Committed to providing quality services to the people who live in, work in, or visit the city of Yonkers.
MESSAGE FROM THE POLICE COMMISSIONER

September 18, 2017

I am pleased to present the results of our first public opinion survey to all Yonkers residents, local employees, police officers, and other members of our community.

In July and August, we administered a survey to community members with the goal of uncovering both our strengths as well as areas that need improvement. We deeply appreciate the time and effort expended by so many community members.

Yonkers Police Officers have much to be proud of, as this report reflects. It’s clear from the results that our officers engage with the community in a positive way. Law enforcement requires a delicate balance, and our officers strive to meet these challenges every day. However, as with any large organization, there is always room for improvements. This report also highlights opportunities for targeted improvements; as the head of the Yonkers Police Department I can say with confidence that our members are up for the task.

This public opinion survey is one component of our many community policing initiatives. We will continually strive to engage with community members, solicit their feedback, and improve relationships. In our mission statement, we recognize the importance of a strong police-public partnership. We view this survey work not as a one-time effort, but rather a very important first step as we continue our work, with the goal of always striving to do our best.

Thank you to all members of the Yonkers community.
MISSION STATEMENT

The Mission of the Yonkers Police Department is to enhance the quality of life in our City by working in cooperation with the diverse communities we serve. It is our duty to protect the lives and property of our residents and those visiting our City. By enforcing the law within the framework of the Constitution, we pledge to protect the people of Yonkers, preserve the peace and contribute to a safe environment for all. We shall strive to maintain and continuously enhance the public’s trust by asserting the highest ethical standards. To accomplish this Mission, we make the following pledge of Service, Integrity and Respect to ourselves and the people of Yonkers:

SERVICE: The Yonkers Police Department pledges service to all members of our community. We place community service above self-interest and we are committed to protecting the public we serve.

INTEGRITY: We believe in the principles embodied in the Constitution. We recognize the authority of Federal, State and Local laws. Honesty and truth must be the standards in all our interactions with the community and with our members.

RESPECT: The Yonkers Police Department recognizes that a positive relationship with the community is essential to our success. Our members shall respect the public and recognize the vast diversities they represent. We shall respect each other as professionals and fellow human beings.
INTRODUCTION

In light of our mission, we embarked upon our first public opinion survey in order to give voice to residents, those who work in Yonkers, and those who visit the city so that we may continue to improve upon our efforts.

The 2017 survey was designed to measure public opinion on officer outreach with an emphasis on community partnerships, respect, and trusting relationships across the different precincts. The survey, which was administered by a third party, OrgVitality, was offered in both English and Spanish and consisted of a mix of demographic questions, core items, and open-ended questions.

This report outlines the survey findings.
WHO DID WE HEAR FROM?

1,868 Individuals

YIELDING A CONFIDENCE LEVEL OF 95%

The survey, which was open in July and August, was administered by a New York-based third-party consulting firm, OrgVitality. In order to attract a large and diverse number of respondents, the survey was administered online, by phone, and by paper. There is a margin of error of 2.26%

Ethnicities

- African American: 9.6%
- Asian or Pacific Islander: 1.9%
- Hispanic Latino: 19.8%
- Multi-Racial: 2.6%
- Native American: <1%
- White/Caucasian: 61.4%
- Other: 4.4%

Ages

- Under 25: 7%
- 25-35: 16%
- 35-45: 13%
- 45-55: 19%
- 55-65: 18%
- 65-75: 19%
- 75+: 7%

YIELDING A CONFIDENCE LEVEL OF 95%
<table>
<thead>
<tr>
<th>Interaction Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Civilian initiated contact with YPD</td>
<td>32%</td>
</tr>
<tr>
<td>Other interaction</td>
<td>26%</td>
</tr>
<tr>
<td>Community event</td>
<td>21%</td>
</tr>
<tr>
<td>None</td>
<td>20%</td>
</tr>
<tr>
<td>Enforcement/investigation by YPD</td>
<td>14%</td>
</tr>
<tr>
<td>Witnessed a crime or traffic incident</td>
<td>12%</td>
</tr>
<tr>
<td>Victim of a crime</td>
<td>9%</td>
</tr>
<tr>
<td>Yonkers PD recruiting events</td>
<td>6%</td>
</tr>
</tbody>
</table>

**TYPES OF INTERACTIONS**

- No interactions: 33%
- 1 interaction: 17%
- 2 interactions: 20%
- 3 interactions: 10%
- 4 interactions: 5%
- 5 or more interactions: 15%
GENERAL SURVEY FINDINGS

The survey findings reflect the diverse mix of respondents. Many of those respondents expressed a desire to see more enforcement in vehicle and traffic law violations, property crime offenses and an increase in gang awareness training.

Community events, especially those involving children, are very well-received. The community notices that officers make an effort to connect with youth.

A number of respondents expressed a desire to see the department better reflect the diverse makeup of our City.

Overall, individuals who interacted with the YPD had a positive experience.

84% of respondents are satisfied that YPD officials act in a professional manner.

79% think YPD treat people fairly.

87% believe that YPD has an effective impact on the community.
BREAKING IT DOWN BY PRECINCT

Uneven scores suggest that YPD has the ability to improve, and match their better performance in some areas.

Q1: Rate your trust and confidence in YPD.

Q3: How satisfied are you with the manner in which the YPD interacts with the community?

Q6: Rate YPD on how well they listen to your concerns.

Q7: Rate YPD on whether they treat people fairly.

14% of respondents were contacted by YPD

32% initiated contact

12% witnessed a crime

9% were victims of a crime

6% attended a recruiting event
Many respondents recognize that police officers want to have the community’s trust and partnership, and offered suggestions for building better relationships.

Hire more police officers of color so it can better represent the growing minority population.

Become part of the actual community you protect.

Walk a beat more often, interact more at public things such as ball games...

Throw away preconceived beliefs about a community in whole and get to know and respect the people you are challenged to serve.

You seem to be doing a fine job, keeping crime down. I wish I knew you better...

77% of respondents have trust in YPD
The survey results highlighted three areas that will benefit from our immediate change efforts:

**Victim Outreach Efforts:** The Department is committed to improving how we interact with crime victims. We are currently working on a program to follow-up with crime victims and complainants to ensure satisfaction of service, explain the Criminal Justice System processes, verify that all necessary outside agency notifications have been made, provide information regarding additional social services, and to facilitate future contact with the Yonkers Police Department.

**Improved Business Community Relations:** The YPD is looking to enhance our relationship with the Yonkers business community, and increase positive police contact with our commercial establishments, addressing their needs and concerns.

**Focus on Top Identified Concerns:** We plan on deploying and allocating resources to address the top concerns indicated by survey respondents, including vehicle and traffic law complaints, quality of life complaints, and property crime issues. Directed patrols, specialized details, and pattern crimes analysis will be utilized in focused areas.
A CALL TO ACTION

The YPD is the largest law enforcement agency in Westchester county, overseeing a diverse population. The results of this survey provided the YPD with an opportunity to identify its strengths, as well as areas that need improvement. Ultimately, giving residents a voice will help YPD with its mission to partner with the public in order to better protect and serve.

As with many law enforcement agencies across the country, the survey highlighted the delicate balance between law enforcement and the needs of the community it serves. The survey results offer the YPD a specific challenge to respond to the public with more professionalism, respect, and caring, as many officers do at community events. YPD can meet this challenge; in fact, 81% of people surveyed believe that YPD is effective at developing positive, trusting relationships in the community. The YPD appreciates the survey feedback, and commits to continuing to work towards improved relations between the YPD and the community.