



Apex Police Department

2019 Community Satisfaction Survey Summary



Protectors of the PEAK



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Opening Remarks

Dear Apex Community,

The Apex Police Department is committed to serving our community. As a law enforcement agency, which is nationally accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA), and through our commitment to the community policing philosophy, the department conducts a survey at least every three years. The purpose of our Community Satisfaction Survey is to seek input about the perceptions of our community as they pertain to crime, traffic, public safety, and police services provided by the Apex Police Department. A survey is a tool that helps us measure what our community believes we are doing well and where improvements are suggested. The input we receive allows us to improve the services we provide to our community and enhance our ability to be “Protectors of the PEAK.”

Methodology

Using the department’s Mission, Vision, and Values as a guide to creating this survey, the Apex Police Department began the 2019 Community Satisfaction Survey on April 1, 2019. The survey was offered to residents, business owners, visitors, and others interested in providing feedback to the Town of Apex. The study was anonymous and made available via the Town of Apex’s website, Apex Police Department’s Social Media publications, and at several community events. Printed copies of the survey were mailed upon request. Residents were also notified of the Community Survey through postings in utility billing notices and various informational cards. This survey was also made available in both English and Spanish. The survey closed on November 1, 2019.

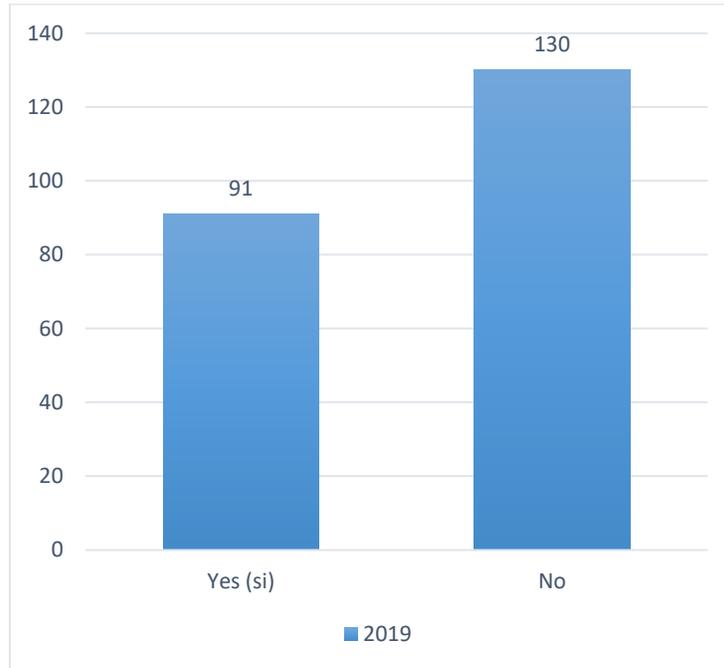
The survey consisted of questions designed to gain feedback regarding community attitudes and opinions of the services provided by the Apex Police Department. Survey questions asked respondents to provide feedback regarding overall agency performance, overall staff competency in the agency, perception of officers’ attitudes and behaviors, community concerns over safety and security, as well as recommendations and suggestions for improvement. We have made a diligent effort to be candid with the reader in preparing this report. Many of the questions presented here contain a section entitled, “Comments of Note.” These “comments” have been entered as the comment was received from the participant. Many of these comments are positive, and some are not. We understand and appreciate the importance of transparency with the members of the community we serve and, as such, have included the information for the reader to interpret and decide.

Community Satisfaction Survey Summary

The following information is a summary of the survey results, compiled from the scores, comments, and opinions from the 223 respondents. The number of respondents is considered “low” as compared to the population of the Town of Apex, it represents a decrease from the 369 respondents during the 2016 survey. Each question is listed below, followed by a chart and a summary of the responses. The same questions were asked in the 2016 Community Satisfaction Survey. A comparison has been provided between the 2016 and 2019 survey results for each question. The minor variations in percentages could be attributed to various reasons, as summarized throughout this document, in addition to the increased number of respondents taking the survey in 2016.

Question 1

Have you received any services from the Apex Police Department in the last 12 months? This includes reporting a crime, motor vehicle accident, or any other incident where contact was made with an Apex Police Officer



In the 2019 Survey, 91 respondents (41.18%) indicated that they had received services from the Apex Police Department within the last 12-months. Another 130 (58.82%) stated that they had not received assistance from the Apex Police Department in the previous 12-months. This data represents an increase of less than one percent variance from the 2016 Survey.

Comments of Note:

“Fast, courteous and helpful”

“Very Professional and Polite”

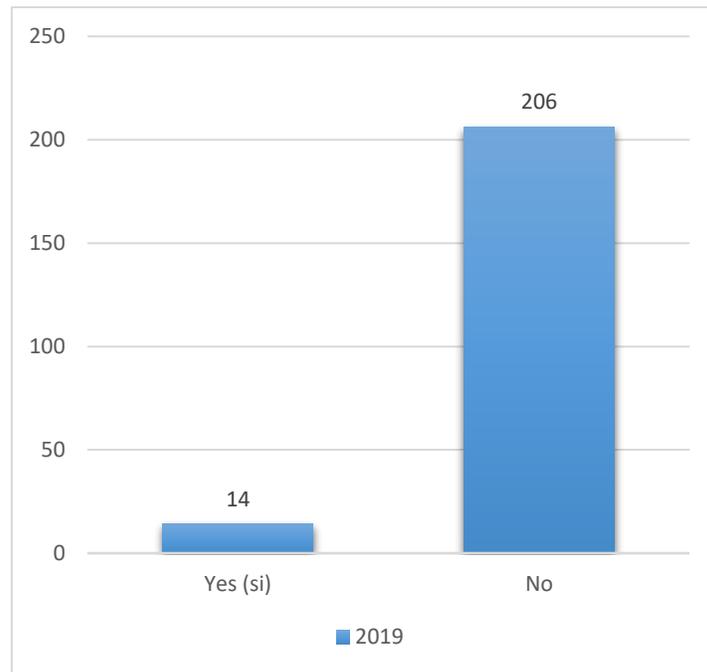
“Very pleasant experience”

“Above and beyond!”

“Impressed by their professionalism.”

Question 2

Have you been a victim of a crime reported to the Apex Police Department within the last 12 months?



In this survey, 14 respondents (6.36%) indicated that they had been a victim of a crime reported to the Apex Police Department within the last 12-months. Another 206 (93.64%) indicated that they had not been a victim of a crime reported to the Apex Police Department in the last 12-months. This represents an increase of 2.36% in respondents indicating that they have been a victim of crime versus the 2016 Survey.

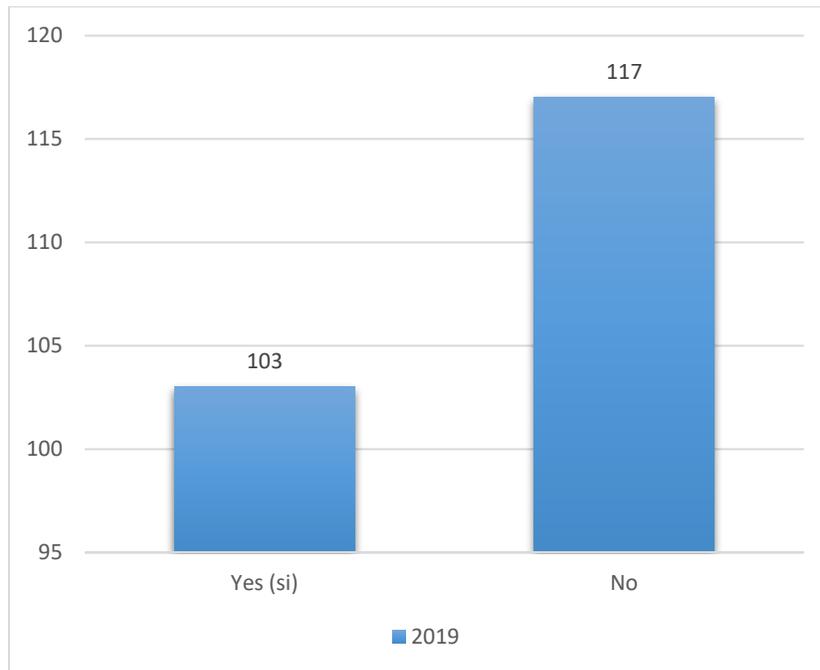
Comments of Note:

“Internet credit card fraud. Spoke to Officer at house and Detective.”

“But my 1950s neighborhood with older residents has lots of problems with con artists going door to door. Things like scam roof repairs and suspicious vacuum salespeople.”

Question 3

Have you ever attended any community service event or presentation hosted by the Apex Police Department?



In this survey, 103 respondents (46.82%) indicated that they have attended a community service event or presentation hosted by the Apex Police Department. Another 117 (53.18%) stated that they had not attended a community service event or presentation hosted by the Apex Police Department. This data represents an increase of 6.82% in respondents indicating that they have attended a Community Services event or presentation by the Apex Police Department versus the 2016 Survey.

Comments of Note:

“Apex Night Out”

“Peak Academy Session”

“No, but I’m happy it’s an option”

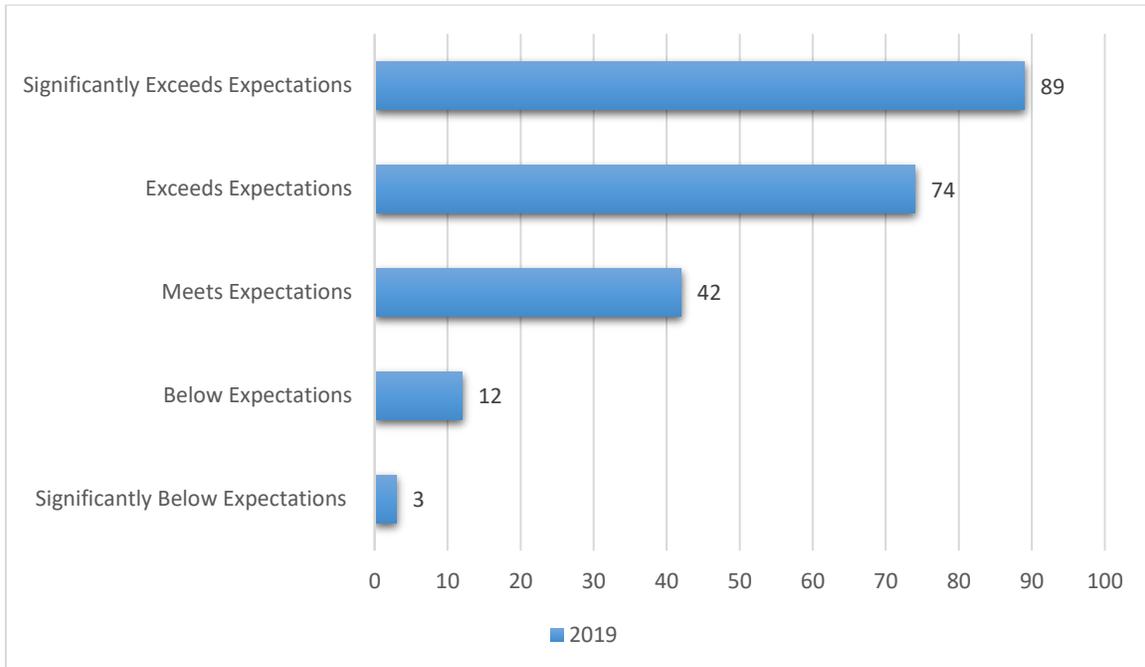
“Freedom Week”

“Coffee with a cop/Night out/booths etc. at community events. Attend with kids.”

“Special Olympics event at Publix”

Question 4

How would you rate the overall performance of the Apex Police Department?



In the 2019 Survey, 205 (93.18%) rated the department at Meets Expectations or better. We received several comments indicating that employees are kind, understanding, helpful, and act with a high degree of professionalism. Additionally, there were comments indicating participants feel safe in Apex, notice police presence within the town, and feel the department responds to calls promptly. We also received 16 comments showing citizen appreciation and acknowledgment of the department's positive community policing efforts, special events, and outreach programs. An additional 15 respondents (6.8%) rated Apex Police Departments at, or under, Below Expectations. There was a less than 1% variance between the 2016 Survey and the 2019 Survey data regarding this question.

Comments of Note:

"Most of the officers I have met were very helpful or friendly."

"Very communicative through social media about what you're doing and what we need to know about the town"

"Great community department. All officers are approachable and my daughter loves seeing them."

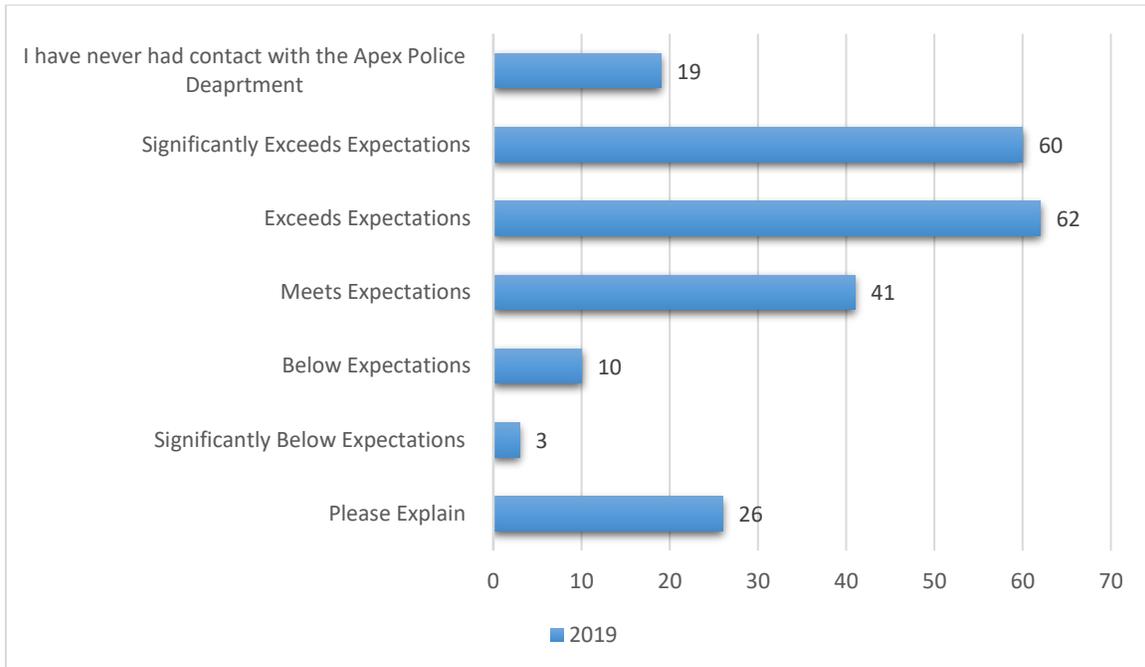
"As a citizen, I feel comfortable coming to your station or contacting your officers for assistance at any time."

"APD presence is felt throughout the community. Not just vehicles, but service projects, etc."

"This survey alone shows how committed the department is to serving the community."

Question 5

How do you rate the overall competence of Apex Police Department Employees?



In the 2019 Survey, 19 respondents (8.60%) have never had contact with the Apex Police Department, and 26 respondents (11.76%) did not select a category but provided comments. Another 163 respondents (73.75%) rated the competence of employees as Meets Expectations or better. Additionally, there were numerous comments implying employees had a caring attitude and were helpful, prompt, and competent. Thirteen respondents (5.88%) rated the Apex Police Departments at Below Expectations. In the 2016 Survey, 11.92% had never had contact with APD, 9.21% provided comments, 74.8% rated the competence of employees at or above Meets Expectations, and 4.07% at or under Below Expectations.

Comments of Note:

“Very involved in the community. Always helpful.”

“Only say exceeds because of limited contact but from what I’ve heard and witnessed”

“Not sure how they are supposed to act. Polite yes, friendly not so much”

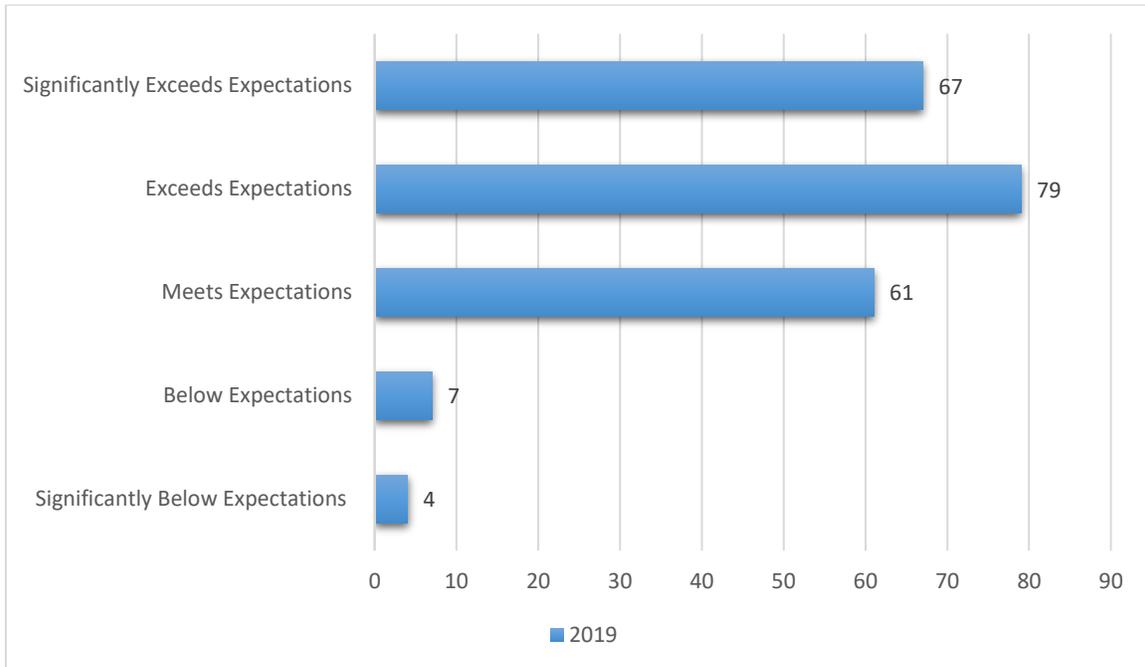
“Have seen and heard accounts from other citizens that may have required a bit more common sense and “small town pleasantness” above firm, harsh words from officers when not necessary to the given situation.”

“Top notch police dept.”

“Fast and professional response time”

Question 6

How do you rate the Apex Police Department on criminal law enforcement efforts?



In the 2019 Survey, 207 respondents (94.95%) rated the Apex Police Department's criminal enforcement efforts at Meets Expectations or better. There were a few comments indicating citizens felt safe in Apex and believed the department did a good job apprehending suspects and solving crime. Eleven respondents (5.04%) rated the Apex Police Department's criminal enforcement efforts at or under Below Expectations. This data represents a decrease of 2.6% in meeting expectations for Criminal Enforcement effort versus the 2016 Survey.

Comments of Note:

"I think the police department needs to be more aggressive with crime so we stay a safe town without growth"

"APD did a fantastic job with the recent police shooting of a resident, the most professional press conference I have seen in a long time."

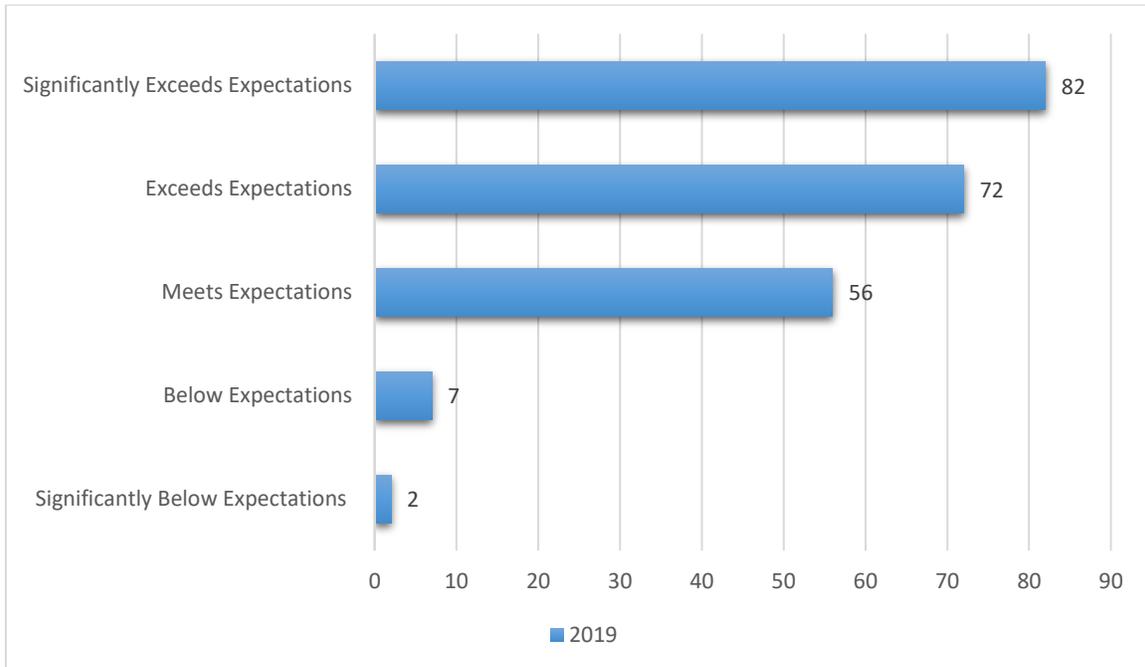
"Again, wish they were a little tougher on the distracted drivers and excessive speeders (those who tailgate the rest of us who think we're supposed to go the speed limit)....and the people that refuse to stop at crosswalks :)"

"I am not well informed on criminal law enforcement"

"When I hear of any Apex issues, it's obvious that our force is involved early on."

Question 7

How do you rate the Apex Police Department on crime prevention and community services?



In the 2019 Survey, 210 respondents (95.45%) rated the Apex Police Department's crime prevention and community services at Meets Expectations or better. There were thirteen comments noting citizen's appreciation for department participation in HOA meetings and interaction with citizens within neighborhoods. There were two comments showing approval for the department's social media outlets and felt this provided good communication between the department and citizens. Several respondents commented about how grateful and impressed they were with the department's community policing programs and special events. We received a comment they feel safe within the Town of Apex. One additional comment about the School Resource Officers doing a great job. Another nine respondents (4.09%) rated the Apex Police Department's crime prevention and community services at Below Expectations. This data represents an increase of less than one percent variance between the 2016 Survey and the 2019 Survey data regarding this question.

Comments of Note:

"Educates the community with events, social media and classes. I have not seen this much involvement in other states."

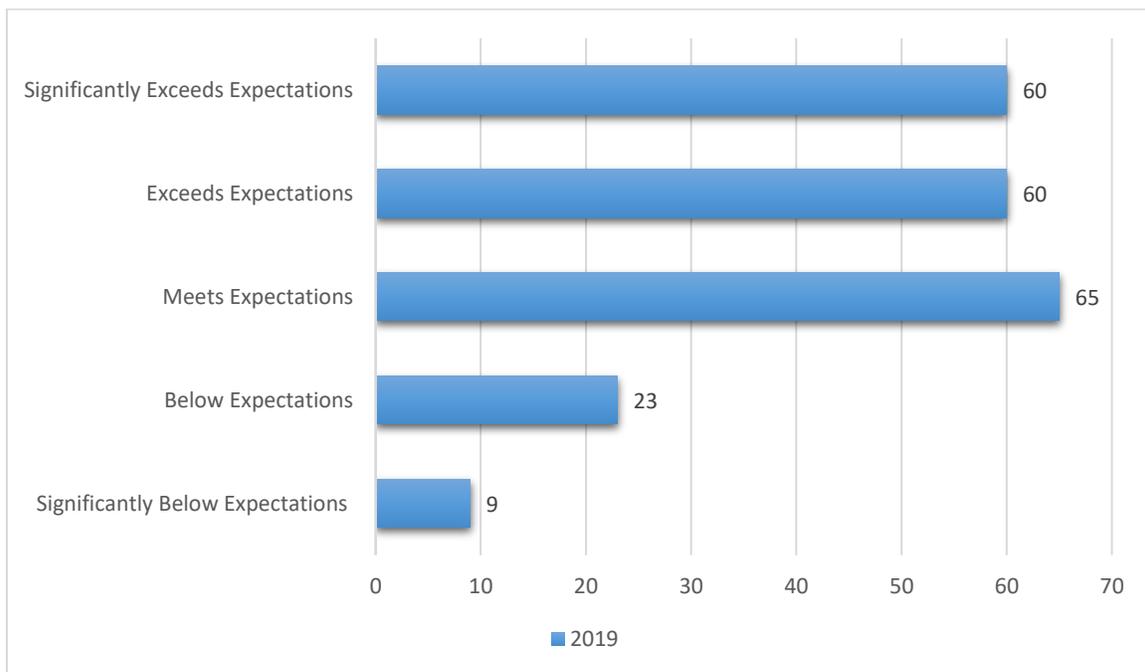
"Officer patrolling our neighborhood notified us our garage and car doors were open after dark. We had accidentally left them open."

"Enjoy the outreach activities; gives my kids great opportunity to have early positive interacts with law enforcement."

"Great community involvement."

Question 8

How do you rate the Apex Police Department on traffic safety and enforcement?



In the 2019 Survey, 185 respondents (84.86%) rated the Apex Police Department's traffic safety and enforcement efforts at or Above Expectations. Another 32 respondents (14.68%) rated the Apex Police Department's traffic safety and enforcement at Below Expectations. This data represents a decrease of 6.47% in meeting or exceeding expectations regarding the Apex Police Department's traffic safety and enforcement versus the 2016 Survey.

Comments of Note:

"As far as I know the department is on top of traffic safety and enforcement issues."

"To my knowledge believe they are doing their best. I'm sure there is still room for improvement."

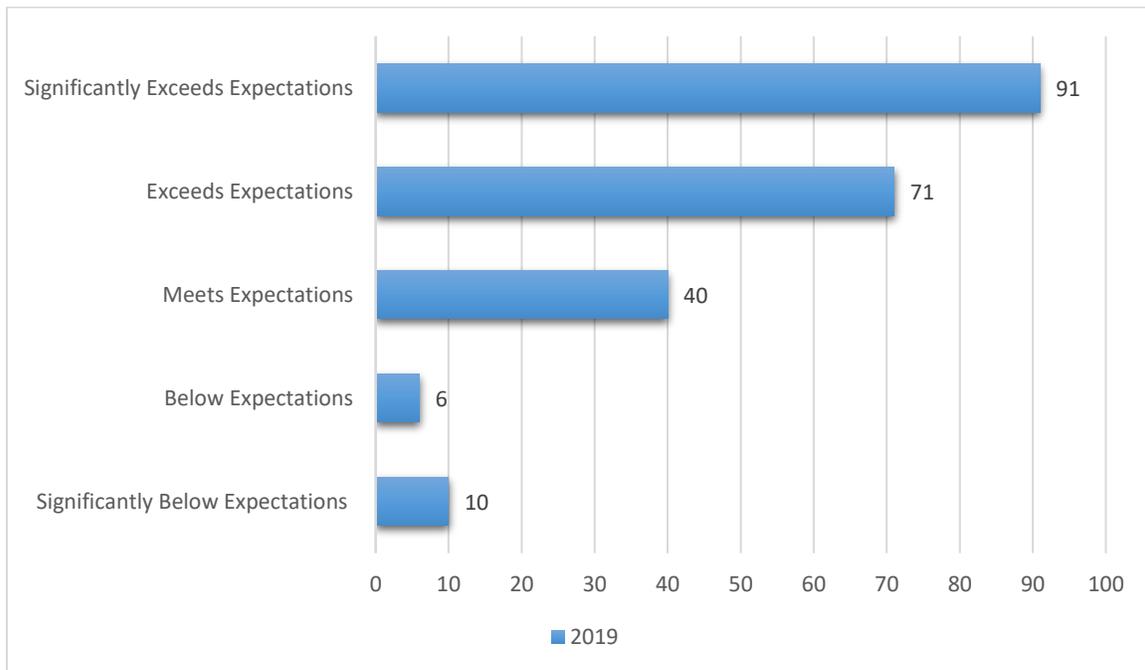
"When they see an issue on the roads, they address it. The officers posted at my kids' schools are always extremely diligent, and yet friendly. At this very moment, there is an officer posting no-parking signs in front of our house (downtown, Center St.) for this weekend's Latino Arts festival, which is much appreciated in keeping everyone safe."

"I have seen police vehicles out especially in the downtown area. I like the digital "slow down" sign as a reminder when entering the downtown area."

"The response from APD when we called about traffic in our neighborhood due to construction & issues with the intersection of Jenks & Roberts was beyond our expectations. An immediate response via email & officers present during rush hours"

Question 9

How do you rate Apex Police Officers' attitudes, behaviors and professionalism toward citizens?



In the 2019 Survey, 202 respondents (92.23%) rated the Apex Police Department's Officers' attitudes at Meets Expectations or better. We received multiple comments highlighting our professional, friendly, helpful, and genuine attitudes toward citizens. Another 16 respondents (7.31%) rated the Apex Police Department's Officers' attitudes at Below Expectations. This data represents a decrease of 2.08% in meeting or exceeding expectations in regards to Officer's attitude, behaviors, and professionalism towards citizens versus data from the 2016 Survey.

Comments of Note:

"Approachable, friendly, I have yet to see an officer that didn't say "hi" or respond to one of our citizens. I've never seen one too busy to answer a question or have a conversation. That speaks so much to the high commitment the APD has to it's citizens"

"Officers wave when passing if I am out walking which makes me feel more confident that there is recognition of who is in the neighborhoods"

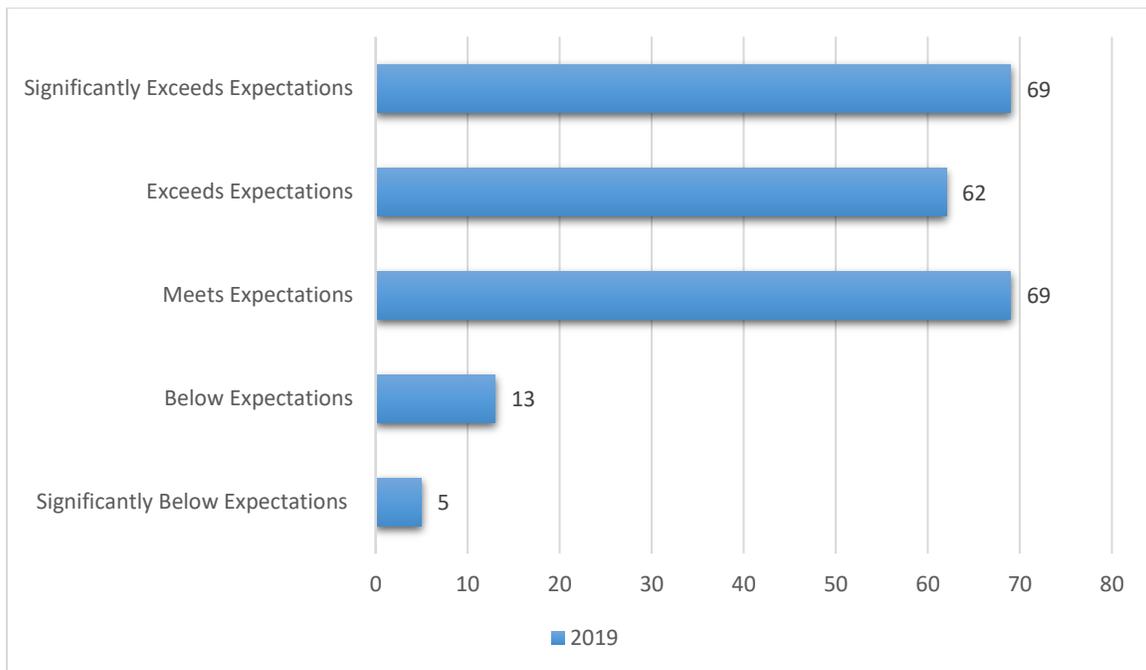
"Officers are friendly, but perhaps could be a little more engaging in public. A little conversation in passing, versus just hello or stern face."

"I think officers take their job seriously and sometimes that comes off as being a little uptight, but given today's world, you all deserve to have your brows furrowed. If I had to carry a gun and be ready for anything all day, I'd be less than jovial too. My experience has always been that officers are very professional and helpful."

"Kind, approachable friendly and involved in the community"

Question 10

How would you rate APD addressing concerns and promoting safety and security in your neighborhood?



In the 2019 Survey, 200 respondents (91.33%) rated the Apex Police Department’s efforts for promoting safety and security in neighborhoods at Meets Expectations or better. Twenty positive comments were received in the survey data. These remarks related to topics such as department involvement in neighborhood HOAs, prompt response to issues within communities, and seeing the officers patrolling areas made citizens feel safe. Another 18 respondents (8.22%) rated the Apex Police Department’s safety and security in neighborhoods at Below Expectations. This data represents an increase of less than one percent variance between the 2016 Survey and the 2019 Survey data regarding this question.

Comments of Note:

“Quick response times to incidents. Presence is seen with patrol cars.”

“Neighbors have told me they have had good discussions about police communications regarding issues”

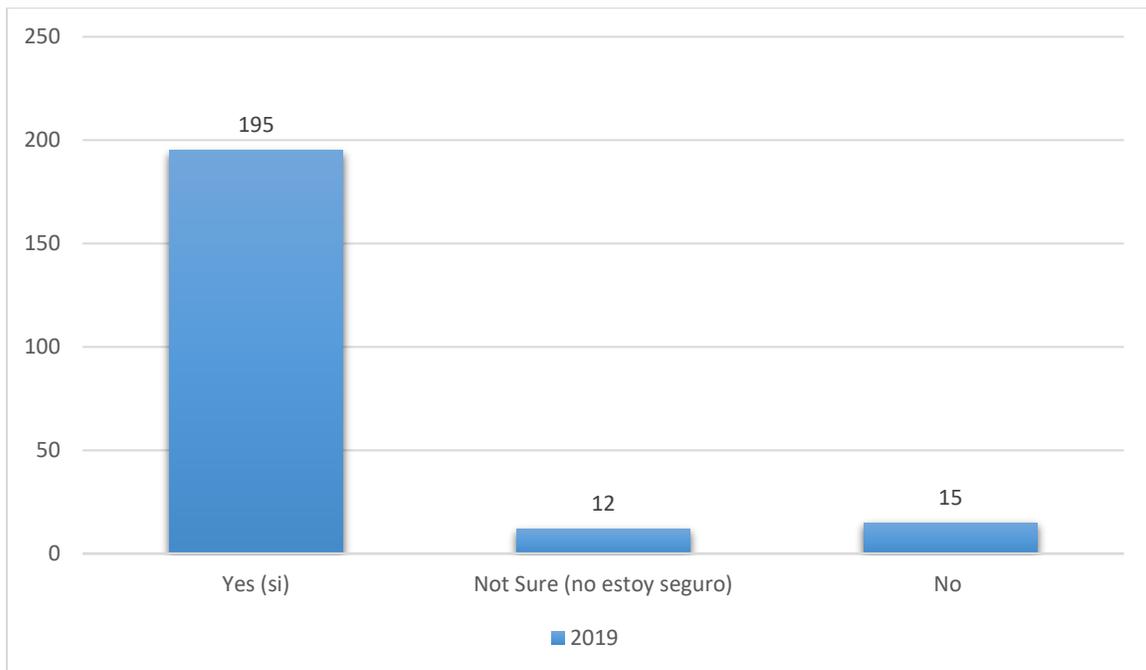
“The Apex PD have alerted our Apex Athletics Dept about recent break-ins in cars at the parks, and gave suggestions on how to resolve.”

“There's always room for improvement, but with the population increasing and number of communities being built in Apex, it's going to be tough for the Department to keep up and promote safety and security.”

“The station at Kelly Rd was very helpful to me when I had concerns about returning home one evening. They made sure my home and property was secure. I greatly appreciated the actions taken and that they weren't dismissive about my fear.”

Question 11

Are you comfortable in contacting the Apex Police Department with a question, need, concern, etc?



In the 2019 Survey, 195 respondents (87.84%) stated they felt comfortable contacting the Apex Police Department with questions, needs, or concerns. Another 12 respondents (5.41%) reported they were unsure if they felt comfortable contacting the Apex Police Department with questions, needs, or concerns. An additional 15 respondents (6.76%) stated they were not comfortable contacting the Apex Police Department. This data represents a decrease of 4.84% of respondents feeling comfortable, an increase of 1.07% feeling unsure, and an increase of 3.78% feeling uncomfortable in contacting the Apex Police Department versus the data collected in the 2016 Survey.

Comments of Note:

“I'd feel comfortable approaching any officer if I needed to.”

“I have often walked up and asked a question. Everyone has been approachable, without exception.”

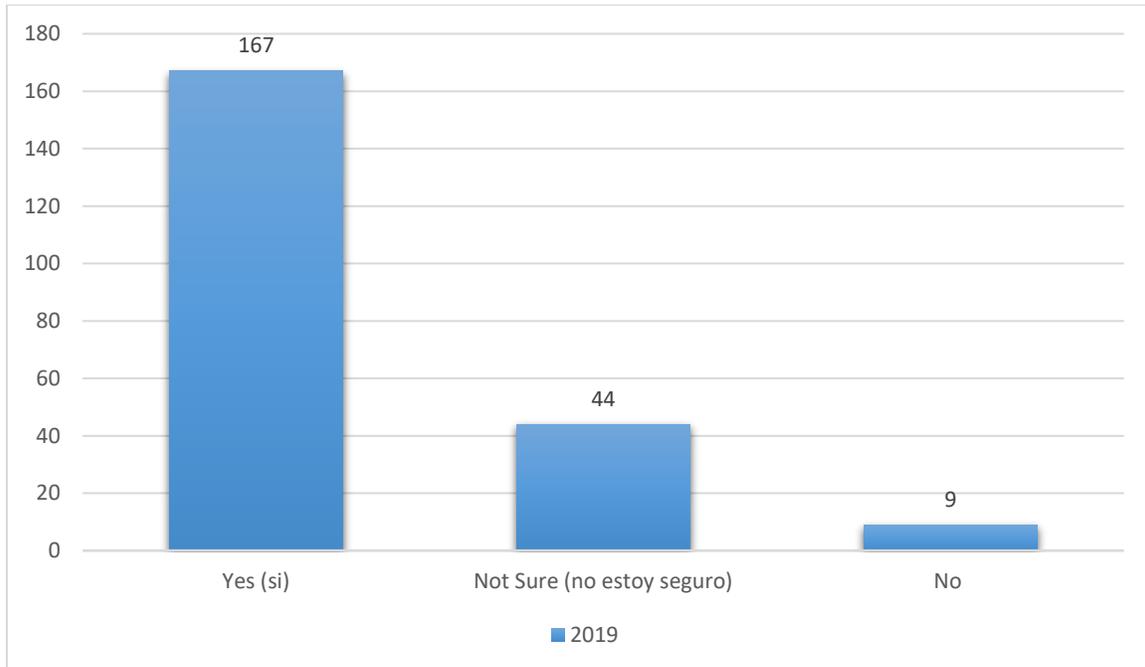
“I have done so in the past and felt totally at ease in speaking with the department members.”

“I called regarding bats- police didn't have capability to help but was told to call wild animal control!”

“Maybe better with accident or crime.”

Question 12

Do you feel the Apex Police Department practices biased-free policing and respects the rights and dignity of all citizens?



In this survey, 167 respondents (75.57%) stated they felt the Apex Police Department practiced biased-free policing and respected the rights of all citizens. Another 44 respondents (19.91%) reported they were unsure. An additional nine respondents (4.07%) stated they did not feel the Apex Police Department practiced biased-free policing or respected the rights of all citizens. There 24 comments overall encompassed all three categories. This data represents a decrease of 2.21% in respondents feeling the Apex Police Department engaged in biased-free policing and respected the rights of all citizens. The results also represent an increase of 2.02% in respondents being unsure and a decrease of 0.27% of respondents feeling they did not feel the Apex Police Department practiced biased-free policing and respected the rights of all citizens versus the data from the 2016 Survey.

Comments of Note:

“They are humans, so it can't be expected to be 100% all the time.”

“I certainly hope so, and if they don't suffer consequences for their behavior.”

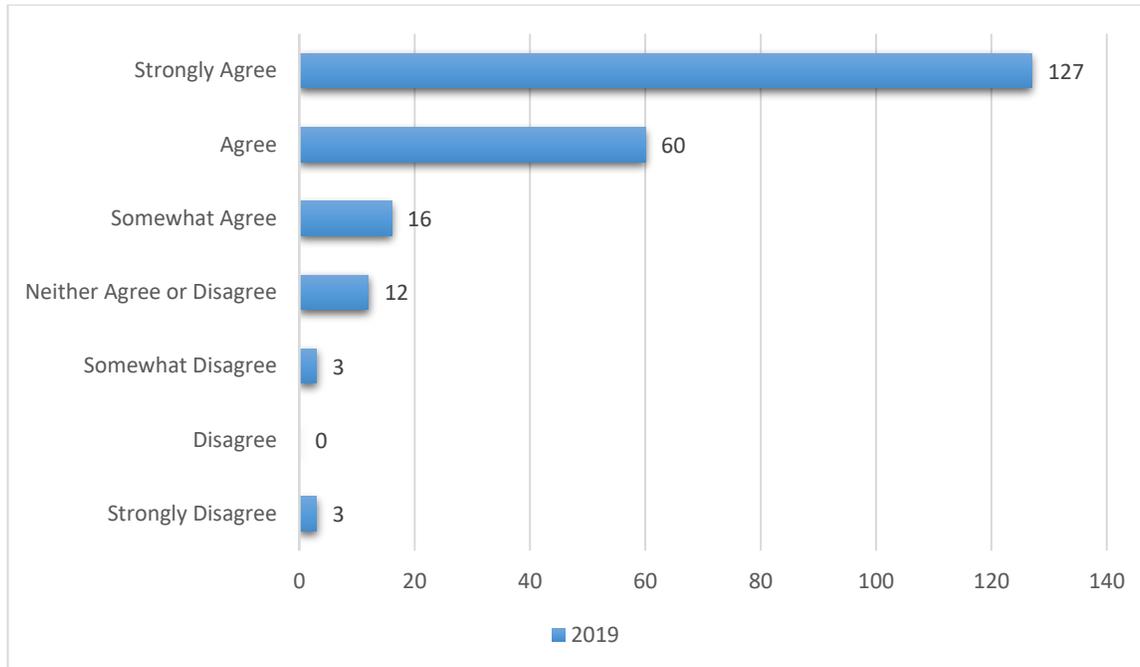
“I would like to know more about how Apex addresses these issues”

“More than it used to.”

“I don't have enough familiarity to say. I certainly hope so, and I'm really glad Chief Letteney and APD removed that former APD chief's brick (the police chief who hung a PERSON). I did note that this survey is in both English and Spanish - again, nicely done! I hope ongoing attention is given to diversity recruitment and diversity dignity, maybe through OAR or REI trainings.”

Question 13

I feel the Apex Police Department helps in providing a safe living environment.



In the 2019 Survey, 203 respondents (91.86%) Somewhat Agreed, Agreed, or Strongly Agreed, that the Apex Police Department provides a safe living environment. There were four comments stating citizens felt safe in Apex. Another 12 respondents (5.43%) Neither Agreed nor Disagreed that the Apex Police Department provides a safe living environment. An additional six respondents (2.72%) stated that they Somewhat to Strongly Disagreed that the Apex Police Department provides a safe living environment. This data represents an increase of 1.88% in respondents' responses of Somewhat Agreed, Agreed, or Strongly Agreed regarding the Apex Police Department providing a safe living environment from the 2016 Survey.

Comments of Note:

“My opinion is that Apex citizens feel safe, and that the department does a good job of watching out for us.”

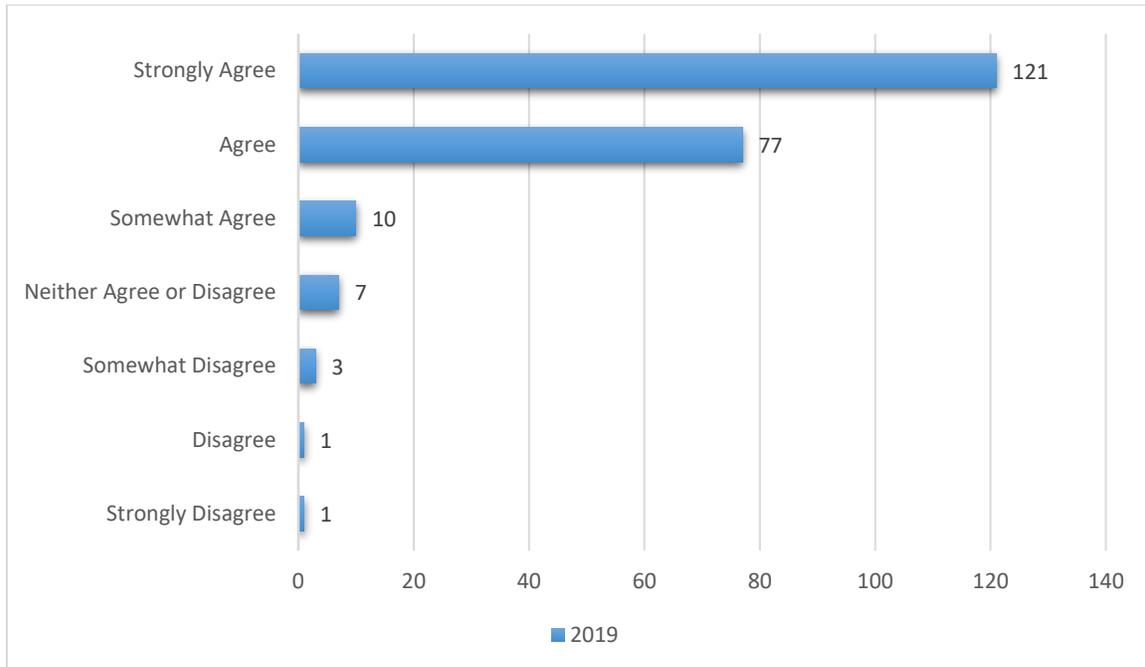
“Apex is an incredibly safe town.”

“I like that there is a high presence of officers in the area, especially around the schools.”

“APD has a presence in the community which I appreciate”

Question 14

I feel that the Town of Apex is a safe place to live.



In the 2019 Survey, 208 respondents (94.55%) stated they Somewhat Agreed, Agreed, or Strongly Agreed, that the Town of Apex is a safe place to live. Four of the eleven comments supported these ratings. Participants stated they felt safe in Apex. Seven respondents (3.18%) replied they Neither Agreed nor Disagreed. (NOTE: 1 respondent reported they did not live in Town.) Five respondents (2.26%) stated they Strongly to Somewhat Disagreed that the Town of Apex is a safe place to live. This data represents a decrease of 2.20% in Somewhat Agreeing or Agreeing, or Strongly Agreeing, that the Town of Apex is a safe place to live. Also, there was a decrease of less than 1% of Strongly to Somewhat Disagree with the same question on the 2016 Survey.

Comments of Note:

“Compared with other areas, we are about as good as it gets. That is one reason so many people want to move to Apex.”

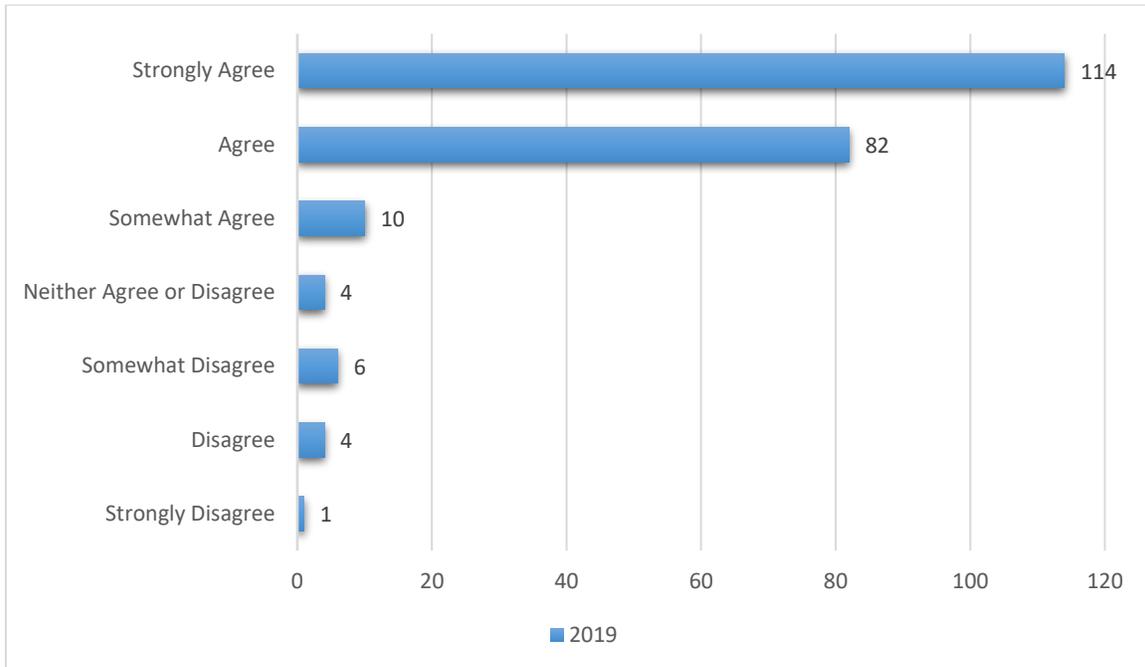
“Though I feel our small town is becoming a target due to publicity.”

“Very impressed with the APD handling of the media at the shooting in Dogwood Ridge. Loved the chief saying, “we’re gonna work our timeline properly...as we should...” No messing around. It’s gonna be done right. Very sorry that had to happen in Apex, but confident it will be figured out and handled appropriately.”

“Crime will get worse with all this growth and building too many houses. But I have faith in our police force. But building way way too much in this area.”

Question 15

I feel safe and secure in my neighborhood.



In the 2019 Survey, 206 respondents (93.20%) stated they Somewhat Agreed, Agreed, or Strongly Agreed, they felt safe and secure in their neighborhoods. We received several comments supporting their feelings of safety. Four respondents (1.81%) stated they Neither Agreed nor Disagreed that they felt safe and secure in their neighborhoods. An additional 15 respondents (4.97%) reported they Strongly to Somewhat Disagreed that they felt safe and secure in their communities. This data represents an increase of 2.14% in respondents Somewhat Agreeing that they felt safe and secure in their neighborhoods. Also, there was a decrease of 1.82% in the number of respondents who stated they Strongly to Somewhat Disagreed that they felt safe and secure in their neighborhoods.

Comments of Note:

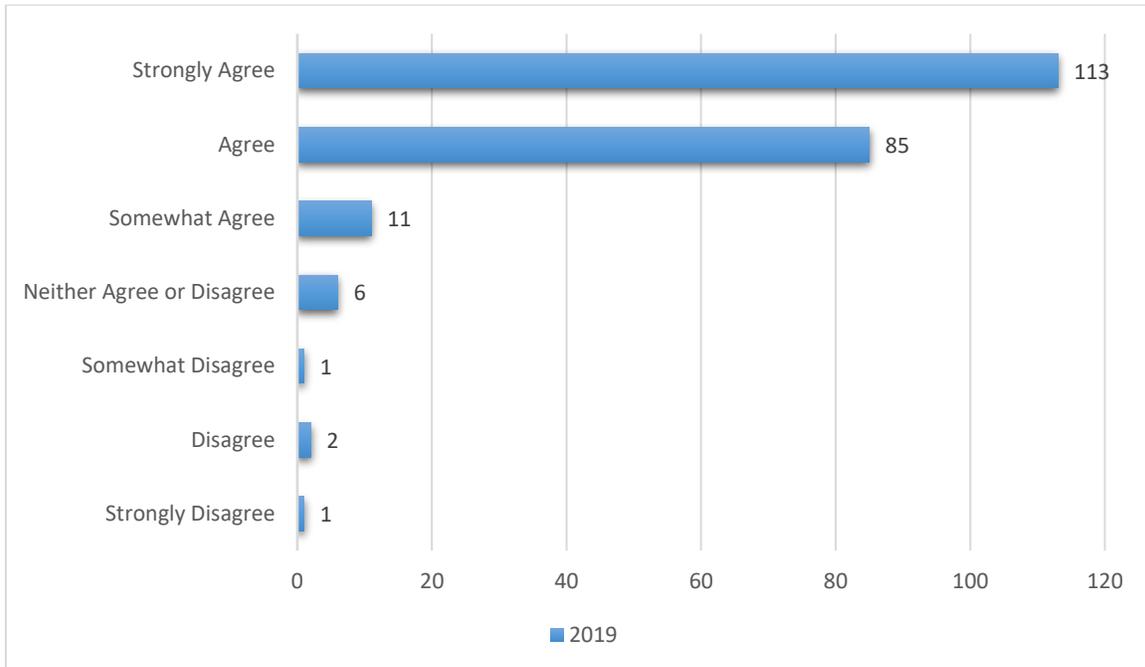
“Sometimes I think that we feel too secure. We do things that show how safe we think we are, but find that crazy stuff goes on around us.”

“Most of the time but still always on the alert.”

“I feel safe at my school of employment.”

Question 16

I feel safe and secure when I shop in the Town of Apex.



In the 2019 Survey, 209 respondents (95.43%) stated they Somewhat Agreed, or higher, that they felt safe and secure when shopping in Apex. We received 6 of 11 comments supporting their feelings of safety. Six respondents (2.74%) stated they Neither Agreed nor Disagreed that they felt safe while shopping in Apex. An additional four respondents (1.83%) reported they Strongly Disagreed to Somewhat Disagreed that they felt safe while shopping in Apex. This data represents a decrease of 1.86% of respondents who stated they Somewhat Agreed, or higher, that they feel safe and secure while they are shopping in Apex versus the 2016 Survey.

Comments of Note:

“I can't think of a single place in Apex where I don't feel safe.”

“I don't do a lot of shopping other than dining out or going to the store for some food. But not afraid unlike when i was living in other states.”

“More importantly my kids and I do.”

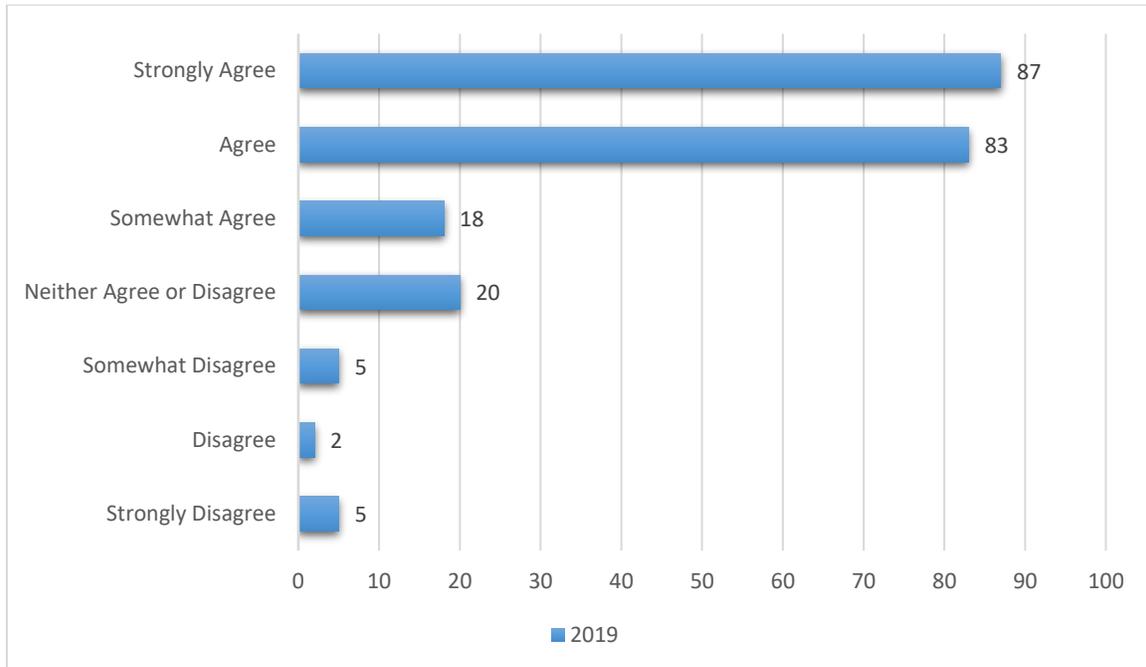
“Things can happen anywhere, but outside of that, I feel pretty darn safe here. That said, I don't think I see a lot of APD officers on foot patrol. This might be nice? Like, especially in developing relationships with townspeople perhaps. Maybe walk the downtown sometimes, and other key town areas.”

“Except if I have to park in rear gravel lot off Salem Street at night, or the far corners of lot across from police station- that makes me feel a bit uncomfortable. But that may just be me, versus any real threat existing. Otherwise, we feel safe.”

“Although Beaver Creek requires vigilance while shopping.”

Question 17

I feel the Apex Police Department understands the needs of citizens.



In the 2019 Survey, 188 respondents (85.26%) stated they Strongly Agreed, or higher, that the Apex Police Department understands the needs of citizens. An additional 20 respondents (9.09%) reported they Neither Agreed nor Disagreed that the Apex Police Department understands the needs of citizens. Another 12 respondents (5.45%) stated they Strongly to Somewhat Disagreed that the Apex Police Department understands the needs of citizens. This data represents a decrease of 1.42% of respondents who indicated they Somewhat Agreed, or higher, that the Apex Police Department understands the needs of the citizens versus the 2016 Survey.

Comments of Note:

“We need that "small town character/charm/feel" that brings people to Apex to come through the APD in a big way.”

“I think the department does a good job of trying to educate us, and keep us aware of things we may be doing wrong out of ignorance”

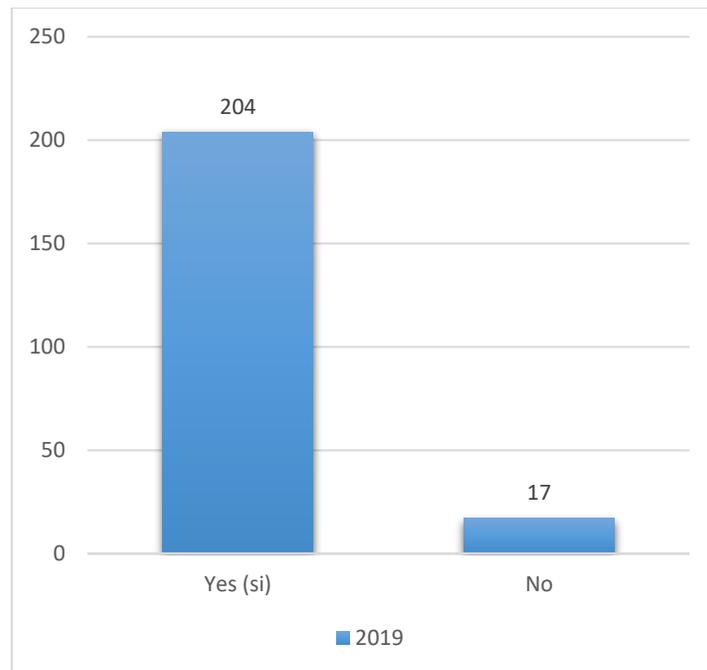
“More community conversations would ensure this.”

“It seems like it, but I don't know for sure - I'm just not that close to it. But also, I think more community offerings of crime prevention tactics would be useful.”

“It is really great to see how both the towns of Apex and Cary go out of their way to promote a working relationship with the police departments and the communities they serve.”

Question 18

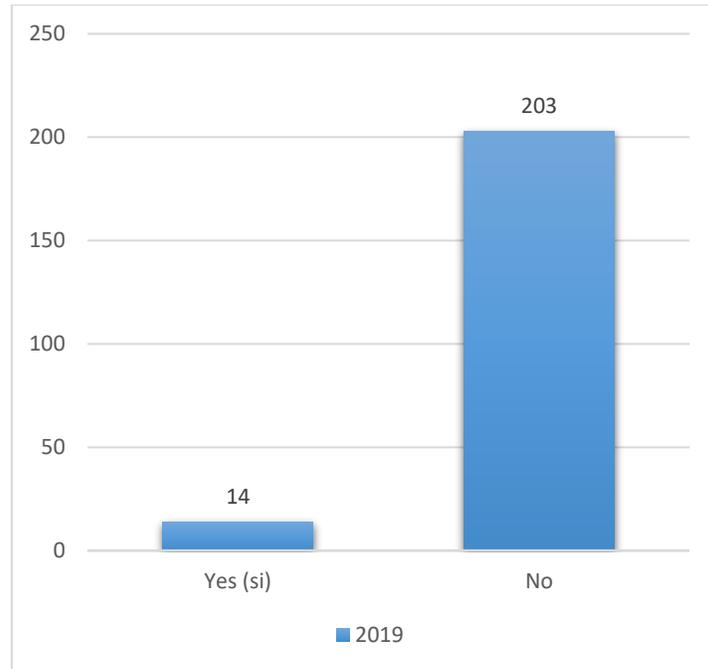
I am a resident of the Town of Apex.



In the 2019 Community Satisfaction Survey, 204 respondents (92.31%) were residents of the Town of Apex and 17 (7.69%) respondents were non-residents of the Town of Apex.

Question 19

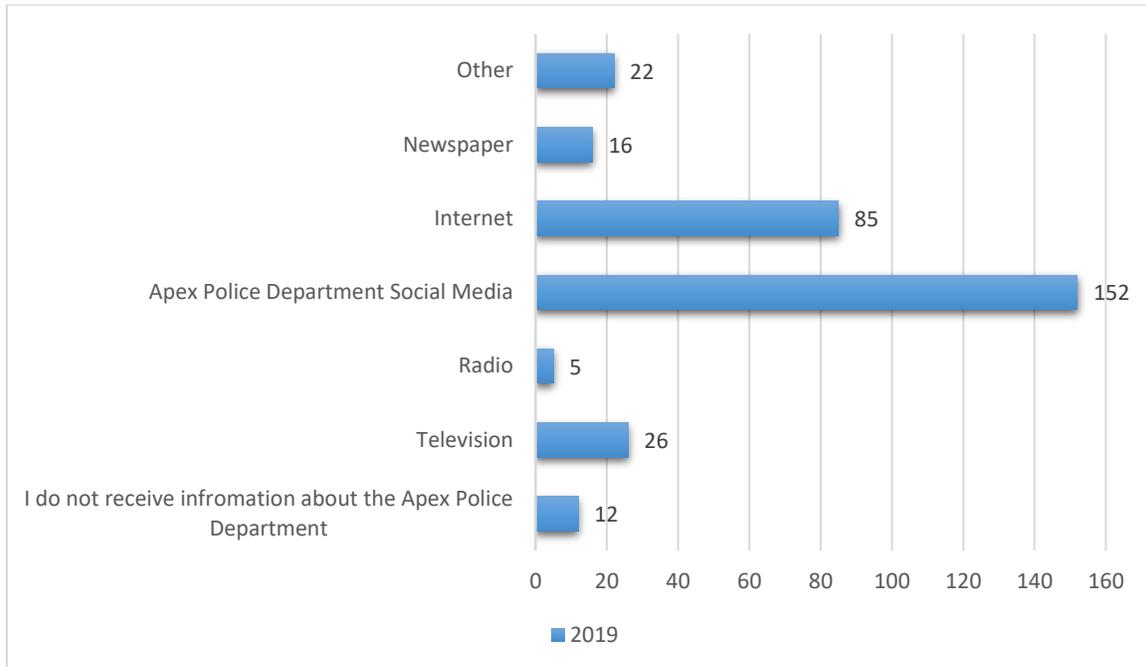
I am a business owner within the Town of Apex



In the 2019 Community Satisfaction Survey, 14 respondents (6.45%) were business owners within the Town of Apex and 203 respondents (93.55%) were not.

Question 20

What is your main source on how you receive information on the Apex Police Department?



In 2016 respondents indicated their main source of information about the police department is:

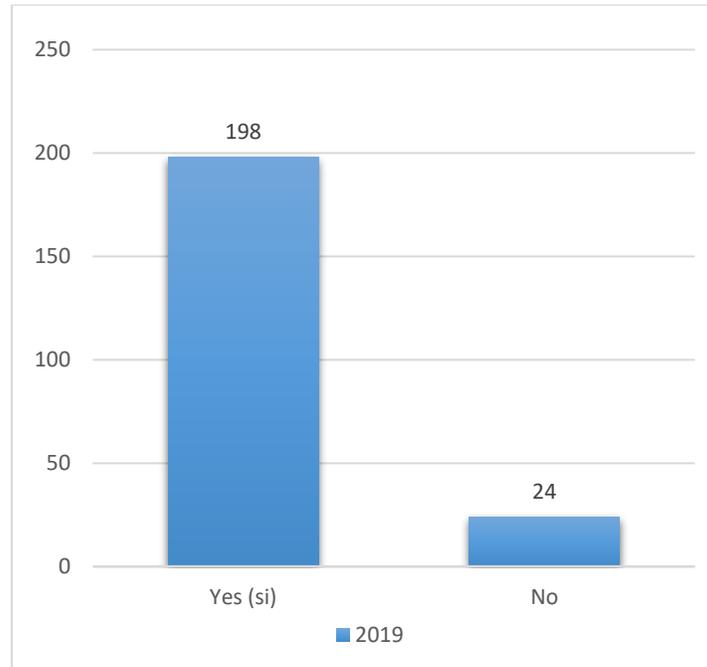
- Social media – 217 respondents (59%)
- Internet – 137 respondents (37%)
- Newspaper - 65 respondents (18%)
- Television – 36 respondents (10%)
- Other means – 54 respondents (15%)
- NOTE: 37 respondents (10%) indicated they have not received information about the police department

In the 2019 Community Satisfaction Survey, respondents indicated their main source of information about the police department is:

- Social media – 152 respondents (68.47%)
- Internet – 85 respondents (38.29%)
- Newspaper - 16 respondents (7.21%)
- Television – 26 respondents (11.71%)
- Other means – 22 respondents (9.91%)
- NOTE: 12 respondents (5.41%) indicated they have not received information about the police department

Question 21

Are you aware of Apex Police Department's Social Media Efforts?



In the 2019 Community Satisfaction Survey, 198 respondents (89.19%) indicated they were aware of the department's social media efforts, while 24 respondents (10.81%) indicated they were not. There was an increase of 8.19% in respondents' awareness of the Apex Police Department's Social Media efforts versus data from the 2016 Survey.

Comments of Note:

"And I love your sense of humor on social media posts!"

"They should be focused more on crime or public safety info, instead of pictures of cops with minorities and such."

"Awesome - keep it up, and then some!"

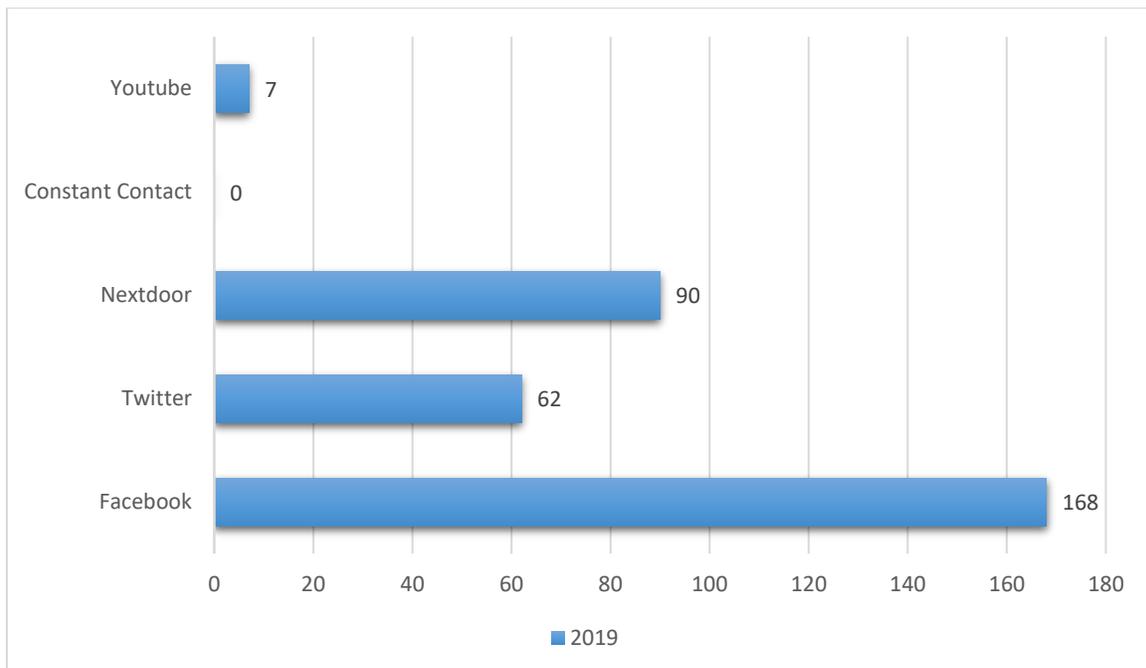
"I am not on Facebook. Please try to post content across all channels where you are active (e.g. something on FB also be posted to Next Door, etc.)"

"Facebook is my main source of information."

"I am not on social media"

Question 22

If yes to question 21, which one(s)?



In 2016, the respondents indicated that they use the following social media outlets:

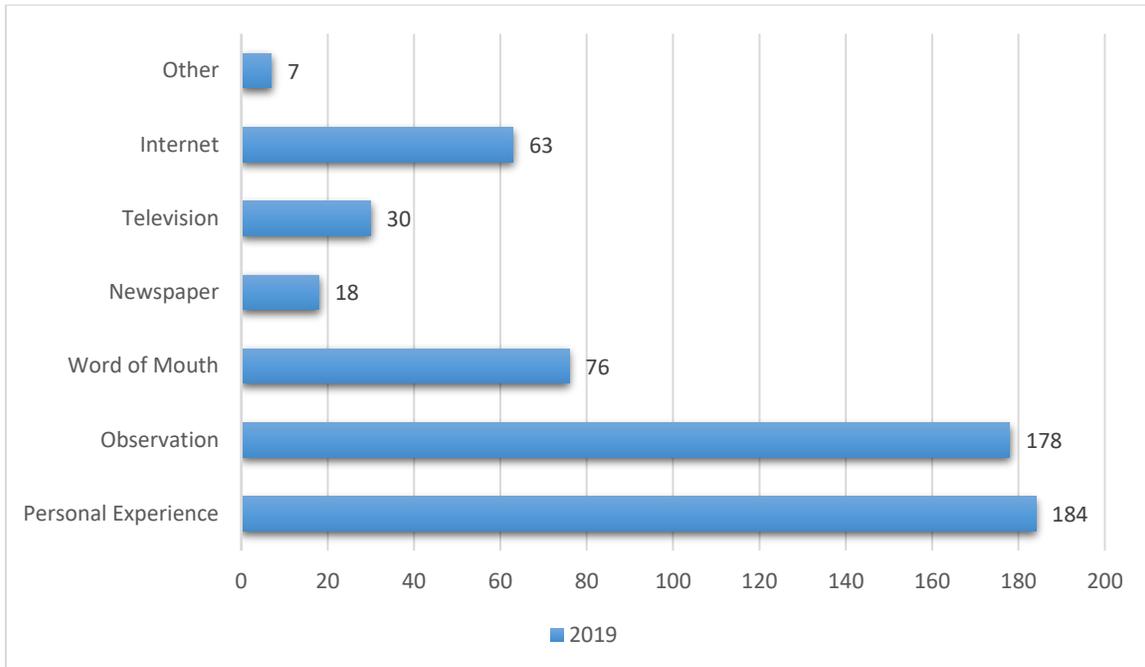
- Facebook – 233 respondents (75%)
- Twitter – 83 respondents (27%)
- Next Door – 164 respondents (53%)
- Constant Contact – 10 respondents (3%)
- YouTube – 16 respondents (5%)

In the 2019 Survey, respondents indicated that they use the following social media outlets:

- Facebook – 168 respondents (84.85%)
- Twitter – 62 respondents (31.31%)
- Next Door – 90 respondents (45.45%)
- Constant Contact – 0 respondents (0%)
- YouTube – 7 respondents (3.54%)

Question 23

On what have you based the opinions given in this survey?



In the 2016, the respondents indicated that they based their opinions given in the survey on:

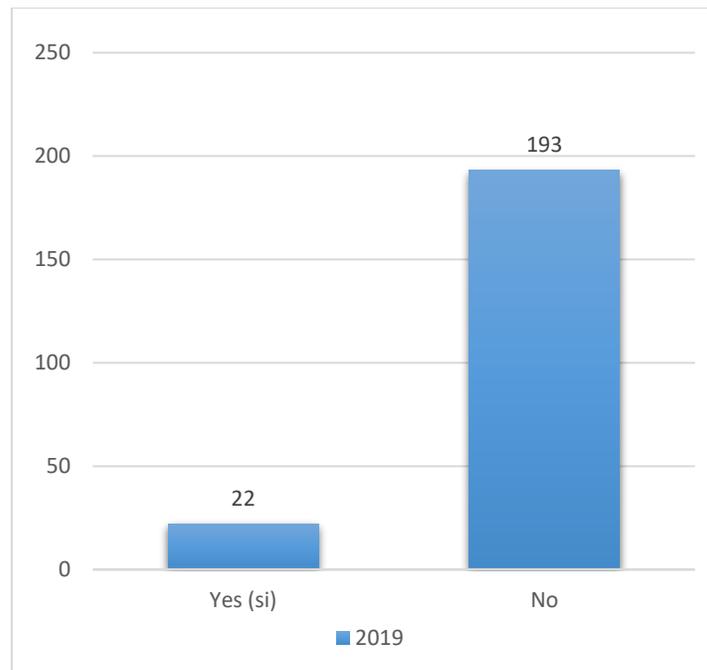
- Personal Experience – 381 respondents (81%)
- Observation – 285 respondents (77%)
- Word of Mouth – 117 respondents (32%)
- Newspaper – 55 respondents (14%)
- Television – 34 respondents (9%)
- Internet – 93 respondents (25%)
- Other – 21 respondents (6%)

In the 2019 Survey, respondents indicated that they based their opinions given in the survey on:

- Personal Experience – 184 respondents (83.64%)
- Observation – 178 respondents (80.91%)
- Word of Mouth – 76 respondents (34.55%)
- Newspaper – 18 respondents (8.18%)
- Television – 30 respondents (13.64%)
- Internet – 63 respondents (28.64%)
- Other – 7 respondents (3.18%)

Question 24

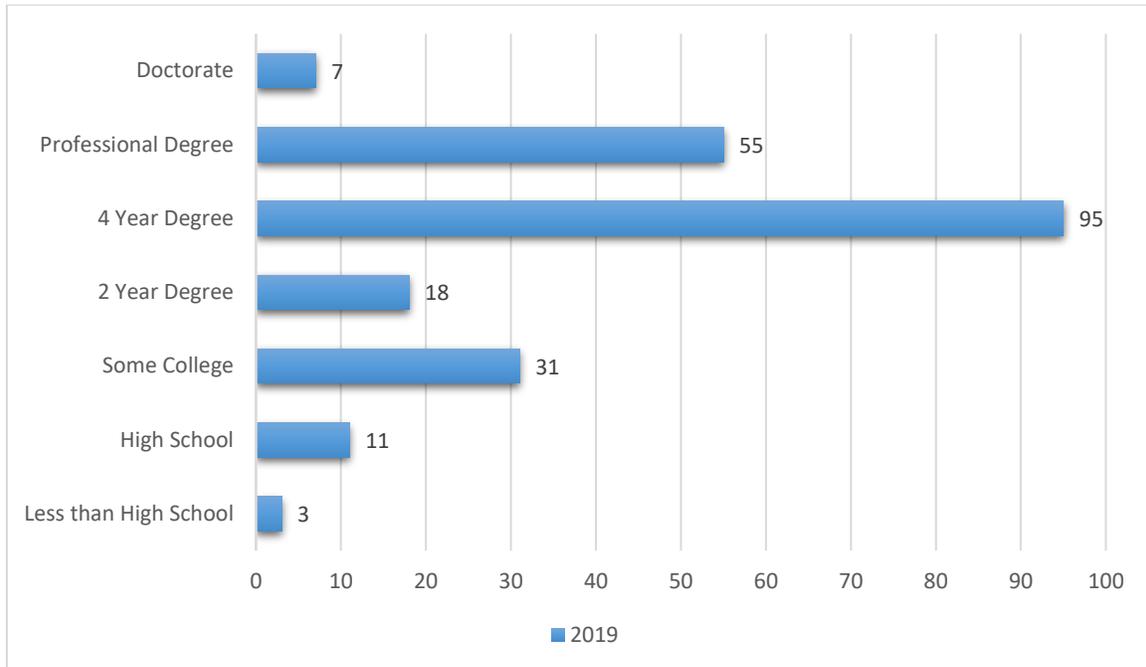
Are you interested in a career with the Apex Police Department?



In the 2019 Survey, 22 respondents (10.14%) indicated they were interested in a career with the Apex Police Department and 193 respondents (88.94%) were not.

Question 25

What is your education level?



In 2016, 369 respondents completed the survey and indicated their education levels as:

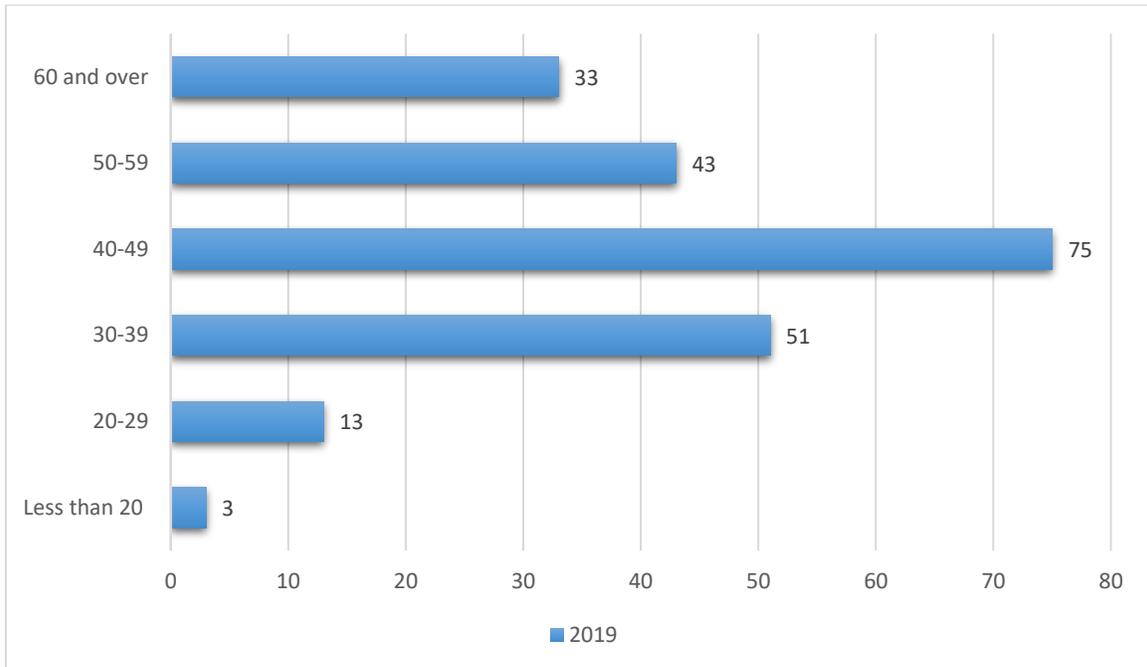
- Less than High School – 6 respondents (2%)
- High School – 22 respondents (6%)
- Some College – 43 respondents (12%)
- 2-year degree – 26 respondents (7%)
- 4-year degree – 162 respondents (44%)
- Professional degree – 93 respondents (25%)
- Doctorate – 17 respondents (5%)

In the 2019 Survey, 220 respondents indicated their education levels as:

- Less than High School – 3 respondents (1.36%)
- High School – 11 respondents (5%)
- Some College – 31 respondents (14.09%)
- 2-year degree – 18 respondents (8.18%)
- 4-year degree – 95 respondents (43.18%)
- Professional degree – 55 respondents (25%)
- Doctorate – 7 respondents (3.18%)

Question 26

Please enter your age.



In 2016 respondents indicated their age as:

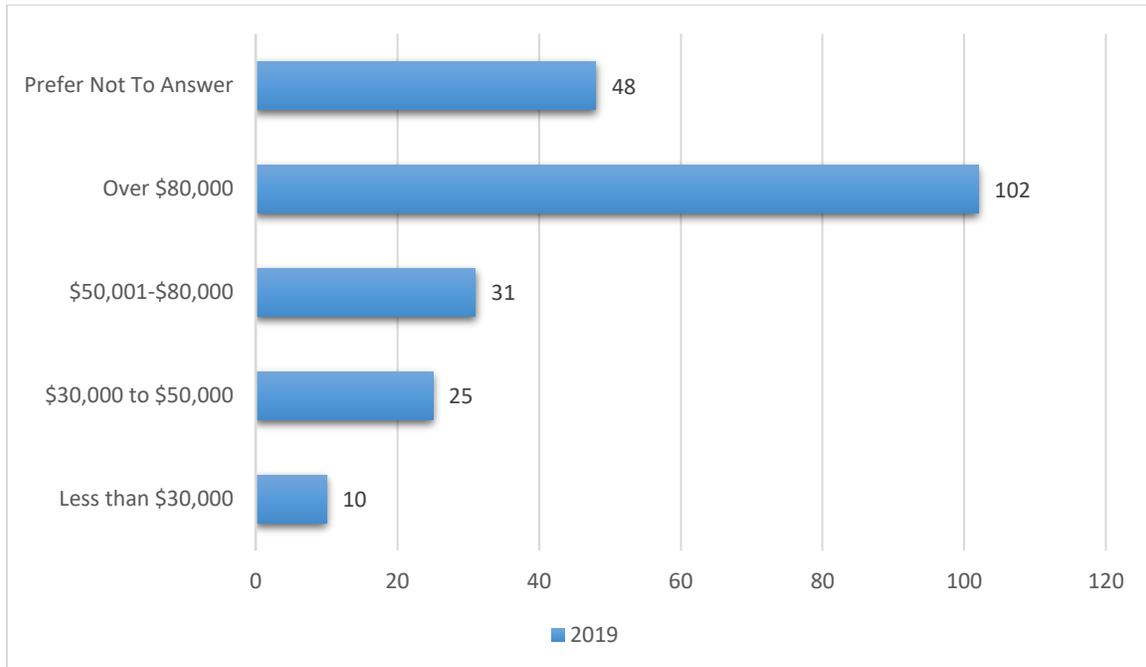
- Less than 20 – 8 respondents (2%)
- 20-29 – 19 respondents (5%)
- 30-39 – 82 respondents (22%)
- 40-49 – 93 respondents (25%)
- 50-59 – 91 respondents (24%)
- 60 and over – 76 respondents (21%)

In the 2019 Survey respondents indicated their age as:

- Less than 20 – 3 respondents (1.38%)
- 20-29 – 13 respondents (5.96%)
- 30-39 – 51 respondents (23.39%)
- 40-49 – 75 respondents (34.40%)
- 50-59 – 43 respondents (19.72%)
- 60 and over – 33 respondents (15.14%)

Question 27

Please enter your income level.



In 2016 respondents indicated their income levels as:

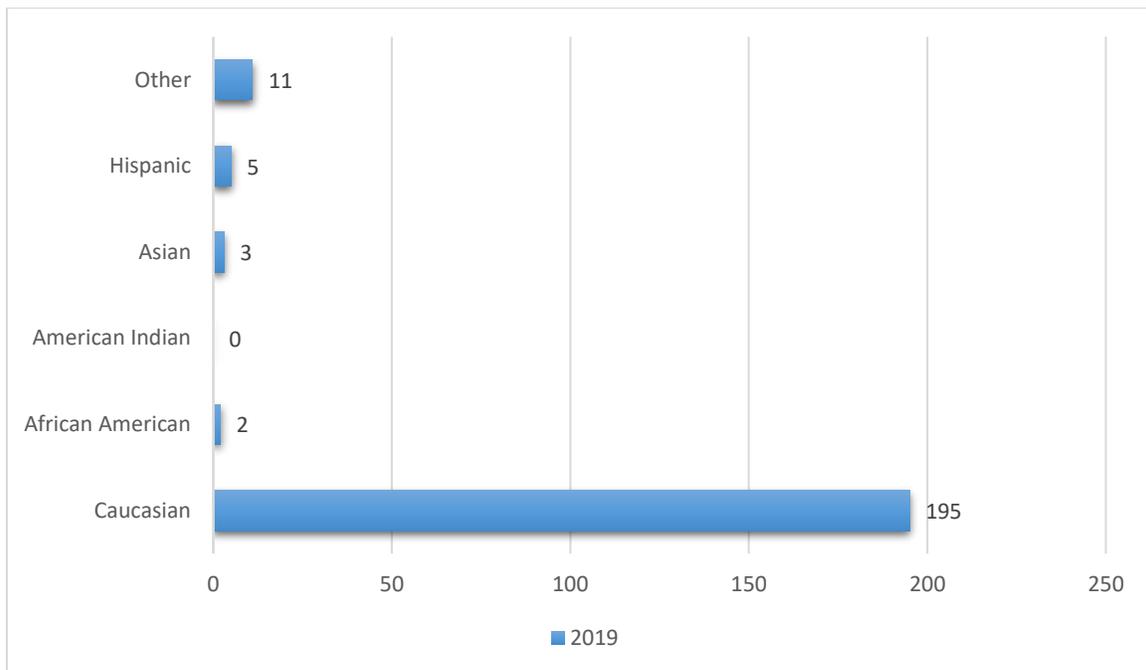
- Less than \$30,000 – 19 respondents (5%)
- \$30,000 to \$50,000 – 42 respondents (11%)
- \$50,000 to \$80,000 – 85 respondents (23%)
- Over \$80,000 – 151 respondents (41%)
- Prefer not to answer – 72 respondents (20%)

In the 2019 Survey respondents indicated their income levels as:

- Less than \$30,000 – 10 respondents (4.63%)
- \$30,000 to \$50,000 – 25 respondents (11.57%)
- \$50,000 to \$80,000 – 31 respondents (14.35%)
- Over \$80,000 – 102 respondents (47.22%)
- Prefer not to answer – 48 respondents (22.22%)

Question 28

Please enter your race.



In 2016 respondents who completed the survey indicated their race as:

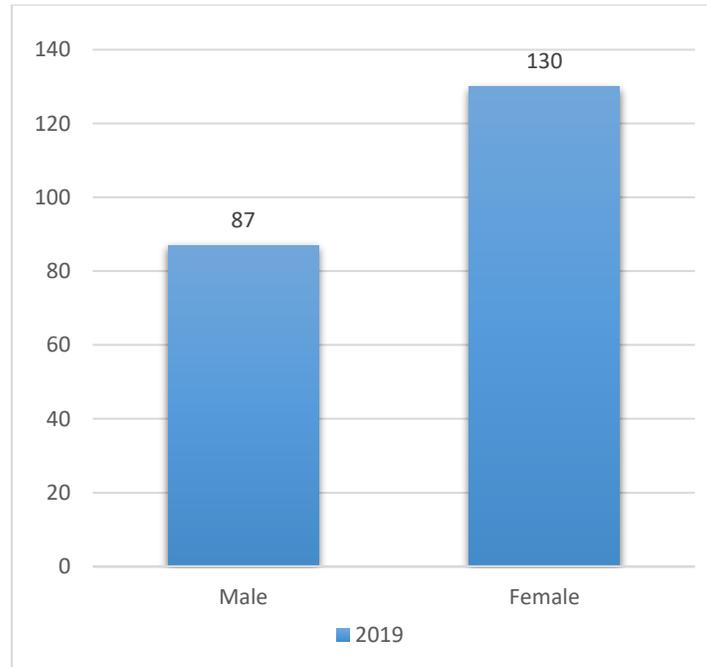
- Caucasian – 331 respondents (90%)
- African American – 9 respondents (2%)
- American Indian – 4 respondents (1%)
- Asian – 7 respondents (1%)
- Hispanic – 9 respondents (2%) respondent
- Other – 9 respondents (2%)

In the 2019 Survey respondents who completed this section indicated their race as:

- Caucasian – 198 respondents (90.28%)
- African American – 2 respondents (.93%)
- American Indian – 0 respondents (0%)
- Asian – 3 respondents (1.39%)
- Hispanic – 5 respondents (2.31%) respondent
- Other – 11 respondents (5.09%)

Question 29

Please enter your gender.



In the 2019 Community Satisfaction Survey respondents answered as follows, 87 (40.09%) were males and 130 (59.91%) were females.

Closing Remarks

We want to take this opportunity to thank everyone who completed the 2019 Community Satisfaction Survey. Apex Police Department continually strives to improve our efforts to serve the community and keep Apex safe for all. Your insights, recommendations, and comments significantly assist us in making decisions and setting goals to meet our jointly identified needs. The input you provide is invaluable for the processes we use in evaluating our current policies and procedures. We use this information to inform organizational decisions designed to help us make positive changes and improve our service to the community. To that end, we have established various focus groups and tasked Division Commanders with reviewing each result and comment. Our focus is to identify opportunities for improvement and also sustain those areas where expectations are being met. The Apex Police Department is committed to this continuous improvement process, and this survey tool is but one method by which we do so. Again, thank you for being a part of this process.

Respectfully,

The Apex Police Department