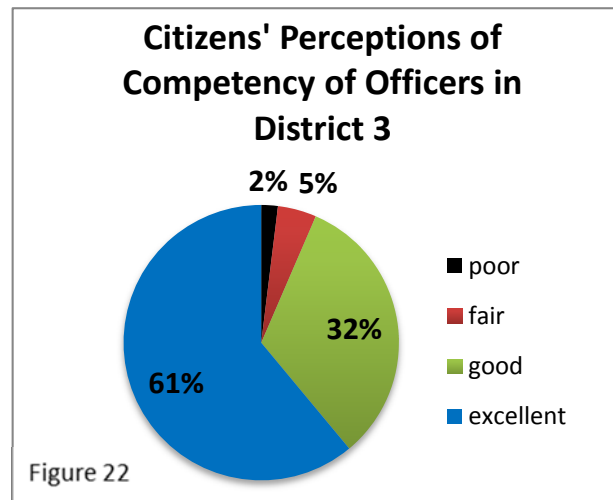
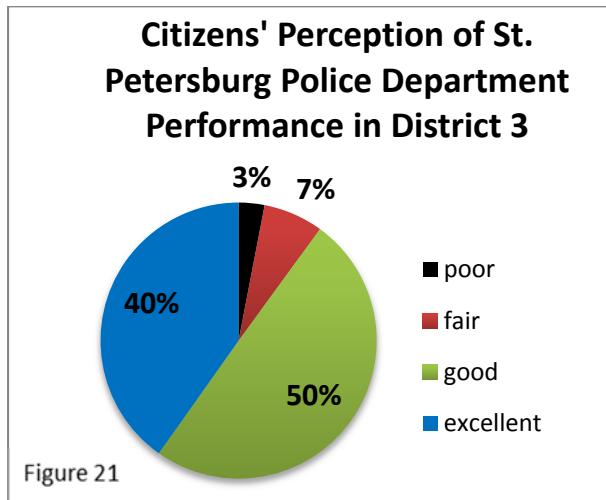
Neighborhood Comments

Neighborhood	# of Respondents	Comments
Allendale Terrace	1	None
Crescent Heights	16	<ul style="list-style-type: none"> • More Park, Walk, and Talk • Community policing is great • Work with officers on anger management • Thank you
Downtown	1	<ul style="list-style-type: none"> • Continue the open communication

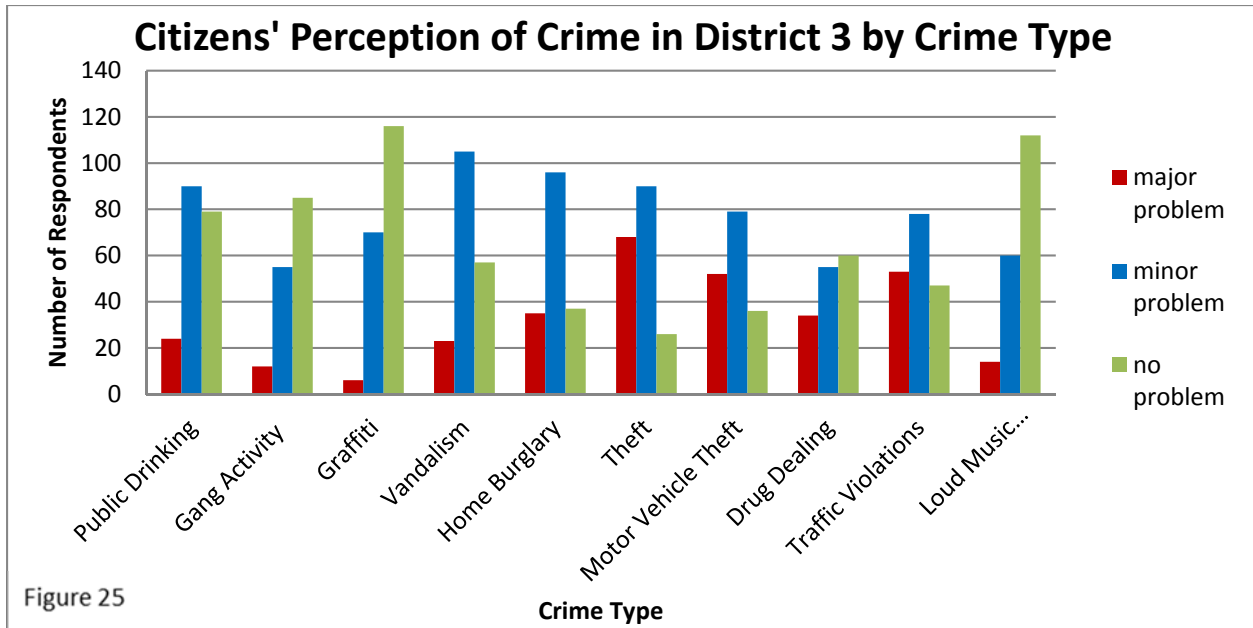
Edgemoor	3	<ul style="list-style-type: none"> • Keep in touch with the community
Euclid Heights	10	<ul style="list-style-type: none"> • Need more patrols • Increase police presence • Increase traffic tickets • Neighborhood watch needs more investment
Fossil Park	16	<ul style="list-style-type: none"> • Need more patrols
Greater Woodlawn	2	<ul style="list-style-type: none"> • Conduct a neighborhood meeting if possible
Harris Park	1	None
Historic Uptown	9	<ul style="list-style-type: none"> • Increase police presence • Better traffic control (9th Ave. b/w 4th St. and MLK) • Too many homeless
Magnolia Heights	14	<ul style="list-style-type: none"> • Need more patrols in neighborhoods • Quicker response to non-emergency requests • Keep up the good work Officer Meritt
Methodist Town	17	<ul style="list-style-type: none"> • Homeless are a major problem (Unity Park) • Increase patrols around St. Vincent de Paul and Jamestown apartments • More Park, Walk, and Talk • Educate police regarding mentally ill
Northeast Tousie Terrace	13	<ul style="list-style-type: none"> • More Park, Walk, and Talk • Good job
Riviera Bay	11	<ul style="list-style-type: none"> • Need more patrols • Auto burglary is a major issue • Concerned about construction of more low income housing
Shore Acres	1	None

District 3

A total of 238 survey responses were collected from neighborhoods in District 3. The demographic makeup of this district is comparable to that of the citywide demographics. As shown in Figures 21-24 below, the District 3 responses to questions regarding overall agency performance, competency of officers, attitudes and behavior of officers, and safety/security concerns are also comparable to the citywide results.



In regards to overall level of crime, 51% of all respondents in District 3 believe crime in their area is somewhat serious to very serious. In the past year, 20% of District 3 respondents perceived an increase in the level of crime and 28% perceived an increase in officer presence, while 45% state that crime levels remained the same and 48% state officer presence has remained the same as well. These results are very similar to the citywide results. Theft, motor vehicle theft, drug dealing, and traffic violations were all frequently rated as major problems. However, unlike District 2, drug dealing was not most frequently rated as a major problem; most District 3 respondents rated drug dealing as minor or no problem.



Neighborhood Comments

Neighborhood	# of Respondents	Comments
Azalea Park	14	<ul style="list-style-type: none"> • Need more patrol • Neighborhood should set up crime watch • Increase police presence
Causeway Isles	23	<ul style="list-style-type: none"> • Need more patrol • Speeding is a major problem (especially on 79th St.) • Auto burglaries in the early morning hours
Central Oak Park	4	<ul style="list-style-type: none"> • SPPD is one of the best in the country!
Child's Park	2	<ul style="list-style-type: none"> • Police try their best, but parents lack of supervision is the real problem
Crossroads	7	<ul style="list-style-type: none"> • Keep up the good work
Disston Heights	4	<ul style="list-style-type: none"> • Increase police presence
Eagle Crest	3	<ul style="list-style-type: none"> • Officers have bad attitudes with senior citizens • Need undercover police to stop illegal behaviors (6370 5th Ave. N; 6029 7th Ave. N; and LeMark Charles Apartments) • Officers in the field are top notch • Dispatch personnel can have very bad

		attitudes
Garden Manor	2	<ul style="list-style-type: none"> • Increase bike patrol • Give out more traffic tickets
Grand Central	76	<ul style="list-style-type: none"> • Increase police presence • More Park, Walk, and Talk • More community policing policies • More officers like Officer Arrison • More horses • Too many homeless (although it has gotten better) • Need more patrol • Speeding is an issue • Need better crosswalk visibility • Keep up the good work
Historic Park Street	2	<ul style="list-style-type: none"> • “Keep on keepin on”
Jungle Terrace	9	<ul style="list-style-type: none"> • Need more patrol • Good job • Department is headed in a good direction
Kenwood	43	<ul style="list-style-type: none"> • More Park, Walk, and Talk • Homeless problem (especially on 34th street) • Keep improving • Patrol the alleys • Teenagers on bikes are breaking into homes/ parents need to be held accountable for their kids • Police need to be less aggressive sometimes • Officer Christian does a great job •
Lake Pasadena Estates	4	<ul style="list-style-type: none"> • Increase police presence • Increase traffic stops for speeding and littering • Transients and unsupervised children cause issues around our lake • Current neighborhood statistics should be provided via association meetings • Thank you for giving us the opportunity to express our opinions
Patriot Square	18	<ul style="list-style-type: none"> • Speeding on 37th St. is a problem
Ponce de Leon	8	<ul style="list-style-type: none"> • More CSOs needed • Parking issues on 28th Ave & 34th St • Need to address prostitution

South Pasadena	1	None
Westminster Heights	5	<ul style="list-style-type: none"> • Increase police presence • More patrol needed • Officers speak harshly when inquiring about their presence • Need a crime watch program • Need more positive interactions with police
Yacht Club Estates	13	<ul style="list-style-type: none"> • More Park, Walk, and Talk • Speeding in neighborhood is major problem

Limitations

The purpose of this survey was to document the attitudes and opinions of St. Petersburg citizens in regards to the St. Petersburg Police Department and its employees as well as crime and safety concerns in the area. The survey was aimed towards gathering information about specific neighborhoods in St. Petersburg; however, the ability to draw accurate assumptions about citizens' attitudes and opinions by neighborhood is limited by the number of responses per neighborhood. It is impossible to calculate meaningful statistics for neighborhoods with only a handful of responses; therefore, descriptive statistics were only calculated for the city as a whole and by district. Even so, a total of 521 responses for a population of 253,693 is less than ideal. The method and timing of distribution (mainly hard copy and during the holiday season) may have negatively affected the number of responses that were returned. A larger sample would allow for more accurate descriptive statistics and further analysis. Moreover, the results of this survey cannot be generalized to the larger population because the demographic makeup of the sample is not representative of the population. The majority of respondents were over the age of 45 with at least some college education and members of their neighborhood associations. Because the survey was mainly distributed at neighborhood association meetings by Community Service Officers, the attitudes and opinions of younger, less educated, and/or less involved citizens are not accurately reflected in this survey.

Recommendations

In order to address the issues associated with the limitations that were discussed above, recommendations for future citizen surveys are listed and explained below,

- Create an online version of the survey (using SurveyMonkey) in order to increase availability of the survey to general population, increase the number of responses, streamline questions and reduce data entry time.
- Make the survey available for a longer period of time (not just at the end of the year around the holidays) to increase the number of responses.
- Advertise the survey on social media and See, Click, Fix in an effort to include younger generations.
- Revise questions in order to avoid confusion (For example, some citizens might not know what Park, Walk, and Talk means or might respond to a question regarding Motor Vehicle Theft with Auto Burglary in mind not knowing the difference).
- Make use of partnership with the University of South Florida professors and students who are more than willing to assist with research and analysis.