

CITY SURVEY



Annual Resident Survey: Public Safety (Fire, Police & Dispatch)

Survey Topic | Annual Survey: Public Safety

Survey Period | June 29 - August 4, 2018

Report Date | August 24, 2018

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Executive Summary

- All services received higher than average satisfaction ratings.
- Fire Department services received the highest satisfaction ratings overall.
- Fire Department received higher satisfaction ratings than the previous citizen survey in 2014.
- The majority of residents express a high level of confidence in both the Police and Fire Departments.
- More residents have received services or interacted with the Police Department than the Fire Department.
- The majority of residents indicate positive or somewhat positive impressions of Police officers and staff behavior.
- Residents are more supportive of a property tax increase for Fire than Police.
- Residents are most supportive of a property tax increase to competitively compensate current firefighters.
- Most residents are not aware of Community Emergency Preparedness resources (First Aid Classes, CERT, etc)
- 1/4 residents have used 911 or non-emergency dispatch in Sandy in the last year.
- The majority of residents using dispatch indicate high levels of satisfaction.

Methodology

- Utilized the Qualtrics Research Core Platform to collect and analyze responses
- Survey participants were solicited via e-mail from the Citizen Connect Demographic Pool (**1962** people in pool)
- Responses were collected from **June 29 - August 4, 2018**
- Text responses are copied and pasted verbatim as entered by respondents, so there may be spelling & grammatical errors in the open text sections.

Response Breakdown

- **1077** total responses
- Gender: **53.26%** female, **46.74%** male
- Ages: **18-88**
- City Council District: **19.75%** District 1, **25.46%** District 2
30.59% District 3, **24.20%** District 4
- Housing: **95.74%** single family homes, **4.26%** medium-to-high density housing (apartments, condos, town homes, prefabricated homes)
- Home ownership: **97.58%** own their home
- Parents: **44.9%** have children under 18, **55.1%** do not
- Voters: **96.98%** are registered voters, **3.02%** are not (Of the registered voters, **94.69%** consider themselves a “regular active voter”)

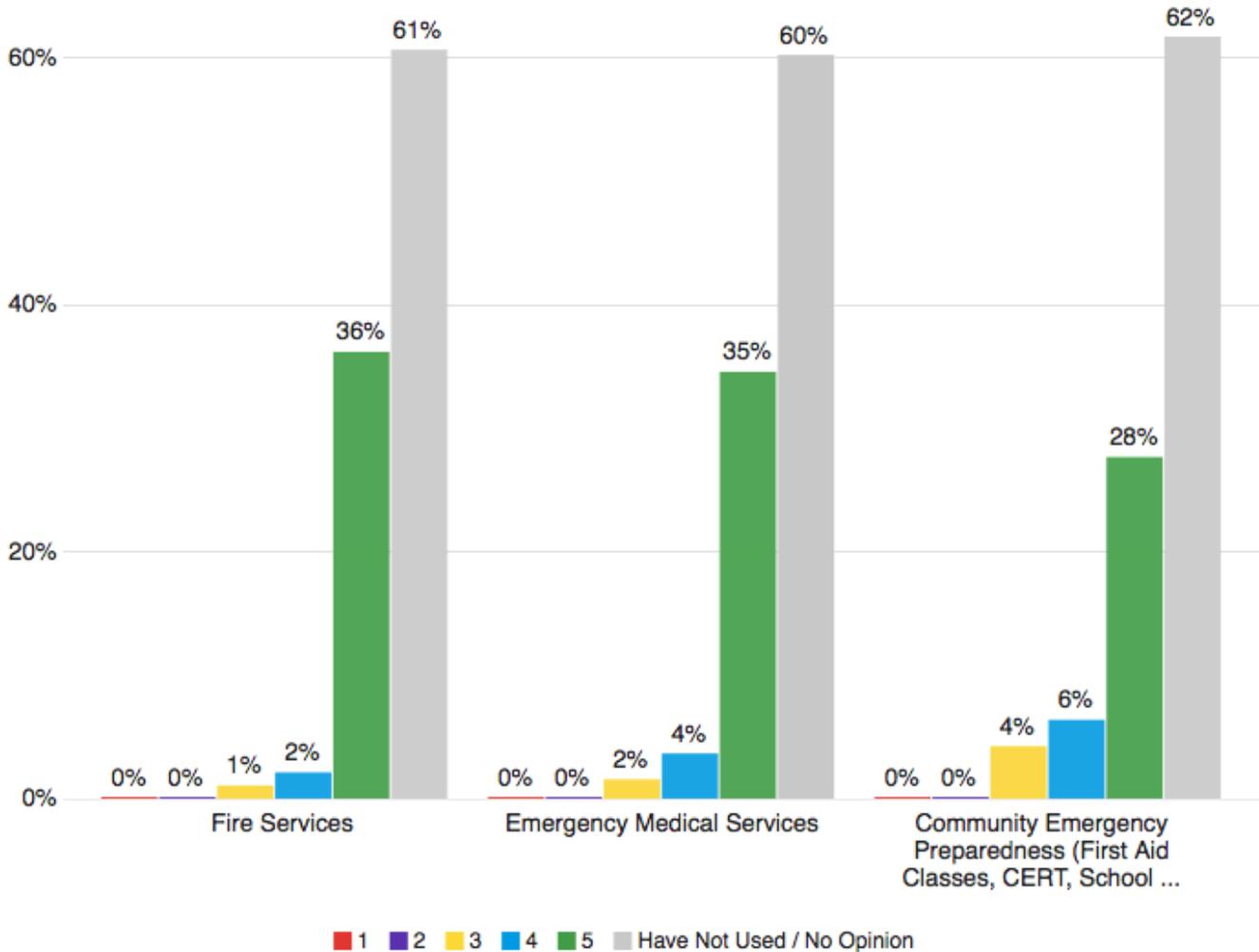
Caveats / Things to Keep in Mind

This research group is primarily from single family homes and we recognize these results do not accurately represent those living in medium-to-high density dwellings. However, those who live in single family homes are more likely to be permanent long-term residents of Sandy. Medium-to-high density residents (apartment dwellers, etc) often do not stay in the same city long-term and may not be as invested in civic participation.

Fire Department Satisfaction



Please rate your satisfaction of the following using a 1 - 5 scale, with 1 indicating “Not at all satisfied” and 5 indicating “Very Satisfied.”



Average satisfaction ratings, on a 1 - 5 scale, with 1 = Poor and 5 = Excellent:

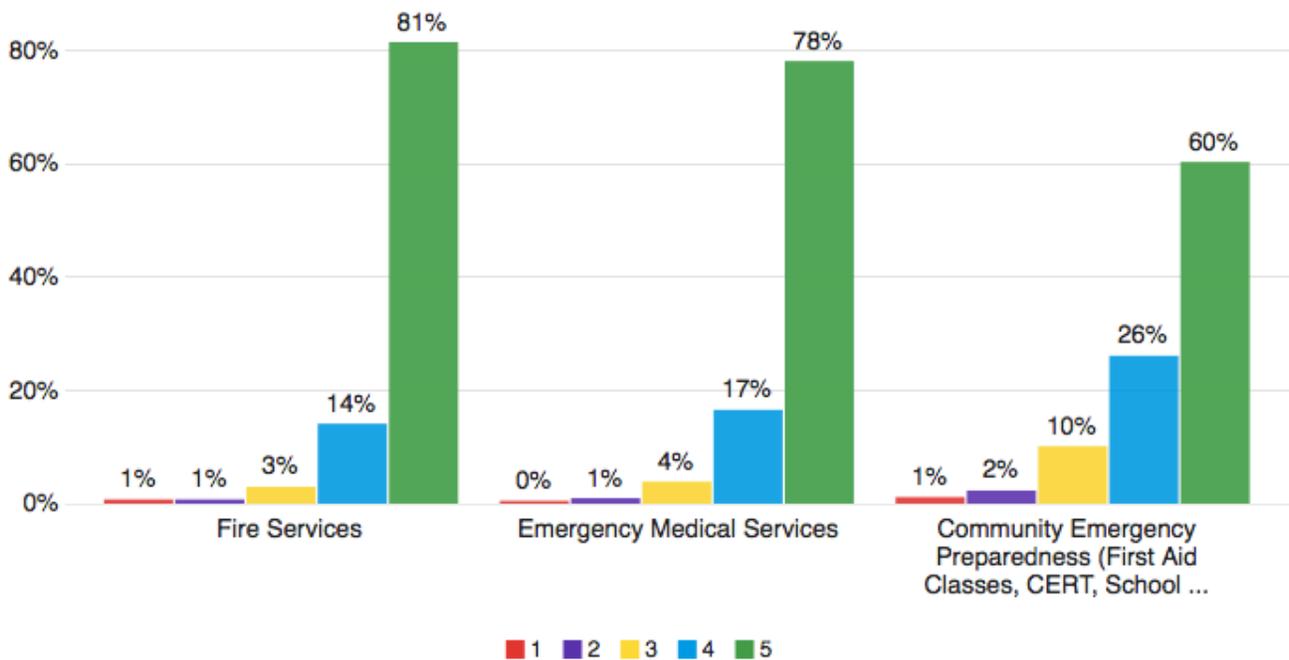
Fire Services: **4.75**
 Emergency Medical Services: **4.71**
 Community Emergency Preparedness: **4.42**

Fire Department Satisfaction Summary:

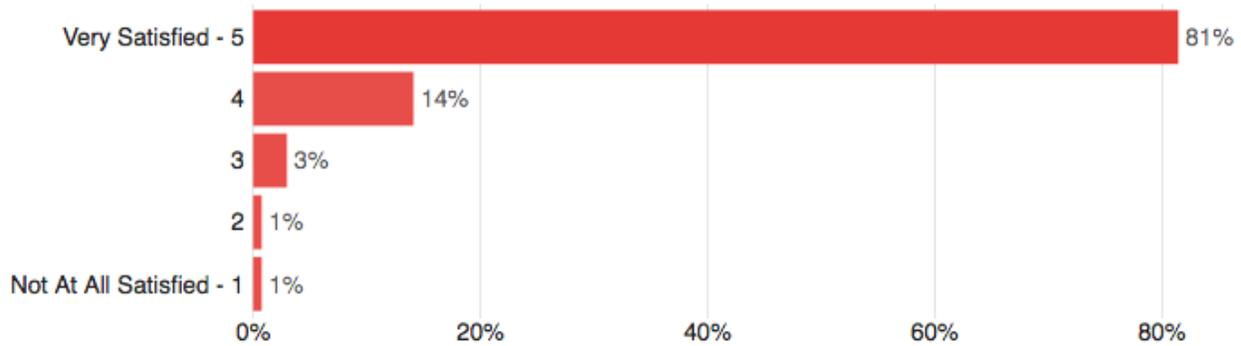
Overall, most residents have not used Fire Department Services, with Community Emergency Preparedness as the least used service. Of the group who shared their opinions about the Fire Department, all three main services received high satisfaction ratings. Respondents gave the highest average rating to Fire Services (4.75/5 average rating) and the second highest average rating to Emergency Medical Services (4.71/5 average rating). All three services received higher ratings this year than during the last citizen survey (2014).

For a breakdown of responses for each service, please see the following pages. For a closer look at the satisfaction ratings without the “Have Not Used” responses, please see the chart below.

Satisfaction ratings without the “Have Not Used / No Opinion” responses:



Fire Services:

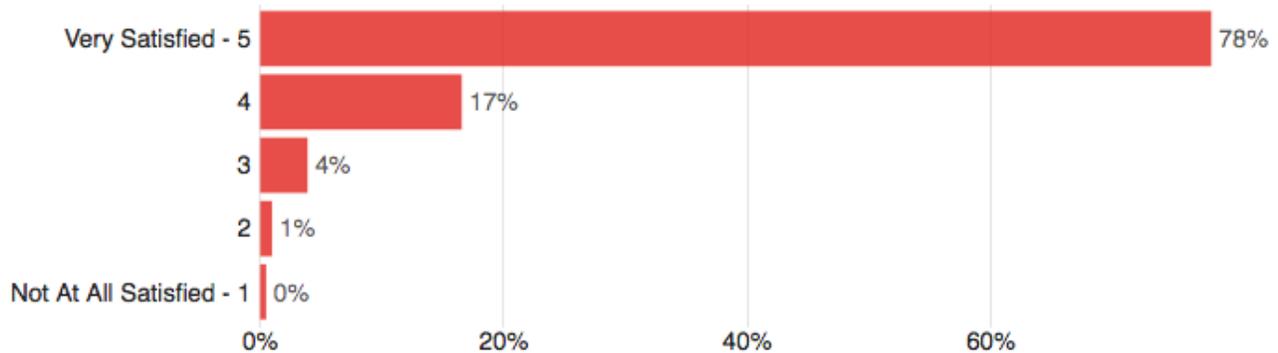


Of those who gave a rating, the majority of responses (81%) said they were “Very Satisfied” with Fire Services.

Of those who rated 1 or 2 - **Why did you give Fire Services this rating?**

- not needed
- Firework ordinance

Emergency Medical Services:

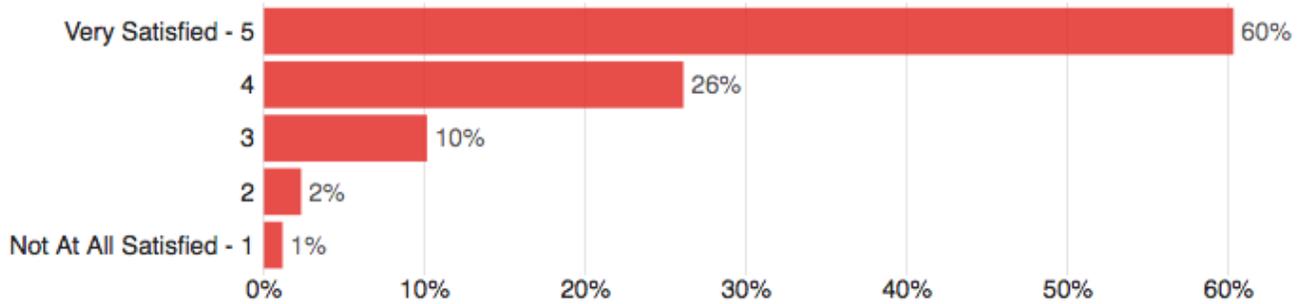


Again, of those who gave a rating, the majority of respondents (78%) said they were “Very Satisfied” with Emergency Medical Services.

Of those who rated 1 or 2 - **Why did you give Emergency Medical Services this rating?**

- I’m not sure it was Sandy’s EMS but when I called 911 it took over 45 minutes for the Ambulance to arrive.
- not needed
- 911 has been called multiple times and they can never find my street. it is less than 2 minutes from the station and a numbered street. my neighbor almost died on the curb because they drove in circles around us 3 times.
- Had to use ambulance at 2000\$
- Hated how they responded to an email confirmation...it was gold cross..

Community Emergency Preparedness



Of those who gave a rating, the majority of respondents (60%) said they were “Very Satisfied” with Community Emergency Preparedness.

Of those who rated 1 or 2 - **Why did you give Community Emergency Preparedness this rating?**

- Would like more classes offered
- availability
- I wish there was more community outreach for CERT, or a more organized emergency plan for the city. I know my family has a plan and my church has a plan, but I have no idea what the city’s plans would be if an emergency happened.
- Because people are so careless with fireworks. Not enough is being done.
- There are very few cpr classes available
- I’ve never heard about them being offered
- Never heard that these programs exist near me, if they do.

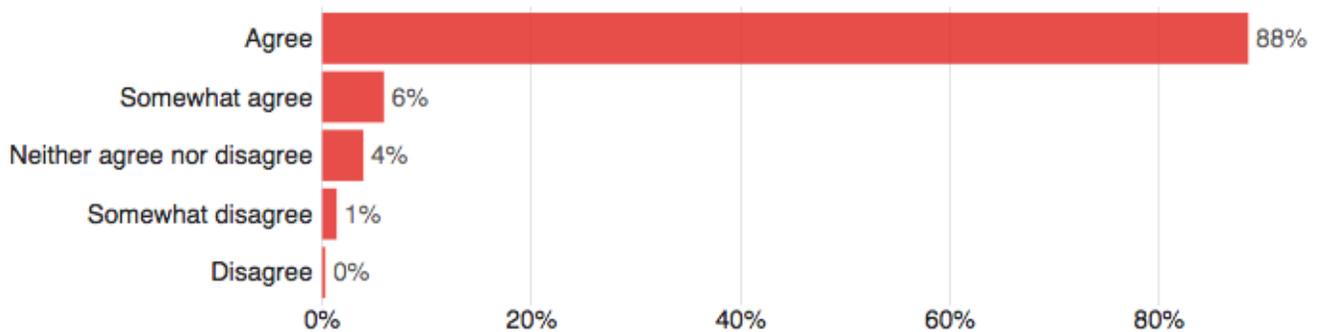
Prior to this survey, did you know that Sandy City Fire Department offers Community Preparedness classes (ex. First Aid, Jr. Firefighter Academy, Babysitting, School Programs, etc)?



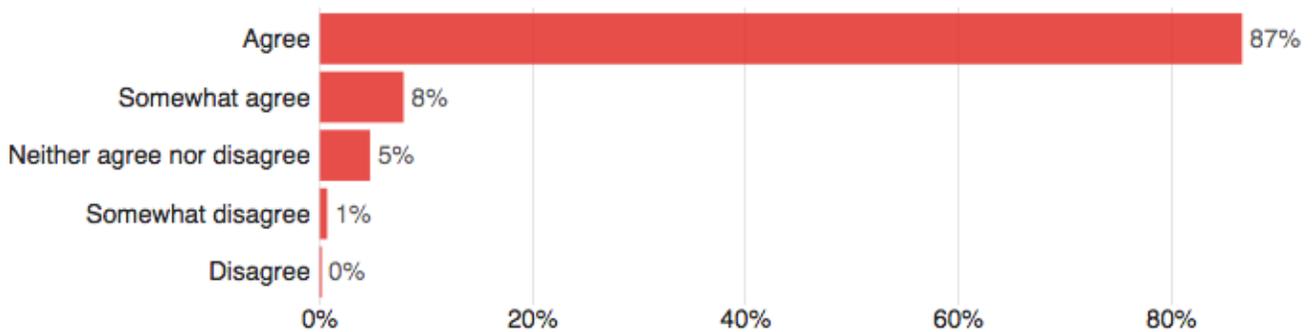
This is a new question added to the resident survey this year. Most residents did not know about the Sandy Community Preparedness classes.

Please tell us how much you agree with the following statements:

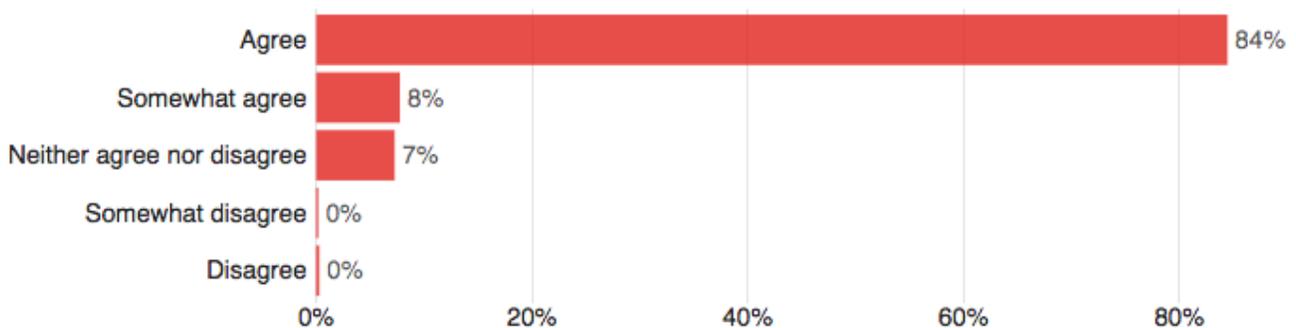
“If I need assistance, I am comfortable calling the Sandy City Fire Department.”



“I am confident in the ability of the Fire Department to serve my needs.”

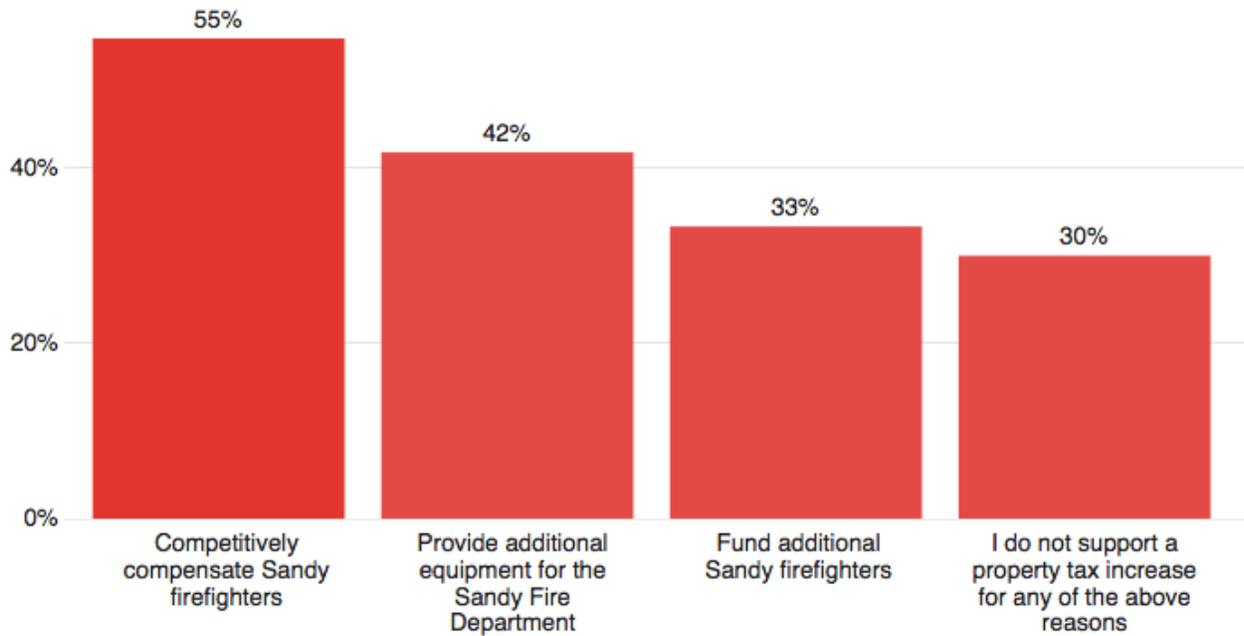


“I believe the Fire Department does a good job of keeping Sandy City safe.”



This is a new question added to the resident survey this year. Overwhelming, residents indicated a high level of confidence in the Sandy City Fire Department. All three statements received a high level of agreement varying from 84%-88%.

“Would you support a property tax increase to: (Select all that apply)”



This is a new question added to the resident survey this year. The majority of residents (55%) indicated they would support a property tax increase to competitively compensate existing Sandy City firefighters. Funding additional firefighters was the least selected reason to support a property tax increase. 30% of residents indicated they would not support a property tax increase for any of these reasons.

Fire Department Suggestions

“Do you have any suggestions for the Fire Department?”

This is a new question added to the resident survey this year. Answers are copied and pasted verbatim, so there may be some spelling and grammatical errors.

- Keep up the good work! You saved our house as well as other neighbors homes when the house next door (Aerie Heights Cove) burned down from a lightening strike. We're forever thankful for your vigilance!
- Fully staff all engines and trucks with at least 4 personnel. Personnel jumping from engines to ambulances doesn't count.
- Answer to above question is predicated on whether we are understaffed, or underequipped. I don't support additional taxes without proof of either.
- faster response time! With husband's first heart attack, took paramedica almost 15 minutes, ok maybe it was 10-12, seemed longer....to get to our house which is maybe a 4 minute drive from the firehouse. So second heart attack, I drove husband myself to E.R.
- As to the question above in regards to a tax increase, I would need to have additional information of the need and budget
- Before any property tax increase is considered a serious review of existing processes, needs and other options must be performed and approved.
- Before increasing taxes, attempt a budget shift first.
- Considering local volunteer firefighters for big new apartment complexes?
- Continue to be safe
- Educate the public about fireworks. Issue citations.
- Fundraisers: T-shirt sales, bumper stickers, hats, kid firecaps, Dalmatian/dog with Sandy Fire logo
- Get govt to be more financially responsible to give you better compensation
- Have some sort of fundraiser like where they will stand and ask for donations--I feel like people are much more likely to give money when the literal firefighters are the ones asking haha.
- Having never used the service it is not fair for me to rate them. I need a report card. Are they good at what they do? Compared to whom? Is it more cost effective for me to have more insurance or pay more taxes, which gives me better coverage ?
- How can I know if additional taxes should be used if I don't know if there are needs in the dept.
- How do they innovate and find cost saving practices successfully employed by other fire stations, Worldwide?
- How large of an increase are we talking about? This needs to be addressed.
- I am not educated enough on a tax increase
- I am the daughter of an Air Force/Civil Service Firefighter. We were always poor. Give them a raise so they can support their families on one income!!!!

- I can't answer survey question "Would you support a property tax increase" without knowing money involved.
- I cannot answer the question above, without additional data on budget/needs/competitive pay/difficulty of hire.....etc. I believe Sandy Fire is a good city agency.
- I cannot answer this as I'm not educated enough on the subject.
- I don't know enough about head count, compensation or equipment status to give an educated answer.
- I don't know enough about Sandy fire Dept to answer the last question
- I don't know if this is for the firefighters but what is with allowing AERIAL FIREWORKS in neighborhoods??? That's INSANE! I had sparks on my lawn because some pyro obsessed neighbor was shooting off fireworks into the sky! I called Sandy Police-they said someone 'would come by' but they never did! I'm actually thinking of moving out of this area because of this. As it's not just July 4th but a second round of 'Oh please don't let my dry shrubs or my house catch on fire!' on July 24th. Enough already!! Gotta be a headache for fire department too!
- I don't trust the SFD to know which jurisdiction that they are a part of when called, delaying the response time.
- I have always wondered why Salt Lake County has unique , fancy fire stations. each one has obviously had an architect involved. Their function can't be that different-what if we saved money by having 1 or 2 models instead of unique stations? I have always wondered...
- I have been very impressed with their promptness and professionalism, they have responded frequently to our community when needed.
- I have no suggestions. My experiences have always been very positive. I don't have much of an idea of what the Fire Departments needs are though.
- I just don't have enough information on the fire departments needs.
- I just read in the Sandy Journal that Mayor Bradburn already increased salaries to be competitive. Where is that money coming from if he didn't already have it? Why would it be necessary to increase taxes for something he has already initiated?
- I need more data to determine if I think a tax hike for any of those things is acceptable
- I qualified as a CERT volunteer - but it seems there are no follow up programs - at least I have never been contacted about any since I was certified
- I recommend more signs to inform residents about firework policies. Thank you!
- I think having well trained firefighters on state of the art equipment should be a source of pride. But seriously, with all of the wooded and grassy areas close to homes in Sandy, it's very important that our city has well trained firefighters who are adequately staffed. When an emergency happens they are our heroes who put their selves at risk to save us. What kind of person wouldn't support funding them?
- I think the firefighters are very supportive & friendly.
- I want Sandy City to have the resources they need, but our family is financially strapped and addl taxes would be a hardship for us
- I wish I knew enough to provide meaningful input.
- I would like more information about the SCFD's financial status before deciding on a tax increase. I also think this should be voted on a ballot.

- I would like to see more community out reach events; ie; middle school and High school visits... teach kids about career opportunities.
- I would need to know what issues the fire department faces before I'd be OK supporting a tax increase. Overall, I support properly funded emergency services.
- I would need to see what the spending now is and what would be proposed.
- I would support a tax increase if it were pegged to population growth and increased costs related to inflation.
- I would support all of the above after all measures of sticking to the budget were exhausted.
- I would support increases if I knew more about what they are currently being compensated at. I believe they just got a raise, isn't that right? I would also like to know more about the additional equipment, what it's for, and how old is the current equipment being replaced.
- I would support more funds to the Fire Department, as long as we lower the funds given to the schools.
- I'm retired and my taxes for necessary services keep going up, but my income isn't. You don't need chrome wheels to put out fires. Restructure your money priorities, please.
- I've never used you, but I am happy and feel safe because of my neighborhood and it's love of fireworks and such.
- If I received SS increases on a regular basis I would support all of the above.
- If we need these things to keep us safe. We must take care of our Police and Firefighters
- In general Tax increases need to be well justified. In the survey there is not a justification for increasing taxes for firefighters when I believe they're already doing a good job with what they have. If I had more information on why a tax increase would be needed then I could possibly be in support of it.
- In general, I resist higher property tax rates. I place high value on police and fire protection and if needed would consider paying a higher tax. However I would want to see other alternatives explored before jumping to a tax increase
- In order to retain trained and experienced firefighters Sandy needs to pay a competitive wage.
- Increase the frequency of CPR class offerings.
- It can probably be done with a reallocation of funds. Also, the more that can be done to encourage and support business development the better; it increases the tax revenue coming into Sandy. The past administration was so good at business development. I hope the new one follows suit.
- It seems we have some area along the ditch banks especially north of the Sandy city Hall that are a real fire hazard. Salt Lake city is suppose to clean them but according to the person we contacted he's the only person on the payroll to keep them all clean????
- Just yesterday I watched a fireman use a huge circular type saw to cut through a chain that was keeping the gate to gully closed. It seemed big, awkward, a bit dangerous? It seemed excessive I guess. I just wondered why they didn't just have a pair bolt cutters? I cut locks off of stuff all the time with bolt cutters and it takes less than half the time it took them?? Just my 2 cents. :)
- Keep up the good work
- Last year my property tax went up 20% because they (the Gov.) said it's value went up, Really? I have live there for 30yrs.
- Make the number available to call thrm directly. I only know of 911 to call for their help.

- Maybe do a little more community interaction. Child friendly stuff.
- Maybe you'd save a bit if you didn't send every truck to all calls. I understand you don't always know how many you'll need but come on. A few 5 or less should get you started on most calls I would think.
- More for 911 response, when I am sitting on hold to report a house fire for long enough to drive to the station to report the fire there is a problem. When I arrive to report to the nearest station to fire while still on hold with 911 they do not / cannot immediately respond, they have to be dispatched. You can see the smoke from the station. This actually happened in Sandy. Citizens had to evacuate the residents from the home.
- More Prepare classes
- My house would have burnt down if I didn't have my own fire extinguishers. I recently called the fire department and instead of putting the fire out they sat outside harassing my wife. After I got the fire put out the firefighters came in and broke my doors and left a muddy mess. Lesson learned don't call the fire department they only make things worse.
- My taxes have gone up over \$100 for 2018 already I cannot afford any more.
- Need another fire station. With the population density increasing around state street, there is currently only one station W of the Trax. I don't want the fire station covering my house to be covering 31's area because 31's is busy on a call at some high population density area or business during the day. High density residences (all the apartments that are popping up) are greater users of Fire/EMS than single family homes. This needs to be planned for in the future when the apartments start getting lower income tenants.
- Not a huge fan of increases taxes in general. I wonder if we could think outside the box a bit and look at some type of sponsorships (corporate or otherwise) or fundraising activities to help raise some of these funds. We haven't really used the fire services. Our kiddos have gone on tours of the local fire station and love it.
- Please stop raising taxes.
- Response time to Hidden Oaks is slow
- Sexy fireman calendar
- Staffing levels absolutely have to be increased! The citizens are at risk with the current model and I feel have been kept in the dark on what their minimum coverage should be. The majority of Sandy citizens do not realize how inadequate their service levels have been for years. Sandy is developing into a major city and they should protect their citizens as such.
- Stay the course.
- Suggest Fire Department must rationally justify need for funding additional firefighters, increasing compensation or buying additional equipment. No blank checks.
- Tell the new Mayor he is a crook. I never would have voted for him if he would have made it public in his election he was going to give himself a raise right away.
- The City needs to reign in on the police expenditures as all they do on thefts is give you a report form. I had two major thefts at my home and all I got. Was lip service
- The fire department is not appropriately staffed. Our department should be staffed at national standards. Two person staffing is unacceptable and not safe for residents or firefighters.
- The issue with a raise for firefighters comes down to this: I believe that the bulk of the funds would go to

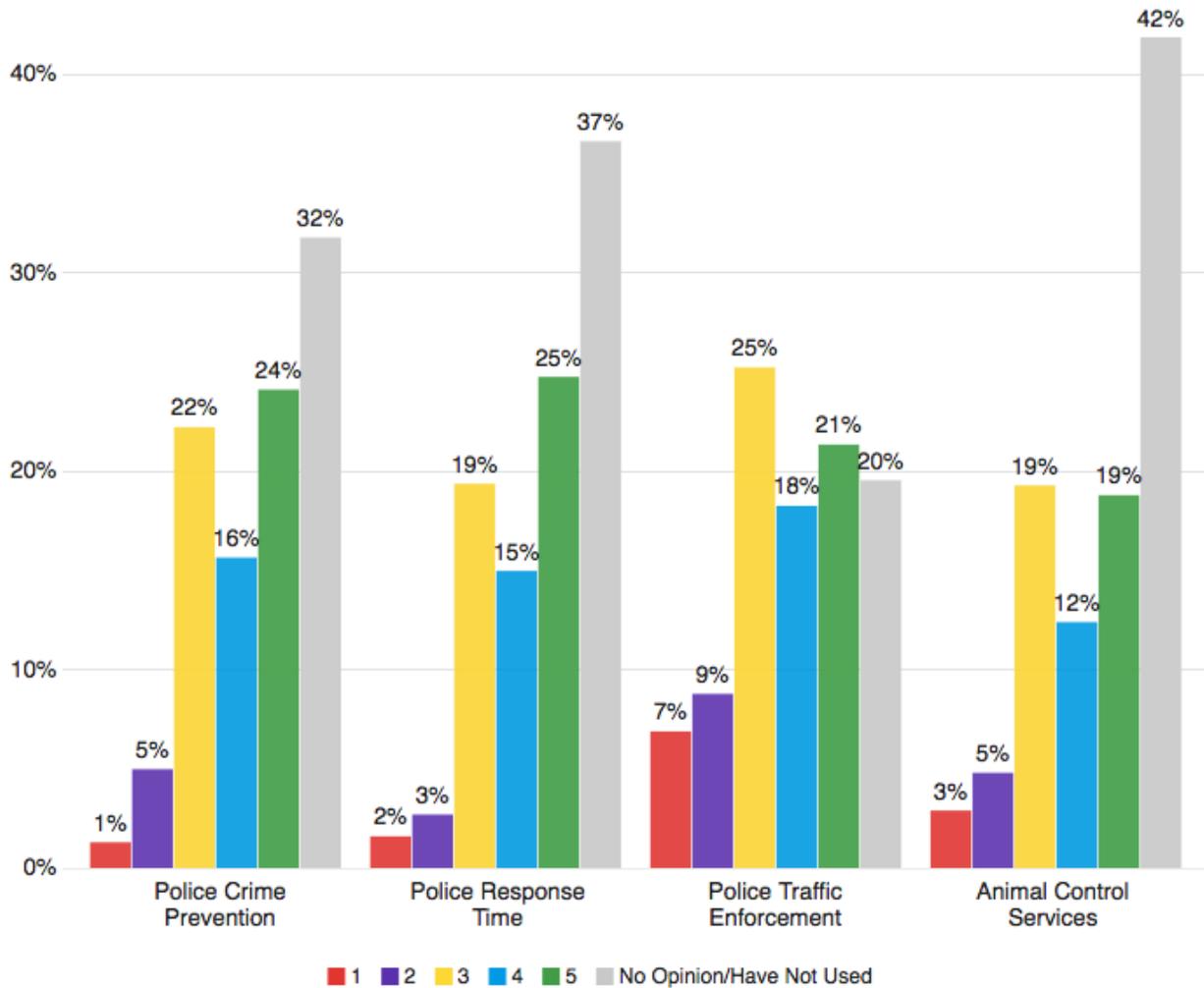
captains, chiefs, etc who I believe are already well paid.

- The property tax question above does not have enough data to give a meaningful answer...
- There should be a buzzer or a way to wake firefighters at night when you have an emergency right by the station
- Though firefighting is a hard job, I do not think Fire or perhaps the City helps with having rogue fireworks policies. It's the most barbaric thing to allow any adult to take a chance on peoples property to burn their house I. Total disregard to public safety. If they want more money for wages, equipment, etc. they need to iron out this absurd mess on fireworks. I would not support more property taxes HELL NO!!! Enough with increasing property taxes.
- We do not have a revenue problem, we have a spending problem and it administrative problem
- We have actually visited our fire department several times with our kids. Always friendly, welcoming, etc.
- We in parts of Granite often exceed the recommended 6-minutes response time for home fires and major medical emergencies. That is the only criticism that I have of Sandy Fire. They are great people with an excellent Chief.
- You are awesome. Thankfully we only needed to call once, but you were fantastic!
- You mean to tell me no budget for equipment exist just like any other business forecast and budget

Police Department Satisfaction



Please rate your satisfaction of the following using a 1-5 scale, with 1 indicating “Not at all satisfied” and 5 indicating “Very Satisfied.”



Average satisfaction ratings, on a 1-5 scale, with 1 = Poor and 5 = Excellent:

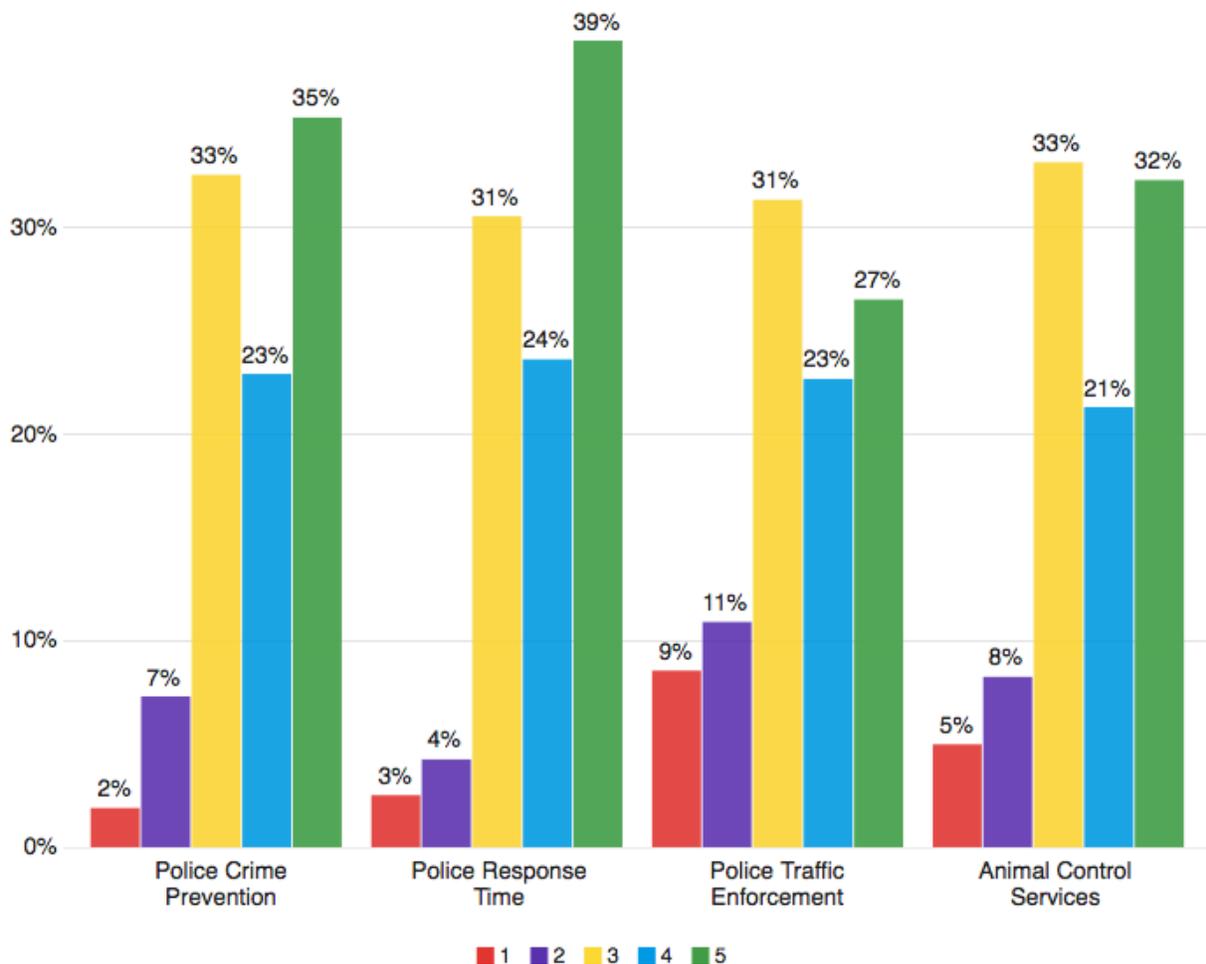
Police Crime Prevention: **3.82**
 Police Response Time: **3.92**
 Police Traffic Enforcement: **3.48**
 Animal Control Services: **3.68**

Police Department Satisfaction Summary:

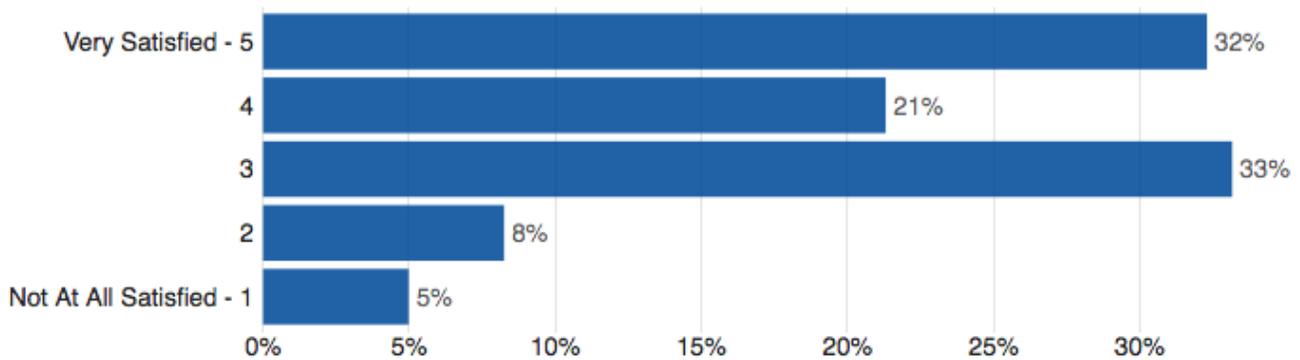
Overall, most residents have used or have an opinion about the Police Department, with Animal Services as the least used service in the department. Of the group who shared their opinions about the Police Department, all four main services received slightly higher than average satisfaction ratings. Respondents gave the highest average rating to Police Response Time (3.92/5 average rating) and the second highest average rating to Police Crime Prevention (3.82/5 average rating).

For a breakdown of responses for each service, please see the following pages. For a closer look at the satisfaction ratings without the “Have Not Used” responses, please see the chart below.

Satisfaction ratings without the “Have Not Used / No Opinion” responses:



Police Crime Prevention:



Of those who gave a rating, the majority of responses (58%) indicated a 4 or 5 rating for Police Crime Prevention.

Of those who rated 1 or 2 - **Why did you give Police Crime Prevention this rating?**

- Too much time enforcing traffic laws and not enough time preventing more serious property crimes or felonies
- We have packages being stolen from front porches and cars getting broken into in our neighborhood. We have video footage of the person who stole our and our neighbor's packages plus an image of their vehicle and all we got from the police officer was "you'll probably never see your package but most stores will replace it for free", she gave us a file number and that was it. We called the news and they took our story to investigate several crimes similar and their conclusion was that cops are being lazy because they know stores are replacing the items. What else do they need? I had footage, picture of face and car, as well as what store the stolen item was returned to. Ridiculous
- I have called 911 twice. They are incompetent and took 45 min to respond. I walked in to complain and the person at the window was rude.
- If someone sticks a gun in my face and robs me the police just don't have the resources to find the bad guy. If a woman says I think my ex boyfriend is going to harm me and my children the police just don't have the resources to help her. If I roll through a stop sign in the middle of the night with no cars on the road then the police take their jobs very seriously! Then they are dead serious about stopping serious criminal infractions. To a citizen this begins to look like the police do not care about any crime that doesn't have a financial benefit to them. I used to think there were 2 types of people in this world. Hard working tax paying citizens and criminal parasites that try to take advantage of them. Sometimes I wonder which category to put police officers into and that is very sad.
- I see little to no effort in prevention, only reaction to crimes after they've happened
- made a few calls for loitering at work late at night only to have no response.
- I think, and have always thought, Sandy Police are like unto the Kesytone cops. Bumpers, incompetent, for the most part.

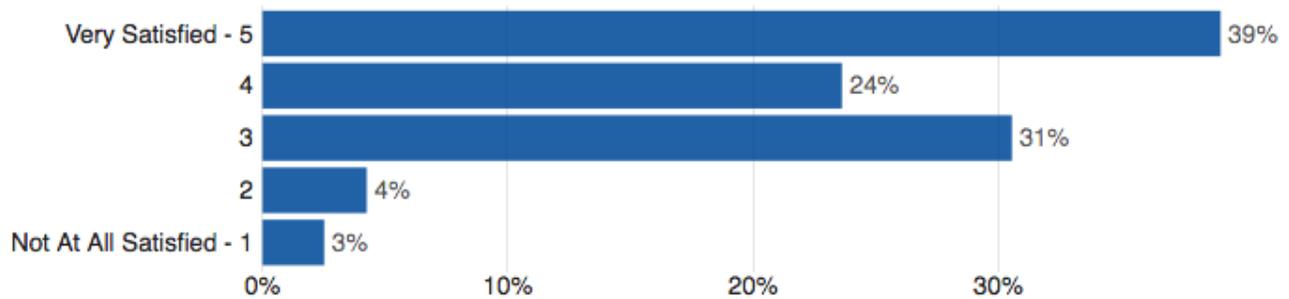
- My parents live in East Sandy and have had numerous instances of theft and even break-ins. I think more street monitoring day and night would be helpful to prevent crime.
- I see them nothing more than revenue agents.
- Lots of crime
- I have had two negative impressions of Sandy Police Officers. One was when my home was broken into with eye witnesses and lack of more than a police report. The second was a concern with a high stakes gambling ring in my neighborhood. Code enforcement responded favorably to check out unusual happenings at the home but the man living in the home threatened me and other neighbors. The officer involved rudely dismissed threats and sided with gambling ring. Neighbors had to handle the situation in a different way than police department. The man involved had already been convicted in Murray on gambling charges. The crowd at the home was not safe for kids in the neighborhood. Very disappointed that neighbors had to do the work to solve that situation. Police Department could have easily investigated the background of the man involved.
- I feel there are areas of crime where nothing is done. I would like to see reports taken seriously.
- Across the street neighbors have been selling drugs from their home for two years, took constant complaining from neighbors for police to do anything. Then there was a single raid but they are back to selling drugs. Seems nothing can be done about it.
- I should see more patrol cars instead of traffic violation sting operations!!
- I wish we had more neighborhood patrols. We have had many vehicular break-ins over the last few years, but no increased patrols.
- All I got during my burglaries is a report form and a towing bill for my two vehicles from storage.
- Accidental, disregard.
- no fault of their own but we have density/transient issues that are leading indicators of future problems (prevention)
- Past experience
- Never had a positive experience with them
- Not sure if more thorough investigation of smaller crimes and petty larceny used to buy drugs would cause would be criminals to stay out of the neighborhoods. Only major crime is fully investigated. Just an opinion.
- Ignored solving a crime for our family.
- Not aware of much the police are doing to help prevent crime.
- I believe the police department or so it seems, is more interested in bringing in money by setting speed traps than driving around to do crime prevention. Do you really need to sit for so long in one spot to catch speeders? Couldn't your time be spent also driving around neighborhoods that aren't on major roads?
- My house was burglarized and the perpetrators left blood all over the place. A debit card was taken and the exact location and times of use were provided to the police but they did not ask for the videotape that I was available. A woman was assaulted in the same area. My house was burglarized and nothing was done to catch the criminal and based on what I've read, they would

probably strike again. It seems like crime prevention was not prioritized. Speeding is a low concern for me.

- useless and worthless
- Crime just keeps getting worse.
- Lots of theft in neighborhood and do not see increased police presence
- I thought I gave them a 3
- it is useless to call the police to investigate anything. it is written up with a case number and there is nothing done from there. not worth the hassle to report anything
- I don't see what they are doing to prevent crime. Perhaps if they let the community know I would give them a higher number.
- Had an experience about ten years ago when a guy ran a red light at 90th S and 700 E and T-boned a small truck just in front of me and then hit my car. The guy that ran the red light said he had insurance, but when I tried to file a claim I found out he didn't. I called the officer that filled out the report to let him know. The officer said he didn't have time to deal with it. The guy should have lost his license, but nothing happened.
- In the past I have called the police to help with activity that was happening to me and my home. Out of the 6 calls that I made, only 1 officer took me seriously and helped. He showed up to 2 or 3 of the calls so that was great. The other officers were less than helpful.
- They're never there when you need them
- I once called the police and the person was literally threatening me in front of them and they didn't do anything.
- Arrogance
- It has seemed for years that the only thing Sandy Police Officers are interested in doing is watching for speeders or writing tickets. When we had a rash of burglaries in our neighborhood it was like even "why bother" to call the police. We only did it so there would be a case number if needed.
- Never see them patrolling our neighborhood where there have been many break ins and car break in thefts.
- We had a car stolen out of our front yard
- I don't feel like our police officers do anything besides give speeding tickets. Every single day I see them sitting in the same spots just waiting to pull people over. I don't feel like this is an effective use of the force or our tax dollars.
- In my profession I worked with police officers. I am aware of a Sandy City police officer who used narcotics illegally.
- I have called twice about unusual activity at night in a park behind my house. Both times it took so long for officers to arrive that the individuals had left. An officer told me they could do additional drive by's, but when I asked dispatch if police could do occasional drive by's at night, I was told that there were not officers available to do so.
- Not proactive, too busy running radar.
- They spend too much time writing tickets while our property crime is too high. Patrol is key. Writing tickets
- Any interaction I have had with the police in the last year has been negative.

- I haven't seen any patrolling in my area. Only responds to neighbors call. The speeding on vista way in the middle of the night is ridiculous. I can't imagine why u don't park in a side street about midnight towards the junior high.
- It feels like the community has to pull to get prevention into the neighborhoods. Crimes are not followed up with well
- Break ins near 300 East alot
- We have a lot of crime in our neighborhood and there is no way to stop it.

Police Response Time:



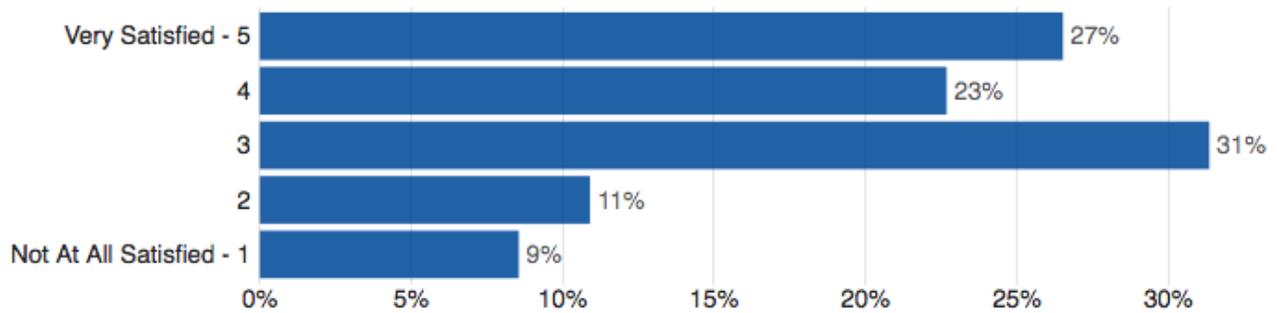
Of those who gave a rating, the majority of responses (63%) indicated a 4 or 5 rating for Police Response Time.

Of those who rated 1 or 2 - **Why did you give Police Response Time this rating?**

- Have taken too long in past to respond to needs
- We had to call back twice (after waiting for 30 minutes) on a noise complaint before anyone responded.
- I called when a strange man was using a camera and on my lawn. He was looking in the windows and making nasty comments. The idiot dispatcher transferred me twice before sending me back to Sandy. It took 48 minutes tp get someone to the house
- same as above, non emergency response seems to be none...
- I have called on drunk drivers in my neighborhood during DAYTIME hours and cops show up a day later (if at all). We WATCHED a mthe house being run out of the home over our back fence for YEARS and the cops did absolutely NOTHING.
- Because they were supposed to come by and tell my idiot neighbor he cannot have fireworks shooting off sparks onto neighbors property and they NEVER came by so the guy kept doing it until just after 11 pm. I had to work at 5 the next am so that was enjoyable not to mention my poor dogs freaking out with the NOISE!
- Will show up when they feel like it.
- It took over 1 hour to respond to a traffic accident

- Just overall not happy with our police department. They cover up their cops in adequacy and failure to provide community support and education.
- long response to a call for service
- We reported my sons car stolen , but when another officer found it, he didn't know it was stolen.
- When I called regarding two thefts from my house the quickest response was over a half-hour.
- Past experience
- Takes a long time for them to come out on normal (non emergency) calls. 45 min-2 hrs
- Takes to long to come for any issue unless its life or death
- Ignored solving a crime for our family.
- They can take a long time to respond to a call.
- Because when I call the police due to some guy sitting outside my home at 3am, getting in and out of his car acting strange, I would think you could respond quicker than 45 minutes AND at least let me know what happened.
- not needed
- I have called 911 before and it took an extreme amount of time for someone to respond. Over 20 minutes
- Have had theft at home, and was told only 2 officers on duty.
- Have you called for help? They take their sweet time
- When I called it took them 30 minutes to arrive
- This is in regard to crime I reported and the time it took to find out I needed to report it in another jurisdiction.
- I am adjacent to County Island, when you call SLCPD dispatch they argue that I'm not in Sandy City, wasting time.
- Very slow in responding to accidents, etc
- It depends on the emergency, but if it is a non-emergency, it is really like why bother.
- We had an incident about one year ago middle of the night w an out of control intruder w children in our home way to long to get to our home
- Take awhile to get there
- I've had to call the Sandy police department two times and both times I felt like it took them a long time to show up.
- Slow (or no) response to calls
- I have called twice about unusual activity at night in a park behind my house. Both times it took so long for officers to arrive that the individuals had left. An officer told me they could do additional drive by's, but when I asked dispatch if police could do occasional drive by's at night, I was told that there were not officers available to do so.
- They are not in the neighborhoods.
- I guess they are right there for a traffic ticket.
- Going into the station, no one was there and had to wait to speak to a police officer. They acted like i was putting them out.
- I recently witnessed an accident and waited over a hour for a response.

Police Traffic Enforcement:



Traffic Enforcement received the lowest average satisfaction rating of all Police services. Of those who gave a rating, 50% of responses indicated a 4 or 5.

Of those who rated 1 or 2 - **Why did you give Police Traffic Enforcement this rating?**

- all night long we hear racers going up and down 13th east every night, plus way too loud vehicles. We have also complained about people going 40 and 50 down our neighborhood street which is 25, where there is a bunch of kids, and we got no support, several neighbors have called because we all talk about it. While my senior mom gets pulled over for going 6 over on state street because it switched from 45 to 40 limit. It is ridiculous.
- Because the only time I see a police car is when they have a traffic sting set up. How about I see a patrol car just drive down my street a couple times a day. Instead of traffic speeding cameras
- cited for passing on the shoulder, seems a forgotten "rule" as others do it all the time.
- Do we need highly trained officers setting speed traps all over the community?
- Drivers tailgate and speed.
- Everyone knows that Sandy Police are good at traffic tickets..instead of dealing with more serious problems. I respect cops as a rule, but living in Sandy has made me very skeptical of their ability to actually do ANYTHING but hand out traffic tickets.
- Focused on ticket writing rather than safe driving
- Generally a waste of time
- Given that I live at an intersection that has constant traffic violations yet cannot get Sandy PD to patrol it, but see them running radar in areas that have less issues, it's very frustrating that they don't listen to citizens.
- Have you ever watched all the drivers run red lights, use their phone while driving etc. ? There is no meaningful traffic enforcement in Sandy.
- I actually didn't mean to give that rating. I have not used these services
- I am gotten tickets, so probably a little swayed. I do not understand why there is so much traffic control when other crime needs to be addressed. I also, feel like it's always one time a month that police is out.
- I and my family have encountered rude and condescending traffic officers who bullied when

there was no need for it. It is probably only a rare few, but they ruin the reputation for the others. Also one gave my wife a ticket for expired registration even though she showed him the paperwork indicating that the shop could not complete the safety inspection until she drove 50 miles to reset the check engine function.

- I constantly see people running red lights and passing on the right and nothing is done but if you barely go over the speed limit, happen to have your seat belt off or forget to put your sticker on your plates they treat you like you committed a felony. I feel running red lights and illegal passing on the right is far more dangerous and should be monitored and stopped
- I dont see them.. almost ever.
- I feel like Sandy City Police traffic control is borderline harassment. I'm speaking specifically of speeding patrols.
- I feel like the police need to be in the neighborhoods patrolling and checking for speeders more.
- I feel they spend way too much time passing out traffic tickets.
- I feel traffic enforcement is a waste of funding
- I gave traffic control a 1 they need to quit running radar at the bottom of hills. How stupid
- I gave Traffic Enforcement a 2 because I think the police are way too aggressive in giving Traffic citations. There are too many speed traps too often. The Department even has stake-outs for Improper Left Turns, for goodness sakes!
- I have traffic enforcement a 2 because red light runners are never ticketed.
- I pass three speed traps each evening along 90th. Not very welcoming for your citizens.
- I rated police traffic enforcement low because they have been encouraged to give tickets to raise revenue per some of the officers. Hopefully this will change with the new law not allowing quotas.
- I rated sandy police traffic enforcement a 2 because they dont enforce speed and parking laws on Hidden Valley Drive, even after several requests.
- I see so many people running red lights all the time and often there are police at the same intersection.
- I think traffic enforcement should be the BOTTOM priority of any police department. I haven't had a ton of issues, but I did get a ticket on the way to work last year. Maybe if people weren't expecting to be able to use me, they wouldn't have...
- In my encounters with the Sandy PD, there is a high propensity that they will be jerk. You don't do traffic enforcement where it's really needed, only where you can find a hiding spot to run speed traps. That doesn't help traffic safety... it's just a "gotcha".
- It's virtually non-existent save to jump on speeders to make money for the city. Many traffic violations happen routinely with little or no response by law enforcement. Center lane violations (using turn lanes as merge lanes) is a good example of the problem.
- The person that came to my home was ignorant, did not listen and very condescending towards me - as a professional with an MBA, I dont appreciate being called a girl.
- Little to no enforcement for running red lights, not coming to a full stop at Stop signs and distracted drivers texting and/or taking on cell phones while driving. The Traffic Division's lack

of enforcement enables the aforementioned behavior; it says to the driving public it's ok to drive this way and consequentially contributes to the increased probability of a traffic accident resulting in property damage, personal injury or death. Police Traffic Enforcement is part of the problem, not part of the solution.

- Not enough advertising for classes for public
- Officers often seem to be hiding/lurking in order to play, "Gotcha". There also seems to be no such thing as a warning.
- Past experience with officers lying in wait. That has stopped recently and I'm grateful
- People constantly run red lights and no one seems to care. I only see speed enforcement.
- People drive like idiots here and get away with it most of the time, even in areas near the police station
- People run red lights ALL the time.
- Red light running and speeding is rampant
- Running red lights on highland drive is an ongoing problem that I have witnessed personally for 2.5 years...it is dangerous and not one police officer is ever watching. 9400 South is usually being monitored, why not switch to Highland Drive, you'll see a lot of crazy and dangerous maneuvers!
- See the previous answer.
- Speed Traps! Focus on writing tickets rather than policing the city.
- Speeding tickets for 5 over yet they dont bother enforcing law on people with no registration and no plates?
- The cops in Sandy are constantly speed trapping to raise profits in Sandy. I have never lived in a town where more aggressive speed traps were done. What bugs me is they have tons of time and resources to write me and my mom tickets for 5 mph over, but they don't seem to have any time to fight crime in the horrible areas like White City. I am seeing panhandlers snoop around my neighborhood all the time now and I hear of my neighbors getting their garages robbed regularly. In fact, there is a known drug dealer on my street with tons of evil people coming by every day to get their drugs, but there is no cop to be found anywhere, despite us calling this in constantly. However, the second I get on 7th or 13th East, I could easily pick up at least two tickets on my excruciatingly slow drive to work. If Sandy is so safe and does not have the real crime needed to justify a police force rolling in my neighborhood to bust the jerk drug dealer we all hate, then there is no need for us to have all the officers harassing us to write meaningless tickets, so they can hit their profit quotas. Hey, look, I understand that speed traps are how you make tons of money on the backs of the non-criminal Sandy residents, plus it is easy to do and I am sure it makes you think you are doing tons of good. I also know that fighting real crime costs tons of money and is not easy to do—but it is what we need. Bottom line: I am 100% willing to pay much more in taxes to put good cops in the actual neighborhoods fighting real crime, especially at night. What I am tired of is the nit-pick tickets you guys constantly issue. If I am not going over 10 mph on a main Sandy road, then do not bother me.
- The goal should be to protect and educate, not play gotcha. Unmarked cars setting up speed

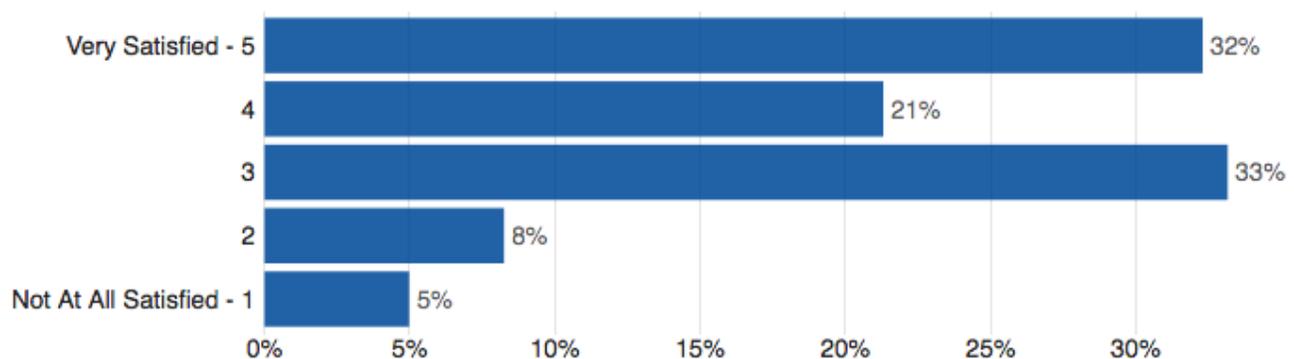
traps is ridiculous and only serves the city's coffers. Also, having 3 police officers doing a speed trap on highland or 9400s is a waste of my tax dollars. Park old police cars on the side of the road unmanned to slow people down or add those speed limit signs that tell you your speed. Protect us, don't harass us. I'd rather pay more in taxes for compensation if it's needed rather than be worried about a dumb speed trap on a busy road. It's not like those areas are in front of schools where we should be concerned with speed.

- The only time I have seen speed enforcement setups is on nice days between 70 degrees and 80 degrees. Would like to see cameras used in speed enforcement when the weather is not as nice.
- The traffic officers in sandy are ridiculous. They are not providing a noble service to this community. They sit in their idling cars and radar people to give petty speeding tickets for going 2+ mph over or for making a U turn. I never see them actually in traffic getting the tailgaters and people that drive wreckless texting and driving or the guys that blow plumes of black diesel soot (rolling coal) trying to compensate for something missing in their lives while obstructing traffic and polluting for zero reason.
- There are areas in Sandy that need enforcement. For example, the intersection of Highland Drive and Falcon Way, there is constant red light running from people driving north and south bound on Highland.
- There is an impression of the Sandy police just going around trying to find ways to fine people instead of policing or serving. The city should promote positivity or things that the police department does to help the community. It is all about the image.
- There should be more. People speed and run lights all the time. It's dangerous!
- They aren't very kind
- They cancel classes without notice.
- They sit and give tickets instead of patrolling neighborhoods.
- ticket traps seem unfair in certain areas
- too many "quota" tickets given on 7th & 10th East + "pull-overs" for little dumb infraction details
- Too many aggressive and unsafe drivers, tailgating, many running red lights, cut you off in traffic, some done in front of officer, no enforcement.
- too many over paid policemen with nothing else to do
- Too many speed traps (9400 south), police should use their time on bad guys
- Too much emphasis on speed (less than 5 over) and not on safety.
- Too much time on issuing speeding tickets
- Traffic after games at Real SL Stadium is not handled well enough.
- Traffic enforcement seems to be more weighted by income rather than safety. Red light running and excessive speed are prevalent.
- TRAFFIC SAFETY - TOO MANY TAILGATERS, DISTRACTED & RECLESS DRIVERS -
- Traffic ticketing is out of control. I see 3 sometimes 4 officers setting up speed traps practically every day
- Very little enforcement of speeding
- WAY too many cops sitting in speed traps (bottom of a hill, hiding out of sight, etc.) Also

noticed that y'all upgraded to more expensive LiDAR

- We have issues within my neighborhood with speeders. I have not seen any enforcement on 1300 E. between 10600 S. and Draper City line.
- what's the point not an issue
- When police park in driveways, park at the bottom of hills, hide behind walls, etc. I feel it is more entrapment than being a visible reminder. Visibility is a reminder for numerous passing cars instead of the 1 car that got caught & ticketed. Enriched the county coffers, but did little towards being a proactive reminder
- witness people breaking traffic a lot, EFFECTIVE patrol would cause marked decrease

Animal Control Services:



Of those who gave a rating, a slight majority of responses (53%) indicated a 4 or 5 rating for Animal Control Services.

Of those who rated 1 or 2 - **Why did you give Animal Control Services this rating?**

- Ticket issued for a dog off leash that was in my complete control and next to me
- Again, it's attitude and arrogance, similar to Sandy PD.
- Neighbors called regarding 2 huge dogs running through the neighborhood and it was more than an hour before they showed up.
- Have seen dead animals laying in bike paths or on roads for days—sometimes weeks
- Both times we had an issue they were hard to get hold of and lazy to do their job. They wanted us to do most of it.
- The worker I met was polite. I'm mostly just frustrated with policies that don't seem to serve pet owners very well. There are a lot of dogs, and they need exercise. There is one mediocre dog park, not conveniently located for me. My dog needs to run. She's trained not to approach anyone, and I wish it wasn't illegal to let her run. I feel like Animal Control Services is paid to hassle people.
- I had a horrible, scarred for life experience with a Sandy animal control officer. A few years later a friend was telling me about a horrible experience she had with them and we discovered they

were both with the same woman from animal control. I am afraid of them and would never, ever call them for help because I don't believe they are there to help, just to inflict their power upon us.

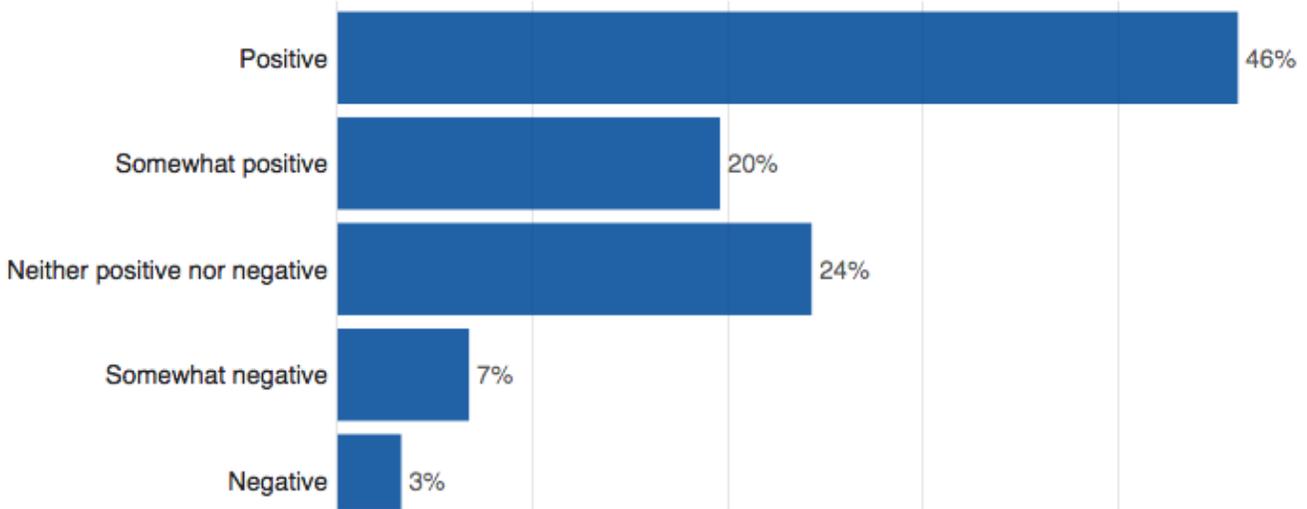
- To many rules tying their hands to do anything about animals..barking or too many cats especially.
- Poorly managed, poor judgement, more than happy to hand out a citation without any prior warning. "Shoot from the hip" style of management.
- I feel they are overly invasive of my civil rights
- Wild cats running all over our neighborhood with no help to control them both
- I called to complain about a neighbor feeding the deer (after feeding prohibition put into place) and they were unaware of the new ordinance. I don't know if they ever handled situation; never received follow up.
- One time they came to investigate a complaint in my neighborhood and though my dog was not the offending party, they pulled him out of our yard and I had to pay to get him freed.
- Neighbor has 4 dogs that roam freely.
- Because they are arrogant and do not understand animal behavior.
- They won't deal with the animals we need controlled
- Dogs in my neighbor hood bark and we get blamed and all animal control tells us is put up a new fence. Even though when talking to them
- Rude people
- Because they stop working at 5, I had an issue the other day where the neighbor's pitbulls broke through my fence, leaving me terrified and worried about the safety of my two toddlers. These dogs have done this many times to other neighbors, with no result. The Sandy City police responded, but couldn't do much.
- My neighbors dog was killed by another dog and animal services gave very little to no support for help.
- Association with the Police
- I've had contact over the last decade with at least two officers and they were rude.
- I had a neighbors pack of 5 dogs attack me and my daughter while riding my horse. My daughter was injured and I had a concussion and was temporarily paralyzed with back injuries that I have had for a few years now and nothing was ever done about it by the police or animal services.
- I love the changes that have been made such as going No kill and removal of the gas chamber. I rated Animal Control at a 1 mainly because of field staff. They are rude and condescending. I think every member of this department would benefit from training in Conflict Management and communication skills.
- The very few times I have dealt with them I found them unprofessional and rude.
- They are not really interested in helping, when you call them.
- I've never had a good experience with animal control. Their limited hours and closure on weekends severely hampers the ability to actually do what they are charged with accomplishing.

- Because I don't feel Animal Control does a good job of getting out there the animals that are up for adoption nor do I feel when I have visited animal control a friendly atmosphere. Rather I am met with rudeness and poor customer service. If you don't like your job, then find one that you do like. I do not like paying for a service that had poor customer service.
- Recently when I was in a situation when i needed them for help, they passed me off to call dipatch. I felt they shout have handled the situatuon rather than have me call the non emergency police number. Me and my friends were able to fix the situatuon without their help anyway. So i am glad they didn't get involved. we reunited the lost dog with its family quickly.
- worthless
- I have feral cats in my neighborhood that Animal Control does nothing with.
- You have to go get a trap and pay upfront instead of them coming and trapping cats. I had them come get a injured dove bird and the guy didn't know what he was doing. I had to get it in his cage for him.
- Response time is poor. When Presented with questions about keeping chickens and other fowl it took over a half an hour to get an answer. When presented with questions about trapping they took my info and said an officer would call me.....4 days later I received the call and got generic answers.
- they are abusive to the animals or just dont care.
- I believe there are too many animals roaming free.
- No 24h service. Very hard to get a hold of. I have tried to call and you get the nonemergency police and nothing can be done. Pretty worthless.
- I have not had positive interactions with multiple of their staff
- Lack of city support. The department is great!
- We had a house in our neighborhood with over 200 cats in it and animal control could do nothing about them after numerous complaints filed. We were ble to finally get rid of them when the owner's bank foreclosed on the house and the new owners cleaned them out.
- very limited hours to respond to animal issues
- We lodged an complaint against a neighbors dog, which barks constantly online, followed their procedure, at least 6 months ago,never heard back from them
- It takes hours for them to address an issue.
- would love to hear more about trap neuter release of the wild cat population, and more information on animal safety and adoptions available.
- lhave delt with them and find them arrigant and rude.
- Feral cats are invasive species and shld be euthanized
- the deer population is insane and needs to be controlled. We have to be very careful to check for deer before allowing our little one out to play. They are a nuisance and a danger. Also, our neighbor had a mountain lion on their roof one night two years ago... I'm sure they follow the deer.
- Bell Canyon Acres no support
- We called about some anandoned cats and they couldn't help us.

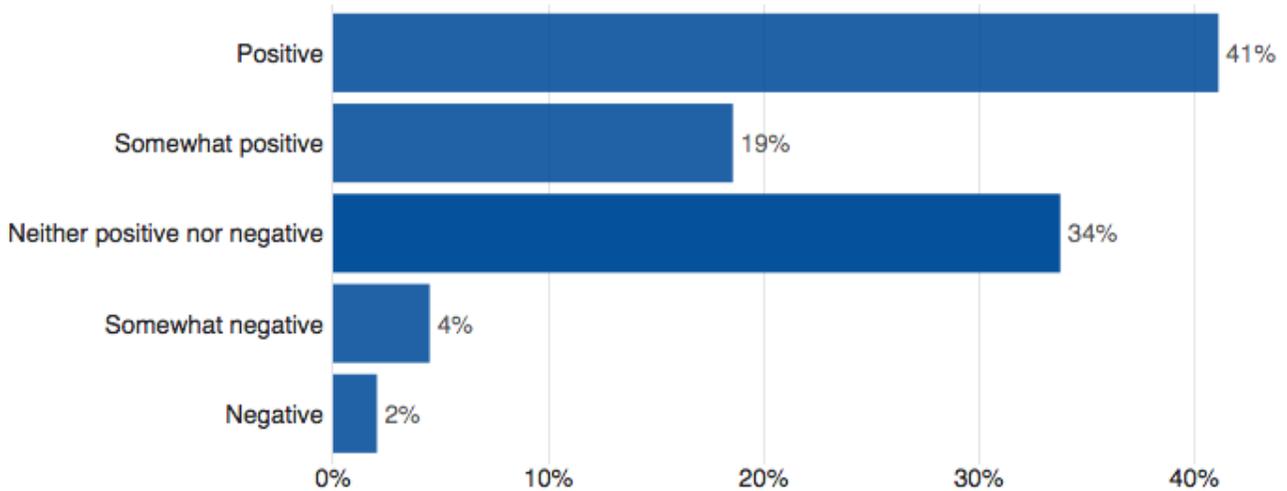
- if there is a problem with your animal you automatically guilty.
- I believe they euthanize.
- No weekends which is when I've needed them to pick up loose/lost dogs.
- My neighbors dogs are left out and roam the neighborhood ripping up my flowers. My dog gets let out by my kids and is always picked up by animal control within 5 min. It's a personal issue I have. I'm sure their services are fine, I'm just annoyed.
- Dogs are barking day and night in our neighborhood glacio park
- Rude people at the desk
- Long history of underperforming. Virtually no enforcement of leash law in Granite community.
- Because dogs are always running loose here and barking night and day. Never seen a truck.
- They harass dog owners
- Also had issues getting help.

What is your opinion or impression of the following:

Officers' attitudes & behavior toward citizens:



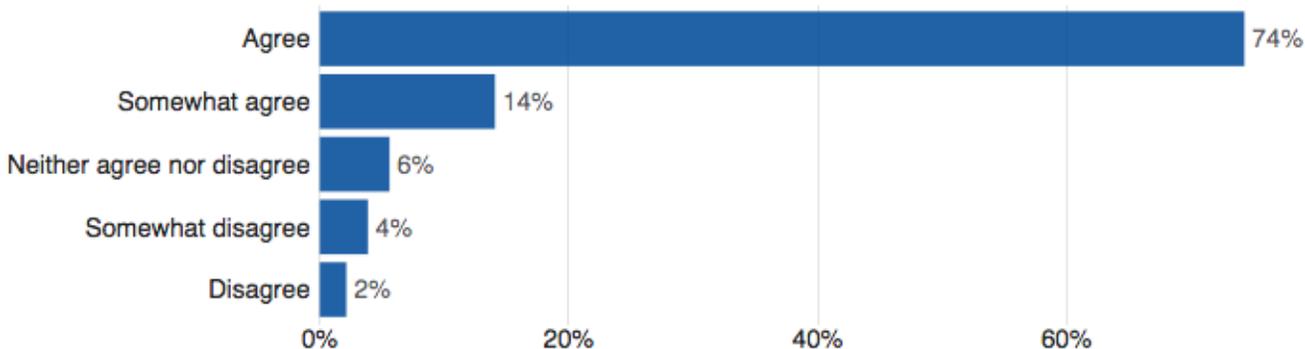
Office staff attitudes & behavior toward citizens:



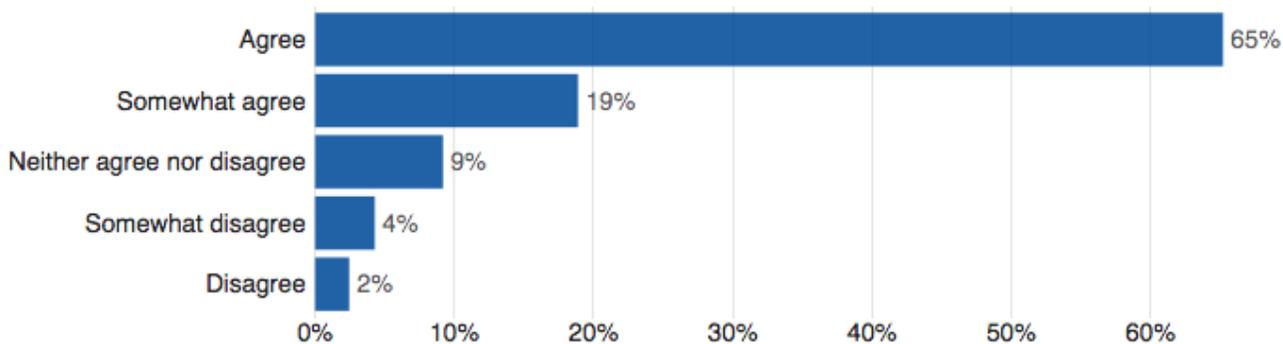
This is a new question added to the resident survey this year. The majority of residents expressed positive or somewhat positive impressions about officers' attitudes and behavior (66%) and office staff attitudes and behavior (60%).

Please tell us how much you agree with the following statements:

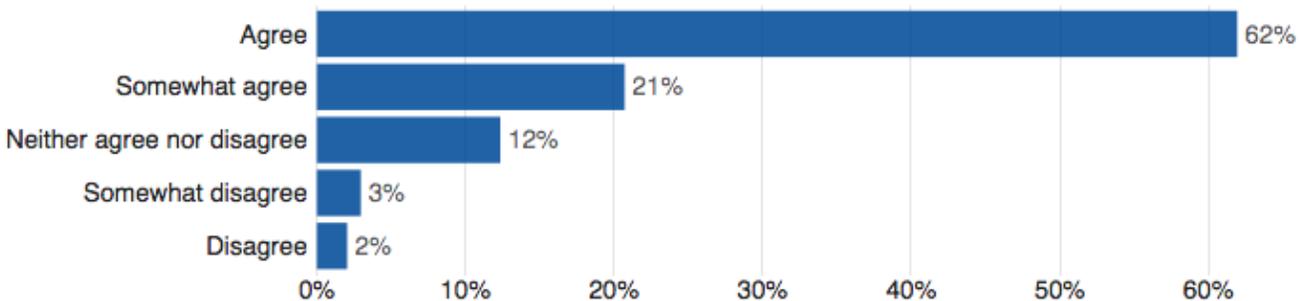
“If I need assistance, I am comfortable calling the Sandy City Police Department.”



“I am confident in the ability of the Police Department to serve my needs.”

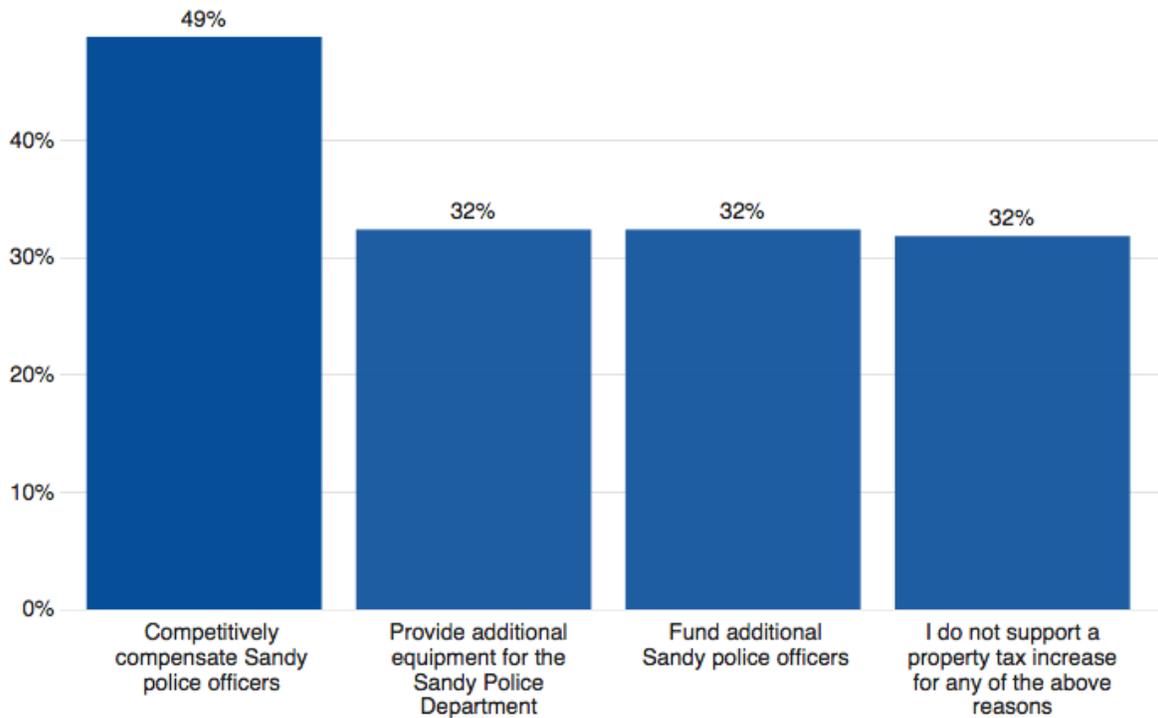


“I believe the Police Department does a good job of keeping Sandy City safe.”



This is a new question added to the resident survey this year. Residents indicated a high level of confidence in the Sandy City Police Department. All three statements received a high level of firm agreement varying from 62%-74%.

“Would you support a property tax increase to: (Select all that apply)”



This is a new question added to the resident survey this year. Less than half of residents indicated they would support a property tax increase for any of the provided reasons. Residents most supported a property tax increase to competitively compensate existing Sandy City police officers (49%). Funding additional police officers and providing additional equipment received the same amount of response (32%). 32% of residents indicated they would not support a property tax increase for any of these reasons.

Police Department Suggestions

Do you have any suggestions for the Police Department?

This is a new question added to the resident survey this year. Answers are copied and pasted verbatim, so there may be some spelling and grammatical errors.

- I think the dismissal of Chief Kevin Thacker was very poorly done and on the whim of the mayor.
- I am a supporter of community policing. I would support property tax increases to fund additional training to increase community policing efforts, along with additional training about recognizing people with mental illnesses and cognitive differences, using de-escalation policing techniques, and other methods for preventing unnecessary violence in our community.
- Take the mayors raise and give it to police and fire, stop replacing the center median on 13th east every couple of years and give that money to police and fire. Tell the mayor he has done nothing to deserve a raise and the police have.
- The pay was increased, and it was done without a tax increase, I believe. Focus first on supporting a strong business and tourism center to bring in tax revenue. Tax increases should be a last resort.
- Give fewer traffic citations and better attitudes of officers and dispatchers when called or dealing with public in any way
- Possible fund raising which could build community relations.
- Suggest more police officers to enforce traffic laws as stated above. Also, Department must rationally justify additional funding.
- Community interaction events. Children friendly
- prioritize solving property crimes higher, less public harrassment
- Attempt a budget shift before raising taxes; then show the need.
- Use more undercover cops to catch criminals and prevent crimes instead of pulling over innocent people and harassing them. Stop having a pull over quota so cops can focus on real crimes and pulling over reckless drivers instead of a good citizen late for work. Instead of increasing taxes for the police, reallocate the money from the politicians and the unnecessary waste of expenses sandy has and give it to the police officers instead if they need more money.
- Training
- PLEASE keep an officer at Dewey Bluth Park. It's REALLY bad there, and I don't even have kids in high school yet!
- I think the officers need to go fight crime, more than play hide and go seek and nab people for going a few miles over the speed limit.
- I haven't heard much positive from neighbors about the police department finding solutions for theft in our neighborhood. Packages stolen off porches, break ins, etc. People give a statement, then nothing happens.
- Big increase in property thief in Midvale/Sandy areas. Pawn Shops provide a market for stolen property,

if Pawn Shops were at risk of losing money they would stop taking stolen property. Now victims have to buy their items back from the Pawn Shop, Pawn Shops should lose at least 1/2 of what they pawned item for.

- I'm not opposed to raising taxes to increase funding for the police department. I am, however, against raising taxes with no prior financial info given. The city is responsible for letting it's residents know exactly why and what that tax raise is going to be used for. What additional equipment? What is the current compensation of our police officers compared to other similar sized cities?
- When I have received a speeding ticket, every officer but 1 has been a jerk. I am 71 & not intentionally speeding. Don't treat me like a hot roding teenager. You could smile, & show me the respect you would show your grandmother instead of the scowl & disciplinary attitude you use on your kid. The police who have come to my home & assisted me on the phone have been very kind, respectful, empathetic, and willing to help resolve issues. Thank you to these officers!
- Keep up the watch on high speed traffic, especially in residential areas.
- I see all the traffic officers giving out tickets but I turn around and see drug dealers in the parking lots of Shopko and Walgreens on 20th east. I've never done drugs but know when I see something suspicious.
- I have called the police dept about people parking on the street consistently and basically the women who answered said that is not a high priority. If someone gets run over I assume then it would be a priority.
- Need more data for tax hike question
- Most staff either called or approached in offices re: pd see put off by you or that you are making their day harder by being there. Officers are nit too friendly to approach and seem wary of you even if you have done nothing but approach try to say hi. I know its dangerous times for them but we would like to think we still have community oriented friendly officers.
- I don't feel like interacting with the PD as I feel they are only there to collect speeding tickets. It just really disappoints me that you feel unwelcome in your own town with so much police presence on the road.
- Called Sandy Pilice to my property commercial response time less than two min fantastic job. Thank you for all your help
- I have called Sandy PD for service on a few accidents and have received a few tickets. In each case, the officers act condescending and rude. They have also been very standoffish, blaming me for the accidents, when others admitted to them that they ran into my car. I think your team needs an attitude adjustment. It would be extremely refreshing to see more human professionalism from the Sandy PD, so I can feel confident that you are going to treat me with respect in the few interactions I have with you. I am sure you all are professionals, so it is time to act that way. Remember that we pay your bills and that should mean we get great service.
- place some attention on red.stop light runners; watched police ignore many, many times.speeding on 7th a problems at night
- Same as with Fire Department. I don't trust the dispatchers to know the jurisdiction of the emergency calls. Their is too much confusion between the UPD and the SPD. It is chaos.

- Homeless camps in Dimple Dell Park are not acceptable. More action needs to be taken to put a stop to camping in the park.
- I would potentially support an increase if I knew more about current compensation, and equipment etc.
- All Sandy officers need CIT (crisis intervention team) training.
- Same as before. Cannot offer opinion w/o backup data.
- Police department is great. Get rid of the homeless from the trax
- not enough info on tax increase
- Stop doing that speed trap on 10600 South or maybe change the speed limit to 40
- I would like to see code enforcement. So many properties with run down yards and trash around them. Plus a little more police presence in patrol of speeding in neighborhoods
- I am shocked at how often they are setting speed traps along 9400 south at about 1500 East as well as west of Quarry Bend
- Animal control. Nights and weekends is when I have the most problems with barking dogs. Animal control seems lax at these times and I hate to bother an officer. Hard to say if I would like more taxes. Are we having issues? Are we not performing? Are we at risk ? Are we not equipped? Are our officers not paid fairly ? I need you to I sell me on the need if one exist ?
- I would support more funds to the Police Department, as long as funds are removed from the schools.
- Treat all employees well, not just officers
- Tax increase okay if pegged to population increase or related to inflation.
- More routine patrol coverage in Historic Sandy
- I don't like to see speed traps--feel that they are just revenue generators and don't increase safety.
- The massage parlor at 8761 S. Highland Dr seems to me a front for prostitution. I know this because I was offered sex acts at this location. I reported it and it doesn't seem anything was done. I would like to see this investigated. The Sandy web site gives info on what to look for if you suspect sex trafficking and this situation fits it perfectly.
- I understand police officers are taught to control a situation but some of them get hot-headed too quickly. I would like to see more resources on crime and less on petty traffic violations
- Monitor Highland Drive for drivers breaking the law! Especially ones in big SUV's and sporty cars who run red lights and break the speed limit
- Don't put any money into traffic enforcement. What would REALLY help is if you somehow assigned people to being cops in college or something haha. Because it currently just attracts those who just want to be in power.
- Several years ago I had a party for my son's college graduation. I had an extremely arrogant female cop show up at my door and use foul language and put down my sons accomplishment from graduating from college. She also had a female that came to the door that was not an officer and just stood there. Then I had several police cars come to my house and start giving tickets to the cars that were parked along the street. When my husband asked why they were giving tickets he was told to go look up the law. I had a stake president come out to talk to the officers and they were extremely rude to him. He is also a business owner of a several hotels in Sandy. The only way I got these officers to leave my guests alone

and get out of my neighborhood because we were committing no laws. Was to call a supervisor. When I wrote the chief of police about the experience I had at my home. I was told “officers were having a bad day”. I have never had the police come to my house for any other reason. I am a law-abiding citizen. But ever since that time I have a total disregard for the Sandy police officers. They are arrogant and just because they carry a gun does not mean they command respect when they act like that to me, relatives friends and business owners. clean up that police department!!!! I want to provide No extra funds to that police department till they provide the citizen of Sandy with respect and not see us as a means to fund the city with traffic citations!!!

- No help when calling to remove a dealer. Draper stepping up busted them sandy refused to help
- Try solving these theft crimes instead of issuing a report. I had to all but twist arms to get some print dusting and a DNA test on a water bottle left behind with prints and Dan.
- Enforce fireworks laws. That’s it. Too many illegal fireworks every holiday.
- be more involved with city planning in development, density, crowd and traffic control
- See the response under fire protection
- People speed blatantly up and down 9800 South between 1700 East and Raintree during the evening hours (7-9 pm.) I see traffic policemen there patrolling earlier in the day, but never in the evening.
- Addl taxes would add to our financial difficulties, but I would like to see public servants paid competitively and have the resources they need
- AGain, I think they both just received funding to be competitive. So, I don’t know if there would be additional need? Just need more detail.
- Are they not competitively compensated now?!
- LOVE the Sandy police! Thank you!
- Stop enforcing archaic laws.
- I am quite concerned about lowering the age for police officers.
- As with fire, I would need more information on need and overall sandy budget
- stop “quota” ticketings. stop “pull-overs” for little dumb infractions (example: rear lic plate lite). approach family disturbances as “peace” officers rather than “storm” troopers!
- I’d rather have additional property taxes than the perpetual traffic tickets, frequently from traps in sneaky places.
- I feel like there needs to be less speed traps. There needs to be more focus on people running lights, like at Falcon Way and Highland Drive.
- Same as Animal Control, they need training in customer service.
- Again, I have a limited understanding of the needs of our police department, although I recently read about the diffiuculties holding onto officers given poor pay and support the proposed increases.
- Needs a complete overhaul.
- meet with Middle school kids and Hlgh school kids to teach them about career options in the police force.
- I would support training of officers and employment of more highly skilled, trained officers. I do not want to be in a situation where an officer shoots someone as a first resort as seems to be common in other parts of the country. Drawing a firearm should be a last resort.
- My neighbor is constantly having the police over at his house, serioulsy like 1 time a month. The Sandy

police always park their cars in MY driveway and in front of my house/mailbox. My only concern is that they should park in his driveway and in front of his house. Thanks!

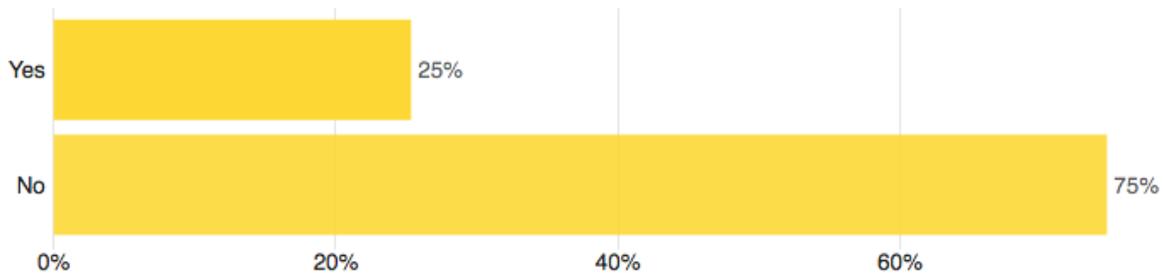
- We need to do a better job in the area of pedestrian safety. Cars act as if they have the right away over pedestrians in a crosswalk w the crossing sign.
- I'd like dimple Dell to feel safer. I would feel safer if there were cameras around the 10000 Trax station and paths meet there.
- do something besides giving out speeding tickets!
- Please stop sitting there waiting to pick off speeders!
- It was a while back, but I felt that a "personal relationship" with a nasty neighbor seemed to adversely affect my complaint of the nasty neighbors' dog poop on my door.
- Can't answer property tax increase for police question without knowing amount of money involved
- We have a lot of police. I am for paying them fairly, but I think we have plenty of them.
- Intersection of Sego Lilly and Petunia - near Sandy Library - No one stops at stop sign going southbound on Petunia, which creates a traffic hazard to cars going all other directions. Police need to issue tickets to violators.
- I worked as a crossing guard for many years.....I was amazed at how few times we saw a police officer at our crossing to help maintain the speed limit. It would be nice to have more assistance in keeping our children safe in crossing the streets....especially when they are crossing busy streets such as 7th East and 1300 East.
- There are at least 2 meth houses on my street (300 E 8500 S area) and the police are always there; how come they haven't been shut down?
- Educate about and enforce stopping at red lights. Yellow light does not mean "speed up." We moved here from Texas and there is a noticeable difference in attitude about safe driving. It's scary.
- Drive the laws of the road, how can you give a ticket for the same violation you do?
- Sandy officers need to assist traffic when traffic lights are out. Even if they are considered state roads (ie 9000 South).
- I went into the Police Station once to ask a question and the woman officer at the front desk treated me like crap. I left without getting any help whatsoever. A few years ago now though.
- Consideration of property tax increases must be accompanied by in depth studies of current processes, needs and a strong review of alternative considerations.
- LISTEN to your citizens when we share issues about traffic issues and enforcement!
- Sometimes I have seen attitude and unfriendliness like they have to be the tough guy. If you pull over a mom for possibly going over the speed limit driving the minivan to piano lessons, you don't treat that mom and daughter the same way you treat a drug dealer. You can be decent and not scare the little girl with your tough talk. Other interactions have been good. I'd say its been 50/50 in positive and negative interactions.
- I love the reports on the APP NextDoor but asking and pushing for info on one stolen bike and nothing else totally defeats the purpose for people to help. Every crime is important, why not post what people can do for most crimes to avoid people getting angry. I don't use social media and use NextDoor for the

reports. Don't fill it up with drama but use it to solve all or most crimes.

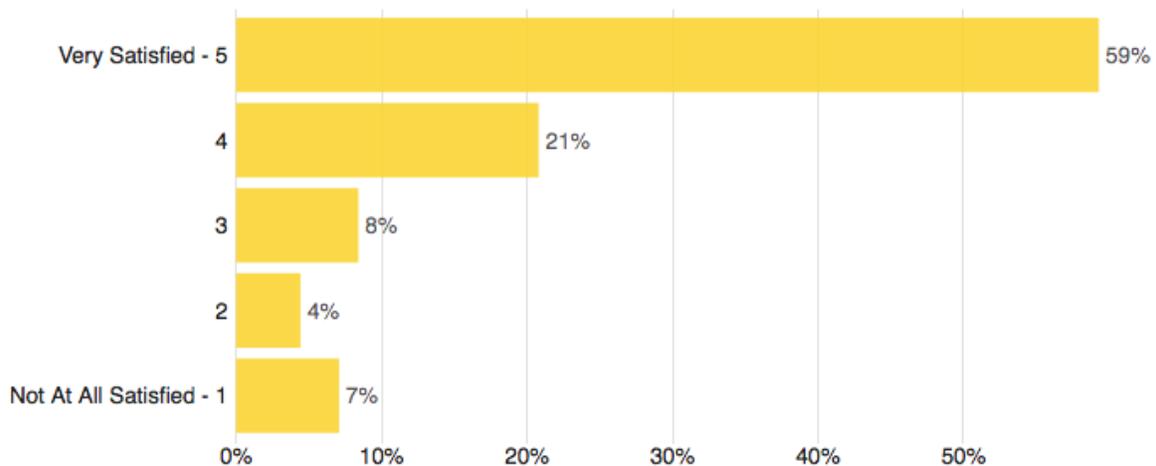
- Too many speed traps.
- Sandy should consider joining Unified Police Department so that they can have equal or improved services at reduced cost. I think it is ridiculous that there are so many police departments in the valley, that there are territorial issues along borders when taking care of citizens needs should be first, and that I have to pay so much extra for separate department when there could be one to serve the whole valley.
- The Sandy Police have a reputation that I have observed of being cocky and arrogant. THEY need an attitude adjustment before I am willing to pay for a pay raise. The traffic police, especially. They wait at the bottoms of hills to catch speeders but they can't patrol traffic lights to catch the IDIOT Utah drivers who run red lights. Really? Which is more dangerous? Which place am I more likely to be injured or killed? At the bottom of a hill on Highland? In front of a Mormon church on 10600 South? OR, having to wait for 5 red light runners before it is safe for me to go through a green light? Your traffic police need to do a better job of protecting my, and my family's, safety. THEN, I will approve a pay raise. But, NOT until then.
- Get a police chief that cares about the public. Look at Russo, CH has great officers because he empowers them to SOLVE THE PROBLEM. Sandy cops have piss poor attitude
- The traffic officers in sandy are ridiculous. They are not providing a noble service to this community. They sit in their idling cars and radar people to give petty speeding tickets for going 2+ mph over or for making a U turn. I never see them actually in traffic getting the tailgaters and people that drive wreckless texting and driving or the guys that blow plumes of black diesel soot (rolling coal) trying to compensate for something missing in their lives while obstructing traffic and polluting for zero reason.
- Stop CREATING crimes by sitting around waiting for people speeding on 9400 S. We should cut down on the number of officers if they don't have anything more important to do.
- If it would improve the quality and attitude of the officers.
- Last year my property tax went up 20% because they (the Gov.) said it value went up, Really? I have live there for 30yrs. It's never gone down!
- Neighborhoods are inundated with speeders, especially the While Willows area just off State St and 10600. Situation is so back we are seriously considering moving after 35 year
- I am not educated enough to answer this. I need more details.
- Same comments here as with the fire department. I'm sure there's some out of the box thinking we could apply (fundraisers, business partnerships/sponsorships, etc.).

Dispatch Services Satisfaction

In the past 12 months, have you called 911 or non-emergency dispatch for any reason while in Sandy City?



If yes to the above question - Please rate your satisfaction of Dispatch Services using a 1-5 scale, with 1 indicating “Not at all satisfied” and 5 indicating “Very Satisfied.”



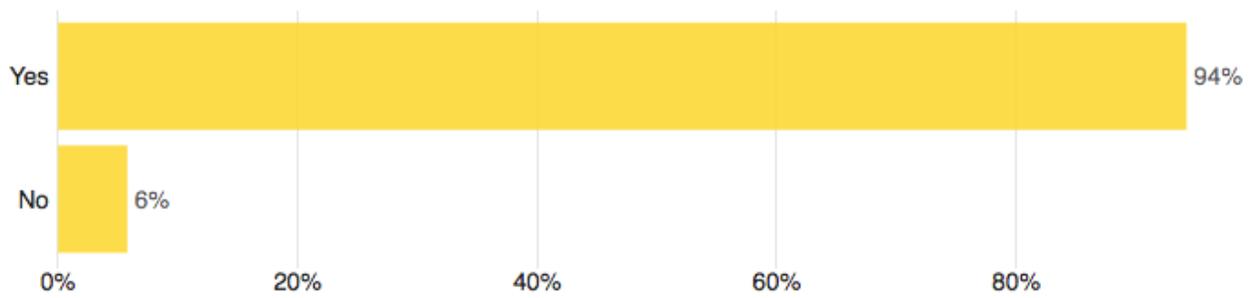
Average satisfaction rating, on a 1-5 scale, with 1 = Poor and 5 = Excellent: 4.21

25% of residents indicated they have called 911 or used non-emergency dispatch in Sandy in the last year. Of that group, Dispatch Services received high satisfaction ratings - 59% indicated they were “Very Satisfied” and 80% gave Dispatch a 4 or 5 rating.

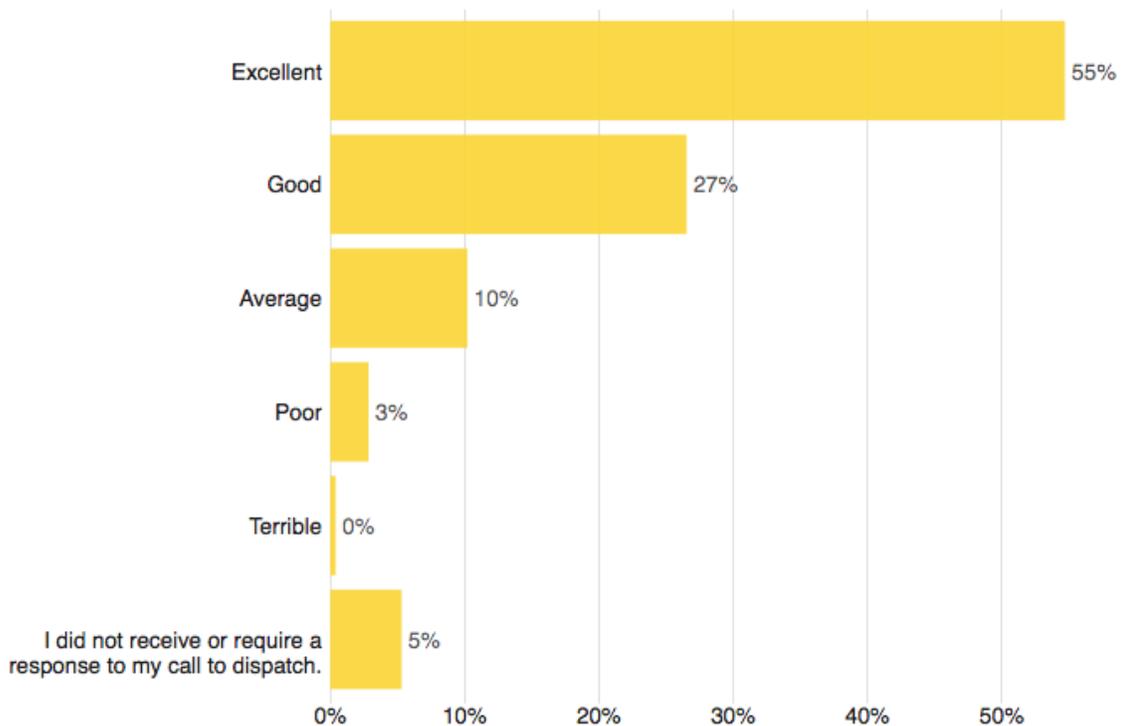
Of those who rated 1 or 2 - **Why did you give Dispatch Services this rating?**

- When I gave them an address in Sandy UT. They transferred me to Idaho???
- called several times due to teens loitering and racing in the parking garage at work only to get sent to SLCO and got no response
- Confusion of jurisdiction
- The fire station is just 5 minutes away from my home and it took the ambulance 45 to arrive
- we need a LOCAL dispatch center
- They typically have attitude and make me feel stupid or like a burden when I call for help regarding concerns or help
- I got transferred to another 911 service, that should not happen.
- they know nothing about Sandy City
- I felt the person didn;t undertand me or know the area I was trying to describe to them where the problem was
- I was at the teams across the street from the station with a lady bleeding out. they were more interested in getting her demographics than dispatching us help. as a nurse I explained the situation but they wanted all questions answered before sending the unit.
- Salt Lake City? Really? Makes it hard to talk to other departments doesn't it?
- I live next to a County island and SLCPD Dispatch will argue that I don't live in Sandy City. They "SLCPD" don't know a damn thing about Sandy City!
- We called on some squatters in Dimple Dell. Nothing was fone
- Seems a little hit or miss. I believe I have called twice in the last year. The second time, they were great.
- Dispatch was rude and condescending. Didn't listen and misunderstood the reason for the call. I will never call again unless it is life threatening
- Pretty slow
- Didn't seem to listen to my explanation or have common sense regarding my issue.

Did we answer your questions in an understandable way?



How do you rate our Sandy City firefighter, police officer, or other employee's competence, courtesy and concern for your need during their response to your call to dispatch?



These are new questions added to the resident survey this year. Of the group that have used dispatch in the last year, residents indicated a high level of satisfaction in communication (94%) and employee behavior during response (82% indicated Excellent or Good).

Dispatch Suggestions

Do you have any suggestions for Dispatch Services?

This is a new question added to the resident survey this year. Answers are copied and pasted verbatim, so there may be some spelling and grammatical errors.

- 9400 S 2000 E station crew is amazing and very professional!
- Ambulance arrived promptly to assist my son. EMT's were courteous and professional.
- Animal control also needd to be more enforced. Esp. As the trend here is to have pets off leash whether or not they are under voice control.
- Dispatch is the most frustrating part of contacting fire or police, especially in a non-emergency situation when you're witnessing a crime or attempting to report other immediate but not life threatening activity. Often dispatch seems annoyed and there have been a few times when I felt completely dismissed so I figure, why even call?
- Dispatch seems to try to listen and get pertanant info needed.
- Females who answered calls were very rude and unprofessional. The males were always on point and professional.
- FIX IT!
- Go back to having your own preferably, or at least go back to VECC.
- Good work and fast response
- Great folks :)
- Great job. Dispatch was very helpful and the paramedics arrived much more quickly than expected.
- I have only had the need to call 911 once and it was quickly responded to and dealt with in a fair and just manor with great advice for any future issues with the involved party, thank you!
- I was rear ended in a place where there were no buildings, just fields and I was trying to tell where I was in relation to the closest street number I knew. The dispatcher interrupted me and said she needed an exact address. She acted exasperated and didnt seem to be listening to my explanation why I couldnt hive an exact address.
- I was told an officer would contact me and they never did.
- If in doubt of jurisdiction RESPOND!!!
- It may not have been dispatch's fault, but nothing was done re: above
- Mainly used for issues with traffic lights or obsticals in the road.
- Move it back to Sandy.
- need after hours support as well as caller feed back (message to caller when dispatch fulfilled)
- Non emergency, very helpful
- Our call only concerned a stolen package from our porch, but the dispatcher was very knowledgable and helpful in helping us understand what had happened, what would happened next, and what the expected outcome would be. The responding officer updated us several times throughout the investigation.
- Regular phone numbers on google were outdated and didn't go though, so although urgent but non-life-

threatening I couldn't locate a phone number other than 911 which was concerning.

- unless you have changed to sandy city only central dispatch was awful
- SLC911 is the best.
- stay courteous and polite. Other SL Co. dispatchers are rude.
- They are very pleasant and have connected me to the right people (in non emergency situations).
- They were helpful and responsive.
- They were very nice on the phone when I called to complain about the seriously high loud and spark throwing fireworks my neighbor did on the 4th. They said a patrol car would come by but they NEVER did. I don't believe they were at all concerned about sparks flying onto many roofs. You might think that in these VERY dry VERY hot conditions any aerials would be banned in neighborhoods
- Very hard to get through, busy signal and long hold time
- Very responsive
- We had our garbage missed. We called the Public works, who told us to call non-emergency dispatch, and then we got chased around and I never found out where to ACTUALLY call