Stuart W. Peenstra
Chief of Police

TOWN OF SENECA FALLS POLICE DEPARTMENT
Seneca Falls Municipal Building
130 Ovid Street
Seneca Falls, New York 13148
Emergency Dial 911

POLICE REFORM AND REINVENTION PLAN

MARCH 2, 2021

INTRODUCTION

On June 12, 2020, Governor Andrew Cuomo issued an executive order directing municipalities that employ police officers to actively engage stakeholders in the local community and develop locally approved plans for the strategies, policies and procedures of local police agencies. In accordance with this order, the Seneca Falls Police Department in conjunction with the Seneca County Criminal Justice Advisory Board, Seneca County Sheriff's Office, Villages of Waterloo, and Interlaken, enthusiastically entered a collaborative county wide process to obtain stakeholder and community involvement. This plan is reflective of community stakeholders and community feedback directly from the community forum and survey.

AGENCY OVERVIEW

The Town of Seneca Falls Police Department is a full-time, full-service NYS DCJS Accredited Law Enforcement Agency providing service 24 hours a day, 365 days a year. Numerous emergency and non-emergency services are provided to people who reside in, work in, or travel through this town. Examples of the types of services provided include, but are not limited to: judicial protection of the court, crime scene investigation, residential & vehicle lock-out's, School Resource Officer and child safety seat installation. We pride ourselves on reducing fear in the community through the prevention of crime, protection of persons, property, community events, and community policing. Our Police Officers seek to preserve public confidence by demonstrating impartial service to law, and by offering service and trust to all members of the public. Seneca Falls Police Officers are routinely trained above and beyond mandated levels to provide the highest level of service.

The Town of Seneca Falls Police Department formed on January 1, 2012, after the Village of Seneca Falls dissolved along with the police department. The newly formed Police Department increased its geographical area of employment drastically. A nearly 500% area increase was seen after the 4.6 square mile village dissolved into the 27.4 square mile town. Additionally, this expanded the population base by over 35% from 6,861 people to 9,040 people. The Department applied for and received its certification from the New York State Law Enforcement Accreditation Council on September 18, 2014 and was successfully re-accredited in August of 2019. Accreditation is a progressive and contemporary way of helping police agencies evaluate and improve their overall performance. It provides formal recognition that an organization meets or exceeds general expectations of quality in the field. Accreditation acknowledges the implementation of policies that are conceptually sound and operationally effective.

The Seneca Falls Police Department is a highly trained and professional law enforcement agency comprised of twenty-one members, both sworn and civilian. The Chief of Police is the Chief Executive Officer of the agency and has full authority and responsibility for the management, direction, financial administration, and control of the operation and administration of the department. The department is broken down into three divisions: administration, road patrol, and criminal investigation. The administrative division includes: the Police Lieutenant who oversees the daily police operation and reports directly to the Chief of Police, two data entry clerks, and two school crossing guards. The road patrol division includes four Sergeants and ten Police Officers. The criminal investigation division includes two highly skilled investigators who investigate crimes ranging from theft to homicide. With a nearly one and a half million-dollar budget, the police department responds to all calls for service that comes in from the public. Last year alone the Department responded to over 21,217 duty related events including 7,758 calls for service. Our patrol area is separated into two zones, divided by the Seneca-Cayuga Canal System. These primary zones are identified as the north zone and south zone.

The Town of Seneca Falls, New York is located in the heart of the Finger Lakes region on the northern shore of Cayuga Lake. We are proudly known as the Birthplace of Women's Rights and the inspiration for the movie set of "It's a Wonderful Life." Just these two social graces draw thousands of visitors throughout the year to visit the Women's Rights National Historical Park, National Women's Hall of Fame, the Canal Harbor, Heritage Area, and many more parks, trails, and museums. In addition to all the many reasons to visit the Town of Seneca Falls, we also pride ourselves for having many diverse businesses, retail stores, restaurants, and the New York State Chiropractic College.

METHODOLOGY

The Seneca Falls Police Department, joined with other police agencies in Seneca County in enlisting the assistance of the Seneca County Criminal Justice Advisory Board (CJAB), with obtaining stakeholder and community involvement with the plan. The CJAB is comprised of the various stakeholders, including but not limited to: membership and leadership of the local police force; members of the community, with emphasis in areas with high numbers of police and community interactions; non-profit and faith-based community groups; the local office of the district attorney; the local public defender; and local elected officials with the help of the CJAB Community Forums were organized. There were three forums held: September 21st, 2020 in Ovid, NY, September 23rd, 2020 in Seneca Falls, New York and September 24th, 2020 in Waterloo, New York. These forums were audio and video recorded with remote access offered. In addition, an online survey was made available to all Seneca County residents to provide input. *(See Copy of Survey and Results Attached)

In addition to the 10 meetings of the Criminal Justice Advisory Board, the CJAB subcommittee conducted a county-wide online survey in which approximately 740 Seneca County respondents participated.

This engagement resulted in not only the creation of the plan but also a commitment by all parties to continue the discussion regarding community policing and the various action steps outlined in the plan, including but not limited to, conducting annual implicit bias training, mental health training through a partnership with Seneca County Department of Mental Health, and crisis intervention training for members of the police force; and, investing in *LEFTA™* SHEILD software platform technology that will track officers training, evaluations, vehicle pursuits, internal affairs investigations, employee complaints, and subject

resistance reports (Use of Force). The software is designed to better monitor incidents, identify early warning signs and improve trust and transparency in our community.

In Seneca Falls, we are very proud of the collaborative effort that was made in developing our response to Executive Order 203. Every effort was made to conduct outreach and engagement in the communities highlighted in the Governor's order which are highlighted in significant detail in the contents of the plan. It should be highlighted that question #2 of the survey asked: "Have you had contact with your local or other law enforcement agency in the past 3 years?" Question #3 asked: "If yes, were you treated professionally, with dignity and respect?" The community response to question #3 was: "91.3% Yes".

POLICIES

The Seneca Falls Police Department reviewed the General Orders for the department to determine if any changes were necessary. The below policies were particularly reviewed as they relate to the Governor's police reform initiative.

USE OF FORCE: (SFPD GO 335 – Use of Physical Force)

The use of force by any member of the Seneca Falls Police Department is governed by New York State Penal Law Article 35 which provides the justification of such force. The Seneca Falls Police Department utilizes the New York State Municipal Police Training Council model policy for use of force.

The Seneca Falls Police Department recognizes and respects the value of all human life and dignity without prejudice to anyone. The Seneca Falls Police Department purchased LEFTA™ SHEILD software in 2020. A portion of this software's function is to document all use of force incidents. The software will alert administration of any use of force early warning signs by any member of the department.

Any officer present and observing another law enforcement officer or a member using force that is clearly beyond that which is objectively reasonable under the circumstances will, when in a position to do so, intercede to prevent the use of unreasonable force. Any officer who observes another law enforcement officer or a member use force that is potentially beyond that which is objectively reasonable under the circumstances should report these observations to a supervisor as soon as feasible.

Officers will use only that amount of force that reasonably appears necessary given the facts and circumstances perceived by the officer at the time of the event to accomplish a legitimate law enforcement purpose. The reasonableness of force will be judged from the perspective of a reasonable Officer on the scene at the time of the incident. Any evaluation of reasonableness must allow for the fact that Officers are often forced to make split-second decisions about the amount of force that reasonably appears necessary in a particular situation, with limited information and in circumstances that are tense, uncertain and rapidly evolving.

While the ultimate objective of every law enforcement encounter is to avoid or minimize injury, nothing in this policy requires an officer to retreat or be exposed to possible physical injury before applying reasonable force. Alternative Tactics (de-escalation): When circumstances reasonably permit, officers should use non-violent strategies and techniques to decrease the intensity of a situation, improve decision-making, improve communication, reduce the need for force, and increase voluntary compliance (e.g., summoning additional resources, formulating a plan, attempting verbal persuasion). Chokeholds are not

permitted in our policy and have not been a part of the Seneca Falls Police Department's policy since it was adopted in 2013. The Seneca Falls Police Department is obligated to report specific use of force incidents to the DCJS repository if they meet certain criteria. The criteria includes the use of chemical agents (pepper spray), the use of a firearm, the use of an electronic control weapon (TASER), or any force which resulted in death or serious bodily injury as defined in the New York State Penal Law.

**The full content of the Seneca Falls Police Department's Use of Force Policy can be found on the Seneca Falls Police Department website (www.senecafallspd.net)

STANDARDS OF CONDUCT: (SFPD RULES AND REGULATIONS SECTION IV GENERAL CONDUCT)

This policy establishes standards of conduct that are consistent with the values and mission of the Seneca Falls Police Department and are expected of all department members. Discriminating against, oppressing or providing favoritism to any person because of age, race, color, creed, religion, sex, sexual orientation, gender identity or expression, natural origin, ancestry, marital status, physical or mental disability, medical condition or other classification protected by law, denying or impeding another in the exercise or enjoyment of any right, privilege, power or immunity, knowing the conduct is unlawful.

COMMUNITY RELATIONS: (SFPD GO 198 – Crime Prevention/Community Relations)

It is the policy of the Seneca Falls Police Department to promote positive relationships between department members and the community by treating community members with dignity and respect. More Community Policing was a common theme in the community forums and online survey. One of the Seneca Falls Police Departments "2021 Goal and Objective" will be to implement an annual community survey and forum. The Seneca Falls Police Department will continue to support existing Community Policing programs like ARE, School Resource Officer, attending community events, and foot patrols of the downtown business area. The Seneca Falls Police Department will maintain a citizen comments function on the Seneca Falls PD website for citizen's comment. Citizen comments will continue to be the choice of the writer as to whether they provide their name or remain anonymous. The Seneca Falls Police Department will also maintain a Facebook page and Instagram app for community outreach.

BIAS-BASED POLICING: (SFPD GO 493 – Preventing Biased Policing and the Perceptions of Biased Policing)

This policy provides guidance to department members' commitment to policing that is fair and objective. The Seneca Falls Police Department continues to strengthen the department's relationship with its diverse communities (e.g., cultural and ethnicity awareness training, youth programs, community group outreach and partnerships). Bias-based policing - An inappropriate reliance on actual or perceived characteristics such as race, ethnicity, national origin, religion, sex, sexual orientation, gender identity or expression, economic status, age, cultural group, disability, or affiliation with any non-criminal group (protected characteristics) as the basis for providing law enforcement service or enforcement is strictly prohibited. The Seneca Falls Police Department is committed to providing law enforcement services to the community with due regard for the racial, cultural or other differences of those served. It is the policy of the Seneca Falls Police Department to provide law enforcement services and to enforce the law equally, fairly, objectively and without discrimination toward any individual or group. In order to accomplish this, the Seneca Falls Police Department conducts annual implicit bias training for all employees.

Every member of this department shall perform his/her duties in a fair and objective manner and is responsible for promptly reporting any suspected or known instances of bias-based policing to a supervisor. Members should, when reasonable to do so, intervene to prevent any bias-based actions by another member.

CRISIS INTERVENTION INCIDENTS: (SFPD GO 560 – Mental Hygiene Arrests)

This policy provides guidelines for interacting with those who may be experiencing a mental health or emotional crisis. Interaction with such individuals has the potential for miscommunication and violence. It often requires an officer to make difficult judgments about a person's mental state and intent in order to effectively and legally interact with the individual.

Person in crisis

- A person whose levels of distress or mental health symptoms have exceeded the person's internal ability to manage his/her behavior or emotions. A crisis can be precipitated by any number of things, including an increase in the symptoms of mental illness despite treatment compliance; noncompliance with treatment, including a failure to take prescribed medications appropriately; or any other circumstance or event that causes the person to engage in erratic, disruptive dangerous behavior that may be accompanied by impaired judgment. The Seneca Falls Police Department is committed to providing a consistently high level of service to all members of the community and recognizes that persons in crisis may benefit from intervention. The Department will collaborate, where feasible, with mental health professionals to develop an overall intervention strategy to guide its members' interactions with those experiencing a mental health crisis. This is to ensure equitable and safe treatment of all involved.

Safety is a priority for first responders. It is important to recognize that individuals under the influence of alcohol, drugs or both may exhibit symptoms that are similar to those of a person in a mental health crisis. These individuals may still present a serious threat to officers; such a threat should be addressed with reasonable tactics. Officers are reminded that mental health issues, mental health crises and unusual behavior are not criminal offenses. Often individuals benefit from treatment as opposed to incarceration.

In 2018, the Seneca Falls Police Department helped implement a Seneca County Crisis Intervention Team as part of our Mental Health partnership. The Seneca Falls Police Department currently has one certified instructor for Crisis Intervention Team (CIT) training and eleven CIT trained Officers. The Seneca Falls Police

Department will continue to send sworn Officers to CIT training until all of its members are CIT certified. Full CIT implementation is one of the agencies goals in 2021.

BODY CAMERAS: (SFPD GO 451- Body Worn Camera)

The Seneca Falls Police Department provides all Sergeants and Patrol Officers access to portable audio/video recording devices (Axon Body Cameras) for use during the performance of their duties. The use of Axon Body Cameras is intended to enhance the mission of the Department by accurately capturing contacts between members of the Department and the public. Each uniformed member will be responsible for making sure that he/she is equipped with an Axon Body Camera, issued by the Department, and that the body camera is in good working order. If the body camera is not in working order or if the member becomes aware of a malfunction, the member shall promptly report the failure to his/her supervisor,

document the problem on an Equipment Repair Form and obtain a functional service as soon as reasonably practicable. Uniformed members will wear the body camera in a conspicuous manner. The policy is intended to record **all** interactions with the public from start to finish. Once activated, the AXON recorder will remain on continuously until the member reasonably believes that his/her direct participation in the incident is complete.

Members should remain sensitive to the dignity of all individuals being recorded and exercise sound discretion to respect privacy by discontinuing recording whenever it reasonably appears to the member that such privacy may outweigh any legitimate law enforcement interest in recording. Recordings should resume when privacy is no longer at issue unless the circumstances no longer fit the criteria for recording.

Recruitment and Selection: (SFPD GO 190 – Recruitment, Selection and Appointment)

In accordance with applicable federal, state and local law, the Seneca Falls Police Department provides equal opportunities for applicants and employees, regardless of race, gender expression, age, pregnancy, religion, creed, color, national origin, ancestry, physical or mental handicap, genetic information, veteran status, marital status, sex or any other protected class or status. The Department does not show partiality or grant any special status to any applicant, employee or group of employees, unless otherwise required by law. The Department will recruit and hire only those individuals who demonstrate a commitment to service and who possess the traits and characteristics that reflect personal integrity and high ethical standards. Upon the certification of a civil service list and following the laws and rules guiding selection from the list, the Department will actively strive to identify the candidates who have in some manner distinguished themselves as being outstanding prospects.

Every candidate shall undergo a thorough background investigation to verify his/her personal integrity and high ethical standards, and to identify any past behavior that may be indicative of the candidate's unsuitability to perform duties relevant to the operation of the Seneca Falls Police Department. Background investigators will ensure thorough, comprehensive and objective investigations of candidates.

Elements of the background investigation will include verification of employment, education and residences; interviews with previous and current employers, family members, neighbors, social contacts, provided references, developed references and organizations; and review of credit history, military records, and other public records searches. Background investigators shall ensure that investigations are conducted and notices provided in accordance with the requirements of the FCRA and the New York Fair Credit Reporting Act (15 USC §1681d; General Business Law § 380-c). Every applicant disqualified due to facts discovered during the background investigation by the Seneca Falls Police Department will be provided a written statement specifying the reasons for the disqualification and allowed an opportunity for rebuttal (Civil Service Law § 50). Candidates shall meet the following minimum standards:

a. Free of any felony convictions
b. Citizen of the United States or permanent resident alien eligible for and has applied for citizenship
c. At least 21 years of age and no more than 35 years of age with certain exceptions (Civil Service Law § 58)
d. Fingerprinted for local, state and national fingerprint check
e. Good moral character as determined by a thorough background investigation

f. Graduation from High School or possession of a High School Equivalency Diploma
g. Free from any physical, emotional or mental condition which might adversely affect the exercise of police powers
h. Candidates must also satisfy the Municipal Police Training Council (MPTC) selection requirements

PERSONNEL COMPLAINTS: (SFPD GO 310 – Internal Affairs Function and Investigations)

This policy provides guidelines for the reporting, investigation and disposition of complaints regarding civilian reported conduct of members of the Seneca Falls Police Department.

The Seneca Falls Police Department takes all complaints seriously regarding the service provided by the Department and the conduct of its members. The Department will accept and address all complaints of misconduct in accordance with this policy and applicable federal, state and local law and municipal and county rules and the requirements of any collective bargaining agreements. It is also the policy of this department to ensure that the community can report misconduct anonymously or without concern for retaliation.

Personnel complaints include any allegation of misconduct or improper job performance that, if true, would constitute a violation of department policy or federal, state or local law, policy or rule. Personnel complaints may be generated internally or by the public. Inquiries about conduct or performance that, if true, would not violate department policy or federal, state or local law, policy or rule may be handled informally by a supervisor and shall not be considered a personnel complaint. Such inquiries generally include clarification regarding policy, procedures or the response to specific incidents by the Department. The following applies to the source of complaints:

a. Individuals from the public may make complaints in any form, including in writing, by email, in person, social media platforms or by telephone.
b. Any department member becoming aware of alleged misconduct shall immediately notify a supervisor.
c. Supervisors shall initiate a complaint based upon observed misconduct or receipt from any source alleging misconduct that, if true, could result in disciplinary action.
d. Anonymous and third-party complaints will be accepted and investigated to the extent that sufficient information is provided.
e. Tort claims and lawsuits may generate a personnel complaint.

In general, the primary responsibility for the investigation of a personnel complaint will rest with the member's immediate supervisor, unless the supervisor is the complainant, or has any personal involvement regarding the alleged misconduct. The Chief of Police or the authorized designee may direct that another supervisor investigates any complaint. Each personnel complaint shall be classified with one of the following dispositions:

Dismissed – When the complainant did not follow up on returning department phone calls or cooperate with the investigation.

Unfounded - When the investigation discloses that the alleged acts did not occur or did not involve department members. Complaints that are determined to be frivolous will fall within the classification of unfounded.

Exonerated - When the investigation discloses that the alleged act occurred but that the act was justified, lawful and/or proper.

Not sustained - When the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the member.

Partially Sustained – When the investigation discloses that a portion of the complaint did occur, and was dealt with accordingly.

Sustained - When the investigation discloses sufficient evidence to establish that the act occurred and that it constituted misconduct. If an investigation discloses misconduct or improper job performance that was not alleged in the original complaint, the investigator shall take appropriate action with regard to any additional allegations. The member conducting the investigation should provide the complainant with periodic updates on the status of the investigation, as appropriate. Where a member is accused of potential criminal conduct, a separate supervisor or investigator will be assigned to investigate the criminal allegations apart from any administrative investigation. The Chief of Police will be notified as soon as practicable when a member is accused of criminal conduct. The Chief of Police may request a criminal investigation by an outside law enforcement agency. A member accused of criminal conduct will be provided with all rights afforded to a civilian. The member should not be administratively ordered to provide any information in the criminal investigation. The Seneca Falls Police Department will release information concerning the arrest or detention of any member.

If you have any questions, comments, or concerns regarding this plan, you can anonymously submit comments here.

Attachments:

Team Members & Key Stakeholder Groups

Community Forum Flyer

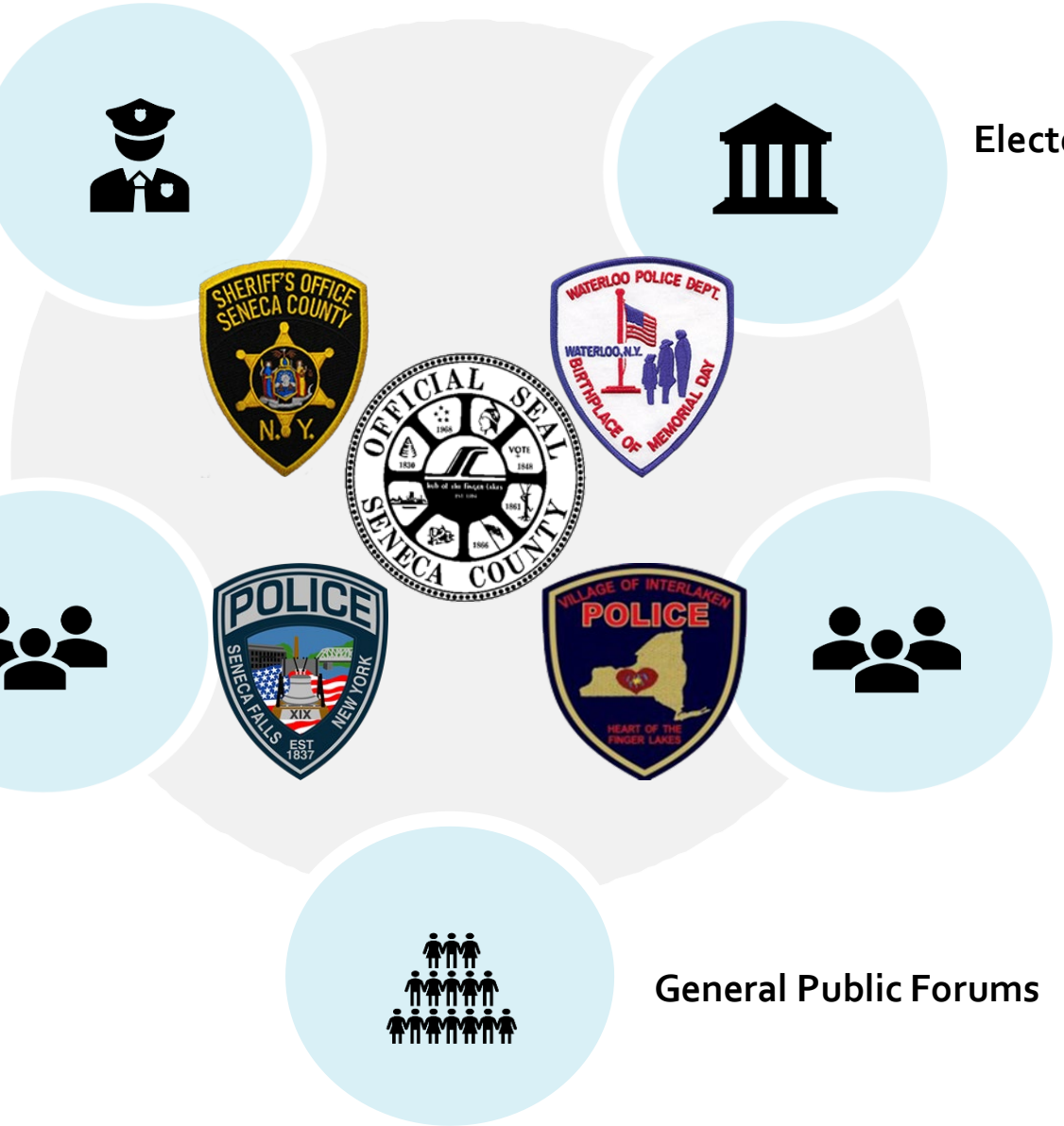
Law Enforcement Review Questionnaire

Survey and Forum Results Consolidated

TEAM MEMBERS & KEY STAKEHOLDER GROUPS

Law Enforcement

Elected & Appointed Officials



Criminal Justice Advisory Board

CJAB Police Reform Sub-Committee

General Public Forums

TEAM MEMBERS & KEY STAKEHOLDER GROUPS

Criminal Justice Advisory Board

- Kaitlyn Laskoski, CJAB Chair
- Michael Mirras, Public Defender
- Timothy Luce, Sheriff
- John Cleere, Undersheriff
- Deb Rickerson, Pre-Trial Release Coordinator
- Stuart Peenstra, Chief of Police – Seneca Falls
- Jason Godley, Chief of Police – Waterloo
- Margaret Morse, Director of Community Services
- Mitch Rowe, County Manager
- Rob Shields, Ex-Offender and Peer Advocate
- Sue Maleski, Senior Court Clerk on behalf of Seneca County Court Judge Porsch
- Donald Borland, Corrections Captain
- Mike Whirtley, Director Youth Bureau
- Tracy Van Vleck, DHS Commissioner
- Eileen Schmidt, Covert Magistrate
- Tracey Greene, Youth Probation Officer
- Matt Verkey, Senior Probation Officer
- David Ettman, County Attorney
- Mark Sinkiewicz, Seneca County District Attorney
- Sandy Steele, Victim
- Dave Terry, Probation Director
- Ernie Brownell, County Board Public Safety Chairperson
- Tammy Orlopp, Treatment and Prevention Program Director, Mental Health Department
- Annie Mahoney, Youth Bureau
- Jo Cuson, Safe Harbor of the Finger Lakes

POLICE REFORM & REINVENTION COMMUNITY FORUM

One *Community.* ***One*** *Voice.*

Come together as a community to discuss LOCAL police reform regarding topics that include; community policing, use of force, procedural justice, de-escalation and implicit bias awareness. The Seneca County Police Reform & Reinvention Collaboration wants to hear from you. Please join us at a forum near you!

Seneca County residents only, due to COVID-19 restrictions space is limited.

Can't come in person? Join us on zoom

FIND A FORUM NEAR YOU!

Monday September 21, 2020
6:00 PM
Ovid Fire Department
2136 Brown Street
Ovid, New York 14521
ZOOM MEETING ID: 969 1673 7899

Wednesday September 23, 2020
6:00 PM
Seneca Falls Community Center
35 Water Street
Seneca Falls, New York 13148
ZOOM MEETING ID: 927 1559 9794

Thursday September 24, 2020
6:00 PM
Waterloo Fire Department
39 E Water Street
Waterloo, New York 13165
ZOOM MEETING ID: 924 7883 5393

Law enforcement agencies are enthusiastically entering into a ground-breaking collaboration with the community to make real change happen!

LAW ENFORCEMENT REVIEW QUESTIONNAIRE

1) Which Law Enforcement Agency has primary jurisdiction at your residence?
    a. Seneca County Sheriff's Office
    b. Seneca Falls Police Department
    c. Waterloo Police Department
    d. Interlaken Police Department
    e. Unsure
2) Have you had contact with your local or other law enforcement agency in the past 3 years?
    a. Yes (If not your local agency, list agency here_____)
    b. No
        i. If yes, were you treated professionally, with dignity, and respect?
            1. Yes
            2. No
        ii. If No, please explain:_____
3) How effective is your local law enforcement agency at combating crime in your neighborhood?
    a. Ineffective
    b. Somewhat ineffective
    c. Moderately effective
    d. Effective
    e. Very effective
4) Rate how you view your local law enforcement agency.
    a. Negative
    b. Somewhat negative
    c. Neutral
    d. Somewhat positive
    e. Positive
5) How well does your local law enforcement agency conduct Community Policing?
    a. Poor
    b. Fair
    c. Good
    d. Very good
    e. Excellent
6) What does your local law enforcement agency do well?

    _____

    _____
7) What, if anything, does local law enforcement agency need to improve upon?

    _____

    _____
8) What more would you like your law enforcement agency to offer to the community?

    _____

    _____

LAW ENFORCEMENT REVIEW QUESTIONNAIRE

Demographics (Optional):

What is your Gender?

a) Male
b) Female
c) Prefer not to answer
d) Prefer to self-describe_____

Are you Hispanic or Latino?

a) Yes
b) No
c) Prefer not to answer
d) If Yes, to which group do you belong :_____
(Cuban, Mexican, Puerto Rican, Spanish, Honduran, or other)

What is your race?

a) American Indian or Alaska Native
b) Asian
c) Black or African American
d) Native Hawaiian or Pacific Islander
e) White
f) Prefer not to answer
g) Some other race_____

What is your age group?

a) 18-29 years
b) 30-39 years
c) 40-49 years
d) 50-59 years
e) 60-69 years
f) 70 years or older
g) Prefer not to answer

POLICE REFORM & REINVENTION

Public Safety Stakeholder Survey

Results & Responses

© AP

OUR BIG IDEA

Community-oriented policing *is a strategy of policing that focuses on* ***building*** *ties and* ***working*** *closely with members of the communities.*

The Police Reform and Community Reinvention Committee, being led by leading Criminal Justice Officials and the Criminal Justice Advisory Board continues to move towards a reform that is effective and meaningful to respective communities. The survey results reflect the wants and needs of the 561 survey participants and public forum participants.

SURVEY FORMAT

- Purpose:
  - Seek out and gain valuable feedback on how the public citizens perceive it's law enforcement.
- Approach:
  - A 14 question survey was created.
  - Advertised on local news, social media, websites, and at community meetings.
- Target Audience:
  - Citizens over the age of 18, who live in Seneca County, New York.
- Response:
  - 561 total responses

SENECA COUNTY DEMOGRAPHICS

TOTAL POPULATION: 34,016 (2019 U.S. Census Data)

Age

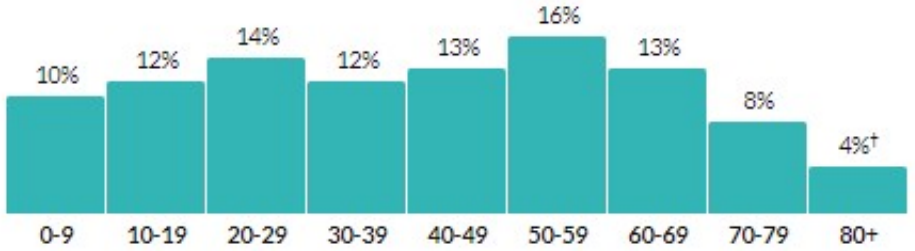
42.2

Median age

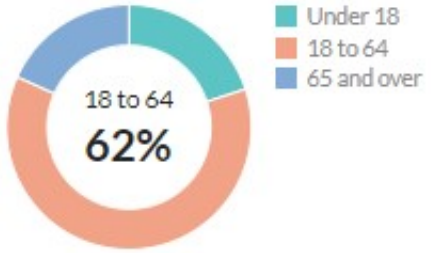
about 10 percent higher than the figure in New York: 38.7

about 10 percent higher than the figure in United States: 37.9

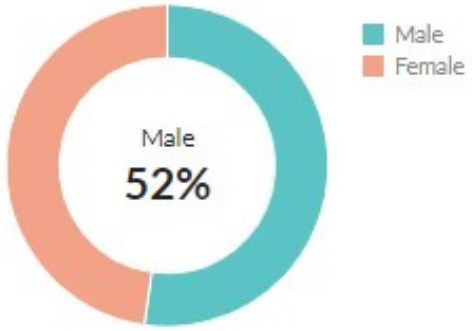
Population by age range



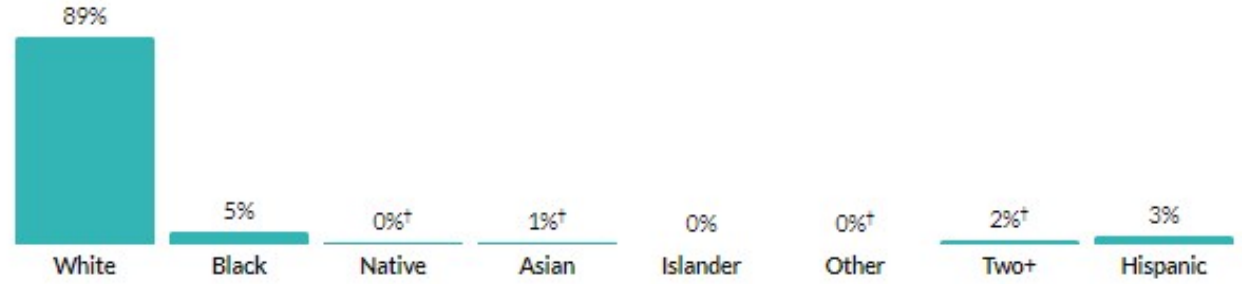
Population by age category



Sex

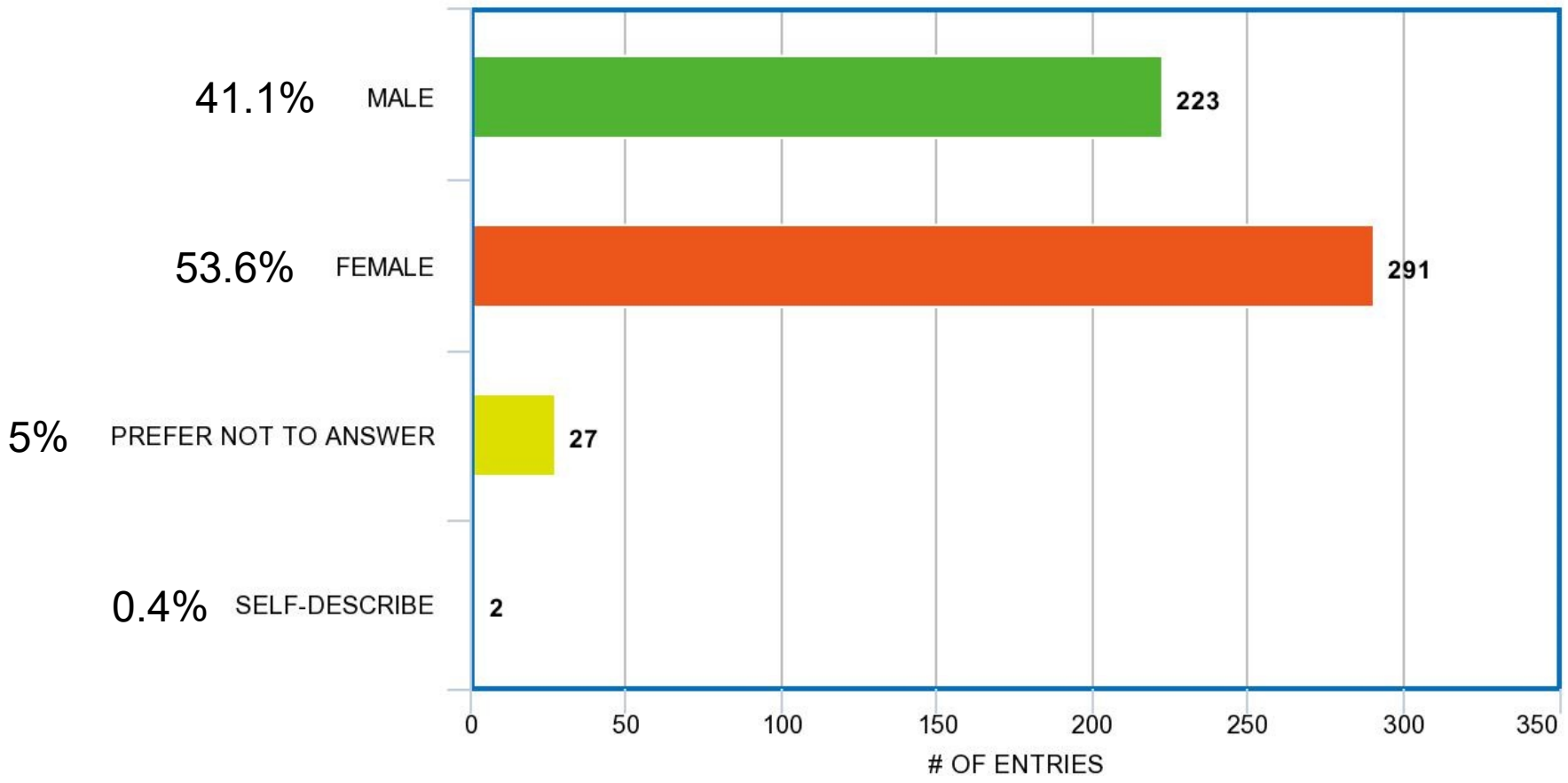


Race & Ethnicity



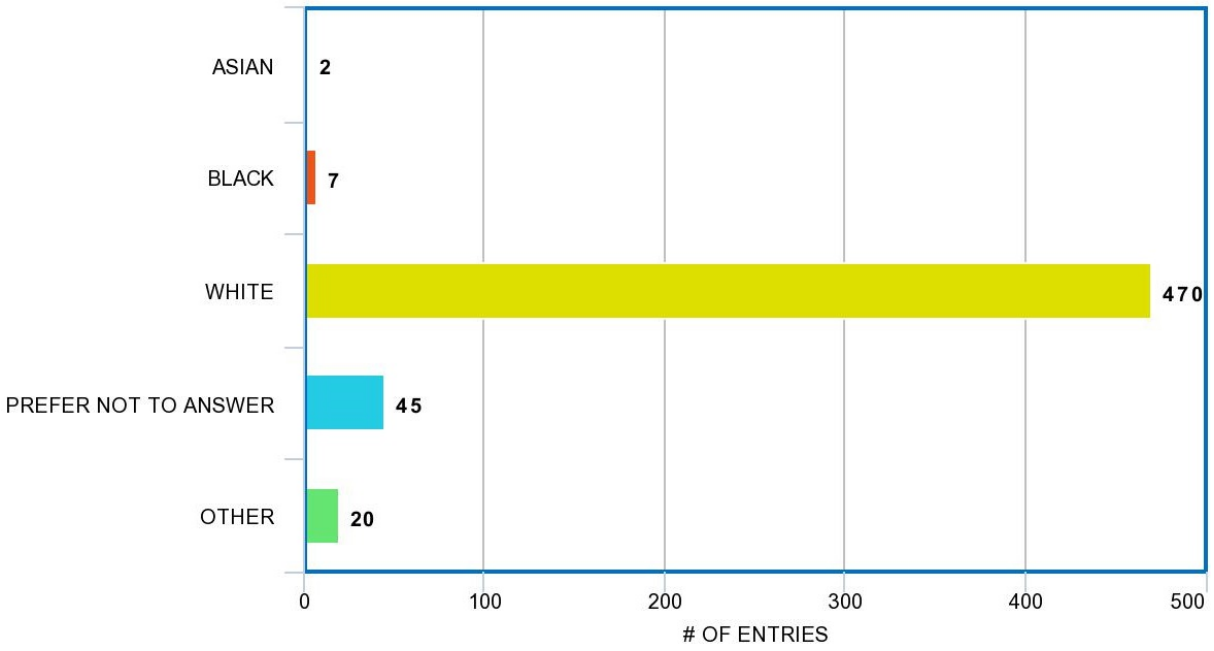
Gender of Participants

Answered: 543
Unanswered: 18

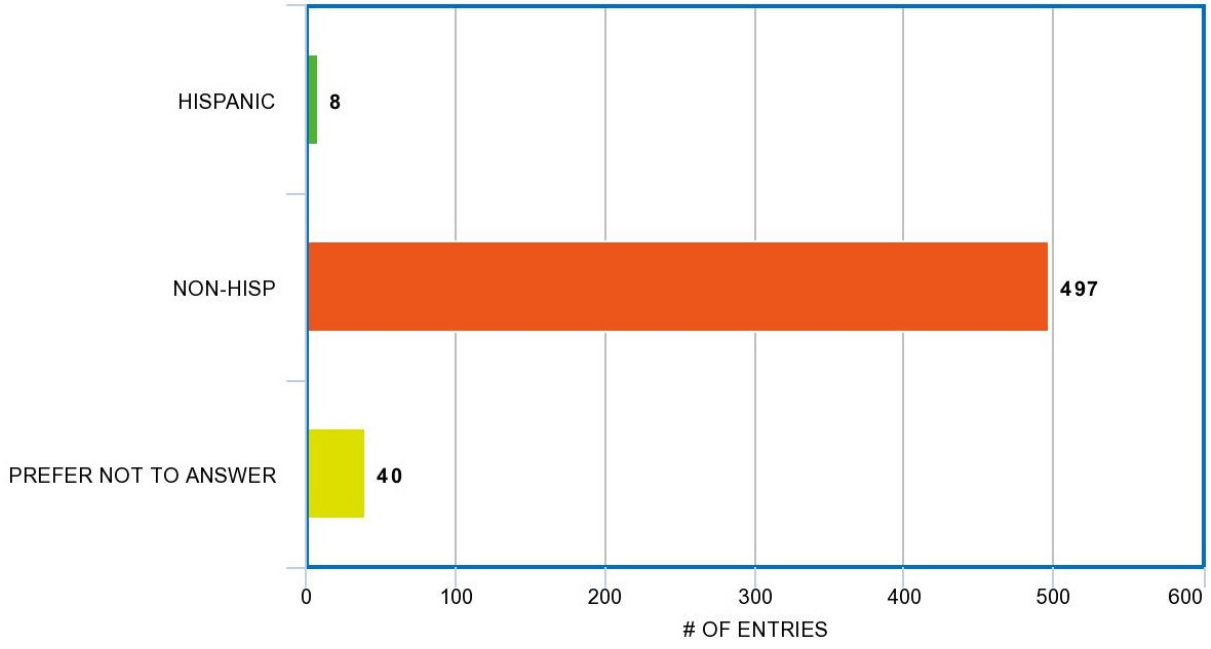


Race & Ethnicity of Participants

Answered: 544
Unanswered: 17

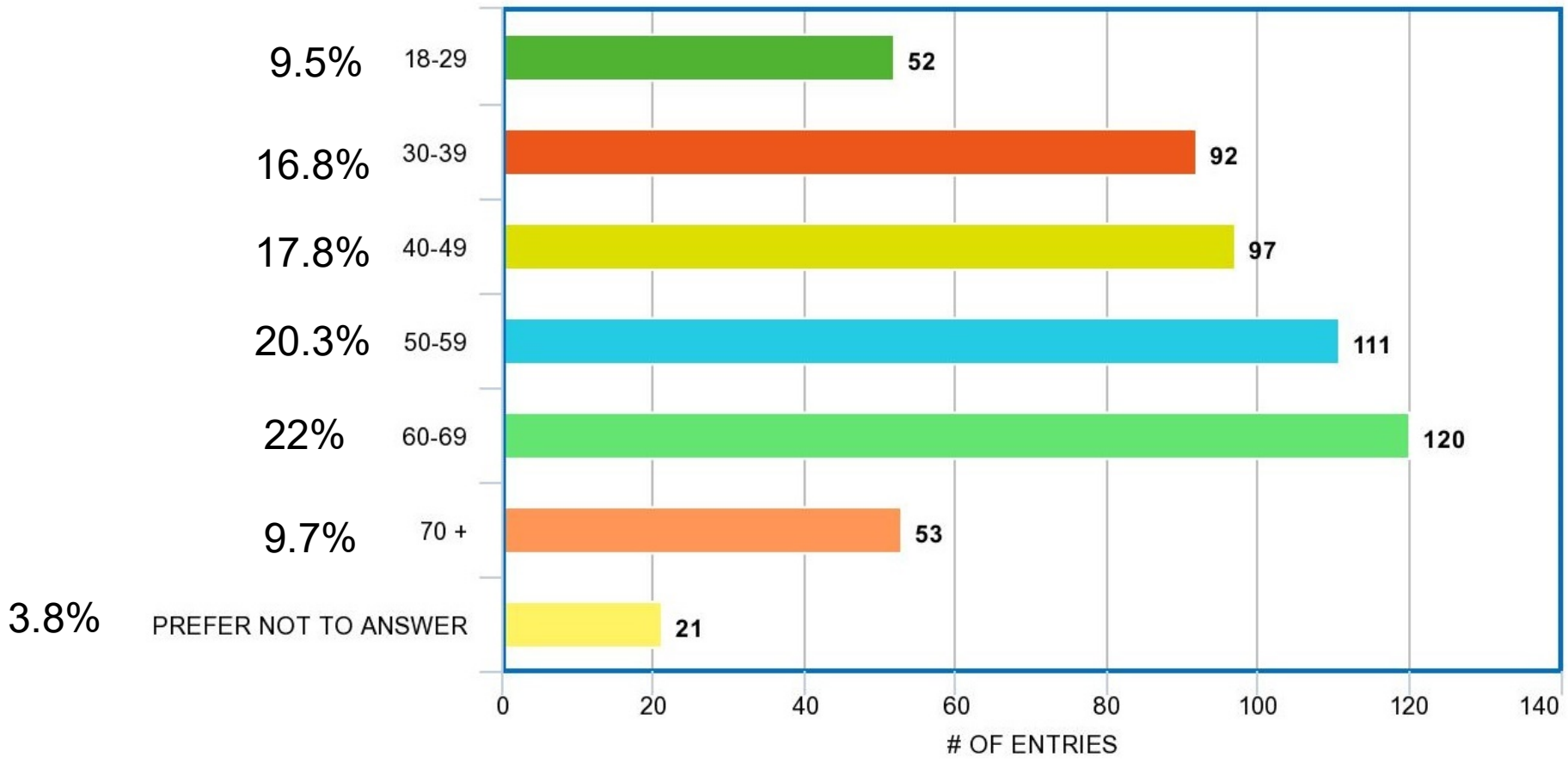


Answered: 545
Unanswered: 16



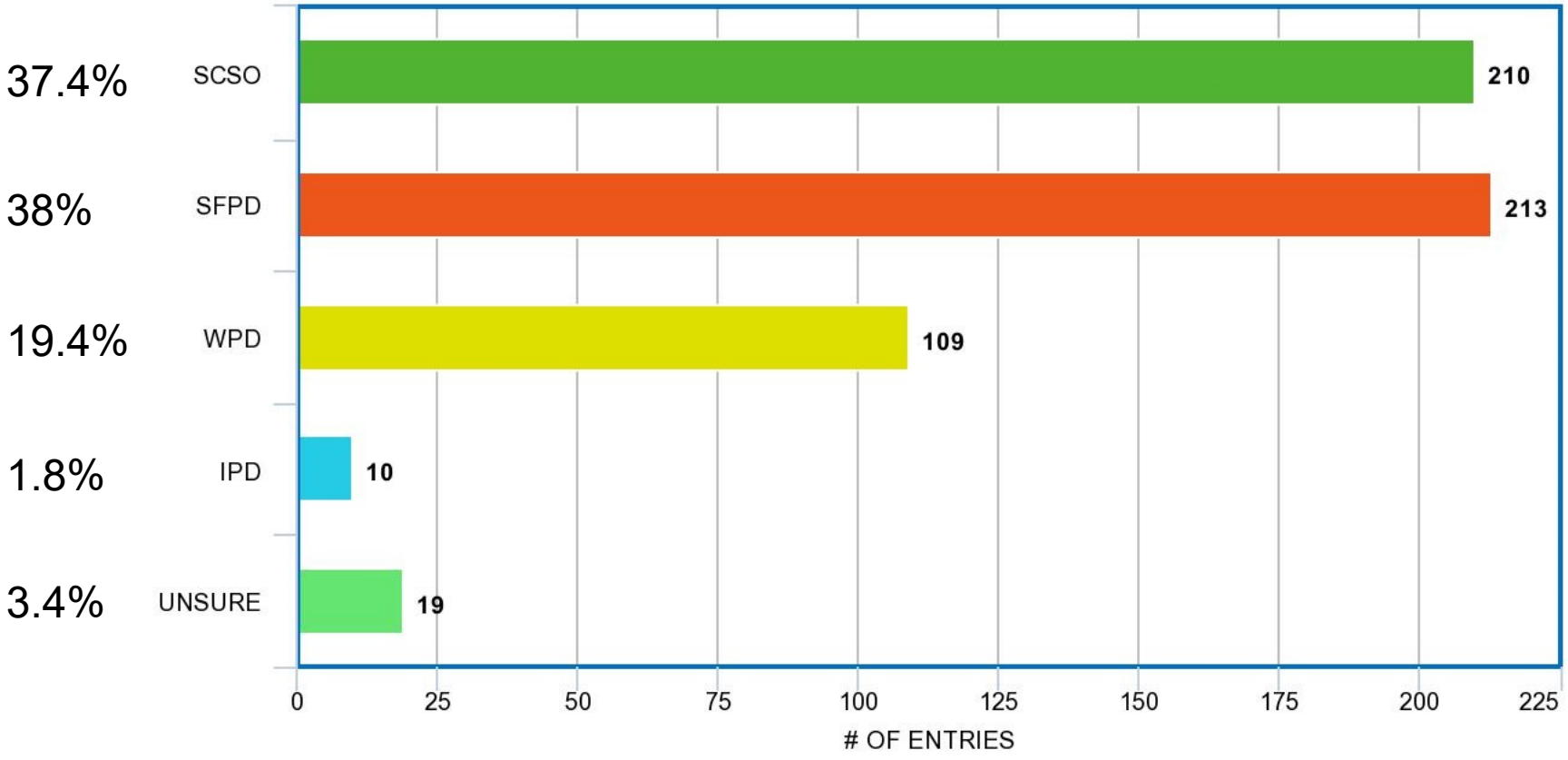
Age of Participants

Answered: 546
Unanswered: 15



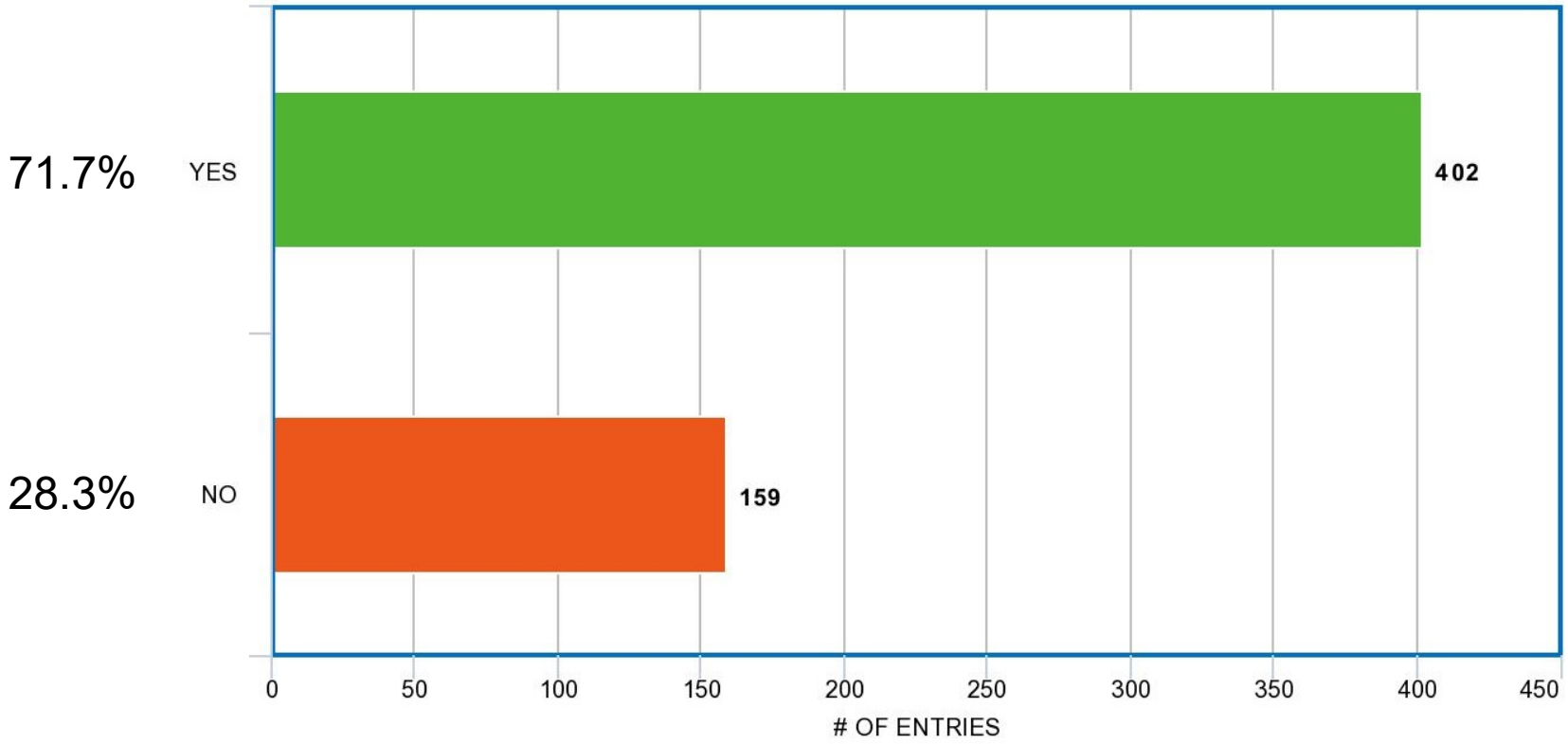
Q1: Which law enforcement agency has primary jurisdiction at your residence?

Answered: 561
Unanswered: 0



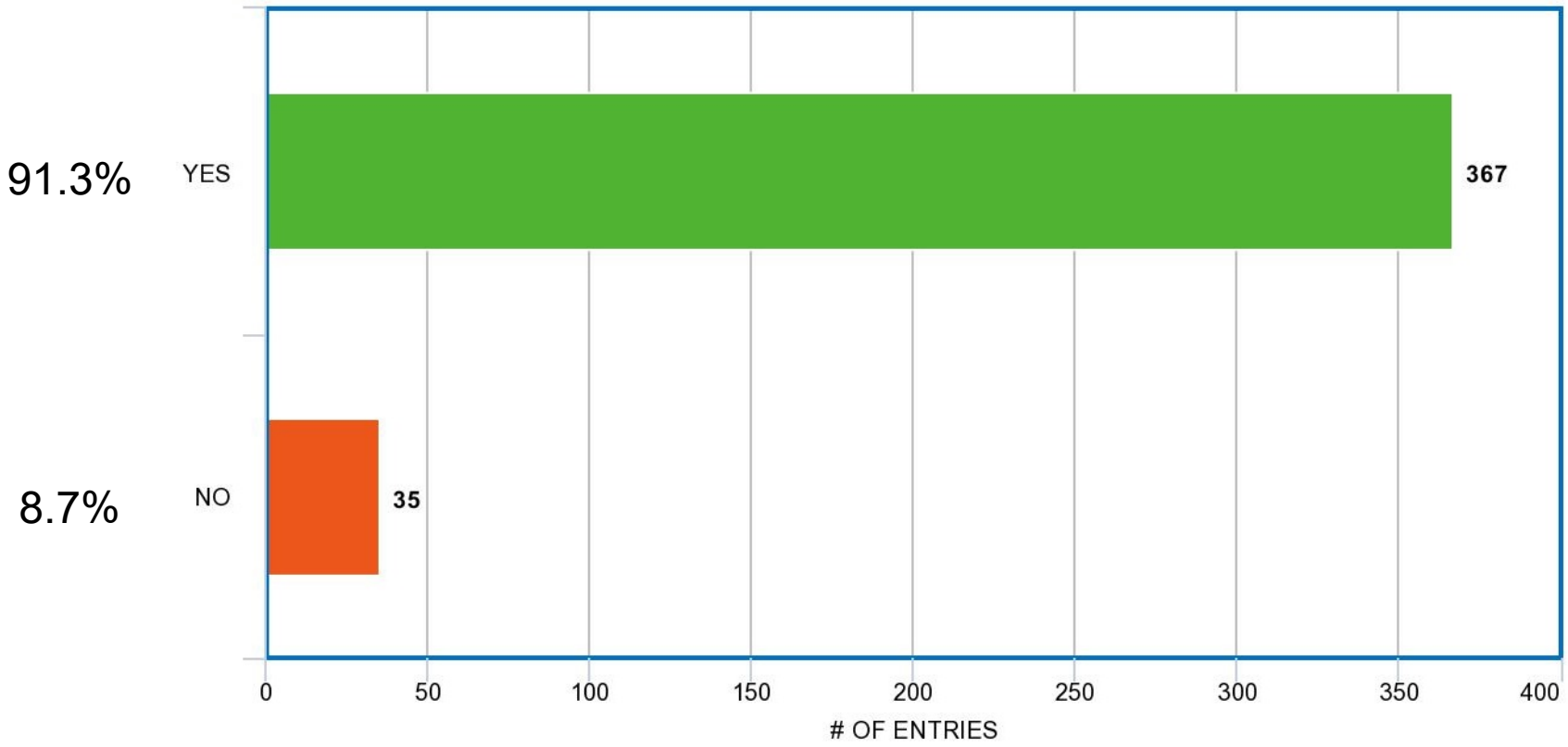
Q2: Have you had contact with your local or other law enforcement agency in the past 3 years.

Answered: 561
Unanswered: 0



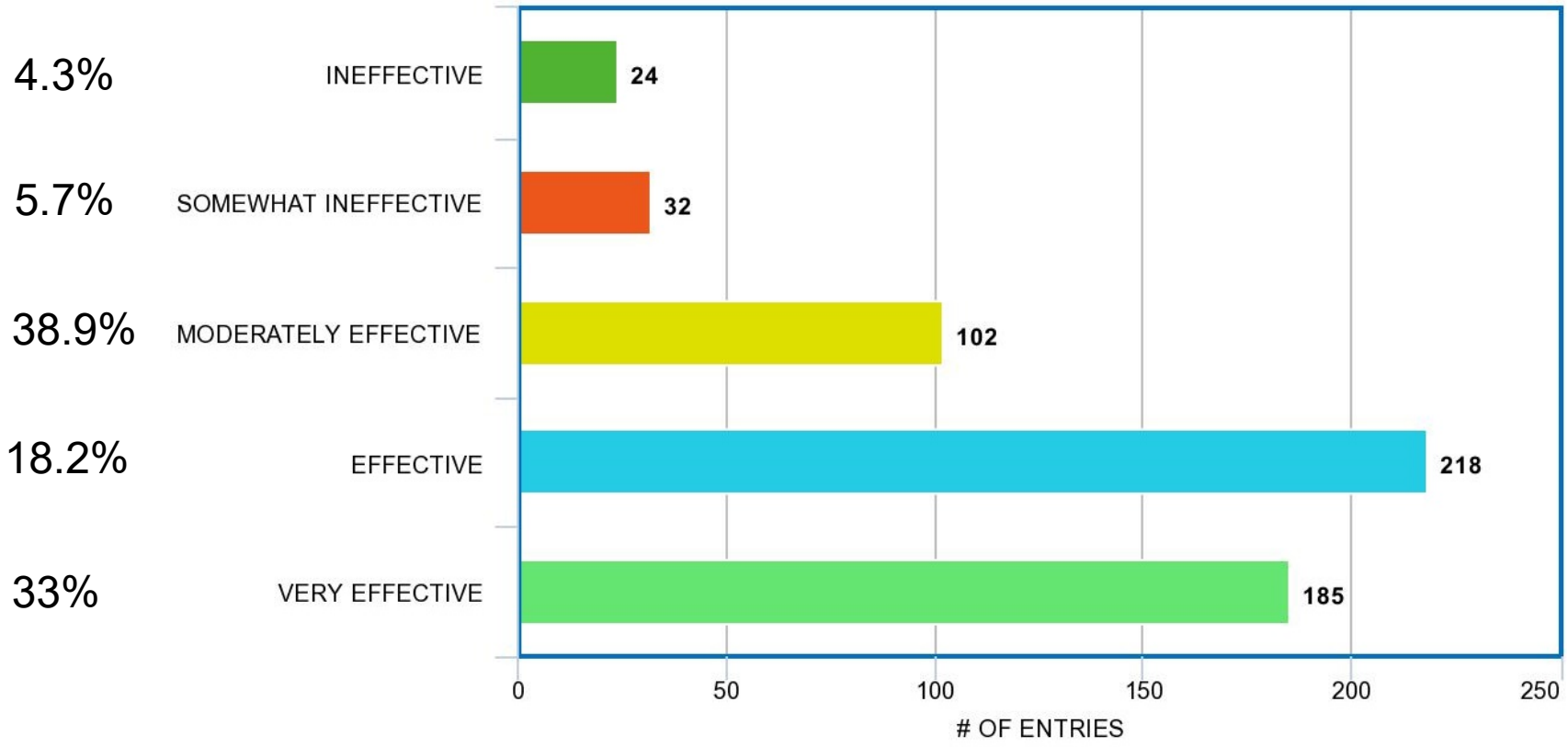
Q3: If yes, were you treated professionally, with dignity and respect?

Answered: 402
Unanswered: 159



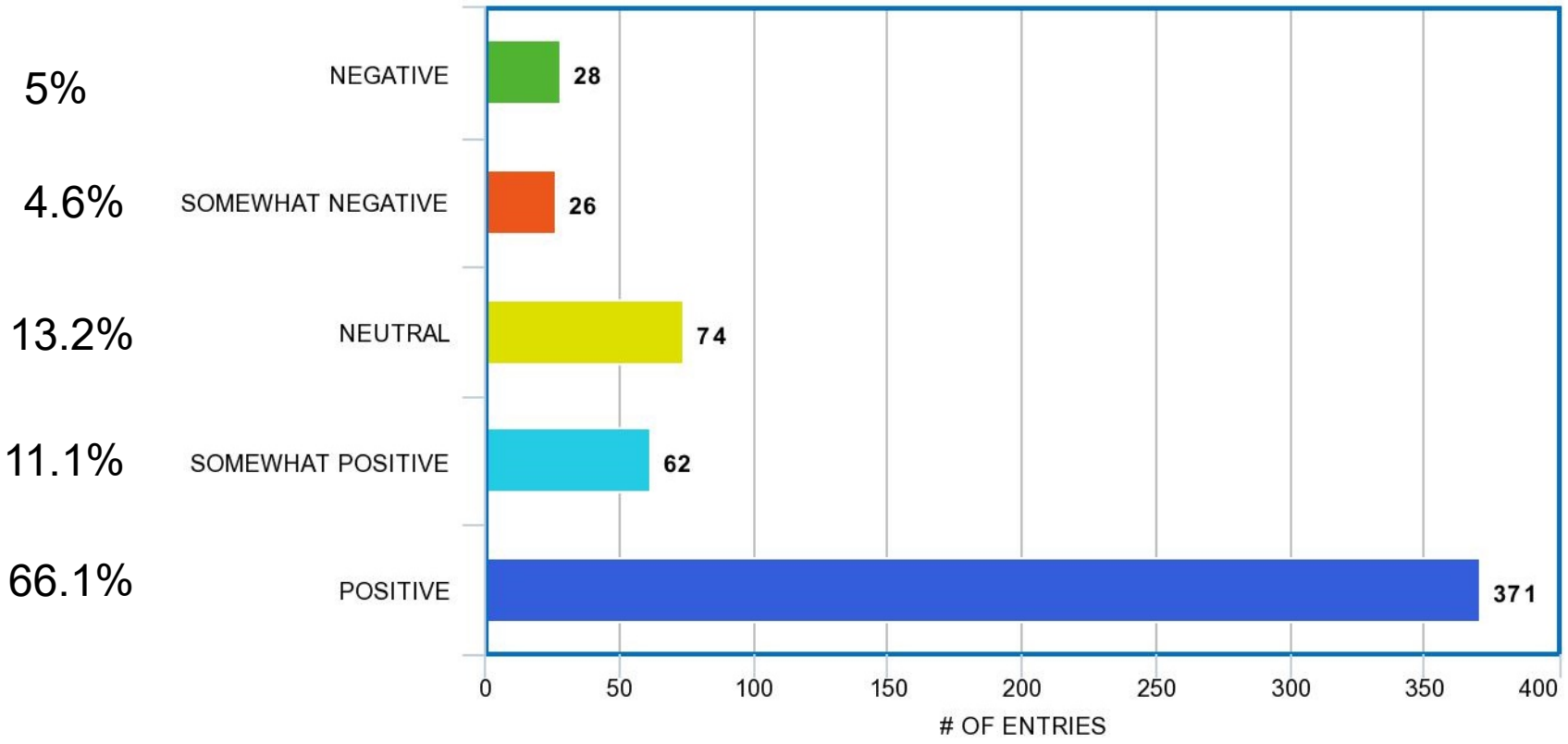
Q4: How effective is your law enforcement agency at combating crime in your neighborhood?

Answered: 561
Unanswered: 0



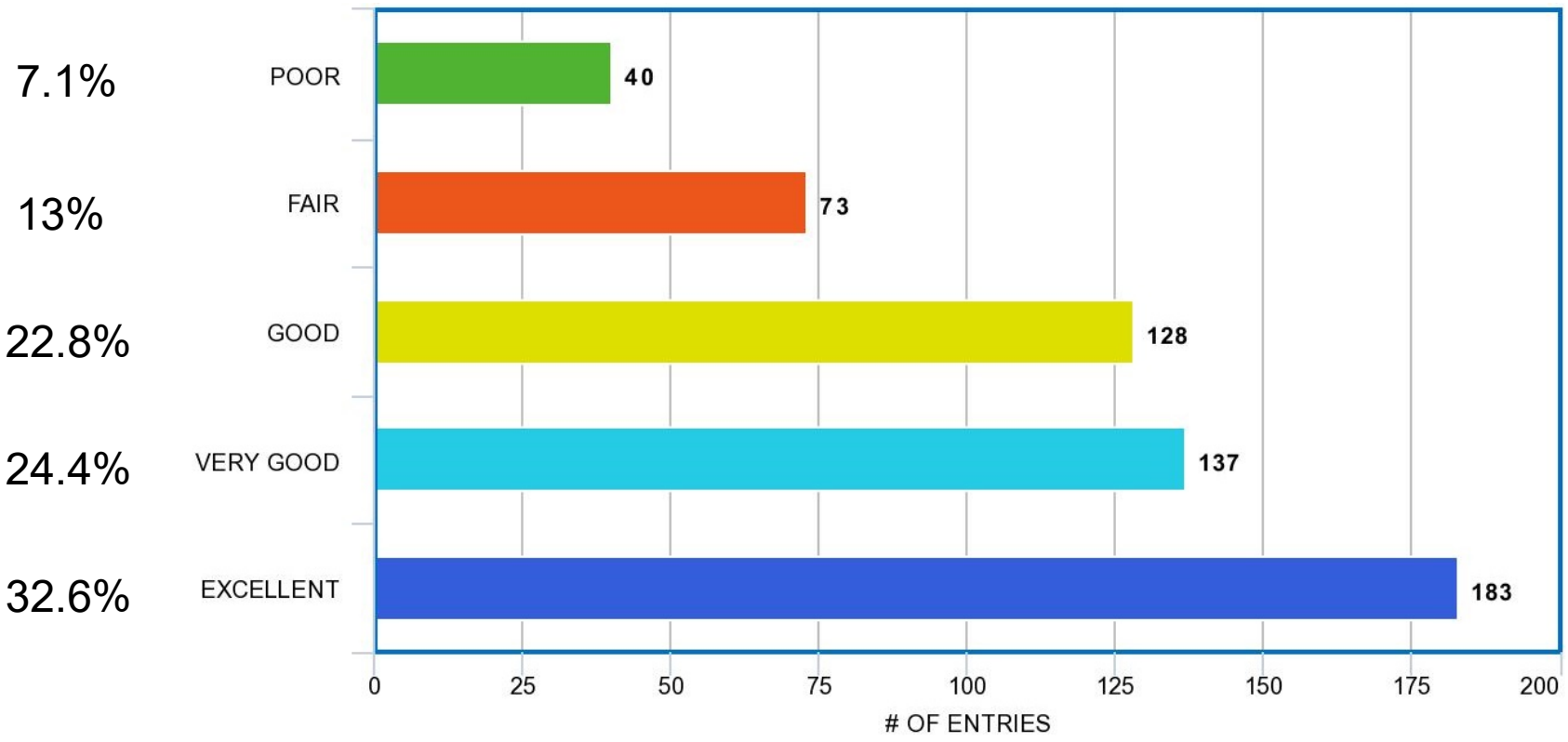
Q5: Rate how you view your local law enforcement agency.

Answered: 561
Unanswered: 0



Q6: How well does your local law enforcement agency conduct community policing?

Answered: 561
Unanswered: 0



Seneca County Sheriff's Office

All comments were summarized, categorized and placed into the top three areas described below.

Positive Comments

1. Level of Professionalism
   - Respectful and Effective
   - Personable and Courteous
   - Positive relationships with other county service providers
2. Community Policing / Communication
   - Visibility
   - Interaction with the community
   - Great social media presence
   - Timely reporting with local issues
3. Proactive Patrol
   - Response time
   - Speed Enforcement
4. Programs offered within the correctional facility.

Areas of Improvement

1. Patrolling / Enforcement
   - Higher presence on "back roads" and south end of county.
   - Enforcement of traffic laws
   - Enforcement of drug crimes
2. Community Policing
   - Increased efforts to engage the public
   - Community education on local resources
   - SRO's in all schools
3. Communication
   - Social skills both on/off duty
   - Intradepartmental communication
   - Communication with other first responders and complainants
4. Recruitment
   - Diversity
   - Ongoing fitness standards

Services to Offer

1. Diversion Programs
2. Targeted Enforcement
   - Attend more community events
   - Police more apartment complexes
   - Stronger presence in high crime areas
   - DWI/DUI checkpoints
3. Community policing
   - Routine community forums
   - Safety courses/demonstrations (i.e. self-defense, child safety seat checks, child ID, bike safety)
   - Youth trainings
   - Educational publications
   - Posting non-emergency and confidential reporting phone numbers
   - Attend other local forums for familiarity with others

Seneca Falls Police Department

All comments were summarized, categorized and placed into the top three areas described below.

Positive Comments

1. Level of Professionalism
   - "Very respectful"
   - "Friendly"
   - "Fair"
   - "Approachable"
2. Community Policing / Communication
   - Presence in the community
   - Interacts with the community
   - Communication
   - Involvement in community events
3. Proactive Patrol
   - Patrolling in town/side streets
   - Visible
   - Quick response to both emergency & non-emergency calls
   - Presence in schools

Areas of Improvement

1. Community Policing
   - Communication with community members about concerns
   - Increased efforts to interact on a regular basis
   - Stopping to talk to citizens
2. Patrolling / Enforcement
   - Patrol side streets more
   - Enforcement of speeding, stop signs & drug enforcement
   - More foot patrols
   - Bike patrol
3. Mental Health Training
   - Train officers in mental health
   - "Call-in" Mental health resources
   - Collaborate with mental health workers
   - Better equipped to deal with mental health incidents

Services to Offer

1. Outreach Programs
   - Meet-and-greet for families
   - At-risk youth
2. Community Education
   - Ride-a-long programs
   - CPR/AED Training
3. Communication
   - Anonymous tip-line
   - Transparency
   - Proof of training
   - On-going community forums

Waterloo Police Department

All comments were summarized, categorized and placed into the top three areas described below.

Positive Comments

1. Community Policing
   - School Resource Officer
   - Citizens “feel safe”
   - Visible crime deterrence
   - Availability to local residents
2. Proactive Patrolling
   - Visible
   - Good contact with the community members
   - Timely response to calls for service

Areas of Improvement

1. Community Policing
   - Attending more local community events
   - Interacting with community members and local businesses
   - Friendlier public image
   - Routine reporting on local crime and other information pertinent to local community
2. Training
   - More training of officers in mental health services
   - More funding to support initiative
3. Law Enforcement
   - Enforcement of drug crimes
   - Enforcement of speed violations
   - Improved response times

Services to Offer

1. Engaging with the community more often during shifts
2. Follow up to community forums
3. Child ID events
4. Anonymous reporting system for the public

THANK YOU!

SHERIFF'S OFFICE
SENECA COUNTY
N. Y.

POLICE
SENECA FALLS
NEW YORK
XIX
EST
1837

OFFICIAL SEAL
SENECA COUNTY

WATERLOO POLICE DEPT.
WATERLOO, N.Y.
BIRTHPLACE OF MEMORIAL DAY

VILLAGE OF INTERLAKEN
POLICE
HEART OF THE
FINGER LAKES