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# COMMUNITY SAFETY REPORT

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## About AWP

The purpose of the Athens Wellbeing Project (AWP) is to provide comprehensive data from a representative sample of households on our unique needs and assets in Athens-Clarke County. Launched in 2016, the AWP is championed by the Athens Area Community Foundation. Two rounds of survey data collection have been completed--version 1.0 in Fall 2016 and version 2.0 in Fall 2018--with the intent of building a longitudinal dataset across time.

AWP data provide information across all domains of life in our community. These include:

- Lifelong Learning**
- Health**
- Housing**
- Community Safety**
- Civic Vitality**

The AWP is pioneering an unprecedented collaboration of community leaders, using a data collection approach that is representative of our community. The research design and community participation incorporates vulnerable populations providing unique opportunities to understand wellbeing across all groups in our county.

## AWP Staff & Research Team

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# THANK YOU TO OUR INSTITUTIONAL PARTNERS



United Way of Northeast Georgia



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## EXECUTIVE SUMMARY

In Fall 2018, the Athens Wellbeing Project launched the second round of data collection. A representative sample of Athens-Clarke County households were surveyed in order to better understand our community across five domains of life: housing, health, education, community safety, and civic vitality. The data presented in this report are focused on COMMUNITY SAFETY, including demographics, 911 callers, ACCPD Officer interaction, and community perceptions about ACCPD Officers and employees.

Over 1,000 households responded to the 2018 AWP survey, yielding a sample representative to the population of Athens-Clarke County. The findings of this report are intended to inform the Athens Clarke County Police Department (ACCPD) and all community safety stakeholders of the perceptions and experiences of Athens households in interacting with 911 telecommunications, ACCPD Officers, and general perceptions of service provision in the county. All survey data are self-reported perceptions and experiences of respondents.

One important aspect of the AWP data and the analysis presented here, is that we carefully separated the sample by households who had interaction with 911 and ACCPD services from those who did not have interaction with these service providers. The significance of looking at these two groups separately, specifically for perceptions of ACCPD Officer interaction, is noteworthy given the intense and controversial climate on the issue of police community relations at the national, state, and local level during and after the data collection periods. Across all households in the sample that had interaction with an Officer, the vast majority (>80%) reported being either satisfied or extremely satisfied with the interaction. This is an important and positive finding.

The area that most needs improvement, given that only 41% agreed, is the perception of Officers treating everyone "fairly, regardless of who they are." Many responses focused on the need for increased focus on youth development among ACCPD officers, increased events where community members have a chance to build rapport and interact with officers on an interpersonal level, and an increase in the diversity of officers on the police force. Many individuals served by 911 telecommunications felt grateful for the service provided.

A snapshot of significant findings includes:

- Latinx households were twice as likely to call 911 than non-Latinx households
- Black households were more likely to report significantly lower levels of satisfaction with the professionalism of their 911 operator
- While there was no statistically significant difference between Latinx and non-Latinx households having interacted with an ACCPD officer, Latinx respondents were more than six times more likely to express dissatisfaction with the assistance provided by an Officer than Black or White respondents
- White households were significantly more (+16%) likely to have had contact with an officer than non-White households, they were significantly less (-12%) likely to have called 911
- Veterans were 12% more likely to have interacted with an officer than non-veterans
- There were no statistically significant differences in likelihood of making a 911 call or officer interaction based on college enrollment (UGA or otherwise) or age

There is significant variation in perceptions of 911 telecommunications and ACCPD services in Athens-Clarke County, depending on demographic characteristics of our residential households. Areas for improvement for ACCPD and 911 telecommunications that were specific to the qualitative, or open-ended responses, included the need for Spanish language translation services and Spanish-speaking telecommunications officers, in addition to more training for officers and operators.

We would like to thank our community partners, without whom the work of the Athens Wellbeing Project would not be possible. For more information, please visit our website.

<http://www.athenswellbeingproject.org/>

# DEMOGRAPHICS

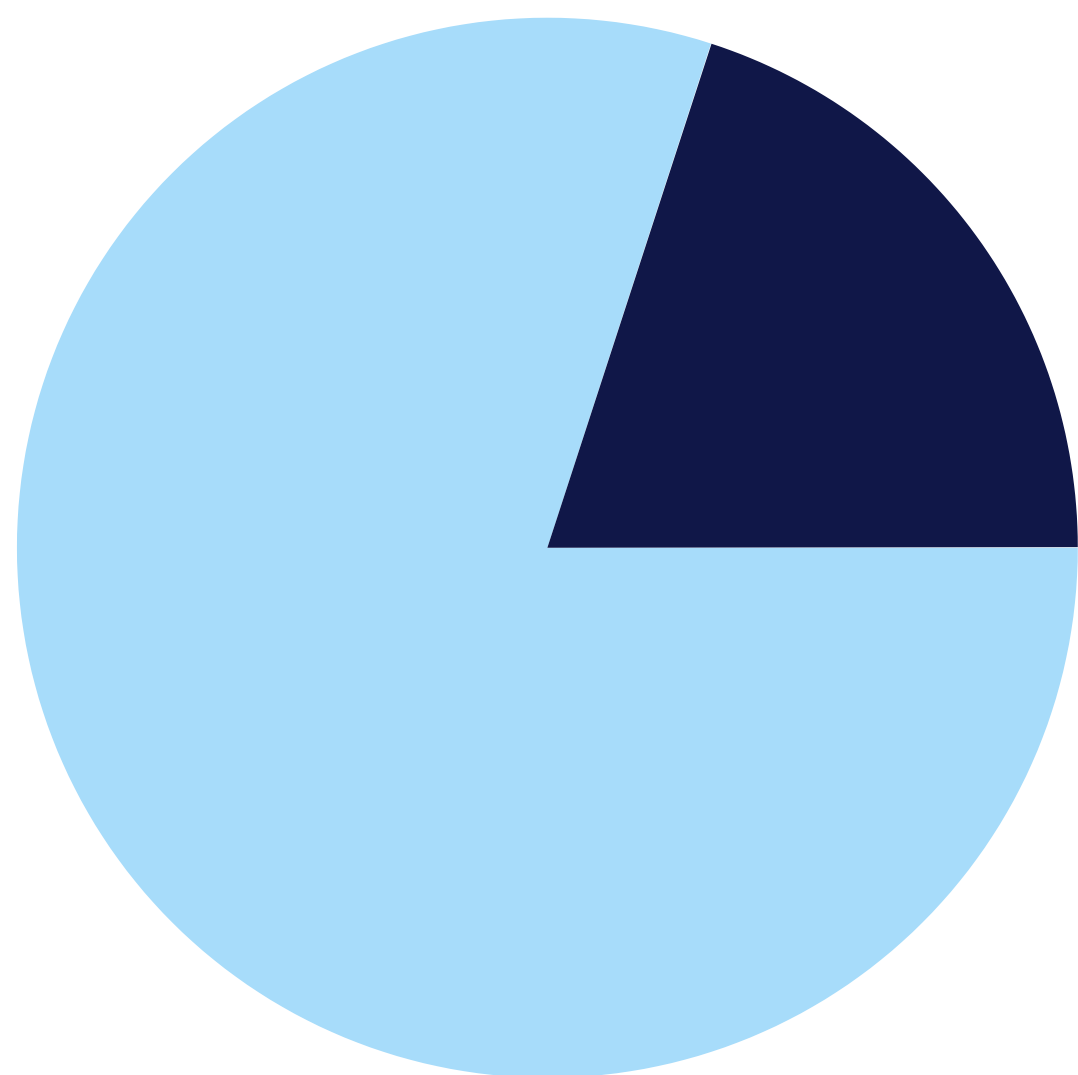
## Community Characteristics

Athens-Clarke County is a diverse community with significant variation in income, education, health access and outcomes, housing, and civic participation. While the focus of this report is on community safety, a demographic overview of population characteristics is provided for two reasons: 1) this information is useful for descriptive context; and 2) AWP recognizes and promotes understanding of the intersectionality of domains across all aspects of life in our community.

The unit of analysis is the household, which means that all variables are reported at the household level with the exception of a few individual measures answered from the individual respondent's perspective (e.g. age). Summary statistics represent the AWP 2.0 data collection period (2018-2019) only and are weighted to be representative of the community. Overall, 79% of the individuals responding to the survey on behalf of the survey were female. The average age of individual respondents was approximately 41 years and married respondents accounted for 55% of households.

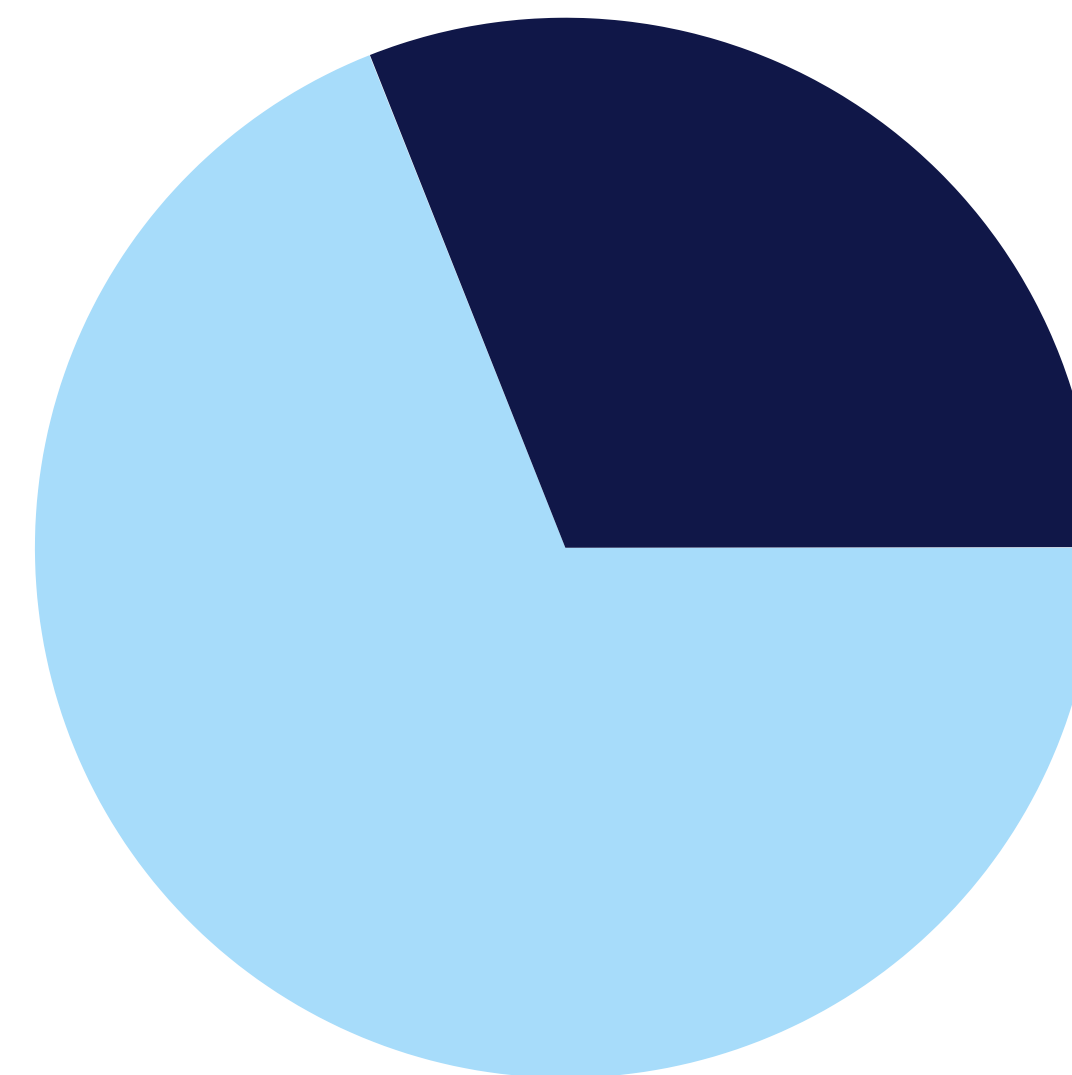
Racial composition of households in the weighted full sample includes 33% Black, 63% White, 2% Asian, and 3% other (Asian Pacific Islander or American Indian). Approximately 6% of respondents are Latinx households. 40% of respondents have school-aged children in the household and 9% have a veteran in the household. College enrollees are present in 10% of households. Over 88% of respondents were employed, and 81% of responding households had health insurance coverage. While most respondents (93%) rely on a personal vehicle for transportation, many respondents use multiple sources of transportation in addition to personal vehicles, including public transportation (bus system), taxis or Uber/Lyft, or bicycles.

### Who called the ACC 911 Call Center in the past 12 months?



**20% of households**

### Who had any contact with an ACCPD officer in the past 12 months?



**31% of households**

*Note: The survey included responses from a number of races, including American Indian or Alaska Native, Black or African American, Native Hawaiian or Other Pacific Islander, Asian, White, and other races. However, analyses presented in this report focus on responses from Black and White. Other response rates were not high enough to provide statistical power. Households also reported being either Latinx or non-Latinx; these results are also presented.*

## 911 TELECOMMUNICATIONS

### Who called the ACC 911 Call Center in the past 12 months?

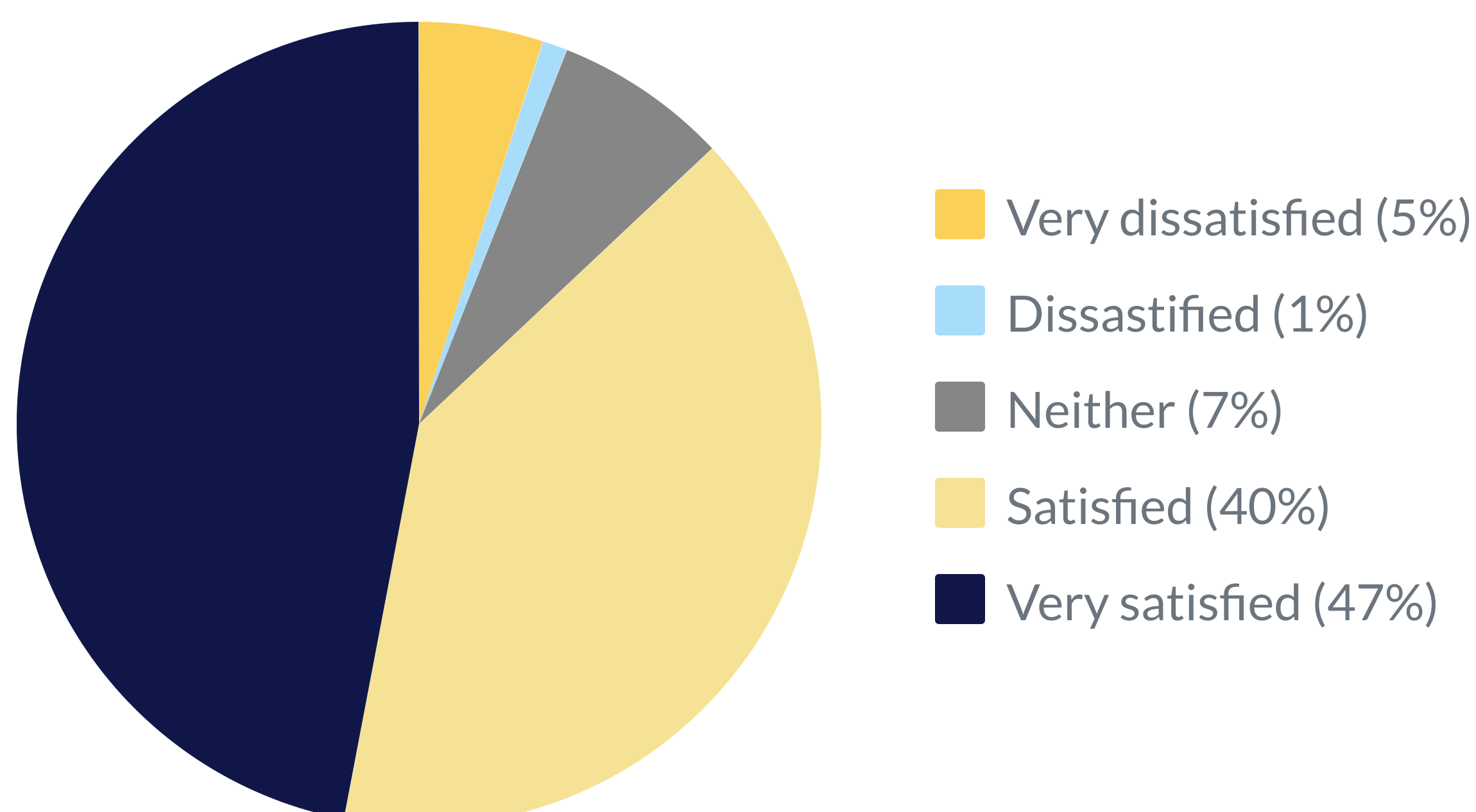
- Average age: 40 years
- Female: 79%
- Latinx: 11%
- Black: 37%
- White: 52%
- Married: 51%
- Average monthly income: \$4,246
- Veteran: 8%
- Employed: 88%
- UGA student: 18%

Of households that called 911, 94% reached an operator on their first call attempt and 66% had an officer dispatched.

Of all respondents, 20% reported calling 911 in the past 12 months. 66% of those had an Officer dispatched. Callers were similar to the full sample in age, sex, monthly income, marital status, employment, veteran status. They were more likely to be Latinx or Black and less likely to be enrolled in college as compared to the full sample. Those who had an Officer dispatched were similar to the full sample in race, age, sex, income, and employment status; more likely to be Latinx; and less likely to be a veteran or enrolled in college compared to the full sample.

Weighted summary statistics show that, though Latinx households only made up 11% of 911 callers, those 11% represent roughly 38% of all Latinx households. This is significantly different from non-Latinx households, of whom 20% had called 911. White households were significantly less (-12%) likely to have called 911 as compared to non-White households. There were no statistically significant differences in likelihood of making a 911 call based on age, marital status, veteran status, or college enrollment (UGA or otherwise).

**Overall, how satisfied were you with the assistance provided by the 911 operator over the telephone?**



# 911 CALLER EXPERIENCE

**Those who reported having had contact with a 911 operator in the past 12 months were asked five questions about their experience.**

	Satisfied	Neither	Dissatisfied
Overall, how satisfied were you with the assistance provided by the 911 operator over the telephone?	<b>88%</b>	<b>7%</b>	<b>5%</b>
Overall, how satisfied were you with the speed with which your call to 911 was answered by the operator?	<b>84%</b>	<b>11%</b>	<b>5%</b>
Overall, how satisfied were you with the professionalism of the 911 operator?	<b>88%</b>	<b>11%</b>	<b>1%</b>
Overall, how satisfied were you with the knowledge and understanding of the 911 operator?	<b>87%</b>	<b>9%</b>	<b>5%</b>
How satisfied were you with the overall customer service you received when you contacted the 911 center?	<b>87%</b>	<b>8%</b>	<b>5%</b>

Between 84 and 88 percent of 911 callers were either satisfied or very satisfied with the overall assistance, speed, professionalism, knowledge, and customer service. Between 1 and 5 percent were either dissatisfied or very dissatisfied.

Based on a multivariate regression analysis, controlling for age, income, college enrollment, and veteran status, Black and Latinx callers reported lower satisfaction with speed, professionalism, knowledge, and customer service as compared to non-Black and non-Latinx callers. Females reported were more likely to call and were significantly more satisfied with the speed and professionalism of their 911 Operator. Overall, White households and married households were more likely to report higher satisfaction.

Among all variables there was no significant difference in operator knowledge satisfaction. Regarding operator customer service, age, ethnicity, sex, and monthly income were not significantly related to level of satisfaction. However, White households tended to report higher levels than non-White households.



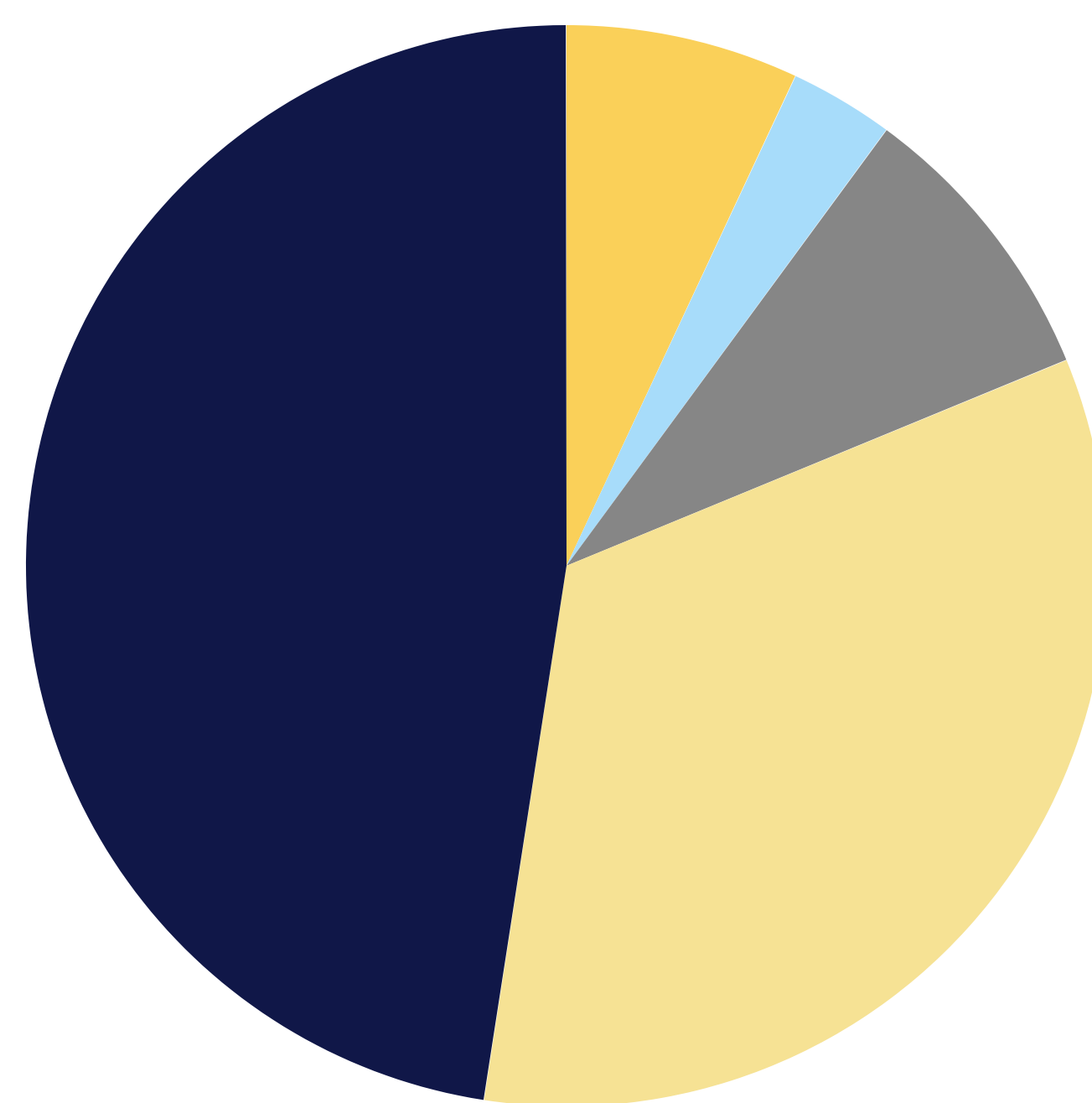
## AACPD OFFICER INTERACTION

### Who interacted with an ACCPD officer in the past 12 months?

- Average age: 40 years
- Female: 67%
- Latinx: 7%
- Black: 20%
- White: 77%
- Married: 66%
- Average monthly income: \$5,537
- Veteran: 12%
- Employed: 92%
- UGA student: 26%

Of all respondents, 31% reported having contact with an Officer in the past year. They were similar in age, ethnicity, employment status, and college enrollment status to the full sample; more likely to be White, married, a veteran, and to make more money; and less likely to be Black or female. While White households were significantly more (+16%) likely to have had contact with an officer than non-White households. Veterans were 12% more likely to have interacted with an officer than non-veterans. This difference was statistically significant. Married households were also significantly more (+12%) likely to have an officer interaction than non-married households.

### Overall satisfaction with the assistance provided by the ACCPD officer:



- Very dissatisfied (6.96%)
- Dissatisfied (3.13%)
- Neither (8.71%)
- Satisfied (33.66%)
- Very satisfied (47.54%)

Those who reported having had contact with an ACCPD Officer in the past 12 months were asked four questions about their experience. These included:

- How satisfied were you with the assistance provided by the ACCPD Officer, overall?
- Overall, how satisfied were you with the speed with which the ACCPD Officer provided assistance?
- Overall, how satisfied were you with the overall professionalism of the ACCPD officer?
- Overall, how satisfied were you with the knowledge and understanding of the ACCPD officer?

## ACCPD OFFICER INTERACTION

	Satisfied	Neither	Dissatisfied
How satisfied were you with the assistance provided by the ACCPD Officer, overall?	<b>81%</b>	<b>9%</b>	<b>10%</b>
Overall, how satisfied were you with the speed with which the ACCPD Officer provided assistance?	<b>82%</b>	<b>7%</b>	<b>11%</b>
Overall, how satisfied were you with the overall professionalism of the ACCPD officer?	<b>84%</b>	<b>3%</b>	<b>13%</b>
Overall, how satisfied were you with the knowledge and understanding of the ACCPD officer	<b>84%</b>	<b>6%</b>	<b>10%</b>

Those who reported having had contact with an ACCPD Officer in the past 12 months were asked four questions about their experience. Between 80 and 84 percent reported being either satisfied or extremely satisfied and 10 to 13 percent reported being either dissatisfied or extremely dissatisfied.

Weighted summary statistics show that roughly one in four females and one in two males interacted with an officer in the past 12 months. Males reported higher satisfaction with their experience in all categories and overall. Twenty percent of Black households interacted with an officer, which is 16% less than non-black respondents, who reported higher satisfaction with their experience in all categories and overall. As age increased, satisfaction increased.

Across all variables, Latinx households' responses regarding their experience interacting with an Officer were significantly more negative. This is especially important, because, though there were only 21 Latinx households that had interacted with an Officer, the magnitude of difference in their responses as compared to non-Latinx households was so great that all results were statistically significant. Latinx respondents were more than six times more likely to express dissatisfaction with the assistance provided by an Officer than Black or White respondents.

Food insecure households were significantly more likely to have had contact and to report lower satisfaction with the force overall, professionalism, and knowledge. Households fearing eviction also report significantly lower satisfaction.

# ACCPD COMMUNITY PERCEPTIONS

All respondents, regardless of whether or not they had had any interaction with an Officer in the past year, were asked to answer questions about their perceptions about ACCPD Officers and employees.

**Responses shown below are only for those who reported having contact with an ACCPD Officer at any point in the previous 12 months.**

	Agree	Neither	Disagree
Officers would treat you with respect if you had contact with them.	<b>83%</b>	<b>10%</b>	<b>7%</b>
Officers treat everyone fairly regardless of who they are.	<b>41%</b>	<b>39%</b>	<b>20%</b>
Officers are helpful.	<b>80%</b>	<b>13%</b>	<b>7%</b>
Officers deal positively with young people.	<b>54%</b>	<b>35%</b>	<b>11%</b>
Officers focus on the public safety issues that concern you.	<b>60%</b>	<b>30%</b>	<b>10%</b>
The number of Officers that serve my neighborhood is satisfactory.	<b>57%</b>	<b>28%</b>	<b>15%</b>
I have a great deal of confidence in the ACCPD and its officers and employees.	<b>67%</b>	<b>22%</b>	<b>11%</b>
I have a great deal of respect for the ACCPD and its officers and employees.	<b>80%</b>	<b>13%</b>	<b>7%</b>
The ACCPD shows a great deal of interest in community issues.	<b>59%</b>	<b>32%</b>	<b>9%</b>
Overall, the ACCPD is doing a good job.	<b>70%</b>	<b>22%</b>	<b>8%</b>

**For several questions, there were differences in responses for those who did and those who did not have any Officer interaction. Overall, the number of "neither agree nor disagree" responses were lower in all categories when a person had interaction, with more respondents agreeing or disagreeing with statements. This change is both logically sound as well as statistically significant.**

## ACCPD OFFICER PERCEPTIONS

For several questions, there were differences in responses for those who did and those who did not have any Officer interaction. Overall, the number of "neither agree nor disagree" responses were lower in all categories when a person had interaction, with more respondents agreeing or disagreeing with statements. This change is both logically sound as well as statistically significant.

Based on the results of statistical tests exploring race/ethnicity and the community's perceptions of ACCPD Officers, we found that overall, Black and Latinx households were less likely to agree with positive statements regarding ACCPD Officers, while White households were more likely to agree. Black households reported significantly lower agreement that Officers were fair, helpful, or interested in the public safety issues that were important to them as compared to non-Black households. White households, in contrast, reported significantly higher confidence in ACCPD Officers and employees agreement that the ACCPD is doing a good job.

Based on a multivariate regression, Black households, college students, and females were less likely to agree Officers treated everyone "fairly, regardless of who they are." This remained true after controlling for age, income, and whether or not there had been any Officer interaction. Married households perceive Officers to be more helpful and agreed that Officers and employees were doing a good job and interacted positively with youth, after controlling for Officer contact, age, race/ethnicity, income and college enrollment.

Overall, having contact with an ACCPD officer significantly and negatively impacted respondents' agreement that Officers treated everyone fairly regardless of who they were and that there were a satisfactory number of Officers serving their neighborhood. We did find disparities within populations based on Officer contact. Black and White households were more likely to report lower perceived fairness if they'd had contact with an officer. Latinx households who had had an Officer interaction were less likely to agree that an Officer would treat them with respect.

### **An important contextual note:**

Perceptions are shaped by a number of factors related and unrelated to the Athens Clarke County Police Department. AWP 2.0 data were collected in 2018--after the 2014 death of Michael Brown and prior to the 2020 death of George Floyd, both of which proved to be pivotal events with national impacts. We do not intend to quantify how much or how little national, state, and local incidents, or their media portrayals, have impacted Athenians' perceptions about ACCPD Officers and employees.

# QUALITATIVE ANALYSIS

The last category of results presented includes information collected in response to the request for citizens of Athens-Clarke County to “provide any recommendations or suggestions for the Athens-Clarke County Police Department's 911 Center or the Athens-Clarke County Police Department”. The survey instrument was utilized by citizens as a platform not only to give feedback and suggestions, but also to comment on personal opinions about the ACCPD and their services.

Unlike the previous iteration of the AWP survey in 2016, the 2018 AWP survey instrument integrated the community’s feedback for both the ACCPD and their 911 telecommunication services into one question. The open-ended request resulted in 205 responses in the English specific survey and 36 in the Spanish survey. Responses were systematically reviewed, and various patterns were identified for further analysis. The results from the ACCPD and 911 respondents’ answers were used to create a word cloud and to conduct a theme analysis, respectively. Answers for the English and Spanish based surveys were not combined as it was apparent that the Athens’ Hispanic community had specific needs to be addressed.

## ACCPD Recommendations & Feedback

The 2018 AWP survey responses echoed the feedback received in 2016. The repetition of these topics emphasizes the importance of these themes to the Athens community.

Themes derived from the qualitative analysis of responses to the AWP 2018 open-ended questions include:

- A need for more training on diversity, cultural sensitivity training, and conflict resolution
- Significant development of community policing
- Requests for engagement and investment in poor/low-income communities
- Investment in youth development
- Increased visibility in neighborhoods
- Increase officers of color, racial and ethnic minorities
- Increased training in dealing with mental health calls and corresponding crises
- Increase the number of officers who speak Spanish
- Communicate to each citizen non-emergency numbers

# QUALITATIVE ANALYSIS

**Examples of both positive and constructive feedback as well as opinions are given in the comments below, many demonstrating some of the common themes outlined in the word clouds:**

Specific examples of these recommendations include:

“A different phone number to call other than 911 for non emergencies”

“Associate more with community groups.”

“Build better relationship with the youth to end the cycle of bad relation of the black community and the police.”

“Continue being more transparent and focus on community relationships”

“More community events where citizens and police officers can interact and get to know each other.”

“The ACC PD needs a PAL program here in Athens, GA for after school kids. Police Athletic League”

“I feel bad having to use 911 to report non emergency things (eg. injured animals, loud parties), it seems that there should be another line.”

“I suggest that Clarke county patrol more areas and more frequently. I suggest that they get out more in the community.”

“I would like for them to have more interaction with the community on a closer connection such have activities for children and adults maybe at parks ect.”

“I would like to see police officers treat all people with dignity (including homeless people and immigrants). I would like to see them take the high road in every circumstance and be role models for our community. I would like to see police officers continue to learn about mental illness and current problems, like the opioid epidemic and how to manage interactions with these citizens. Policing is a challenging line of work. I would like to see salary increases across the board as police officers gain more training and experience.”

“The county needs to support its police department better by providing the officers with increased pay, benefits, and personal vehicles. The ACCPD is chronically understaffed due to surrounding counties with less crime providing better benefits and working environment to officers. They are the most important investment the county government can make.”

“They have an incredibly hard job - they need continuous updates on dealing with difficult people and situations. People skills is the most important thing they need!”

“We want to see police and resource officers, trained and capable of deterring and confronting potential threats in and out of the school properties”

“Very grateful for the service the ACCPD provides. In the last year, my house has been broken into and I have been in a car accident. I called ACCPD both times and they were professional, courteous and made me feel supported. Thank you!”

“The ACC police has maintained the highest standards.”

“Mental Health call responders, Crisis Intervention Team”

“Work with drug alcohol recovery coaches on the scenes of overdoses that you respond to.”

“We need more bilingual 911 operators”

# QUALITATIVE ANALYSIS

## Spanish Language Survey: Recommendations & Feedback

The Spanish version of the survey provided the Latinx community an opportunity to give comments and feedback in Spanish. Responses were translated from Spanish to English and qualitative themes from the findings are discussed below

Themes derived from the qualitative analysis of responses to the AWP 2018 open-ended questions include:

- Increase interpreter/language services in Spanish
- Increase visibility in Latin neighborhoods
- Increase officers of color, racial and ethnic minorities
- Decrease fear and misunderstanding of law enforcement in the Latin community
- Increased empathy in responding to calls and emergency situations, no matter the subject matter of the call or emergency

**Examples of both positive and constructive feedback are given in the comments below, many demonstrating some of the common themes in the textbox above**

“Have more members that speak various languages”

“Have more Hispanic police. To deal with Hispanics that do not understand English.”

“It would be great if the Spanish language was available in all help lines”

“The police should not cause fear if there is no trust, that they are not racist and do not abuse their power toward the Latin community”

“The police cause me fear”

“I would not report anything because I am scared of the police”

“Need to me more civil and aspire confidence and NOT fear in the Latin community”

“More vigilance would be good”

“They need ensure that when they are tending to a call with people who do not speak English that they do not ask the children to translate and especially when they are saying that they are going to arrest the parents they do not want to help them.”

“In some cases, I feel racism from some police. They need to try to be more equitable with people and give the same treatment to all nationalities”.

“Do not use racial profiling in order to provide a service”

“I would like them to be more involved in the Hispanic community, giving information and being able to confide in them”

“I think they are doing their job very well”

“Thank you for your service”

“I like them, we need them to protect us.”

## FINAL TAKEAWAYS

One important aspect of the AWP data and the analysis presented here is that we carefully separated the sample by households who had interaction with 911 and ACCPD services from those who did not have interaction with these service providers. The significance of looking at these two groups separately, specifically for perceptions of ACCPD Officer interaction, is noteworthy given the intense and controversial climate on the issue of police community relations at the national, state, and local levels during and after the data collection periods.

There is significant variation in perceptions of 911 telecommunications and ACCPD services in Athens-Clarke County, depending on demographic characteristics of our residential households. Individuals served by 911 telecommunications felt grateful for the service provided. Generally, though not always, racial minorities, ethnic minorities, and females reported lower satisfaction with 911 calls and officer interaction and their perceptions were more negative with and without officer interaction. Low income households are significantly more likely to have had contact with an officer and to report significantly lower satisfaction with ACCPD Officers.

Areas for improvement for ACCPD and 911 telecommunications that were specific to the qualitative, or open-ended responses, included the need for Spanish language translation services and Spanish-speaking telecommunications officers, in addition to more training for officers and operators. There is an expressed, consistent, desire for protection by ACCPD Officers. However, an equally frequent theme was the fear felt by Latinx citizens of officers who would discriminate against them and racially profile them.

Across all households in the sample that had interaction with an Officer, the vast majority (>80%) reported being either satisfied or extremely satisfied with the interaction. This is an important and positive finding. The area that most needs improvement, given that only 41% agreed, is the perception of Officers treating everyone "fairly, regardless of who they are."

Many responses focused on the need for increased focus on youth development among ACCPD officers, increased events where community members have a chance to build rapport and interact with officers on an interpersonal level, and an increase in the diversity of officers on the police force. The findings of this report can be used to better understand what ACCPD and 911 are doing well, as well as guide strategic action for improving community trust and wellbeing.





**APPENDIX:**

**Survey Questions**

**AWP Overview**

**Methods**

# SURVEY QUESTIONS

PLEASE completely fill in the appropriate bubble, like this  . If you make a mistake, mark through the incorrect bubble like this  .

81. Have you had any contact with an Athens-Clarke County (ACC) Police Officer in the last 12 months?

- Yes  
 No → Please skip to question #83

82. Overall, how satisfied were you with the following?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dis-satisfied	Very dissatisfied
Assistance provided by the ACC Police Officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed with which the ACC Police Officer provided assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall professionalism of the ACC Police Officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge and understanding of the ACC Police Officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall customer service you received from the ACC Police Officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

83. This set of questions is about Athens-Clarke County (ACC) Police Officers. Remember, your answers will remain anonymous. Please indicate the extent to which you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
ACC Police Officers would treat you with respect if you had contact with them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ACC Police Officers treat everyone fairly regardless of who they are.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ACC Police Officers are helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ACC Police Officers are professional and courteous.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ACC Police Officers are friendly and approachable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ACC Police Officers can be relied on to be there when you need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ACC Police Officers deal positively with young people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ACC Police Officers focus on the public safety issues that concern you.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The number of ACC Police Officers that serve my neighborhood is satisfactory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Not all questions used for the analyses in this report are represented here. To view the survey in its entirety, please visit our website.

# SURVEY QUESTIONS

PLEASE completely fill in the appropriate bubble, like this  . If you make a mistake, mark through the incorrect bubble like this .

99. Overall, how satisfied were you with the following?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dis-satisfied	Very dissatisfied
Assistance provided by the 911 operator over the telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed with which your call to 911 was answered by the operator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall professionalism of the 911 operator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge and understanding of the 911 operator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall customer service you received when you contacted the 911 center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

100. As a citizen of Athens-Clarke County, please provide any recommendations or suggestions for the Athens-Clarke County Police Department's **911 Center** or the **Athens-Clarke County Police Department**.

Not all questions used for the analyses in this report are represented here. To view the survey in its entirety, please visit our website.

# AWP 2.0 DATA OVERVIEW

## More about the Athens Wellbeing Project.

The sampling plan for the Athens Wellbeing Project (AWP) was designed to obtain a random sample of county residents representative of the total population of Athens-Clarke County. The first step in selecting the AWP sample was to create a list of all residence or living communities (i.e. apartment buildings, public housing communities, mobile home parks, and retirement communities) in Athens-Clarke County. This list, hereafter referred to as the sampling frame, was used to select a residence. For the purposes of the AWP, the unit of analysis is conceptualized as the household. Within each selected residence, a single resident living in the household received the AWP survey and was asked to respond on behalf of all residents living in the household. This person is hereafter referred to as the respondent.

To create a sample that represented the population of interest, the sampling frame needed to include all Athens-Clarke County residences. Sources for these lists included the Athens Clarke County Unified Government Department of Housing & Community Development and the Athens Housing Authority. The list of residences was comprised of the following types of dwellings:

- Single family residences, condos, and duplex buildings
- Apartment complexes
- Public Housing communities
- Mobile home parks
- Retirement communities

Next, the sampling frame was evaluated to determine which Athens-Clarke County residents might be underrepresented or missing from the frame completely. During the evaluation of the sampling frame, we determined that homeless and transitional residents could be missing from the frame. For the purposes of AWP, we defined homelessness according to the McKinney-Vento Homeless Assistance Act of 1987 (Pub. L. 100-77, July 22, 1987, 101 Stat. 482, 42 U.S.C. § 11301).

Using the McKinney-Vento definition means that we defined homelessness more broadly than only including individuals with no shelter or residing in homeless shelters. This definition also encompasses individuals who might be living with friends or family members or otherwise “transitional” situations. The vulnerable nature of homeless and transitional residents presented special challenges in constructing the sampling frame, and as a result we had to “select” them into the AWP sample differently from other residents.

The AWP data collection strategy used both postcard mailings and in-person, door-to-door follow up. Four rounds of postcard mailers were sent to each household in the sample. The postcards included information on the project, instructions to complete the survey online (or to request a paper copy), the household's unique Survey ID to complete the survey, and information on chances to win the incentive for completion.

The second mechanism for data collection was in-person follow up and administration of the survey instrument, conducted by data collection teams. Data collection teams were composed of a Neighborhood Leader—an infrastructure already existing in the community under Family Connection-Communities in Schools. Each neighborhood was assigned a Neighborhood Leader who has experience living and working in Athens and engaging with their local community. The Neighborhood Leader was the manager of each data collection team, composed of the NL and students from the University of Georgia. All data collection team members received training in Fall 2018 to prepare them for in-person collection.

AWP 2.0 data collection resulted in 1,078 households completing the survey, with a +/-3% margin of error. Sampling weights were created and are utilized for all analysis and reporting to ensure representativeness of the data. The analysis weights account for variation in the probability of being included in the sample, and for varying rates of response across the sampling strata. The resulting sample from this round of collection is one that is robust and representative of Athens-Clarke County households.

A critical component of executing this work was achieving approval from the University of Georgia's Institutional Review Board (IRB) to conduct the project. The project was submitted to IRB in June 2016, and after being reviewed was determined that it was not deemed "research," but rather was a project designed to provide research and analysis to stakeholders in the Athens Clarke County community. Thus, the project was exempt from further IRB oversight (IRB Study ID #00003747).

# METHODS

1

## SURVEY DEVELOPMENT

The survey instrument was developed by the research team in conjunction with all institutional stakeholders. The instrument was specifically designed to collect information not available from other secondary data sources. Where available, validated measures from other nationally-representative surveys were utilized to ensure validity and the ability to compare Athens-Clarke County to those sources.

2

## DATA COLLECTION

Online and paper surveys were available for respondents. Random sampling of single family homes and a census of vulnerable populations were conducted. Selected families received postcards notifying them of selection. Door-to-door data collection teams of University of Georgia students, led by Neighborhood Leaders, followed up with families to increase responses. A total of 1,078 households responded.

3

## DATA ANALYSIS

Once data were collected, they were cleaned and coded for analysis. Sample weights were created by the research team to increase representativeness of the sample. The resulting sample has a margin of error of +/-3%. Additional variables for analysis were created (*e.g. a poverty measure using income and household size*). Summary statistics were estimated for all variables in the sample, for the full sample and for sub-categorizations.

4

## INTERPRETATION

The data presented in this report are descriptive in nature. Measures are presented for the full sample and by sub-categorization of local median income for comparison purposes. AWP data are meant to be used in conjunction with other existing data sources--both primary and secondary, qualitative and quantitative--in order to get the most comprehensive understanding possible of outcomes of interest and general levels of wellbeing in our community. Where possible, data visualizations are used for ease of interpretation. Full tables of descriptive statistics are available in an online appendix and upon request.

**The primary audience for this report is the Athens Clarke County Police Department.**



Visit our website:

**WWW.ATHENSWELLBEINGPROJECT.COM**  
to learn more.