

Department of Public Safety Community Survey 2019

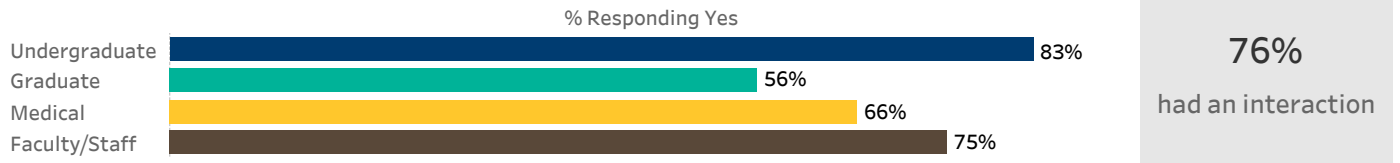
Summary of Results by Population

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.

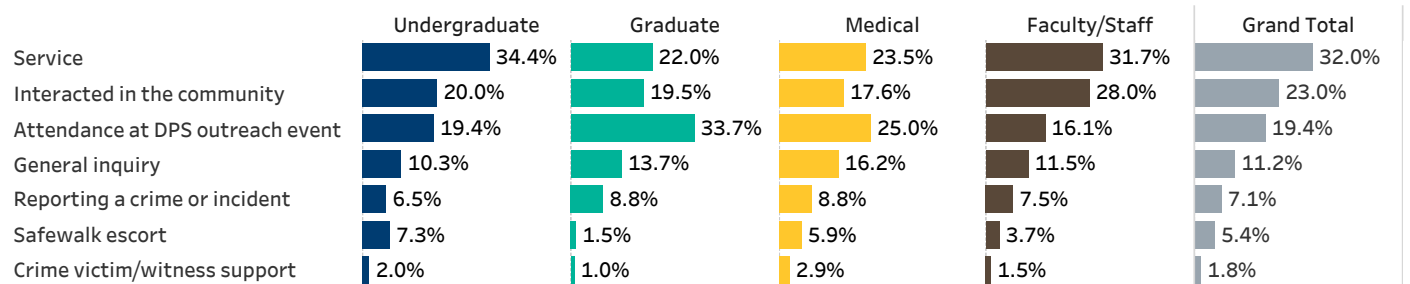
Number Responding

Undergraduate	1,589
Graduate	379
Medical	105
Faculty/Staff	1,351
Grand Total	3,424

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



What was the nature of your most recent interaction with DPS?



Satisfaction and Respect

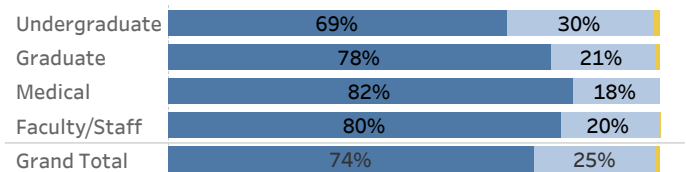
There were no differences by population

98% were satisfied with the response and/or service rendered

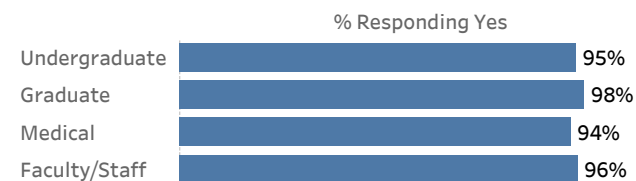
99% were treated with respect

How would you rate the level of professionalism you were shown?

Very Professional | Professional | Unprofessional

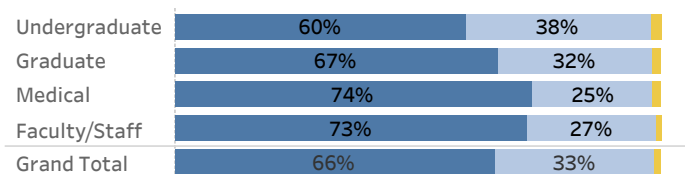


Were you given a clear explanation about what was happening?



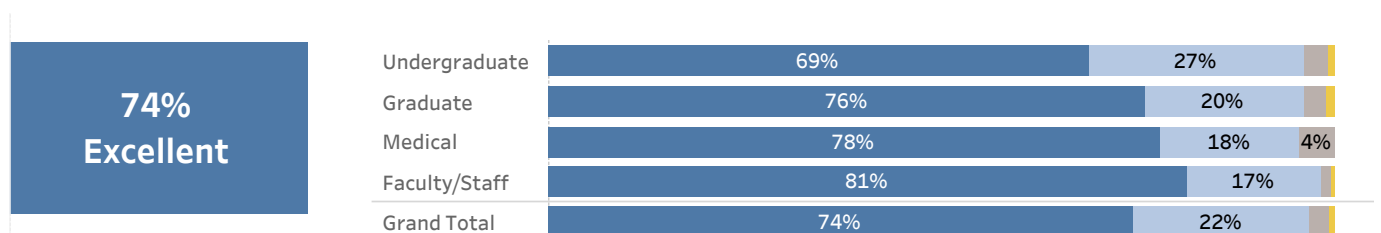
How knowledgeable was this person?

Very Knowledgeable | Knowledgeable | Not very knowledgeable



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

Excellent | Good | Fair | Poor

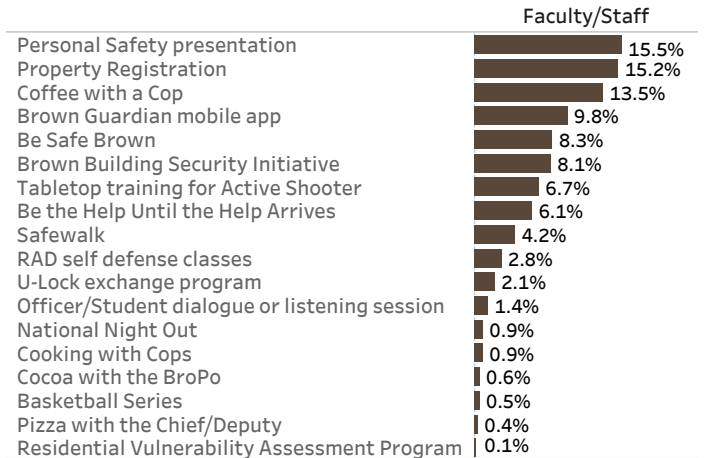
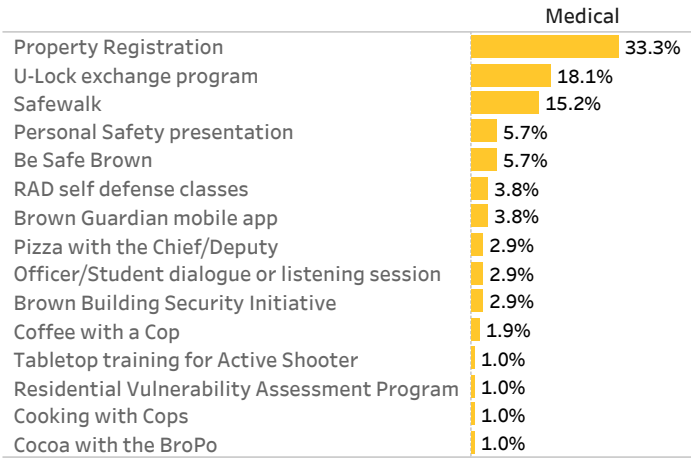
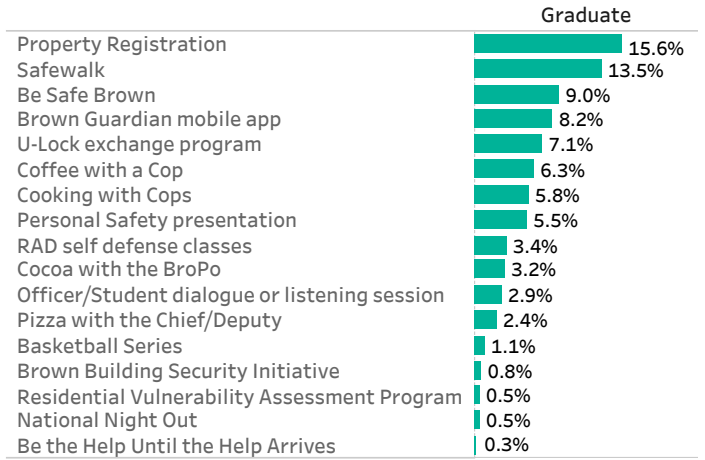
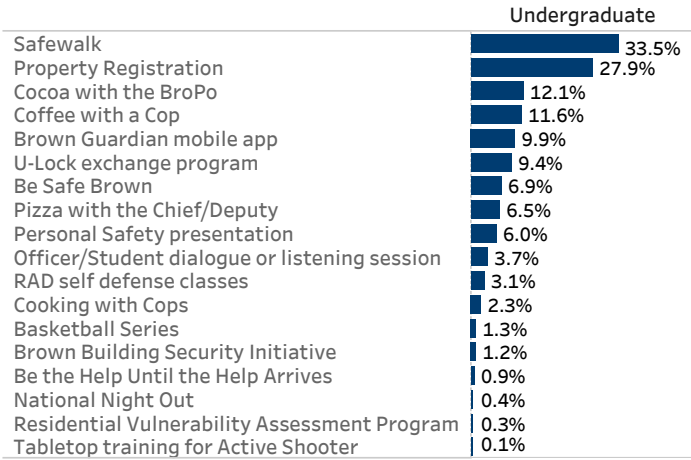


Participation in DPS Programs

15% were familiar with DPS programs prior to taking the survey

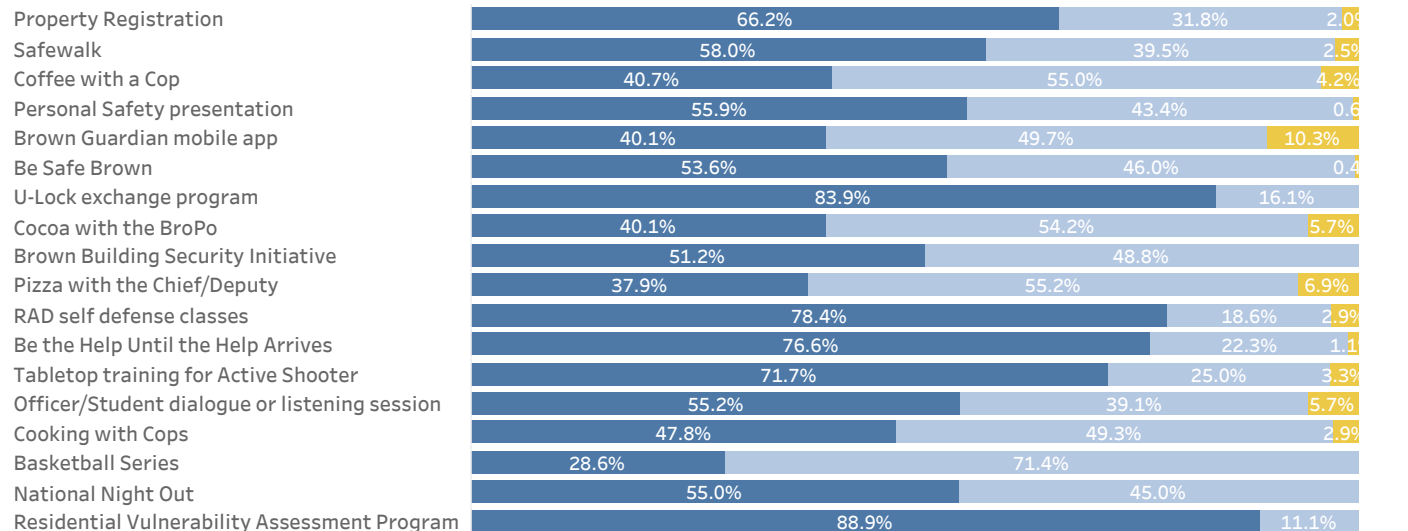
Top Five Programs by Overall Participation

Property Registration	Safewalk	Coffee with a Cop	Personal Safety presentation	Brown Guardian mobile app
22%	19%	11%	10%	10%



Rating of Programs - All Populations

Extremely Useful | Useful | Not Very Useful



DPS Communications with the Community

Topics and programs on personal safety are of the most interest to the Brown community

Which safety topics interest you the most?

	Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
Personal safety	58.1%	49.9%	53.3%	56.1%	56.3%
Theft prevention	40.4%	40.4%	44.8%	30.3%	36.6%
Hostile Intruder/Active Shooter training	29.6%	27.2%	23.8%	34.6%	31.1%
Building security	19.6%	20.8%	20.0%	44.0%	29.4%
Domestic violence and stalking awareness	37.4%	20.3%	23.8%	15.9%	26.6%
Burglary prevention	25.8%	33.8%	34.3%	19.9%	24.6%
Travel safety	26.6%	26.6%	21.0%	21.2%	24.3%
Bicycle Safety	17.7%	27.2%	34.3%	14.1%	17.8%
Workplace violence prevention	13.4%	9.5%	12.4%	22.1%	16.4%
Holiday safety	10.3%	19.0%	13.3%	9.5%	11.0%
Homeland security	6.5%	5.8%	9.5%	7.2%	6.8%
Other	0.8%	1.3%	1.0%	1.9%	1.3%

What types of programs would you like to see offered on campus more frequently?

	Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
Personal safety sessions	36.6%	34.6%	26.7%	37.6%	36.4%
Safety tips/media campaigns	35.7%	35.1%	38.1%	35.2%	35.5%
Social opportunities with DPS members	22.6%	17.2%	13.3%	15.5%	18.9%
Community forums focusing on safety	18.1%	14.5%	13.3%	21.1%	18.8%
Panel discussions related to campus safety	14.2%	8.7%	7.6%	15.0%	13.7%
Other	1.7%	2.9%	4.8%	2.4%	2.2%

Percent Following DPS on Facebook Which topics are you interested in viewing on our Facebook feed?

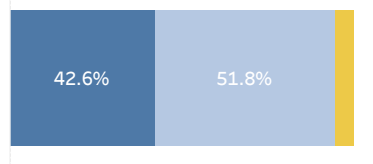
		Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total	
Undergraduate	32%	Campus safety updates	50.7%	45.1%	42.9%	35.8%	44.0%
			44.1%	32.7%	33.3%	32.9%	38.1%
Graduate	22%	Safety tips	43.9%	35.4%	28.6%	31.4%	37.5%
			39.8%	21.4%	31.4%	14.6%	27.5%
Medical	22%	Information about personnel	21.3%	15.3%	13.3%	13.5%	17.3%
			16.6%	11.9%	11.4%	14.0%	14.9%
Faculty/Staff	19%	Links to external campus safety articl..	15.7%	14.2%	8.6%	14.6%	14.9%
			1.3%	3.4%	5.7%	5.6%	3.4%
Grand Total	25%	Other					

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

	Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
Email	68.1%	64.7%	68.6%	65.9%	66.9%
Today@Brown	19.7%	21.4%	15.7%	20.4%	20.0%
Electronic newsletter	5.7%	8.5%	5.9%	9.1%	7.4%
Social media	4.6%	3.4%	3.9%	2.5%	3.6%
Other	1.1%	1.7%	3.9%	1.7%	1.5%
Event flyers	0.9%	0.3%	2.0%	0.3%	0.6%

DPS sends out crime alerts to inform community members about crime trends. Do you find these updates:

Extremely Useful | Useful | Not Very Useful

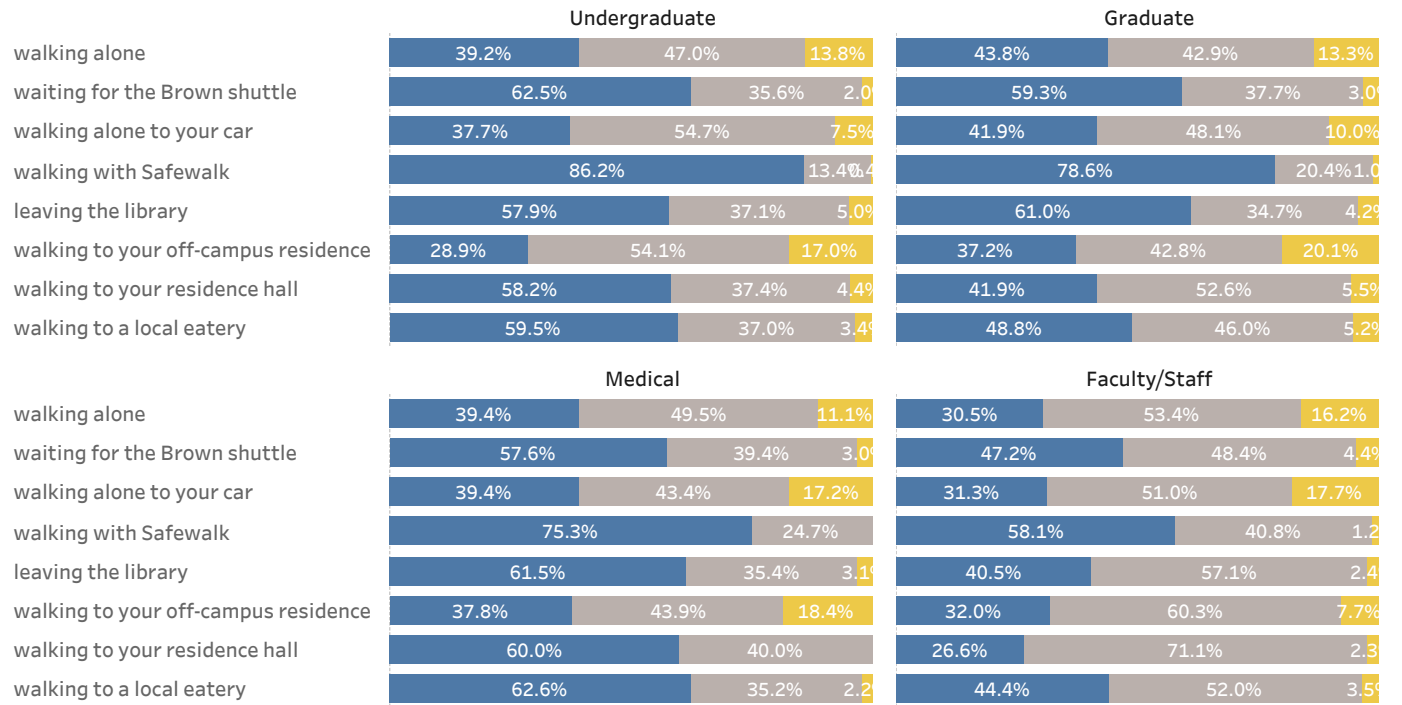


Safety at Brown

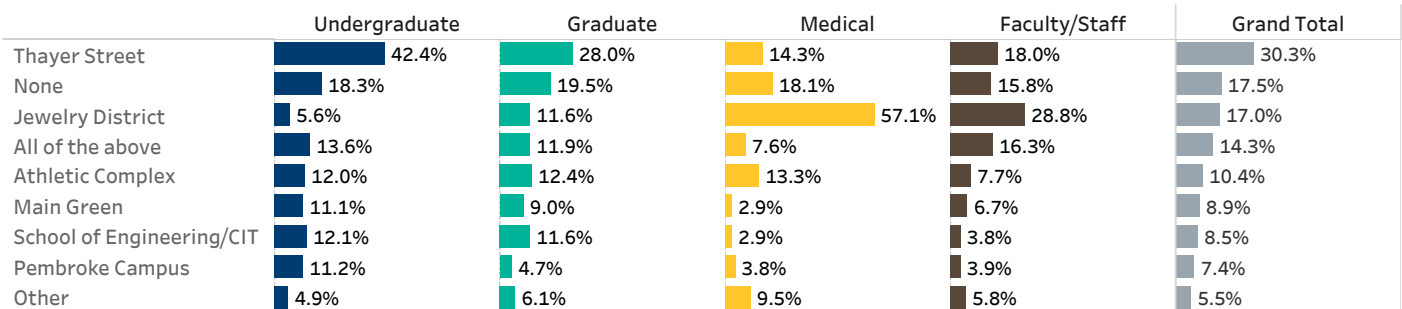
% with a Personal Safety Alarm (PAL)				
Undergraduate	Graduate	Medical	Faculty/Staff	Grand Total
35%	21%	24%	21%	28%

How safe do you feel at Brown after dark

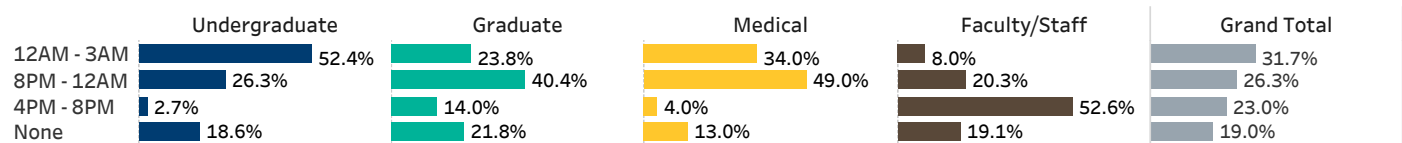
Very safe | Neither safe or unsafe | Unsafe



Which areas would you like to see increased officer presence?

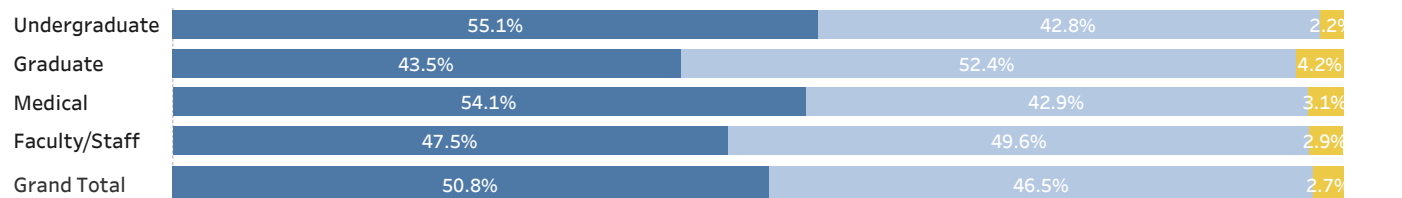


At what time of day would you like to see an increased visibility of officers?



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

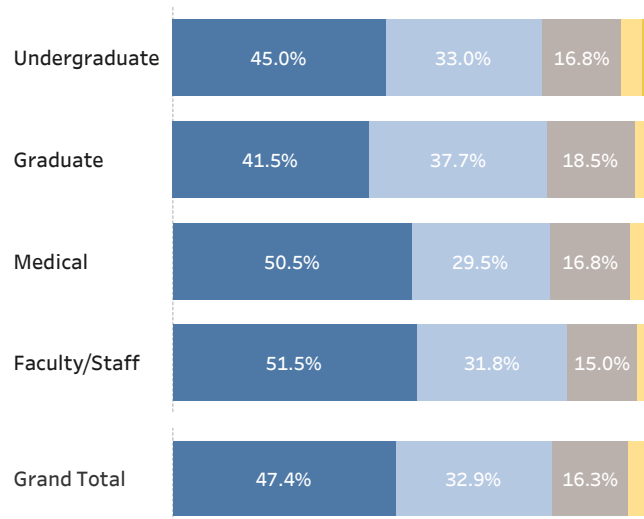
Very satisfied | Satisfied | Not satisfied



DPS Officers and Security Guards

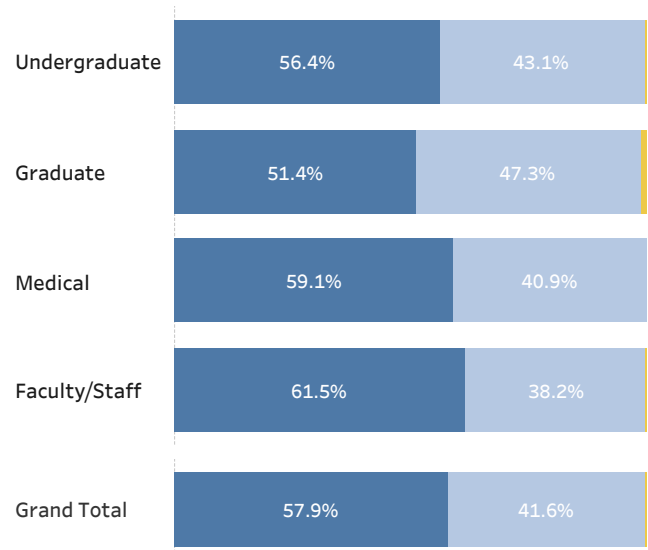
How would you rate the attitudes/behaviors of officers toward members of the Brown Community

Extremely respectful | Very respectful | Respectful | Fairly Respectful | Disrespectful

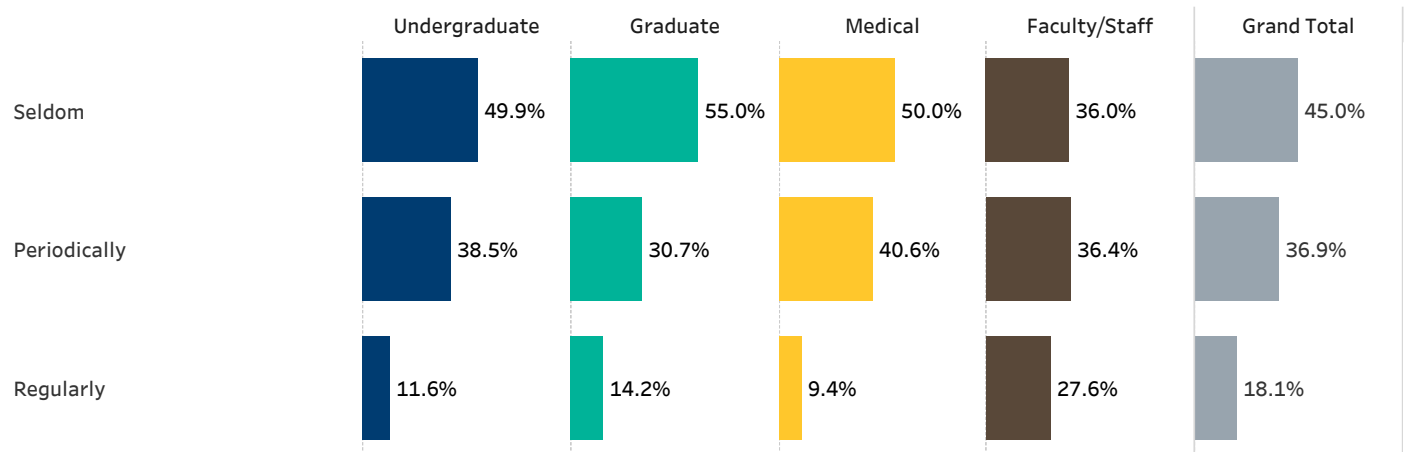


How would you rate the competency of DPS personnel?

Extremely competent | Competent | Incompetent



How often does DPS visit your department/building?



Percent who are aware that DPS provides security guards who wear neon yellow jackets at strategically placed locations on campus

Undergraduate	89%
Graduate	77%
Medical	75%
Faculty/Staff	74%
Grand Total	81%

Do the security guards in neon yellow jackets make you feel safe?

Very safe | Somewhat safe | No opinion | No safer

