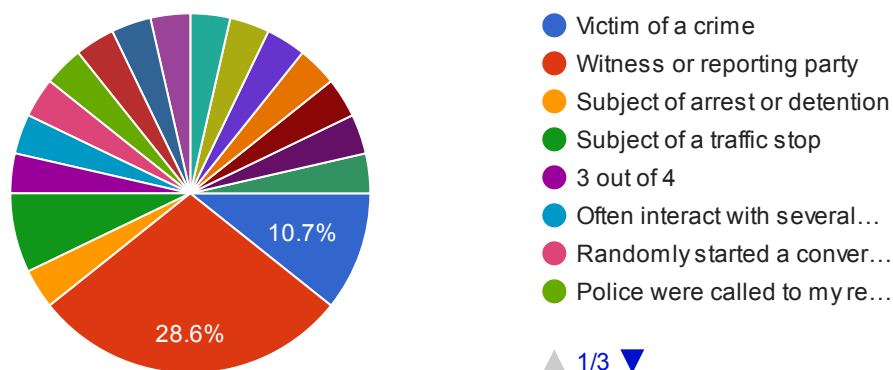


# Carrboro PD Citizen Satisfaction Survey

50 responses

What was your reason for contact with the Carrboro Police Department?

28 responses

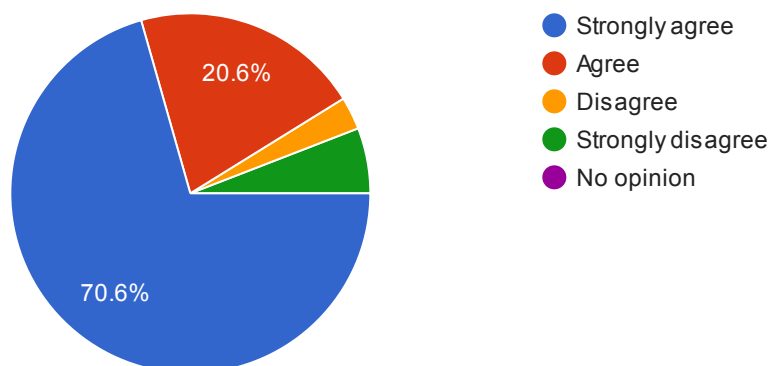


1/3

## Interaction with Individual Officers

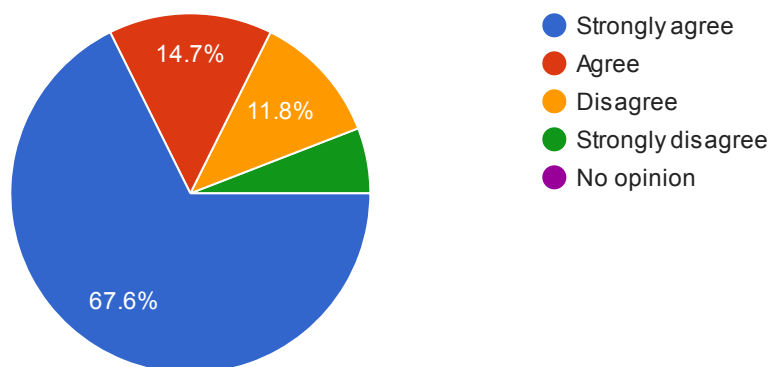
Overall, the Officer(s) I interacted with were helpful and courteous.

34 responses



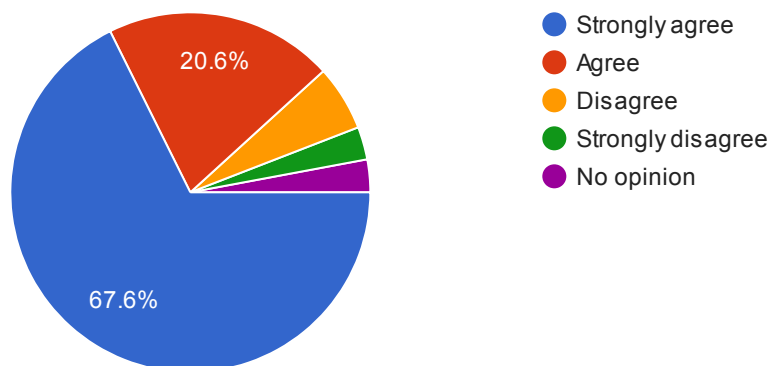
Overall, the Officer(s) I interacted with handled the situation in a professional manner.

34 responses



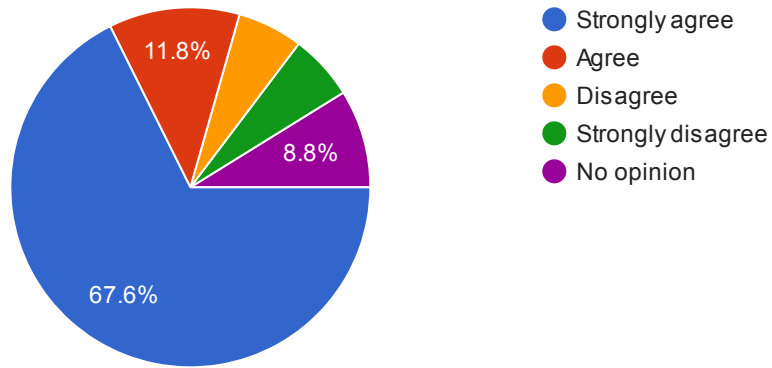
Overall, the Officer(s) I interacted with were well informed and able to answer any questions that I had.

34 responses



Overall, the Officer(s) were fair and unbiased in their actions.

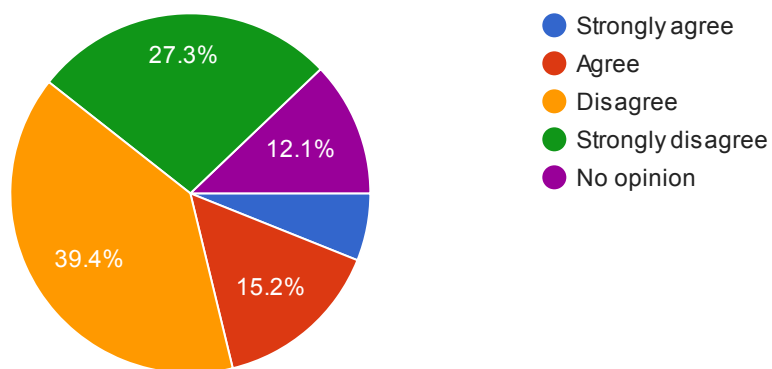
34 responses



## Crime and Policing In Carrboro

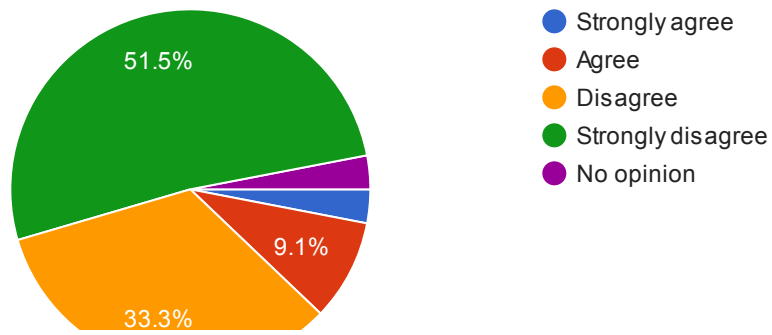
I worry about becoming the victim of a property crime in Carrboro.

33 responses



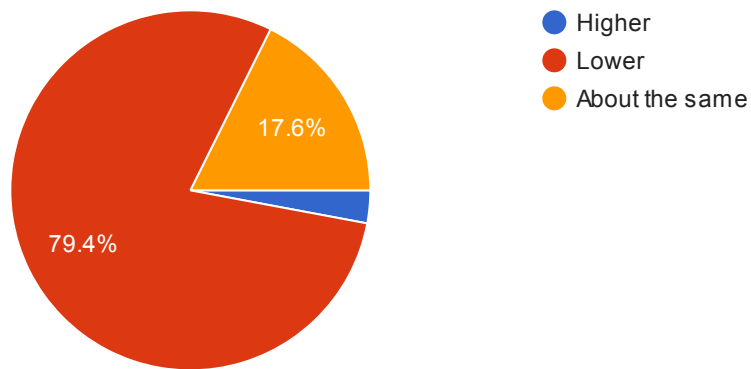
I worry about becoming the victim of a violent crime in Carrboro.

33 responses



I believe that the crime rate in Carrboro is \_\_\_\_\_ as the average crime rate in the US.

34 responses



I believe that crime in my neighborhood is \_\_\_\_\_ as the crime in Carrboro overall.

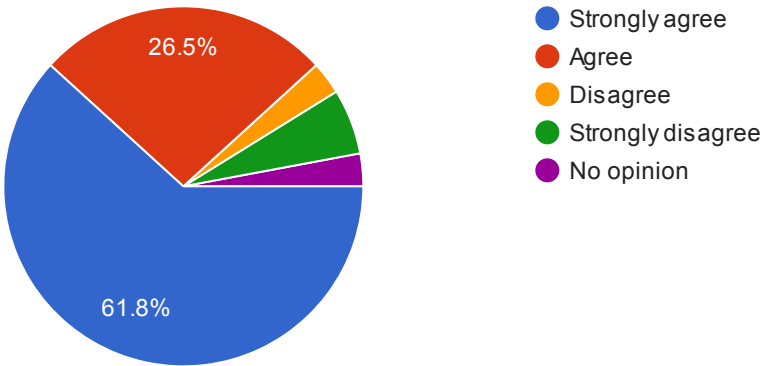
34 responses



Higher  
.

The Carrboro Police Department as an agency carries out their duties in a fair manner.

34 responses



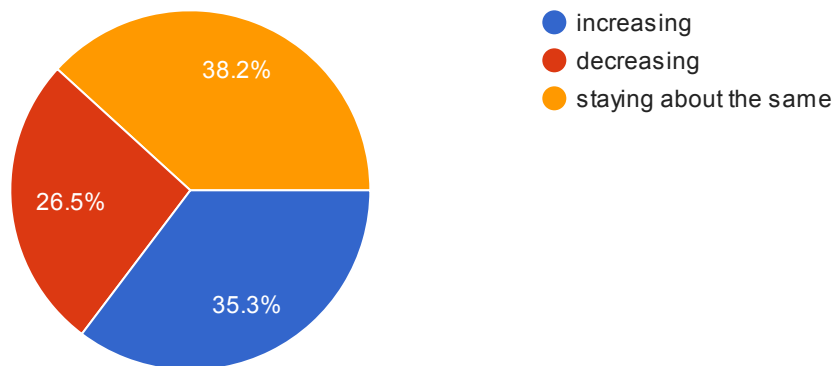
Crime and Policing in the US

I worry about becoming the victim of a crime while traveling in other parts of the US.

34 responses

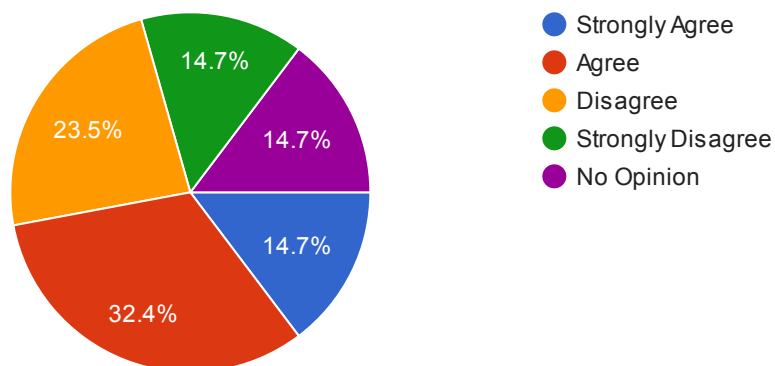
I believe that crime across US is \_\_\_\_\_

34 responses



Police across the US carry out their duties in a fair manner.

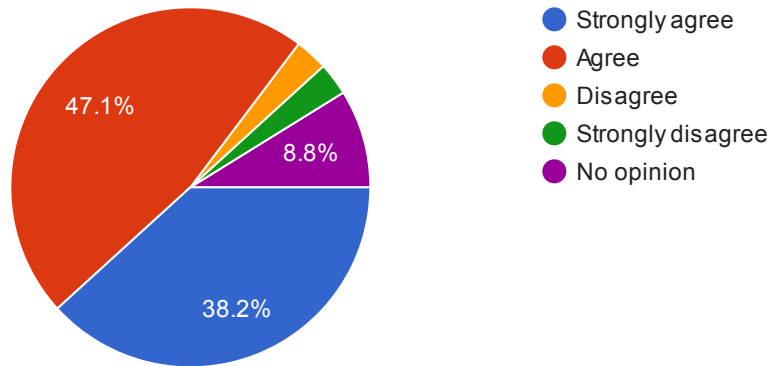
34 responses



## Community Concerns and Values

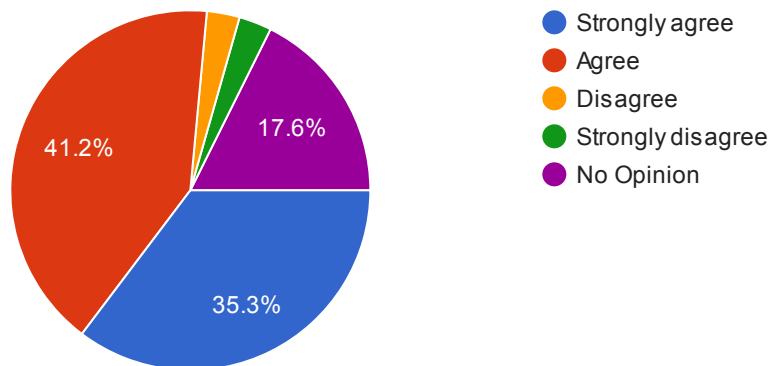
Overall, the Carrboro Police Department reflects the views and values of the community.

34 responses



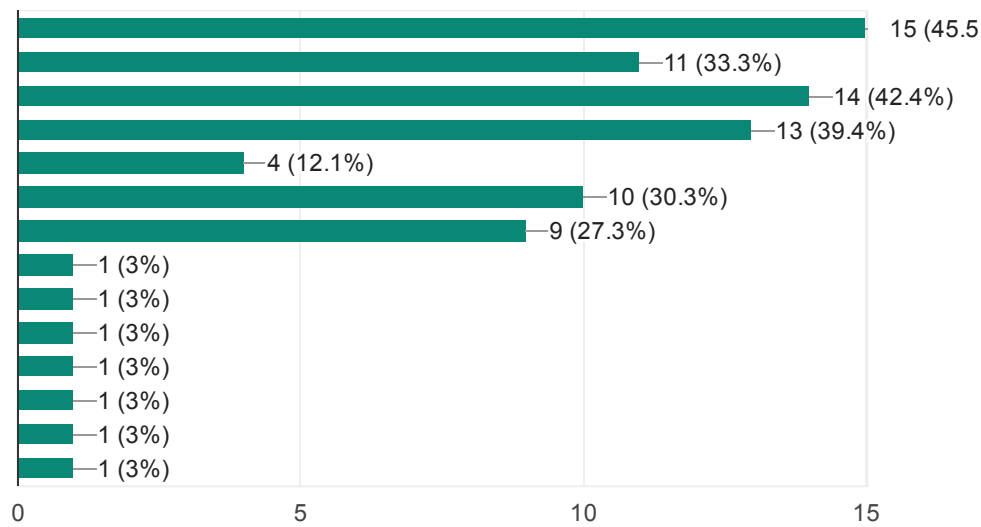
The Carrboro Police are aware of the crime problems in my community

34 responses



I would like to see more of the following from the Carrboro PD. (Check all that apply.)

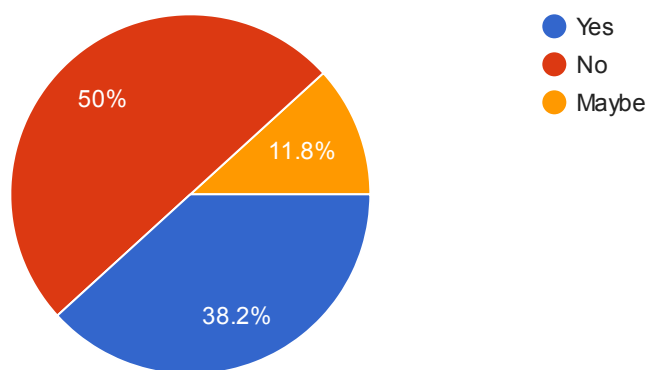
33 responses



## Information and Resources

If I would like to file a commendation or a complaint about an officer, I know how to do so.

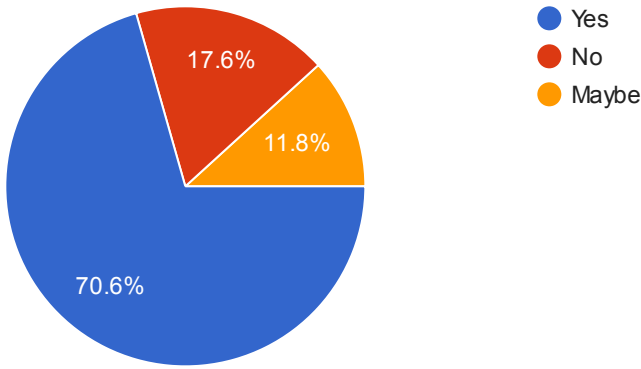
34 responses



If I would like to file a complaint about an officer, I feel safe and empowered to do so.

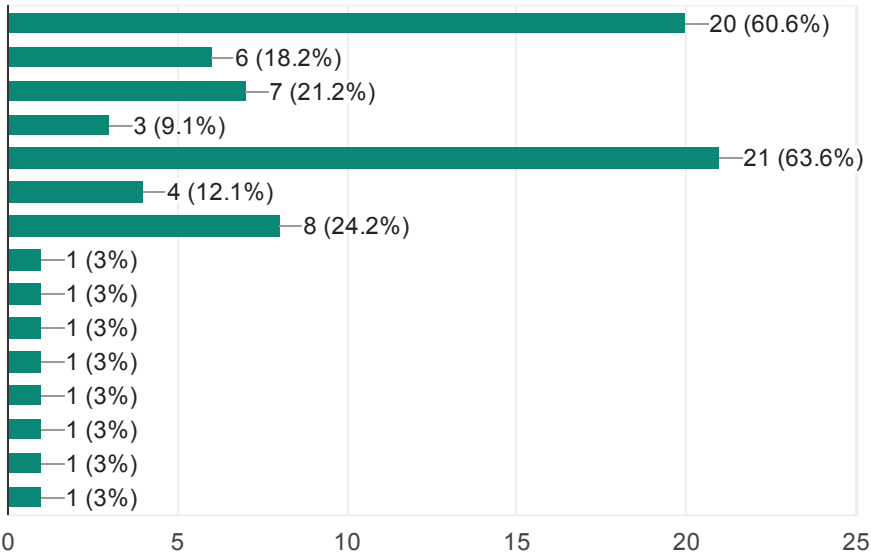


34 responses



I receive information about crime in my community in the following ways:  
(Check all that apply)

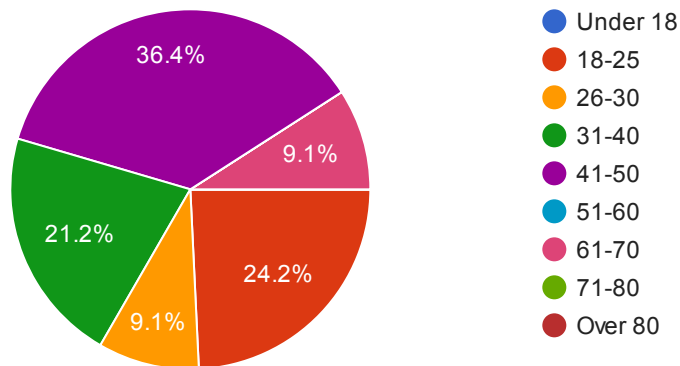
33 responses



Respondent Demographics

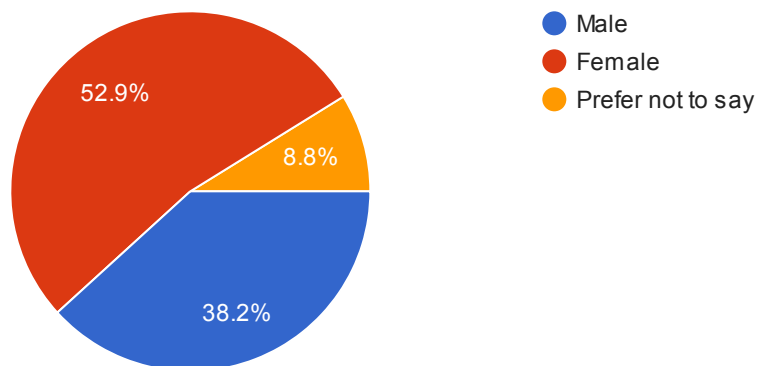
## What is your age?

33 responses



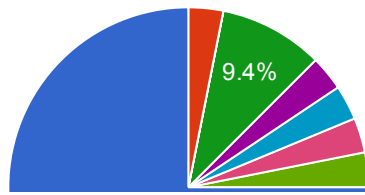
## What is your sex?

34 responses



## What is your race?

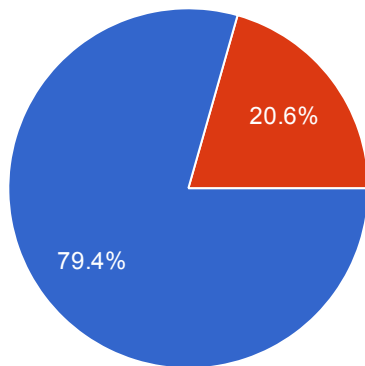
32 responses



- White- Non Hispanic
- White- Hispanic
- Black
- Asian
- American Indian/Pacific

## Do you currently live in Carrboro?

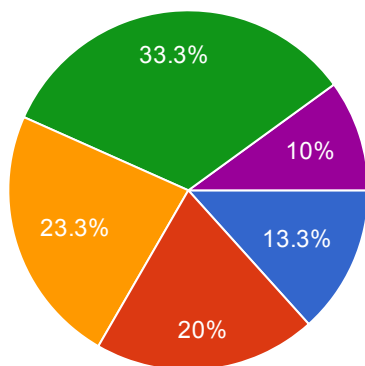
34 responses



- Yes
- No

## If so, how long have you lived in Carrboro?

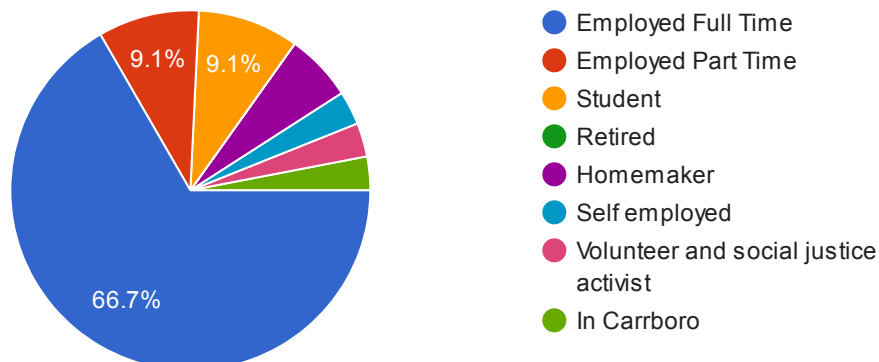
30 responses



- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years
- Option 5

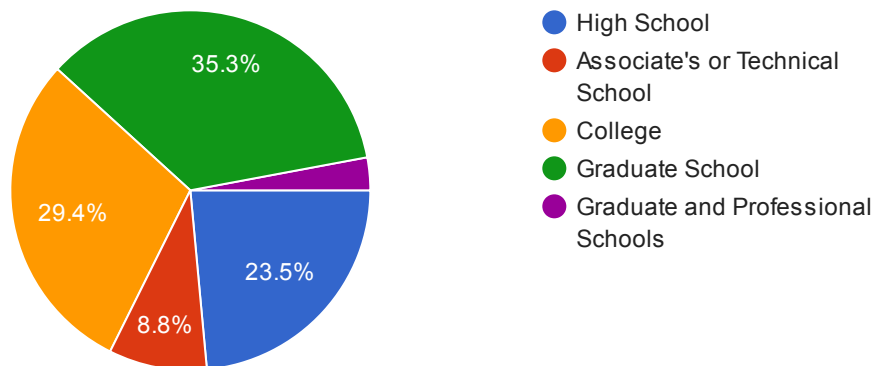
## What is your employment status?

33 responses



## What is the highest level of education you have completed?

34 responses



Anything else?

Please use this space to share any additional comments about the Carrboro Police Department. Thanks again for your participation.

13 responses

You are the best! Thank you for all your hard work, which is obviously done cheerfully!

Pay them better

I have always had a good feeling about the police in Carrboro but I had an incident that wasn't handled well. I was choked by my drunk, ROOMATE, the police came out and not a thing was done. He was intoxicated and choked me. The police left me there with him. I had to pack all my things and move to Raliegh for a bit because I didn't feel safe.

Now I feel if I am abused, the police won't do a thing.

Scary

This guy should have at least been thrown in a drunk tank

Shame on you guys

Thank you Carrboro Police Department for your transparency and excellent service

I am generally proud of how the Carrboro PD operates and I think of them often when I hear national news about officers who have committed inexcusable acts of violence or PDs that do not serve in a way that reflects their community's values. I think that the more that people around here know about how y'all operate, the better- so things like coffee with a cop are great and I was really happy to hear about the Carrboro and Chapel Hill PD's forums on how y'all approach immigration issues, so more of that! I know y'all have hard jobs and I appreciate the effort that goes into communicating with the Carrboro community and serving us as best as you can.

Thanks!

Follow the rules and stop thinking you are above the law. Because you're not.

Overall I think the carrboro police department are doing a wonderful job. But their are two officers that I think are just the best Officer Ferraro and Officer Cox

My parked car was hit by a car driven by two college girls around 9:30pm on April 17, 2017 at the Carmill Mall parking lot outside Tandem restaurant. The girls could have been drunk for various reasons. One, they were trying to park in a parking space reserved for disabled people and two instead of apologizing to me they tried to run away and when I told them that I would like to call 911 they didn't like that and told me to go away, be in my own car and don't show them my face. I would assume a normal person would not say such things and instead would apologize to the person whose car they hit. I called 911 a police officer by the name of S.Dixon came. He was so nice to the girls that he didn't even ask whether one or both of them had been drunk. He saw that they had hit my car and even told the girls that they were trying to park in a space reserved for disabled people. I was so upset by this treatment where people who had done the wrong were told to go while I, who had been wronged, was asked as if I might have done something wrong by asking me whether I was trying to back the car. In the end, he let the girls go without asking any questions and told me to take care of my car by calling my insurance and doing whatever else that needs to be done to fix my car. I left the place feeling very upset and confused not being able to understand the officer's behavior towards me and the girls. Was that bias towards a certain race or racism? or was he just trying to be nice to the girls? or was he following some police department policy that I was not aware of.

Please use more tools to prevent crime by preventing the mentality that violence can solve anything: use the public to help police (train public in basic policing and self defense) and use peer pressure campaigns to prevent crime; have resources (support groups offer to sign people up) and give counseling on the spot to emotionally troubled people, or mental ill people (every officer learning to recognize and interact/ communicate with those who're mentally ill), or those who're food insecure, or very poor, etc.

Thank you for accepting FAITH ID's; please extend the instances in which they can be used. I don't know current police dept policy. Sorry if I ask for things department is already doing. Here's a list of things I'd like to see anyways. Please remove bail requirements for non-violent people. Focus on reducing wrongful convictions. Do double blind suspect identification, where officer asking witness isn't involved in the investigation. Allow homeless to sleep in public areas and forests, or allow them the safety of sleeping in the police station or

elsewhere in buildings that are vacant at night. Please enforce noise ordinance at UNC; sometimes music heard is extremely loud and disturbing. Please focus more on environmental law enforcement; there are many potentially hazardous dump sites on private property like possible asbestos in old shingles. Improve transparency and publish publicly: crime statistics should identify hate crimes and nationalities of people involved, about policing procedures and protocol, publish all work documents that aren't being used in an active investigation, report which cases are solved and unsolved and what help is needed for each, a list of policies police dept would like to see made to improve safety, list of investigations into abuse of power within our local gov't including police dept, etc. I've seen lots of tension between students and school administration, and situations where school staff abuse their power; treat each party equally in considering their statements and investigate the school staff and policies when relevant, and others as to how they contributed to the situation; it shouldn't be a crime to not go to school; all offenses by students I've seen at school are a result of emotional trauma and mental health issues; please stop the ease of school to jail pipeline. Treat addicts as people who have a mental illness, which is the addiction, and refer them to professional help groups and resources, and a buddy to check on them. Reduce discrimination during traffic stop with racial bias training: spend time with families of diverse backgrounds to better communicate with, understand, and learn to love people of other cultures and backgrounds. Use less lethal, defensive weapons instead. List volunteer needs of police dept so I and others can know where to help out. I'm willing to help with anything. Thank you for your energy and service; I stand with the police dept to ensure all people feel safe and can live peacefully.

Great interactions at Carrboro Day. Props to David, Ron and Kassie

The Carrboro Police are great they are always in the community, outreach and church events, very visible, some can't live in Carrboro due to the lack of affordable housing, very professional when there is a person who is disruptive in the community...GREAT TEAM!

There should be a way for citizens to meet with the Chief of Police in a more confidential setting than those offered by the current community engagement initiatives (coffee shop, night out, neighborhood forum).

I believe police officers are representatives of our community who should act in a respectful, professional manner whether they are in uniform or off-duty.

I do not feel safe creating a complaint against an officer for unprofessional conduct. I feel intimidated and fear both physical harm and malicious prosecution. When I asked an independent officer how I could meet with the Chief of Police, I was told I had to go up the chain of command. I believe the Chief should be readily available to address concerns of citizens.

As an aside: I suggest changing the term used by officers from "chain of command" to a more community-oriented term or even just the words "appropriate process." When I hear "chain of command" I get the impression of a "military command and control apparatus" that must be navigated in order to speak with the leader(s) in my local community.

Will Carrboro continue to be a sanctuary city?

Community engagement is important, so I try to connect the marginalized with community resources & use my knowledge of Spanish to do so.

Thank you for all your work & in helping with keeping our communities safe & informed.

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