

**University of Wisconsin-Superior**  
**Superior Police Department Community**  
**Survey Report**

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## **Executive Summary**

The Superior Police Department Community Survey was implemented to gauge the interests of the public in regards to what is working, what isn't working and what can be improved upon from a community member perspective.

### *What Is Working:*

- Chief Alexander is highly regarded as a leader
- SPD is respected among most respondents
- SPD's officers are generally viewed as professional, respectful, dedicated, helpful and dependable
- SPD responds to calls in a timely manner
- SPD is well trained to handle situations
- SPD does a good job of policing without negative press coverage
- SPD detectives are known and respected
- SPD engages in good resource management (they work under their current budget and are fiscally responsible)

### *What Isn't Working (or should be examined):*

- SPD needs more interactions with the community
- SPD needs more evening patrols in residential neighborhoods
- SPD needs to improve their relationship with Superior residents
- SPD needs to increase their resources (technology, staff, presence on social media)
- SPD needs to better respond to the growing drug crisis
- SPD needs more training on mental health and other crisis interventions
- SPD has some issues within the community about traffic control
- SPD needs to enhance their understanding of multiple diversity communities within Superior (race, ethnicity, LGBTQA+, socio-economic, gender, etc.)
- SPD needs to work hard in hiring to increase diversity of SPD officers and staff

### *What Can Be Improved:*

The Criminal Justice Senior Research team offers eight (8) specific recommendations that SPD may consider in future strategic planning.

## **Background of Project**

The Superior Police Department (SPD) Community Survey was devised as a senior research project within the CJUS 492 Policy, Issues and Reform class at UW-Superior facilitated by Dr. Maria Stalzer Wyant Cuzzo. Criminal Justice seniors at UW-Superior engage in applied research with community partners to fill a need. Chief Nick Alexander of SPD requested assistance from the Legal Studies & Criminal Justice Program to design, implement and analyze a SPD community survey. Senior research team members included: Thomas Fleming, Caleb Hohensee, Charlie Mahlen and Tony Willette. They reviewed a copy of the Duluth Police Department survey as a model and then designed a version appropriate to SPD. There were new items added to the survey and items that were modified. To administer a community survey, the research team designed and submitted an Institutional Review Board (IRB) approval to protect human subjects. After IRB review, an approval number was issued: #1343. UW-Superior provided access and use of the Qualtrics software program that allowed the survey to be

administered online. The team worked with Chief Alexander on a detailed timeline for the project (see Appendix 1). The project included the following steps:

- Designing the survey instrument
- Obtaining Chief Nick Alexander review
- Obtaining an official IRB approval number
- Learning how to use Qualtrics
- Launching with an initial community press conference at SPD
- Tabling for a month at various locations within Superior to raise public awareness
- Designing advertising for the Superior Telegram and other venues
- Disseminating paper copies at various public locations
- Monitoring the survey responses
- Collating and coding open ended question comments from respondents
- Developing analysis of the results
- Writing a final report for Chief Nick Alexander
- Presenting the results to SPD leadership team
- Participating in appropriate follow up processes as determined by Chief Alexander

The project began in late September 2016 and concluded in February of 2017. Total number of hours invested by the senior research team was over 400 hours.

### **Methodology of Study**

The Superior Police Department Community Survey involved two different kinds of survey questions: (1) eighty-six (86) statements/questions that generally used either Likert Scale responses or category choices that respondents could select from in Qualtrics; (2) five (5) open ended questions requesting respondents to provide their own written response. The Qualtrics software then prepared a report of raw data. The research team reviewed the data, prepared benchmarks and other analysis criteria, coded the data into prevalent patterns and themes, and then analyzed the meaning of both the data and the coding. Finally, the team prepared their summary and recommendations report.

### **Demographic Profile of Respondents**

It is useful to understand the overall demographic profile of the respondents for the survey. We had **509** people begin the survey and 400 completed. Here are key demographic profiles that may inform the report:

- **RESIDENCY:** 64.56% of respondents had lived in Superior 21+ years with the next largest grouping at 16.48% having lived here 11-20 years. This means that long term residents took the time to complete the survey.
- **AGE:** There was a broad range of age representations as you can see in group 7-2 ranging from 18-65 or older.
- **HOUSEHOLD TYPE/SIZE:** The demographic questions also examined household type and size: 39.89% lived in 1 person households followed by 38.46% who lived in 2-3 person households. Sixty-seven percent (67%) of respondents had no children under the age of 21 living in their household, with 33% having children under the age of 21.

- **HOME OWNERSHIP:** The overwhelming majority of respondents (83%) own their own home.
- **HOUSEHOLD INCOME:** The household yearly income for the largest group of respondents (31.81%) earned \$30,000-59,000 dollars per year, followed by 22.64% who earned \$60,000-89,999 dollars per year, followed by 19.20% earning \$90,000-119,999 dollars per year. Only 10.6% of respondents earned under \$30,000 dollars per year and that means that very few low income respondents completed the survey.
- **EMPLOYMENT STATUS:** The vast majority of respondents (64.84%) are employed followed by 19.23% who are retired.
- **SELF IDENTIFIED BACKGROUND:** Over 94% of respondents are Caucasian, which matches the latest census data on the racial composition of Superior, WI.
- **NEIGHBORHOODS:** The five largest respondent neighborhoods in order from most to least were: Billings Park, East End, South End, Downtown and Central Park.
- **CRIME VICTIMS:** Interestingly enough, 66% of respondents have been a victim of crime in the community of Superior.

### **Data Analysis of Results**

This section examines all the key parts of the SPD Community Survey to identify patterns, strengths and opportunity points for SPD to consider. This report will summarize each of the key parts and Appendix 2 will provide the specific raw data for deeper examination by the SPD leadership team.

#### *GROUP 1 RELATED TO COMMUNITY FEEDBACK ON SPD PERFORMANCE:*

Group 1 assessed community opinion on 20 key statements related to SPD performance using a Likert four point or five point scale. After review of the results, the team categorized community responses using a two-tiered approach.

The first tier categorized community responses into strengths or areas of improvement. To be considered a strength, the percentage of respondents that strongly agreed or agreed with the statement needed to be 70% combined, our benchmark. For example, statement #1 is “The police presence in my neighborhood is appropriate.” The results show 16.71% of respondents strongly agreed and 57.36% agreed. Combined, this equaled 74.07% of strongly agreed or agreed, which met our 70% minimum benchmark. In order to be considered an area of improvement, the percentage of respondents that strongly disagreed or disagreed with the statement needed to be at least 30%, our benchmark.

The second tier categorized the remaining responses by a secondary benchmark. There were remaining items that were valuable for SPD to consider but did not meet the stronger benchmark thresholds. To be considered a strength by this secondary benchmark, the percentage of respondents that strongly agreed or agreed had to be 60%--70% combined, our benchmark. In order to be considered an area of improvement, the percentage of respondents that strongly disagreed or disagreed with the statement needed to fall within 20-30% benchmark.

Table 1 below summarizes the key findings of the strongest strengths/areas of improvement.

**TABLE 1: Tier One Community Responses on Strengths**

STRENGTH STATEMENT	STRONGLY AGREE %	AGREE %	TOTAL % RELATIVE TO BENCHMARK OF 70%
“The police presence in my neighborhood is appropriate.”	16.71%	57.36%	74.07%
“Efforts of the police department to enforce the law are compatible with community needs.”	14.21%	57.36%	71.57%
“The police department responds to emergency calls in a timely manner.”	22.5%	55.5%	78%
“Superior police officers treat people with respect.”	27.32%	51.38%	78.7%
“Superior police officers respect the rights of individuals and treat people fairly.”	25.69%	50.62%	76.31%
“Superior police department solicits and welcomes community input.”	24.25%	50.25%	74.5%
“Superior police officers are respected by the community.”	15%	60.25%	75.25%
“The Superior Police Department has a good public image.”	19%	53.25%	72.25%
“The Superior Police Department does its job well.”	22.92%	58.44%	81.36%
“Superior police officers look professional in appearance.”	39.15%	56.36%	95.51%

The one area of improvement that met the 30% minimum benchmark was the statement: “Superior police officers perform an appropriate amount of foot patrol in downtown Superior.” The disagree responses were 29.5% and the strongly disagree responses were 9.25% for a total response in the disagree range of 38.75%.

Nine statements did not make Tier One Strength or Tier One Area of Improvements benchmarks. These statements should be examined in more detail so that SPD can assess whether or not there is useful data to inform future strategic planning.

In summary, the community feedback about the Superior Police Department based on the performance items shows ten Strength areas that should be encourage and continued, as well as one clear Area of Improvement (foot patrols in Downtown) that should be addressed as needed.

Table 2 below summarizes the Tier Two findings regarding Strengths and Areas of Improvement. Recall that Tier Two findings did not meet the primary benchmark of 70% strongly agree/agree or 30% strongly disagree/disagree but they were noteworthy enough to be analyzed. The Tier Two benchmarks were 60-70% agreement range and 20-30% disagreement range.

**TABLE 2: Tier two Community Responses on Strengths**

STRENGTH STATEMENT	STRONGLY AGREE %	AGREE%	TOTAL % RELATIVE TO BENCHMARK OF 60-70%
“Traffic enforcement in Superior meets the needs of the community.”	12.4%	55.11%	67.58%
“The Police Department gives proper attention to minor crimes (e.g. vandalism, disturbances, etc.)”	10.72%	50.12%	60.74%
“The Police Department is providing appropriate community education and outreach programs.”	16.87%	43.42%	60.29%
“Telephone calls to the Superior Police Desk are handled professionally and courteously.”	20.05%	46.87%	66.92%
“Police information provided in local newspaper is useful.”	23.06%	43.86%	66.92%

Our analysis has identified the above Table 2 five intermediate strengths using the Tier 2 benchmark. All five of the above described areas should be considered relative strengths of SPD.

One area of improvement merged that garnered at least 20-30% disagree/strongly disagree responses. The area of improvement involves this statement: “Traffic enforcement in Superior meets the needs of the community.” Our analysis of the respondent data leads to the conclusion that some community members feel that traffic enforcement is adequate and others feel that it is not. This merits discussion within the department: traffic issues clearly matter to many people in different ways. There were also a fair number of open ended comments that respondents chose to write about traffic enforcement issues. This means this is a salient topic for the SPD to consider.

Eight statements in this grouping scored at least 25% respondents choosing the option of “No Opinion.” These statements deserve some discussion to determine possible explanations of why “No Opinion” might have been chosen by respondents.

Table 3 below summarizes the statements that scored at least 25% of No Opinion followed by some thought questions.

**Table 3: Higher Scoring “No Opinion” Statements**

Strength Statements	Total % Relative to Benchmark of 25% for No Opinion
“The police department is providing appropriate community education and outreach programs.”	25.56%
“Superior police officers perform an appropriate amount of foot patrol in Downtown Superior.”	41%
“There is an appropriate representation of female officers in the Superior Police Department.”	41.5%
“Telephone calls to the Superior Police Desk are handled professionally and courteously.”	28.82%
“A formal complaint brought against a Superior police officer will receive a fair, objective and timely response.”	36.50%
“Police information provided in local newspaper is useful.”	25.81%
“Superior police officers provide timely and useful information to persons reporting crimes.”	35.77%
“The Superior Police Department publicizes its services and programs adequately.”	24.56% (rounded up to 25%)

As the research team analyzed the No Opinion responses, one possible explanation is that community members are unaware of the details of foot patrol, outreach/education programs, female officer demographics, call handling, complaint processes, reporting practices, SPD programs, and how newspaper information occurs. These may be opportunity points to enhance community awareness with specific and targeted efforts. Moving the needle in the positive direction in future SPD Community Surveys might provide good evidence of future SPD efforts on these topics.

*GROUP 2 Effectiveness of SPD Programs on Crime Problem and Quality of Life Issues*

This category involved nineteen (19) SPD programs where the respondents were asked to gauge effectiveness on crime and quality of life issues in the community. When designing the survey, the research team consulted directly with the Chief to obtain the current SPD program listing. The survey asked respondents to choose on a Likert scale ranged from Very Effective, Somewhat Effective, Slightly Effective and Not at All Effective. This created four scale points. The team combined Very Effective/Effective to form one category of top scoring programs and combined Slightly Effective/Not At All Effective to identify one category of lower scoring programs. The data revealed these top three most effective programs in order:

- LSFT/ICAC: 88.83%
- Emergency Response Team: 88.55% combined
- Citizen Police Academy: 82.18% combined

After these top three programs, there is a grouping of similarly scored programs. Please check the raw data in Appendix 2 to determine what those programs are.

There was one outlier that was the highest scoring of the Slightly Effective/Not At All category: Bike Patrol (45.14%). Perhaps the community does not know about Bike Patrol or perhaps its coverage range is limited.

Internal SPD leaders are in the best position to evaluate the meaning of the results.

*GROUP 3 How Well Does SPD Serve the Community*

This question explored how well SPD serves the community. There were four categories that respondents were asked to gauge on a four point Likert Scale arrayed from Very Well, Well, Somewhat and Poorly. Table 4 below summarizes the actual results. Because this is an important indicator question on SPD service performance, the actual results should be examined:

**Table 4: SPD Serving the Community**

ITEM	VERY WELL	WELL	SOMEWHAT	POORLY
“Provides quality, consistent, and fair police services”	38.89%	39.95%	16.40%	4.76%
“Builds a strong community where all people feel safe and trust the city’s police officers”	30.61%	39.31%	22.96%	7.12%
“Provides a safe environment in which to live, work and play”	34.57%	40.43%	21.81%	3.19%
“Delivers consistently high quality policing services at good value to you as a taxpayer”	32.45%	42.82%	18.88%	5.85%

Overall, all four categories of serving the community were high scorers. The highest scoring low category was the second one: “builds a strong community where all people feel safe and trust the city’s police officers.” There may be several reasons why this item scored lower than the other three. First, the question actually poses two sub-set topics and respondents may have been divided about either feeling safe or trust. These are two totally different items and a future survey may benefit by spitting them out. Second, safety and trust are two of the most critical purposes of SPD and likely to be the areas where the public (or at least portions of the

community) have concerns. It would be valuable to do some follow-up work on these two topics.

*Group 4: How Well Do You Think SPD Works With Groups*

This is an important diversity question that looks at how well SPD works with different groups in the community. The survey identified thirteen groups after consultation with the Chief. Table 5 below shows the direct results by groups:

**Table 5: SPD Working with Groups**

#	Field	Very Well	Well	Fair	Poorly	Don't Know/No Opinion	Total
1	Native Americans	11.08% 41	22.97% 85	10.00% 37	4.86% 18	51.08% 189	370
2	People of Color	12.16% 45	27.30% 101	14.05% 52	8.92% 33	37.57% 139	370
3	White/Caucasian	27.69% 103	41.13% 153	9.68% 36	1.61% 6	19.89% 74	372
4	LGBTQA+	11.38% 42	26.02% 96	9.49% 35	3.79% 14	49.32% 182	369
5	Senior citizens	30.73% 114	35.31% 131	5.93% 22	2.16% 8	25.88% 96	371
6	College students	17.20% 64	35.48% 132	11.83% 44	2.42% 9	33.06% 123	372
7	Neighborhood Groups	23.10% 85	33.97% 125	11.41% 42	1.36% 5	30.16% 111	368
8	High Schools	26.95% 100	32.35% 120	9.70% 36	4.31% 16	26.68% 99	371
9	Middle Schools	27.15% 101	32.80% 122	9.41% 35	3.23% 12	27.42% 102	372
10	Elementary Schools	31.35% 116	31.08% 115	8.65% 32	2.16% 8	26.76% 99	370
11	Residents	27.37% 101	46.34% 171	12.47% 46	4.07% 15	9.76% 36	369
12	Visitors	22.10% 82	33.96% 126	7.55% 28	3.77% 14	32.61% 121	371
13	Businesses	27.84% 103	33.78% 125	8.65% 32	3.51% 13	26.22% 97	370

When analyzing these results, the research team decided to combine Very Well/Well into one scoring category and benchmark scores that were 55% or higher as “positive” scores about how well SPD works with a group. Then, the team decided to examine Don’t Know/No Opinion scores to determine what the highest scoring patterns were for respondents who had no view setting a 30% or higher benchmark.

According to the survey, SPD works well in order with the following eight groups (meaning they meet the 55% or higher benchmark:

- Residents at 73.75%
- White/Caucasian at 68.82%
- Senior Citizens at 66.04%
- Elementary Students at 62.43%

- High School at 62.3%
- Businesses at 61.62%
- Middle School Students at 59.95%
- Neighborhood Groups at 57.07%
- Visitors at 56.06%

According to the survey, respondents had Don't Know/No Opinion about how well SPD works with the following groups (meaning they meet the 30% or higher benchmark):

- Native Americans at 51.08%
- LGBTQA+ at 49.32%
- People of Color at 37.57%
- College Students at 33.06%
- Visitors at 32.61%
- Neighborhood Groups at 30.16%

What can be derived from these findings? First, the SPD leadership team should look at the racial self-identification demographic in group 7-8 because 94.93% of the survey respondents self-identified as Caucasian. Given this predominantly White/Caucasian respondent pool, SPD should note that two of the top three largest scoring categories on the question “how well do you think SPD works with groups?”, was *Don't Know/No Opinion* about Native Americans (1st) and People of Color (3<sup>rd</sup>). SPD needs to consider what this means. One explanation is that Superior's community lacks awareness of how SPD works with different groups. Another explanation may be that Superior's community isn't really aware of diversity issues or groups generally. With a substantial White/Caucasian population, the development of more diversity education and training (with SPD as a prominent partner in that work and linking diversity training with community policing) may benefit both the department and the community. Note that the primarily Caucasian (White) respondent pool did not struggle to have an opinion about how well SPD works with groups when responding about the White/Caucasian group. Here, 68.82% of respondents indicated that SPD works well or very well with Whites/Caucasians. Next to Residents as a group, this was the highest scoring group. In a primarily White community, SPD may have a unique and important role as a change agent in using their positive ratings to educate about, continue to serve and advocate for under-represented minority populations in Superior. This also means that community policing may be a very effective mode for building relationships across groups with SPD.

Other opportunity points for SPD to raise public awareness of SPD's working well with different groups would be Native Americans at 51.08%, LGBTQA+ at 49.32%, People of Color at 37.57%, College Students at 33.06%, Visitors at 32.61% and Neighborhood Groups at 30.16%. UW-Superior is particularly interested in how to improve these scores relative to College Students. What can be done to raise the community's awareness of how closely linked SPD is with UW-Superior Campus Safety and the campus as a whole? It could be the community need to learn more about its college campus institutions located within Superior. SPD should also find opportunities to educate the community about how it works with the local LGBTQA+

community. It is interesting that Visitors (a large constituency group, particularly in summer but throughout the year in a tourist region) shows up predominantly in two oddly juxtaposed categories: 56.06% Very Well/Well and 32.61% Don't Know/No Opinion. Since a precondition of the survey was being a resident of Superior, this mixed result may indicate residents are not sure what to think about how SPD works with Visitors. It might be a useful news article in summer for SPD to showcase how it interacts with a visitor population. Finally, neighborhood groups were the final highest scoring Don't Know/No Opinion of the groups. This was a category imported directly from the Duluth Police Department community survey and it is hard to tell what this phrase meant in the Superior community context. SPD leaders may have a better sense of what "neighborhood groups" means and how they work with them. We encourage SPD to profile in the news media their close partnerships with neighborhood groups.

Overall, this question provides many opportunity points for SPD to further engage the community in its many forms. SPD is already working hard to do this and should continue these efforts to build community awareness and partnerships, which may positively impact these numbers when the SPD Community Survey is done again.

#### *Group 5: 21<sup>st</sup> Century Policing*

This item explored priorities for the SPD in the next five years. This category is probably most useful for strategic planning purposes. When analyzing the responses, the team set a 30% or above benchmark---meaning that the scores on both the high end and the low end represent an indicator of community input on policing practices.

The SPD leadership can view the original options provided by looking at Appendix 2, Group 5. The scoring items were arrayed:

1. Knowing and focusing on crime hot spots ("hot spots") (Item 5) 42.14%
2. Working with residents to identify problems and implement solutions that produce meaningful results (Community engagement) (Item 7) 40.36%
3. Higher visibility, increased presence (visibility) (Item 6) 32.94%
4. Building police capability to address a wide variety of challenges including terrorism, evolving technologies, rising immigration, changing the laws and a growing mental health crisis (Challenges) (Item 10) 32.05%
5. Intentional face-to-face contact between officers and the public which are not focused on enforcement (Community Policing) (Item 9) 30.27%
6. Better training for de-escalation of situations that might involve use of force (use of force) (Item 1) 29.97%
7. Better collaboration with communities, especially those affected by crime, to develop policies and strategies (community collaboration) (Item 3) 27.89%
8. Embracing a guardian rather than a warrior mindset to build trust and legitimacy with the community (mindset) (Item 2) 24.93%
9. Developing understanding and empathy for people of cultures different from their own (Cultures) (Item 4) 17.8%
10. Embracing new police technologies (technologies) (Item 8) 12.17%

11. Other (Item 11) 6.53%

There were also open ended comments with this item and the team coded them into patterns. The most frequent patterns were (see Appendix 2 Group 5-11, Text):

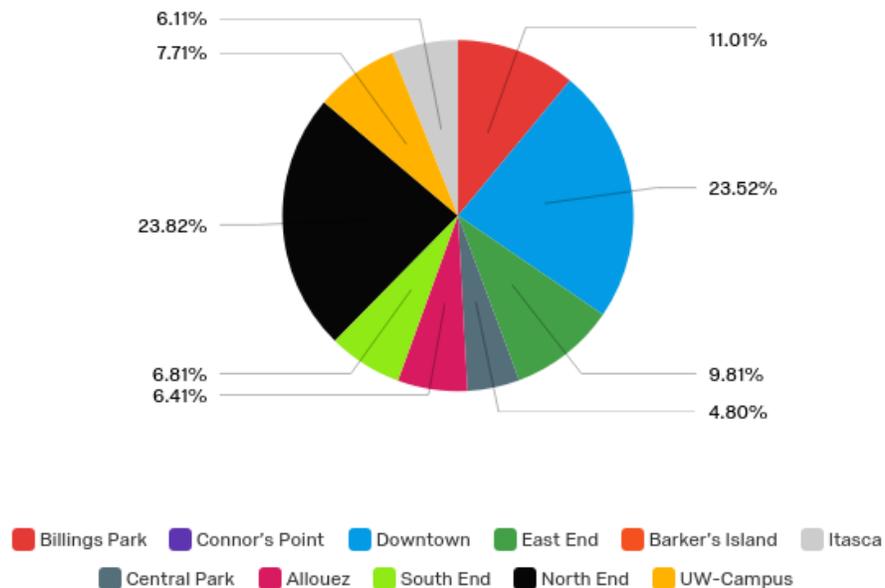
- **Drugs:** there are many concerns about the growth and prevalence of drug use and abuse, specifically as related to youth
- **Mental health:** there were comments that SPD may benefit from more training and expertise in handling mental health related crisis
- **Resource Management** (budget, staffing, priority of crimes to be enforced): there were a mix of comments about resource management issues---please review the specific comments for whatever value they may provide to SPD leadership

The team leaves it up to SPD leadership to determine the relative weight and importance of this community input into future strategic planning.

*Group 6: SPD Presence*

This item requested respondents identify where SPD should increase their presence. The following pie chart summarizes the responses:

QID10 - Groups



The most prominent presence preferences were in the following neighborhoods:

- North End
- Downtown

The team noted that a significant percentage of the respondent pool resides in Billings Park, East and South End (43.5%) in comparison to a smaller percentage of respondents who reside in North End or Downtown (19.25%). Eighty-three percent (83%) of respondents were homeowners. The household yearly income for the largest group of respondents was 31.81% earning \$30,000-59,000 per year, followed by 22.64% who earned \$60,000-89,999 per year, followed by 19.20% earning \$90,000-119,999 per year. Only 10.6% of respondents earned under \$30,000 per year. A significant percentage (64.84%) of respondents are employed followed by 19.23% of respondents who are retired. The demographic profile may help understand why North End and Downtown were the requested presence areas.

### **Open Ended Questions Coding and Results**

The survey included multiple open-ended questions that allowed respondents to write their views. Each of the open ended questions were coded into themes based on prevalence. Then, representative quotes were chosen that captured salient points for each of the themes. The original uncoded raw responses to all questions can be found in Appendix 2.

#### ***Open Ended Question #21: What are the strengths of the Superior Police Department?***

When coding the open ended answers to this question, the team identified six key themes that covered the vast majority of responses. The team then selected representative quotes for each theme. The SPD leadership team can review all un-coded comments in Appendix 2.

*Officer professionalism* (Respect, caring, friendly, well-trained, appropriate communication with public, team work)

#### *Representative Quotes:*

1. They seem to care about their job and the community.
2. I've had to call the police department before and speak to officers and investigators, the officers and investigators have always been receptive to my needs, and polite to speak to.
3. Very respectful when dealing with citizens.
4. I think they are doing a good job, please keep them safe!
5. The strengths of our SPD: they respond to calls in a timely manner, always have had a smile with a face that is really concerned for you, what you have called about they gave a response to the situation. They are visible to our community; community events held like the k-9 demonstrations, and the Citizen's Academy.
6. Very polite when you speak to an officer, very knowledgeable. Getting the drug dealers out of here, know where the bad areas are and keep watching them.
7. They are firm and fair, personable and professional. They work hard to keep our city safe. SPD's Chief and officers are first rate human beings.
8. Professionalism, courtesy, prompt response times. Willingness to try to steer younger generations away from addiction.
9. I think there is strong teamwork among officers.
10. Well trained officers and forward thinking ideas.
11. Most officers are extremely helpful and professional. I know that they work very hard and they work a lot. I love seeing them getting involved with community activities. I am

very impressed with our “new” Chief of Police and feel that he is bringing new and good things to the department.

12. Dedicated officers that try their best to make Superior a safe place even though they are stretched thin.
13. The members of the Superior Police Department have been, in my opinion, considerate, kind, professional, and helpful. They put their lives on the line for us each and every day/night. I appreciate their dedication.
14. Hard working, fair and friendly
15. The police officers seem to be very dedicated to their profession.
16. Professional, Courteous, Effective, Responsive. I try to thank them for their service each time I contact any of them!
17. They appear to be doing a good job of policing without a lot of negative coverage in the media.

Community Outreach and Interaction (community policing, youth, physical presence)

*Representative Quotes:*

1. I enjoy seeing the outreach to people such as the gift cards and the presence in the schools. It’s good for people just to see them doing for others even though they shouldn’t have to.
2. I feel like the Superior Police Dept. is very respectful and friendly. When they are present, it is clear that the community comes together more. I believe the presence in the schools are good but could be improved upon. The D.A.R.E. program for elementary students is a good way to introduce law enforcement in a positive way at a young age.
3. The strengths of SPD are that they are present wherever you go. Whenever I go somewhere I see a police officer doing some patrolling. I think the presence of an officer in the area gives people a sense of security. Another strength is their community involvement. I follow them on Facebook and always see Chief Alexander posting about things SPD is out doing in the community. I like that they are starting to become more community involved and Chief Alexander is big on community policing. I think that is what we need in today’s society.
4. Visibility
5. Knowing they must project a better image in the community Realizing there is a problem with their image.
6. Trying to become more involved in the community.
7. I feel that the Superior Police Department does a great job. Encourage continued use of citizen’s police academy.
8. Community Policing! Changing the mentality of the public’s perception of the police. Also, the leadership at SPD.
9. The police seem to be improving community relations with the new police chief.

10. Community presence, interacting with residents and children in non-emergency situations, willingness to work with other agencies to combat abuse, addiction and mental illness issues. They are dedicated, committed officers.
11. I like how involved they are with the community trying to build positive relationships. They have fast response times, and traffic enforcement.
12. Good community involvement. Police to the community-at churches, civic groups, bag groceries at super one-meet your cops.
13. They're doing great things with community outreach with the "Random Acts of Kindness." Usually officers are nice and informative.
14. I like that police officers are making an effort to be out in the public and greet people and even reward people (gift cards) in addition to fighting crimes.
15. They have a clean and professional appearance, and appeared to be equipped with all the modern tools.
16. Use of social media to communicate to citizens about crimes and local events.

### Chief Alexander/Leadership

#### *Representative Quotes:*

1. Chief Alexander is probably the greatest asset that Superior has and I hope that we can keep him here (that he's not enticed to leave to a bigger city for more pay). He's always receptive to people contacting him about concerns and he doesn't put those concerns down. He's also great about following up.
2. I believe the greatest strength of the SPD are Chief Alexander and his command staff. He expects his officers to follow the department's mission statement. He has been a breath of fresh air to our community.
3. Chief Alexander's approach is a welcome change. There are some officers who also embody a calm, community service approach.
4. I am continually amazed and gratified to see that when crime happens, somehow our departments are on the ball and find some responsible for breaking the law. I feel that we have TOP NOTCH Detectives, a Police force that rivals none, and I pray for each and every day and night that they come home after a shift safe and sound to their families, while doing their level best to keep our streets safe. It all starts with the chief, and right now I think we have good chief.
5. I think the chief of police is trying to reach out to people of Superior and make this town a better place. He sets high expectations for the police officers to follow.
6. The new chief is forward thinking and determined to do a quality job with respect to the entire community. He is doing a good job of getting the department out in the community for "fun" face to face meet and greets.
7. Collaboration is SPD's strength, the Chief of Police is engaged.

Good Resource Management (budget, staffing, dealing with limited resources)

*Representative Quotes:*

1. This is a tough time to be a cop, and our officers do a tremendous job. Our community has an obligation to provide law enforcement with adequate personnel resources so that they can continue to maintain their high level of professional quality without burning out the officers we have.
2. I feel they are up to date on all technology and strive to be the best at utilizing all of their resources.
3. The cross walk implementation is great.
4. Great chief trying to do what he can with limited resources available to him. Money is always an obstacle!
5. Police Department location.
6. I think they can do the best job they can under current budget.

Timely responses and action

*Representative Quotes:*

1. They are a positive presence in the City of Superior. They respond in a timely matter and I feel they listen, support, and address the problem.
2. Quick to display concern over any issue.
3. They respond to higher risk calls fast, know how to handle them.
4. Of the limited interactions I have had, they are always respectful and get the job done in a timely manner. Thank you for all you do!

Sensitivity/Empathy/Diversity

*Representative Quotes:*

1. They are aware of the problems of Superior.
2. They were helpful when I was a victim of domestic violence. There should be a better shelter for women and children in Superior.
3. Kind, caring officers who live and work in the community they serve. Dedicated to their community.
4. Informative kindness shown in a stressful situation.

***Open Ended Question #22: What attributes or characteristics would you like to see from your Chief of Police?***

This question involved three primary themes found in respondent answers followed by representative quotes:

Supervision and Leadership

*Representative Quotes:*

The City of Superior believes in the leadership of its Chief of Police. The following summaries reflect what they wish to continue or start to occur:

- Supervision of his officers
- Instill good solid values in his officers
- Honest and Practical
- Progressive
- Firm and Fair
- Motivated to better the community
- Interested in motivating his officers

### Community Oriented

#### *Representative Quotes:*

The community matters to the City of Superior. The following comments reflect how Superior's population wants the community to come first:

- Seek positive interaction to build the community
- Use positive social media and media outlets
- Be transparent with the community
- Seek new Community connections
- Remain open minded about the community

### Open to Improvement

#### *Representative Quotes:*

A handful of responses demonstrated ideas individuals wish to see improvements on/in. This leads to a section for the Chief to remain open minded to new methods in which he can improve his department:

- Provide officers with training regarding mental health
- Focus on hot spots
- Set firm and fair policies that hold officers accountable
- Target the schools with programs like/similar to DARE
- Focus on "hard drugs"

### ***Open Ended Question #23: Has Chief Alexander met your expectations? Why or why not?***

#### Yes Responses (153 Total Comments)

#### *Representative Quotes:*

Overall, Chief Alexander overwhelming earned high ranks on meeting the expectations that individuals in this community had set for him. Below are a few highlights:

- Positive and active presence in community and media
- People/community oriented
- Changing the culture of policing in Superior
- Makes Superior a better and safer place.
- Expanding on new technology
- Holds his officers accountable

No Responses (25 Total Comments)

*Representative Quotes:*

The following comments seem to reflect the need for more public relations. Individuals are unaware of community outreach or tools the department uses to remain transparent.

- Update on future department goals and plans
- More community meetings and awareness on where they are held
- More community involvement

Neutral Responses (25 Total Comments)

*Representative Quotes:*

These responses involve individuals not giving a full yes or no answer. Based on the comments, some individuals feel they do not really know their Chief of Police.

- Not Familiar with Chief Alexander
- Too soon in his career to rate
- He is genuinely trying

Uncategorized Responses (21 Total Comments)

*Representative Quotes:*

- No current opinions

***Open Ended Question #24: Has Superior Police Department earned your trust and confidence? Why or not why?***

Yes (162 Total Comments)

*Representative Quotes:*

The department is viewed by overwhelmingly by respondents as trustworthy. Total positive comments were 162. Key insights derived from respondent comments:

- Professionalism
- Citizens academy
- Interactions with community members through contacts\*\*
- Community policing

- Acts of Kindness
- Social Media
- Representative of Safety and Security\*\*
- Capabilities in regards to Crisis situations
- Tactical capabilities
- Quick response time

No (29 Total Comments)

*Representative Quotes:*

We recommend that individual comments be referenced to gain an understanding of respondent's trust issues. A common pattern of negative response was due to specific events in departmental history. Other aspects include:

- Mental Health
- LGBTQ+ interactions
- Victim treatment
- Lack of patrolling in specific neighborhoods

Uncertain/Uninformed (24 Total Comments)

*Representative Quotes:*

- Drugs
- Specific Departmental History
- Lack of response to certain types of calls (unequal responses)
- Lack of patrol

***OPEN ENDED Question #25: What would you most like to see improved at Superior Police Department?***

There were eight themes with representative quotes:

Community Connection (policing, outreach, themselves, patrolling) (46 Total Comments)

*Representative Quotes:*

1. Interactions with the community, I believe foot patrols are nice when it is at all possible.
2. More officers and more face-to face with the public that is not in an enforcement capacity, more traffic control as well.
3. Expand citizens police academy (maybe twice a year), community involvement/events.
4. More community outreach and collaboration.
5. I think they are doing a good job but if possible they should get to know the people they protect a little better.
6. Parks aren't being patrolled, there aren't many if any bike patrols or foot patrols in downtown. I would like to see them in and around the schools more especially during

school hours, doing more guest speaking. When I was in school we had lots of in school contact with the police department and now I hardly hear of any from my children.

7. More officers on days out driving around instead of sitting in the office.
8. We need community events to get rid of the “them and us” social structure. (They’re people too, just like non police residents).
9. Face-to-face contact.
10. More evening patrols in residential neighborhoods to discourage vandalism and theft.
11. More patrol in suspected crime areas. More surveillance technology throughout downtown. Working alongside community groups/churches to help our community grow, allowing the community to take ownership of our problems.
12. I believe you never have enough of community-police relationship opportunities.
13. Their relationship with the people of Superior.
14. Patrolling bad areas at proper times so there is a police presence.
15. More felt in the neighborhoods.
16. Downtown visible presence/down town bus stops.
17. Be in community more. Less favoritism with friends of officers. Participate with nonprofit fund raisings to show community support. Catching the speeders and the ones that run red lights.
18. I’d like for them to be more involved in the community by showing more of a presence. Show up for lunch at the school and eat with the kids. Show up at fundraisers/benefits around town even if it’s just to drop off five bucks or grab a bite to eat. Fundraisers/benefits that are for kids I think doing something like this would have an incredible impact. Show up to schools when you hear of bullying happening and make sure the child being bullied is okay.
19. Less focus on Public appearance. If they truly have a good appearance in the community, they shouldn’t have to commit a lot of time and attention to themselves.
20. More of a patrol presence in my neighborhood.
21. Relationships with communities.

More resources (Staffing, Budget, Pay Raises, Technology) (24 Total Comments)

*Representative Quotes:*

1. More funding to hire more staff and have better programs.
2. Police Technology.
3. Hire more patrol officers. Better advertisement of online self-reporting.
4. Collaboration with POC; foot and bike patrols; improved traffic enforcement; less PR related articles.
5. I would like to see a more active presence on social media, updating the citizens of what is going on in town. Becoming more approachable.
6. Fully staffed and adequate resources.
7. More officers on the streets. We are paying for them with our taxes.

Drugs (24 Total comments)

*Representative Quotes:*

1. I would like to see more help and assistance with drug information.
2. Visibility in order to arrest drug dealers/users/buyers including public drunkenness.
3. A much larger approach to dealing with the massive drug problems.
4. Close the drug houses. Not just the out of town drug houses. Shut down the locals as well.
5. More officers dedicated to our drug problem. We need to send a strong message to Chicago, MPLS and MKE that we are tough on drug crimes.
6. Meth and other illegal substance crack down; it is out of control.
7. Officers that care, tackle the drug problems! Very regretful for buying property in Superior due to drug & police problem!
8. Increased visibility of police presence in high crime/drug areas.

Traffic Control (Crosswalk, Speeding, Bikers) (20 Total Comments)

*Representative Quotes:*

1. Traffic Control! Our drivers are poor. People blatantly run the red light at 39<sup>th</sup> Ave E. regularly. Someone is going to get hurt here.
2. Speeding and loud mufflers on Tower Ave.
3. Increased speed control on 18<sup>th</sup> Ave.
4. More effort ticketing speeders and cell phone users.
5. Traffic enforcement near schools and crossings. More neighborhood/alley patrols at all times of the day and night.
6. Red light and stop sign violations ticketed. It seems that some don't even use the brake at stop signs and every morning I see someone blow a red light. Instead of writing people up for failing to stop at a RR crossing I think the focus should be on the thousands of intersections where stop signs are located.
7. More solutions for pedestrians and bikers. I walk and ride a bike a lot and regularly feel unsafe. Drivers are not very accommodating.
8. Parking enforcement on Sundays (not just targeting certain neighborhoods).

Communication (Internal to Department, Social Media) (18 Comments Total)

*Representative Quotes:*

1. If you know one of your officers has an issue with treating people, you shouldn't wait till it gets bad to do something about it.
2. Answering calls in a timely manner. Checking things out better when they get a call.
3. Less questions when 911 calls. Should accept report, phone number, & name quickly & goodbye. Operator should not linger when caller is in a hurry or driving.
4. Phone contact, listening to voice mails so they know a citizen tried to connect. I am very concerned about the radio system that is currently in place as it does not work in all areas of the city and in all buildings.

5. All departments need to be less secretive. Information on incidents need to be released to the public and the media in a timely fashion (within hours rather than days). A public information officer could be appointed to serve as a media liaison. Police radio communications should not be encrypted.
6. Adherence to the same laws as everyone else. If they are on their way to an emergency/crime scene/etc., have your lights on. If not, excessive acceleration on my residential street to go two blocks is unnecessary and dangerous. Continuously monitoring their own behaviors and keeping them in check- and not becoming the stereotypical jaded police officer. Even if 80% of interactions are with criminals, 100% of people deserve courtesy and respect initially. I'd also use social media/tv to promote more positive community interactions. PR goes a long way.
7. Follow through with crimes; altering the public to crimes, I.E. Newspaper; should have better access when 911 called, each time I have called I have been sent to Duluth or the Duluth cops have been sent out to the wrong address, if an emergency crime it would have been a big problem.
8. Calling anything in that isn't an emergency situation (illegal parking, animals running around, interaction with neighbors, etc.) is dehumanizing. I've called dispatch and had the gentleman on the phone tell me they're "too busy right now." As a result, I'm extremely apprehensive about calling in anything because I don't know if the police are even receiving the information. Also, if improved interactions with the community are your goal, coming up to a house where residents have no criminal or violent past with guns drawn is not the way to do that. My partner is Chinese American, so I can't help but think that the response to my house that day was racially motivated, which is unacceptable. My partner tried to call the police officer that responded to the incident for several days after the fact, and never received a response.

Training (De-Escalation, Use of Force, LGTQA+, Diversity, Communities, Drug, Mental Health) (17 Total Comments)

*Representative Quotes:*

1. More training for the officers to help them with the larger amounts of mental health issues they have to deal with and using whatever technology there is to protect themselves from being accused of improper actions when there isn't any—I don't like to see our protectors being targets for some of the "crazies" out there.
2. The way they handle people with mental disabilities. They treat us like we are less than human and deserve to be locked away with the key thrown away. They treat us like we are not worth protecting or listening to at all when we have a problem.
3. Emotional intelligence, especially male officers for when a female isn't available.
4. More of appositive presence on foot or bike. Also more cultural training with traffic stops.
5. All officers should be trained to treat each individual like they would like to be treated. Even if that person appears to not "deserve" it. They need to mirror positive behavior all the time, including when not in uniform, including on their personal social media outlets.

They are held to a higher standard and should have understood that when they took the oath.

6. Learning de-escalation and use of force techniques.

### Youth (10 Total Comments)

#### *Representative Quotes:*

1. The involvement in the community in ways that don't involve enforcement. A program for middle school students that stems off of the D.A.R.E. program from elementary students. Perhaps a program for high school students that rewards them for pledging to stay away from drugs and alcohol. Social media is a part of life now, so making it a point to post things positively about our officers is fantastic. It really brings the community together and makes citizens think "year, I'm proud to live in Superior." More involvement/events could be planned like the softball game where firefighters play against the police dept. I've lived in this town for 21 years, and I am very proud of Superior and its police force. However, seeing them more often would make the community feel more safe.
2. Please—more education (use our Public School District) on how to help our youth to Not think about doing drugs AND how to help them if they are on drugs. No more suicides because of drugs. To help our youth to feel positive about themselves and to have a sense of HOPE for their future. Drugs are not the answer. No one has a perfect life. Our youth need to know that downs or obstacles are not an end, but can be a driving force to move on. Do not turn to drugs!
3. Harsher punishment against child abuse/sexual assault offenders! More drug busts considering how much drug population there is that goes unknown right under the police's nose.
4. Gang related and youth centered services.

### Diversity (8 Comments)

#### *Representative Quotes:*

1. I do not think that the police dept. is prepared to assist the GLBT+ community when there is a crisis, or that they treat them with respect. I think that some of the officers should reach out and try to connect with some of the GLBT community and see what struggles they have with crime towards them. I do not feel respected by some of the police officers being that I am a gay male living in Superior.
2. More women and people of color.
3. Improved cultural awareness, improved dementia friendly initiatives, more respect and awareness to folks with mental illness.
4. Respect to other races than white. Listen to people and be open minded and understand that despite people's color of the skin, the stereotyped apprehensions are not always right or the answer.

## Recommendations

The CJUS Senior Research Team suggests the following eight (8) recommendations for SPD leadership to consider as the results of this SPD Community Survey are processed:

- **Community education:** The survey suggests that the community may not be aware of the role of SPD in the region, the desire of SPD to engage in community policing, the service that SPD regularly engages in with community members/groups, or the importance of diversity knowledge, skills and abilities within our community. SPD can be a powerful role model and bridge builder between the community and the police.
- **Survey improvement for next time:** Based on our experience with the SPD Community Survey, here are specific recommendations for the next iteration of the survey:
  - Repeat the SPD Community Survey every three years
  - The survey questions/statements will need to be reviewed and key ones selected to repeat in order to have comparable data points
  - There will likely be some questions in the 2016 survey version that must be removed, edited, or improved upon; be careful, however, that you keep enough of the core to have comparable data from iteration to iteration
  - Using a CJUS Senior student research team worked well and we recommend that you continue to collaborate in this way with UW-Superior
  - We recommend continuing with UW-Superior, in part, due to the access to the Qualtrics software at no charge to SPD---this research software program made data gathering and analysis possible in an efficient way
  - There should be an alternative form of survey submission that is more accessible to broader constituencies and that recognizes that several groups in the community may not have access to technology or internet---dissemination must be more encompassing of all groups
  - Tabling in general worked to raise the profile of the survey; Kwik Trip and Super One were great partners for tabling; we did learn that it was impossible for respondents to complete the survey at the table so viewing tabling as an opportunity to raise awareness about both the survey and SPD works
  - The timeline needs to be planned out in advance and all team members need to be more aware of what the project includes
  - The accessibility of the Chief during this project was remarkable and, to institutionalize the survey process into SPD planning cycles, it may be helpful for SPD to designate a regular liaison that would work with an internal SPD team and an external UW-Superior Senior research team to do this massive project
- **Increased public awareness of what SPD currently does (print and social media):** The survey results indicate that some respondents are not aware of the efforts by Chief Alexander or SPD within the community. Some respondents are not aware of the SPD programming. Some respondents don't think that SPD interacts with the community. These are all opportunity points for SPD to increase public awareness through deliberate print/social media campaigns. SPD has many great stories to tell about community

service and community safety. The Chief and the department should continue to enhance their print and social media presence.

- **More training, particularly as related to mental health and drug response issues:** Respondents were clear that SPD officers and staff need more professional development training as related to handling mental health and drug response situations. The community is very concerned about both of these topics and SPD is a key leader in the community as to how to handle them. We recommend that SPD develop some very intensive training on these two topics and consider inviting the public to attend as well. The community as a whole needs to learn about these areas just like SPD must do the same.
- **More training, particularly as related to diversity and cultural awareness:** Some respondents were concerned that SPD officers and staff are not as culturally aware or diversity minded in their daily work. There are many types of diversity (e.g. race, ethnicity, gender, LGBTQA+, socio-economic class, disabled/challenged communities, etc.). SPD needs to obtain good training on all of these areas so that officers are prepared to engage with any situation or person. SPD may benefit from more professional development training on these topics, specifically as they relate to policing issues. We recommend that SPD open these trainings to the community as well so that they become learning spaces for everyone.
- **Resource management:** Please examine the open comments provided in Appendix 2. You will see that some respondents had specific feedback about resources management. Many respondents are concerned at the understaffing of SPD. Some respondents don't understand why squad cars remain parked at police headquarters nor do they understand why police cars may be parked at private residences. More explanation provided to the public about management of the fleet may be helpful. The survey also indicated broad support for the need for SPD to be properly funded for staffing and budget. SPD may be able to leverage this public support as it continues to seek adequate funding from appropriate funding sources.
- **More community engagement efforts to involve residents in strategic planning or visioning exercises:** The SPD took a good step in authorizing this community survey as it was a tangible effort to include the community. Strategic planning and visioning exercises on your planning cycle can be developed that would involve the community in meaningful ways. Superior is interested in the work of SPD and we recommend that the department look for more opportunities to actively invite and engage the community in your future planning and visioning exercises.
- **SPD Community Survey results should be publicly disseminated in a press conference, press release and radio talk shows:** The results of the SPD survey and how it will inform current strategic planning efforts should be publicly disseminated in a coherent way over the next 30-45 days.

## **Conclusion**

The Superior Police Department Community Survey was a learning experience for all collaborative partners: the UW-Superior CJUS Senior Research Team, the faculty supervisor (Dr. Maria Stalzer Wyant Cuzzo), the Chief and all others who participated. The key insights taken from respondent's responses will inform both SPD and community members as SPD undertakes new strategic planning/visioning efforts. SPD builds credibility and relationship with the Superior residents when the department reaches out and includes them in key decision-making processes. We encourage these efforts to continue on a regular cycle in the future. Thank you for the opportunity to serve.

## Appendix 1

<b>TASK</b>	<b>Deadline</b>	<b>PROJECT LEAD</b>	<b>STATUS</b>
Obtain Project authorization from Chief Alexander (phase 1)	9/16	Dr. Cuzzo	DONE
Gather and review sample community surveys from DPD (Phase 1)	10/16	Chief Alexander	DONE
Drafts SPD community survey document with seven drafts and review (phase 1)	10/16-11/16	Charles Mahlen; Team	DONE
Draft, refine, submit and obtain Institutional Review Board (IRB) approval for survey process (phase 1)	11/16	Thomas Fleming; Team, Dr. Cuzzo	DONE
Send survey draft to Chief Alexander, meet to obtain feedback, review and approval to proceed (phase 1)	11/16	Charles Mahlen and Team	DONE
Complete Qualtrics training and metric equipping (phase 2)	11/7-11/10, 2016	Thomas Fleming with assistance from Dr. Cuzzo and Emily Zobel of UW-Superior Institutional Effectiveness Office if needed	DONE
Revise Survey tool as needed; upload into Qualtrics; provide link to Chief for use in PR materials (phase 2)	11/9-11/14, 2016	Charles Mahlen. Thomas Fleming	DONE
Design Public Relations roll out (phase 12) plan to include: <ul style="list-style-type: none"> <li>• Obtaining Superior Telegram advertising rates; deadlines</li> <li>• Confirming with</li> </ul>	11/9-11/14, 2016	Team plus Dr. Cuzzo with aid of University Relations experts	DONE

<p>Chief Alexander whether or not SPD PR staff can design ad or team must design</p> <ul style="list-style-type: none"> <li>• Design ad as needed</li> <li>• Schedule press conference for week of November 17 with Chief; secure venue, data, time, and notice to media outlets</li> <li>• Prepare press release draft for review</li> <li>• Assist Chief as needed in article draft with link; assist Chief in open Op Ed piece in Superior Telegram</li> <li>• Run advertising in Superior Telegram</li> <li>• Prepare press release for posting on Superior City website and other venues that Chief wants</li> <li>• Other?</li> </ul>			
<p>Finalize paper version of survey; copy through SPD; prepare protocol for tabling (script, physical table design, tabling schedule with team members, locations) (phase 2)</p>	<p>11/9-11/16, 2016</p>	<p>Charles Mahlen with aid from Caleb Hohensee</p>	<p>DONE</p>
<p>Press Conference event: (phase 2)</p>	<p>11/17/16</p>	<p>Chief with team members</p>	<p>DONE</p>

Open Qualtrics link for online survey (phase 2)	11/17/16-12/11, 2016	Thomas Fleming and Charles Mahlen	DONE
Tabling in community begins (phase 2)	4-5 DAYS TO BE DESIGNATED BETWEEN 11/21-11/23, 2016 AND 12/2, 2016; hours to be determined; goal is to hit peak times at Kwik Trip and Super Ones with handouts on survey opportunity	Caleb Hohensee, Tony Willette and team at different locations	DONE
City mailing goes out with survey insert/return envelope addressed to Cuzzo (phase 2)	12/12/16 with return deadline of 12/30/16	Tony Willette	DONE
Review all data submissions and analyze results (phase 3)	1/2/17-1/14/17	Team with Dr. Cuzzo	DONE
Preparation of preliminary analysis summary (phase 3)	1/15/17	Team with Dr. Cuzzo	DONE
Presentation of survey results and report to Chief Alexander and team of his choice at SPD (phase 3)	1/27, 2017	Team with Dr. Cuzzo	PENDING
Public presentation or dissemination to be determined by Chief at Press Release (phase 3)	First week in February 2017	Team with Chief	PENDING
Post project debrief meeting (phase 3)	Second week in February 2017	Chief, Team, Dr. Cuzzo	PENDING

Hours spent to date: 400+ individual and team hours

Consultation time with Dr. Cuzzo: 100+

## Appendix 2

# Final

*Superior Police Department Community Survey*

January 31st 2017, 10:05 am MST

**Group 1 - Please respond whether you agree or disagree with the following statements: (Please check one box for each item)**

#	Question	Strongly Agree		Agree		No Opinion		Disagree		Strongly Disagree		Total
1	The police presence in my neighborhood is appropriate	16.87%	68	57.07%	230	7.44%	30	16.87%	68	1.74%	7	403
2	Traffic enforcement in Superior meets the needs of the community	12.41%	50	55.33%	223	8.93%	36	19.35%	78	3.97%	16	403
3	The Police Department gives proper attention to minor crimes (i.e. vandalism, disturbances, etc.)	10.67%	43	50.12%	202	20.35%	82	15.38%	62	3.47%	14	403
4	The Police Department is providing appropriate community education and outreach programs	16.79%	68	43.21%	175	25.68%	104	13.09%	53	1.23%	5	405

5	Efforts of the Police Department to enforce the law are compatible with community needs	14.14%	57	57.32 %	231	11.41%	46	16.13%	65	0.99%	4	403
6	Superior police officers perform an appropriate amount of foot patrol in downtown Superior	3.73%	15	16.67 %	67	40.80%	164	29.60%	119	9.20%	37	402
7	There is an appropriate representation of female officers in the Superior Police Department	8.71%	35	31.84 %	128	41.79%	168	15.17%	61	2.49%	10	402
8	The Police Department responds to emergency calls in a timely manner	22.64%	91	55.47 %	223	17.66%	71	3.73%	15	0.50%	2	402
9	Superior police officers treat people with respect	27.18%	109	51.12 %	205	9.98%	40	8.23%	33	3.49%	14	401
10	Superior police officers respect the rights of individuals and treat people fairly	25.56%	103	50.37 %	203	11.91%	48	9.93%	40	2.23%	9	403
1	Telephone	19.95%	80	46.63	18	29.18%	11	3.49%	14	0.75%	3	401

1	calls to the Superior Police Desk are handled professionally and courteously			%	7		7						
1 2	A formal complaint brought against a Superior police officer will receive a fair, objective and timely response	13.18%	53	35.82%	14 4	36.57%	14 7	9.95%	40	4.48%	1 8	402	
1 3	The Superior Police Department solicits and welcomes community input	24.13%	97	50.25%	20 2	18.16%	73	6.22%	25	1.24%	5	402	
1 4	Superior police officers are respected by the community	14.93%	60	60.20%	24 2	10.70%	43	12.19%	49	1.99%	8	402	
1 5	The Superior Police Department has a good public image	18.91%	76	53.23%	21 4	11.44%	46	12.69%	51	3.73%	1 5	402	
1 6	The Superior Police Department does its job well	22.81%	91	58.40%	23 3	11.78%	47	6.27%	25	0.75%	3	399	
1 7	Superior police officers look professional in appearance	38.96%	15 7	56.58%	22 8	2.98%	12	1.24%	5	0.25%	1	403	

18	Police information provided in local newspaper is useful	23.19%	93	43.89%	176	25.69%	103	5.74%	23	1.50%	6	401
19	Superior police officers provide timely and useful information to persons reporting crimes	14.79%	59	38.10%	152	36.09%	144	8.02%	32	3.01%	12	399
20	The Superior Police Department publicizes its services and programs adequately	13.47%	54	40.40%	162	24.44%	98	19.20%	77	2.49%	10	401

**Group 2 - How effective do you believe the following Superior Police programs are on the crime problem and quality of life issues? (Please check only one box for each)**

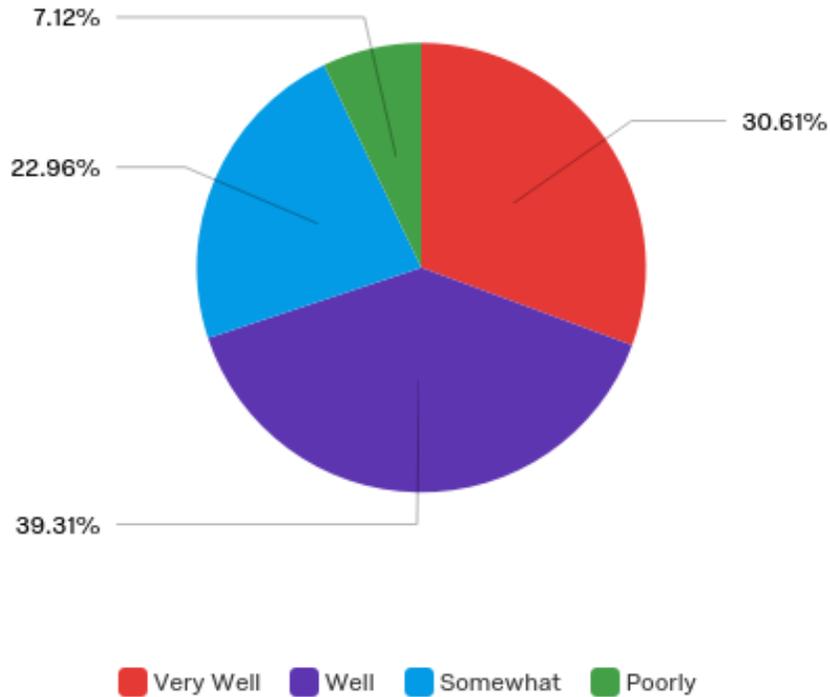
#	Question	Very Effective		Somewhat Effective		Slightly Effective		Not At All		Total
1	Police Bike Patrol	16.37%	37	38.50%	87	26.11%	59	19.03%	43	226
2	Police Resource Officer (Dedicated to High, Middle, and Elementary Schools)	40.14%	116	38.41%	111	17.30%	50	4.15%	12	289
3	Domestic Abuse Response Team (DART)	40.32%	75	41.40%	77	14.52%	27	3.76%	7	186
4	Community Police Officer Program	40.25%	97	40.66%	98	13.28%	32	5.81%	14	241
5	License Officer (deals w/alcohol, taxi licensing)	27.40%	40	43.15%	63	22.60%	33	6.85%	10	146
6	Police Department Web Page	32.34%	87	43.12%	116	18.22%	49	6.32%	17	269
7	Police Department Social Media use	45.21%	132	33.22%	97	19.18%	56	2.40%	7	292
8	Traffic Enforcement	28.13%	101	46.52%	167	18.38%	66	6.96%	25	359
9	Parking Enforcement Officers	32.31%	105	39.08%	127	20.31%	66	8.31%	27	325
10	Narcotics Unit	45.49%	126	31.77%	88	16.97%	47	5.78%	16	277
11	Animal Control Officers	33.06%	80	38.84%	94	20.66%	50	7.44%	18	242
12	Lake Superior Drug and Gang Task Force	47.08%	137	32.30%	94	16.49%	48	4.12%	12	291
13	Investigations (Property, Financial, & Violent)	38.21%	94	40.24%	99	14.63%	36	6.91%	17	246
14	Police Auxiliary	37.00%	84	42.29%	96	17.62%	40	3.08%	7	227
15	Emergency Response Team	58.78%	154	29.77%	78	8.40%	22	3.05%	8	262
16	Lake Superior Forensic & Internet Crimes Against Children Task Force	56.74%	122	32.09%	69	8.37%	18	2.79%	6	215

	(LSFT/ICAC)									
17	Citizen's Police Academy	50.00%	101	32.18%	65	11.88%	24	5.94%	12	202
18	Police facilities accessibility	39.42%	108	39.05%	107	14.96%	41	6.57%	18	274
19	Police staffing according to 911 call load	40.34%	94	36.91%	86	18.03%	42	4.72%	11	233

#	Question	Very Effective		Somewhat Effective		Slightly Effective		Not At All		Total
1	Police Bike Patrol	16.37%	37	38.50%	87	26.11%	59	19.03%	43	226
2	Police Resource Officer (Dedicated to High, Middle, and Elementary Schools)	40.14%	116	38.41%	111	17.30%	50	4.15%	12	289
3	Domestic Abuse Response Team (DART)	40.32%	75	41.40%	77	14.52%	27	3.76%	7	186
4	Community Police Officer Program	40.25%	97	40.66%	98	13.28%	32	5.81%	14	241
5	License Officer (deals w/alcohol, taxi licensing)	27.40%	40	43.15%	63	22.60%	33	6.85%	10	146
6	Police Department Web Page	32.34%	87	43.12%	116	18.22%	49	6.32%	17	269
7	Police Department Social Media use	45.21%	132	33.22%	97	19.18%	56	2.40%	7	292
8	Traffic Enforcement	28.13%	101	46.52%	167	18.38%	66	6.96%	25	359
9	Parking Enforcement Officers	32.31%	105	39.08%	127	20.31%	66	8.31%	27	325
10	Narcotics Unit	45.49%	126	31.77%	88	16.97%	47	5.78%	16	277
11	Animal Control Officers	33.06%	80	38.84%	94	20.66%	50	7.44%	18	242
12	Lake Superior Drug and Gang Task Force	47.08%	137	32.30%	94	16.49%	48	4.12%	12	291
13	Investigations (Property, Financial, & Violent)	38.21%	94	40.24%	99	14.63%	36	6.91%	17	246
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15	Emergency Response Team	58.78%	154	29.77%	78	8.40%	22	3.05%	8	262
16	Lake Superior Forensic & Internet Crimes Against Children Task Force (LSFT/ICAC)	56.74%	122	32.09%	69	8.37%	18	2.79%	6	215
17	Citizen's Police Academy	50.00%	101	32.18%	65	11.88%	24	5.94%	12	202
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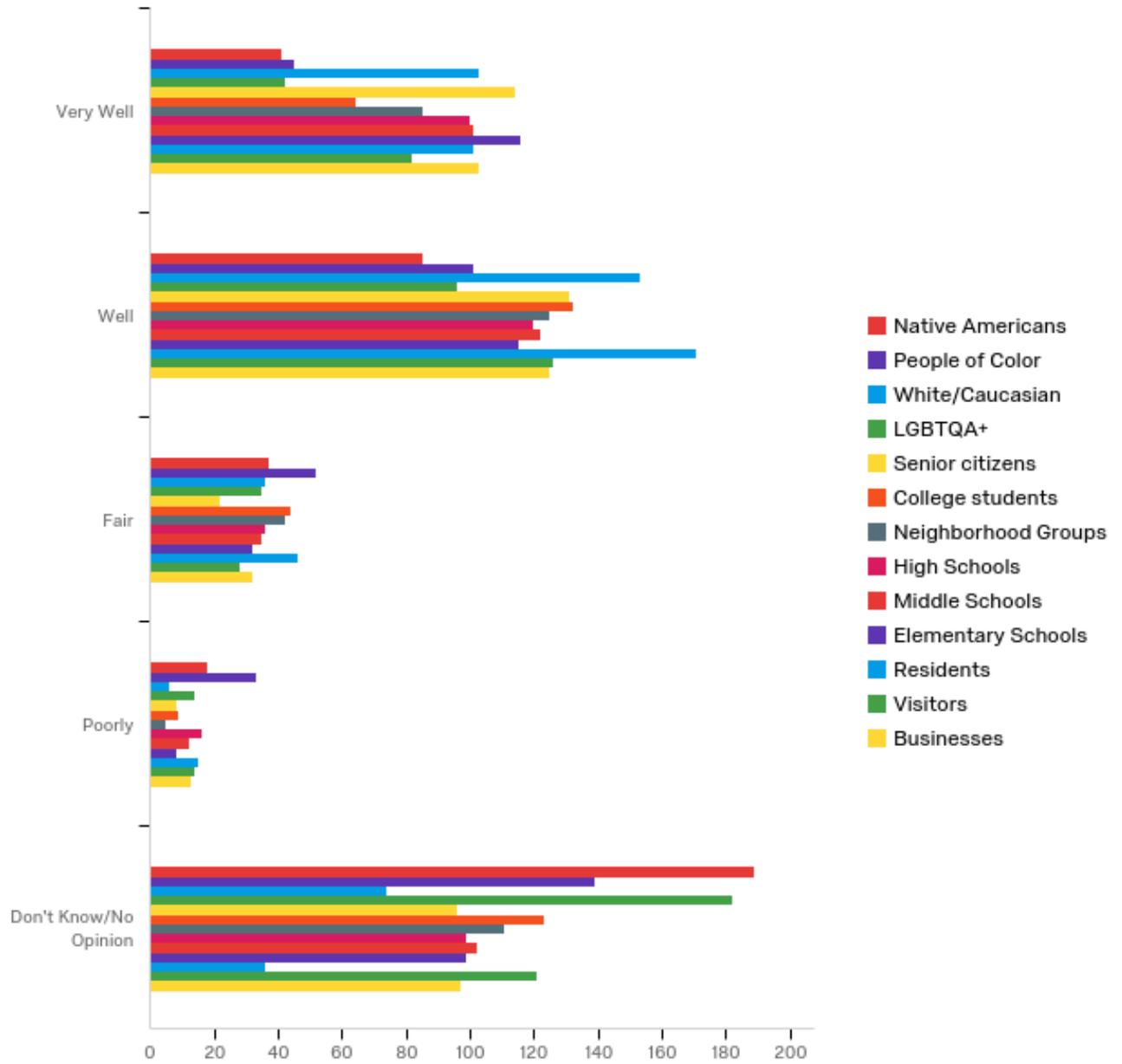
**Group 3 - From your perspective, HOW WELL DOES the Superior Police Department serve your community?**



#	Question	Very Well		Well		Somewhat		Poorly		Total
1	Provides quality, consistent, and fair police services	38.89%	147	39.95%	151	16.40%	62	4.76%	18	378
2	Builds a strong community where all people feel safe and trust the city's police officers	30.61%	116	39.31%	149	22.96%	87	7.12%	27	379
3	Provides a safe environment in which to live, work, and play	34.57%	130	40.43%	152	21.81%	82	3.19%	12	376
4	Delivers consistently high quality policing services at good value to you as a taxpayer	32.45%	122	42.82%	161	18.88%	71	5.85%	22	376

**Group 4 - How well do you think that the Superior Police Department WORKS with the following groups?**

#	Question	Very Well		Well		Fair		Poorly		Don't Know/No Opinion		Total
1	Native Americans	11.08 %	41	22.97 %	85	10.00 %	37	4.86%	18	51.08%	189	370
2	People of Color	12.16 %	45	27.30 %	101	14.05 %	52	8.92%	33	37.57%	139	370
3	White/Caucasian	27.69 %	103	41.13 %	153	9.68%	36	1.61%	6	19.89%	74	372
4	LGBTQA+	11.38 %	42	26.02 %	96	9.49%	35	3.79%	14	49.32%	182	369
5	Senior citizens	30.73 %	114	35.31 %	131	5.93%	22	2.16%	8	25.88%	96	371
6	College students	17.20 %	64	35.48 %	132	11.83 %	44	2.42%	9	33.06%	123	372
7	Neighborhood Groups	23.10 %	85	33.97 %	125	11.41 %	42	1.36%	5	30.16%	111	368
8	High Schools	26.95 %	100	32.35 %	120	9.70%	36	4.31%	16	26.68%	99	371
9	Middle Schools	27.15 %	101	32.80 %	122	9.41%	35	3.23%	12	27.42%	102	372
10	Elementary Schools	31.35 %	116	31.08 %	115	8.65%	32	2.16%	8	26.76%	99	370
11	Residents	27.37 %	101	46.34 %	171	12.47 %	46	4.07%	15	9.76%	36	369
12	Visitors	22.10 %	82	33.96 %	126	7.55%	28	3.77%	14	32.61%	121	371
13	Businesses	27.84 %	103	33.78 %	125	8.65%	32	3.51%	13	26.22%	97	370



**Group 5 - 21st Century Policing -- Which of the following should be priorities for the Superior Police Department in the next 5 years? (Pick up to 3--click and drag your three choices from the left column into the empty box)**

QID9 - Groups

#	Group	%	Count
1	<input type="checkbox"/> Better training for deescalation of situations that might involve use of force	29.88%	101
2	<input type="checkbox"/> Embracing a guardian, rather than a warrior, mindset to build trust and legitimacy with the community	25.15%	85
3	<input type="checkbox"/> Better collaboration with communities, especially those affected by crime, to develop policies and strategies	27.81%	94
4	<input type="checkbox"/> Developing understanding and empathy for people of cultures different from their own	17.75%	60
5	<input type="checkbox"/> Knowing and focusing on crime hotspots	42.01%	142
6	<input type="checkbox"/> Higher visibility/increased presence	32.84%	111
7	<input type="checkbox"/> Working with residents to identify problems and implement solutions that produce meaningful results	40.24%	136
8	<input type="checkbox"/> Embracing new police technologies	12.13%	41
9	<input type="checkbox"/> Intentional face-to-face contact between officers and the public, which are not focused on enforcement	30.47%	103
10	<input type="checkbox"/> Building police capability to address a wide variety of challenges, including terrorism, evolving technologies, rising immigration, changing laws and a growing mental health crisis	31.95%	108
11	<input type="checkbox"/> Other (please specify)	6.51%	22
	<b>Total</b>	<b>100%</b>	<b>338</b>

Group 5\_11\_TEXT -  Other (please specify)

Other (please specify)

They need to treat people like people. Regardless of what they've done wrong or what their social or economic status is. You don't know what battle people are fighting. Guide them, empathize with them, don't treat them as though you are superior to them. How would you want your family member treated? Also do more with the community. Take lessons from former police chief Gordon Ramsey. Giving out gift cards is great, but that's itching. Build relationships.

Figuring out, how in the world to deal with vandalism everywhere. Hopefully we don't have to put cameras everywhere.

Abolish Police, because it only serves the rich people and their private property

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This page doesn't work so I'll enter by item numbered from 1 to 10 here: Five, Eight, Ten.

---

Youth drug abuse

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better communication within the police department so ALL officers are aware of an ongoing problem

---

Better enforcement of parking regulations on residential streets.

---

Traffic Law Enforcement

---

We need to give you a bigger budget and more officers so that you can do your job! We have a great police force, but they are terribly understaffed. The funding must be addressed so that we have a proper sized force for our call load.

---

Educating our community about the drugs being used & the consequences of drug use by our children.

---

Quit the practice of officers taking squad cars to their place of residence when off duty. A waste of taxpayer resources to have cars sitting around unused.

---

Stronger efforts should be focused on reducing the flow of drugs from outside the community and on their distribution within the community. Known offenders should be strongly discouraged from operating in the area. A major focus on the problem people and areas will do more to relieve the effects of crime than a broader application of law enforcement coverage. Drug sales and usage are impacting every area of our community negatively. Children, families, and all citizens and public services are being compromised, and the police force should do everything possible to reduce this epidemic.

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Less focus on income from meaningless tickets and more work on violent crime and drug problems.

---

More foot or bike patrol

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The proper treatment of people with mental disorders. The current arresting situation is not conducive to people with PTSD and other high anxiety issues. Even when the police are notified of current disorders.

---

bring back police calls on radio you have nothing to hide from public

---

Lay off marijuana charges.

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Drugs!

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better control of the drug problems

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Clean house on the downtown district now that they are trying to build it up

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Stay diligent on our quest to keep our city drug free!

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Working to eliminate truancy due to lack of transportation (safe transportation for all students).

---

Ability to easily speak to a uniform officer at the police desk any time of day

---

Better communication about incidents to the public and media in a timely fashion

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Spending resources on important and or real crimes

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More staff and education to help with heroin issues before it gets worse.

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Patrolling the alleys when the bars are Supposed to be closed

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Can't drag with this format

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Mental health solutions and decrease drugs in our community

---

Better mental health crisis training for officers (they need empathy)

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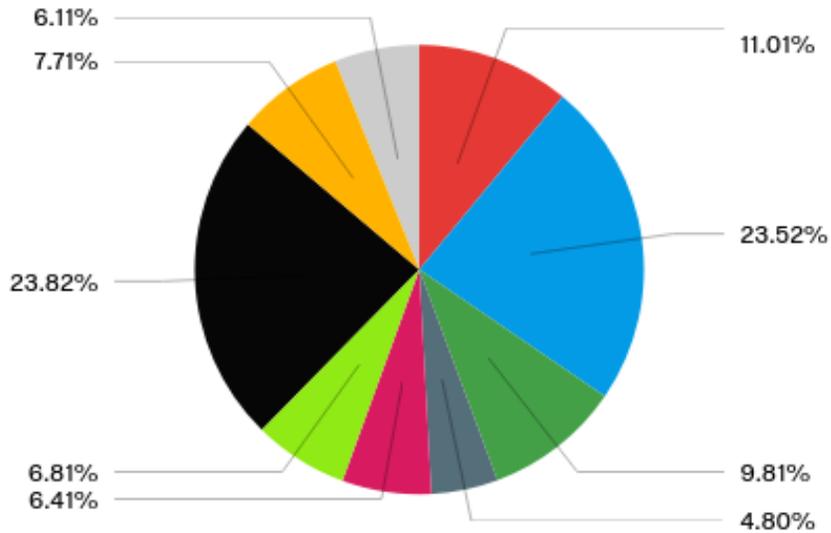
Increased training in dementia friendly and mental health.

---

good work

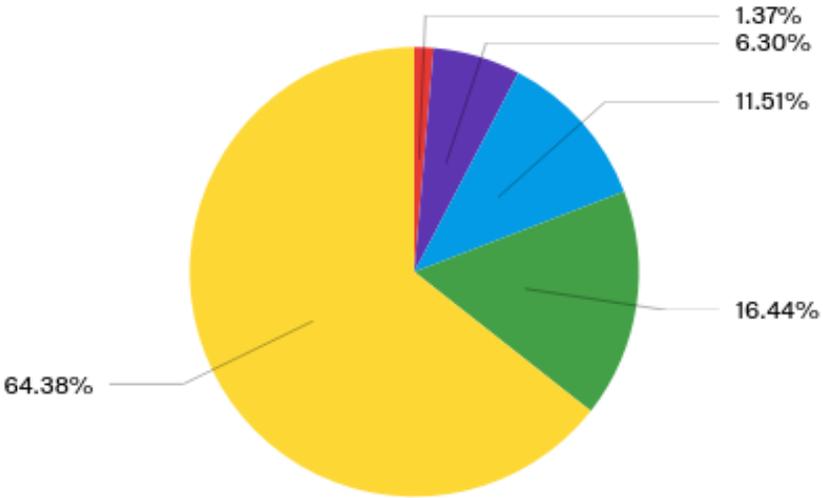
**Group 6 - Please choose three areas that you believe the Superior Police Department should increase their presence. (Pick up to 3--click and drag your three choices from the left column into the empty box)**

QID10 - Groups



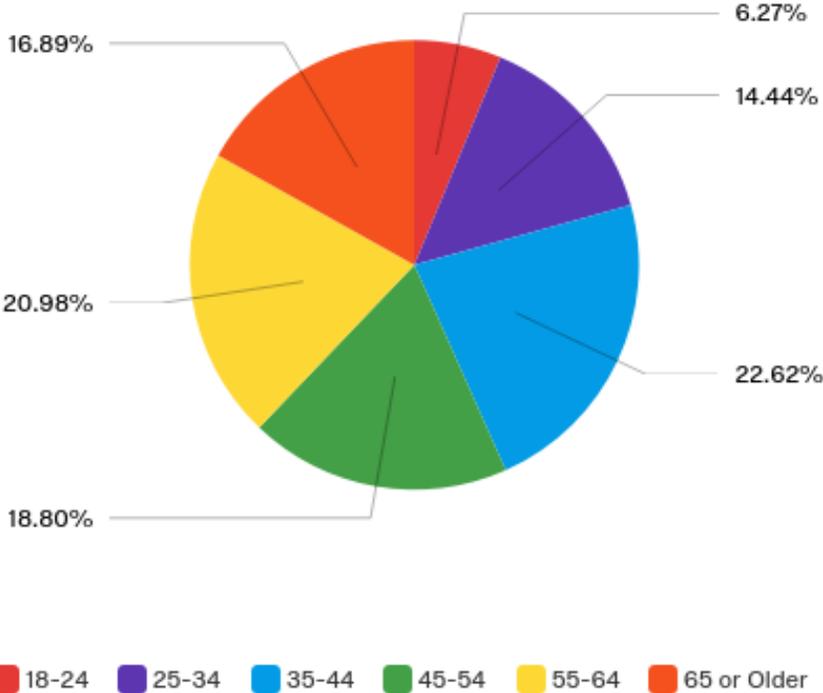
- Billings Park
- Connor's Point
- Downtown
- East End
- Barker's Island
- Itasca
- Central Park
- Allouez
- South End
- North End
- UW-Campus

Group 7-1 - How long have you lived in Superior?

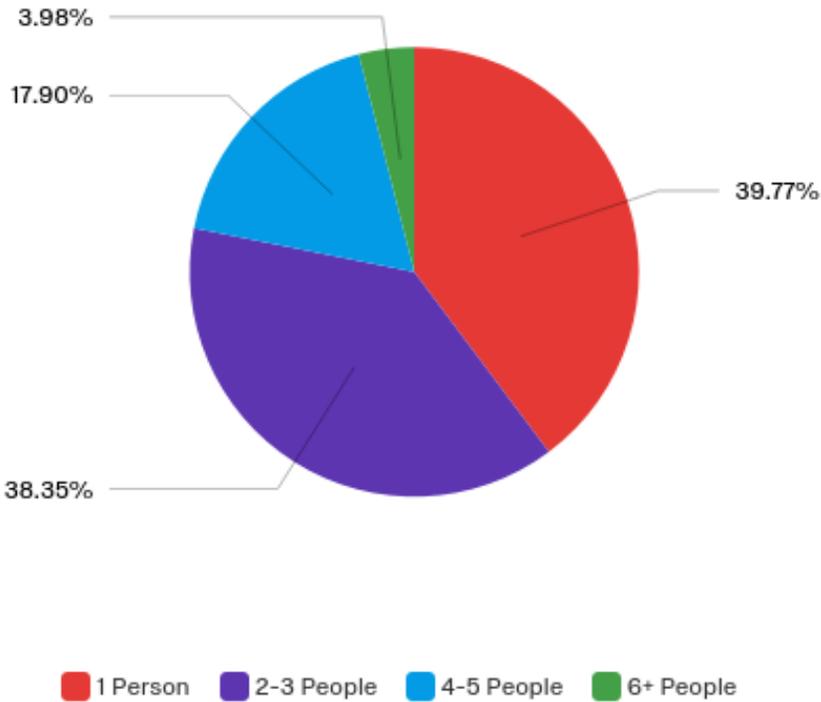


less than one year 1-3 years 4-10 years 11-20 years 21+years

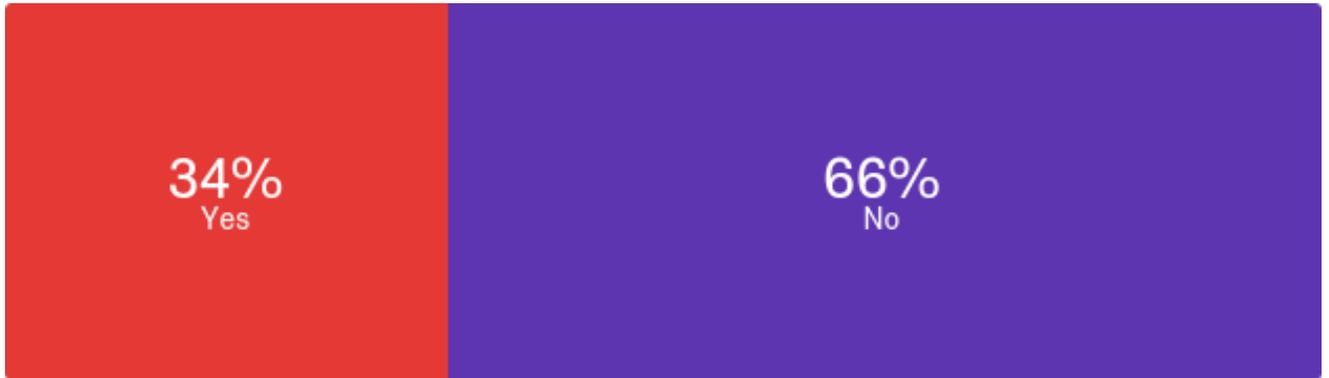
Group 7-2 - How old are you?



**Group 7-3 - How many people are in your household in addition to yourself?**



**Group 7-4 - Do you have any children under the age of 21 living in your household? If Yes, Insert their ages into text box.**



Yes

Yes

10, 4

18

16,10

17

14 and 15

15, 17

15

18

9,4

13, 19

7

7 14

3,5

20

18

2, infant

17,15

15, 12

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17, 14

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2

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16

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19

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20

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4,2

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10,17

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5, 7

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11,10,7

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5,3

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16 12 12 18 months

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8 and 14

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16, 20

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15, 8, 5, 3

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6

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13

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16,21

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6 month

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11, 9

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16, 14

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12,11,7,& 5

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20

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16,11

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14,16

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9, 7, 3

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14, 12, 9

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17,15,10

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11 4

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6

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15, 13,9,8,5

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8

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15

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11

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17, 9, 7

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4 months and 3 year old

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8,12,14,17

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17-19

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11,13,15

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18,11, 2 mo

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14 and 5

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18, 14

---

4 months

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15,17

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5, 11, 15

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6 and 10

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16 and 12

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16, 11

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8,14

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2

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8,12

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17, 20

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20

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11

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20

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8, 11

5

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3, 5

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19

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20

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13, 13, 9

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18

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10 12

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20, 10, 8

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1

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1

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17, 16, 9

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18 17

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3 and 8

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17 and 14

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26, 17

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7

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14

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9, 3

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17, 15

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16

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18, 10, 9

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12, 6

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17

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10 & 9

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10, 7, 4

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2

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9, 5, 10mos

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20

3, 5, 8, 18, 19

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3

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14,12,9,3

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4

---

8 7 6 5

---

I have 2 children (3months) and (three years old)

---

9,4

---

3,8

---

20, 10, 8

**Group 7-5 - Do you own or rent your home?**



**Group 7-5\_3\_TEXT - Other, Insert into box**

Other, Insert into box

---

prefer not to answer

---

housing

---

Searching

---

Live with Parents

---

Business

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Llive with parents they own a home

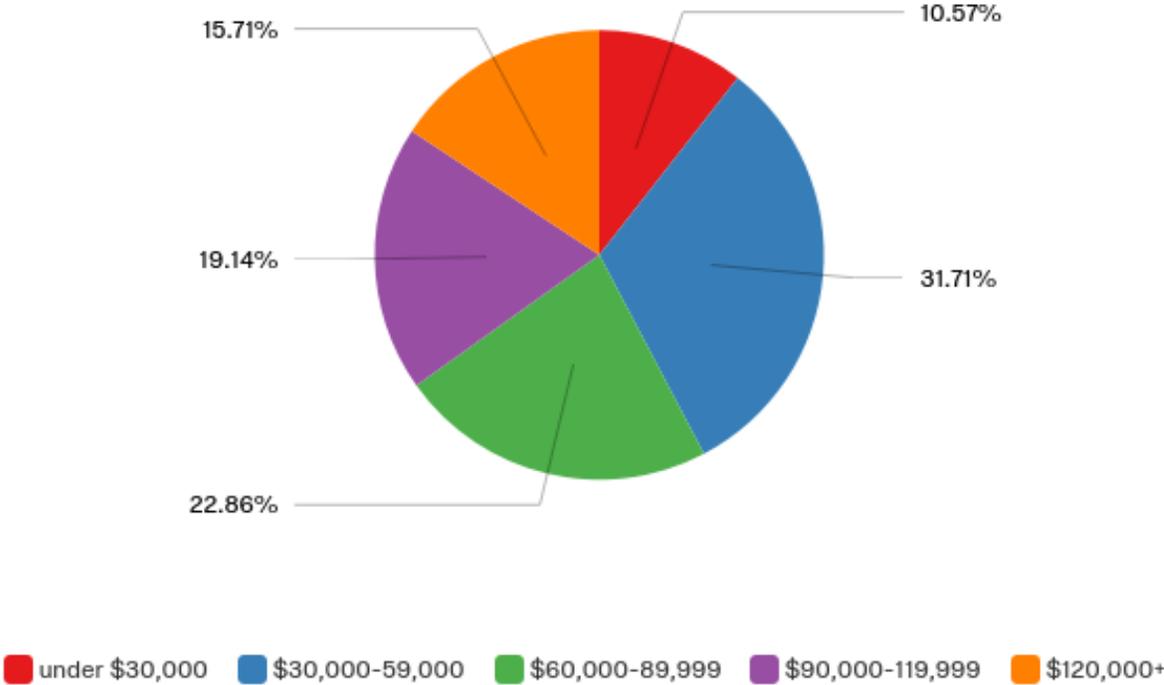
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Live with parents

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Live at home with parents

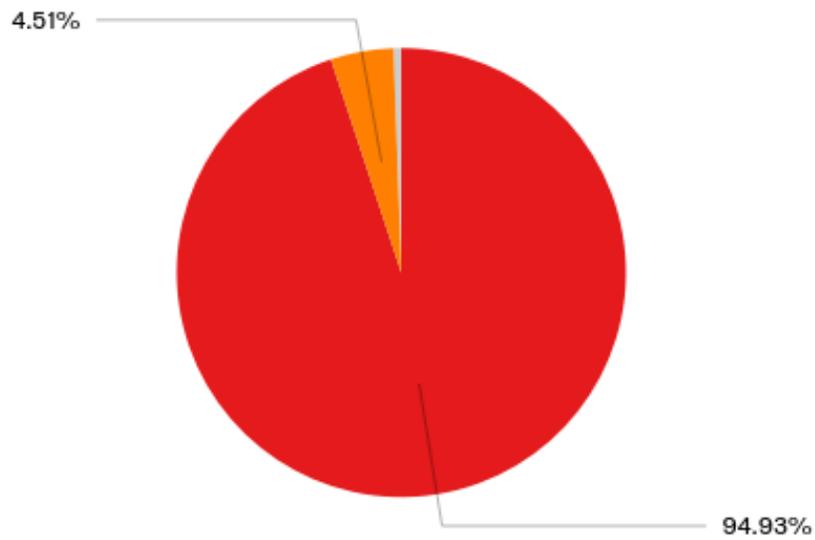
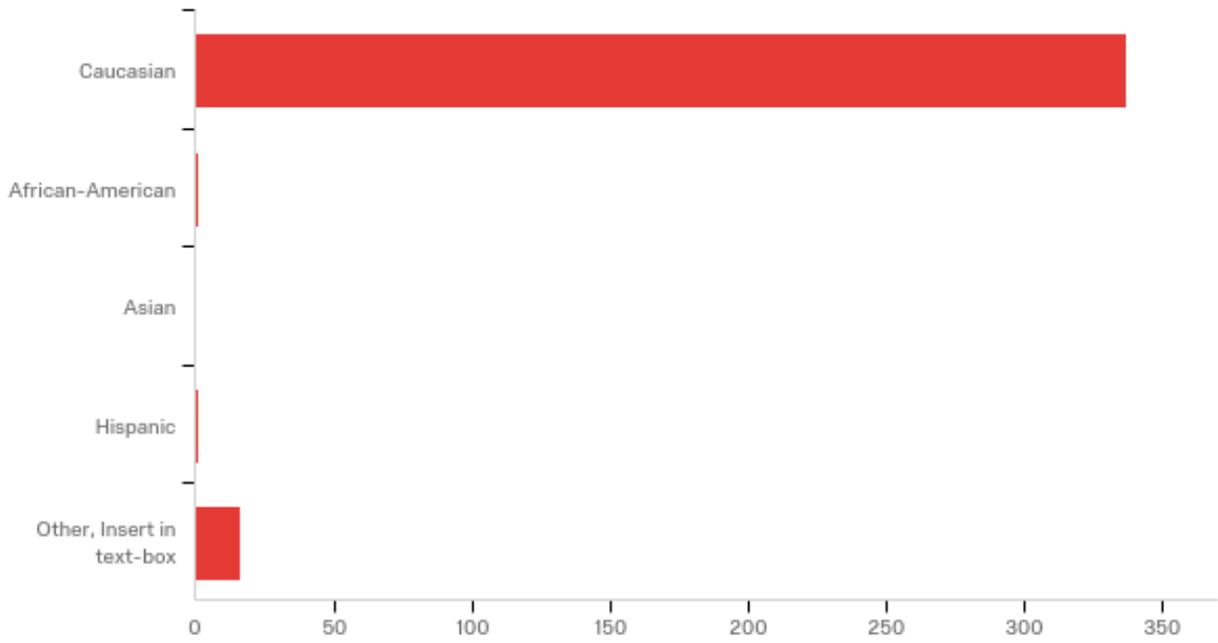
**Group 7-6 - Average household yearly income before taxes?**



**Group 7-7 - What is your current employment status? (Please check only one box)**

#	Answer	%	Count
1	Employed	64.93%	237
2	Self-Employed	8.22%	30
3	Retired	19.18%	70
4	Unemployed	0.27%	1
5	Disabled	1.10%	4
6	Student (Part time or Full time)	3.29%	12
7	House wife/husband	2.47%	9
8	Other	0.55%	2
	Total	100%	365

### Group 7-8 - What is your race?



■ Caucasian ■ African-American ■ Asian ■ Hispanic ■ Other, Insert in text-box

Other, Insert in text-box

Other, Insert in text-box

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African

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White

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Native American

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white

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Ethnic/Native

---

White native american

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Native American

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European American. Cant have African- American and not European American!

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Native American

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Native American

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None

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American

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Native American - Caucasian

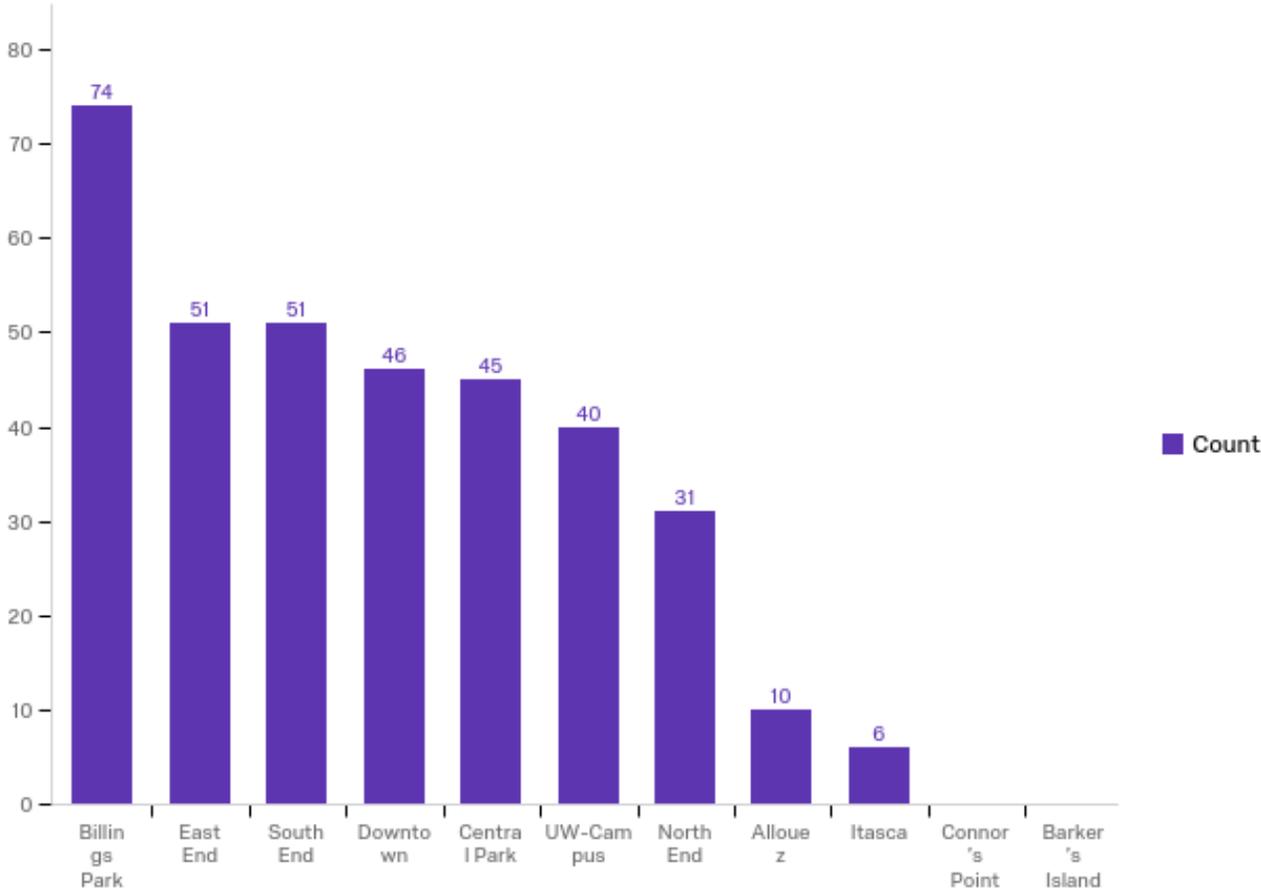
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mixed

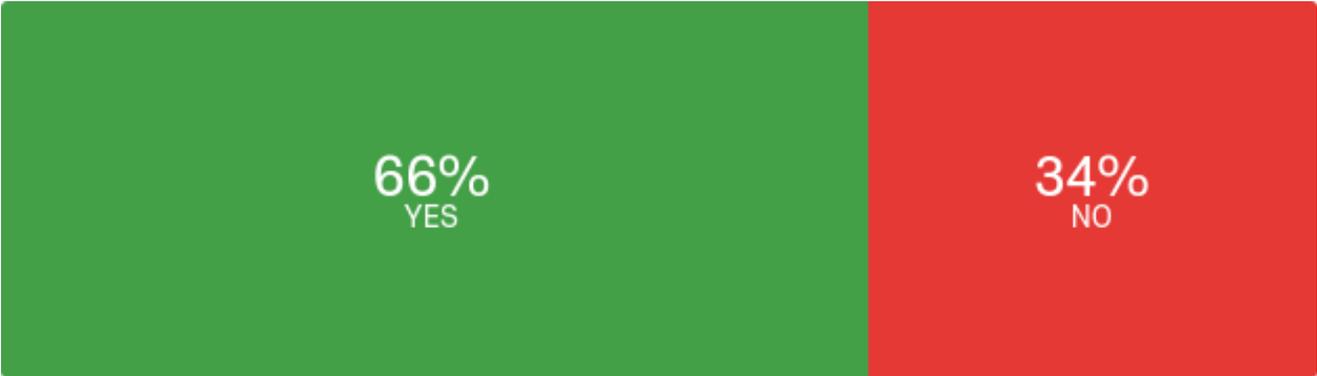
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Native American

Group 7-9 - What neighborhood do you live in?



**Group 7-10 - Have you been a victim of crime at any time in the community of Superior?**



#	Answer	%	Count
1	YES	65.75%	238
2	NO	34.25%	124
	Total	100%	362

**QID21 - Your Comments Please feel free to use as much space or additional pages as necessary. What are the strengths of the Superior Police Department?**

Your Comments Please feel free to use as much space or additional pages as...

I was impressed to hear officers walked through the Bars on New Years

They seem to care about their job and the community.

Being arrogant, armored way to much, and defending interests of rich property owners.

My encounters with the Superior Police Department have been positive, but it seems in the past few years the service has deteriorated. I'm not sure if that has to do with lack of staffing, the city of Superior, or the priorities of the department has changed. In the past one was able to communicate directly with staff now there appears to be a problem.

Prompt, friendly service. Flexible in problem solving, trained well in community relations.

They are easy to work with and have a genuine concern for the safety and well-being of our community.

Haven't really had any contact with the department.

rutledgeed They are willing to deal with individuals on an as needed basis. Their presence all around the city is good. I always feel safer when I see Superior policemen are attending any event I am attending. The present police chief helped my son,

Approachable courteous strong

Patrolling

I think they do the best job they can under current budget.

the police seem to be improving community relations with the new police chief.

Professional, Courteous, Effective, Responsive. I try to thank them for their service each time I contact any of them!

Use of Facebook to reach the community

I like that police officers are making an effort to be out in the public and greet people and even reward people (giftcards) in addition to fighting crimes.

They have a clean professional appearance, and appeared to be equipped with all the modern tools.

One of the primary reasons we chose to reside in Superior was the practicality and effectiveness of the Superior Police Department. We relocated from Duluth due in large part for the security they provide in Superior. One concern we have is the potential for diluting their ongoing effectiveness in order to address diminimiss issues raised by small yet vocal groups in the community.

Responding to calls. The reactive policing is done well.

Timely response. Open-minded and fair.

They are a positive presence in the City of Superior.

They respond in a timely matter and I feel they listen, support, and address the problem.

Friendly according to what officer responds. Dealing the best they can with the lenient court system in this district.

personable, reliable officers

Involved Chief

I'm really not sure as I don't have a lot of interaction with them.

I'm not qualified to judge.

Have always been respectful to me in the very few interactions I've had with them.

They want to get better

Police chief is doing a great job.

I feel like they are always thorough when responding to calls.

Community interaction (Coffee with a cop, K9 demos, Neighborwood Watch program) and reaching out to the community such as taking this survey, social media (FB page)

They do a great job. The police chief is a great guy.

Have found them to be courteous and professional

Their ability to listen to the persons involved in a situation and try to meeter out a solution.

I think from what I have seen on the streets is that it is nice to what I consider a younger force of individuals that are more willing to embrace changes and advancements in technology better than us older individuals seem to do. I have always had high regard for officers and the job they have to do under quickly changeing conditions and while dealing with what can seem to be a "normal" situation one minute and something totaly different the next minute. Thanks for what you do and as a retired military individual (30 years) I salute you.

Speed, professional, stong community presents

Communication during call-ins, friendly in person

Officers appear and behave professionally.

Community policing! Changing the mentality of the public's perception of the police.

Leadership

decent, hardworking people

Quality and professionalism by the officers.

Typically, personable and prompt attention to calls.

Of the limited interactions I have had, they are always respectful and get the job done in a timely manner. Thank you for all you do!

Fast reponse, VERY poor with all the drug problems as if they are put out to deal with it UNBELIEVABLE!

It has a good solid base to work with. I think overall, the Superior Police department does a great job dealing with the problems of this city.

Professionalism and respect for community

This is a tough time to be a cop, and our officers do a tremendous job. Our community has an obligation to provide law enforcement with adequate personnel resources so that they can continue to maintain their high level of professional quality without burning out the officers we have.

Community Friendly and intelligent officers, contact I have had has been cordial

The members of the Superior Police Department have been, in my opinion, considerate, kind, professional, and helpful. They put their lives on the line for us each and every day/night. I appreciate their dedication in keeping our community safe.

Thank you for the great work. The survey was hard to find given the flyer in my mail box at UWS. I had to ask others if they could find it, most ignored it because it was too hard to find.

I think they do a really good job.

Great chief trying to do what he can with the limited resources available to him. Money is always and obstacle!!

The officers

Very professional, Chief Alexander is very well respected and current on technology and issues, it seems the officers have access to good training opportunities.

I feel as though the SPD has been doing a much better job of trying to engage the community in a positive manner. However, I would like to see police officers trained in de-escalation techniques. I think a presence in our downtown area is important as well. If we, as a city, are trying to focus our city grown for business in the downtown, we need to keep a sense of safety in that area. This technique may also allow for police officers to engage the citizens or people in town in non-enforcement situations. Community policing I believe in a small town, like Superior, is much easier than in larger cities. I have witnessed, first hand, the impact of a police officer building relationships with people and the effect it has. It not only makes it easier for the officer to do their job but makes those around the community feel safer. It also adds a sense of community spirit. If those being protected by police feel as though they are not being "watched" but "watched over" it makes everyone in the community better. Thank you for this survey!

I think they are doing a good job, please keep them safe !

The strengths of our S.P.D.: they respond to calls in a timely manner, always have had a smile with a face that is really concerned for you, what you have called about, and gave a response to the situation. They are visible to our community; community events held like the K-9 demonstrations, and the Citizen's Academy,

no opinion

Leadership

Partnership with UW-Superior, Professional, Willingness to do the hard thing

Knowing they must project a better image in the community. Realizing there is a problem with their image.

none

"Serve and Protect," more like "Penalize and Strong-arm"

In our crime situation, the police department did an excellent job, and any interactions with officers has been positive. Where I believe the shortcomings were found was in the court system, lack of preparation in bringing the correct charges, follow up, and prosecution was mishandled. Maybe our new DA will resolve those types of issues.

The chief appears to be making an effort as far as community outreach (though only during the holidays).

Police department location

The cross walk implementation is great

keep up the good job

The older crew used to be more friendly with the residents, they are all long gone now, only a few I have met stand out, higher ranking members, rest just have attitude.

They seem to want to improve services. They keep up fairly well with technology when compared to neighboring departments. They are quick to respond.

Trying to make improvements

Well trained officers

Forward thinking ideas.

responsible..4 wheel drive vehicles.. well trained.. use more than one officer at any stop..effective yet low keyed..

Recent Chiefs (last 10 years) have done a nice job to transform the department.

They are typically down to earth officers

The Superior Police Department demonstrates the Law rather than the Policy....

Youth

Community outreach

Arrogance

Not sure, have not had much dealing with the department

Theyre ready for war!

Outreach in the community. Open communication.

Professionalism, courtesy, prompt response times. Willingness to try to steer younger generation away from addiction.

The police officers seem to be very dedicated to their profession

They appear to be doing a good job of policing with out a lot of negative coverage in the media.

accessible

---

Professionalism in last few years, new & energetic Chief, drug dealing enforcement

---

Quick Response to 911 calls. Has a good vehicle patrol presence. They are well trained for traffic control situations

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They were helpful when i was a victim of domestic violence. There should be a better shelter for women and children in superior

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We need more officers. I would like to see more of a presence in Billings Park. I have witnessed on several occasions drug exchanges, sex and found hypodermic needles on the ground. I see cars from MN come over and park at the boat landings, and then exchange money/drugs and then drive off. I have felt unsafe out on the ski trails in Billings Park, as I have come across Teen/twenty something individuals out there doing drugs, and or evidence of drug use. I want to see our downtown cleaned up. I no longer want to be known as the "bar town!" I want to see more respect for our officers in uniform, it's not easy to pull up on a situation and have your life at risk. I am also tired of the media and select groups over scrutinizing one situation and using blanket statements to describe all police officers. We have great doctors and bad doctors. We will have great officers and not so great officers. Same with professors etc . I would hope that this survey is used properly and all data collected is used, not just the data you are looking for. Lastly, I have found every officer that I have come in contact with over the years to be professional and well trained. We and our neighbors in Billings Park, have had to call for drug activity, property damage and theft over the years. Most everything is related to drug activity with the occasional young teenager on a dare. I work in the medical field, and I feel the broad expectations of officers has gotten out of hand. We now expect officers to carry Narcan and treat drug overdoses. Many officers are uncomfortable with having to do this. This requires more training and should be an EMT scope of practice. Lastly, many of us are sick and tired of media coverage and have stopped watching! We want more officer presence and we want our community to be more supportive of our law enforcement in Superior, WI

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Keep up the great work! I feel very safe living in Superior and I feel that my children are safe in school.

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Maturity, Effective at handling the high workload, available.

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Being close to the community they serve

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We have used the 911 operator to contact the police, and they have always responded within 30 minutes. We have been treated with respect. I am always glad to see them in my neighborhood, though I shouldn't be as it means there is a problem.

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Great leadership, amazing candidates to carry out their duties

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I think there is strong teamwork among officers.

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Some of them are caring

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They are aware of the problems of superior

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Quick to display concern over any issue

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Having almost no experience working with/dealing with the department, I don't know what their strengths are.

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Chief Alexander is probably the greatest asset that Superior has and I hope that we can keep him here (that he's not enticed to leave to a bigger city for more pay). He's always receptive to people contacting

him about concerns and he doesn't put those concerns down. He's also great about following up.

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The new chief is forward thinking and determined to do a quality job with respect to the entire community.

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The new chief is doing a good job of getting the department out in the community for "fun" face to face meet and greets

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I have great pride in knowing that our superior police and Drug task force work very hard to rid our city of our drug issues and I am very pleased with their efforts, however they get stuck in the courtroom, I wish that would change, I think there needs to be more neighborhood police presence to go along with their diligence, sometimes in my neighborhood you're only see a squad when one is called !

---

The majority of the police department officers are kind. I have seen them in action with (unfortunately) my own child, and I was very disappointed in the lack of compassion and the hostility and arrogance of some of the officers. They give the department a bad reputation and ruin it for the good ones.

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Patience, personable, professional approach, multifaceted, openness even in the face of being accused as closed mindedness.

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I do enjoy seeing the out reach to people such as the gift cards and the presence in the schools. It's good for people just to see them doing for others even though they shouldn't have to today's generation is all about them so hopefully it gives them some comfort knowing they aren't always arresting people !

---

I am continually amazed and gratified to see that when Crime happens, somehow our Departments are on the ball and find those responsible for breaking the law. I feel that we have TOP NOTCH Detectives, a Police force that rivals none and I pray for them each and every day and night that they come home after a shift safe and sound to their families, while doing their level best to keep our streets safe.

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It all starts with the chief, an right now i think we have a good chief.

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Good officers and staff

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Very respectful when dealing with citizens

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chief Alexander

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Community presence, interacting with residences and children in non-emergency situations, willingness to work with other agencies to combat abuse, addiction and mental illness issues

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Dedicated, committed officers

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Great community involvement with meet the cop, times, and talking at schools for different events. Highly respected.

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kind and thoughtful officers. A sense of community exhibited by the department and the officers

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I believe that our community has a good group of officers. I want to continue to see respect for themselves and for others. I thank each and everyone of you for putting your lives on the line for us. Keep an eye out for each other. If you see your co-worker struggling , please help. Being in the position of authority that you we need to know as a community that you won't sweep issues under the rug.

---

Dedicated officers that try their best to make Superior a safe place even though they are stretched to thin.

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Their attempt to connect with the community - still a long way to go. I wish all dealing with the SPD would be respectful.

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They do a great job and I rely on & appreciate them.

As a middle class citizens that metal disabilities and has been let down time and time again by Superior Police Department and its finest I have no faith in the system here in Superior. It needs much improvement.

Good community involvement.

Police to talk to the community-at churches civic groups, bag groceries at super one-meet your cops

The strengths of SPD are that they are present wherever you go. Whenever I go somewhere I find a see a police officer doing some patrolling. I think the presence of an officer in the area gives people a sense of security, and for people who are criminals, it might deter them more knowing an officer is in the area. Another strength is their community involvement. I follow them on Facebook and I always see Chief Alexander posting about things SPD is out doing in the community. I like that they are stating to become more community involved and Chief Alexander is big on community policing. I think that is what we need in today's society. There are also many seasons officers who have been on the force for a long time and know people pretty well and can teach the new officers the ropes

Quick response times and outreach programs

The officers I see work hard. I think they have good leadership.

I think they all do the best they can but there probably isn't enough people to take care of everything. My biggest gripe would be drivers that don't use their directionals and have their bright lights on or no lights at all even in rain, snow or fog.

Quick response time with a caring officer

Thank you for all you do!!

Our Cheif of Police, he is wonderful!!

Their willingness to patrol in the schools of our community.

I havent had the need to research this but i know they have an extremely difficult and sensitive job these days. They need constant training and the support of the community.

Young professional officers learning from veterans great leadership by chief- great community involvement by officers- especially school officers. Should really have more officers on duty at one time just forvthe safety of the officers and community

Officers and employees are nice, non overbearing

Community presence

they have a very difficult job- large number of calls, not enough officers to cover everything, needing to know so much info on mental health, most are very good people who do a good job and want to help people

Better communication thanks to Chief Alexander, but need more.

Want to help you if there is a problem, patient

response in a professional manner

WE MUST SUPPORT POLICE 100%

Visability

I've had to call the police department before and speak to officers and investigators, the officers and investigators have always been receptive to my needs, and polite to speak to.

Reputation

Professional, nice, down to earth people.

Informative kindness shown in a stressful situation

i feel they are up to date on all technology and strive to be the best at utilizing all their resources

Expertise!

Their interest in growing and learning to better serve the community.

compassionate

Not sure to be honest

Visible

The majority of the officers are good people with a few bad eggs.

kind, caring officers who live and work in the community they serve. Dedicated to their community

Quick effective response time.

Good leadership and adequate funding.

New approach and thinking by police chief. Rapid response to crime. Use of technology

Hard Working, Fair and Friendly

They're doing great things with community outreach with the "Random Acts of Kindness" . Usually officers are nice and informative.

Despite the recent opinions of some of the public (NOT a majority in my opinion) the Police Department continues to remain the utmost in professional conduct. Who else would do this job with such little positive feedback?! PD deserves credit for their outstanding work in this community.

Respectful hardworking

Compassionate, knowledgeable

They respond to higher risk calls fast, know how to handle them.

Our current chief. I have worked our chief while serving on the city council and he is smart, and a perfect choice for chief. Training is something our force has always strived for.

I do believe there are those officers that truly want nothing more than to help the people of this community. I have tried to contact them to help get their support for things in the past and they never even responded, simply ignored my email. I like that more recently since Craig Sutherland and Kalee Hermanson have really gotten into "We are Superior" that there seems to be slightly more police presence. The interactions I have had in person have been amazing. I wish all the officers could take time for those of us in the community. Take time to show up quick and grab a bite to eat at a benefit and show that they are here to help and support everyone. I wish we could see more officers in videos about Superior and not just the Chief. Get out there people! Where are the ladies at?? I dont see them

often at all, what a great thing for our young girls to see! A female officer! Could truly inspire one of our young girls if we seen the more. Show up at a school when you hear of a bullying incident happening and talk to the kid being hurt and let them know they have support from someone they could deem important. DO something to get the bullying to stop!

do more for pedestrians trying to cross the street.do something about cell phones and texting devices while driving.pay more atention to early morning bad driving between 5am-8am lots of speeding running red lights

I Always feel the Superior Police Department does a great job. Encourage continued use of citizens police academy.

Involvement with children, being much more involved with the community as a whole, more approachable officers than past years, willingness to look into the use of cameras and other modern technologies

I don't think they have one. I have visited several different places in the country and the Superior Police Department is one of the worst I have encountered. I was almost hit as a squad car did a U-turn with no lights or turn signals on Tower Ave. When I called the department to let them know what happened the response was aggressive and defensive. I was told basically that the officer was probably (not he/she was but they may have been) responding to a call. No apology, no nothing. I was treated like I was a jerk for calling. The person was very rude. We had our storage unit broken into along with 11 other units in the building and were told by the police, there really isn't anything they can do about it and that they probably won't find our stuff. The owner of the unit next to ours found his set of tires on craigslist several days later with his name still written on the and the Superior Police Department told him there is nothing they can do because the tires were in Minnesota now. They wouldn't even call the Duluth Police Department to work something out to get the guys tires back. The tires had his name on them even! Nothing, no help what so ever. Every time I have or I've heard someone talking about and interaction with the Superior Police Department they have felt they were not given any respect or consideration and were treated very poorly and even aggressively even when reporting a crime or giving statements of what they saw.

Empathy, technology, working closely with surrounding departments

Professionalism

Response time

I think the chief of police is trying to reach out to people of Superior and make this town a better place. I am not so sure that he has all of his staff on the same page as him but at least he is trying. Hopefully he sets high expectations for the police officers to follow.

N/a

Friendly, Professional, and Effective at serving the community (at least for me)

Chief Alexander's approach is a welcome change. There are some officers who also embody a calm, community service approach. Others, not so much.

The incredibly good looking police officers

Most officers are extremely helpful and professional. I know that they work very hard and they work a lot. I love seeing them getting involved with community activities.

I am very impressed with our "new" Chief of Police and feel that he is bringing new and good things to the department.

Mix of officers - both male and female. A number of them out in the community at events and involved where the public sees.

Collaboration, Chief of Police is engaged

I believe most if not all police officers are decent honorable citizens

quick response time, good presence in the community

Locating and removing drugs in community, attempting to connect with community

The officers I've dealt with are understanding and patient.

I love SPD but think we need a wider presence of them going into communities

I believe the greatest strength of the SPD are Chief Alexander and his command staff. He expects his officers to follow the department's mission statement. He has been a breath of fresh air to our community. Unfortunately, the department is currently understaffed and which does not allow for full coverage of the community.

Trying to become more involved in the community

They have a certain few officers who actually care about their jobs and the people in our community.

It seems that some of them are trying

They are very good at finding a solution to the problem and working with the community while being cons9derate

They are ready to interact with people when needed on all levels

Have not had !ny bad experiences with the SPD, they do their jobs well, this survey of satisfaction should be addressing our DA's office. I only wonder why these ladies and men put their lives in danger everyday, to only watch the criminals walk away scott free the next day. SPD does an awesome job

Very polite when you speak to an officer, Very knowledgable . Getting the drug dealers out of here, know where the bad areas are and keep watching them

I feel like the Superior Police Dept. is very respectful and friendly. When they are present, it is clear that the community comes together more. I believe the presence in the schools are good but could be improved. The D.A.R.E. program for elementary students is a good way to introduce law enforcement in a positive way at a young age. However this guidance isn't furthered into middle school.

Community policing.

I am always happy with the dedication and respect officers have.

Empathy of responding officers, fair and reasonable system devoted to justice, skilled officers who can handle a variety of situations, and very involved and devoted to the community

I've heard good things about Nick Alexander--the UWS students really like and respect him

Use of social media to communicate to citizens about crimes and local events.

They are firm and fair, personable and professional. They work hard to keep our city safe.

Its chief and officers are first rate human beings.

I like how involved they are with the community trying to build positive relationships.

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Fast response time, traffic enforcement

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Hhhh

## QID25 - What would you most like to see improved at the Superior Police Department?

What would you most like to see improved at the Superior Police Department?

Community involvement. Building relationships with residents

Keep up the good job.

Visibility around town. Radar for speeders-tickets. Does anyone get a speeding ticket?

Speed Patrols in all areas of city, Foot Patrol Downtown, Squad Patrols i all districts of te city

SPD Abolished

Communication.

More solutions for pedestrians and bikers. I walk and ride a bike a lot and regularly feel unsafe. Drivers are not very accommodating.

More community outreach and collaboration.

knowledge on how to fight all aspects of the drug problem.

Gang related and youth centered services

Respect to other races than white. Listen to people and be open minded and understand that despite people's color of the skin, the stereotyped apprehensions are not always right or the answer

Red light and stop sign violations ticketed. It seems that some don't even use the brake at stop signs and every morning I see someone blow a red light. Instead of writing people up for failing to stop at a RR crossing I think the focus should be on the thousands of intersections where stop signs are located.

The police should take more seriously aggressive driving and speeding within city limits.

Crack down on youth so they learn early on that rules need to be followed

There needs to be more police presence overall and a stronger, more effective penalty for drug use as it is so rampant in our community (but that also includes the courts as well). SSHS has a large drug problem and harassment through social media issue that also needs to be addressed more effectively.

More of a presence of officers, on foot and patrolling.

Transparency, the local PD radio is encrypted with no visible means of oversight. The public has lost the connection with the officers. The trust is gone, we are not in a position to grade the Department because we are no longer allowed to monitor normal radio traffic. Not all radio traffic is tactical in nature so encryption is not needed, at least not for normal day-to-day radio traffic.

Currently very effective.

and easily avoid detection.

Traffic speed limit enforcement.

Response time from computer unit.

I think promoting the positive things they see going on and are involved in. Too often all we see our the crimes and negative incidents.

Communication within the dept so they are all on the same page. Some officers need to get rid of the attitude, for the most part good. Start issuing citations to offenders...one officer told me that their are several statutes they do not enforce. What's the point of having laws if the police department doesn't enforce them and the lenient court system lets them off with a little tap on the hand.

animal control especially nights and weekends

Face-to-face contact

More traffic enforcement

Regulating parking on residential streets especially alternate side parking near the East end Super One.

More neighborhood presence, to help minimize all the petty crimes that seem to be increasing.

Community Outreach.

Get the drug dealers.

I would like to see a more active presence on social media, updating the citizens of what is going on in town. Becoming more approachable.

Traffic enforcement (so many people speeding through red lights and speeding in general, running stop signs, and not stopping for pedestrians)

Nothing

More effort ticketing speeders and cell phone users

SPD has a reputation for excessive force. That needs to be addressed.

The number of Officers working on the road during shifts of high volume of calls

Emotional Intelligence, especially male officers for when a female isn't available

More respect for citizens

Training on how to help people in mental health crisis

I know with budgets being what they are and possibly manning situations it may be difficult, but I would like to see something along the lines of quarterly or semi-annual "town hall" get together to let the community know what our officers are seeing as trends, needs, etc. and what can we as citizens do to help/deter these issues. I have spoken with a few officers unofficially when I have ran into ones I knew, but with so many new officers on the force, I have not spoken to one in awhile. I think if I met them in a "meet and greet" atmosphere so that I could get to know them I would be more willing to talk with them when I saw them out and about even if it was only to say Hey, how's it going or thanks.

Shutting down loud college party's. More patrols in uws area.

more officers as there is a shortage at this time and a plan to hire new officers as others prepare to retire or leave

Downtown visible presence/down town bus stops

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More evening patrols in residential neighborhoods to discourage vandalism and theft.

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More officers dedicated to our drug problem. We need to send a strong message to Chicago, MPLS and MKE that we are tough on drug crimes.

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Every day person to person contact when time allows

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more officers. Too much forced over time

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No complaints in my dealings with them.

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Cleaning up the drug and addiction issues destroying families.

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Tougher action against petty crime and house/garage break ins.

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More interactions or better advertisement of interactions with residents of Superior that aren't confrontational or negative. A way to get to know the police force without having to do something against the law.

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We need community events to get rid of the "them and us" social structure. (They're people too, just like non police residence)

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Officers that care, tackle the drug problems! Very regretful for buying propertie in Superior due to drug & police problem!

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Working with the communties more. Having a blue print to work with that small groups of neighborhoods can use to help strengthen the whole area.

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Petite crime investigations without loosing site of the bigger, more important issues.

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Meth and other illegal substance crack down; it is out of control

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Eliminating drugs in the community.

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We need to pay for more cops so we are not constantly operating understaffed.

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Learning de-escalation and use of force techniques

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Shave the beards and more presence of officers on the street rather than seeing the squad cars parked at police head quarters

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Traffic control! Our drivers are poor. People blatantly run the red light at 39th Ave E regularly. Someone is going to get hurt there.

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Perhaps helping officers who are in a constant sheepdog mode to balance that with being part of society (having eye contact, trust).

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I would like to see more community engagement, and a downtown police presence

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Give them quality equipment that is needed to do their job.

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follow through with crimes; alerting the public to more crimes, i.e newspaper; should have better access when 911 called, each time i have called i have been sent to duluth or the duluth cops have been sent out to the wrong address, if an emergency crime it would have been a big problem.

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PLEASE-- more education (use our Public School District) on how to help our youth to NOT think about doing drugs AND how to help them if they are on drugs. No more suicides because of drugs. To help our youth to feel positive about themselves and to have a sense of HOPE for their future. Drugs not the

anaswe. No one has a perfect life. Our youth need to know that downs or obstacles are not an end, but can be a driving force to move on. Do not turn to drugs!

no opinion

More patrol in suspected crime areas. More surveylance technology throughout downtown.

Working alongside community groups/churches to help our community grow, allowing the community to take ownership of our problems

More, protect and serve.

more people of color

Less SPD

better behavior and not act like we are wasting their time, enforce the laws rather than looking the other way

Less parking tickets and more violent criminals thieves and hard drug convictions.

If someone gets picked up or put in jail for being drunk just walking the streets need to be place some were to get help or locked up for 48 months to get help they need,

Collaboration with POC; foot and bike patrols; improved traffic enforcement; less PR related articles

More of a positive presence on foot or bike. Also more cultural training with traffic stops.

The mental illness and arrest. There should be better treatment towards people that look ok, but are not.

Interaction with the community, I believe foot patrols are nice when it is at all possible

stop sign enforcement

Harsher punishment against child abuse/sexual assault offenders! More drug busts considering how much drug population there is that goes unknow right under the police's noses.

Training to de-escalate situations such as the one in the Super One parking lot with the girl of color, how can we feel safe when we have to fear such brutality from the officers hired to keep us safe?

Relations between public and officers. Officers should treat the public like a neighbor.

More visibility, especially helping community in other ways - community service

Consistency is the biggest issue, I understand everyone has a different personality and each incident is slightly different. When you have a similar incident the answer should be the same, it never is sometimes its like a coin toss of right and wrong depending on the officer on the scene.

Inner city truck weight llimit violations

Traffic enforcement, quality of life issues such as noisy cars and motorcycles. Empathy towards all.

less questions when 911 calls. should accept report , phone no., & name quickly & goodbye. operator should not linger when calleris in a hurry or driving..

Drug users cracked down on as well as the distributers

Police Technology

More police

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Better handle on drug control

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Involved more in truancy of students. Community service opportunities with officers.

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Patrolling neighborhoods at night instead of sitting in the office

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Police officers out more and being able to talk to department without going thru 911

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To stop treating pot smokers like criminala

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encouraging & giving structure to the next generation.

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B

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Parking Enforcement on Sundays (not just targeting certain neighborhoods).

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i think they are doing a good job but if possible they should get to know the people they protect a little better.

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take care of the drug problems!

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Speeding and loud mufflers on Tower Ave

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There isn't enough drug enforcement in problem areas, repeat offenders aren't being taken care of in my opinion. Parks aren't being patrolled, there aren't many if any bike patrols or foot patrols in downtown. I would like to see them in and around the schools more especially during school hours, doing more guest speaking. When I was in school we had lots of in school contact with the police dept and now I hardly hear of any from my children.

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More women police officers

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Get the drugs and drug dealers from Chicago, Detroit and Minneapolis out of our community!!!! It is killing our youth, and staining our city!!

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Increased staff

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Close the drug houses. Not just the out of town drug houses. Shut down the locals as well.

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More watches on the drug issues in Superior

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Knowing the Police Desk Phone Number, Afterhours Deck Number, knowing our neighborhood patrol officers.

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More police

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Drug activity

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Continued drug trafficking efforts

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More felt in the neighborhoods.

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I have often wanted to stop in at the police department, just to say thank you. I have no idea how to get in there. The City hall is very confusing for me and I am not stupid.

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Relationships with other departments

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Visibility in order to arrest drug dealers/users/buyers including public drunkenness.

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I think they need to understand the needs of the community. People are poor, most have been in a cycle their whole lives and dont know a way of out it.

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Be more involved in the community that they're supposed to be serving

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traffic law enforcement, speeding enforcement

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More officers

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Increase enforcement of excessive speed on major roads; Hwy 2, Tower Ave, etc.

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There have been several times when I have called for a squad to come and investigate or respond to something and it seems like the Dispatchers want to debate about whether or not it's a "valid call." I've had Dispatchers argue with me when I've called about fireworks in Central Park ("You DO realize that it's the 4th of July, right?") or when I called about cars drag-racing down our ice-covered alley ("well have they hit anything yet?"). There have been times when I've considered calling to ask the police to check on something and I don't just because I don't want to deal with the Dispatchers.

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More officers patrolling the streets

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Ticket people who won't yield to pedestrians in cross walk

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More women and people of color

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More resources to stop the heroin/drug dealers

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Taking petty crime more seriously. Not let it get to the point where people think they arent trying. (Such as the car windows being shot out.) They didn't express concern via media to the public until it happened in Duluth and the DPD was blasting the news and social media almost immediately while it had been happening here for months on end. This is pretty common M.O. for our police department to try and sweep it under the rug or keep it hush. It makes it seem like they dont want the community to know they arent able to solve it in a timely fashion (even if that is not their intent.)

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Remember: our perception is our reality

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As I know we are going to be short of officers, I would like to see in improvement by more officers for our community ,

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I would like to see more help and assistance with drug information.

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Transparency when needed, more personnel if needed- choose character/potential....not trying to meet quota or ratio of diversity. Ones character should be #1.

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More of them. Hopefully tolerance, so we don't see them on the news again

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More officers, A district Attorney that actually prosecutes the cases these officers work so hard to bring before the courts, a raise in pay for the officers that out their lives on the line e Vests etc. I am serious about pay raises! If we can give raises to paper pushers in the court house we can give suvery day, and continued upgrading of policies and implements that will assure their safety out on the streets..IEVests, Dogs, etc Sub:bstantial raises to the men and women in uniform who have to strap on a gun to do their jobs! Common horse sense eh?

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Traffic enforcement crack down on speeders.

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Expand citizens police academy (maybe twice a year)

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community involvement/events

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Increased speed control on 18th ave.

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More minority staff

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{possibly more training on how to deal with aggression from People with Mental challenge, for officers benefit. Excellent Police Dept.

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Their presence. Stop in a business and introduce yourselves. I would love to meet you.

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More officers on staff so that our current ones do not get burned out.

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All officers should be trained to treat each individual like they would like to be treated. Even if that person appears to not "deserve" it. They need to mirror positive behavior all the time, including when not in uniform, including on their personal social media outlets. They are held to a higher standard and should have understood that when they took the oath.

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more police at the elem. schools one for all not enough

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The way they handle people with mental disabilities. They treat us like we are less than human and deserve to be locked away with the key thrown away. They treat us like we are not worth protecting or listening to at all when we have a problem.

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Outreach/Parenting Programs

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Keep working with the youth

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I would like to see a more non judgemental attitude toward people in general, based on name or prior experiences. Everyone is a person of our community and deserves to be treated with respect. I am sad to say that I do not feel that I have seen this in my life enough. Often I have seen police come to an accident or crime with their mind made up on what or who the problem was without proper investigation. Too much opinion.

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Outreach to those most in need

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They deserve more respect than they get from us-that is why they need to meet us

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I would like to see just a little more kindness and happy faces from officers when they are engaging with the public

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Presence and a focus on drug-related issues in Superior

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More officers and more face- to-face with the public that is not in an enforcement capacity

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A little more traffic control I guess, but I know crimes or emergencies more important.

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more officers on the streets. We are paying for them without taxes.

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More community involvement programs

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attitude

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More parking enforcement

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I wish for them to get all the pertinent training they need to do this job.

More officers on duty

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Hire more patrol officers. Better advertisement of on line self reporting

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The department needs to be less secretive. Information on incidents needs to be released to the public and the media in a timely fashion (within hours rather than days). A public information officer could be appointed to serve as a media liaison. Police radio communication should not be encrypted.

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more training for the officers to help them with the larger amounts of mental health issues they have to deal with and using whatever technology there is to protect themselves from being accused of improper actions when there isn't any--I don't like to see our protectors being targets for some of the "crazies" our there.

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The drug problem, eliminate DARE and start over, increase focus on identity theft,

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Be in community more. Less favoritism with friends of officers. Participate with nonprofit fund raisings to show community support

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Catching the speeders and the ones that run red lights

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more policemen

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#### DRUG PROBLEM

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If you know one of your officers has an issue with treating people, you shouldnt wait till it gets bad to do something about it.

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Individuals on the force seem too local and there are favors payed to friends by local officers

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Calling anything in that isn't an emergency situation (illegal parking, animals running around, interactions with neighbors, etc) is dehumanizing. I've called dispatch and had the gentleman on the phone tell me they're "too busy right now". As a result, I'm extremely apprehensive about calling in anything because I don't know if the police are even receiving the information. Also, if improved interactions with the community are your goal, coming up to a house where the residents have no criminal or violent past with guns drawn is not the way to do that. My partner is Chinese American, so I can't help but think that the response to my house that day was racially motivated, which is unacceptable. My partner tried to call the police officer that responded to the incident for several days after the fact, and never received a response.

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Keep the drugs and those that bring them out of Superior

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Speeding in Superior, Drugs and related crimes

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Nothing doing the best they can

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Drug enforcement

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increased visibility of police presence in high crime/drug areas

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Public perception

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More funding to hire more staff and have better programs.

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watch speeders in central park area

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Patrolling bad areas at proper times so there is a police presents

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Stronger penalties for the officers that choose to break the rules they are supposed to uphold.

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phone contact, listening to voice mails so they know a citizen tried to connect

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I'm very concerned about the radio system that is currently in place as it does not work in all areas of the city and in all buildings.

---

Traffic enforcement near schools and crossings. More neighborhood / alley patrols at all times of the day and night.

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more kid/police interactions...so kids feel safe and comfortable to approach Police officers

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Fully staffed and adequate resources.

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More patrolling but I know there are budgeting concerns

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More officers. Training in community policing

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Please do not let crime get out of control. Please stop it before it starts hitting our community. Encourage residents to always be on the lookout for suspicious activity. We all have a responsibility to keep crime out of our neighborhoods. If we all do our best to control our neighborhoods then crime will not grow.

---

Some officers give off an air of "I don't want to be here" or "I don't really care" when responding to a call. Have had it happen a few times with various situations. Makes you feel like your call wasn't valid. This is not good because I don't want to feel like I can't call because they won't care.

---

The public's perception of them.

---

Adherence to the same laws as everyone else. If they are on their way to an emergency/crime scene/etc, have your lights on. If not, excessive acceleration on my residential street to go two blocks is unnecessary and dangerous. Continuously monitoring their own behaviors and keeping them in check - and not becoming the stereotypical jaded police officer. Even if 80% of interactions are with criminals, 100% of people deserve courtesy & respect initially. I'd also use social media/tv to promote more positive community interactions. PR goes a long way.

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More officers on any given shift

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I believe all crime takes too long to prosecute, to get to the end

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More officers

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Officers treat people better. Too many times people are getting harassed by officers walking home at night. Better choices by officers off duty. It is widely known that a lot of the officers drink at dodgies, they drink all night and drive home. It is not setting a good example of the police department.

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Neighbor Watch

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Answering calls in a timely manner. Checking things out better when they get a call.

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Community interaction. One idea that comes to mind is the recent BBQ the old Duluth police chief had in Wichita to help develop and strengthen relationships with the community.

---

I'd like for them to be more involved in the community by showing more of a presence. Show up for lunch at the schools and eat with the kids. Show up at fundraisers/benefits around town even if it's just to drop off five bucks or grab a bite to eat. Fundraisers/benefits that are for kids i think doing something like this would have an incredible impact. Show up to the schools when you hear of bullying happening and make sure the child being bullied is okay and let them know they have the love and support of

someone important in the community. Follow up when people call and make reports. We were one of the families who's window was shot out a few years back. An officer not only never showed up but never even called us and we were told someone would be out.

better peoples bad driving habits

They do a great job.

A much larger approach to dealing with the massive drug problems

Anything and everything. How about training the officers to see residents not as enemies but as people that deserve respect and customer service from the police.

patrol attitude, new hire longer training, more training on de escalation

Hire more cops

Traffic control, more visibility in all communities regardless of population trends, income levels and race. Crime crosses all lines

I do not think that they police dept is prepared to assist the GLBT+ community when there is crisis, or that they treat them with respect. I think that some of the officers should reach out and try to connect with some of the GLBT community and see what struggles they have with crime towards them. I do not feel respected by some of the police officers being that I am a gay male living in Superior.

N/a

Faster and better investigation of crimes where a lot of vandalism occurs (like when someone broke dozens of car windows in one neighborhood in one night)

get rid of the assault tank. it tells the community that you are at war with them. it is an awful message. I would also like to see livability laws enforced (e.g., no fireworks in town (especially huge bomb-like fireworks and airborne ones) and also enforce snow shoveling laws for both residences and businesses. Children, the handicapped and the elderly have a great deal of trouble getting around in winter.

Hire more police officers and give them the equipment they need

More patrolling would be nice, not just responding to calls. It is such a nice feeling seeing them drive past my home. It makes me feel safe.

I don't have any complaints for the most part.

Improved cultural awareness, improved dementia friendly initiatives, more respect and awareness to folks with mental illness

DARE program brought back

I'd like to see them stop getting hated on by the media and community on social media. They do a great job in a tough career field.

the traffic department is terrible, using towing companies that are rude to customers does not create a feeling of community well being

More patrols at night

Go into schools more

To see the department fully staffed.

Drug enforcement

Race relations

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Relationships with communities

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Their relationship with the people of superior

---

Feel safe when bad things are happening elsewhere. Make sure they don't happen here

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More community involvement and or more advertisement of community events they are involved in

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Presence at night. Less sitting at gas stations and more patrol

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They should do the speed limit also

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The involvement in the community in ways that don't involve enforcement. A program for middle school students that stems off of the D.A.R.E program from elementary students. Perhaps a program for high school students that rewards them for pledging to stay away from drugs and alcohol. Social media is apart of life now, so making it a point to post things positively about our officers is fantastic. It really brings the community together and makes citizens think "yeah, I'm proud to live in Superior." More involvement/events could be planned like the softball game where firefighters play against the police dept. I've lived in this town for 21 years, and I am very proud of Superior and it's police force. However seeing them more often would make the community feel more safe.

---

More community involvement! :)

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A tighter crackdown on property crimes such as theft and vandalism.

---

I believe you can never have enough of community-Police relationship opportunities.

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More visibility in the community when they aren't doing regular "law enforcement" stuff. More community oriented stuff.

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A more diverse force

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More officers on days out driving around instead of sitting in the office

---

More of a patrol presence in my neighborhood.

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More officers.

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Less focus on Public appearance. If they truly have a good appearance in the community they shouldn't have to commit a lot of time and attention to themselves.

---

Clean up the bars and get rid of the strong drugs out of our community those are the two biggest things that hinder us besides the obvious alcohol addiction in our area

---

SPD needs a physical presence in the City. There is so much property crime that would decrease simply by having regular police presence on the streets. I live near Benna Ford and I see a police officer in my neighborhood \*maybe\* three times a month. I have lived in this neighborhood for over 20 years and it has really gone downhill in the last five years (specifically, the apartments on 29th and John). I feel like my neighborhood is looked over because its not the North End or the Banks/Oakes/Butler area down by Super One. No, we don't have the same crime levels as those neighborhoods, but we shouldn't be ignored either!

---

More patrols against vandalism

Be more transparent

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Jjjj

**QID24 - Has Superior Police Department earned your trust and confidence? Why or why not?**

Has Superior Police Department earned your trust and confidence? Why or why...

No. I've heard how they've treated my 17 year old nephew and his parents in dealing with issues with him.

Yes- Repsond promptyl when needed.

Not totally, many reasons.

yes

Police have been historically been created by slave catchers and thugs. As a criminologist, there is no such this as "good cops".

In the past yes, but now communication has become difficult.

Yes. They have promptly answered calls and filed reports, investigated, etc. I feel sometimes they are understaffed but I don't really have facts to back that up.

Yes. I believe they are a hard working group of individuals that have the best intentions for a safe community in mind at all times.

Yes No contact.

Mostly.

No. Because depending on the neighborhood, I have watched them behave differently

Somewhat, fast response but no follow up on outcome

Yes. I think they do a good job.

Yes, only because there is no other option for assistance and protection in the city. I have no reason not to trust them, I have no option than do have confidence in the police until I or others concerns are blatantly disregarded by the police.

Yes!!

Sometimes, when they take crime seriously. When they let crime slide by because "they have bigger things to worry about" it just causes more crimes

I have not had enough interaction with them to make that decision which could be good or bad based on how you look at it - I would like to be able to say I am aware of their presence and trust this presence, however I do believe there needs to be an increase in presence

Yes, I am confident that our officers are well trained and are doing what is best to keep all of the people of our town safe.

No, secrecy creates a state of fear and mistrust. Confidence is built on transparency not with encryption.

YES

Yes, they have a difficult task. I feel when it comes to our youth problems they have provided the

community with what it wants instead of what we need. The letting kids be kids approach leads to future problems and tragedies.

Yes, I have made a handful of calls to 911 over the years and have received a timely response and fair resolution.

Yes. I believe that they have the best interest of the citizens at heart.

Yes. They have responded appropriately and respectfully.

Yes, they have helped by being honest with the situation (it was a domestic involving children)

no reason not to have their trust...just find them absent weeknights and weekends especially with animal control

yes, so far so good

They do a good job for this area.

I don't have much contact with the department. I give the police trust and confidence until they prove untrustworthy and that hasn't happened. There has been very little crime or disorder noticeable in my neighborhood.

If it's for something major, yes. If it's something minor, I know it will just be ignored or set aside.

Yes. The good stories heavily outweigh the negative ones.

Yes. I know I can count on them.

Absolutely. My husband and I were out of town, and had forgotten our garage door open on accident. A neighbor reported it, and evidently there were several police officers dispatched, along with a K9 unit. They checked out the entire yard and surrounding areas to make sure no one had broken in! One officer even parked out by the garage all night just to make sure no thieves came around. Nothing was stolen, and the house wasn't entered. We were so incredibly thankful for the Superior Police that night!

Yes, they are asking for feedback with surveys like this and want to know what is working and if there is anything they can improve upon.

Yes they help me a lot. I was police aux officer for 46 years great people.

Yes. I have used 911 services and was impressed by the professionalism

It is a tough job and they do it fairly well. Need more training to be less aggressive.

Yes, I have been able to work with many of the Officers and found that they try very hard to resolve the incidents they are called to in a fair and lawful way.

They've regained trust simply with a new chief but I still have concerns about the local police culture after the brutality incident at Keyport.

They have not. They have little respect for the citizens that they serve. I feel more respect from the sheriff's officers and the highway patrol.

Somewhat. They don't know how to help people having a mental health crisis

For the most part yes, because they always seem to "get their man" and I know it was a state requirement, but it used to be nice to listen to them on the scanner before going digital and there were times I would hear an ATL such and such a vehicle and it would be at a building near me so I would call up and report it.

Yes.

Yes, I have always had positive dealings with officers and especially seeing the canine officer and partner at events

Yes, has responded and followed up with specific situations

Yes. Officers have treated me respectfully with the infrequent contact I have with them.

Yes.

Yes they have.

yes - I see how hard they work each day

Yes, by their professionalism and willingness to help people of all classes.

Somewhat. Little was done to catch intruders into my property and outbuilding. Twice.

I haven't had any bad interactions with the police department, but I also haven't had many interactions. So I trust them.

I personally have never had an encounter with the police department in 12 years.

Yes, the officer that handled the situation with a neighborhood car jacker was very considerate, seemed genuinely concerned, and helpful.

NO! They have told me there is nothing they can do as the drug problem is too big for them to handle! WHAT!?

Yes, they do their jobs.

Yes!

Yes! However, I would have preferred a better response/outcome when I had property stolen.

Hard to do when drugs are still coming in, and with the drugs come the shit bags

I have no issues.

Yes. I have worked/witnessed their efforts on several occasions. They do great work.

Yes

Yes they have. I have seen first hand how hard they work and the effort they put in when called upon. Especially in a crisis situation.

yes They have arrived quickly when needed

Yes. I have worked with individual officers on various committees, i.e. personal/professional contact with officers.

The few times that I have needed help they have been very supportive.

Yes

Yes

Yes. Professional communication and Citizens Academy.

Yes. I feel that I trust the SPD. I grew up with my father as a police officer. I know how important policing is and how difficult their jobs are. I would like to see more "old school" policing. That is, engaging community members and letting people of Superior know the members of the SPD are members of our community.

Yes, they have always responded when I have called.

no, do not always feel that the community hears all of what is going on; no follow through or resolution on the crimes that i have been a part of

YES:) They have always come to our residence with a smile, but yet concern to listen to our need. They are kind and considerate and do help us. We have a GREAT police department:) nt

Yes, I think they do a good job

no opinion

Yes, they are well trained and professional

Yes, I have no evidence to feel otherwise.

Yes, I try not to brake laws. Have had speeding tickets, 2 in 45 yrs., but both were my fault.

no seems to be lazy group of people

No. I have never needed the police and cannot see a time when I would ever require their assistance.

Yes, previously indicated.

No, Some act like they have better things to do, and when confronted with law breakers they really don't seem to care.

I'm doubtful of the department. I've been bullied by an older female police officer for her fun and enjoyment. She shouldn't be allowed to have a badge.

yes , seen in action did very nice job

One questionable officer can bring down the perceived integrity of the entire organization. The officer who hit the woman in the Keyport-Super One parking lot a year or so ago damaged my trust and confidence in the SPD. Appalling. And he kept his job.

Somewhat, I had a friend who is American Indian and he was not well treated during a traffic stop

mostly, I dont trust them with adult males with PTSD

Yes and no. They are very timely on getting to the call but the follow up is lacking.

no

yes

No, report finding a purse, get accused of stealing from said purse, be a victim of an attack, be treated like a criminal, report local incidents, treated like a suspect, only a few times has calling for help or reporting not brought upon suspicion to myself. most I have seen just act like jocks, not small town friendly.

Most of the time but not always. I am always respectful to the police. I have been approached by officers in the past that began the conversaion very disrespectful and assuming. I dont believe anyone has respect for an officer that clearly acts or believes they are superior to people they are serving.

Somewhat - i see favoritism among police officer's friends. Friends dont get tickets or are not arrested for illegal activity. Friends give them deals on purchases to buy them off.

No We have a great police chief but the issues that have plagued our city still exist

no

Yes

Yes. Open and honest in how they do their job.

pretty much...

yes

To some degree

Yes, that I have never seen the wrong thing except in once instance and that involved the response to Domestic Assault claims

Yes

Yes, I've called several times and have been treated kindly and the matter has been resolved

No my vehicle windows have been busted out numerous times, and my vehicles have been ransacked as well and nothing ever gets done

Yes, I have no negative dealings

Not 100% but theyre trying

Yes. You havent given me any reason to not trust you.

I believe in this day and age officers should patrol in pairs.

yes

Yes they do a good job with out a in your face policing style that exist in some cities that are dependent on tickets / fines for covering their operating budgets.

Yes

Yes. They seem to be professional, friendly, and available to help when needed. Keep up the good work!

No, we have had many domestic disturbances from neighbors and no resolution, a park near our house has high-school age children in causing trouble after curfew and there is a known drug dealer in our neighborhood who isn't being observed on a regular basis. I have rarely seen police patrolling on foot downtown

Yes and no . they are helpful and sometimes overly ridgid towards people

Yes, they have always been there when we needed them!!

Yes

Yes, they have never not earned my trust

Yes, they have invited me to get to know and understand them and their job as well as supported my

family in times of need.

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Yes, i have never had a problem with them.

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yes but there is room for improvment

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Yes. The officers are respectful and professional when responding to a call.

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Yes. Their regular visits to my business have been consistently friendly and beneficial.

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Yes! Having lived here for many years we've see them in action in the city and personally.

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They sure have!

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Yes for personal dealings. No for seeing a young woman get a fist in the face.

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Yes. They are fully devoted to their job. Expectations are different for everyone but they have my trust

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Inthunk there is confusion with Duluth policing, but on its own the Superior Police Department has disappointed people more than once. Plus, the SPD is too small, in my opinion.

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Yes

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Yes, though as a law abiding citizen I have mainly only had limited contact with law enforcement. I do believe that most, if not all, officers take their position very seriously and work very hard to protect our community.

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There is one member that I trust and have confidence in, because he is a genuine good guy. He gives people chances regardless of their past. I am related to him, but do respect him as a person

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Yes then no we waited almost one week for a response in a vehicle break-in in our property

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Yes

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I have never doubted their capabilities, so until they lose it, the department still has my trust.

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For the most part. The point that I just made about the Dispatchers sometimes carries over in to some of the officers - we've called 911 about something happening in Central Park and officers have said "well, that's not that big a deal" when we know that it's against city ordinance. Or they come and check something out (i.e. people being loud in the park after 10:00 at night) and don't ask them to leave - instead telling us that "we talked to them and everything is fine." A few times my husband called to talk to Officer Bonnie about cars driving entirely too fast on 7th Street (Central Park) and while we don't expect an officer to be stationed there 24 hours/day, we would like to see something done. There are a lot of children in the neighborhood and when my husband called he was concerned that someone would get hit. Things, for the most part, have been improving the last several years, but while I still believe there needs to be a triage system, there also needs to be a method for following up.

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Yes, they just have

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Yes

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Yes based on how they handled a hit and run I was involved in. Yes regarding drug and domestic violence situations. No in regard to people of color and people in poverty.

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Yes

I often find that the long, tenured officers are less trustworthy. They have a hard time adapting to change, they are long time friends with people who may end up committing crimes (gets watered down punishment.) Or they are simply burned out?

Our department works very hard in our community!

Some. The officers that work with the School District are great. As I said before, some I trust but some are still arrogant and downright rude.

Yes, by their willingness to do their job. Mostly with little respect or gratitude. Chief is doing great and always open.

Yes! Fortunately I haven't had to use them. I worry for their safety and hope people will want to continue to do that job! It's dangerous

yes they have and more so with our New chief of Police who gets right into many types of meetings to make himself familiar with just what his community has to deal with so he can go to his officers and put those teachings into practical use!

I would say yes

Yes -- I know many of the officers and staff

yes, I am familiar with several officers who represent the department well.

Yes, on a call near my home, two officers came over and spoke with my son after they completed their duties

yes

yes-i feel they are there to help

Yes, through personal interaction with the chief and officers via community events and boards

Yes, in my experience, police have responded promptly, professionally and taken care of the matter.

Absolutely. Quite responsive.

very much so, the officers have been very helpful anytime I have had questions or needed assistance. My experience with the school liason officers has always been pleasant and professional

I am very fortunate that I do not have had to have dealings with the officers. But I do trust that you are here to watch over us.

Yes because they have shown that they care about our community through acts of kindness that have been shared on social media.

I'm on the fence. I think there are many wonderful officers, however just one bad interaction with the public hurts them all. My family and myself have never had a direct contact with an officer and I have no reason to distrust, however because of the history, I am still not fully confident in the integrity of the department.

Yes. I've needed to contact them on occasion, over the years & they were wonderful

yes

yes, because i consider alot of them my friends

No they carry on abusive force and the way the talk down to people they can tell have mental disabilities

Yes

Your presence in our schools. thank you

No, overall I have to say I have maybe met 3 police officers I would trust and respect as a professional.

Yes. I have had personal contact with Officers outside of the perspective or crime and law enforcement. They are real people, with families trying to have the best influence on their community.

yes- I run an event in town which goes all night and there presence keeps us safe

They do the job

Yes they have. I have never had a bad encounter with an officer and I know they are just doing their job. They are doing what they can to make the community safer.

Yes, they are respectable, and firm. They don't seem to be out to intimidate citizens, just protect.

yes. They respond quickly to calls and usually get a resolution.

Yes. We had a good experience with the SPD when we were victims of a crime in our home.

Yes, I haven't had much contact with them but I would trust them I believe. My husband had a bad experience at a nursing home when the police was called by a bipolar patient and said my husband was in her room. It was handled very poorly and he started to hit as he has Alzheimers and got scared when they grabbed him. It is a long story but now I have to travel 185 mi to visit him because no body will take him anymore. I blame the hosp for drugging him up so bad.

Yes, When my garage was broken into, the officer had a quick response time and had a caring and genuine personality. He gave me great advice on how to watch for the stolen property. As per the officers advice, I found the stolen items on Craigslist.

Yes, they are quick to respond whenever we need them.

yes, because I have faith in our Chief.

Yes

no, attitude

Yes, they have always been easy and friendly to work with. Officers seem patient.

I am not as active in the community so have no reason not to trust they would be there for me and my friends.

Yes - I know many of them by their community involvement

Yes

Not exactly. I have not had any issue as a resident, but they seem very secretive.

Yes. I think they do the best job they can with what they have to work with. I'm glad I live in a community where most officers are good people and are also my neighbors.

Yes. Responds when called and reacts to the situation.

Not quite. See too much favoritism with friends of officers

Yes they have been respectful when we have had items stolen from our yard

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Yes they've always had my trust

---

YES 100%

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Yes and no. I know there are good cops and bad cops. You have a 50/50 chance of encountering a good cop. Not great odds.

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At times and at other times not

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For the most part my personal interactions with the officers have been fine. However, when one of SPD's officers pulled a gun on my life partner (on the front porch of my house), I lost any trust I had. I'm hoping through this survey the Superior Police Department will develop ways to respect people of other races and cultures so our small town doesn't end up on the National news, or a non-violent person ends up needlessly dead. Thank you.

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Yes, involvement with Superior Leadership Program

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Yes. Just talking to them and listening to their solutions and issues.

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Yes, I am totally comfortable with trusting them.

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I have not had much if any contact with them so not really.

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yes.....in working with them

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YES! Who would want a job that makes you work long hours, random hours, holidays, putting your life on the line everyday and made out to be the worst thing in the world by the media!

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Yes. I feel safe.

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YES

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Yes

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Yes for the most part.

---

no, I felt they were unresponsive, I had to fight to be heard and then had to fight again because I felt targeted

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yes

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Yes, anytime I have had an encounter it has been effective and resolved.

---

Yes, through respectful interactions.

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pretty much, I think a little more could be done for smaller crimes such as thefts

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Yes

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Yes

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Most have, because they have been in the community and I've been able to talk with and laugh with them. I know they're real people and I know they want to protect my community.

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Absolutely. I trust them completely.

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They have been responsive to issues I've presented - but my overall opinion of them isn't favorable or unfavorable.

Yes! Amazing hard working brave men and women

Yes, it responds even if it cannot do anything

Yes. They do their job just like I do.

I believe spd officers can handle high risk calls, and are good tactically. Other than that no, I have seen numerous times were they harass people in the bars, harass people that are walking on tower avenue. I know a lot of people in the city lose respect for them after Gothner wasn't let go after his incident. The day time there are zero cops doing traffic enforcement as they are all in the office sitting around. The night guys seem to be go getters.

yes

Always. After living most of my life here I can still walk down the street after dark and no fear criminal activity. Great work SPD.

Gothner

No I have called about certain things and they don't seem concerned about some of the issues

Yes. They pursue the crimes and people that are necessary. I've always been treated with respect.

This is a very mixed question for me. My personal face to face interactions (which are limited) have been great. However, I have seen and heard stories of the police getting physical with people and it was something that never had to happen. I think that the officers that have had even one report of being violent towards a person should have to go back for some training. Isn't it part of their training to be able to deal with and handle a person who is angry or combative?? I don't think a male officer should EVER feel the need to hit a woman, even if she tried to supposedly hit him. The male officer is bigger than the woman and she should be handled the same way I would expect my own son to, without full out punching her in the face or slamming her onto the hood of a car.

yes i've lived here for many years

Yes, I've met officers and know them well enough to trust them

Yes. After taking the citizens police academy training I have greater respect for what they do.

Yes. The officers are far more personable, more active in the community and less judgemental than past years. The new chief is definitely heading the police department in the right direction

Absolutely not. The Superior Police Department has routinely shown that they can not handle the power they have. Several of them have been caught vandalising property, using excessive force, poor detective work to the point where they just tell you they're not going to do anything about a minor crime that you report. I could go on and on. And I'm a person that has never been arrested in my life and have only gotten one parking ticket for parking on the wrong side of the road on a Sunday.

Yes. Captains and Chief seen at many public events supporting local events and/or people with a smile

Yes

Yes, they are doing a hard job and I appreciate their service when it is done ethically and without judgement

No, I have felt disrespected by some of the police officers being that I am a gay male. I have no criminal record, have never been arrested, am an upstanding citizen who contributes a lot to the community. I think that the police needs to offer more training to officers when it comes to GLBT community members.

N/a

Yes, SPD has earned my trust and confidence. There was a time (many years ago) when my car died at the intersection of Tower and 21st and a Superior police officer came by and helped me. He helped me push it out of the intersection. I've only had one negative experience with a Superior Police Officer in regards to a traffic ticket that I disagreed with but it didn't ruin my life.

not yet. i hope they can. the force is only as good as its worst member and there are some bad, violent officers that don't belong there. they must be held accountable and removed from their positions. until then, i don't think the "good apples" can gain the complete trust of the community.

Yes. They do their job well, even when it's dirty or hard

Yes. I work with them on a regular basis and I would trust any one of them with my life. I have seen how they respond to emergencies. They are trained well and take their job very seriously.

Yes. I do trust. My family recently had to go through a horrible 11 week investigation after someone falsely accused my husband of something horrible. I know the officer was only doing his job. Certainly NOT an easy job. There was a number of things that came up that I questioned how it was handled but thankfully the case is closed and over with. Things were said to me that I thought never should have been said.

yes. lots of hard working officers. Chief Alexander is interested in making the community a great place to be.

yes, I had to call them once about a neighborhood disturbance

Yes. They do a great job. When they receive a call, they answer it, no matter what.

it had, until I received a parking ticket and I had two vehicles towed in one week because the traffic enforcement officer decided to start doing their job after not doing anything for 12 years.

Yes, I haven't had any issues with them and when I needed an officer, they were prompt with their arrival.

Yes

Yes. They're the police and putting their lives on the line for us, we should be able to trust them no matter what

Absolutely. We have some of the finest officers in the nation. I have witnessed many interactions with officers and citizens. Complete professionalism.

Yes. I feel they do their best with the difficult situations they deal with today

Yes

Personally, yes because I've dealt with the "good ones"

Yes, I haven't needed to call, but if I did, I believe they would help in any way I needed.

No

Yes, from talking to us from a young age at schools.

Yes, because when you need thwm they are there no matter what

---

Yes they are very professional and interact with others well

---

Yes

---

Yes. Anytime I/my family has needed their assistance they have been great. From simply driving through the neighborhood or responding to an emergency in a timely fashion.

---

Yes. Officer Betsy is amazing with the community and I have also experienced a scary situation that Officer Swanson responded to. He was very good at descelating the situation and relating with us.

---

Yes, they have yet to let me down when responding to my call or in any interaction with them.

---

Definitely yes, i have gotten to know the department very well over recent years and through the Citizan's academy. I believe Superior has skilled, devoted, and hardworking officers who embrace and implement the mission statement of the department.

---

I've never actually had an interaction with the them. So, I tend to trust them.

---

Yes. They have always been respectful and i can tell they take their jobs seriously.

---

Yes

---

Yes

---

Most definitely! I took the Citizens Police Academy class this Fall - one of the best experiences of my life! I learned a great deal and got to know a few of the officers - they are amazing!

---

Yes. They are obviously trying very hard and doin very well at polici g in ways that serve Superior, in an extremely challenging and rapidly changing national environment.

---

Yes

---

No

---

Yes,

---

Yes, very personable officeds

---

Yyyyy

**QID23 - Has Chief Alexander met your expectations as the Chief of Superior Police Department? Why or why not?**

Has Chief Alexander met your expectations as the Chief of Superior Police D...

No. Needs to do more press conferences and community gatherings/ conversations

No. He could be more out in the community. Meet citizens in all areas of town.

yes, confidence in police and fire commision to see he does his job.

Never, a police cheif is a warden W/O a prison.

I don't know him.

Yes. He is a good communicator and relationship builder. I have been to several presentations he gave to my students about internet safety and I found him to be a good teacher, patient, and clear in his communications.

I am not familiar with Chief Alexander

I'm sure doing the best he can.

they have earned my trust. In fact our police chief helped my son, Ed Rutledge, when he was being harrassed by a very bad person!

I think e is trying to make improvements while keeping our community safe

Don't him personally. They should organize session s and talk to the public. It could be once a year. Neighborhood by neighborhood

Yes, handles situations fairly and honestly

Too soon to rate. I think he is on the right track.

Yes, while I have not needed anything personally attended to from the chief, I have only heard good things about the new police cheif,

I don't know him.

We do not know who he is so I have no opinion. I am familiar with Duluth's chief of police as he is frequently interviewed on the news & I have great respect for the former chief of Duluth Gordon Ramsey.

Yes

He seems fair, I have had little to no exposure to the Chief.

YES

Yes, the department is headed in the right direction.

I don't know, I haven't been paying attention.

Yes. He is accessible and communicates well.

---

Yes. Cant name specific reasons.

---

Yes, has been working on an ongoing problem unfortunately it is still not resolved.

---

yes

---

yes, he is actively involved

---

So far yes.

---

I don't know anything about the Chief. But since my neighborhood is peaceful I assume he knows what he is doing.

---

No, we should not be having staffing issues if future needs were looked at appropriately. Plan for retirements and staff shortage, instead of just giving excuses.

---

Yes.

---

Yes.Very open and keeps community informed

---

I think so, I think he is trying to make the police department seem more interested in what the residents have to say.

---

Yes

---

Yes, he is highly visible in the community (saw him at Walmart the other night for Shop with a Cop) and in the media.

---

Yes he and others are great.

---

New at the job. Hard to say at this point

---

Yes. He seems to be doing a good job.

---

Yes, he has really taken a hands on role of leading the dept. He has worked patrol duties and has been out in the public to get their input on what needs improvement.

---

Yes

---

To the best of my knowledge yes, but I have never met him and would not know him if I saw him so this is one area I feel a meet and greet would be a good thing to do once in awhile so we could hear from the Chief what his future goals and plans would be for the department.

---

No opinions

---

Yes seems to be involved with the community

---

n/a

---

I don't know Police Chief Alexander's performance record.

---

Yes! We haven't ever had a Chief so dedicated to the poice image.

---

I can't answer that because I do not know much about him, but I do like the fact that he come up from the ranks from within

---

yes - He's a good fit for the job. He cares about his workers and the community

---

Not familiar with the chief.

Yes. Appears to be trying hard to achieve goals.

Yes. He is out in the community and doing the same job he expects of all officers.

I have to assume yes, since crime where I live has been so minimal over the past 6 years compared to what I've heard (from neighbors) has happened in this area in the past.

NO! ENFORCE YOURSELF & OFFICERS TO HELP ELIMINATE DRUG PROBLEM! LIVE UP TO THE CITY NAME!

Yes

Yes

Yes

marginally

I do not have enough information to answer.

Yes

Yes he has. He has gone above and beyond expectations.

Yes. I feel safe.

Yes.

Absolutely

Yes

Yes. I've seen him present and he is very knowledgeable and displays kind demeanor.

I think the chief has done a tremendous job in building the community and making it a safer place to live. I hope to see this growth continue during his tenure. I think adapting many of the policy's he has done will improve how superior is seen in the surrounding areas.

No issues, don't really know him. Guess I don't need to know him at this point.

Yes. He is a kind and considerate man. He has much knowledge of how to deal with people--meaning when hiring people to our department and also when out on patrol Chief Alexander will go out in a squad car to patrol our streets of Superior instead of calling an off-duty officer in for part of shift. He pulls his own day shift and then fills in for part of a shift in a squad car:) Many praises and compliments to him. He far exceeds any Chief of Police we have had in the past for he is community oriented, empathetic, a good judge of character, & organized:)

Yes

no opinion

Yes, he is a good leader.

No opinion

He is doing the best he can with what he has.

n/A

N/A

I don't have sufficient information to make that judgement

not sure

dont know

Yes. Mentioned earlier. The community outreach.

I guess, no news is good news

Not sure

Yes. He seems very community oriented and also seems to have a handle on what is needed and expected in our community

no

yes

I have no experience in dealing with the new police chief, the last one Peters, seemed to do his job well.

I believe Chief Alexander is setting a great example. He is clearly trying to improve service and relations to the people of Superior.

He is doing much more than past chiefs have done

He has surpassed mine, but on the other hand I didnt expect much. He has a lot of good qualities and shows compassion and caring and a desire to make Superior the City it could and should be

yes

Yes

yes & i am sure he will get better & better. he is sincere & capable...honest & young & comes from a law enforcement family.

yes

yes

Yes

He is trying

Yes

Yes

No, he's arrogant like the rest

As far as I know, again not much dealings

Yes

Yes

Yes. He has reached well out into our community in order to work together & make it stronger between law enforcement & the community

Seems to be doing fine so far.

yes

Yes, based on no complaints from the department staff or residents reaching the public media. I am sure there not everyone is happy but I have not seen it in the media. Keep up the good work :-)

I'm not familiar with the Chief

Yes. Very much so. Give him the resources he needs to implement his and the department's vision for the future.

I don't know enough to have an opinion

Never met him. There should be more community meetings and more awareness when they are being held

Unknown to me. I have not met him, and focus more on what I see out in the community.

Yes

Yes

Yes, but his activities have not been as public as others.

Yes, i feel he is doing a good job

not much that I am aware of has changed

Yes due to his visibility to the public.

If he can lead as large of group as he does. He must be doing things right.

Yes, I believe so

I have no opinion.

Chiefs come & go.

Yes

I have never met him, and was unaware of our Police Chief's name

He seems to be trying to make a difference

yes

Yes

I have no idea who he is. I have no opinion whatsoever.

Chief Alexander is EXCEPTIONAL! See my answer to the first long-answer question

---

Yes, he just has

---

Yes

---

Yes. He is taking a leadership role in the community, working with other groups to improve Superior. This survey is a good example, as is his participation with the diversity group

---

Yes

---

Yes. He is really trying to involve community and build positive reputation for the police department. Holds officers to a high standard and accountability

---

I think he is a very diligent police chief, and I think he gets along well with the department ,

---

Yes.

---

Yes very much so. Because you need to be available and help knock down all the false inuendo out there. It seems like his door is always open.

---

I have no complaints

---

Yes! Above and beyond. I like his total involvement in Community issues!

---

So far he has done a good job

---

Yes

---

N/A

---

yes. Goes above and beyond duty, has empathy for citizens.

---

Yes. Very open and honest. See possibilities in Chief Alexander that may take the police department in a less than typical direction.

---

Yes, he seems to be doing a good job and seems to care about making things better and portraying a good public image.

---

Yes. He has increased communication and outreach.

---

Yes, he's demonstrated a willingness to face the challenges of managing the department head on, and rolls up his sleeves when necessary.

---

Yes, I believe he looks at the area and adjusts techniques as needed.

---

I don't hear negativity about him. He seems to have integrity which is very important.

---

Yes, because he shows respect for his officers and makes sure that recognition is given when good deeds are done.

---

I have nothing to base either way - I will say I am noticing he is genuinely trying.

---

yes

---

has not been here long enough, to make that judgment

---

No has ignored requests to have officers to be looked into. Has refused to get better training in place for his department on people with disabilities

---

Sure

I would say no as I am not pleased overall.

I don't know.

yes he has intergrity

Yes- presents himself and dept on tv interviewing

Yes he has. He is a great chief of police and I think he is doing great things for our community with his community policing approach to engage with the public

yes. He is a fine example of what I think a leader should be. Still willing to step in and help out on patrols too

Yes, I think he does a good job.

Yes, although I think he needs to get his officers to have a greater presence/visibility, and more emphasis on traffic enforcement which seems to be non-existent.

I don't really know

Have not met the Chief personally. Would like to see more community involvement.

DEFINITLY>

Yes

Yes

N/a. I have very little knowledge of chief Alexander.

So far, so good.

Great choice for a chief - well respectef

Yes

No, he needs to release more information to the public.

Yes, he appears to have compassion.

I knew Chief LaGessee and thought he did a good job and I think the new Chief is starting to make his mark upon the department. It all takes time to see changes. I'm sure he will do a good job also.

Yes. I see him participating with community but would like to see more

I think he has

personable, visible, an highly professional

CONTINUE WORKING TO IMPROVE DEPT

Not sure

I believe I have spoken personally with the Chief over the phone, and he was very polite and helpful. However, I'm not very familiar with his performance other than that one interaction. Thank you.

Yes

Yes. He is aware that there will be a deficit of police in the upcoming five years.

Yes

no comment....have not meet him

Yes! His open door policy.

Yes. He cares about moving the department forward.

Unsure

yes, He was responsive to concerns

Yes.

I have not had an direct effect that I am aware of

Chief Alexander seems to have the right personality for the job, he's the face of Superior.

completely

Yes, I see him interact in the community.

yes

Yes. Do not worry about image so much. Be tough, keep our hard working and law abiding citizens safe from those that keep us from having a peace.

Absolutely! He is doing all the right things and making all the right efforts to address what is happening in Superior.

Yes. I believe he does a great job reaching out to the public to assist with police/community relations.

I'm not familiar with him or her. As a Superior resident, I know far more about Duluth's Police & Fire chiefs - as well as their Mayor.

Yes. Very community focused and fair person

Yes. He has increased his presence in the community and I believe he has gained trust in our minority groups who have experienced negativity in past interactions with the force.

He seems like a smart, caring guy. But he looked the other way on the Gothener incident, and lost a lot of publics trust. He seems to be too much look at me, everything we do needs to be in the news.

yes

Yes he has. He is open to the public and is very smart and has been well trained over the years to be chief.

Yes. I think he has done a great job of increasing the perception of the department's image.

Yes. Relates to our community

Not sure. Don't know if it is him or his officers that don't check things out.

Yes. The presence on social media helped but could be even more utilized, in my opinion.

He has, he gets out there and gets involved with the community. I know his face. I've read stories about him getting involved.

yes

Yes. I think he is doing a great job.

Definitely yes. He's willing to try new technologies. He takes a tough stance on officers who need to be held accountable for things they do or don't do. He expects integrity and high standards from his officers. It's really refreshing to finally seeing the department heading in a great direction.

He has not. Because we need change in the Department. Refer to all of my previous statements as to what needs to be changed. If I call the station or speak with an officer they are rude and disrespectful. It's disgraceful.

yes.

Yes

I only know what I see in the media and it seems as though he is working hard and trying to listen to the community, so yes.

I think he is trying to make Superior a better and safer place to live and work. He seems like an open minded person willing to listen to the people of Superior and take suggestions and work hard to achieve them. I think he needs to work more with his staff so that they are respectful to all the people of Superior.

N/a

I can not comment on whether the Chief has met my expectations, but I think he must be doing a good job because I feel more safe in Superior than I do in Duluth.

yes. he seems to want to change the culture of policing in Superior for the better.

Yes.

He has far exceeded my expectations. His interactions with the public have been outstanding.

Yes, he is awesome

Yes. Active presence, engaged. Focusing more on improving all lives...through initiatives that do more than just lock people up and not help people.

yes, seems like he has a handle on things

Yes

did not know his name, so no

Yes, he's trying to make Superior a more safe, welcoming city.

Yes, seems to know what he is doing.

Yes

Chief Alexander receives an A+++++. He stepped in at a very difficult time in the community/department and I believe has worked very hard to regain the trust of the community.

Yes. He is people oriented and tries to bring the community together

I really like and respect him, hoping he is able to turn the relations around

---

Not sure, yet.

---

Yes

---

Yes, he is a well rounded individual who respects the community

---

Yes hes making positive change

---

Yes

---

Yes. One more think about improvements from the previous question. I think a MAJOR enforcement of superior is the police presence in bars. The amount of underage drinkers IN BARS in SUPERIOR is UN-believable.

---

Yes! He had some big shoes to fill but I think he's done a great job. Being present in the community and social media!

---

Yes

---

Yes, i believe he is a very intelligent and personable Chief who hold his officers and community to a high standard. He makes great strides to have strong partnerships with his officers and the community. His internet crimes devision is a very important and "new" initiative of our department that protects the coming generations of children in and around our community. His mission statement for his views of policing aligns with the duties and representstion i believe our officers should convey to the community.

---

Yes. My LGBTQ and students of color have reported feeling comfortable and respected by him.

---

Yes. He is building and maintaining a good force

---

Yes

---

Yes, he's great at his job and really listens to citizens ideas and issues.

---

Yes - he is professional as well as personable. He wears integrity in all situations. He goes out of his way to ensure that people feel safe and that the officers do their job well.

---

He continually exceeds my expectations.

---

Yes

---

No

---

Yes, he's really made an impact on the community.

---

Yes, a good face for the department

---

Uuyyh

---

## QID22 - What attributes and characteristics would you like to see from your Chief of Police?

What attributes and characteristics would you like to see from your Chief o...

---

Involved. Work some shifts, visit emergency rooms, host community conversations

---

Making sure his officers are all doing their job. Go out and about town at all hours to check on them.

---

To not be a cop.

---

A person who instills good values in his staff.

---

Being a community builder. I would like to see more opportunities for neighborhood watches and groups to work with the police to make our city a safer, more healthy place to live

---

Presence in the community and opportunities for community open forums.

---

I think we have a good police chief and he is doing a good job.

---

Strong leads and listener

---

Be close and listen to the community

---

Honest and frank with the public.

---

More interaction with the public. more communication brodly with the city about how the city can benifit from treating and protecting public property with respect. For example, taking the lead on public safety issues regarding infastructure such assidewalks clear of parked cars, debris and snow build up. Pedestrians need to be as safe as motorists.

---

More presence in the community especially with social media and news coverage

---

Honesty and the ability to protect the people of our city with a staff that is well trained.

---

More information from his office. A monthly eletter posted on the city web site.

---

Honest, practical, fearless and non-political.

---

High expectation for his officers and their work with a strong presence in our community.

---

I would hope that he takes the issue of police brutality seriously and includes training for officers to handle those folks that are mentally handicapped, in a stressfull situation, or under the influence in a safe and respectful manner.

---

Accessibility as well as the ability to communicate effectively and clearly.

---

Promoting community involve the.

---

Communication with fellow officers so they are aware of ongoing situations in the neighborhoods.

---

respect of his officers

Openess and accessability

---

More face to face

---

Knowledgeable about crime fighting techniques. Makes sure all his staff treat people equally and fairly regardless of their ethnicity or economic status.

---

Step up and help people feel safe, no excuses. Address petty crimes more, and keep up the drug problem we have.

---

More visibility

---

Strong leader. Which he is

---

That he is involved with the community and accessible to the general public.

---

Just the way he is.

---

The ability to motivate and encourage through being a good role model.

---

More public appearances to talk to the people.

---

Chief Alexander has shown me both his leadership and his willingness to work with both his Officers and the Community to make Superior a better place to live.

---

Fairness, honesty, and community pride - all of which I feel is present from the Chief on down.

---

Treat your officers with respect and that reflect on the way they treat us.

---

n/a

---

Strong public presence informing the community of neighborhood problems to be aware.

---

Perhaps be more out in the public eye.

---

Like what I see already.

---

Lead by example.

---

Compassion and confidence

---

Open with the public

---

Enforce a better drug task force!

---

I would like to see a more vocal Chief of Police about the the issues that the department and our city are facing.

---

Visible to the community, while a adamant defender of his officers.

---

Transparancy, need more

---

Fighting for funding for more cops.

---

Community Friendly

---

Visability to the public

---

Doing a good job

NA

Nothing different

The sense that he is a member of our community. I like to see his community engagement and feel like we can trust him. I think it is important for the chief to have a public(somewhat) persona. He is the face of the SPD.

Good image, well spoken, good decisions?

more knowledge, more follow through/results

None:) He is doing a GREAT job:):)

no opinion

Strong efforts to acquire and apply new surveylance technologies

Follow-through, wisdom, willingness to listen

None come to mind

N/a

Strong leadership, a publication of crime statistics, and information on what groups, locations, and activities are responsible for and make up the majority of the crime in the city.

I dont know him now to say

I'd like to see abusive officers discharged.

Leadership in Increased collaboration with the neighborhoods and various cultures coexisting in Superior.

Open-minded, culturally sensitive

I think what you have now is exactly what any community would want in a chief.

Concern for citizens under his protection. Not afraid to dispense discipline to officers who break the rules, and publically announce this discipline instead of handing out checks to those affected by the officer's actions.

Clear leadership, respect, honor, and accountability to the public and his/her officers.

Caring of community, strong ethics

How many of the residents of Superior do you think know who the Chief really is? Maybe they know his name but what do they know about him? The same applies to the officers. How come when they arrive on scene they don't introduce themselves?

well educated and spoken

He doesn't need to please everyone. Stand by your mission statement.

he has many already.. his interest in his work will guide the cities dept.effectivly

Progressive and approachable

---

he is doing a great job

---

The ability to maintain the Police

---

Pay attention to hot spots in the city

---

Community outreach.

---

Not sure because I do not know him

---

To hold police accountable

---

To continue on in what he started.

---

Be upfront and honest with the public.

---

firm and fair

---

Treat the residents with the dignity and respect that he would want if he or his staff were in another jurisdiction.

---

accessible, transparent, willing to acknowledge challenges and work with the community to problem-solve

---

Professional, visionary, good listener, to know that he's only as good as the lowest performer on his team. May not be fair but it is the way it is. Know that if you don't care who gets credit much can be accomplished. And, to always remember that people will do almost anything if you share your vision, ask for their help and give them recognition for their hard work. Best Wishes

---

Strong community presence, I don't watch the news or read papers a physical presence. Someone who goes to events, talks to the people. Tries to crack down on crime and prevent a stronger drug hold.

---

More out reach for the homeless by the higher upper class in the justice system of superior. We have a lot of poverty here.

---

Leadership and outreach to the community. I want to see a tough stance on drugs and crime in this city

---

Community involvement

---

Accessible, positive and caring.

---

A leader

---

More patrolling

---

Honesty and transparency.

---

Strong morals, integrity, good under pressure, and compassion.

---

Community presence. Ability to listen. Ability to make sound decisions. Ability to delegate as necessary.

---

Smart. Intuitive. Effective. Tough on drugs which ARE here.

---

I think that he should be out in the community, showing children that police are not scary. Children in poverty are taught to be afraid of the police, for various reasons. These children grow up into adults and have never been shown anything different. The chief of police should be in the spot light of the children

---

and young teens. He should go roller skating, hang out at the boys and girls clubs, bring lunch to school for at risk you

Be more involved with his fellow policemen to make sure that there is a difference in our community we seem to be having more problems with drugs in these areas

I like transparency and direct community relations and involvement

Be a more visible part of the positive side of Superior. Be at various public functions so we can put a face to the name.

Exactly what he does now. He's responsive, he exhibits a strong attitude of caring and concern, and he doesn't blow off comments.

Public connections

Continue to have a strong and just voice

He doing great job

I know I would love and so would other community members like to see him run the Chicago trash right out of here ,

Great communication with his staff and with the community as a whole

Openness, fairness, but follow the letter if the law despite political correctness. It's law enforcement , when one starts picking and choosing by popular opinion....justice is not served.

Community presence,

He has them. His ability to listen and also what seems to be an open door policy which is so important to stay in tune with your Community members.

Just what he is doing

Good representative of Police Department and good role model for officers and staff

approachable, visionary

Trust, firm and fair policies

honesty, leadership

Great leadership abilities, trustworthy, hard working and being involved with the community.

Nick has it all.

See the answer to the last question.

Those shown, informing us of what is going on, in area. Letting us know when people are caught and when something happens in our area.

Fairness and respect

Public figure head that shows interest in our city by attending city functions. He should also be talking with the community to ensure he knows public thoughts and opinions.

I want to see someone that holds his officers to high standard. Someone that is approachable yet shows he is tough on crime and shows ownership in the city of Superior.

to make sure the repeat offenders,get put where they belong

Compassion of what others feel. Better training for the department. His officers being held responsible for mistreatment when reports are made.

Understanding of our community and sitting down with groups/neighborhoods to get to know the needs of residents.

Accountability and listening to the community and not just what the officers say.

Approachable

Getting out in the community a little more. Coming to events in the community.

Humble, strong in communication skills, knowledgeable (in general, and in laws), protective.

Strong, confident, truthful, hard-working

Fairness for every citizen in the city. Honesty. Integrity. And hold all officers under him to the same high standards.

Just keep doing what you have been I guess and be aware of what is going on.

More community involvement . Possibly an online newsletter?

working with the public

Change the holier than thou thoughts.

Honesty, forthright, ability to lead and the ability to work cooperatively

Honesty, fairness, respect, active in community

Respect, knowledgeable- shows respect for his officers as well

No opinion

Openness, availability, efficient

Professionalism, listen to community concerns, work with his officers and have good communication with them, make those hard decisions that come up with good information input and integrity, that he takes good care of himself so he can do his job well.

Motivated, interested, wants to be a leader

Caring of community. Shows he wants to make positive changes.

Strong and caring

LEADERSHIP

Someone who is fair and will break up the good-old-boy system on the force. i.e. one officer will back another even though he is wrong

I would like to see someone who is willing to look at a crime for what it is, no matter who is committing it. I watch the news and see hate crimes happening at the hands of various police forces against people of color all across the nation, and it makes me afraid for myself, and for my family. As a person who is a minority race I want to know that my police force is working for everyone, not just a specific few. I'd also like to see someone who is compassionate when it comes to dealing with mentally ill or addicted individuals, so these persons can get the help they need to recover. It is cheaper to put an addict

through treatment than to jail him/her on the taxpayers dime. Thank you.

---

Leadership and visibility

---

Community presence.

---

He is doing fine

---

more visibility

---

Open. Honest. Approachable. Just like all of the officers should be.

---

He's great !!!!!

---

Be out in the public more often. Talks to businesses and groups.

---

Honest and friendliness

---

Takes council from his officers, is involved in the community, caring

---

Increased involvement and presense

---

Be visual, always open. Be in the public eye. Let Citizen's know what is going on in the community good and bad. Heightened awareness is key to having a great city.

---

honesty, integrity. exactly what he's doing.

---

Leadership and stewardship for the force.

---

Leadership, intelligence and an open mind. We have this in our current police chief

---

Toughness, a desire to not back down and enforce the law at all costs. Ethical and trustworthy. Keep drugs out of our neighborhoods.

---

Exactly what he is doing now: Not be closed off, be open to ideas and input, and continually working to make the SPD a better department.

---

Compassion, calmness, strength to make tough decisions.

---

Open-mindedness. Compassion. Advocacy. Questioning processes and systems that have always been. Ability to question if the laws they are enforcing just?

---

Leadership

---

Strong leader who will support the officers and promote all the good we have in our force.

---

Someone who interacts with the public, will listen to concerns. Actually take action against his officers when they are in the wrong. Isn't look at me hey let's call Fox News when we hire a new officer.

---

cannot think of any.he doing great

---

Leadership, community access to his office by appointment.

---

Honest. Caring. Integrity.

---

Honest, approachable

---

To see a little more of him at community functions

Connection with the community. Paternering with team Carr for the random acts of kindness is a fantastic development.

What I see know.... he truly tries to get out there and make sure we know hes around and that he wants good things for his community.

More community involvement not during a crime. Face-to-face with the public.

Integrity, honesty, accountability, sincerity, toughness, effectiveness

I would like a Chief of Police that understands what community building means. It's not just words and things you "have to do because someone else told him to do it" but something that is vital to a good relationship between the police and the community that they are sworn to PROTECT AND SERVE, not police and arrest.

what is being shown

He's doing great

Inclusiveness and the ability to handle issues within the department quickly so local citizens aren't subject to poor judgement

Very open mindedness to all of the people of Superior. Reaching out to people personally, trying to bring communities and police together as one and not have police against the citizens of Superior. Make it so that the police aren't looked at as the bad guys and that we feel safe to reach out to them for when we need help.

Focus on the hard drugs

very strong leadership that is not afraid to fire officers that drag down the goodwill of the rest of the good officers. work on reviewing and seriously enhancing systems of communication between the community and the police (example - the website should contain important forms and information that the public needs access to)

Effective leadership within the police department

Approachable, confident, kind but also commanding.

honest, dedicated, fair and even tempered.

Continued engagement in helping people. Focusing responses on what is truly causing the problem, mental illness, drug addictions, etc. Not just locking people up-that doesn't do anything to help.

reintroduce DARE in the elementary schools again

I want him to stand behind his officers and not always give in to the negative feedback by the community or media.

community leader and non violence advocate for our youth

Kind, hardworking

Compassion, community relations, being involved in the community - which he has done. It is pretty rare to not see the Chief at a community event.

Friendly, professional, community oriented

He is great

Leadership, listener, understanding, flexible

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Community involved, culturally sensitive, passionate, hard working, loyal, fair

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I haven't seen him much, but I've heard good things.

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Integrity, humility, honesty.

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Bravery and Honesty

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I think he is already doing/ possess the attributes and characteristics i like seeing in our police chief.

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Respectful, Fair, Just, Approachable

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Kindness, friendliness, straight forward

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Open-minded, respectful, personable, holds citizens and staff accountable for their actions, fair, honest

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He already exudes them: honesty, integrity, hard work, sincerity, ability to relate and connect well with people

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The ones he continually displays: professional knowledge and competence, humility, fairness, awareness of diversity, commitment to the community's well being.

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PATROL like the rest of them.

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Someone who gives a s\*\*\*

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Friendly, positive, getting criminals behind bars.

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Honest and transparent.

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Uyyy

## QID26 - Other comments

### Other comments

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Sometimes its what you don't ask. Increasing power-almost like police given to other agencies like building inspection/garbagecollection/etc. A more regulated society with rules sometimes not enforced on everyone but done helter skelter on a complaint basis. Is this a good wat to do things?

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Police haver/are an internal army of market capitalism. They break slaves, will harass people of color. I will not accept anything, but dismantling of police.

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I hope the current problems with the Superior Police Department are due to understaffing which I am quite aware of. Hopefully a new mayor will facilitate adequate funding and good direction.

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Keep up the good work!

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Keep up the good work. Appreciate that UW-Superior students are initiating this survey. Kudos to them.

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I have no other comments to write, but I think we do have a very good police department from the top down!!

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Your click and drag questions did not have a box to drag anything to as instructed. You may have to throw those questions out .

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The racial component of the survey questions- division by race is creating an unneeded issue for law enforcement, Crime has no color.

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Continue on building trust within the city.

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This survey is an excellent part of assessing things. What is done with the information from this and other sources is what counts. Leadship and initiative will be needed for this to be a real difference maker. Change is difficult. I apprecaite the opportunity to provide input.

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I have never felt unsafe in Superior- thank you! I wish the middle and high schoolers would behave better in parks.

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The text auto corrected on the previous comment about police chief involvement. Sorry

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Parking in the east end needs attention. Some of those narrow streets are hard to drive. People have to take turns going around parked vehicles. These streets should be off street parking only., but at least make sure alternate side parking is enforced.

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I think we need more of a police presence. We shouldn't have so many car break-ins and vandalism to cars, where are the neighborhood patrols?

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Kudos to SPD

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May they have a great year

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I would like more enforcement of speed limits and phone use ban while driving. People are weaving in lanes form phone use all the time and it's scary.

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Keep up the good work and please consider some of my comments regarding meet and greets. One thing I was thinking of while answering this is possibly doing something quarterly in which a different officer is highlighted eacjh quarter and meets with the community over coffee and cookies and just lets the community members get to know them a little bit.

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Your doing good work

A visible presence would encourage more downtown foot traffic and create an atmosphere that is community friendly.

None.

I hope the survey will provide you with what you think you need. The question were well thought of and presented.

More management of the clerical - One is totally unprofessional and one is part time and shows up late almost every day for work!

No complaints. The incident a few years ago where the altercation turned vilent between the officer and the woman did leave the department with some egg on its face, but that seems in the past.

Thank you!

Thank you officers for your service (and for patiently putting up with so many people today that continuously dish out more complaints than compliments)

A link to this survey on the City's Home Page would have been very helpful. If you would like folks to complete the survey, make it easy for them!! Thanks!

More light between Hill Avenue and Gates Avenue. It is extremely dark.

None

Tremendous thanks to the officers who work for us every day and night. It's unbelievable what you do for a living!

Keep our officers Safe ! Give them the training they need to continue to do a good job and be safe !

How to tackle the drug probems with our youth and young adults. They need to feel a sense of hope when life is not treating them right. DRUGS are not the answer!

none

Thank you for caring enough to give this survey.

Liked this survey. Hope there's a high percentage of responses and that the SPD makes use of them.

I think all in all the police force is doing a great job, maybe just a little polishing up in certain areas like follow ups of crimes and community interaction like foot patrols and door checks would be great. But I do realize that the force is under staffed and with that being said something's need to suffer to just get the job done. So I'm saying is yes they are doing a great job and I trust them totally, but more funding needs to be found to help fill the gaps.

Get tougher on the meth and heroin problem, the weed isn't an issue in my book, as it just makes people think, clean their homes and be civil, and since legal in some of the states and likely to be in ours someday in near future, shouldn't be a focus, the junkies and their actions should be.

none

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None at this time.

none

none

The New Mayor, City Council and Department Head's need to adopt a new & exciting vision for the city and share it with all stakeholders. Get citizen buy-in through a community-team building process

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none

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I do not reside in the City of Superior but the Town of Superior, the business that I work at is in the downtown. The police have been very responsive, professional and timely in our dealings with them.

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none

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People who deal in the drug trade laugh at our law enforcement. They make a ton of money

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I would be excited to hear that the police department is placing greater emphasis on crime prevention instead of just reacting after crimes are committed. I'm aware this is a monumental task, but I believe it is one worth undertaking.

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Police in our country right now have an extremely difficult job - and I know that there are a lot of major issues going on in our city (more serious than people being loud in Central Park after hours), but it's often discouraging when we have called in the past to ask for something to be dealt with only to be told that "it's not that important." Officer Poskoszim (sp?) is a great officer and I really appreciate the extra effort that he puts in to communicating

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With much respect, stay safe !

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Thank you

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Thanks you for this platform.

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We need to get a Drug Treatment Center much like the Betty Ford Clinic here in Superior. I lost a beautiful niece to drugs and if we can build a center in the North End for the Better Business, a sports arena and a running track, we can get behind a full fledged clinic to deal with our horrendous drug problem. I fully intend to get behind this and do what I can to see that we get it done!

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Keep up the good work SPD

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Develop a program to reduce texting while driving

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I am very grateful for our police Dept and how they handle themselves.

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Old cases should be reopened and looked into in this county from the 80's and 90's lot of cases have been swept under the rug and victims left with no peace of mind later having to deal with unfair treatment from the fine Superior Police Department setting off PTSD and anxiety in the victims. My father rapped both my sister and I. When we came forward as young girls the system failed us leaving us in the home with him. They have now giving custody of a child to him not listen to me or my sister calling us crazy. There has been 7 other women who came forward as well. We have been left with mental problems PTSD, anxiety and more. Let down time and time talked down to by the police department treated in abusive ways by them. Things need to change.

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Great survey! Glad this was created to address our police. There had been so much stigma about police in our world today that it is great to see someone taking the initiative to evaluate our police! Makes is really see how important they are to us!

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none

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I would really like to see speed limits enforced on Highway 53 in town. It is totally out of control.

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All in all I like it here in Superior and I believe the police are generally fair.

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none

Always room for improvement. Sport utility conversion (From patrol cars) is questionable.

be careful

Drugs and underage drinking are everywhere in the town, and not enough is being done to stop it

Thank you for allowing the public to voice their concerns about SPD. I hope that my thoughts as well as the thoughts of other citizens will prove to be useful tools for you.

The question on information in the paper. I do not receive the Superior Telegram I do not always get out there to read it online.

Start patrolling the areas that need to be patrolled during the proper times

I think the department has improved, and I know they have a hard job, but they still have a ways to go.

Great project. I am looking forward to seeing the results.

Spd does not have the trust of many people. There day officers sit around and collect a check, and all that attitude of not wanting to be here. The younger guys a lot of them are in the bars, getting drunk and driving home. Gothner being there blows my mind.

I believe our community has to help our police dept so they can be as affective as we want them to be.

Thank you for all you do for our community! I wish more people saw the positives you bring.

work together

Tom Champaigne ROCKS

Very glad they did this survey to reach out to the Superior residents to see what matters to them and then to work on plans to achieve that. We want a nice and safe community to live and work in.

Focus on the hard drugs.

Keep up the good work, focus on reducing the hard drugs coming in from the big cities like Chicago (but leave the marijuana folks alone please).

thank you for caring enough to ask. now, i hope the input is put to good use.

Please be safe. You are so appreciated.

I know a few of the police officers and hear some of the stories of things they have to deal it. It is amazing what they have to go through. The level of disrespect from some people is heartbreaking.

You should have "midtown" on your survey as a neighborhood. It is usually used to define our area toward 28th and Hammond.

Thank you for doing this survey.

Drugs are taking over our community and crime is on the rise. They get arrested and released its a vicious cycle hopefully that gets broken in 2017

Involved, friendly, organized, and a good listner

I really liked this survey.

Thank you for everything you do. Our community is better for it! Also, let's increase the Law Enforcement budget! We need more good guys on the streets.

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Thank you!

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A special thank you to the UWS student whom made the survey , Chief Alexander, and the Officers and staff that serve and protect our community.

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Thank you!

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I      ♥ SPD

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Really wish the police Facebook page would be utilized more to connect and inform the community of crimes such as the attempted abduction of a girl on Monday. People were very worried and looking to the department to post something.

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Hhhh