

***Findings of the Questionnaires on Crime and the
Oswego Police Department (2015)***



Prepared for the Village of Oswego

by

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Executive Summary of the Findings of the Questionnaire on Crime and the Oswego Police Department for Citizen and Business Respondents in 2015

- As part of the continuation of the Commission on Law Enforcement Accreditation (CALEA), the Police Department for the Village of Oswego undertook a study in April of 2015 to sample resident perceptions of policing, criminal victimization, and the many services of the Department.
- This study constituted the fifth replication of citizen perceptions, the four earlier studies completed in 2003, 2006, 2009 and 2012. Using water-billing information on Oswego residents, a random sample of approximately one in eleven billing subscribers was selected.
- Also undertaken in 2012 and 2015, a sampling of Oswego businesses was taken from the water billing listing, Chamber of Commerce listings and web addresses.
- Exactly 1,225 citizen questionnaires were distributed and 362 surveys returned. This constituted a return rate of 29.6 percent with a margin of error of 5.1 percentage points. This return rate assumes 95 percent confidence level that the views of Oswego residents were represented by this sampling – plus or minus the 5.1 percent error.
- Likewise 805 of 2,520 businesses in the Oswego area were sampled, with 161 business surveys returned – a 20 percent return rate. This return rate constituted a margin of error of 7.4 percentage points. This also assumes a 95 percent level of confidence that those surveys returned represent the overall business views within the 7.4 percent error rate.
- Given the sampling frame and lower-than-expected return rate some non-respondent bias most likely exists – meaning that those responding may vary on certain variables compared to those who chose not to participate. In other words, those responding felt significantly different and chose to respond differently from those citizens and businesses who failed to record their views.
- Typical citizen respondents represented equally male and female Caucasians who were somewhat older – an median age of 51.2 years. Many respondents were of higher income and education – at least 2 years of college and over \$50,000 in household income. They generally owned a home, were married but did not own a business. Most respondents had lived in the Village at least 10 years. Fewer of the respondents represented younger populations with lower income and less than two years of college.
- The typical business respondent had over 2 years of college and had lived in the Village over 10 years. However, most businesses had been located in the Village between 6 to 15 years. Over one-fourth represented professional services. Retail and service-food establishments also represented nearly three in 10 businesses. Most respondents represented nearly all types of zoned businesses, and were equally represented with all geographic areas of Oswego. Nearly all businesses had at or below 25 employees.
- Nearly six in ten Oswego residents had contacted the police for assistance in the past year. Of those residents contacting the police, over ninety percent were satisfied with the service they received. Of the 31 residents who contacted the police on the streets of Oswego, over seventy-two percent were satisfied with their police street contact in 2015.
- Only three residents had been arrested by the Oswego Police in 2015. Over eight percent of residents had been issued an ordinance violation notice and nearly two of ten received traffic citations. Nearly one in twelve residents received an ordinance violation ticket in the past. Just below one in five residents knew an Oswego Police Officer in 2015.
- Over four in ten businesses had contacted the Oswego Police during 2015. Like citizen respondents, over nine in 10 businesses were satisfied with the services received. Just over six percent of business were issued an ordinance violation ticket in 2015. Over two out of five businesses knew an Oswego officer personally – higher than citizen respondents

- Of the 362 citizen respondents, over one of ten residents indicated being a victim of crime in the past five years (39 victims involving 51 crimes). Nearly three quarters of these victims were victimized only once – usually as a property crime victim. Most residents indicated that the offender had not been caught and were uncertain of any disposition – nearly 6 in 10 victimizations.
- Less than one-third of recorded citizen victimizations occurred in the last 12 months. Other than direct victimization, about one of four citizen respondents indicated they knew other Oswego residents who had been a victim of a crime.
- Fear of being a crime victim was highest at night in areas such as parks near a respondent’s home or in shopping areas. Between 32 to 44 percent of residents had mixed to fearful views when in a park or in shopping area at night. Over 9 in 10 residents felt safe in their neighborhood, in a park or in shopping areas during the day. Over 91 percent of citizen responding in 2015 felt safe in their homes at night.
- Of the 161 business respondents, two in ten had been a victim of a crime in the last five years. About 17 of 20 business crimes involved property offenses. Like citizen respondents, seven of ten business victims indicated that the offender had not been caught and were uncertain of the disposition.
- Like residents, only three in ten business crimes occurred in the last 12 months. Over 21 percent of businesses indicated knowing another business who had been a crime victim.
- Unlike residents, business proprietors felt generally safe working or commuting in the Village – day or night. Levels of feeling safe in or around one’s business, or in outlying areas of Oswego, varied some by activity and time of day. From 78 to 89 percent of business proprietors felt safe working and/or commuting near their business at night in Oswego. This feeling of safety increased from 87 to 95 percent during the day.
- Overall, the citizens returning the questionnaire gave the Oswego Police high marks for patrolling the community and traffic control – with about 79 to 82 percent of respondents giving high marks. Over two thirds of residents give the Oswego Police high marks for community relations – over 64 percent. Positive ratings for investigating crimes, handling the juvenile and drug problems were lower – from only about 23 to 41 percent citizens satisfied with these areas of police service.
- In other ratings, about six in ten residents believed the police treat others fairly by race, color or creed (or 58 percent). However, a somewhat large proportion of citizen respondents were uncertain regarding treatment of Oswego residents by race, creed or color – about 40 percent.
- Still between 62 and 72 percent of citizens gave high marks for police honesty and competency. However, less than one in three citizens felt the Oswego had enough police officers in 2015 – with over one half of citizens uncertain if the Village has enough officers (56 percent).
- Citizen awareness was highest for police communications via social media, the Oswego Police Web Site – between 65 to 73 percent. Still just about one-half of residents had actually visited the Oswego Police web site or the sex offender map on that web site in 2015.
- Most respondents were aware of various services and practices of the Oswego Police Department. Citizens were least knowledgeable regarding the bike patrol, CALEA certification and police-organized home owners associations - between 30 to 39 percent. Awareness of such programs appeared low due to the higher number of citizens indicating uncertainty about programs.
- At least six of ten Oswego respondents were in favor of maintaining and or using a number of programs in 2015. These programs include: bike patrol; mandatory physical fitness; 2 year degree or military experience for police employment, tuition for police continuing education; operate 24 hour/seven day front desk; home checks for vacationers; monthly sex offender checks; use of unmarked cars in traffic control; use of Community Service Officers, and the School Liaison Officer Programs in Junior and Senior High Schools.

- Overall, business respondents were most satisfied with police patrolling the Village, traffic control and community relations – 71 to 85 percent rated these activities favorably. However, like citizen respondents, business proprietors revealed lower satisfaction with the handling of the drug and juvenile programs – 28 to 35 percent satisfied with these areas – corresponding with the concerns of citizen respondents.
- Business perceptions of Oswego Police were nearly identical to citizen respondents regarding police treating all fairly regardless of race, color or creed – about 58 percent agreeing. Likewise, between 64 and 70 percent of business proprietors felt the Oswego Police officers were honest and competent. But like citizens, only about four of ten proprietors felt the Village had enough police officers. Most business respondents were uncertain regarding the number of officers within the Village – 52.9 percent.
- Between 66 to 79 percent of responding businesses were aware of the Village web site for economic development, the Oswego Police web site, the use of social media by the Police Department, and the use of Community Service Officers. Areas of lower awareness by business respondents were: CALEA certification, traffic enforcement and bike patrol services – from 11 to 44 percent aware. This lower awareness was related to a higher proportion of uncertain responses about these various programs.
- Still, business proprietors favored the continuation of all police policies in the survey. Highest support was for the mandatory physical fitness for officers and the monthly sex offender checks – at over 94 percent of responding businesses. Businesses also favored at a lesser (but majority) degree a variety of police policies including: requiring a two-year degrees-military experience for police employment; paying police continuing education; maintaining staffing of the police front desk 24 hours a day - 7days a week; maintain home checks for those on vacation; use of unmarked cars for traffic enforcement; continuing the School Liaison Officer Programs in High School and Junior High; and the police bicycle patrol program.
- Oswego residents and businesses were asked to rank six areas from the biggest concern (priority 1) to the smallest concern (priority 6). The fifth lowest concerns of residents were traffic control - with only 15 percent feeling traffic was a big or biggest problem. Only two citizen respondents mentioned specific other concerns as a high priority (ranked sixth). The three largest concerns for both citizen and businesses were as follows: crimes against persons (priority 1); gang problems (priority 2); and drug (priority 3). Crimes against persons were considered a big or biggest problem by 64 percent of residents and 58 percent of businesses responding.
- Exploring the need to construct a new Oswego Police facility in 2015, issues of funding favored the overall use of sales taxes – 58 percent by citizens responding and 48 percent by business proprietors. About 15 percent of citizens responded that property tax, or sales and property taxes combined, should be the method of funding. Almost 30 percent of business respondents favored some combination of taxation. Besides sales and property taxes, other funding sources from fund raising, private donations, business taxes and bonds were mentioned by about 20 percent of citizens and 11 percent of business proprietors. Only between 6 to 7 percent of citizen and business respondents were against new construction or felt that other Village facilities should be used before construction was considered.
- From this analysis a set of key recommendations can be made. It is recommended CALEA recertification continue and that these surveys be replicated in 2018. In repeating this study, additional ways should be explored to include samples of under represented populations found in this study. Using this and future data, analysis should study differences in under represented populations and historical change brought on by the changing demographics of Oswego residents. The Oswego Police should continue to follow up on victims of crime, while enhancing neighborhood programs, and community partnerships through social media and other personal contacts. Expanding citizen and business educational programs can help inform the public of policies, programs and training that are not wholly understood. Evaluation of traffic enforcement, as well as personal crime, drug and gang enforcement efforts, are recommended toward a greater balance between public education regarding such efforts and judicious use of enforcement resources. Finally, the Oswego Police might consider addressing the perception of fairness in race, color or creed by citizen and business education, community outreach and dialogue given the national attention shown toward such issues in 2015. Self examination of traffic stop and enforcement patterns should also be made – both by area of the Village, time of day and by individual officers. These efforts collectively help promote the Department’s mission of integrity, professionalism, compassion and diverse partnerships with the community.

Introduction

Since 2003, the Oswego Police Department has been testing views of citizen satisfaction with law enforcement services, and citizen perceptions on public safety issues. As part of an effort to meet or exceed standards of the Commission on Law Enforcement Accreditation (CALEA), the Oswego Police Department has endeavored to replicate the baseline survey data from 2003 (Baird, 2003; Jensen, 2006; Hazlett, 2009 and 2012).

According to Hazlett (1993), Davis (2000), Fitzgerald and Cox (2001) and Kraska and Neuman (2008), community surveys provide descriptive information and feedback from those they serve as to the perceptions of police performance. As a basis for understanding and reforming police practices, the Commission on Accreditation for Law Enforcement Agencies (CALEA) have made it a standard practice to conduct such community questionnaires (<http://www.calea.org/calea-update-magazine/issue-95/conducting-citizen-survey>). Community surveys are a way for the “people” to express their opinions and attitudes towards police service and what can be done to improve. Whether survey results show a weight of evidence depends on the reliability of the methods employed and whether the results can be confirmed by replication of similar findings (Fitzgerald & Cox, 2001; Kraska and Neuman, 2008). The need for replication of base-line research is important because of continued growth of the Oswego and corresponding services.

As observed in previous studies, the demographic changes in Oswego have created a dynamic environment for changing demands in police services. In 1990, nearly two decades ago, Oswego only reported a population 3,876 (U.S. Census, 1990). In,

2000, the population had climbed to 13,326 residents (U.S. Census Bureau, 2000) and grew steadily through 2010. According to recent 2010 census the population Oswego had 30,355 inhabitants in early (U.S. Census, 2011). More recent census estimates in 2013 estimate the Village population at 32,174. From 1990 through 2013, this represents a increase of nearly 730.1 percent since 1990 (+730.083% change) over nearly a quarter of a century interval. Between 2000 and 2013 the population more than doubled in a thirteen year interval – a 141.44 percent increase. Such growth has also applied to Kendal County as well (U.S. Bureau of Census, 2010; Mackum & Wilson: 2011). U.S. Census projections show Kendall County will nearly double in population and households by 2040 – to 228,530 inhabitants or a 99.5 percent increase over 2010 (Chicago Metropolitan Agency for Planning 2040, 2014). Although the increase in population is important, the increase in migrating populations into Oswego (new residents as revealed in the 2015 surveys) and their changing perceptions of law enforcement are likely the result of underlying demographic shifts.

In the initial study in Oswego, Baird (2003) explored perception and experiences toward the Oswego Police. This initial study also explored the fear of crime and citizen victimization. This research was the first of its kind for Oswego providing baseline data for continued research. In the baseline survey in 2003, there were 556 questionnaires mailed and received two hundred and twenty (220) received back for a return rate of thirty-nine point five percent (Baird, 2003). Shortly after Baird study, a contract with the Commission on Accreditation for Law Enforcement Agencies (CALEA) was signed. Full accreditation was awarded in November of 2005 to the Oswego Police Department. Information received from the baseline survey operational changes to the Oswego Police

Department. New programs, ideas and philosophies documented in this previous study have helped to address the public concerns and opinions – as part of the CALEA self examination and standards process.

Follow-up research was by Jensen (2006), replicating the 2003 study with additional questions on changing services and attitudes toward the Oswego Police. Fear of crime and victimization was again measured in 2006. In this 2006 replication, 999 surveys were mailed to Oswego residents, with 360 returned – just over a 36 percent return rate. Likewise, in 2009 a replication of the earlier two surveys was conducted by Hazlett (2009) a Professor in the School of Law Enforcement and Justice Administration at Western Illinois University. The report was completed in June of 2009 and was made available to all Village stakeholders in police services and policies. Another replication of the Village study was also performed in 2012, adding a business survey as a component with the earlier citizen questionnaire – resulting in 344 citizen and 51 business responses. This 2015 study is a replication and expansion over the 2009 and 2012 efforts as reflected in Appendix A and C.

Methodology of 2012 Oswego Police Citizen and Business Surveys

Like in earlier efforts, this 2015 study represents a cross-sectional trend design, using pre-tested questionnaires developed and replicated in 2003, 2006, 2009 and 2012 citizen surveys. This study was requested by the Oswego Police Department as part of the Commission on Law Enforcement continuing accreditation process for 2015. Like previous study in 2012, this study also used a base-line survey of business proprietors with the Village. The purpose of both of these surveys is to examine current perceptions and experiences of Oswego citizens (residents and businesses) regarding their police

services, experiences with crime, fear of crime and other public safety issues. The Oswego Police Department contracted with Dr. Michael Hazlett – Professor-Emeritus of the School of Law Enforcement and Justice Administration to assist in the development of the citizen and business questionnaires and cover letters. Professor Hazlett also drew two random samples of residents and businesses from the water billing subscribers in April of 2015- adding additional business contacts from the Oswego Yellow Pages and the Oswego Chamber of Commerce. Assisting with this effort was the Oswego Police staff. Police staff completed the printing and mailing of the questionnaires to a random group of citizens from the “Water Billing Address” listing from April of 2015. The questionnaires were structured in order to solicit the most candid response but maximize confidentiality of the responding citizen or agency. Several questions asking similar but reversed responses were placed in the surveys in order to verify some of the validity of individual responses (such as cross-checks of satisfaction and competency to assure that responses had some face validity).

The final versions of both surveys were approved by the Oswego Police Department and were printed in April of 2015. An initial mailing of approximately one in nine residential water billing addresses, and one in three business contacts, were completed in April, 2015 – representing 1225 citizens and 805 business surveys mailed from a larger sampling frame. Final data entry was completed by the end of May of 2012 for both surveys. Only residential addresses were included in the mailing – removing schools, churches and other extraneous names from the mailing list as done in the 2003, 2006, 2009 and 2012 surveys. Like in previous years, this 2012 replicates the village-wide survey by mailing 1,225 village residents, drawn by “Simple Random Sampling”

from the village 10,339 residential water bills records provided to this researcher by the Village of Oswego – approximately one in nine residential water billing records selected at random (using a “Simple Random Sampling Method” (Kraska and Newman, 2008:214). Similarly, a list of business water subscribers, expanded with Chamber of Commerce and other business contacts, were edited for duplication and resulted in a sampling of 805 businesses out of over 2500 businesses recorded in the U.S. Census Bureau-Quick Facts (2013). To increase the business return rate, the entire sample of 805 business addresses were used – based upon the larger sampling frame available (Kraska and Newman, 2008:214). The use of a random or systematic sample of water billing records reduces the validity problems such as surveys conducted door-to-door or to other select groups such as neighborhood watch groups. Such an approach also assures that results from the 362 residents and 151 businesses returning surveys can be generalized to those who receive water bills or business found in public domain listings. Thus within a certain range of expected sampling error, those responding may be generalized to residents and businesses within Oswego during the cross-sectional snapshot of the April of 2015.

Like in previous Village surveys, it is important that these questionnaires be distributed in the same way to a similar population so that some “test-retest reliability” of village opinions may be compared with the previous replications. Out of these results, 362 surveys were returned – a return rate of just above 29.6 percent. Such a sample size yielded a random sample error proportion of 5.1 percentage points. This error is based upon a assumption of 95 percent level of statistical confidence that the results of the sample can approximate the views of Oswego residents. In-other-words, this sample of

362 residents approximates at least 95 percent of the 32,174 residents within a percentage error rate of approximately 5.1 percentage points. Any of the percentages discussed in the “Findings of the Survey” must be understood to be only an approximation of all Oswego citizens and could vary on the high or low side of the sample percent by as much as 5.1 percent. For example, in the second question dealing with satisfaction with police services, the 91.5 percent of the 362 respondents indicated their satisfaction with police services of the Oswego Police (See Appendix E or Figure 7). If this 91.5 percentage is to be generalized (applied) to all residents in Oswego, the actual percentage of 32,174 residents could be as high as 96.6 percent but no lower than 86.4 percent (the survey results of 91.5%, then adding or subtracting the random error of 5.1 percent as represented by the sample of 362 residents responding).

A lower business return rate resulted in a higher level of sampling error of 7.4 percent. Like before, this error is based upon the assumption of 95 level of statistical confidence that nearly all business experiences and perceptions were represented within 805 businesses sampled and the 161 questionnaires returned – only a 20 percent return rate but nearly a three-fold increase in business responses from the 2012 study. Therefore, business percentage findings in Appendix F could be off by 7.4 percentage points when inferring results to all 2520 businesses within Oswego – based upon U.S. Census information in 2013. For example, in the second question in Appendix F and Figure 10, 91.9 percent of businesses were satisfied with services received from Oswego Police. Based upon 7.4 percent sampling error, for all 2520 businesses this percentage could be as high as 99.3 percent but no lower than 84.5 percent (the business survey

result 91.9% is adding or subtracting the expected error of 7.4 percent. For detailed error calculations, see Table 1 below.

TABLE 1
ESTIMATE OF SAMPLING ERROR FOR A SAMPLE
OF 362 RESIDENT, AND 161 BUSINESS, RESPONDENTS
(Based upon the Census Population of 30,555 residents
and 469 Businesses within the Village of Oswego)

* * * SAMPLE ACCURACY (ESTIMATE % SAMPLE ERROR) OSWEGO RESIDENTS* * *

Please Enter the percentage (%) of subjects in your population and sample who possess some characteristic you are the most interested in. (Example: You are interested in the 25 % of city covered by foot patrol patrol. So you would enter 25). . . ENTER A PERCENTAGE? 50

Next, enter the number of subjects in your population (N-Size) (If 42,000 people live in area enter 42000). ENTER N-SIZE? 32,174

Next, enter the actual sample size for which the % accuracy will be estimated (anticipated or returned sample n). ENTER SAMPLE N? 362

Finally, enter the Level of Confidence, represented by the number of Standard Deviations, you want to use in estimating your % error. 1 S.D. means that your confident that 68% of population is represented in your sample. Two S.D.'s means that your confident that 95 percent of the population is included in the sample. Three (3) S.D.s = 99.9% Confidence. ENTER THE STANDARD DEVIATION OR Z-SCORE (Between 1 and 3)? 1.96

THE ACCURACY OF A SAMPLE OF 351 SUBJECTS IS 5.100926%

* * * SAMPLE ACCURACY (ESTIMATE % SAMPLE ERROR) OSWEGO BUSINESSES * * *

Please Enter the percentage (%) of subjects in your population and sample who possess some characteristic you are the most interested in. (Example: You are interested in the 25 % of city covered by foot patrol patrol. So you would enter 25). . . ENTER A PERCENTAGE? 50

Next, enter the number of subjects in your population (N-Size) (If 42,000 people live in area enter 42000). ENTER N-SIZE? 2220

Next, enter the actual sample size for which the % accuracy will be estimated (anticipated or returned sample n). ENTER SAMPLE N? 161

Finally, enter the Level of Confidence, represented by the number of Standard Deviations, you want to use in estimating your % error. 1 S.D. means that your confident that 68% of population is represented in your sample. Two S.D.'s means that your confident that 95 percent of the population is included in the sample. Three (3) S.D.s = 99.9% Confidence. ENTER THE STANDARD DEVIATION OR Z-SCORE (Between 1 and 3)? 1.96

THE ACCURACY OF A SAMPLE OF 53 SUBJECTS IS 7.40093%

SOURCES: Hazlett, M. (1993) Applied Criminal Justice Analysis
Dubuque, IA.: Kendall-Hunt Publishing . (CJSTATS Software)

U.S. Department of Labor, Bureau of the Census. Census 2010: Population Characteristics
Washington, D.C. <http://quickfacts.census.gov/qfd/states/17/1756887.html>

As a result of a lower than expected response rate of just under 30 percent citizen returns and 20 percent business returns, there is a high likelihood that those completing the

questionnaires were significantly different from those not completing the surveys. Such lower return rates could be a limitation of this 2015 study – often called “non-respondent bias” (Kraska and Newman, 2008:214). In order to determine possible differences, respondent demographics were compared with Oswego census estimates from 2013 (<http://quickfacts.census.gov/qfd/states/17/1756887.html>). This comparison between census information and Oswego survey respondent profiles, explores possible group differences in under-reporting and/or over reporting of certain segments of the population (such as Caucasians of higher income over-represented, while non-Caucasian citizens of lower income under represented in surveys returned for analysis).

From this comparison, it is noted that some significant differences were found in ethnicity, age, education and income between Oswego Population census in 2013 and citizens-businesses returning the Questionnaires. In Table 2 shows nearly the same proportion of white and non-white, as well as male and female, respondents completing the questionnaire than found in the Oswego population estimates. No statistically significant difference in these ethnic or gender proportions were found between Census estimates and comparable proportions of respondents by race or gender. However, fewer younger respondents returned the survey (those under 25 years and 25 to 64 years of age), but a greater number of citizens over 65 returned the questionnaire when compared to their representation in the Oswego census estimates of 2013 ($z = 6.239$, $z = 2.419$ and $z = 9.329$ correspondingly). Median age differences were also noted, with 2015 survey respondents being significantly older at 51.2 years, compared with the census median age in 2013 of 34.6 years ($t = 21.5$). Few respondents had less than high school, high school

equivalency or some college ($z = 2.961$, $z = 5.675$ and $z = 2.150$). However, those with college degrees or graduate work were significantly higher among citizen respondents,

Table 2
Comparison of Oswego Demographics Characteristics and Questionnaire on Crime and the Oswego Police Department (2015) Respondents

DEMOGRAPHIC CATEGORY		2014 CENSUS % ESTIMATED	OSWEGO SAMPLE %	STATISTICAL DIFFERENCE
GENDER	Male	49.1%	50.3%	n/s
	Female	50.9%	49.7%	n/s
ETHNICITY	Caucasian	85.6%	87.9%	n/s)
	Non-Caucasian	14.4%	12.1%	n/s)
AGE GROUP	Between 20-24	9.9%	0.0%	* (z=6.239)
	Between 25-64	80.2%	75.1%	* (z=2.419)
	65 & Over	10.0%	24.9%	* (z=9.329)
MEDIAN AGE (50%ile)		34.6 years	51.20 years	* (t=21.50)
EDUCATION	Under H.Sch.	4.7%	1.4%	* (z=2.961)
	H.S or GED	25.8%	12.7%	* (z=5.675)
	Some College	34.5%	29.1%	* (z=2.150)
	Col.Degree	24.3%	38.0%	* (z=6.031)
	Grad.Degree	10.7%	18.7%	* (z=4.879)
INCOME	0-\$14,999	3.5%	1.2%	* (z=2.169)
	\$15,000-24,999	4.6%	2.5%	* (z=1.901)
	\$25,000-49,999	16.0%	12.9%	n/s
	\$50,000-74,999	25.3%	20.6%	* (z=2.047)
	\$75,000-99,999	21.5%	20.3%	n/s
	\$100,000 & over	29.2%	42.6%	* (z=5.568)
OSWEGO POPULATION & SAMPLE SIZE IN 2015		32,174 (2013 Estimate)	362 residents surveys returned	(out of 1225 surveys mailed - 29.5% returned)
TYPE OF BUSINESS	Store-Retail	13.0%	18.1%	* (z=1.847)
	Professional	16.6%	28.9%	* (z=3.997)
	Food Service	7.3%	10.7%	n/s
	Construction	17.5%	8.7%	* (z=2.884)
	Other Business	45.6%	33.6%	* (z=2.968)
NUMBER OF BUSINESSES (Sampled Businesses)		2,520 (2010 Census)	161 business surveys returned	(out of 804 surveys mailed - 20.0% returned)

n/s = Not statistically significant (did not reach the critical values of a Z or T score – too close to census norm)

* Represented statistically significant differences in the estimated demographics of Oswego and the demographics of those citizen or business respondents to the 2015 survey. (Based upon a Z-Test Difference in Proportions –One Tailed Test Procedure and T-Test Difference between Sample and Population Means – one-tail critical values of 1.645 and 1.658)

Hazlett, M. (1993) *Applied Criminal Justice Analysis* Dubuque, IA.: Kendall -Hunt Publishing (CJSTATS Software – Testing Proportional Differences, and Population to Sample Norm Programs)

U.S. Department of Labor, Bureau of the Census. *Census 2010: Population Characteristics* Washington, D.C. <http://quickfacts.census.gov/qfd/states/17/1756887.html>

when compared with Census estimates of those with college degrees ($z = 6.031$ and $z = 4.879$). Significantly fewer of the respondents were lower-to-middle income ($z = 2.169$, $z =$

= 1.901 and $z = 2.047$) A significantly higher proportion of high income households (\$50,000 to \$74,999 and over \$100,000) were found in these survey results ($z = 2.047$ and $z = 5.568$). For businesses by type, store-retail and professional services were over-represented in proprietor responses ($z = 1.847$ and $z = 3.997$). Construction and other business types were under represented in the 161 surveys returned compared to the 2013 Census data ($z = 2.884$ and $z = 2.968$).

Given that 2015 sample of Oswego respondents varied somewhat from the expected demographic profiles, some caution in extrapolating these results should be observed. The fact that citizen respondents were older, better educated and with higher income, when compared to Village-wide demographics, is a cautionary finding. Likewise, business respondents overrepresented by retail and professional services further reveals possible non-respondent bias. These demographic-to-sample differences should be taken as a limitation in interpreting these findings.

Other factors that may change citizen response rates are historical conditions such as housing and economic down-turns (2008 to the present), citizen apathy, and over polling by other groups (public and private polling by mail, phone, and social media or by email). Historical experience or respondent reactions to media coverage regarding law enforcement, criminal victimization, and “reported excessive force” by law enforcement in minority areas may contribute to the lower return rates. It also should be noted that no one sampling frame (such as water billing records) are a complete random representation of the entire community population. While on the surface the citizen lists from “Oswego Water Billing Records” appear to be randomly-systematically drawn, closer examination of such lists of residents or businesses may have had underlying bias. Such biases may

including some exclusion of residents such as renters (where the water billing information is included in their rental fee). Keeping in mind these limiting factors and an error rate of +/- 5.1 percentage for citizen results and 7.4 percentage points for business findings, it is believed that there are useful findings that can be drawn from these results in 2015 – as in previous years. A look at the respondents, their experiences and perceptions are discussed in the next section of this report.

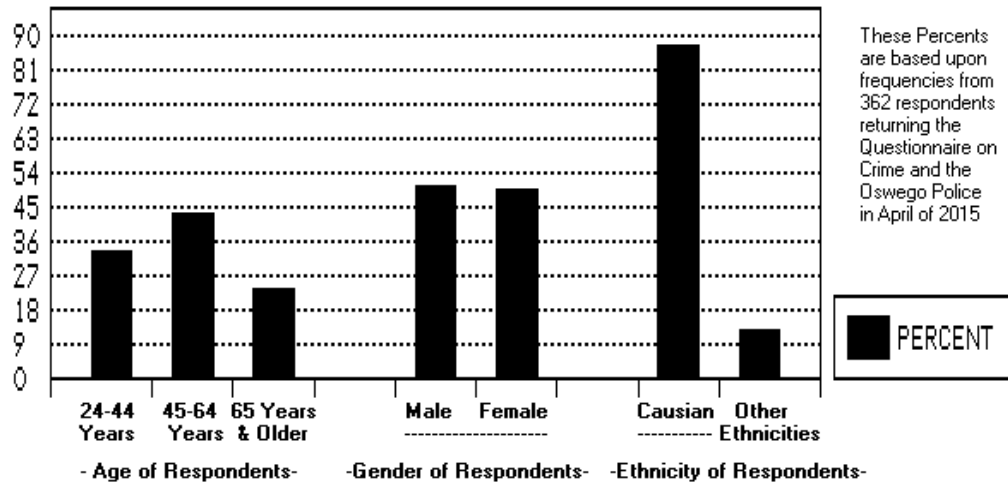
Demographics of Citizens and Businesses Responding to the Oswego Surveys in 2015

As introduced to in the methodology section of this report, the typical 2015 Oswego citizen responding to the survey was older, a Caucasian with a higher level of education and income. This random sample of residents differed from census estimates with higher representations of non-white, younger, less-educated and lower-income respondents. Of those responding to the Oswego survey were an average age of between 51 to 52 years – the median and men age of respondents. Two thirds of respondents were between the ages of 38 to 67 years – the standard deviational range of age. Male and female respondents were nearly equally represented – 50.3 percent male and 49.4 percent female where gender was provided by the respondents. Over 91 percent of the respondents providing information on ethnicity were Caucasian. The largest family status was married - 246 respondents or 71.7 percent in 2015. Just over 28 percent of the respondents indicated that they had never been married, were separated, divorced or widowed at the time of this survey. About 92 percent of all respondents owned their own home (325 respondents). Over six percent of citizen respondents owned their own business. Education levels of Oswego residents were higher in this survey as compared in the general population. Mid-point of education level was between two-to-four years of

college (a median of 5.7 on an eight-point scale of education was revealed). About one-third (33.4%) of responding citizens held four-year college degrees. Nearly one-fourth (23.3%) of the respondents had a graduate degree or some graduate work completed. With the transition of population in the last several decades, it was found that 28.4 percent of citizens had lived in the six years or less. The median of residency on a nine point scale (with 1 being less than a year and 9 being over 30 years) was 4.7 – meaning those resided in Oswego had lived in the Village between 10 to 15 years. The largest concentration (37.6%) had been an Oswego resident between six to fourteen years. Less than eight percent of respondents had lived in Oswego over 30 years in 2015. Many had moved to Oswego from Aurora, Naperville, other areas of Kendall County, Kane County, Dupage County, Cook County or other Illinois Counties. Of the 37 residents recently moving from out-of-state, five states were over-represented, with between three residents to 5 residents (8.1% to 13.5%) having moved from California, Florida, Missouri, Ohio and Texas – making up a total of 48.7 percent of those residents moving recently from out-of-state to Oswego. Another 11 residents indicated that they had come from another state in the distant past, or were unspecific of the state of former residency. Median household income was between \$75,000 and \$99,999. This income was represented as a median of 7.14 (over \$75,000) on a scale of one-to-eight for income - with one being less \$7,500 and eight being over \$100,000 in annual household income. For greater details see Figures 1 thru 3 and Appendix E for detailed frequency tables.

FIGURE 1

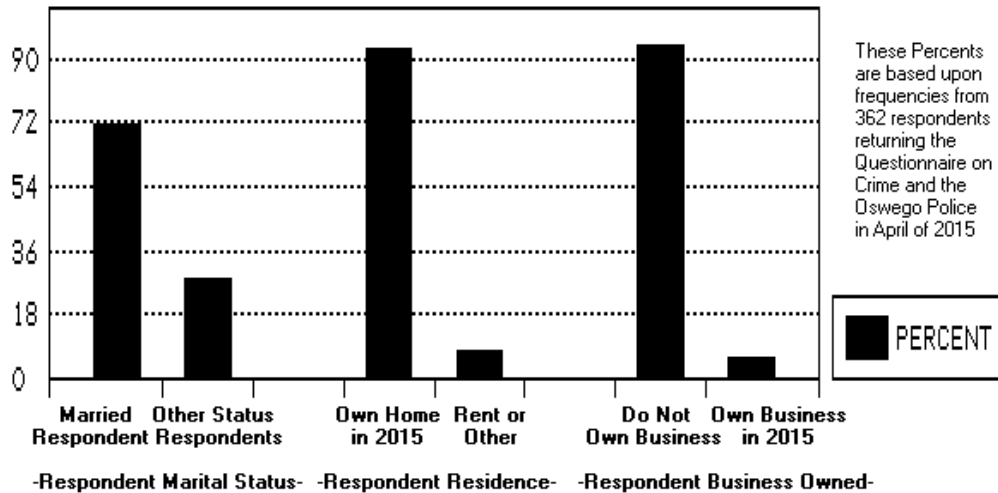
OSWEGO RESIDENT DEMOGRAPHICS - 2015



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 2

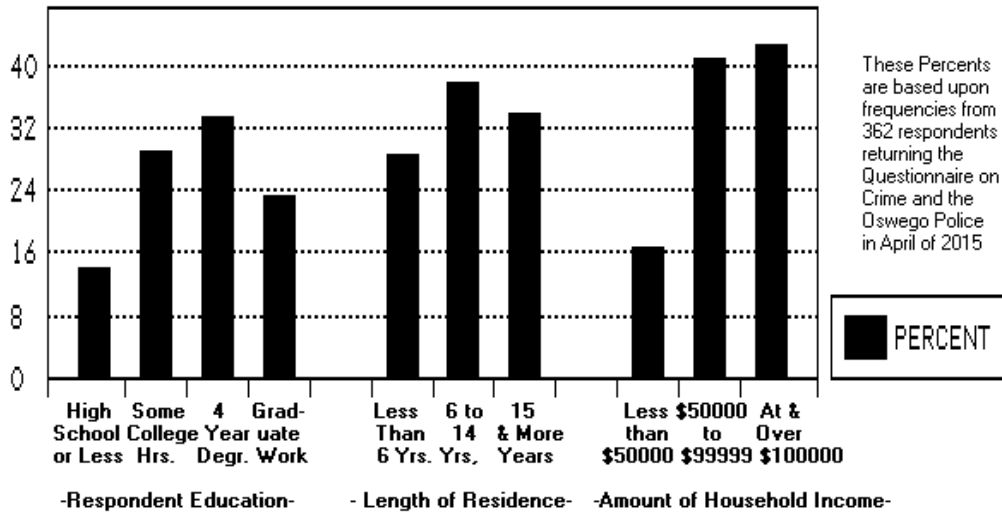
OSWEGO RESIDENT HOUSEHOLDS - 2015



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 3

OTHER OSWEGO DEMOGRAPHICS - 2015



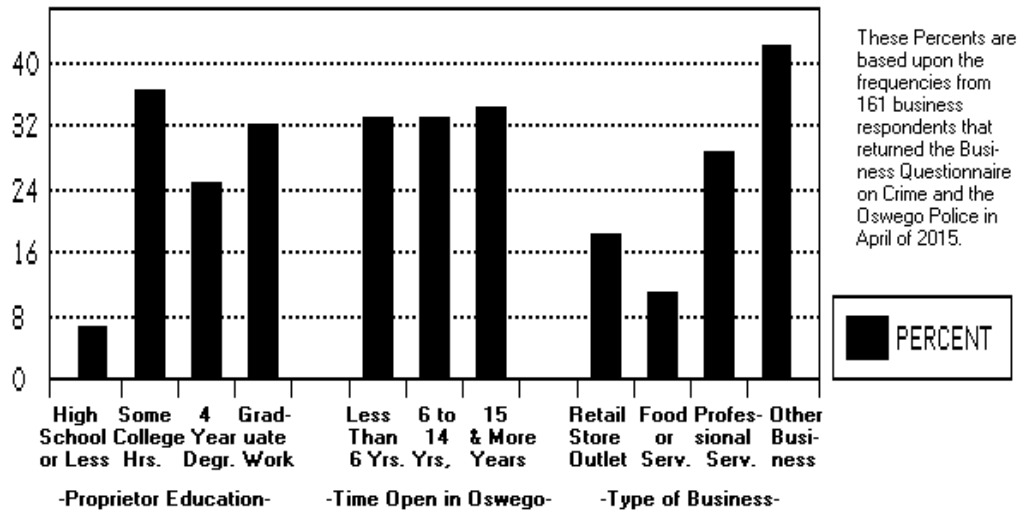
Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

In the business proprietor survey, 161 surveys were returned of 805 mailed questionnaires – out of 2520 businesses in the 2013 census estimates. Of these business owners responding, most had four years college degrees and/or some graduate training (45 or 30%). Forty business proprietors had advanced graduate degrees (26.7%). However, the median education level was 5.8 (between a 2 year and 4 year college degree). Ninety-three business owners personally lived in Oswego (63.3%), while 54 proprietors commuted to Oswego for business purposes (36.7%). Of those who were residents, the largest group lived in Oswego between ten and fifteen years – 24.7 percent or 23 proprietors. Over two in ten business owners who responded had lived in Oswego over 30 years (21.5%). Most businesses (65.8%) had located within the past 15 years to Oswego – with nearly one-third (32.9%) locating their business in Oswego within the last

six years. The largest group of businesses represented professional services (43 or 28.9%). Similarly, retail business and service-food proprietors represented 43 respondents or 28.9 percent of responses in 2015. Technology, industrial and property-real estate services were under represented with only four (4) responses in each sector (2.7% each of 161 businesses responding). Most of the businesses responding were open during evening hours (56.1%) and were located east or southeast of the downtown area (42 businesses or 28%). Nearly 44 percent of businesses were located either in the downtown area or east-southeast of downtown. Most businesses were zoned as a B1-Neighborhood or B2-Shopping area – between 23.7 and 32.4 percent of businesses respectively. Nearly all businesses responding employed between one and twenty-five employees – 145 businesses or 93.5 percent. Five respondents (3.2%) had over 100 employees. For additional information on business responses please see Figures 4 and 5, and Appendix F.

FIGURE 4

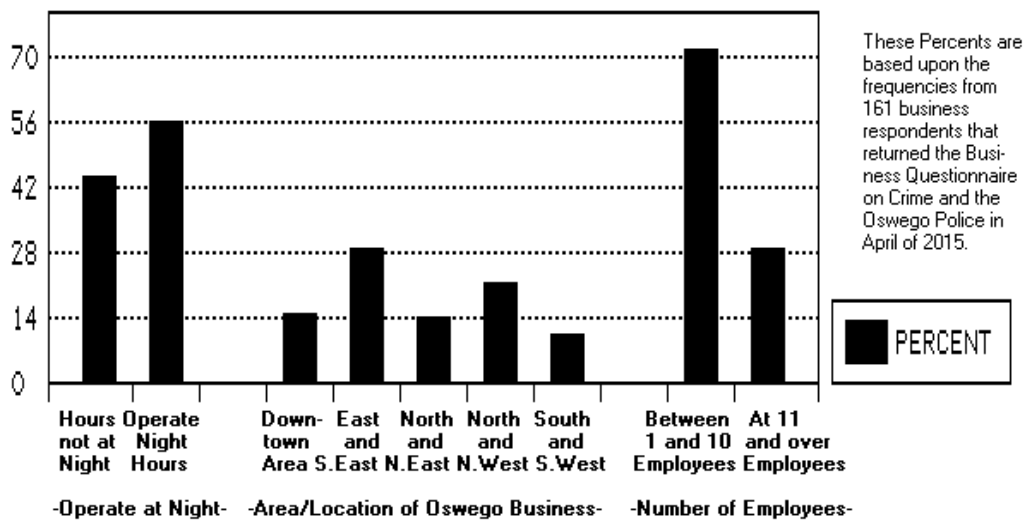
OSWEGO BUSINESS DEMOGRAPHICS - 2015



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 5

OTHER OSWEGO BUSINESS DEMOGRAPHICS-2015



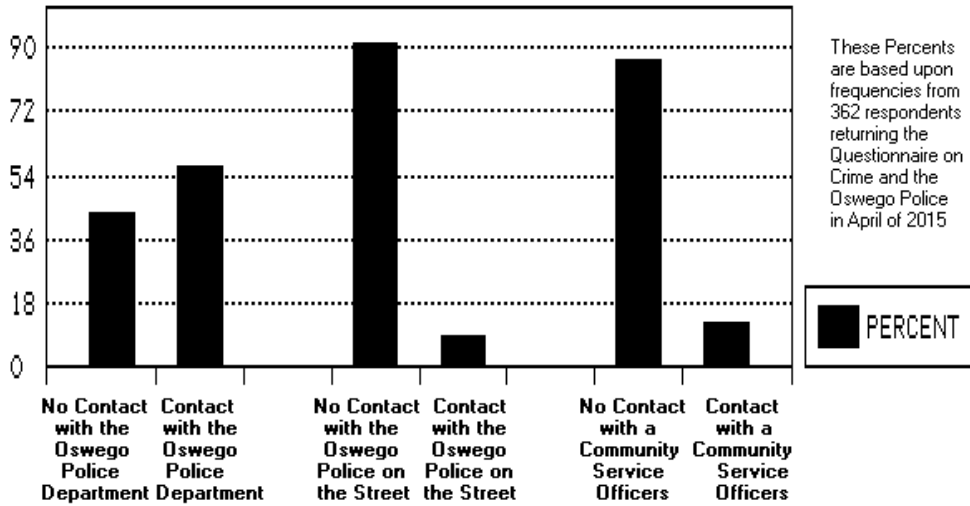
Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

Experience of Respondents with the Oswego Police Department in 2015

Like in the past, 2015 Oswego respondents were asked about their contact and satisfaction levels with the Police Department. Nearly 57 percent of Oswego respondents had contacted the police for assistance in 2015. Of those 201 citizens contacting the Oswego Police who indicated their satisfaction, nearly 92 percent were satisfied with the services in 2015. Only 8.5 percent (17 respondents) indicated their dissatisfaction with Oswego police services. In similar question, citizens were asked if they had ever contacted a police officer on the street. Of the 362 respondents answering this question, only 32 respondents had contacted an officer on the streets of Oswego. Of the 32 citizens, a high percent (75%) were satisfied with the service of the officer that they had contacted during a street encounter. Eight or (25%) of the 32 respondents were not satisfied with their direct street contact with an Oswego officer. Likewise, contact was also made by Oswego Police Community Service Officers in 2015. Of the 362 respondents, only 44 citizens had contact with a Community Service Officer. Of the 44 making contact, 86.4 percent were satisfied with the service given by that officer.

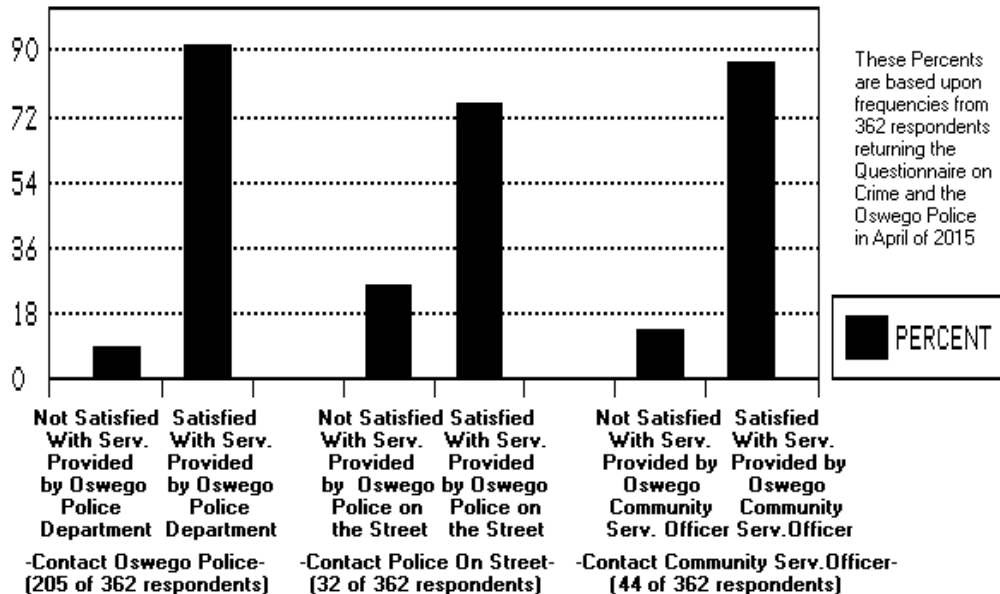
Citizens were also asked about other experiences or contacts with Oswego Police officers. Only three (3) of 362 respondents indicated that they had been arrested by the Oswego Police Department - representing 0.8 percent of all respondents. Nearly 19 percent (18.9%) of respondents revealed that they had been issued a traffic ticket by the Oswego Police Department – 68 of 362 respondents. Only 8 percent (or 29 of 362) of Oswego residents said they had received an ordinance violation ticket by a Community Service Officer. Of all respondents, over 19 percent indicated that they knew an Oswego police officer personally. For greater details and elaboration on satisfaction and experiences with the Oswego Police see Appendix E and Figures 6 thru 8.

FIGURE 6
RESIDENT CONTACTS WITH POLICE - 2015



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

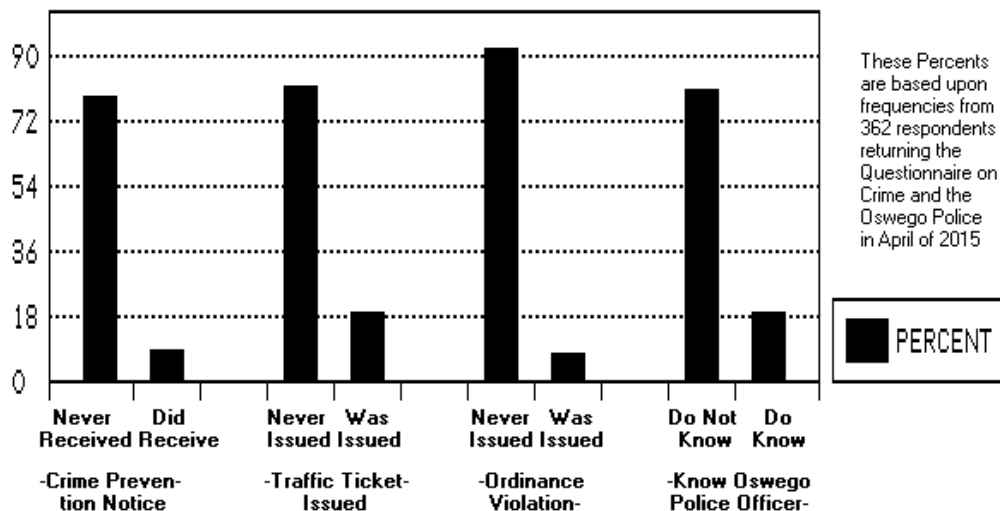
FIGURE 7
RESIDENT SATISFACTION WITH POLICE-2015



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 8

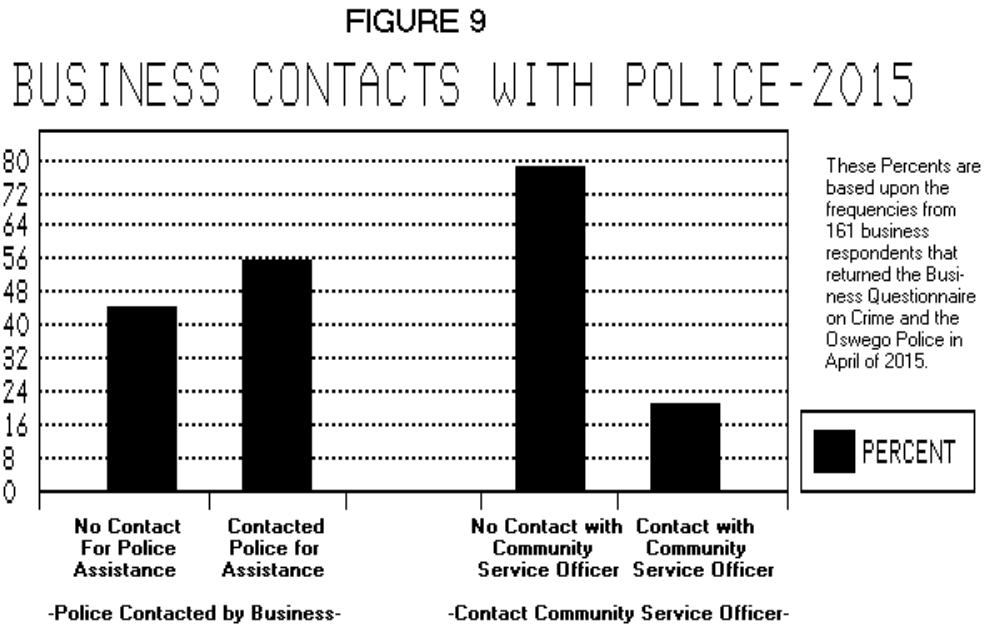
RESIDENT EXPERIENCE WITH POLICE-2015



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

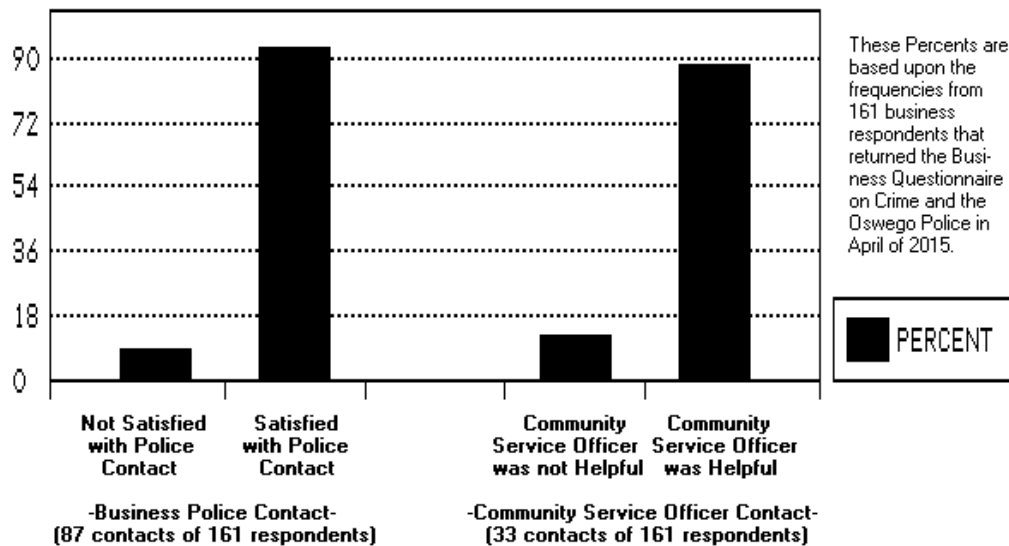
Police contacts and experiences of businesses were also revealed in the business survey instrument. Over 55 percent of businesses (55.7%) reported having contacted the Oswego Police Department in 2015. Of those having contact, nearly 92 percent (80 or 91.9%) of business proprietors were satisfied with their police contact. Just over two of ten business owners had contact with the Police Community Service Officer (33 or 21.2%). Of the 33 having contact, 29 proprietors felt that the Community Service Officer was helpful (87.9%). Only a small number of businesses (10 or 6.3%) had been issued an ordinance violation ticket by a member of the Oswego Police Department. Over one in five businesses (23.2%) had received a crime prevention notice at their home, business or on their vehicle. Almost four in ten (58 or 37.2%) of business owners-proprietors knew

an Oswego Police Officer personally. For greater detail see Figures 9 thru 11 and Appendix F for detailed frequency distributions of business responses.



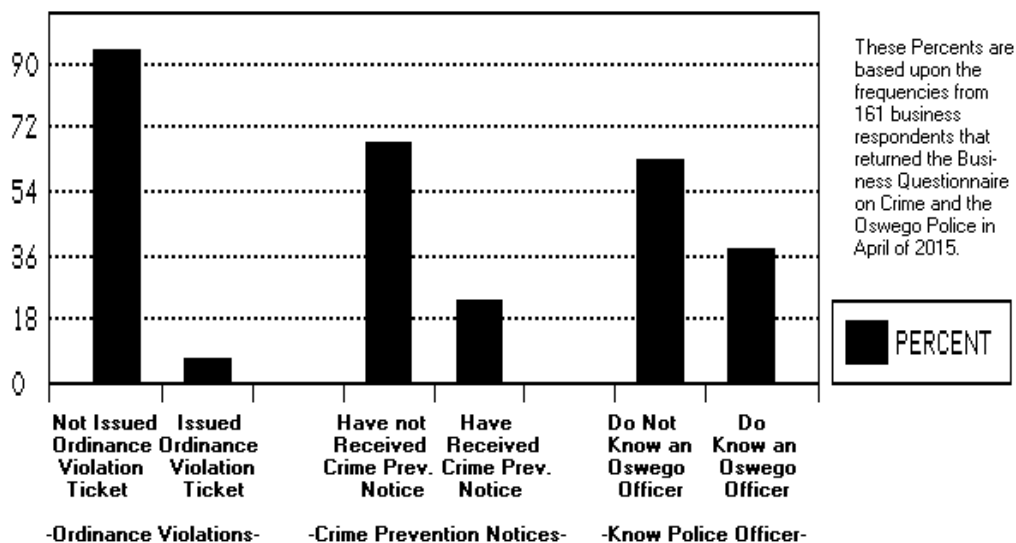
Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 10
BUSINESS SATISFACTION WITH POLICE-2015



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 11
BUSINESSS EXPERIENCE WITH POLICE-2015



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

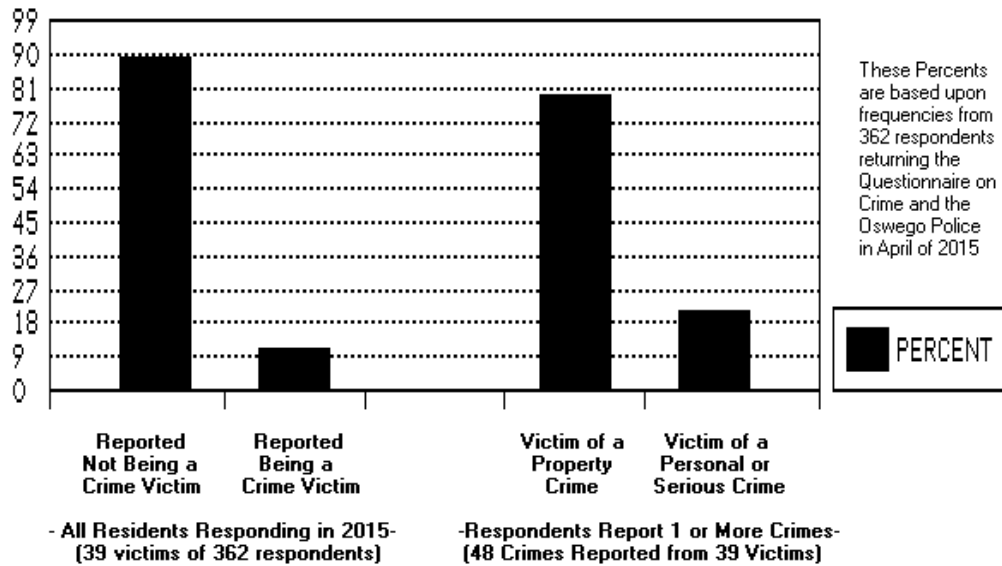
Oswego Respondents as Crime Victims, and Views of Safety and Fear of Crime in 2015

Citizens of Oswego were asked a series of questions regarding their experiences as crime victimization within the past five years (2010-2015). Of the 362 respondents, 39 residents (10.8%) indicated that they had been a victim of one or more crimes during the previous five years. Most residents indicated they were victims only one time – 29 victims or 74.4 percent of 39 citizens who were victims. About one-quarter (25.6%) of crime victims indicated that they had been victimized by a property or personal crime more than one time in the last five years – 10 of 39 respondents indicating multiple victimizations (22 additional victimizations reported by these 10 citizens). Thus the total number of victimizations over five years was 51 separate incidents reported by these 39 respondents. Regarding single and multiple victimizations, most of the reported offenses were property crimes – 74.4 percent, or 29 of the 51 victimizations where the nature of the crime was noted. Only 25.6 percent (or 22 of 51 victimizations) reported being involved in a personal crime, or both property and personal crimes within the same incident. Of the 51 reported victimizations, information was only shared on the outcome of 47 offenses. Of these 47 individual offenses reported, 59.6 percent reported that the offender had not been caught and that they were uncertain of the outcome (28 of 47 victimizations where outcomes were shared). Only 14.9 percent of victimizations lead to an offender being caught and convicted – based upon 7 of 47 victimizations with reported outcomes. Of all of the victimizations, 31.6 percent of the victims reported that the crime had occurred in the last 12 months – 12 of 38 victims recalling the time frame of the victimization. Such information reveals lower victimization rates, but also a

somewhat higher proportion of successful convictions as known by the victims, than compared to previous survey replications.

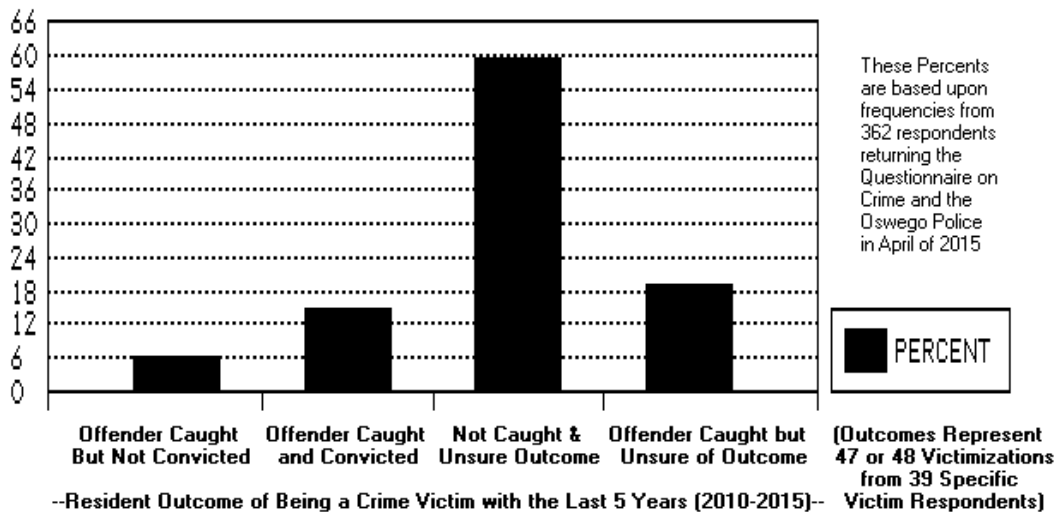
Oswego citizen respondents in 2015 also revealed other information on knowledge of other victims and fear of crime. Nearly one in four of citizens (23.2%) indicated that they knew someone else who had been a crime victim in Oswego. Regarding feelings of safety, citizen respondents varied based upon the time of day and the location. Just over 97 percent of respondents felt safe or very safe walking alone during the day in their neighborhood. About 91 percent of citizens felt safe walking alone during the day in a park close to their home, and over 90 percent indicated feeling safe or very safe while walking alone during the day in an Oswego shopping area. The level of safety was dropped significantly when asked about walking alone at night. About 74 percent of respondents felt safe or very safe walking alone at night in their neighborhood. However, nearly 56 percent indicated feeling safe walking alone in a park close to their home at night – lowest rate of feeling safe at night. About two-thirds (67.3%) felt safe walking along in a Oswego shopping area at night. In contrast with feeling safe, few respondents felt unsafe or very unsafe during the day – only 1 respondent in one’s neighborhood and 4 respondents in a park close to them. Somewhat more respondents felt unsafe or very unsafe in Oswego. Forty-nine respondents (14%) felt unsafe in a park close to them at night. Also, 19 and 21 citizens felt unsafe in their neighborhood or in a shopping area at night – 5.2 and 6.9 percent correspondingly. Consistent with earlier replications, Over nine-in-ten (91.2%) of the respondents indicated feeling safe at home alone at night. For more detailed information refer the Appendix E, and Figures 12 thru 15.

FIGURE 12
RESIDENT CRIME VICTIMS (LAST 5 YEARS)



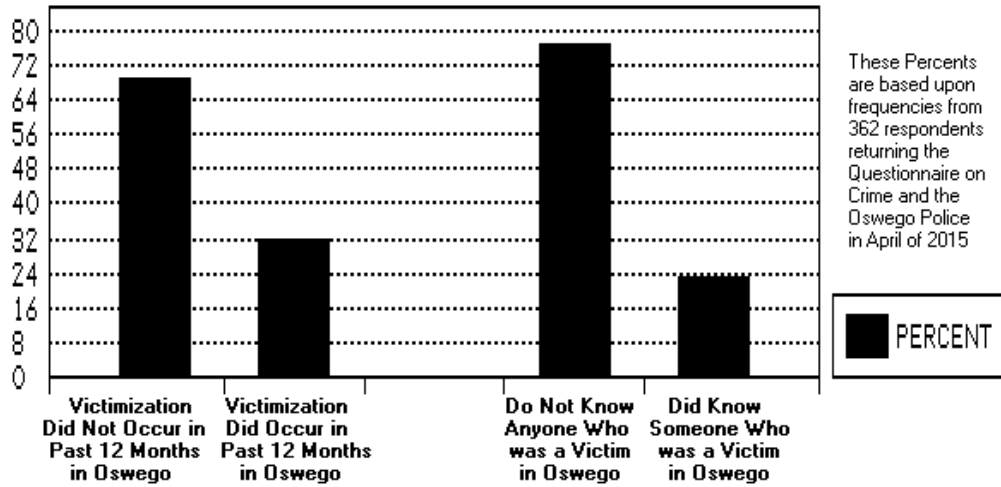
Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 13
RESIDENT VICTIM OUTCOMES (LAST 5 YEARS)



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

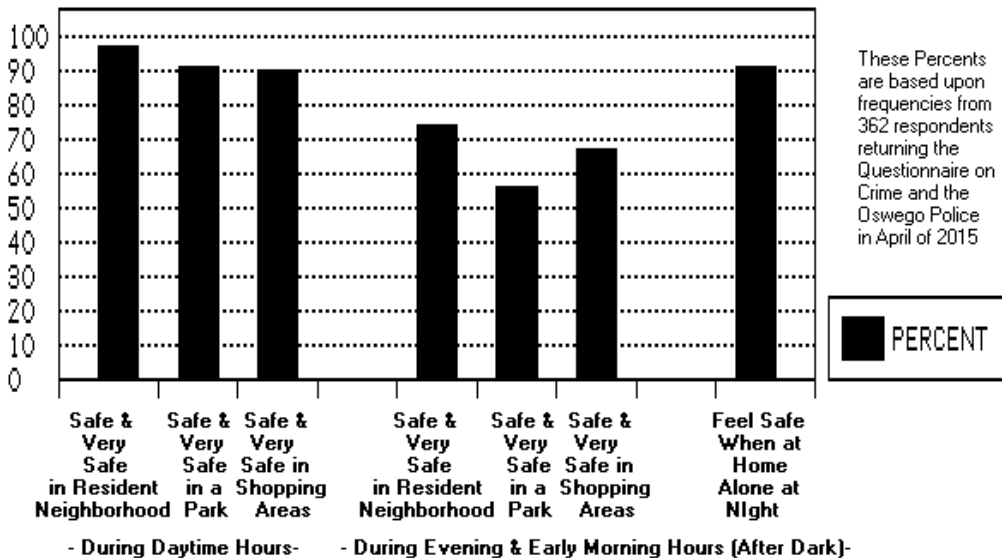
FIGURE 14
RESIDENT VICTIM EXPERIENCES - 2015



(Represents 38 Victims-12 in Past Year) (81 of 349 Respondents Knew Other Victims)

Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 15
RESIDENT FEELINGS OF SAFETY - 2015



- During Daytime Hours- - During Evening & Early Morning Hours (After Dark)-

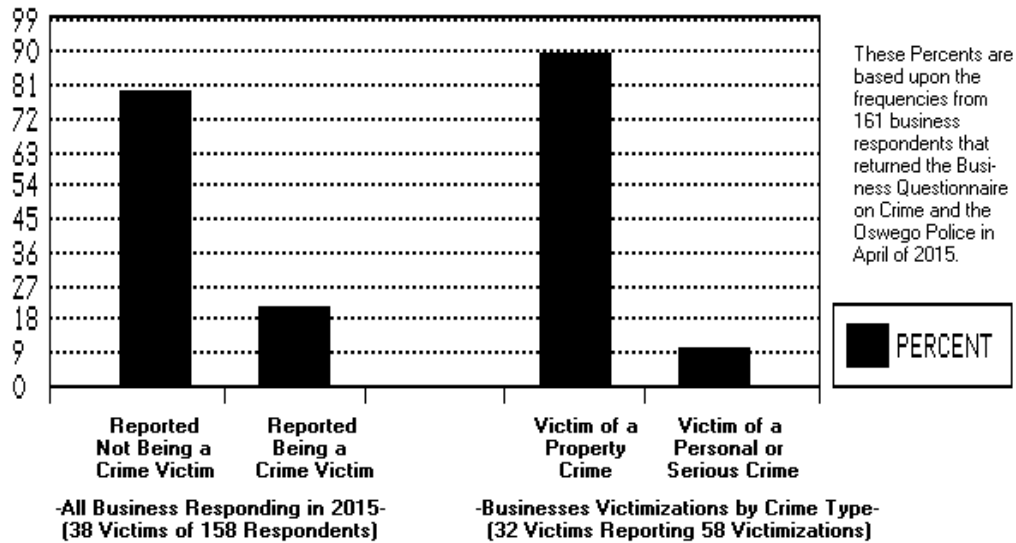
Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

In a separate responses from Oswego businesses, it was found that overall victim experiences, as well as overall safety, were somewhat higher in compared with residents. Of the 155 business respondents responding, 32 proprietors (20.6%) indicated that they had been a victim of one or more crimes during the previous five years (2010-2015). Nearly one-half of business indicated they were victims only one time – 15 victims or 48.9 percent of 32 businesses who were crime victims. Nearly 29 percent of business crime victims had two victimization incidents in five years (9 proprietors). Eight business owners (25% of victimized businesses) indicated that they had been crime victims between three to six times in five years. These 33 business victims accounted for 62 separate crime victimizations reported between 2010 and 2015. Nearly one-quarter of all crimes involved one crime occurrence. Unlike residents, business respondents were more likely to record multiple victimizations (2 to 6 incidence) – representing over 51 percent of all crime incidents reported in the survey. Most business victimizations involved property crimes – 89.7 percent of 58 crime incidents where the nature of the crime was noted. Only 10.3 percent of business crime incidents (or 6 of 58 victimizations) were a victim of a personal crime, or a property and personal crime blend. Of the 55 reported business victimizations where proprietors shared case outcomes, 39 individual victim incidents (70.9%) reported that the offender had not been caught and that they were uncertain of the outcome. Only 12.7 percent of victimizations lead to an offender being caught and convicted – based upon 7 of 55 victimizations with reported outcomes – nearly the same as citizens reporting apprehensions and convictions (14.9%). Nearly three in ten business crime victims (29%) reported that the crime had occurred in the last 12 months – 9 of 31 businesses recalling the time frame of the victimization.

Oswego business proprietors in 2015 also revealed other information on knowledge of other victims and fear of crime. Over one-fifth of citizens (21.8%) indicated that they knew someone else who had been a crime victim in Oswego. Regarding feelings of safety, business respondents varied based upon the time of day and the location – business proprietors felt more secure during both day and night working in the Village. Over 95 percent of business owners felt safe or very safe during the day working at or commuting to their business. Well over 93 percent of business proprietors felt safe walking, working or commuting near their business, and nearly 87 percent indicated feeling safe or very safe working or commuting in other areas of Oswego during the day. The level of safety was only a bit lower when asked about working or commuting at night. About 89 percent of business respondents felt safe or very safe at night working at or commuting to their business in 2015. Eight-two percent (82%) of business owners indicated feeling safe working or commuting near their business at night. The lowest level safety for businesses was feeling safe commuting or working in other areas of Oswego at night – 77.9 percent of respondents feeling safe or very safe. Conversely, it is interesting to note the lower levels of business proprietors who felt unsafe or very unsafe while working in Oswego. Between three to eight proprietors indicated feeling either unsafe or very unsafe while conducting business activities in the Village. Somewhat higher levels of fear related to activities at night, especially working or commuting near one's business (8 respondents or 5.3 percent feeling unsafe or very unsafe). The reader is cautioned that lower return rate of businesses makes these results more tentative – with a 7.4% sampling error rate. For detailed information on business perceptions of victimization and safety refer the Appendix F and Figures 16 thru 19.

FIGURE 16

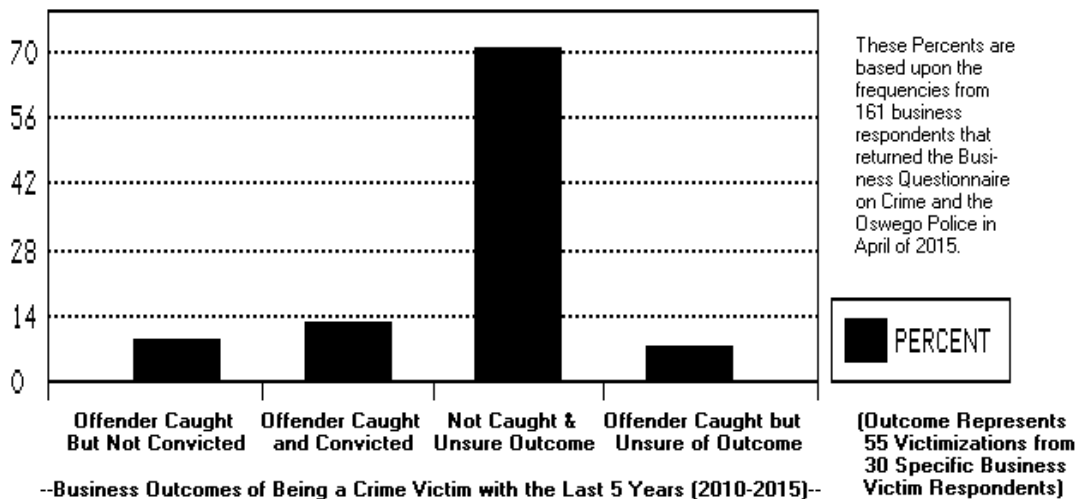
BUSINESS CRIME VICTIMS (LAST 5 YEARS)



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 17

BUSINESS VICTIM OUTCOMES (LAST 5 YEARS)



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

Oswego Respondent Satisfaction, Perceptions, Awareness and Support of Specific Programs and Accomplishments

Oswego residents and businesses were also asked to rate their overall satisfaction, and to give specific opinions about specific programs and accomplishments of their Police Department. Such views are reported in this section of discussion.

Citizens were asked to rate the overall satisfaction, citizens gave their highest marks to the Oswego Police Department for patrol, traffic control and community relations in 2015. Over 81.5 percent of respondents indicated that the Oswego Police were doing a satisfactory job patrolling the village. Further, 78.9 percent rated the job of traffic control done by the Oswego Police to be satisfactory. Likewise, there were 64.2 percent of Oswego respondents giving acceptable marks to the police for community relations. However, in some areas citizens were “uncertain” regarding certain police functions. Over 31 percent of citizens were uncertain regarding police efforts at community relations. This level of uncertainty was even higher for investigating crimes, handing the juvenile and drug problems in the Village (between 55 to 69 percent uncertain of their rating of police functions). These higher uncertainty levels did not correspond to overall negative ratings of investigation, juvenile and drug problems – negative ratings varied only between 4 to 8 percent of respondents. It is this researchers view that these police functions represented large degree of uncertainty by the respondents – later revealed in their perceived priorities for increased gang and drug enforcement. Only 40.9 percent of respondents considered the Oswego Police as doing a satisfactory job with investigating crimes in 2015. Only 30.5 percent and 22.7 percent of citizens considered that the Oswego Police was doing a good job with juvenile and drug problems respectively.

. In other questions, the Oswego police personnel were rated regarding performance, sworn strength, honesty, competency and satisfaction. Findings were in keeping with the larger Chicago area and national opinion polls (Shaw and Brannan, 2009; Langton and Durose, 2013), and citizen perceptions of biased enforcement linked with demographics of officers and residents (Huggins, 2012). Somewhat over one-half (57.7%) of Oswego residents perceived that the police were treating citizens fairly regardless of race, creed or color. Nearly four out of ten respondents (39.8%) were uncertain if the Oswego Police treated citizens fairly regardless of race, creed or color – reflecting some of the legacy of perceptions of biased enforcement that spill over into public perceptions and current media attention regarding excessive force by police during arrests of non-Caucasian suspects (Langton and Durose, 2013). Aside from treatment by race, color or creed, 62.8 percent of Oswego residents felt that their police were honest. Further, 72.8 percent of citizens felt that Oswego officers were competent. Only 39.8 percent of residents felt that the Oswego Police had sufficient police officers in 2015 – with 56.3 percent uncertain regarding the sworn strength of the department.

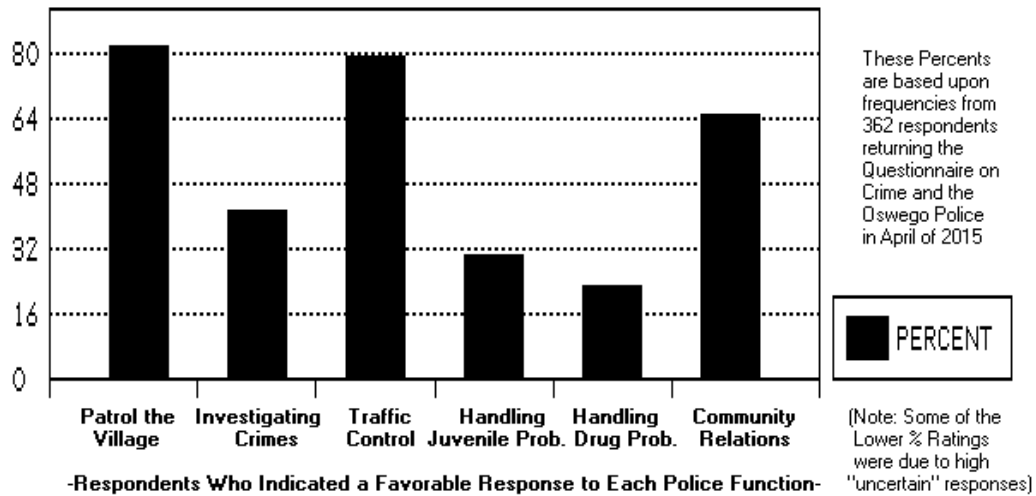
Oswego citizens were also asked about their awareness of selected police programs in 2015. The highest awareness levels were regarding the police web site and community service officers – with between 65.1 percent to 70.5 of residents aware of these services in that order. However, other areas of program awareness were lower than expected. About 29 percent of residents were aware of the increased traffic enforcement – with over 37.2 percent uncertain of increased traffic patrols. Likewise, 31 percent of residents were aware that the police organized and help sponsor “home owner associations” – with nearly 64 percent unaware of this service. Only 39.6 percent of

residents were aware of the CALEA certification process mentioned earlier in this study. Even though most residents were aware of the Oswego Police web site, only about five-in-ten residents (51.5%) were aware of the sex offender map on that web site. The lowest proportion of citizen awareness was of increased bicycle patrol efforts of the department – with only 13 percent aware of increased bike patrols

Citizens were also asked their level of support for police policies and programs and unlike earlier replications, approval ratings of all programs exceeded two-thirds of respondents. Over nine of ten residents favored supporting mandatory annual police physical fitness testing. Nearly 87 percent favored continuing hiring police officers with a minimum of a two-year degree and/or military experience for police employment – some indicating that these requirements were somewhat less rigorous. Over 72 percent of residents support paying tuition for continuing education and police-related courses – with some open-ended caveat that the officer would earn a certain grade or that tuition would be limited to a percentage of tuition. Nearly 85 percent of residents favored maintaining front desk coverage at 24 hour coverage-seven days a week. Nearly 82 percent of citizens preferred keeping police home checks for those residents that are on vacation. A large percent (96%) supported the monthly police checks of sex offenders in their residences. Over seven of ten respondents (70.1%) favored the use of unmarked police cars in traffic enforcement within the Village. Eight of ten (80.8%) residents were in favor of continuing the police-school liaison program within the high schools, while only 60 percent favored adding this liaison service to the junior high schools. Also, 73 percent favored the police uses of social media. For additional information refer to Appendix E and Figures 20 thru 23.

FIGURE 20

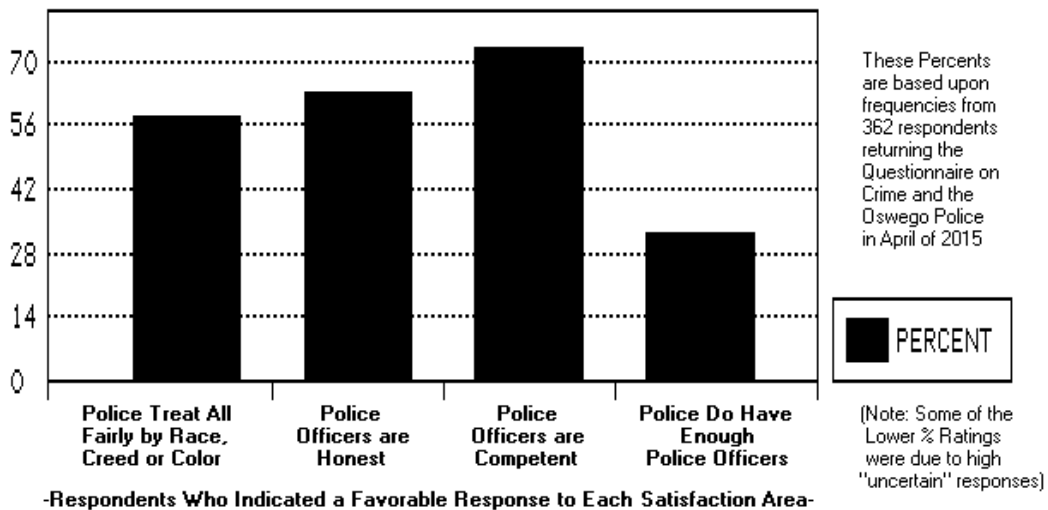
RESIDENT SATISFACTION RATINGS - 2015



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 21

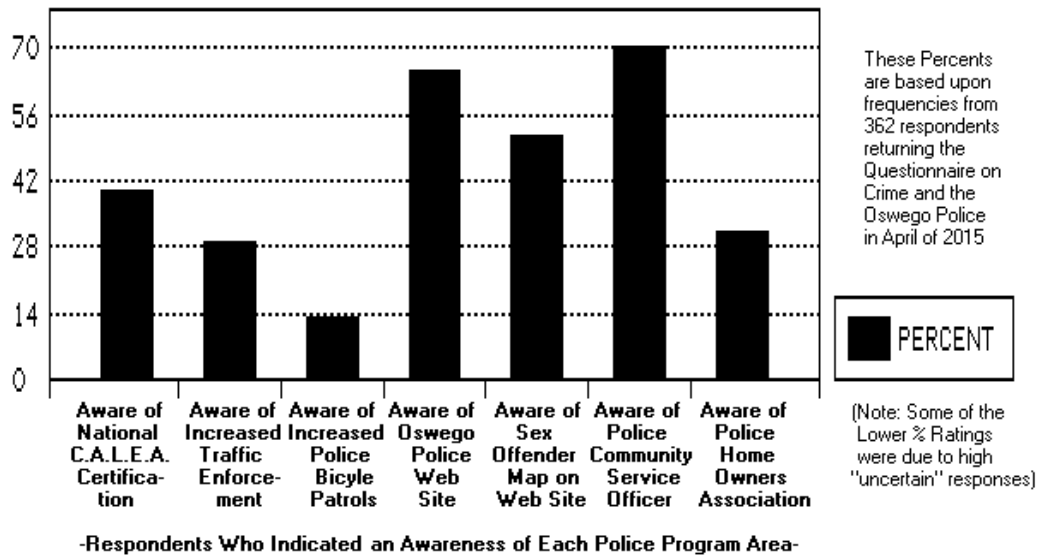
RESIDENT PERCEPTIONS OF POLICE - 2015



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 22

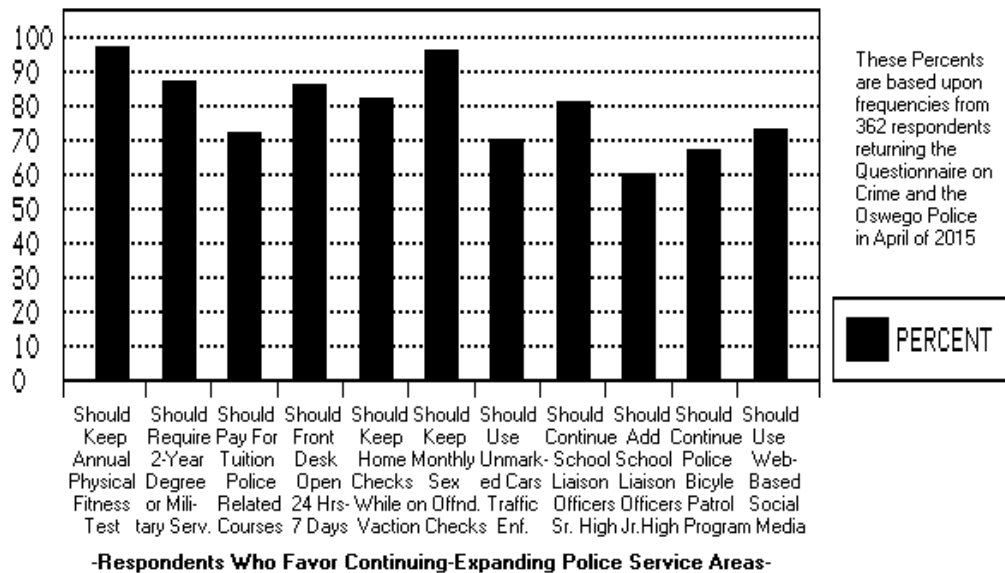
RESIDENT AWARENESS OF POLICE PROGRAMS



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 23

RESIDENT SUPPORT OF POLICE POLICIES



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

Like citizens, business respondents also gave their highest marks to the Oswego Police Department for patrol, traffic control and community relations in 2015. Over 86.2 percent of business owners indicated that the Oswego Police were doing a satisfactory job patrolling the village. Additionally, 84.9 percent of business owners were satisfied with the job of traffic control done by the Oswego Police. Similarly, there were 71.2 percent of business proprietors that were satisfied with police for community relations in Oswego. Only 53.2 percent of business respondents considered the Oswego Police as doing a satisfactory job with investigating crimes. However, a lower percent of business respondents were satisfied with the role of investigating crimes, and handling the juvenile and drug problem in Oswego. Only 34.8 percent of business proprietors considered that the Oswego Police were doing a good job with juvenile problems in the Village. Likewise, just 27.9 percent of these responding businesses were satisfied with the Oswego Police handling of drug problems in the community. About 53 percent of business proprietors were satisfied with Oswego Police investigating crime. Like with citizen responses, it is this researcher's view that these categories represented large degree of uncertainty with the business community on these issues and as later revealed in perceived priorities for increased gang and drug enforcement. These findings also parallel the 44.2 percent of businesses that were unsure of the crime investigation job being done by the police. Similarly, 62 percent of business respondents were uncertain regarding juvenile-police matters, while 67.7 percent of these same businesses were uncertain of drug enforcement conducted by the Oswego Police Department in 2015.

In other questions, the business respondents rated the Oswego police personnel regarding performance, sworn strength, honesty, competency and satisfaction. In keeping with other studies on police perceptions (Shaw and Brannan, 2009), and perceptions of biased enforcement and demographics (Langton and Durose, 2013 ;Huggins, 2012), the business community had a similar view of the Oswego Police when compared to citizen responses. Fifty-eight percent (58%) of businesses perceived that the police were treating citizens fairly regardless of race, creed or color. However, over 39 percent were uncertain if the Oswego Police treated citizens fairly regardless of race, creed or color. Sixty-four percent (64.3%) of business owners felt that the Oswego Police were honest. Still 33.7 percent were uncertain if Oswego police officers were honest. Further, 70.1 percent of business respondents felt that Oswego officers were competent. On the other hand, over one in four businesses were uncertain regarding the competency of Oswego Police officers (28.7%). Over four in ten businesses (41.9%) felt that the Oswego Police had sufficient police officers in 2015 – but 52.9 percent were uncertain regarding the sworn strength of the department.

Oswego businesses were also asked about their awareness of selected police programs in 2012. The highest awareness levels were regarding the community service officers and the police web site – with between about 79 percent of business respondents aware of these two service areas. About two-thirds of businesses (66.5%) were aware of the “Village of Oswego Economic Development” web site. However, there were other areas of program awareness by the business community were significantly lower. Only 36.5 percent of businesses were aware of the increased traffic enforcement over the previous year. Only 11.5 percent of businesses were aware of increase in bicycle patrol in

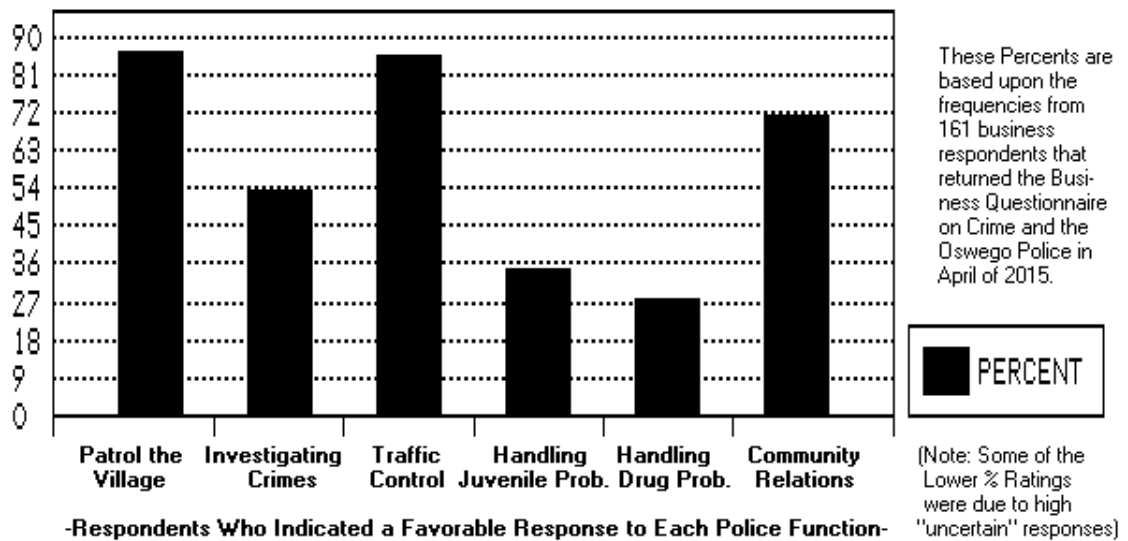
the Village. Only 43.6 percent of businesses were aware of the CALEA certification process mentioned previously in this report. With these lower levels of awareness, it is interesting to note the proportion of citizens that were unaware or uncertain of the existence of these programs. Fifty percent (50%) of businesses were unaware of CALEA certification. Between 32 and 54.1 percent of business were not aware of any increased traffic or bicycle patrol in the Village, nearly one-third of businesses (31.4% and 34.4%) percent were uncertain of these programs.

Businesses were also asked their level of support for police policies and programs of Oswego Police. All programs and policies received a relatively high support rating from business respondents. Nearly all (98.1%) businesses favored supporting mandatory police physical testing requirements, while more than eight in ten supported requiring a minimum of a two-year degree or military experience for police employment (84.1%). Over 72 percent of businesses support paying tuition for continuing education and police-related courses – with some limits on tuition reimbursement. Over 82 percent of business respondents favored no limitation on front desk hours - maintaining 24 hour coverage-seven days a week. Likewise, 80.9 percent preferred keeping police home checks for those who were on vacation and request the service. A large percent of businesses (94.3%) supported the monthly police checks of sex offenders in their residences. Sixty-six percent (66%) of responding businesses favored the use of unmarked police cars in traffic enforcement within the Village. Nearly eight of ten business proprietors (79.6%) of businesses were in favor of the continuation of the police-school liaison officer program within the high schools. However, only 54.8 percent of these same businesses were in favor of adding police school liaison officers in the junior high schools, while

34.4 percent were uncertain if liaison officers should be used in the junior high setting. A similar lower program rating by the business community was the continuation of the bicycle patrol program in the Village. Only 55.8 percent of businesses favored continuation of the bicycle patrol program, while 34.6 percent of business respondents were uncertain regarding a continuation of bicycle patrols. The reader should be cautioned that response levels were lower than expected (yielding a 7.4% error) making programs or performance assessment only tentative for business respondents. For additional information refer to Appendix F and Figures 24 thru 27.

FIGURE 24

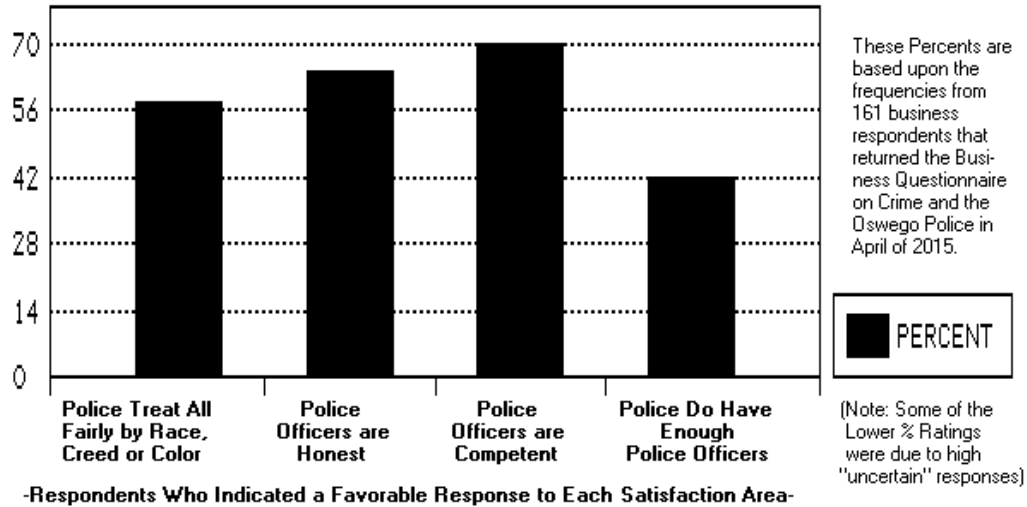
BUSINESS SATISFACTION RATINGS - 2015



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 25

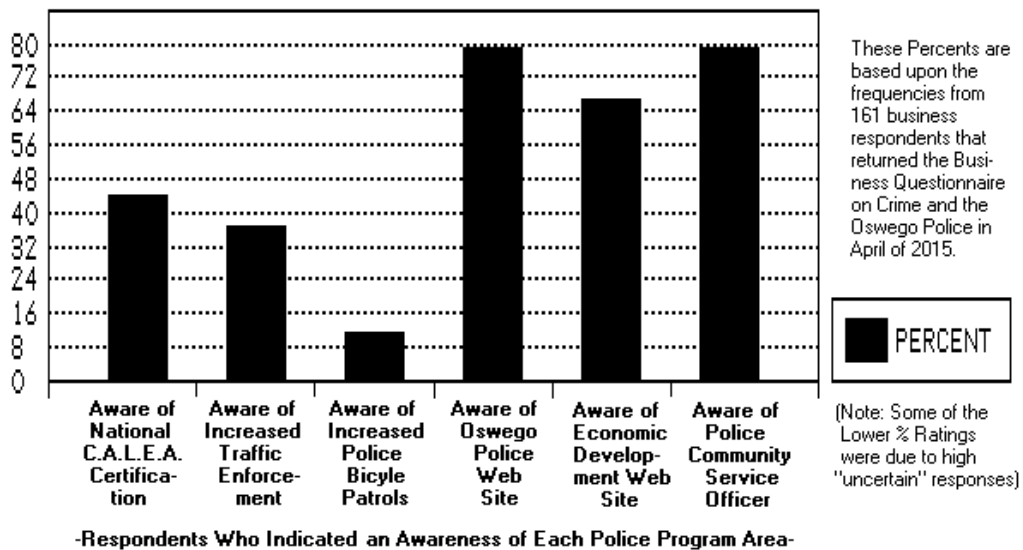
BUSINESS PERCEPTIONS OF POLICE - 2015



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 26

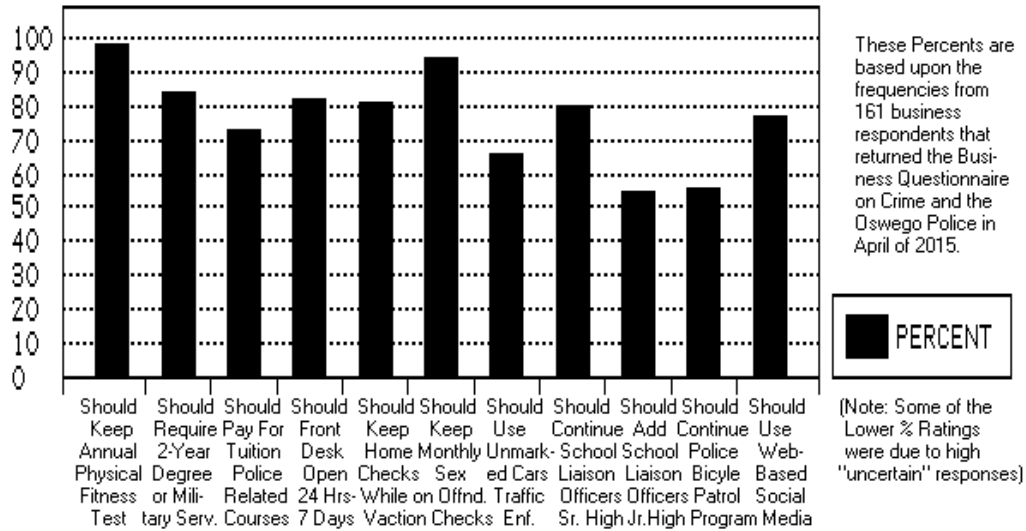
BUSINESS AWARENESS OF POLICE PROGRAMS



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 27

BUSINESS SUPPORT OF POLICE POLICIES



-Respondents Who Favor Continuing-Expanding Police Service Areas-

Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

Perceptions of Other Issues and Concerns Regarding the Oswego Police Department

There were additional issues regarding law enforcement support, primary law enforcement concerns as perceived by residents and the open-ended views of Oswego respondents. These concern priorities and open-ended views of citizen and business respondents are summarized here.

Citizen respondents shared their perceptions of the biggest concern for the Oswego Police in 2015 – ranked from a one (1) for the largest problem to a six (6) representing the smallest problem. Of the issues listed, most received a “high” to “highest” rating on the one-to-six (1-6) point scale. The over lowest area of high concern was the general area of “other concerns”, including such issues as: arson; disturbing the

peace; fraud; hate crimes and biased enforcement; human trafficking; identity theft; increased targeted neighborhood patrols; noise issues; overnight parking enforcement; possible terrorism; teen and cyber bullying; vandalism and park security; and pet control. Only 48 residents indicated some concern with other issues, with only 2 respondents (4.2%) of the 48 citizens indicated that such a concern was a big or biggest problem – with a median of 5.93 on a 6 point scale that indicated an average of a low concern for such miscellaneous issues. Next, the area of traffic control received a low priority ranking with only 14.67 percent of citizens rating such problems as a high-to-highest concern for the Oswego Police Department. The median for traffic control was a 4.67 (or below a low-moderate priority). Those perceived areas receiving higher concern for the Oswego Police Department were: crimes against persons, gang problems, drugs and crimes against property. Over 64 percent of respondents rated crimes against persons as a big or the biggest problem facing the Oswego Police – a median score of 1.63 on a six point scale. Other big problems perceived by Oswego citizens were the gang and drug problem in the Village. Nearly fifty-five percent (54.5%) rated the gang problem as a big or the biggest problem facing the police – with a low median of 2.35 on a six point scale indicating a high concern. Likewise, the drug problem was also perceived to be a big or the biggest problem for the Oswego Police by 45.9 percent of citizen respondents – with a median of 2.66 on a one-to-six point scale - also indicating a serious issue. A concern for crimes against property was seen by respondents to be a moderate problem. Only 34.1 percent of citizens indicated that crimes against property were a big or the biggest problem facing the Oswego Police – with a median of 3.5 on a six point scale (a moderate rating of this problem).

Business respondents also shared their perceptions of the biggest concern for the Oswego Police in 2015 – ranked from a one (1) for the largest problem to a six (6) representing the smallest problem. Twenty four of 161 businesses indicated an other concerns as an issue, with only 1 business feeling that such an issue was as a big or biggest concern. Other issues mentioned by business proprietors included: biased enforcement and profiling; check business doors and property at night; code enforcement issues; counterfeit money being passed through a business; high crime areas along Highway 30; juvenile problems downtown; more visible patrols in shopping areas after dark right-to-carry conduct issues; and teen drinking problems. Like citizens responses, the area of traffic control was a smaller priority ranking with 10.9 percent of businesses rating such problems as a big-to-biggest concern for the Oswego Police Department. The median for traffic control was a 4.7 – representing a low-moderate priority). Those perceived areas receiving higher concern from Oswego businesses were: crimes against persons, gang problems, drugs and crimes against property. Nearly six in ten business owners (58.4%) ranked crimes against persons as a big or the biggest problem facing the Oswego Police – a median score of 1.78 on a six point scale. Other big problems perceived by Oswego businesses were the gang and drug problem in the Village. About one-half (55.6%) of businesses rated the gang problem as a big or the biggest problem facing the police – with a low median of 2.3 on a six point scale indicating a high concern. Likewise, the drug problem was also perceived to be a big or the biggest problem for the Oswego Police by 57.3 percent of business respondents – with a median of 2.31 on a one-to-six point scale (like gang activity, ranked as a big problem as well). A concern for crimes against property was seen by the Oswego business respondents to

be a moderate problem. About 28 percent of business proprietors indicated that crimes against property were a big or the biggest problem facing the Police – a median of 3.63 on a six point scale (a moderate rating of this problem).

Unlike in 2012, 2015 citizen and business respondents were asked their views regarding how to fund a new police facility in Oswego. A similar question was considered in 2009 but was only asked of residents at that time. While most respondents favored some form of taxation to support construction of a new facility, there were many divergent comments written into the instrument that were coded by this researcher in order to produce a wider range of funding and construction options for Village leaders. Nearly 57.9 percent of 323 residents responding (a majority) favored the use of sales taxes, while only 5.9 percent favored using property taxes. Many of the citizen respondents indicated that property taxes were already high in Oswego. Nine percent of citizens indicated using both sales and property taxes as a funding solution. Nearly 20 percent of respondents indicated that other funds should be used for construction. These other funding sources included: bond referendum; cut programs to schools and use school funds; grants from state or federal sources; one-time assessment to Village residents; private sources or fund raising by the Village; or use and live within existing budget to fund the construction. Only 7 citizens (2.2%) felt that another existing facility should be used. Eleven citizen respondents (3.4%) felt that facility construction was not needed and that the current facility was adequate. Taken in its entirety, a strong majority (72.8%) of citizen respondents favored some form of sales or property tax resolution for new facility construction. Even after removing the 5.1 percent of possible error in these results, nearly 68 percent of citizens within Oswego would support some tax combination

for a new police facility within Oswego. Somewhat different from citizen responses, 132 business proprietors reflected no single path to facility funding. Less than one-half (48.5%) of business respondents supported the use of sales taxes. Only 18 businesses favored the use of property taxes – also indicating that property taxation was too high in the Village. Nearly 16 percent of businesses indicated favoring both sales and property tax combinations to fund a new police facility. Like citizens, 11.4 percent of business respondents indicated a number of other funding options instead of sales or property taxes. Some of these other funding options included: bond measures; community fund raising; donations; cutting Village or School District salaries; State or Federal Grants; and temporary taxes. Still, six business owners (4.6%) indicated using another or the existing facility in the Village – including vacant section of the Village Hall or Fire Department facilities. Three businesses (2.3%) indicated that there was no need for construction and that taxes should not be increased. However, like the citizens responding, a clear majority (77.9%) of business respondents favored some form of sales or property tax solution. Even considering possible sample error of 7.4 percentage points, 70.5 percent of businesses would still favor some tax solution after subtracting the estimated sampling error in Table 1.

In addition to concerns facing the Police, an overview of open-ended comments by citizen respondents was undertaken by this researcher. Such detailed comments are not included in this report due to the need for respondent anonymity. Such comments are in the respondents own words and must be summarized to protect confidentiality. These open-ended comments were evaluated for varying degrees of support for the Oswego Police Department's programs and services. Positive evaluations were given when

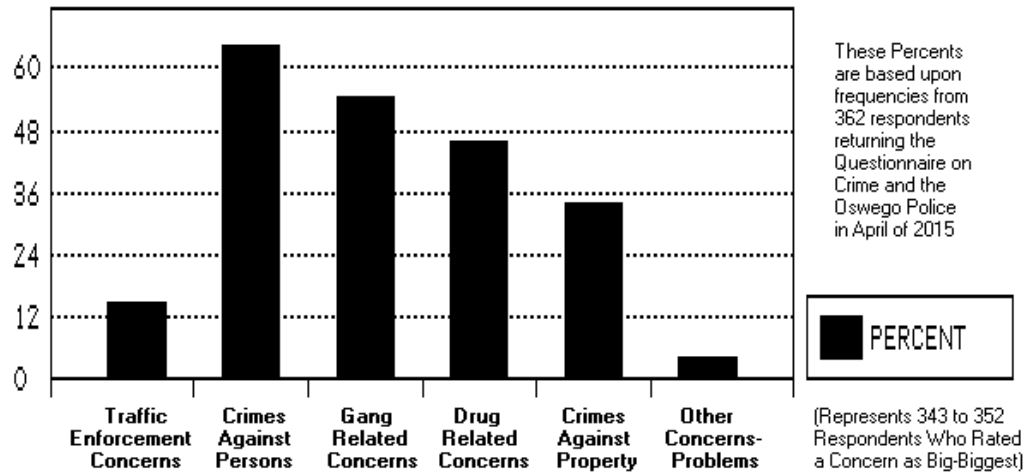
comments were completely or nearly all supportive of the Oswego Police. Mixed comments were coded when open-ended responses were both encouraging but critical as well. Negative comments were those that were strictly critical without any supportive language. If no open-ended written comments were made in the respondent's own words this fact, a "no comment was noted.

Open-ended comments were often lacking of many respondents. When given, such comments were generally mixed or positive of police efforts in the Village. In 67.8 percent of citizen responses, no open-ended comments were made in the 2015 survey – representing 242 of 362 responses. Only 13 citizens (or 3.6%) were wholly negative regarding policing in Oswego. Another 54 respondents (15.1%) had a mix of positive and negatives comments to share with the Village police officials. Still, 48 citizens (13.5%) were completely positive in their comments and suggestions about the Oswego Police Department. Even more businesses that did respond to the survey did not share any comments. Nearly 78 percent of businesses had no written comments (125 business responses). Only three (or 1.9%) businesses had a negative review of the Oswego Police. Seventeen businesses (10.6%) had mixed comments with both positive and negative suggestions. Sixteen business proprietors responding (9.9%) had only positive written comments regarding the Oswego Police.

For details on the many options for funding a new law enforcement facility in the Village of Oswego, and table and graph summaries of open-ended concerns from citizen and business respondents, please refer to Appendices E and F, and Figures 28 thru 33.

FIGURE 28

RESIDENT RANKINGS OF POLICE CONCERNS

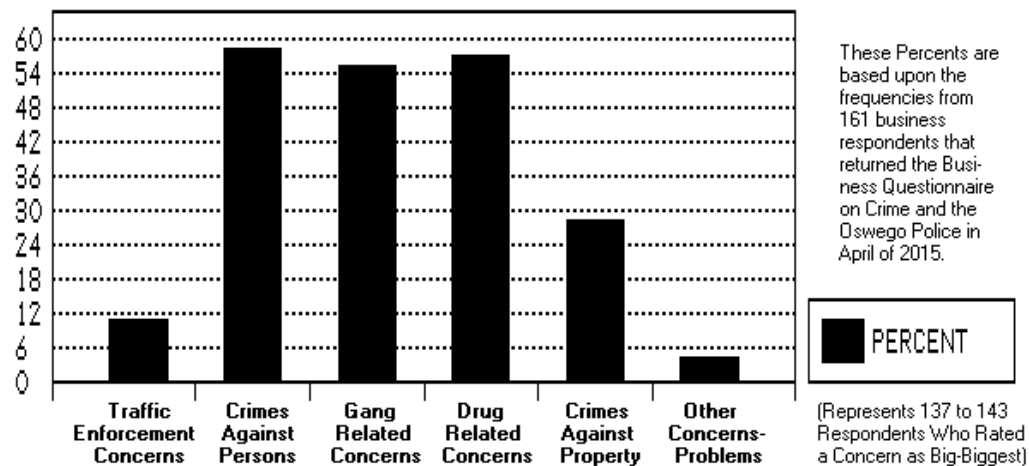


-Repondent Rankings Reflecting the Highest Percentage for Each Area of Concern-

Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 29

BUSINESS RANKING OF POLICE CONCERNS

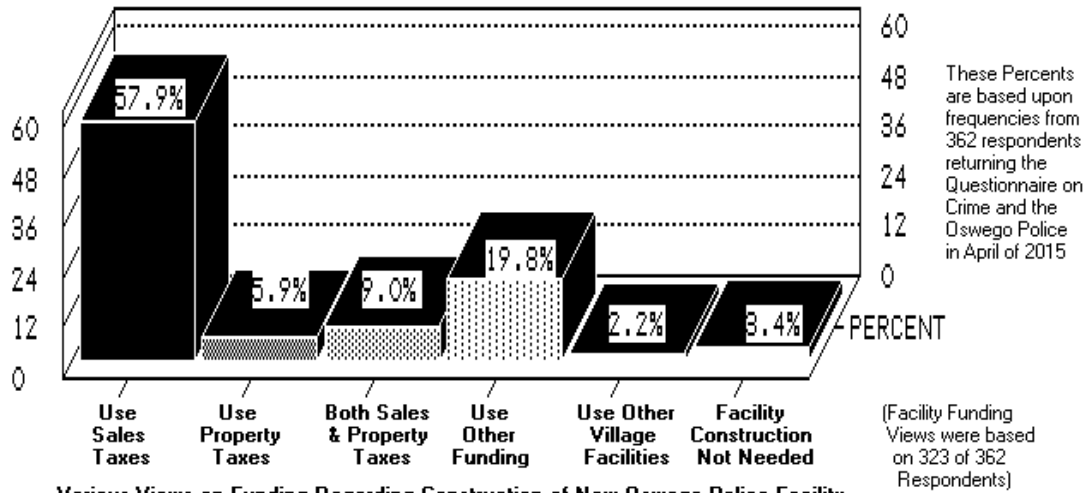


-Repondent Rankings Reflecting the Highest Percentage for Each Area of Concern-

Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 30

RESIDENT VIEWS ON POLICE FACILITY FUNDING

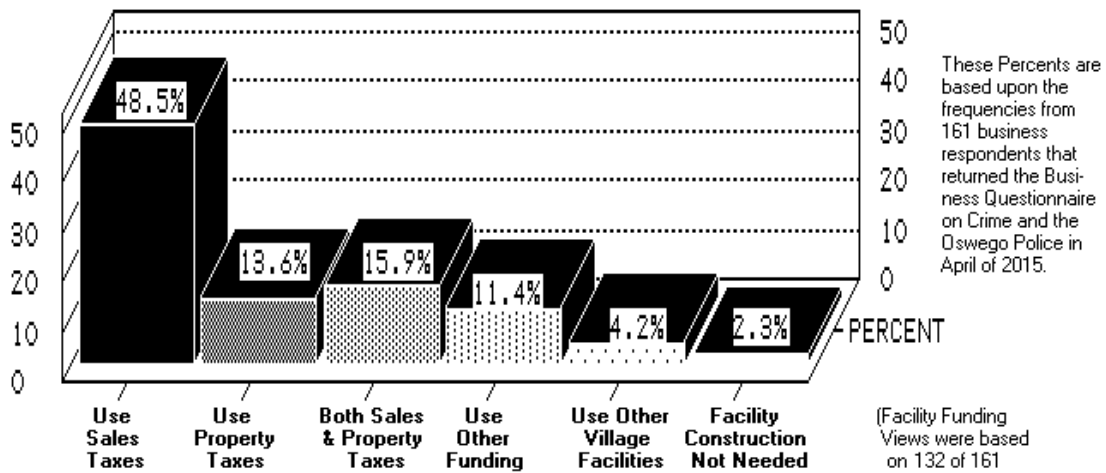


- Various Views on Funding Regarding Construction of New Oswego Police Facility-

Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 31

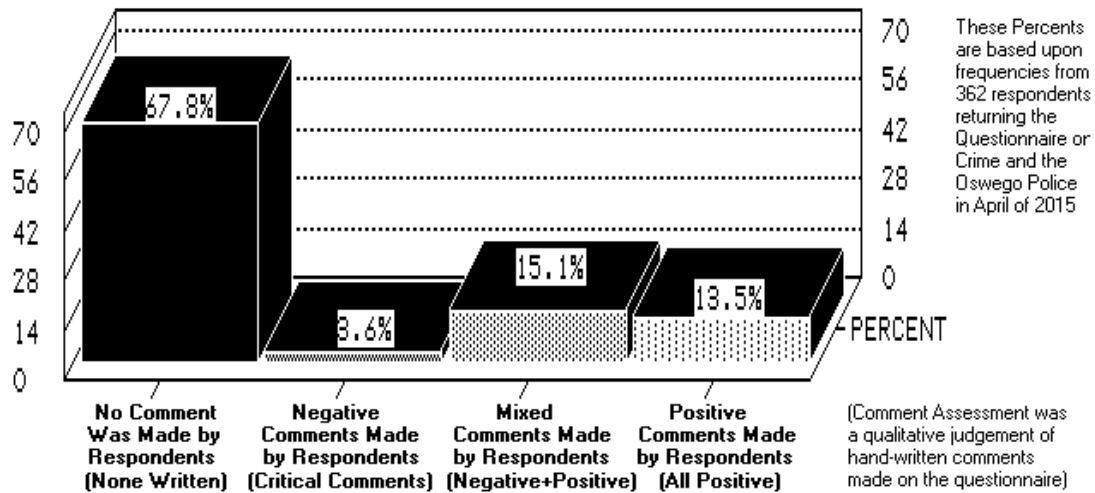
BUSINESS VIEWS ON POLICE FACILITY FUNDING



- Various Views on Funding Regarding Construction of New Oswego Police Facility-

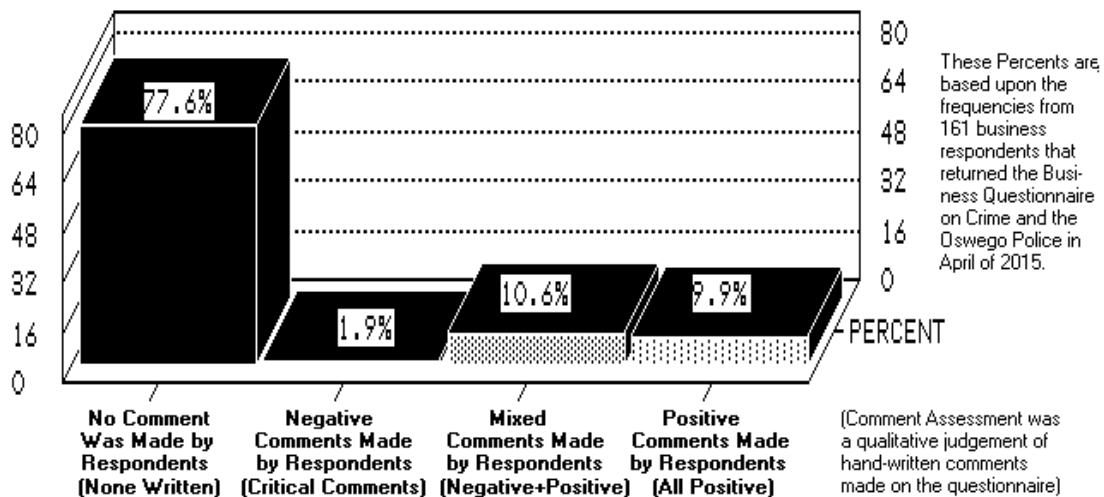
Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 32
OSWEGO CITIZEN COMMENT ASSESSMENT - 2015



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

FIGURE 33
OSWEGO BUSINESS COMMENT ASSESSMENT - 2015



Source: Results of Questionnaire on Crime and Oswego, Illinois Police Department (2015). Results prepared by Dr. Michael H. Hazlett (Professor Emeritus), School of Law Enforcement & Justice Administration, Western Illinois University, 1 University Circle Dr., Macomb, Illinois 61445. Email <mh-hazlett@wiu.edu>

Summary and Recommendations

Until recently Oswego and Kendall County were among the fastest growing communities in the United States. Even with the recession and slower of growth during the economic recovery through 2015, Oswego has been transformed from a rural community of nearly 3,875 residents in 1990 to a suburban area nearing a population of 32,174 inhabitants – a seven-fold increase in just two decades. Kendall County alone is expected to over double in population between 2010 and 2040 (Chicago Metropolitan Agency for Planning, 2014). As part of the challenge of delivering law enforcement services to this changing demographics, with economic uncertainty of the past seven years, this study represents the fifth survey of citizen perceptions of crime, fear and police services. It also represents the second effort to survey business proprietors with the Village of Oswego for their perspectives on policing services. In March of 2015, the water billing list of 10,339 subscribers in Oswego were identified. Identified through water billing records, business web sources and Oswego Chamber of Commerce information, 805 business addresses were recorded from 2520 possible business contacts. In April of 2015, approximately one in eleven water billing subscribers (1,225) were mailed a questionnaire (see Appendices A and C for the citizen cover letter and corresponding questionnaire). Based upon this sampling frame 362 surveys were returned and the analysis was completed by the School of Law Enforcement and Justice Administration at Western Illinois University in May and June of 2015. Detailed results of the citizen surveys are contained in Appendix E. Likewise, all 805 business identified from various sources were sent a business cover letter and questionnaire. This resulted in 161 business surveys returned during May of 2015 (see Appendices B and D for the

business cover letter and questionnaire). Frequency analysis of these business survey findings are detailed in Appendix F.

Like in earlier surveys, results revealed respondents who were generally better educated and had higher household incomes. Some of the citizen respondents were also relatively recent new comers to Oswego – most having come to the Village in the last fifteen years. Most residents responding were Caucasian. Slightly more males responded to the survey than females. Most respondents owned a home but did not own a business. Still, even fewer young, low income and less educated respondents completed the 2015 surveys. However, somewhat more non-Caucasian respondents were represented in the citizen responses (12.1 percent).

Such difference in demographics and a lower-than-expected response rate (29.6 percent return rate of citizens and 20 percent for businesses) suggest some non-respondent bias. Such bias cannot be directly measured but may influence analysis outcomes due to likely differences between those returning questionnaire, and the larger random group who choose not to participate. With such under-participation bias, it is cautioned that any results from the 2015 study be viewed as tentative findings. Greater participation from these underrepresented groups (ethnic minorities, those under 25 years of age, those of lower educational achievement and low income, and business proprietors) may reduce such bias in future replications of these surveys.

Besides systematic under-participation, random error due to sampling may also influence the percentage results discussed. In the citizen sample, the likely sampling error is +/- 5.1 percentage points. With the business survey, the likely sampling error is +/- 7.4 percentage points. Any percentage tables found in Appendix E may likely be off

about 5.1 percent if compared a larger population of Oswego residents. Similarly, results of the business frequency percentages found in Appendix F may reflect a 7.4 percent difference (higher or lower) due to the lower sample return from the sampling frame of businesses that had an opportunity to participate.

Still, some interesting findings from citizens and businesses can be summarized from the details in the narratives, tables and figures, and the supporting frequencies in Appendix E and F. The typical respondents were male Caucasians who were somewhat older. Over three-quarters of residents were between 24 and 64 years of age (76.5%). Many respondents were of higher income and education levels – with eight of ten respondents having a household income above \$50,000. Over four in ten respondents indicated a household income exceeding \$100,000. About one in four respondents had graduate college training or a graduate degree. Residents generally owned a home, were married but did not own a business. Fewer of the respondents represented younger populations with lower income and less than two years of college.

Nearly 57 percent of Oswego residents had contacted the police for assistance in the prior year (2014-2015). Of those residents contacting the police, over nine of ten citizens were satisfied with the service they received. Of the 32 residents who contacted the police on the streets of Oswego, 57 percent were satisfied with their police street contact – somewhat lower from previous surveys. Only three residents had been arrested by the Oswego Police in the past year. Eight percent (8%) of residents had been issued an ordinance violation notice and over 19 percent received traffic citations. Nearly 9 percent of residents received a crime prevention notice. Just over 19 percent of residents knew an Oswego Police Officer in 2015.

Nearly fifty-six percent (55.7%) of businesses responding (161 businesses) had contacted the Oswego Police during 2014-2015. Just over two of ten businesses had contact with the Oswego Community Service Officer. When contacting Oswego Police, well over nine of ten business respondents were satisfied with police services received (93%). Nearly nine in ten businesses who contacted a Community Service Officer were satisfied with the contact and service received. Only about six percent of businesses had received an ordinance violation ticket during the previous year. Over two in ten businesses had received a crime prevention notice from Oswego Police. About six in ten business proprietors knew an Oswego police officer personally.

Of the 362 citizen respondents, 39 or 10.8 percent indicated being a victim of crime in the past five years. Over 79 percent of these 39 victims were victimized only once – usually as a property crime victim. These 39 victims accounted for 48 crime incidents reported. Most residential victims (59.6%) indicated that the offender had not been caught and they were uncertain of any disposition. Most of the recorded citizen victimizations had not occurred in the last 12 months – nearly 69 percent. Other than direct victimization, about one of four citizen respondents (23.2%) indicated they knew other Oswego residents who had been a victim of a crime. Likewise, fear of being a crime victim was highest at night and in areas such as parks near a respondent's home - just under 56 percent of residents feeling safe at night in a park closes to their home. Otherwise, at least nine of ten residents felt safe in their neighborhood, in a park or in shopping areas during the day. Two-thirds of residents felt safe shopping at night, while over seven of ten residents indicated feeling safe in their neighborhood. Over nine out of ten of citizen respondents indicated that they felt safe in their home at night during 2015.

Of the 161 business respondents, 32 businesses indicated being a victim of a crime in the last five years (19.9%). Multiple reports of victimization were more likely for business proprietors, with 62 victimizations reported by the 32 business victims – nearly two crimes per business victims in the past five years. Nearly 90 percent of business crimes involved property offenses. Seven of ten business proprietor victims indicated that the offender had not been caught and they were uncertain of the disposition of the crime – a higher rate (70.9%) for business victims compared with the lower rate of citizens with uncertain outcomes (59.6%). Like residents, around 29 percent of business crimes had occurred in the last 12 months. Over two of ten businesses indicated knowing someone else who had been a crime victim. Somewhat different from residents, business proprietors felt generally safer working or commuting in the Village – day or night. Levels of feeling safe in or around one’s business, or in other areas of Oswego, varied by activity. Between 87.2 to 95.3 percent of business proprietors felt safe working or commuting to or near their business, or in other areas of Oswego during the day. Between 77.3 to 89.3 percent of business owners felt safe or very safe commuting to their business or in Oswego during the night – somewhat lower than feelings of safety during the day.

Overall, the citizens returning the questionnaire gave the Oswego Police high marks for traffic control and patrolling the community – between 79 and 82 percent of 2015 respondents. Nearly two thirds of residents give the Oswego Police high marks for community relations (64.2 percent). However, positive ratings for investigating crimes, handling the juvenile and drug problems were lower – from 22 to 41 percent of citizens satisfied with these areas of police service (less than a majority).

For other ratings, about 58 percent of residents believed the police treat others fairly by race, color or creed. Nearly as many citizens were uncertain regarding ethnic treatment of Oswego residents (nearly 40%) – consistent with finding in national opinion polls regarding race relations and the police (Shaw and Brannan, 2009; Langon and Durose, 2013). Still between 63 to 73 percent of citizens gave high marks for police honesty and competency in 2015. Only one in three citizens felt the Oswego had enough police officers in 2015 – with over 56 percent of citizens uncertain if the Village has enough officers. These findings are consistent with national research on policing attitudes as related to changing demographics – especially rapid population growth. Many of the questions regarding sworn strength and police honesty revealed high percentages of uncertainty (Sampson and Bartusch, 1999; Lee, Steinberg and Piquero, 2010).

Citizen awareness was highest for the Oswego Police Web Site and Community Service Officers – between 65 to 71 percent were aware of these services. Citizens showed the least knowledge regarding the bicycle patrol, CALEA certification, the sex offender map and the police-organized home owners associations - between 29 to 52 percent aware. Awareness of many of these programs was probably low due to the higher number of citizens indicating uncertainty or lack of knowledge about these programs. Between 51 and 64 percent of citizens had no knowledge of CALEA certification and sponsorship of “Home Owners Association.” Lack of knowledge of increased traffic and bicycle patrols were also high - 34 to 59 percent unaware of these efforts. Levels of uncertainty were also high for traffic enforcement, bicycle patrol and the awareness of the sex offender map – 28 percent to 65 percent uncertain.

At least six of ten Oswego respondents were in favor of maintaining and or using a number of programs in 2015. These programs include: mandatory physical fitness testing; a 2 year degree or military service for police employment; tuition for police continuing education; operate 24 hour/seven day front desk services; home checks for vacationers; monthly sex offender checks; use of unmarked cars in traffic control; the School Liaison Officer Programs in senior high schools; adding School Liaison Officers in junior high schools; continuing the Bicycle Patrol Program; and continue and expand the use of Social Media (Twitter, Face Book, etc) for police communications with the public. Support for the bicycle patrol and the addition of a Police Liaison Officer in the junior high schools were supported by a lower number, but majority, of citizens – between 60.3 to 66.8 percent support. All other programs mentioned above had at least seven of ten residents supporting their continuation – the highest being the police physical fitness testing and the monthly sex offender checks (both over 96% approval).

Overall, business respondents were most satisfied with police patrolling the Village, traffic control and community relations - between 71.2 to 86.2 percent satisfied with those service areas. However, like the citizen respondents, business proprietors revealed lower satisfaction with the handling of the drug and juvenile programs – with 27.9 to 34.8 percent satisfied with these areas respectively. Similar to citizen findings, businesses revealed a high degree of uncertainty regarding the handling of juvenile and drug issues in Oswego - between 62 to 68 percent feeling uncertain if Oswego Police were doing a satisfactory job for those areas. While just over one-half (53.2%) of business respondents felt the Oswego Police were doing a satisfactory job investigating crimes, still 44.2 percent felt uncertain about the police role in criminal investigation.

Business perceptions of Oswego Police were slightly higher than citizen respondents in 2015. About 58 percent of businesses felt the police treated all fairly regardless of race, color or creed. Likewise, between 64 and 70 percent of business proprietors felt the Oswego Police were honest and competent. However, unlike citizens, four of ten proprietors (41.9%) felt the Village had enough police officers – ten percentage points higher than for citizen respondents. Most business respondents were uncertain regarding the number of officers within the Village (52.9 percent). Still, businesses were most likely aware of the Oswego Police web site, the Village web site for economic development, and Community Service Officers – representing between 67 to 79 percent of business respondents being aware of these programs in 2015. Areas of lower awareness by business respondents were: CALEA certification, traffic enforcement and bike patrol services – with 11.5 to 43.5 of businesses aware of such programs. Like for citizens, this lower awareness was also directly related to a higher proportion of businesses that were uncertain regarding these police programs. Between 31.4 to 34.5 percent of proprietors were uncertain about increased traffic or bicycle patrol enforcement in 2015. Equally, a high proportion of businesses responding were not even aware of CALEA certification, increased traffic or bicycle patrol enforcement – varying between 32 percent to 54 percent unaware of these programs

In all areas, business proprietors who responded generally favored continuation of all police policies. Like for citizen respondents, businesses responses included programs such as: mandatory physical fitness testing; a 2 year degree or military service for police employment; tuition for police continuing education; operate 24 hour/seven day front desk services; home checks for vacationers; monthly sex offender checks; use of

unmarked cars in traffic control; the School Liaison Officer Programs in senior high schools; adding School Liaison Officers in junior high schools; continuing the Bicycle Patrol Program; and continue and expand the use of Social Media (Twitter, Face Book, etc) for police communications with the public. Highest support was for the monthly sex offender checks and the mandatory physical fitness testing for officers – at between 94.3 to 98.1 percent of responding businesses favoring these policies. Businesses also favored at least 70 percent a variety of police policies including: requiring a two-year degree of military experience for police employment (84.1%); paying police college tuition with some restrictions (72.4%); keeping the police department front desk open 24 hours-7days a week (82.1%); maintain home checks for those on vacation (80.9%); continuing the use of the School Liaison Officer Program in the high schools (79.6%); and the use of Social Media for police communication with the public (76.4%). Also a clear majority of businesses favored the use of unmarked cars in traffic enforcement (66%). Still a near majority of business proprietors supported the expansion of the Police School Liaison Program in the junior high schools and a continuation of the police bicycle program - with 54.8 and 55.8 percent favoring such services.

Oswego residents and businesses were asked to rank six areas from the biggest concern (priority 1) to the smallest concern (priority 6) in 2015. The lowest concerns of residents were other concerns and traffic enforcement – only 4.2 to 10.9 percent rating these concerns as big or biggest priority. Only 48 of 362 respondents mentioned other concerns ranging from biased enforcement, vandalism and youth issues to enforcing public order. Only 15 percent of residents considered traffic enforcement issues to be a high or highest priority. The three biggest concerns for residents crimes against persons,

gang and drug problems, with 46 to 64 percent of residents rating these issues as a high-to-highest priority. Also rated as big-to-biggest concern among citizens were crimes against property – with 34 percent of residents rating property crimes as a big or biggest problem in Oswego. Only 24 business respondents had other concerns, with only one proprietor ranking his/her concern as a big or biggest concern (4.2% of 24 responses). For businesses, like citizens, the big-to-biggest priorities were crimes against persons (58.5%), drug problems (55.6 percent), gang related issues (57.3%). Crimes against property was a fourth area of concern, with 28.3 percent of business proprietors ranking property offenses as a big or a biggest concern. Like citizen respondents, business proprietors rated traffic concerns as the next to lowest problem for the Oswego Police – only 10.9 percent of business respondents rating this as a big-to-biggest priority.

Similar to the 2009 study, the 2015 surveys asked a question regarding funding options for a new police facility within Oswego. A super-majority of residents and business (more than two-thirds of respondents) favored some form of sales or property tax combination in order to subsidize the construction of a new law enforcement facility in Oswego. More residents favored the use of sales taxes (58%), with few residents favoring a sole use of property taxes to support the construction of this facility – many citing the current level of property taxes as high. About 49 percent of business respondents favored sales taxes, with only 14 percent favoring property tax increases. Between 11 percent of business owners and 20 percent of citizen respondents indicated other sources of funding to support construction of this new facility. Between 2.2 percent of residents and 4.6 percent of businesses felt that other Village facilities should be considered. These alternatives or the upgrade of the current facility was to be considered

as a alternative to a new police facility being authorized. Lastly, between 2.3 percent and 3.4 percent (11 citizens and 3 businesses) were opposed to any new construction.

A final area of the survey allowed open ended comments from citizen and business respondents – comments in their own words. In most cases, neither positive, mixed or negative comments were given. Nearly 68 percent of residents gave no additional comments. Nearly 78 percent of business respondents gave no additional remarks. Of all respondents about one-in-ten respondent (business or residents) gave positive comments regarding Oswego Police – between 9.9 to 13.5 percent respectively. In only a small proportion (1.9 percent for businesses and 3.6 percent for residents) were respondents negative or critical of the Oswego Police programs and contacts with police employees. Over 15 percent of residents indicated mixed comments – including observations and areas for improvement. Likewise, 10.6 percent of business respondents gave similar mixed reviews of police contacts and practices.

Overall, these findings are a useful snapshot of the perceptions regarding the police programs and services, crime and fear of crime, and support for continued growth of Oswego Police efforts – consistent with the guidelines set forth by CALEA as revealed in April of 2015.

From these findings there are a number of recommendations that this researcher would suggest to the Oswego Police Department and the residents of the Village of Oswego.

1. That this cross-sectional trend design study in 2015 be replicated no later than 2018 for the Village of Oswego, including new sampling frames to capture those

- groups who are under-represented (the young, less educated, those of lower income, and more participation of business owners).
2. To capture more under represented groups, an additional sampling frame should be identified be used in conjunction with water-billing subscribers. A sampling frame such as registered voters, licensed drivers, or resident lists of apartment complexes, and more detailed listings of businesses within Oswego could strengthen the sample and reduce non-respondent bias.
 3. With these data, and previous years of Oswego surveys, a breakdown of key questions of police satisfaction and concerns should be performed by age, gender, income, education and length of residency. Such breakdowns may identify sub-populations who differ on experiences with the police, victimization and fear of crime, and support or understanding of Oswego police services. Such a breakdown should use a weighting variable (adjusting for under-reporting of younger and non-Caucasian populations) to better represent more accurate perceptions of under represented groups. Such a breakdown is critical given the current issues of police use of force during traffic and street encounters.
 4. That all baseline questions, asked across all of the five cross-sectional resident studies (2003 thru 2015), and the two cross-sectional business surveys (2012 and 2015) be combined to evaluate historical changes in perceptions and experiences of Oswego residents as they relate to police services, victimization and fear of crime, and support and understanding of Oswego police services. This is particularly important given some increases in victimization, decline in some areas of satisfaction, changing satisfaction levels with police efforts in

- investigating crimes, handling juvenile and drug problems, and increasing fear in public places at night (especially for residents).
5. Community partnerships already begun by the Oswego Police Department continue to be strengthened. Specific attention to providing information and services to newer residents may lower the rates of uncertainty found in some of the program areas in this fifth citizen replication, as well as the high uncertainty about police programs by the responding business proprietors in this second survey of business proprietors.
 6. Based upon both quantitative data and qualitative comment, Oswego Police should strengthen efforts to make follow-up contacts with crime victims. Such a follow-up should offer them information regarding the status of the complaint, any arrests and disposition information that can be lawfully shared. Such as after-the-fact contact of victims would also give them a chance to express additional concerns or fears that could be addressed with additional police communication.
 7. That the Oswego Police continue to emphasize and publicize various programs such as: Character Matters; Citizen Police Academy; Explores and Junior Police Corp; Identity Theft Assistance; Home Owner Associations; Neighborhood Watch, Premise Alert Program; Senior Programs; School Tip Hotline; and Special Olympics. Further, any additional efforts at community outreach such as through Bicycle Patrol, Community Service contacts and the use of Social Media (Twitter, Face Book) should continue to be strengthened.
 8. That the Oswego Police evaluate those areas of citizen concern, especially drug and gang problems, park and neighborhood safety, and review current policies on

- public interaction and public education. Enhanced training on police ethics and how the public perceives the “Police Working Personality” should be ongoing.
9. Given the high uncertainty regarding treating all fairly by race, color or creed, efforts should be undertaken to evaluate “officer-by-officer stop patterns” compared to the overall stop patterns by beat and time-of-day. Such detailed stop patterns helps identify those officers who need training and supervision regarding biased enforcement – allowing the Village to evaluate the “affirmative and even-handedness” to traffic enforcement. Further, that an analysis of traffic stop patterns identifying multiple factors for police contact beyond race, color or creed should be undertaken. Results of such a traffic stop or enforcement study should be shared with all community stakeholders. From such analysis and supervision, should lead to greater employee awareness of cultural differences in perceptions of police “use of force” and how to serve a diverse community. Such topics and findings should become a regular part of continuing “in-service” training.
 10. Citizen education regarding policies and training against biased enforcement, traffic enforcement practices and public relations should be continued and strengthened. Related to education and ethnicity, the Oswego Police Department should be diligent in conducting research in order to assess the perception by the public served. Such research should ensure the needs of the minority population, as well as the majority of residents, are being addressed. With 14.4 percent of Oswego residents as non-Caucasians, targeted research on non-Caucasian perceptions could provide invaluable insights on how police services could be improved for such groups and the Village at large.

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APENDIX A
Cover Letter for the 2015 Resident Questionnaire



Jeffrey R. Burgner
Chief of Police

VILLAGE OF OSWEGO
DEPARTMENT OF POLICE
3525 Route 34 • Oswego, Illinois 60543



Emergency: 911
Non-Emergency (630) 554-3426
Administration: (630) 554-1160
Fax: (630) 554-9379

March 9, 2015

Dear Oswego Resident,

The Village of Oswego seeks your help in improving Oswego Police services. The Village of Oswego has continued to grow even during the economic downturn. With this continued growth comes great responsibility to ensure the safety of the businesses and residents.

Attached is a questionnaire designed to *anonymously* gather your views of the quality of service provided by the Oswego Police Department. The questionnaire will be gathered and tabulated by an emeritus faculty member of the School of Law Enforcement and Justice Administration at Western Illinois University. Your participation in completing and returning the questionnaire will give a more accurate picture of policing in your community.

Please take a few minutes to complete this questionnaire. Once your questionnaire is completed, place it in the enclosed postage paid self-addressed envelope and return it within five days of receipt of this letter. This is your community and you have a lot invested. Please take the time to let your opinion be known. If you have any questions you may call Chief of Police Jeffrey Burgner at 630-551-7300 or Dr. Michael Hazlett, Professor-Emeritus of Western Illinois University at 352-672-1610.

We appreciate your assistance and thank you in advance for your time and valuable opinions.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffrey R. Burgner".

Jeffrey R. Burgner
Chief of Police
Village of Oswego

A handwritten signature in black ink, appearing to read "Michael H. Hazlett".

Michael H. Hazlett, Ph.D.
Professor Emeritus
Western Illinois University

Preserving the Past - Protecting the Future

APENDIX B
Cover Letter for the 2015 Business Questionnaire



Jeffrey R. Burgner
Chief of Police

VILLAGE OF OSWEGO
DEPARTMENT OF POLICE
3525 Route 34 • Oswego, Illinois 60543



Emergency: 911
Non-Emergency (630) 554-3426
Administration: (630) 554-1160
Fax: (630) 554-9379

March 9, 2015

Dear Oswego Business Proprietor:

The Village of Oswego seeks your help in improving Oswego Police services. The Village of Oswego has continued to grow even during the economic downturn. With this continued growth comes great responsibility to ensure the safety of the businesses and residents.

Attached is a questionnaire designed to *anonymously* gather your views of the quality of service provided by the Oswego Police Department to your business. The questionnaire will be gathered and tabulated by an emeritus faculty member of the School of Law Enforcement and Justice Administration at Western Illinois University. Your participation in completing and returning the questionnaire will give a more accurate picture of policing in your community.

Please take a few minutes to complete this questionnaire. Once your questionnaire is completed, place it in the enclosed postage paid self-addressed envelope and return it within five days of receipt of this letter. This is your community and you have a lot invested in your business. Please take the time to let your opinion be known. If you have any questions you may call Chief of Police Jeffrey Burgner at 630-551-7300 or Dr. Michael Hazlett, Professor Emeritus of Western Illinois University at 352-672-1610.

We appreciate your assistance and thank you in advance for your time and valuable opinions.

Sincerely,

Jeffrey R. Burgner
Chief of Police
Village of Oswego

Michael H. Hazlett, Ph.D.
Professor-Emeritus
Western Illinois University

Preserving the Past - Protecting the Future

APENDIX C

Questionnaire on Crime and the Oswego Police Department (2015) for Citizens

I. Police Contacts

Instructions: Please place an "X" in the correct blank for each question.

1. Have you ever contacted the Oswego Police Department for assistance?
 Yes No
 - 1(a). If yes, were you satisfied with the service provided?
 Yes No
2. Have you ever contacted an Oswego Police Officer on the street for assistance?
 Yes No
 - 2(a). If yes, were you satisfied with the service provided?
 Yes No
3. Have you ever been arrested by the Oswego Police Department?
 Yes No
4. Have you ever been issued a traffic ticket by the Oswego Police Department?
 Yes No
5. Have you ever been issued an ordinance violation ticket by a Community Service Officer?
 Yes No
6. Do you know any Oswego Police Officers personally?
 Yes No

II. Crime Information

Instructions: Please place an "X" in the correct blank for each question.

7. Have you been the victim of a crime in Oswego during the past five years?
 Yes No
 - 7(a). If yes, how many times? _____
 - 7(b). If yes, what type of crime was involved?

	Incident #1	Incident #2	Incident #3
Crime against property	_____	_____	_____
Crime against the person	_____	_____	_____
Crime against both property and person	_____	_____	_____
 - 7(c). If you were a victim of a crime(in the previous question), what was the final outcome of the incident to the best of your knowledge?

	Incident #1	Incident #2	Incident #3
Criminal was caught, but not convicted	_____	_____	_____
Criminal was caught and convicted	_____	_____	_____
Criminal was not caught and uncertain about the outcome	_____	_____	_____
Criminal was caught and uncertain about the outcome	_____	_____	_____
 - 7(d). If you were a victim of a crime, did any of the crimes against you occur in the past 12 months? Yes No

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8. Do you personally know anyone who has been the victim of a crime committed in Oswego?
 Yes No

Instructions (Questions 9-10) Place a number from 1 for very safe, to 6 for uncertain, that describes your feelings – while in your neighborhood, park or shopping area of Oswego.

9. How safe do you feel walking alone during the day?
1=very safe 2=safe 3=neither safe or unsafe 4=unsafe 5=very unsafe 6=uncertain
In your neighborhood? In the park close to you? In shopping areas?
10. How safe do you feel walking alone at night?
1=very safe 2=safe 3=neither safe or unsafe 4=unsafe 5=very unsafe 6=uncertain
In your neighborhood? In the park close to you? In shopping areas?
11. Do you feel safe when you are at home alone at night?
 Yes No Uncertain

III. Attitudes towards the Oswego Police

Instructions: Please place an “X” in the correct blank for each question.

12. In your opinion, does the Oswego Police Department do a satisfactory job of patrolling the Village?
 Yes No Uncertain
13. In your opinion, does the Oswego Police Department do a satisfactory job of investigating crimes?
 Yes No Uncertain
14. In your opinion, does the Oswego Police Department do a satisfactory job of traffic control?
 Yes No Uncertain
15. In your opinion, does the Oswego Police Department do a satisfactory job of handling juvenile problems?
 Yes No Uncertain
16. In your opinion, does the Oswego Police Department do a satisfactory job of handling the “drug problem” in Oswego?
 Yes No Uncertain
17. In your opinion, does the Oswego Police Department do a satisfactory job of community relations?
 Yes No Uncertain
18. In your opinion, do Oswego Police Officers treat people fairly regardless of race, creed, or color?
 Yes No Uncertain
19. In your opinion, does the Oswego Police Department have enough police officers?
 Yes No Uncertain
20. In your opinion, are Oswego Police Officers honest?
 Yes No Uncertain

PLEASE TURN TO THE NEXT PAGE TO CONTINUE

21. In your opinion, are Oswego Police Officers competent?
 Yes No Uncertain

IV. General Information

Instructions: Please place an "X" in the correct blank for each question.

22. Are you aware that the Oswego Police Department has achieved National Accreditation through CALEA (Commission on Accreditation for Law Enforcement Agencies)?
 Yes No Uncertain

23. In your opinion, should the Oswego Police Department School Liaison Officer program be continued in the Senior High Schools?
 Yes No Uncertain

24. In your opinion, should the Oswego Police Department School Liaison Officer program be added to the Junior High Schools?
 Yes No Uncertain

25. In your opinion, should the Oswego Police Department continue to provide the program of checking the homes of individuals on vacation?
 Yes No Uncertain

26. Have you received a Crime Prevention Notice at your home, business or on your vehicle in the last year?
 Yes No Uncertain

27. Please list any other programs (other than those mentioned in this questionnaire) offered by the Oswego Police Department that you are familiar with

28. Currently, Oswego Police Officers are required to take an annual physical fitness test based on their age and gender. Do you feel this practice should continue?
 Yes No Uncertain

29. Currently, the Oswego Police Department requires an officer to possess a two year college degree (Associates Degree) or active Military duty prior to being employed as an officer. Do you feel this practice should continue?
 Yes No Uncertain

30. In your opinion, should the Village of Oswego pay tuition fees for Oswego Police Officers who voluntarily take college courses in police related fields of study to further their professional competence?
 Yes No Uncertain

31. In your opinion, should the Oswego Police Department use unmarked cars in addition to marked patrol vehicles for enforcement of traffic laws?
 Yes No Uncertain

32. Have you seen an increase in traffic enforcement in the past year?
 Yes No Uncertain

33. Have you seen an increase in bicycle patrols in the past year?
 Yes No Uncertain

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34. In your opinion, should the Oswego Police Department continue to provide bicycle patrol?
 Yes No Uncertain
35. Should the Oswego Police Department continue to communicate events via social media (Twitter, Face Book, etc.)
 Yes No Uncertain
36. Are you aware the Oswego Police Department has a web site?
 Yes No
- 36(a). If yes, have you visited the Oswego Police Department web site?
 Yes No
- 36(b). If yes, have you seen the sex offender map on the Oswego Police Department web site?
 Yes No
37. Currently, the Oswego Police Department conducts sex offender registration checks once a month. Should this practice continue?
 Yes No Uncertain
38. Are you in favor of making the Oswego Police Department responsible of notifying neighborhood residents of a convicted sex offender moving to the neighborhood?
 Yes No Uncertain
39. Please list any suggestions or recommendations that you feel may help to improve the quality of services offered by the Oswego Police Department:

V. Service Questions

Instructions: Please place an "X" in the correct blank for each question.

40. Three, six and nine years ago research questionnaires similar to this one were mailed to a random sample of Village residents. Did you participate in either of these questionnaires?
 Yes No Uncertain
41. Are you aware that the Oswego Police Department currently utilizes Community Service Officers?
 Yes No Uncertain
42. Have you had contact with the Oswego Police Department Community Service Officers in the past year?
 Yes No Uncertain
- 42(a). If yes, were they a helpful resource?
 Yes No
43. Are you aware that the Oswego Police Department organizes and participates in Home Owner Association programs?
 Yes No Uncertain
- 43(a). Would you be willing to participate in a Home Owner Association program?
 Yes No Uncertain

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44. Currently, the hours of operation for the Oswego Police Department front desk are twenty four hours seven days a week. Would you like to see the hours of operation remain the same?
 Yes No Uncertain

45. The Village is reviewing the need to construct a new Oswego Police Department facility in the future. With the department outgrowing its current facility, how do you think a new police department facility should be funded?
 Sales Tax Revenue
 Property Tax Revenue
 Other (please specify) _____

46. What do you feel the biggest concern of the Oswego Police Department should be? Please rank the following responses in ascending order of importance with one being your biggest concern, two being your second biggest, etc. (1 if biggest concern, 5 or 6 as least concerned).
 Traffic Concerns
 Crimes Against Person
 Gangs
 Drugs
 Crimes Against Property
 Other Concern (please specify) _____

VI. Background Information

Instructions: Please complete the following background information (this is used statistical purposes and will not be used to identify individual responses).

Your Age: _____ (in Years)

Place an "X" in the appropriate space:

Your Gender:
 Male
 Female

Your Race:
 American Indian
 Asian
 African American
 Hispanic
 Caucasian
 Other

Your Current Marital Status:
 Never Married
 Married
 Widowed
 Divorced
 Separated

**Type of Residence
 You Currently
 Reside At:**

Own Home
 Own Apartment
 Senior Citizen Housing

Rent Home/Apartment
 Relative's Home
 Other

**Your
 Highest
 Education
 Completed:**

Less than 8 years
 High School Graduate
 2 year College Degree
 Some Graduate Work

Some High School
 Some College
 4 Year College Degree
 Graduate or Professional Degree

How long have you lived in the Village of Oswego?

Under 1 year
 Over 1 year to 3 years
 Over 3 years to 6 years
 Over 6 years to 10 years
 Over 10 years to 15 years
 Over 15 years to 20 years
 Over 20 years to 25 years
 Over 25 years to 30 years
 Over 30 years

PLEASE TURN TO THE BACK OF THIS PAGE TO CONTINUE

APENDIX D

Questionnaire on Crime and the Oswego Police Department (2015) for Businesses

I. Police Contacts

Instructions: Please place an "X" in the correct blank for each question.

1. As a business person, have you ever contacted the Oswego Police Department for assistance?
Yes No

1(a). If yes, were you satisfied with the service provided?
Yes No

2. Has your business ever been issued an ordinance violation tickets by a member of the Oswego Police Department?
Yes No

3. Do you know any Oswego Police Officers personally?
Yes No

II. Crime Information

Instructions: Please place an "X" in the correct blank for each question.

4. As a business person, have you or your business been the victim of a crime in Oswego during the past five years?
Yes No

4(a). If yes, how many times? _____

4(b). If yes, what type of crime was involved?

Table with 4 columns: Crime type, Incident #1, Incident #2, Incident #3. Rows include Crime against property, Crime against the person, and Crime against both property and person.

4(c). If you were a victim of a crime(in the previous question), what was the final outcome of the incident to the best of your knowledge?

Table with 4 columns: Outcome, Incident #1, Incident #2, Incident #3. Rows include Criminal was caught, but not convicted; Criminal was caught and convicted; Criminal was not caught and uncertain about the outcome; Criminal was caught and uncertain about the outcome.

4(d). As a business person, if you or your business was a victim of a crime, did any of the crimes against your business occur in the past 12 months? Yes No

5. Do you personally know any other business owners who has been the victim of a crime committed in Oswego?
Yes No

PLEASE TURN TO THE BACK OF THIS PAGE TO CONTINUE

Instructions (Questions 6-7) Place a number from 1 for very safe, to 6 for uncertain that describes your feelings – while in your business, near your business or in other areas of Oswego.

6. How safe do you feel working or commuting in Oswego during the daytime?
1=very safe 2=safe 3=neither safe or unsafe 4=unsafe 5=very unsafe 6=uncertain
In your business? ____ Near your business? ____ In other areas of Oswego? ____
7. How safe do you feel working or commuting in Oswego at night?
1=very safe 2=safe 3=neither safe or unsafe 4=unsafe 5=very unsafe 6=uncertain
In your business? ____ Near your business? ____ In other areas of Oswego? ____

III. Attitudes towards the Oswego Police

Instructions: Please place an “X” in the correct blank for each question.

8. In your opinion, does the Oswego Police Department do a satisfactory job of patrolling the Village?
____ Yes ____ No ____ Uncertain
9. In your opinion, does the Oswego Police Department do a satisfactory job of investigating crimes?
____ Yes ____ No ____ Uncertain
10. In your opinion, does the Oswego Police Department do a satisfactory job of traffic control?
____ Yes ____ No ____ Uncertain
11. In your opinion, does the Oswego Police Department do a satisfactory job of handling juvenile problems?
____ Yes ____ No ____ Uncertain
12. In your opinion, does the Oswego Police Department do a satisfactory job of handling the “drug problem” in Oswego?
____ Yes ____ No ____ Uncertain
13. In your opinion, does the Oswego Police Department do a satisfactory job of community relations?
____ Yes ____ No ____ Uncertain
14. In your opinion, do Oswego Police Officers treat people fairly regardless of race, creed, or color?
____ Yes ____ No ____ Uncertain
15. In your opinion, does the Oswego Police Department have enough police officers?
____ Yes ____ No ____ Uncertain
16. In your opinion, are Oswego Police Officers honest?
____ Yes ____ No ____ Uncertain
17. In your opinion, are Oswego Police Officers competent?
____ Yes ____ No ____ Uncertain

PLEASE TURN TO THE NEXT PAGE TO CONTINUE

IV. General Information

Instructions: Please place an "X" in the correct blank for each question.

18. Are you aware that the Oswego Police Department has achieved National Accreditation through CALEA (Commission on Accreditation for Law Enforcement Agencies)?
 Yes No Uncertain

19. In your opinion, should the Oswego Police Department School Liaison Officer program be continued in the High Schools?
 Yes No Uncertain

20. In your opinion, should the Oswego Police Department School Liaison Officer program be added to the Junior High Schools?
 Yes No Uncertain

21. In your opinion, should the Oswego Police Department continue to provide the program of checking the homes of individuals on vacation?
 Yes No Uncertain

22. Have you received a crime prevention notice at your home, business or on your vehicle in the last year? Yes No Uncertain

22a. Please list any other programs (other than those mentioned in this questionnaire) offered by the Oswego Police Department that you are familiar with.

23. Currently, Oswego Police Officers are required to take an annual physical fitness test based on their age and gender. Do you feel this practice should continue?
 Yes No Uncertain

24. Currently, the Oswego Police Department requires an officer to possess a two year college degree (Associates Degree) or active Military duty prior to being employed as an officer. Do you feel this practice should continue?
 Yes No Uncertain

25. In your opinion, should the Village of Oswego pay tuition fees for Oswego Police Officers who voluntarily take college courses in police related fields of study to further their professional competence?
 Yes No Uncertain

26. In your opinion, should the Oswego Police Department use unmarked cars in addition to marked patrol vehicles for enforcement of traffic laws?
 Yes No Uncertain

27. Have you seen an increase in traffic enforcement in the past year?
 Yes No Uncertain

28. Have you seen an increase in bicycle patrols in the past year?
 Yes No Uncertain

29. In your opinion, should the Oswego Police Department continue to provide bicycle patrol?
 Yes No Uncertain

PLEASE TURN TO THE BACK OF THIS PAGE TO CONTINUE

30. Are you aware the Oswego Police Department has a web site?
 Yes No
- 30(a). If yes, has the police web site been helpful to your business?
 Yes No
31. Are you also aware of the Village of Oswego web site for economic development?
 Yes No
- 31(a). If yes, has this economic development web site been helpful to your business.
 Yes No
32. Should the Oswego Police Department continue to communicate events via social media (Twitter, Face Book, etc.)
 Yes No Uncertain
33. Currently, the Oswego Police Department conducts sex offender registration checks once a month. Should this practice continue?
 Yes No Uncertain
34. Are you in favor of making the Oswego Police Department responsible of notifying neighborhood residents of a convicted sex offender moving to the neighborhood?
 Yes No Uncertain
35. Please list any suggestions or recommendations that you feel may help to improve the quality of services offered by the Oswego Police Department to your business:

V. Service Questions

Instructions: Please place an "X" in the correct blank for each question.

36. Three, six and nine years ago research questionnaires similar to this one were mailed to a random sample of Village residents. Did you participate in either of these questionnaires?
 Yes No Uncertain
37. Are you aware that the Oswego Police Department currently utilizes Community Service Officers?
 Yes No Uncertain
38. Have you had contact with the Oswego Police Department Community Service Officers in the past year?
 Yes No Uncertain
- 38(a). If yes, were they a helpful resource?
 Yes No
39. Currently, the hours of operation for the Oswego Police Department front desk are twenty four hours seven days a week. Would you like to see the hours of operation remain the same?
 Yes No Uncertain

PLEASE TURN TO THE NEXT PAGE TO CONTINUE

40. The Village is reviewing the need to construct a new Oswego Police Department facility in the future. With the department outgrowing its current facility, how do you think a new police department facility should be funded?

- Sales Tax Revenue
- Property Tax Revenue
- Other (please specify) _____

41. As a business person, have you installed a burglar alarm, extra locks, automatic lighting devices, hired outside security or undertaken other measures to better protect yourself and your property in the last five years?

Yes No

42. What do you feel the biggest concern of the Oswego Police Department should be? Please rank the following responses in ascending order of importance with one being your biggest concern, two being your second biggest, etc (1 if biggest concern, 5 or 6 as least concerned).

- Traffic Concerns
- Crimes Against Person
- Gangs
- Drugs
- Crimes Against Property
- Other concern (please specify) _____

VI. Business Background Information

Instructions: Please complete the following background information (this is used statistical purposes and will not be used to identify any individual responses).

Your	<input type="checkbox"/> Less than 8 years	<input type="checkbox"/> Some High School
Highest	<input type="checkbox"/> High School Graduate	<input type="checkbox"/> Some College
Education	<input type="checkbox"/> 2 year College Degree	<input type="checkbox"/> 4 Year College Degree
Completed:	<input type="checkbox"/> Some Graduate Work	<input type="checkbox"/> Graduate or Professional Degree

How long have you lived in the Village of Oswego?

- | | |
|--|--|
| <input type="checkbox"/> Under 1 year | <input type="checkbox"/> Over 1 year to 3 years |
| <input type="checkbox"/> Over 3 years to 6 years | <input type="checkbox"/> Over 6 years to 10 years |
| <input type="checkbox"/> Over 10 years to 15 years | <input type="checkbox"/> Over 15 years to 20 years |
| <input type="checkbox"/> Over 20 years to 25 years | <input type="checkbox"/> Over 25 years to 30 years |
| <input type="checkbox"/> Over 30 years | <input type="checkbox"/> Non-Resident (Commute) |

How long has your business been located in the Village of Oswego?

- | | |
|--|--|
| <input type="checkbox"/> Under 1 year | <input type="checkbox"/> Over 1 year to 3 years |
| <input type="checkbox"/> Over 3 years to 6 years | <input type="checkbox"/> Over 6 years to 10 years |
| <input type="checkbox"/> Over 10 years to 15 years | <input type="checkbox"/> Over 15 years to 20 years |
| <input type="checkbox"/> Over 20 years to 25 years | <input type="checkbox"/> Over 25 years to 30 years |
| <input type="checkbox"/> Over 30 years | |

Please indicate the type of business you conduct in the Village of Oswego?

- | | |
|--|---|
| <input type="checkbox"/> Retail Business | <input type="checkbox"/> Industrial Business |
| <input type="checkbox"/> Commercial Business | <input type="checkbox"/> Service or Food Business |
| <input type="checkbox"/> Technology Business | <input type="checkbox"/> Property-Real-estate |
| <input type="checkbox"/> Professional Services | <input type="checkbox"/> Construction Business |
| <input type="checkbox"/> Other Business Type (Specify) _____ | |

PLEASE TURN TO THE BACK OF THIS PAGE TO CONTINUE

APPENDIX E

Detailed 2015 Citizen Survey Results by Questionnaire Item (5.1% Error)

2) Q1

HAVE YOU EVER CONTACTED THE OSWEGO POLICE DEPARTMENT FOR ASSISTANCE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	156	43.21
YES	205	56.79
Missing	1	
TOTAL	361	100.00

3) Q1A

IF YOU HAVE CONTACTED THE OSWEGO POLICE, WERE YOU SATISFIED WITH THE SERVICE PROVIDED?

Mode = 1 (Yes)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	17	8.46
YES	184	91.54
Missing	161	
TOTAL	201	100.00

4) Q2

HAVE YOU EVER CONTACTED AN OSWEGO POLICE OFFICER ON THE STREET FOR ASSISTANCE?

Mode = 0 (NO)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	330	91.16
YES	32	8.84
Missing	0	
TOTAL	362	100.00

5) Q2A

IF YOU HAVE CONTACTED AN OSWEGO POLICE OFFICER, WERE YOU SATISFIED WITH THE SERVICE PROVIDED?

Mode = 1 (Yes)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	8	25.00
YES	24	75.00
Missing	330	
TOTAL	32	100.00

6) Q3

HAVE YOU EVER BEEN ARRESTED BY THE OSWEGO POLICE DEPARTMENT?

Mode = 0 (No)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	358	99.17
YES	3	0.83
Missing	1	
TOTAL	361	100.00

7) Q4

HAVE YOU EVER BEEN ISSUED A TRAFFIC TICKET BY THE OSWEGO POLICE DEPARTMENT?

Mode = 0 (No)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	291	81.06
YES	68	18.94
Missing	3	
TOTAL	359	100.00

8) Q5

HAVE YOU EVER BEEN ISSUED AN ORDINANCE VIOLATION TICKET BY A COMMUNITY SERVICE OFFICER?

Mode = 0 (No)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	332	91.97
YES	29	8.03
Missing	1	
TOTAL	361	100.00

9) Q6

DO YOU KNOW ANY OSWEGO POLICE OFFICERS PERSONALLY?

Mode = 0 (No)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	292	80.89
YES	69	19.11
Missing	1	
TOTAL	361	100.00

10) Q7
 HAVE YOU BEEN THE VICTIM OF A CRIME IN OSWEGO DURING THE PAST FIVE YEARS?

Mode = 0 (No)
 Minimum: 0 Maximum: 1

	TOTAL	%
NO	322	89.20
YES	39	10.80
Missing	1	
TOTAL	361	100.00

11) Q7A
 IF A CRIME VICTIM IN PAST FIVE YEARS, HOW MANY TIMES A VICTIM (& CRIMES?)

Mean: 0.14 Median: 0.06 (No Crimes Reported)
 Std. Dev.: 0.45 Minimum: 0 Maximum: 30

	TOTAL	%	#Victims	%Victims	#Crimes	%Crimes
Val= 0	321	89.17	-----	-----	-----	-----
Val= 1	29	8.06	29	74.36	29	56.86
Val= 2	8	2.22	8	20.51	16	31.38
Val= 3	2	0.56	2	5.13	6	11.76
Missing	2		2		2	
TOTAL	360	100.00	39	100.00	51	100.00

12) Q7B1
 IF A CRIME VICTIM, WHAT TYPE OF CRIME WAS INVOLVED - 1ST INCIDENT?

Mode = 1 (Property)
 Minimum: 1 Maximum: 3

	TOTAL	%
PROPERTY	33	86.84
PERSON	5	13.16
BOTH	0	0.00
Missing	324	
TOTAL	38	100.00

13) Q7B2
 IF A CRIME VICTIM, WHAT TYPE OF CRIME WAS INVOLVED - 2ND INCIDENT?

Mode = 1 (Property)
 Minimum: 1 Maximum: 3

	TOTAL	%
PROPERTY	5	55.56
PERSON	3	33.33
BOTH	1	11.11
Missing	353	
TOTAL	9	100.00

14) Q7B3

IF A CRIME VICTIM, WHAT TYPE OF CRIME WAS INVOLVED - 3RD INCIDENT?

Bimodal = 1 & 2 (Property and Personal Crime)

Minimum: 1 Maximum: 3

	TOTAL	%
PROPERTY	1	50.00
PERSON	1	50.00
BOTH	0	0.00
Missing	360	
TOTAL	2	100.00

COMBINATION OF Q7B1 THRU Q7B3

IF A CRIME VICTIM, WHAT TYPE OF CRIME WAS INVOLVED - 1ST THRU 3RD INCIDENT?

Minimum: 1 Maximum: 3

	TOTAL	%
PROPERTY	38	79.17
PERSON	9	18.75
BOTH	1	2.08
Missing	360	
TOTAL	48	100.00

15) Q7C1

IF A CRIME VICTIM, WHAT WAS THE FINAL OUTCOME OF THE INCIDENT TO THE BEST OF YOUR KNOWLEDGE - 1ST INCIDENT?

Mode = 3 (Not Caught - Uncertain of Outcome)

Minimum: 1 Maximum: 4

	TOTAL	%
CAUGHT-NCV	3	8.33
CAUGHT-COV	2	5.56
NTCHT-UNCR	25	69.44
CHT-UNCERT	6	16.67
Missing	326	
TOTAL	36	100.00

16) Q7C2

IF A CRIME VICTIM, WHAT WAS THE FINAL OUTCOME OF THE INCIDENT TO THE BEST OF YOUR KNOWLEDGE - 2ND INCIDENT?

Mode = 3 (Not Caught - Uncertain of Outcome)

Minimum: 1 Maximum: 4

	TOTAL	%
CAUGHT-NCV	0	0.00
CAUGHT-CVT	4	44.44
NTCHT-UNCR	3	33.33
CHT-UNCERT	2	22.22
Missing	353	
TOTAL	9	100.00

17) Q7C3

IF A CRIME VICTIM, WAHT WAS THE FINAL OUTCOME OF THE INCIDENT TO THE BEST OF YOUR KNOWLEDGE - 3RD INCIDENT?

Bimodal = 2 & 4 (Caught-Convicted & Caught-Uncertain)

Minimum: 1 Maximum: 4

	TOTAL	%
CAUGHT-NCV	0	0.00
CAUHTT-CVT	1	50.00
NTCHT-UNCT	0	0.00
CHT-UNCERT	1	50.00
Missing	360	
TOTAL	2	100.00

COMBINATION OF Q7C1 THRU Q7C3

IF A CRIME VICTIM, WAHT WAS THE FINAL OUTCOME OF THE INCIDENT TO THE BEST OF YOUR KNOWLEDGE - 3RD INCIDENT?

Bimodal = 2 & 4 (Caught-Convicted & Caught-Uncertain)

Minimum: 1 Maximum: 4

	TOTAL	%
CAUGHT-NCV	3	6.39
CAUHTT-CVT	7	14.89
NTCHT-UNCT	28	59.57
CHT-UNCERT	9	19.15
Missing	360	
TOTAL	47	100.00

18) Q7D

IF A CRIME VICTIM, DID ANY OF THE CRIMES AGAINST YOU OCCUR IN THE PAST 12 MONTHS?

Mode = 0 (No)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	26	68.42
YES	12	31.58
Missing	324	
TOTAL	38	100.00

19) Q8

DO YOU PERSONNALLY KNOW ANYONE WHO HAS BEEN THE VICTIM OF A CRIME COMMITTED IN OSWEGO?

Mode = 0 (No)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	268	76.79
YES	81	23.21
Missing	13	
TOTAL	349	100.00

20) Q9A

HOW SAFE DO YOU FEEL WALKING ALONE DURING THE DAY - IN YOUR NEIGHBORHOOD?

Median: 1.17 (Very Safe)
 Minimum: 1 Maximum: 6

	TOTAL	%
VERY SAFE	261	74.57
SAFE	79	22.57
MIXED VIEW	9	2.57
UNSAFE	0	0.00
VRY UNSAFE	1	0.29
UNCERTAIN	0	0.00
Missing	12	
TOTAL	350	100.00

21) Q9B

HOW SAFE DO YOU FEEL WALKING ALONE DURING THE DAY - IN THE PARK CLOSE TO YOU?

Median: 1.33 (Very Safe)
 Minimum: 1 Maximum: 6

	TOTAL	%
VERY SAFE	210	60.17
SAFE	108	30.95
MIXED VIEW	24	6.88
UNSAFE	2	0.57
VRY UNSAFE	2	0.57
UNCERTAIN	3	0.86
Missing	13	
TOTAL	349	100.00

22) Q9C

HOW SAFE DO YOU FEEL WALKING ALONE DURING THE DAY - IN SHOPPING AREAS?

Median: 1.39 (Very Safe)
 Minimum: 1 Maximum: 6

	TOTAL	%
VERY SAFE	197	56.29
SAFE	119	34.00
MIXED VIEW	24	6.86
UNSAFE	3	0.86
VRY UNSAFE	3	0.86
UNCERTAIN	4	1.14
Missing	12	
TOTAL	350	100.00

23) Q10A

HOW SAFE DO YOU FEEL WALKING ALONE AT NIGHT - IN YOUR NEIGHBORHOOD?

Median: 1.79 (Safe to Very Safe)
 Minimum: 1 Maximum: 6

	TOTAL	%
VERY SAFE	142	40.46
SAFE	116	33.05
MIXED VIEW	64	18.23
UNSAFE	15	4.27
VRY UNSAFE	3	0.85
UNCERTAIN	11	3.13
Missing	11	
TOTAL	351	100.00

24) Q10B

HOW SAFE DO YOU FEEL WALKING ALONE AT NIGHT - IN THE PARK CLOSE TO YOU?

Median: 2.32 (Safe)
 Minimum: 1 Maximum: 6

	TOTAL	%
VERY SAFE	86	24.64
SAFE	108	30.95
MIXED VIEW	86	24.64
UNSAFE	37	10.60
VRY UNSAFE	12	3.44
UNCERTAIN	20	5.73
Missing	13	
TOTAL	349	100.00

25) Q10C

HOW DO YOU FEEL WALKING ALONG AT NIGHT - IN SHOPPING AREAS?

Median: 2.02 (Safe)
 Minimum: 1 Maximum: 6

	TOTAL	%
VERY SAFE	111	31.81
SAFE	124	35.53
MIXED VIEW	75	21.49
UNSAFE	16	4.58
VRY UNSAFE	8	2.29
UNCERTAIN	15	4.30
Missing	13	
TOTAL	349	100.00

26) Q11

DO YOU FEEL SAFE WHEN YOU ARE AT HOME ALONE AT NIGHT?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	9	2.63
YES	312	91.23
UNCERTAIN	21	6.14
Missing	20	
TOTAL	342	100.00

27) Q12

IN YOUR OPINION, DOES THE OSWEGO POLICE DO A SATISFACTORY JOB OF PATROLLING THE VILLAGE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	13	3.64
YES	291	81.51
UNCERTAIN	53	14.85
Missing	5	
TOTAL	357	100.00

28) Q13

IF YOUR OPINION, DOES THE OSWEGO POLICE DO A SATISFACTORY JOB INVESTIGATING CRIMES?

Mode = 2 (Uncertain)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	14	3.94
YES	145	40.85
UNCERTAIN	196	55.21
Missing	7	
TOTAL	355	100.00

29) Q14

IN YOUR OPINION, DOES THE OSWEGO POLICE DO A SATISFACTORY JOB OF TRAFFIC CONTROL?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	26	7.32
YES	280	78.87
UNCERTAIN	49	13.80
Missing	7	
TOTAL	355	100.00

30) Q15

IN YOUR OPINION, DOES THE OSWEGO POLICE DO A SATISFACTORY JOB OF HANDLING JUVENILE PROBLEMS?

Mode = 2 (Uncertain)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	18	5.08
YES	108	30.51
UNCERTAIN	228	64.41
Missing	8	
TOTAL	354	100.00

31) Q16

IN YOUR OPINION, DOES THE OSWEGO POLICE DO A SATISFACTORY JOB OF HANDLING THE DRUG PROBLEM IN OSWEGO?

Mode = 2 (Uncertain)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	29	8.12
YES	81	22.69
UNCERTAIN	247	69.19
Missing	5	
TOTAL	357	100.00

32) Q17

IN YOUR OPINION, DOES THE OSWEGO POLICE DO A SATISFACTORY JOB OF COMMUNITY RELATIONS?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	17	4.76
YES	229	64.15
UNCERTAIN	111	31.09
Missing	5	
TOTAL	357	100.00

33) Q18

IN YOUR OPINION, DO THE OSWEGO POLICE TREAT PEOPLE FAIRLY REGARDLESS OF RACE, CREED OR COLOR?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	9	2.52
YES	206	57.70
UNCERTAIN	142	39.78
Missing	5	
TOTAL	357	100.00

34) Q19

IN YOUR OPINION, DOES THE OSWEGO POLICE DEPARTMENT HAVE ENOUGH POLICE OFFICERS?

Mode = 2 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	42	11.76
YES	114	31.93
UNCERTAIN	201	56.30
Missing	5	
TOTAL	357	100.00

35) Q20

IN YOUR OPINION, ARE OSWEGO POLICE OFFICERS HONEST?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	6	1.68
YES	224	62.75
UNCERTAIN	127	35.57
Missing	5	
TOTAL	357	100.00

36) Q21

IN YOUR OPINION, ARE OSWEGO POLICE OFFICERS COMPETENT?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	7	1.96
YES	260	72.83
UNCERTAIN	90	25.21
Missing	5	
TOTAL	357	100.00

37) Q22

ARE YOU AWARE THAT THE OSWEGO POLICE DEPARTMENT HAS ACHIEVED NATIONAL ACCREDITATION THROUGH CALEA?

Mode = 0 (No)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	184	51.25
YES	142	39.55
UNCERTAIN	33	9.19
Missing	3	
TOTAL	359	100.00

38) Q23

IN YOUR OPINION, SHOULD THE OSWEGO POLICE DEPARTMENT SCHOOL LIAISON OFFICER PROGRAM BE CONTINUED IN THE SENIOR HIGH SCHOOLS?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	5	1.39
YES	291	80.83
UNCERTAIN	64	17.78
Missing	2	
TOTAL	360	100.00

39) Q24

IN YOUR OPINION, SHOULD THE OSWEGO POLICE DEPARTMENT SCHOOL LIAISON OFFICER PROGRAM BE ADDED TO THE JUNIOR HIGH SCHOOLS?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	30	8.38
YES	216	60.34
UNCERTAIN	112	31.28
Missing	4	
TOTAL	358	100.00

40) Q25

IN YOUR OPINION, SHOULD THE OSWEGO POLICE DEPARTMENT CONTINUE TO PROVIDE THE PROGRAM OF CHECKING THE HOMES OF INDIVIDUALS ON VACATION?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	19	5.28
YES	295	81.94
UNCERTAIN	46	12.78
Missing	2	
TOTAL	360	100.00

41) Q26

HAVE YOU RECEIVED A CRIME PREVENTION NOTICE AT YOUR HOME, BUSINESS OR ON YOUR VEHICLE IN THE LAST YEAR?

Mode = 0 (No)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	279	78.15
YES	31	8.68
UNCERTAIN	47	13.17
Missing	5	
TOTAL	357	100.00

42) Q27

PLEASE LIST ANY OTHER PROGRAMS (OTHER THAN THOSE MENTIONED IN THIS QUESTIONNAIRE) OFFERED BY THE OSWEGO POLICE DEPARTMENT THAT YOU ARE FAMILIAR WITH:

Mode = 0 (Not Listed)

Minimum: 0 Maximum: 30

	TOTAL	%
NON LISTED	323	89.72
CITIZEN POLIICE ACADEMY	5	1.39
STATION TOURS	1	0.28
UNLOCK CARS	1	0.28
NEIGHBORHOOD WATCH LIASON	5	1.39
JUVENILE POLICE CADET ACADEMY	3	0.83
DRUG AWARENESS AND EDUCATION	1	0.28
COMMUNITY POLICE OFFICER	1	0.28
CHILD CAR SEAT CHECKS	3	0.83
CITIZEN PATROL-TRAINING	2	0.56
SELF DEFENSE CLASSES	2	0.56
JUVENILENIOR COMM.SERVICE PROG	1	0.28
HELP CHURCH HOMELESS PROGRAMS	1	0.28
POLICE BOOTH AT PRAIRIE FEST	1	0.28
SENIOR CITIZEN SEMINARS	1	0.28
EMERGENCY PREPAREDNESS CLASS	2	0.56
POSTED COMMUNITY BULLETIN	1	0.28
HOME OWNERS ASSC COMMUNICATION	1	0.28
DRUG EDUCATION (JR.SR.HIGH)	3	0.83
MULITIPLE PROGRAMS LISTED	2	0.56
Missing	2	
TOTAL	360	100.00

43) Q28

CURRENTLY OSWEGO POLICE OFFICERS ARE REQUIRED TO TAKE AN ANNUAL PHYSICAL FITNESS TEST BASED ON THEIR AGE AND GENDER. DO YOU FEEL THAT THIS PRACTICE SHOULD CONTINUE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	1	0.28
YES	349	96.94
UNCERTAIN	10	2.78
Missing	2	
TOTAL	360	100.00

44) Q29

CURRENTLY, OSWEGO POLICE DEPARTMENT REQUIRES AN OFFICER TO POSSES A 2 YEAR COLLEGE DEGREE (ASSOCIATES DEGREE) OR ACTIVE MILITARY DUTY PRIOR TO BEING EMPLOYED AS AN OFFICER. DO YOU FEEL THIS PRACTICE SHOULD CONTINUE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	15	4.18
YES	311	86.63
UNCERTAIN	33	9.19
Missing	3	
TOTAL	359	100.00

45) Q30

IN YOUR OPINION, SHOULD THE VILLAGE OF OSWEGO PAY TUITION FEES FOR THE OSWEGO POLICE OFFICERS WHO VOLUNTARILY TAKE COLLEGE COURSES IN POLICE RELATED FIELDS OF STUDY TO FURTHER THEIR PROFESSIONAL COMPETENCE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	50	13.89
YES	260	72.22
UNCERAIN	50	13.89
Missing	2	
TOTAL	360	100.00

46) Q31

IN YOUR OPINION, SHOULD THE OSWEGO POLICE DEPARTMENT USE UNMARKED CARS IN ADDITION TO MARKED PATROL VEHICLES FOR ENFORCEMENT OF TRAFFIC LAWS?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	68	18.99
YES	251	70.11
UNCERTAIN	39	10.89
Missing	4	
TOTAL	358	100.00

47) Q32

HAVE YOU SEEN AN INCREASE IN TRAFFIC ENFORCEMENT IN THE PAST YEAR?

Mode = 2 (Uncertain)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	122	34.08
YES	103	28.77
UNCERTAIN	133	37.15
Missing	4	
TOTAL	358	100.00

48) Q33

HAVE YOU SEEN AN INCREASE IN BICYCLE PATROLS IN THE PAST YEAR?

Mode = 0 (No)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	213	59.17
YES	46	12.78
UNCERTAIN	101	28.06
Missing	2	
TOTAL	360	100.00

49) Q34

IN YOUR OPINION, SHOULD THE OSWEGO POLICE DEPARTMENT CONTINUE TO PROVIDE BICYCLE PATROL?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	19	5.40
YES	235	66.76
UNCERTAIN	98	27.84
Missing	10	
TOTAL	352	100.00

50) Q35

SHOULD THE OSWEGO POLICE DEPARTMENT CONTINUE TO COMMUNICATE EVENTS VIA SOCIAL MEDIA (TWITTER, FACE BOOK, ETC)?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	23	6.53
YES	257	73.01
UNCERTAIN	72	20.45
Missing	10	
TOTAL	352	100.00

51) Q36

ARE YOU AWARE THE OSWEGO POLICE DEPARTMENT HAS A WEB SITE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	123	34.94
YES	229	65.06
Missing	10	
TOTAL	352	100.00

52) Q36A

IF YOU ARE AWARE OF WEB SITE, HAVE YOU VISITED THE OSWEGO POLICE DEPARTMENTWEB SITE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	106	45.69
YES	126	54.31
Missing	130	
TOTAL	232	100.00

53) Q36B

IF AWARE OF WEB SITE, HAVE YOU SEEN THE SEX OFFENDER MAP ON THE OSWEGO POLICE DEPARTMENT WEB SITE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	98	48.51
YES	104	51.49
Missing	160	
TOTAL	202	100.00

54) Q37

CURRENTLY, THE OSWEGO POLICE DEPARTMENT CONDUCTS SEX OFFENDER REGISTRATION CHECKS ONCE A MONTH. SHOULD THIS PRACTICE CONTINUE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	2	0.57
YES	338	96.02
UNCERTAIN	12	3.41
Missing	10	
TOTAL	352	100.00

55) Q38

ARE YOU IN FAVOR OF MAKING THE OSWEGO POLICE DEPARTMENT RESPONSIBLE FOR NOTIFYING NEIGHBORHOOD RESIDENTS OF A CONVICTED SEX OFFENDER MOVING IN THE NEIGHBORHOOD?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	18	5.10
YES	300	84.99
UNCERTAIN	35	9.92
Missing	9	
TOTAL	353	100.00

56) Q39

PLEASE LIST ANY SUGGESTIONS OR RECOMMENDATIONS THAT YOU FEEL MAY HELP TO IMPROVE THE QUALITY OF SERVICES OFFERED BY THE OSWEGO POLICE DEPARTMENT?

Mode = 0 (No Suggestions)

Minimum: 0 Maximum: 30

	TOTAL	%
NO SUGGEST	305	85.67
BACKGROUND CHECK-HOMELESS	1	0.28
IMPORTANT TIME USE-NOT TRAFFIC	1	0.28
MORE OFFICERS NEEDED	2	0.56
MORE SUBDIVISION PATROL	3	0.84
CITIZEN INTERACT-GET OUT CARS	2	0.56
RED LIGHT ENFORCEMENT	1	0.28
NIGHTTIME PARKING ISSUES	2	0.56
BIKE PATROL-PARKS & SCHOOLS	2	0.56
ENFORCE TRAFFIC VIOLATIONS	5	1.40
SENIORS NOT EDUC ON SOCIAL MED	1	0.28
CHUCH & SCHOOL NOTIFICATIONS	1	0.28
MORE K-9 UNITS NEEDED	1	0.28
REQUIRE 4 YEAR DEGREE OF OFFCR	1	0.28
RESIDENT ORDINANCE EDUCATION	1	0.28
POL VISIBILITY SHOPPING AREAS	1	0.28
YOUTH TOWN MEETINGS	1	0.28
FAMILY-MENTAL HEALTH TRAINING	1	0.28

56) Q39 - CONTINUED

PLEASE LIST ANY SUGGESTIONS OR RECOMMENDATIONS THAT YOU FEEL MAY HELP TO IMPROVE THE QUALITY OF SERVICES OFFERED BY THE OSWEGO POLICE DEPARTMENT?

Mode = 24 (Better Communication-Rapor)

Minimum: 0 Maximum: 30

	TOTAL	%
ENFORCE NIGHT VEHICLE PARKING	1	0.28
SCHOOL SAFETY-TRAFFIC-LIASON	3	0.84
NOTIFY RESIDENT OF PAROLEE	1	0.28
NBRHD OFFICER LEAVE CARD/NAME	1	0.28
FOOT PATROL IN NEIGHBORHOODS	1	0.28
MORE CITIZEN ACADEMIES	1	0.28
BETTER COMMUNICATIONS-RAPOR	5	1.40
LESS \$ COMM.SERVICE OFFICER	1	0.28
ENFORCE EXCESS VEHICLE NOISE	1	0.28
NEIGHBORHOOD WATCH-CRIME WTCH	2	0.56
OTHER ISSUES	1	0.28
DOING EXCELLENT JOB	3	0.84
MULTIPLE COMMENTS-CONCERNS	3	0.84
Missing	6	
TOTAL	356	100.00

57) Q40

THREE, SIX AND NINE YEARS AGO A RESEARCH QUESTIONNAIRE SIMILAR TO THIS ONE WAS MAILED OUT TO A RANDOM SAMPLING OF VILLAGE RESIDENTS. DID YOU PARTICIPATE IN THIS QUESTIONNAIRE?

Mode = 0 (No)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	277	78.47
YES	21	5.95
UNCERTAIN	55	15.58
Missing	9	
TOTAL	353	100.00

58) Q41

ARE YOU AWARE THAT THE OSWEGO POLICE DEPARTMENT CURRENTLY UTILIZES COMMUNITY SERVICE OFFICERS?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	88	25.00
YES	248	70.45
UNCERTAIN	16	4.55
Missing	10	
TOTAL	352	100.00

59) Q42

HAVE YOU HAD CONTACT WITH THE OSWEGO POLICE DEPARTMENT COMMUNITY SERVICE OFFICER IN THE PAST YEAR?

Mode = 0 (No)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	302	85.55
YES	44	12.46
UNCERTAIN	7	1.98
Missing	9	
TOTAL	353	100.00

60) Q42A

IF YOU HAD CONTACT WITH COMMUNITY SERVICE OFFICERS, WERE THEY A HELPFUL RESOURCE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	6	13.64
YES	38	86.36
Missing	318	
TOTAL	44	100.00

61) Q43

ARE YOU AWARE THAT THE OSWEGO POLICE DEPARTMENT ORGANIZES AND PARTICIPATES IN HOME OWNER ASSOCIATION PROGRAMS?

Mode = 0 (No)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	224	63.64
YES	109	30.97
UNCERTAIN	19	5.40
Missing	10	
TOTAL	352	100.00

62) Q43A

WOULD YOU BE WILLING TO PARTICPATE IN A HOME OWNER ASSOCIATION PROGRAM?

Mode = 2 (Uncertain)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	86	28.96
YES	89	29.97
UNCERTAIN	122	41.08
Missing	65	
TOTAL	297	100.00

63) Q44

CURRENTLY, THE HOURS OF OPERATION FOR THE OSWEGO POLICE DEPARTMENT FRONT DESK ARE 24 HOURS & SEVEN DAYS A WEEK. WOULD YOU LIKE TO SEE THE HOURS OF OPERATION REMAIN THE SAME?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	11	3.14
YES	299	85.43
UNCERTAIN	40	11.43
Missing	12	
TOTAL	350	100.00

64) Q45

THE VILLAGE IS REVIEWING THE NEED TO CONSTRUCT A NEW OSWEGO POLICE DEPARTMENT FACILITY IN THE FUTURE. WITH THE DEPARTMENT OUTGROWING ITS CURRENT FACILITY, HOW DO YOU THINK A NEW POLICE DEPARTMENT FACILITY SHOULD BE FUNDED?

Mode = 1 (Sales Tax Revenue)

Minimum: 1 Maximum: 11

	TOTAL	%
SALES TAX REVENUE	187	57.89
PROPERTY TAX REVENUE	19	5.88
BOTH SALES & PROPERTY TAX	29	8.98
DO IT ON THEIR OWN-EXISTING\$	3	0.93
FUND RAISING ACTIVITIES	8	2.48
TAXES + PRIVATE DONATIONS	4	1.24
USE OTHER FACILITY	7	2.17
SALES-BUSINESS PROPERTY TAX	2	0.62
OTHER-COMBINATION FUNDING	47	14.55
NOT NEEDED	11	3.41
NOT SURE WHAT FUNDING SOURCE	6	1.86
Missing	39	
TOTAL	323	100.00

65) Q46A

WHAT DO YOU FEEL THE BIGGEST CONCERN OF THE OSWEGO POLICE DEPARTMENT SHOULD BE - RANKED FROM 1=BIGGEST TO 6=SMALLEST - TRAFFIC CONCERNS:

Median: 4.67 (LT MODERATE TO SMALL - RANKED 5th)

Minimum: 1 Maximum: 6

	TOTAL	%
BIGGEST	30	9.17
BIG	18	5.50
MODERATE	31	9.48
LT.MODER	54	16.51
SMALL	185	56.57
SMALLEST	9	2.75
Missing	35	
TOTAL	327	100.00

66) Q46B

WHAT DO YOU FEEL THE BIGGEST CONCERN OF THE OSWEGO POLICE DEPARTMENT SHOULD BE - RANKED FROM 1=BIGGEST TO 6=SMALLEST - CRIMES AGAINST PERSONS?

Median: 1.63 (BIG TO BIGGEST - RANKED 1st)

Minimum: 1 Maximum: 6

	TOTAL	%
BIGGEST	158	48.02
BIG	54	16.41
MODERATE	80	24.32
LT.MODER	33	10.03
SMALL	3	0.91
SMALLEST	1	0.30
Missing	33	
TOTAL	329	100.00

67) Q46C

WHAT DO YOU FEEL THE BIGGEST CONCERN OF THE OSWEGO POLICE DEPARTMENT SHOULD BE - RANKED FROM 1=BIGGEST TO 6=SMALLEST - GANGS?

Median: 2.35 (BIG TO BIGGEST - RANKED 2nd)

Minimum: 1 Maximum: 6

	TOTAL	%
BIGGEST	84	25.53
BIG	95	28.88
MODERATE	67	20.36
LT.MODER	46	13.98
SMALL	37	11.25
SMALLEST	0	0.00
Missing	33	
TOTAL	329	100.00

68) Q46D

WHAT DO YOU FEEL THE BIGGEST CONCERN OF THE OSWEGO POLICE DEPARTMENT SHOULD BE - RANKED FROM 1=BIGGEST TO 6=SMALLEST - DRUGS?

Median: 2.66 (BIG TO MODERATE - RANKED 3rd)
 Minimum: 1 Maximum: 6

	TOTAL	%
BIGGEST	86	25.98
BIG	66	19.94
MODERATE	86	25.98
LT.MODER	66	19.94
SMALL	24	7.25
SMALLEST	3	0.91
Missing	31	
TOTAL	331	100.00

69) Q46E

WHAT DO YOU FEEL THE BIGGEST CONCERN OF THE OSWEGO POLICE DEPARTMENT SHOULD BE - RANKED FROM 1=BIGGEST TO 6=SMALLEST - CRIMES AGAINST PROPERTY?

Median: 3.50 (MODERATE TO LT MODERATE - RANKED 4th)
 Minimum: 1 Maximum: 6

	TOTAL	%
BIGGEST	27	8.23
BIG	85	25.91
MODERATE	52	15.85
LT.MODER	109	33.23
SMALL	52	15.85
SMALLEST	3	0.91
Missing	34	
TOTAL	328	100.00

70) Q46F

WHAT DO YOU FEEL THE BIGGEST CONCERN OF THE OSWEGO POLICE DEPARTMENT SHOULD BE - RANKED FROM 1=BIGGEST TO 6=SMALLEST - OTHER CONCERN?

Median: 5.93 (SMALL TO SMALLEST - RANKED 6th)
 Minimum: 1 Maximum: 6

	TOTAL	%
BIGGEST	1	2.08
BIG	1	2.08
MODERATE	0	0.00
LT.MODER	1	2.08
SMALL	4	8.33
SMALLEST	41	85.42
Missing	314	
TOTAL	48	100.00

71) B1

AGE OF OSWEGO RESPONDENT

Mean: 52.34 Std. Dev.: 14.69
 Median: 51.20 Minimum: 24 Maximum: 90

	TOTAL	%
Val= 24	2	0.59
Val= 25	1	0.29
Val= 26	3	0.88
Val= 27	1	0.29
Val= 28	6	1.76
Val= 29	2	0.59
Val= 30	7	2.05
Val= 31	9	2.64
Val= 32	3	0.88
Val= 33	4	1.17
Val= 34	4	1.17
Val= 35	5	1.47
Val= 36	6	1.76
Val= 37	3	0.88
Val= 38	6	1.76
Val= 39	9	2.64
Val= 40	12	3.52
Val= 41	4	1.17
Val= 42	9	2.64
Val= 43	7	2.05
Val= 44	12	3.52
Val= 45	12	3.52
Val= 46	6	1.76
Val= 47	8	2.35
Val= 48	5	1.47
Val= 49	9	2.64
Val= 50	9	2.64
Val= 51	10	2.93
Val= 52	7	2.05
Val= 53	8	2.35
Val= 54	5	1.47
Val= 55	8	2.35
Val= 56	9	2.64
Val= 57	5	1.47
Val= 58	5	1.47
Val= 59	6	1.76
Val= 60	12	3.52
Val= 61	4	1.17
Val= 62	2	0.59
Val= 63	11	3.23
Val= 64	5	1.47
Val= 65	6	1.76
Val= 66	6	1.76
Val= 67	6	1.76
Val= 68	5	1.47
Val= 69	7	2.05
Val= 70	7	2.05
Val= 71	8	2.35
Val= 72	6	1.76

71) B1

AGE OF OSWEGO RESPONDENT-CONTINUED

Mean: 52.34 Std. Dev.: 14.69
 Median: 51.20 Minimum: 24 Maximum: 90

	TOTAL	%
Val= 73	5	1.47
Val= 74	4	1.17
Val= 75	1	0.29
Val= 76	2	0.59
Val= 77	1	0.29
Val= 78	1	0.29
Val= 79	3	0.88
Val= 80	1	0.29
Val= 82	3	0.88
Val= 83	2	0.59
Val= 84	1	0.29
Val= 85	1	0.29
Val= 87	1	0.29
Val= 88	2	0.59
Val= 90	1	0.29
Missing	21	
TOTAL	341	100.00

72) B2

GENDER OF OSWEGO RESPONDENT

Mode = 1 (Male Gender)
 Minimum: 1 Maximum: 3

	TOTAL	%
MALE GENDER	175	50.29
FEMALE GENDER	172	49.43
TRANSGENDER-OTHER IDENTIFIED	1	0.29
Missing	14	
TOTAL	348	100.00

73) B3

RACE OF OSWEGO RESPONDENT

Mode = 1 (Caucasian)
 Minimum: 1 Maximum: 6

	TOTAL	%
CAUCASIAN	298	87.39
HISPANIC ORIGIN	13	3.81
AFRICAN AMERICAN	9	2.64
ASIAN-PACIFIC ISLANDER	10	2.93
NATIVE AMERICAN-INDIAN	2	0.59
OTHER ETHNIC OR MULTI ETHNIC	9	2.64
Missing	21	
TOTAL	341	100.00

74) B4
 MARITAL STATUS OF OSWEGO RESPONDENT
 Mode = 2 (Married)
 Minimum: 1 Maximum: 5

	TOTAL	%
NEVER MARRIED	23	6.71
MARRIED	246	71.72
WIDOWED	31	9.04
DIVORCED	42	12.24
SEPARATED	1	0.29
Missing	19	
TOTAL	343	100.00

75) B5
 TYPE OF RESIDENCE OF OSWEGO RESPONDENT
 Mode = 1 (Own Home)
 Minimum: 1 Maximum: 6

	TOTAL	%
OWN HOME	325	92.33
OWN APARTMENT	5	1.42
SENIOR HOUSING	0	0.00
RENT HOME OR APARTMENT	20	5.68
RELATIVE'S HOME	1	0.28
OTHER TYPE OF HOUSING	1	0.28
Missing	10	
TOTAL	352	100.00

76) B6
 EDUCATION LEVEL OF OSWEGO RESPONDENT
 Median: 5.71 (BETWEEN 2 YEAR & 4 YEAR DEGREE)
 Minimum: 1 Maximum: 8

	TOTAL	%
LESS THAN 8 YEARS	0	0.00
SOME HIGH SCHOOL	5	1.44
HIGH SCHOOL GRADUATE	44	12.68
SOME COLLEGE TAKEN	64	18.44
2 YEAR COLLEGE DEGREE	37	10.66
4 YEAR COLLEGE DEGREE	116	33.43
SOME GRADUATE WORK TAKEN	16	4.61
GRADUATE-PROFESSIONAL DEGREE	65	18.73
Missing	15	
TOTAL	347	100.00

77) B7
 HOW LONG HAVE YOU LIVED IN VILLAGE OF OSWEGO?
 Median: 4.73 (BETWEEN 10 & 20 YEARS)
 Minimum: 1 Maximum: 9

	TOTAL	%
UNDER 1 YEAR	26	7.41
OVER 1 YEAR TO 3 YEARS	37	10.54
OVER 3 YEARS TO 6 YEARS	37	10.54
OVER 6 YEARS TO 10 YEARS	59	16.81
OVER 10 YEARS TO 15 YEARS	73	20.80
OVER 15 YEARS TO 20 YEARS	51	14.53
OVER 20 YEARS TO 25 YEARS	21	5.98
OVER 25 YEARS TO 30 YEARS	21	5.98
OVER 30 YEARS	26	7.41
Missing	11	
TOTAL	351	100.00

78) B8
 DO YOU OWN YOUR OWN BUSINESS IN THE VILLAGE OF OSWEGO?
 Mode = 0 (No)
 Minimum: 0 Maximum: 1

	TOTAL	%
NO	324	93.91
YES	21	6.09
Missing	17	
TOTAL	345	100.00

79) B9
 WHERE DID YOU LIVE BEFORE YOU MOVED TO THE VILLAGE OF OSWEGO?
 Mode = 1 (Aurora)
 Minimum: 0 Maximum: 11

	TOTAL	%
NOT MOVED FROM OSWEGO	2	0.57
AURORA	78	22.29
NAPERVILLE	38	10.86
KENDALL COUNTY	29	8.29
KANE COUNTY	27	7.71
MCHENRY COUNTY	1	0.29
WILL COUNTY	15	4.29
DUPAGE COUNTY	52	14.86
COOK COUNTY-CHICAGO AREA	37	10.57
OTHER ILLINOIS COMMUNITY	23	6.57
OUT OF STATE-SPECIFIC	37	12.29
OUT OF STATE-NOT SPECIFICED	11	1.43
Missing	12	
TOTAL	350	100.00

79) B9 - CONTINUED

WHERE DID YOU LIVE BEFORE YOU MOVED TO THE VILLAGE OF OSWEGO? - OUT OF STATE SPECIFIED Mode = 4 (FLORIDA) Minimum: 1 Maximum: 20

STATE	TOTAL	%
1 ARIZONIA	2	5.4
2 CALIFORNIA	3	8.1
3 COLORADO	2	5.4
4 FLORIDA	5	13.5
5 GEORGIA	1	2.7
6 INDIANA	2	5.4
7 IOWA	1	2.7
8 KENTUCKY	1	2.7
9 MARYLAND	1	2.7
10 MASSACHUSETTS	1	2.7
11 MICHIGAN	1	2.7
12 MINNESOTA	1	2.7
13 MISSOURI	3	8.1
14 NEW JERSY	1	2.7
15 OHIO	4	10.8
16 TENNESSEE	1	2.7
17 TEXAS	3	8.1
18 WASHINGTON	2	5.4
19 WEST VIRGINIA	1	2.7
20 WISCONSIN	1	2.7
Missing	11	(Unspecified)
TOTAL	37	100.0%

80) B10

APPROXIMATE ANNUAL INCOME FOR YOUR HOUSEHOLD:

Median: 7.14 (BETWEEN \$75,000 TO \$99,999) Minimum: 1 Maximum: 8

	TOTAL	%
LESS THAN \$7,500	0	0.00
\$7,501 TO \$14,999	4	1.23
\$15,000 TO \$24,999	8	2.45
\$25,000 TO \$34,999	11	3.37
\$35,000 TO \$49,999	31	9.51
\$50,000 TO \$74,999	67	20.55
\$75,000 TO \$99,999	66	20.25
\$100,000 AND OVER	139	42.64

Missing 36

TOTAL 326 100.00

81) COMMENT

PLEASE PROVIDE ANY ADDITIONAL COMMENTS (0=NO COMMENTS, 1=GENERALLY NEGATIVE COMMENTS, 3=MIXED NEG & POSITIVE, AND 4=POSITIVE COMMENTS).

Mode = 0 (No Comment) Minimum: 0 Maximum: 3

	TOTAL	%
NO COMMENT	242	67.79
NEGATIVE	13	3.64
MIXED	54	15.13
POSITIVE	48	13.45

Missing 5

TOTAL 357 100.00

APPENDIX F

Detailed 2015 Business Survey Results by Questionnaire Item (7.4% Error)

2) Q1

AS A BUSINESS, HAVE YOU EVER CONTACTED THE OSWEGO POLICE DEPARTMENT FOR ASSISTANCE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	70	44.30
YES	88	55.70
Missing	3	
TOTAL	158	100.00

3) Q1A

IF YOU HAVE CONTACTED THE OSWEGO POLICE, WERE YOU SATISFIED WITH THE SERVICE PROVIDED?

Mode = 1 (Yes)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	7	8.05
YES	80	91.95
Missing	74	
TOTAL	87	100.00

4) Q2

HAVE YOU EVER BEEN ISSUED AN ORDINANCE VIOLATION TICKET BY MEMBER OF THE OSWEGO POLICE DEPARTMENT?

Mode = 1 (Yes)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	148	93.67
YES	10	6.33
Missing	3	
TOTAL	158	100.00

5) Q3

DO YOU KNOW ANY OSWEGO POLICE OFFICERS PERSONALLY?

Mode = 0 (No)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	98	62.82
YES	58	37.18
Missing	5	
TOTAL	156	100.00

6) Q4

AS A BUSINESS PERSON, HAVE YOU OR YOUR BUSINESS BEEN THE VICTIM OF A CRIME IN OSWEGO DURING THE PAST FIVE YEARS?

Mode = 0 (No)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	125	79.11
YES	33	20.89
Missing	3	
TOTAL	158	100.00

7) Q4A

IF YOU OR YOUR BUSINESS WERE A CRIME VICTIM IN PAST FIVE YEARS, HOW MANY TIMES WERE YOU A VICTIM?

Mean: 0.40 Std. Dev.: 0.96

Median: 0.13 Minimum: 0 Maximum: 30

	TOTAL	%	#Victims	%Victims	#Crimes	%Crimes
Val= 0	123	79.35	-----	-----	-----	-----
Val= 1	15	9.68	15	46.88	15	24.19
Val= 2	9	5.81	9	28.13	18	29.51
Val= 3	6	3.87	6	18.75	18	29.51
Val= 5	1	0.65	1	3.13	5	8.06
Val= 6	1	0.65	1	3.13	6	9.68
Missing	6		129		129	
TOTAL	155	100.00	32	100.00	62	100.00

8) Q4B1

IF A CRIME VICTIM, WHAT TYPE OF CRIME WAS INVOLVED - 1ST INCIDENT?

Mode = 1 (Property)

Minimum: 1 Maximum: 3

	TOTAL	%
PROPERTY	29	90.63
PERSON	2	6.25
BOTH	1	3.13
Missing	129	
TOTAL	32	100.00

9) Q4B2

IF A CRIME VICTIM, WHAT TYPE OF CRIME WAS INVOLVED - 2ND INCIDENT?

Mode = 1 (Property)

Minimum: 1 Maximum: 3

	TOTAL	%
PROPERTY	15	88.24
PERSON	0	0.00
BOTH	2	11.76
Missing	144	
TOTAL	17	100.00

10) Q4B3

IF A CRIME VICTIM, WHAT TYPE OF CRIME WAS INVOLVED - 3RD INCIDENT?

Mode = 1 (Property)

Minimum: 1 Maximum: 3

	TOTAL	%
PROPERTY	8	88.89
PERSON	0	0.00
BOTH	1	11.11
Missing	152	
TOTAL	9	100.00

COMBINATION OF Q4B1 THRU Q4B3

IF A CRIME VICTIM, WHAT TYPE OF CRIME WAS INVOLVED - 1ST THRU 3RD INCIDENT? Mode = 1 (Property)

Minimum: 1 Maximum: 3

	TOTAL	%
PROPERTY	52	89.66
PERSON	2	3.45
BOTH	4	6.89
Missing	152	
TOTAL	58	100.00

11) Q4C1

IF A CRIME VICTIM, WHAT WAS THE FINAL OUTCOME OF THE INCIDENT TO THE BEST OF YOUR KNOWLEDGE - 1ST INCIDENT?

Mode = 3 (Not Caught - Uncertain of Outcome)

Minimum: 1 Maximum: 4

	TOTAL	%
CAUGHT-NCV	2	6.67
CAUGHT-COV	5	16.67
NTCHT-UNCR	21	70.00
CHT-UNCERT	2	6.67
Missing	131	
TOTAL	30	100.00

12) Q4C2

IF A CRIME VICTIM, WHAT WAS THE FINAL OUTCOME OF THE INCIDENT TO THE BEST OF YOUR KNOWLEDGE - 2ND INCIDENT?

Mode = 3 (Not Caught - Uncertain of Outcome)

Minimum: 1 Maximum: 4

	TOTAL	%
CAUGHT-NCV	2	12.50
CAUGHT-CVT	1	6.25
NTCHT-UNCR	12	75.00
CHT-UNCERT	1	6.25
Missing	145	
TOTAL	16	100.00

13) Q4C3

IF A CRIME VICTIM, WAHT WAS THE FINAL OUTCOME OF THE INCIDENT TO THE BEST OF YOUR KNOWLEDGE - 3RD INCIDENT?

Mode = 3 (Not Caught - Uncertain of Outcome)

Minimum: 1 Maximum: 4

	TOTAL	%
CAUGHT-NCV	1	11.11
CAUHTT-CVT	1	11.11
NTCHT-UNCT	6	66.67
CHT-UNCERT	1	11.11
Missing	152	
TOTAL	9	100.00

COMBINATION OF Q4C1 THRU Q4C3

IF A CRIME VICTIM, WAHT WAS THE FINAL OUTCOME OF THE INCIDENT TO THE BEST OF YOUR KNOWLEDGE - 1ST THUR 3RD INCIDENT?

Mode = 3 (Not Caught - Uncertain of Outcome)

Minimum: 1 Maximum: 4

	TOTAL	%
CAUGHT-NCV	5	9.09
CAUHTT-CVT	7	12.73
NTCHT-UNCT	39	70.91
CHT-UNCERT	4	7.27
Missing	152	
TOTAL	55	100.00

14) Q4D

AS A BUSINESS PERSON, IF YOU OR YOUR BUSINESS A VICTIM OF A CRIME, DID ANY OF THE CRIMES AGAINST YOUR BUSINESS OCCUR IN THE PAST 12 MONTHS?

Mode = 0 (No)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	22	70.97
YES	9	29.03
Missing	130	
TOTAL	31	100.00

15) Q5

DO YOU PERSONNALLY KNOW ANY OTHER BUSINESS OWNERS WHO HAS BEEN THE VICTIM OF A CRIME COMMITTED IN OSWEGO?

Mode = 0 (No)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	122	78.21
YES	34	21.79
Missing	5	
TOTAL	156	100.00

16) Q6A

HOW SAFE DO YOU FEEL WORKING OR COMMUTING IN OSWEGO DURING THE DAYTIME
 - IN YOUR BUSINESS?

Median: 1.18 (Very Safe)
 Minimum: 1 Maximum: 6

	TOTAL	%
VERY SAFE	111	74.00
SAFE	32	21.33
MIXED VIEW	4	2.67
UNSAFE	1	0.67
VRY UNSAFE	2	1.33
UNCERTAIN	0	0.00
Missing	11	
TOTAL	150	100.00

17) Q6B

HOW SAFE DO YOU FEEL WORKING OR COMMUTING IN OSWEGO DURING THE
 DAY - NEAR YOUR BUSINESS?

Median: 1.23 (VERY SAFE)
 Minimum: 1 Maximum: 6

	TOTAL	%
VERY SAFE	103	69.13
SAFE	36	24.16
MIXED VIEW	5	3.36
UNSAFE	3	2.01
VRY UNSAFE	2	1.34
UNCERTAIN	0	0.00
Missing	12	
TOTAL	149	100.00

18) Q6C

HOW SAFE DO YOU FEEL WORKING OR COMMUTING IN OSWEGO DURING THE
 DAY - IN OTHER AREAS OF OSWEGO?

Median: 1.32 (VERY SAFE)
 Minimum: 1 Maximum: 6

	TOTAL	%
VERY SAFE	91	61.07
SAFE	39	26.17
MIXED VIEW	7	4.70
UNSAFE	2	1.34
VRY UNSAFE	4	2.68

UNCERTAIN	6	4.03
Missing	12	
TOTAL	149	100.00

19) Q7A

HOW SAFE DO YOU FEEL WORKING OR COMMUTING IN OSWEGO AT NIGHT - IN YOUR BUSINESS?

Median: 1.40 (VERY SAFE)

Minimum: 1 Maximum: 6

	TOTAL	%
VERY SAFE	84	56.00
SAFE	50	33.33
MIXED VIEW	10	6.67
UNSAFE	2	1.33
VRV UNSAFE	4	2.67
UNCERTAIN	0	0.00
Missing	11	
TOTAL	150	100.00

20) Q7B

HOW SAFE DO YOU FEEL WORKING OR COMMUTING IN OSWEGO AT NIGHT - NEAR YOUR BUSINESS?

Median: 1.50 (VERY SAFE TO SAFE)

Minimum: 1 Maximum: 6

	TOTAL	%
VERY SAFE	75	50.00
SAFE	48	32.00
MIXED	18	12.00
UNSAFE	3	2.00
VRV UNSAFE	5	3.33
UNCERTAIN	1	0.67
Missing	11	
TOTAL	150	100.00

21) Q7C

HOW DO YOU FEEL WORKING OR COMMUTING IN OSWEGO AT NIGHT - IN OTHER AREAS OF OSWEGO?

Median: 1.66 (VERY SAFE TO SAFE)

Minimum: 1 Maximum: 6

TOTAL %

VERY SAFE	67	44.97
SAFE	49	32.89
MIXED VIEW	20	13.42
UNSAFE	2	1.34
VRV UNSAFE	4	2.68
UNCERTAIN	7	4.70
Missing	12	
TOTAL	149	100.00

22) Q8

IN YOUR OPINION, DOES THE OSWEGO POLICE DO A SATISFACTORY JOB OF PATROLLING THE VILLAGE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	8	5.03
YES	137	86.16
UNCERTAIN	14	8.81
Missing	2	
TOTAL	159	100.00

23) Q9

IF YOUR OPINION, DOES THE OSWEGO POLICE DO A SATISFACTORY JOB INVESTIGATING CRIMES?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	4	2.56
YES	83	53.21
UNCERTAIN	69	44.23
Missing	5	
TOTAL	156	100.00

24) Q10

IN YOUR OPINION, DOES THE OSWEGO POLICE DO A SATISFACTORY JOB OF TRAFFIC CONTROL?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	8	5.03
YES	135	84.91
UNCERTAIN	16	10.06
Missing	2	

TOTAL 159 100.00

25) Q11

IN YOUR OPINION, DOES THE OSWEGO POLICE DO A SATISFACTORY JOB OF HANDLING JUVENILE PROBLEMS?

Mode = 2 (Uncertain)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	5	3.16
YES	55	34.81
UNCERTAIN	98	62.03
Missing	3	
TOTAL	158	100.00

26) Q12

IN YOUR OPINION, DOES THE OSWEGO POLICE DO A SATISFACTORY JOB OF HANDLING THE DRUG PROBLEM IN OSWEGO?

Mode = 2 (Uncertain)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	7	4.43
YES	44	27.85
UNCERTAIN	107	67.72
Missing	3	
TOTAL	158	100.00

27) Q13

IN YOUR OPINION, DOES THE OSWEGO POLICE DO A SATISFACTORY JOB OF COMMUNITY RELATIONS?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	12	7.69
YES	111	71.15
UNCERTAIN	33	21.15
Missing	5	
TOTAL	156	100.00

28) Q14

IN YOUR OPINION, DO THE OSWEGO POLICE TREAT PEOPLE FAIRLY REGARDLESS OF RACE, CREED OR COLOR?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	4	2.55
YES	91	57.96
UNCERTAIN	62	39.49
Missing	4	

TOTAL	157	100.00
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29) Q15

IN YOUR OPINION, DOES THE OSWEGO POLICE DEPARTMENT HAVE ENOUGH POLICE OFFICERS?

Mode = 2 (Uncertain)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	8	5.16
YES	65	41.94
UNCERTAIN	82	52.90
Missing	6	
TOTAL	155	100.00

30) Q16

IN YOUR OPINION, ARE OSWEGO POLICE OFFICERS HONEST?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	3	1.91
YES	101	64.33
UNCERTAIN	53	33.76
Missing	4	
TOTAL	157	100.00

31) Q17

IN YOUR OPINION, ARE OSWEGO POLICE OFFICERS COMPETENT?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	2	1.27
YES	110	70.06
UNCERTAIN	45	28.66
Missing	4	
TOTAL	157	100.00

32) Q18

ARE YOU AWARE THAT THE OSWEGO POLICE DEPARTMENT HAS ACHIEVED NATIONAL ACCREDITATION THROUGH CALEA?

Mode = 0 (No)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	78	50.00
YES	68	43.59
UNCERTAIN	10	6.41
Missing	5	
TOTAL	156	100.00

33) Q19

IN YOUR OPINION, SHOULD THE OSWEGO POLICE DEPARTMENT SCHOOL LIAISON OFFICER PROGRAM BE CONTINUED IN THE HIGH SCHOOLS?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	2	1.27
YES	125	79.62
UNCERTAIN	30	19.11
Missing	4	
TOTAL	157	100.00

34) Q20

IN YOUR OPINION, SHOULD THE OSWEGO POLICE DEPARTMENT SCHOOL LIAISON OFFICER PROGRAM BE ADDED TO THE JUNIOR HIGH SCHOOLS?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	17	10.83
YES	86	54.78
UNCERTAIN	54	34.39
Missing	4	
TOTAL	157	100.00

35) Q21

IN YOUR OPINION, SHOULD THE OSWEGO POLICE DEPARTMENT CONTINUE TO PROVIDE THE PROGRAM OF CHECKING THE HOMES OF INDIVIDUALS ON VACATION?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	10	6.37
YES	127	80.89
UNCERTAIN	20	12.74
Missing	4	
TOTAL	157	100.00

36) Q22

HAVE YOU RECEIVED A CRIME PREVENTION NOTICE AT YOUR HOME, BUSINESS OR ON YOUR VEHICLE IN THE LAST YEAR?

Mode = 0 (No)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	105	67.74
YES	36	23.23
UNCERTAIN	14	9.03
Missing	6	

TOTAL	155	100.00
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37) Q22A

PLEASE LIST ANY OTHER PROGRAMS (OTHER THAN THOSE MENTIONED IN THIS QUESTIONNAIRE) OFFERED BY THE OSWEGO POLICE DEPARTMENT THAT YOU ARE FAMILIAR WITH:

Mode = 0 (Not Listed)

Minimum: 0 Maximum: 15

	TOTAL	%
NON LISTED	144	91.14
OPERATION IMPACT	2	1.27
SPECIAL OLYMPICS	2	1.27
CITIZEN POLICE PATROL ACADEMY	2	1.27
FUND RAISING BY POLICE	1	0.63
REPORT-HOMEOWNERS ASSOCIATION	1	0.63
BASSET PROGRAM	2	1.27
POLICE SPEAKERS-EG.SCAM AWARE	1	0.63
MULTIPLE PROGRAMS-SERVICES	2	1.27
OTHER PROGRAMS-SERVICES	1	0.63
Missing	3	
TOTAL	158	100.00

38) Q23

CURRENTLY, OSWEGO POLICE OFFICERS ARE REQUIRED TO TAKE AN ANNUAL PHYSICAL FITNESS TEST BASED ON THEIR AGE AND GENDER. DO YOU FEEL THAT THIS PRACTICE SHOULD CONTINUE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	1	0.64
YES	154	98.09
UNCERTAIN	2	1.27
Missing	4	
TOTAL	157	100.00

39) Q24

CURRENTLY, OSWEGO POLICE DEPARTMENT REQUIRES AN OFFICER TO POSSESS A 2 YEAR COLLEGE DEGREE (ASSOCIATES DEGREE) OR ACTIVE MILITARY DUTY PRIOR TO BEING EMPLOYED AS AN OFFICER. DO YOU FEEL THIS PRACTICE SHOULD CONTINUE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	15	9.55
YES	132	84.08

UNCERTAIN	10	6.37
Missing	4	
TOTAL	157	100.00

40) Q25

IN YOUR OPINION, SHOULD THE VILLAGE OF OSWEGO PAY TUITION FEES FOR THE OSWEGO POLICE OFFICERS WHO VOLUNTARILY TAKE COLLEGE COURSES IN POLICE RELATED FIELDS OF STUDY TO FURTHER THEIR PROFESSIONAL COMPETENCE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	23	14.74
YES	113	72.44
UNCERAIN	20	12.82
Missing	5	
TOTAL	156	100.00

41) Q26

IN YOUR OPINION, SHOULD THE OSWEGO POLICE DEPARTMENT USE UNMARKED CARS IN ADDITION TO MARKED PATROL VEHICLES FOR ENFORCEMENT OF TRAFFIC LAWS?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	40	25.64
YES	103	66.03
UNCERTAIN	13	8.33
Missing	5	
TOTAL	156	100.00

42) Q27

HAVE YOU SEEN AN INCREASE IN TRAFFIC ENFORCEMENT IN THE PAST YEAR?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	50	32.05
YES	57	36.54
UNCERTAIN	49	31.41
Missing	5	

TOTAL 156 100.00

43) Q28

HAVE YOU SEEN AN INCREASE IN BICYCLE PATROLS IN THE PAST YEAR?

Mode = 0 (No)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	85	54.14
YES	18	11.46
UNCERTAIN	54	34.39
Missing	4	
TOTAL	157	100.00

44) Q29

IN YOUR OPINION, SHOULD THE OSWEGO POLICE DEPARTMENT CONTINUE TO PROVIDE BICYCLE PATROL?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	15	9.62
YES	87	55.77
UNCERTAIN	54	34.62
Missing	5	
TOTAL	156	100.00

45) Q30

ARE YOU AWARE THE OSWEGO POLICE DEPARTMENT HAS A WEB SITE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	33	21.02
YES	124	78.98
Missing	4	
TOTAL	157	100.00

46) Q30A

IF YOU ARE AWARE OF WEB SITE, HAS THE OSWEGO POLICE DEPARTMENT WEB SITE BEEN HELPFUL TO YOUR BUSINESS?

Mode = 0 (No)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	60	56.07
YES	47	43.93
Missing	54	
TOTAL	107	100.00

47) Q31

ARE YOU ALSO AWARE OF THE VILLAGE OF OSWEGO WEB SITE FOR ECONOMIC DEVELOPMENT?

Mode = 1 (Yes)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	52	33.55
YES	103	66.45
Missing	6	
TOTAL	155	100.00

48) Q31A

IF AWARE OF WEB SITE, HAS THIS ECONOMIC DEVELOPMENT WEB SITE BEEN HELPFUL TO YOUR BUSINESS?

Mode = 0 (No)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	51	53.68
YES	44	46.32
Missing	66	
TOTAL	95	100.00

49) Q32

SHOULD THE OSWEGO POLICE DEPARTMENT CONTINUE TO COMMUNICATE EVENTS VIA SOCIAL MEDIA (TWITTER, FACE BOOK, ETC)?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	6	3.82
YES	120	76.43
UNCERTAIN	31	19.75
Missing	4	
TOTAL	157	100.00

50) Q33

CURRENTLY, THE OSWEGO POLICE DEPARTMENT CONDUCTS SEX OFFENDER REGISTRATION CHECKS ONCE A MONTH. SHOULD THIS PRACTICE CONTINUE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	3	1.91
YES	148	94.27
UNCERTAIN	6	3.82
Missing	4	
TOTAL	157	100.00

51) Q34

ARE YOU IN FAVOR OF MAKING THE OSWEGO POLICE DEPARTMENT RESPONSIBLE FOR NOTIFYING NEIGHBORHOOD RESIDENTS OF A CONVICTED SEX OFFENDER MOVING IN THE NEIGHBORHOOD?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	10	6.37
YES	128	81.53
UNCERTAIN	19	12.10
Missing	4	
TOTAL	157	100.00

52) Q35

PLEASE LIST ANY SUGGESTIONS OR RECOMMENDATIONS THAT YOU FEEL MAY HELP TO IMPROVE THE QUALITY OF SERVICES OFFERED BY THE OSWEGO POLICE DEPARTMENT?

Mode = 0 (No Suggestion)

Minimum: 0 Maximum: 15

	TOTAL	%
NO SUGGEST	146	92.99
MORE NEIGHBORHOOD PATROLS	0	0.00
MORE CRIME PREVENTION NOTICES	1	0.64
NO TRUCK PARKING-SLEEPING	1	0.64
CHECK DOORS AT NIGHT	1	0.64
EXCESSIVE TRAFFIC ENFORCEMENT	2	1.27
FACE TO FACE COMMUNICATOINS	1	0.64
CONTROL COSTS	0	0.00
SEX OFFENDER NOTIFICATON	1	0.64
NOT COST EFFECTIVE SERVICES	1	0.64
MORE TRAFFIC ENFORCEMENT	1	0.64
POLICE PREVENT NOT GENERATE \$	1	0.64
IMPROVE POL BEHAVIOR-ARROGANT	1	0.64
MULTIPLE CONCERNS-ISSUES	0	0.00
OTHER CONCERNS-ISSUES	0	0.00
Missing	4	
TOTAL	157	100.00

53) Q36

THREE, SIX AND NINE YEARS AGO A RESEARCH QUESTIONNAIRE SIMILAR

TO THIS ONE WAS MAILED OUT TO A RANDOM SAMPLING OF VILLAGE RESIDENTS. DID YOU PARTICIPATE IN THIS QUESTIONNAIRE?

Mode = 0 (No)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	116	74.36
YES	15	9.62
UNCERTAIN	25	16.03
Missing	5	
TOTAL	156	100.00

54) Q37

ARE YOU AWARE THAT THE OSWEGO POLICE DEPARTMENT CURRENTLY UTILIZES COMMUNITY SERVICE OFFICERS?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	29	18.71
YES	122	78.71
UNCERTAIN	4	2.58
Missing	6	
TOTAL	155	100.00

55) Q38

HAVE YOU HAD CONTACT WITH THE OSWEGO POLICE DEPARTMENT COMMUNITY SERVICE OFFICER IN THE PAST YEAR?

Mode = 0 (No)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	122	78.21
YES	33	21.15
UNCERTAIN	1	0.64
Missing	5	
TOTAL	156	100.00

56) Q38A

IF YOU HAD CONTACT WITH COMMUNITY SERVICE OFFICERS, WERE THEY A HELPFUL RESOURCE?

Mode = 1 (Yes)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	4	12.12
YES	29	87.88
Missing	128	
TOTAL	33	100.00

57) Q39

CURRENTLY, THE HOURS OF OPERATION FOR THE OSWEGO POLICE DEPARTMENT FRONT DESK ARE 24 HOURS & SEVEN DAYS A WEEK. WOULD YOU LIKE TO SEE THE HOURS OF OPERATION REMAIN THE SAME?

Mode = 1 (Yes)

Minimum: 0 Maximum: 2

	TOTAL	%
NO	7	4.49
YES	128	82.05
UNCERTAIN	21	13.46
Missing	5	
TOTAL	156	100.00

58) Q40

THE VILLAGE IS REVIEWING THE NEED TO CONSTRUCT A NEW OSWEGO POLICE DEPARTMENT FACILITY IN THE FUTURE. WITH THE DEPARTMENT OUTGROWING ITS CURRENT FACILITY, HOW DO YOU THINK A NEW POLICE DEPARTMENT FACILITY SHOULD BE FUNDED?

Mode = 1 (Sales Tax Revenue)

Minimum: 1 Maximum: 9

	TOTAL	%
SALES TAX REVENUE	64	48.48
PROPERTY TAX REVENUE	18	13.64
BOTH SALES-PROPERTY TAXES	21	15.91
BONDS-BOND REFERENDUM	3	2.27
TAXES AND OTHER FUNDING	4	3.03
OTHER SOURCES-FUND RAISING	8	6.06
USE EXISTING/OTHER BUILDING	6	4.55
NOT NEEDED-NO TAX INCREASE	3	2.27
UNSURE OF FUNDING SOURCE	5	3.79
Missing	29	
TOTAL	132	100.00

59) Q41

AS A BUSINESS PERSON, HAVE YOU INSTALLED A BURGLAR ALARM, EXTRA LOCKS, AUTOMATIC LIGHTING DEVICES, HIRED OUTSIDE SECURITY OR UNDERTAKEN OTHER MEASURES TO BETTER PROTECT YOURSELF AND YOUR PROPERTY IN THE PAST FIVE YEARS?

Mode = 1 (Yes)
 Minimum: 0 Maximum: 1

	TOTAL	%
NO	58	40.00
YES	87	60.00
Missing	16	
TOTAL	145	100.00

60) Q42A

WHAT DO YOU FEEL THE BIGGEST CONCERN OF THE OSWEGO POLICE DEPARTMENT SHOULD BE - RANKED FROM 1=BIGGEST TO 6=SMALLEST - TRAFFIC CONCERNS:

Median: 4.70 (LT MODERATE TO SMALL - Ranked 5th)
 Minimum: 1 Maximum: 6

	TOTAL	%
BIGGEST	10	7.25
BIG	5	3.62
MODERATE	14	10.14
LT.MODER	24	17.39
SMALL	83	60.14
SMALLEST	2	1.45
Missing	23	
TOTAL	138	100.00

61) Q42B

WHAT DO YOU FEEL THE BIGGEST CONCERN OF THE OSWEGO POLICE DEPARTMENT SHOULD BE - RANKED FROM 1=BIGGEST TO 6=SMALLEST - CRIMES AGAINST PERSONS?

Median: 1.78 (BIG TO BIGGEST - Ranked 1st)
 Minimum: 1 Maximum: 6

	TOTAL	%
BIGGEST	67	47.18
BIG	16	11.27
MODERATE	39	27.46
LT.MODER	16	11.27
SMALL	3	2.11
SMALLEST	1	0.70
Missing	19	
TOTAL	142	100.00

62) Q42C

WHAT DO YOU FEEL THE BIGGEST CONCERN OF THE OSWEGO POLICE DEPARTMENT SHOULD BE - RANKED FROM 1=BIGGEST TO 6=SMALLEST - GANGS?

Median: 2.30 (BIG TO BIGGEST - Ranked 2nd)
 Minimum: 1 Maximum: 6

	TOTAL	%
BIGGEST	41	28.87
BIG	38	26.76
MODERATE	35	24.65
LT.MODER	18	12.68
SMALL	9	6.34
SMALLEST	1	0.70
Missing	19	
	TOTAL	%
TOTAL	142	100.00

63) Q42D

WHAT DO YOU FEEL THE BIGGEST CONCERN OF THE OSWEGO POLICE DEPARTMENT SHOULD BE - RANKED FROM 1=BIGGEST TO 6=SMALLEST - DRUGS?

Median: 2.31 (BIG TO BIGGEST - Ranked 3rd)
 Minimum: 1 Maximum: 6

	TOTAL	%
BIGGEST	30	20.98
BIG	52	36.36
MODERATE	25	17.48
LT.MODER	25	17.48
SMALL	11	7.69
SMALLEST	0	0.00
Missing	18	
	TOTAL	%
TOTAL	143	100.00

64) Q42E

WHAT DO YOU FEEL THE BIGGEST CONCERN OF THE OSWEGO POLICE DEPARTMENT SHOULD BE - RANKED FROM 1=BIGGEST TO 6=SMALLEST - CRIMES AGAINST PROPERTY?

Median: 3.63 (MODERATE TO LT MODERATE - Ranked 4th)
 Minimum: 1 Maximum: 6

	TOTAL	%
BIGGEST	11	7.97
BIG	28	20.29
MODERATE	24	17.39
LT.MODER	52	37.68
SMALL	23	16.67
SMALLEST	0	0.00
Missing	23	
	TOTAL	%
TOTAL	138	100.00

65) Q42F

WHAT DO YOU FEEL THE BIGGEST CONCERN OF THE OSWEGO POLICE DEPARTMENT SHOULD BE - RANKED FROM 1=BIGGEST TO 6=SMALLEST - OTHER CONCERN?

Median: 5.93 (SMALL TO SMALLEST - Ranked 6th)
 Minimum: 1 Maximum: 6

	TOTAL	%
BIGGEST	1	4.17
BIG	0	0.00

MODERATE	1	4.17
LT.MODER	0	0.00
SMALL	2	8.33
SMALLEST	20	83.33
Missing	137	
TOTAL	24	100.00

66) B1
EDUCATION LEVEL OF OSWEGO RESPONDENT
Median: 5.78 (2 YEAR TO 4 YEAR COLLEGE DEGREE)
Minimum: 1 Maximum: 8

	TOTAL	%
LESS THAN 8 YEARS	0	0.00
SOME HIGH SCHOOL	1	0.67
HIGH SCHOOL GRADUATE	9	6.00
SOME COLLEGE TAKEN	33	22.00
2YR COLLEGE DEGREE	22	14.67
4YR COLLEGE DEGREE	37	24.67
SOME GRADUATE WORK	8	5.33
GRADUATE-PROFESSIONAL DEGREE	40	26.67
Missing	11	
TOTAL	150	100.00

67) B2
HOW LONG HAVE YOU LIVED IN VILLAGE OF OSWEGO?
Median: 5.64 (OVER 10 TO 15 YEARS - EXCLUDING NON-RESIDENTS)
Minimum: 1 Maximum: 10

	TOTAL	%	Resident%
UNDER 1 YEAR	2	1.36	2.15
OVER 1 YEAR TO 3 YEARS	7	4.76	7.53
OVER 3 YEARS TO 6 YEARS	6	4.08	6.45
OVER 6 YEARS TO 10 YEARS	7	4.76	7.53
OVER 10 YEARS TO 15 YEARS	23	15.65	24.73
OVER 15 YEARS TO 20 YEARS	14	9.52	15.05
OVER 20 YEARS TO 25 YEARS	9	6.12	9.68
OVER 25 YEARS TO 30 YEARS	5	3.40	5.38
OVER 30 YEARS	20	13.61	21.51
NON-RESIDENT (COMMUTE)	54	36.73	-----
Missing	14		68
TOTAL	147	100.00	93

68) B3
HOW LONG HAVE YOU HAD A BUSINESS IN THE VILLAGE OF OSWEGO?
Median: 4.73 (OVER 6 YEARS TO 15 YEARS)

Minimum: 1 Maximum: 9

	TOTAL	%
UNDER 1 YEAR	7	4.70
OVER 1 YEAR TO 3 YEARS	14	9.40
OVER 3 YEARS TO 6 YEARS	28	18.79
OVER 6 YEARS TO 10 YEARS	19	12.75
OVER 10 YEARS TO 15 YEARS	30	20.13
OVER 15 YEARS TO 20 YEARS	19	12.75
OVER 20 YEARS TO 25 YEARS	8	5.37
OVER 25 YEARS TO 30 YEARS	9	6.04
OVER 30 YEARS	15	10.07
Missing	12	
TOTAL	149	100.00

69) B4

PLEASE INDICATE THE TYPE OF BUSINESS YOU CONDUCT IN THE VILLAGE OF OSWEGO?

Mode = 7 (Professional Service)

Minimum: 1 Maximum: 9

	TOTAL	%
RETAIL BUSINESS	27	18.12
INDUSTRIAL BUSINESS	10	6.71
COMMERCIAL BUSINESS	7	4.70
SERVICE OR FOOD BUSINESS	16	10.74
TECHNOLOGY BUSINESS	4	2.68
PROPERTY-REAL-ESTATE	4	2.68
PROFESSIONAL SERVICES	43	28.86
CONSTRUCTION BUSINESS	13	8.72
OTHER BUSINESS	25	16.78
Missing	12	
TOTAL	149	100.00

70) B5

DOES YOUR BUSINESS OPERATE DURING EVENING HOURS?

Mode = 1 (Yes)

Minimum: 0 Maximum: 1

	TOTAL	%
NO	68	43.87
YES	87	56.13

Missing	6	
TOTAL	155	100.00

71) B6

WHAT TYPE OF ZONING DISTRICT IS YOUR BUSINESS LOCATED?

Mode = 3 (B2 Community Shopping District)

Minimum: 1 Maximum: 10

	TOTAL	%
A1-AGRICULTURAL DISTRICT	1	0.72
B1-NEIGHBORHOOD BUSINESS DIST.	33	23.74
B2-COMMUNTIY SHOPPING DISTRICT	45	32.37
B3-COMERCIAL SERVICE & WHOLESAL	19	13.67
M1-LIMITED MANUFACTURING DIST.	18	12.95
M2-GENERAL MANUFACTURING DIST.	10	7.19
SPECIAL USE PERMIT	9	6.47
R1-HOME BASED BUSINESS	2	1.44
R2-KENDALL COUNTY	2	1.44
Missing	22	
TOTAL	139	100.00

72) B7

WHAT BUSINESS GEOGRAPHIC AREA OF OSWEGO IS YOUR BUSINESS LOCATED?

Mode = 4 (East-Southeast of Downtown)

Minimum: 1 Maximum: 7

	TOTAL	%
DOWNTOWN AREA OF OSWEGO	22	15.07
WEST OF DOWNTOWN-FOX RIVER	15	10.27
SOUTH--SOUTHWEST OF OSWEGO	15	10.27
EAST-SOUTHEAST OF DOWNTOWN	42	28.77
NORTHEAST-SOUTH OF ROUTE 34	20	13.70
NORTH-NORTH & WEST OR ROUTE 34	31	21.23
ALL AREAS OF OSWEGO	1	0.68
Missing	15	
TOTAL	146	100.00

73) B8

AT THE PRESENT, HOW MANY PERSONS DOES YOUR BUSINESS EMPLOY?

Median: 5.78 (BETWEEN 1 AND 10 EMPLOYEES)

Mode = 1 (Between 1 to 5 Employees)

Minimum: 1 Maximum: 9

	TOTAL	%
BETWEEN 1-5 EMPLOYEES	80	51.61
BETWEEN 6-10 EMPLOYEES	31	20.00
BETWEEN 11-25 EMPLOYEES	34	21.94

BETWEEN 26-50 EMPLOYEES	3	1.94
BETWEEN 51-75 EMPLOYEES	2	1.29
BETWEEN 101-150 EMPLOYEES	4	2.58
NO EMPLOYEES OR RETIRED BUSN	1	0.65
Missing	6	
TOTAL	155	100.00

74) COMMENT
PLEASE PROVIDE ANY ADDITIONAL COMMENTS (0=NO COMMENTS,
1=GENERALLY NEGATIVE COMMENTS, 2=MIXED NEG & POSITIVE, AND
3=POSITIVE COMMENTS).
Mode = 0 (No Comment)
Minimum: 0 Maximum: 3

	TOTAL	%
NO COMMENT	125	77.64
NEGATIVE	3	1.86
MIXED	17	10.56
POSITIVE	16	9.94
TOTAL	161	100.00