



ATHENS
WELLBEING PROJECT

COMMUNITY SAFETY

MAY 2023

AWP 3.0



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. Three rounds of survey data collection have been completed-- version 1.0 in Fall 2016, version 2.0 in Fall 2018, and version 3.0 in Fall 2021--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

Grace Bagwell Adams, PhD, Principle Investigator
Celia Eicheldinger, Sample Framework Design and Sampling Expert
Jerry Shannon, PhD, GIS Mapping
Amanda Abraham, PhD, Survey Instrument Design
Rebecca Baskam, MPH, Research Scientist

Report Authors

Emily Watson, MPH
Rebecca Baskam, MPH
Grace Bagwell Adams, PhD
Sara Benist, MPH
Ayanna Patel, MPH

Editing & Qualitative Secondary Coders:

Gbemisola Talabi, Lanier Overton, Kaitlin Catapano, Tanaya Sanikapally, Riddhi Patel

TABLE OF CONTENTS

I	<u>Introduction</u>	p 03
II	<u>911 Telecommunications</u>	p 05
III	<u>ACCPD Officer Interactions</u>	p 07
IV	<u>ACCPD Community Perceptions</u>	p 09
V	<u>Safety Community Perceptions</u>	p 12
VI	<u>Qualitative Analysis</u>	p 13
	A. <u>Methods</u>	p 13
	B. <u>Discussion of Top Themes</u>	p 14
	C. <u>Thematic Analysis Frequency Table</u>	p 17
	D. <u>Spanish Responses & Recommendations</u>	p 18
VII	<u>Appendix</u>	p 20
	A. <u>Glossary</u>	p 21
	B. <u>Methods</u>	p 22
	C. <u>County Demographics</u>	p 23
	D. <u>AWP 3.0 Community Safety Variables</u>	p 24

INTRODUCTION

What is community safety?

Community safety is being able to pursue and benefit from all social, economic, and domestic aspects of life without fear from crime and disorder.¹ Community safety includes not only safety from violence, but also from economic, social, and environmental conditions that lead to violent situations.² These aspects are also known as social determinants of safety, and preventing violence by tackling housing insecurity, economic instability, and social disparities is the most effective way to reduce violence in the community.² Everyone deserves to feel safe whether that is at home, in their neighborhoods, or place of work.

Safety has physical, psychological and sociological dimensions that all must be studied in order to achieve long-term improvements. Local governments must develop sustainable safety promoting characteristics within the target community in order to achieve a high level of community safety.² The Community Safety Domain Report focuses on Athens-Clarke County Police Department (ACCPD) officer interactions within the community, community satisfaction and experience with the ACCPD and ACCPD 911 Call Center, and recommendations and suggestions for the ACCPD and ACCPD 911 Call Center. The Community Safety Domain Report also concentrates on how comfortable and safe Athens residents feel in their homes, neighborhoods, local parks, and the downtown area.

How does community safety relate to wellbeing?

Community safety directly impacts wellbeing, as fear of violence and disorder and living in unsafe neighborhoods can cause chronic stress, anxiety, and depression.³ Wellbeing involves living in conditions that promote physical and mental health, connectedness, and resilience which is achieved through community safety.⁴ Individuals who are exposed to violence and crime can develop serious detrimental health effects such as hypertension, asthma, mental disorders, and stroke.⁵ Children and adolescents who experience violence and crime are at risk for long-term behavioral and mental health outcomes.⁵ Additionally, fear of violence can keep individuals indoors and away from exercise, healthy foods, and social situations that are vital for improving quality of life and wellbeing.³ Companies may also be less willing to invest and operate in unsafe areas, which makes employment difficult to find.³ A safe community leads to a healthier community.

1. <https://www.northampton.gov.uk/info/200258/community-safety/1390/what-is-community-safety>.

2. <https://www.brookings.edu/essay/a-new-community-safety-blueprint-how-the-federal-government-can-address-violence-and-harm-through-a-public-health-approach/>

3. <https://www.countyhealthrankings.org/explore-health-rankings/county-health-rankings-model/health-factors/social-economic-factors/community-safety#:~:text=The%20chronic%20stress%20associated%20with,when%20income%20is%20accounted%20for>.

4. <http://sharedsafety.us/wellbeing-is-safety/>

5. <https://health.gov/healthypeople/priority-areas/social-determinants-health/literature-summaries/crime-and-violence>

INTRODUCTION

What have we learned about community safety from AWP 2.0 and 1.0?

We have learned that community safety is extremely important to citizens of Athens. In the 2.0 report, the significant variation in perceptions of 911 telecommunications and ACCPD services in Athens-Clarke County, depending on demographic characteristics of our residential households was shown. We also learned that the individuals served by 911 telecommunications felt grateful for the service provided, but that there were some demographic trends of note: ethnic minorities, racial minorities, and females reported lower satisfaction with 911 calls and officer interaction.

According to AWP 2.0 data (collected 2019), racial and ethnic minorities reported lower satisfaction in interactions with police. The LatinX community specifically would like to see an increase in interpreters. Overall, 80% of all respondents reported being satisfied or extremely satisfied with their experience, so ACCPD are generally doing a good job. Some of the improvements that the community wanted to see were an increase in Spanish language translation services and Spanish-speaking telecommunications officers. The community also expressed they would value more training for officers and operators.



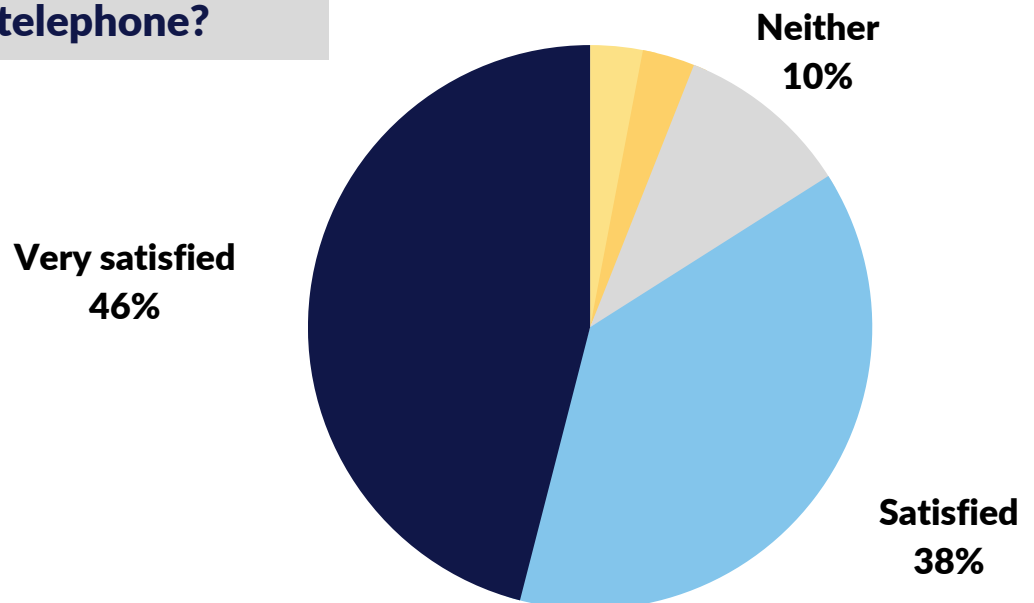
911 TELECOMMUNICATIONS

Who called the ACCPD 911 Call Center in the past 12 months?

- Average age: 43 years
- Married: 45%
- Veteran: 11%
- Enrolled in college: 14%
 - UGA: 60%
- Latinx: 12%
- Black: 30%
- White: 58%
- Employed: 77%

Of the households that called 911 (18%), 94% reached an operator on their first call attempt and 70% had an officer dispatched.

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 last 12 months were asked five questions about their experience.

	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied
Overall, how satisfied were you with the assistance provided by the 911 operator over the telephone?	84%	10%	6%
Overall, how satisfied were you with the speed with which your call to 911 was answered by the operator?	86%	10%	4%
Overall, how satisfied were you with the professionalism of the 911 operator?	87%	10%	3%
Overall, how satisfied were you with the knowledge and understanding of the 911 operator?	84%	12%	4%
How satisfied were you with the overall customer service you received when you contacted the 911 center?	85%	11%	4%

Between 84 and 87 percent of 911 callers were either satisfied or very satisfied with the overall assistance, speed, professionalism, knowledge, and customer service. Between 3 and 6 percent of 911 callers were either dissatisfied or very dissatisfied. Satisfied percentages is the sum of satisfied and very satisfied responses and dissatisfied percentages is the sum of dissatisfied and very dissatisfied responses.

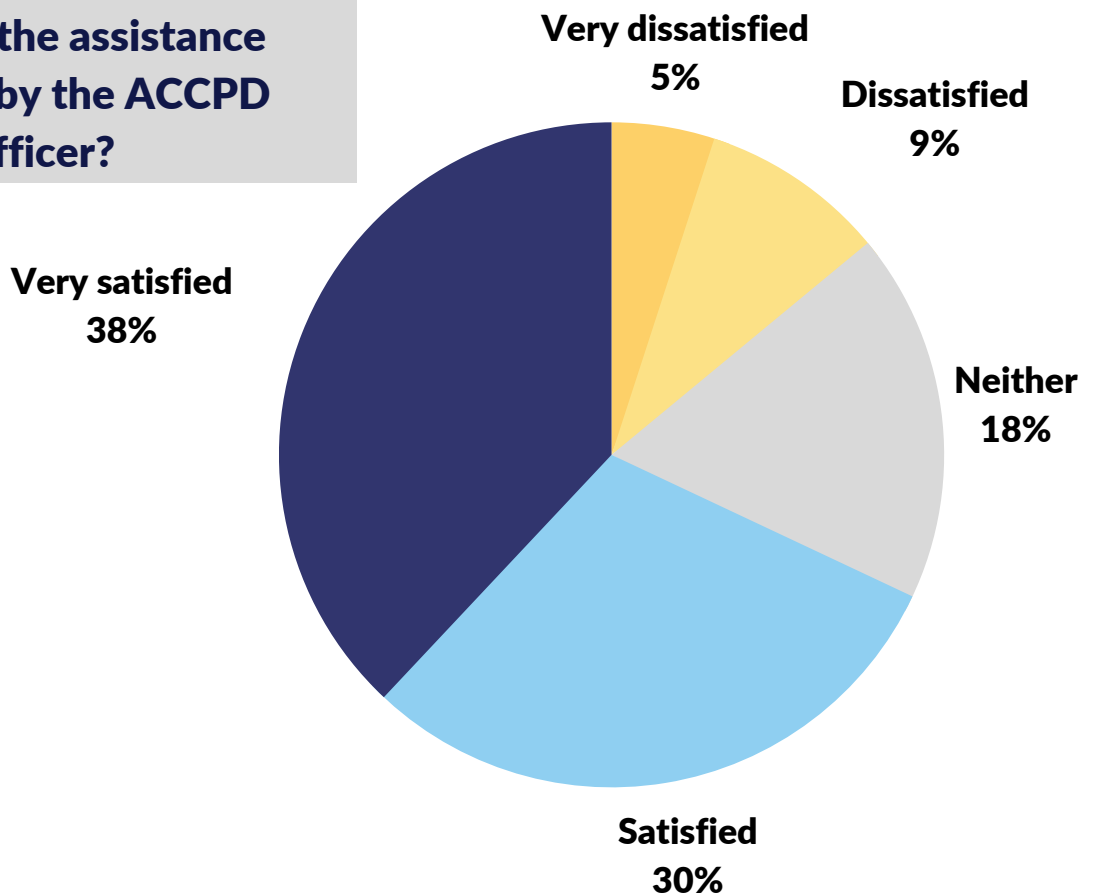
ACCPD OFFICER INTERACTION

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

- Average age: 42 years
- Married: 50%
- Veteran: 11%
- Enrolled in college: 13%
- Latinx: 10%
- Black: 24%
- White: 66%
- Employed: 82%

Of all respondents, 29% reported having contact with an ACCPD officer in the past 2 months.

Overall, how satisfied were you with the assistance provided by the ACCPD officer?



ACCPD OFFICER INTERACTION

Those who reported having had an interaction with an ACCPD officer in the last 12 months were asked four questions about their experience.

	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied
How satisfied were you with the assistance provided by the ACCPD Officer, overall?	68%	18%	14%
Overall, how satisfied were you with the speed with which the ACCPD Officer provided assistance?	69%	21%	10%
Overall, how satisfied were you with the overall professionalism of the ACCPD officer?	76%	13%	11%
Overall, how satisfied were you with the knowledge and understanding of the ACCPD officer?	71%	19%	10%

Between 68 and 76 percent of those who reported having an interaction with an ACCPD officer in the past 12 months were either satisfied or very satisfied with the overall assistance, speed, professionalism, knowledge, and customer service. Between 10 and 14 percent of those who reported having an interaction with an ACCPD officer in the past 12 months were either dissatisfied or very dissatisfied. Satisfied percentages is the sum of satisfied and very satisfied responses and dissatisfied percentages is the sum of dissatisfied and very dissatisfied responses.

ACCPD COMMUNITY PERCEPTIONS

All respondents, regardless of whether or not they had an interaction with an officer in the past year, were asked to answer ten 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 Agree or Disagree	Disagree
Officers would treat you with respect if you had contact with them.	68%	18%	7%
Officers treat everyone fairly regardless of who they are.	44%	31%	25%
Officers are helpful.	68%	25%	7%
Officers deal positively with young people.	47%	40%	13%
Officers focus on the public safety issues that concern you.	49%	34%	17%

Between 44 and 68 percent of those who reported having an interaction with an ACCPD officer in the past 12 months either agreed or strongly agreed that the officers would respect them, treat everyone fairly, are helpful, deal positively with young people, and focus on safety issues of concern. Between 7 and 25 percent of either disagreed or strongly disagreed. Agree percentages is the sum of agree and strongly agree responses and disagree percentages is the sum of disagree and strongly disagree responses.

ACCPD COMMUNITY PERCEPTIONS

All respondents, regardless of whether or not they had an interaction with an officer in the past year, were asked to answer ten 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 Agree or Disagree	Disagree
The number of Officers that serve my neighborhood is satisfactory.	48%	34%	18%
I have a great deal of confidence in the ACCPD and its officers and employees.	55%	30%	15%
I have a great deal of respect for the ACCPD and its officers and employees.	68%	23%	9%
The ACCPD shows a great deal of interest in community issues.	48%	37%	15%
Overall, the ACCPD is doing a good job.	58%	31%	11%

Between 48 and 68 percent of those who reported having an interaction with an ACCPD officer in the past 12 months either agreed or strongly agreed that the number of officers that serve their neighborhood is satisfactory, have confidence and respect for the ACCPD and employees, the ACCPD shows interest in community issues, and the ACCPD is doing a good job. Between 9 and 18 percent of either disagreed or strongly disagreed. Agree percentages is the sum of agree and strongly agree responses and disagree percentages is the sum of disagree and strongly disagree responses.

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.

SAFETY COMMUNITY PERCEPTIONS

All respondents were asked to indicate the extent to which they agree or disagree with the following statements about how they feel in their community.

	Agree	Neither Agree or Disagree	Disagree
People in my neighborhood can be trusted.	67%	23%	10%
People in my neighborhood generally get along with each other.	75%	19%	6%
I feel comfortable with children playing outside in my neighborhood	74%	16%	10%
I feel safe enough to walk or exercise outside in my neighborhood.	83%	10%	7%

Between 67% and 83% of respondents agreed or strongly agreed that people in their neighborhood can be trusted and generally get along with each other, feel comfortable with children playing outside in their neighborhood, and feel safe enough to walk or exercise in their neighborhood. Between 6% and 10% either disagreed or strongly disagreed. Agree percentages is the sum of agree and strongly agree responses and disagree percentages is the sum of disagree and strongly disagree responses.

SAFETY COMMUNITY PERCEPTIONS

All respondents were asked to indicate the extent to which they agree or disagree with the following statements about how they feel in their community.

	Agree	Neither Agree or Disagree	Disagree
I feel safe in my home.	90%	7%	3%
I feel safe on my street.	82%	11%	7%
I feel safe in my neighborhood.	82%	12%	6%
I feel safe in local parks.	71%	22%	7%
I feel safe in downtown Athens.	53%	29%	18%

The majority of respondents feel safe in their home (82%), on their street (82%), in local parks (71%), and in their neighborhood (82%). However, only half of participants (53%) feel safe in downtown Athens. Between 3% and 7% of participants either disagree or strongly disagree with feeling safe in their home, on their street, in the local parks, and in their neighborhood. More participants neither agree or disagree with feeling safe in these areas than disagree or strongly disagree. Agree percentages is the sum of agree and strongly agree responses and disagree percentages is the sum of disagree and strongly disagree responses.

QUALITATIVE ANALYSIS: METHODS

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." 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 and 2021 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 799 responses in the English specific survey and 58 in the Spanish survey, with a total of 857 responses. Qualitative analysis was conducted on the responses that resulted in 23 total themes.

Qualitative Analysis Steps



QUALITATIVE ANALYSIS: DISCUSSION OF TOP THEMES

The top 5 themes from recommendations and suggestions for the ACCPD and ACCPD 911 Call Center:

Theme	Description	Count	% Total Responses
Communication	How officers interact with the public	153	18%
Staffing	Too many or few officers; recruit racially diverse workforce; increased pay & better training; strategies to reduce turnover	136	16%
Gratitude	Expressing thanks; positive affirmations & support; encouragement to remain. the same; no complaints	134	15.5%
Equality	Equal treatment by race, class, & language during interactions, calls, & emergency instances	115	13%
Vigilance	Suggestions for the types of crimes ACCPD should be focusing on; increasing patrolling; watchfulness in the community	87	10%

COMMUNICATION

Responses in the communication theme focus on how the ACCPD and 911 operators communicate with the public. Common suggestions include following up on 911 calls/incidents, communicating in a less aggressive/authoritative manner, improving communication tactics and strategies with minority groups, and listening better.

Quotes:

- *“Communication of what they do and how they help the community. Are there entities that evaluate and communicate how well (or not well) a police department is doing-that might be helpful.”*
- *“Have someone call or send out surveys to see if officers could go to each home and speak with residents to see how they are doing, do they need help, let the community see them and let them know you care. Have a relaxed meet and greet day every two weeks or three for each part of the community, so that people and the officers would know including the high rank officers. each other “*
- *“Communicate better with people of color”*
- *“Please be more polite, respectful and don't assume you know what is going on. Listen more and assume less.”*

QUALITATIVE ANALYSIS: DISCUSSION OF TOP THEMES

STAFFING

Responses in the staffing theme consist of having both too many police officers and too few officers, as well as a need to change the approach in staffing, such as recruiting racially diverse and women officers and inclusion of more mental health professionals and social services. Responses also expressed the need for increased pay and better training to reduce the high turnover.

Quotes:

- *"More mental health workers to help de-escalate police calls to the neighborhood"*
- *"Hire more officers. Give better benefits and pay to officers to increase retention. Provide officers with newer vehicles."*
- *"We would benefit from better retention of officers through incentives and extra training. Officers should be trauma informed and would benefit from hiring social workers to work WITH existing and new officers when going out on calls."*
- *"More funding and better pay to keep the good officers we have as well as attract more officers. ACCPD seems to be short staffed due to officers leaving for better pay elsewhere"*
- *"Recruit a more racially diverse spectrum of officers"*

GRATITUDE

Responses in the staffing theme consist of having both too many police officers and too few officers, as well as a need to change the approach in staffing, such as recruiting racially diverse and women officers and inclusion of more mental health professionals and social services. Responses also expressed the need for increased pay and better training to reduce the high turnover.

Quotes:

- *"I believe they are doing a great job from what they are going through with crime and the threats they have to face. Thank you for protecting us".*
- *"Keep doing a excellent job"*
- *"I appreciate your work with the mentally ill I am so grateful"*
- *"Thank you for keeping the people safe"*
- *"I appreciate your work with the mentally ill I am so grateful"*

QUALITATIVE ANALYSIS: DISCUSSION OF TOP THEMES

EQUALITY

Responses in the equality theme primarily expressed a need for the ACCPD to treat individuals in the community equally when responding to calls regardless of who they are. Responses voicing this feedback included for example, race, living location, and income. Additional suggestions for improvements in equality include assurance of safety regardless of circumstances, better understanding of minority communities, more surveillance (particularly at night) in low income neighborhoods, and better training on acknowledging and improving implicit bias.

Quotes:

- *"Diversity training, Hiring mental health workers to be a part of team"*
- *"Please be more polite, respectful and don't assume you know what is going on. Listen more and assume less."*
- *"Treat people equally and serve the people and promote positive change"*
- *"Protect ALL citizens regardless of race and rid yourself of any bias"*
- *"Conduct anti discrimination training every year for every officer"*

VIGILANCE

Responses in the equality theme primarily expressed a need for the ACCPD to treat individuals in the community equally when responding to calls regardless of who they are. Responses voicing this feedback included for example, race, living location, and income. Additional suggestions for improvements in equality include assurance of safety regardless of circumstances, better understanding of minority communities, more surveillance (particularly at night) in low income neighborhoods, and better training on acknowledging and improving implicit bias.

Quotes:

- *"They need to patrol the neighborhood more often"*
- *"A greater presence of police officers of color in minority neighborhoods."*
- *"More bike patrols, electronic speeding enforcement, and a focus on public decency (UGA student drunkenness, public display of obscenities on trucks, etc) would be helpful to Athens."*
- *"Downtown Athens can feel dangerous at night- there have been several crimes committed against students recently near UGA Campus that has alerted me to a new trend in violent crime downtown that worries me."*
- *"I would like to see Police Officers walking and interacting with people in the community."*

QUALITATIVE ANALYSIS: FREQUENCY TABLE

Theme	Theme Description	Count (%)
Community	Getting involved & building trust with community	81 (9.5%)
Mental Health	Need for mental health professionals, providing mental health training, & increasing mental health services	79 (9.2%)
Training	Training suggestions to better serve community	78 (9.1%)
Visibility	Being visible & present in community & what measures are in place for public security	68 (7.9%)
Calls	911 Center and dispatch suggestions	65 (7.6%)
Conflict Resolution	Improvement of how conflicts are resolved in a more peaceful manner	59 (6.9%)
Traffic	Traffic laws & violations, public transportation concerns & improvements, & road-specific concerns	44 (5.1%)
Funding	Financial needs & resources of the ACCPD	41 (4.8%)
Disposition	How officers are being perceived in citizen interactions	41 (4.8%)
Speed	Speed of emergency response	29 (3.4%)
Bilingual	Request for Spanish speaking officers	27 (3.1%)
Social Services	Use of social services & social work training for improve response during emergency interactions	25 (2.9%)
Youth	Youth related crimes & interactions	23 (2.7%)
Homelessness	Concerns about homelessness in Athens	22 (2.6%)
EMS	Concerns, complaints, & suggestions for EMS	19 (2.2%)
Accountability	Suggestions of body cameras, citizen panels, & oversight board	13 (1.5%)
Guns	Gun control & ownership of ACCPD & community	13 (1.5%)
COVID-19	Masking & vaccinations of ACCPD	6 (0.7%)

QUALITATIVE ANALYSIS: SPANISH RESPONSES AND RECOMMENDATIONS

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.

VIGILANCE

The Spanish responses primarily focus on requesting more police officers and 911 operators that speak Spanish or are bilingual. Additional themes include increase in equality, increase patrol and surveillance in neighborhoods, and expressions of gratitude.

Quotes:

- *"Mejor servicio en español"*
- *"Que haya personal bilingual"*
- *"Que tengan mas personal que contesten en español"*
- *"Mas vigilancia por los vecindarios"*
- *"Yo pienso que están asiendo un buen trabajo"*
- *"Tratar a todos por igual."*

ACCPD Recommendations & Feedback

The top 5 recommendations from the community:

1. **Communication:** Improve communication tactics to interact in a less aggressive or authoritative manner, specifically with minority groups.
2. **Staffing:** Improve pay and benefits of ACCPD to prevent high turnover in the department and dedicate resources to supporting mental health and social service professionals during emergencies.
3. **Equality:** Improve disparities experienced in the community by minority groups by offering equal treatment during interactions and while patrolling, gain a better understanding of minority groups through community interactions, and participate in training to acknowledge and improve implicit biases.
4. **Vigilance:** Increase and improve police presence in the community and more focus should be on violent crimes
5. **Community:** Involve in community engagement and outreach and learn how to listen effectively and communicate better with the community.



THANKS TO OUR INSTITUTIONAL PARTNERS



United Way of
Northeast Georgia



New ideas. Better communities.





APPENDIX

A. Glossary

B. Methods

C. AWP Overview

D. 3.0 Survey Instrument

APPENDIX A: GLOSSARY

COMMUNITY SAFETY TERMS

Burglary: The unlawful entry of a structure to commit a felony or a theft¹

Community Safety: quality of life and being able to pursue and obtain the fullest benefits from your domestic, social, and economic lives without fear or hindrance from crime and disorder²

Law Enforcement: the agencies and employees responsible for enforcing laws, maintaining public order, and managing public safety³

Robbery: the taking or attempting to take anything of value from the care, custody or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear⁴

Simple Assault: An unlawful physical attack by one person upon another where neither the offender displays a weapon, nor the victim suffers obvious severe or aggravated bodily injury involving apparent broken bones, loss of teeth, possible internal injury, severe laceration, or loss of consciousness⁵

Telecommunications: the transmission of information, as words, sounds, or images, usually over great distances, in the form of electromagnetic signals, as by telegraph, telephone, radio, or television⁶

Violent Crime: when a victim is harmed by or threatened with violence. Violent crimes include rape and sexual assault, robbery, assault, and murder⁷

Wellbeing: encompasses quality of life and the ability of people and societies to contribute to the world with a sense of meaning and purpose, and is determined by social, economic, and environmental conditions⁸

911 Operator: individuals that answer all 911 calls, which include emergency, and non-emergency calls for police, fire, and emergency medical services. They determine the appropriate call types and course of action based on the nature of the calls

1. Federal Bureau of Investigation. (2018). Burglary. FBI. <https://ucr.fbi.gov/crime-in-the-u.s/2018/crime-in-the-u.s.-2018/topic-pages/burglary#:~:text=The%20FBI>

2. Northampton Borough Council. (2019). Making Northampton safe | What is Community Safety? | Northampton Borough Council. <https://www.northampton.gov.uk/info/200258/community-safety/1390/what-is-community-safety>

3. Law Enforcement. (2018). Bureau of Justice Statistics. <https://bjs.ojp.gov/topics/law-enforcement>

4. The University of Chicago. (n.d.). Clery Crime Definitions. <https://safety-security.uchicago.edu/stay-informed/clery-act-reporting/clery-crime-definitions#:~:text=Robbery%20%E2%80%94%20The%20taking%20or%20attempting>

5. Public Safety. (2022). Public Safety. <https://wagner.edu/public-safety/definitions/>

6. Definition of telecommunications | Dictionary.com. (2020). [www.dictionary.com](https://www.dictionary.com/browse/telecommunications). <https://www.dictionary.com/browse/telecommunications>

7. Violent Crime. (2022). National Institute of Justice. <https://nij.ojp.gov/topics/crimes/violent-crime>

8. World Health Organization. (2022). Promoting well-being. World Health Organization. <https://www.who.int/activities/promoting-well-being>

9. City of Rochester. (2022). City of Rochester | 911 Job Descriptions. [Cityofrochester.gov](https://www.cityofrochester.gov/article.aspx?id=8589935589). <https://www.cityofrochester.gov/article.aspx?id=8589935589>

APPENDIX B: 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 (e.g. National Housing Survey) were utilized to ensure validity and the ability to compare Clarke- County to those sources.

2

DATA COLLECTION

Online and paper surveys were available for respondents. The survey instrument was made available in both English and Spanish. Stratified random sampling of single family homes and a census of vulnerable populations were conducted. Selected families received several rounds of hand-written postcards notifying them of selection. Neighborhood Leaders, in partnership with Family Connections- Communities In Schools also assisted with community events and increasing survey responses. Email follow-ups were also sent to all families in Clarke County School District to increase responses. For homeless and transitional families, social service agencies serving those families assisted with data collection. A total of 3,997 households responded.

3

DATA ANALYSIS

Once data were collected, they were cleaned and coded for analysis. The unit of analysis is the household. Sample weights were created by the research team to increase representativeness of the sample. The resulting sample has a margin of error of +/-2%. Additional variables for analysis were created (e.g. a poverty measure using income and household size). Descriptive statistics were generated for each Athens Wellbeing Project Domain. Housing statistics are presented in this report.

4

INTERPRETATION

The data presented in this report are descriptive in nature. Measures are presented for the full sample and by sub-categorization of additional strata or subpopulations as appropriate. AWP data are meant to be used in conjunction with other existing data sources--both primary and secondary, qualitative and quantitative--in order to ascertain 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.

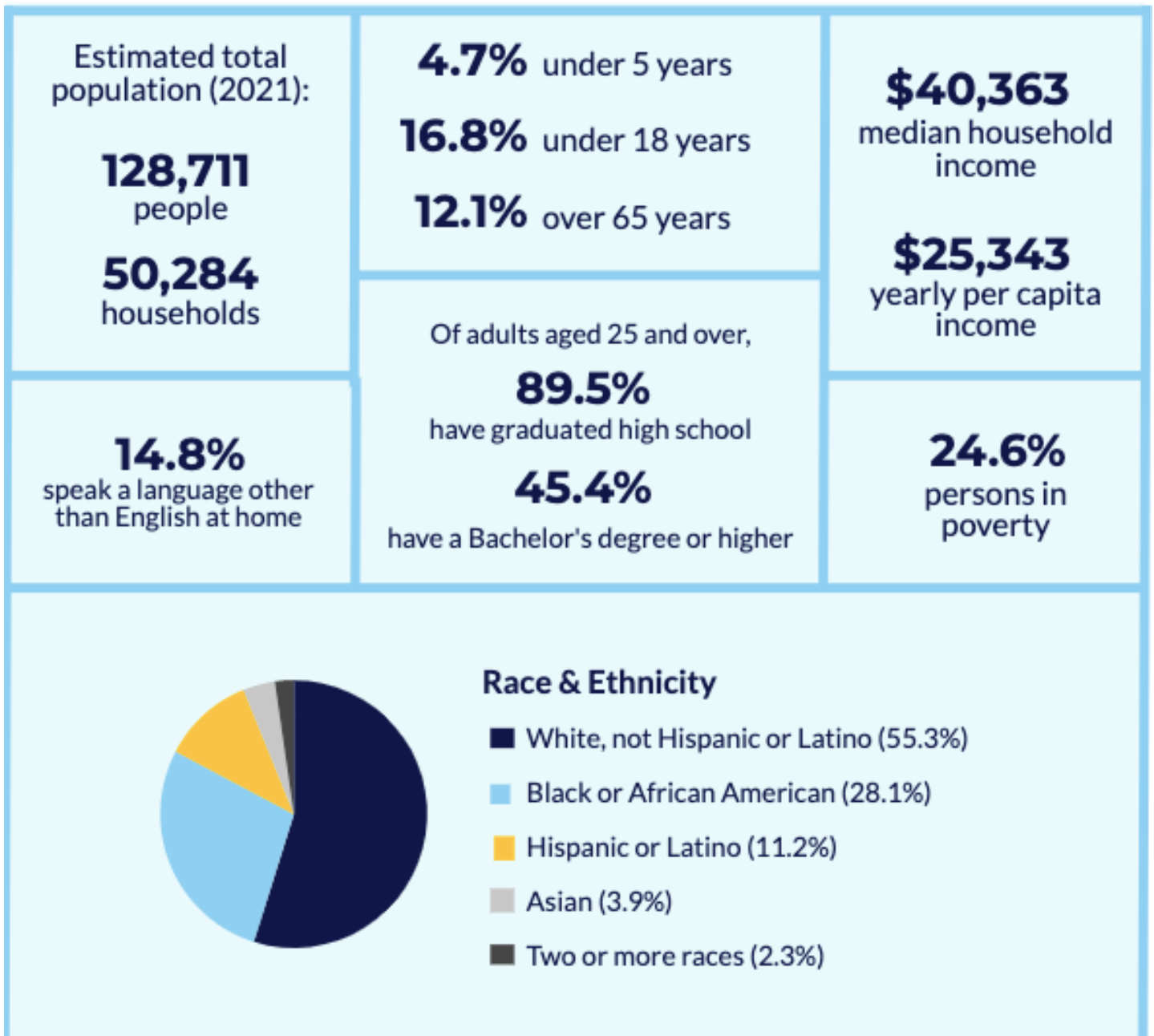
The primary audience for this report is the Housing and Community Development Department (HCD) of the Athens Clarke County Unified Government. This report provides data, analysis, and information that may partially fulfill reporting requirements for the department to the U.S Department of Housing and Urban Development.

APPENDIX C: COUNTY 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 housing, 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. In order to demonstrate the complementary nature of AWP to existing secondary data, the demographics presented here are from the U.S. Census Bureau's County Quick Facts. Population estimates presented below represent July 2021 data.

Census Quick Facts: Clarke County, GA



APPENDIX D: AWP 3.0 COMMUNITY SAFETY VARIABLES

96. In the past 12 months, would you say crime **in your neighborhood** has gotten better, worse, or stayed the same?

- Better
- Worse
- Stayed the same

97. This set of questions is about Athens-Clarke County (ACC) Police Officers. Remember, your answers will remain anonymous.

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

- Yes
- No → Please skip to question #99 on page 21

98. 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"/>

Not all questions used in the analysis are listed here. To view the complete survey instrument, visit our website at athenswellbeingproject.org.

APPENDIX D: AWP 3.0 COMMUNITY SAFETY VARIABLES

99. 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 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"/>

100. This set of questions is about the Athens-Clarke County Police Department (ACCPD). Remember, your answers will remain anonymous.

Please indicate the extent to which you agree or disagree with the following statements about the Athens-Clarke County Police Department (ACCPD).

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
	▼	▼	▼	▼	▼
I have a great deal of confidence in the ACCPD and its officers and employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a great deal of respect for the ACCPD and its officers and employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ACCPD shows a great deal of interest in community issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, the ACCPD is doing a good job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Not all questions used in the analysis are listed here. To view the complete survey instrument, visit our website at athenswellbeingproject.org.

APPENDIX D: AWP 3.0 COMMUNITY SAFETY VARIABLES

101. Have you called the Athens-Clarke County **911 Center** in the last 12 months?

- Yes
- No → Please skip to question #105 on page 23

102. Did your call go through to an operator the first time you dialed 911?

- Yes
- No

103. Did you request an officer to be dispatched to your location?

- Yes
- No

104. 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"/>

105. 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 in the analysis are listed here. To view the complete survey instrument, visit our website at athenswellbeingproject.org.

CONTACT US



Grace Bagwell Adams
Principal Investigator
gbagwell@uga.edu



Rebecca Baskam
Research Scientist
rbaskam@uga.edu



Visit our website. to learn more: <http://athenswellbeingproject.org/>