# Department of Public Safety Community Survey 2023-24

Brown's Department of Public Safety (DPS), as part of its self-assessment and reaccreditation process, administered a survey to get a sense of how they were serving the community. This report shows the responses by population.

Interactions

In the past two years, have you personally had an interaction with a member of the Department of Public Safety?

% Responding Yes

Undergraduate	53%
Graduate	31%
Medical	46%
Faculty/Staff	57%
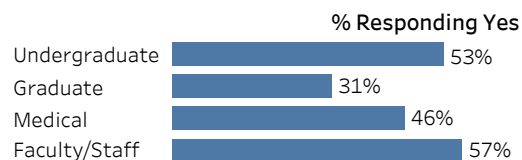
53% of all respondents had an interaction in the past two years.

Interacting with a team member in the community was the most commonly reported recent interaction with DPS.

What was the nature of your <u>most recent</u> interaction with DPS?

	Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
Interacted with a team member in the community	23%	18%	36%	37%	31%
Service	25%	18%	14%	26%	25%
Attendance at DPS outreach event	9%	18%	32%	11%	11%
General inquiry	8%	22%	9%	8%	9%
Interacted with a dispatcher	10%	7%	5%	9%	9%
Reporting a crime or incident	10%	7%	5%	6%	7%
Safewalk escort	5%	7%		1%	3%
Approached or stopped by an officer	4%	2%		1%	2%
Crime victim/witness support	4%			1%	2%
Incident at off-campus residence	2%	2%		0%	1%

96% of all respondents reported being **satisfied** with the **response and/or service** rendered.

98% of all respondents reported being treated with **respect**.

95% of all respondents reported being given a **clear explanation** about what was happening.
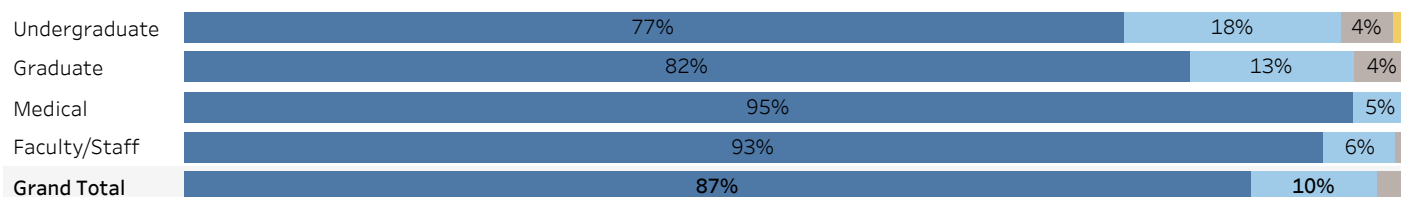
Of respondents who interacted most recently with a dispatcher:

93% rated the dispatcher's **ability to remain calm and show concern** as **excellent or good** on an emergency call.

93% agreed the dispatcher **answered their questions** or **directed them** to someone who could help.
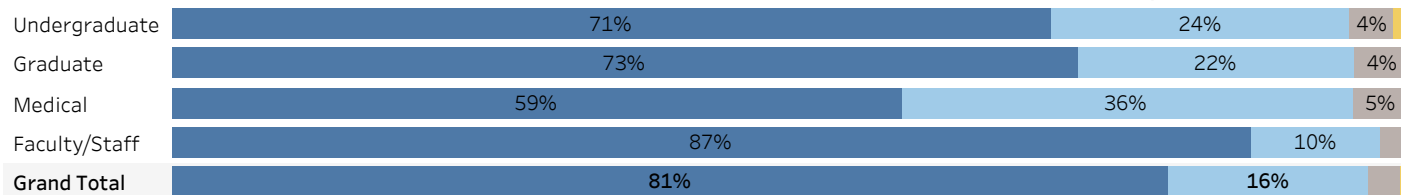
How would you rate the level of professionalism you were shown?

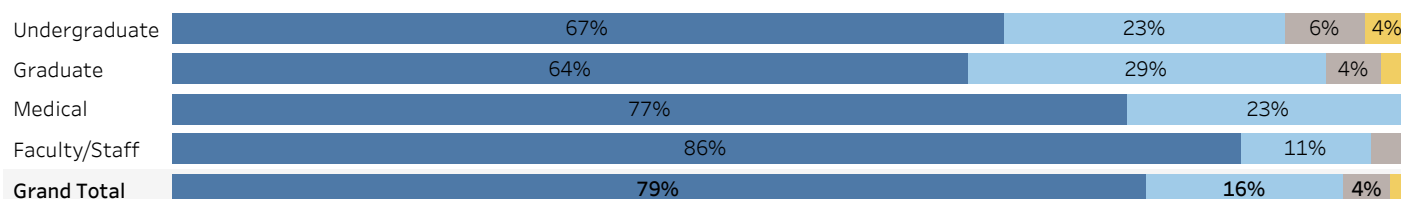**Very Professional | Somewhat Professional | Somewhat Unprofessional | Very Unprofessional**

	Very Professional	Somewhat Professional	Somewhat Unprofessional	Very Unprofessional
Undergraduate	77%	18%	4%	
Graduate	82%	13%	4%	
Medical	95%	5%		
Faculty/Staff	93%	6%		
Grand Total	87%	10%		

How knowledgeable was this person?

Very Knowledgeable | Somewhat Knowledgeable | Somewhat Unknowledgeable | Very Unknowledgeable

	Very Knowledgeable	Somewhat Knowledgeable	Somewhat Unknowledgeable	Very Unknowledgeable
Undergraduate	71%	24%	4%	
Graduate	73%	22%	4%	
Medical	59%	36%	5%	
Faculty/Staff	87%	10%		
Grand Total	81%	16%		

How would you rate the overall service you received from officers/staff?

Excellent | Good | Fair | Poor

	Excellent	Good	Fair	Poor
Undergraduate	67%	23%	6%	4%
Graduate	64%	29%	4%	
Medical	77%	23%		
Faculty/Staff	86%	11%		
Grand Total	79%	16%	4%	

Note: Percentages are rounded. Blank cells indicate no responses; 0% indicate cells less than 1% that have been rounded down.

DPS Communications

Which method of communication do you most prefer to receive safety updates, safety tips, event notices, etc.?

Respondents generally preferred Email and Today@Brown as a communication method.

	Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
Email	48%	55%	44%	46%	48%
Today@Brown	28%	34%	24%	31%	30%
Electronic newsletter	9%	5%	20%	19%	15%
Social media	12%	5%	9%	2%	6%
Event flyers	2%	1%		0%	1%
Videos			2%	1%	1%
Other	0%			1%	0%

About which topic(s) have you used the DPS website to find greater transparency? Select all that apply.

Statistics on crime was the most frequent topic for which respondents used the DPS website.

	Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
Statistics on crime	47%	48%	52%	48%	48%
DPS general policies and procedures	29%	30%	17%	39%	34%
Crime maps	28%	42%	48%	32%	32%
Processes for reporting	27%	41%	28%	27%	28%
Accountability	18%	23%	14%	14%	16%
Statistics on traffic and person stops	13%	23%	14%	15%	15%
Information on officer training	11%	13%	7%	11%	11%
Other	11%	3%	10%	7%	8%

What are your top safety concern(s) on Brown's campus? Select all that apply.

Respondents had a wide variety of safety concerns on campus, but personal safety, building safety, hostile intruder/active shooter preparedness, and street harassment were most reported overall.

	Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
Personal safety	42%	45%	40%	54%	49%
Building security	34%	22%	22%	51%	42%
Hostile intruder/active shooter preparedness	25%	24%	27%	52%	40%
Street harassment	48%	41%	40%	36%	40%
Bias and hate crime-related incidents	32%	27%	33%	32%	32%
Theft prevention	32%	36%	47%	28%	31%
Sexual assault	41%	25%	33%	22%	29%
Burglary prevention	24%	23%	53%	18%	22%
Weather preparedness	13%	21%	24%	24%	20%
Bicycle/Scooter safety/theft	25%	32%	29%	14%	19%
Intimate partner/domestic violence and stalking awareness	22%	18%	13%	14%	17%
Homelessness- or transient-related concerns	14%	17%	16%	16%	16%
Travel safety	9%	22%	11%	13%	12%
Holiday/over-break safety	12%	23%	13%	9%	12%
Workplace violence prevention	4%	6%	2%	16%	11%
Homeland security	2%	6%		8%	5%
Other	1%	2%		3%	2%

Which topics are you interested in viewing on our social media feed? Select all that apply.

When viewing DPS social media feeds, respondents were most interested in campus safety updates, event information, and safety tips.

	Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
Campus safety updates	52%	72%	58%	71%	64%
Event information	45%	50%	58%	60%	54%
Safety tips	43%	43%	47%	60%	52%
Contests/prize winners	45%	33%	32%	28%	34%
Information about personnel	24%	25%	29%	31%	28%
Pictures from events	25%	15%	11%	33%	28%
Links to external campus safety-related articles	15%	22%	18%	26%	22%
Other	4%	2%		2%	2%

Note: Percentages are rounded. Blank cells indicate no responses; 0% indicate cells less than 1% that have been rounded down.

DPS Programs

46% were familiar with DPS programs prior to the survey.   **Elvy Comfort Dog Event** had the highest level of overall participation.

Please check the DPS programs in which you have participated. Select all that apply.

	Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
Elvy Comfort Dog Event	56%	27%	46%	59%	54%
Orientation event	28%	49%	19%	13%	22%
Safewalk	42%	18%	24%	6%	20%
Hostile Intruder Training	1%	2%	3%	28%	16%
Property registration	11%	13%	41%	12%	13%
Brown Guardian mobile app	10%	10%	8%	11%	11%
Personal Safety presentation	5%	10%	11%	13%	10%
Coffee with a Cop	3%	5%		13%	9%
Brown Building Security Initiative	1%	7%	3%	13%	8%
U-Lock exchange program	8%	9%	38%	3%	7%
Self-defense class	2%	9%	5%	6%	5%
Co-sponsored Graduate student event		23%		2%	3%
Cocoa with the BroPo	4%	3%	11%	2%	3%
DPS Interview Panel	1%	6%		3%	2%
Victim Assistance	2%	3%		3%	2%
Community Car Care with AAA Northeast	1%	5%	16%		1%
National Crime Victims Rights Week - April	1%			1%	1%
Faith & Blue: Conversations with religious groups	1%	1%		1%	1%

How would you rate the program(s) in which you participated? (All Respondents)   **Extremely Useful** | **Useful** | **Not Very Useful**

	Extremely Useful	Useful	Not Very Useful
U-Lock exchange program	86%	14%	
Community Car Care with AAA Northeast	86%	7%	7%
Elvy Comfort Dog Event	78%	21%	
Hostile Intruder Training	76%	21%	
Self-defense class	68%	32%	
DPS Interview Panel	67%	25%	8%
Brown Building Security Initiative	65%	33%	
Personal Safety presentation	62%	34%	4%
Property registration	61%	32%	7%
Safewalk	59%	38%	
Cocoa with the BroPo	58%	39%	
Victim Assistance	54%	42%	4%
Co-sponsored Graduate student event	52%	39%	9%
Coffee with a Cop	47%	52%	
Orientation event	47%	49%	4%
Brown Guardian mobile app	32%	57%	11%
Faith & Blue: Conversations with religious groups	25%	63%	13%
National Crime Victims Rights Week - April	10%	90%	

What types of programs would you like to see offered on campus more frequently? Select all that apply.   Respondents were interested in a variety of programs but expressed greatest interest in **personal safety sessions** and **safety tips/media campaigns.**

	Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
Personal safety sessions	52%	54%	49%	51%	52%
Safety tips/media campaigns	32%	36%	41%	39%	37%
Open community planning sessions focusing on safety	25%	31%	18%	33%	30%
Social opportunities to meet DPS members	22%	21%	15%	29%	26%
Panel discussions related to campus safety	20%	30%	13%	26%	24%
Other	6%	3%	8%	4%	4%

Note: Percentages are rounded. Blank cells indicate no responses; 0% indicate cells less than 1% that have been rounded down.

Safety at Brown

How safe do you feel at Brown after dark?

Undergraduate

	Very Safe	Somewhat Safe	Neither	Somewhat Unsafe	Very Unsafe
Leaving the library	34%	47%	9%	9%	
Waiting for the Brown shuttle	34%	46%	11%	8%	
Walking alone	20%	53%	11%	14%	
Walking alone to your car	25%	45%	15%	12%	
Walking to a local eatery	31%	47%	13%	10%	
Walking to your off-campus residence	26%	37%	15%	17%	6%
Walking to your residence hall	32%	49%	10%	8%	
Walking with Safewalk	66%	26%			

Graduate

	Very Safe	Somewhat Safe	Neither	Somewhat Unsafe	Very Unsafe
Leaving the library	35%	42%	14%	10%	
Waiting for the Brown shuttle	27%	50%	12%	9%	
Walking alone	20%	51%	11%	17%	
Walking alone to your car	21%	40%	18%	17%	
Walking to a local eatery	26%	51%	12%	9%	
Walking to your off-campus residence	18%	43%	14%	20%	
Walking to your residence hall	36%	40%	21%		
Walking with Safewalk	49%	36%	13%		

Medical

	Very Safe	Somewhat Safe	Neither	Somewhat Unsafe	Very Unsafe
Leaving the library	34%	31%	17%	17%	
Waiting for the Brown shuttle	35%	43%	8%	15%	
Walking alone	13%	65%	15%		
Walking alone to your car	17%	54%	12%	12%	
Walking to a local eatery	27%	51%	10%	10%	
Walking to your off-campus residence	21%	47%	14%	16%	
Walking to your residence hall	33%	48%	14%		
Walking with Safewalk	56%	36%			

Faculty/Staff

	Very Safe	Somewhat Safe	Neither	Somewhat Unsafe	Very Unsafe
Leaving the library	33%	36%	20%	12%	
Waiting for the Brown shuttle	25%	43%	17%	13%	
Walking alone	17%	43%	14%	23%	
Walking alone to your car	17%	42%	14%	23%	
Walking to a local eatery	25%	44%	19%	11%	
Walking to your off-campus residence	26%	37%	18%	16%	
Walking to your residence hall	32%	28%	27%	13%	
Walking with Safewalk	39%	41%	16%		

What would make you feel safer?

A variety of accommodations would make respondents feel safer on campus, but overall increased lighting and increased access to transportation were most reported.
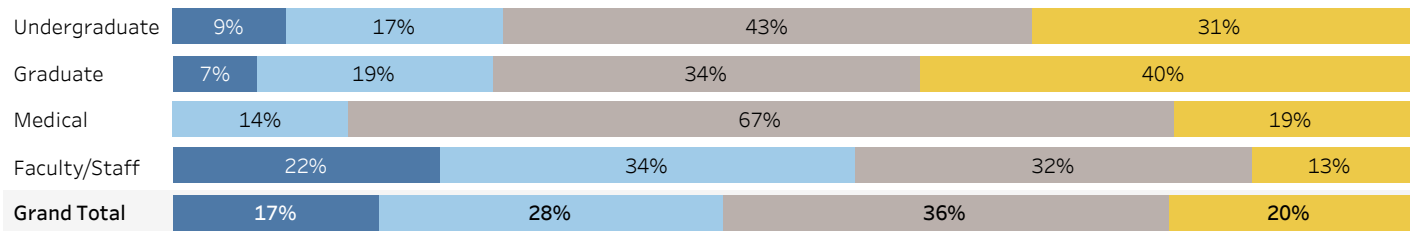
	Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
Increased lighting	66%	62%	68%	51%	57%
Increased access to transportation	51%	55%	61%	31%	41%
Prevention education and workshops	21%	27%	18%	33%	28%
Increased visibility of armed officers/police cars	20%	25%	25%	32%	27%
Devices, such as personal safety alarms or whistles	26%	36%	18%	27%	27%
Increased visibility of building guards	20%	21%	25%	30%	26%
Increased walkthroughs by both armed and unarmed officers	13%	13%	30%	32%	24%
Increased visibility of Yellow Jacket officers	24%	21%	39%	22%	23%
Neighborhood watch	15%	21%	23%	14%	15%
Other	3%	6%		3%	4%

63% of all respondents were aware of Yellow Jacket security guards.

How safe do the security guards in neon yellow jackets make you feel? Very Safe | Somewhat Safe | No Safer

	Very Safe	Somewhat Safe	No Safer
Undergraduate	29%	58%	14%
Graduate	45%	38%	17%
Medical	41%	59%	
Faculty/Staff	32%	50%	18%
Grand Total	**32%**	**52%**	**16%**

Note: Percentages are rounded. Blank cells indicate no responses; 0% indicate cells less than 1% that have been rounded down.

DPS Visibility

How often does DPS visit your department/building?

Regularly | Periodically | Seldom | Never

	Regularly	Periodically	Seldom	Never
Undergraduate	9%	17%	43%	31%
Graduate	7%	19%	34%	40%
Medical		14%	67%	19%
Faculty/Staff	22%	34%	32%	13%
Grand Total	17%	28%	36%	20%

How satisfied are you with the visibility of our uniformed police and public safety officers?

Very Satisfied | Somewhat Satisfied
Somewhat Dissatisfied | Very Dissatisfied

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
Undergraduate	37%	54%	8%	
Graduate	33%	55%	11%	
Medical	30%	63%	7%	
Faculty/Staff	38%	56%	5%	
Grand Total	37%	55%	7%	
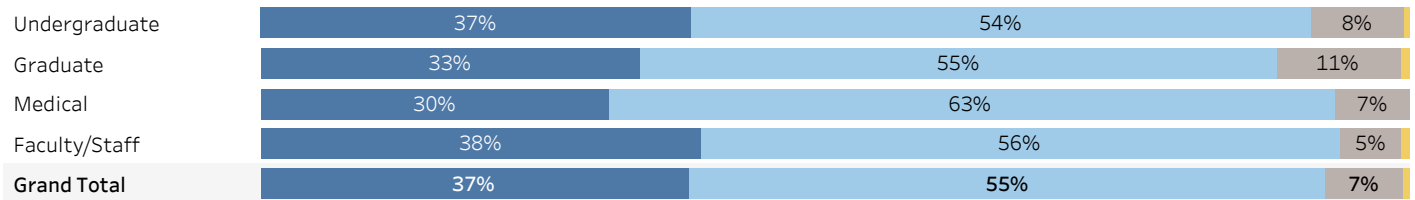
In which areas would you like to see <u>increased</u> officer presence? Select all that apply.

Respondents showed an overall preference for an **increased officer presence** near **Thayer Street**.

	Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
Thayer Street	61%	49%	33%	41%	48%
Jewelry District	7%	29%	58%	38%	28%
None	18%	22%	13%	16%	17%
Main Green	12%	11%	10%	19%	16%
Athletic Complex	9%	16%	5%	12%	11%
Pembroke Campus	11%	9%	3%	8%	9%
School of Engineering/CIT	8%	13%	5%	8%	8%
Young & O	14%	2%	8%	3%	7%
Keeney Quad	6%	1%		5%	5%
Other	2%	6%	8%	7%	6%

In which areas would you like to see <u>decreased</u> officer presence? Select all that apply.

Overall, respondents did not prefer **decreased officer presence** in **any particular area**.

	Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
None	59%	66%	59%	81%	72%
Main Green	27%	23%	22%	7%	16%
Athletic Complex	7%	5%	7%	4%	5%
Pembroke Campus	8%	9%	4%	3%	6%
School of Engineering/CIT	5%	9%	4%	3%	5%
Thayer Street	4%	6%	11%	5%	5%
Jewelry District	4%	5%	7%	5%	4%
Keeney Quad	7%	5%	7%	4%	5%
Young & O	7%	5%	4%	3%	4%
Other	1%	4%	4%	2%	2%

At what time of day would you like to see an increased visibility of officers?
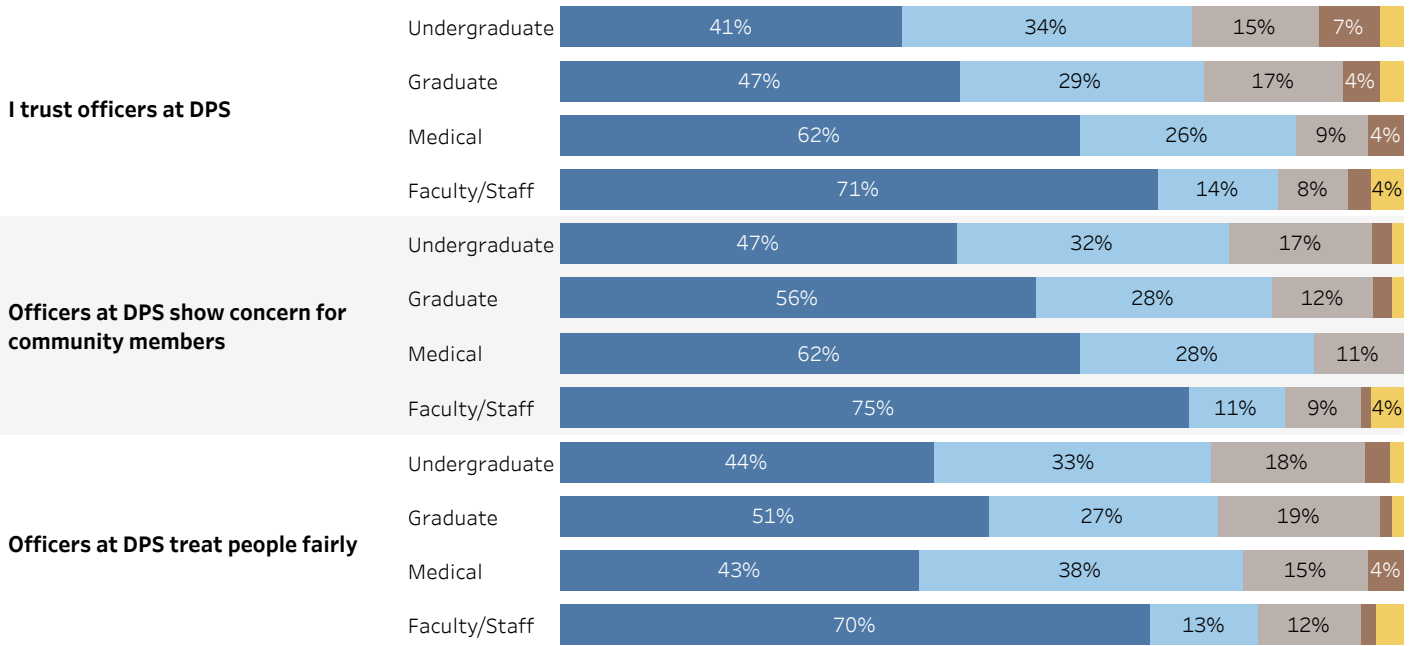
Respondent preferences for **increased visibility of officers** at different times of the day **varied by population**.

	Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
12 AM - 4 AM	39%	26%	16%	10%	21%
4 AM - 8 AM	5%	2%	4%	6%	5%
4 PM - 8 PM	3%	17%	7%	45%	28%
8 PM - 12 AM	33%	36%	56%	21%	28%
None	20%	19%	18%	18%	19%

Note: Percentages are rounded. Blank cells indicate no responses; 0% indicate cells less than 1% that have been rounded down.

DPS Officers

Please indicate the extent to which you agree or disagree with the following statements:

Legend: **Strongly Agree** | Somewhat Agree | Neither Agree nor Disagree | **Somewhat Disagree** | **Strongly Disagree**
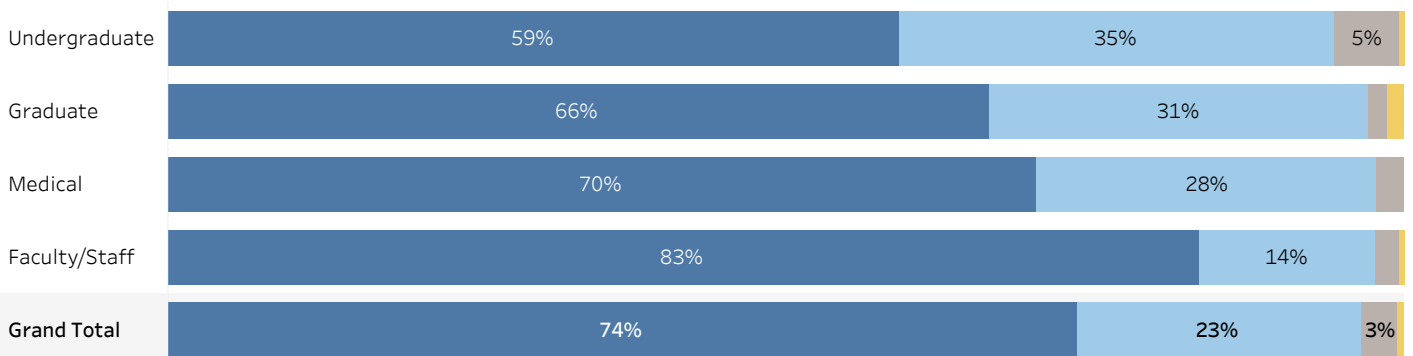
I trust officers at DPS

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
Undergraduate	41%	34%	15%	7%	
Graduate	47%	29%	17%	4%	
Medical	62%	26%	9%	4%	
Faculty/Staff	71%	14%	8%	4%	

Officers at DPS show concern for community members

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
Undergraduate	47%	32%	17%		
Graduate	56%	28%	12%		
Medical	62%	28%	11%		
Faculty/Staff	75%	11%	9%	4%	

Officers at DPS treat people fairly

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
Undergraduate	44%	33%	18%		
Graduate	51%	27%	19%		
Medical	43%	38%	15%	4%	
Faculty/Staff	70%	13%	12%		

81% of all respondents agreed they **trust** officers at DPS.

84% of all respondents agreed officers at DPS **show concern** for community members.

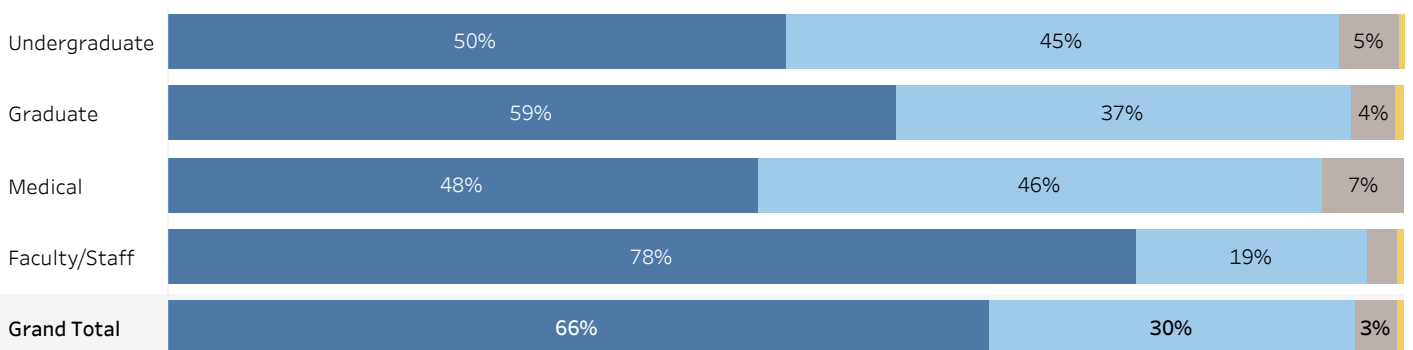**80%** of all respondents agreed officers at DPS **treat people fairly**.

How would you rate the attitudes/behaviors of officers toward members of the Brown Community?

Legend: **Very Respectful** | Somewhat Respectful | Somewhat Disrespectful | **Very Disrespectful**

	Very Respectful	Somewhat Respectful	Somewhat Disrespectful	Very Disrespectful
Undergraduate	59%	35%	5%	
Graduate	66%	31%		
Medical	70%	28%		
Faculty/Staff	83%	14%		
Grand Total	**74%**	**23%**	**3%**	

How would you rate the competency of DPS personnel?

Legend: **Very Competent** | Somewhat Competent | Somewhat Incompetent | **Very Incompetent**

	Very Competent	Somewhat Competent	Somewhat Incompetent	Very Incompetent
Undergraduate	50%	45%	5%	
Graduate	59%	37%	4%	
Medical	48%	46%	7%	
Faculty/Staff	78%	19%		
Grand Total	**66%**	**30%**	**3%**	

Note: Percentages are rounded. Blank cells indicate no responses; 0% indicate cells less than 1% that have been rounded down.
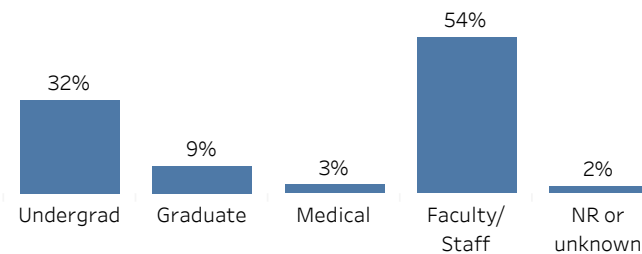
Respondent Demographics

Which of the following best describes your primary role in the Brown community?

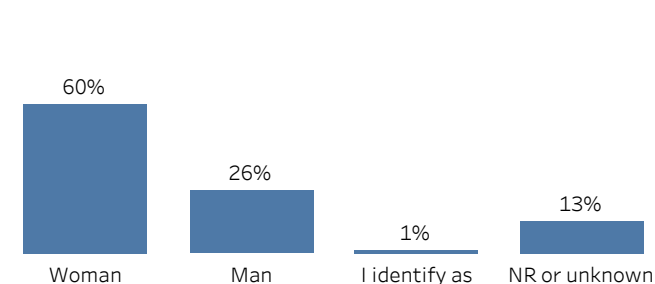**Just over half of respondents were faculty/staff. Undergraduates represented the largest portion of the other half.**

Undergrad	483
Graduate	143
Medical	48
Faculty/ Staff	816
NR or unknown	33
Grand Total	1,523

How many years have you been part of the Brown community?

**The timeframes respondents have been a part of the Brown community varied.**

0-1 years	300
1-2 years	235
2-3 years	139
3-4 years	127
4-10 years	264
10 years or more	287
NR or unknown	171
Grand Total	1,523

What is your gender?

Women represented the majority of repsondents.

Woman	917
Man	389
I identify as	17
NR or unknown	200
Grand Total	1,523
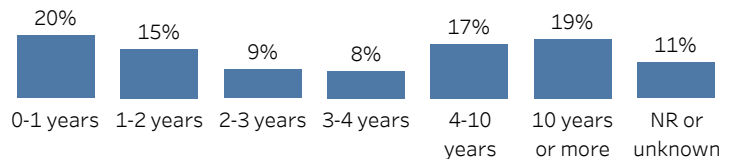
What is your race or ethnic group? Select all that apply.

Half of respondents reported their race/ethnicity as White. The other half of respondents' racial and ethnic identities varied.

White	744
Asian	134
International	119
Black or African American	96
Hispanic or Latino	88
Multiracial-HUG	76
Multiracial-Non-HUG	30
American Indian or Alaska Native	6
Native Hawaiian or Other Pacific Islander	2
NR or unknown	228
Grand Total	1,523
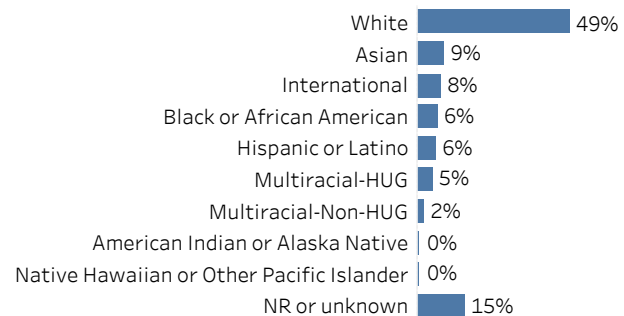
Notes on Demographics:

The Demographics page shows ''**Not Reported (NR) or unknown**'' category for respondents who could not be classified into demographic groups. Elsewhere in the report, NR or unknown are excluded from analyses.

Historically Underrepresented Group (HUG) is a term used for racial/ethnic groups that have been historically underrepresented in higher education. **HUG** includes those who identify as: American Indian or Alaska Native, Black or African American, Hispanic or Latino, and/or Native Hawaiian or Other Pacific Islander. For the purposes of demographic analysis, individuals who selected more than one race/ethnicity were categorized into one of two groups. Respondents were categorized as **Multiracial-HUG** if they reported more than one race/ethnicity category and at least one of those race/ethnicity were within HUG. Respondents were categorized as **Multiracial-Non-HUG** if they reported more than one race/ethnicity category with none of those within HUG.

Note: Percentages are rounded. Blank cells indicate no responses; 0% indicate cells less than 1% that have been rounded down.