

Borough of State College, PA

The National Police Services Survey

Report of Results
February 21, 2020

Report by:



POWERED BY POLCO



Visit us online!
www.polco.us

About The NPSS™

The National Police Services Survey™ (The NPSS™) was developed to provide a statistically valid survey of the resident perceptions of safety and community policing in communities across America. Through a series of questions, residents were asked to:

- Assess their perceptions of safety
- Gauge police resident interactions
- Assess quality of public safety services
- Identify public safety priorities

The goals of the survey are intended to increase safety, align resident and government priorities, and strengthen relationships between communities and public safety officers.

This report provides the opinions of a representative sample of 1,053 residents of the Borough of State College collected from September 23, 2020 to November 6, 2020. The margin of error around any reported percentage is 3% for all respondents and the response rate was 19%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in State College.

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to the benchmarks

Benchmark comparisons come from two national administrations of The NPSS. The NPSS was first administered to a representative online panel of about 2,000 United States residents in August 2018. SurveyGizmo provided the list of panel members who were sent multiple invitations until the desired number of completed surveys was obtained. In 2020, the panel was refreshed with additional responses from 2,973 respondents who were recruited through the Polco platform and Facebook ads. For both national panels, the survey responses were weighted by respondent tenure (rent vs. own), housing unit type (attached vs detached), race, ethnicity, gender and age within each region to ensure the results were representative of all adults across the U.S.

In each tab, State College’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the percent positive (e.g., excellent or good, very safe or somewhat safe, etc.) given by State College residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that State College’s percent positive for a particular item was more than 10 percentage points different than the benchmark. If a rating was “much higher” or “much lower,” then State College’s percent positive was more than 20 percentage points different when compared to the benchmark.

Viewing the report

The report is organized in tabs across the top of the page (e.g., “Highlights,” “Quality of life,” “Perceptions of Safety,” etc.). Each tab displays the results of the questions related to that topic. In each tab there are scroll bars at the right and at the bottom to help navigate through all the data on that tab. You may also have to use scroll bars within a chart or table to see more of the data.

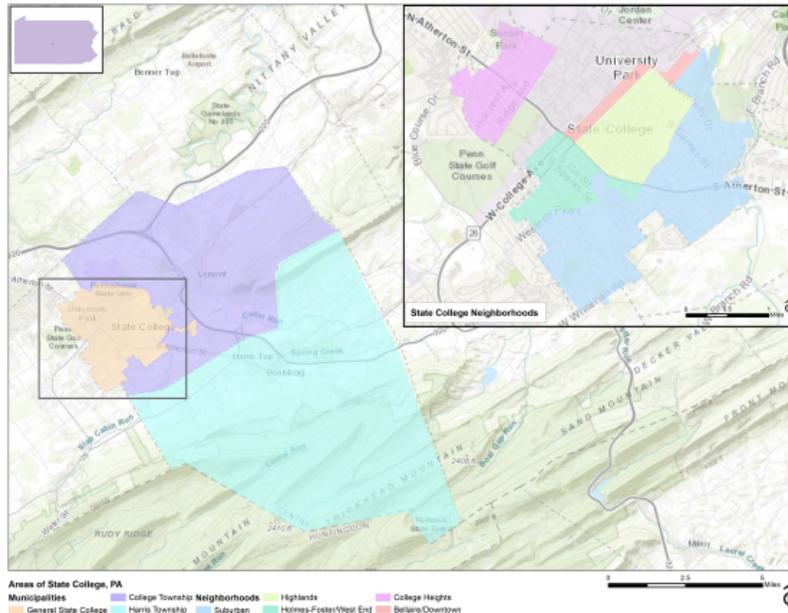
There may be more tabs to view across the top of the dashboard; use the < > arrows at the left and right of the tabs to scroll left or right.

Methods

How survey recipients were selected

All households within the State College Police Department service area were eligible to participate in the survey. This included households in the Borough of State College, Harris Township, and College Township. A list of all households within the zip codes serving these three communities was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that include State College, Harris Township, and College Township households may also serve addresses that lie outside of the communities, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary files and addresses located outside of State College Police Department service boundaries were removed from consideration. Each address identified as being within the boundaries of one of the three communities, and those in State College were further identified as being within one of five neighborhoods. (See the map below.)

From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.



Conducting the survey

The survey was hosted on the Polco platform and was available in English. Three-thousand State College households were randomly selected to receive the invitations, and 1,500 households were randomly selected in each of Harris and College Townships, for a total of 6,000 households. Selected households received two mailings, one week apart, beginning on September 23, 2020. The first mailing was a postcard announcing the survey with a web link where recipients could complete the survey online. The final mailing was a reminder postcard. Each mailing contained the web link to the survey and had messaging in English only. Additionally, the adult member of the household who most recently celebrated a birthday was asked to participate. (This is known as the “birthday method” and is a process for choosing a random adult to complete the survey.) Completed surveys were collected for a total of six weeks. All survey responses were captured through the online survey tool exactly as they were submitted by each survey respondent.

About 568 (9% of the 6,000) mailed invitations were returned because the address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 5,432 households that received the invitations to participate, 1,053 completed the survey, providing an overall response rate of 19%. The response rate was calculated using AAPOR’s response rate #2 for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the State College survey is no greater than plus or minus 3 percentage points around any given percent reported for all respondents (1,053 completed surveys). For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

In addition to the randomly selected probability sample of households, a link to an online open participation survey was publicized by the Borough of State College. The open participation survey was identical to the scientific survey and open to all State College Police Department service area residents. The online open participation survey became available to all residents on October 29 and remained open for three weeks.

Analyzing the data

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the Borough of State College, Harris Township, and College Township. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting in each of the three communities were sex, race, ethnicity, age, housing type, and tenure. After weighting within each of the three communities, an additional weight was applied to ensure each community was in its correct proportion overall. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* No adjustments were made for design effects. The results of the weighting scheme are presented in the following table; the variables in grey shading were the ones used in the weighting model.

		Unweighted	Weighted	Target
Age	18-34	20%	67%	68%
	35-54	23%	15%	14%
	55+	57%	18%	18%
Community	College township	30%	8%	8%
	Harris township	33%	16%	16%
	State College	37%	76%	76%
Hispanic	No, not Spanish, Hispanic..	97%	94%	96%
	Yes, I consider myself to ..	3%	6%	4%
Housing type	Attached	28%	61%	58%
	Detached	72%	39%	42%
Race	not white	10%	15%	15%
	White	90%	85%	85%
Race/ethnicity	not white alone	12%	18%	18%
	white alone	88%	82%	82%
Sex	Female	48%	47%	48%
	Male	52%	53%	52%
Sex/age	Female 18-34	10%	29%	30%
	Female 35-54	12%	8%	7%
	Female 55+	27%	10%	10%
	Male 18-34	10%	37%	37%
	Male 35-54	12%	7%	7%
	Male 55+	30%	9%	8%
Tenure	Own	76%	38%	42%
	Rent	24%	62%	58%

The survey dataset was analyzed using the R programming language for statistical computing and charts were made using the data visualization software Tableau.

The tab “Crosstabs” shows comparisons of results by respondent subgroups. Some of the respondent subgroups were fairly small, making comparisons of their responses difficult. For each set of crosstabs, a table can be displayed in the tab “Statistical significance” showing the size of a difference between subgroups that could be considered significantly different. Smaller subgroups will require larger differences to be statistically significant (and vice versa).

Contact

The Borough of State College Police Department funded this research. Please contact Douglas Shontz at the Borough of State College at dshontz@statecollegepa.us if you have any questions about the survey.

Survey Validity

See the Polco knowledge base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

Highlights

Overall, residents feel safe in their community and give top marks to the services provided by the State College Police Department.

Nearly all residents in the State College Police Department (PD) service area reported feeling very or somewhat safe during the day in their community's major recreational areas, in their neighborhoods and in State College's downtown or commercial areas. Survey respondents felt slightly less safe in these areas at night, although at least 7 in 10 reported feeling very or somewhat safe in each area. Perceptions of safety were compared to the national benchmark and generally were higher than the national averages.

Survey respondents gave ratings that exceeded the national benchmark for five of the services provided by the State College PD, including responding quickly to emergency calls (86% excellent or good), managing political protests (78%), working to increase school safety (67%), crime prevention (66%), and responding to community interactions with the homeless (63%). A majority of residents also felt positively about the job the Police Department does at maintaining public order, traffic enforcement, and assisting victims of crime. Evaluations for each of these services were higher than the nation. Overall, the quality of services provided by the State College Police Department were rated as excellent or good by 71% of residents, a rating that was higher than the national average.

Sexual assault, underage drinking, and disorderly conduct are more of a problem in State College, Harris Township, and College Township than in the nation as a whole.

Survey respondents were presented with a list of 34 potential problems and identified how much of a problem each was in their community. Given that State College is home to a university, it is not surprising that sexual assault (59% major or moderate problem), underage drinking (43%), and disorderly conduct (42%) were among the biggest problems in the Police Department's service area. Strained police-community relationships also were seen as a major or moderate problem for 4 in 10 residents, although this was similar to the national benchmark.

Many of the potential problems were less of a concern to residents, including homeless problems, burglaries and thefts, school safety, and neighbor disputes, to name a few. Each of these potential problems were rated as a major or moderate problem by less than 15% of respondents and were less of a problem compared to the national benchmarks.

Residents desire a stronger connection between the Police Department and the community.

Survey respondents also evaluated nine potential priorities for the State College PD for the next two years. At least three-quarters of residents said that increasing connections with the community, increasing resident accessibility to police and police-related information, and school safety and security were a high or medium priority. A majority (69%) also prioritized the Police Department working with residents to solve neighborhood problems. These priorities were on par with resident priorities in other communities across the country. However, enforcing nuisance or code violations (56% high or medium priority) was given a higher priority for State College's PD compared to the nation.

Overall, trust in the State College Police Department is favorable.

Two-thirds of respondents felt positively about the State College PD being trustworthy, acting in the best interest of the community, and acting within the law. These assessments also were more favorable when compared to the nation. Another 6 in 10 residents gave excellent or good reviews to the Police Department caring about the well-being of the people they deal with and being a positive influence in the community, and these ratings were similar to the national averages.

Of the 48% of respondents who reported having contact with anyone from the State College Police Department, 44% reported having a casual encounter and 35% called for or sought help from the police. Based on their most recent contact, about three-quarters of respondents gave excellent or good evaluations to various aspects of their interaction, including the employee's fairness, resolution of concerns, timeliness of handling the situation, and treating all people involved in a respectful manner. These aspects of interactions with State College PD employees exceeded the national averages.

Not all residents share the same perceptions of the State College Police Department.

While many of the scores given for the State College PD were above the national benchmark, not all respondents shared the same perceptions of safety, satisfaction with police services or levels of public trust. Respondents from Harris Township were more likely to report higher ratings for their community as a place to raise children, overall feelings of safety, and their overall quality of life compared to those in State College. Residents in Harris and College Townships reported much higher levels of trust in the State College Police Department and to the overall quality of services provided compared to residents in State College.

Those who were white gave more positive ratings to their communities as a place to raise children compared to those who were not white. Residents who were not white reported having more contact with the State College PD in the 12 months prior to the survey compared to those who were white, but ratings of their interactions with the PD employee tended to be similar. White respondents gave higher ratings to the overall quality of services provided by the State College Police Department compared to those who were not white.

Survey respondents who were younger and those who were not full time students at Penn State tended to report higher feelings of safety compared to those who were older and not students. Both groups also were more likely to give lower ratings to aspects of trust in the State College Police Department and to the services provided by the PD compared.

Residents living in lower income households also expressed lower ratings of safety, less satisfaction and lower levels of public trust than their higher income counterparts. However, there was less disagreement when it came to community priorities for policing. Most respondents agreed that the top priorities related to increasing police and community connections.

Report of results and benchmark comparisons

Quality of life in the community

Safety is an essential component of community quality and livability. Residents were asked to rate their community as a place to live, a place to raise children and the overall quality of life in the community. The percentage of positive responses (“excellent” or “good”) are shown.

		% positive	vs. benchmark
Please rate each of the following aspects of quality of life in your community.	Your community as a place to live	92%	Higher
	Overall feeling of safety in your community	89%	Higher
	The overall quality of life in your community	89%	Higher
	Your community as a place to raise children	84%	Higher

Perceptions of safety

Respondents rated their overall feeling of safety in the community. Perceptions of safety also were assessed for public spaces such as neighborhoods, commercial areas and major recreational amenities. Safety ratings were given separately for day and night hours. Residents were also presented with 35 important public safety issues and asked to think about the extent to which each of the issues affected the community. The issues assessed included types of violent and non-violent crimes, as well as various code enforcement violations. The percentage of positive responses (“very safe” or “somewhat safe”, or “major problem” or “moderate problem”) are shown.

Please rate how safe or unsafe you feel...	In your community’s major recreational areas (parks, trails, etc.) during the day	97%	Higher
	In State College’s downtown/commercial area during the day	96%	Higher
	In your neighborhood during the day	96%	Similar
	In your neighborhood during the night	86%	Higher
	In State College’s downtown/commercial area at night	78%	Higher
	In your community’s major recreational areas (parks, trails, etc.) at night	71%	Higher
How much of a problem, if at all, do you think these issues are in your community?	Sexual assault / rape (adult)	59%	Much greater
	Underage drinking	43%	Greater
	Disorderly conduct (public intoxication, noise violations, etc.)	42%	Greater
	Strained Police-community relationships	41%	Similar
	Driving under the influence (i.e., alcohol or drugs)	39%	Similar
	Racial/Ethnic tensions	36%	Similar
	Drug abuse (e.g., manufacture, sale, or use of illegal/prescription drugs)	35%	Similar
	Domestic violence (adult)	32%	Similar
	Traffic problems (e.g., residential speeding, aggressive drivers)	31%	Similar
	Litter	26%	Lesser

Hate crimes (e.g., because of race, religion, sexual orientation)	25%	Similar
Residents not knowing enough about public safety issues in the community	21%	Similar
Fraud/identity theft	16%	Similar
Child abuse	16%	Similar
Human trafficking (i.e., forced labor or sexual exploitation)	15%	Similar
School safety (e.g., bullying, fighting, or weapons)	14%	Lesser
Poorly kept houses	13%	Lesser
Financial crimes against elderly	12%	Lesser
Homeless/transient-related problems (panhandling)	12%	Much lesser
Physical assault/fights	10%	Similar
Burglaries/thefts/robberies (any type, including auto, personal or residential)	8%	Much lesser
Not enough help from residents to make the community safer	8%	Similar
Vandalism/graffiti	8%	Lesser
Elder abuse	8%	Similar
Neighbor disputes	6%	Lesser
Gun violence	5%	Lesser
Animal problems (animals running at large, barking dogs)	5%	Lesser
Homicide (i.e., murder)	4%	Lesser
Safety on public transit (e.g., bus, subway, rail, shared rides)	4%	Lesser
Abandoned and junked cars	3%	Lesser
Unauthorized immigrants	2%	Lesser
Prostitution	2%	Similar
Mass shootings	1%	Similar
Gang activity	1%	Lesser

Quality of police services

Residents rated the quality of police/sheriff services overall and for each of the specific public safety services offered in the community. Services ranged from public information and outreach to investigating crimes. Public trust in the police also was measured in the survey. Respondents were asked to rate the police on equity, accountability, and other important facets of ethical behavior. The percentage of positive responses (“excellent” or “good”) are shown.

Please rate the job the State College Police Department does at each of the following in your community.	Responding quickly to emergency calls for assistance	86%	Much higher
	Managing political protests	78%	Much higher
	Maintaining public order	73%	Higher
	Traffic enforcement	73%	Higher
	Working to increase school safety	67%	Much higher
	Crime prevention	66%	Much higher
	Assisting victims of crime	65%	Higher
	Responding to community interactions with the homeless/transient population	63%	Much higher
	Controlling juvenile crime	63%	Higher
	Drug enforcement	59%	Higher
	Enforcing nuisance/code violations (e.g., loud music, abandoned cars, litter)	59%	Higher
	Investigating crimes	57%	Higher
	Working with people in your neighborhood to solve neighborhood problems	54%	Higher
	Providing public information and education	53%	Higher
	Inviting community members to provide input (e.g., comments, suggestions and concerns)	46%	Similar
	Showing residents how they can work together to make their neighborhood safer	42%	Similar
Communicating regularly with community members (e.g., in websites, emails or public meetings)	42%	Similar	
How would you rate the overall quality of the services provided by the State College Police i..	How would you rate the overall quality of the services provided by the State College Police in you..	71%	Higher
Please rate State College Police Department on the following.	Being trustworthy	67%	Higher
	Acting in the best interest of the community	67%	Higher
	Acting within the law	67%	Higher
	Caring about the well-being of the people they deal with	63%	Similar
	Being a positive influence in the community	63%	Similar
	Protecting individual civil rights	56%	Similar
	Using the appropriate amount of force	52%	Similar
	Treating all residents fairly	52%	Similar
	Holding police officers accountable for their actions	45%	Similar

Police-resident interactions

Survey respondents reported if they had been in contact with the police in the 12 months prior to the survey and the reasons for this contact. Residents who had contact with the police in the 12 months prior to the survey rated the officer or staff member on the encounter in terms of responsiveness, respect and fairness. Timeliness, knowledge and resolution of concern also were assessed. The percentage of positive responses (1 or more times, "yes", or "excellent" or "good") are shown.

Please indicate about how many times, if ever, you were in contact with anyone from the Sta..	Please indicate about how many times, if ever, you were in contact with anyone from the State College..	48%	Similar
If you had contact, which of the following were reasons for your contact with the State College Police in the last 12 months? Please check "No" or "Yes" for each.	Casual encounter (e.g., chatted with an officer on the street or at an event)	44%	Similar
	Called for or sought help from the Police	35%	Similar
	Reported a crime to the State College Police	18%	Similar
	Encountered an officer at a school	15%	Similar
	Reported an emergency such as a traffic crash or medical problem to the Police	12%	Similar
	You or a household member were a victim of a non-violent crime in your community	11%	Similar
	Was in a motor vehicle that was stopped by the Police	10%	Similar
	To compliment or complain about Police services	7%	Similar
	Was involved in a traffic accident	6%	Similar
	Attended a safety or educational program (e.g., a civilian police academy or other program)	6%	Similar
	Was considered a suspect in a crime or contacted as a suspicious person	5%	Similar
	You or a household member were a victim of a violent crime in your community	3%	Similar
	Participated in block watch WITH Police	2%	Similar
	Was arrested	2%	Similar
Based on your most recent contact with a member of the State College Police Department, please rate each of the following aspects of the last employee with whom you had contact.	Responsiveness to requests and/or needs	77%	Much higher
	Timeliness of handling the situation	77%	Much higher
	Overall impression of State College Police Department staff member	76%	Much higher
	Treating all people involved in a respectful manner	75%	Much higher
	Knowledge	75%	Much higher
	Fairness	74%	Much higher
	Resolution of concerns	71%	Much higher

Public safety priorities

Residents were provided with a list of 9 public safety activities commonly being considered by police/sheriff departments and asked to rate each in level of priority as a focus issue for the next two years. Respondents assigned each activity as a high, medium, or low priority. The percentage of positive responses ("high priority" or "medium priority") are shown.

How much of a priority, if at all, should the State College Police Department place on each of the following in the next two years?	Increasing connections with the community (i.e., community forums, events, relationship building)	84%	Similar
	Increasing resident accessibility to Police and Police-related information	78%	Similar
	School safety/security	78%	Similar
	Working with residents to solve neighborhood problems	69%	Similar
	Drug enforcement	58%	Similar
	Enforcing nuisance/code violations (e.g., loud music, abandoned cars, litter)	56%	Higher
	Controlling juvenile crime	52%	Similar
	Traffic enforcement	51%	Similar
	Responding to community interactions with the homeless/transient population	49%	Similar

Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of Your community as a place to live quality of life in your community.	Excellent		52%	
	Good		40%	
	Fair		6%	
	Poor		1%	
Overall feeling of safety in your community	Excellent		53%	
	Good		37%	
	Fair		7%	
	Poor		3%	
The overall quality of life in your community	Excellent		47%	
	Good		42%	
	Fair		10%	
	Poor		1%	
Your community as a place to raise children	Excellent		52%	
	Good		32%	
	Fair		10%	
	Poor		5%	
Please rate how safe or unsafe you feel...	In your community's major recreational areas (parks, trails, etc.) during the day	Very safe		80%
		Somewhat safe		17%
		Neither safe nor unsafe		1%
		Somewhat unsafe		1%
		Very unsafe		1%
In State College's downtown/commercial area during the day	Very safe		80%	
	Somewhat safe		17%	
	Neither safe nor unsafe		2%	
	Somewhat unsafe		1%	
	Very unsafe		1%	
In your neighborhood during the day	Very safe		88%	
	Somewhat safe		8%	
	Neither safe nor unsafe		2%	
	Somewhat unsafe		1%	
	Very unsafe		1%	
In your neighborhood during the night	Very safe		53%	
	Somewhat safe		33%	
	Neither safe nor unsafe		4%	
	Somewhat unsafe		7%	
	Very unsafe		3%	

Please rate how safe or unsafe you feel...					
In State College's downtown/commercial area at night	Very safe			34%	
	Somewhat safe			44%	
	Neither safe nor unsafe			9%	
	Somewhat unsafe			10%	
	Very unsafe			4%	
	In your community's major recreational areas (parks, trails, etc.) at night	Very safe			35%
		Somewhat safe			37%
		Neither safe nor unsafe			12%
		Somewhat unsafe			12%
		Very unsafe			5%
How much of a problem, if at all, do you think these issues are in your community?	Sexual assault / rape (adult)	Major problem		25%	
		Moderate problem		33%	
		Minor problem		22%	
		Not a problem		19%	
	Underage drinking	Major problem		24%	
		Moderate problem		19%	
		Minor problem		31%	
		Not a problem		26%	
	Disorderly conduct (public intoxication, noise violations, etc.)	Major problem		12%	
		Moderate problem		30%	
		Minor problem		32%	
		Not a problem		26%	
	Strained Police-community relationships	Major problem		18%	
Moderate problem			23%		
Minor problem			29%		
Not a problem			30%		
Driving under the influence (i.e., alcohol or drugs)	Major problem		10%		
	Moderate problem		29%		
	Minor problem		38%		
	Not a problem		24%		
Racial/Ethnic tensions	Major problem		11%		
	Moderate problem		25%		
	Minor problem		27%		
	Not a problem		37%		
Drug abuse (e.g., manufacture, sale, or use of illegal/prescription drugs)	Major problem		10%		
	Moderate problem		25%		
	Minor problem		28%		
	Not a problem		37%		
Domestic violence (adult)	Major problem		7%		
	Moderate problem		26%		

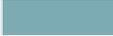
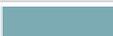
How much of a problem, if at all, do you think these issues are in your community?	Issue	Severity	Percentage	
			Bar	Value
Domestic violence (adult)		Minor problem		30%
		Not a problem		38%
Traffic problems (e.g., residential speeding, aggressive drivers)		Major problem		8%
		Moderate problem		23%
		Minor problem		42%
		Not a problem		27%
Litter		Major problem		4%
		Moderate problem		21%
		Minor problem		47%
		Not a problem		27%
Hate crimes (e.g., because of race, religion, sexual orientation)		Major problem		7%
		Moderate problem		18%
		Minor problem		30%
		Not a problem		46%
Residents not knowing enough about public safety issues in the community		Major problem		7%
		Moderate problem		15%
		Minor problem		35%
		Not a problem		44%
Fraud/identity theft		Major problem		4%
		Moderate problem		13%
		Minor problem		28%
		Not a problem		56%
Child abuse		Major problem		2%
		Moderate problem		14%
		Minor problem		33%
		Not a problem		51%
Human trafficking (i.e., forced labor or sexual exploitation)		Major problem		5%
		Moderate problem		10%
		Minor problem		16%
		Not a problem		69%
School safety (e.g., bullying, fighting, or weapons)		Major problem		3%
		Moderate problem		11%
		Minor problem		30%
		Not a problem		57%
Poorly kept houses		Major problem		5%
		Moderate problem		8%
		Minor problem		38%
		Not a problem		49%
Financial crimes against elderly		Major problem		3%
		Moderate problem		9%

How much of a problem, if at all, do you think these issues are in your community?				
	Problem Level	Percentage	Bar	Percentage
Financial crimes against elderly	Minor problem	30%		30%
	Not a problem	58%		58%
Homeless/transient-related problems (panhandling)	Major problem	3%		3%
	Moderate problem	9%		9%
	Minor problem	34%		34%
	Not a problem	54%		54%
Physical assault/fights	Major problem	2%		2%
	Moderate problem	8%		8%
	Minor problem	32%		32%
	Not a problem	58%		58%
Burglaries/thefts/robberies (any type, including auto, personal or residential)	Major problem	1%		1%
	Moderate problem	7%		7%
	Minor problem	42%		42%
	Not a problem	49%		49%
Not enough help from residents to make the community safer	Major problem	1%		1%
	Moderate problem	7%		7%
	Minor problem	17%		17%
	Not a problem	75%		75%
Vandalism/graffiti	Major problem	2%		2%
	Moderate problem	6%		6%
	Minor problem	29%		29%
	Not a problem	64%		64%
Elder abuse	Major problem	3%		3%
	Moderate problem	5%		5%
	Minor problem	24%		24%
	Not a problem	68%		68%
Neighbor disputes	Major problem	2%		2%
	Moderate problem	5%		5%
	Minor problem	29%		29%
	Not a problem	64%		64%
Gun violence	Major problem	2%		2%
	Moderate problem	4%		4%
	Minor problem	15%		15%
	Not a problem	79%		79%
Animal problems (animals running at large, barking dogs)	Major problem	1%		1%
	Moderate problem	4%		4%
	Minor problem	24%		24%
	Not a problem	71%		71%
Homicide (i.e., murder)	Major problem	1%		1%
	Moderate problem	3%		3%

How much of a problem, if at all, do you think these issues are in your community?	Homicide (i.e., murder)	Minor problem		11%
		Not a problem		85%
	Safety on public transit (e.g., bus, subway, rail, shared rides)	Major problem		2%
		Moderate problem		2%
		Minor problem		17%
		Not a problem		79%
	Abandoned and junked cars	Major problem		0%
		Moderate problem		3%
		Minor problem		10%
		Not a problem		87%
Unauthorized immigrants	Major problem		1%	
	Moderate problem		1%	
	Minor problem		9%	
	Not a problem		89%	
Prostitution	Major problem		1%	
	Moderate problem		1%	
	Minor problem		7%	
	Not a problem		91%	
Mass shootings	Major problem		1%	
	Moderate problem		1%	
	Minor problem		6%	
	Not a problem		92%	
Gang activity	Major problem		1%	
	Moderate problem		1%	
	Minor problem		5%	
	Not a problem		94%	
Please rate the job the State College Police Department does at each of the following in your community.	Responding quickly to emergency calls for assistance	Excellent		40%
		Good		46%
		Fair		8%
		Poor		6%
	Managing political protests	Excellent		31%
		Good		47%
		Fair		13%
		Poor		10%
	Maintaining public order	Excellent		28%
		Good		45%
Fair			17%	
Poor			10%	
Traffic enforcement	Excellent		25%	
	Good		48%	

Please rate the job the State College Police Department does at each of the following in your community.			
Traffic enforcement	Fair		17%
	Poor		11%
Working to increase school safety	Excellent		31%
	Good		36%
	Fair		19%
	Poor		14%
Crime prevention	Excellent		23%
	Good		42%
	Fair		22%
	Poor		13%
Assisting victims of crime	Excellent		29%
	Good		36%
	Fair		15%
	Poor		20%
Responding to community interactions with the homeless/transient population	Excellent		28%
	Good		35%
	Fair		22%
	Poor		15%
Controlling juvenile crime	Excellent		23%
	Good		40%
	Fair		18%
	Poor		19%
Drug enforcement	Excellent		21%
	Good		38%
	Fair		26%
	Poor		15%
Enforcing nuisance/code violations (e.g., loud music, abandoned cars, litter)	Excellent		22%
	Good		37%
	Fair		22%
	Poor		20%
Investigating crimes	Excellent		27%
	Good		30%
	Fair		20%
	Poor		23%
Working with people in your neighborhood to solve neighborhood problems	Excellent		23%
	Good		31%
	Fair		17%
	Poor		29%
Providing public information and education	Excellent		19%
	Good		34%

Please rate the job the State College Police Department does at each of the following in your community.	Providing public information and education	Fair		21%	
		Poor		25%	
	Inviting community members to provide input (e.g., comments, suggestions and concerns)	Excellent		20%	
		Good		26%	
		Fair		25%	
		Poor		29%	
	Showing residents how they can work together to make their neighborhood safer	Excellent		19%	
		Good		23%	
		Fair		19%	
		Poor		39%	
	Communicating regularly with community members (e.g., in websites, emails or public meetings)	Excellent		16%	
		Good		26%	
		Fair		28%	
		Poor		30%	
	How would you rate the overall quality of the services provided by the State College Police in your community?	How would you rate the overall quality of the services provided by the State College Police in your community?	Excellent		28%
			Good		43%
Fair				16%	
Poor				12%	
Please rate State College Police Department on the following.	Being trustworthy	Excellent		33%	
		Good		34%	
		Fair		13%	
		Poor		20%	
	Acting in the best interest of the community	Excellent		32%	
		Good		34%	
		Fair		17%	
		Poor		17%	
	Acting within the law	Excellent		34%	
		Good		32%	
		Fair		14%	
		Poor		19%	
	Caring about the well-being of the people they deal with	Excellent		33%	
		Good		31%	
		Fair		16%	
		Poor		21%	
	Being a positive influence in the community	Excellent		32%	
		Good		31%	
		Fair		19%	
		Poor		18%	
	Protecting individual civil rights	Excellent		29%	
		Good		27%	

Please rate State College Police Department on the following.	Protecting individual civil rights	Fair		17%	
		Poor		27%	
	Using the appropriate amount of force	Excellent		31%	
		Good		21%	
		Fair		15%	
		Poor		32%	
	Treating all residents fairly	Excellent		28%	
		Good		24%	
		Fair		19%	
		Poor		29%	
	Holding police officers accountable for their actions	Excellent		27%	
		Good		18%	
		Fair		13%	
		Poor		42%	
	Please indicate about how many times, if ever, you were in contact with anyone from the State College Police Department over the last 12 months (if no contact in last 12 months, mark "0 times," then skip to Question 11):	Please indicate about how many times, if ever, you were in contact with anyone from the State College Police Department over the last 12 months (if no contact in last 12 months, mark "0 times," then skip to Question 11):	0 times		52%
			1-2 times		37%
3-5 times				7%	
6-8 times				1%	
9 or more times				2%	
If you had contact, which of the following were reasons for your contact with the State College Police in the last 12 months? Please check "No" or "Yes" for each.			Casual encounter (e.g., chatted with an officer on the street or at an event)	No	
	Yes			44%	
	Called for or sought help from the Police	No		65%	
		Yes		35%	
	Reported a crime to the State College Police	No		82%	
		Yes		18%	
	Encountered an officer at a school	No		85%	
		Yes		15%	
	Reported an emergency such as a traffic crash or medical problem to the Police	No		88%	
		Yes		12%	
	You or a household member were a victim of a non-violent crime in your community	No		89%	
		Yes		11%	
	Was in a motor vehicle that was stopped by the Police	No		90%	
		Yes		10%	
	To compliment or complain about Police services	No		93%	
		Yes		7%	
	Was involved in a traffic accident	No		94%	
		Yes		6%	
	Attended a safety or educational program (e.g., a civilian police academy or other program)	No		94%	
		Yes		6%	
Was considered a suspect in a crime or	No		95%		

If you had contact, which of the following were reasons for your contact with the State College Police in the last 12 months? Please check "No" or "Yes" for each.	Was considered a suspect in a crime or contacted as a suspicious person	Yes		5%
	You or a household member were a victim of a violent crime in your community	No		97%
		Yes		3%
	Participated in block watch WITH Police	No		98%
		Yes		2%
	Was arrested	No		98%
Yes			2%	
Based on your most recent contact with a member of the State College Police Department, please rate each of the following aspects of the last employee with whom you had contact.	Responsiveness to requests and/or needs	Excellent		45%
		Good		31%
		Fair		10%
		Poor		14%
	Timeliness of handling the situation	Excellent		46%
		Good		31%
		Fair		13%
		Poor		10%
	Overall impression of State College Police Department staff member	Excellent		45%
		Good		31%
		Fair		9%
		Poor		15%
	Treating all people involved in a respectful manner	Excellent		50%
		Good		25%
		Fair		11%
		Poor		14%
	Knowledge	Excellent		40%
		Good		35%
		Fair		14%
		Poor		12%
	Fairness	Excellent		44%
		Good		30%
		Fair		11%
		Poor		15%
Resolution of concerns	Excellent		41%	
	Good		30%	
	Fair		9%	
	Poor		20%	
How much of a priority, if at all, should the State College Police Department place on each of the following in the next two years?	Increasing connections with the community (i.e., community forums, events, relationship building)	High priority		49%
		Medium priority		36%
		Low priority		13%
		Not a priority		3%
	Increasing resident accessibility to Police and	High priority		39%

How much of a priority, if at all, should the State College Police Department place on each of the following in the next two years?	Increasing resident accessibility to Police and Police-related information	Medium priority		39%
		Low priority		16%
		Not a priority		6%
	School safety/security	High priority		42%
		Medium priority		36%
		Low priority		15%
		Not a priority		7%
	Working with residents to solve neighborhood problems	High priority		25%
		Medium priority		44%
		Low priority		23%
		Not a priority		7%
	Drug enforcement	High priority		27%
Medium priority			31%	
Low priority			23%	
Not a priority			19%	
Enforcing nuisance/code violations (e.g., loud music, abandoned cars, litter)	High priority		15%	
	Medium priority		41%	
	Low priority		33%	
	Not a priority		11%	
Controlling juvenile crime	High priority		14%	
	Medium priority		39%	
	Low priority		32%	
	Not a priority		16%	
Traffic enforcement	High priority		14%	
	Medium priority		38%	
	Low priority		39%	
	Not a priority		9%	
Responding to community interactions with the homeless/transient population	High priority		12%	
	Medium priority		37%	
	Low priority		36%	
	Not a priority		16%	
Which best describes the building you live in?	Which best describes the building you live in?	One family house detached f..		39%
		Building with two or more h..		60%
		Mobile home		0%
		Other		1%
Is this house, apartment or mobile home...	Is this house, apartment or mobile home...	Rented		62%
		Owned		38%
Which, if any, of the following safety measures do you have in place in YOUR NEIGHBORHOOD?	Which, if any, of the following safety measures do you have in place in YOUR NEIGHBORHOOD?	Adequate lighting on your st..		55%
		Gated neighborhood		2%
		Neighborhood Security Guar..		1%

Which, if any, of the following safety measures do you have in place in YOUR NEIGHBORHOOD?	Which, if any, of the following safety measures do you have in place in YOUR NEIGHBORHOOD?	Neighborhood Watch Signs	3%
		None of the above	43%
Which, if any, of the following safety measures do you have in place in YOUR HOME?	Which, if any, of the following safety measures do you have in place in YOUR HOME?	Deadbolt locks on all exterior doors	68%
		Locking mechanisms on windows	80%
		Adequate lighting around your home	60%
		Home Security System with cameras	6%
		Home Security System with alarm	6%
		None of the above	3%
		Even when at home, doors and windows are always locked	52%
Do any children 17 or under live in your household?	Do any children 17 or under live in your household?	No	85%
		Yes	15%
Are you or any other members of your household aged 65 or older?	Are you or any other members of your household aged 65 or older?	No	85%
		Yes	15%
About how much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	About how much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000	25%
		\$25,000 to \$49,999	26%
		\$50,000 to \$74,999	14%
		\$75,000 to \$99,999	11%
		\$100,000 to \$149,999	11%
		\$150,000 or more	13%
Are you Spanish, Hispanic or Latino?	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or Latino	94%
		Yes, I consider myself to be Spanish, Hispanic or Latino	6%
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	American Indian or Alaskan Native	1%
		Asian, Asian Indian or Pacific Islander	9%
		Black or African American	2%
		White	89%
		Other	3%
In which category is your age?	In which category is your age?	18-24 years	35%
		25-34 years	31%
		35-44 years	6%
		45-54 years	9%
		55-64 years	7%
		65-74 years	8%
		75-84 years	3%
		85 years or older	1%
What is your gender?	What is your gender?	Female	47%
		Male	52%
		Identify in another way	1%
Are you currently enrolled as a full-time student at Penn State?	Are you currently enrolled as a full-time student at Penn State?	No	57%
		Yes	43%

The NPSS Disparity Report

An important component of The NPSS is to compare the responses of respondents from a variety of socio-demographic backgrounds. The following resident characteristic were included in this report to look at disparities in perceptions:

- Age
- Gender
- Racial/ethnic identity
- Household income
- Tenure (rent versus own)

Responses were only reported for resident subgroups with more than 10 to provide greater stability in estimates. Please note that estimates for some of the respondent groups may still be small so caution should be used to not overinterpret results.

This report presents summary data for the comparisons. More detailed survey responses also are compared by resident background on the Crosstabs tab.

Key findings

Not surprisingly, males felt safer in their communities than their female counterparts. They also expressed greater levels of satisfaction and trust in public law enforcement. The disparities between male and female ratings of the police in terms of being trustworthy and treating all residents fairly was larger in the State College Police Department service area than in the nation, indicating the differences in opinions between males and females in these three communities were more extreme than the benchmark.

Perceptions of the police became more positive with age. Older adults (aged 55+) reported very positive ratings of the police, scoring more than 30 points higher than 18-34 year olds. Older adults reported less contact with the police in the 12 months prior to the survey. Impressions of police officers varied more by respondent age in State College, Harris Township, and College Township than in the nation.

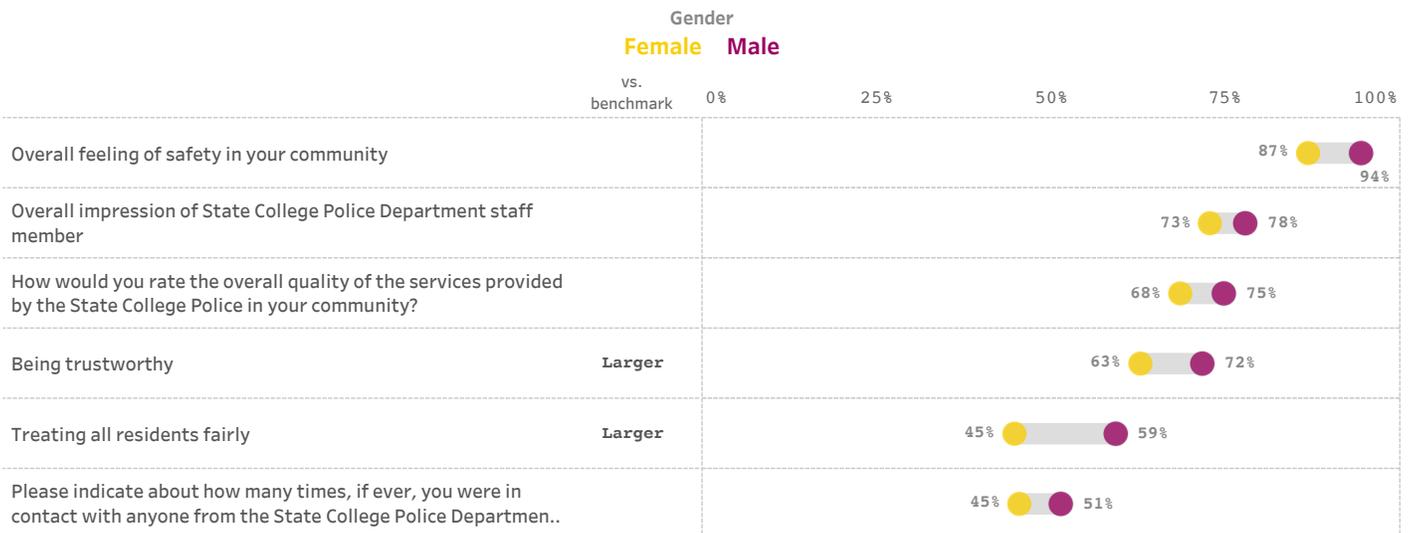
Residents of color reported feeling slightly safer in each of the three communities and had higher rates of contact with the police. While white respondents and respondents of color gave similar ratings of the police in most areas, white respondents rated the overall quality of police services provided by the State College PD more positively.

There were significant differences in safety perceptions and police ratings by resident household income. Respondents from lower income households felt less safe and gave lower ratings to the police in terms of service, trustworthiness and equitable treatment of residents. The disparities in ratings for the last three service areas were greater than in the national benchmark.

While renters tended to rate the safety of the community and quality of police services significantly lower than their homeowners counterparts, these differences in opinion were on par with the nation.

Disparities

Key individual questions in the survey are compared by respondent background in the following charts. The percentage of positive responses are shown -- the percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.). The differences or disparities in these ratings are compared to the disparities found in The NPSS national benchmark database to provide context.



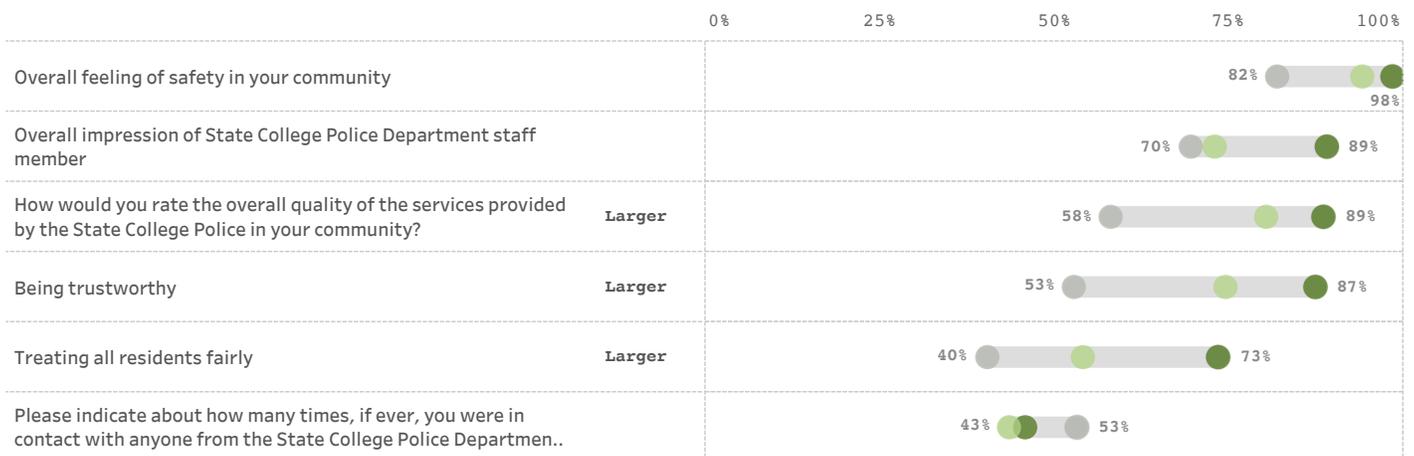
Age
18-34 35-54 55+



Race/ethnicity
White alone Not white alone



Income
<\$50k \$50-99k \$100k+



Tenure
Rent Own



Complete set of frequencies (open participation survey)

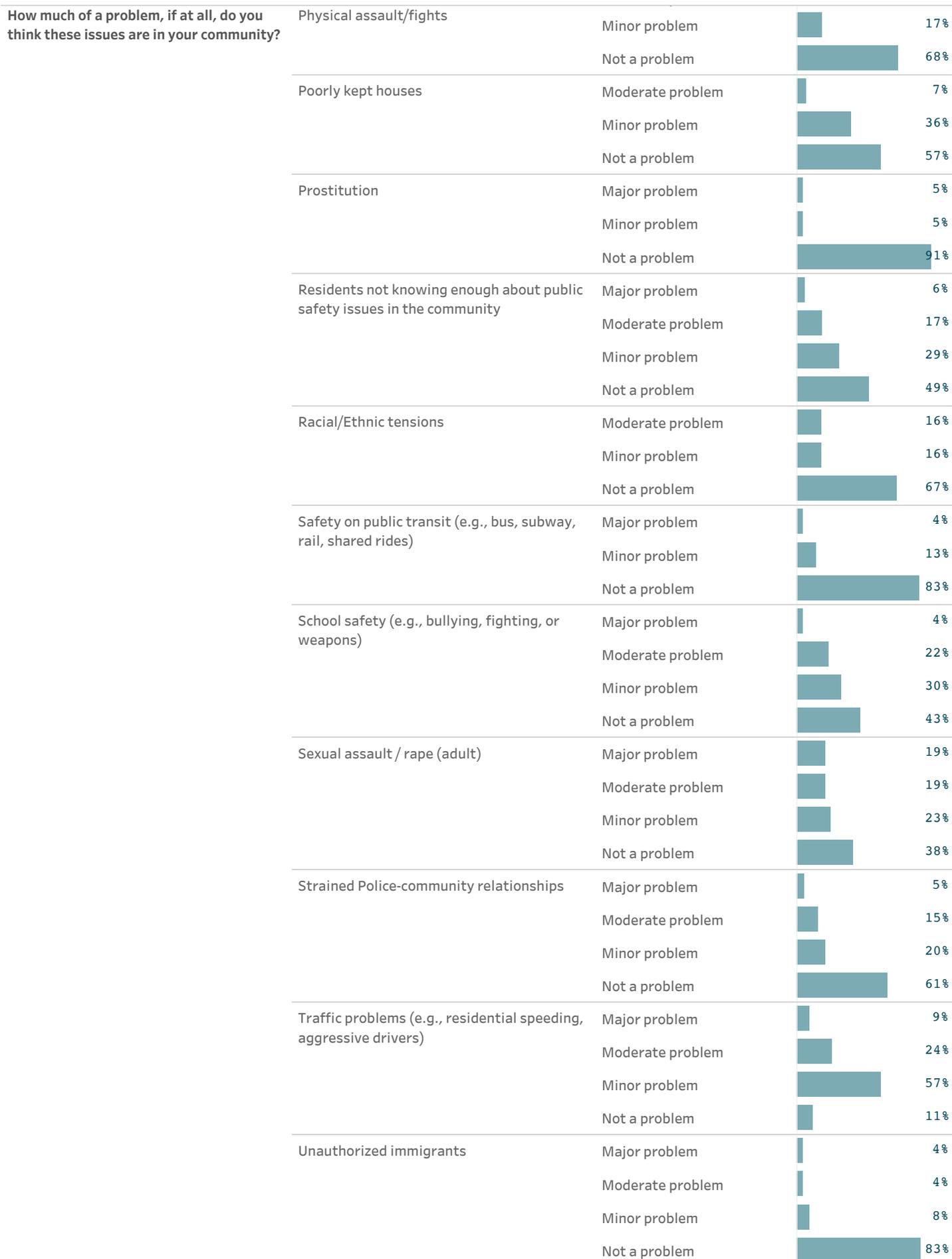
This dashboard contains a complete set of responses to each question on the open participation survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

This survey had 42 respondents, and was not weighted on community demographics.

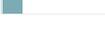
Using the map in the description above, please indicate in which area you live.	Using the map in the description above, please indicate in which area you live.	1 - State College (College Hei..		4%
		3 - State College (Highlands)		7%
		4 - State College (Holmes-Fo..		7%
		5 - State College (Suburban)		13%
		6 - Harris Township		48%
		7 - College Township		22%
	Please rate each of the following aspects of quality of life in your community.	Your community as a place to live	Excellent	
Good				27%
Fair				2%
Your community as a place to raise children		Excellent		73%
		Good		25%
		Poor		3%
Overall feeling of safety in your community		Excellent		58%
		Good		36%
		Fair		7%
The overall quality of life in your community		Excellent		71%
		Good		26%
		Fair		2%
Please rate how safe or unsafe you feel...	In your neighborhood during the day	Very safe		83%
		Somewhat safe		17%
	In your neighborhood during the night	Very safe		50%
		Somewhat safe		50%
	In State College's downtown/commercial area during the day	Very safe		67%
		Somewhat safe		33%
	In State College's downtown/commercial area at night	Very safe		33%
		Somewhat safe		67%
	In your community's major recreational areas (parks, trails, etc.) during the day	Very safe		60%
		Somewhat safe		40%
	In your community's major recreational areas (parks, trails, etc.) at night	Very safe		25%
		Somewhat safe		50%
		Neither safe nor unsafe		25%
	How much of a problem, if at all, do you	Abandoned and junked cars	Moderate problem	

How much of a problem, if at all, do you think these issues are in your community?			
Abandoned and junked cars	Minor problem		18%
	Not a problem		73%
Animal problems (animals running at large, barking dogs)	Major problem		7%
	Moderate problem		9%
	Minor problem		36%
	Not a problem		49%
Burglaries/thefts/robberies (any type, including auto, personal or residential)	Major problem		2%
	Moderate problem		7%
	Minor problem		32%
	Not a problem		59%
Child abuse	Major problem		13%
	Moderate problem		25%
	Minor problem		13%
	Not a problem		50%
Disorderly conduct (public intoxication, noise violations, etc.)	Major problem		7%
	Moderate problem		12%
	Minor problem		26%
	Not a problem		56%
Domestic violence (adult)	Major problem		13%
	Moderate problem		13%
	Minor problem		33%
	Not a problem		40%
Driving under the influence (i.e., alcohol or drugs)	Major problem		11%
	Moderate problem		14%
	Minor problem		43%
	Not a problem		31%
Drug abuse (e.g., manufacture, sale, or use of illegal/prescription drugs)	Major problem		16%
	Moderate problem		16%
	Minor problem		36%
	Not a problem		32%
Elder abuse	Major problem		8%
	Not a problem		92%
Fraud/identity theft	Major problem		4%
	Moderate problem		22%
	Minor problem		35%
	Not a problem		39%
Financial crimes against elderly	Major problem		6%
	Moderate problem		13%

How much of a problem, if at all, do you think these issues are in your community?			
Financial crimes against elderly	Minor problem		31%
	Not a problem		50%
Gang activity	Major problem		3%
	Minor problem		6%
	Not a problem		90%
Gun violence	Major problem		3%
	Minor problem		16%
	Not a problem		82%
Hate crimes (e.g., because of race, religion, sexual orientation)	Major problem		3%
	Moderate problem		10%
	Minor problem		18%
	Not a problem		69%
Homeless/transient-related problems (panhandling)	Major problem		3%
	Moderate problem		8%
	Minor problem		28%
	Not a problem		62%
Homicide (i.e., murder)	Major problem		2%
	Minor problem		11%
	Not a problem		86%
Human trafficking (i.e., forced labor or sexual exploitation)	Major problem		6%
	Minor problem		18%
	Not a problem		76%
Litter	Moderate problem		14%
	Minor problem		50%
	Not a problem		36%
Mass shootings	Major problem		3%
	Moderate problem		3%
	Minor problem		5%
	Not a problem		90%
Not enough help from residents to make the community safer	Major problem		3%
	Moderate problem		10%
	Minor problem		18%
	Not a problem		69%
Neighbor disputes	Moderate problem		3%
	Minor problem		32%
	Not a problem		65%
Physical assault/fights	Major problem		2%
	Moderate problem		12%



How much of a problem, if at all, do you think these issues are in your community?				
Underage drinking	Major problem		18%	
	Moderate problem		18%	
	Minor problem		26%	
	Not a problem		37%	
	Vandalism/graffiti	Major problem		2%
		Moderate problem		7%
		Minor problem		32%
		Not a problem		59%
Please rate the job the State College Police Department does at each of the following in your community.	Assisting victims of crime	Excellent		70%
		Good		23%
		Fair		3%
		Poor		3%
	Controlling juvenile crime	Excellent		52%
		Good		41%
		Fair		4%
		Poor		4%
	Communicating regularly with community members (e.g., in websites, emails or public meetings)	Excellent		26%
		Good		35%
		Fair		21%
		Poor		18%
Crime prevention	Excellent		34%	
	Good		55%	
	Fair		5%	
	Poor		5%	
Drug enforcement	Excellent		39%	
	Good		42%	
	Fair		15%	
	Poor		3%	
Enforcing nuisance/code violations (e.g., loud music, abandoned cars, litter)	Excellent		38%	
	Good		51%	
	Fair		8%	
	Poor		3%	
Investigating crimes	Excellent		44%	
	Good		47%	
	Fair		6%	
	Poor		3%	
Inviting community members to provide input (e.g., comments, suggestions and concerns)	Excellent		33%	
	Good		42%	

Please rate the job the State College Police Department does at each of the following in your community.	Inviting community members to provide input (e.g., comments, suggestions and concerns)	Fair		11%
		Poor		14%
Maintaining public order		Excellent		43%
		Good		48%
		Fair		10%
Managing political protests		Excellent		47%
		Good		43%
		Fair		7%
		Poor		3%
Providing public information and education		Excellent		30%
		Good		41%
		Fair		16%
		Poor		14%
Responding quickly to emergency calls for assistance		Excellent		65%
		Good		28%
		Fair		8%
Responding to community interactions with the homeless/transient population		Excellent		50%
		Good		33%
		Fair		8%
		Poor		8%
Showing residents how they can work together to make their neighborhood safer		Excellent		30%
		Good		30%
		Fair		30%
		Poor		11%
Traffic enforcement		Excellent		24%
		Good		44%
		Fair		27%
		Poor		5%
Working to increase school safety		Excellent		70%
		Good		22%
		Fair		9%
Working with people in your neighborhood to solve neighborhood problems		Excellent		38%
		Good		33%
		Fair		21%
		Poor		8%
How would you rate the overall quality of the services provided by the State College Police in your community?	How would you rate the overall quality of the services provided by the State College Police in your community?	Excellent		50%
		Good		39%
		Fair		9%

the services provided by the State College Police in your community?	services provided by the State College Police in your community?	Poor		2%
Please rate State College Police Department on the following.	Being trustworthy	Excellent		58%
		Good		38%
		Fair		3%
		Poor		3%
	Acting in the best interest of the community	Excellent		54%
		Good		39%
		Fair		5%
		Poor		2%
	Treating all residents fairly	Excellent		62%
		Good		28%
		Fair		3%
		Poor		8%
	Caring about the well-being of the people they deal with	Excellent		63%
Good			29%	
Fair			7%	
Holding police officers accountable for their actions	Excellent		44%	
	Good		42%	
	Fair		6%	
	Poor		8%	
Protecting individual civil rights	Excellent		61%	
	Good		26%	
	Fair		8%	
	Poor		5%	
Being a positive influence in the community	Excellent		60%	
	Good		29%	
	Fair		12%	
Acting within the law	Excellent		64%	
	Good		28%	
	Fair		8%	
Using the appropriate amount of force	Excellent		63%	
	Good		23%	
	Fair		9%	
	Poor		6%	
Please indicate about how many times, if ever, you were in contact with anyone from the State College Police Department over the last 12 months (if no contact in last 12 months, mark "0 times," then skip to Question 11):	Please indicate about how many times, if ever, you were in contact with anyone from the State College Police Department over the last 12 months (if no contact in last 12 months, mark "0 times," then skip to Question 11):	0 times		61%
		1-2 times		15%
		3-5 times		11%
		6-8 times		13%

If you had contact, which of the following were reasons for your contact with the State College Police in the last 12 months? Please check "No" or "Yes" for each.	Called for or sought help from the Police	No		43%
		Yes		57%
	Attended a safety or educational program (e.g., a civilian police academy or other program)	No		88%
		Yes		13%
	Was arrested	No		96%
		Yes		4%
	Was involved in a traffic accident	No		92%
		Yes		8%
	Was in a motor vehicle that was stopped by the Police	No		78%
		Yes		22%
	Casual encounter (e.g., chatted with an officer on the street or at an event)	No		48%
		Yes		52%
	Was considered a suspect in a crime or contacted as a suspicious person	No		88%
		Yes		13%
	Encountered an officer at a school	No		92%
		Yes		8%
	You or a household member were a victim of a violent crime in your community	No		96%
		Yes		4%
	You or a household member were a victim of a non-violent crime in your community	No		96%
		Yes		4%
	Participated in block watch WITH Police	No		96%
		Yes		4%
	Reported a crime to the State College Police	No		75%
		Yes		25%
	Reported an emergency such as a traffic crash or medical problem to the Police	No		73%
		Yes		27%
	To compliment or complain about Police services	No		71%
		Yes		29%
Based on your most recent contact with a member of the State College Police Department, please rate each of the following aspects of the last employee with whom you had contact.	Fairness	Excellent		68%
		Good		23%
		Poor		10%
	Responsiveness to requests and/or needs	Excellent		67%
		Good		21%
		Poor		12%
	Treating all people involved in a respectful manner	Excellent		67%
		Good		24%
		Poor		9%
Knowledge	Excellent		64%	

Based on your most recent contact with a member of the State College Police Department, please rate each of the following aspects of the last employee with whom you had contact.	Knowledge	Good		30%
		Fair		6%
	Timeliness of handling the situation	Excellent		74%
		Good		16%
		Poor		10%
	Resolution of concerns	Excellent		72%
		Good		19%
		Fair		6%
		Poor		3%
	Overall impression of State College Police Department staff member	Excellent		70%
Good			22%	
Poor			8%	
How much of a priority, if at all, should the State College Police Department place on each of the following in the next two years?	Controlling juvenile crime	High priority		21%
		Medium priority		60%
		Low priority		19%
	Drug enforcement	High priority		60%
		Medium priority		23%
		Low priority		14%
		Not a priority		2%
	Enforcing nuisance/code violations (e.g., loud music, abandoned cars, litter)	High priority		22%
		Medium priority		47%
		Low priority		31%
	Responding to community interactions with the homeless/transient population	High priority		20%
		Medium priority		44%
		Low priority		32%
		Not a priority		5%
	Traffic enforcement	High priority		33%
		Medium priority		60%
		Low priority		7%
	Increasing connections with the community (i.e., community forums, events, relationship building)	High priority		41%
		Medium priority		50%
		Low priority		9%
Increasing resident accessibility to Police and Police-related information	High priority		48%	
	Medium priority		30%	
	Low priority		18%	
	Not a priority		5%	
School safety/security	High priority		55%	
	Medium priority		27%	

How much of a priority, if at all, should the State College Police Department place on each of the following in the next two years?	School safety/security	Low priority		14%
		Not a priority		5%
	Working with residents to solve neighborhood problems	High priority		23%
		Medium priority		70%
		Low priority		5%
Not a priority		2%		
Which best describes the building you live in?	Which best describes the building you live in?	One family house detached f..		76%
		Building with two or more h..		20%
		Other		4%
Is this house, apartment or mobile home...	Is this house, apartment or mobile home...	Rented		17%
		Owned		83%
Which, if any, of the following safety measures do you have in place in YOUR NEIGHBORHOOD?	Which, if any, of the following safety measures do you have in place in YOUR NEIGHBORHOOD?	Adequate lighting on your st..		46%
		Neighborhood Security Guar..		2%
		Neighborhood Watch Signs		9%
		None of the above		48%
Which, if any, of the following safety measures do you have in place in YOUR HOME?	Which, if any, of the following safety measures do you have in place in YOUR HOME?	Deadbolt locks on all exterio..		72%
		Locking mechanisms on win..		83%
		Adequate lighting around yo..		78%
		Home Security System with..		9%
		Home Security System with ..		13%
		None of the above		2%
		Even when at home, doors a..		46%
Do any children 17 or under live in your household?	Do any children 17 or under live in your household?	No		91%
		Yes		9%
Are you or any other members of your household aged 65 or older?	Are you or any other members of your household aged 65 or older?	No		30%
		Yes		70%
About how much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	About how much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		12%
		\$25,000 to \$49,999		10%
		\$50,000 to \$74,999		17%
		\$75,000 to \$99,999		5%
		\$100,000 to \$149,999		24%
		\$150,000 or more		32%
Are you Spanish, Hispanic or Latino?	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or ..		100%
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Other		4%
		White		96%
In which category is your age?	In which category is your age?	18-24 years		2%
		25-34 years		2%
		45-54 years		7%

In which category is your age?	In which category is your age?	55-64 years		22%
		65-74 years		38%
		75-84 years		27%
		85 years or older		2%
What is your gender?	What is your gender?	Female		36%
		Male		62%
		Identify in another way		2%
Are you currently enrolled as a full-time student at Penn State?	Are you currently enrolled as a full-time student at Penn State?	No		93%
		Yes		7%

This survey seeks to evaluate police services in each of these communities. Please answer these questions thinking about the community you live in. Please select the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in your community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Your community as a place to live	1	2	3	4	5
Your community as a place to raise children	1	2	3	4	5
Overall feeling of safety in your community	1	2	3	4	5
The overall quality of life in your community.....	1	2	3	4	5

2. Please rate how safe or unsafe you feel...

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day	1	2	3	4	5	6
In your neighborhood during the night	1	2	3	4	5	6
In State College's downtown/commercial area during the day	1	2	3	4	5	6
In State College's downtown/commercial area at night	1	2	3	4	5	6
In your community's major recreational areas (parks, trails, etc.) during the day.....	1	2	3	4	5	6
In your community's major recreational areas (parks, trails, etc.) at night..	1	2	3	4	5	6

3. How much of a problem, if at all, do you think these issues are in your community?

	<u>Major problem</u>	<u>Moderate problem</u>	<u>Minor problem</u>	<u>Not a problem</u>	<u>Don't know</u>
Abandoned and junked cars.....	1	2	3	4	5
Animal problems (animals running at large, barking dogs)	1	2	3	4	5
Burglaries/thefts/robberies (any type, including auto, personal or residential)	1	2	3	4	5
Child abuse.....	1	2	3	4	5
Disorderly conduct (public intoxication, noise violations, etc.).....	1	2	3	4	5
Domestic violence (adult)	1	2	3	4	5
Driving under the influence (i.e., alcohol or drugs).....	1	2	3	4	5
Drug abuse (e.g., manufacture, sale, or use of illegal/prescription drugs).....	1	2	3	4	5
Elder abuse	1	2	3	4	5
Fraud/identity theft	1	2	3	4	5
Financial crimes against elderly	1	2	3	4	5
Gang activity	1	2	3	4	5
Gun violence	1	2	3	4	5
Hate crimes (e.g., because of race, religion, sexual orientation)	1	2	3	4	5
Homeless/transient-related problems (panhandling).....	1	2	3	4	5
Homicide (i.e., murder)	1	2	3	4	5
Human trafficking (i.e., forced labor or sexual exploitation).....	1	2	3	4	5
Litter.....	1	2	3	4	5
Mass shootings	1	2	3	4	5
Not enough help from residents to make the community safer	1	2	3	4	5
Neighbor disputes.....	1	2	3	4	5
Physical assault/fights	1	2	3	4	5
Poorly kept houses.....	1	2	3	4	5
Prostitution	1	2	3	4	5
Residents not knowing enough about public safety issues in the community	1	2	3	4	5
Racial/Ethnic tensions	1	2	3	4	5
Safety on public transit (e.g., bus, subway, rail, shared rides)	1	2	3	4	5
School safety (e.g., bullying, fighting, or weapons).....	1	2	3	4	5
Sexual assault / rape (adult).....	1	2	3	4	5
Strained Police-community relationships	1	2	3	4	5
Traffic problems (e.g., residential speeding, aggressive drivers).....	1	2	3	4	5
Unauthorized immigrants	1	2	3	4	5
Underage drinking	1	2	3	4	5
Vandalism/graffiti	1	2	3	4	5

4. Please rate the job the State College Police Department does at each of the following in your community.

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Assisting victims of crime	1	2	3	4	5
Controlling juvenile crime	1	2	3	4	5
Communicating regularly with community members (e.g., in websites, emails or public meetings)	1	2	3	4	5
Crime prevention	1	2	3	4	5
Drug enforcement.....	1	2	3	4	5
Enforcing nuisance/code violations (e.g., loud music, abandoned cars, litter)	1	2	3	4	5
Investigating crimes	1	2	3	4	5
Inviting community members to provide input (e.g., comments, suggestions and concerns)..	1	2	3	4	5
Maintaining public order.....	1	2	3	4	5
Managing political protests.....	1	2	3	4	5
Providing public information and education	1	2	3	4	5
Responding quickly to emergency calls for assistance	1	2	3	4	5
Responding to community interactions with the homeless/transient population.....	1	2	3	4	5
Showing citizens how they can work together to make their neighborhood safer	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Working to increase school safety	1	2	3	4	5
Working with people in your neighborhood to solve neighborhood problems	1	2	3	4	5

5. How would you rate the overall quality of the services provided by the State College Police in your community?

- Excellent Good Fair Poor Don't know

6. Please rate State College Police Department on the following.

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Being trustworthy	1	2	3	4	5
Acting in the best interest of the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Caring about the well-being of the people they deal with	1	2	3	4	5
Holding police officers accountable for their actions	1	2	3	4	5
Protecting individual civil rights	1	2	3	4	5
Being a positive influence in the community	1	2	3	4	5
Acting within the law	1	2	3	4	5
Using the appropriate amount of force.....	1	2	3	4	5

7. Please indicate about how many times, if ever, you were in contact with anyone from the State College Police Department over the last 12 months (if no contact in last 12 months, mark "0 times," then skip to Question 10):

- 0 times 1-2 times 3-5 times 6-8 times 9 or more times

8. If you had contact, which of the following were reasons for your contact with the State College Police in the last 12 months? Please circle "No" or "Yes" for each.

	<i>No</i>	<i>Yes</i>
Called for or sought help from the police	1	2
Attended a safety or educational program (e.g., a civilian police academy or other program)	1	2
Was arrested.....	1	2
Was involved in a traffic accident	1	2
Was in a motor vehicle that was stopped by the police.....	1	2
Casual encounter (e.g., chatted with an officer on the street or at an event)	1	2
Was considered a suspect in a crime or contacted as a suspicious person.....	1	2
Encountered an officer at a school	1	2
You or a household member were a victim of a violent crime in your community.....	1	2
You or a household member were a victim of a non-violent crime in your community	1	2
Participated in block watch WITH police.....	1	2
Reported a crime to the State College Police.....	1	2
Reported an emergency such as a traffic crash or medical problem to the police	1	2
To compliment or complain about police services	1	2

9. Based on your most recent contact with a member of the State College Police Department, please rate each of the following aspects of the last employee with whom you had contact.

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Fairness.....	1	2	3	4	5
Responsiveness to requests and/or needs.....	1	2	3	4	5
Treating all people involved in a respectful manner	1	2	3	4	5
Knowledge	1	2	3	4	5
Timeliness of handling the situation	1	2	3	4	5
Resolution of concerns.....	1	2	3	4	5
Overall impression of State College Police Department staff member	1	2	3	4	5

10. How much of a priority, if at all, should the State College Police Department place on each of the following in the next two years?

	<i>High priority</i>	<i>Medium priority</i>	<i>Low priority</i>	<i>Not a priority</i>	<i>Don't Know</i>
Controlling juvenile crime	1	2	3	4	5
Drug enforcement.....	1	2	3	4	5
Enforcing nuisance/code violations (e.g., loud music, abandoned cars, litter)	1	2	3	4	5
Increasing connections with the community (i.e., community forums, events, relationship building)	1	2	3	4	5
Increasing resident accessibility to police and police-related information	1	2	3	4	5
Responding to community interactions with the homeless/transient population.....	1	2	3	4	5
School safety/security	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Working with residents to solve neighborhood problems	1	2	3	4	5

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. Which best describes the building you live in?

- One family house detached from any other houses
- Building with two or more homes (duplex, townhome, apartment or condominium)
- Mobile home
- Other

D2. Is this house, apartment or mobile home...

- Rented
- Owned

D3. Which, if any, of the following safety measures do you have in place in your neighborhood? (check all that apply):

- Adequate lighting on your streets
- Gated neighborhood
- Neighborhood Security Guard/Gate monitor
- Neighborhood Watch Signs
- None of the above

D4. Which, if any, of the following safety measures do you have in place in your home? (check all that apply):

- Deadbolt locks on all exterior doors
- Locking mechanisms on windows/sliding glass doors
- Adequate lighting around your property
- Home Security System without monitoring
- Home Security System with monitoring
 - Even when at home, doors and garages are kept locked
- None of the above

D5. Do any children 17 or under live in your household?

- No
- Yes

D6. Are you or any other members of your household aged 65 or older?.....

- No
- Yes

D7. About how much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more

D8. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
- Yes, I consider myself to be Spanish, Hispanic or Latino

D9. What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)

- American Indian or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- Black or African American
- White
- Other

D10. In which category is your age?

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75-84 years
- 85 years or older

D11. What is your gender?

- Female
- Male
- Identify in another way

D12. Are you currently enrolled as a full-time student at Penn State?

- No
- Yes

D13. What is your zip code? _____