

Apex Police Department

2013 Community Survey Results



The Apex Police Department is committed to providing timely, responsive and professional service to the citizens and guests of Apex. We are always looking for ways to improve and enhance the services we provide. The APD conducted a community survey from June 24 to September 30, 2013 to see how we were doing and what we could do to improve our services. The survey was provided in English and Spanish, and the total number of responders was 147.

Question 1: I feel the Apex Police Department understands the needs of citizens

Strongly Agree	Agree	Indifferent	Disagree	Strongly Disagree	Rating Average	Response Count
35	84	17	7	3	3.97	146

Question 2: I feel the Apex Police Department is successful at deterring criminal activity

Strongly Agree	Agree	Indifferent	Disagree	Strongly Disagree	Rating Average	Response Count
36	90	11	7	2	4.03	146

Question 3: I feel that the Apex Police Department helps in providing a safe living environment

Strongly Agree	Agree	Indifferent	Disagree	Strongly Disagree	Rating Average	Response Count
54	81	6	2	3	4.24	146

Question 4: I feel the Apex Police Department responds quickly when needed

Strongly Agree	Agree	Indifferent	Disagree	Strongly Disagree	Rating Average	Response Count
54	71	15	1	2	4.22	146

Question 5: I feel that officers are good at their jobs

Strongly Agree	Agree	Indifferent	Disagree	Strongly Disagree	Rating Average	Response Count
56	67	18	3	2	4.18	146

Question 6: I feel that officers' behavior is professional, courteous and competent

Strongly Agree	Agree	Indifferent	Disagree	Strongly Disagree	Rating Average	Response Count
69	57	13	4	3	4.27	146

Question 7: I feel that officers use good judgment when enforcing laws

Strongly Agree	Agree	Indifferent	Disagree	Strongly Disagree	Rating Average	Response Count
42	68	23	9	3	3.94	145

Question 8: I feel that Apex Police Officers are people of integrity

Strongly Agree	Agree	Indifferent	Disagree	Strongly Disagree	Rating Average	Response Count
48	68	21	3	2	4.11	142

Question 9: Apex Police Officers display an attitude of service and problem solving

Strongly Agree	Agree	Indifferent	Disagree	Strongly Disagree	Rating Average	Response Count
45	69	18	8	2	4.04	142

Question 10: I feel that the Emergency Communications Center/911 staff provides the necessary assistance

Strongly Agree	Agree	Indifferent	Disagree	Strongly Disagree	Rating Average	Response Count
46	62	32	2	0	4.07	142

Question 11: I feel that Apex is a safe place to live

Strongly Agree	Agree	Indifferent	Disagree	Strongly Disagree	Rating Average	Response Count
89	49	5	1	1	4.54	145

Question 12: I feel safe and secure in my neighborhood

Strongly Agree	Agree	Indifferent	Disagree	Strongly Disagree	N/A	Rating Average	Response Count
73	60	5	4	1	2	4.40	145

Question 13: I feel safe and secure when I shop in Apex

Strongly Agree	Agree	Indifferent	Disagree	Strongly Disagree	Rating Average	Response Count
89	49	5	1	1	4.47	146

Question 14: I am a resident of Apex

Answer Options	Response Percent	Response Count
Yes	95.9%	139
No	4.1%	6

Question 15: How Could the Apex Police Department serve you and/or the community better?

More community out reach events.
They could actually pull over people who speed (which is almost everyone I see), they could enforce speed limits in school zones (especially year round ones).
More prescence at schools.
More community get-togethers? Neighborhood watch type meetings, perhaps? Since I have had so little face time with Apex PD (not that I mind it that way), I have almost no opinion on most of these matters. I remember some good conversations Friday and Ganon had with the residents of L.A. :)
Cars continue to run the stop sign at the corner of Vintage Grove Lane and East/West Saint Julian Place. It is a real problem between 4:30 and 6:00 pm. The speed that people drive through the Vintage Grove and Surrey Meadows neighborhood is well over 25. I am sure that many people drive 35 - 40 through the neighborhoods most of the time.
I wish they would patrol my neighborhood, Homestead Park. I don't know that I have ever seen them there except for the one time I called them. I see a lot of illegally parked cars (on the wrong side of the street). Sometimes I will count a dozen by the time I get to my cul de sac, and that is not the whole neighborhood.
More of them??
I think they do a great job. Lived all over the country, so can compare to a lot of different sized departments. I think APD does a great job.
Speeders on Hunter St. Are out of control.
i would like to see more patrol cars ride through my subdivision
Crime isn't the concern of many of the parents on our community, it's the drivers (our own careless residents) who think its appropriate to speed through neighborhoods doing 50-60 mph in a 25mph posted speed limit. Countless times I've seen near misses on White Dogwood. What will it take? The unthinkable of one of our children to enforce the speed through there?!
They are doing a great job.
:)
I love the presence of the officers at The Apex Peak Festival. I think mingling with the citizens and being friendly shows they care and earns them a lot of respect. e youngsters can look up to them as role models.
Less speed traps and more presence in shopping centers
Keep on doing what you are doing.
Seminars for citizens
We need more cops on the beat

I saw that the APD is conducting classes for kids in Apex! Would love to see this continue!

Enforce speed laws on back streets as well as main highways....It is getting a little crazy

Be more in the neighborhoods

Spend more time out of their cars interacting with business owners and citizens.

In my opinion, more foot and/or bike patrols during nice weather would help to connect officers to the community.

Just keep doing what you are doing! I think we have the safest town in the area! I love how our officers will take their time to answer questions when they are any place in town.

Again, I'd like to see officers patrolling the greenways frequently to deter crime.

Clock speeders on Center St between the Mason St stoplight and Hughes St. With real radar, not the electronic signs. Certain times of day (for example 3:15-4:00, 11:30-1:00 and other times) folks rocket by on Center. Same for folks trying to beat the Mason St stoplight at Center during rush hours.

Also - the department seems to be good at posting on Facebook when needing help with a criminal event but never posts results of the outcomes of things. It would be useful to actually hear when problems have been solved and how they turned out. Not a "privacy" issue here but one of keeping the public informed.

I see lots of Apex PD pulling cars for speeding and license/tag infractions, but I continually see more dangerous activities with motor vehicles that go un-pulled (Children not properly restrained in cars, cars so broken they should not be driving, illegal turns etc) I feel there is sometimes too much emphasis put on speeding.

Keep Durham out of Apex. Keep Fayetteville out of Apex. Keep Pittsboro out of Apex. That'd be just about perfect.

Create a dedicated left turn arrow at the Ten-Ten Rd. exit directly across from the Waterford Green neighborhood. I can not even count the number of times vehicles do not yield when making a left turn there to vehicles exiting the neighborhood. I have had countless close calls with cars almost hitting me when I have the right of way. It is very scary and frustrating. The signage and that intersection is good, but I don't think people pay attention to it. Drivers should know, if they have a license, that when making a left turn you never have the right of way unless you have a green arrow...but for some reason people at this intersection coming off the exit think they have the right of way? I would LOVE to see a dedicated green arrow to try to help solve this problem!!!

would like to see the police use social media more when the gas tank smell happened a few months back - using social media the police could have mapped the locations and better understood the issue and source. this would be useful for other issues as well, i.e, Steven Berlin Johnson, book Future Perfect for examples. This type of network could be used to help report utility, pot holes, lighting, maintenance issues across the city. Another example is http://codeforamerica.org/?cfa_project=adopt-a-hydrant

Attend HOA annual meetings, sporting events, and more. Just get out and meet the people, say "How ya doing?"

Get new uniforms and dogs i guess

No ideas

More Community events

By continuing to be a presence in our neighborhoods and communities.

by placing and enforcing dog barking laws allowing people to have the freedom of being able to sleep in their home at will and to walk around their property without the harassment of constant barking dogs

I think the community representatives idea is a good one - it gave us someone to contact about any specific concerns. I'm not sure if that program is still in place, but it would be great if you could publicize it more and get the representatives into the neighborhood more so that we know who they are.

By addressing community complaints with a little more common sense and professionalism as opposed to "we cannot do that" attitude or the lack of knowledge on how to deal with stuff outside the scope of traffic violations

More visibility. At OCE only after sandy hook then never again

They could increase their presence around town esp. at night.

By enforcing quality of life issues more directly-- in particular dog barking---it is a nuisance and it should be dealt accordingly instead of it being passed to "animal control" in wake county---good luck with that one---if warning of summons are given to offending parties---that would deminish disorderly conduct and if police are called again for the same issue--a summons should be given to the offending party--a violater will be more motivated to abide by the law if he/she knows that they will be subject to a financial burden---I can give a great example---involving McDaniels but since he is no longer with the Apex PD, it is not necessary

I would like to see a more culturally diverse representation on the Apex Police force.

More officers need to be hired. The Town has grown exponentially and the Police, Fire, and Public Works Departments need more personnel to keep pace.

Be visible in my neighborhood (Surry Meadows)

I feel that cyclists are targeted by traffic enforcement officers. As a result, I do not feel safer on my bike when officers are around. I feel like I am being given extra scrutiny. That being said, this is while I am behaving appropriately on the road which is where NC law states that bicycles should be. I have never seen an officer talk to adults riding bicycles on sidewalks despite ordinances that prohibit this activity (No person shall ride a bicycle on any public sidewalk, except when such person is proceeding across a public sidewalk at a private driveway or alleyway where such movement is necessary to enter into or from a public street.)

You do a great job.

Patrol downtown Apex more, specifically "lower Apex", specifically near the vicinity of Lynch St and near the intersection of James and S Hughes St.

Stop the unconstitutional and intrusive checkpoints.

?

Earlier this year a young man died from a drug overdose behind beaver creek cinemas. I heard thst this was a known drug hangout. The police could do a better job being proactive in trying to prevent these types of accidents from occurring. Better patrolling of known drug places as well as improving drug education among teens.

clone themselves to neighboring towns?

Concentrate more programming geared towards teaching children and having positive interactions. Utilizing high visible areas in the shopping areas and events like the consignment sales in the area. Kids habits especially dealing with safety are influenced early in life.

Please see comment above about being preventing and deterring crime on the trails. Please start patrolling them now, before more problems occur.

Setting more speed traps, especially on hwy 55.

See speed check comment - center and mason

More Defense classes for ladies

I would like to know if a crime and what kind a crime has happened in my neighborhood not looking for names but if there was a situation that happened it would be nice to know since we are a neighborhood watch. I know not everything can be published but the things that can be. The Apex PD are great my son is always asking them questions when he sees them and they are so good about talking with him and answering his question. Keep up the good work! Thank you for putting your lives on the line for the community!

Spend more time enforcing speed limits and stop signs in neighborhoods - people run them all the time with little kids around.

Question 16: What do you think are the strengths of the Apex Police Department?

Community involvement

Its officers and their attitudes.

Patrol seems to be on their game. I often see them driving through my neighborhood at night while I'm out walking my dog. I like this.

Presence at public events. Large response when called.

Apex is a community police department. The officers are always present in the community. They care about the city and it shows!!!

Personality and response time. You guys are great, nice and courteous.

I like the twitter feed. Through it, I was able to learn about the gas smell a few months back. That was important to me.

Strong neighborhood patrolling.

Professionalism

no news is good news - meaning you don't hear about crime in apex or negative press about the police here, so, no news is good news

Constantly seeing their officers on the job.

Strong sense of community

Professional yet friendly. They treat people with respect. Great bunch of police officers.

The size of the force

Honest, courteous, professional, respectful, helpful, and human.

Responsiveness during severe weather! I am incredibly impressed with the safety personnel's presence during severe weather and quick reactions to insure citizen safety.

They seem to be very present all over the town.

I like how you are very present and visible at public events and your presence at schools following the school shooting incident that rocked our nation last winter. I haven't had much interaction but have been pleased with the professionalism of the police department and my calls have been responded to quickly.

Communication

I find that when I am out and about in Apex, they are extremely professional and approachable. We have lived here for 13 years and have NEVER seen them abuse their power with their police cars. For example, turning on siren to get out of traffic jams, driving quickly just because they can. I feel that every police motor vehicle I have observed has obeyed traffic laws.

They are technically in the new century. They use technology to help them with their jobs.

Quick responders.

Their ability to make do with limited resources.

The quality of the officers that we hire.

Professional, visible

Patrolling and monitoring neighborhoods, presence at community events, being responsive when called,

I feel that the Apex PD helps the community feel like a close knit community, they wave, they are courteous, and more over nice. i can respect that

A low crime bedroom community is no easy feat.

Genuine care and concern for the citizens of Apex.

Training and preparedness

Very professional!!

they have a nice new building

I frequently see a police car patrolling my neighborhood so I feel that they have a presence here. I also appreciate all they do for the Annual Night Out event. I rarely have need to interact with the police but when I do they are friendly, approachable and service oriented.

Patrol division

The number of police cars that drive through the neighborhoods are a great deterrent to possible thieves and criminal activity.

being nice to ppl

Approachable, professional and respectful.

extremely courteous. but that only goes so far when no action is achieved

Having respect of children

Great officers, engaged community

The greatest strengths in the Apex PD is the courtesy they extend, very "courteous and respectful" officers---but again, quality of life issues must be addressed, if officers need to be trained on it, they should and common sense should be used when a person is calling the PD for help---just think, how desperate a person must be to reach out to the PD for help---that means all channels are exhausted and you are reaching out to the Law and you cannot be helped---not a good feeling.

They are very visible and approachable. They are part of our community.

Great staff and strong leadership. The former Chief brought the Department a long way from what it was.

Love the social media sites

Since I haven't had a problem personally, I would conclude they are doing a good job.

I feel that they are visible. I feel good about that when I am shopping or walking the dog, etc. I feel that the neighborhood patrols are good.

I take your work for granted, you're so good at what you do.

Quick response times and professional friendly officers.

The way they go out of their way to be friendly. And responding to concerns.

Proximity to businesses and residents, Proactive.

heavy community involvement- it is hard to know what to do for a stranger and APD is no stranger to their citizens

Community policing efforts

I feel safe here that is why we moved from GA

Getting involved in the community

Presence, visibility, friendly when talking, good attitude.

Very prepared!

Constant visibility!

Community policing efforts have paid off - the police are part of the community and we appreciate it!

Deterring crime, quick response

Question 17: Please comment about the overall performance of the Apex Police Department

Apex PD does a great job overall. No complaints whatsoever.

I lived in Apex for from 2010-2012 and needed to call the police 2 different times and they always responded in a timely manner, handled the situation, and let me know what was going on.

The best ran police department I have ever seen!

Awesome!
I feel they do there jobs well and there presence around town is very visible and much appreciated.
Keep up the great job! It would be nice to hold tours of the police station. My 4 year old son would love to see some of the police station and cars! :)
Have had nothing but great from them
Very good.
i have not had many interaction with the police, which is good overall. i really enjoy living in apex, the ploice dept is obviously part of making it a great place to live.
Very good
Keep up the good work.
Love them! And this is from a family whose had tickets and unfortunately an arrest. All were deserved .
Overall they do a good job. I just hate the speed traps on 64 during the day...seriously, bull ****.
Keep it up!
I like that I see Apex Police cars on a daily basis in all areas of the Town. I appreciate their visibility in and awareness of the community. All encounters I have had as a citizen have been professional and service oriented. Keep up the GREAT work!
They do a great job keeping Apex safe!
Awesome
Excellent!
The department has had a lot of growth since I moved here and glad they are doing it wisely
The Apex Police get the job done, but they need more officers on the street interacting with the public.
I think that the Apex Police department does a great job.
We are number 1!!
Great job APD
When I have called they have responded quickly and I appreciate that very much.
Never had an issue or cause for concern with APD.
Generally very good. A very noticeable presence in the community and showing that you care and make the community safer and a better place.
I live in Apex not far form downtown, and see police officers every day, I feel they are doing the best job they can and I respect them for it. i have only ever needed to call them once for a traffic accident and they responded quickly and efficiently, and were very helpful on the scene.
It's a friendly place to live and I think I just may stick around for a little while longer, if things work out. The police have made this possible, by maintaining a reasonably safe environment.
Great job! You are much appreciated!!! Thank you for all you do.
Fantastic
they are always there.
I have a very favorable opinion of our police dept, although I have never need to call on them. They seem to have a small town, service-oriented approach. I feel safe in Apex. (My opinion of the Cary Police is not so favorable...but that would be a different survey. :-)
We have never had any issues that warranted the police to come to our home so as far as we are concerned they have always been wonderful.
so - so

The Apex Police Dept. has always been responsive to my concerns - we have a house in the neighborhood in which we suspected some drug activity - and officers came right away to observe the activity.

Overall they are well, I feel safe in Apex. I feel that there is much more they can do when it comes to dealing with community affairs but having personally dealt with a situation, I found that most officers were not helpful, I do not know if it was intentional or they just do not know what to do but when there are laws in place I truly believe that they should be followed by citizens---and when they are not--the police should do the job to correct situations---this comment is not in regards to criminal activity or traffic---solely on community affairs and dealing with/not dealing with ignorant people that they think are above the law--I can elaborate much more if you like--just put a post on fb and I will gladly reply

Seems petty crimes are not important such as vandalism, noisy dogs and other nuisance behavior, etc. No police presence in neighborhood, you see police after national crimes and festivals, but not otherwise.

Job well done besides for some small things!

Overall I think the Apex PD is doing a great job in some categories, being traffic and crime prevention but really need to be more open to address/handle and end issues that are related to quality of life--instead of passing the buck to another entity--we all work for a living and do not have the convenience of being able to take off from work to go to see a magistrate, DA, court date when all a seasoned officer should do is to confront the violater and give a stern warning the first time and if PD is called again, officer should go and give a summons-- when it comes to this category officers do lack training on how to handle(in my opinon and through my experience in dealing with the Apex PD)

As you may have noticed, I have a real issue with the unconstitutional actions of the Apex Police Department, i.e., unconstitutional checkpoints.

Haven't used the dept for anything serious. They have been helpful when I see them out and about.

Obviously, I am impressed. I love Apex and APD has actually been a big part of that. Anywhere else I lived the PD was basically invisible to me

Very pleased overall. Never witnessed any officers abusing their power and any police brutality

Good. But when you post on Facebook come back with findings and results. Give community more feedback about events. Stop being so secretive.

Super!

See above

Very good

I think you're doing an excellent job! Thank You!!