



# 2022 City of Brookhaven Satisfaction Survey Findings Report

Presented to the City of Brookhaven,  
Georgia

February 2023



# Contents

Executive Summary.....	i
Section 1: Charts and Graphs.....	1
Section 2: Benchmarking Analysis.....	44
Section 3: Tabular Data .....	54
Section 4: Survey Instrument.....	95

A photograph of a green sign for Blackburn Park. The sign is partially obscured by a dense bush of bright pink roses in the foreground. The background shows a stone wall and green trees under a clear sky.

BLACKBURN PARK



# Executive Summary

# 2022 City of Brookhaven Satisfaction Survey

## Executive Summary



### Purpose

ETC Institute administered a survey to residents of the City of Brookhaven during the fall of 2022. The purpose of the survey was to gather feedback about how the City is meeting community needs. Responses will help guide future decisions about how to spend tax dollars and how City leaders will allocate resources. This is the first citizen survey ETC Institute has conducted for the City of Brookhaven.

### Methodology

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of 3,000 households in Brookhaven. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. After the mailed surveys arrived, ETC Institute initiated follow-up emails to encourage participation.

A total of 441 residents completed the survey. The overall results for the sample of 441 households have a precision of at least +/-4.6% at the 95% level of confidence. The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Brookhaven with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, this summary report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains the following:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- benchmarking data that show how the survey results for Brookhaven compare to other cities in the United States
- tabular data for the overall results to each question of the survey
- a copy of the survey instrument

### Ratings of Quality of Life in the City

The aspects of quality of life in the City of Brookhaven that had the highest levels of satisfaction, based upon the combined percentage of “excellent” and “good” responses among residents *who had an opinion*, were: as a place to live/raise a family (93%), overall quality of life (88%), as a place to work (86%), overall image of the City (83%), and overall appearance of the City (80%).

# 2022 City of Brookhaven Satisfaction Survey

## Executive Summary



### Satisfaction With Major City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of police services (84%), quality of City parks and recreation programs and facilities (76%), maintenance of City buildings and facilities (70%), and quality of customer service from City employees (65%).

### Satisfaction With Parks and Recreation

The parks and recreation services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how close neighborhood parks are to home (89%), Murphey Candler trails/paths/boardwalks/bridges (78%), maintenance of City parks (76%), and Peachtree Creek Greenway (64%).

### Satisfaction With Property Maintenance/Code Enforcement

The property maintenance/code enforcement services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing maintenance of commercial property (45%), enforcing codes designed to address public safety and nuisance issues (45%), and enforcing mowing and trimming of lawns on private property (45%).

### Satisfaction With City Maintenance/Public Works

The City maintenance/public works services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: maintenance of City buildings (71%), maintenance of City traffic signals and street signs (68%), adequacy of City street lighting in business/commercial areas (60%), and landscaping/appearance of public areas along City streets (56%).

### Satisfaction With Transportation

The transportation services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of parking in business/commercial areas (65%), ease of travel from home to work/school (61%), width of sidewalks (61%), and availability of parking in residential areas (56%).

# 2022 City of Brookhaven Satisfaction Survey

## Executive Summary



### Satisfaction With Customer Service

The aspects of customer service from City employees that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how courteously respondent was treated (72%), technical competence/knowledge of City employees (65%), and how easy the department was to contact (62%).

### Satisfaction With City Communication

The communication services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of the City’s website (54%), City’s efforts to inform about local issues (52%), and availability of information about City programs and services (51%).

### Satisfaction With Brookhaven Police

The police services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: appearance and quality of police vehicles and equipment (94%), attitude and behavior of officers towards residents (87%), professionalism of police officers (87%), how quickly police respond to emergencies (82%), and overall police performance in neighborhoods (81%).

Thirty percent (30%) of residents surveyed indicated they or members of their household had contacted employees of the Brookhaven Police Department during the past year. Of those, 92% *who had an opinion* were “very satisfied” or “satisfied” with the courtesy of employees; 90% were satisfied with how easy they were to contact, and 86% were satisfied with the time it took for their request to be addressed.

### Satisfaction With DeKalb County Services

The government services provided by DeKalb County that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: fire services (74%), library services (73%), and ambulance services (71%).

# 2022 City of Brookhaven Satisfaction Survey

## Executive Summary



### Other Findings

- The methods of communication most preferred by residents were: City newsletter (42%), eNotifications (42%), social media posts (38%), and the City website (29%). *Up to two selections could be made for this question.*
- More than half (53%) of the residents surveyed agree with the statement, *“I am informed about the services being provided and the activities taking place in the City of Brookhaven.”* Additionally, 57% agree with the statement, *“When interacting with the City of Brookhaven, I receive the information I need and am treated with respect.”*
- Residents were asked about their familiarity with various police community outreach programs and services. The programs/services that respondents were most familiar with include: Brookhaven ALERT (37%), Neighborhood Watch (29%), Coffee with a Cop (24%), and Hot Pursuit Road Race (22%). *Multiple selections could be made for this question.*
- The areas of concern that residents rated the highest, based upon the combined sum of “greatest concern” and “concern” among respondents *who had an opinion* (1 to 4 on a 10-point scale), were: break-ins (68%), gun violence (58%), violent crime (55%), and drug related crime (49%).
- Eighty-seven percent (87%) of respondents, *who had an opinion*, were “very confident” or “somewhat confident” in Brookhaven police officers. Eighty-eight percent (88%) of respondents, *who had an opinion*, “strongly agree” or “agree” with the statement, *“I feel personally safe in Brookhaven.”*

# 2022 City of Brookhaven Satisfaction Survey

## Executive Summary



### How the City of Brookhaven Compares to Other Communities Nationally

Satisfaction ratings for the City of Brookhaven **rated above the U.S. average in 28 of the 34 areas** that were assessed. The City rated significantly higher than the U.S. average (difference of 5% or more) in 23 of these areas. Listed below are the comparisons between the City of Brookhaven and the U.S. average:

Service	Brookhaven	U.S.	Difference	Category
As a place to live/raise a family	93%	50%	43%	Ratings of Quality of Life
Quality of police services	84%	55%	29%	Major Categories of City Services
As a place to work	86%	58%	28%	Ratings of Quality of Life
Overall image of the city	83%	55%	28%	Ratings of Quality of Life
Quality of City parks & rec programs & facilities	76%	51%	25%	Major Categories of City Services
Quality of customer service from City employees	65%	41%	24%	Major Categories of City Services
Overall appearance of the city	80%	56%	24%	Ratings of Quality of Life
How quickly police respond to emergencies	82%	58%	24%	Police
Value received for City taxes and fees	56%	34%	22%	Ratings of Quality of Life
Visibility of police in neighborhoods	77%	55%	22%	Police
Efforts to prevent crime	72%	50%	22%	Police
As a place to buy next home	77%	56%	21%	Ratings of Quality of Life
Police safety education programs	58%	39%	19%	Police
Effectiveness of City communication with public	55%	38%	17%	Major Categories of City Services
Maintenance of City buildings	71%	57%	14%	City Maintenance/Public Works
Availability of public transportation	51%	38%	13%	Transportation
How open City is to public involvement & input from residents	46%	34%	12%	City Communication
The quality of the City's website	54%	43%	11%	City Communication
Quality of City streets	51%	41%	10%	Major Categories of City Services
Enforcement of City codes and ordinances	51%	42%	9%	Major Categories of City Services
City's efforts to inform about local issues	52%	44%	8%	City Communication
Enforcing maintenance of commercial property	54%	48%	6%	Property Maintenance/Code Enforcement
Enforcing mowing & trimming of lawns on private property	52%	47%	5%	Property Maintenance/Code Enforcement
Enforcing cleanup of litter & debris on private property	50%	46%	4%	Property Maintenance/Code Enforcement
Maintenance of street signs & traffic signals	68%	65%	3%	City Maintenance/Public Works
Availability of info about City programs/services	51%	48%	3%	City Communication
Enforcing maintenance of residential property	48%	45%	3%	Property Maintenance/Code Enforcement
As a place to retire	54%	52%	2%	Ratings of Quality of Life
Landscaping/appearance of public areas along City streets	56%	57%	-1%	City Maintenance/Public Works
Condition of City sidewalks	47%	48%	-1%	City Maintenance/Public Works
Quality of City's stormwater runoff/management system	45%	51%	-6%	Major Categories of City Services
Maintenance of City streets	44%	51%	-7%	City Maintenance/Public Works
Adequacy of residential street lighting	46%	60%	-14%	City Maintenance/Public Works
Availability of bicycle lanes	23%	43%	-20%	Transportation



# 2022 City of Brookhaven Satisfaction Survey

## Executive Summary



### How the City of Brookhaven Compares to Other Communities Regionally

Satisfaction ratings for the City of Brookhaven **rated at or above the Southeast Region in 31 of the 34 areas** that were assessed. The Southeast Region includes the states of Alabama, Arkansas, Georgia, Kentucky, Louisiana, Mississippi, South Carolina, and Tennessee. The City rated significantly higher than the Southeast Region (difference of 5% or more) in 29 of these areas. Listed below are the comparisons between the City of Brookhaven and the Southeast regional average:

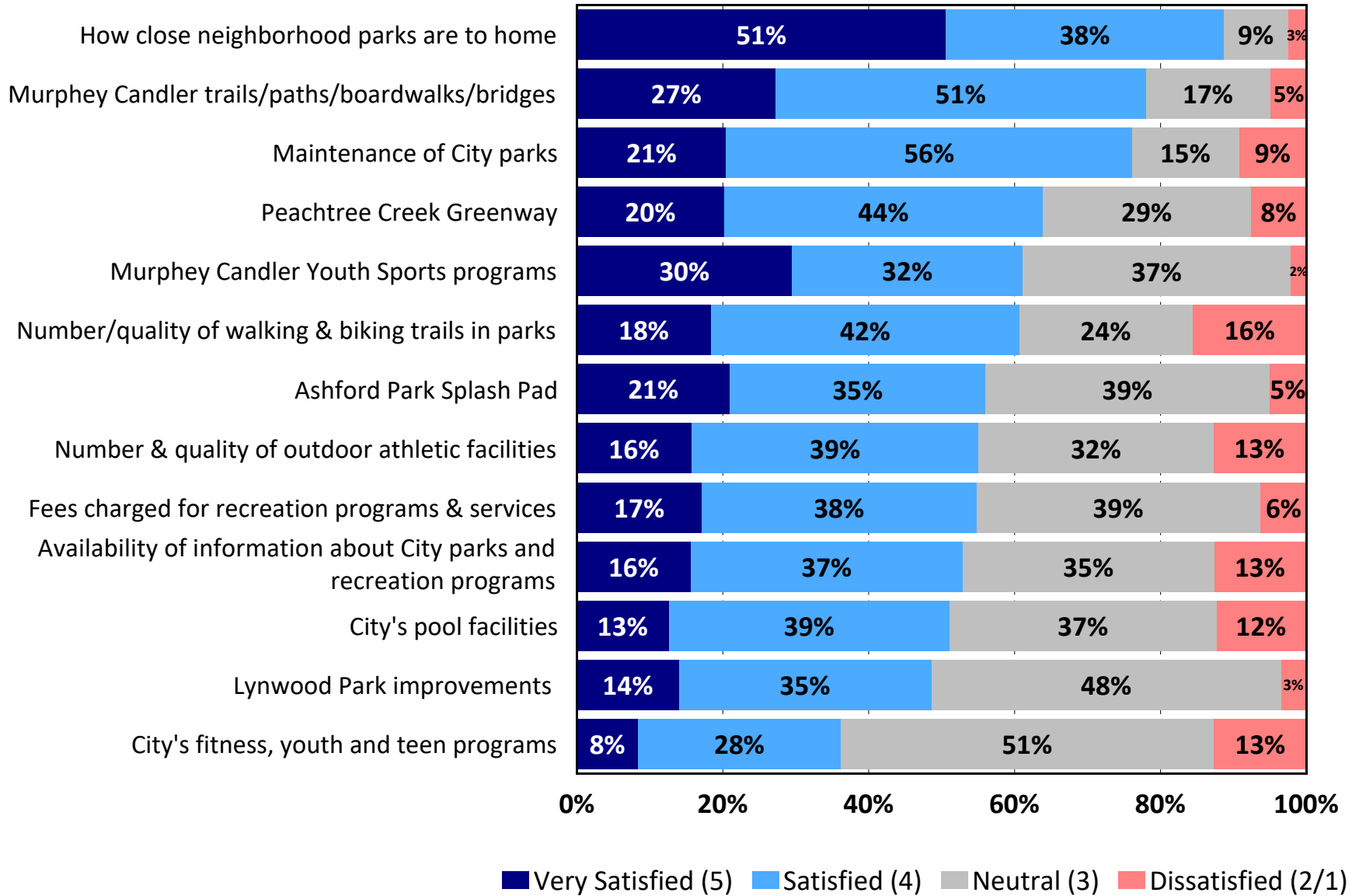
Service	Brookhaven	Southeast Region	Difference	Category
As a place to live/raise a family	93%	43%	50%	Ratings of Quality of Life
Quality of police services	84%	51%	33%	Major Categories of City Services
Efforts to prevent crime	72%	39%	33%	Police
How quickly police respond to emergencies	82%	50%	32%	Police
As a place to work	86%	56%	30%	Ratings of Quality of Life
Visibility of police in neighborhoods	77%	48%	29%	Police
Quality of City parks & rec programs & facilities	76%	49%	27%	Major Categories of City Services
Overall image of the city	83%	58%	25%	Ratings of Quality of Life
Police safety education programs	58%	34%	24%	Police
Availability of public transportation	51%	28%	23%	Transportation
Overall appearance of the city	80%	58%	22%	Ratings of Quality of Life
Quality of customer service from City employees	65%	43%	22%	Major Categories of City Services
Value received for City taxes and fees	56%	36%	20%	Ratings of Quality of Life
Maintenance of City buildings	71%	51%	20%	City Maintenance/Public Works
The quality of the City's website	54%	37%	17%	City Communication
City's efforts to inform about local issues	52%	36%	16%	City Communication
How open City is to public involvement & input from residents	46%	30%	16%	City Communication
Enforcing maintenance of commercial property	54%	40%	14%	Property Maintenance/Code Enforcement
Enforcing mowing & trimming of lawns on private property	52%	38%	14%	Property Maintenance/Code Enforcement
Landscaping/appearance of public areas along City streets	56%	43%	13%	City Maintenance/Public Works
Effectiveness of City communication with public	55%	42%	13%	Major Categories of City Services
As a place to buy next home	77%	66%	11%	Ratings of Quality of Life
Availability of info about City programs/services	51%	41%	10%	City Communication
Enforcing cleanup of litter & debris on private property	50%	41%	9%	Property Maintenance/Code Enforcement
Enforcing maintenance of residential property	48%	39%	9%	Property Maintenance/Code Enforcement
Maintenance of street signs & traffic signals	68%	60%	8%	City Maintenance/Public Works
Quality of City streets	51%	43%	8%	Major Categories of City Services
As a place to retire	54%	47%	7%	Ratings of Quality of Life
Enforcement of City codes and ordinances	51%	45%	6%	Major Categories of City Services
Condition of City sidewalks	47%	43%	4%	City Maintenance/Public Works
Maintenance of City streets	44%	44%	0%	City Maintenance/Public Works
Adequacy of residential street lighting	46%	51%	-5%	City Maintenance/Public Works
Availability of bicycle lanes	23%	29%	-6%	Transportation
Quality of City's stormwater runoff/management system	45%	56%	-11%	Major Categories of City Services



# Charts and Graphs

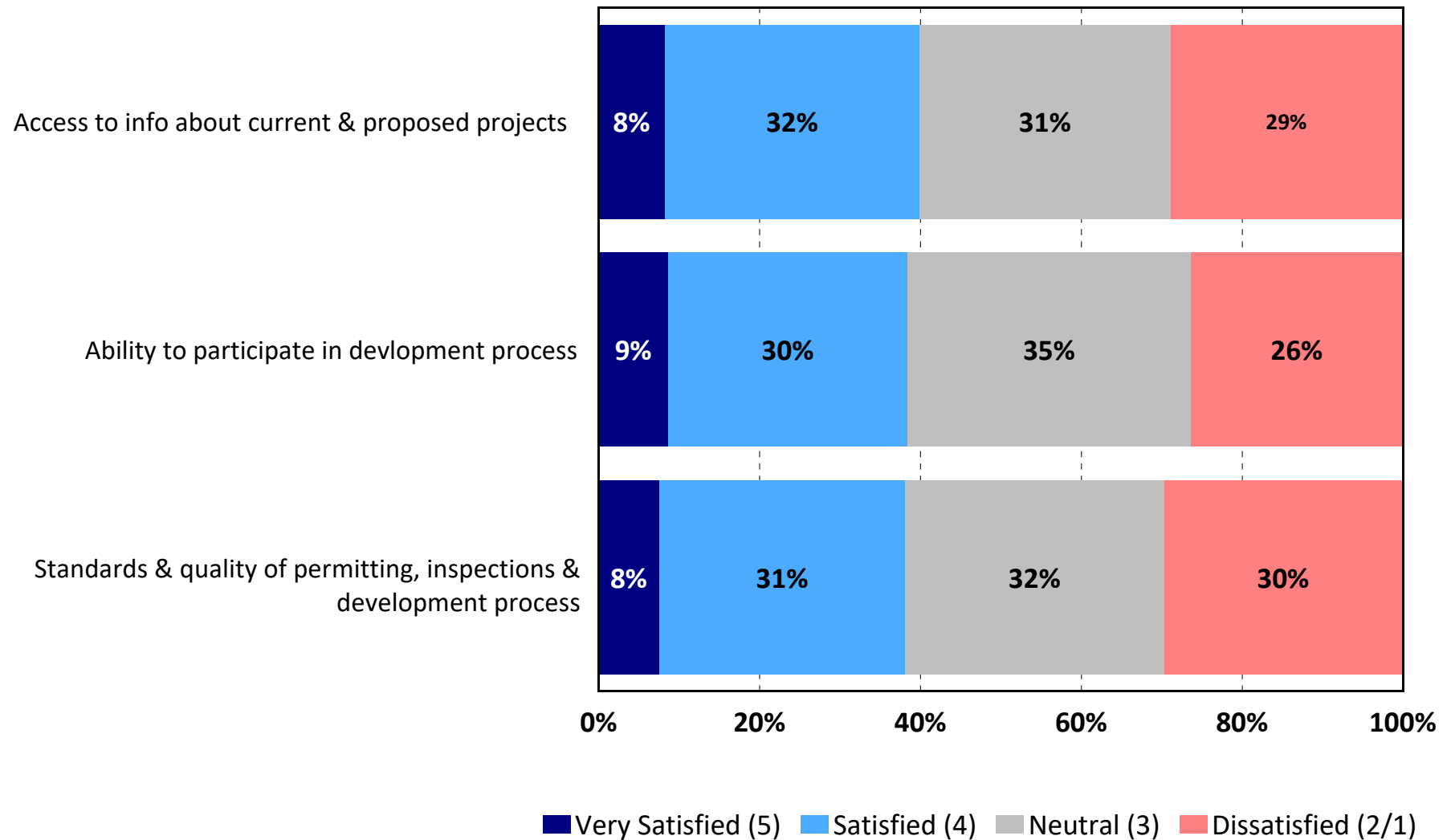
# Q1. Satisfaction with Parks and Recreation

by percentage of respondents (excluding "don't know")



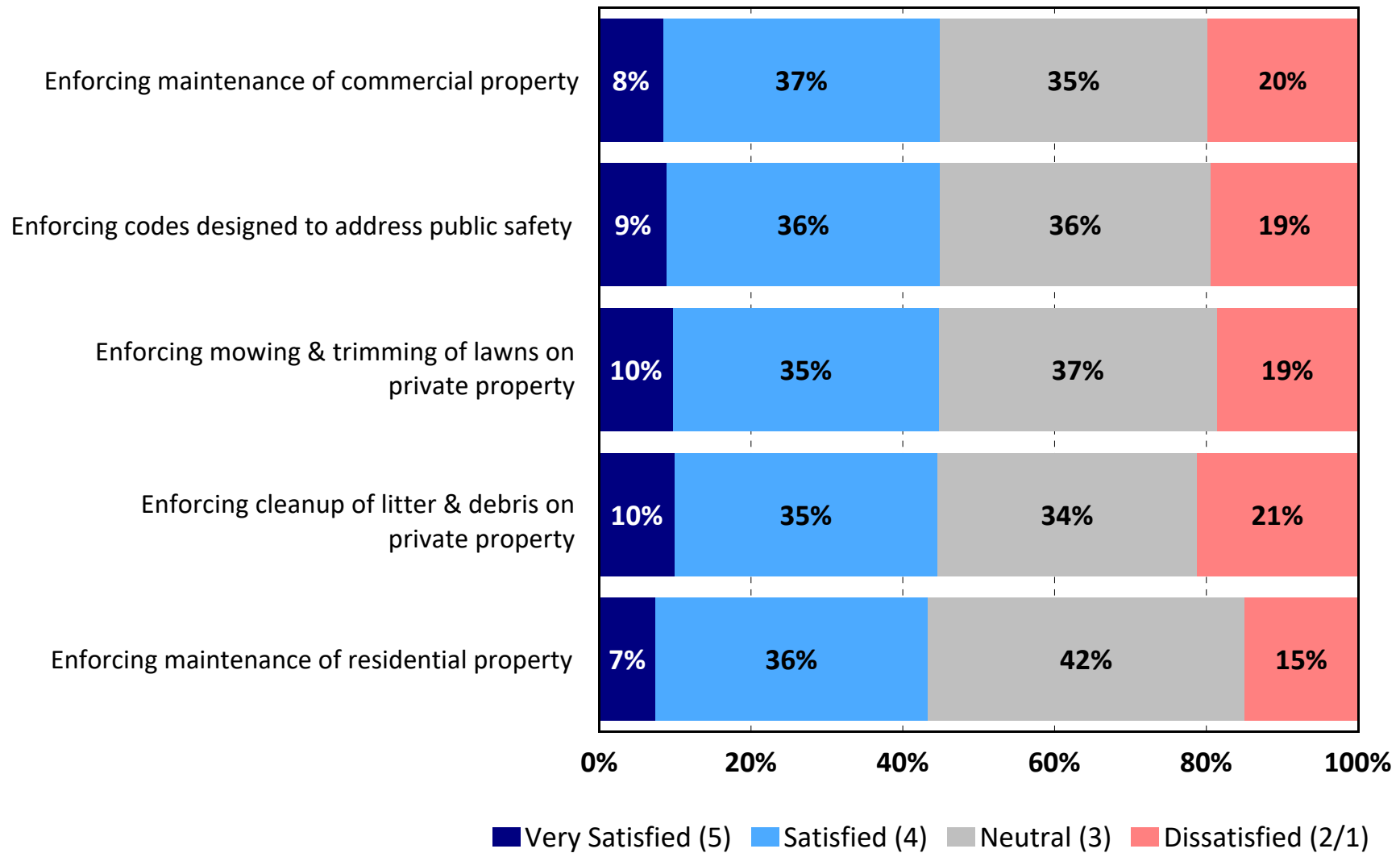
# Q2. Satisfaction with Planning and Development

by percentage of respondents (excluding "don't know")



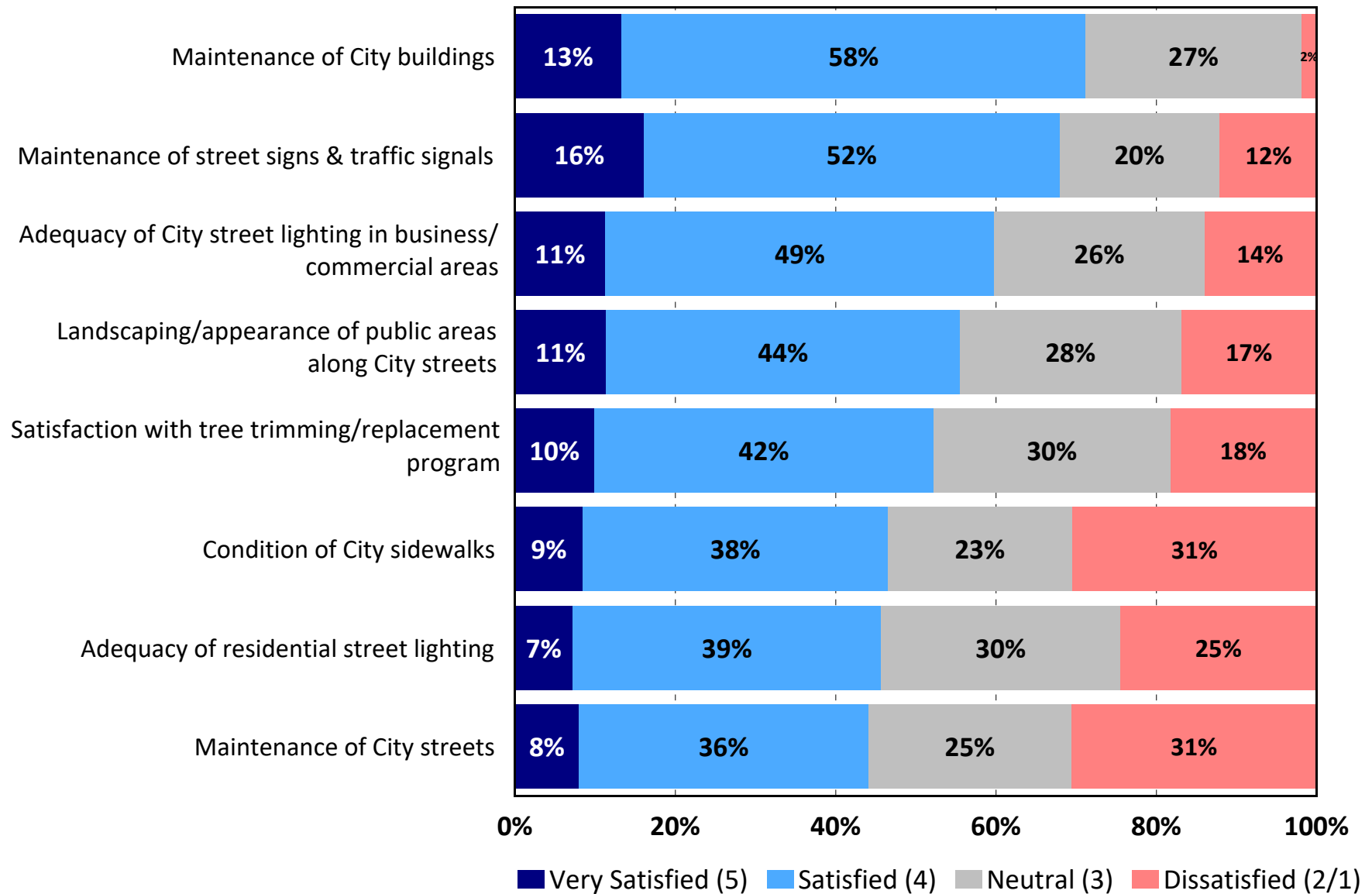
# Q3. Satisfaction with Property Maintenance/ Code Enforcement

by percentage of respondents (excluding "don't know")



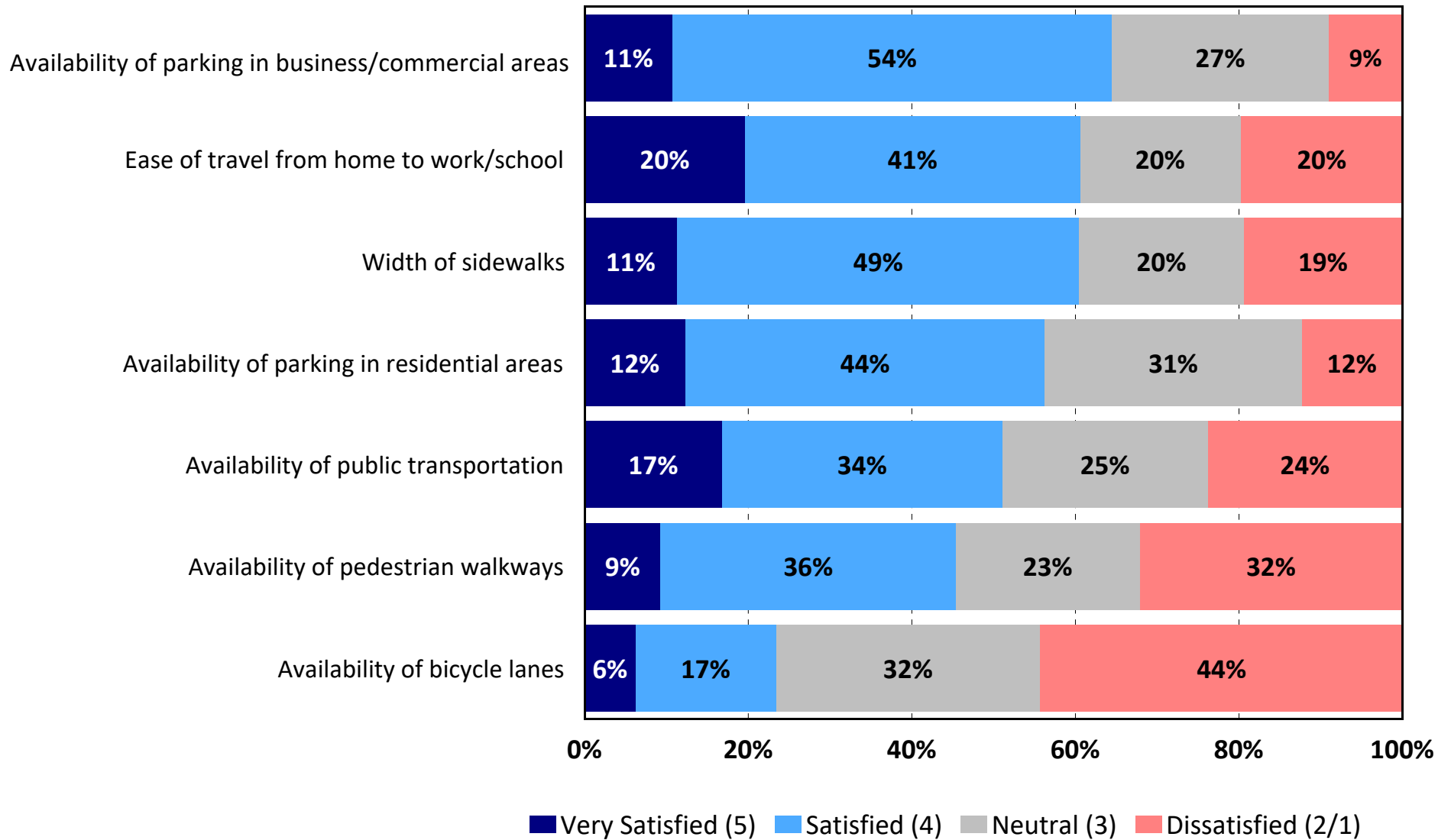
# Q4. Satisfaction with City Maintenance/Public Works

by percentage of respondents (excluding don't knows)



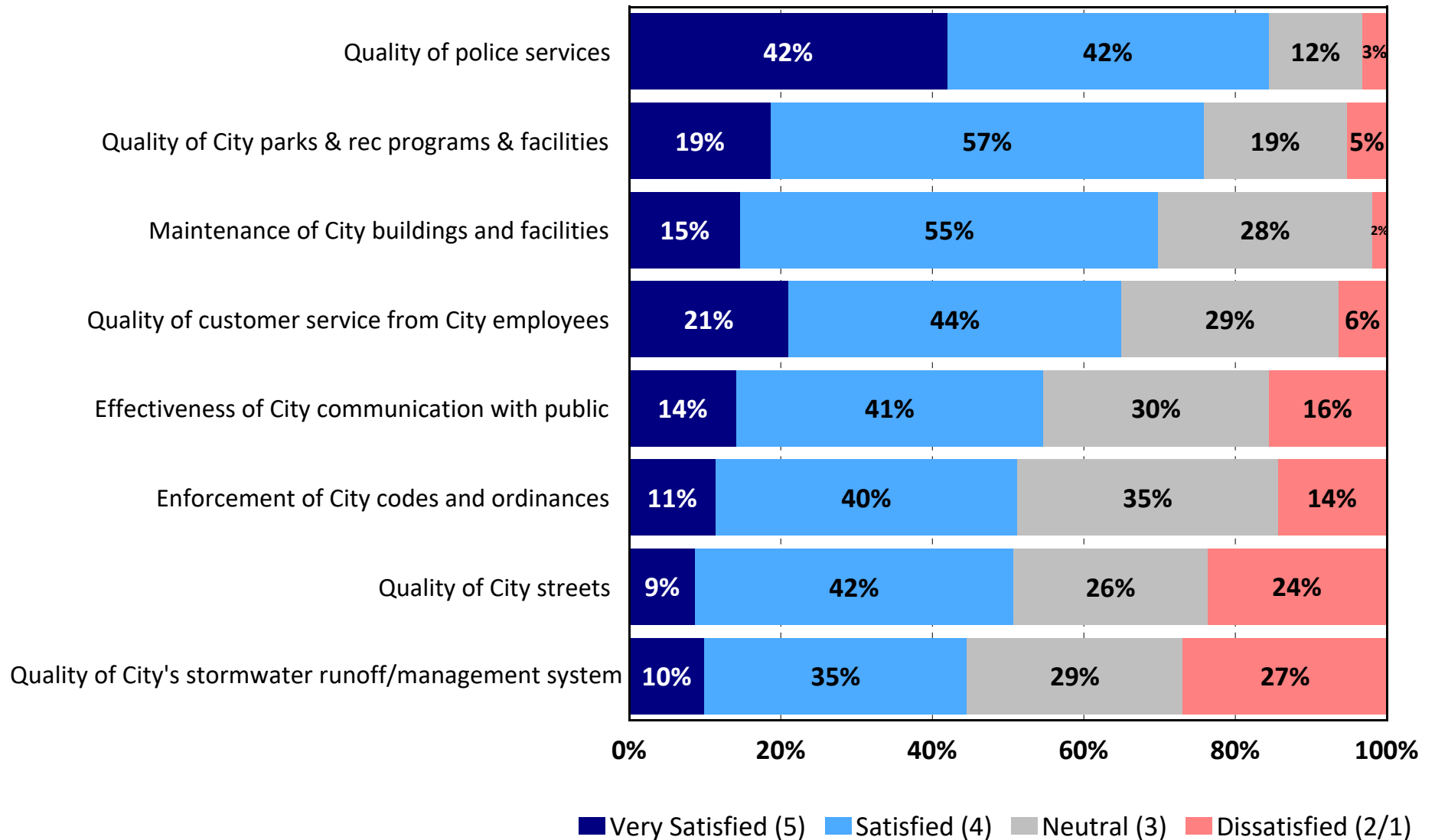
# Q5. Satisfaction with Transportation

by percentage of respondents (excluding “don't know”)



# Q6. Satisfaction with Major Categories of City Services

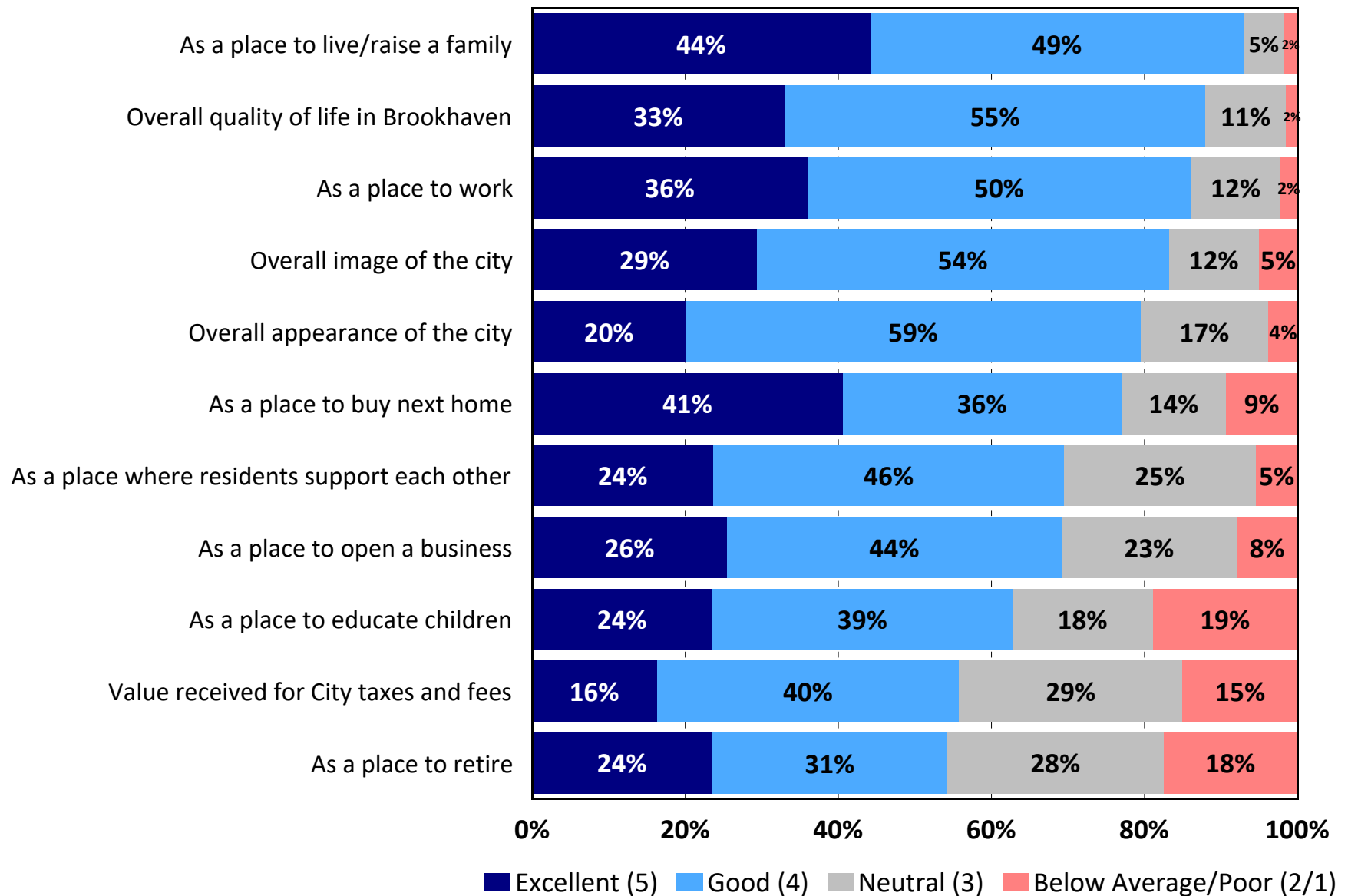
by percentage of respondents (excluding "don't know")





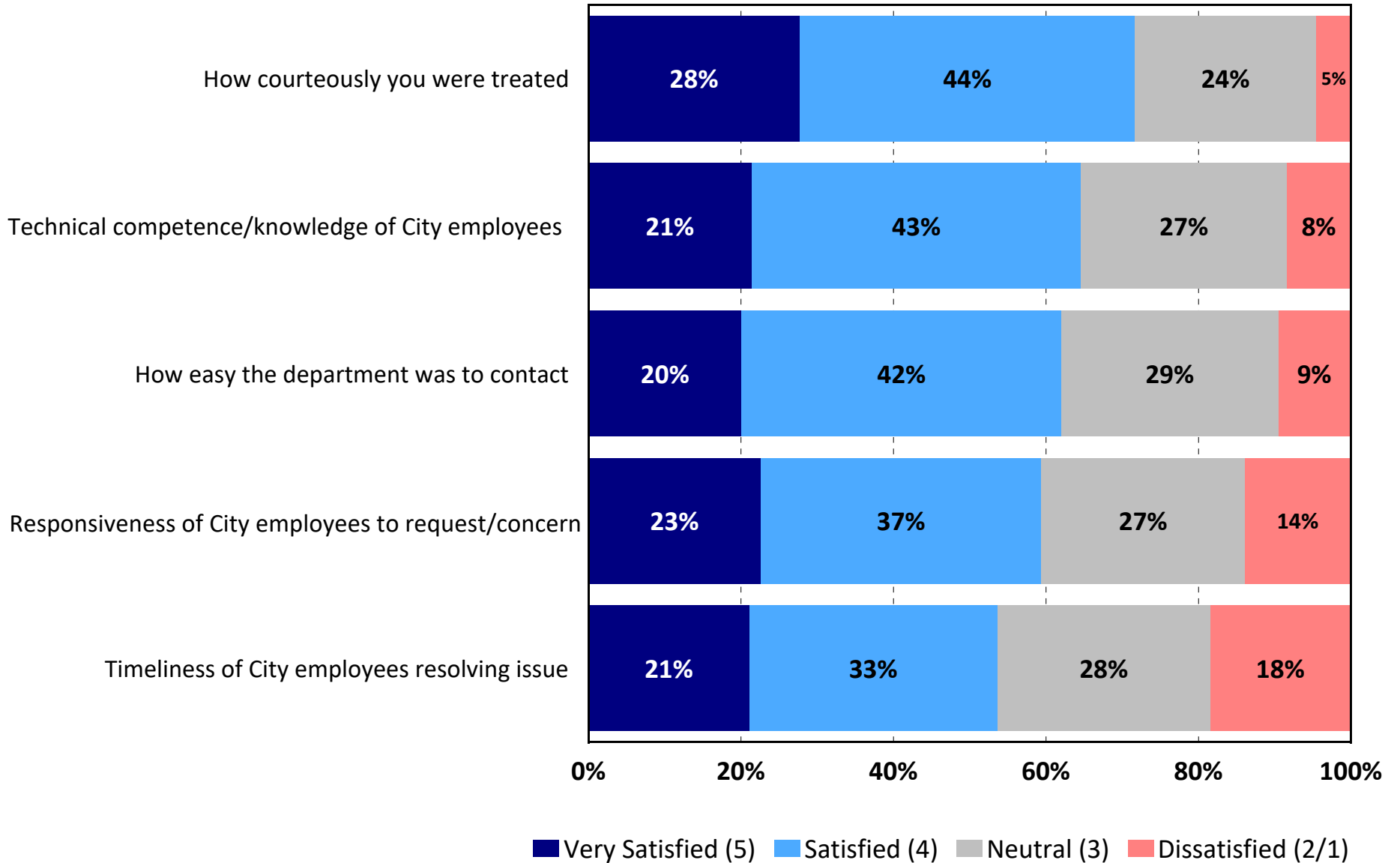
# Q7. Ratings of the Quality of Life in Brookhaven

by percentage of respondents (excluding "don't know")



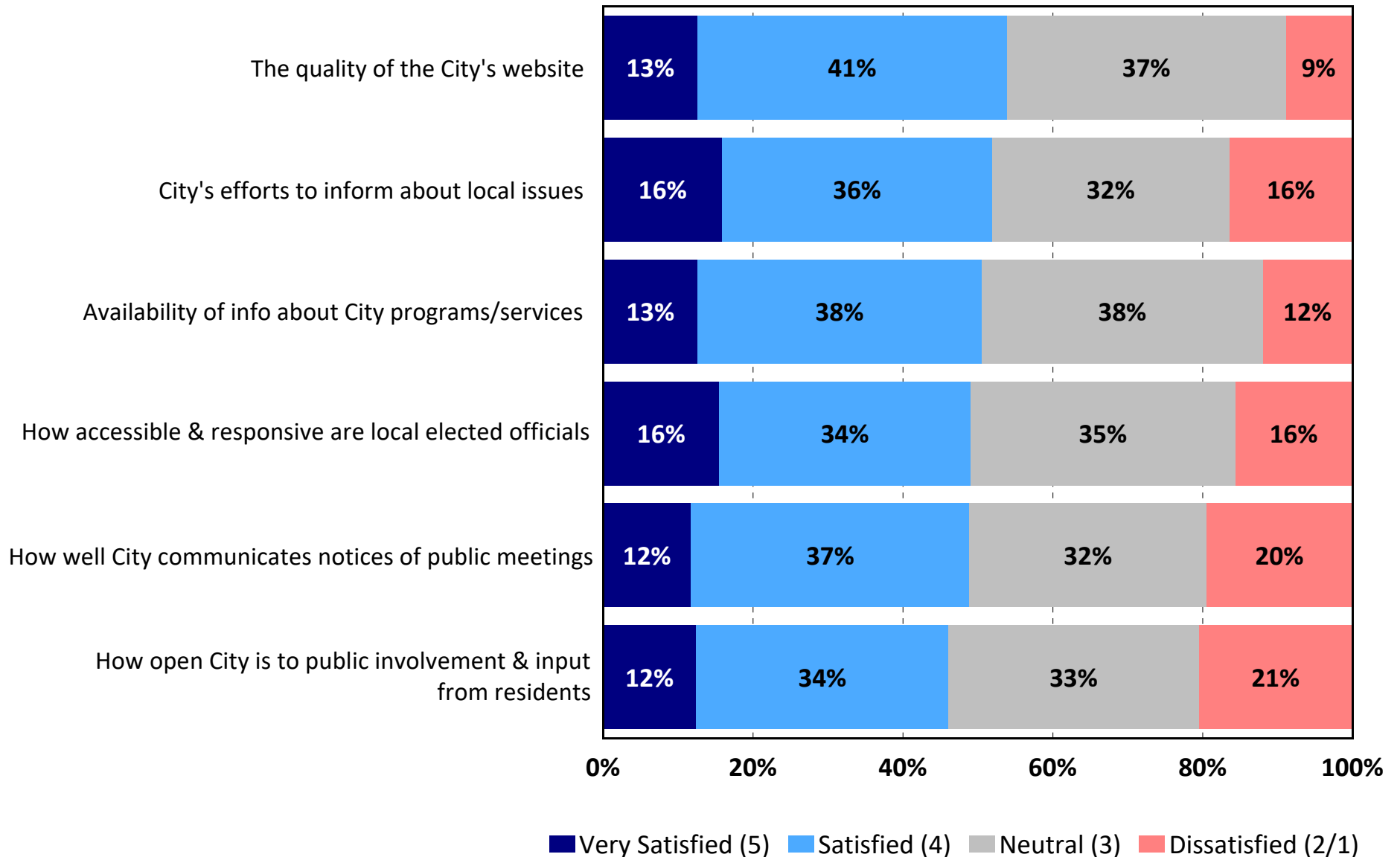
# Q8. Satisfaction with Customer Service

by percentage of respondents (excluding "don't know")



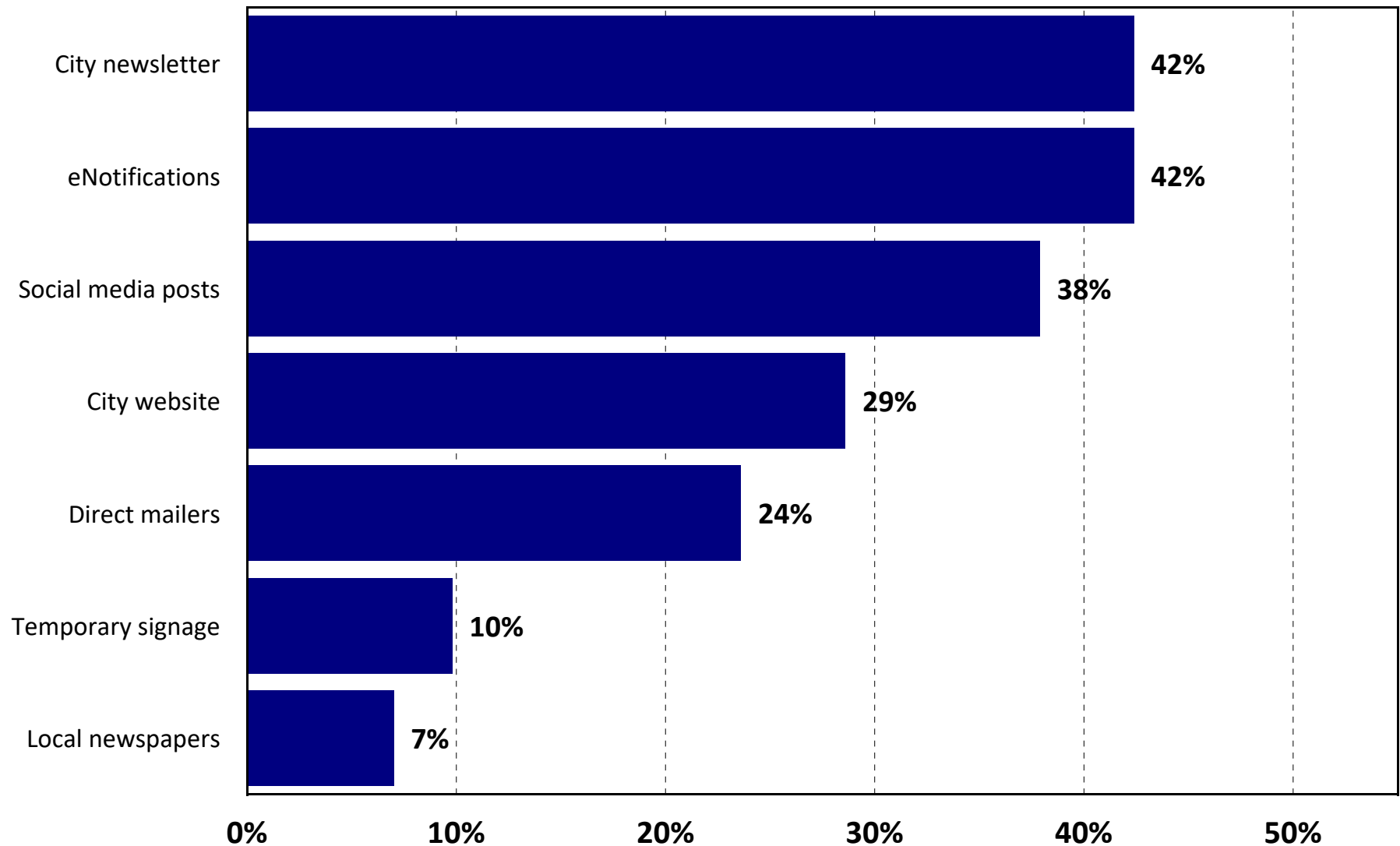
# Q9. Satisfaction with City Communication

by percentage of respondents (excluding "don't know")



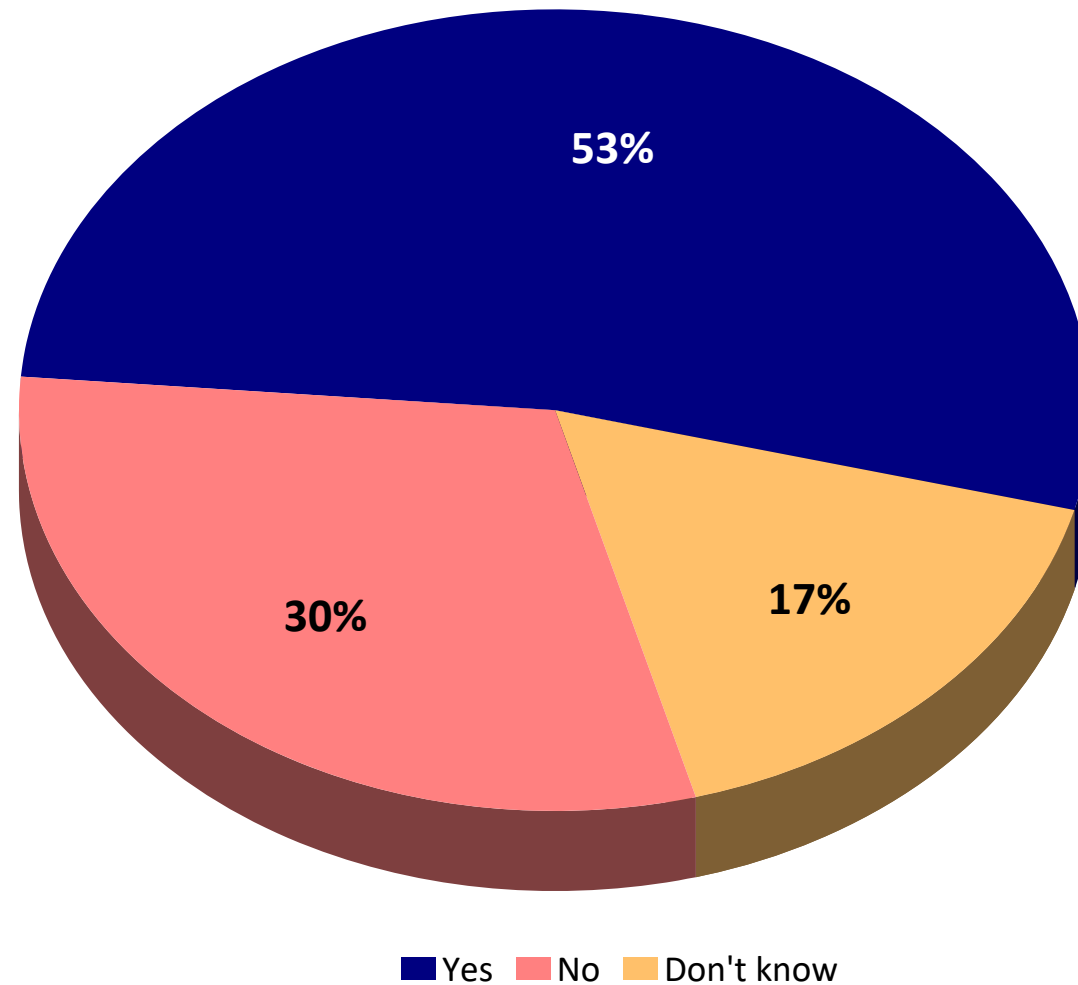
# Q10. Preferred Methods of Communication

by percentage of respondents (up to two selections could be made)



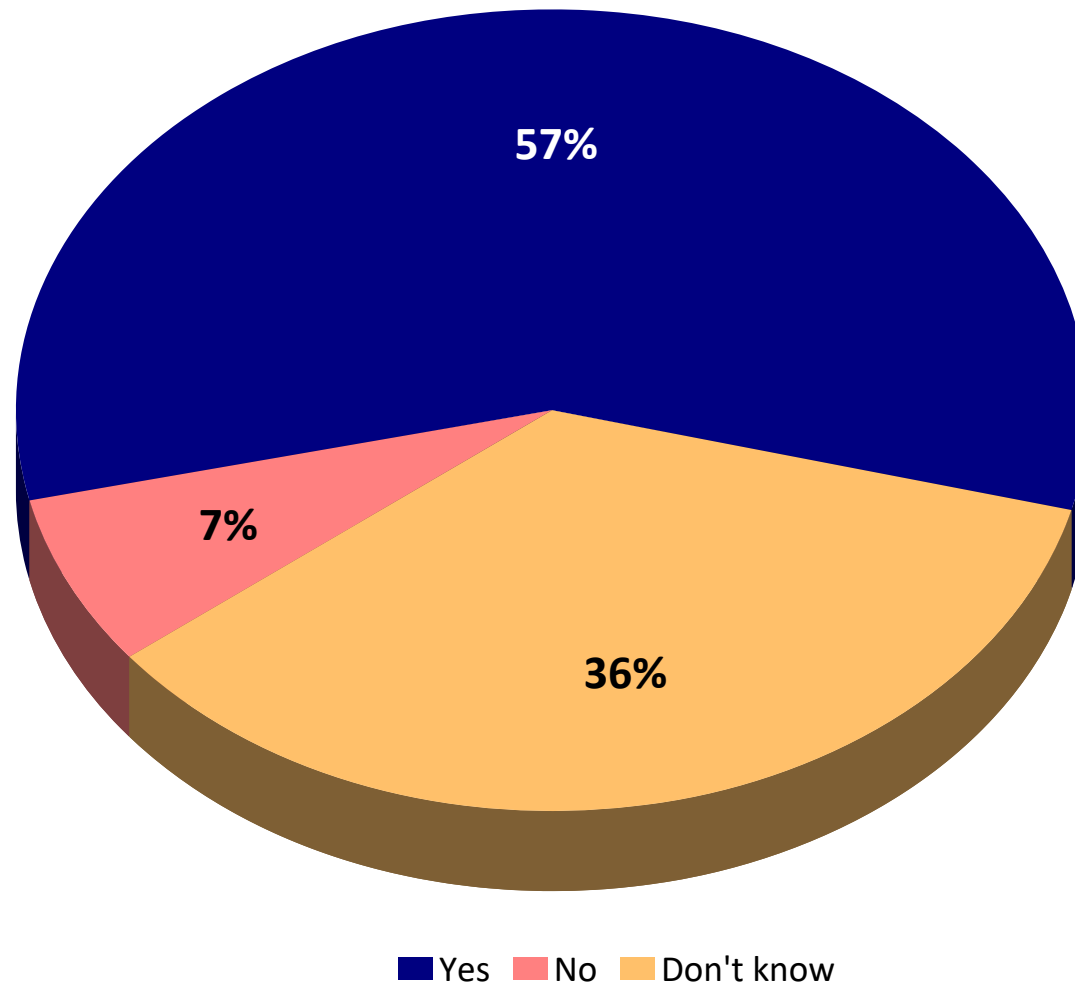
# Q11. Do you agree with the following statement? *“I am informed about the services being provided and the activities taking place in the City of Brookhaven.”*

by percentage of respondents



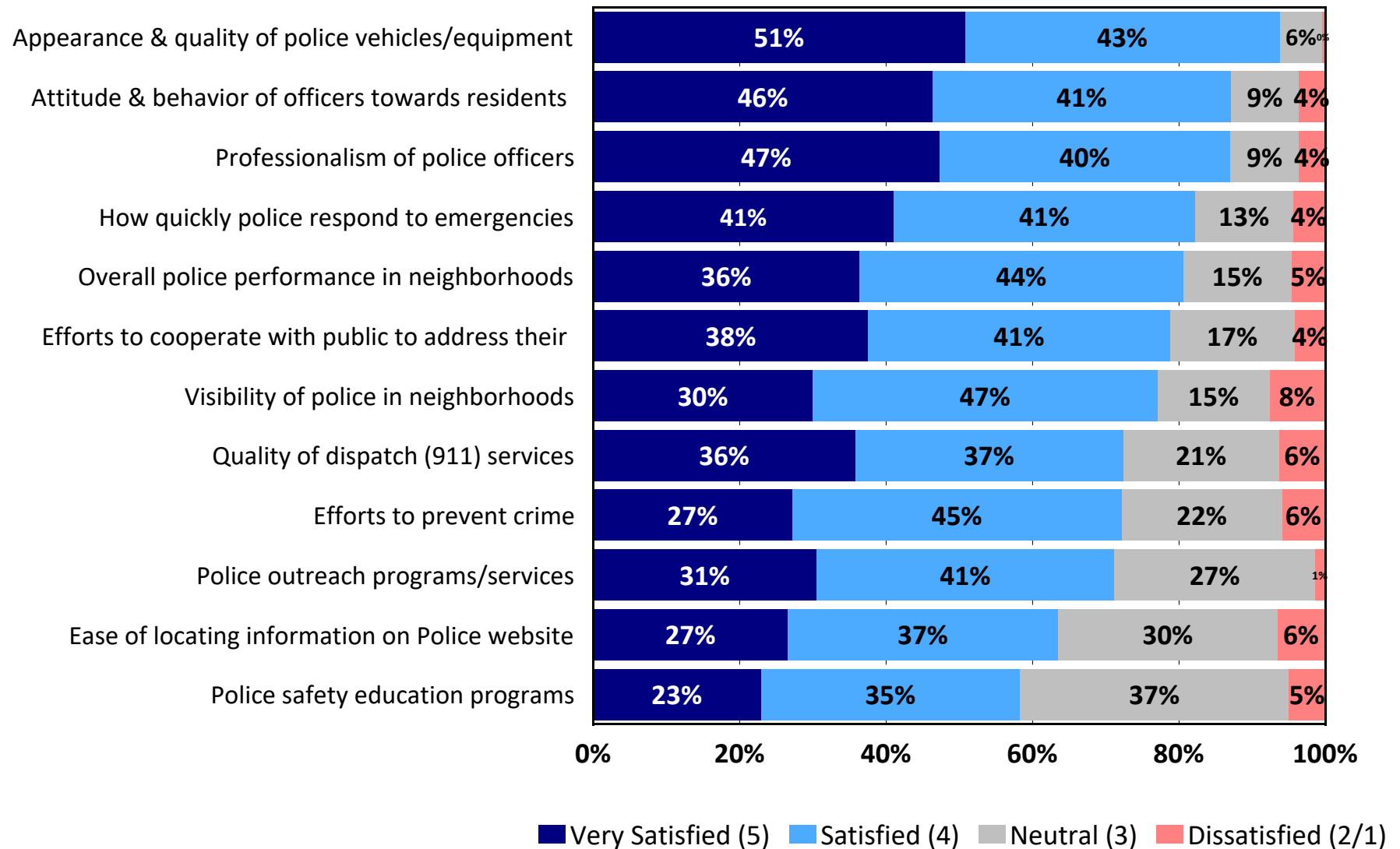
**Q12. Do you agree with the following statement? *“When interacting with the City of Brookhaven, I receive the information I need and am treated with respect.”***

by percentage of respondents



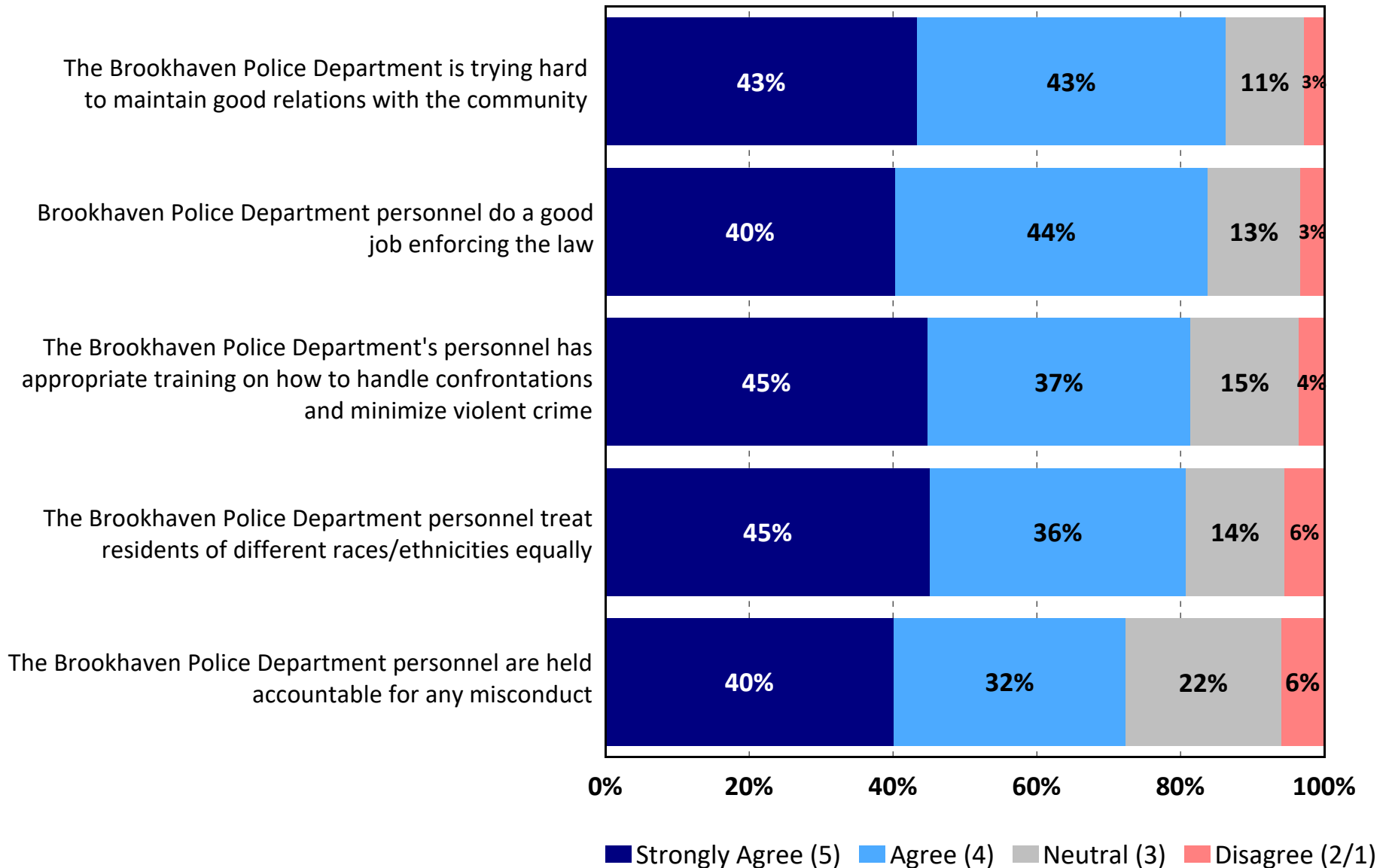
# Q13. Satisfaction with Brookhaven Police

by percentage of respondents (excluding "don't know")



# Q14. Agreement with the Following Statements Related to the Brookhaven Police Department

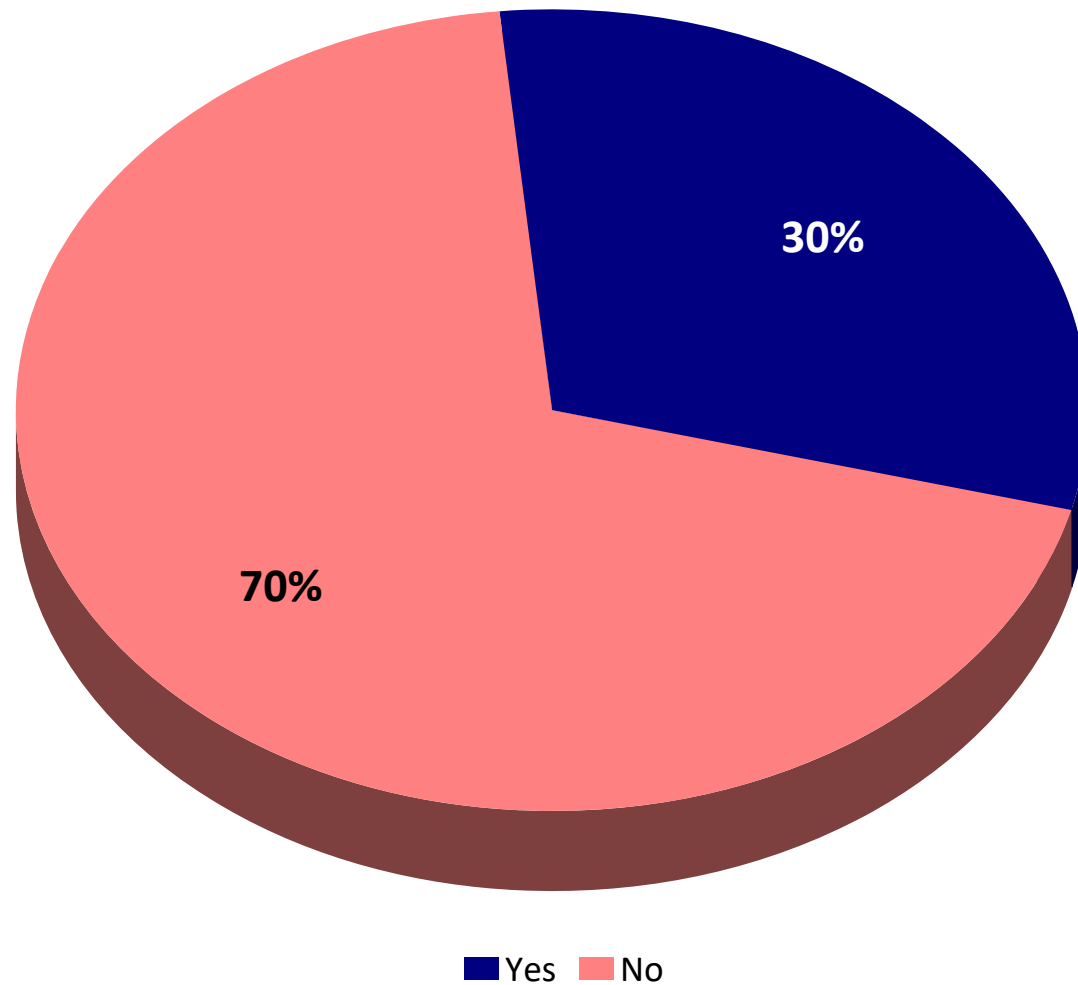
by percentage of respondents (excluding "don't know")





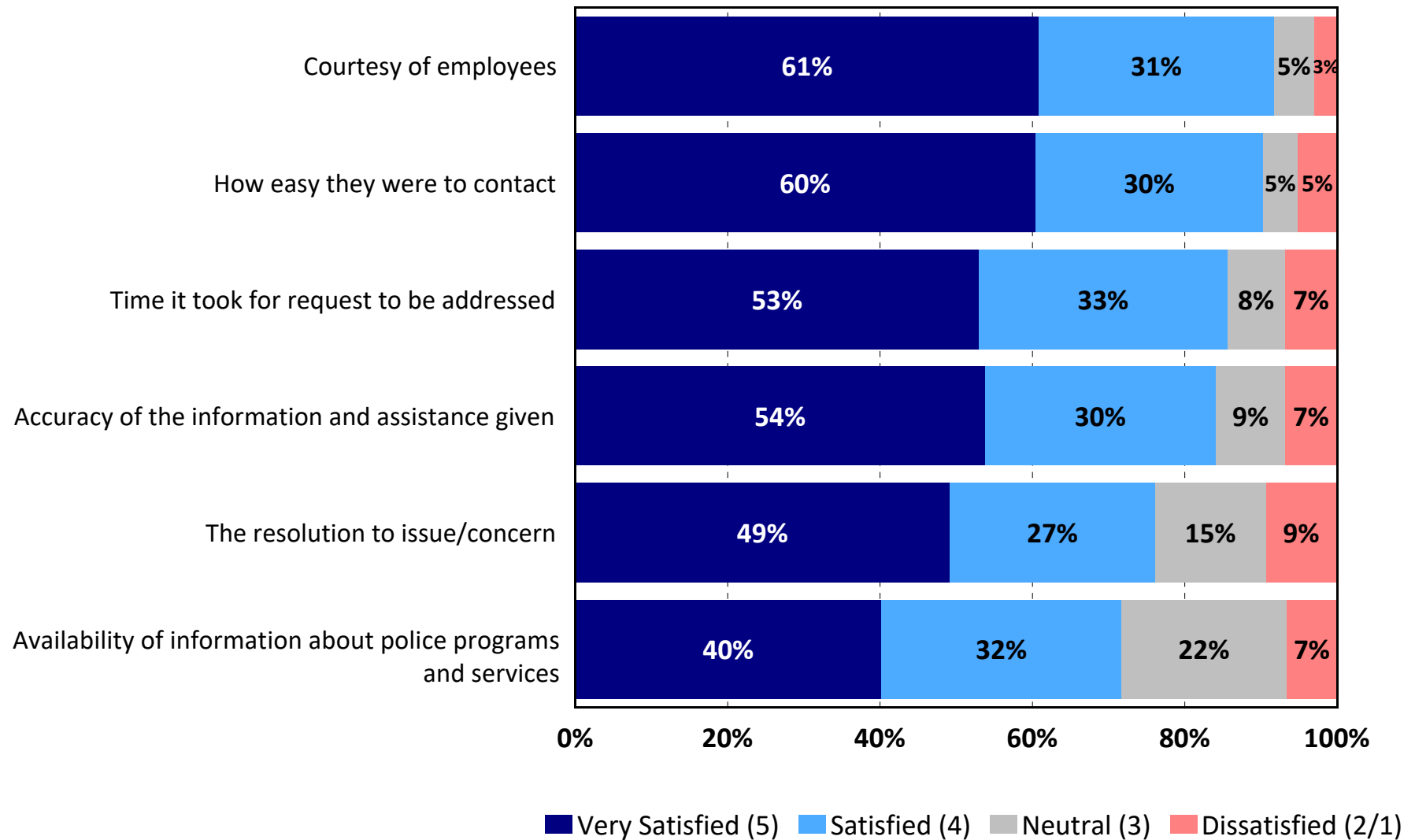
# Q15. During the past year, have you or other members of your household contacted employees of the Brookhaven Police Department?

by percentage of respondents



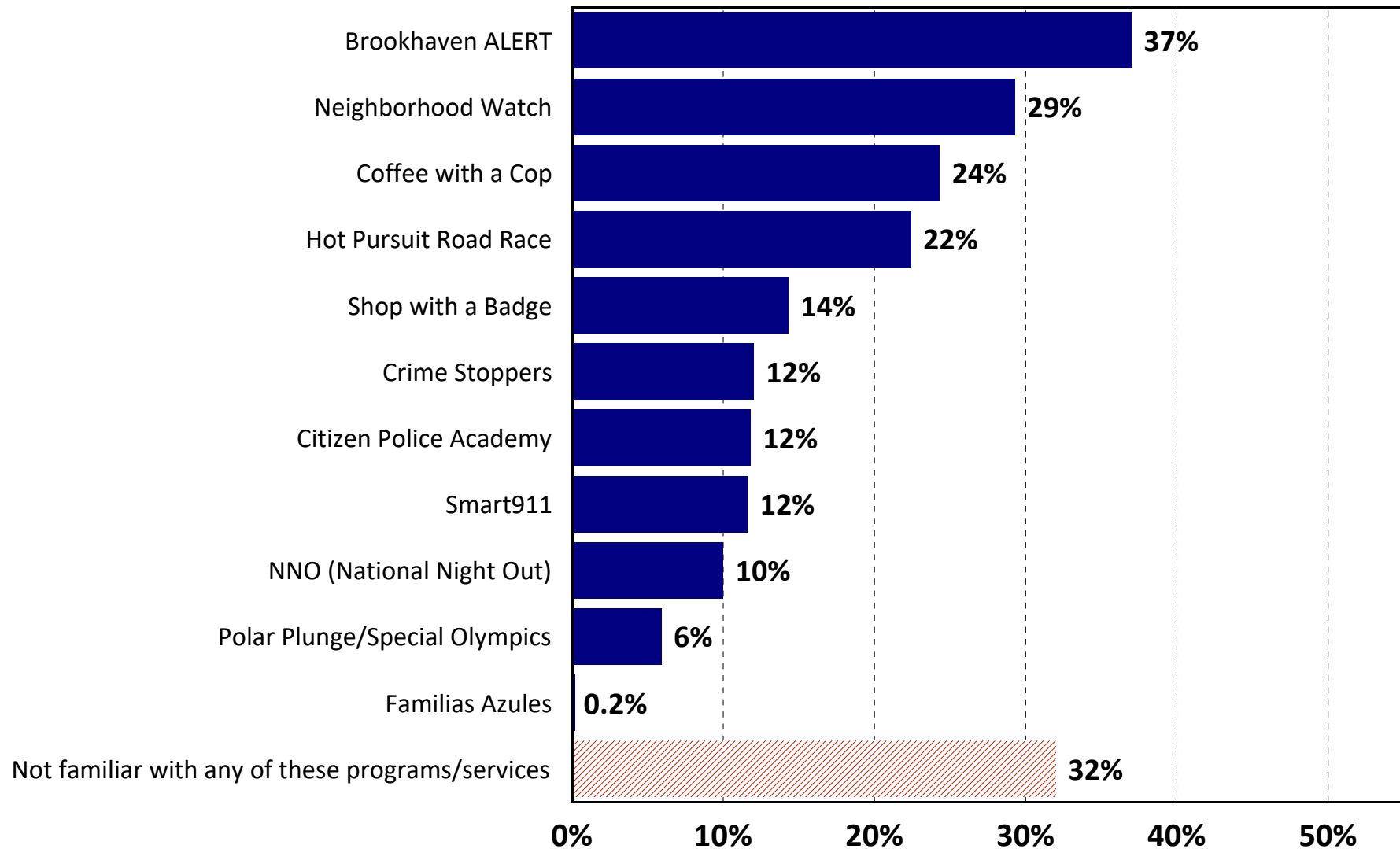
# Q15a. Satisfaction with Brookhaven Police Department Employees With Regard to Each of the Following

by percentage of respondents who have contacted the Brookhaven Police Department during the past year  
(excluding "don't know")



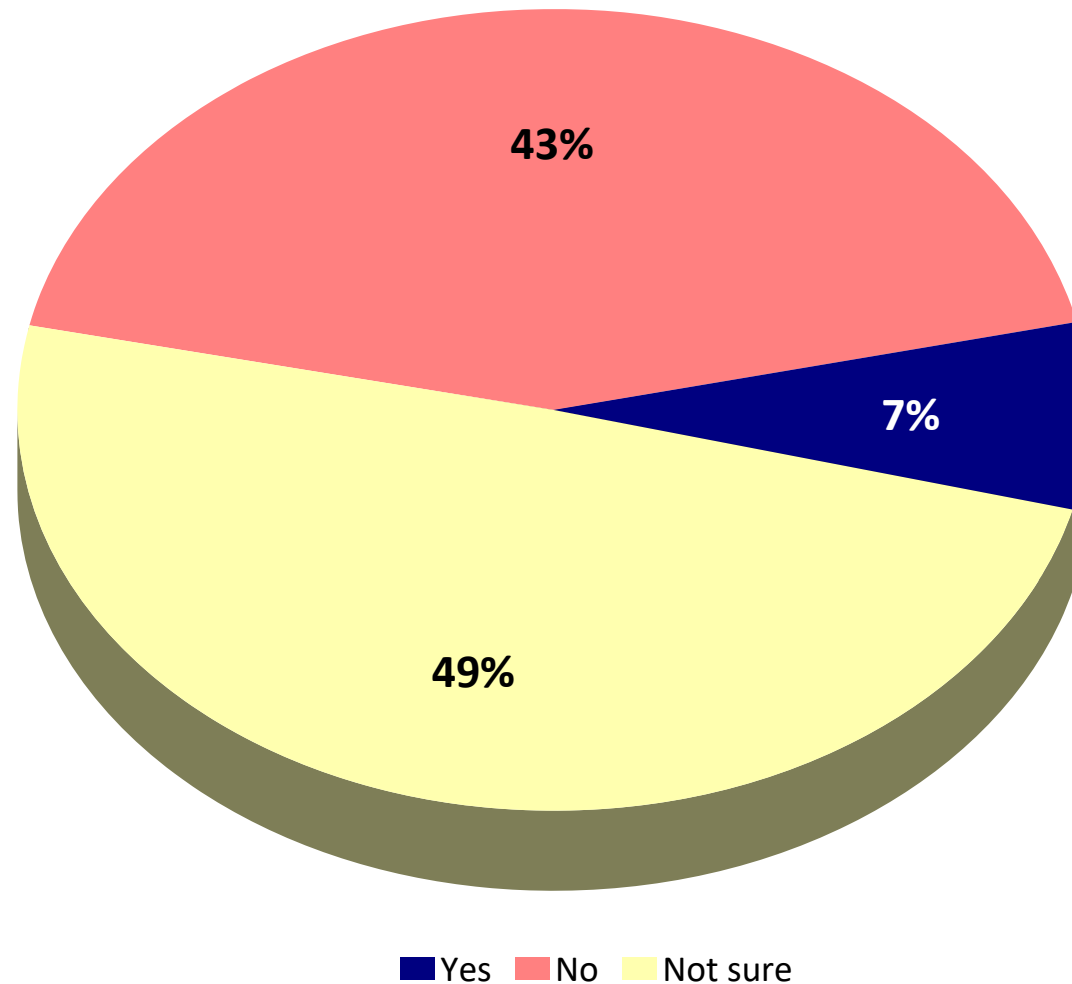
# Q16. Familiarity with the Following Police Community Outreach Programs/Services

by percentage of respondents (multiple selections could be made)



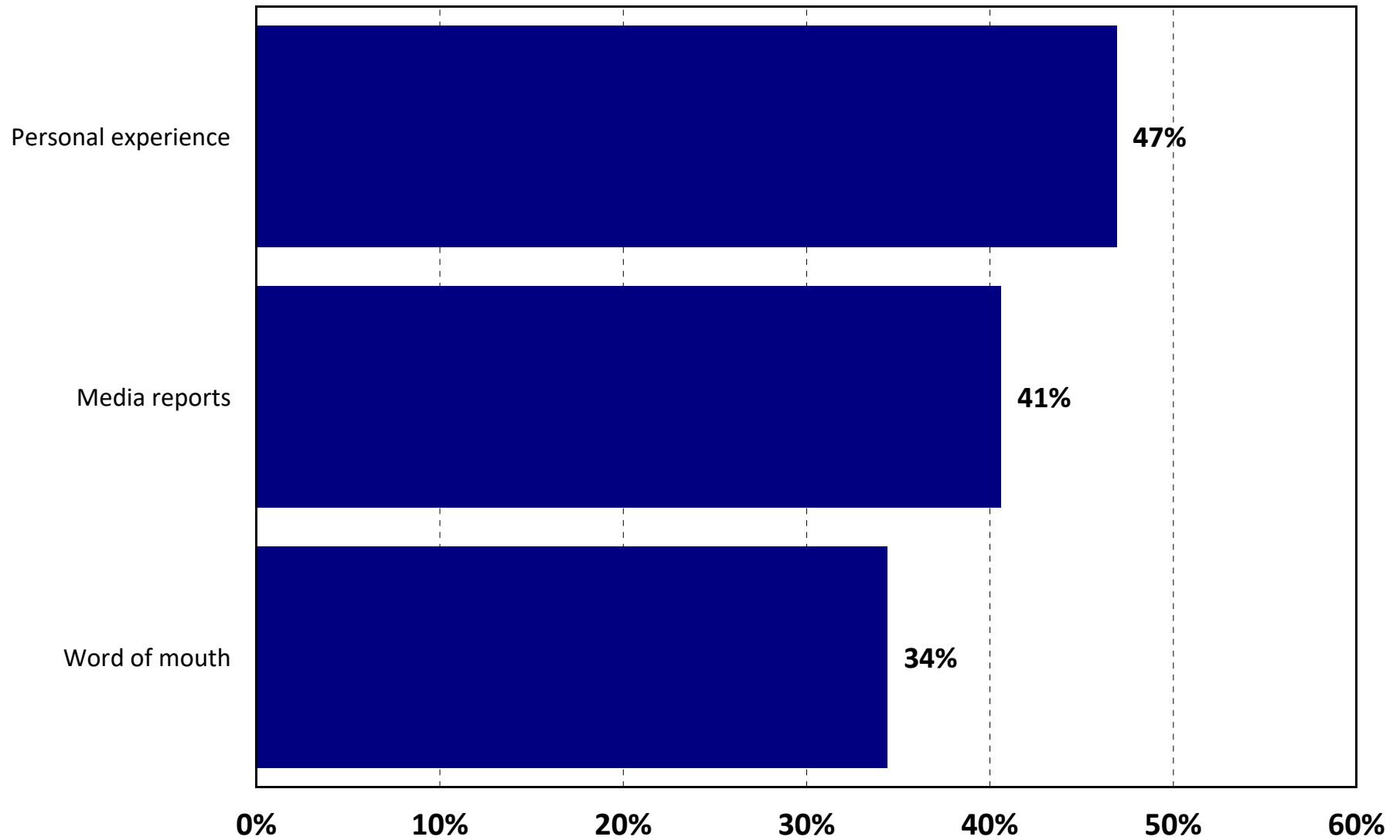
# Q17. In general, do you think Brookhaven Police Department police officers stop people of certain racial or ethnic groups because they believe that these groups are more likely than other groups to commit certain types of crimes?

by percentage of respondents



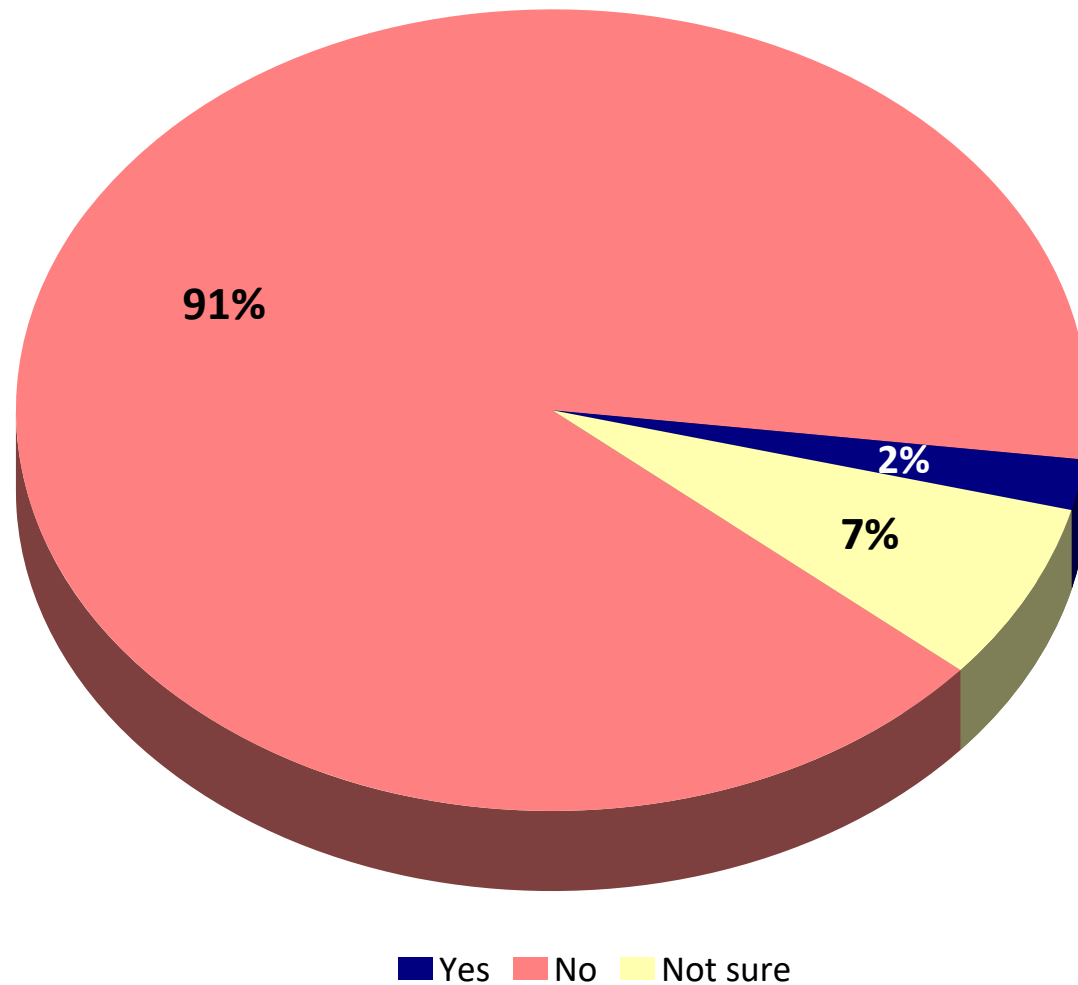
# Q17a. Reasons for Having This View

by percentage of respondents who answered “yes” to Question 17 (multiple selections could be made)



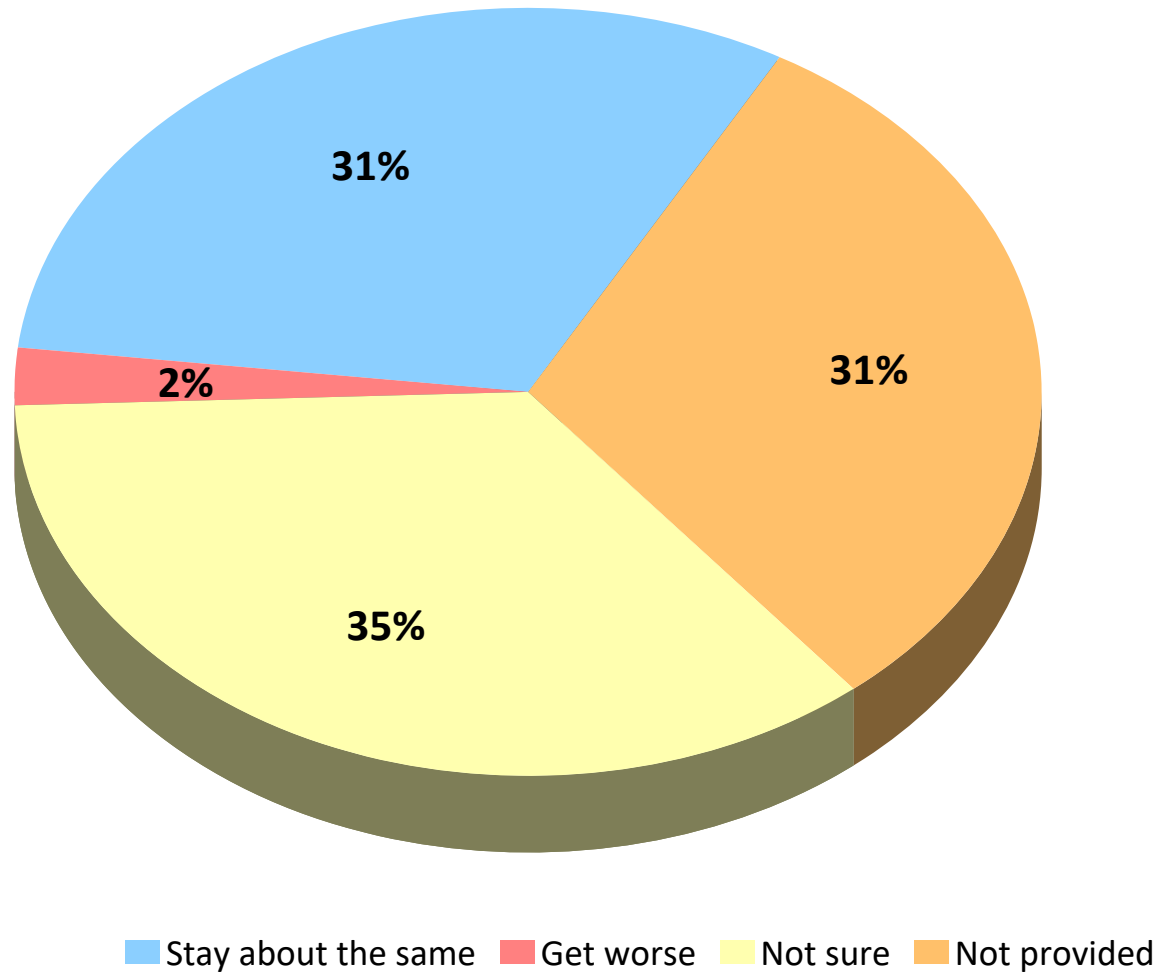
# Q18. Has there ever been a specific instance when you felt discriminated against by Brookhaven Police Department police officers because of your race or ethnic background?

by percentage of respondents



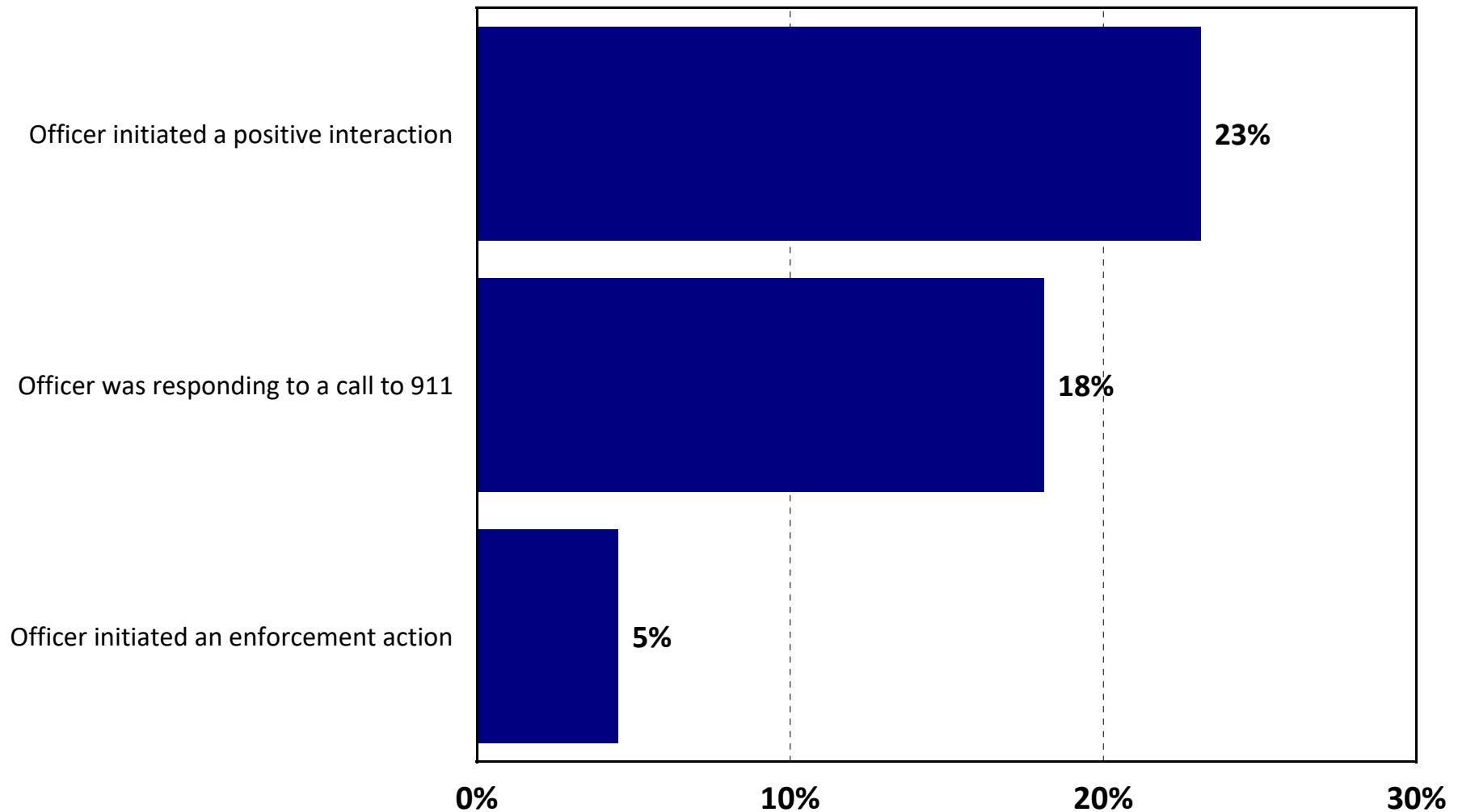
# Q19. Over the next year, do you think relations between the Brookhaven Police Department officers and the minority community will get better, get worse, or stay about the same?

by percentage of respondents



# Q20. Please indicate if you have had any interaction with a Brookhaven police officer in the past 12 months for any of the following reasons

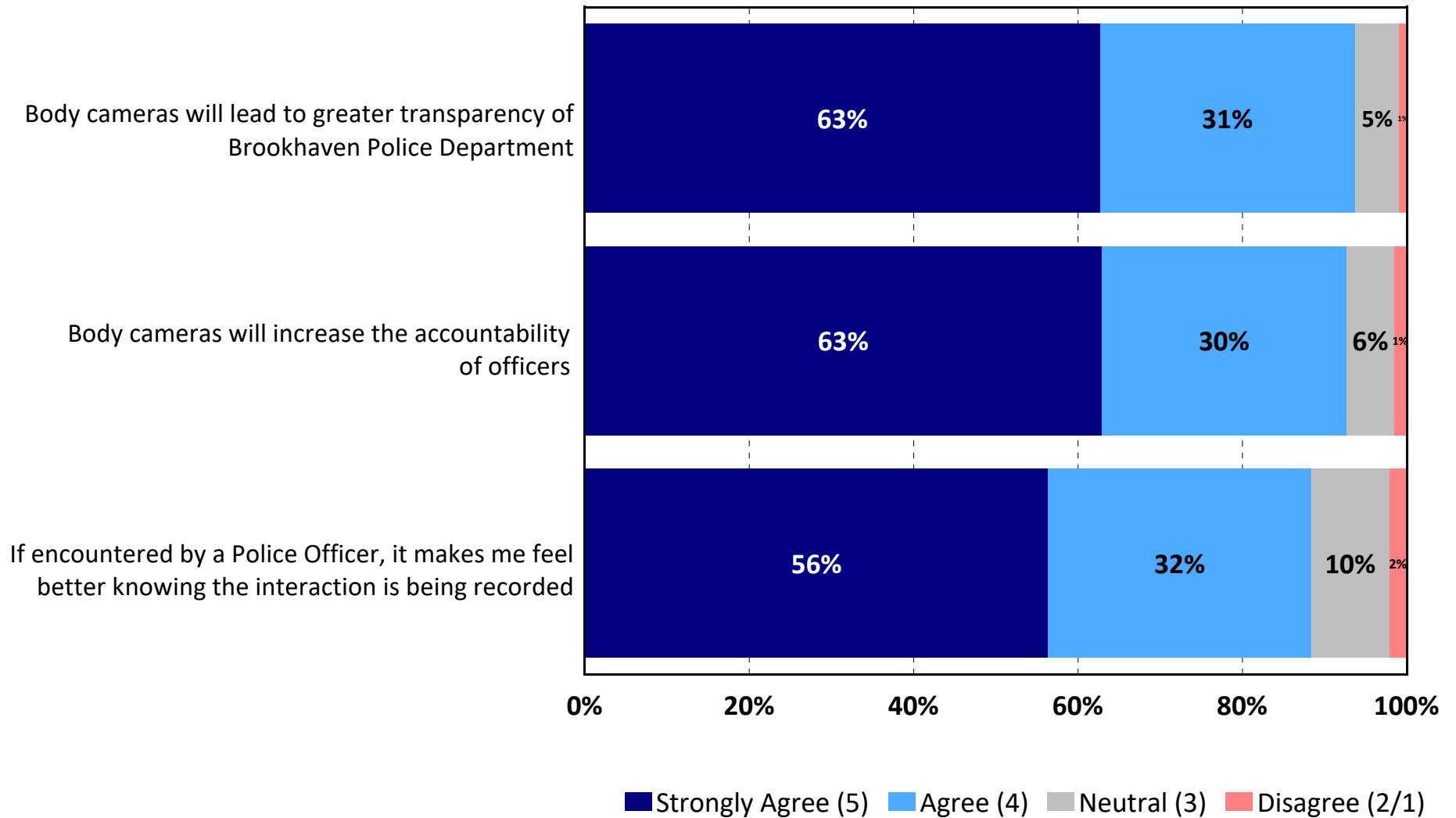
by percentage of respondents (multiple selections could be made)





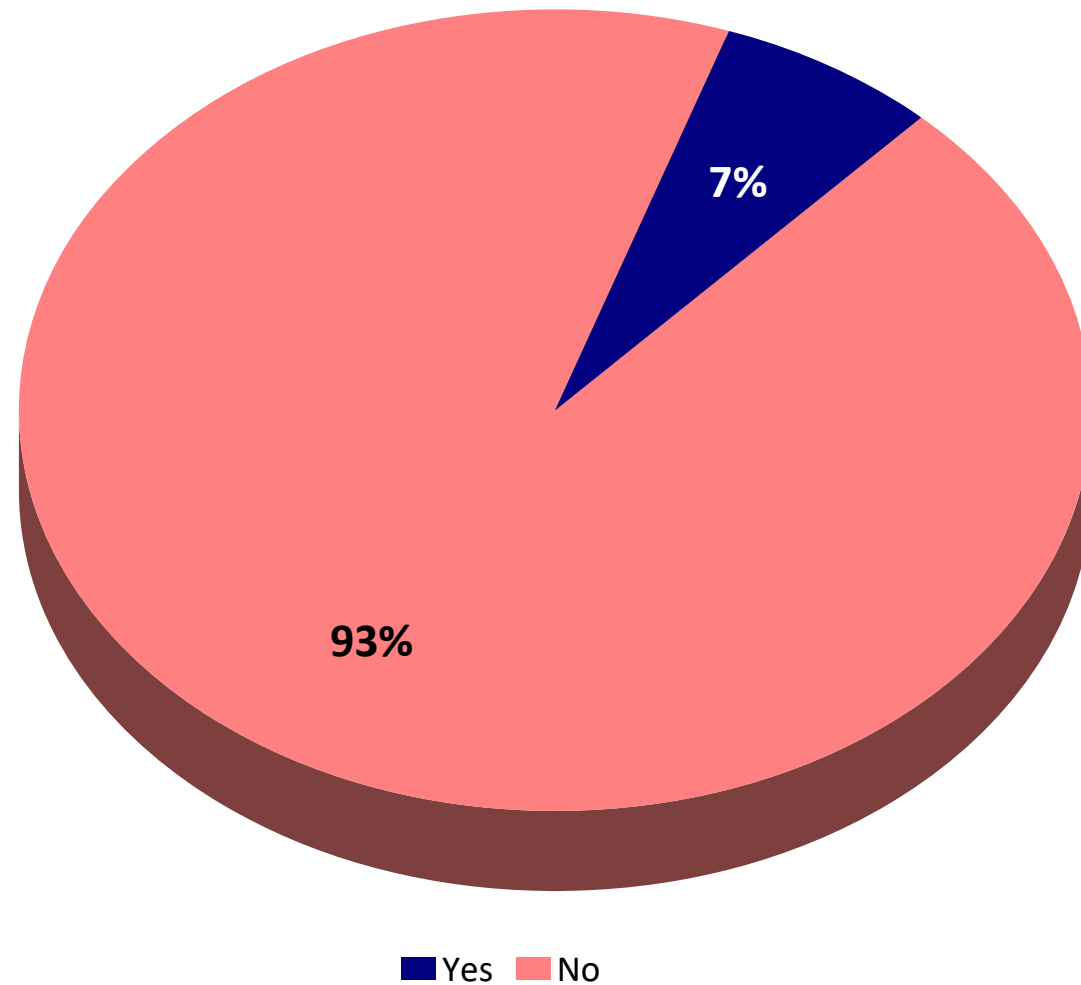
# Q21. Agreement with the Following Statements Regarding Body Cameras Worn by Brookhaven Police Officers

by percentage of respondents (excluding "don't know")



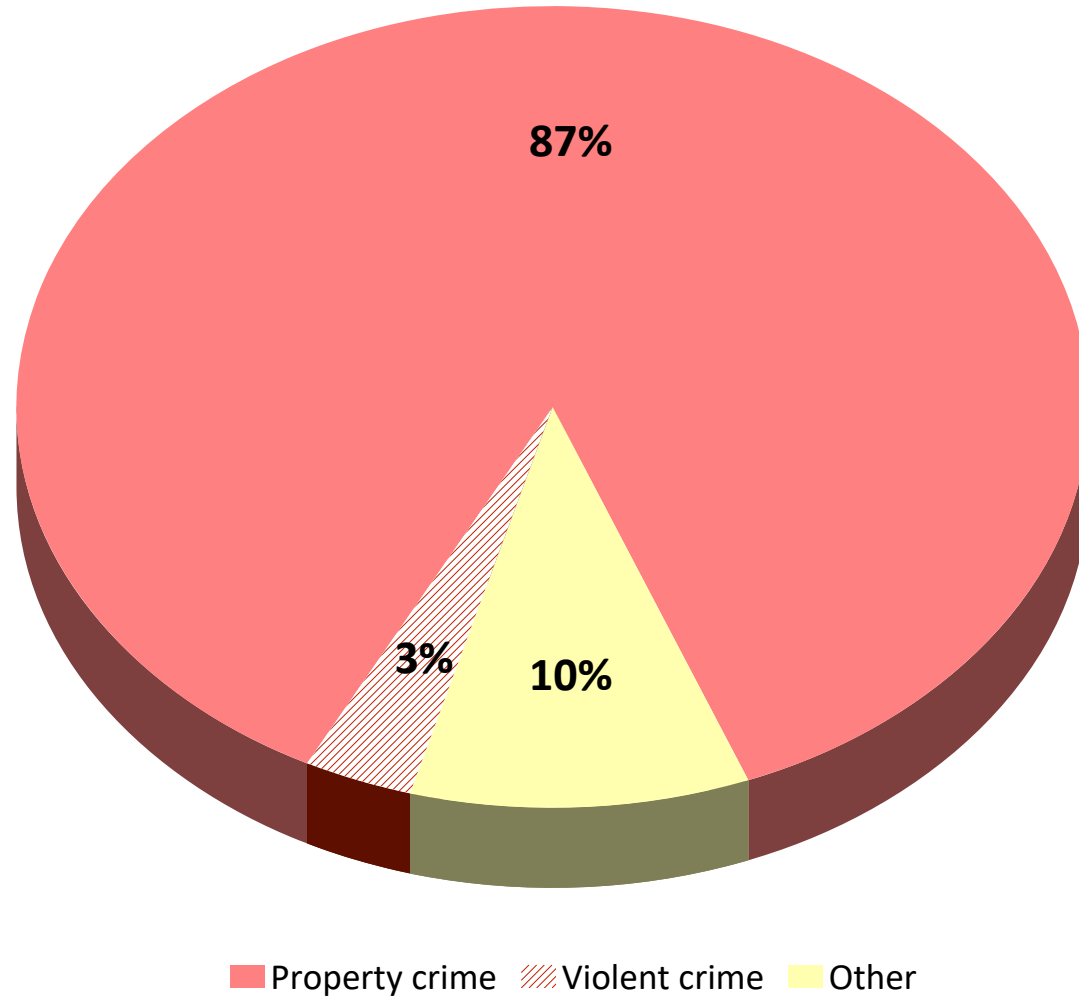
## Q22. During the past 12 months, were you or anyone in your household the victim of any crime in Brookhaven?

by percentage of respondents



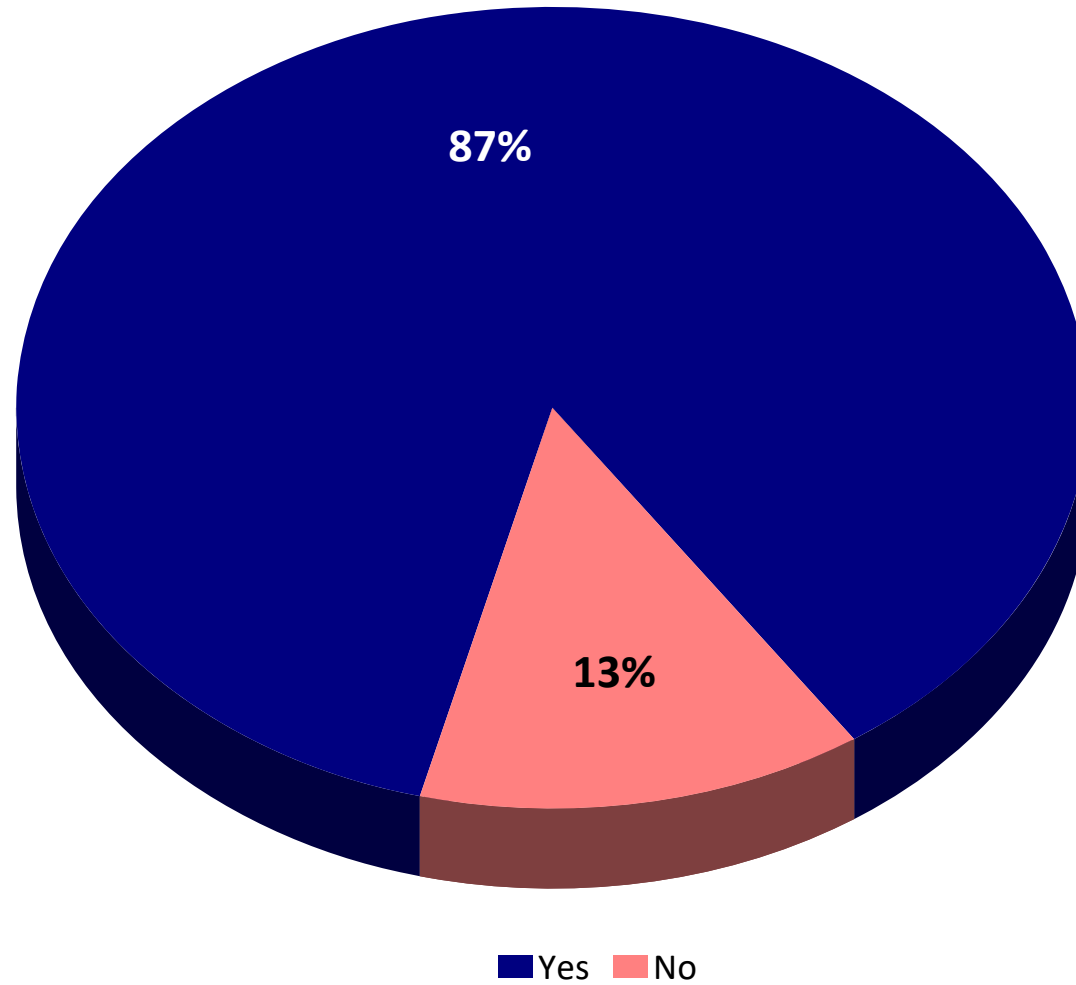
## Q22a. What type of crime?

by percentage of respondents who answered "yes" to Question 22



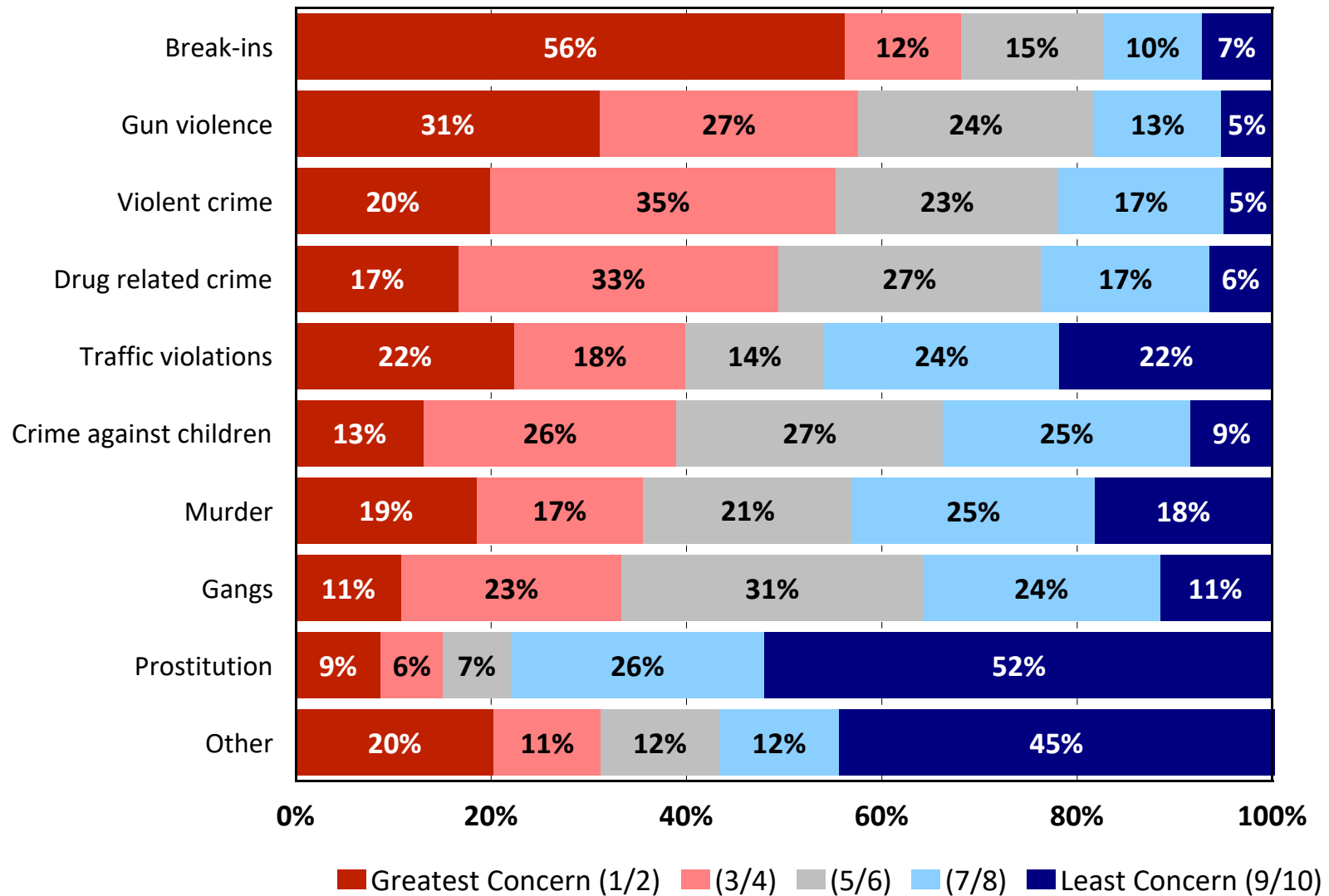
## Q22b. Did you report the crime to the police?

by percentage of respondents who answered "yes" to Question 22



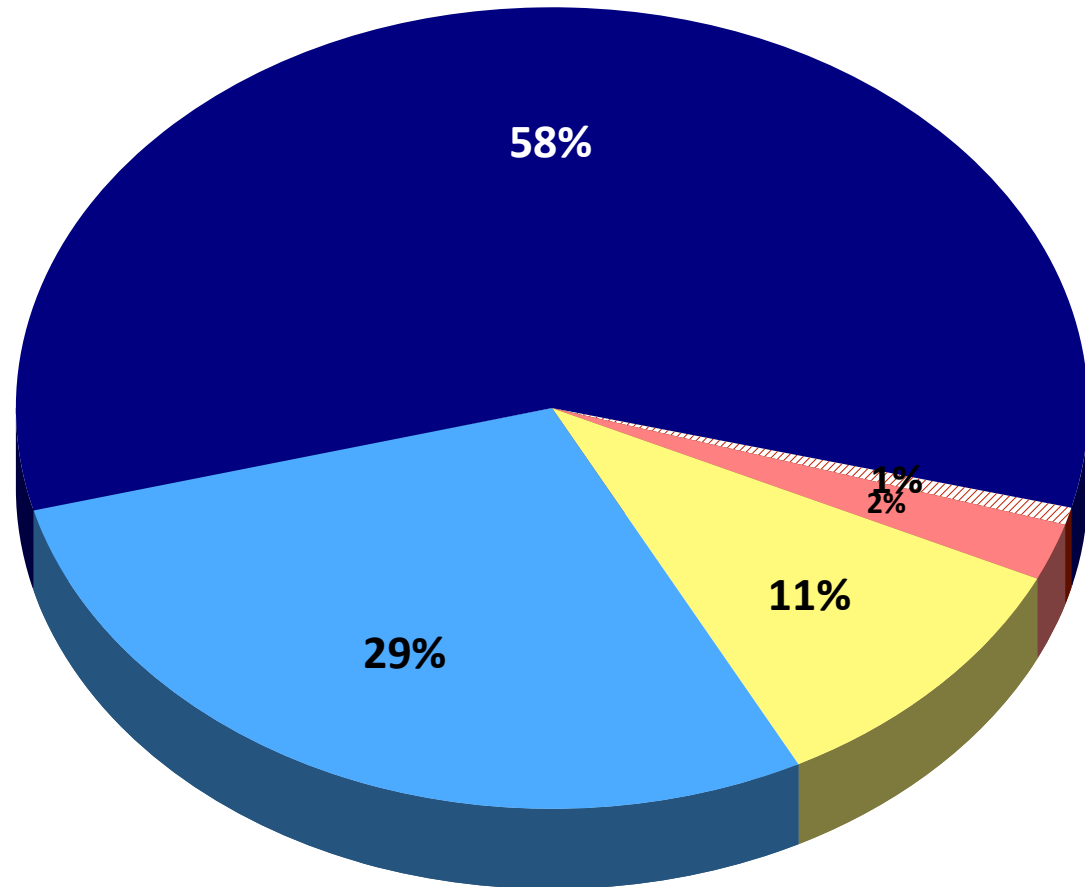
# Q23. Perceived Levels of Concern for the City of Brookhaven in the Following Areas

by percentage of respondents (excluding "not provided")



# Q24. Overall, how much confidence do you have in Brookhaven police officers?

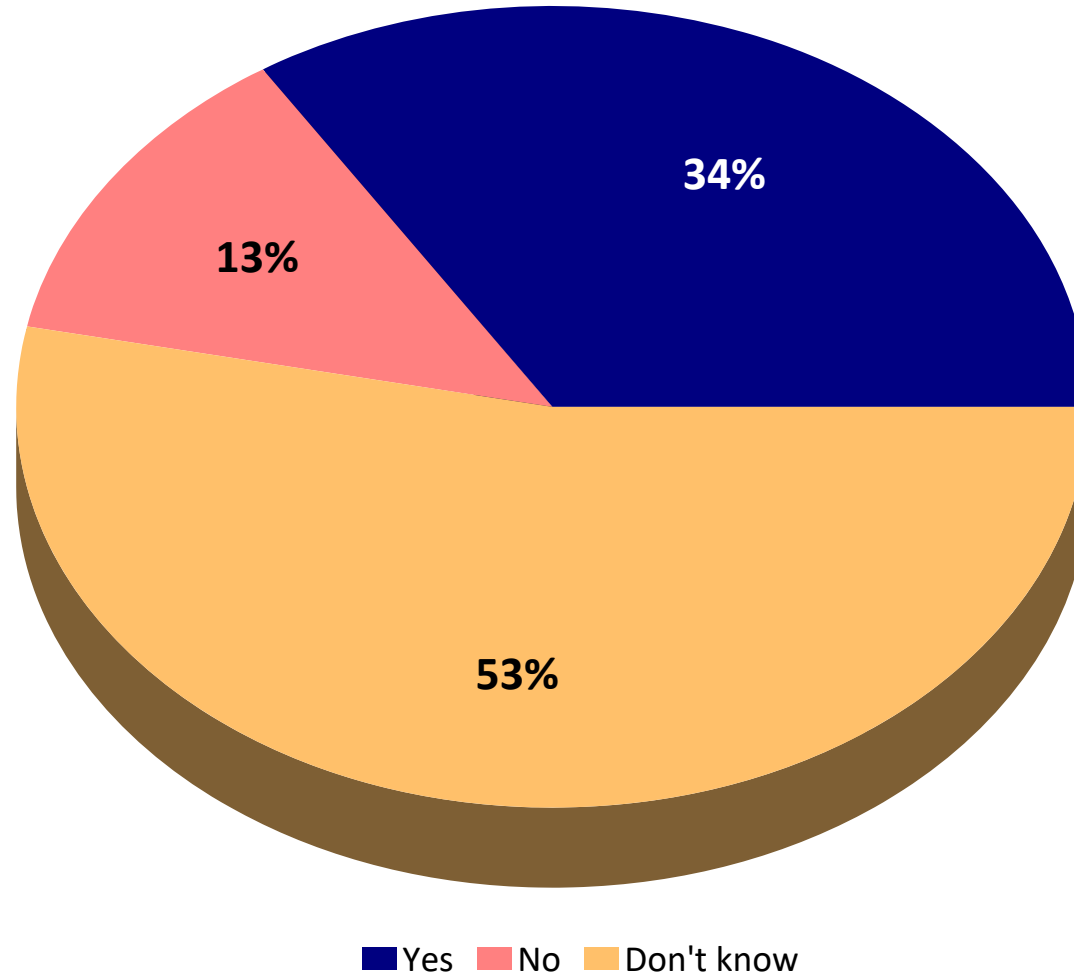
by percentage of respondents (excluding "not provided")



Very confident      Somewhat confident      Neutral  
Somewhat unconfident      Very unconfident

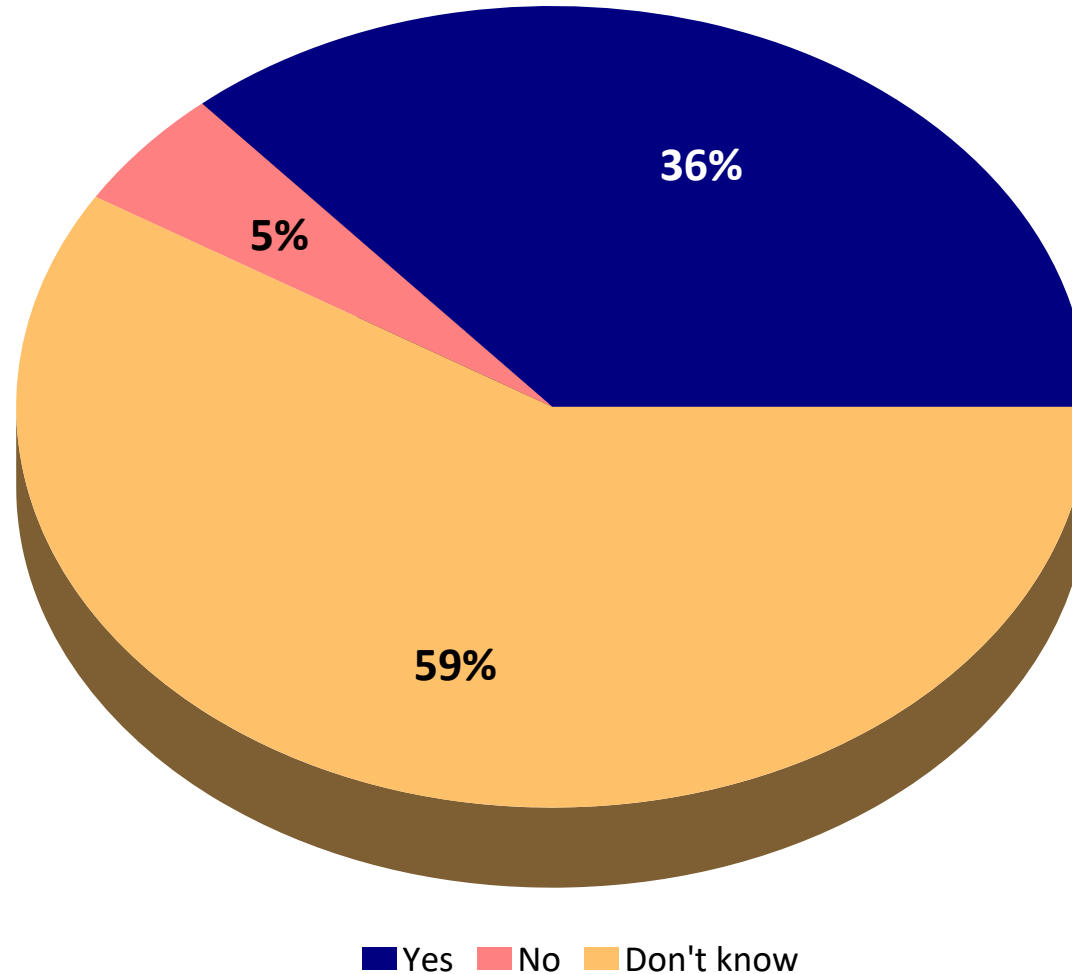
# Q25. Do you think that Brookhaven has enough police officers?

by percentage of respondents



# Q26. Do you think the Brookhaven Police Department currently reflects the community in terms of race/ethnicity?

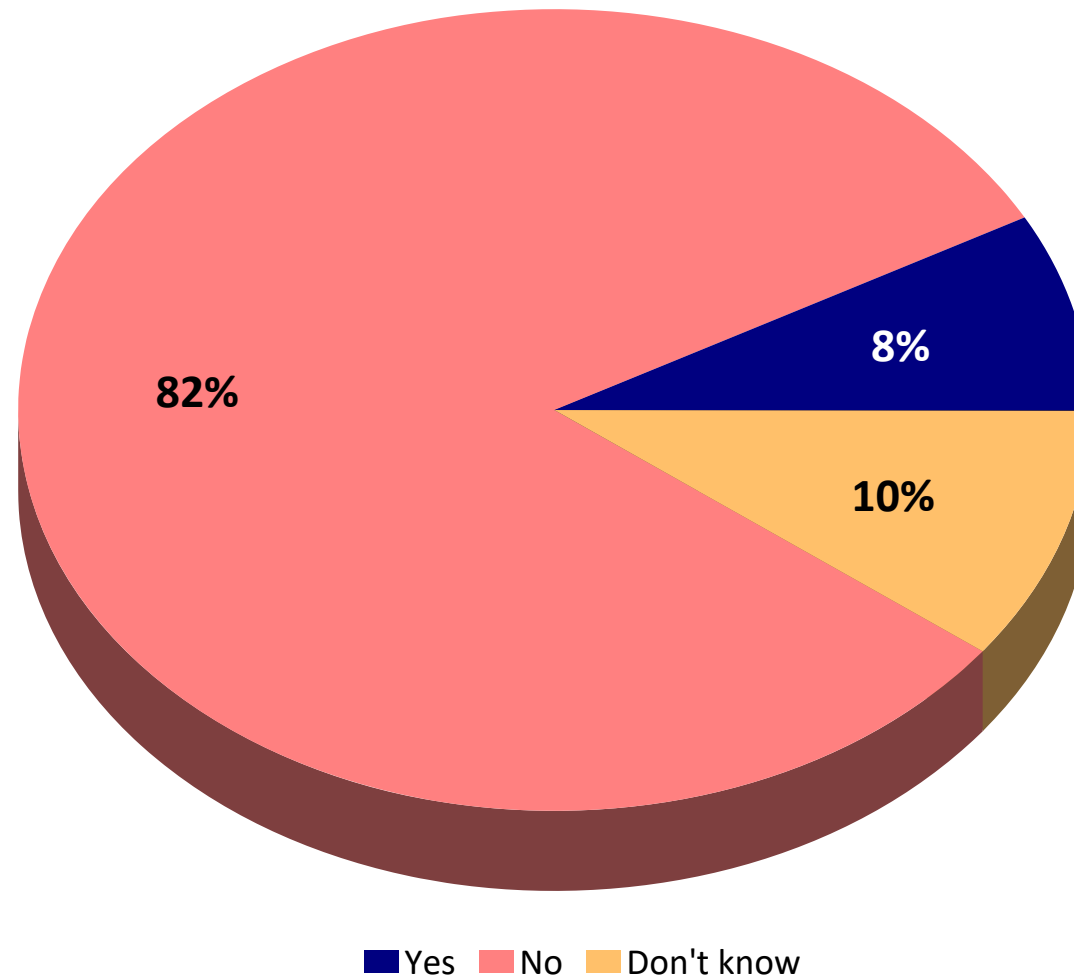
by percentage of respondents





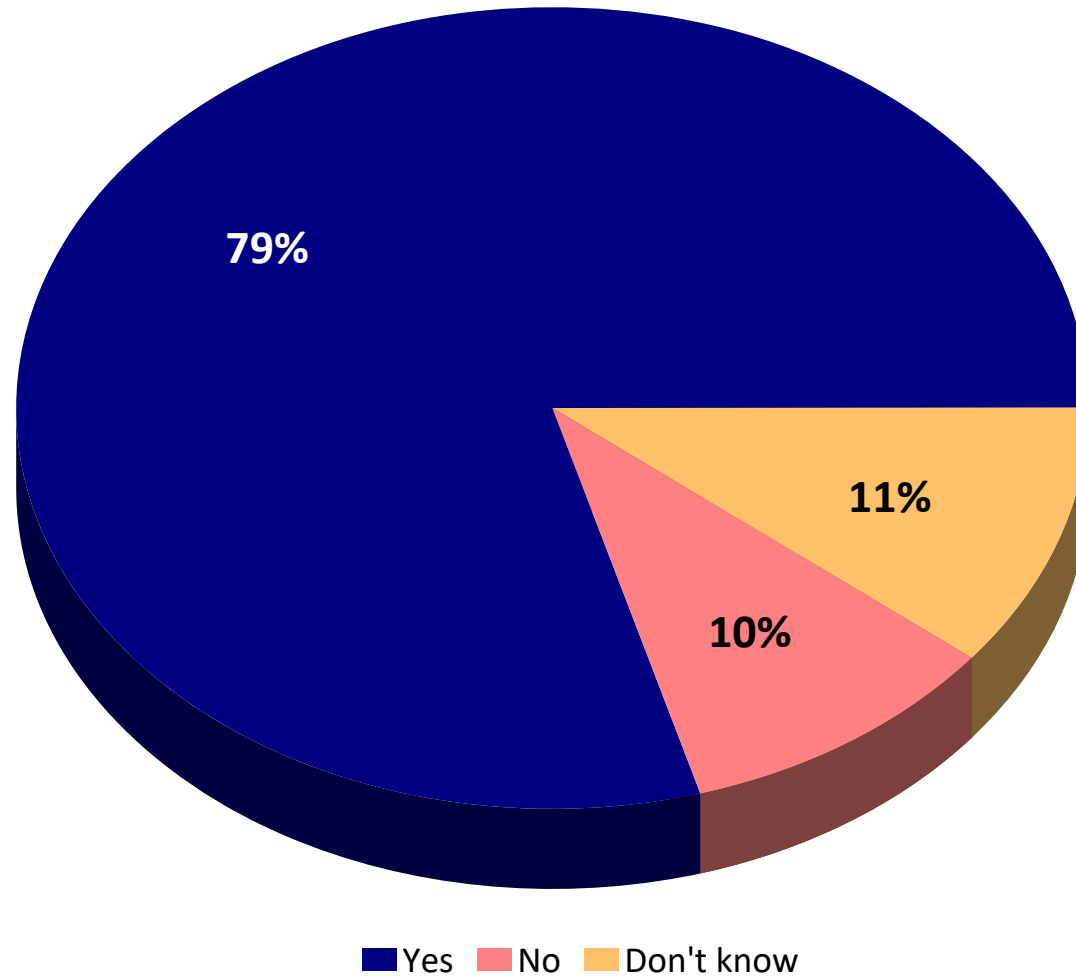
# Q27. In general, are you concerned about your personal safety when encountered by, or interacting with, a Brookhaven police officer?

by percentage of respondents



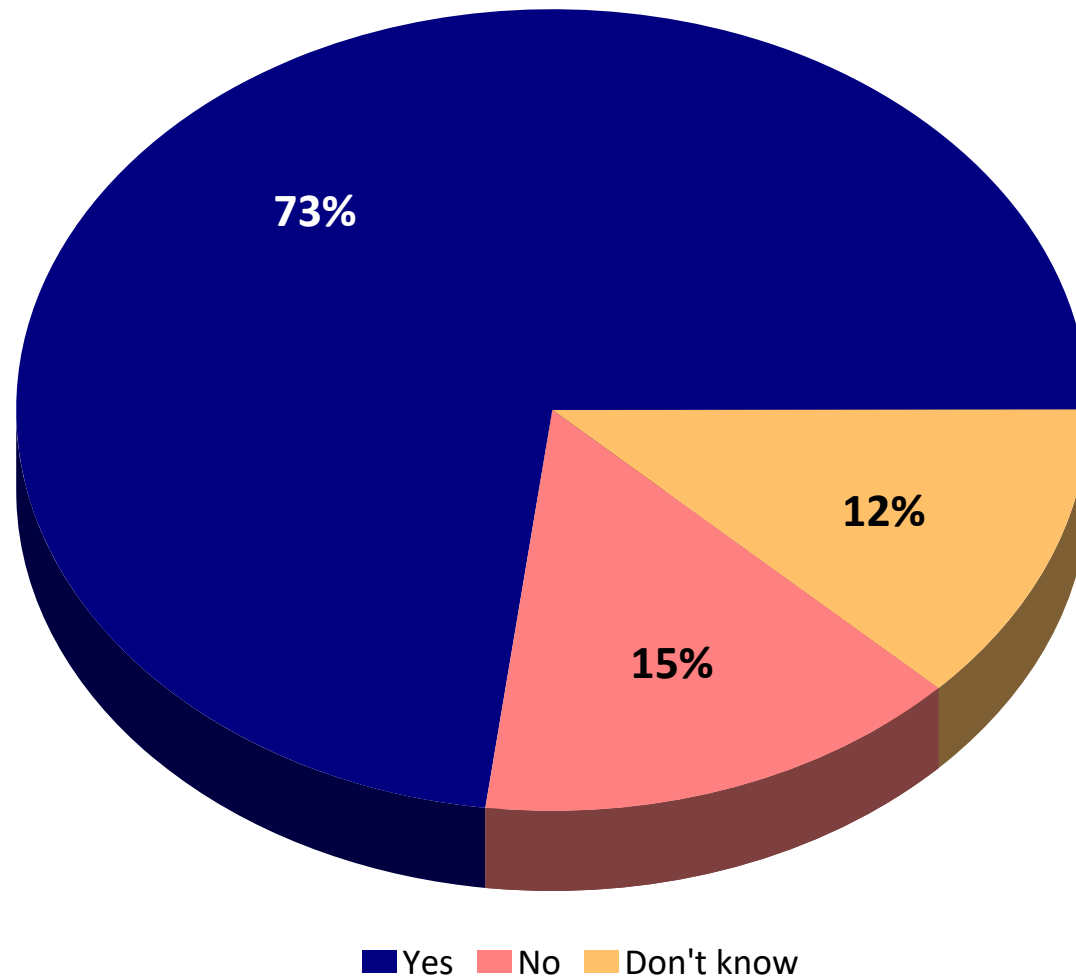
# Q28. Would you be willing to report non-violent crimes over the phone using 911 as a non-emergency number?

by percentage of respondents



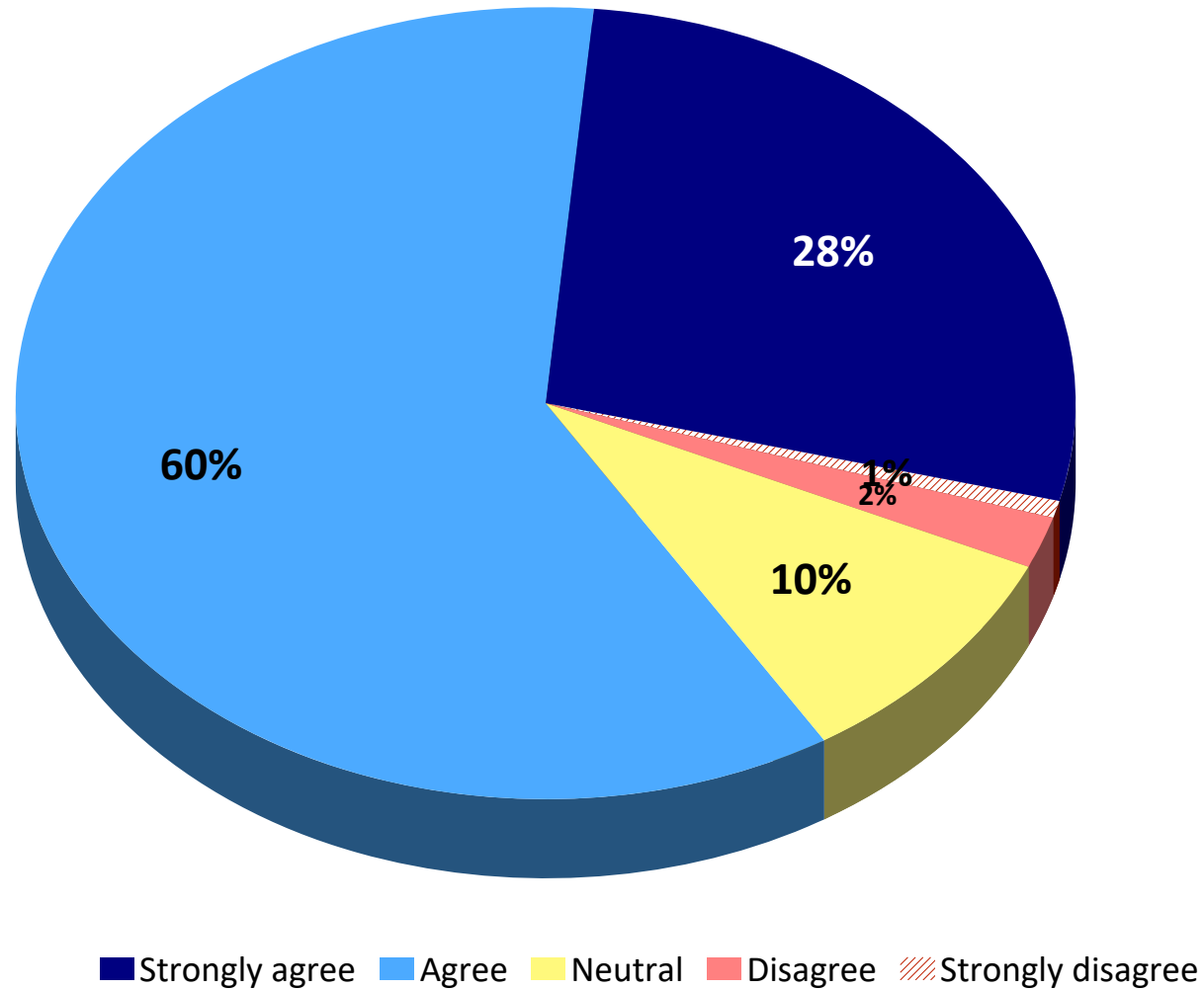
# Q29. Would you be willing to report non-violent crimes online?

by percentage of respondents



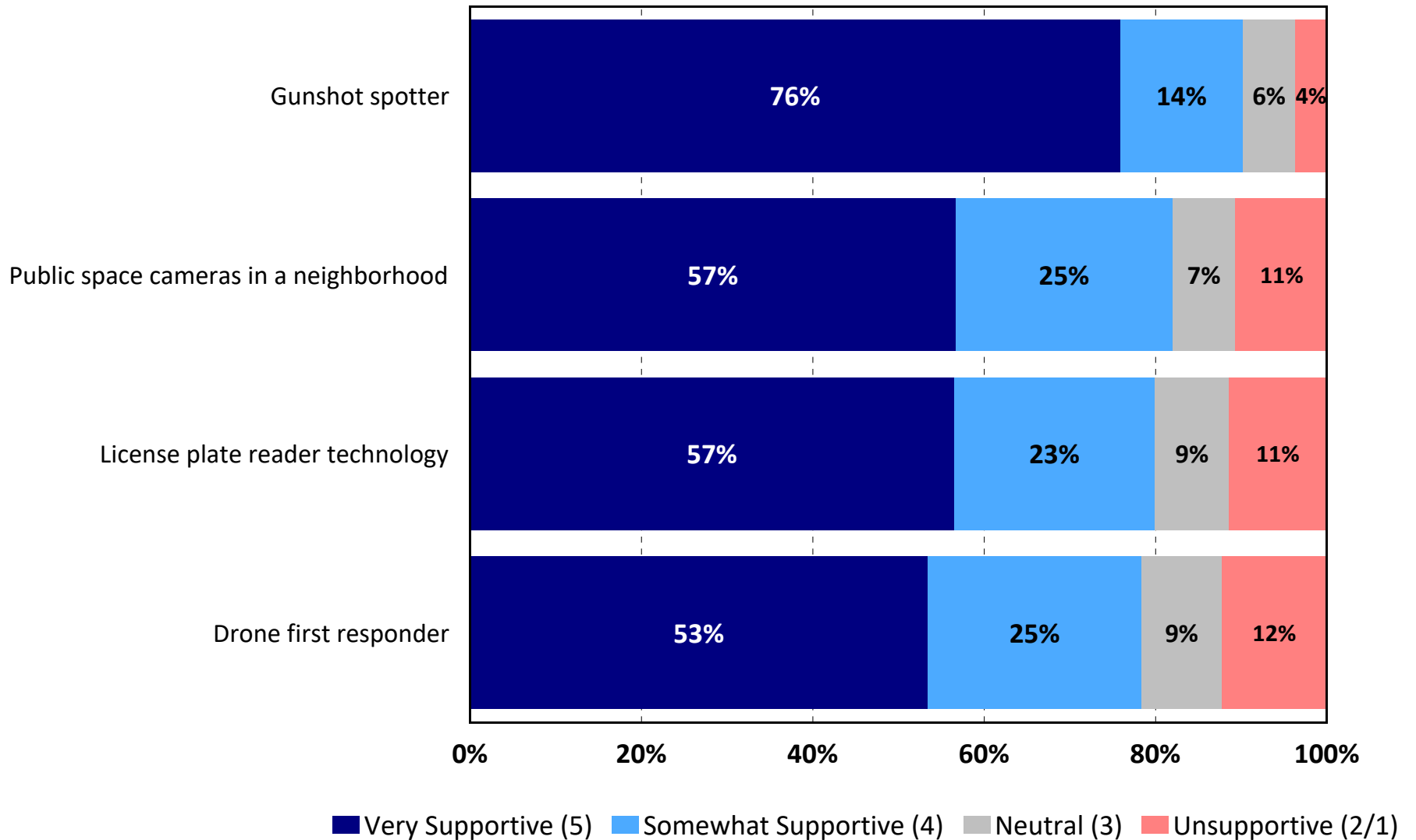
# Q30. Please rate your level of agreement with the following statement: *“I feel personally safe in Brookhaven.”*

by percentage of respondents (excluding “don’t know”)



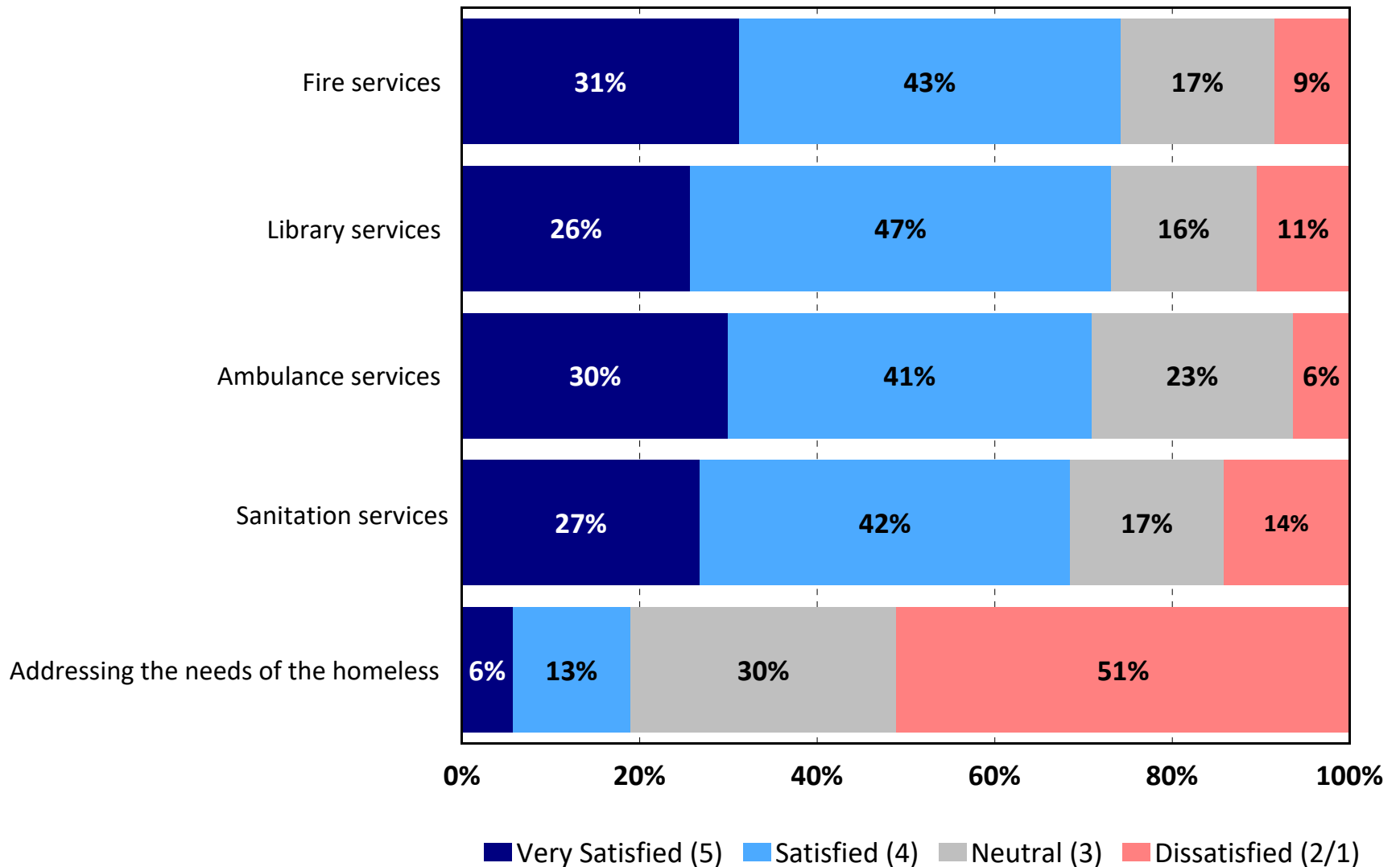
# Q31. Support for the City Utilizing the Following Technology for Public Safety

by percentage of respondents (excluding "don't know")



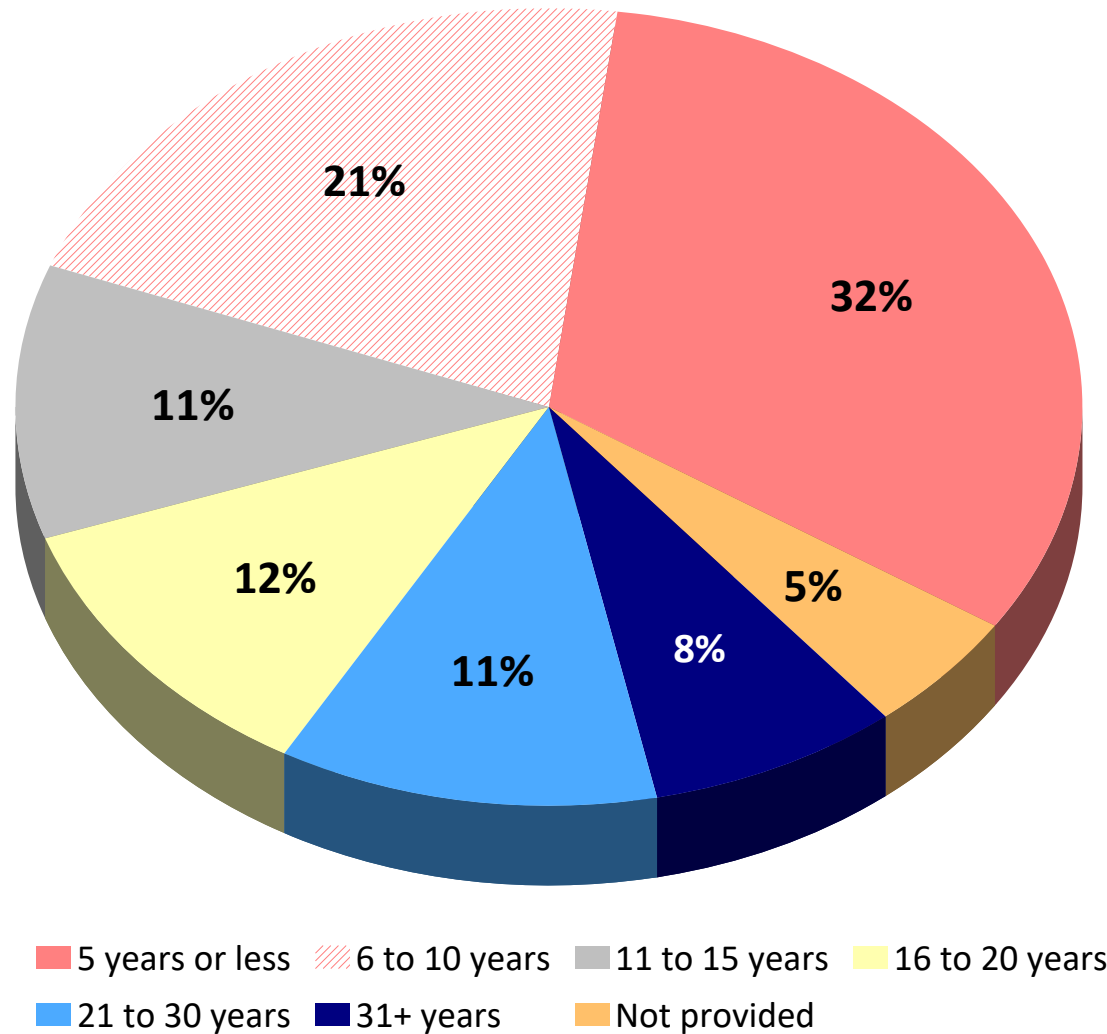
# Q34. Satisfaction with Government Services Provided by DeKalb County

by percentage of respondents (excluding “don't know”)



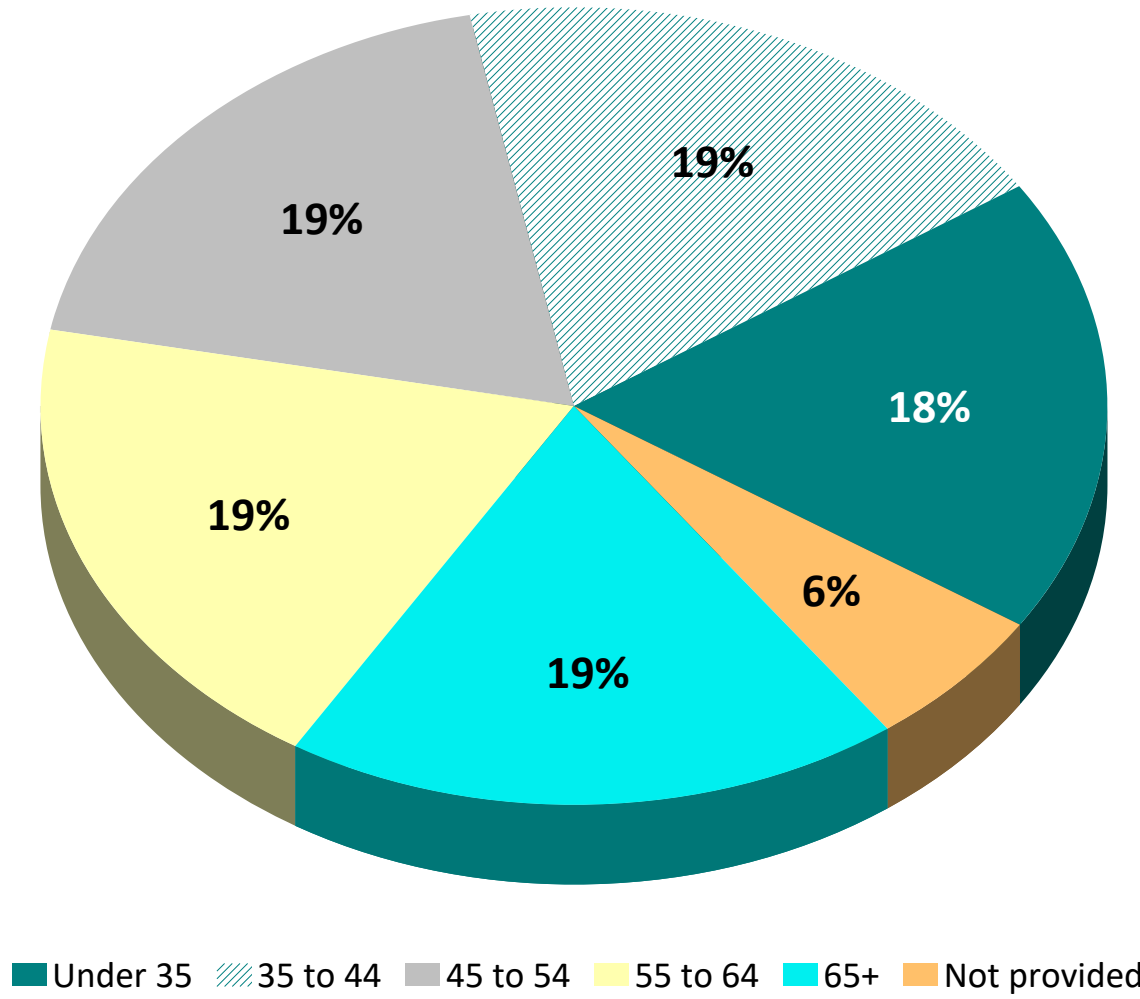
# Q36. Demographics: Number of Years Lived in Brookhaven

by percentage of respondents



# Q37. Demographics: Age of Respondent

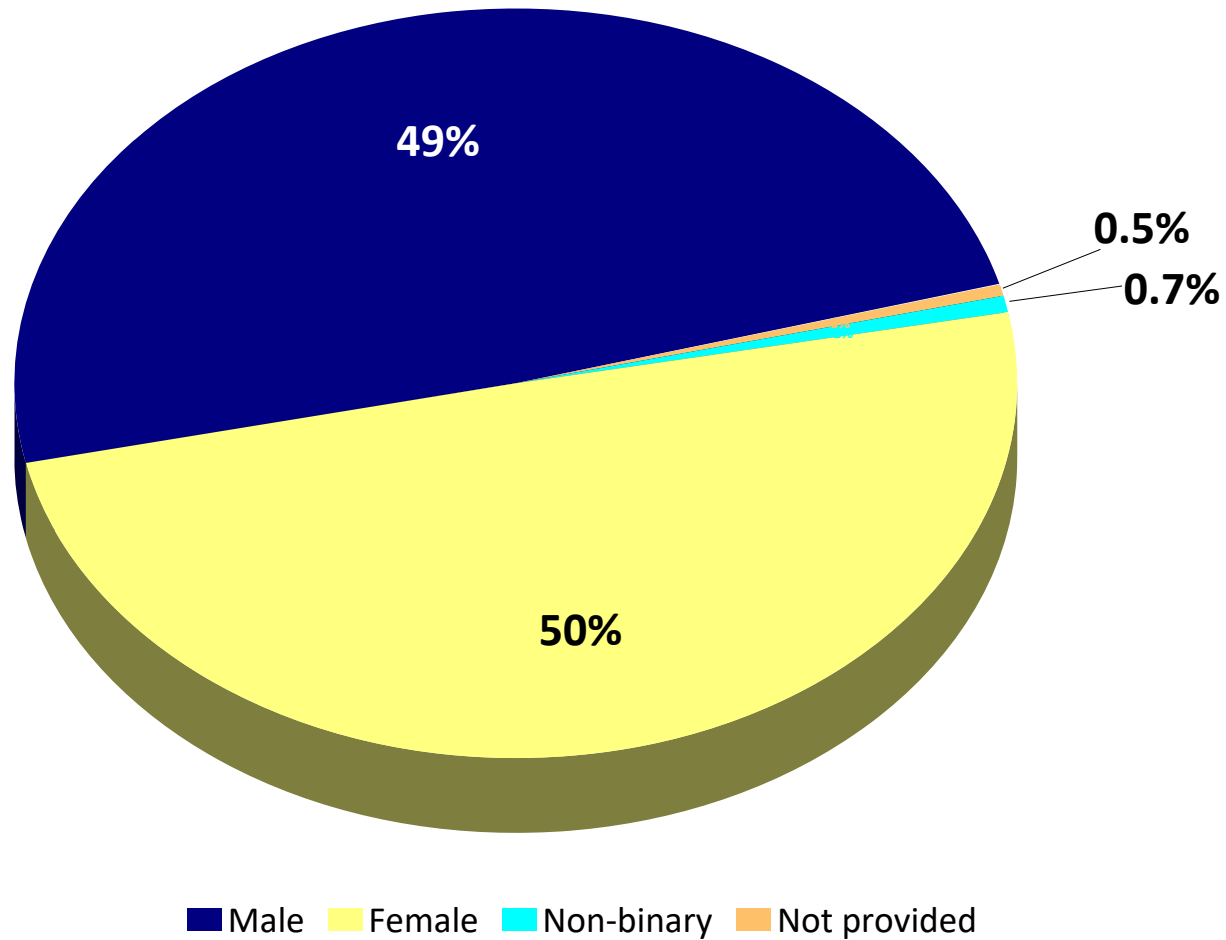
by percentage of respondents





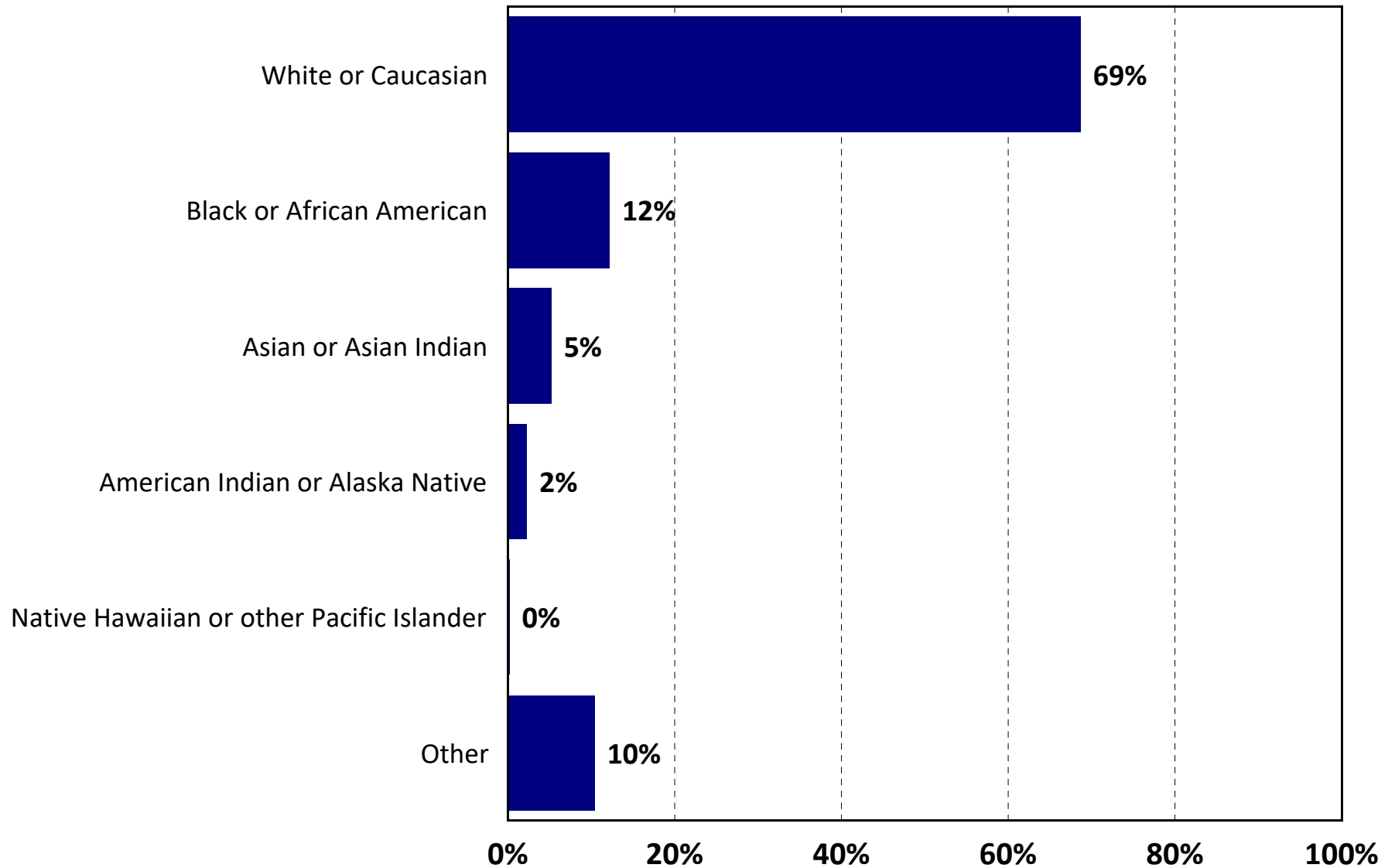
# Q38. Demographics: Gender of Respondents

by percentage of respondents



# Q39. Demographics: Race/Ethnicity

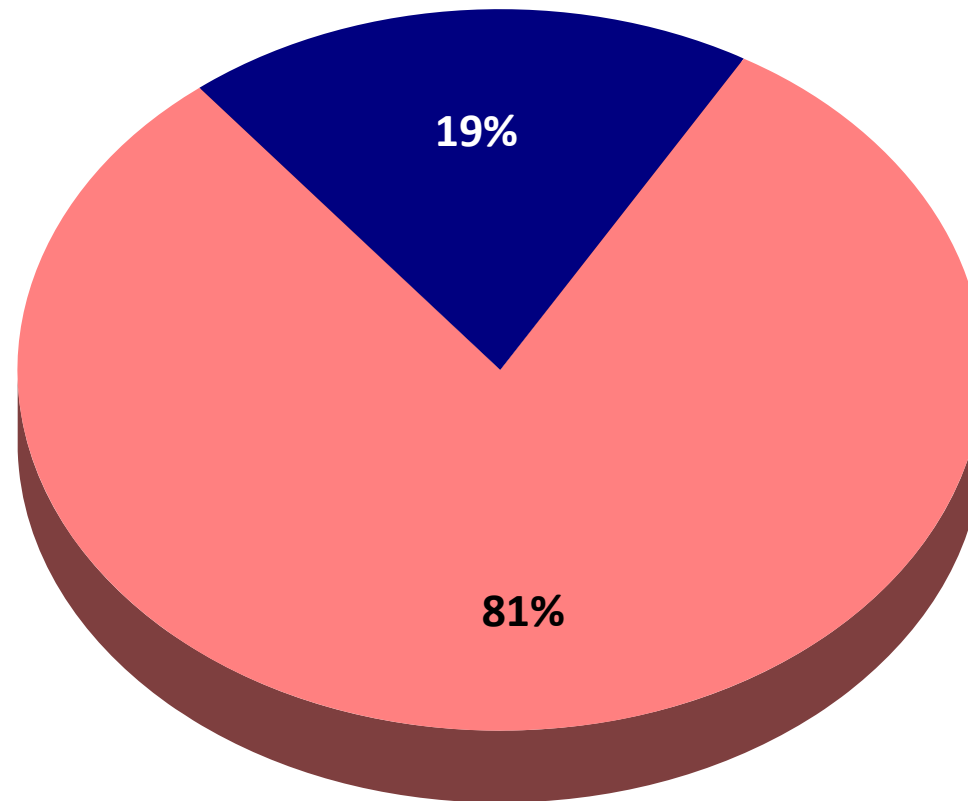
by percentage of respondents (multiple selections could be made)



See next page for statistics regarding Hispanic ancestry

# Q40. Demographics: Are you of Hispanic, Latino, or other Spanish ancestry?

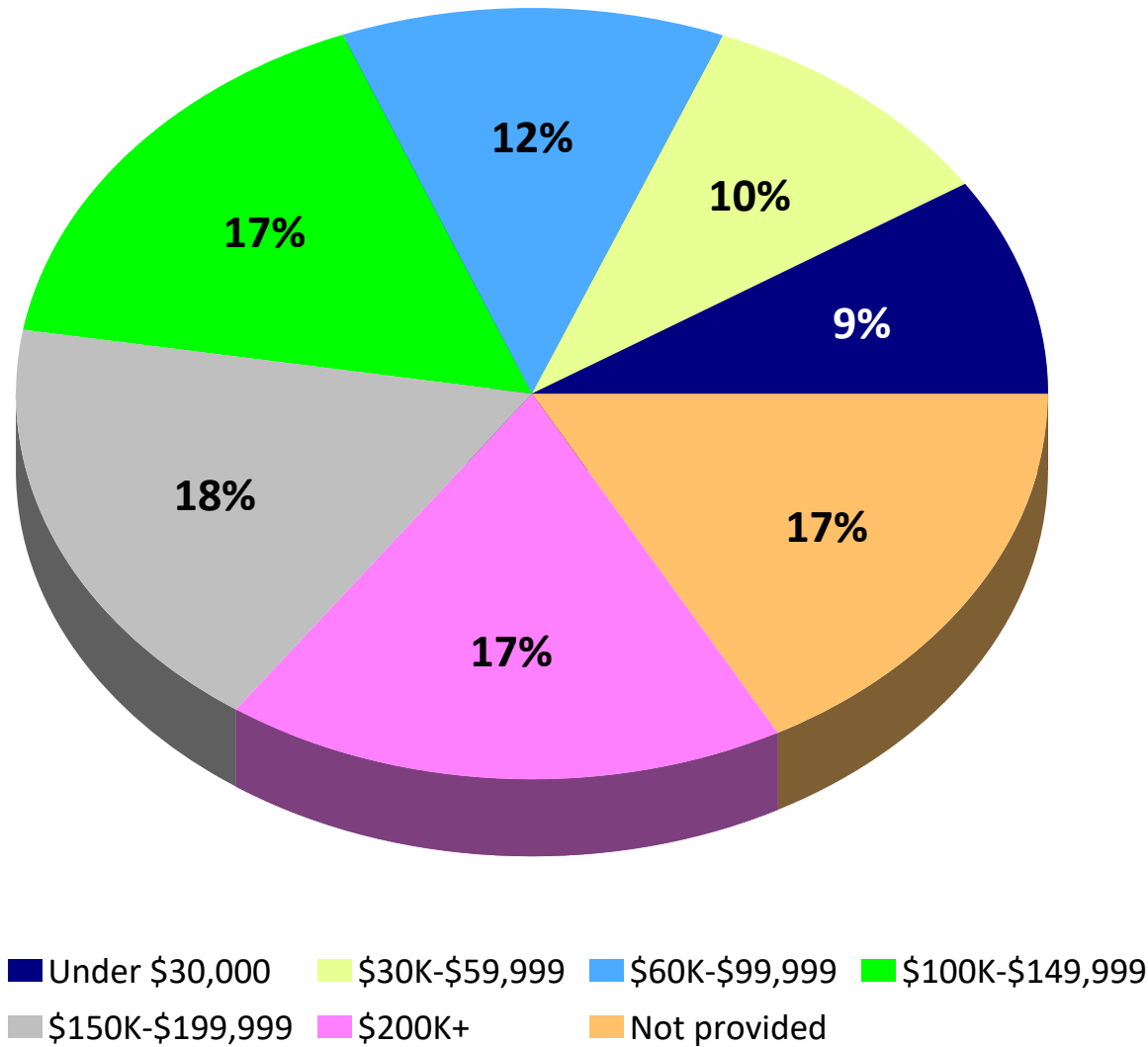
by percentage of respondents



■ Yes ■ No

# Q41. Demographics: Total Annual Household Income

by percentage of respondents



A graphic consisting of a dark blue horizontal bar. On the left side of the bar is a white circle containing a large, bold, dark blue number '2'. To the right of the circle, the words 'Benchmarking' and 'Analysis' are written in a white, sans-serif font, stacked vertically.

# 2 Benchmarking Analysis

# Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall of 2021 to a random sample of over 9,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the fall of 2021 to a random sample of residents living in the Southeast Region of the United States. The Southeast Region includes the states of Alabama, Arkansas, Georgia, Kentucky, Louisiana, Mississippi, South Carolina, and Tennessee.

The charts on the following pages show how the results for the City of Brookhaven compare to the national average and the Southeast regional average. The blue bar shows the results for Brookhaven. The red bar shows the Southeast regional average from communities that administered the *DirectionFinder*® survey during the fall of 2021. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 9,000 U.S. residents during the fall of 2021.

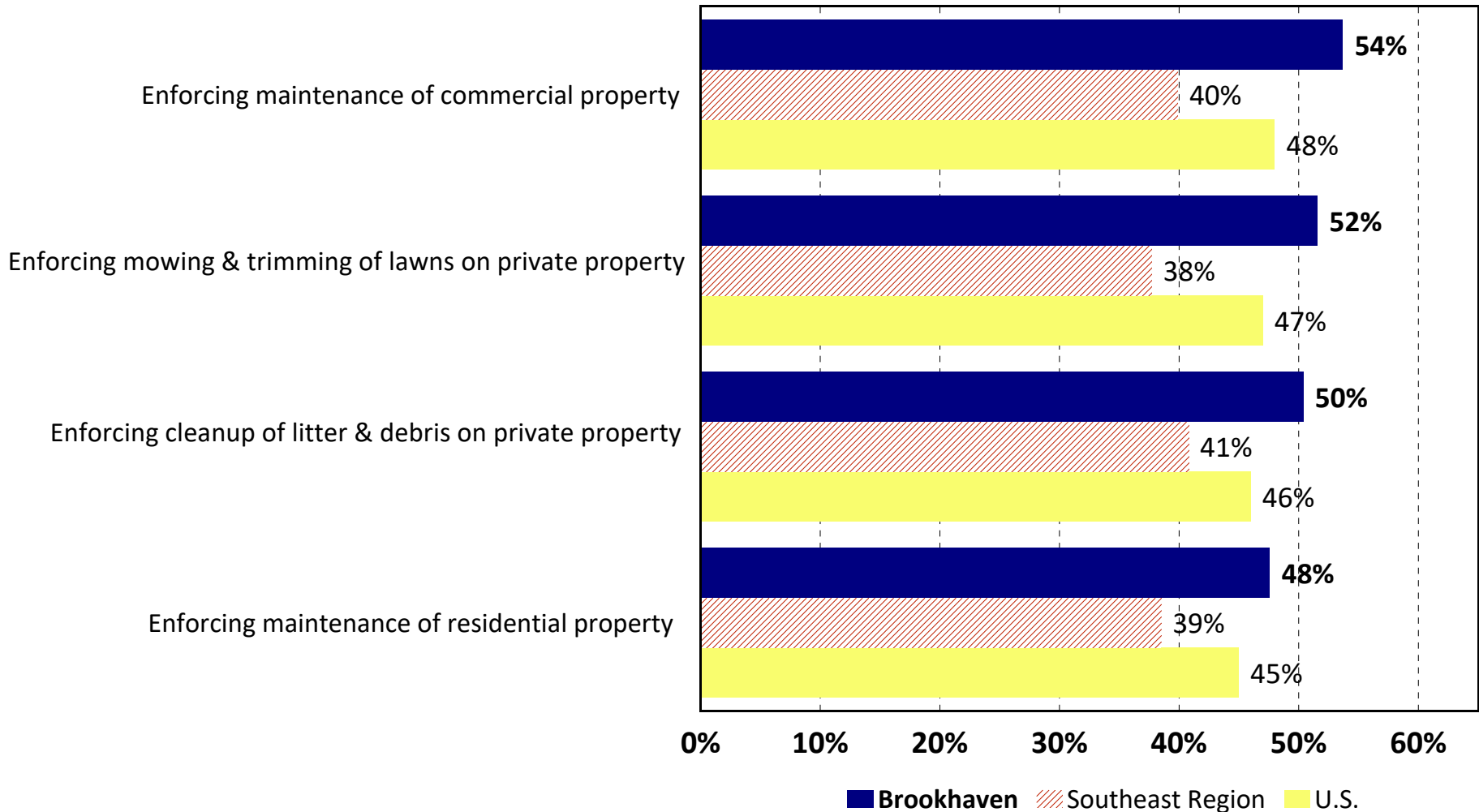
# National Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Brookhaven, GA is not authorized without written consent from ETC Institute.**

# Satisfaction with Property Maintenance/ Code Enforcement

## Brookhaven vs. Southeast Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")

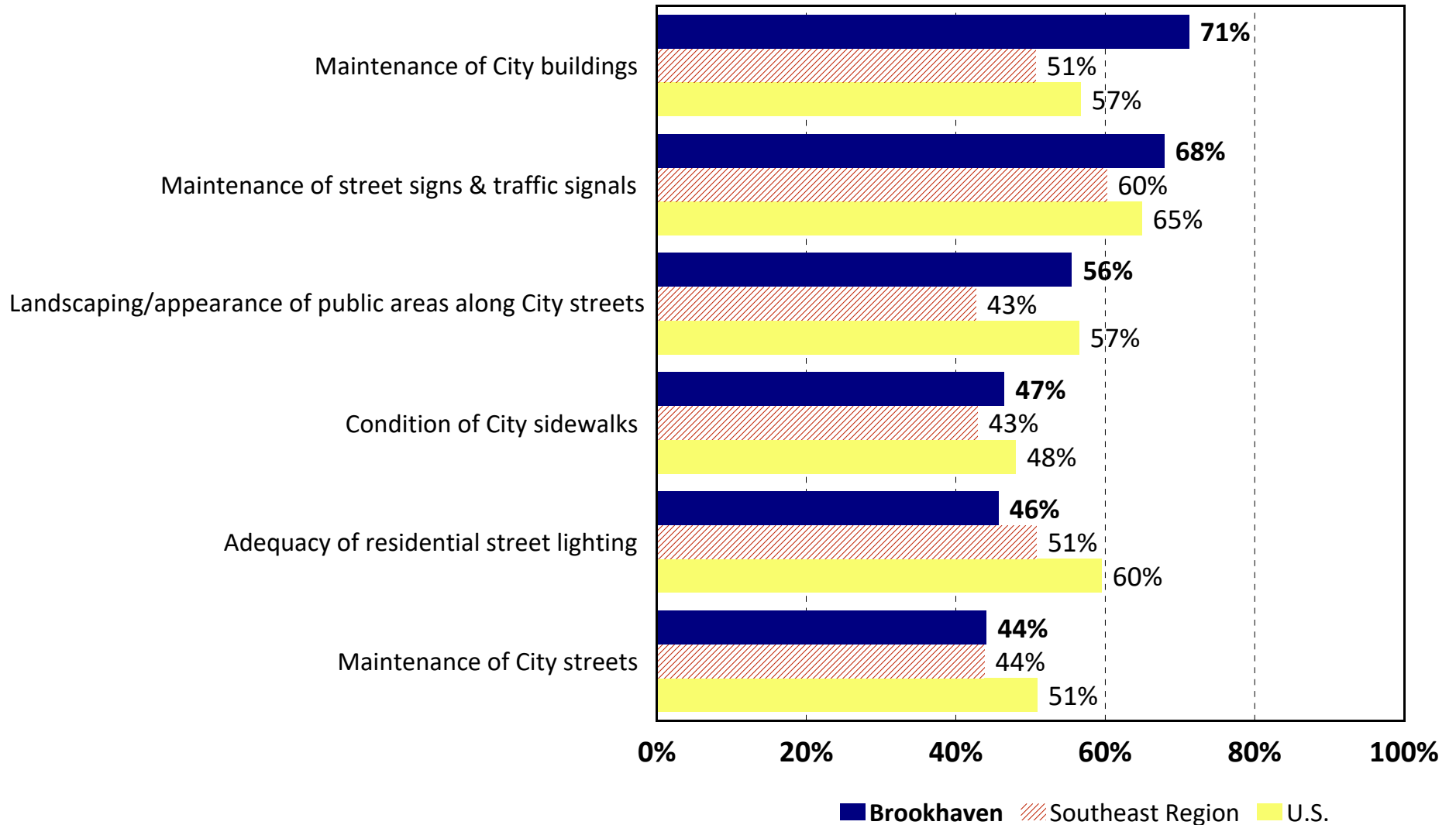




# Satisfaction with City Maintenance/Public Works

## Brookhaven vs. Southeast Region vs. the U.S.

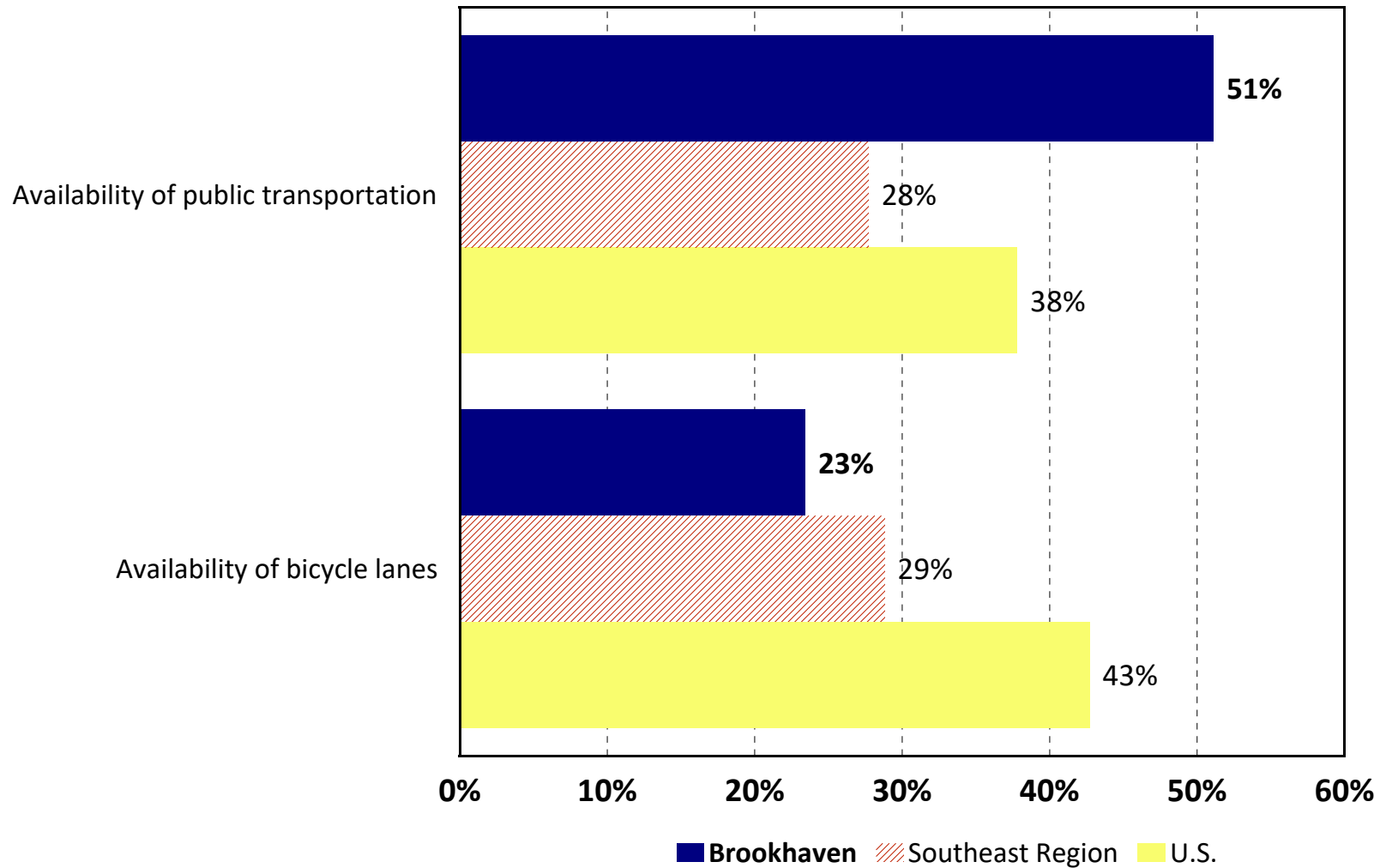
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



# Satisfaction with Transportation

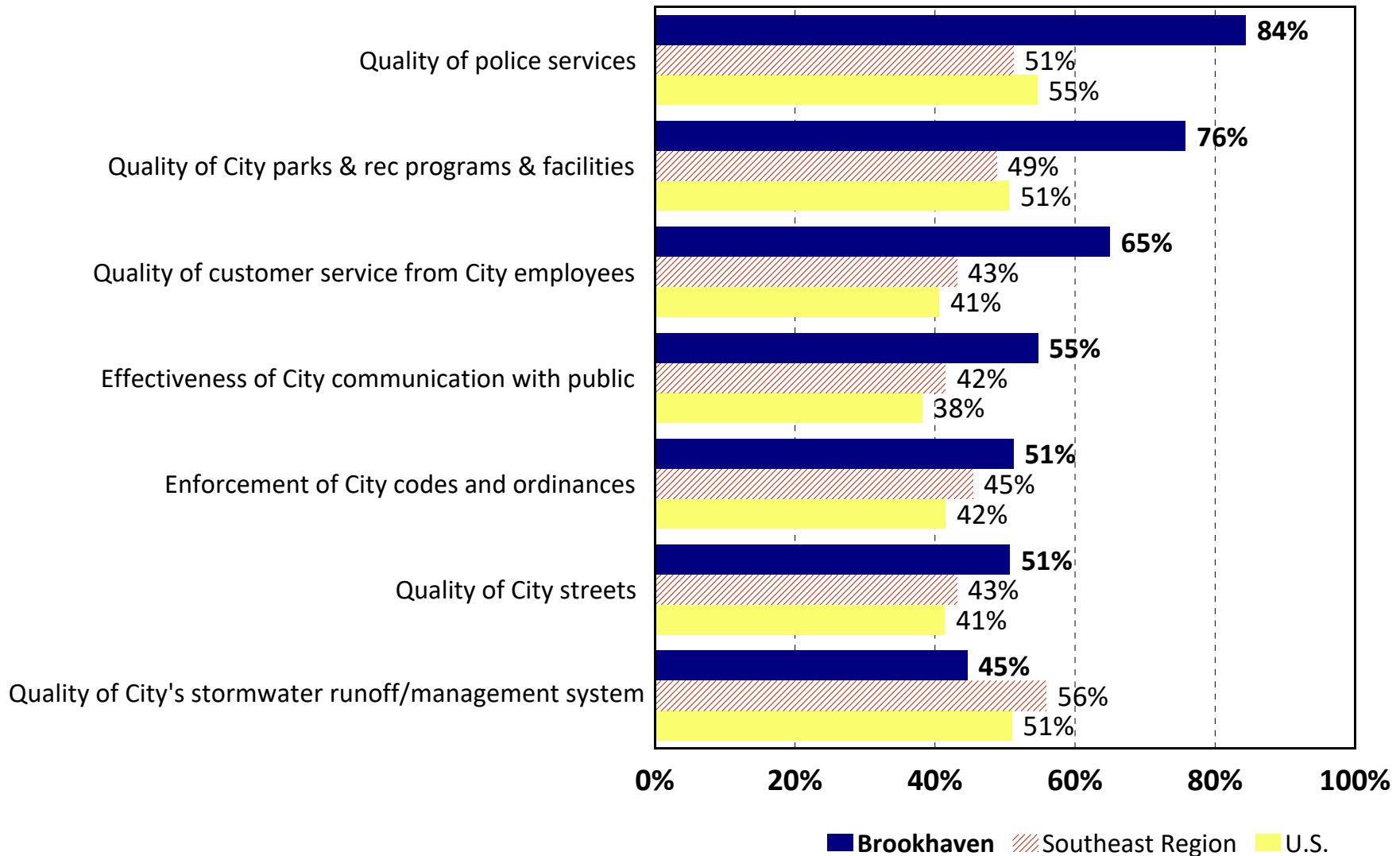
## Brookhaven vs. Southeast Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



# Satisfaction with Major Categories of City Services Brookhaven vs. Southeast Region vs. the U.S.

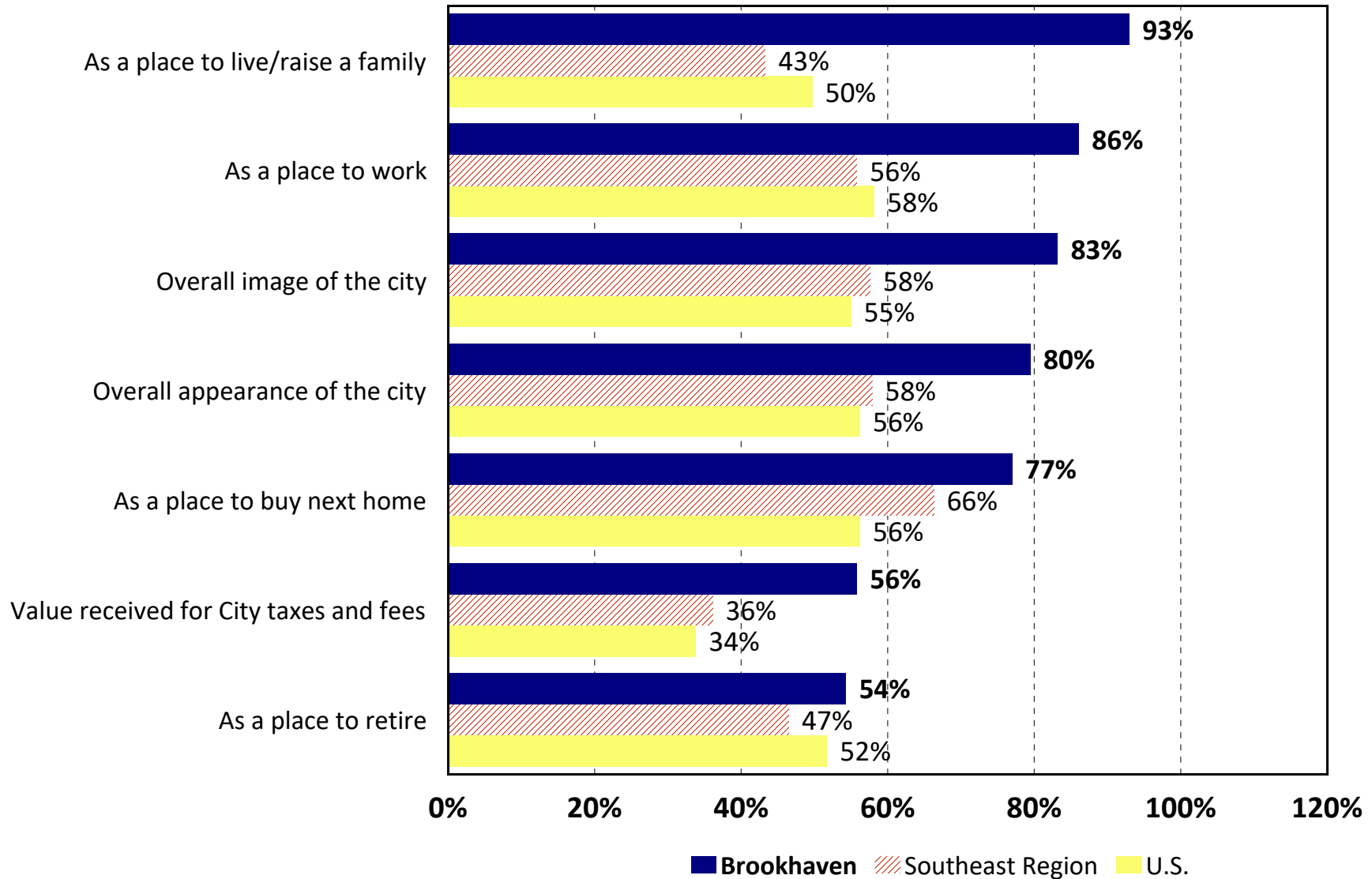
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



# Ratings of Quality of Life in the Community

## Brookhaven vs. Southeast Region vs. the U.S.

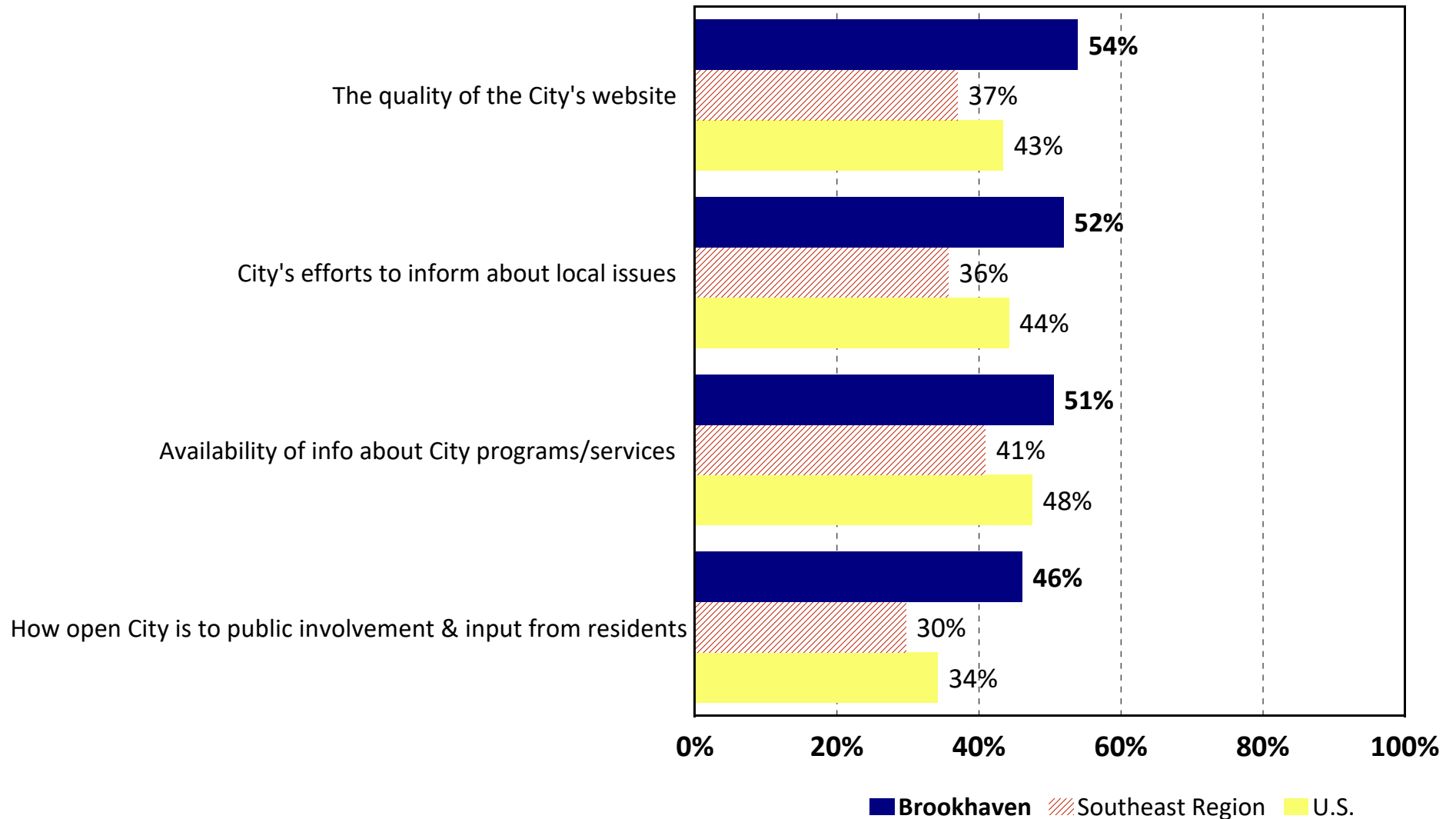
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding "don't know")



# Satisfaction with City Communication

## Brookhaven vs. Southeast Region vs. the U.S.

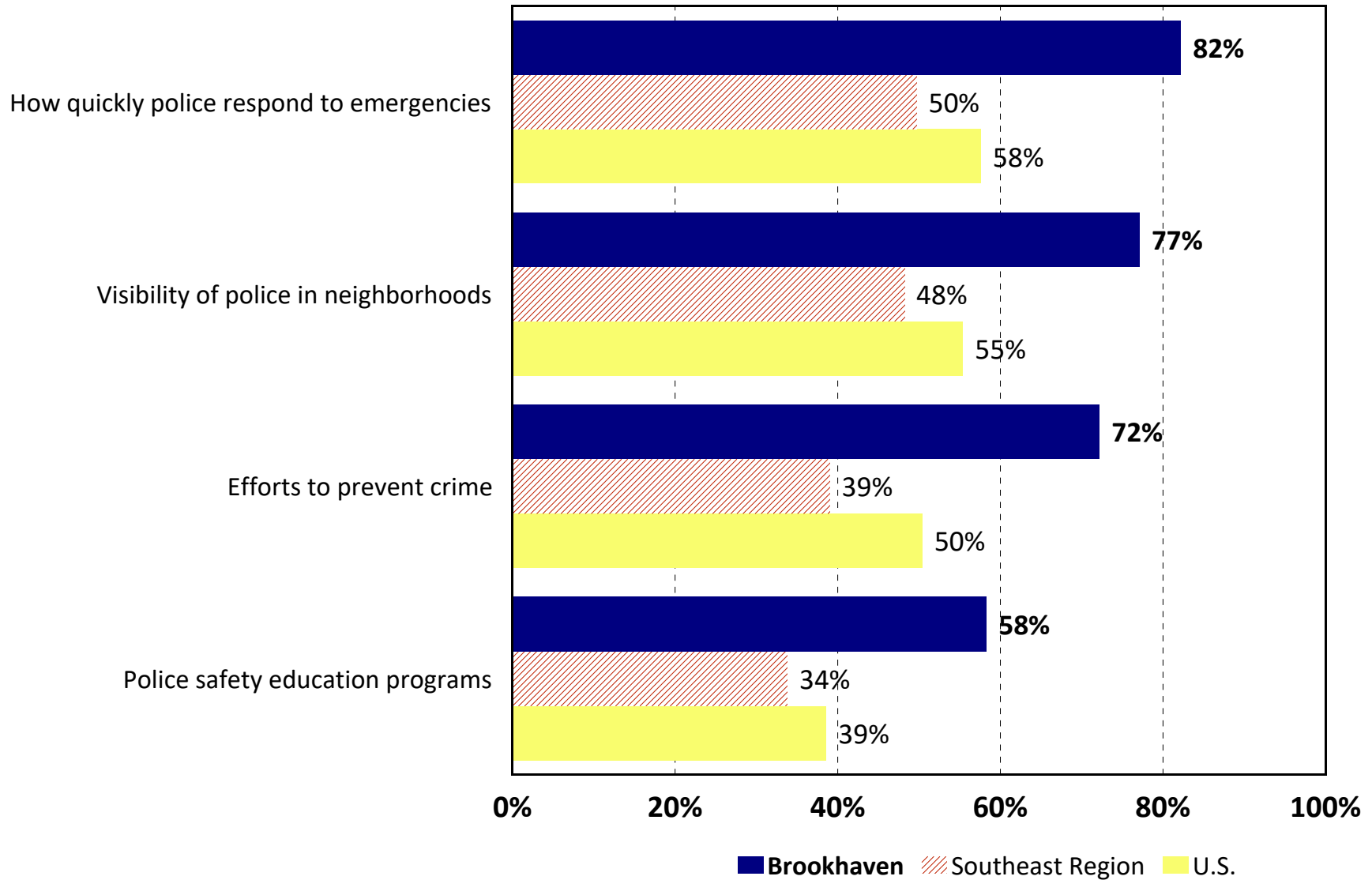
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Police

## Brookhaven vs. Southeast Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



A large, dark blue circle with a white outline, containing the number '3' in a bold, white, sans-serif font.

# Tabular Data

**Q1. Please rate your satisfaction with the quality of each of the following.**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Maintenance of City parks	19.3%	52.2%	13.8%	6.6%	2.0%	6.1%
Q1-2. How close neighborhood parks are to your home	49.7%	37.4%	8.6%	1.6%	0.9%	1.8%
Q1-3. Number & quality of walking & biking trails in parks	17.2%	39.7%	22.2%	12.5%	2.3%	6.1%
Q1-4. Number & quality of outdoor athletic facilities	12.9%	32.4%	26.5%	8.8%	1.6%	17.7%
Q1-5. Availability of information about City parks & recreation programs	13.8%	33.1%	30.6%	9.5%	1.6%	11.3%
Q1-6. City's fitness, youth & teen programs	4.3%	14.3%	26.3%	5.7%	0.9%	48.5%
Q1-7. City's pool facilities (Murphey Candler/Lynwood/Briarwood)	7.5%	22.9%	21.8%	5.7%	1.6%	40.6%
Q1-8. Fees charged for recreation programs & services	9.8%	21.5%	22.2%	3.2%	0.5%	42.9%
Q1-9. Peachtree Creek Greenway	12.0%	26.1%	17.0%	4.1%	0.5%	40.4%
Q1-10. Ashford Park Splash Pad	9.5%	15.9%	17.7%	2.0%	0.2%	54.6%
Q1-11. Murphey Candler trails, paths boardwalks & bridges	18.8%	34.9%	11.8%	2.9%	0.5%	31.1%
Q1-12. Murphey Candler Youth Sports programs	12.9%	13.8%	16.1%	0.9%	0.0%	56.2%
Q1-13. Lynwood Park improvements (underway)	5.7%	14.1%	19.5%	0.9%	0.5%	59.4%



**WITHOUT "DON'T KNOW"****Q1. Please rate your satisfaction with the quality of each of the following. (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Maintenance of City parks	20.5%	55.6%	14.7%	7.0%	2.2%
Q1-2. How close neighborhood parks are to your home	50.6%	38.1%	8.8%	1.6%	0.9%
Q1-3. Number & quality of walking & biking trails in parks	18.4%	42.3%	23.7%	13.3%	2.4%
Q1-4. Number & quality of outdoor athletic facilities	15.7%	39.4%	32.2%	10.7%	1.9%
Q1-5. Availability of information about City parks & recreation programs	15.6%	37.3%	34.5%	10.7%	1.8%
Q1-6. City's fitness, youth & teen programs	8.4%	27.8%	51.1%	11.0%	1.8%
Q1-7. City's pool facilities (Murphey Candler/ Lynwood/Briarwood)	12.6%	38.5%	36.6%	9.5%	2.7%
Q1-8. Fees charged for recreation programs & services	17.1%	37.7%	38.9%	5.6%	0.8%
Q1-9. Peachtree Creek Greenway	20.2%	43.7%	28.5%	6.8%	0.8%
Q1-10. Ashford Park Splash Pad	21.0%	35.0%	39.0%	4.5%	0.5%
Q1-11. Murphey Candler trails, paths boardwalks & bridges	27.3%	50.7%	17.1%	4.3%	0.7%
Q1-12. Murphey Candler Youth Sports programs	29.5%	31.6%	36.8%	2.1%	0.0%
Q1-13. Lynwood Park improvements (underway)	14.0%	34.6%	48.0%	2.2%	1.1%

**Q2. Please rate your satisfaction with each of the following.**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Standards & quality of permitting, inspections & development process	5.2%	21.3%	22.4%	14.1%	6.6%	30.4%
Q2-2. Access to information about current & proposed projects	7.0%	27.2%	26.8%	19.3%	5.4%	14.3%
Q2-3. Ability to participate in development process as a citizen	6.8%	23.6%	27.9%	15.2%	5.7%	20.9%

**WITHOUT "DON'T KNOW"****Q2. Please rate your satisfaction with each of the following. (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Standards & quality of permitting, inspections & development process	7.5%	30.6%	32.2%	20.2%	9.4%
Q2-2. Access to information about current & proposed projects	8.2%	31.7%	31.2%	22.5%	6.3%
Q2-3. Ability to participate in development process as a citizen	8.6%	29.8%	35.2%	19.2%	7.2%

**Q3. Please rate your satisfaction with each of the following.**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Enforcing cleanup of litter & debris on private property	7.9%	27.9%	27.4%	13.8%	3.2%	19.7%
Q3-2. Enforcing mowing & trimming of lawns on private property	7.5%	27.0%	28.1%	12.5%	1.8%	23.1%
Q3-3. Enforcing maintenance of residential property (exterior of homes)	5.7%	27.4%	32.0%	9.3%	2.0%	23.6%
Q3-4. Enforcing maintenance of commercial property	6.3%	27.7%	26.8%	12.5%	2.5%	24.3%
Q3-5. Enforcing codes designed to address public safety & nuisance issues	6.8%	27.4%	27.2%	11.1%	3.6%	23.8%

**WITHOUT "DON'T KNOW"****Q3. Please rate your satisfaction with each of the following. (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Enforcing cleanup of litter & debris on private property	9.9%	34.7%	34.2%	17.2%	4.0%
Q3-2. Enforcing mowing & trimming of lawns on private property	9.7%	35.1%	36.6%	16.2%	2.4%
Q3-3. Enforcing maintenance of residential property (exterior of homes)	7.4%	35.9%	41.8%	12.2%	2.7%
Q3-4. Enforcing maintenance of commercial property	8.4%	36.5%	35.3%	16.5%	3.3%
Q3-5. Enforcing codes designed to address public safety & nuisance issues	8.9%	36.0%	35.7%	14.6%	4.8%

**Q4. Please rate your satisfaction with the quality of the following.**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Maintenance of street signs & traffic signals	15.9%	51.2%	19.7%	10.0%	2.0%	1.1%
Q4-2. Maintenance of City buildings	11.1%	48.3%	22.4%	1.6%	0.0%	16.6%
Q4-3. Maintenance of City streets	7.9%	35.6%	24.9%	21.8%	8.4%	1.4%
Q4-4. Adequacy of City street lighting in business/commercial areas	10.9%	46.5%	25.2%	10.7%	2.7%	4.1%
Q4-5. Condition of City sidewalks	8.2%	36.7%	22.2%	21.1%	8.4%	3.4%
Q4-6. Landscaping/appearance of public areas along City streets	11.1%	43.1%	27.0%	14.5%	2.0%	2.3%
Q4-7. Satisfaction with tree trimming/replacement program	8.6%	37.0%	25.9%	11.6%	4.3%	12.7%
Q4-8. Adequacy of residential street lighting	7.0%	37.4%	29.0%	19.3%	4.5%	2.7%

**WITHOUT "DON'T KNOW"****Q4. Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Maintenance of street signs & traffic signals	16.1%	51.8%	20.0%	10.1%	2.1%
Q4-2. Maintenance of City buildings	13.3%	57.9%	26.9%	1.9%	0.0%
Q4-3. Maintenance of City streets	8.0%	36.1%	25.3%	22.1%	8.5%
Q4-4. Adequacy of City street lighting in business/commercial areas	11.3%	48.5%	26.2%	11.1%	2.8%
Q4-5. Condition of City sidewalks	8.5%	38.0%	23.0%	21.8%	8.7%
Q4-6. Landscaping/appearance of public areas along City streets	11.4%	44.1%	27.6%	14.8%	2.1%
Q4-7. Satisfaction with tree trimming/replacement program	9.9%	42.3%	29.6%	13.2%	4.9%
Q4-8. Adequacy of residential street lighting	7.2%	38.5%	29.8%	19.8%	4.7%

**Q5. Please rate your satisfaction with the quality of the following.**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Ease of travel from your home to work/school	17.7%	37.0%	17.7%	14.1%	3.9%	9.8%
Q5-2. Availability of public transportation	14.1%	28.8%	21.1%	15.4%	4.5%	16.1%
Q5-3. Availability of bicycle lanes	5.2%	14.5%	27.2%	24.7%	12.7%	15.6%
Q5-4. Availability of pedestrian walkways	8.8%	34.2%	21.3%	20.6%	9.8%	5.2%
Q5-5. Availability of parking in residential areas	11.3%	40.6%	29.0%	9.3%	2.0%	7.7%
Q5-6. Availability of parking in business/commercial areas	10.2%	51.5%	25.4%	7.7%	0.9%	4.3%
Q5-7. Width of sidewalks	10.7%	46.5%	19.0%	13.6%	4.8%	5.4%

**WITHOUT "DON'T KNOW"****Q5. Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Ease of travel from your home to work/school	19.6%	41.0%	19.6%	15.6%	4.3%
Q5-2. Availability of public transportation	16.8%	34.3%	25.1%	18.4%	5.4%
Q5-3. Availability of bicycle lanes	6.2%	17.2%	32.3%	29.3%	15.1%
Q5-4. Availability of pedestrian walkways	9.3%	36.1%	22.5%	21.8%	10.3%
Q5-5. Availability of parking in residential areas	12.3%	44.0%	31.4%	10.1%	2.2%
Q5-6. Availability of parking in business/commercial areas	10.7%	53.8%	26.5%	8.1%	0.9%
Q5-7. Width of sidewalks	11.3%	49.2%	20.1%	14.4%	5.0%

**Q6. Please rate your overall satisfaction with the following major categories of services provided by the City of Brookhaven using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of police services	39.0%	39.5%	11.6%	1.4%	1.6%	7.0%
Q6-2. Overall quality of City parks & recreation programs & facilities	17.0%	51.9%	17.2%	4.3%	0.5%	9.1%
Q6-3. Overall maintenance of City buildings & facilities	12.0%	45.1%	23.1%	1.6%	0.0%	18.1%
Q6-4. Overall enforcement of City codes & ordinances	9.3%	32.4%	28.1%	10.2%	1.4%	18.6%
Q6-5. Overall quality of customer service you receive from City employees	16.3%	34.2%	22.2%	3.6%	1.4%	22.2%
Q6-6. Overall effectiveness of City communication with the public	13.2%	37.9%	27.7%	12.0%	2.5%	6.8%
Q6-7. Overall quality of City's stormwater runoff/stormwater management system	8.4%	29.5%	24.3%	17.2%	5.7%	15.0%
Q6-8. Overall quality of City streets	8.4%	40.4%	24.7%	18.6%	4.1%	3.9%



**WITHOUT "DON'T KNOW"**

**Q6. Please rate your overall satisfaction with the following major categories of services provided by the City of Brookhaven using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of police services	42.0%	42.4%	12.4%	1.5%	1.7%
Q6-2. Overall quality of City parks & recreation programs & facilities	18.7%	57.1%	19.0%	4.7%	0.5%
Q6-3. Overall maintenance of City buildings & facilities	14.7%	55.1%	28.3%	1.9%	0.0%
Q6-4. Overall enforcement of City codes & ordinances	11.4%	39.8%	34.5%	12.5%	1.7%
Q6-5. Overall quality of customer service you receive from City employees	21.0%	44.0%	28.6%	4.7%	1.7%
Q6-6. Overall effectiveness of City communication with the public	14.1%	40.6%	29.7%	12.9%	2.7%
Q6-7. Overall quality of City's stormwater runoff/stormwater management system	9.9%	34.7%	28.5%	20.3%	6.7%
Q6-8. Overall quality of City streets	8.7%	42.0%	25.7%	19.3%	4.2%

**Q7. Quality of Life. Please rate Brookhaven on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following.**

(N=441)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q7-1. As a place to live/raise a family	44.2%	48.8%	5.2%	1.8%	0.0%	0.0%
Q7-2. As a place to work	30.6%	42.6%	10.0%	1.8%	0.0%	15.0%
Q7-3. As a place where you would buy your next home	39.7%	35.6%	13.4%	6.8%	2.3%	2.3%
Q7-4. As a place to retire	22.0%	28.8%	26.3%	11.8%	4.5%	6.6%
Q7-5. As a place to open a business	19.7%	33.8%	17.7%	5.2%	0.9%	22.7%
Q7-6. As a place to educate children	19.3%	32.2%	15.0%	11.3%	4.1%	18.1%
Q7-7. As a place where residents support each other	22.9%	44.2%	24.3%	4.3%	0.9%	3.4%
Q7-8. Overall value that you receive for your City taxes & fees	15.4%	37.4%	27.7%	9.8%	4.5%	5.2%
Q7-9. Overall image of City	29.3%	53.5%	11.8%	4.8%	0.2%	0.5%
Q7-10. Overall quality of life in Brookhaven	32.9%	54.9%	10.4%	1.6%	0.0%	0.2%
Q7-11. Overall appearance of City	20.0%	59.0%	16.6%	3.9%	0.0%	0.7%

**WITHOUT "DON'T KNOW"****Q7. Quality of Life. Please rate Brookhaven on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following. (without "don't know")**

(N=441)

	Excellent	Good	Neutral	Below average	Poor
Q7-1. As a place to live/raise a family	44.2%	48.8%	5.2%	1.8%	0.0%
Q7-2. As a place to work	36.0%	50.1%	11.7%	2.1%	0.0%
Q7-3. As a place where you would buy your next home	40.6%	36.4%	13.7%	7.0%	2.3%
Q7-4. As a place to retire	23.5%	30.8%	28.2%	12.6%	4.9%
Q7-5. As a place to open a business	25.5%	43.7%	22.9%	6.7%	1.2%
Q7-6. As a place to educate children	23.5%	39.3%	18.3%	13.9%	5.0%
Q7-7. As a place where residents support each other	23.7%	45.8%	25.1%	4.5%	0.9%
Q7-8. Overall value that you receive for your City taxes & fees	16.3%	39.5%	29.2%	10.3%	4.8%
Q7-9. Overall image of City	29.4%	53.8%	11.8%	4.8%	0.2%
Q7-10. Overall quality of life in Brookhaven	33.0%	55.0%	10.5%	1.6%	0.0%
Q7-11. Overall appearance of City	20.1%	59.4%	16.7%	3.9%	0.0%

**Q8. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your experience.**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. How easy the department was to contact	13.6%	28.3%	19.3%	5.2%	1.1%	32.4%
Q8-2. How courteously you were treated	18.8%	29.9%	16.1%	2.5%	0.7%	32.0%
Q8-3. Technical competence & knowledge of City employees who assisted you	13.8%	27.9%	17.5%	4.5%	0.9%	35.4%
Q8-4. Overall responsiveness of City employees to your request or concern	15.2%	24.7%	17.9%	6.8%	2.5%	32.9%
Q8-5. Timeliness of City employees resolving your issue	13.8%	21.3%	18.4%	8.6%	3.4%	34.5%

**WITHOUT "DON'T KNOW"**

**Q8. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your experience. (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. How easy the department was to contact	20.1%	41.9%	28.5%	7.7%	1.7%
Q8-2. How courteously you were treated	27.7%	44.0%	23.7%	3.7%	1.0%
Q8-3. Technical competence & knowledge of City employees who assisted you	21.4%	43.2%	27.0%	7.0%	1.4%
Q8-4. Overall responsiveness of City employees to your request or concern	22.6%	36.8%	26.7%	10.1%	3.7%
Q8-5. Timeliness of City employees resolving your issue	21.1%	32.5%	28.0%	13.1%	5.2%

**Q9. City Communication. Please rate your satisfaction with each of the following.**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Availability of information about City programs & services	10.9%	32.7%	32.4%	8.6%	1.6%	13.8%
Q9-2. City's efforts to keep you informed about local issues	14.3%	32.4%	28.6%	12.9%	1.8%	10.0%
Q9-3. How open City is to public involvement & input from residents	10.2%	27.7%	27.4%	11.6%	5.2%	17.9%
Q9-4. Quality of City's website	9.8%	32.0%	28.8%	6.6%	0.2%	22.7%
Q9-5. How well City communicates notices of public meetings	10.0%	31.7%	27.0%	13.6%	2.9%	14.7%
Q9-6. How accessible & responsive are your local elected officials	11.3%	24.5%	25.9%	7.5%	3.9%	27.0%

**WITHOUT "DON'T KNOW"****Q9. City Communication. Please rate your satisfaction with each of the following. (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Availability of information about City programs & services	12.6%	37.9%	37.6%	10.0%	1.8%
Q9-2. City's efforts to keep you informed about local issues	15.9%	36.0%	31.7%	14.4%	2.0%
Q9-3. How open City is to public involvement & input from residents	12.4%	33.7%	33.4%	14.1%	6.4%
Q9-4. Quality of City's website	12.6%	41.3%	37.2%	8.5%	0.3%
Q9-5. How well City communicates notices of public meetings	11.7%	37.2%	31.6%	16.0%	3.5%
Q9-6. How accessible & responsive are your local elected officials	15.5%	33.5%	35.4%	10.2%	5.3%

**Q10. Preferred Method of Communication. Please indicate which TWO forms of communication are your preferred methods.**

Q10. What forms of communication are your preferred methods	Number	Percent
City newsletter	187	42.4 %
eNotifications	187	42.4 %
Social media posts	167	37.9 %
City website	126	28.6 %
Direct mailers	104	23.6 %
Temporary signage	43	9.8 %
Local newspapers	31	7.0 %
Total	845	

**Q11. Do you agree with the following statement? "I am informed about the services being provided and the activities taking place in the City of Brookhaven."**

Q11. Do you agree with the statement that you are informed about services being provided & activities taking place in City	Number	Percent
Yes	232	52.6 %
No	134	30.4 %
Don't know	75	17.0 %
Total	441	100.0 %

**WITHOUT "DON'T KNOW"**

**Q11. Do you agree with the following statement? "I am informed about the services being provided and the activities taking place in the City of Brookhaven." (without "don't know")**

Q11. Do you agree with the statement that you are informed about services being provided & activities taking place in City	Number	Percent
Yes	232	63.4 %
No	134	36.6 %
Total	366	100.0 %

**Q12. Do you agree with the following statement? "When interacting with the City of Brookhaven, I receive the information I need and am treated with respect."**

Q12. Do you agree with the statement that you receive the information you need & are treated with respect	Number	Percent
Yes	253	57.4 %
No	31	7.0 %
Don't know	157	35.6 %
Total	441	100.0 %

**WITHOUT "DON'T KNOW"**

**Q12. Do you agree with the following statement? "When interacting with the City of Brookhaven, I receive the information I need and am treated with respect." (without "don't know")**

Q12. Do you agree with the statement that you receive the information you need & are treated with respect	Number	Percent
Yes	253	89.1 %
No	31	10.9 %
Total	284	100.0 %

**Q13. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Visibility of police in neighborhoods	29.7%	46.7%	15.2%	5.9%	1.6%	0.9%
Q13-2. Overall police performance in your neighborhood	34.0%	41.3%	13.8%	3.2%	1.1%	6.6%
Q13-3. How quickly police respond to emergencies	29.9%	29.9%	9.8%	2.7%	0.5%	27.2%
Q13-4. Efforts to prevent crime	22.2%	36.7%	17.9%	3.9%	0.9%	18.4%
Q13-5. Police safety education programs	12.5%	19.3%	20.0%	2.3%	0.5%	45.6%
Q13-6. Professionalism of police officers	41.0%	34.5%	8.2%	2.3%	0.9%	13.2%
Q13-7. Attitude & behavior of officers towards residents in your neighborhood	38.3%	33.6%	7.7%	2.3%	0.7%	17.5%
Q13-8. Efforts to cooperate with the public to address their concerns	26.5%	29.0%	12.0%	1.8%	1.1%	29.5%
Q13-9. Overall appearance & quality of police vehicles & equipment	48.3%	40.8%	5.4%	0.2%	0.2%	5.0%
Q13-10. Police outreach programs/services	15.6%	20.9%	14.1%	0.5%	0.2%	48.8%
Q13-11. Quality of dispatch (911) services	20.6%	21.1%	12.2%	2.3%	1.4%	42.4%
Q13-12. Ease of locating information on police website	12.2%	17.0%	13.8%	2.7%	0.2%	54.0%



**WITHOUT "DON'T KNOW"**

**Q13. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Visibility of police in neighborhoods	30.0%	47.1%	15.3%	5.9%	1.6%
Q13-2. Overall police performance in your neighborhood	36.4%	44.2%	14.8%	3.4%	1.2%
Q13-3. How quickly police respond to emergencies	41.1%	41.1%	13.4%	3.7%	0.6%
Q13-4. Efforts to prevent crime	27.2%	45.0%	21.9%	4.7%	1.1%
Q13-5. Police safety education programs	22.9%	35.4%	36.7%	4.2%	0.8%
Q13-6. Professionalism of police officers	47.3%	39.7%	9.4%	2.6%	1.0%
Q13-7. Attitude & behavior of officers towards residents in your neighborhood	46.4%	40.7%	9.3%	2.7%	0.8%
Q13-8. Efforts to cooperate with the public to address their concerns	37.6%	41.2%	17.0%	2.6%	1.6%
Q13-9. Overall appearance & quality of police vehicles & equipment	50.8%	43.0%	5.7%	0.2%	0.2%
Q13-10. Police outreach programs/services	30.5%	40.7%	27.4%	0.9%	0.4%
Q13-11. Quality of dispatch (911) services	35.8%	36.6%	21.3%	3.9%	2.4%
Q13-12. Ease of locating information on police website	26.6%	36.9%	30.0%	5.9%	0.5%

**Q14. On a scale of 1 to 5, please indicate your level of agreement with the following statements related to the Brookhaven Police Department, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."**

(N=441)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q14-1. Brookhaven Police Department is trying hard to maintain good relations with the community	35.1%	34.7%	8.8%	1.6%	0.7%	19.0%
Q14-2. Brookhaven Police Department personnel do a good job enforcing the law	34.0%	36.7%	10.9%	1.8%	0.9%	15.6%
Q14-3. Brookhaven Police Department's personnel has appropriate training on how to handle confrontations & minimize violent crime	23.6%	19.3%	7.9%	1.1%	0.7%	47.4%
Q14-4. Brookhaven Police Department personnel are held accountable for any misconduct	15.2%	12.2%	8.2%	1.4%	0.9%	62.1%
Q14-5. Brookhaven Police Department personnel treat residents of different races/ethnicities equally	22.2%	17.5%	6.8%	1.6%	1.1%	50.8%

**WITHOUT "DON'T KNOW"**

**Q14. On a scale of 1 to 5, please indicate your level of agreement with the following statements related to the Brookhaven Police Department, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")**

(N=441)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q14-1. Brookhaven Police Department is trying hard to maintain good relations with the community	43.4%	42.9%	10.9%	2.0%	0.8%
Q14-2. Brookhaven Police Department personnel do a good job enforcing the law	40.3%	43.5%	12.9%	2.2%	1.1%
Q14-3. Brookhaven Police Department's personnel has appropriate training on how to handle confrontations & minimize violent crime	44.8%	36.6%	15.1%	2.2%	1.3%
Q14-4. Brookhaven Police Department personnel are held accountable for any misconduct	40.1%	32.3%	21.6%	3.6%	2.4%
Q14-5. Brookhaven Police Department personnel treat residents of different races/ethnicities equally	45.2%	35.5%	13.8%	3.2%	2.3%

**Q15. During the past year, have you or other members of your household contacted employees of the Brookhaven Police Department to seek services, ask a question, or file a complaint?**

Q15. Have members of your household contacted employees of Brookhaven Police Department during past year

	Number	Percent
Yes	134	30.4 %
No	307	69.6 %
Total	441	100.0 %

**Q15a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Brookhaven Police Department employees you have contacted with regard to each of the following.**

(N=134)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15a-1. How easy they were to contact	60.4%	29.9%	4.5%	0.7%	4.5%	0.0%
Q15a-2. Courtesy of employees	60.4%	30.6%	5.2%	2.2%	0.7%	0.7%
Q15a-3. Accuracy of the information & assistance you were given	53.0%	29.9%	9.0%	4.5%	2.2%	1.5%
Q15a-4. Time it took for your request to be addressed	52.2%	32.1%	7.5%	3.7%	3.0%	1.5%
Q15a-5. Resolution to your issue/ concern	47.8%	26.1%	14.2%	5.2%	3.7%	3.0%
Q15a-6. Availability of information about police programs & services	27.6%	21.6%	14.9%	2.2%	2.2%	31.3%

**WITHOUT "DON'T KNOW"**

**Q15a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Brookhaven Police Department employees you have contacted with regard to each of the following. (without "don't know")**

(N=134)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15a-1. How easy they were to contact	60.4%	29.9%	4.5%	0.7%	4.5%
Q15a-2. Courtesy of employees	60.9%	30.8%	5.3%	2.3%	0.8%
Q15a-3. Accuracy of the information & assistance you were given	53.8%	30.3%	9.1%	4.5%	2.3%
Q15a-4. Time it took for your request to be addressed	53.0%	32.6%	7.6%	3.8%	3.0%
Q15a-5. Resolution to your issue/concern	49.2%	26.9%	14.6%	5.4%	3.8%
Q15a-6. Availability of information about police programs & services	40.2%	31.5%	21.7%	3.3%	3.3%

**Q16. Please CHECK ALL of the following police community outreach programs/services in the City of Brookhaven that you are familiar with.**

Q16. All the police community outreach programs/ services in City that you are familiar with	Number	Percent
Brookhaven ALERT	163	37.0 %
Citizen Police Academy	52	11.8 %
Coffee with a Cop	107	24.3 %
Crime Stoppers	53	12.0 %
Familias Azules	1	0.2 %
Hot Pursuit Road Race	99	22.4 %
Neighborhood Watch	129	29.3 %
NNO (National Night Out)	44	10.0 %
Polar Plunge/Special Olympics	26	5.9 %
Shop with a Badge	63	14.3 %
Smart911	51	11.6 %
Not familiar with any of these programs/services	141	32.0 %
Total	929	

**Q17. In general, do you think Brookhaven Police Department police officers stop people of certain racial or ethnic groups because they believe that these groups are more likely than other groups to commit certain types of crimes?**

Q17. Do Brookhaven Police Department police officers stop people of certain racial or ethnic groups because they believe that these groups are more likely than other groups to commit certain types of crimes	Number	Percent
Yes	32	7.3 %
No	191	43.3 %
Not sure	218	49.4 %
Total	441	100.0 %

**Q17a. What is the reason for your view?**

Q17a. What is the reason for your view	Number	Percent
Personal experience	15	46.9 %
Media reports (e.g., TV, newspaper, internet, social media)	13	40.6 %
Word of mouth	11	34.4 %
Other	3	9.4 %
Total	42	

**Q17a-4. Other**

- I do not have direct knowledge that they do this behavior, just that it is very hard in American society to avoid acting on common beliefs and stereotypes that are perpetuated generationally.
- Observations
- See this fairly often up & down Buford Hwy

**Q18. Has there ever been a specific instance when you felt discriminated against by Brookhaven Police Department police officers because of your race or ethnic background?**

Q18. Has there ever been a specific instance when you felt discriminated against by Brookhaven Police Department police officers

	Number	Percent
Yes	9	2.0 %
No	400	90.7 %
Not sure	32	7.3 %
Total	441	100.0 %

**Q19. Over the next year, do you think relations between the Brookhaven Police Department officers and the minority community will get better, get worse, or stay about the same?**

Q19. What do you think the relations between Brookhaven Police Department officers & the minority community will be over next year

	Number	Percent
Stay about the same	138	31.3 %
Get worse	10	2.3 %
Not sure	156	35.4 %
Not provided	137	31.1 %
Total	441	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q19. Over the next year, do you think relations between the Brookhaven Police Department officers and the minority community will get better, get worse, or stay about the same? (without "not provided")**

Q19. What do you think the relations between Brookhaven Police Department officers & the minority community will be over next year

	Number	Percent
Stay about the same	138	45.4 %
Get worse	10	3.3 %
Not sure	156	51.3 %
Total	304	100.0 %

**Q20. Please indicate if you have had any interaction with a Brookhaven police officer in the past 12 months for any of the following reasons.**

Q20. For what reasons you have had any interaction with a Brookhaven police officer in past 12 months

	Number	Percent
Officer initiated an enforcement action (vehicle stop, issued a ticket, made an arrest, etc.)	20	4.5 %
Officer was responding to a call to 911	80	18.1 %
Officer initiated a positive interaction (e.g., a friendly conversation)	102	23.1 %
Total	202	

**Q21. All Brookhaven Police Patrol officers wear body cameras that record interactions between officers and the public. On a scale of 1 to 5, please indicate your level of agreement with the following statements, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."**

(N=441)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q21-1. Body cameras will lead to greater transparency of Brookhaven Police Department	61.0%	30.2%	5.2%	0.7%	0.2%	2.7%
Q21-2. Body cameras will increase the accountability of officers	61.2%	29.0%	5.7%	1.1%	0.2%	2.7%
Q21-3. If encountered by a Police Officer, it makes me feel better knowing the interaction is being recorded	55.1%	31.3%	9.3%	1.8%	0.2%	2.3%

**WITHOUT "DON'T KNOW"**

**Q21. All Brookhaven Police Patrol officers wear body cameras that record interactions between officers and the public. On a scale of 1 to 5, please indicate your level of agreement with the following statements, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")**

(N=441)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q21-1. Body cameras will lead to greater transparency of Brookhaven Police Department	62.7%	31.0%	5.4%	0.7%	0.2%
Q21-2. Body cameras will increase the accountability of officers	62.9%	29.8%	5.8%	1.2%	0.2%
Q21-3. If encountered by a Police Officer, it makes me feel better knowing the interaction is being recorded	56.4%	32.0%	9.5%	1.9%	0.2%



**Q22. During the past 12 months, were you or anyone in your household the victim of any crime in Brookhaven?**

Q22. Were you or anyone in your household the victim of any crime in Brookhaven during past 12 months

	Number	Percent
Yes	30	6.8 %
No	411	93.2 %
Total	441	100.0 %

**Q22a. What type of crime?**

Q22a. What type of crime	Number	Percent
Property crime (e.g., theft, burglary)	26	86.7 %
Violent crime (e.g., assault, robbery)	1	3.3 %
Other	3	10.0 %
Total	30	100.0 %

**Q22a-3. Other:**

Q22a-3. Other	Number	Percent
Fraud on checking account	1	100.0 %
Total	1	100.0 %

**Q22b. Did you report the crime to the police?**

Q22b. Did you report the crime to the police	Number	Percent
Yes	26	86.7 %
No	4	13.3 %
Total	30	100.0 %

**Q22c. Why did you not report the crime?**

- Hit and run on my vehicle parked in the street. Cameras didn't get the license plate. Didn't think police would help.
- Very minor items stolen from yard sporadically. \$10 or so. Probably kids.

**Q23. What do you feel are the greatest areas of concern for the City of Brookhaven? Please rank the areas below from 1 to 10, where 1 is the area of GREATEST concern and 10 is the area of LEAST concern.**

(N=441)

	Greatest concern	2	3	4	5	6	7	8	9	Least concern	Not provided
Q23-1. Break-ins	33.8%	16.6%	7.3%	3.4%	6.6%	6.6%	6.8%	2.3%	1.1%	5.2%	10.4%
Q23-2. Traffic violations	8.8%	9.8%	9.3%	5.2%	7.3%	4.5%	6.1%	13.8%	11.8%	6.3%	17.0%
Q23-3. Murder	7.9%	6.8%	7.0%	6.6%	7.5%	9.5%	9.1%	10.7%	7.7%	6.8%	20.4%
Q23-4. Drug related crime	4.3%	9.5%	12.2%	14.7%	10.9%	11.3%	7.5%	6.8%	4.8%	0.5%	17.5%
Q23-5. Crime against children	4.3%	6.1%	10.0%	10.7%	11.8%	10.0%	12.9%	7.3%	4.5%	2.3%	20.2%
Q23-6. Gangs	2.7%	5.9%	6.3%	11.8%	13.2%	11.6%	10.7%	8.8%	5.4%	3.6%	20.0%
Q23-7. Gun violence	11.6%	14.3%	11.8%	10.2%	11.1%	8.8%	5.9%	5.0%	2.7%	1.6%	17.0%
Q23-8. Violent crime (assault, rape, robbery)	5.4%	10.7%	15.0%	13.6%	8.6%	9.8%	8.4%	5.2%	3.4%	0.7%	19.3%
Q23-9. Prostitution	4.3%	2.5%	2.3%	2.7%	2.3%	3.2%	6.3%	14.1%	25.6%	15.2%	21.5%
Q23-10. Other	12.2%	8.1%	6.8%	4.1%	4.1%	8.1%	5.4%	6.8%	14.9%	29.7%	0.0%

**WITHOUT "NOT PROVIDED"**

**Q23. What do you feel are the greatest areas of concern for the City of Brookhaven? Please rank the areas below from 1 to 10, where 1 is the area of GREATEST concern and 10 is the area of LEAST concern. (without "not provided")**

(N=441)

	Greatest concern	2	3	4	5	6	7	8	9	Least concern
Q23-1. Break-ins	37.7%	18.5%	8.1%	3.8%	7.3%	7.3%	7.6%	2.5%	1.3%	5.8%
Q23-2. Traffic violations	10.7%	11.7%	11.2%	6.3%	8.7%	5.5%	7.4%	16.7%	14.2%	7.7%
Q23-3. Murder	10.0%	8.5%	8.8%	8.3%	9.4%	12.0%	11.4%	13.4%	9.7%	8.5%
Q23-4. Drug related crime	5.2%	11.5%	14.8%	17.9%	13.2%	13.7%	9.1%	8.2%	5.8%	0.5%
Q23-5. Crime against children	5.4%	7.7%	12.5%	13.4%	14.8%	12.5%	16.2%	9.1%	5.7%	2.8%
Q23-6. Gangs	3.4%	7.4%	7.9%	14.7%	16.4%	14.4%	13.3%	11.0%	6.8%	4.5%
Q23-7. Gun violence	13.9%	17.2%	14.2%	12.3%	13.4%	10.7%	7.1%	6.0%	3.3%	1.9%
Q23-8. Violent crime (assault, rape, robbery)	6.7%	13.2%	18.5%	16.9%	10.7%	12.1%	10.4%	6.5%	4.2%	0.8%
Q23-9. Prostitution	5.5%	3.2%	2.9%	3.5%	2.9%	4.0%	8.1%	17.9%	32.7%	19.4%
Q23-10. Other	12.2%	8.1%	6.8%	4.1%	4.1%	8.1%	5.4%	6.8%	14.9%	29.7%

**Q23-10. Other**

- Accidents involving pedestrians or cyclist as our roads are very unsafe.
- Any other misdemeanors
- Anything missed in the list.
- anything not listed above "OTHER"
- Anything that's not in the other items listed that are considered crimes.
- Auto theft
- Auto vandalism
- Car accident
- Car break ins
- Car jacking and car break-ins
- Car jacking, crime against elderly, elderly abuse
- Compassionately addressing the homeless and addicted
- domestic violence
- Don't care about other but many drugs and prostitution should be legal and brought out of the black market, regulated and made safe!!! These industries have been with us since the beginning of time.....we will never get rid of them so let's make them safe for all involved.
- Don't know! I had to choose 10!
- Dumping trash / illegal burning of trash
- fireworks, shootings
- Fraud
- general safety
- Harassment of Police by activists.
- Highway construction, Buford Hwy
- Homeless
- Homeless and vagrancy. It has increased in the area around north druid and Briarcliff
- Homeless camps just over the Brookhaven/Atlanta border, and all the disgusting trash! This also affects my ability to walk and enjoy my neighborhood.
- Homeless people camping in the woods and begging for money at the freeway exit.
- Homelessness
- Honestly, needed to put an answer somewhere. Definitely think you should change the term prostitution to sex work though.
- Honestly, nothing comes to mind.
- Human trafficking
- I don't know
- I don't know I haven't been living here that long
- I feel pretty safe in Brookhaven.
- I have nothing in mind.
- Improperly controlled commercial growth and high density housing is creating intolerable traffic congestion and destroying the pleasant experience I have known for over 23 years living in the Brookhaven area. Very sad to see.
- The only people that have a say are development and construction interests... and they don't even live in the Area they are "improving."
- Internet
- Jay walking

**Q23-10. Other**

- Lack of ability of COB staff to provide up to date info on projects esp. transportation projects. They act like projects, that the citizens are paying for to develop, are state secrets ! Why can't we see concepts BEFORE they are approved and design work completed? Terms of contracts like liquidated damages and current schedules? The City Manager is not responsive and has too much power.
- Loitering after hours and driving in an unsafe manner in parks without traffic abatement
- Loitering and harassment from citizens
- Many of these should be rated 1
- Need better street lights.
- no knowledge of remaining areas of concern
- non-brake in robbery (mugging)
- Other smaller crimes, like hate crimes
- Panhandling
- Part of traffic violations.... Street racing, intimidation driving, super loud cars/motorcycles, etc.
- Pedestrian safety and vehicle accident prevention...not just writing tickets.
- Petty crime
- Petty crimes, jaywalking on Peachtree, Buford Highway, north Druid Hills, Clairmont. Retail theft, rummaging through cars, illegitimate solicitation at homes.
- Please do not let my numbers skew this. I selected these and on this questionnaire I am unable to change and sequence differently. .
- Police officer initiated crimes
- Poor treatment of the homeless
- Public harassment
- Rated last - nothing specific
- Residential nuisances.
- Residential safety and city/county ordinance enforcement - like speeding in neighborhoods, leash laws, sound ordinances that occur daily in neighborhoods but cause a great deal of contention among residents.
- Scammers coming door to door.
- school safety
- Shoplifting.
- Some of these overlap and hard to choose one over the other. Of course murder is number one and any other
- crime.
- speeding
- Speeding is seemingly not enforced here.
- Street racing
- Street racing
- Taxation
- The lack of public sidewalks and open culverts along Briarcliff Road and near the intersection of La Vista Road.
- Traffic congestion
- Traffic intersections and poorly made roads - the intersection at Ashford Dunwoody and Peachtree is a travesty – and it is ridiculous. How long it has taken to repair the bridge.
- Traffic on Ashford/Dunwoody.
- Traffic on Peachtree
- Unsure
- Vandalism
- Vandalism

**Q24. Overall, how much confidence do you have in Brookhaven police officers?**

Q24. How much confidence do you have in Brookhaven police officers	Number	Percent
Very confident	250	56.7 %
Somewhat confident	123	27.9 %
Neutral	46	10.4 %
Somewhat unconfident	10	2.3 %
Very unconfident	3	0.7 %
Not provided	9	2.0 %
Total	441	100.0 %

**WITHOUT "NOT PROVIDED"****Q24. Overall, how much confidence do you have in Brookhaven police officers? (without "not provided")**

Q24. How much confidence do you have in Brookhaven police officers	Number	Percent
Very confident	250	57.9 %
Somewhat confident	123	28.5 %
Neutral	46	10.6 %
Somewhat unconfident	10	2.3 %
Very unconfident	3	0.7 %
Total	432	100.0 %

**Q25. Do you think that Brookhaven has enough police officers?**

Q25. Do you think Brookhaven has enough police officers	Number	Percent
Yes	150	34.0 %
No	57	12.9 %
Don't know	234	53.1 %
Total	441	100.0 %

**WITHOUT "DON'T KNOW"****Q25. Do you think that Brookhaven has enough police officers? (without "don't know")**

Q25. Do you think Brookhaven has enough police officers	Number	Percent
Yes	150	72.5 %
No	57	27.5 %
Total	207	100.0 %

**Q26. Do you think the Brookhaven Police Department currently reflects the community in terms of race/ethnicity?**

Q26. Do you think Brookhaven Police Department currently reflects the community in terms of race/ethnicity

	Number	Percent
Yes	160	36.3 %
No	22	5.0 %
Don't know	259	58.7 %
Total	441	100.0 %

**WITHOUT "DON'T KNOW"****Q26. Do you think the Brookhaven Police Department currently reflects the community in terms of race/ethnicity? (without "don't know")**

Q26. Do you think Brookhaven Police Department currently reflects the community in terms of race/ethnicity

	Number	Percent
Yes	160	87.9 %
No	22	12.1 %
Total	182	100.0 %

**Q27. In general, are you concerned about your personal safety when encountered by, or interacting with, a Brookhaven police officer?**

Q27. Are you concerned about your personal safety when encountered by, or interacting with, a Brookhaven police officer

	Number	Percent
Yes	35	7.9 %
No	361	81.9 %
Don't know	45	10.2 %
Total	441	100.0 %

**WITHOUT "DON'T KNOW"****Q27. In general, are you concerned about your personal safety when encountered by, or interacting with, a Brookhaven police officer? (without "don't know")**

Q27. Are you concerned about your personal safety when encountered by, or interacting with, a Brookhaven police officer

	Number	Percent
Yes	35	8.8 %
No	361	91.2 %
Total	396	100.0 %

**Q28. Would you be willing to report non-violent crimes over the phone using 911 as a non-emergency number?**

Q28. Would you be willing to report non-violent crimes over the phone using 911 as a non-emergency number	Number	Percent
Yes	350	79.4 %
No	44	10.0 %
Don't know	47	10.7 %
Total	441	100.0 %

**WITHOUT "DON'T KNOW"****Q28. Would you be willing to report non-violent crimes over the phone using 911 as a non-emergency number? (without "don't know")**

Q28. Would you be willing to report non-violent crimes over the phone using 911 as a non-emergency number	Number	Percent
Yes	350	88.8 %
No	44	11.2 %
Total	394	100.0 %

**Q29. Would you be willing to report non-violent crimes online?**

Q29. Would you be willing to report non-violent crimes online	Number	Percent
Yes	322	73.0 %
No	65	14.7 %
Don't know	54	12.2 %
Total	441	100.0 %

**WITHOUT "DON'T KNOW"****Q29. Would you be willing to report non-violent crimes online? (without "don't know")**

Q29. Would you be willing to report non-violent crimes online	Number	Percent
Yes	322	83.2 %
No	65	16.8 %
Total	387	100.0 %



**Q30. Please rate your level of agreement with the following statement: "I feel personally safe in Brookhaven."**

Q30. Your level of agreement with the statement that you feel personally safe in Brookhaven

	Number	Percent
Strongly agree	120	27.2 %
Agree	262	59.4 %
Neutral	42	9.5 %
Disagree	9	2.0 %
Strongly disagree	3	0.7 %
Don't know	5	1.1 %
Total	441	100.0 %

**WITHOUT "DON'T KNOW"**

**Q30. Please rate your level of agreement with the following statement: "I feel personally safe in Brookhaven." (without "don't know")**

Q30. Your level of agreement with the statement that you feel personally safe in Brookhaven

	Number	Percent
Strongly agree	120	27.5 %
Agree	262	60.1 %
Neutral	42	9.6 %
Disagree	9	2.1 %
Strongly disagree	3	0.7 %
Total	436	100.0 %

**Q31. How supportive are you of the City utilizing the following technology for public safety?**

(N=441)

	Very supportive	Somewhat supportive	Neutral	Somewhat unsupportive	Very unsupportive	Don't know
Q31-1. Public space cameras in a neighborhood	54.9%	24.5%	7.0%	5.7%	4.8%	3.2%
Q31-2. License plate reader technology	54.2%	22.4%	8.4%	6.3%	4.5%	4.1%
Q31-3. Gunshot spotter	65.1%	12.2%	5.2%	1.1%	2.0%	14.3%
Q31-4. Drone first responder	46.9%	22.0%	8.2%	3.6%	7.3%	12.0%

**WITHOUT "DON'T KNOW"****Q31. How supportive are you of the City utilizing the following technology for public safety? (without "don't know")**

(N=441)

	Very supportive	Somewhat supportive	Neutral	Somewhat unsupportive	Very unsupportive
Q31-1. Public space cameras in a neighborhood	56.7%	25.3%	7.3%	5.9%	4.9%
Q31-2. License plate reader technology	56.5%	23.4%	8.7%	6.6%	4.7%
Q31-3. Gunshot spotter	75.9%	14.3%	6.1%	1.3%	2.4%
Q31-4. Drone first responder	53.4%	25.0%	9.3%	4.1%	8.2%

**Q34. How satisfied are you with government services provided by DeKalb County?**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q34-1. Fire services	23.4%	32.2%	12.9%	4.5%	1.8%	25.2%
Q34-2. Ambulance services	16.8%	22.9%	12.7%	2.3%	1.4%	44.0%
Q34-3. Library services	20.0%	36.7%	12.7%	5.4%	2.7%	22.4%
Q34-4. Sanitation services	24.9%	38.8%	16.1%	10.4%	2.7%	7.0%
Q34-5. Addressing the needs of the homeless	3.4%	7.9%	17.9%	19.5%	11.1%	40.1%

**WITHOUT "DON'T KNOW"****Q34. How satisfied are you with government services provided by DeKalb County? (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q34-1. Fire services	31.2%	43.0%	17.3%	6.1%	2.4%
Q34-2. Ambulance services	30.0%	40.9%	22.7%	4.0%	2.4%
Q34-3. Library services	25.7%	47.4%	16.4%	7.0%	3.5%
Q34-4. Sanitation services	26.8%	41.7%	17.3%	11.2%	2.9%
Q34-5. Addressing the needs of the homeless	5.7%	13.3%	29.9%	32.6%	18.6%

**Q36. Approximately how many years have you lived in the City of Brookhaven?**

Q36. How many years have you lived in City of Brookhaven	Number	Percent
0-5	142	32.2 %
6-10	94	21.3 %
11-15	48	10.9 %
16-20	51	11.6 %
21-30	50	11.3 %
31+	34	7.7 %
Not provided	22	5.0 %
Total	441	100.0 %

**WITHOUT "NOT PROVIDED"****Q36. Approximately how many years have you lived in the City of Brookhaven? (without "not provided")**

Q36. How many years have you lived in City of Brookhaven	Number	Percent
0-5	142	33.9 %
6-10	94	22.4 %
11-15	48	11.5 %
16-20	51	12.2 %
21-30	50	11.9 %
31+	34	8.1 %
Total	419	100.0 %

**Q37. What is your age?**

<u>Q37. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	81	18.4 %
35-44	83	18.8 %
45-54	84	19.0 %
55-64	85	19.3 %
65+	82	18.6 %
Not provided	26	5.9 %
Total	441	100.0 %

**WITHOUT "NOT PROVIDED"****Q37. What is your age? (without "not provided")**

<u>Q37. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	81	19.5 %
35-44	83	20.0 %
45-54	84	20.2 %
55-64	85	20.5 %
65+	82	19.8 %
Total	415	100.0 %

**Q38. What is your gender?**

Q38. Your gender	Number	Percent
Male	217	49.2 %
Female	219	49.7 %
Non-binary	3	0.7 %
Not provided	2	0.5 %
Total	441	100.0 %

**WITHOUT "NOT PROVIDED"****Q38. What is your gender? (without "not provided")**

Q38. Your gender	Number	Percent
Male	217	49.4 %
Female	219	49.9 %
Non-binary	3	0.7 %
Total	439	100.0 %

**Q39. Which of the following best describes your race/ethnicity?**

Q39. Your race/ethnicity	Number	Percent
Asian or Asian Indian	23	5.2 %
Black or African American	54	12.2 %
American Indian or Alaska Native	10	2.3 %
White or Caucasian	303	68.7 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Other	46	10.4 %
Total	437	

**Q39-6. Self-describe your race/ethnicity:**

Q39-6. Self-describe your race/ethnicity	Number	Percent
Hispanic	34	73.9 %
Mixed	3	6.5 %
Latino	2	4.3 %
White, Hispanic	1	2.2 %
More than one	1	2.2 %
Latina	1	2.2 %
Latin	1	2.2 %
Jewish	1	2.2 %
LatinX	1	2.2 %
Mexican	1	2.2 %
Total	46	100.0 %

**Q40. Are you of Hispanic, Latino, or other Spanish ancestry?**

Q40. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	84	19.0 %
No	357	81.0 %
Total	441	100.0 %

**Q41. Would you say your total annual household income is:**

Q41. Your total annual household income	Number	Percent
Under \$30K	40	9.1 %
\$30K to \$59,999	44	10.0 %
\$60K to \$99,999	52	11.8 %
\$100K to \$149,999	73	16.6 %
\$150K to \$199,999	79	17.9 %
\$200K+	77	17.5 %
Not provided	76	17.2 %
Total	441	100.0 %

**WITHOUT "NOT PROVIDED"****Q41. Would you say your total annual household income is: (without "not provided")**

Q41. Your total annual household income	Number	Percent
Under \$30K	40	11.0 %
\$30K to \$59,999	44	12.1 %
\$60K to \$99,999	52	14.2 %
\$100K to \$149,999	73	20.0 %
\$150K to \$199,999	79	21.6 %
\$200K+	77	21.1 %
Total	365	100.0 %

A graphic consisting of a white circle with a dark blue border containing the number '4', followed by a dark blue horizontal bar containing the text 'Survey Instrument' in white.

**4** **Survey Instrument**





**John A. Ernst, Mayor**

**Linley Jones, District 1**

**John Park, District 2**

**Madeleine Simmons, District 3**

**John Funny, District 4**

December 2022

Dear Fellow Brookhaven Resident,

On behalf of the Brookhaven City Council, thank you for your on-going involvement in our community. This letter is a request for your assistance in helping us build an even better Brookhaven for future generations.

Your input on the enclosed survey is extremely important. My colleagues on the Council and I are responsible for making decisions that affect City services, including Public Safety, Public Works, Parks and Recreation, Code Enforcement, Planning and Zoning and others. To make sure that the City's priorities are aligned with the needs of our residents, we need to know what you think.

We realize the survey takes time to complete, but every question is important. The time you invest in the survey will influence many decisions that will be made about the City's future. Your responses are a catalyst for City leadership and staff to identify and address many of the opportunities and challenges facing our community.

Please return your completed survey sometime during the next week if possible and return it in the enclosed postage-paid envelope. Your responses will remain confidential.

**If you prefer, you may complete the survey on-line at  
[BrookhavenSurvey.org](http://BrookhavenSurvey.org).**

Please call City Manager Christian Sigman at 404-637-0513 with any questions. City staff will be pleased to answer them. Thank you again for taking the time to help us remain Brookhaven strong!

Sincerely,

A handwritten signature in blue ink, appearing to read "John Ernst", is written over a blue wavy line that serves as a decorative underline.

John Ernst  
Mayor, City of Brookhaven

# 2022 City of Brookhaven Satisfaction Survey



Please take a few minutes to complete this survey. Your input is an important part of the City of Brookhaven's on-going effort to identify and respond to resident concerns. If you have questions, please contact City Manager Christian Sigman at 404-637-0462. If you would prefer to take this survey online, visit [brookhavensurvey.org](http://brookhavensurvey.org).

## Brookhaven Parks and Recreation

### 1. Please rate your satisfaction with the quality of each of the following.

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks	5	4	3	2	1	9
02.	How close neighborhood parks are to your home	5	4	3	2	1	9
03.	Number and quality of walking and biking trails in parks	5	4	3	2	1	9
04.	Number and quality of outdoor athletic facilities	5	4	3	2	1	9
05.	Availability of information about City parks and recreation programs	5	4	3	2	1	9
06.	City's fitness, youth and teen programs	5	4	3	2	1	9
07.	City's pool facilities (Murphey Candler/Lynwood/Briarwood)	5	4	3	2	1	9
08.	Fees charged for recreation programs and services	5	4	3	2	1	9
09.	Peachtree Creek Greenway	5	4	3	2	1	9
10.	Ashford Park Splash Pad	5	4	3	2	1	9
11.	Murphey Candler trails, paths boardwalks and bridges	5	4	3	2	1	9
12.	Murphey Candler Youth Sports programs	5	4	3	2	1	9
13.	Lynwood Park improvements (underway)	5	4	3	2	1	9

## Brookhaven Community Development, Planning, Zoning and Code Enforcement

### 2. Please rate your satisfaction with each of the following.

Planning and Development		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Standards and quality of permitting, inspections and development process	5	4	3	2	1	9
2.	Access to information about current and proposed projects	5	4	3	2	1	9
3.	Ability to participate in development process as a citizen	5	4	3	2	1	9

### 3. Please rate your satisfaction with each of the following.

Property Maintenance/Code Enforcement		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing and trimming of lawns on private property	5	4	3	2	1	9
3.	Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
4.	Enforcing the maintenance of commercial property	5	4	3	2	1	9
5.	Enforcing codes designed to address public safety and nuisance issues	5	4	3	2	1	9

**City Maintenance/Public Works**

**4. Please rate your satisfaction with the quality of the following.**

City Maintenance/Public Works		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
2.	Maintenance of City buildings	5	4	3	2	1	9
3.	Maintenance of City streets	5	4	3	2	1	9
4.	Adequacy of City street lighting in business/commercial areas	5	4	3	2	1	9
5.	Condition of City sidewalks	5	4	3	2	1	9
6.	Landscaping/appearance of public areas along City streets	5	4	3	2	1	9
7.	Satisfaction with tree trimming/replacement program	5	4	3	2	1	9
8.	Adequacy of residential street lighting	5	4	3	2	1	9

**5. Please rate your satisfaction with the quality of the following.**

Transportation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ease of travel from your home to work/school	5	4	3	2	1	9
2.	Availability of public transportation	5	4	3	2	1	9
3.	Availability of bicycle lanes	5	4	3	2	1	9
4.	Availability of pedestrian walkways	5	4	3	2	1	9
5.	Availability of parking in residential areas	5	4	3	2	1	9
6.	Availability of parking in business/commercial areas	5	4	3	2	1	9
7.	Width of sidewalks	5	4	3	2	1	9

**Overall perceptions with the City of Brookhaven**

**6. Please rate your overall satisfaction with the following major categories of services provided by the City of Brookhaven using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of police services	5	4	3	2	1	9
2.	Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
3.	Overall maintenance of City buildings and facilities	5	4	3	2	1	9
4.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
5.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
6.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
7.	Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
8.	Overall quality of City streets (note: Peachtree Road and Buford Highway are not City streets)	5	4	3	2	1	9

**7. Quality of Life. Please rate Brookhaven on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following.**

How would you rate the City of Brookhaven...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. As a place to live/raise a family	5	4	3	2	1	9
02. As a place to work	5	4	3	2	1	9
03. As a place where you would buy your next home	5	4	3	2	1	9
04. As a place to retire	5	4	3	2	1	9
05. As a place to open a business	5	4	3	2	1	9
06. As a place to educate children	5	4	3	2	1	9
07. As a place where residents support each other	5	4	3	2	1	9
08. Overall value that you receive for your City taxes and fees	5	4	3	2	1	9
09. Overall image of the city	5	4	3	2	1	9
10. Overall quality of life in Brookhaven	5	4	3	2	1	9
11. Overall appearance of the city	5	4	3	2	1	9

**8. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your experience.**

Customer Service	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy the department was to contact	5	4	3	2	1	9
2. How courteously you were treated	5	4	3	2	1	9
3. Technical competence and knowledge of City employees who assisted you	5	4	3	2	1	9
4. Overall responsiveness of City employees to your request or concern	5	4	3	2	1	9
5. The timeliness of City employees resolving your issue	5	4	3	2	1	9

**9. City Communication. Please rate your satisfaction with each of the following.**

City Communication	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City programs and services	5	4	3	2	1	9
2. City's efforts to keep you informed about local issues	5	4	3	2	1	9
3. How open the City is to public involvement and input from residents	5	4	3	2	1	9
4. The quality of the City's website	5	4	3	2	1	9
5. How well the City communicates notices of public meetings	5	4	3	2	1	9
6. How accessible and responsive are your local elected officials	5	4	3	2	1	9

**10. Preferred Method of Communication. Please indicate which TWO forms of communication are your preferred methods. [Check only two.]**

- (1) City newsletter                       (4) Local newspapers                       (7) e-Notifications  
 (2) Social media posts                       (5) Direct mailers  
 (3) City website                       (6) Temporary signage

**11. Do you agree with the following statement? "I am informed about the services being provided and the activities taking place in the City of Brookhaven."**

- (1) Yes                       (2) No                       (9) Don't know

**12. Do you agree with the following statement? "When interacting with the City of Brookhaven, I receive the information I need and am treated with respect."**

- (1) Yes                       (2) No                       (9) Don't know

**Brookhaven Police**

**13. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Visibility of police in neighborhoods	5	4	3	2	1	9
02. Overall police performance in your neighborhood	5	4	3	2	1	9
03. How quickly police respond to emergencies	5	4	3	2	1	9
04. Efforts to prevent crime	5	4	3	2	1	9
05. Police safety education programs	5	4	3	2	1	9
06. Professionalism of police officers	5	4	3	2	1	9
07. Attitude and behavior of officers towards residents in your neighborhood	5	4	3	2	1	9
08. Efforts to cooperate with the public to address their concerns	5	4	3	2	1	9
09. Overall appearance and quality of police vehicles and equipment	5	4	3	2	1	9
10. Police outreach programs/services	5	4	3	2	1	9
11. Quality of dispatch (911) services	5	4	3	2	1	9
12. Ease of locating information on the Police website	5	4	3	2	1	9

**14. On a scale of 1 to 5, please indicate your level of agreement with the following statements related to the Brookhaven Police Department, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. The Brookhaven Police Department is trying hard to maintain good relations with the community	5	4	3	2	1	9
2. Brookhaven Police Department personnel do a good job enforcing the law	5	4	3	2	1	9
3. The Brookhaven Police Department's personnel has appropriate training on how to handle confrontations and minimize violent crime	5	4	3	2	1	9
4. The Brookhaven Police Department personnel are held accountable for any misconduct	5	4	3	2	1	9
5. The Brookhaven Police Department personnel treat residents of different races/ethnicities equally	5	4	3	2	1	9

**15. During the past year, have you or other members of your household contacted employees of the Brookhaven Police Department to seek services, ask a question, or file a complaint?**

\_\_\_(1) Yes [Answer Q15a.]      \_\_\_(2) No [Skip to Q16.]

**15a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Brookhaven Police Department employees you have contacted with regard to each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy they were to contact	5	4	3	2	1	9
2. Courtesy of employees	5	4	3	2	1	9
3. Accuracy of the information and assistance you were given	5	4	3	2	1	9
4. Time it took for your request to be addressed	5	4	3	2	1	9
5. The resolution to your issue/concern	5	4	3	2	1	9
6. Availability of information about police programs and services	5	4	3	2	1	9

**16. Please CHECK ALL of the following police community outreach programs/services in the City of Brookhaven that you are familiar with.**

- (01) Brookhaven ALERT
- (02) Citizen Police Academy
- (03) Coffee with a Cop
- (04) Crime Stoppers
- (05) Familias Azules
- (06) Hot Pursuit Road Race
- (07) Neighborhood Watch
- (08) NNO (National Night Out)
- (09) Polar Plunge/Special Olympics
- (10) Shop with a Badge
- (11) Smart911
- (12) Not familiar with any of these programs/services

**17. In general, do you think Brookhaven Police Department police officers stop people of certain racial or ethnic groups because they believe that these groups are more likely than other groups to commit certain types of crimes?**

- (1) Yes [Answer Q17a.]       (2) No [Skip to Q18.]       (3) Not sure [Skip to Q18.]

**17a. What is the reason for your view? [Check all that apply.]**

- (1) Personal experience
- (2) Media reports (e.g., TV, newspaper, internet, social media)
- (3) Word of mouth
- (4) Other: \_\_\_\_\_

**18. Has there ever been a specific instance when you felt discriminated against by Brookhaven Police Department police officers because of your race or ethnic background?**

- (1) Yes       (2) No       (3) Not sure

**19. Over the next year, do you think relations between the Brookhaven Police Department officers and the minority community will get better, get worse, or stay about the same?**

- (4) Get better       (3) Stay about the same       (2) Get worse       (1) Not sure

**20. Please indicate if you have had any interaction with a Brookhaven police officer in the past 12 months for any of the following reasons. [Check all that apply.]**

- (1) Officer initiated an enforcement action (vehicle stop, issued a ticket, made an arrest, etc.)
- (2) Officer was responding to a call to 911
- (3) Officer initiated a positive interaction (e.g., a friendly conversation)

**21. All Brookhaven Police Patrol officers wear body cameras that record interactions between officers and the public. On a scale of 1 to 5, please indicate your level of agreement with the following statements, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."**

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Body cameras will lead to greater transparency of the Brookhaven Police Department	5	4	3	2	1	9
2.	Body cameras will increase the accountability of officers	5	4	3	2	1	9
3.	If encountered by a Police Officer, it makes me feel better knowing the interaction is being recorded	5	4	3	2	1	9

**22. During the past 12 months, were you or anyone in your household the victim of any crime in Brookhaven?**

- (1) Yes [Answer Q22a-b.]       (2) No [Skip to Q23.]

**22a. What type of crime?**

- (1) Property crime (e.g., theft, burglary)
- (2) Violent crime (e.g., assault, robbery)
- (3) Other: \_\_\_\_\_

**22b. Did you report the crime to the police?**  (1) Yes [Skip to Q23.]       (2) No [Answer Q22c.]

**22c. Why did you not report the crime?** \_\_\_\_\_  
 \_\_\_\_\_

**23. What do you feel are the greatest areas of concern for the City of Brookhaven? Please rank the areas below from 1 to 10, where 1 is the area of GREATEST concern and 10 is the area of LEAST concern. [Example: If "Drug related crime" is your greatest area of concern, write 1 on the line to the left of it. Each rank may only be used once.]**

- |                                 |   |
|---------------------------------|---|
| ____(01) Break-ins              | ____(06) Gangs                                  |
| ____(02) Traffic violations     | ____(07) Gun violence                           |
| ____(03) Murder                 | ____(08) Violent crime (assault, rape, robbery) |
| ____(04) Drug related crime     | ____(09) Prostitution                           |
| ____(05) Crime against children | ____(10) Other: _____                           |

**24. Overall, how much confidence do you have in Brookhaven police officers?**

- |                            |                              |                          |
|----------------------------|------------------------------|--------------------------|
| ____(5) Very confident     | ____(3) Neutral              | ____(1) Very unconfident |
| ____(4) Somewhat confident | ____(2) Somewhat unconfident |                          |

**25. Do you think that Brookhaven has enough police officers?**

- \_\_\_\_(1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (9) Don't know

**26. Do you think the Brookhaven Police Department currently reflects the community in terms of race/ethnicity?**

- \_\_\_\_(1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (9) Don't know

**27. In general, are you concerned about your personal safety when encountered by, or interacting with, a Brookhaven police officer?**

- \_\_\_\_(1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (9) Don't know

**28. Would you be willing to report non-violent crimes over the phone using 911 as a non-emergency number?**

- \_\_\_\_(1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (9) Don't know

**29. Would you be willing to report non-violent crimes online?**

- \_\_\_\_(1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (9) Don't know

**30. Please rate your level of agreement with the following statement: "I feel personally safe in Brookhaven."**

- |                        |                  |                           |
|------------------------|------------------|---------------------------|
| ____(5) Strongly agree | ____(3) Neutral  | ____(1) Strongly disagree |
| ____(4) Agree          | ____(2) Disagree | ____(9) Don't know        |

**31. How supportive are you of the City utilizing the following technology for public safety?**

Level of Support for:	Very Supportive	Somewhat Supportive	Neutral	Somewhat Unsupportive	Very Unsupportive	Don't Know
1. Public space cameras in a neighborhood	5	4	3	2	1	9
2. License plate reader technology	5	4	3	2	1	9
3. Gunshot spotter	5	4	3	2	1	9
4. Drone first responder	5	4	3	2	1	9

**32. What is the most important thing that could increase trust and mutual respect between the community and the Brookhaven Police Department?**

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**33. Do you have any other comments you would like to share with the Brookhaven Police Department?**

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**Other government services (not provided by the City of Brookhaven)**

**34. How satisfied are you with government services provided by DeKalb County?**

Level of satisfaction for:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Fire services	5	4	3	2	1	9
2. Ambulance services	5	4	3	2	1	9
3. Library services	5	4	3	2	1	9
4. Sanitation services	5	4	3	2	1	9
5. Addressing the needs of the homeless	5	4	3	2	1	9

**35. Do you have any comments you would like to share about DeKalb County government services?**

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**Demographics**

**36. Approximately how many years have you lived in the City of Brookhaven?** \_\_\_\_\_ years

**37. What is your age?** \_\_\_\_\_ years

**38. What is your gender?** \_\_\_\_ (1) Male \_\_\_\_ (2) Female \_\_\_\_ (3) Non-binary

**39. Which of the following best describes your race/ethnicity? [Check all that apply.]**

\_\_\_\_ (01) Asian or Asian Indian

\_\_\_\_ (04) White or Caucasian

\_\_\_\_ (02) Black or African American

\_\_\_\_ (05) Native Hawaiian or other Pacific Islander

\_\_\_\_ (03) American Indian or Alaska Native

\_\_\_\_ (99) Other: \_\_\_\_\_

**40. Are you of Hispanic, Latino, or other Spanish ancestry?** \_\_\_\_ (1) Yes \_\_\_\_ (2) No

**41. Would you say your total annual household income is:**

\_\_\_\_ (1) Under \$30,000

\_\_\_\_ (3) \$60,000 to \$99,999

\_\_\_\_ (5) \$150,000 to \$199,999

\_\_\_\_ (2) \$30,000 to \$59,999

\_\_\_\_ (4) \$100,000 to \$149,999

\_\_\_\_ (6) \$200,000 or more

**42. Would you be willing to participate in future surveys sponsored by the City of Brookhaven?**

\_\_\_\_ (1) Yes [Please answer Q42a.] \_\_\_\_ (No)

**42a. Please provide your contact information.**

Mobile Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed postage-paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

*Your survey will remain anonymous; the City of Brookhaven will not receive your individual responses.*

Your responses will remain completely confidential. The information printed on the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.