

2012 Campus Wide Satisfaction Survey



Police Department

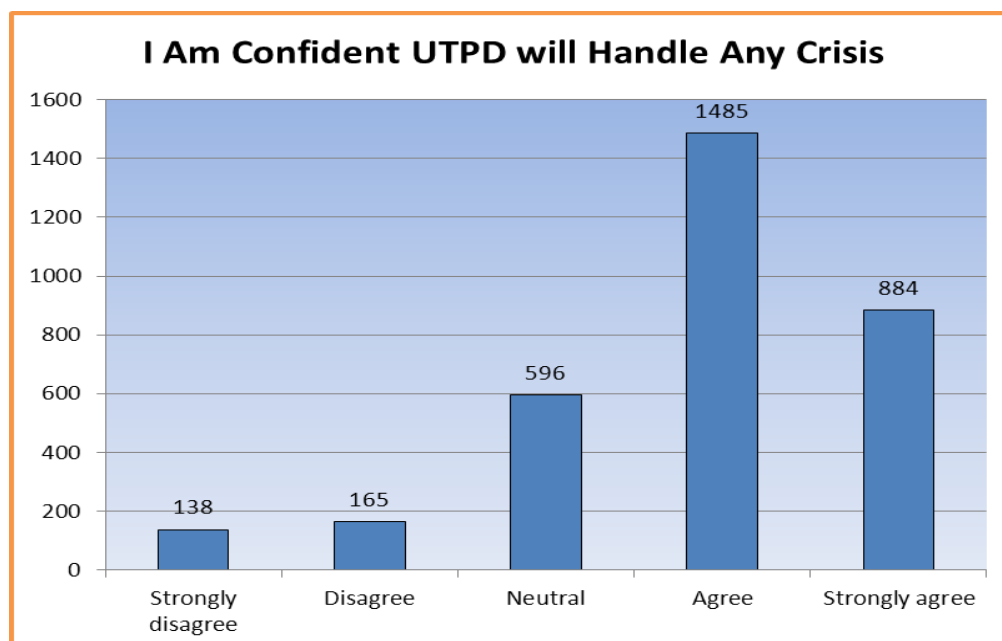
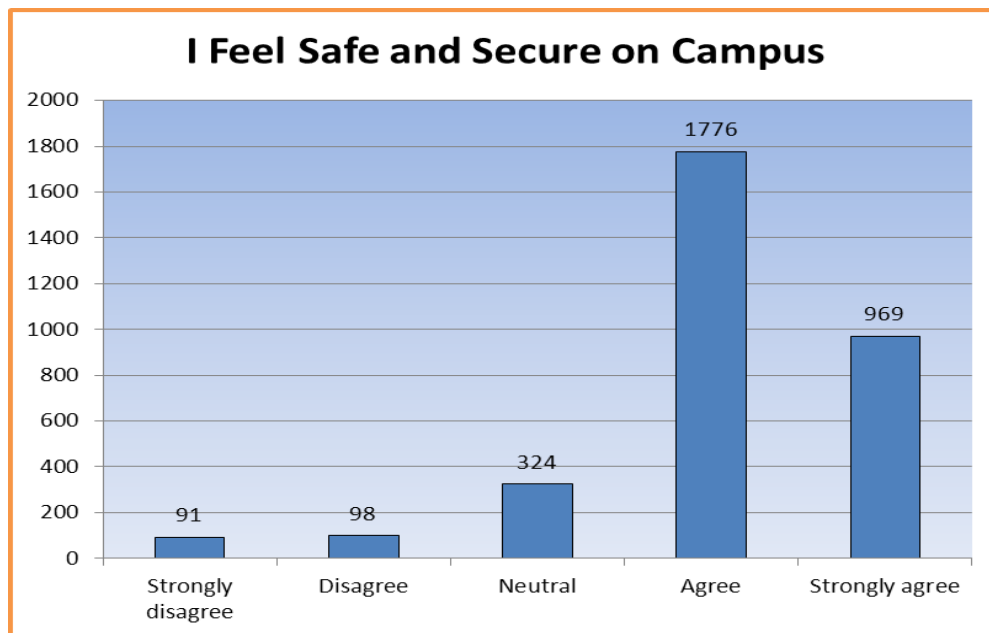
The University of Texas at Austin

Executive Summary

As part of their accreditation process, The University of Texas at Austin Police Department (UTPD) surveyed the campus in 2012 to determine the level of satisfaction with its performance among its constituents. The survey was administered on-line with 3,340 individuals responding. This number is a statistically significant representation of the campus' 21,000 faculty and staff and 52,000 students.

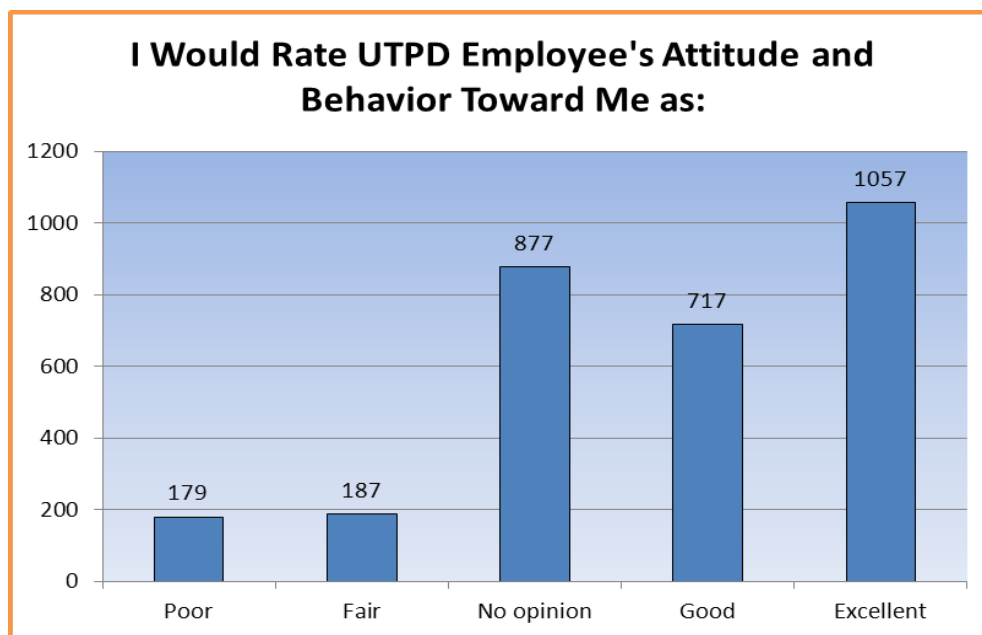
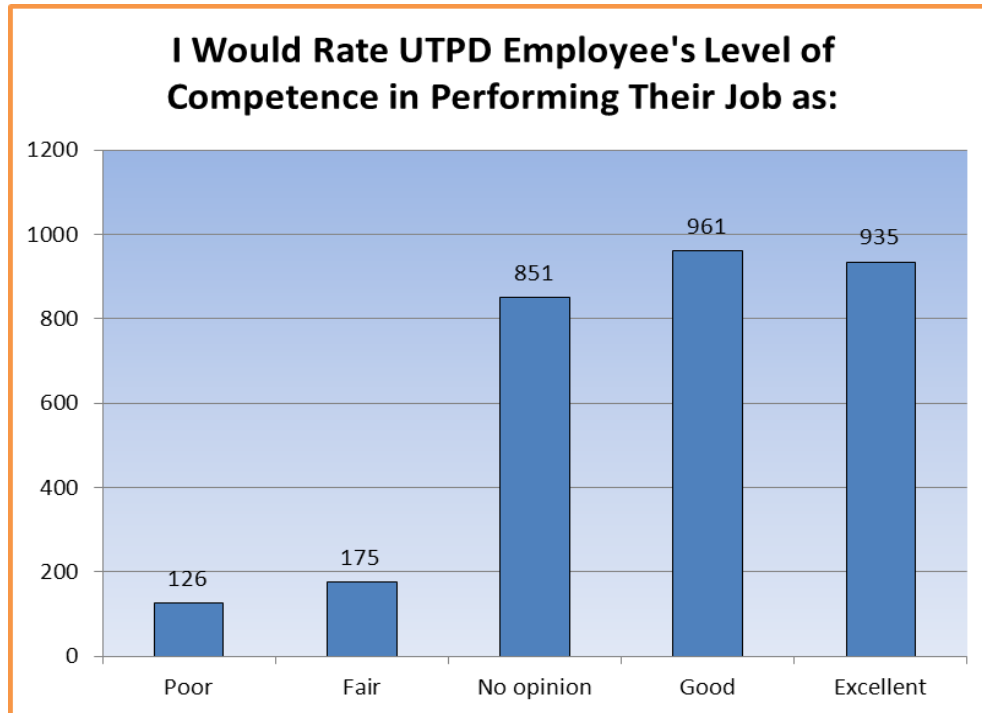
Positive Feedback

The overall scores for the department were very positive with most of those surveyed agreeing or strongly agreeing that they feel safe on campus and are confident UTPD will handle any crisis that presents itself.

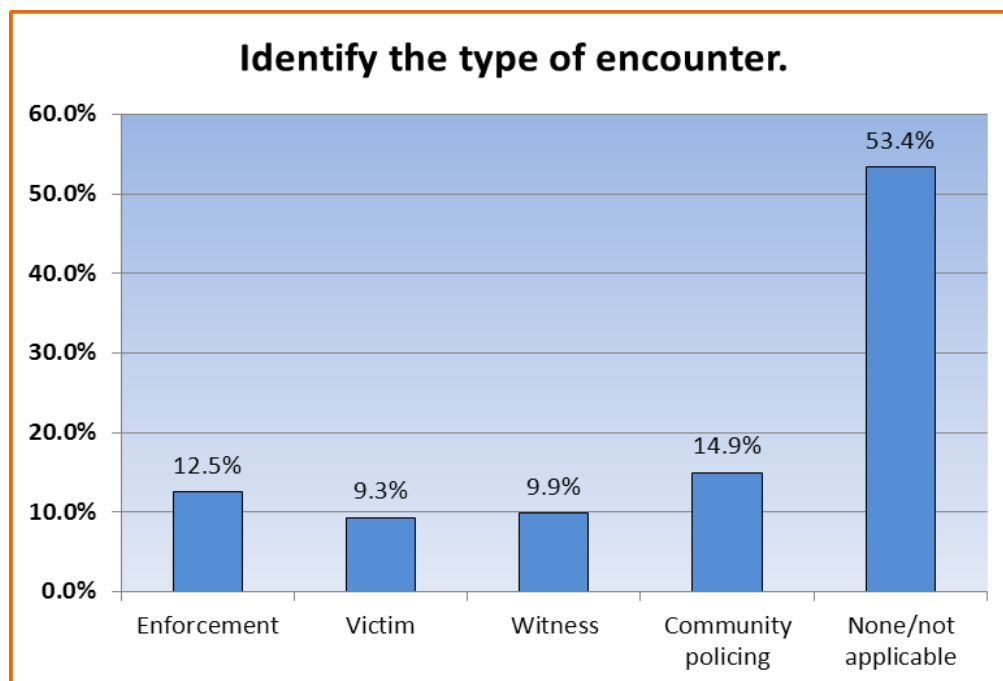
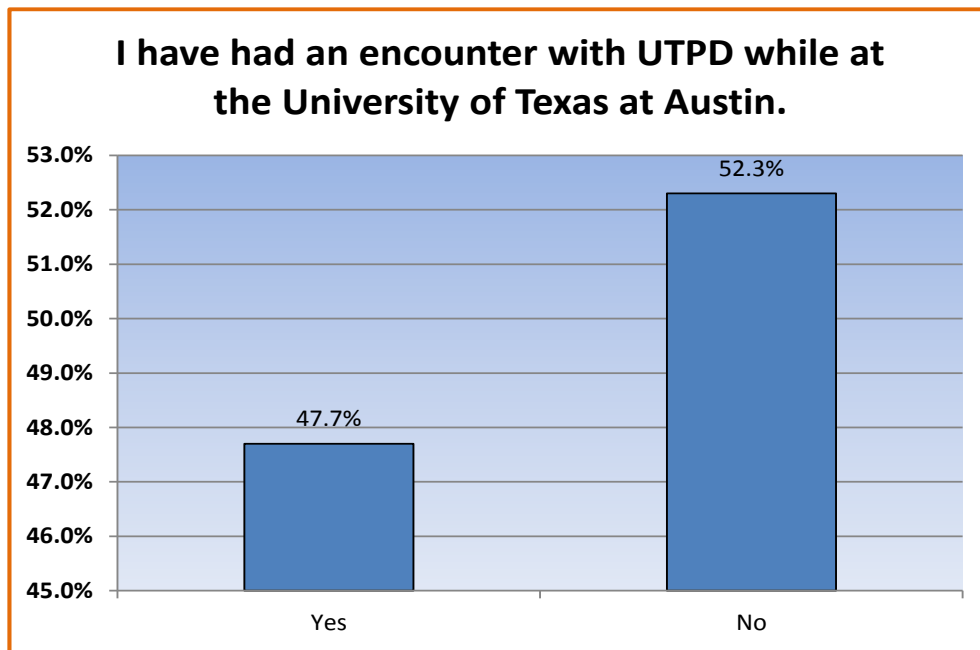


We had 3,258 people answer the "I Feel Safe & Secure on Campus" question and the average was 4.05 out of 5 or 84% answered Good or Excellent. We had 3,268 people answer the "I am Confident UTPD will Handle Any Crisis" question and the average was 3.86 out of 5 or 72% answered Good or Excellent.

Of those individuals participating in the survey, roughly 62% rated the police department's employees level of competence as Good or Excellent. Roughly 59% rated the police department's employee's attitude and behavior toward them to be Good or Excellent.



Of those individuals participating in the survey, 1,584 (roughly 48%) reported having had an encounter with UTPD during their time with the university. The majority of those encounters were related to law enforcement, crime victims or witnesses. 15% indicated that the encounter related to community policing programs.



Possible Opportunities for Growth or Future Focus

Areas which present themselves as possible opportunities for growth or future focus were asked in the survey. The question was “The most important safety issue UTPD can address is_____.” And it was open-ended which needed to be categorized for analysis. When collapsed the largest responses were as follows:

Response Category	Number Responded	% of Participants Responding
General safety/Emergency preparedness	373	18%
Safety after dark/Increased presence at night	257	12%
Theft, robbery, burglary	163	8%
Assault and Violence	153	7%
Women's safety including violence, sexual assault, stalking	142	7%
Pedestrians and Bikes	128	6%
Homelessness, trespassers, Non-UT Related Individuals	114	5%
Active Shooter/Terrorism/Threats	83	4%
Alcohol/Underage Drinking/DWI/DUI/DRUGS	73	3%
Automobiles, Traffic and Car Break-Ins	69	3%
More patrol, presence, call boxes and faster response	46	2%
West Campus Area Safety Issues	36	2%
Miscellaneous Categories including No Suggestions	460	22%
Total	2097	100%

*The difference between *Assault and Violence*, and *Women's Safety including violence, sexual assault and stalking* is that the respondent specifically mentioned women in the response versus just Assault and Violence in general.