

**NEW YORK STATE POLICE REFORM AND REINVENTION COLLABORATIVE
PLAN CERTIFICATION FORM**

Instructions: The Chief Executive of each local government must complete and submit this certification and a copy of their Plan to the Director of the New York State Division of the Budget on or before April 1, 2021 at EO203Certification@budget.ny.gov.

I, John D. Goodwin, as the Chief Executive of the City of Canandaigua (the "Local Government"), hereby certify the following pursuant to Executive Order No. 203 issued by Governor Andrew M. Cuomo on June 12, 2020:

- The Local Government has performed a comprehensive review of current police force deployments, strategies, policies, procedures, and practices;
- The Local Government has developed a plan, attached hereto, to improve such deployments, strategies, policies, procedures, and practices (the "Plan");
- The Local Government has consulted with 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; interested non-profit and faith-based community groups; the local office of the district attorney; the local public defender; and local elected officials) regarding the Plan;
- The Local Government has offered the Plan in draft form for public comment to all citizens in the locality and, prior to adoption of the Plan by the local legislative body, has considered the comments submitted; and
- The legislative body of the Local Government has ratified or adopted the Plan by local law or resolution.

John D. Goodwin

Name

City Manager

Title

Signature

March 5, 2021

Date

RESOLUTION #2021-016

A RESOLUTION ADOPTING THE CITY OF CANANDAIGUA'S POLICE REFORM AND REINVENTION COLLABORATIVE PLAN

WHEREAS, on June 12, 2020, Governor Cuomo signed Executive Order 203 entitled "New York State Police Reform and Reinvention Collaborative" that required the Chief Executive Officer of each municipality with a police agency to convene a stakeholder group tasked with the development of a plan to improve policing after a comprehensive review of police force deployments, strategies, policies, procedures and practices; and

WHEREAS, the City Manager convened a stakeholder group which held a public forum; provided an opportunity for anyone to share their perspectives, experiences and interactions anonymously, and conducted a web-based survey to assist in developing a plan for the City of Canandaigua; and

WHEREAS, a draft plan was introduced to the community and City Council for review and comment on January 15, 2021; and

WHEREAS, the draft plan was reviewed, discussed and approved at the Ordinance Committee meeting on February 16, 2021; and

NOW, THEREFORE, BE IT RESOLVED, that the City Council of the City of Canandaigua hereby approves the Canandaigua Police Department Police Reform and Reinvention Collaborative Plan, attached hereto and made a part hereof; and

BE IT FURTHER RESOLVED, that the City Council wishes to express its appreciation to City Manager John D. Goodwin; Chief Mathew Nielsen, Sgt. Jeremiah Jackson, and Lt. Nate Lawrence of the Canandaigua Police Department; Major David Rhodes and Captain Pamela Rhodes of the Salvation Army; Ontario County District Attorney Jim Ritts; Ontario County Public Defender Leanne Lapp; Ontario County Conflict Defender Carrie Bleakley; Executive Director of the Partnership for Ontario County Tracey Dello Stritto; BID Executive Director Denise Chaapel; Chief Diversity Officer of Finger Lakes Community College Dr. Sim Covington; Acting Chief of Finger Lakes Community College Campus Police Derrick Smith; Town resident Robert Ellis Jr.; City resident Rob Lillis; and City Councilmember Dan Unrath for their work in developing the Canandaigua Police Department Police Reform and Reinvention Collaborative Plan.

ADOPTED this 4th day of March, 2021.

ATTEST:

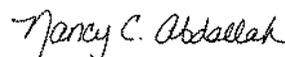


Nancy Abdallah
City Clerk/Treasurer

State of New York, County of Ontario, City of Canandaigua ss.

I Do Hereby Certify that I have compared the preceding with the original thereof, on file and on record in my office, and that the same is a correct copy and transcript therefrom and of the whole said original. Given under my hand and the official seal of said City, at Canandaigua, N.Y. in said County,

3/5/2021



Nancy C. Abdallah, City Clerk Canandaigua, NY

CANANDAIGUA POLICE DEPARTMENT

POLICE REFORM AND REINVENTION COLLABORATIVE



Chief Mathew A. Nielsen

Canandaigua Police Department
21 Ontario Street
Canandaigua, New York 14424

Introduction

On June 12, 2020, Governor Andrew Cuomo signed an Executive Order 203 entitled “New York State Police Reform and Reinvention Collaborative.” This executive order required that I as the Chief Executive Officer of the City convene a stakeholder group tasked with the development of a “plan, which shall consider evidence-based policing strategies, including but not limited to, use of force policies, procedural justice; any studies addressing systemic racial bias or racial justice in policing; implicit bias awareness training; de-escalation training and practices; law enforcement assisted diversion programs; restorative justice practices; community-based outreach and conflict resolution; problem-oriented policing; hot spots policing; focused deterrence; crime prevention through environmental design; violence prevention and reduction interventions; model policies and guidelines promulgated by the New York State Municipal Police Training Council; and standards promulgated by the New York State Law Enforcement Accreditation Program.” Said plan must be adopted by the City Council no later than April 1, 2021.

The Executive Order outlined that the stakeholder group must include the Chief of Police and “membership and leadership of the local police force; members of the community, with emphasis in areas with high numbers of police and community interactions; interested non-profit and faith-based community groups; the local office of the district attorney; the local public defender; and local elected officials.”

On behalf of the community, I want to thank the members of the Canandaigua Police Reform and Reinvention Collaborative for their time, efforts and work in assisting to develop our community’s plan. This stakeholder group included: Chief Mathew Nielsen, Sgt. Jeremiah Jackson, and Lt. Nate Lawrence of the Canandaigua Police Department; Major David Rhodes and Captain Pamela Rhodes of the Salvation Army; Ontario County District Attorney Jim Ritts; Ontario County Public Defender Leanne Lapp; Ontario County Conflict Defender Carrie Bleakley; Executive Director of the Partnership for Ontario County Tracey Dello Stritto; BID Executive Director Denise Chaapel; Chief Diversity Officer of Finger Lakes Community College Dr. Sim Covington; Acting Chief of Finger Lakes Community College Campus Police Derrick Smith; Town resident Robert Ellis Jr.; City resident Rob Lillis; and City Councilmember Dan Unrath. I would also like to thank and acknowledge former Chief Stephen Hedworth for his work on this endeavor prior to his retirement.

We followed the process outlined in the *New York State Police Reform and Reinvention Collaborative: Resource & Guide For Public Officials and Citizens* issued in August 2020. We began our work with the goal to obtain public feedback to learn about the public’s perspectives, experiences and interactions (both positive and negative) with the Canandaigua Police Department. Unfortunately, our first public forum scheduled for September 21, 2020 at the Salvation Army was cancelled due to COVID-19 positive cases that resulted in quarantines of Salvation Army staff and a shut down of the facility. We were able to hold a socially distant public forum at the Fort Hill Performing Arts Center Sands Family Foundation Theatre (20 Fort Hill Ave) on Wednesday, September 23, 2020 at 6:30 PM. We also provided an opportunity for anyone that did not feel comfortable sharing in an open public format, to share their perspectives,

experiences and interactions anonymously on the City website. We conducted a web-based survey launched in November 2020 (an Appendix A to this plan) with the assistance of Rob Lillis of Evalumetrics Research to assess citizen attitudes and perceptions related to the Canandaigua Police Department.

The comments made during our public community forums and survey were extensively reviewed and considered when this plan was drafted. The plan is organized and outlined to answer the questions posed in the *New York State Police Reform and Reinvention Collaborative: Resource & Guide For Public Officials and Citizens* and the questions and comments from the forums and survey are addressed in various different sections. The tables following this introduction are a reference guide for easier review of the survey results and how they are included in the Collaborative Plan.

The Canandaigua Police Department is an accredited police agency. Accreditation does not mean that the Canandaigua Police Department is perfect or that there are not areas that can be improved, but it does mean that we are committed to making sure that our police department continuously strives to meet the highest standards set by the New York State Municipal Police Training Council and the New York State Law Enforcement Accreditation Program for policing in order to provide the most professional and impartial level of police services to the Canandaigua community. It is my hope that this commitment is demonstrated throughout this plan.

This plan is intended to not only serve as a guide for continuous improvement of policing within the City, but as a public education tool to the many initiatives, policies, operations and procedures that the Canandaigua Police Department has already had in place and been practicing. It is my hope that this plan helps to provide a better understanding and appreciation for the work that the Canandaigua Police Department has been doing, in addition to areas that more progress can be achieved.

On behalf of the City of Canandaigua, I respectfully submitted this plan to the Canandaigua community for public comment from January 15, 2021 to February 15, 2021. Comments can be submitted to me at jdg@canandaiguanyork.gov or on the City website by [clicking here](#).

John D. Goodwin
City Manager

Main Body of Survey:

Category	Corresponding Pages
Conducting Wellness Checks	3
Community Policing	15, 22
Crime Investigation	14
Crime Prevention	12
General Law Enforcement	3

Comments on Survey “What can the Canandaigua City Police do to improve their performance? How can they improve?”

Response ID on Survey	Corresponding Pages
9	33
11	22, 24
38	9, 13, 37
59	3, 9, 13, 37
61	15
63	9, 13, 22, 33, 37
74	33
87	4, 19
88	8, 29, 33
91	4
98	35
104	12, 15, 19, 22
120	15
122	35
128	3, 7, 9, 13, 35, 37
130	12
138	35
145	13
146	12

Response ID on Survey	Corresponding Pages
149	7
155	3, 14
161	6
168	35
174	33
189	12
198	12, 15
211	37
228	15
243	17, 29
252	12
253	15, 22, 30
265	3, 8
281	17
283	12
286	12
288	33
289	3, 4, 13, 18, 35
290	35
300	12

Comments on Survey “How can the Canandaigua City Police improve their image with the public?”

Response ID on Survey	Corresponding Pages
11	15
23	33
31	18, 22
40	37
43	22
57	15
63	35
88	29
98	17
110	15
120	15
122	17, 22
145	15
149	28
156	3, 6
177	12
186	15, 17, 18, 22

188	15
207	15, 17, 18, 22
210	15, 17
212	15
215	35
219	15
220	15
221	3
233	15
238	15
243	35
248	15, 17, 18, 22
259	15, 17, 23, 34
268	18, 22
281	ALL
284	15, 17, 18, 22
286	15
289	15, 17, 18, 22, 35
291	15, 17, 18



City of Canandaigua Police Department
21 Ontario Street
Canandaigua, NY 14424
(585)396-5035

Mathew A. Nielsen
Chief of Police

New York State Accredited Agency
Equal Opportunity Employer

The Canandaigua Police Department would like to thank the members of our Collaborative Committee and our community members for their dedication and guidance while we completed the New York State Police Reform and Reinvention Collaborative for the City of Canandaigua. The Department took the role of active listening and drafted our plan with the input from our community in mind, as well as addressing all of the areas of concern outlined in the New York State Police Reform and Reinvention Collaborative manual. Since we are already a New York State Accredited Law Enforcement Agency, the Department was able to highlight several activities and policies that were already in compliance with suggested standards outlined in the manual, as well as demonstrating how we are currently meeting the community's expectations. We did capitalize on this Collaborative process as a way to increase our standards and fine tune our policies in several areas where we found opportunity for improvement. I would like to take this opportunity to highlight a few of these areas.

Use of Force: During this process New York State unveiled a reporting portal for incidents involving the police's use of force. With this new portal, New York State finally created uniform definitions of and guidance on reporting use of force to a centralized data bank. These new definitions and standards allowed for the Canandaigua Police Department to update the department policy regarding the use of force and it was posted on the City's official website.

Citizens' Commendations and Complaints: During this process, the Canandaigua Police Department implemented a revised policy outlining the manner citizens can make a compliment or complaint regarding the Department and its members. The policy was expanded to include more options for a citizen to file such actions, such as at the Police Department, the City Clerk's Office, in-person, by phone, anonymously, etc. The revised policy outlines the steps to be followed by the Department while investigating a complaint. The policy was subsequently made available for public knowledge by posting it on the City's official website.

Annual Officer Evaluations: The annual officer evaluation process was reviewed and revised during this initiative. This process will be dramatically expanded this coming year and will be significantly more comprehensive. During this revision, use of force incidents will be evaluated in the review and the officer's abilities to de-escalate situations will show favorable ratings.

Expansion of Video Recording: During this process, the Department expanded upon areas covered by video surveillance inside the police department. The City has also approved the Department to expand upon our current use of Body Worn Cameras to include dash cameras and passenger compartment cameras inside of the patrol vehicles.

Diversity Within the Department: The Department recognizes the community's interest in expanding upon the diversity within the Department. The Department will continuously explore recruiting and expanding the diversity within the department while remaining in compliance with New York State Civil Service laws.

Department Annual Report: During this process it was apparent that the community desires more transparency in Department functions, enforcement activities, and statistical data related to such. In an effort to provide this data, the Department will be implementing an annual report which will be published with the statistical data from several areas of our Department's activities that were identified as of special interest to our community. The report will contain demographic statistics for enforcement activities in relevant areas.

Mental Health Response Training: During this process the Department provided additional training to several officers in the area of responding to mental health crisis. The Department will continue progressing toward our goal of training all members in mental health responses and have them certified as members of the Crisis Intervention Team.

Implicit Bias/Cultural Diversity Training: The Department recognizes the need to build upon trust, and equity and inclusion for all within our community. We have partnered with the Chief Diversity Officer at Finger Lakes Community College (Dr. Sim Covington Jr.) to provide Implicit Bias training to all members of the Department in February 2021.

Officer Wellness: The Department has long recognized that an officer's individual wellness and well-being is an intricate part of the officer's ability to cope with the complex issues they are presented with during their daily duties. During this initiative, the Department began drafting and is in the process of formalizing official policies regarding the maintenance and preservation of the officer's wellness.

Thank you again to our community for your participation in this Collaborative. We appreciate your thoughts and input during this initiative.

Respectfully,
Chief Mathew Nielsen
Canandaigua Police Department

**Canandaigua Police Department
Police Reform and Reinvention Collaborative**

Table of Contents

I. <u>What Functions Should the Police Perform?</u>	Page 3
1. Determining the Role of the Police	Page 3
2. Staffing, Budgeting, and Equipping Your Police Department	Page 5
II. <u>Employing Smart and Effective Policing Standards and Strategies</u>	Page 6
1. Procedural Justice and Community Policing	Page 6
2. Law Enforcement Strategies to Reduce Racial Disparities and Build Trust	Page 8
3. Community Engagement	Page 15
III. <u>Fostering Community-Oriented Leadership, Culture and Accountability</u>	Page 23
1. Leadership and Culture	Page 23
2. Tracking and Reviewing Use of Force and Identifying Misconduct	Page 24
3. Internal Accountability for Misconduct	Page 26
4. Citizen Oversight and Other External Accountability	Page 29
5. Data, Technology and Transparency	Page 30
IV. <u>Recruiting and Supporting Excellent Personnel</u>	Page 33
1. Recruiting a Diverse Workforce	Page 33
2. Training and Continuing Education	Page 35
3. Support Officer Wellness and Well-being	Page 39

I What Functions Should the Police Perform?

1. Determining the Role of the Police

What role do the police currently play in your community?

The primary goals of the Canandaigua Police Department include the protection of life and property, resolution of conflict, the creation and maintenance of a feeling of security in the community, reduction of opportunities for the commission of crime through crime prevention strategies, identification, apprehension, and prosecution of offenders, the recovery and return of property, and providing public service wherever possible.

Should you deploy social service personnel instead of or in addition to police officers in some situations?

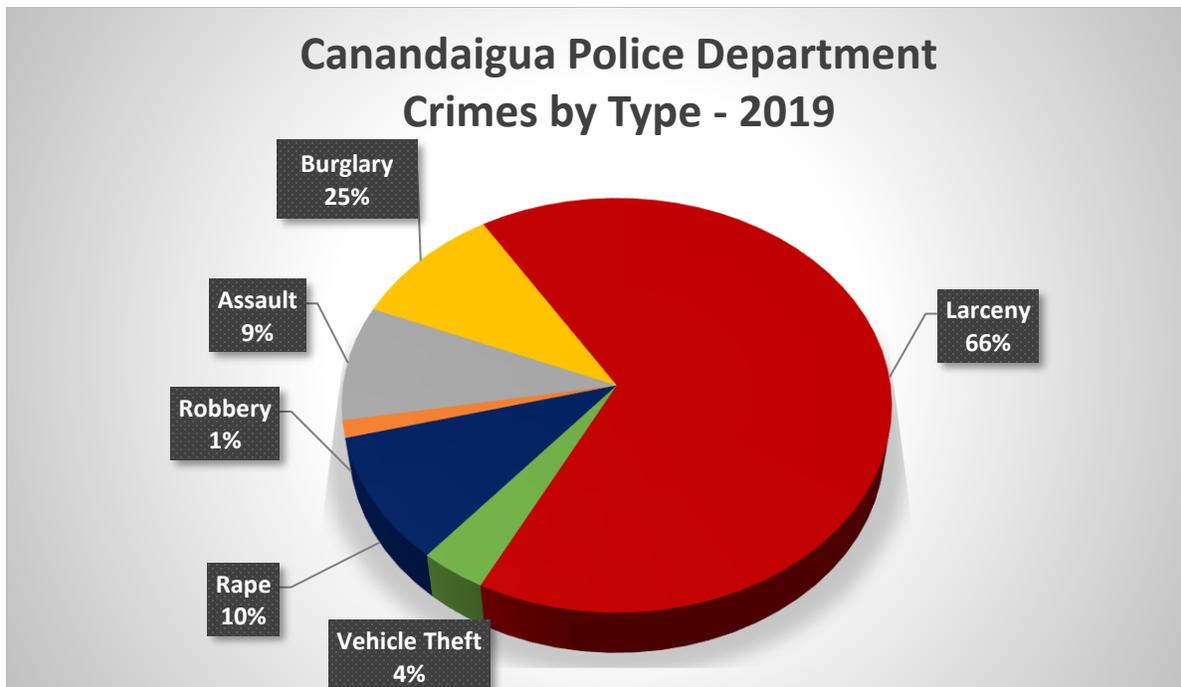
Currently in the City of Canandaigua there are many situations where social services would be deployed instead of or in addition to the Canandaigua Police. These situations may include but are not limited to emergency housing issues, child protective matters, non-violent mental health issues, etc. There are many times that the civilian employees for the social service agencies will respond to locations on their own, but there are also many times that they will request that a police officer respond with them for their safety, as a witness, or when they discover possible criminal activity afoot.

Can your community reduce violence more effectively by redeploying resources from policing to other programs?

Violent crime in the City of Canandaigua is at a relatively low rate in comparison to property crimes and well below the national averages. Property crimes are the majority of reported crimes that are responded to by officers. Redeployment of resources will not have a significant effect on reducing the violent crime rate any further.

(Data supplied by the New York State Division of Criminal Justice Services)

<u>January - December</u>	<u>2018</u>	<u>2019</u>	<u>2020 (Preliminary)</u>
Total	218	223	256
<u>Violent</u>	<u>24</u>	<u>45</u>	<u>37</u>
Murder	0	0	1
Rape	8	22	11
Robbery	1	3	5
Agg. Assault	15	20	20
<u>Property</u>	<u>194</u>	<u>178</u>	<u>219</u>
Burglary	22	22	24
Larceny	167	148	186
Vehicle Theft	5	8	9



What function should 911 call centers play in your community?

The policies and procedures of the Ontario County 911 call center is managed by the Ontario County Sheriff's Office.

Should law enforcement have a presence in schools?

Yes. Responding to calls for service or conducting investigations on school property requires specially trained School Resource Officers to understand the limitations and requirements placed on law enforcement officers by law and the responsibility of school authorities for supervision of children under their care. It is the policy of the Canandaigua Police Department to conduct investigations and related police business on Canandaigua City School District property in conformance with accepted legal practices and in recognition of the authority and responsibility of school officials to manage the school environment. These specially trained School Resource Officers work collaboratively with public safety agencies to serve as a liaison between the school and the community to deter criminal and delinquent behavior. The School Resource Officers assist other law enforcement agencies with incidents involving local criminal activity that may impact the safety of the environment for students and staff and also establish and maintain a close partnership with school administrators in order to provide for a safe school environment and foster a better understanding of the law enforcement function to maintain a secure learning environment.

2. Staffing, Budgeting, and Equipping Your Police Department

What are the staffing needs of the police department the community wants? Should components of the police department be civilianized?

The Canandaigua Police Department is currently staffed by a Chief of Police, one Lieutenant (Operations Commander), five Sergeants, sixteen full-time police officers, two detectives, four part-time police officers, two civilian clerks, one part-time civilian custodian, and six part-time civilian school crossing guards. The Canandaigua Police Department's current staffing level is 2.34 officers per 1000 residents as opposed to 2.9 officers per 1000 residents statewide (average). The department members provides the ability to adequately fulfill the department's mission of the protection of life and property, resolution of conflict, the creation and maintenance of a feeling of security in the community, reduction of opportunities for the commission of crime through crime prevention strategies, identification, apprehension, and prosecution of offenders, the recovery and return of property, and providing public service wherever possible, 24 hours a day, seven days a week to our citizens. The department already collaborates with several other civilian organizations to provide specific necessary services that extend beyond law enforcement's expertise. The Canandaigua Police Department's role is that of the "guardian" and at most emergencies the responding officer's role is to first contain and stabilize the threat to the public at the scene. After the scene has been rendered safe for civilians, Officers will then analyze the cause of emergency and request the types of services to the scene that would be most beneficial to a peaceful resolution, such as medical, mental health professionals, the Department of Social Services, the Child Advocacy Center, Child Protective Services, Victim's Advocacy, Safe Harbors, other specific multi-disciplinary teams, etc. Civilian members of these organizations do play critical roles in supporting law enforcement during emergency situations as well as continuing investigations.

How should the police engage in crowd control? Should the police be demilitarized?

The manner in which Canandaigua Police officers deal with unruly crowds and illegal gatherings has direct bearing on their ability to control and defuse the incident and contain property damage, injury or loss of life. Department members confronting civil disturbances and those called upon to assist in these incidents shall follow the procedures of containment, evacuation, communication, use of force, and command and control as enumerated by department policy. The department policies establish the department's goals to resolve incidents peacefully and that acts of violence will be dealt with swiftly and decisively. The use of a militarized police unit, such as a SWAT team, is also regulated by department policy. Unfortunately, there are at times incidents that police must respond to that pose a significant risk of serious physical injury or death to the public as well as to the responding officers. Members of the SWAT team are a specially trained team of officers who work in collaboration with each other with the goal of containing a volatile scene and ultimately achieving a peaceful resolution. Incidents in which the SWAT team could be activated do not include mere civil disturbances or crowd control. It should

be noted however, that the Canandaigua Police Department does not and will not accept any surplus combat military equipment.

II Employing Smart and Effective Policing Standards and Strategies

1. Procedural Justice and Community Policing

Specific policing strategies that have raised concerns among the public.

a) “Broken Windows” and “Stop and Frisk”

The Canandaigua Police Department does not employ the “broken window” strategies. The use of “Stop and Frisk” strategies are outlined in New York State Criminal Procedure Law 140.50 and in also in established New York State case law (People v. Debour). In compliance with established state law, the department policy further defines that department members may stop and detain a person in a public place located within the City of Canandaigua when the officer reasonably suspects that such person is committing, has committed, or is about to commit a crime as defined in the penal law. If during the stop, the officer reasonably suspects that he or she is in danger of physical injury, he may conduct a pat down search only for a deadly weapon or any instrument readily capable of inflicting serious physical injury.

b) Discriminatory or Bias-Based Stops, Searches and Arrest

As directed by Canandaigua Police Department policy the department neither condones nor permits the use of any bias-based profiling in traffic contacts, field contacts, and investigations or in asset seizure and forfeiture efforts. Arrests will not be based solely on a common trait of an individual, including but not limited to: age, race, creed, color, religion, national origin, gender, sexual orientation, disability, marital status or economic status. Acceptable search and seizure policy are further defined in established State and Federal case law in order to ensure that Constitutional Forth Amendment Rights are protected.

c) Chokeholds and other restrictions on breathing

Chokeholds are defined by department policy as any application of pressure to the throat, windpipe, neck, or blocking the mouth or nose of a person in a manner that may hinder breathing, reduce the intake of air or obstruct blood circulation, and are strictly prohibited unless deadly physical force is authorized. Chokeholds are not taught as an approved defensive tactic at the Canandaigua Police Department.

d) Use of force for punitive or retaliatory reasons

As directed by the Canandaigua Police Department policy and under the 4th Amendment to the United States Constitution, use of force is authorized to be used when it is reasonably believed to be necessary to effect a lawful arrest or detention, prevent the escape of a person from custody or in defense of one’s self or another. The authorized use of physical force ends when the resistance ceases and/or the officer has accomplished the purpose necessitating the use of force. Since these are the only circumstances that

force is authorized by department policy and by law, use of force not authorized by the policy, such as for punitive and retaliatory reasons, is strictly prohibited and subject to disciplinary action.

e) Pretextual stops

As directed in policy, the Canandaigua Police Department neither condones nor permits the use of any bias-based profiling in traffic contacts, field contacts, and investigations or in asset seizure and forfeiture efforts. Arrests will not be based solely on a common trait of an individual, including but not limited to: age, race, creed, color, religion, national origin, gender, sexual orientation, disability, marital status or economic status. Overzealous enforcement without considering whether the operator is familiar with the legal requirements or without regard to the circumstances surrounding the violation, causes disrespect for the law and poor relations between the department and the community. The emphasis of an officer's traffic enforcement is placed on violations that contribute to accidents and that prevent hazards to vehicular and pedestrian traffic. The Department recently began tracking statistical data related to traffic stops which includes the demographics of the operator (whether the operator was issued Uniform Traffic Tickets or not). The data collected does not reflect violations of these policies by the department members. Further, a survey was conducted as part of this process which found that nine out of ten individuals said they were treated very well when they had an involuntary contact with the Canandaigua Police Department. Negative responses to this survey did not vary when race was included as a variable.

f) Informal quotas for summonses, tickets or arrests

The Canandaigua Police Department does not employ formal or informal quota enforcement strategies in accordance to New York State Labor Law 215-a.

g) Shooting at moving vehicles and high-speed pursuits

As directed by Canandaigua Police Department policy, firearms shall not be used to attempt to stop a pursued vehicle unless the totality of the circumstances warrants such action and the use of deadly physical force is justified.

h) Use of SWAT Teams and No-Knock Warrants

The Canandaigua Police Department's participation and use of a Multi-Jurisdictional SWAT Team is defined by policy. The SWAT may be activated in response to any incident that would be more efficiently and safely resolved by highly trained police tactical team. Incidents in which the SWAT team could be activated include:

1. Active shooters.
2. Barricaded subjects.
3. Hostage takers.
4. Persons committing violent acts.
5. High risk search or arrest warrants.

The Canandaigua Police Department adheres to New York State Criminal Procedural Law Section 690 in the application and execution of Search Warrants, to include “No-Knock” Search Warrants. Canandaigua Police Department policy further defines the preparation and execution of search warrants requirements at the department. Though “No-Knock” Search Warrants are not defined in the department policy, it has been the practice of the Canandaigua Police Department to avoid “No-Knock” executions of warrants, even when such authority is permitted on the warrant. Since 2018 the Canandaigua Police Department has received several search warrants authorizing “No-Knock” authority, but has not executed any of the search warrants as such.

i) Less-than-Lethal Weaponry such as Tasers and Pepper Spray

The use of force and the need for a variety of force options is apparent to the Canandaigua Police Department when attempting to take into custody or handling combative, non-compliant, armed and/or violent persons. The department has policy that mandates training and regulates use relative to a variety of Less-Lethal Weapons, which includes Tasers and Oleoresin Capsicum (Pepper) Spray.

j) Facial Recognition Technology

The Canandaigua Police Department does not utilize such technology.

2. Law Enforcement Strategies to Reduce Racial Disparities and Build Trust

Using summonses rather than warrantless arrests for specific offenses

Canandaigua Police Officers are permitted to apply for a summons rather than making warrantless arrests for violations as outlined in the New York State Criminal Procedure Law and several Canandaigua Police Department policies. The Canandaigua Police Department routinely uses this authority granted by law as an alternative to making physical arrests.

Policy defines that in the event that a Canandaigua Police Officer responds to an incident and upon arrival the complainant is making allegations that a violation has occurred i.e., present time, the officer shall advise the complainant who witnessed the violation to perform a citizen’s arrest and the officer will then take physical custody of the suspect if probable cause exists and prepare an accusatory instrument for the complainant to sign. Conversely, if the suspect is gone upon officer’s arrival and the witnessing complainant wishes to pursue charges, the officer shall secure a supporting deposition from the complainant. The officer then shall cause an investigation to occur. Upon the completion of the investigation, if probable cause exists, the officer shall prepare an accusatory instrument and apply for a summons or warrant. Under no circumstances are members to take physical custody of a person named on a summons.

Diversion programs

Working in a County where collaboration is so heavily stressed amongst different agencies it has allowed officers to share their input regarding certain cases to see if we can find the best solution for a suspect. Officers collaborate with the Ontario County District

Attorney's Office, Juvenile Probation, Adult Probation, Parole and any other agency / resource that we can utilize to assist an individual. The Canandaigua Police Department has more discretion when it comes to diversion programs for juveniles compared to adults, where most of the discussion is done through those at the DA's Office after an arrest.

In regards to juveniles, officers can do a number of different things. We can counsel a juvenile, send them to Youth Court, send a referral to Probation (either a Person in Need of Supervision (PINS) or a Juvenile Delinquency referral), send them to Family Court, send them to Canandaigua City Court, or send them to Youth Part through the Ontario County District Attorney's Office. The severity of the crime and our past dealings with a juvenile often dictates where we refer them. Two agencies that have excellent diversion programs for juvenile offenders is Youth Court and Probation. Youth Court is a voluntary alternative to the criminal justice system for young people who have committed certain violations or misdemeanors. A young person who has admitted guilt chooses Youth Court and appears before a court of his / her peers. All court positions are filled by student Youth Court members. The court is presented with relevant evidence, deliberates and passes sentence, which may include community service, essays, drug and alcohol evaluation, apology letter, online learning etc. Offenders benefit by meaningful sentencing by a court of peers, no attorney fees, the right to have parent / guardian present, a quick and uncomplicated hearing, not being labeled a juvenile delinquent, a second chance, the opportunity to be heard, and the opportunity to make amends. Probation offers a plethora of diversion services through PINS Diversion and JD Diversion. Officers have the opportunity to give their input since they are on the front lines and often deal with these juveniles on a day-to-day basis. Officers understand the family dynamics and see where many of these juveniles are struggling. Being able to articulate this to Probation allows Probation to do a more thorough assessment and get the juvenile / family the proper help they need through a number of diversion programs such as:

Mental Health

- Probation contracts with Ontario County Mental Health to provide assessments, individual counseling, and medication management by a psychiatrist. Single Point of Access (SPOA) committee can review mental health cases and provide recommendations for evaluations / services, which include Office of Mental Health residential referrals, WAIVER (intensive in-home MH services), Lakeview MH case management services, Mental Health Community Residence (Lake breeze) and Parent Support Advocates (Finger Lakes Parent Advocate Network).
- Juveniles can be sent to individual mental health providers at BOIKE and Canandaigua Lake Counseling, which also includes Psychiatric medication management, as well as the HBCI (Home Based Crisis Intervention) program- short term intensive in home program for youth coming home from inpatient or at risk of inpatient.
- Referrals to CPEP for evaluation / follow-up on referrals for aftercare.
- Probation also can work with hospital staff on discharge planning for youth as well.

Family Counseling

- Referrals to the Family Support Centers (brief solution focused therapy at local schools).
- Contracts with Cayuga Family Centers for MST and FFT. MST-Multiple Systemic Therapy is an intensive behavior management focus that meets in the juvenile's home 3x a week and has a 24-7 crisis call line. It's normally a four-to-six-month program with one year of booster sessions afterwards. FFT- Functional Family Therapy is to improve family relationships, which is in a juvenile's home 1x per week and is two to three months long.

Anger Management

- Probation can refer juveniles to GATE Anger Management or Conflict Coaching through Center for Dispute Settlement

Mentoring

- Youth Advocacy Program (YAP) meets with juveniles 3x a week, (approximately 10-12 hours a week) connecting youth with mentors, they work on building a rapport and also skill building, helping with employment, school attendance, social skills and positive activities for the youth. YAP can also do some crisis intervention with youth and their families including safety planning.

Employment

- Ontario County Workforce Program can make referrals to summer youth programs and WIOA program can help both in school and out of school youth with employment training, certification, getting their Drivers Permit, Licenses etc.

Accountability

- Referrals to Ontario County Youth Court -Restitution payments- work with the youth on getting jobs/ PT work.
- Community Service: for youth 14 and up, the probation CS officer will place them at a work site and monitor them there.
- Restorative Conferences

Substance Abuse

- Probation can make referrals for outpatient evaluations and Treatment: FLACRA or family can choose their own agency like CSBH or Unity Behavioral Health etc.
- Probation can facilitate referrals for inpatient services to St. Joe's Life House program, Rose Hill in Messina, Turning Point / Renaissance in Buffalo, etc.
- Probation also conducts urine screens in conjunction with treatment programs.

Sex Offender Treatment

- Typically, this is through formal supervision but occasionally Probation gets a diversion juvenile for this. A referral for an evaluation is made for ongoing

treatment through multiple contracts with different agencies that specialize in sex offender treatments.

Sex Trafficking:

- Probation has to assess every single youth for this risk and if they are at risk they can be referred to the Ontario County Sex Trafficking Coalition and or the Child Advocacy Center if necessary for further assessment and therapy.

Concrete Assistance

- Probation can assist with gas cards, bus passes, or will occasionally drive youth to appointments or to inpatient residential if necessary.
- Referrals to the Ontario County Children's Foundation for help to pay for medical / MH copays / medication.
- Medical Case Management programs for youth and parents.

Respite

- Ontario County Probation Respite program with OC Foster Homes. Short term (up to 14 days) voluntary stay in a foster home.
- Referrals for preventive services at DSS for youth at risk of placement.

There is always the opportunity for officers to give their input on adult arrests as well. The Canandaigua Police Department has a great relationship with the Ontario County District Attorneys, which allows us to give them insight on our dealings with a particular person for possible diversion purposes. It is also not unusual for someone from the DA's Office to reach out to an officer to talk about a particular case. Based on some of those conversations, possible diversion programs include:

- Traffic diversion for adults and anyone chargeable in City Court through Advent and through The Partnership for Ontario County.
- A Larceny Diversion program with Turning Point.
- The DA's Office has Judicial Diversion, which is run through the Drug Court.
- The DA's Office has treatment courts such as Drug Court, Mental Health Court, and Veterans Court.

Restorative justice programs

The Canandaigua Police Department is only beginning to explore restorative justice as an approach to deal with conflict, and there are some promising upcoming events for officers to learn more. In 2021, an officer of the Canandaigua Police Department will be attending meetings for the Restorative Practice Collaboration that is run by Kim Reisch from the Center for Dispute Settlement. Also in 2021, Beth Fischer of the Ontario County Probation Department is scheduled to do multiple trainings for officers on juvenile restorative justice. Fischer will talk to our officers about restorative conferences. The idea is to provide those affected by an offense with the opportunity to collectively identify and address harms, needs and obligations in order to make things right. There is a restorative conference, which is a meeting involving all those affected by an incident that caused harm and /or conflict. The meeting is facilitated by trained neutral

persons. Participation is voluntary and confidential with the goal being for the person harmed to be involved in the process and have his / her needs addressed, for the person who caused the harm to gain insight into the consequences of his / her actions, for the person harmed to feel more in control of his / her life, for the person who caused the harm to accept responsibility for the harm done and reintegrated into the community, and to address the harm done to the community. The Canandaigua Police Department is eager to teach officers about restorative conferences and have another resource at their disposal.

Community-based outreach and violence interruption programs

The Canandaigua Police Department has previously implemented the Behavioral Intervention Team district wide. The purpose of a Behavioral Intervention Team reinforces and builds on efforts by institutions to provide students, faculty, staff, and visitors (“School Community”) with a safe and secure place to work, study, live, and visit. BIT programs represent one aspect of an overall commitment to strategic care and safety of the School Community. A BIT assists with intervention and management of incidents where members of the community are experiencing distress or engaging in harmful or disruptive behaviors, as well supports individuals impacted by such incidents. The primary threat related function of a BIT is to: gather information about situations involving allegations or concerns of intended or targeted violence affecting members of the school community; assess information about each case; plan and coordinate measured intervention and response strategies with an integrated systems approach; and provide case management responsibilities until the case or incident is closed. The policy of the BIT program promotes the success, health, and safety of individuals within the campus community through assessment and management of cases typically related to a specific dynamic threat or concern of goal-directed violence, sometimes referred to as targeted or instrumental violence. In contemporary threat assessment literature, goal-directed violence is defined as predatory, intended, instrumental, targeted violence that is the result of a discernable process of planning and preparation, often accompanied by certain behavioral indicators. Goal-directed violence lacks impulsivity and emotion, and the element of financial gain is not a primary motivator. The role of the BIT is to increase safety by utilizing an integrated system process to understand and evaluate the legitimacy of threats or concerns referred to the team. The BIT accomplishes this goal through assessment of each case; identifying motivations for violence; assess likelihood of violence through the recognition of violence risk accelerators, risk inhibitors, and behaviors consistent with a pathway to goal-directed violence; develop strategies for risk reduction and care; guide implementation of strategies; re-evaluate threat; and evaluate the needs of the subject of the assessment as well as the needs of the school community.

Hot-spot policing and focused deterrence

The Canandaigua Police Department’s hot-spot policing has a lot to do with civilian complaints and dealing with those problem areas at any given time. Officers patrol the entire city; however, we will focus on different areas throughout the year. This is always changing depending upon the season, where people decide to congregate, and where we

may be having persistent issues. For example, we have a local park that attracts a lot of youth. When we start getting complaints (usually in the summer months), we saturate the area with officers. Problem areas will become more frequently patrolled. The same goes for the city pier or the downtown area. When there are complaints about people speeding, drinking, or large gatherings taking place at the pier or downtown area, officers will conduct details to eliminate the problem. Focused deterrence in the form of downtown foot patrols, property checks, radar details, bus details, and foot patrol details at local parks help to deter criminal activity. The more visible officers are, the better. Visibility deters and when people know that we have cameras throughout the city, it helps to not only to deter crime but solve it. The Canandaigua Police Department also uses social media like Facebook to advertise when we are doing special details like DWI crackdowns, different traffic enforcement details, public safety announcements and other important information that the public should be aware of.

De-escalation strategies

The Canandaigua Police Department trains officers to de-escalate any volatile situation with keeping the officer's safety, the public's safety, and the safety of the person who the officer is dealing with in mind. Many officers have specific training in hostage negotiation, interview and interrogation, crisis intervention, dealing with those with mental health or substance abuse issues, and recognizing situations or circumstance to deal with someone who may have intellectual disabilities, such as autism. Officers attend these trainings to pick up the necessary skills in order to de-escalate the vast number of situations they may encounter.

Those officers who are hostage negotiators are trained to respond to special-threat situations and establish communication with the suspect through implementation of specialized negotiating techniques and tactics. By using the "buying of time" approach, negotiators are able to initiate the problem-solving techniques that lead to peaceful resolutions of these situations without loss of life. As a general rule, the more time a suspect has to discuss and consider solutions for resolving conflicts, the greater the success rate for obtaining the peaceful surrender of the suspect and / or the safe release of any hostages. Generally speaking, negotiators attempt to resolve highly volatile situations by verbal communication and appropriate tactical response. Officers are trained in the behavioral stairway to buy time through active listening, empathy, rapport, influence, and eventually obtain a behavioral change with the suspect.

Interview and interrogation is another training many officers have attended, which teaches strategies on how to communicate and develop a rapport with a suspect, as well as note any physiological responses. The skills learned throughout this training and how to interact with a suspect helps officers de-escalate situations.

Officers who are certified and part of the Crisis Intervention Team utilize a unique skill set not just for those who are having a mental health crisis but anyone who is any type of crisis. Members of the Crisis Intervention Team are trained to de-escalate situations with the goals of CIT training to include:

- Increasing officers' knowledge about recognizing mental illness and related disorders.
- Increase officers' knowledge about community resources.
- Enhancing officers' skills in responding to citizens in crisis.
- Strengthening collaborative relationships between law enforcement personnel, community treatment providers, advocates, consumers of services, local government, and others.

As mentioned in earlier questions, whether an officer is CIT certified or not, officers are trained to de-escalate mental health incidents or other general incidents by the following:

1. Ensure a person's physical and mental health is cared for with understanding and compassion.
2. Take steps to calm the situation. Where possible, eliminate emergency lights and sirens, disperse crowds, and assume a quiet non-threatening manner when approaching or conversing with the individual. Where violence or destructive acts have not occurred, avoid physical contact, and take time to assess the situation.
3. Move slowly and do not excite the disturbed person. Provide reassurance that the police are there to help and that he will be provided with appropriate care.
4. Communicate with the individual in an attempt to determine what is bothering him. Relate your concern for their feelings by using empathetic stems and allow them to ventilate their feelings. Where possible, gather information on the subject from acquaintances or family members and/or request professional assistance if available and appropriate to assist in communicating with and calming the person.
5. Do not threaten the individual with arrest or in any other manner, as this will create additional fright, stress, and potential aggression.
6. Avoid topics that may agitate the person and guide the conversation toward subjects that help bring the individual back to reality.
7. Always attempt to be truthful with a mentally ill individual. If the subject becomes aware of a deception, they may withdraw from the contact in distrust and may become hypersensitive or retaliate in anger.

Lastly, officers at the Canandaigua Police Department have specialized training in noticing and dealing with those with intellectual disabilities. Police officers encounter individuals with disabilities at least 50% of the time while on active duty. Officers are oftentimes the first to respond to calls and will be called upon to address the situation while respecting quality and dignity of life. Each disability has distinct characteristics and needs, which will call for different ways to interact and proceed. Understanding the differences each disability poses and having the tools to best respond and interact will allow for a proper, proactive approach. All the trainings and skills mentioned assist officers in de-escalating situations they may encounter.

Can your community effectively identify, investigate and prosecute hate crimes?

Yes. The Canandaigua Police department has established a policy regarding hate crime investigations that is designed to assist employees in identifying and investigating hate crimes and assisting victimized individuals and communities. A swift and strong response by law enforcement can help stabilize and calm the community as well as aid in a victim's recovery. The policy defines hate crimes as any acts or threats of violence, property damage, harassment, intimidation, or other crimes motivated by hate and bias and designed to infringe upon the rights of individuals are viewed very seriously by this agency and will be given high priority. This agency shall employ necessary resources and vigorous law enforcement action to identify and arrest hate crime perpetrators. Also, recognizing the particular fears and distress typically suffered by victims, the potential for reprisal and escalation of violence, and the far-reaching negative consequences of these crimes on the community, this agency shall be mindful of and responsive to the security concerns of victims and their families.

3. Community Engagement

Community outreach plans

The Canandaigua Police Department does not have a specific plan in place for community outreach, but will be developing one this year. Nevertheless, the department does organize and participate in numerous activities designed to deepen engagement with the community. In the past two years, (pre-COVID), the department has participated in the following:

- Gave a presentation on "Civilian Response to Active Shooter Events" to staff at the Wood Library.
- Gave a presentation to community members on drug trends in Ontario County.
- Participated in an open house and family fun day at Mercy Flight where department members set up a table and handed out Halloween candy, police tattoos, and police coloring books that talked about bullying, drug use, stranger danger, bicycle safety, and other various police topics.
- Participated in the Halloween Fall into Canandaigua Event, located downtown, where members handed out candy, police tattoos, miscellaneous goodies, and police coloring books that talked about bullying, drug use, stranger danger, bicycle safety, and other various police topics.
- Participated in the FLCC Criminal Justice Career Fair. Department members handed out recruitment flyers and advised students of the pros and cons of being a police officer.
- Sat on a panel that spoke about 'How the Drug Epidemic & Mental Health Impacts Foster Care & Our Children.
- Participated in the St. Mary's Community Event where members set up a booth and spoke about various programs that the Canandaigua Police Department has to offer.
- Child Safety Seat Program. Officers did numerous car seat details.
- Gave a presentation at Randall Farnsworth on 'Keys to Teens behind the Wheel: What Every Driver Should Know.' The topics covered were distracted driving, what to do if you were involved in an accident, what to do if you were pulled over by a police officer, seat belt use,

understanding graduated driver license, tips for parents on being a good role model, controlling the keys, and a demonstration of a mock traffic stop.

- Given numerous identity theft and fraud presentations across Ontario County to the senior population. The PowerPoint presentations cover ways to protect yourself from identity theft, internet scams, phone scams and fraud.
- Given numerous Police Department tours to Boys / Girl Scouts, as well as various community members to show them the day-to-day operations of the Canandaigua Police Department.
- Sat on a panel to address the gaps in resources between healthcare services, mental health services, and substance abuse services with civilians that law enforcement officers serve on a daily basis.
- Gave a presentation on 'Civilian Response to Active Shooter Events' to members of the Canandaigua Civic Center and guests at their conferences.
- Gave a presentation to the employees at the Canandaigua Civic Center on how to engage troublesome behavior with the students and or other clientele that come to use the facility.
- Gave a presentation on 'Civilian Response to Active Shooter Events' to the staff at Canandaigua City Court.
- Participated in Ontario County Law Enforcement's Coffee with a Cop at Wegmans
- Participated in the Canandaigua Academy Career Fair. Department members handed out recruitment flyers and advised students of the pros and cons of being a police officer.
- Participated in Sonnenberg Garden's Family Fun Day. Department members met with community members, explained the ins and outs of the patrol vehicle to youth, and gave them miscellaneous goodies such as candy, junior police badges, stickers, and CPD pencils.
- Participated in the Ontario County Police Academy for children.
- Participated in the bike rodeo at the Elementary School where officers taught youth about bike safety, checked their bikes to make sure they were safe, and allowed the youth to go through an obstacle course.
- Participated in the Canandaigua Drivers Education Class. Officers gave four separate hour and half presentations via PowerPoint on distracted driving, impaired driving, license restrictions, what to do if you're involved in an accident, and what to do on a traffic stop. Officers, along with members of the Substance Abuse Coalition, set up stations for students to rotate through. The stations entailed Fatal vision Goggles so students can observe first-hand the dangers of impaired driving and other activities set up by the Substance Abuse Coalition. Students were also able to drive through an obstacle course using the Fatal Vision Goggles, they were administered Standardize Field Sobriety Tests, and participated in the pull over program.
- Gave a presentation to Home Health Aides on signs and symptoms for clients who may be abusing illegal drugs, medications, or overdosing (intentionally or unintentionally), identifying red flags of clients who are being financially exploited, physically abused, or sexually abused and safety tips for Home Health Aids. Throughout the presentation department members answered questions and gave recommendations on how to strengthen their venting process of clients.
- During Christmas department members participated in Shop with the Cop, where the members shop with disadvantaged children for their families during the holiday season.
- Participate in the medication take back events every year at Wegmans.

- Gave presentations on bicycle safety at the Wood Library and YMCA.
- Participated in Mock DWI crash for prom season at the Canandaigua Academy.
- Participated in the St. Mary's Christmas gift giving event to assist with security, be a presence, and engage the community.
- Gave a presentation at St. John's Church for the National Alliance on Mental Illness on Comprehensive Psychiatric Emergency Program and the progress they have made with law enforcement.
- Participated in a toy drive for children during the holiday season.

Other ways that the department reaches out to the community is through our bike patrol program where officers ride around the downtown district or through the parks to engage with the public. Department members also engage the public everyday through our mandated foot patrols. During every shift each officer has to walk downtown or Kershaw Park when it is busy.

Citizen advisory boards and committees

There are a number of different committees the Canandaigua Police Department are a part of. This gives the department a chance to share ideas so we can enhance the vision of each perspective committee and better serve the community as a whole. Some of these include:

- Ontario County Elderly Abuse Enhanced Multidisciplinary Team: Collaborating with numerous different agencies to discuss cases and keep the elderly and vulnerable adults safe.
- Finger Lakes Child Abuse Response Team: Collaborating with numerous different agencies to discuss cases and keep children who are victims of physical and sexual abuse safe.
- Child Abduction Response Team: A select team that is called if a child is abducted or has gone missing.
- Commercial Sexual Exploitation of Children: Collaborating with numerous agencies to discuss cases and keep children who are victims of sex trafficking or potential sex trafficking safe.
- The Salvation Army Board: Members get together to discuss ways to serve those in the community (ex- food, shelter, clothes, assistant with bills, community events etc.).
- The Ontario County Safety Council Committee: Collaboration of people dedicated to enhancing our community's quality of life through educational programs and initiatives that promote safety. They are devoted to injury prevention and the promotion of safety by stimulating and spotlighting safety programs and activities in industrial, commercial, schools, hospitals and other civic organizations throughout Ontario County.
- The Ontario County Traffic Safety Board: A Collaboration with the community and stakeholders to further traffic safety in Ontario County by supporting the enforcement of laws and by developing creative initiatives toward the promotion of safe roadways.
- Crisis Intervention Team: Collaborating with numerous agencies to talk about those in the community who have mental health issues and discuss how to better connect them

to resources. Also, discuss and implement ways to keep officers trained and better equipped to deal with civilians with mental health issues that they deal with while working.

- Behavioral Intervention Team: The purpose of a Behavioral Intervention Team within the Canandaigua School District reinforces and builds on efforts by institutions to provide students, faculty, staff, and visitors (“School Community”) with a safe and secure place to work, study, live, and visit.
- Seniors and Lawmen Together Committee: Law Enforcement working with the elderly to promote safety and to reduce seniors fear of crime.
- Suicide Prevention Coalition: Learn the warning signs and factors of suicide, and how together we can help prevent it.
- The Partnership of Ontario County: The Partnership for Ontario County is an independent non-profit organization, located in Canandaigua, NY. The Board of Directors and the Partnership team create, support and administer alliances to cultivate positive social change.
- Ontario County Domestic Violence Team: Collaborating with numerous agencies to improve the department’s overall response to domestic violence in our community.
- In the past the department has attempted to have monthly ward meetings to address the concerns of civilians; however, they were so poorly attended that the program was stopped.

Partnership with community organizations and faith communities

As explained in prior questions, the Canandaigua Police Department partners with many different community organizations to better serve the community and enhance the vision of the police department. This is demonstrated with all the community outreach and committees that we are part of through various organizations. It entails everything from partnering with community organizations to give presentations to the elderly community to partnering with Eric’s Office and the Green Front to serve meals throughout the Canandaigua community. As far as partnering with the faith base community, we work with the Salvation Army. We have a member of the police department that is on the Salvation Army board. The Canandaigua Police Department aspires to further our mission of serving the community through the vast number of programs that the Salvation Army has to offer. It allows us to assist in the planning and implementation of programs that help those in need. We will also be taking part in the Phoenix Program at the Salvation Army but due to COVID the program has not been in session. In the past, several leaders of the local faith community were invited and had routinely participated in “ride-alongs” with officers on patrol. Currently (pre-COVID), one faith community members still “rides-along” monthly.

Partnering with students and schools

The Canandaigua Police Department actively partners with students and schools in many different venues.

The department consistently supports and participates in a Cooperative Education Program (Internships) with both the Finger Lakes Community College and the Monroe Community College for students seeking to expand their understanding of and possibly seek careers in the Criminal Justice profession.

The department also employs School Resource Officers who partner with students and the Canandaigua City School District on a daily basis. Our SRO's are looked at as a resource to, which the school community can turn. As such, our SRO's are trained in and fulfill three roles by using a triad approach. The officer acts as a law enforcement officer, an informal counselor, and a teacher. As a law enforcement officer, the primary purpose is to "keep the peace." As an informal counselor, the officer provides resource guidance to students, parents, teachers, staff, and act as a link to support services both inside and outside the school. As a teacher, the officer will share special law enforcement expertise by presentations in the classroom to promote a better understanding of our laws. Furthermore, the SRO also serves as positive role model for the students on campus during school hours and off campus at extracurricular activities. This is clearly demonstrated in our SRO's daily activity reports that they do. Some examples of this partnership can be seen by the following information:

School Resource Officer Vincent Delforte who works at the Canandaigua Academy and assists at the Primary / Elementary Schools when needed

- 8 hours, Threat Assessment Training Roberts Wesleyan College with school district employees.
- 10 Behavioral Intervention Team meetings attended at District Office.
- Attended 40-hour SRO Training Course at the Monroe County Training Facility.
- Daily walkthroughs at school buildings, door checks, security surveys.
- Daily driving patrols of buildings exteriors, parking lots and roadways at school properties.
- Daily informal interaction with students and staff in hallways, lunchrooms, classrooms and school activities.
- Daily observations of school security cameras.
- Frequent meetings or phone conferences with School Counselors.
- Daily assists to students and/or parents in the SRO Office with questions, issues, conflict resolution and rapport building.
- Provided special and confidential LEO advice to District administrators on an as needed basis.
- Received frequent off-hours phone calls to assist PD and/or District with resolving issues with students and families.
- 7 Juvenile Probation Meetings attended.
- 1 County-wide SRO meeting attended.
- 1 "Do the Right Thing" Award presentations attended.
- 1 participation in "Shop with a Cop" details.
- Numerous e-mails and phone calls from/to staff, parents, LEO's and administrators.
- 2 school-wide assemblies attended at Primary Elementary.
- 2 school-wide assemblies attended at Middle School.
- 5 school-wide assemblies attended at Canandaigua Academy.

- 9 school safety drills practiced/attended.
- 5 classroom presentations at the Primary Elementary School.
- 21 classroom presentations at Canandaigua Academy.
- Mentored 3 special needs students at the Primary/Elementary School.
- 1 Mock DWI meeting attended.
- 13 Home visits/SRO Truancy investigations.
- 5 Driver's Education practical exercises.
- 9 LEO responses to 911 calls, i.e., cause unknown or accidental dialing of 911.
- Approximately 10 Crossing Guard details.
- Numerous Special Details attended, i.e., sporting event security, traffic control, special assists to staff, students or parents, special requests for advice and counsel from administration and athletic department, special response to security or traffic issues.
- 1 Homecoming Football Game details worked.
- 1 Sectional Football Game, Victor vs. CA.
- 6 assists to outside agencies with school related cases.
- 3 technology devices delivered to students.
- 40 Meal Delivery Details.

School Resource Officer Darrin Bartolotta who works at the Canandaigua Middle and assists at the Primary / Elementary Schools when needed

- 40-hour, SRO Training Course, PSTF, Rochester, NY.
- 8-hour Behavioral Intervention Team (BIT) training, Roberts Wesleyan College, Henrietta, NY.
- 2-hour Behavioral Intervention Team (BIT) training, Canandaigua Schools Admin. Building.
- 10 Behavioral Intervention Team meetings attended at Canandaigua Schools Administration Building.
- 3 Superintendent's Hearings attended, Middle School.
- Participation in *Shop with a Cop* detail at the Canandaigua Walmart.
- 6 *Shop with a Cop* nominations.
- 6 Juvenile Probation Meetings attended.
- 2 county-wide SRO meetings attended.
- Daily walkthroughs of school buildings, door security checks, security surveys.
- Daily driving patrols of buildings exteriors, parking lots and roadways at school properties.
- Daily informal interaction with students and staff in hallways, lunchrooms, classrooms and during school activities.
- Daily monitoring of school security cameras. Created *camera coverage map* for the Middle School, showing weak/unmonitored areas.
- Daily meetings or phone conferences with School Counselors.
- Daily assists to students and/or parents in the SRO Office with questions, issues, conflict resolution and rapport building.
- Provided special and confidential LEO advice to District administrators on an as needed basis.

- Received frequent off-hours phone calls to assist PD and/or District with resolving issues with staff, students and families.
- 1 *Do the Right Thing* Award nomination.
- 1 Flag Day Ceremony attended.
- Numerous e-mails and phone calls to/from staff, parents, LEO's, probation and administrators.
- 7 school-wide assemblies attended at Primary Elementary (Geo Bee, Spelling Bee, Chorus, Band, Orchestra, Administration Presentations to Students, Primary school plays, etc.).
- 7 school-wide assemblies attended at Middle School (DWI Awareness, Internet Safety, School Play, Orchestra, etc.)
- 2 school-wide assemblies attended at Canandaigua Academy.
- 3 school safety/lock-down/lock-out drills practiced/attended.
- Multiple classroom presentations/Q and A's at the Primary Elementary School, including vehicle demonstrations.
- Multiple classroom presentations/Q and A's at the Middle School.
- 3 classroom presentations/Q and A's at Canandaigua Academy for DWI Awareness.
- Mentored 2 special needs students at the Elementary School.
- 4 special needs class presentations.
- 1 Mock DWI meetings attended - Presentation cancelled due to school closure.
- 2 Farm Market Fairs attended.
- 26 special details:
 - i.e., event security, traffic control/crossings; special assists to staff, students or parents; special requests for advice and counsel from administration and athletic department; special response to security advice, staff support for special needs children.

The Canandaigua Police Department also implemented the Behavioral Intervention Team district wide. The purpose of a Behavioral Intervention Team reinforces and builds on efforts by institutions to provide students, faculty, staff, and visitors ("School Community") with a safe and secure place to work, study, live, and visit. BIT programs represent one aspect of an overall commitment to strategic care and safety of the School Community. A BIT assists with intervention and management of incidents where members of the community are experiencing distress or engaging in harmful or disruptive behaviors, as well supports individuals impacted by such incidents. The primary threat related function of a BIT is to: gather information about situations involving allegations or concerns of intended or targeted violence affecting members of the school community; assess information about each case; plan and coordinate measured intervention and response strategies with an integrated systems approach; and provide case management responsibilities until the case or incident is closed. The policy of the BIT program promotes the success, health, and safety of individuals within the campus community through assessment and management of cases typically related to a specific dynamic threat or concern of goal-directed violence, sometimes referred to as targeted or instrumental violence. In contemporary threat assessment literature, goal-

directed violence is defined as predatory, intended, instrumental, targeted violence that is the result of a discernable process of planning and preparation, often accompanied by certain behavioral indicators. Goal-directed violence lacks impulsivity and emotion, and the element of financial gain is not a primary motivator. The role of the BIT is to increase safety by utilizing an integrated system process to understand and evaluate the legitimacy of threats or concerns referred to the team. The BIT accomplishes this goal through assessment of each case; identifying motivations for violence; assess likelihood of violence through the recognition of violence risk accelerators, risk inhibitors, and behaviors consistent with a pathway to goal-directed violence; develop strategies for risk reduction and care; guide implementation of strategies; re-evaluate threat; and evaluate the needs of the subject of the assessment as well as the needs of the school community.

Lastly, we partner with the school district in other manners mentioned throughout this report like our bike safety details or our bike rodeos. Whenever we have the opportunity to work with the school district and our youths, we never say no and there has been plenty of opportunities.

Police-community reconciliation

Over the past few months, the Canandaigua Police Department has attempted to engage the community and work on police-community relations. The City had a Police Reform and Reinvention Collaborative on September 23rd, 2020 at 6:30 pm at FHPAC Sands Family Foundation Theatre, located at 20 Fort Hill Ave, and a Police Reform and Reinvention Collaborative zoom community forum on October 7th, 2020 at 6:30 pm. The forums were for community members to share their perspectives, experiences and interactions (both positive and negative) with the Canandaigua Police Department, which ultimately leads to the reconciliation process. The city also implemented a form on the city website that is anonymous and allows civilians to give input on the performance of the Canandaigua Police Department. An online anonymous survey was also utilized to review functions as well as rate the overall performance of the department. The goal is to take these responses and improve the daily functions that would also help improve police-community relations.

Attention to marginalized communities

The Canandaigua Police Department works with and attempts to interact with all citizens within our community, including those that are marginalized like the poor, disabled, and elderly. The department focuses on doing presentations for marginalized groups and assisting faith group organizations, like the Salvation Army, to build relationships and help those in need. The presentations cover areas of concern where marginalized groups are targeted. These topics include general safety, Internet Scams, phone scams, and fraud.

Involving youth in discussions on the role of law enforcement agencies

The Canandaigua Police Department engages youths in discussions about law enforcement in many different initiatives which is most visible in the work of the two

School Resource Officers. They do frequent class presentations that directly speak about the role of law enforcement. Students also stop by the SRO Office or engage the SRO in the hallways daily. Some other ways the department involves youth in discussions on the role of law enforcement and mentioned in an earlier question, is through the “Teen Drivers Education Program.” Officers give four separate hour and half presentations via PowerPoint on distracted driving, impaired driving, license restrictions, what to do if you’re involved in an accident, and what to do on a traffic stop. Officers, along with members of the Substance Abuse Coalition, set up stations for students to rotate through. The stations entail fun games and activities, such as students being able to use the Fatal Vision Goggles so they can observe first-hand the dangers of impaired driving. Students are also able to drive a vehicle through an obstacle course using the Fatal Vision Goggles, they are administered Standardize Field Sobriety Tests, and they participate in the “Pull Over Program.” Some other ways the department engages youth on the role of law enforcement is through the Phoenix Program at the Salvation Army, the Youth Academy, Bike Rodeos, department recruitment fairs at FLCC and the Canandaigua Academy, and many of the community engagement activities the department partakes in.

III Fostering Community-Oriented Leadership, Culture and Accountability

1. Leadership and Culture

Is your leadership selection process designed to produce the police-community relationship you want?

The process for advancement into leadership positions at the Canandaigua Police Department is designed to promote leadership that is focused on fostering positive relationships with the community. Successful candidates provide service in their duties that is customer services oriented and they participate in advancing our department’s already high-level of community policing goals. The selection process focuses on assessing the prospective candidate’s leadership qualities, their positive influence on other members of the department and the community, as well as their current level of participation in community policing activities. The most successful candidates in the process are able to articulate their own ideas of how to advance efforts in this area when/if they are selected. The process does have limitations based upon New York State Civil Service Law. The law only allows that the three candidates with the highest scores from a valid civil service list may be selected for an open position. The department must select the best candidate from this group of three regardless of their other qualifications.

Does your officer evaluation structure help advance your policing goals?

The Canandaigua Police Department recognizes that employees require guidance and support to maintain work performance and enhance carrier growth along the employees chosen path. As such, the police department utilizes an annual performance assessment to evaluate all sworn members. The Department has recently restructured the officer evaluation process to expand upon the rated criteria of the assessments and to develop desirable performance towards the goals of the department by our members.

The assessments will also have a performance rating that will be used in future leadership selection processes.

What incentives does your department offer officers to advance policing goals?

The Canandaigua Police Department has policy that outlines several different types of incentives to advance the policing goals by individual members of the department. The policy describes specific behavior and/or actions by department members that establish criteria for the receipt of specific awards and official forms of recognition for members. The incentives include the issuance of a Bar (pin) to be worn on the member's uniform, a Certificate, and/or a Medal. Incentives also may include the issuance of additional time off for exceptional performance by a member, called "Awarded Time".

Does your hiring and promotion process help build an effective and diverse leadership team?

The Canandaigua Police Department has written policies and procedures to ensure a fair, non-discriminatory and responsible process for hiring and promotions. The department will hire and promote employees in accordance with the New York State Civil Service Law, Rules and Regulations, as administered by the Ontario County Personnel Department as well as the Canandaigua Police Department. The policy of the Canandaigua Police Department is to promote an individual who possesses the knowledge, skills and abilities necessary for an effective, respected law enforcement supervisor who also exemplifies the culture, values and mission of community engagement for the department.

What is your strategy to ensure that your department's cultural-norms and informal processes reflect your formal rules and policies?

It is the responsibility of all Canandaigua Police Department personnel to promote good community relations, recognizing that the actions and demeanor of the Police Department in dealing with the public have a significant effect on the image of the Department and ultimately its overall effectiveness and level of acceptance with the community. The Department is committed to involving ***all*** Department personnel in a citywide community relations and crime prevention effort so that they understand how to deal with challenges in our community and that those challenges may not always be crime related.

2. Tracking and Reviewing Use of Force and Identifying Misconduct

When should officers be required to report use of force to their supervisor?

As directed by department policy, any member of the Canandaigua Police Department using any level of physical force except restraining force, (whether on duty or off duty within the City of Canandaigua) are required to report or cause to be reported all facts relative to the occurrence. Whenever a member uses force or restraining force that results in injury, one must notify the Supervisor in charge who will then proceed immediately to the scene of the incident.

What internal review is required after a use of force?

Upon receipt of a report of the use of deadly physical force, or use of force resulting in physical injury, the Chief of Police shall review the incident and assign the necessary and appropriate personnel to review and investigate the incident.

Upon review and investigation of a use of force incident, it is required that all reporting and reviewing personnel ensure that their actions will permit a report of the findings to be submitted to the Chief of Police as soon as practicable. Such review will include the review of the available Body Worn Camera video at several layers of supervision when applicable.

In an effort to protect the community's interest when a member may have exceeded the scope of authority in the use of force, and, conversely, to shield a member from possible confrontation with the community in the event that, acting within the scope of authority, a death or serious injury resulted, the member shall be removed from line-duty assignment pending an administrative review.

Such review may include Grand Jury investigation, the use of any third-party law enforcement agency or any other process needed to ensure a full investigation of the facts and circumstances of the incident. If deemed necessary, other members who may have been involved, however indirectly, may also be removed from duty. Following such removal under this provision, the return to line-duty shall be only with the express permission of the Chief of Police.

In the event a member is removed from duty under any of the above provisions, consideration shall be given to providing stress counseling in order to assist the member in coping with the critical or traumatic incident.

The department has established standards for addressing the failure to adhere to use of force guidelines.

Does your department review officers' use of force and/or misconduct during performance reviews?

The Canandaigua Police Department has recently overhauled and implemented a new process for conducting the annual employee performance assessments. The new process creates a standardized format that includes a detailed assessment manual for supervisors to use while rating an officer's performance during the year. The assessment does include evaluating both the officer's use of force incidents and the officer's abilities to use alternative de-escalation tactic in lieu of using force.

Does your department use external, independent reviewers to examine use of force or misconduct?

As directed by Canandaigua Police Department policy, in an effort to protect the community's interest when a member may have exceeded the scope of authority in the use of force or by misconduct, review of such incidents may include Grand Jury investigation, the use of any third-party law enforcement agency or any other process needed to ensure a full investigation of the facts and circumstances of the incident.

Does your department leverage Early Intervention Systems (EIS) to prevent problematic behavior?

The Canandaigua Police Department utilizes internal databases for use of force incidents, employee performance and internal affairs investigations. These data bases are utilized during the annual employee evaluation process as well as to detect problematic behavior before it fully manifests into more severe problems that would result in later corrective action.

Does your department review “sentinel” or “near-miss” events? Does the department respond to questionable uses of force with non-punitive measures designed to improve officer performance?

Use of force incidents are reviewed by multiple layers of supervision at the Canandaigua Police Department (i.e., Sergeants, Lieutenant, Chief of Police) before a determination is made on the justification for the use of force and how it was applied pursuant to department policy. For incidents that would be referred to as a “sentinel” or “near miss” event that would not meet criteria for punitive measures, the incident would be referred to in an internal EIS database for the involved department members and subsequently reflected in the annual employee evaluation process. The incident would also be highlighted as training for improvement to other department members at daily roll call.

3. Internal Accountability for Misconduct

What does your department expect of officers who know of misconduct by another officer?

As directed under the Canandaigua Police Department Rules and Regulations any member or staff of the Department who is aware of, witnesses, or has knowledge of any violation of Federal, State, Local Law, or Departmental rule or regulation, or that the violation of any such law, rule or regulation is about to be committed, being committed, or having been committed by another member of the Department, will call such violation to the attention of a supervisor. It shall be the duty of every police officer/supervisor/command officer of the Canandaigua Police Department to actively enforce all city, state and federal laws. Also, any officer present and observing another officer using force that they reasonably believe to be clearly beyond that which is objectively reasonable under the circumstances shall intercede to prevent the use of unreasonable force, if and when the officer has a realistic opportunity to prevent harm. An officer who observes another officer use force that exceeds the degree of force as described in Subdivision A of this section should promptly report these observations to a supervisor.

Does your department have a clear and transparent process for investigating reports of misconduct?

Yes. Community support for the Police Department and its mission is contingent upon citizen confidence in the integrity of the department, its policies, its rules and its members. It is the policy of the City of Canandaigua Police Department to courteously receive and fairly investigate all complaints made against the department and the department’s activities, practices and personnel. The goal of the policy shall be to correct

deficiencies in policies and procedures, detect and deter misconduct, instill confidence in citizens regarding the integrity of the department and its personnel, and seek redress for false accusations made against the department and its members.

The Canandaigua Police Department has clear policy that establishes guidelines and procedures for the intake, investigation and disposition of complaints made against Police Department policies, procedures, rules or personnel. The policy establishes that all department members have the duty and responsibility to report violations of laws, ordinances, rules, regulations, policies, procedures or orders by any other department member to their immediate Sergeant or in his absence, a higher-ranking officer. Department members must also assist citizens who wish to make complaints by directing them to the appropriate Sergeant or command officer.

The appropriate forms with directions to file a complaint are easily accessible with at the Canandaigua Police Department, the City of Canandaigua Clerks Office, and on the City of Canandaigua Police Department website.

Does your department respond to officer misconduct with appropriate disciplinary measures?

Yes. It is the policy of the Canandaigua Police Department that any violation of the department policy, which includes officer misconduct, shall be grounds for disciplinary action. The policy further details the process of progressive discipline within the department. The process of progressive discipline details measures from when an officer receives a verbal counseling to when the officer is the subject of formal departmental charges. The policy also complies with statutory processes on discipline as outlined in New York State Civil Service Law Section 75, as well as the Bill of Rights contained in the Collective Bargaining Agreements between the City of Canandaigua and the employee unions of the department members at the department.

What procedures are in place to ensure that substantiated complaints of misconduct and settlements or adverse verdicts in lawsuits are used to reduce the risk of future misconduct?

As articulated by Canandaigua Police Department policies, discipline within the department requires compliance to a code of ethics and standards of performance supported by a system of authoritative guidelines such as rules, regulations, general orders and other policies and procedures. Discipline is a necessary element in the maintenance and growth of any person or organization. The Department recognizes progressive discipline as a valuable tool in teaching and modifying behavior to prevent future misconduct. Members are held accountable for their actions or inactions and it shall be the duty and responsibility of all members of the department to:

1. Report violations of laws, ordinances, rules, regulations, policies, procedures or orders by any other department member to their immediate Sergeant or in his absence, a higher-ranking officer.
2. Assist citizens who wish to make complaints by directing them to the appropriate Sergeant or command officer.

3. Cooperate fully and completely with all Internal Affairs investigations/ complaints.
4. Refrain from communicating with anyone regarding an Internal Affairs/complaints investigation unless specifically authorized.
5. File a report through the chain of command to the Lieutenant when involved in a situation likely to generate a complaint.

What controls are in place to ensure impartiality when reviewing potential misconduct or complaints?

Per Canandaigua Police Department policies, if after the initial review, it is determined that criminal conduct may have occurred the Chief of Police shall be notified immediately before the Internal Affairs Investigation continues. Generally, if criminal conduct is suspected the Internal Affairs Investigation will be temporarily suspended until such time that the District Attorney and the Chief of Police confer. Such review may also include Grand Jury investigation, the use of any third-party law enforcement agency or any other process needed to ensure a full investigation of the facts and circumstances of the incident. At the conclusion of any formal complaint investigation and the Chief of Police has made a final decision on the case, the complainant will be notified of the results.

When appropriate, are cases referred to either the District Attorney or another prosecutor?

Yes. As outlined by Canandaigua Police Department policy, if during an Internal Affairs Investigation the allegations against a member are criminal in nature, the District Attorney and the Chief of Police will confer. The Chief of Police may seek guidance from the District Attorney's Office before commencing and/or completing the IA investigation. Serious events which may rise to the level of a criminal investigation may include a Grand Jury investigation, the use of any third-party law enforcement agency or any other process needed to ensure a full investigation of the facts and circumstances of the incident. Also effective April 1, 2021, New York State Executive Law 70-b creates the Office of Special Investigations within the Office of the Attorney General, which will be required to investigate and, if appropriate, prosecute cases in which a police officer caused the death of an unarmed civilian. The new legislation expands the Attorney General's Office's jurisdiction to also include the deaths of armed civilians caused by a police officer and any death caused by a corrections officer, whether the officers are on or off duty.

Does your department expect leaders and officers to uphold the department's values and culture when off-duty?

Yes. As directed by the Canandaigua Police Department Rules and Regulations, all members and staff are required to conduct themselves at all times, both on and off duty, in such a manner as to reflect most favorably on the department. Members must not conduct themselves in a manner that will bring the department into disrepute or the potential thereof, that reflects discredit upon the member as an employee of the

department, or that impairs the operation or efficiency of the department, that member or another member.”

Accountability of off-duty incidents is subsequently required and any off-duty member involved in an incident that requires a police report, including motor vehicle accidents, must notify the department as soon as possible and submit a written report of the incident to the Chief of Police or his designee.

4. Citizen Oversight and Other External Accountability

Does or should your department have some form of civilian oversight over misconduct investigations or policy reform?

The Administration of the Canandaigua Police Department reports directly to the Canandaigua City Manager, who oversees the functions of the police department as the Public Safety Director for the City. The City Manager/Public Safety Director is an unsworn employee appointed by the elected City Council to represent the City Council’s interest (as well as their constituents) in the functions of the police department, which includes misconduct investigations and policy reform. As outlined by department policy, the Public Safety Director has an intricate role in misconduct investigations as the Chief of Police and/or the Public Safety Director shall be the only authorized persons to institute suspensions and all other disciplines on department members. Also, the Public Safety Director shall be the only person authorized to order a dismissal of employment.

Is there an easy, accessible and well-publicized process for members of the public to report complaints about police misconduct?

Yes. The Canandaigua Police Department’s policy regarding Complaints and Internal Affairs and information on how to file a commendation or complaint is posted and available to the public on the City of Canandaigua website. The corresponding forms with information regarding the process is also available on the website as well as at the Canandaigua Police Department, the City Manager’s Office, and the City Clerk’s Office.

Are investigation outcomes reported to the complainant?

Yes, the Canandaigua Police Department policy states that at the conclusion of any formal complaint investigation and the Chief of Police has made a final decision on the case, the complainant will be notified of the results by mail.

Are they reported to the public?

With the recent repeal of Civil Rights Law 50-A which had previously prevented the dissemination of disciplinary records of officers to the public, the department has made those records involving discipline available to the public under the normal protocols of the Freedom of Information Law requests.

Should the department or the citizen complaint review entity, if any, accept anonymous complaints?

Yes, according to the policy the Canandaigua Police Department will accept anonymous complaints.

Does your local legislature engage in formal oversight of the police department? Should any changes be made in the legislature’s oversight powers or responsibilities?

The Administration of the Canandaigua Police Department reports directly to the Canandaigua City Manager, who oversees the functions of the police department as the Public Safety Director for the City. The City Manager/Public Safety Director is an unsworn employee appointed by the elected City Council to represent the City Council’s oversight of City departments, which include the police department. Matters concerning to the City Council regarding the police department and public safety interests are directed to the City Manager who has direct oversight of the police department and the administration. This structure provides for unity of command in the City’s public safety interests and allows for a quick solutions and resolutions for problems encountered.

Is your department accredited by an external entity?

The Canandaigua Police Department has been continuously accredited by the New York State Law Enforcement Agency Accreditation Council since 2010. The department was most recently accredited on March 5, 2020.

Does your police department do an annual community survey to track level of trust?

In 2018 the City of Canandaigua conducted a community survey to track the level of trust of the government and the city’s operations. The survey did include the operations of the Canandaigua Police Department. In 2020 the City of Canandaigua did conduct another community survey exclusively regarding the Canandaigua Police Department’s functions and the level of community trust in department.

5. Data, Technology and Transparency

What police incident and complaint data should be collected? What data should be available to the public?

The Canandaigua Police Department currently collects data pertaining to many different facets of policing activity. Data pertaining to use of force incidents (with or without injuries), officer’s stops (whether a traffic ticket is issued or not), and arrests are collected and contain demographic data which can be used to detect racial disparities and biases within the department. The department intends to publish an annual report (starting with 2020 statistics) on our policing activities, addressed to the City Manager for further distribution to the City Council and their constituents. The outline is as follows:

Outline for the Canandaigua Police Department Annual Report 2020

- I. Table of Contents
- II. Letter to the Canandaigua City Manager
- III. Administration
 - a. Mission Statement

- b. Values
 - c. Department Structure
- IV. Records Division
 - a. Overview
 - b. FOIL request stats
 - c. Sex Offender stats
 - d. Civil paper service stats
 - e. Arrest stats (Felony, Misdemeanor, Violations)
 - f. MVA stats (Property Damage, Personal Injury, Fatalities, etc.)
- V. Road Patrol Division
 - a. Overview/Responsibilities
 - b. Structure
 - c. Manpower
 - d. Breakdown of Calls for Service
 - e. Notable incidents
- VI. Criminal Investigative Division
 - a. Overview/Responsibilities
 - b. Structure
 - c. Manpower
 - d. Cases assigned breakdown (Felony, Drugs, Juvenile, Clearances, etc.)
 - e. Notable incidents
- VII. Warrants
 - a. Overview
 - b. Breakdown of warrants (Felony/Misdemeanor/Violation)
 - c. Warrants issued/Warrants served
- VIII. School Resource Officer Division
 - a. Overview/Responsibilities
 - b. Structure
 - c. Manpower
 - d. Breakdown of Services Provided
 - e. Notable incidents
- IX. Community Services
 - a. Overview/Responsibilities
 - b. Specialized Services Reports
 - i. Bike Patrol Unit
 - ii. Child Passenger Safety Seat Unit
 - iii. Property Check Report
 - iv. Hours of Foot Patrols
- X. Mental Health Services Report
- XI. Use of Force Report
- XII. Traffic Enforcement/DWI Enforcement Report
 - a. Traffic Enforcement Stats
 - i. Traffic stops
 - ii. UTTs issued

- iii. Warnings issued
- iv. Speeding Tickets
- v. North Main Street Speeding Tickets
- vi. Distracted Driving (Cellphone/Texting)
- vii. Aggressive Driving
- b. DWI Enforcement Stats
- XIII. Training
- XIV. Accreditation Report
- XV. Retirements/New Hires/Awards/Recognition
- XVI. Goals for 2021

How should your law enforcement agency leverage data to drive policing strategies?

The Canandaigua Police Department routinely utilizes data to identify trends that affect the community (local and/or regional) and refine policing strategies that enhance safety. When problems are identified, departmental resources are then allocated to address these concerns. Community safety is the primary concern, but the department also strives to maintain the trust of the community. The department further partners with the Monroe County Crime Analysis Center in Rochester that provides investigative support and information which assists in solving crimes, crime reduction, and crime prevention.

How can your police department demonstrate a commitment to transparency in its interactions with the public?

By policy, the Canandaigua Police Department requires that all members shall furnish their name, badge number, and exhibit their badges (if applicable) to any person requesting that information, when they are on duty or holding themselves out as having an official capacity. Members are further provided identifying business cards to assist with furnishing this information to citizens upon their upon request. Also, it shall be the duty and responsibility of all members of the department to assist citizens who wish to make complaints by directing them to the appropriate Sergeant or command officer. Any Sergeant or the Lieutenant who receives a complaint directly or has been summoned to receive a complaint shall receive the complaint, regardless of the source, courteously without attempting to dissuade any person from lodging their complaint.

How can your police department make its policies and procedures more transparent?

The Canandaigua Police Department has already made public and posted several department policies on Use of Force and the Internal Affairs process on the City of Canandaigua website. The draft of this collaborative which was primarily drafted from (and highlights) the department policies and procedures will be released for public review and comment pursuant to New York State Executive Order #203. Processes outlined in the posted Internal Affairs policy and attached Citizen’s Complement and Complaint Form will allow citizens a forum to address possible department policy deficiencies and officer misconduct, as well as assurances of department transparency in its findings.

How can your police department ensure adequate transparency in its use of automated systems and “high-risk” technologies?

The Canandaigua Police Department does not utilize any of systems or technology described in this category.

Should your police department leverage video cameras to ensure law enforcement accountability and increase transparency?

In an effort to enhance officer safety, public trust and provide transparency in daily police activities the Canandaigua Police Department has been using video surveillance and body worn cameras for several years. It is the policy of the Canandaigua Police Department to accurately capture multi-media data that has significant evidentiary and investigative value pertaining to departmental investigations, law enforcement investigations, future criminal prosecutions resulting from arrests, and any possible civil litigation. These recordings will be used to enhance the accuracy of reports and courtroom testimony, as well as for use in training current and future officers. Also, in 2021 the department will be implementing video cameras in the patrol vehicles to capture video from the interior and exterior of the vehicles. This will add another layer of officer accountability and transparency during interactions with citizens.

IV Recruiting and Supporting Excellent Personnel

1. Recruiting a Diverse Workforce

Does your agency reflect the diversity of the community it serves?

The racial diversity of the Canandaigua Police Department does closely reflect the community that it serves. The racial disparities are nominal. The only notable disparity would be reflected in the gender of the department members as opposed to the community. There was a recent effort in early 2020 to increase the female staff when a female was hired to fill an open Police Officer position in the department. The demographics of the department and the community are listed below.

The demographics of the Canandaigua Police Department are as follows:

29 Sworn Members (Police Officers)	2 Non-sworn Members (Civilian Staff)
96.77% White	3.22% Hispanic/Latino
90.32% Male (all Police Officers)	9.68% Female (1 Police Officer, 2 Civilian Staff)

The demographics of the residents in the City of Canandaigua are as follows:¹

93.9% White	1.2% Black or African American
2.7% Hispanic	.6% American Indian or Alaskan Native
.6% Asian	
46.5% Male	53.5% Female

¹ <https://www.census.gov/quickfacts/canandaiguacitynewyork>

What are ways in which your agency recruits diverse candidates that better represent the demographics of the communities that you serve?

The position of police officer is defined by New York State Civil Service Law as a competitive position that requires a civil service exam for eligibility. The law also dictates hiring practices by requiring that all law enforcement agencies must appoint candidates to the position by selecting one of the three highest ranking eligible candidates willing to accept appointment from the eligible list generated from the competitive examination. These restrictions imposed by New York State Law limits the Canandaigua Police Departments ability to recruit new diversity into the ranks of the department based upon the candidates' examination scores and where they rank on the eligible list. The department has attempted recruiting more diverse candidates by promoting more people to take the examination in the past through advertisements, participation at job fairs, community service events, as well as social media.

What are ways in which you can re-evaluate hiring practices and testing to remove barriers in hiring underrepresented communities?

The Canandaigua Police Department is in compliance with current New York State Civil Service Laws regarding the hiring of new employees. The barriers that affect this agency's ability to address these concerns would need to be addressed at the New York State level.

How can you encourage youth in your community to pursue careers in law enforcement?

The Canandaigua Police Department currently sponsors and participates several different activities to encourage youth in the community to pursue careers in law enforcement. These activities include participation at a local Youth Police Academy, hosting internships for students from both Finger Lakes Community College and Monroe Community College, and participation at job and career fairs.

What actions can your agency take to foster the continued development and retention of diverse officers?

An officer's sense of self-worth and stability in the organization is one of the cornerstones that foster the retention of personnel and create satisfaction among our members. Other major factors which may influence an individual officer to remain at our department or depart for employment at other departments may include compensation and benefits. Since compensation and benefits to the officers are contractual and unaffected by the department administration, the Canandaigua Police Department administration must attempt to retain officers by consistently developing all members personal satisfaction in their chosen careers. This is accomplished by providing them high quality and specialized training that appeals to the individual officer's interests, as well to the benefit of the organization. The unfortunate issue is that all law enforcement agencies are constantly searching to increase the diversity within their departments. Often the more diverse members of the department, who are also highly trained, are valuable and recruited by other law enforcement agencies that may offer higher compensation and more appealing benefits packages. The department will continue to

invest in recruiting a diverse workforce, providing high quality training to our members, and providing officers with satisfaction in their career choice.

2. Training and Continuing Education

How can you develop officer training programs that reflect your community values and build trust between police officers and the communities they serve?

The Canandaigua Police Department utilizes training academies that are facilitated by external agencies such as Finger Lakes Law Enforcement Academy and the Monroe County Public Safety Facility (which also partners with the local Community College). Curriculums for academies are designed and in compliance with New York State Department of Criminal Justice Services standards and best practices suggestions.

The department's In-Service training program is designed to promote the "guardian" mentality for officers and provides quality training to officers that are also approved by several State and Federal Agencies, such as DCJS, the Secret Service, FBI, etc. The City of Canandaigua further provides tuition reimbursement for officers seeking to further their college education and seeking advanced degrees. Providing a high degree of training and education to officers is statistically proven to promote officer's professionalism in their career and enables the officers to mentally work through problems, reducing the risks of resolving them by force.

The Canandaigua Police Department continues to partner with local mental health professionals and provide specific training to officers regarding responses to mental health issues and deescalating the situations. As the training continues, over half of the department is currently trained and are members of the Crisis Intervention Team. The department goal is that all of the officers in the department will be trained in mental health responses the near future.

With the COVID-19 restrictions that were implemented on training sessions in 2020, the department was limited and relied upon training provided virtually by different vendors in areas such as Cultural Diversity and Implicit Bias. In 2021, the department will be partnering with the Finger Lakes Community College to provide an in-person and more extensive Implicit Bias training to our members.

What training policies can you adopt to ensure that police officers continuously receive high-quality, relevant in-service training sessions?

The Canandaigua Police Department has policy that requires all sworn personnel to attend annual in-service training of at least 36 hours for Lieutenants and Sergeants, and 24 hours for patrolmen per year. This training may be in the form of schools, refresher courses, seminars, General Order review, review of relevant articles, review of legal updates, etc. Supervisory personnel will receive annual training in managerial skills. The purpose of which is to update and develop their supervisory and managerial abilities. All in-service training from both within and from outside the Police Department shall be presented by New York State Certified Police Instructors or qualified experts in the field. Additionally, lesson plans are required and must be submitted for approval by the Chief of Police before the commencement of any in service training to ensure that training is

useful, high quality, and relevant. Approved training ideally encompasses providing classroom instruction combined with practical exercises to develop the learned skills.

How can leadership training improve community policing and strengthen relationships between your police department and members of the public?

The Canandaigua Police Department provides many different types of training to officers in specialized fields of police work to enhance their leadership abilities. The purpose is for the officer to gain valuable knowledge and specialized skills through instruction, practical exercises and their work. This training develops the officer's expertise and leadership abilities, notably in the areas of problem solving, decision making, strategic planning, effective communication, tactical communication, basic patrol tactics, risk assessments and control measures. By officers gaining the knowledge and confidence in many different facets of police functions, the officer's leadership abilities are developed and they are then provided the opportunity to represent the department and display their professionalism by participating in different types of community policing programs implemented by the department.

How can your police department use its training programs to avoid incidents involving unnecessary use of lethal or nonlethal force?

The Canandaigua Police Department provides several different types of training to officers that involve de-escalation tactics aimed at reducing use of force incidents. These trainings notably include (but are not limited to) the Crisis Intervention Team training and the Hostage Negotiators Course. Most officers of the department have attended such trainings that provide the officers with crisis intervention skills, verbal and non-verbal communication skills, social interaction skills, defensive tactics, ethics and professionalization.

How can your police department use its training programs to avoid potential bias incidents and build stronger connections with communities of color and vulnerable populations?

The Canandaigua Police Department recognizes that officers' own implicit biases can affect their perceptions of others and their behaviors. Therefore, the department will be partnering with the Chief Diversity Officer at Finger Lakes Community College in the near future to expand upon the department's training program and provide all of the officers with an advanced level of Implicit Bias Awareness training. In the past, the department has utilized virtual training for this segment due to lack of availability of in-person training. By advancing the level of this training with the help of an expert in the field, the department is optimistic that officers will develop tactics and skills to necessary to reduce the level of bias involved in their duties, and provide an effective and just service to the community that we serve.

How can your training program help officers effectively and safely respond to individuals experiencing mental health crises or struggling with substance abuse?

Preserving the dignity of individuals who are emotionally distressed is essential. The Canandaigua Police Department has a group of officers specially trained to deal with

emotionally disturbed individuals in a variety of situations within the community. These situations may include suicidal persons, persons displaying irrational/erratic behavior, persons with psychiatric issues, severe and dangerous emotional overloads, as well as any other mental health related incidents and referrals. These officers shall be known as the Crisis Intervention Team (CIT). Currently, almost half of the police department is trained in crisis intervention. Members of the Crisis Intervention Team do the following:

1. Take all reasonable measures to ensure the safety of its members, the community, and the emotionally disturbed person.
2. Ensure that each emotionally disturbed person's (EDP) physical and mental health is cared for with understanding and compassion.
3. Be utilized in situations where the emotional state of an individual may be beyond normal patrol capabilities and/or may be of a serious mental health concern.
4. Facilitate the diversion of persons suffering from emotional disorders or mental illness to a mental health facility or other appropriate agency pursuant to the New York State Mental Hygiene Law (and other departmental policies – listed here, if applicable).

Dealing with individuals in enforcement and related contexts who are known or suspected to be mentally ill carries the potential for violence, requires an officer to make difficult judgments about the mental state and intent of the individual, and requires special police skills and abilities to effectively and legally deal with the person so as to avoid unnecessary violence and potential civil litigation. Even officers who are not CIT certified have a specific understanding on how to deal with someone in crisis. Officers at the Canandaigua Police Department are trained in doing so by the following:

1. Request a backup officer, and always do so in cases where the individual will be taken into custody.
2. Take steps to calm the situation. Where possible, eliminate emergency lights and sirens, disperse crowds, and assume a quiet non-threatening manner when approaching or conversing with the individual. Where violence or destructive acts have not occurred, avoid physical contact, and take time to assess the situation.
3. Move slowly and do not excite the disturbed person. Provide reassurance that the police are there to help and that he will be provided with appropriate care.
4. Communicate with the individual in an attempt to determine what is bothering him. Relate your concern for their feelings by using empathetic stems and allow them to ventilate their feelings. Where possible, gather information on the subject from acquaintances or family members and/or request professional assistance if available and appropriate to assist in communicating with and calming the person.
5. Do not threaten the individual with arrest or in any other manner, as this will create additional fright, stress, and potential aggression.

6. Avoid topics that may agitate the person and guide the conversation toward subjects that help bring the individual back to reality.
7. Always attempt to be truthful with a mentally ill individual. If the subject becomes aware of a deception, they may withdraw from the contact in distrust and may become hypersensitive or retaliate in anger.

Officers also are trained and have the understanding that when dealing with those who are struggling with mental illness or substance abuse there are a plethora of resources at their fingertips. Some of these resources include the Comprehensive Psychiatric Emergency Program (CPEP). CPEP Rapid Response Team is designed to provide Mental Health evaluation / assessment, intervention services, interim crisis service visits, and referral to an appropriate level of care, as warranted to individuals in the community. It is a collaborative and efficient response by mental health professionals and law enforcement to individuals in mental health crisis, wherever the crisis is occurring in the community, thus diverting individuals from Emergency Departments. If an officer is dealing with an individual who is in crisis, the officer has the option of utilizing the CPEP Rapid Response Team as a resource to assist in identifying those individuals who require inpatient services as opposed to outpatient services. Our IPAD Program is also a useful and effective resources. This connects the person in crisis right to a mental health specialist at Clifton Springs Psychiatric Emergency Hospital through the use of an IPAD while the officer is on scene. If the specialist believes the person in crisis should be taken into custody and brought to Clifton Springs Hospital after the conference, then the officer is advised of such and a mental health arrest takes place.

Officers handle those with substance abuse issues in similar ways; however, we call the Center for Treatment Innovation (COTI) at FLACRA and make a referral on behalf of the aided and their family. We do this before clearing from the scene. Besides COTI, there are numerous other resources and phone numbers officers have to give those who are struggling with substance abuse the opportunity to get help (i.e. support groups, Connections: Rounded Recovery etc.).

What practices and procedures can you put in place to measure the quality and efficacy of your police department's training programs?

Training provided to the members of the Canandaigua Police Department occurs from both instructors within and from outside the Police Department. Training is presented by New York State Certified Police Instructors or qualified experts in the field of instruction. Additionally, lesson plans are consistently being evaluated for content and are required to be submitted for to the Chief of Police for approval before the commencement of any departmental in-service training. This is to ensure that training is useful, high quality, and relevant. Training provided by external agencies such, as Finger Lakes Law Enforcement Academy and the Monroe County Public Safety Facility, are generally approved curriculums through New York State agencies, such as DCJS, Municipal Police Training Council, the Department of Health, etc. Lesson plans are evaluated for content related to current directives, legal updates, and best practices before the training occurs. Accepted training models have evolved to accept that police are "guardians" instead of the "warrior" mindset.

3. Support Officer Wellness and Well-being

What steps can you take to promote wellness and well-being within your department?

Administration staff at the Canandaigua Police Department is very vocal in promoting officer wellness and trying to eliminate the stigma that follows police officers that they would be judged or considered weak if they were to seek help when struggling with mental health issues or other stressors that coincide with the job. We are currently in the middle of creating an Officer Wellness and Employee Assistance Program General Order within the Canandaigua Police Department. Though the City Government has policy regarding these matters, the purpose of the department GO is to formally establish easily assessable guidelines in writing for the members of the City of Canandaigua Police Department to the availability and use of the Employee Assistance Program (“EAP”) by employees, their immediate family, or significant other who resides in the employee’s household; and may be suffering from personal, job related or health issues that may adversely affect the employee, the employees job performance or their family. It is also the goal of the department to provide resources for employees to seek awareness and assistance for their overall wellness. In this GO it shall be the policy of the department to recognize the numerous pressures of the law enforcement profession on its employees and their family. The department shall endeavor to assist the employee by providing an EAP for the employee to seek help in areas of life management problems before they affect the employee’s personal well-being. EAP encompasses but is not limited to the following; marriage and family issues, parent-child relations, alcohol and/or drug use, financial or legal problems, mental health and stress issues, issues related to gambling addiction, issues related to suicide prevention, Post-Traumatic Stress and PTSD, single parent issues, wellness coaching and wellness resource center, general counseling services, critical incident counseling, work/life benefits, and lifestyle benefits. This GO also covers common factors associated with police officer suicide, the department’s peer support program that is also in the mist of implementing, mental health concerns, and the impact of these stressors and how that correlates with an officer’s performance and community relations. There is a comprehensive resource list that officers can use to put themselves in contact with different people to assist in areas of domestic violence, problem gambling, mental health counseling, spiritual needs, suicide hot lines, mental health treatment centers (outpatient and inpatient), mental health substance abuse centers (outpatient and inpatient), 24/7 emergency service hotlines, advocacy and other community support groups, as well as peer programs and support groups. Lastly, there is a checklist, which serves as a template for identifying employees who are experiencing higher than usual levels of stress on- or off-duty and may be in need of assistance. In the policy, Supervisory personnel should be aware of their subordinates’ needs and should note these behavioral details over an extended period of time. If employees show worrying changes to their behavior, supervisors should use a checklist that is attached to the GO to help them begin a discussion with their employees and should at the earliest opportunity seek professional assistance for employees who need it.

Are there ways to address officer wellness and well-being through smarter scheduling?

The Canandaigua Police Department understands the stressors and hardships an

officer can face if dealing with a hectic and chaotic work schedule. The department has taken active measures to ensure that scheduling addresses an officer's wellness and well-being. The department schedules officers to have stationary shifts throughout their work week and every attempt is made to not switch an officer's schedule. This provides officers with some stability in their lives despite having to work and sleep at hours that would be unusual to most people. There is only a certain number of hours an officer can work on any given day and there needs to be at least eight hours between shifts if an officer signs up for overtime. This allows officers to go home and rest. Officers also have plenty of time off as needed. They have vacation days, personal days, compensatory time, holiday time, bereavement leave, awarded time, and sick leave. There are restrictions on each of these banked accounts of time off that officers are aware of. Overall, the stationary shifts and the rules and regulations revolving around scheduling help stabilize officers' lives and promotes a better work environment.

How can you effectively and proactively address the mental health challenges experienced by many police officers throughout their careers?

The goal within the Canandaigua Police Department is to promote a safe environment and a culture that actively encourages officers to ask for help. That starts from the top down. Implementing General Orders like the Peer Support GO and the Officer Wellness and Employee Assistance Program GO only strengthen the department's stance in making sure that the administration is addressing the needs of police officers throughout their careers. The Officer Wellness and Employee Assistance GO directly identifies and addresses ways to receive resources for mental health challenges experienced by officers. The Peer Support GO gives assistance to officers who may be struggling with personal or professional difficulties. Officers who are having a difficult time are often more willing to speak and share with a fellow officer who knows their specific culture and departmental nuances than with an outside mental health professional. The peer program will be encouraged to as an active part of the agency, reaching out to agency members after personal stressors such as divorces, family deaths, and illnesses as well as after shootings and other critical incidents. Both of these General Orders, as well as creating a culture that breaks the mold and encourages officers to ask for help will continue our goals in addressing the mental health challenges officers face throughout their careers.

How can you address the well-being of an officer after a traumatic event?

If an officer is involved in a traumatic event the Canandaigua Police Department will make every effort to give that officer the opportunity to talk about the incident with an EAP representative or through our soon to be implemented Peer Support Program. We currently have one officer trained in peer support and plan on having two more trained by the end of 2021. Peer counseling programs, also known as peer support teams or programs, are a method for police departments to offer peer-to-peer assistance to officers who may be struggling with personal or professional difficulties. The programs trains law enforcement personnel to offer emotional, social, and practical support to their fellow officers. Officers who are having a difficult time are often more willing to speak and share with a fellow officer who knows their specific culture and departmental nuances than with an outside mental health professional. Peer counselors have received formal training in listening skills and are able to understand the effects of stress specific to the policing

profession. Peer counseling programs can be a preventative measure meant to help officers discuss challenges and difficulties they may be going through or a first step for officers before they seek professional assistance. Peer counseling programs are a vital part of agencies' suicide prevention/resiliency programs. The peer program will be encouraged as an active part of the agency, reaching out to agency members after personal stressors such as divorces, family deaths, and illnesses as well as after shootings and other critical incidents.



Canandaigua City Police Citizen Perception Survey 2020

Prepared by:

Evalumetrics Research

58 Scotland Road

Canandaigua, New York 14424

rlillis@rochester.rr.com

For

Canandaigua City Police

Police Reform and Reinvention Collaborative

January 2021

Background-

In June 2020, Governor Andrew Cuomo issued an Executive Order establishing the New York State Police Reform and Reinvention Collaborative. Maintaining public safety is imperative; it is one of the essential roles of government. In order to achieve that goal, there must be mutual trust and respect between police and the communities they serve. The guidance provided by the State offers a framework and topics for consideration by local police departments, elected officials, and citizens as they develop their local plans for reform. The Canandaigua Police Reform and Reinvention Collaborative Committee asked members of the Canandaigua Community to provide their input related to their perceptions of the Canandaigua City Police. In addition to public hearings, the Committee developed a survey of public perceptions of the CPD. This report provides the results of that survey.

Method –

A brief, web-based survey was developed and launched in November of 2020 to assess citizens' attitudes and perceptions related to the Canandaigua City Police Department (CPD). The link to the survey was advertised on social media (Facebook), the Canandaigua City website, at in-person and virtual public meetings, and in traditional print media stories.

The survey was completely voluntary and anonymous. The data represent a convenience sample. While not a known representative sample, it is suitable for needs assessment purposes.

Summary –

Support for Canandaigua City Police (CPD) performing various activities/roles/responsibilities included:

Nearly all respondents (95.3%) supported CPD conducting general law enforcement, 80.3% with primary responsibility and 15.0% with another agency.

More than nine in 10 (90.2%) support the CPD conducting traffic enforcement, 78.9% with primary responsibility.

Nine in 10 (90.1%) support CPD conducting community policing, 46.0% with primary responsibility and 44.1% with another agency.)

More than eight in 10 (83.9%) support CPD maintaining order at public gatherings such as demonstrations.

Nearly eight in 10 (79.7%) support the CPD conducting wellness check. (23.1% as primary responsible and 56.6% in cooperation with another agency.)

More than eight in 10 (83.9%) support CPD maintaining order at public gatherings such as demonstrations.

Three of four (79.3%) support CPD responding to substance abuse/overdose calls, most (56.8%) with another agency.

Three of four (76.1%) support CPD having primary responsibility for conducting crime investigation while another 20.7% support crime investigation with another agency.

Nearly three of four (74.6%) support the CPD providing a School Resource Officer, 52.1% with primary responsibility and 22.5% with another agency.

Canandaigua Police Department (CPD) performance ratings-

Respondents were asked to rate the performance of the Canandaigua Police Department on several key functions.

More than two of three (68.5%) said the CPD usually does a great job fighting crime and 67.6% said CPD does a great job responding promptly to calls for assistance.

Nearly two of three respondents (64.6%) said the CPD usually does a great job dealing with problems that concern people in Canandaigua and 64.3% said CPD does a great job dealing with residents in a fair and courteous manner.

Nearly half (47.9%) of respondents said they had a “voluntary” contact with CPD, that is, they called CPD for assistance.

Eight of 10 (79.4%) said that voluntary contact resulted in being treated very well.

One in six (16.9%) respondents said they had an “involuntary” contact with CPD, that is, they were arrested, stopped for a traffic violation were questioned about a crime.

Three out of four (75.0%) individuals were treated very well when they had an involuntary contact with CPD.

Feeling Safe in Canandaigua-

More than nine of 10 (92.0%) of respondents say they felt safe in Canandaigua all or most of the time.

Non-White Respondents-

There were 18 surveys completed by individuals who specified their race as other than white. Non-white respondents were twice as likely (38.9% vs 15.7%) to be younger than 25 years old.

There were a few differences between non-white and the total sample responses to some items. The comparisons must be interpreted with caution as the number of non-white respondents was very small (18).

Non-white respondents were less likely (66.7% vs. 79.1%) to say that CPD should conduct wellness checks.

Non-white respondents were less likely (55.5% vs. 76.8%) to say CPD should conduct mental health checks.

Non-white respondents were less likely (70.5% vs. 83.9%) to say CPD should maintain order at public gatherings such as demonstrations.

Non-white respondents were less likely (55.5% vs. 67.9%) to say CPD did a good job working with residents to solve local problems.

Non-white respondents were equally likely to have had a voluntary contact with CPD (44.4% vs 47.9%) but more than twice as likely to have had an involuntary contact (38.9% vs 16.9%).

Non-white respondents who had an involuntary contact with CPD were as only slightly less likely to say that they were treated well during that contact (85.7% vs. 88.9%).

Non-white respondents were only slightly less likely (88.9% vs 92.0%) to say they always or almost always feel safe in Canandaigua.

Sample Demographics-

The voluntary convenience sample consisted of 297 surveys of which 208 (70%) were complete and 89 were partial.

Half (52.9%) of respondents were residents of the City of Canandaigua.

One in three (31.4%) survey respondents lived just outside the City, (e.g., Town of Canandaigua, Hopewell, Farmington).

One in four respondents were (24.5%) were 55 years or older.

One in six respondents (15.7%) were younger than 25.

Nearly one in 10 (8.8%) were current students at FLCC.

Eight of 10 (80.8%) were white. There were 18 respondent who specified a race other than white.

Nearly half (49.0%) were female; 41.2% were males; and 7.4% preferred not to answer.

More than half (56.9%) were working for an employer; 12.3% were self-employed; 12.3% were not working; and 8.8% were students.

Half (49.7%) had a college degree (associates or bachelor's); 17.7% had an advanced degree; and 20.2% reported some college but no degree.

Nearly two of three (62.6%) respondents were married or in a committed partnership and 25.6% were single/never married.

The tables below show the demographic breakdown of responses from Canandaigua City Residents compared to the demographic breakdown of City residents from the 2018 U.S. Census.

What is your gender identity?

Value	Survey Respondents	Census (2018)
Male	42.6%	46.5%
Female	49.1%	53.5%
Transgender male	0.0%	n/a
Transgender female	0.0%	n/a
Gender non-conforming/non-binary	1.9%	n/a
Prefer to self-describe	0.0%	n/a
Prefer not to answer	6.5%	n/a

What is your race or ethnicity?

Value	Survey Respondents	Census (2018)
White	85.0%	95.7%
Latino / Hispanic	1.9%	2.7%
Black / African-American	0.9%	1.2%
Asian	0.9%	0.6%
American Indian or Alaska Native	0.0%	0.6%
Native Hawaiian or Pacific Islander	0.0%	0.0%
Other race or ethnicity not listed	0.0%	n/a
More than one	3.7%	0.5%
Non-White Total	7.5%	5.6%
Prefer to self-describe	0.0%	n/a
Prefer not to answer	7.5%	n/a

Result Tables for Canandaigua City Police Citizen Perception Survey 2020

Response Statistics for All Respondents

	Count	Percent
Complete	208	70
Partial	89	30
Disqualified	0	0
Totals	297	

Results for ALL Respondents

1.For each of the following, please tell us if the Canandaigua City Police should perform these activities/roles/responsibilities. Remember, this survey is asking about the Canandaigua City Police only, not the Ontario County Sheriffs, New York State Police, or other police agencies.

	No they should not do this		They should perform this on a limited basis		They should perform this in cooperation with other agencies/or organizations		They should have primary responsibility for this.		No opinion		Responses
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
Conducting wellness checks (respond to concerns for elderly/ill/shut-ins)	19	9.0%	19	9.0%	120	56.6%	49	23.1%	5	2.4%	212
Community Policing which focuses on building ties and working closely with members of the community.	5	2.3%	13	6.1%	94	44.1%	98	46.0%	3	1.4%	213
Crime investigation	4	1.9%	2	0.9%	44	20.7%	162	76.1%	1	0.5%	213
Crime prevention	5	2.4%	3	1.4%	87	41.0%	117	55.2%	0	%	212
General law enforcement	6	2.8%	3	1.4%	32	15.0%	171	80.3%	1	0.5%	213

Maintaining order at public gatherings such as demonstrations	8	3.8%	26	12.3%	66	31.3%	111	52.6%	0	%	211
Public Education	23	10.8%	34	16.0%	112	52.6%	40	18.8%	4	1.9%	213
Responding to mental health calls	30	14.2%	16	7.5%	122	57.5%	41	19.3%	3	1.4%	212
Respond to calls regarding the homeless	25	11.7%	24	11.3%	122	57.3%	38	17.8%	4	1.9%	213
Responding to substance abuse/overdose calls	27	12.7%	17	8.0%	121	56.8%	48	22.5%	0	%	213
Serving as School Resource Officers	34	16.0%	18	8.5%	48	22.5%	111	52.1%	2	0.9%	213
Traffic Enforcement (Speed, DWI)	6	2.8%	14	6.6%	24	11.3%	168	78.9%	1	0.5%	213

Results for ALL Respondents

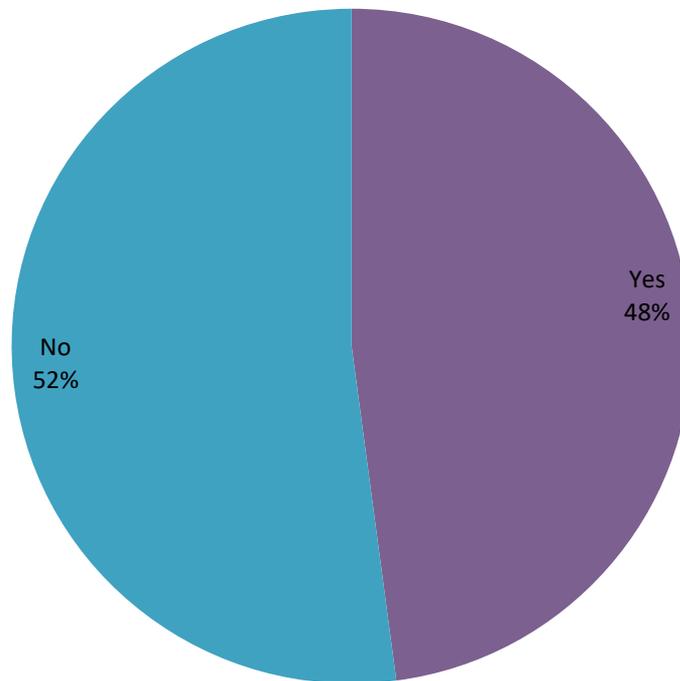
2.Please rate how well the Canandaigua City Police perform on each of the following. Remember, this survey is asking about the Canandaigua City Police only, not the Ontario County Sheriffs, New York State Police, or other police agencies.

	They usually do a great job		Someti mes they do a good job		They sometimes do a poor job		They usually do a poor job		I don't know/I have no opinion		Responses
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
Avoid breaking the law or violating police rules	124	58.2%	27	12.7%	15	7.0%	14	6.6%	33	15.5%	213
Avoid using excessive force	133	62.4%	13	6.1%	11	5.2%	9	4.2%	47	22.1%	213
Avoid using offensive language	133	62.4%	19	8.9%	8	3.8%	7	3.3%	46	21.6%	213
Dealing with the problems that concern people in Canandaigua	137	64.6%	31	14.6%	13	6.1%	8	3.8%	23	10.8%	212
Dealing with residents in a fair and courteous manner	137	64.3%	32	15.0%	11	5.2%	8	3.8%	25	11.7%	213
Fighting crime	146	68.5%	24	11.3%	7	3.3%	10	4.7%	26	12.2%	213
Helping people who have been victims of crime	119	55.9%	26	12.2%	8	3.8%	14	6.6%	46	21.6%	213

Responding promptly to calls for assistance	144	67.6%	27	12.7%	4	1.9%	8	3.8%	30	14.1%	213
Stopping people only when there is a good reason	117	54.9%	24	11.3%	13	6.1%	21	9.9%	38	17.8%	213
Working with residents to solve local problems	113	53.3%	31	14.6%	11	5.2%	11	5.2%	46	21.7%	212

Results for ALL Respondents

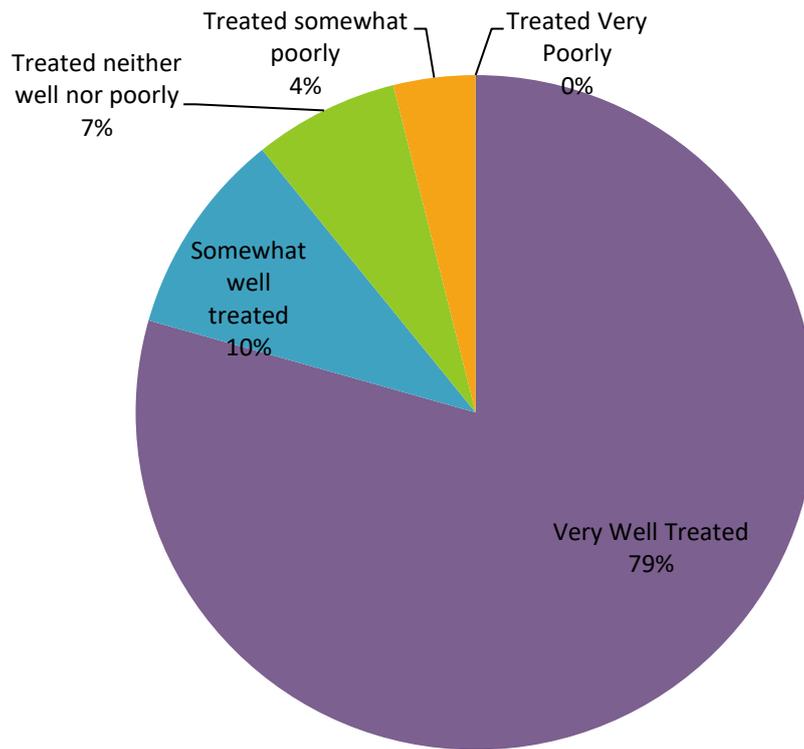
3. In the past year, have you had any VOLUNTARY contact with the Canandaigua City Police.? A voluntary contact means you called the police to report a crime, ask for help with a concern, or request any kind of assistance.



Value	Percent	Count
Yes	47.9%	102
No	52.1%	111
	Totals	213

Results for ALL Respondents

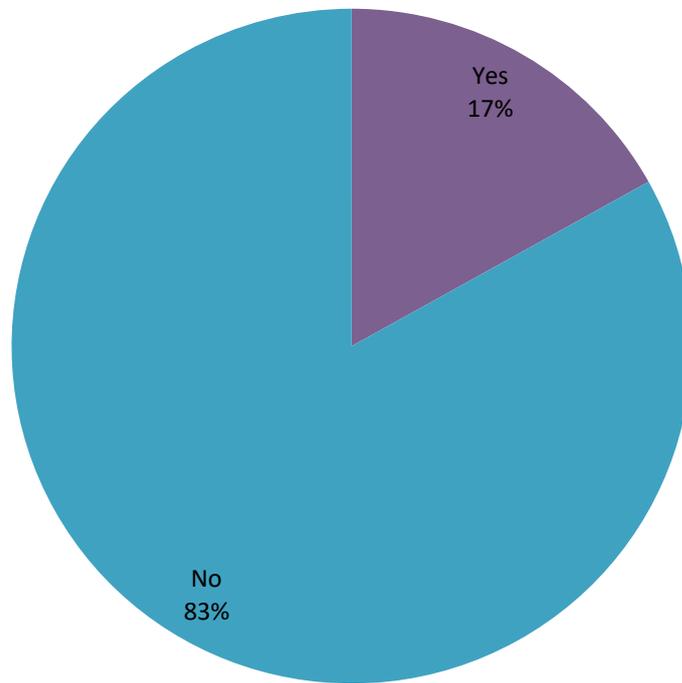
4.How would you rate the treatment you experienced with the Canandaigua City Police as a result of your VOLUNTARY contact?



Value	Percent	Count
Very Well Treated	79.4%	81
Somewhat well treated	9.8%	10
Treated neither well nor poorly	6.9%	7
Treated somewhat poorly	3.9%	4
Treated Very Poorly	0.0%	0
	Totals	102

Results for ALL Respondents

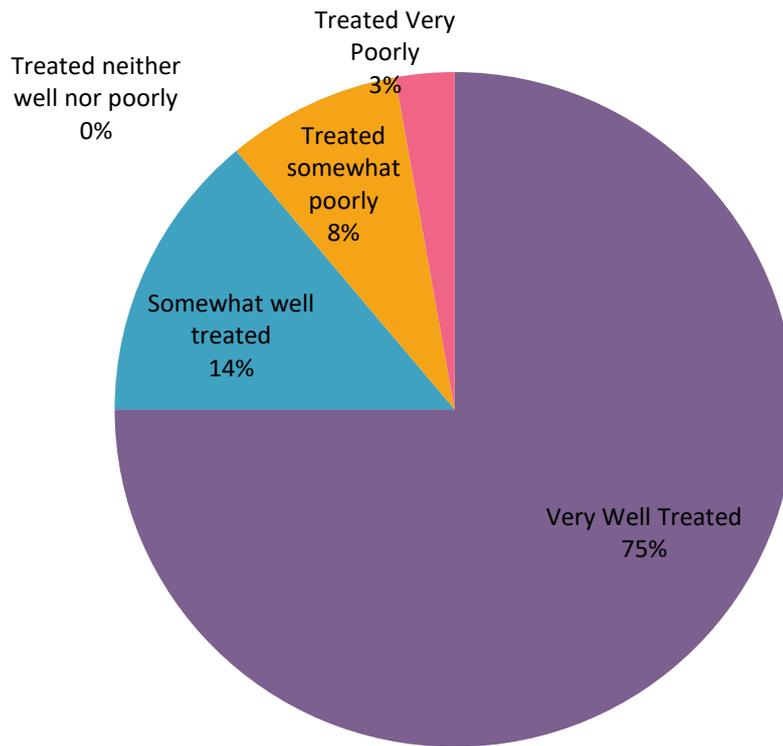
5. In the past year, have you had any INVOLUNTARY contact with the Canandaigua City Police? An involuntary contact includes an arrest, a traffic stop, or being questioned about a crime.



Value	Percent	Count
Yes	16.9%	36
No	83.1%	177
	Totals	213

Results for ALL Respondents

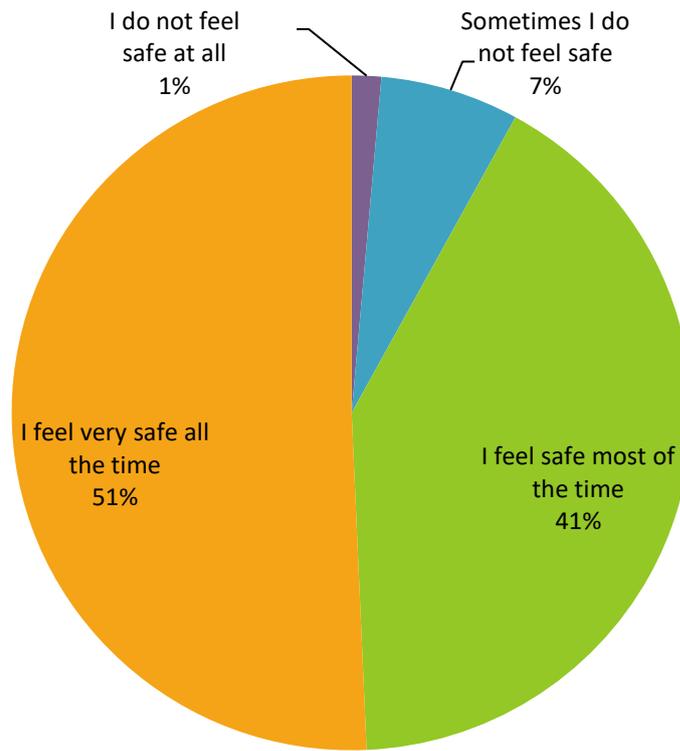
6.How would you rate the treatment you experienced with the Canandaigua City Police as a result of your INVOLUNTARY contact?



Value	Percent	Count
Very Well Treated	75.0%	27
Somewhat well treated	13.9%	5
Treated neither well nor poorly	0.0%	0
Treated somewhat poorly	8.3%	3
Treated Very Poorly	2.8%	1
	Totals	36

Results for ALL Respondents

7. Which best describes how safe you feel in Canandaigua?



Value	Percent	Count
I do not feel safe at all	1.4%	3
Sometimes I do not feel safe	6.6%	14
I feel safe most of the time	41.3%	88
I feel very safe all the time	50.7%	108
	Totals	213

Results for ALL Respondents

8.What can the Canandaigua City Police do to improve their performance? How can they improve? Please enter your answer in the box below.

Response ID	Response <i>(Reponses are exactly as entered by survey respondent.)</i>
7	Police officers need to learn better emotional regulation. In return for being paid in the \$70-\$80k and higher pay range, the expectation is for them to control their own emotions better. Currently, employees at Target do a better job of keeping their feelings composed when communicating with the public than police officers do. The police need to stop acting like they are the ones who are VICTIMS. You chose this job. The City of Canandaigua should not allow the CPD to keep a "back the blue" sign on the properties front lawn.
9	More racial diversity. Treat everyone the same regardless of income. Promote friendlier attitude and get rid of posturing as tough guys. Lighten up.
10	Be proud of the community we have and not act like they have to find someone doing something wrong. I am aware of two situations in the past year - one was a neighbor who was stopped in a line of traffic on North Street waiting for a train. The neighbor did cross over the double line to go around two cars to turn onto our street that was before the railroad track. The officer was very rude to the neighbor ... really!?! Also, another officer wrote a ticket for a friend of mine for failure to stop at a stop sign at the corner of Midlakes Drive and North Main Street (where there is no stop sign!!). The friend told the officer there was no stop sign, to which the officer replied there should be. (The ticket was eventually dismissed). These little examples just give the community the impression that the police think they are better than the citizens.
11	Establish mental health crisis intervention Wards, making community members look out for fellow neighbors and homeless. Construct healthy public and private relations with racial organizations (BLM, Back the Blue, etc). Refinance the city budget to better reward and pay officers for going outside the norm.
16	Given that we're a city I think that more foot patrol/bike patrol/Segway patrol would be welcomed. I never see police officers outside of their vehicles.
20	They do an amazing job, all Officers and staff. SRO's are much needed in the schools. .
22	Entire dept does well

24	They do an amazing job!!!
31	Continue being accessible and active within the community in a positive way. Being present and forming positive bonds with the Kids in the community.
34	They do a great job! They deserve more respect.
37	I think it is very important to keep the School Resource Officers.
38	Have a presence in all neighborhoods. Get to know people. Build trust. Walk the beat. Team with mental health professionals. Stop the trump supporters from breaking rules of the road when they have parades.
39	Get politics out of policing.
40	N/a
41	Make their police station more accessible. Many years ago I was feeling threatened and got myself to the police station hoping for assistance. Trying to figure out how to get IN the police station was more stressing than the suspicious person following me.
43	They do a great job.
49	I was involved in a domestic violence situation and did not feel protected by the two male officers. In fact they seemed to side with the abuser. They need education on domestic violence. So does the court system!!!! but thats another topic, I know.
50	Na
53	Keep up the good work

57	Assist landlords with background checks to wean dangerous individuals from the community. According to the Supreme Court the police have no duty to protect the public so one has to ask what their proper role should be.
58	No comment
59	1. Have other social serve agencies help with mental health and homeless issues. 2. Increase enforcement of people passing stopped school buses.
61	More presence at community events. Walking the beat, not always in cars.
63	The Canandaigua City Police Department should use other resources within the community (specifically mental health practitioners) when dealing with tense mental health calls. I believe there needs to be much more emphasis on mental health education and defeating racial biases in order to do best practice within the department. I also believe there needs to be more diversity within the department and they should recruit people of color, women, LGBTQ people, etc to work on the force. By doing this, you're creating rapport within the community.
64	The do just fine
65	They do a good job leave them alone
70	Not everyone is a criminal. I understand the police need to have their head on a swivel at all times, but coming off aggressive or with an attitude before even saying hi can make a difference on how the entire conversation goes. I pulled up to an officer in the middle of a well lit parking lot once and was told to never do that again. I approached him from the front (so he wasn't startled by me coming from behind) to ask him a simple question. He right off the bat had an attitude and told me to never do that again. At that point I said forget it and moved on with my night. If you don't want to be approached by the public, then don't sit in the middle of a parking lot where you can be seen. That is the only thing I would recommend to this department. Treat others how you would want to be treated. I support the police and would help any one of them if they needed it.
72	Everything I have seen so far tells me they are doing an excellent job. I particularly like the fact that they park their cars and walk around the downtown area interacting with the residents and merchants.
74	More diversity in department. Lack of female/minority officers

75	Great job by everyone I know. 😊
77	I wish I had the answer for that. I feel it is almost out of their control as the city controls the purse strings. But at the same time I feel less safe in Canandaigua now then I did in the past.
78	I'm thankful we have SROs I'm Canandaigua. I believe it helps young people not always view officers as only there when they are in trouble but there to help more times than not. Thank you for that.
80	Better enforce traffic laws. There are so many people running lights and speeding. We live on Gibson Street between Charlotte and East st and I can't believe the construction vehicles that travel down our street going 40mph during the day.
82	Be more proactive
84	Canandaigua Police officers do a great job. They are fair, honest and seem to be well trained.
87	I would love to see a school resource officer in every school building. The positive connections the officers make with children (as early as possible) are such a vital part of helping to create trust and respect between young adults and the officers in their community.
88	Body cams Police accountability board Work in conjunction with other organizations to help those with substance abuse get proper help and not just arrested
89	H
90	Put Serve and Protect back on your Patrol cars. Focus on children and have community get together for children.. maybe fish with a cop on the pier. Something to let kids know that the police do have a soft side . Kudos to all of you for your profession. It's not a easy job,
91	More police officers
93	N/A

94	I am unsure
95	Adding school resource officers in every school building. Enjoy seeing officers walk the beat.
98	Continue to educate themselves to better serve our community.
100	More traffic enforcement on main roads and school zones
101	I realize you can't be everywhere but there are a lot of speeders on upper Main Street and on side streets like Granger/Fort Hill.
102	The Canandaigua police are doing a great job, I would not recommend any changes.
103	Nothing to improve they do a great job!!!
104	Be more out and involved in the community, specifically I would like to see more of an outreach of some sort to troubled youth to try and turn their lives around and show them a different walk of life.
105	Patrol side streets often , especially in the evening and nighttime .
110	They are doing a fantastic job
114	Na
116	N/a
117	I don't know

120	Each City Ward should have a police officer assigned to it in order to know all the residents and now the local problems. The police officer should walk around or ride a bicycle in the spring, summer and fall, not just drive in the car, esp. in Downtown or old streets.
122	Thoughtfully and enthusiastically participate in training and engage with the community to build understanding of and consistently prioritize equity and inclusion.
127	They are already doing a great job.
128	Operate only in crime investigation and traffic enforcement (when necessary, not to meet a quota). No involvement in mental health crises, drug overdoses, wellness checks, etc. Those should be carried out by specialized organizations/agencies. Increased racial bias training, no handguns until you learn not to shoot black people
130	I experience nightly patrols of our neighborhood which is great and I am thankful for that (arlington park). The city pier is a problem area- way too congested on summer evenings with loud carloads of people hanging out. Reminds me of Charlotte years ago, need to address this or it will continue to get worse. People have the right to hang out, but the strip before the restrooms is not easy to get through and it's an accident waiting to happen. Crowd gets rougher each year I notice and people are getting annoyed with others quicker. You need a plan for the pier. Thank you for your service. Do not agree with defunding the police and I believe your department serves and protects and does a good job and I'm a democrat for the record - LOL
137	Keep doing what they are doing.
138	There is always room for improvement but with that said that is accomplished through training . Training cost money which falls back on our City leaders !
145	Training on a crisis situation
146	Never seen a town with more traffic stops than Canandaigua. Why?
149	By not pulling people over for just a quota. And giving people hard times about drinking and driving. When they do it themselves. Or talking on cell phones while driving, when they do it while driving by.

150	They are all great
155	I don't understand why the city police need to have investigators. Rarely are crimes and criminals both exclusive to city limits. I've been a city resident for a long time, I read the paper everyday. A lot of times I read about investigators inviting criminals to the city to do drug deals, prostitution stings, and sexual crimes. Why are we inviting criminals to Canandaigua?? Get rid of the investigators, rely on the county, and put more officers on foot patrol or in squad cars.
156	When I was a teenager and in my twenties I had very few positive encounters with the Canandaigua City Police. I was a good kid, and stayed out of trouble aside from an occasional speeding ticket. During that time I found the Ontario County Sheriff's department to be much more professional and respectful during traffic stops. Now that I'm in my 30s law enforcement personal are more polite in general. I suspect that many of them still bully younger people.
158	Why are we paying for a police force when WITHIN the city of Canandaigua is the sheriff's office, a VA police department, and a few miles out of the city a state police headquarters?? Every time I drive in the city I mostly see sheriff cars and state police cars. I can't even drive up and down Main Street without seeing some type of police car. There's too many police in the area for how many people we have. Also as a veteran I rather have the VA police, the Canandaigua fire department, and the Canandaigua ambulance respond to veterans in crisis than the other law enforcement agencies here.
159	In the heading of this you have to specify that it's not for the State Police or Sheriff, isn't that a sign there's too many cops in this town?
161	Traffic violations seem to be more about revenue building than public safety. Seems like traffic violations target poor families and people unable to pay tickets. There's an impression of targeting the poorer people of Canandaigua
167	I think we need to invest in more police officers. The challenges are growing and I believe we need not overtax these public servants. They are currently doing an outstanding job!
168	It looks like they are already heading in the right direction. Less of a good old boys' club, more holding themselves accountable for also following the laws and hopefully more education about diversity and equity.
171	Eliminate SROs and any / all military surplus equipment

173	This is not rochester or even geneva. Cpd does a good job. They are trustworthy & honest. Respected by people here
174	wear body cameras, don't say or do anything that you wouldn't do if your mother was standing right there.
175	I believe they are doing an excellent job at the moment.
177	They can be more visible in the downtown business district. Phone calls should go directly to them and not to the sheriff first. The vestibule at the police department is not inviting.
182	Continue with a visible presence, making sure laws are equitably applied to all.
186	have no complaints except the one or two who have let 'policing' go to their heads. Attitude-adjustment!
188	Continue public relations as they have done, and ignore recent minority voices who want them reduced and reduce their power of authority.
189	Maintain a presence in the populated areas...especially during the summer months.
192	hire more officers
193	Doing a GREAT JOB !!
195	Let them do their job as they all ways have
198	Increase their community service programs. More speed enforcement, especially on North Main Street. Still, they do a great job!
199	Have more officers

201	No opinion here but in one question I clicked they usually do a poor job on error. I meant to click they usually do a good job but got distracted. Sorry for the error.
204	I really don't know the improvements I'm sure they do a good job but anything and everybody always has room for improvement
207	By putting a school resource officer in every building in the school district.
210	Nothing, doing an outstanding job
211	Train more officers as CIT. They should go to mental crisis calls before anyone else to make sure it is safe. Don't let anyone else in until it is safe. Trained officers stand the best shot of diffusing the crisis so it doesn't get worse.
212	Nothing, they do an amazing job
213	Not sure. CPD does a great job keeping up our sense of safety and security in our neighborhood. Keep up the great work in the schools working with the kids. SROs are very valuable to our kids at school.
214	Cpd does a great job. They are responsive and accessible to resolve our local issues. I love that I can make a call or send an email about a non-emergency issue like speeders on N Main St or even kids tipping over trash cans and they treat it like a priority to them. What is important to me is important to them. Thank u.
215	More funding to police
216	Please ensure people are wearing their masks and not congregating at bars and at Lake. My stepchildren are in 30's have no regard for the seriousness of Covid or respect for their elders they think it's a joke. They showed up at my house without wearing masks the other day knowing I take care of my elderly parents. My father is in Hospital now with Covid he is 81. These are the same kids that went to large weddings where no guests had masks on etc. please do something to set these " children" straight in our community. They have caused so much anxiety.
219	Keep enforcing the laws the way they do despite what a few loud voices are demanding. They do not represent the majority here.

220	Keep up the great work!
221	Be a part of the community, not some god like agency looking over it. And quality control. Many officers are good. Others power trip. Public service first. They aren't there to be punishers.
223	The Police dept is doing a wonderful job. Keep Officers on street, keep SRO's in our local schools and keep showing these officers support by the City Council
226	When tasked with serving eviction warrants they need to have better communication will the landlord involved.
227	The Canandaigua Police Force is great.
228	Continue to focus on commu city policing.
231	i think they are doing a fine job
234	Keep doing what you do
235	Add school resource officers to each school building. Elementary and primary buildings
242	Keep the public informed about all the questions that were asked earlier. I don't know if the police are courteous, or follow the rules/law, etc., or a use excessive force, or promptly respond to calls for assistance. So I answered all of those "I Don't Know." And don't shoot people to death in their own beds in their own apartments. Don't shoot. Please get training from non-police specialists on dealing with situations without using a gun.
243	deweaponize and receive oversight from community organizations
245	No input.

248	Watch the speed on main street better, too many accidents there
252	Calm down on pulling people over for speed limit situations. There are bigger problems to worry about. Concentrate on dealing with these drug addicts that are littering the cities. Concentrate on taking care of the children and the neglect they face in that city.
253	I believe the best way for Canandaigua PD to improve would be to continue to distribute surveys like this one. In my opinion the best way to serve the community is to make sure the community is heard. These surveys should (hypothetically) be provided to everyone, regardless of if they have internet access or not. I would also suggest monthly city hall briefings (on Zoom due to covid-19) in which a question and answer session takes place, so that the community has the opportunity to work together with our law enforcement. I know that the Canandaigua PD has been in contact with the community, so my suggestions may have happened before, but regardless they should occur frequently. Overall, I suggest our local police department has community based training so that they can cater to all aspects of Canandaigua and its residents. I think it is important for the police to get to know as many community members as possible, whether it's lifetime residents, students, or newcomers. The department should put itself out there so that it can learn as much as possible about the people it has sworn to protect. And I think this survey is a great step to achieve such learning.
258	They are fine
259	It doesn't seem appropriate that a layman answer such a broad, general question. Most of us have had very limited experiences with the PD, and that limited scope doesn't provide enough information to offer an educated response. Generally, what can police do? Go beyond the required DEI training; be transparent; don't jump to the defensive - find ways to empathize with those you serve; look for ways to spare taxpayers' expense.
262	They could improve by being abolished. ACAB ya fuckers!
263	I think they are doing generally a good job
265	Work with other agencies, educate about non-lethal forces to stop people/ help people or to catch and hold criminal in humane ways.
266	Got stopped for speeding. Cop treated me well. Was understanding and gave me a break.
267	Monitoring colleges and checking up people that look like they need assistance

268	There needs to be a greater presence of officers when possible on Main Street to enforce traffic laws such as speed limits and various forms of road rage that put those driving and walking at risk.
270	Giving traffic violations. Way to many people get away with speeding especially in the 332 area.
273	Never stop trying as days go by.
274	Continue to do what is right even if the media falsely portrays police as bad people. Reassure police officers that there are many citizens who respect the hard work officers do. Tell police officers not to compromise serving justice, even when the news tries to destroy the public image of the police.
275	Stopped for speeding on Main St. Didn't know the speed had changed. I was treated good. Cop gave me warning. TKS.
281	Continue to have conversations with groups/agencies/leaders within the community to best understand the needs of the community. Continue having conversations with BIPOC leaders/individuals to understand their perspective and how the CCP can best support this community.
282	I do not live in Canandaigua but I work in there. It seems to me that they try to pull people over to ticket as a means of income for the city. I do not speed and always wear my seatbelt. I was pulled over once when wearing my seatbelt and going the speed limit. I asked why and they said for not wearing your seatbelt to which I responded you mean this? Showing that indeed I did have it on. They still took my identification. Ultimately, they had nothing and let me go. I found their behavior ridiculous and insulting. They sit in wait all up and down main street clearly searching for cars to pull over. It's a waste of time and money.
283	They seem to focus the on speed traps, rather than actual crime. Likewise, in my experience, they are terrible at responding to mental health/domestic violence situations. I was told By then to go back into the house of my abuser; this should NOT be the way they operate
284	They can work on the perception of arrogance during an interaction. I am part of a police family and understand the need to control a situation however I have witness unnecessary arrogance in something as simple as a traffic stop.
286	The Canandaigua Police know where the issues are with speeding and other unlawful activities in the city. They need to be able address these issues in a more timely basis.

288	Hire more minorities and women.
289	Transition responsibility for mental health and school-related support to other agencies. Receive more training in de-escalation practices.
290	Hire more police officers and ensure the officers you currently have are receiving the best training as possible. Don't get complacent and keep up the good work
291	They do a very nice job with performance.
293	Adding school resource officers to all schools
294	I can not speak in this 100% because I'm white and am treated good.
298	Please step up the traffic enforcement, especially speed limits, on Ft Hill Ave, Gibson St, and South Main St. As frequent walkers, we appreciated the 4-way stop sign patrols in the first ward, but they seem to have stopped. Also, please enforce the restrictions against cars parking across sidewalks and in the city rights of way. Thanks!
299	Better training with victims of domestic abuse. I called and basically was told I was wrong. I ended up having to get a protection order and had him arrested. I don't think they showed much interest and wrote me off as crazy, but the second officer I had was wonderful and took everything seriously.
300	Enforce speed limits, ex., school zones, city streets, downtown; enforce parking over the sidewalks; be more visible
302	They can Continue to serve our community and know regardless of what the media gives voice to that the majority of us law abiding community members still appreciate and rely on their continued protection and duty in the face of many who insist on removing or damaging their honorable service. I am a home owner on Bristol st , a taxpayer, an individual without racial prejudice ,with a family that includes two precious adopted children of color and do not have any family or immediate friends in the police dept therefor this is an unbiased opinion and one that most of us here in canandaigua with common sense and a silent voice ignored by the media hold.

Results for ALL Respondents

9.How can the Canandaigua City Police improve their image with the public?

Response ID	Response
7	Acknowledge failings in the wrongful shooting and death of Sandy Guardiola. Remove the back the blue sign from the lawn of the police station. Why are we just "backing the blue," why aren't we "backing" all front line workers? Don't participate in parades like "back the blue" that involve participants with confederate flag patches and stickers.
9	See previous
11	Sponsor more public events with local businesses, perform routine checkups at random residences, do holiday exchanges and remembrances throughout the year
16	See question 6. Get the officers out of their patrol vehicles. Since going to a WFH status in March I see my neighborhood being "patrolled" on a daily basis. But, what does it mean to drive through someone's neighborhood at 30mph? If I'm out walking my dog I never get a wave or a smile unless I initiate. If they're patrolling Baker Park maybe stop the car, get out, walk around and say Hi to people.
18	GET RID OF THE "PHANTOM" CAR! Also don't hassle us for non-safety stuff as I said in the previous answer.
20	They do a good job. Keep up the hard work
23	Have a more diverse force (women and people of color)
24	I cant think of anything
31	Supportive outreach programs in the school system (ex bicycle safety courses). Increased Social media outreach informing the community of what they're doing

38	Get to know people. Walk or bicycle the neighborhoods.
39	Be seen being fair and involved with the community.
40	Please work with CPEP more. Thank you for finally reaching out to have more officers CIT trained
41	See above - "Open door policy" at police station
43	They need to be seen and heard and connect with all backgrounds seen as a resource as well as law enforcement.
49	I don't know. I haven't been a resident long enough to have an opinion but my experiences thus far leave me unimpressed and I do not have trust in law enforcement in our community.
57	Community policing.
58	Seems they do a good job to me
59	I'm not sure. To me their image is pretty good.
61	Se previous
63	Many people within the community feel like there are racist undertones within the department. If the department were to decide on doing an extensive education piece of racial bias, I believe the community can start to rebuild trust.
65	They are fine
70	A simple "hi" would be sufficient when in passing. A lot are standoffish. I don't think it's on purpose. There's probably a lot going on in their head. God only knows what they may have just dealt with that day.

72	No opinion in this area
74	N/A they do a great job
75	It's perfect in our eyes.
77	I'm not sure they can as I feel their reputation is quite good. There is usually only 1 officer I ever hear complaints about but I believe that person to be a great guy.
78	I'm sure you are all so busy with all the recent events but possibly be out and about in public as much as possible modeling the awesome ways you help us / the public in general.
82	Keep having a good balance of community policing, education and enforcement of laws
84	Continue with their high level of community policing activities and maintaining their high quality school resource officers in our schools.
87	I'm unsure... I feel they're doing a great job currently!
88	Full transparency and accountability in the hands of the community not their own investigator's
90	Wave, smile.. tell others to have a good day...Kindness travels fast Stay humble as we all are fighting something in this crazy life. Kudos to you for acknowledging that this survey is important. Thankyou!
91	Keep doing good deeds and charity events
94	I am unsure
95	I don't know. They do a great job. They are well respected.

96	They are doing a good job. It is a rough time for law enforcement. Try to be understanding of citizens. Homeless people shouldn't be fined for being homeless in a community with no homeless shelter.
98	Engage in conversations with people about local news, the weather, and how people are doing in general.
100	They already have a very positive image with the public they are very professional
101	Be friendlier in general. I've never had run-ins with the CPD but I know people who have and they seem to complain of unnecessary aggression at times, particularly in the downtown area. I believe this was also brought up during the talks at the protest in June. You should also get rid of those Back the Blue signs and flags. I get the message, but those are very polarizing right now and have become a part of the political divide in the country as a whole. Displaying signs and flags like that can quickly cause many people to associate CPD with those movements, and therefore reducing trust.
102	In my circle of friends, co-workers and community members the Canandaigua police have a great image already.
103	Continue doing what they have always done.
104	I think most people who have a problem with the CPD believe all cops are bad no matter what, so nothing you can do in that situation. Keep doing what your doing
105	Stop in local businesses for a friendly short visit
110	Encourage more community policing. Have more officers at community events. Keep SROs in schools
114	They are doing a great improving their image
116	Just keep doing a good job
117	I don't know

120	To be more familiar with residents, take walk around, talk to people, be interested in the population, know problems, be more involved.
122	Communicate their efforts to increase equity and inclusion and participate in joint efforts with other professional and volunteer groups to address the underlying issues that lead to safety concerns.
127	I feel they have a very good public image among most law abiding citizens
128	Stop shooting black people and making excuses for it, stop blatantly allowing dangerous Trump and Back the Blue protests. If you want to be perceived as a public service then you must serve the public equitably
130	Image is positive from my perspective
137	No opinion.
138	Meet with the public and show them what a police officer has to deal with on a daily basis . Show videos of domestic complaints and how fast they can go south Have the public participate and experience the shoot don't shoot training to get a feeling what an officer is up against in a life of death situation !!
145	Show the public how involved you want to be, show that you care. Actions speak louder than words.
149	Follow laws like we have to. Specially while off duty.
150	Do a cop calendar of the local police officers
156	Being polite and respectful, regardless of who you are interacting with, would go a long way.
159	eliminate the police department or at least combine with the sheriff or stage police, it's a duplicate service.

161	The police officers have a bad reputation for being cheaters, holding grudges, drinking, and not being nice people.
168	People need to not see them being shady and pretending its not happening.
170	I know they have a job to do but a friendly smile every now and again would be nice. I recently was at a stop light next to a cpd , I smiled at himand he looked at me like I was getting ready to commit a crime
171	More officers on foot patrol
173	By being allowed to keep doing the job they already do.I like the foot patrols downtown they do, sro's and community event s.
174	I have no issues with their public image
175	I also believe they are doing an excellent job here and to continue on.
177	I feel like they treat North Main Street as a speed trap. This is especially so on Sunday mornings when local residents are either going to Wegmans or to church.
182	Continue being visible and approachable within the limits of the laws they are required to enforce.
184	Stop enforcing the law.
186	Take time for friendly gestures toward children. Outreach to teens (drop in when you know there is a game going on although that might not be as often these days!). If possible, a 'cash reserve' fund for situations needing help (groceries, inadequate car seats, etc). Requesting to address at a group meeting on topics that might be relevant; visiting seniors (Wilcox Ln, etc) to speak on issues pertaining to seniors.
188	More connection with merchants and citizens by patrol officers. Foot patrols and interactions to gain public support by familiarity.

192	continue with good conduct
193	You are doing a great job now
195	Nothing is good
197	I think they are doing a great job.
198	Keep enforcing the laws the way they are supposed to, despite all of the calls for reform. If there are problems with the laws then reform those.
204	I think any police officer needs to be honest and fair when approaching. But sometimes that just isn't possible.. especially when you have out of control person that you're dealing with
207	More program for youth outreach such as a kids Police academy.
210	Work in union with various community groups, do informational talks
211	Keep doing what they are doing. Most average people here really respect them.
212	More Community policing
213	By maintaining their commitment to protecting our city despite the controversy about the police nationwide. Our police are loved here for what they do for us. Keep up the great work!
214	They seem to be already involved in a lot of different types of community events around town, so I don't know what else they can do.
215	More education

219	Keep up with community policing and outreach programs. The community appreciates their efforts.
220	Public outreach, more visibility
221	Be leaders and part of community
227	The image of police everywhere is found by people spending too much time watching the media, which are out to destroy police in this country. The vast majority of police everywhere are operating to serve the public and do a great job. The democratic party is hellbent on destroying this country. Who are you gonna call if threatened to be raped, robbed - Nancy Pelosi, Andrew Cuomo - don't think so.
228	I'm not sure this is needed. I've lived here 6 years and have not heard any complaints about our department. The interactions I've had with individual officers have been positive
231	maybe a citizen police academy type thing like the county does but just for canandaigua police
233	More community events in collaboration with other organizations.
235	Continue with being highly professional. They are great.
237	Do not support the idea of a "Thin Blue Line" or an us vs the people mentality. The idea that police can see themselves as a separate unit from the community is concerning and is a contributing factor to me not feeling safe around the police.
238	Be as visible as possible. Get involved with charity functions, set up booth at festivals for instance. Introduce yourselves.
242	I think the image is positive. Maybe keeping people informed of police activities would be helpful.
243	make a large donation to the naacp and commit to regular training on race equality

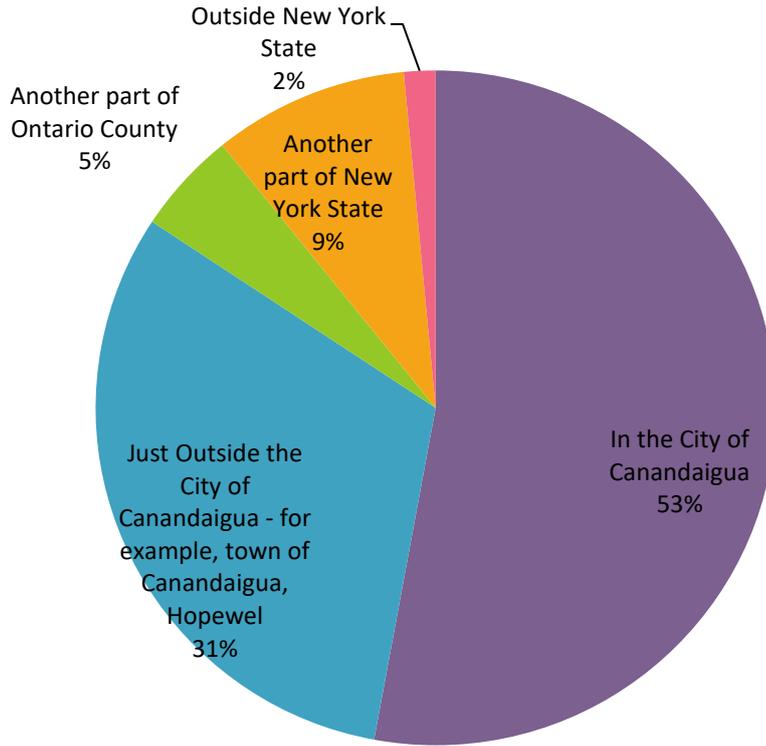
245	No input.
248	Put themselves out in the community often, visit schools/allow field trips to see what they do, don't do what we always see on the news
252	Attend public events in a personable fashion. Introduce themselves to the public.
258	Enforce the law fairly as they always have.
259	Become more integrated in the community you serve: Require some amount of volunteer time at a place like Gleaner's Kitchen. Hire and promote more women and officers of color (and find ways to recruit them if there's a shortage of applicants). Top leaders get involved in community orgs and boards. Look for opportunities to forge new partnerships with human service orgs. Be as transparent as possible, providing the public timely info about arrests and investigations. Prove that you're working to spare taxpayers' expense.
262	Not killing people would be a start. And why the fuck do you care more about your IMAGE and not enforcing systemic racism 🐻
263	Saying hello more to people. Each officer on the force should put their name out more in the community. Such as stopping into shops on main street and saying hello and introducing themselves asking if everything is running smoothly.
265	Prove to the public through actions! people need to see that you care about EVERY citizen, not just the sweet white old lady. You need to care about people of color, the mentally ill, the homeless, women, LGBTQ people, EVERYONE needs to feel safe and that the police are only there to help.
267	They do well at this
268	A stronger presence on social media platforms and in the news would improve the public image, the utilization of someone in this profession or perhaps studying this subject at FLCC. This would provide a better view from college students as you would be working alongside them, as well as giving one or multiple students good experience to include on future applications and resumes. I am very thankful for all that your team does.
270	Just be on top of things.

273	More colors to paint smiles with.
274	They would have to find a way to stop the news stations from pushing propaganda and sharing stories that are not intended to provide the public with the whole truth but intended to make officers look bad and criminals look good. Hold the media stations accountable for heavily twisting information on news stories that involve police officers. Find a way to get news stations to stop reporting information with favorable bias towards criminals and favorable bias for their own political gain. Bring back actual unbiased journalism to the news.
281	Work alongside leaders who are working with minorities affected by systemic racism and societal prejudices. Keep having conversations and forums and meetings to show you care and want to make those changes to help everyone in the community.
283	They need to stop pulling people over for small things. They also put a SWAT team on top of the restaurant I worked at during the BLM protest which absolutely concerned people
284	Be more involved in positive community activities. During the street fair in the summer put up a tent so people can stop by and learn more about what the police do. More interaction in the school system. Invite the kids to law day. Create an opportunity for kids to learn about their responsibility to be good law-abiding citizens. Unfortunately the loudest voices suck the oxygen out of the room. Police are a force for good and I support the Canandaigua police for 100%. The city administration forces the traffic stops for quotas so the community often sees the negative there as well.
286	Show up to more public surroundings and events.
288	Hire officers who have more than a high school diploma.
289	Shift to policing practices that allow officers to get to know community members and neighborhoods. They need to know who people are as neighbors. Receive training in anti-racism practices.
290	I already think that the Canandaigua PD has a great image with the Canandaigua community and I personally have never had, nor heard of, friends or family having a bad interaction with them. I had a new officer, Officer Liberty, assist me in the Wegmans parking lot when someone ran into my car and he was very professional and courteous and I appreciated his help and attention to detail. Those I imagine, who have negative interactions with Canandaigua PD are probably not doing what they are supposed to be doing as upstanding citizens in our community and in our world before

	bail reform probably should be behind bars instead of let go again to continue their heinous activities in and among our community. Keep up the good work
291	Walking lake side during busy summer times, interacting and talking with community members. Maybe Bike Patrol on Lake / park areas, not just walking main street. I have also seen an officer at High School events.
293	Keep doing what they are doing.They are a good department.
294	Do more good things for the public.
295	Stop being dicks
298	More foot patrols, bike patrols, and frequent visibility in all neighborhoods outside of their cars.
299	Be more active in the community, smile, have some personality.
300	Be more visible
302	Continue to be involved and doing the job they are hired to perform and not be distracted by media or unproductive pursuits.

Results for ALL Respondents

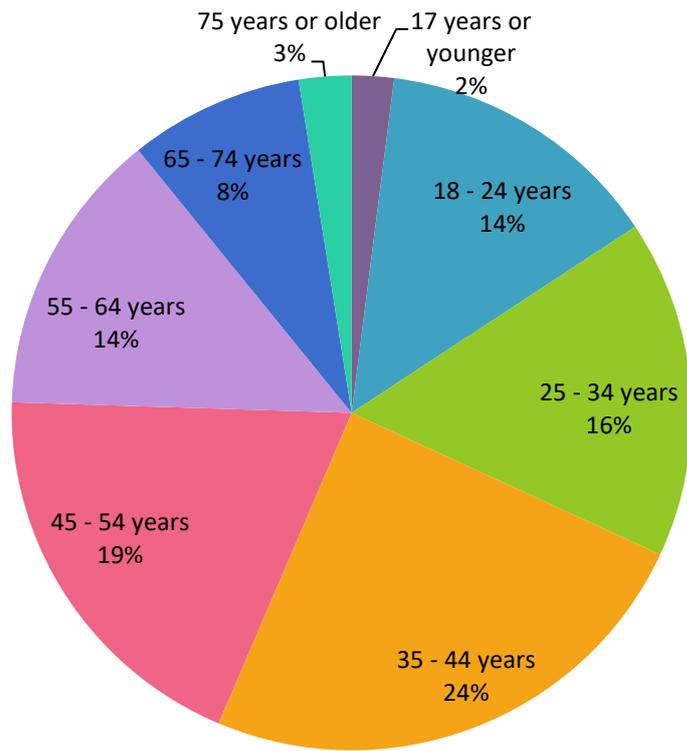
10. Where do you live?



Value	Percent	Count
In the City of Canandaigua	52.9%	108
Just Outside the City of Canandaigua - for example, town of Canandaigua, Hopewel, Farmington	31.4%	64
Another part of Ontario County	4.9%	10
Another part of New York State	9.3%	19
Outside New York State	1.5%	3
	Totals	204

Results for ALL Respondents

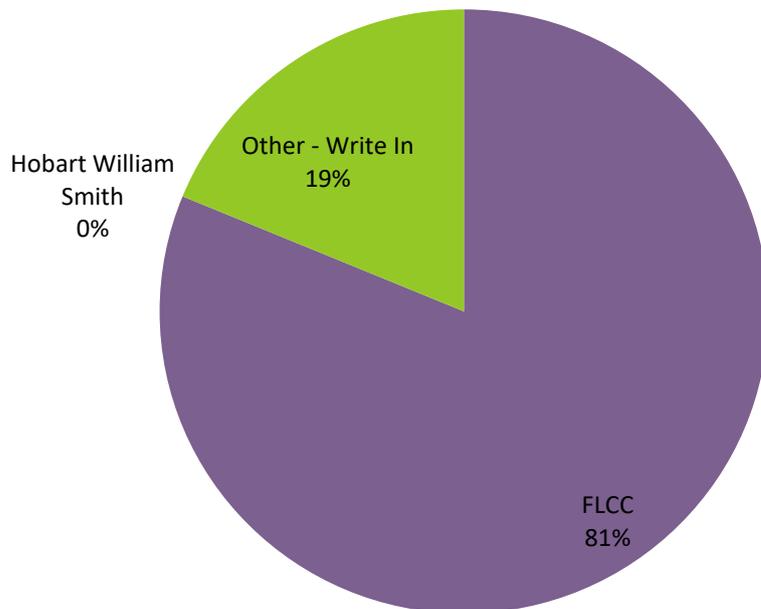
11.How old are you?



Value	Percent	Count
17 years or younger	2.0%	4
18 - 24 years	13.7%	28
25 - 34 years	16.2%	33
35 - 44 years	24.5%	50
45 - 54 years	19.1%	39
55 - 64 years	13.7%	28
65 - 74 years	8.3%	17
75 years or older	2.5%	5
	Totals	204

Results for ALL Respondents

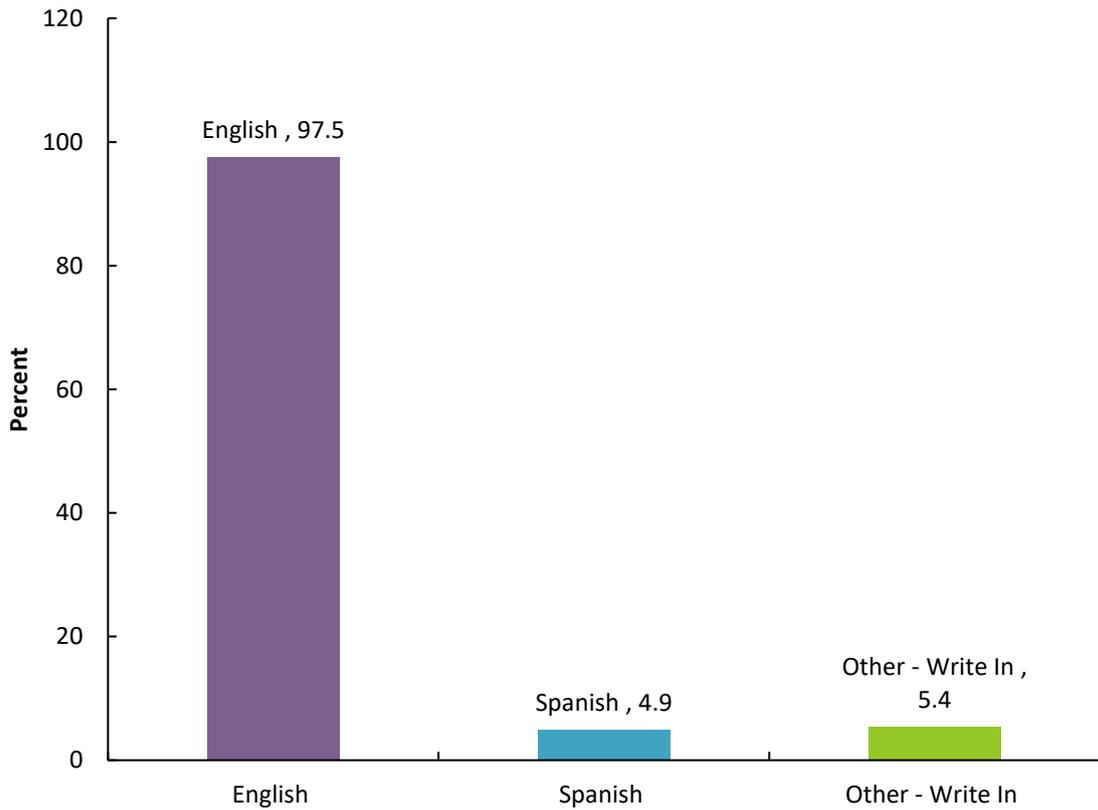
12.Are you currently a student at any of the following?



Value	Percent	Count
FLCC	81.3%	26
Hobart William Smith	0.0%	0
Other - Write In	18.8%	6
	Totals	32
Other - Write In	Count	
FLCC faculty member	1	
Graduated FLCC	1	
Midlakes	1	
Staff at FLCC	1	
Totals	6	

Results for ALL Respondents

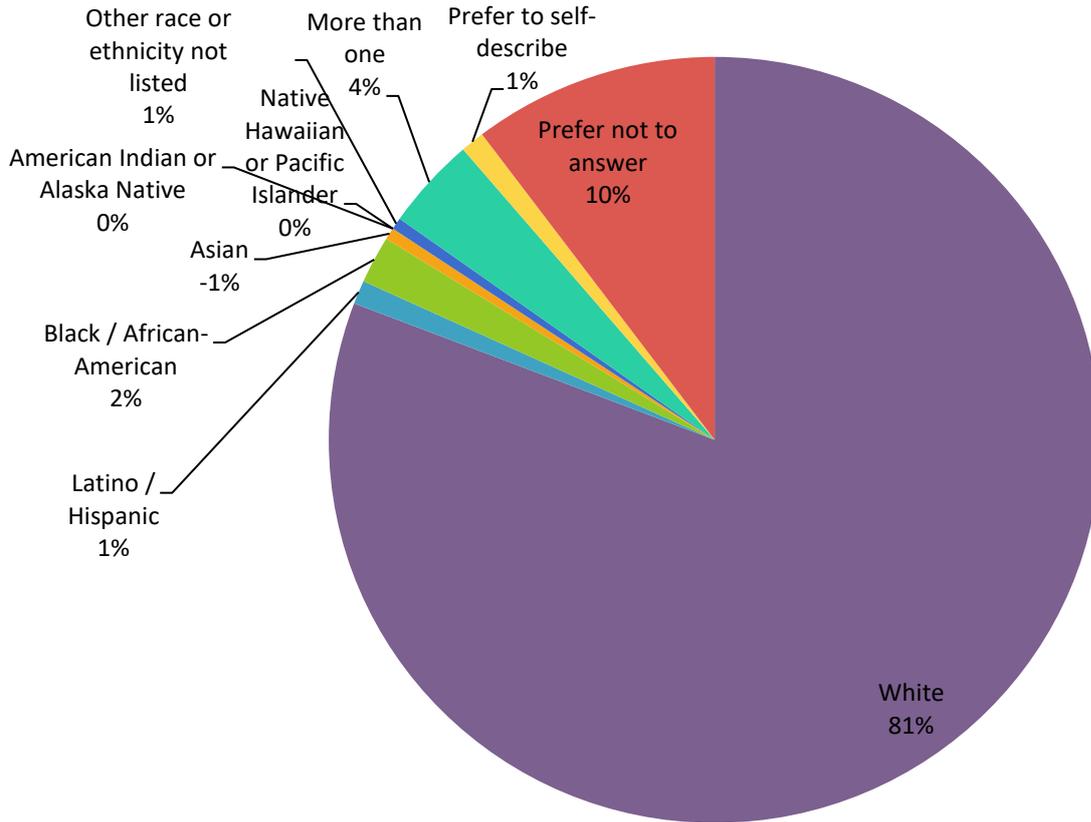
13.What languages do you speak? Check all that apply



Value	Percent	Count
English	97.5%	199
Spanish	4.9%	10
Other - Write In	5.4%	11
Other - Write In	Count	
French	3	
Italian	1	
Russian	1	
Totals	11	

Results for ALL Respondents

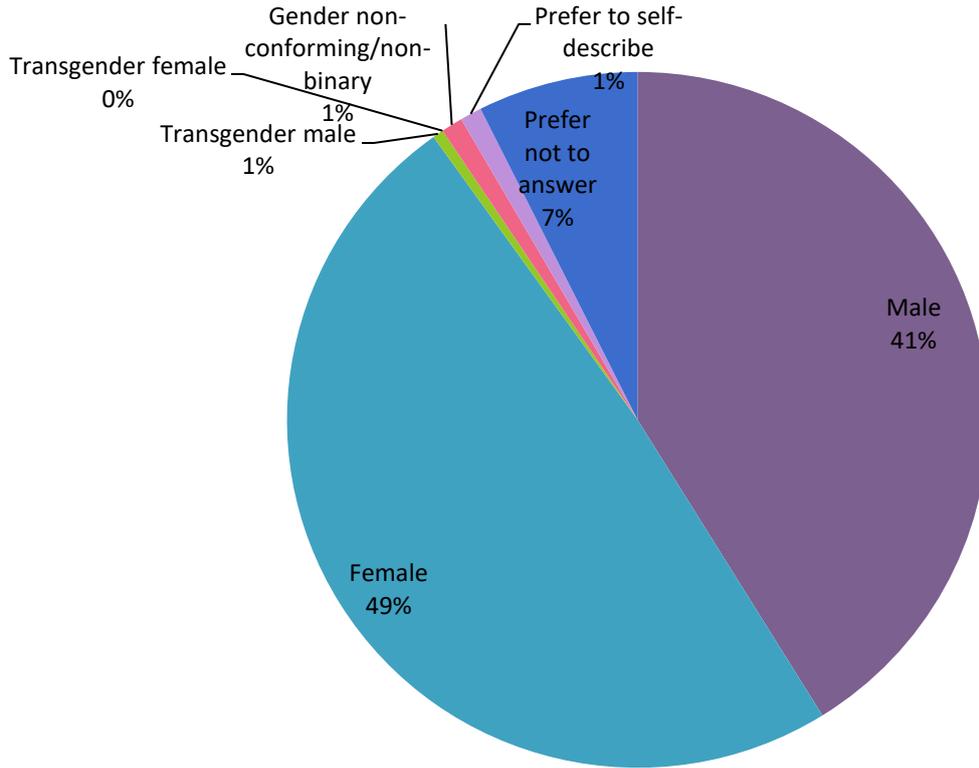
14.What is your race or ethnicity?



Value	Percent	Count
White	80.8%	164
Latino / Hispanic	1.0%	2
Black / African-American	2.0%	4
Asian	0.5%	1
Other race or ethnicity not listed	0.5%	1
More than one	3.9%	8
Prefer to self-describe	1.0%	2
Prefer not to answer	10.3%	21

Results for ALL Respondents

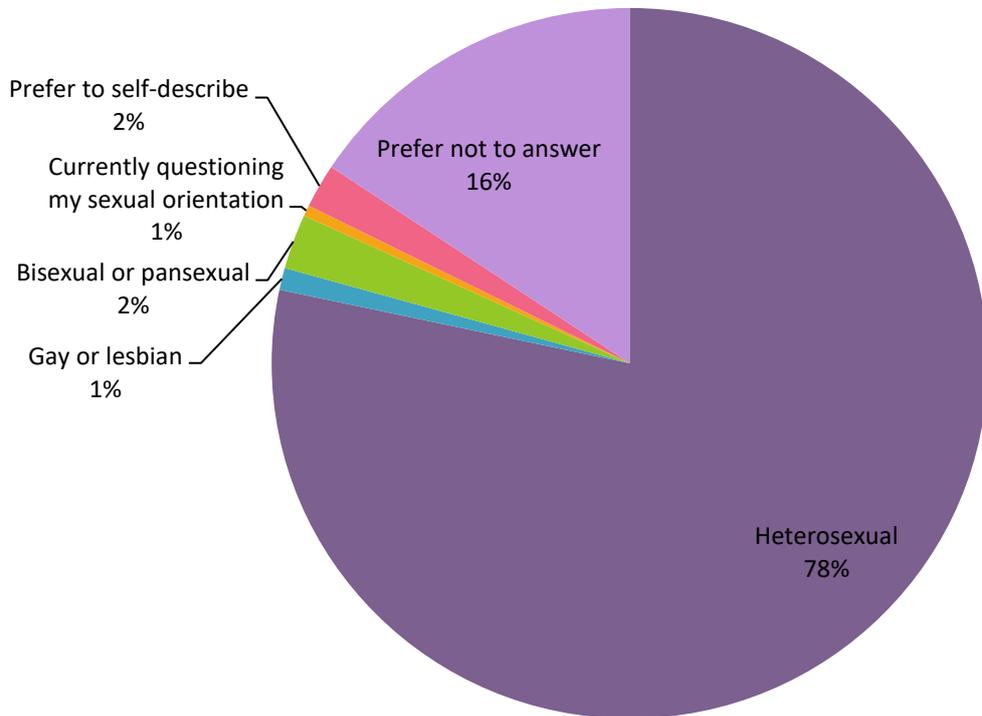
15.What is your gender identity?



Value	Percent	Count
Male	41.2%	84
Female	49.0%	100
Transgender male	0.5%	1
Transgender female	0.0%	0
Gender non-conforming/non-binary	1.0%	2
Prefer to self-describe	1.0%	2
Prefer not to answer	7.4%	15
	Totals	204

Results for ALL Respondents

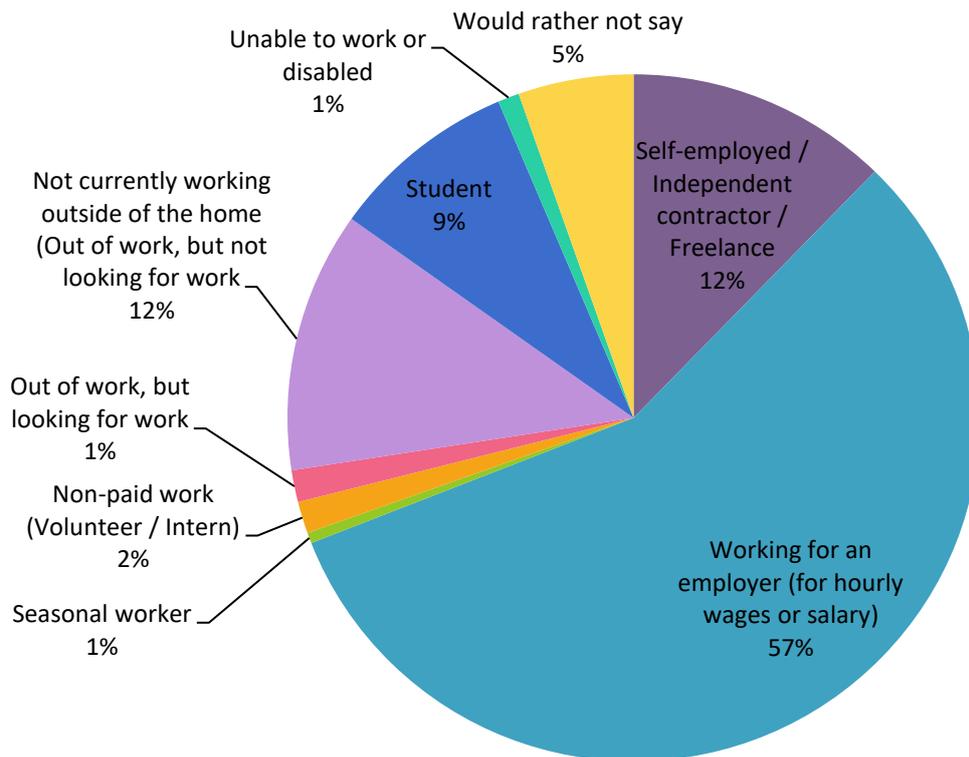
16. Which sexual orientation best describes you?



Value	Percent	Count
Heterosexual	78.4%	160
Gay or lesbian	1.0%	2
Bisexual or pansexual	2.5%	5
Currently questioning my sexual orientation	0.5%	1
Prefer to self-describe	2.0%	4
Prefer not to answer	15.7%	32
	Totals	204

Results for ALL Respondents

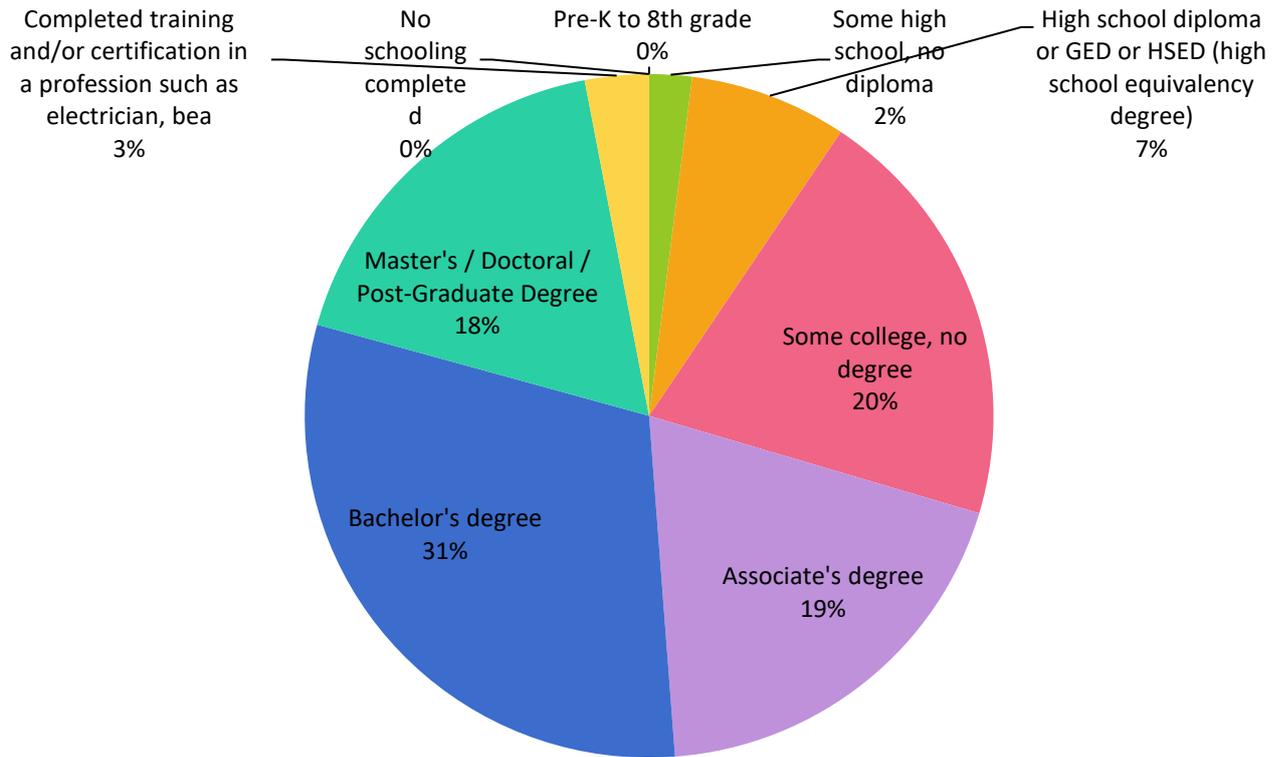
17. Which best describes your employment/job/work status.



Value	Percent	Count
Self-employed / Independent contractor / Freelance	12.3%	25
Working for an employer (for hourly wages or salary)	56.9%	116
Seasonal worker	0.5%	1
Non-paid work (Volunteer / Intern)	1.5%	3
Out of work, but looking for work	1.5%	3
Not currently working outside of the home (Out of work, but not looking for work / Retired / Homemaker)	12.3%	25
Student	8.8%	18
Unable to work or disabled	1.0%	2
Would rather not say	5.4%	11

Results for ALL Respondents

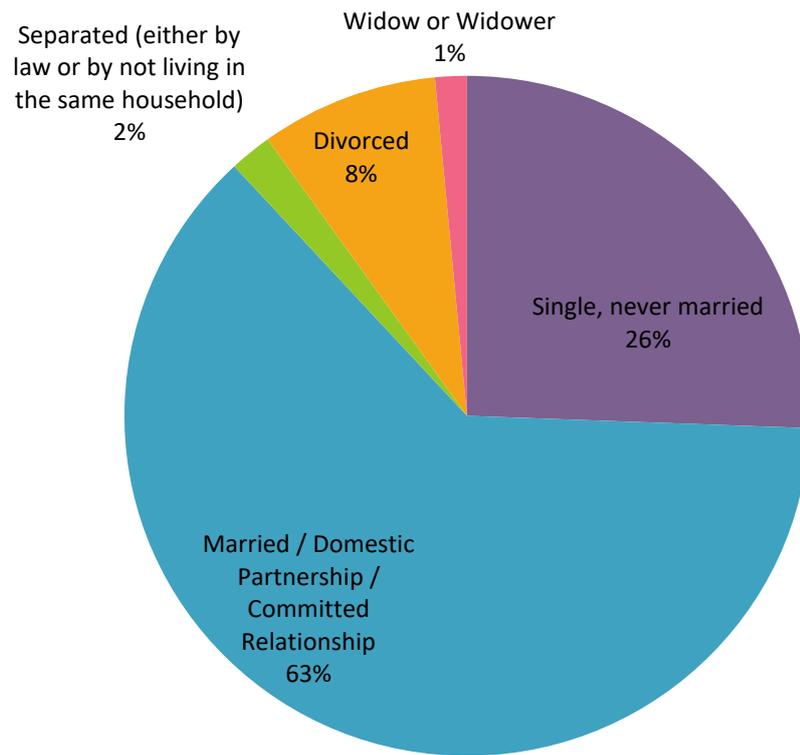
18.What is the highest grade or degree you have completed?



Value	Percent	Count
Some high school, no diploma	2.0%	4
High school diploma or GED or HSED (high school equivalency degree)	7.4%	15
Some college, no degree	20.2%	41
Associate's degree	19.2%	39
Bachelor's degree	30.5%	62
Master's / Doctoral / Post-Graduate Degree	17.7%	36
Completed training and/or certification in a profession such as electrician, beautician, welding.	3.0%	6

Results for ALL Respondents

19.What is your current marital/relationship status?



Value	Percent	Count
Single, never married	25.6%	52
Married / Domestic Partnership / Committed Relationship	62.6%	127
Separated (either by law or by not living in the same household)	2.0%	4
Divorced	8.4%	17
Widow or Widower	1.5%	3
	Totals	203

Response Statistics for City of Canandaigua Residents Only

	Count	Percent
Complete	108	100
Partial	0	0
Disqualified	0	0
Totals	108	

Canandaigua City Residents Only

1. For each of the following, please tell us if the Canandaigua City Police should perform these activities/roles/responsibilities. Remember, this survey is asking about the Canandaigua City Police only, not the Ontario County Sheriffs, New York State Police, or other police agencies.

	No they should not do this		They should perform this on a limited basis		They should perform this in cooperation with other agencies/ organizations		They should have primary responsibility for this.		No opinion		Responses
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
Conducting wellness checks (respond to concerns for elderly/ill/shut-ins)	12	11.1%	9	8.3%	63	58.3%	21	19.4%	3	2.8%	108
Community Policing which focuses on building ties and working closely with members of the community.	4	3.7%	7	6.5%	48	44.4%	47	43.5%	2	1.9%	108
Crime investigation	4	3.7%	1	0.9%	23	21.3%	80	74.1%	0	%	108
Crime prevention	4	3.7%	1	0.9%	45	42.1%	57	53.3%	0	%	107
General law enforcement	3	2.8%	2	1.9%	22	20.4%	80	74.1%	1	0.9%	108

Maintaining order at public gatherings such as demonstrations	4	3.8%	15	14.2%	30	28.3%	57	53.8%	0	%	106
Public Education	12	11.1%	27	25.0%	52	48.1%	14	13.0%	3	2.8%	108
Responding to mental health calls	15	14.0%	13	12.1%	63	58.9%	16	15.0%	0	%	107
Respond to calls regarding the homeless	16	14.8%	12	11.1%	68	63.0%	11	10.2%	1	0.9%	108
Responding to substance abuse/overdose calls	15	13.9%	7	6.5%	65	60.2%	21	19.4%	0	%	108
Serving as School Resource Officers	21	19.4%	12	11.1%	26	24.1%	48	44.4%	1	0.9%	108
Traffic Enforcement (Speed, DWI)	3	2.8%	10	9.3%	9	8.3%	85	78.7%	1	0.9%	108

Canandaigua City Residents Only

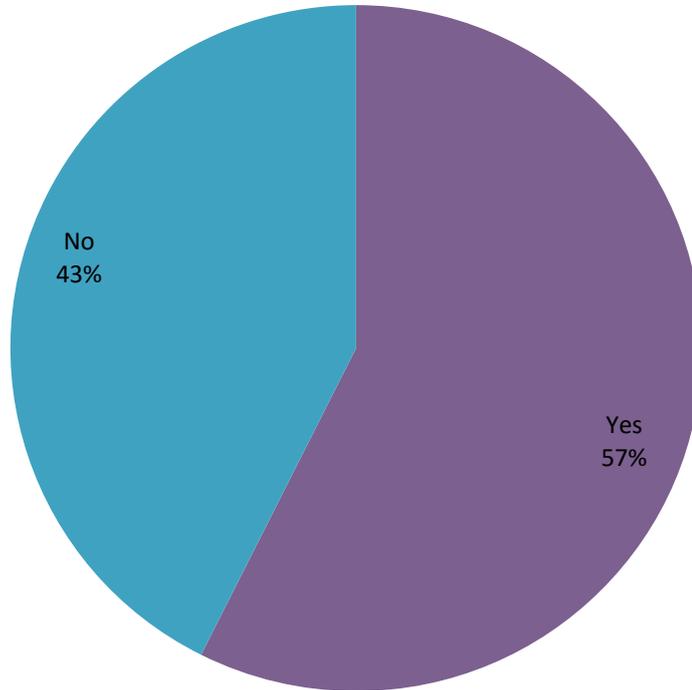
2. Please rate how well the Canandaigua City Police perform on each of the following. Remember, this survey is asking about the Canandaigua City Police only, not the Ontario County Sheriffs, New York State Police, or other police agencies.

	They usually do a great job		Sometimes they do a good job		They sometimes do a poor job		They usually do a poor job		I don't know/ I have no opinion		Responses
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
Avoid breaking the law or violating police rules	61	57.0%	16	15.0%	9	8.4%	7	6.5%	14	13.1%	107
Avoid using excessive force	66	61.1%	7	6.5%	7	6.5%	6	5.6%	22	20.4%	108
Avoid using offensive language	61	56.5%	12	11.1%	6	5.6%	4	3.7%	25	23.1%	108
Dealing with the problems that concern people in Canandaigua	65	60.2%	21	19.4%	5	4.6%	7	6.5%	10	9.3%	108
Dealing with residents in a fair and courteous manner	68	63.0%	18	16.7%	6	5.6%	6	5.6%	10	9.3%	108
Fighting crime	76	70.4%	11	10.2%	4	3.7%	7	6.5%	10	9.3%	108

Helping people who have been victims of crime	55	50.9%	13	12.0%	5	4.6%	7	6.5%	28	25.9%	108
Responding promptly to calls for assistance	72	66.7%	14	13.0%	2	1.9%	7	6.5%	13	12.0%	108
Stopping people only when there is a good reason	54	50.0%	12	11.1%	6	5.6%	14	13.0%	22	20.4%	108
Working with residents to solve local problems	54	50.5%	16	15.0%	6	5.6%	8	7.5%	23	21.5%	107

Canandaigua City Residents Only

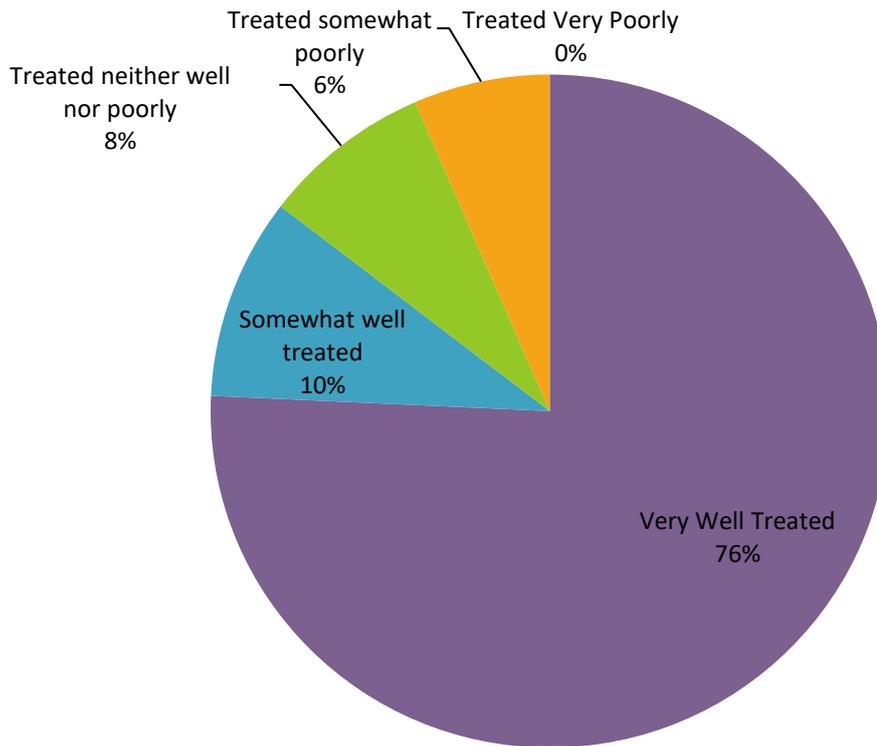
3. In the past year, have you had any VOLUNTARY contact with the Canandaigua City Police.? A voluntary contact means you called the police to report a crime, ask for help with a concern, or request any kind of assistance.



Value	Percent	Count
Yes	57.4%	62
No	42.6%	46
	Totals	108

Canandaigua City Residents Only

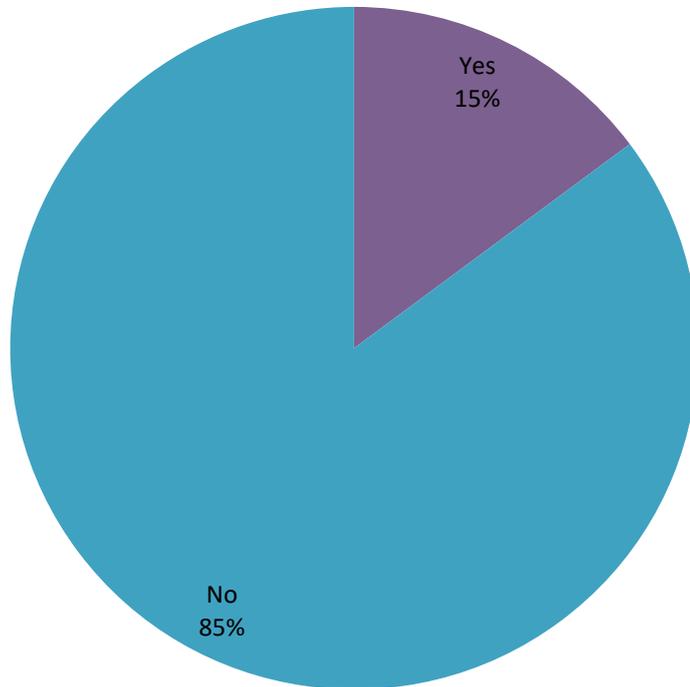
4.How would you rate the treatment you experienced with the Canandaigua City Police as a result of your VOLUNTARY contact?



Value	Percent	Count
Very Well Treated	75.8%	47
Somewhat well treated	9.7%	6
Treated neither well nor poorly	8.1%	5
Treated somewhat poorly	6.5%	4
Treated Very Poorly	0.0%	0
	Totals	62

Canandaigua City Residents Only

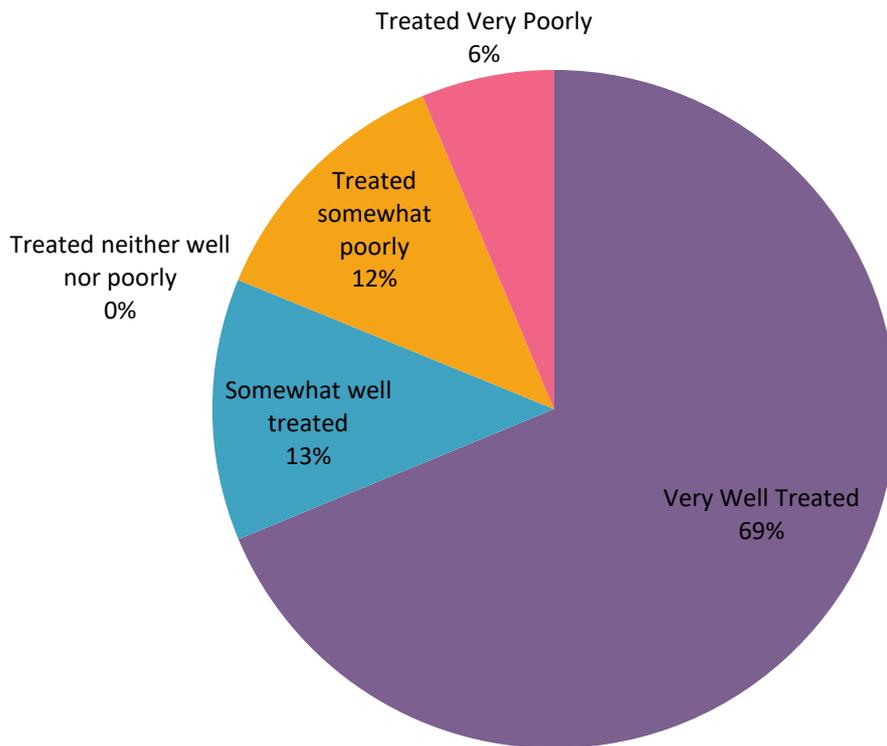
5. In the past year, have you had any INVOLUNTARY contact with the Canandaigua City Police? An involuntary contact includes an arrest, a traffic stop, or being questioned about a crime.



Value	Percent	Count
Yes	14.8%	16
No	85.2%	92
	Totals	108

Canandaigua City Residents Only

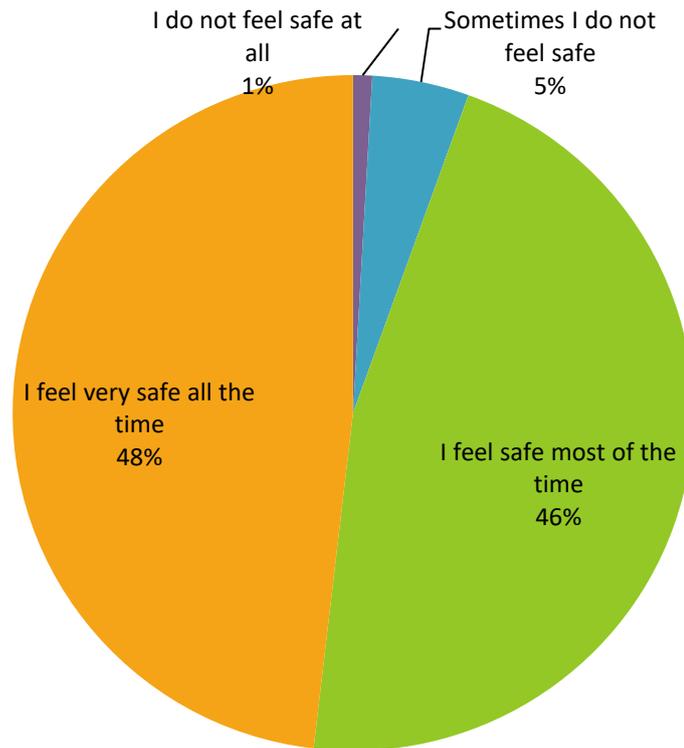
6.How would you rate the treatment you experienced with the Canandaigua City Police as a result of your INVOLUNTARY contact?



Value	Percent	Count
Very Well Treated	68.8%	11
Somewhat well treated	12.5%	2
Treated neither well nor poorly	0.0%	0
Treated somewhat poorly	12.5%	2
Treated Very Poorly	6.3%	1
	Totals	16

Canandaigua City Residents Only

7. Which best describes how safe you feel in Canandaigua?



Value	Percent	Count
I do not feel safe at all	0.9%	1
Sometimes I do not feel safe	4.6%	5
I feel safe most of the time	46.3%	50
I feel very safe all the time	48.1%	52
	Totals	108

Canandaigua City Residents Only

8.What can the Canandaigua City Police do to improve their performance? How can they improve? Please enter your answer in the box below.

Response ID	<i>Response Responses are exactly as entered by the respondents.</i>
7	Police officers need to learn better emotional regulation. In return for being paid in the \$70-\$80k and higher pay range, the expectation is for them to control their own emotions better. Currently, employees at Target do a better job of keeping their feelings composed when communicating with the public than police officers do. The police need to stop acting like they are the ones who are VICTIMS. You chose this job. The City of Canandaigua should not allow the CPD to keep a "back the blue" sign on the properties front lawn.
10	Be proud of the community we have and not act like they have to find someone doing something wrong. I am aware of two situations in the past year - one was a neighbor who was stopped in a line of traffic on North Street waiting for a train. The neighbor did cross over the double line to go around two cars to turn onto our street that was before the railroad track. The officer was very rude to the neighbor ... really!?! Also, another officer wrote a ticket for a friend of mine for failure to stop at a stop sign at the corner of Midlakes Drive and North Main Street (where there is no stop sign!!). The friend told the officer there was no stop sign, to which the officer replied there should be. (The ticket was eventually dismissed). These little examples just give the community the impression that the police think they are better than the citizens.
11	Establish mental health crisis intervention Wards, making community members look out for fellow neighbors and homeless. Construct healthy public and private relations with racial organizations (BLM, Back the Blue, etc). Refinance the city budget to better reward and pay officers for going outside the norm.
16	Given that we're a city I think that more foot patrol/bike patrol/Segway patrol would be welcomed. I never see police officers outside of their vehicles.
22	Entire dept does well
24	They do an amazing job!!!

31	Continue being accessible and active within the community in a positive way. Being present and forming positive bonds with the Kids in the community.
41	Make their police station more accessible. Many years ago I was feeling threatened and got myself to the police station hoping for assistance. Trying to figure out how to get IN the police station was more stressing than the suspicious person following me.
50	Na
53	Keep up the good work
57	Assist landlords with background checks to wean dangerous individuals from the community. According to the Supreme Court the police have no duty to protect the public so one has to ask what their proper role should be.
58	No comment
59	1. Have other social serve agencies help with mental health and homeless issues. 2. Increase enforcement of people passing stopped school buses.
61	More presence at community events. Walking the beat, not always in cars.
63	The Canandaigua City Police Department should use other resources within the community (specifically mental health practitioners) when dealing with tense mental health calls. I believe there needs to be much more emphasis on mental health education and defeating racial biases in order to do best practice within the department. I also believe there needs to be more diversity within the department and they should recruit people of color, women, LGBTQ people, etc to work on the force. By doing this, you're creating rapport within the community.
70	Not everyone is a criminal. I understand the police need to have their head on a swivel at all times, but coming off aggressive or with an attitude before even saying hi can make a difference on how the entire conversation goes. I pulled up to an officer in the middle of a well lit parking lot once and was told to never do that again. I approached him from the front (so he wasn't startled by me coming from behind) to ask him a simple question. He right off the bat had an attitude and told me to never do that again. At that point I said forget it and moved on with my night. If you don't want to be approached by the public, then don't sit in the middle of a parking lot where you can be seen. That is the only thing I would recommend to this department. Treat others how you would want to be treated. I support the police and would help any one of them if they needed it.

72	Everything I have seen so far tells me they are doing an excellent job. I particularly like the fact that they park their cars and walk around the downtown area interacting with the residents and merchants.
74	More diversity in department. Lack of female/minority officers
80	Better enforce traffic laws. There are so many people running lights and speeding. We live on Gibson Street between Charlotte and East st and I can't believe the construction vehicles that travel down our street going 40mph during the day.
82	Be more proactive
88	Body cams Police accountability board Work in conjunction with other organizations to help those with substance abuse get proper help and not just arrested
95	Adding school resource officers in every school building. Enjoy seeing officers walk the beat.
100	More traffic enforcement on main roads and school zones
101	I realize you can't be everywhere but there are a lot of speeders on upper Main Street and on side streets like Granger/Fort Hill.
102	The Canandaigua police are doing a great job, I would not recommend any changes.
110	They are doing a fantastic job
114	Na
117	I don't know

120	Each City Ward should have a police officer assigned to it in order to know all the residents and now the local problems. The police officer should walk around or ride a bicycle in the spring, summer and fall, not just drive in the car, esp. in Downtown or old streets.
122	Thoughtfully and enthusiastically participate in training and engage with the community to build understanding of and consistently prioritize equity and inclusion.
127	They are already doing a great job.
128	Operate only in crime investigation and traffic enforcement (when necessary, not to meet a quota). No involvement in mental health crises, drug overdoses, wellness checks, etc. Those should be carried out by specialized organizations/agencies. Increased racial bias training, no handguns until you learn not to shoot black people
130	I experience nightly patrols of our neighborhood which is great and I am thankful for that (arlington park). The city pier is a problem area- way too congested on summer evenings with loud carloads of people hanging out. Reminds me of Charlotte years ago, need to address this or it will continue to get worse. People have the right to hang out, but the strip before the restrooms is not easy to get through and it's an accident waiting to happen. Crowd gets rougher each year I notice and people are getting annoyed with others quicker. You need a plan for the pier. Thank you for your service. Do not agree with defunding the police and I believe your department serves and protects and does a good job and I'm a democrat for the record - LOL
137	Keep doing what they are doing.
138	There is always room for improvement but with that said that is accomplished through training . Training cost money which falls back on our City leaders !
146	Never seen a town with more traffic stops than Canandaigua. Why?
149	By not pulling people over for just a quota. And giving people hard times about drinking and driving. When they do it themselves. Or talking on cell phones while driving, when they do it while driving by.
150	They are all great

155	I don't understand why the city police need to have investigators. Rarely are crimes and criminals both exclusive to city limits. I've been a city resident for a long time, I read the paper everyday. A lot of times I read about investigators inviting criminals to the city to do drug deals, prostitution stings, and sexual crimes. Why are we inviting criminals to Canandaigua?? Get rid of the investigators, rely on the county, and put more officers on foot patrol or in squad cars.
158	Why are we paying for a police force when WITHIN the city of Canandaigua is the sheriff's office, a VA police department, and a few miles out of the city a state police headquarters?? Every time I drive in the city I mostly see sheriff cars and state police cars. I can't even drive up and down Main Street without seeing some type of police car. There's too many police in the area for how many people we have. Also as a veteran I rather have the VA police, the Canandaigua fire department, and the Canandaigua ambulance respond to veterans in crisis than the other law enforcement agencies here.
159	In the heading of this you have to specify that it's not for the State Police or Sheriff, isn't that a sign there's too many cops in this town?
161	Traffic violations seem to be more about revenue building than public safety. Seems like traffic violations target poor families and people unable to pay tickets. There's an impression of targeting the poorer people of Canandaigua
167	I think we need to invest in more police officers. The challenges are growing and I believe we need not overtax these public servants. They are currently doing an outstanding job!
168	It looks like they are already heading in the right direction. Less of a good old boys' club, more holding themselves accountable for also following the laws and hopefully more education about diversity and equity.
171	Eliminate SROs and any / all military surplus equipment
175	I believe they are doing an excellent job at the moment.
177	They can be more visible in the downtown business district. Phone calls should go directly to them and not to the sheriff first. The vestibule at the police department is not inviting.
188	Continue public relations as they have done, and ignore recent minority voices who want them reduced and reduce their power of authority.

193	Doing a GREAT JOB !!
207	By putting a school resource officer in every building in the school district.
211	Train more officers as CIT. They should go to mental crisis calls before anyone else to make sure it is safe. Don't let anyone else in until it is safe. Trained officers stand the best shot of diffusing the crisis so it doesn't get worse.
212	Nothing, they do an amazing job
213	Not sure. CPD does a great job keeping up our sense of safety and security in our neighborhood. Keep up the great work in the schools working with the kids. SROs are very valuable to our kids at school.
214	Cpd does a great job. They are responsive and accessible to resolve our local issues. I love that I can make a call or send an email about a non-emergency issue like speeders on N Main St or even kids tipping over trash cans and they treat it like a priority to them. What is important to me is important to them. Thank u.
219	Keep enforcing the laws the way they do despite what a few loud voices are demanding. They do not represent the majority here.
220	Keep up the great work!
221	Be a part of the community, not some god like agency looking over it. And quality control. Many officers are good. Others power trip. Public service first. They aren't there to be punishers.
227	The Canandaigua Police Force is great.
228	Continue to focus on community policing.
231	i think they are doing a fine job

242	Keep the public informed about all the questions that were asked earlier. I don't know if the police are courteous, or follow the rules/law, etc., or a use excessive force, or promptly respond to calls for assistance. So I answered all of those "I Don't Know." And don't shoot people to death in their own beds in their own apartments. Don't shoot. Please get training from non-police specialists on dealing with situations without using a gun.
245	No input.
253	I believe the best way for Canandaigua PD to improve would be to continue to distribute surveys like this one. In my opinion the best way to serve the community is to make sure the community is heard. These surveys should (hypothetically) be provided to everyone, regardless of if they have internet access or not. I would also suggest monthly city hall briefings (on Zoom due to covid-19) in which a question and answer session takes place, so that the community has the opportunity to work together with our law enforcement. I know that the Canandaigua PD has been in contact with the community, so my suggestions may have happened before, but regardless they should occur frequently. Overall, I suggest our local police department has community based training so that they can cater to all aspects of Canandaigua and its residents. I think it is important for the police to get to know as many community members as possible, whether it's lifetime residents, students, or newcomers. The department should put itself out there so that it can learn as much as possible about the people it has sworn to protect. And I think this survey is a great step to achieve such learning.
262	They could improve by being a abolished. ACAB ya fuckers!
267	Monitoring colleges and checking up people that look like they need assistance
281	Continue to have conversations with groups/agencies/leaders within the community to best understand the needs of the community. Continue having conversations with BIPOC leaders/individuals to understand their perspective and how the CCP can best support this community.
283	They seem to focus the on speed traps, rather than actual crime. Likewise, in my experience, they are terrible at responding to mental health/domestic violence situations. I was told By then to go back into the house of my abuser; this should NOT be the way they operate
284	They can work on the perception of arrogance during an interaction. I am part of a police family and understand the need to control a situation however I have witness unnecessary arrogance in something as simple as a traffic stop.
286	The Canandaigua Police know where the issues are with speeding and other unlawful activities in the city. They need to be able address these issues in a more timely basis.

294	I can not speak in this 100% because I'm white and am treated good.
298	Please step up the traffic enforcement, especially speed limits, on Ft Hill Ave, Gibson St, and South Main St. As frequent walkers, we appreciated the 4-way stop sign patrols in the first ward, but they seem to have stopped. Also, please enforce the restrictions against cars parking across sidewalks and in the city rights of way. Thanks!
299	Better training with victims of domestic abuse. I called and basically was told I was wrong. I ended up having to get a protection order and had him arrested. I don't think they showed much interest and wrote me off as crazy, but the second officer I had was wonderful and took everything seriously.
300	Enforce speed limits, ex., school zones, city streets, downtown; enforce parking over the sidewalks; be more visible
302	They can Continue to serve our community and know regardless of what the media gives voice to that the majority of us law abiding community members still appreciate and rely on their continued protection and duty in the face of many who insist on removing or damaging their honorable service. I am a home owner on Bristol st , a taxpayer, an individual without racial prejudice ,with a family that includes two precious adopted children of color and do not have any family or immediate friends in the police dept therefor this is an unbiased opinion and one that most of us here in canandaigua with common sense and a silent voice ignored by the media hold.

Canandaigua City Residents Only

9.How can the Canandaigua City Police improve their image with the public?

Response ID	Response <i>Responses are exactly as entered by the respondents.</i>
7	Acknowledge failings in the wrongful shooting and death of Sandy Guardiola. Remove the back the blue sign from the lawn of the police station. Why are we just "backing the blue," why aren't we "backing" all front line workers? Don't participate in parades like "back the blue" that involve participants with confederate flag patches and stickers.
11	Sponsor more public events with local businesses, perform routine checkups at random residences, do holiday exchanges and remembrances throughout the year
16	See question 6. Get the officers out of their patrol vehicles. Since going to a WFH status in March I see my neighborhood being "patrolled" on a daily basis. But, what does it mean to drive through someone's neighborhood at 30mph? If I'm out walking my dog I never get a wave or a smile unless I initiate. If they're patrolling Baker Park maybe stop the car, get out, walk around and say Hi to people.
18	GET RID OF THE "PHANTOM" CAR! Also don't hassle us for non-safety stuff as I said in the previous answer.
22	N/a
23	Have a more diverse force (women and people of color)
24	I cant think of anything
31	Supportive outreach programs in the school system (ex bicycle safety courses). Increased Social media outreach informing the community of what they're doing
41	See above - "Open door policy" at police station

50	Na
53	.
57	Community policing.
58	Seems they do a good job to me
59	I'm not sure. To me their image is pretty good.
61	Se previous
63	Many people within the community feel like there are racist undertones within the department. If the department were to decide on doing an extensive education piece of racial bias, I believe the community can start to rebuild trust.
70	A simple "hi" would be sufficient when in passing. A lot are standoffish. I don't think it's on purpose. There's probably a lot going on in their head. God only knows what they may have just dealt with that day.
72	No opinion in this area
74	N/A they do a great job
82	Keep having a good balance of community policing, education and enforcement of laws
88	Full transparency and accountability in the hands of the community not their own investigator's
95	I don't know. They do a great job. They are well respected.

100	They already have a very positive image with the public they are very professional
101	Be friendlier in general. I've never had run-ins with the CPD but I know people who have and they seem to complain of unnecessary aggression at times, particularly in the downtown area. I believe this was also brought up during the talks at the protest in June. You should also get rid of those Back the Blue signs and flags. I get the message, but those are very polarizing right now and have become a part of the political divide in the country as a whole. Displaying signs and flags like that can quickly cause many people to associate CPD with those movements, and therefore reducing trust.
102	In my circle of friends, co-workers and community members the Canandaigua police have a great image already.
110	Encourage more community policing. Have more officers at community events. Keep SRoS in schools
114	They are doing a great improving their image
117	I don't know
120	To be more familiar with residents, take walk around, talk to people, be interested in the population, know problems, be more involved.
122	Communicate their efforts to increase equity and inclusion and participate in joint efforts with other professional and volunteer groups to address the underlying issues that lead to safety concerns.
127	I feel they have a very good public image among most law abiding citizens
128	Stop shooting black people and making excuses for it, stop blatantly allowing dangerous Trump and Back the Blue protests. If you want to be perceived as a public service then you must serve the public equitably
130	Image is positive from my perspective
137	No opinion.

138	Meet with the public and show them what a police officer has to deal with on a daily basis . Show videos of domestic complaints and how fast they can go south Have the public participate and experience the shoot don't shoot training to get a feeling what an officer is up against in a life of death situation !!
149	Follow laws like we have to. Specially while off duty.
150	Do a cop calendar of the local police officers
159	eliminate the police department or at least combine with the sheriff or stage police, it's a duplicate service.
161	The police officers have a bad reputation for being cheaters, holding grudges, drinking, and not being nice people.
168	People need to not see them being shady and pretending its not happening.
170	I know they have a job to do but a friendly smile every now and again would be nice. I recently was at a stop light next to a cpd , I smiled at himand he looked at me like I was getting ready to commit a crime
171	More officers on foot patrol
175	I also believe they are doing an excellent job here and to continue on.
177	I feel like they treat North Main Street as a speed trap. This is especially so on Sunday mornings when local residents are either going to Wegmans or to church.
188	More connection with merchants and citizens by patrol officers. Foot patrols and interactions to gain public support by familiarity.
193	You are doing a great job now

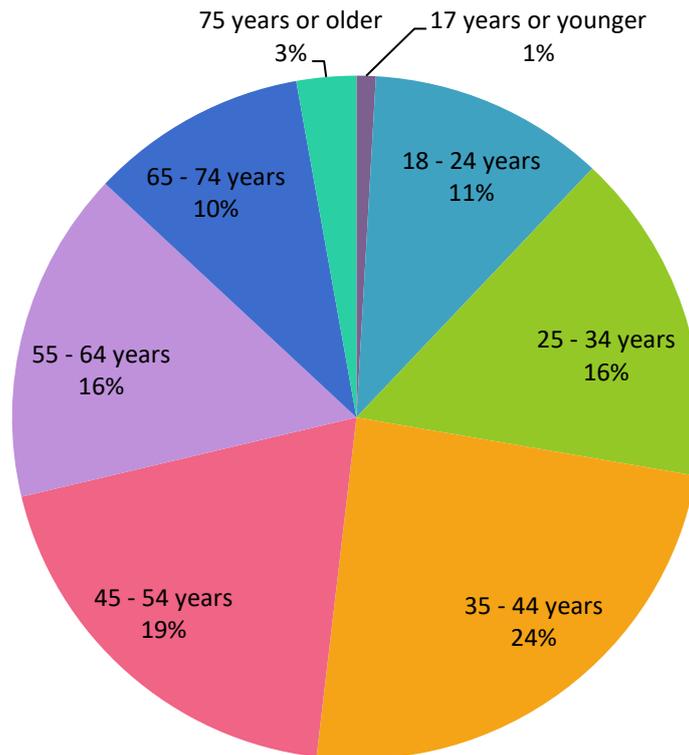
207	More program for youth outreach such as a kids Police academy.
211	Keep doing what they are doing. Most average people here really respect them.
212	More Community policing
213	By maintaining their commitment to protecting our city despite the controversy about the police nationwide. Our police are loved here for what they do for us. Keep up the great work!
214	They seem to be already involved in a lot of different types of community events around town, so I don't know what else they can do.
219	Keep up with community policing and outreach programs. The community appreciates their efforts.
220	Public outreach, more visibility
221	Be leaders and part of community
227	The image of police everywhere is found by people spending too much time watching the media, which are out to destroy police in this country. The vast majority of police everywhere are operating to serve the public and do a great job. The democratic party is hellbent on destroying this country. Who are you gonna call if threatened to be raped, robbed - Nancy Pelosi, Andrew Cuomo - don't think so.
228	I'm not sure this is needed. I've lived here 6 years and have not heard any complaints about our department. The interactions I've had with individual officers have been positive
231	maybe a citizen police academy type thing like the county does but just for canandaigua police
233	More community events in collaboration with other organizations.

237	Do not support the idea of a "Thin Blue Line" or an us vs the people mentality. The idea that police can see themselves as a separate unit from the community is concerning and is a contributing factor to me not feeling safe around the police.
238	Be as visible as possible. Get involved with charity functions, set up booth at festivals for instance. Introduce yourselves.
242	I think the image is positive. Maybe keeping people informed of police activities would be helpful.
245	No input.
262	Not killing people would be a start. And why the fuck do you care more about your IMAGE and not enforcing systemic racism 🐱
267	They do well at this
281	Work alongside leaders who are working with minorities affected by systemic racism and societal prejudices. Keep having conversations and forums and meetings to show you care and want to make those changes to help everyone in the community.
283	They need to stop pulling people over for small things. They also put a SWAT team on top of the restaurant I worked at during the BLM protest which absolutely concerned people
284	Be more involved in positive community activities. During the street fair in the summer put up a tent so people can stop by and learn more about what the police do. More interaction in the school system. Invite the kids to law day. Create an opportunity for kids to learn about their responsibility to be good law abiding citizens. Unfortunately the loudest voices suck the oxygen out of the room. Police are a force for good and I supply the Canandaigua police for 100%. The city administration forces the traffic stops for quotas so the community often sees the negative there as well.
286	Show up to more public surroundings and events.
294	Do more good things for the public.

295	Stop being dicks
298	More foot patrols, bike patrols, and frequent visibility in all neighborhoods outside of their cars.
299	Be more active in the community, smile, have some personality.
300	Be more visible
302	Continue to be involved and doing the job they are hired to perform and not be distracted by media or unproductive pursuits.

Canandaigua City Residents Only

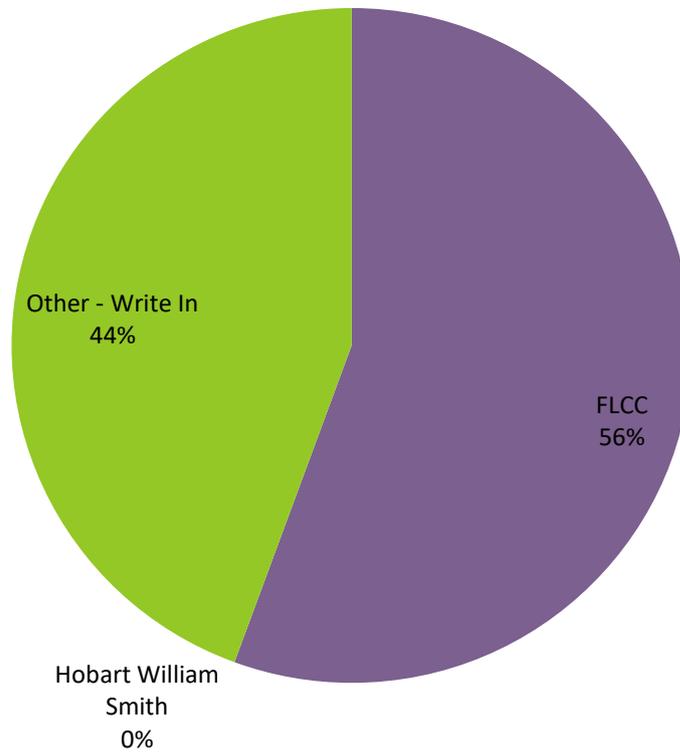
11.How old are you?



Value	Percent	Count
17 years or younger	0.9%	1
18 - 24 years	11.1%	12
25 - 34 years	15.7%	17
35 - 44 years	24.1%	26
45 - 54 years	19.4%	21
55 - 64 years	15.7%	17
65 - 74 years	10.2%	11
75 years or older	2.8%	3
	Totals	108

Canandaigua City Residents Only

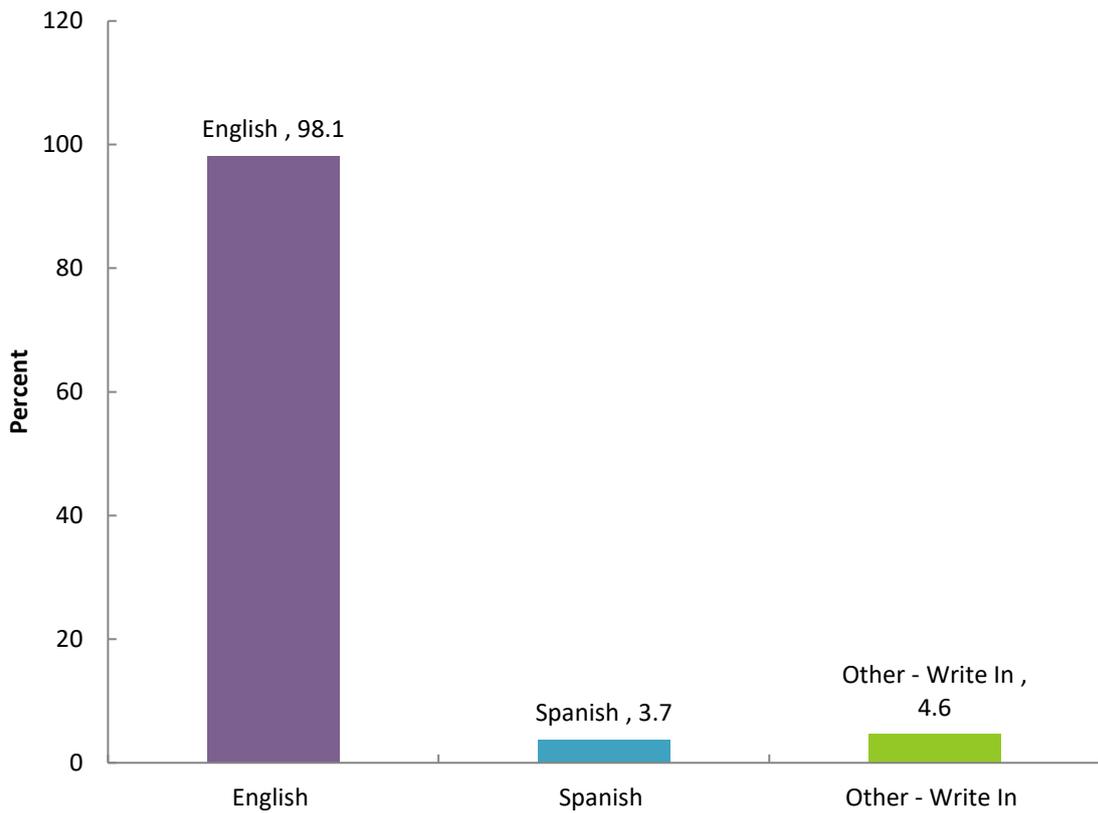
12.Are you currently a student at any of the following?



Value	Percent	Count
FLCC	55.6%	5
Hobart William Smith	0.0%	0
Other - Write In	44.4%	4
	Totals	9
Other - Write In	Count	
Graduated FLCC	1	
Midlakes	1	
Staff at FLCC	1	
Totals	4	

Canandaigua City Residents Only

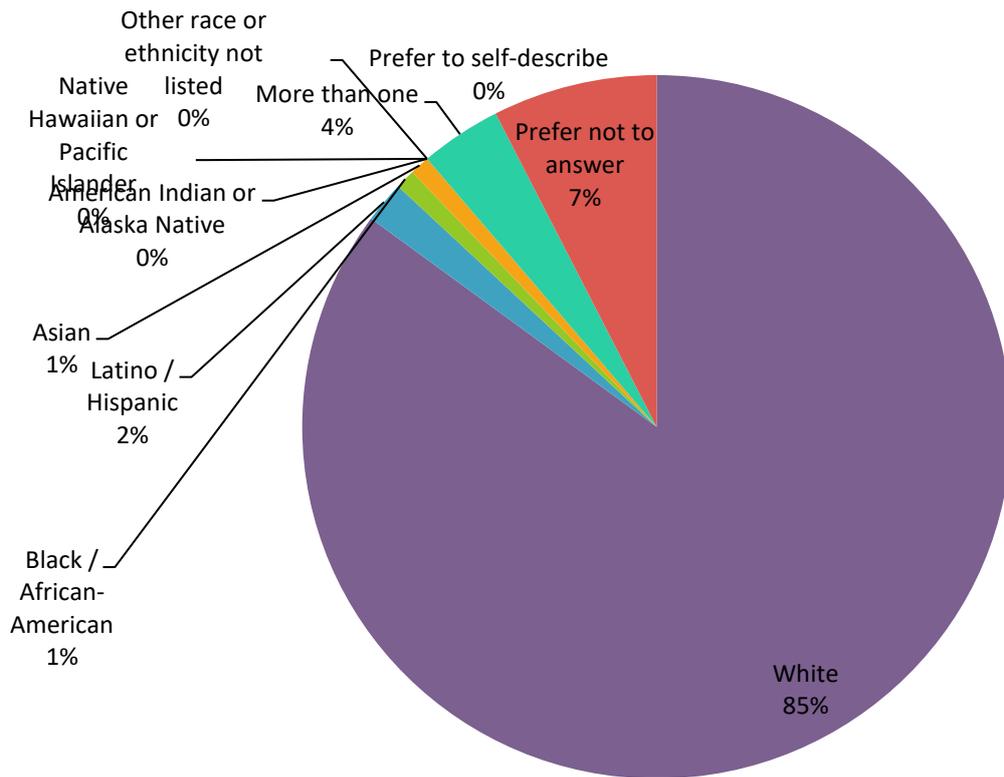
13.What languages do you speak? Check all that apply



Value	Percent	Count
English	98.1%	106
Spanish	3.7%	4
Other - Write In	4.6%	5
Other - Write In		Count
French		2
fr		1
Totals		5

Canandaigua City Residents Only

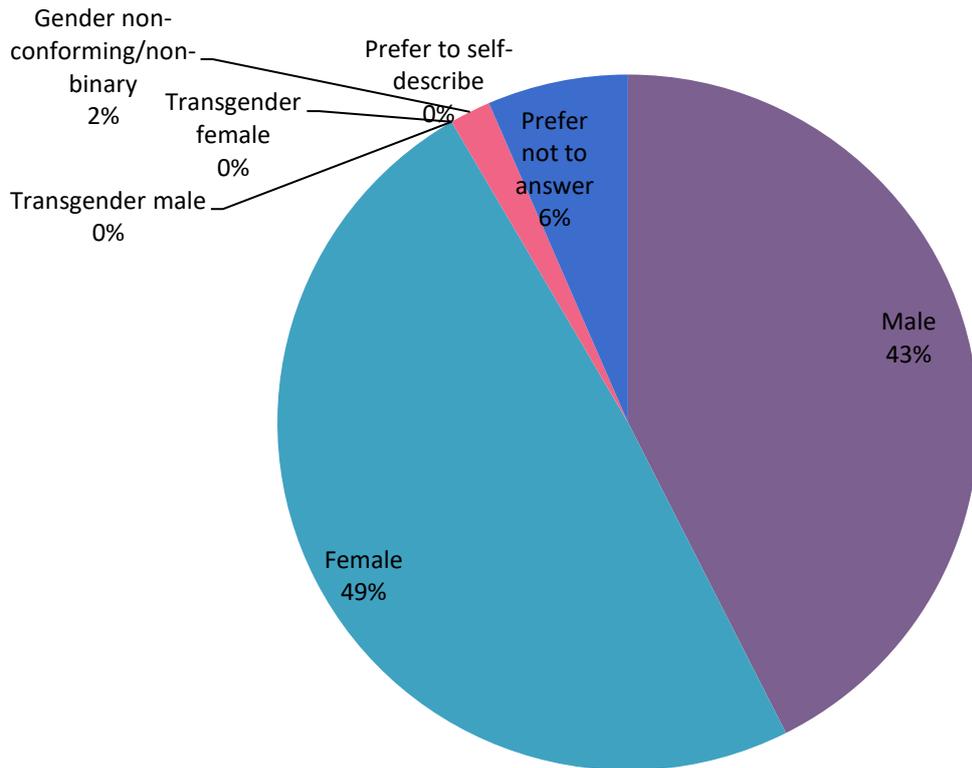
14.What is your race or ethnicity?



Value	Percent	Count
White	85.0%	91
Latino / Hispanic	1.9%	2
Black / African-American	0.9%	1
Asian	0.9%	1
More than one	3.7%	4
Prefer to self-describe	0.0%	0
Prefer not to answer	7.5%	8
	Totals	107

Canandaigua City Residents Only

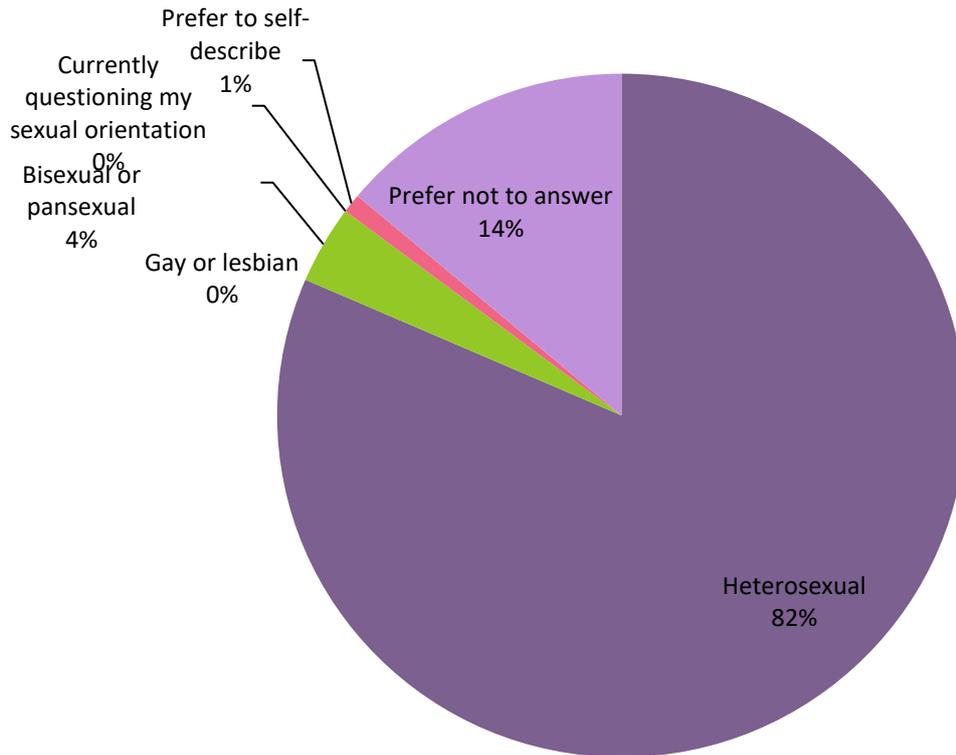
15.What is your gender identity?



Value	Percent	Count
Male	42.6%	46
Female	49.1%	53
Transgender male	0.0%	0
Transgender female	0.0%	0
Gender non-conforming/non-binary	1.9%	2
Prefer to self-describe	0.0%	0
Prefer not to answer	6.5%	7
	Totals	108

Canandaigua City Residents Only

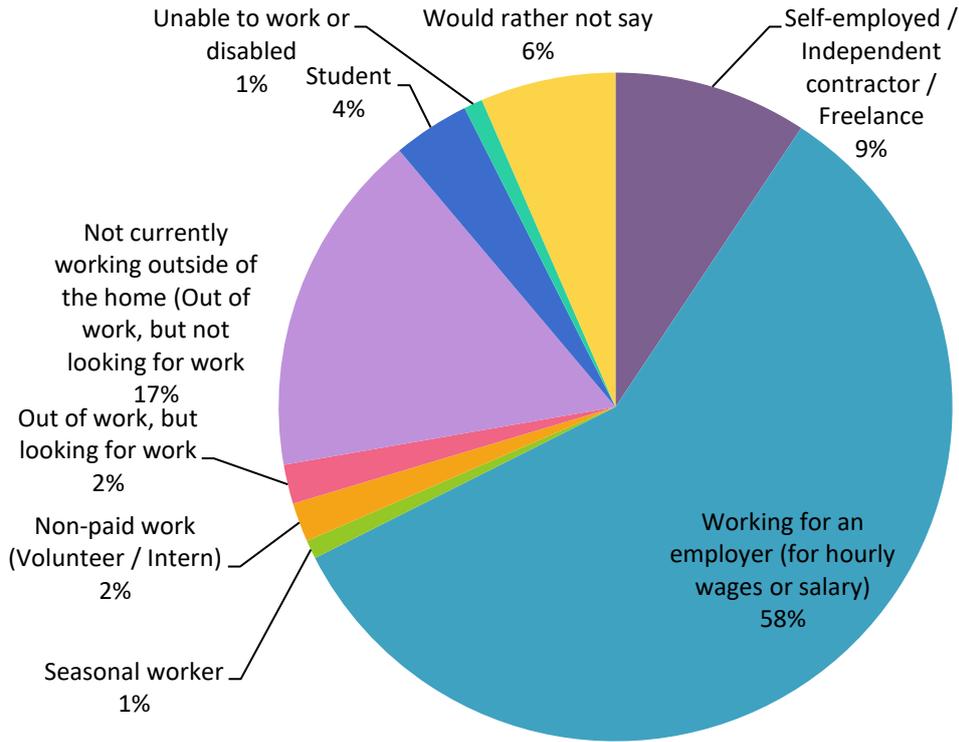
16.Which sexual orientation best describes you?



Value	Percent	Count
Heterosexual	81.5%	88
Gay or lesbian	0.0%	0
Bisexual or pansexual	3.7%	4
Currently questioning my sexual orientation	0.0%	0
Prefer to self-describe	0.9%	1
Prefer not to answer	13.9%	15
	Totals	108

Canandaigua City Residents Only

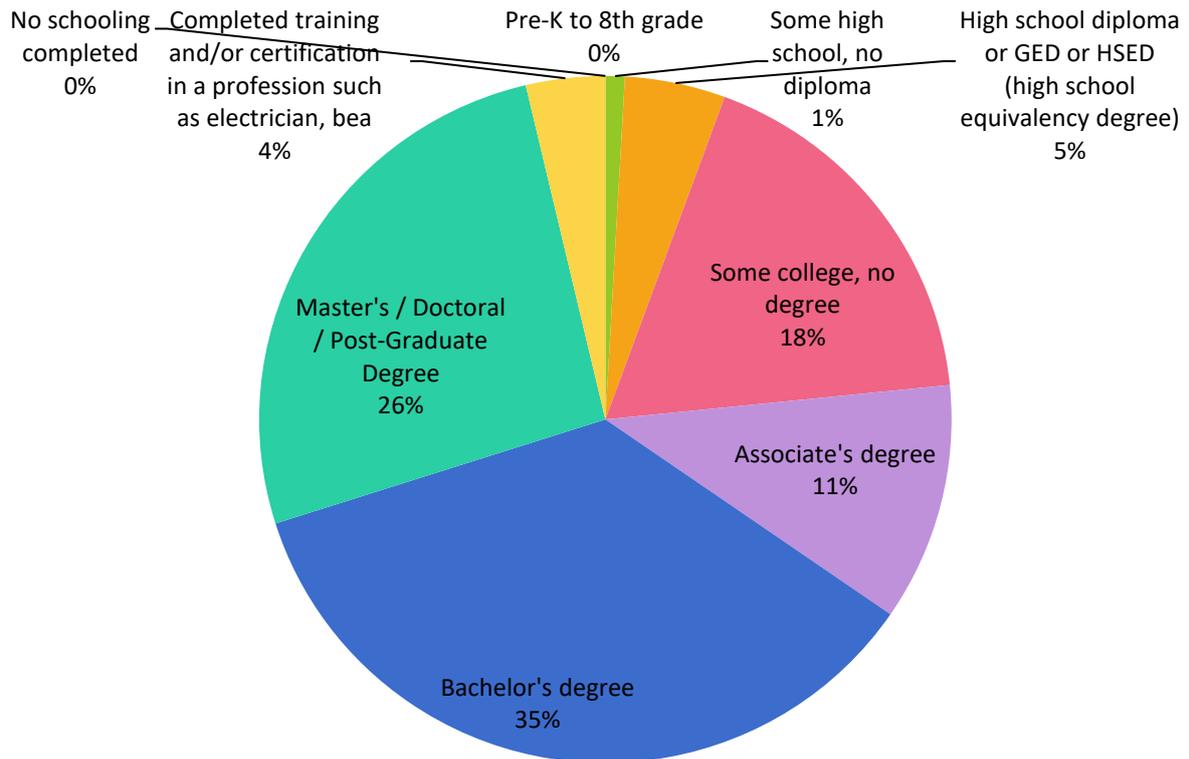
17.Which best describes your employment/job/work status.



Value	Percent	Count
Self-employed / Independent contractor / Freelance	9.3%	10
Working for an employer (for hourly wages or salary)	58.3%	63
Seasonal worker	0.9%	1
Non-paid work (Volunteer / Intern)	1.9%	2
Out of work, but looking for work	1.9%	2
Not currently working outside of the home (Out of work, but not looking for work / Retired / Homemaker)	16.7%	18
Student	3.7%	4
Unable to work or disabled	0.9%	1
Would rather not say	6.5%	7

Canandaigua City Residents Only

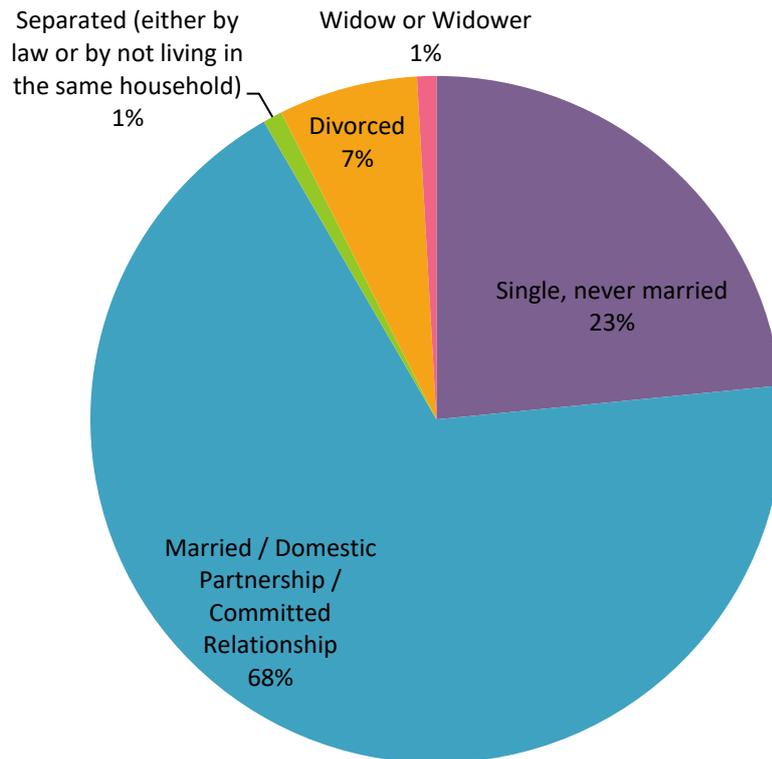
18.What is the highest grade or degree you have completed?



Value	Percent	Count
Some high school, no diploma	0.9%	1
High school diploma or GED or HSED (high school equivalency degree)	4.7%	5
Some college, no degree	17.8%	19
Associate's degree	11.2%	12
Bachelor's degree	35.5%	38
Master's / Doctoral / Post-Graduate Degree	26.2%	28
Completed training and/or certification in a profession such as electrician, beautician, welding.	3.7%	4
	Totals	107

Canandaigua City Residents Only

19.What is your current marital/relationship status?



Value	Percent	Count
Single, never married	23.4%	25
Married / Domestic Partnership / Committed Relationship	68.2%	73
Separated (either by law or by not living in the same household)	0.9%	1
Divorced	6.5%	7
Widow or Widower	0.9%	1
	Totals	107

Response Statistics for FLCC Students Only

	Count	Percent
Complete	26	100
Partial	0	0
Disqualified	0	0
Totals	26	

Results for FLCC Students Only

1. For each of the following, please tell us if the Canandaigua City Police should perform these activities/roles/responsibilities. Remember, this survey is asking about the Canandaigua City Police only, not the Ontario County Sheriffs, New York State Police, or other police agencies.

	No they should not do this		They should perform this on a limited basis		They should perform this in cooperation with other agencies/ organizations		They should have primary responsibility for this.		No opinion		Responses
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
Conducting wellness checks (respond to concerns for elderly/ill/shut-ins)	4	15.4%	2	7.7%	15	57.7%	4	15.4%	1	3.8%	26
Community Policing which focuses on building ties and working closely with members of the community.	2	7.7%	2	7.7%	8	30.8%	13	50.0%	1	3.8%	26
Crime investigation	0	%	1	3.8%	4	15.4%	20	76.9%	1	3.8%	26
Crime prevention	2	7.7%	0	%	10	38.5%	14	53.8%	0	%	26
General law enforcement	2	7.7%	0	%	4	15.4%	19	73.1%	1	3.8%	26
Maintaining order at public gatherings such as demonstrations	2	7.7%	4	15.4%	6	23.1%	14	53.8%	0	%	26
Public Education	7	26.9%	5	19.2%	8	30.8%	6	23.1%	0	%	26
Responding to mental health calls	5	19.2%	2	7.7%	13	50.0%	4	15.4%	2	7.7%	26

Respond to calls regarding the homeless	5	19.2%	5	19.2%	10	38.5%	5	19.2%	1	3.8%	26
Responding to substance abuse/overdose calls	5	19.2%	3	11.5%	10	38.5%	8	30.8%	0	%	26
Serving as School Resource Officers	5	19.2%	2	7.7%	3	11.5%	16	61.5%	0	%	26
Traffic Enforcement (Speed, DWI)	2	7.7%	2	7.7%	5	19.2%	17	65.4%	0	%	26

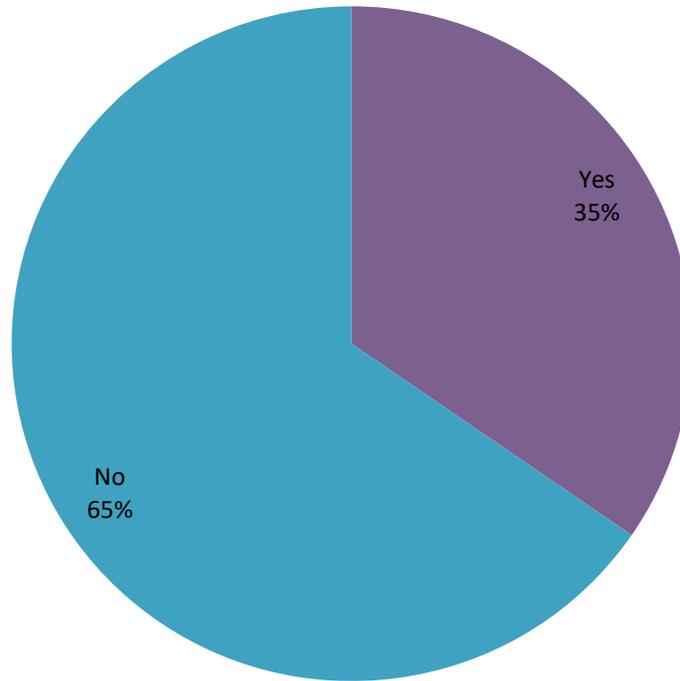
Results for FLCC Students Only

2. Please rate how well the Canandaigua City Police perform on each of the following. Remember, this survey is asking about the Canandaigua City Police only, not the Ontario County Sheriffs, New York State Police, or other police agencies.

	They usually do a great job		Sometimes they do a good job		They sometimes do a poor job		They usually do a poor job		I don't know/ I have no opinion		Responses
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
Avoid breaking the law or violating police rules	10	38.5%	5	19.2%	2	7.7%	2	7.7%	7	26.9%	26
Avoid using excessive force	12	46.2%	0	%	1	3.8%	1	3.8%	12	46.2%	26
Avoid using offensive language	11	42.3%	0	%	4	15.4%	1	3.8%	10	38.5%	26
Dealing with the problems that concern people in Canandaigua	10	38.5%	4	15.4%	4	15.4%	0	%	8	30.8%	26
Dealing with residents in a fair and courteous manner	9	34.6%	5	19.2%	2	7.7%	2	7.7%	8	30.8%	26
Fighting crime	11	42.3%	2	7.7%	0	%	2	7.7%	11	42.3%	26
Helping people who have been victims of crime	11	42.3%	3	11.5%	0	%	4	15.4%	8	30.8%	26
Responding promptly to calls for assistance	12	46.2%	2	7.7%	1	3.8%	1	3.8%	10	38.5%	26
Stopping people only when there is a good reason	8	30.8%	2	7.7%	3	11.5%	3	11.5%	10	38.5%	26
Working with residents to solve local problems	6	23.1%	5	19.2%	1	3.8%	2	7.7%	12	46.2%	26

Results for FLCC Students Only

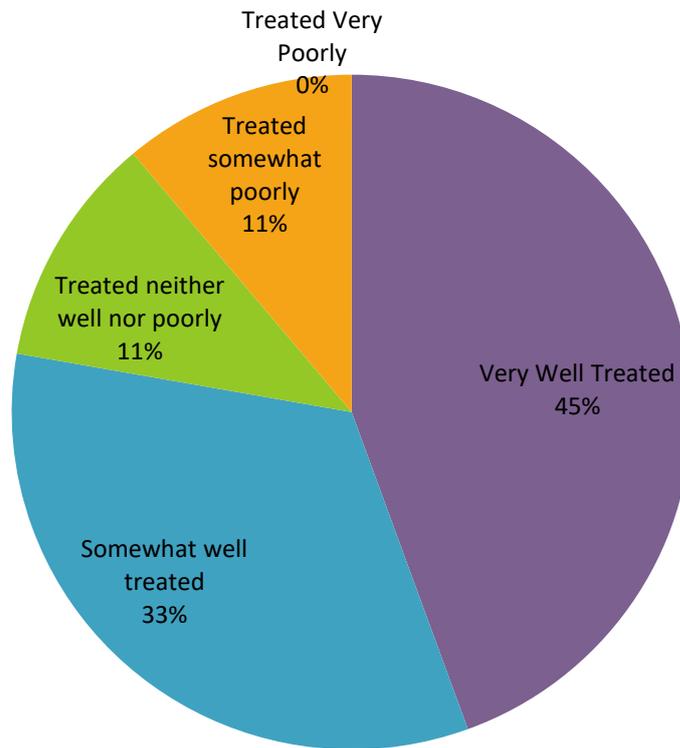
3. In the past year, have you had any VOLUNTARY contact with the Canandaigua City Police.? A voluntary contact means you called the police to report a crime, ask for help with a concern, or request any kind of assistance.



Value	Percent	Count
Yes	34.6%	9
No	65.4%	17
	Totals	26

Results for FLCC Students Only

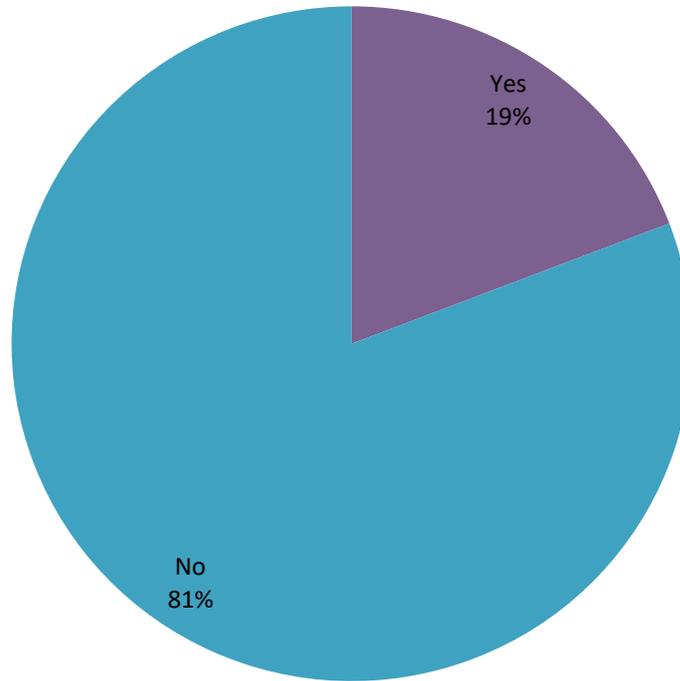
4.How would you rate the treatment you experienced with the Canandaigua City Police as a result of your VOLUNTARY contact?



Value	Percent	Count
Very Well Treated	44.4%	4
Somewhat well treated	33.3%	3
Treated neither well nor poorly	11.1%	1
Treated somewhat poorly	11.1%	1
Treated Very Poorly	0.0%	0
	Totals	9

Results for FLCC Students Only

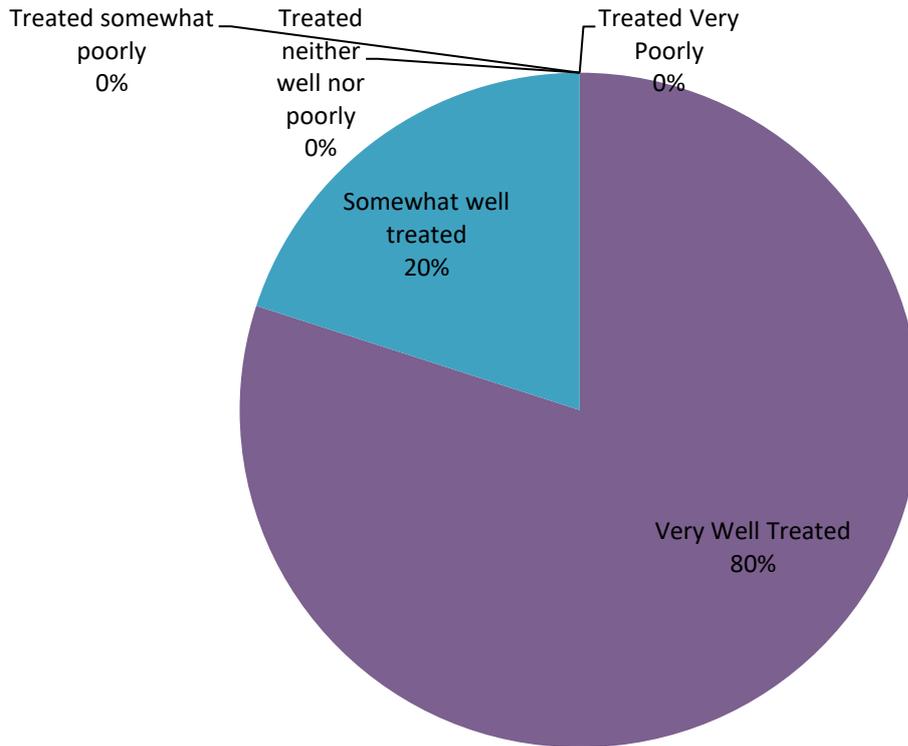
5. In the past year, have you had any INVOLUNTARY contact with the Canandaigua City Police? An involuntary contact includes an arrest, a traffic stop, or being questioned about a crime.



Value	Percent	Count
Yes	19.2%	5
No	80.8%	21
	Totals	26

Results for FLCC Students Only

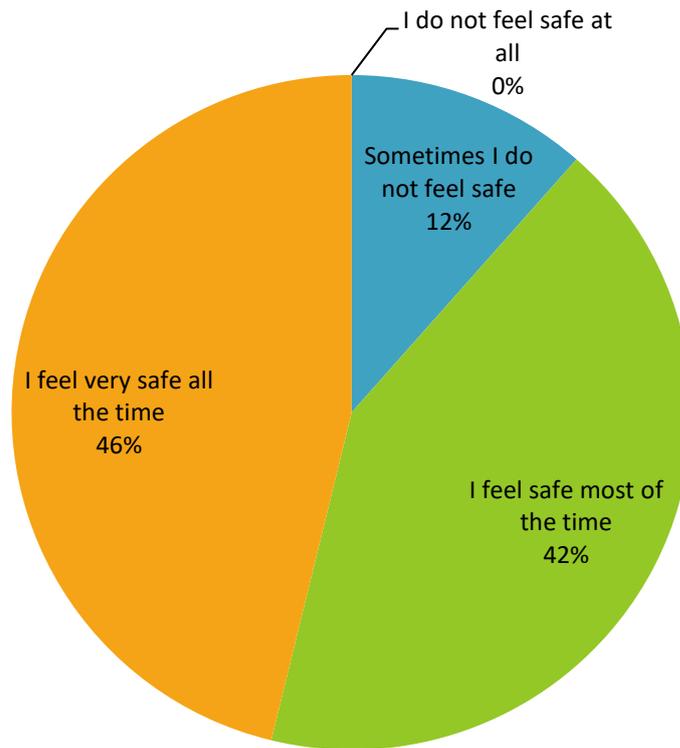
6.How would you rate the treatment you experienced with the Canandaigua City Police as a result of your INVOLUNTARY contact?



Value	Percent	Count
Very Well Treated	80.0%	4
Somewhat well treated	20.0%	1
Treated neither well nor poorly	0.0%	0
Treated somewhat poorly	0.0%	0
Treated Very Poorly	0.0%	0
	Totals	5

Results for FLCC Students Only

7. Which best describes how safe you feel in Canandaigua?



Value	Percent	Count
I do not feel safe at all	0.0%	0
Sometimes I do not feel safe	11.5%	3
I feel safe most of the time	42.3%	11
I feel very safe all the time	46.2%	12
	Totals	26

Results for FLCC Students Only

8.What can the Canandaigua City Police do to improve their performance? How can they improve? Please enter your answer in the box below.

Response ID	Response <i>Responses are exactly as entered by the respondents.</i>
245	No input.
248	Watch the speed on main street better, too many accidents there
252	Calm down on pulling people over for speed limit situations. There are bigger problems to worry about. Concentrate on dealing with these drug addicts that are littering the cities. Concentrate on taking care of the children and the neglect they face in that city.
253	I believe the best way for Canandaigua PD to improve would be to continue to distribute surveys like this one. In my opinion the best way to serve the community is to make sure the community is heard. These surveys should (hypothetically) be provided to everyone, regardless of if they have internet access or not. I would also suggest monthly city hall briefings (on Zoom due to covid-19) in which a question and answer session takes place, so that the community has the opportunity to work together with our law enforcement. I know that the Canandaigua PD has been in contact with the community, so my suggestions may have happened before, but regardless they should occur frequently. Overall, I suggest our local police department has community based training so that they can cater to all aspects of Canandaigua and its residents. I think it is important for the police to get to know as many community members as possible, whether it's lifetime residents, students, or newcomers. The department should put itself out there so that it can learn as much as possible about the people it has sworn to protect. And I think this survey is a great step to achieve such learning.
258	They are fine
263	I think they are doing generally a good job
265	Work with other agencies, educate about non-lethal forces to stop people/ help people or to catch and hold criminal in humane ways.
266	Got stopped for speeding. Cop treated me well. Was understanding and gave me a break.
267	Monitoring colleges and checking up people that look like they need assistance
268	There needs to be a greater presence of officers when possible on Main Street to enforce traffic laws such as speed limits and various forms of road rage that put those driving and walking at risk.
270	Giving traffic violations. Way to many people get away with speeding especially in the 332 area.

273	Never stop trying as days go by.
274	Continue to do what is right even if the media falsely portrays police as bad people. Reassure police officers that there are many citizens who respect the hard work officers do. Tell police officers not to compromise serving justice, even when the news tries to destroy the public image of the police.
275	Stopped for speeding on Main St. Didn't know the speed had changed. I was treated good. Cop gave me warning. TKS.
290	Hire more police officers and ensure the officers you currently have are receiving the best training as possible. Don't get complacent and keep up the good work
293	Adding school resource officers to all schools
299	Better training with victims of domestic abuse. I called and basically was told I was wrong. I ended up having to get a protection order and had him arrested. I don't think they showed much interest and wrote me off as crazy, but the second officer I had was wonderful and took everything seriously.

Results for FLCC Students Only

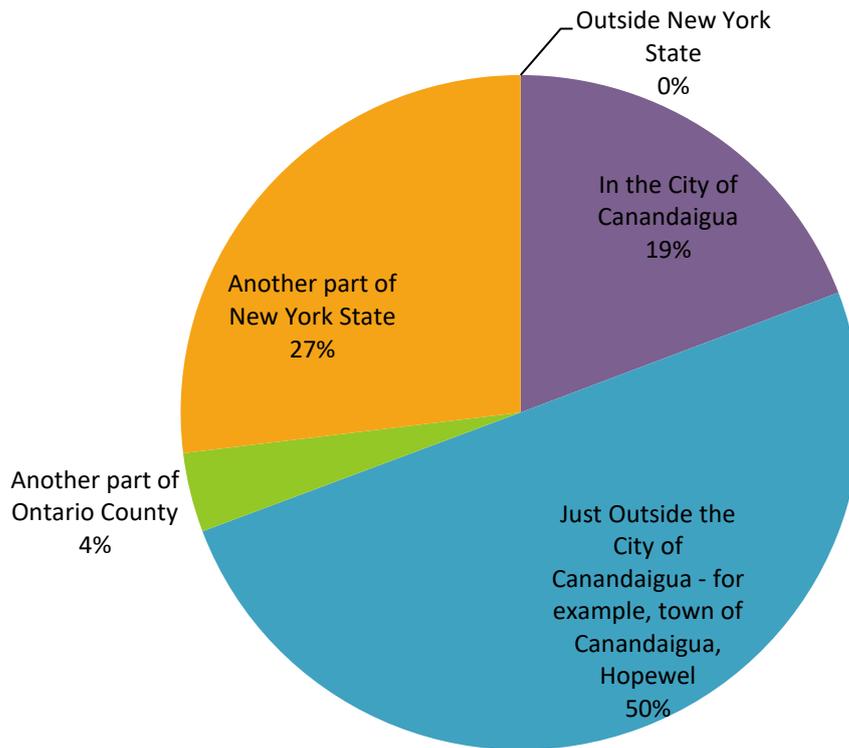
9.How can the Canandaigua City Police improve their image with the public?

Response ID	Response <i>Responses are exactly as entered by respondents.</i>
245	No input.
248	Put themselves out in the community often, visit schools/allow field trips to see what they do, don't do what we always see on the news
252	Attend public events in a personable fashion. Introduce themselves to the public.
258	Enforce the law fairly as they always have.
263	Saying hello more to people. Each officer on the force should put their name out more in the community. Such as stopping into shops on main street and saying hello and introducing themselves asking if everything is running smoothly.
265	Prove to the public through actions! people need to see that you care about EVERY citizen, not just the sweet white old lady. You need to care about people of color, the mentally ill, the homeless, women, LGBTQ people, EVERYONE needs to feel safe and that the police are only there to help.
267	They do well at this
268	A stronger presence on social media platforms and in the news would improve the public image, the utilization of someone in this profession or perhaps studying this subject at FLCC. This would provide a better view from college students as you would be working alongside them, as well as giving one or multiple students good experience to include on future applications and resumes. I am very thankful for all that your team does.
270	Just be on top of things.
273	More colors to paint smiles with.
274	They would have to find a way to stop the news stations from pushing propaganda and sharing stories that are not intended to provide the public with the whole truth but intended to make officers look bad and criminals look good. Hold the media stations accountable for heavily twisting information on news stories that involve police officers. Find a way to get news stations to stop reporting information with favorable bias towards criminals and favorable bias for their own political gain. Bring back actual unbiased journalism to the news.
290	I already think that the Canandaigua PD has a great image with the Canandaigua community and I personally have never had, no heard of, friends or family having a bad interaction with them. I had a new officer, officer Liberty, assist me in the Wegmans parking lot when

	someone ran into my car and he was very professional and courteous and I appreciated his help and attention to detail. Those I imagine, who have negative interactions with Canandaigua PD are probably not doing what they are supposed to be doing as upstanding citizens in our community and in our world before bail reform probably should be behind bars instead of let go again to continue their heinous activities in and among our community. Keep up the good work
293	Keep doing what they are doing.They are a good department.
299	Be more active in the community, smile, have some personality.

Results for FLCC Students Only

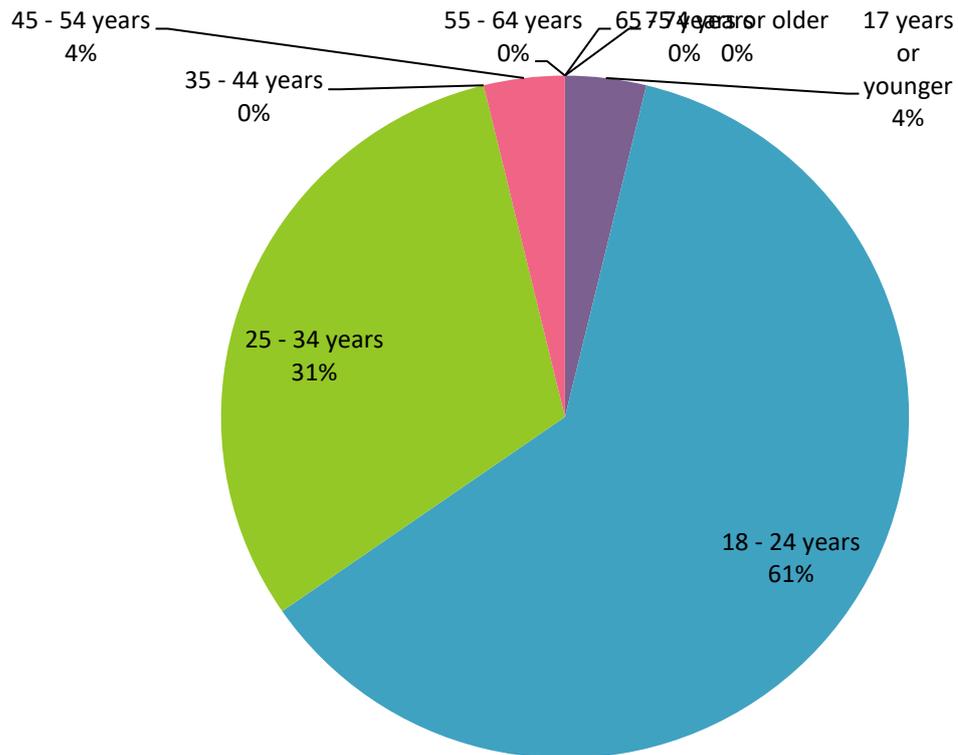
10. Where do you live?



Value	Percent	Count
In the City of Canandaigua	19.2%	5
Just Outside the City of Canandaigua - for example, town of Canandaigua, Hopewel, Farmington	50.0%	13
Another part of Ontario County	3.8%	1
Another part of New York State	26.9%	7
Outside New York State	0.0%	0
	Totals	26

Results for FLCC Students Only

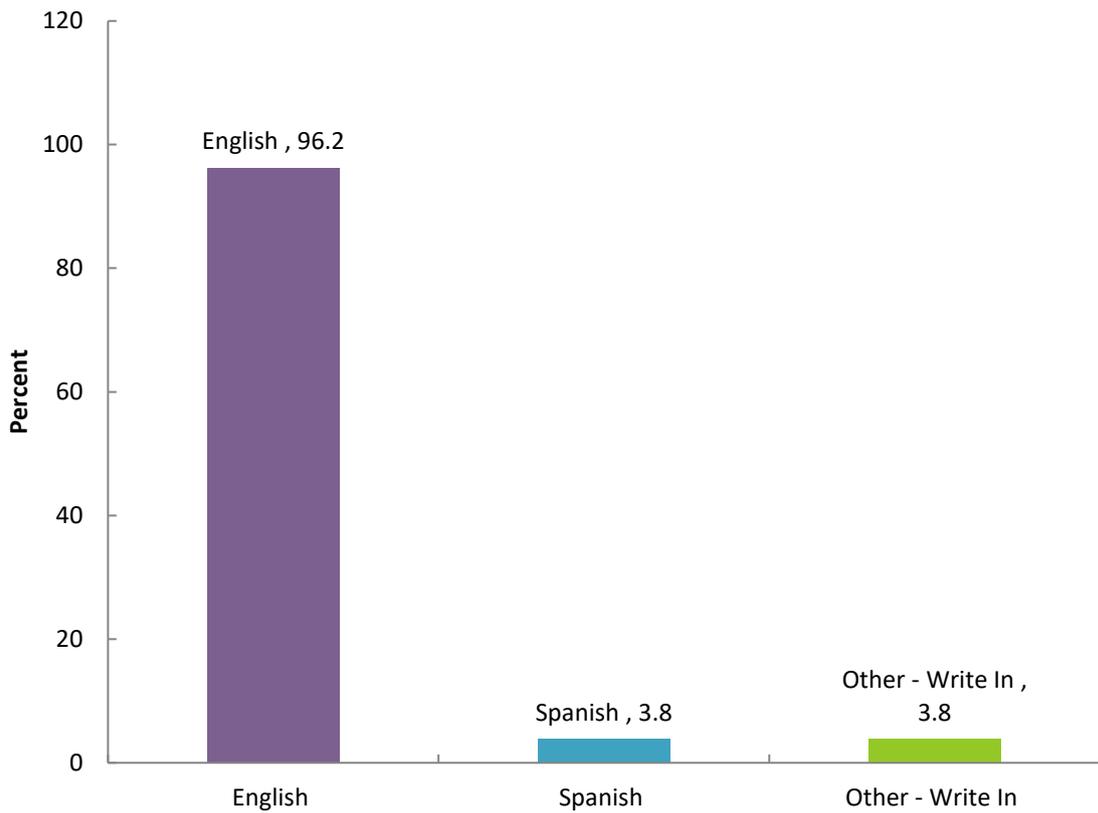
11.How old are you?



Value	Percent	Count
17 years or younger	3.8%	1
18 - 24 years	61.5%	16
25 - 34 years	30.8%	8
35 - 44 years	0.0%	0
45 - 54 years	3.8%	1
55 - 64 years	0.0%	0
65 - 74 years	0.0%	0
75 years or older	0.0%	0
	Totals	26

Results for FLCC Students Only

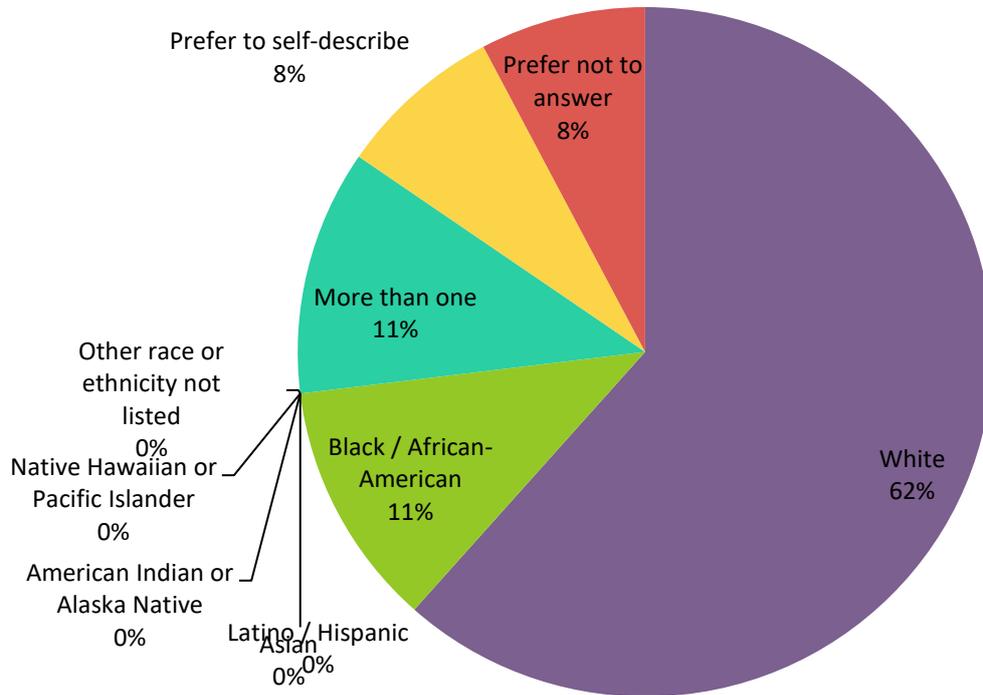
13.What languages do you speak? Check all that apply



Value	Percent	Count
English	96.2%	25
Spanish	3.8%	1
Other - Write In	3.8%	1

Results for FLCC Students Only

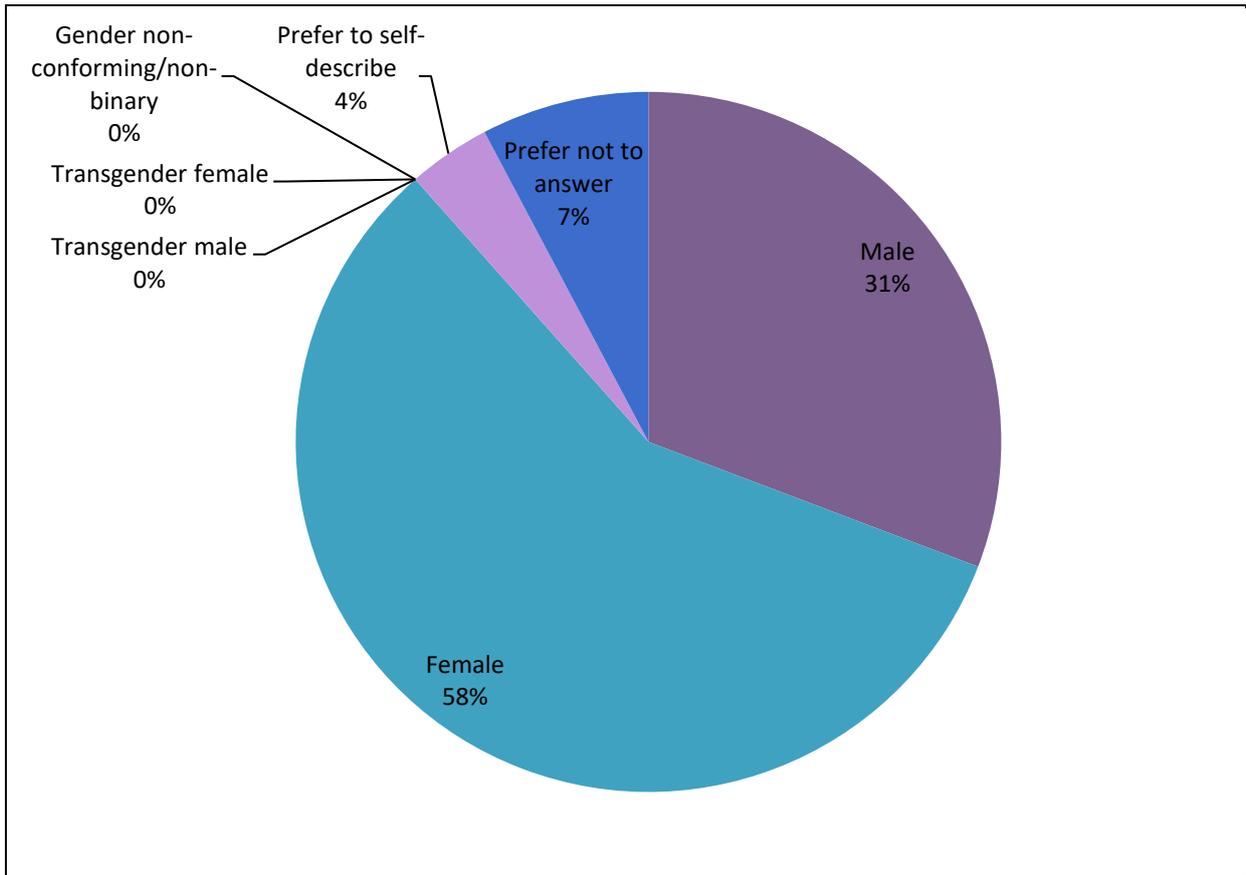
14.What is your race or ethnicity?



Value	Percent	Count
White	61.5%	16
Latino / Hispanic	0.0%	0
Black / African-American	11.5%	3
Asian	0.0%	0
American Indian or Alaska Native	0.0%	0
Native Hawaiian or Pacific Islander	0.0%	0
Other race or ethnicity not listed	0.0%	0
More than one	11.5%	3
Prefer to self-describe	7.7%	2
Prefer not to answer	7.7%	2
	Totals	26

Results for FLCC Students Only

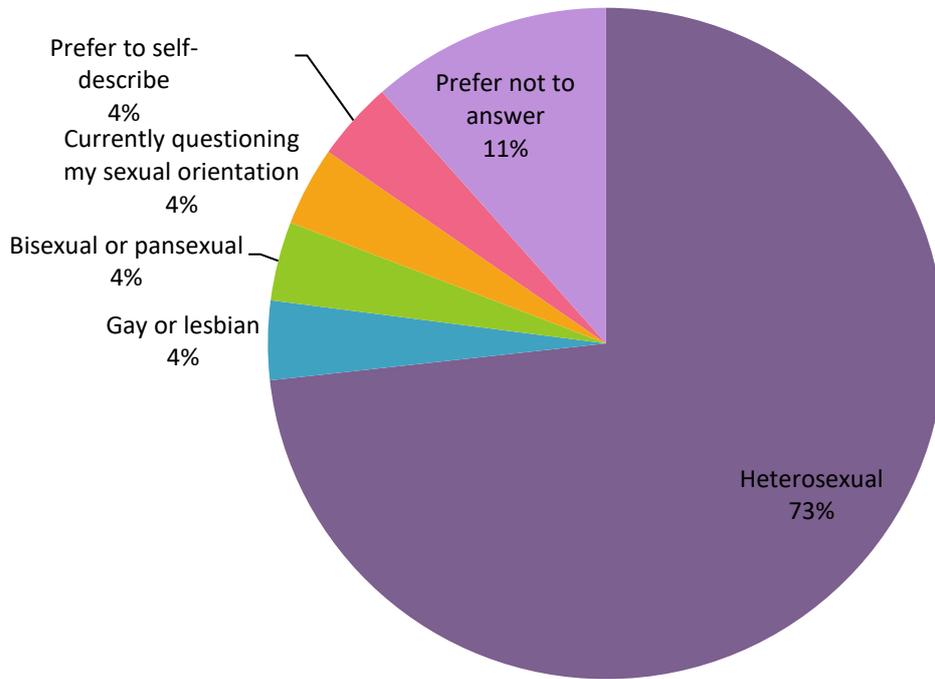
15.What is your gender identity?



Value	Percent	Count
Male	30.8%	8
Female	57.7%	15
Transgender male	0.0%	0
Transgender female	0.0%	0
Gender non-conforming/non-binary	0.0%	0
Prefer to self-describe	3.8%	1
Prefer not to answer	7.7%	2
	Totals	26

Results for FLCC Students Only

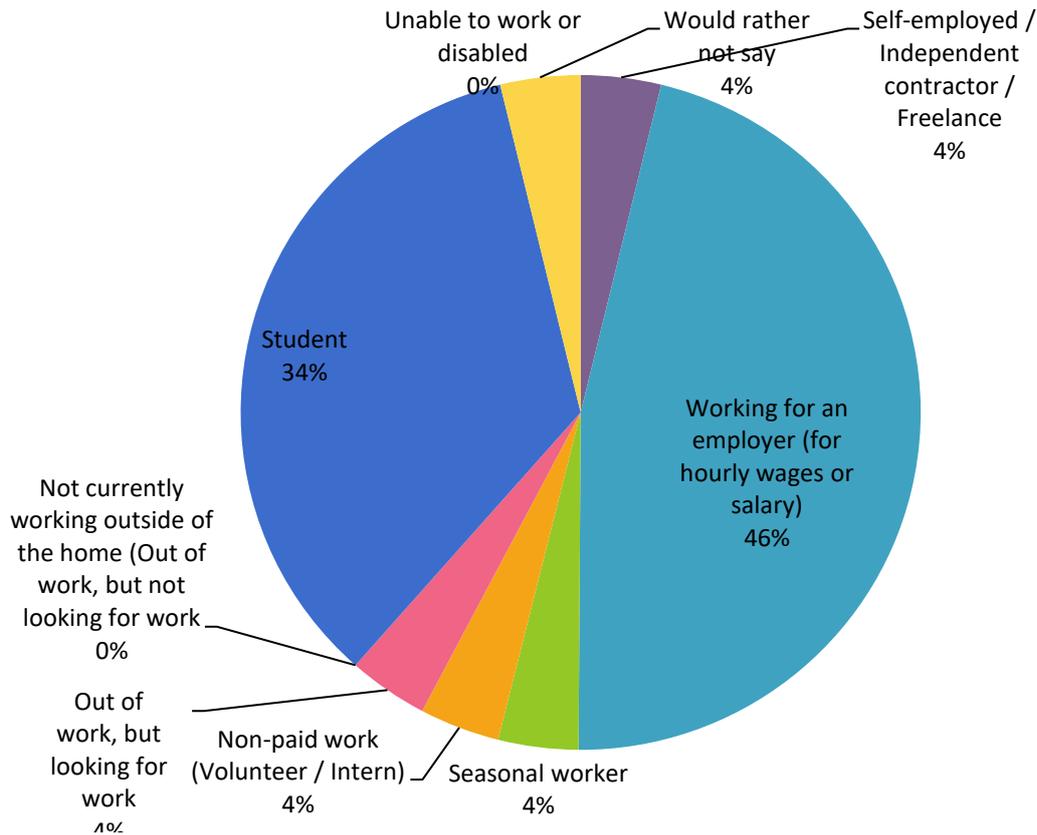
16. Which sexual orientation best describes you?



Value	Percent	Count
Heterosexual	73.1%	19
Gay or lesbian	3.8%	1
Bisexual or pansexual	3.8%	1
Currently questioning my sexual orientation	3.8%	1
Prefer to self-describe	3.8%	1
Prefer not to answer	11.5%	3
	Totals	26

Results for FLCC Students Only

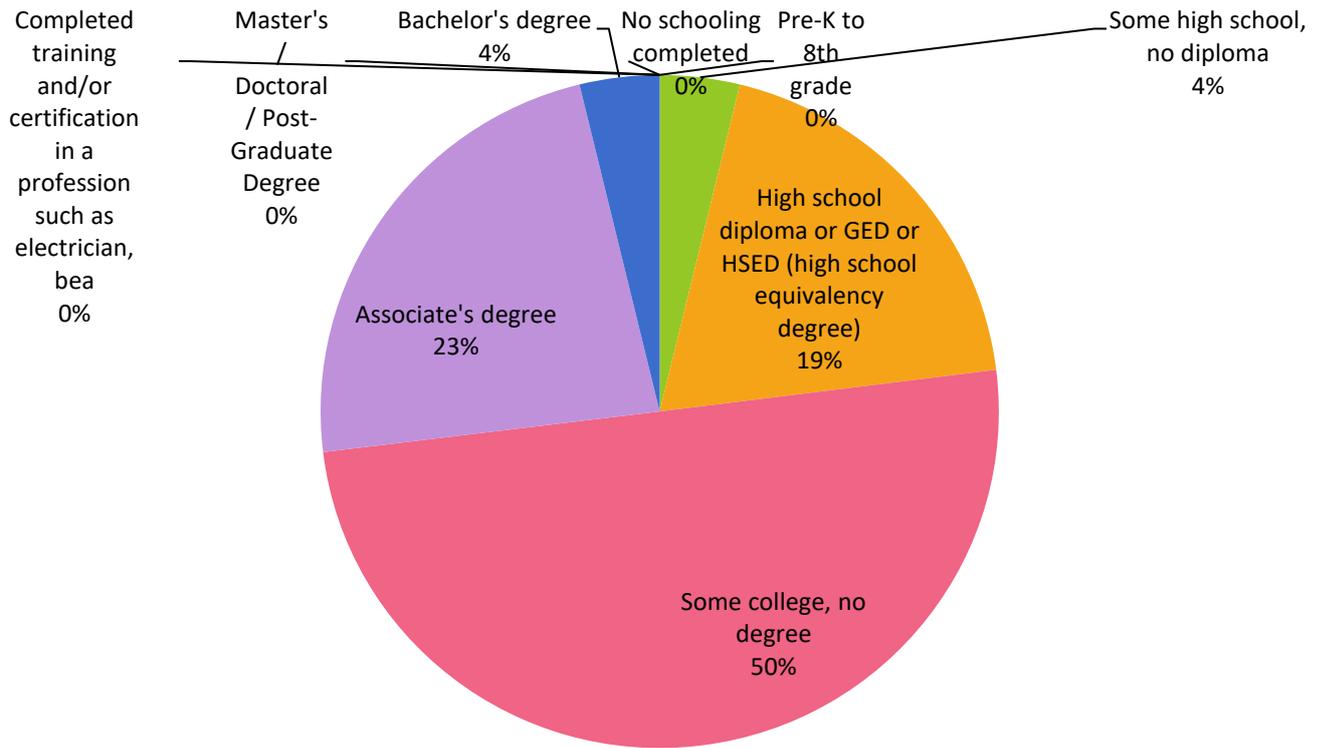
17. Which best describes your employment/job/work status.



Value	Percent	Count
Self-employed / Independent contractor / Freelance	3.8%	1
Working for an employer (for hourly wages or salary)	46.2%	12
Seasonal worker	3.8%	1
Non-paid work (Volunteer / Intern)	3.8%	1
Out of work, but looking for work	3.8%	1
Not currently working outside of the home (Out of work, but not looking for work / Retired / Homemaker)	0.0%	0
Student	34.6%	9
Unable to work or disabled	0.0%	0
Would rather not say	3.8%	1
	Totals	26

Results for FLCC Students Only

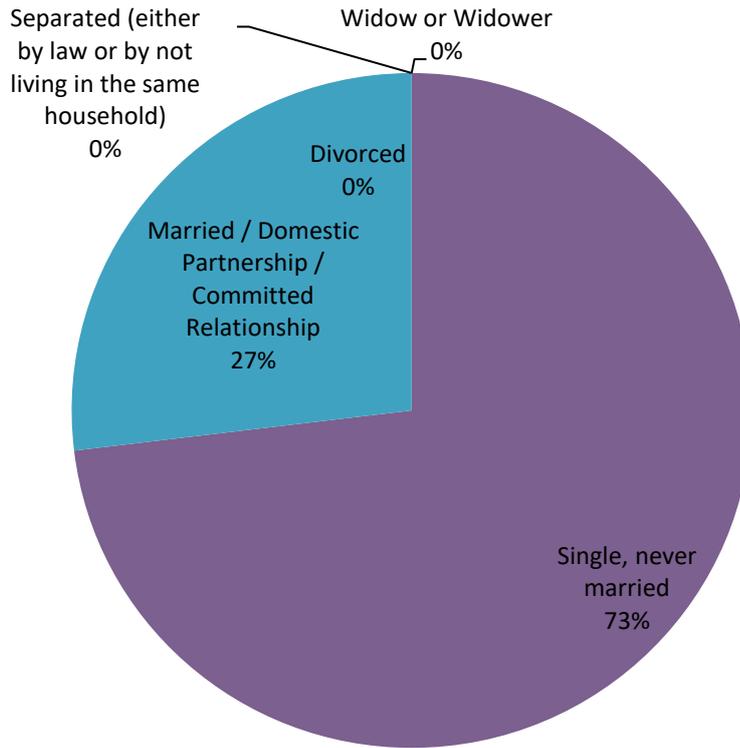
18.What is the highest grade or degree you have completed?



Value	Percent	Count
No schooling completed	0.0%	0
Pre-K to 8th grade	0.0%	0
Some high school, no diploma	3.8%	1
High school diploma or GED or HSED (high school equivalency degree)	19.2%	5
Some college, no degree	50.0%	13
Associate's degree	23.1%	6
Bachelor's degree	3.8%	1
Master's / Doctoral / Post-Graduate Degree	0.0%	0
Completed training and/or certification in a profession such as electrician, beautician, welding.	0.0%	0
	Totals	26

Results for FLCC Students Only

19.What is your current marital/relationship status?



Value	Percent	Count
Single, never married	73.1%	19
Married / Domestic Partnership / Committed Relationship	26.9%	7
Separated (either by law or by not living in the same household)	0.0%	0
Divorced	0.0%	0
Widow or Widower	0.0%	0
	Totals	26

Response Statistics for Non-White Students Only

	Count	Percent
Complete	18	100
Partial	0	0
Disqualified	0	0
Totals	18	

Results for Non-White Respondents Only

1. For each of the following, please tell us if the Canandaigua City Police should perform these activities/roles/responsibilities. Remember, this survey is asking about the Canandaigua City Police only, not the Ontario County Sheriffs, New York State Police, or other police agencies.

	No they should not do this		They should perform this on a limited basis		They should perform this in cooperation with other agencies/ organizations		They should have primary responsibility for this.		No opinion		Responses
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
Conducting wellness checks (respond to concerns for elderly/ill/shut-ins)	3	16.7%	1	5.6%	5	27.8%	7	38.9%	2	11.1%	18
Community Policing which focuses on building ties and working closely with members of the community.	0	%	1	5.6%	6	33.3%	11	61.1%	0	%	18
Crime investigation	1	5.6%	0	%	5	27.8%	11	61.1%	1	5.6%	18
Crime prevention	2	11.1%	0	%	4	22.2%	12	66.7%	0	%	18
General law enforcement	3	16.7%	1	5.6%	3	16.7%	11	61.1%	0	%	18

Maintaining order at public gatherings such as demonstrations	3	17.6%	2	11.8%	3	17.6%	9	52.9%	0	%	17
Public Education	3	16.7%	4	22.2%	4	22.2%	7	38.9%	0	%	18
Responding to mental health calls	5	27.8%	1	5.6%	8	44.4%	2	11.1%	2	11.1%	18
Respond to calls regarding the homeless	4	22.2%	1	5.6%	10	55.6%	3	16.7%	0	%	18
Responding to substance abuse/overdose calls	5	27.8%	1	5.6%	10	55.6%	2	11.1%	0	%	18
Serving as School Resource Officers	6	33.3%	2	11.1%	0	%	10	55.6%	0	%	18
Traffic Enforcement (Speed, DWI)	3	16.7%	1	5.6%	0	%	14	77.8%	0	%	18

Results for Non-White Respondents Only

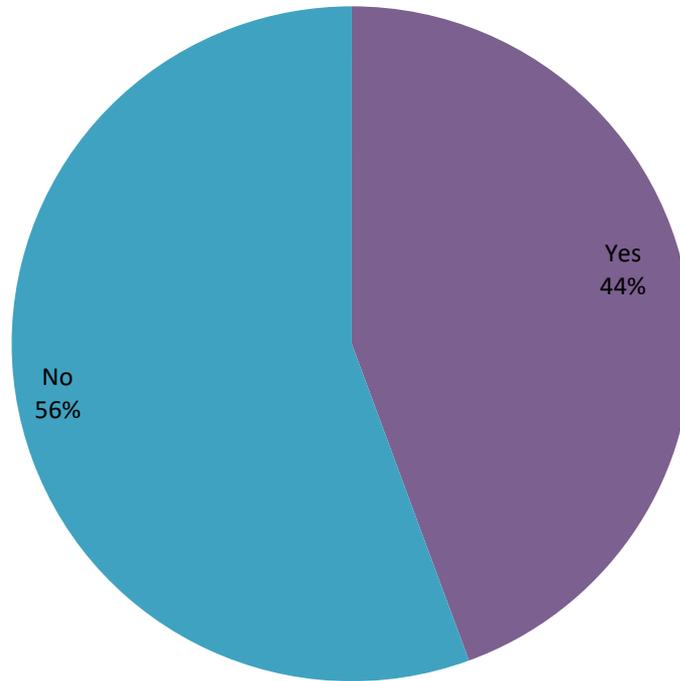
2. Please rate how well the Canandaigua City Police perform on each of the following. Remember, this survey is asking about the Canandaigua City Police only, not the Ontario County Sheriffs, New York State Police, or other police agencies.

	They usually do a great job		Sometimes they do a good job		They sometimes do a poor job		They usually do a poor job		I don't know/I have no opinion		Responses
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
Avoid breaking the law or violating police rules	10	55.6%	3	16.7%	1	5.6%	4	22.2%	0	%	18
Avoid using excessive force	10	55.6%	0	%	2	11.1%	2	11.1%	4	22.2%	18
Avoid using offensive language	11	61.1%	2	11.1%	1	5.6%	1	5.6%	3	16.7%	18
Dealing with the problems that concern people in Canandaigua	9	50.0%	4	22.2%	3	16.7%	2	11.1%	0	%	18
Dealing with residents in a fair and courteous manner	11	61.1%	3	16.7%	3	16.7%	0	%	1	5.6%	18
Fighting crime	10	55.6%	2	11.1%	0	%	4	22.2%	2	11.1%	18
Helping people who have been victims of crime	9	50.0%	1	5.6%	2	11.1%	3	16.7%	3	16.7%	18
Responding promptly to calls for assistance	9	50.0%	4	22.2%	2	11.1%	3	16.7%	0	%	18

Stopping people only when there is a good reason	10	55.6%	1	5.6%	2	11.1%	4	22.2%	1	5.6%	18
Working with residents to solve local problems	8	44.4%	2	11.1%	2	11.1%	3	16.7%	3	16.7%	18

Results for Non-White Respondents Only

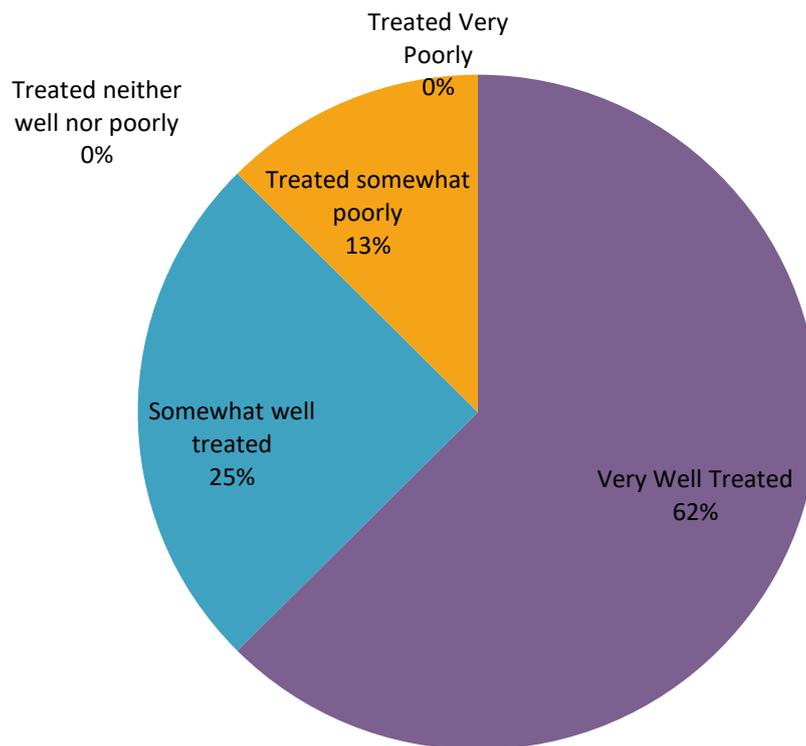
3. In the past year, have you had any VOLUNTARY contact with the Canandaigua City Police.? A voluntary contact means you called the police to report a crime, ask for help with a concern, or request any kind of assistance.



Value	Percent	Count
Yes	44.4%	8
No	55.6%	10
	Totals	18

Results for Non-White Respondents Only

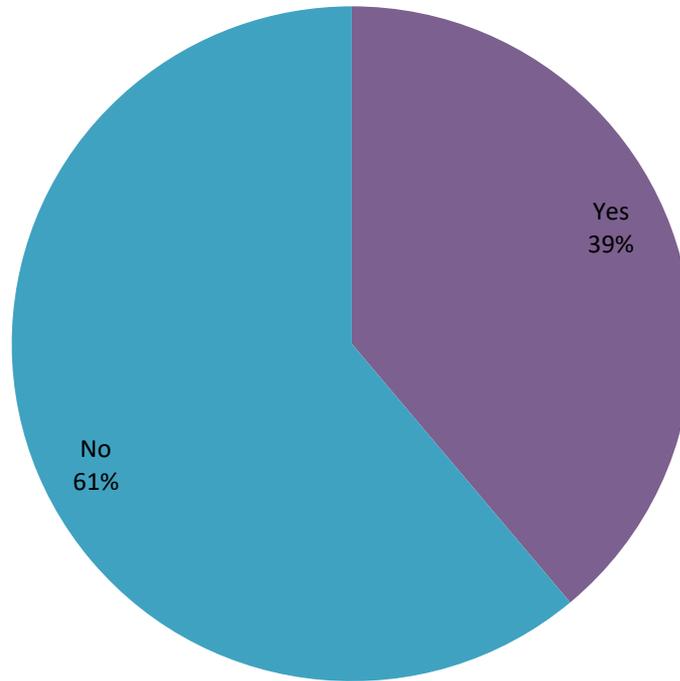
4.How would you rate the treatment you experienced with the Canandaigua City Police as a result of your VOLUNTARY contact?



Value	Percent	Count
Very Well Treated	62.5%	5
Somewhat well treated	25.0%	2
Treated neither well nor poorly	0.0%	0
Treated somewhat poorly	12.5%	1
Treated Very Poorly	0.0%	0
	Totals	8

Results for Non-White Respondents Only

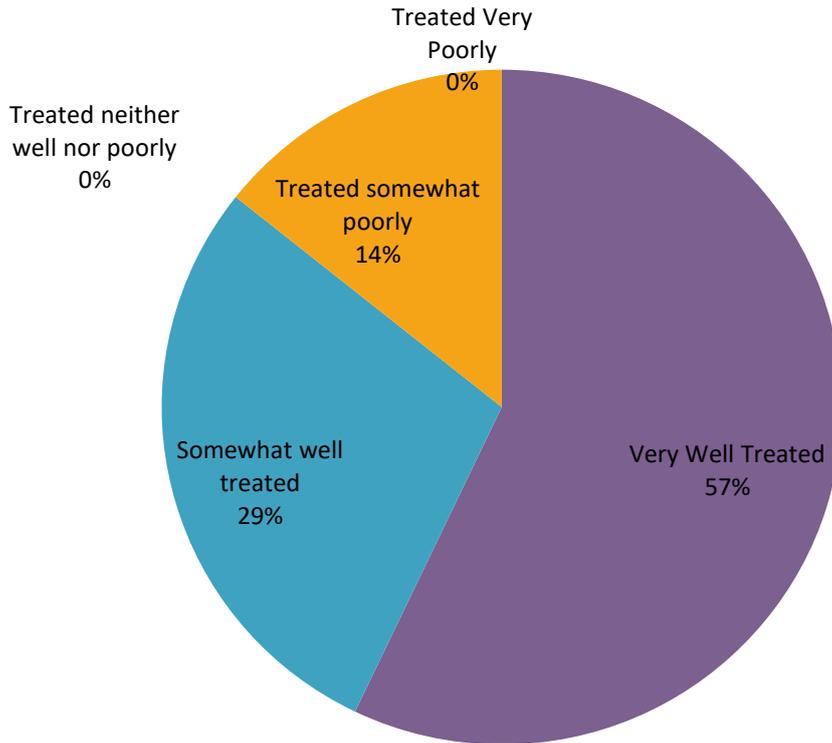
5. In the past year, have you had any INVOLUNTARY contact with the Canandaigua City Police? An involuntary contact includes an arrest, a traffic stop, or being questioned about a crime.



Value	Percent	Count
Yes	38.9%	7
No	61.1%	11
	Totals	18

Results for Non-White Respondents Only

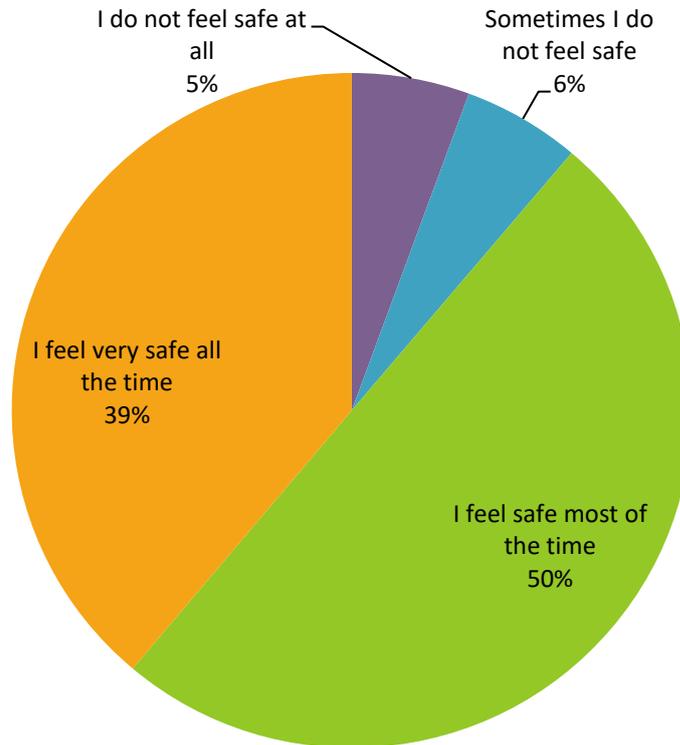
6.How would you rate the treatment you experienced with the Canandaigua City Police as a result of your INVOLUNTARY contact?



Value	Percent	Count
Very Well Treated	57.1%	4
Somewhat well treated	28.6%	2
Treated neither well nor poorly	0.0%	0
Treated somewhat poorly	14.3%	1
Treated Very Poorly	0.0%	0
	Totals	7

Results for Non-White Respondents Only

7. Which best describes how safe you feel in Canandaigua?



Value	Percent	Count
I do not feel safe at all	5.6%	1
Sometimes I do not feel safe	5.6%	1
I feel safe most of the time	50.0%	9
I feel very safe all the time	38.9%	7
	Totals	18

Results for Non-White Respondents Only

8.What can the Canandaigua City Police do to improve their performance? How can they improve? Please enter your answer in the box below.

Response ID	Response <i>Responses are exactly as entered by the respondents.</i>
50	Na
63	The Canandaigua City Police Department should use other resources within the community (specifically mental health practitioners) when dealing with tense mental health calls. I believe there needs to be much more emphasis on mental health education and defeating racial biases in order to do best practice within the department. I also believe there needs to be more diversity within the department and they should recruit people of color, women, LGBTQ people, etc to work on the force. By doing this, you're creating rapport within the community.
65	They do a good job leave them alone
101	I realize you can't be everywhere but there are a lot of speeders on upper Main Street and on side streets like Granger/Fort Hill.
120	Each City Ward should have a police officer assigned to it in order to know all the residents and now the local problems. The police officer should walk around or ride a bicycle in the spring, summer and fall, not just drive in the car, esp. in Downtown or old streets.
128	Operate only in crime investigation and traffic enforcement (when necessary, not to meet a quota). No involvement in mental health crises, drug overdoses, wellness checks, etc. Those should be carried out by specialized organizations/agencies. Increased racial bias training, no handguns until you learn not to shoot black people
158	Why are we paying for a police force when WITHIN the city of Canandaigua is the sheriff's office, a VA police department, and a few miles out of the city a state police headquarters?? Every time I drive in the city I mostly see sheriff cars and state police cars. I can't even drive up and down Main Street without seeing some type of police car. There's too many police in the area for how many people we have. Also as a veteran I rather have the VA police, the Canandaigua fire department, and the Canandaigua ambulance respond to veterans in crisis than the other law enforcement agencies here.

211	Train more officers as CIT. They should go to mental crisis calls before anyone else to make sure it is safe. Don't let anyone else in until it is safe. Trained officers stand the best shot of diffusing the crisis so it doesn't get worse.
243	deweaponize and receive oversight from community organizations
258	They are fine
266	Got stopped for speeding. Cop treated me well. Was understanding and gave me a break.
273	Never stop trying as days go by.
275	Stopped for speeding on Main St. Didn't know the speed had changed. I was treated good. Cop gave me warning. TKS.
290	Hire more police officers and ensure the officers you currently have are receiving the best training as possible. Don't get complacent and keep up the good work
293	Adding school resource officers to all schools
302	They can Continue to serve our community and know regardless of what the media gives voice to that the majority of us law abiding community members still appreciate and rely on their continued protection and duty in the face of many who insist on removing or damaging their honorable service. I am a home owner on Bristol st , a taxpayer, an individual without racial prejudice ,with a family that includes two precious adopted children of color and do not have any family or immediate friends in the police dept therefor this is an unbiased opinion and one that most of us here in canandaigua with common sense and a silent voice ignored by the media hold.

Results for Non-White Respondents Only

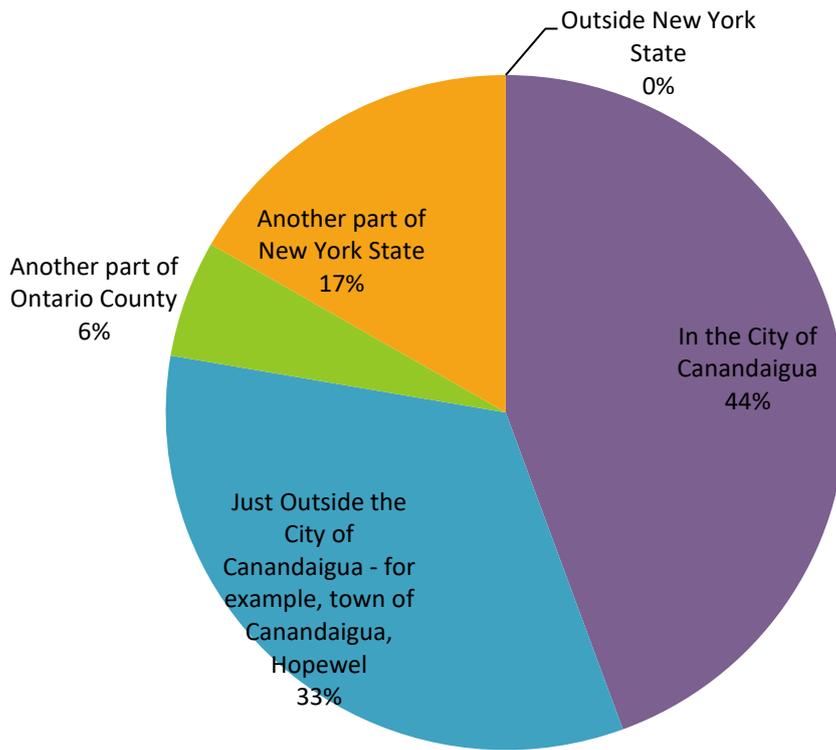
9.How can the Canandaigua City Police improve their image with the public?

Response ID	Response <i>Responses are exactly as entered by the respondents.</i>
50	Na
63	Many people within the community feel like there are racist undertones within the department. If the department were to decide on doing an extensive education piece of racial bias, I believe the community can start to rebuild trust.
65	They are fine
101	Be friendlier in general. I've never had run-ins with the CPD but I know people who have and they seem to complain of unnecessary aggression at times, particularly in the downtown area. I believe this was also brought up during the talks at the protest in June. You should also get rid of those Back the Blue signs and flags. I get the message, but those are very polarizing right now and have become a part of the political divide in the country as a whole. Displaying signs and flags like that can quickly cause many people to associate CPD with those movements, and therefore reducing trust.
120	To be more familiar with residents, take walk around, talk to people, be interested in the population, know problems, be more involved.
128	Stop shooting black people and making excuses for it, stop blatantly allowing dangerous Trump and Back the Blue protests. If you want to be perceived as a public service then you must serve the public equitably
211	Keep doing what they are doing. Most average people here really respect them.
243	make a large donation to the naacp and commit to regular training on race equality
258	Enforce the law fairly as they always have.

273	More colors to paint smiles with.
290	I already think that the Canandaigua PD has a great image with the Canandaigua community and I personally have never had, no heard of, friends or family having a bad interaction with them. I had a new officer, officer Liberty, assist me in the Wegmans parking lot when someone ran into my car and he was very professional and courteous and I appreciated his help and attention to detail. Those I imagine, who have negative interactions with Canandaigua PD are probably not doing what they are supposed to be doing as upstanding citizens in our community and in our world before bail reform probably should be behind bars instead of let go again to continue their heinous activities in and among our community. Keep up the good work
293	Keep doing what they are doing.They are a good department.
302	Continue to be involved and doing the job they are hired to perform and not be distracted by media or unproductive pursuits.

Results for Non-White Respondents Only

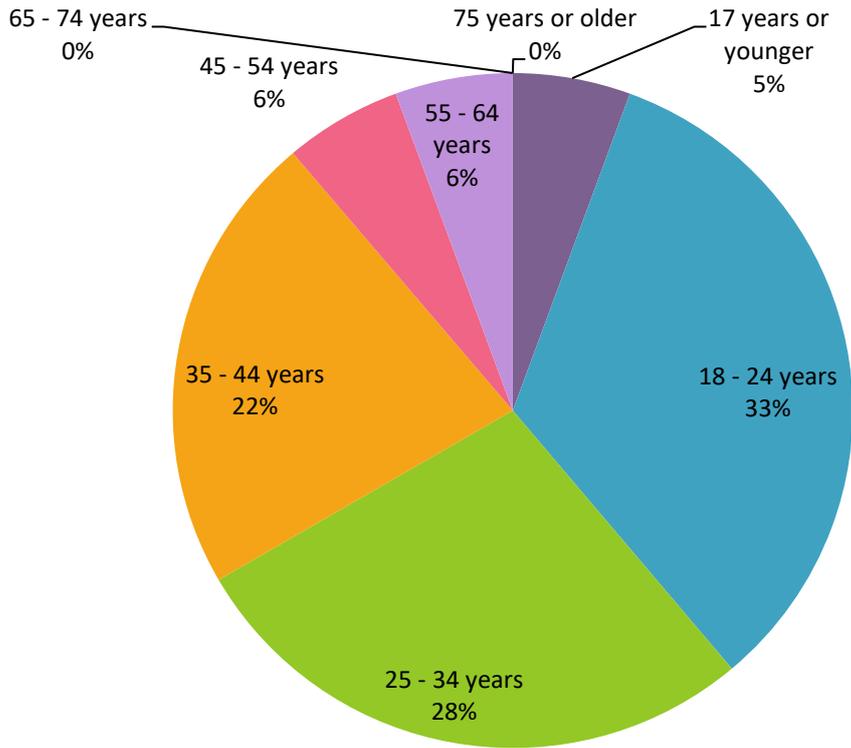
10. Where do you live?



Value	Percent	Count
In the City of Canandaigua	44.4%	8
Just Outside the City of Canandaigua - for example, town of Canandaigua, Hopewel, Farmington	33.3%	6
Another part of Ontario County	5.6%	1
Another part of New York State	16.7%	3
Outside New York State	0.0%	0
	Totals	18

Results for Non-White Respondents Only

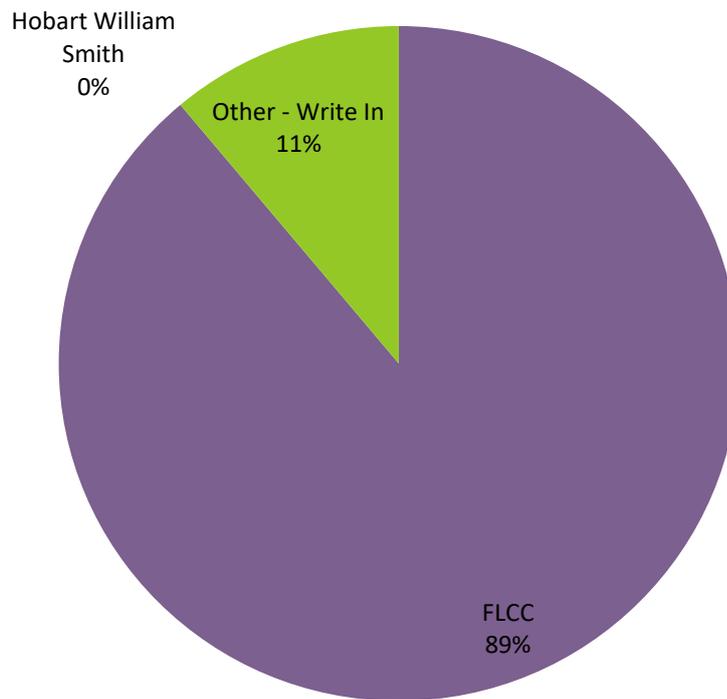
11.How old are you?



Value	Percent	Count
17 years or younger	5.6%	1
18 - 24 years	33.3%	6
25 - 34 years	27.8%	5
35 - 44 years	22.2%	4
45 - 54 years	5.6%	1
55 - 64 years	5.6%	1
65 - 74 years	0.0%	0
75 years or older	0.0%	0
	Totals	18

Results for Non-White Respondents Only

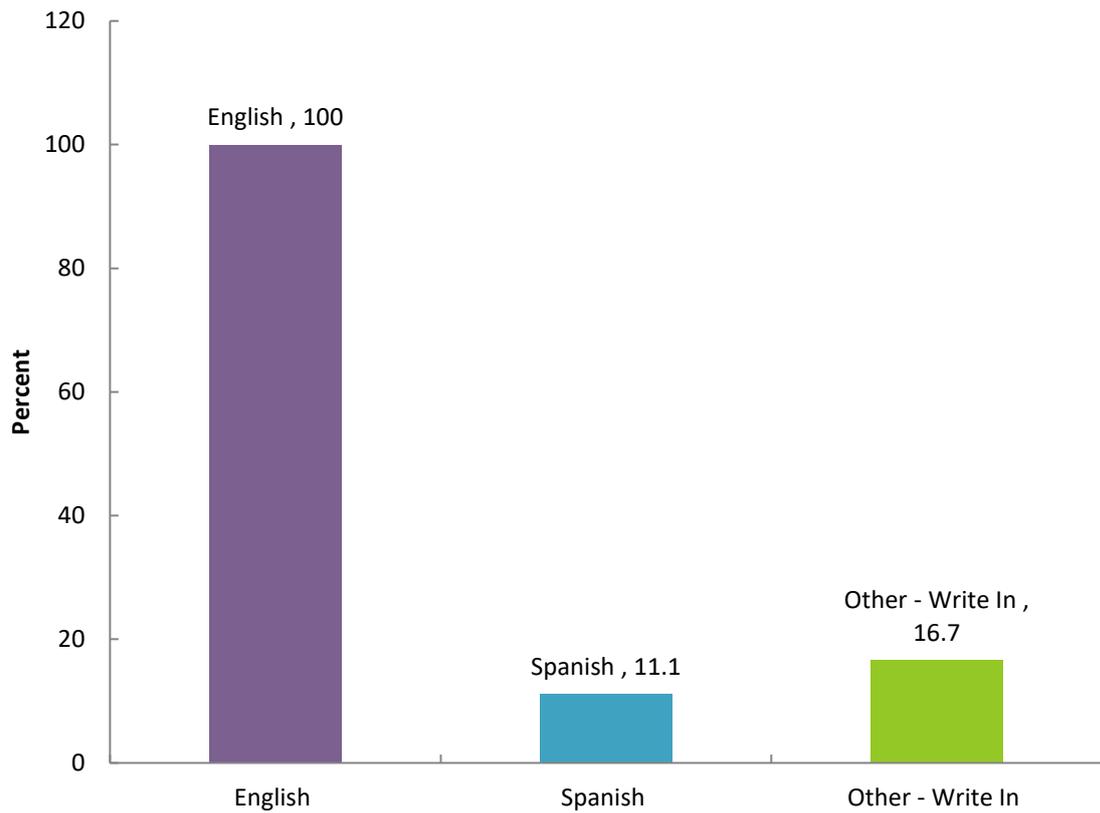
12.Are you currently a student at any of the following?



Value	Percent	Count
FLCC	88.9%	8
Hobart William Smith	0.0%	0
Other - Write In	11.1%	1
	Totals	9
Other - Write In	Count	
n/a	1	
Totals	1	

Results for Non-White Respondents Only

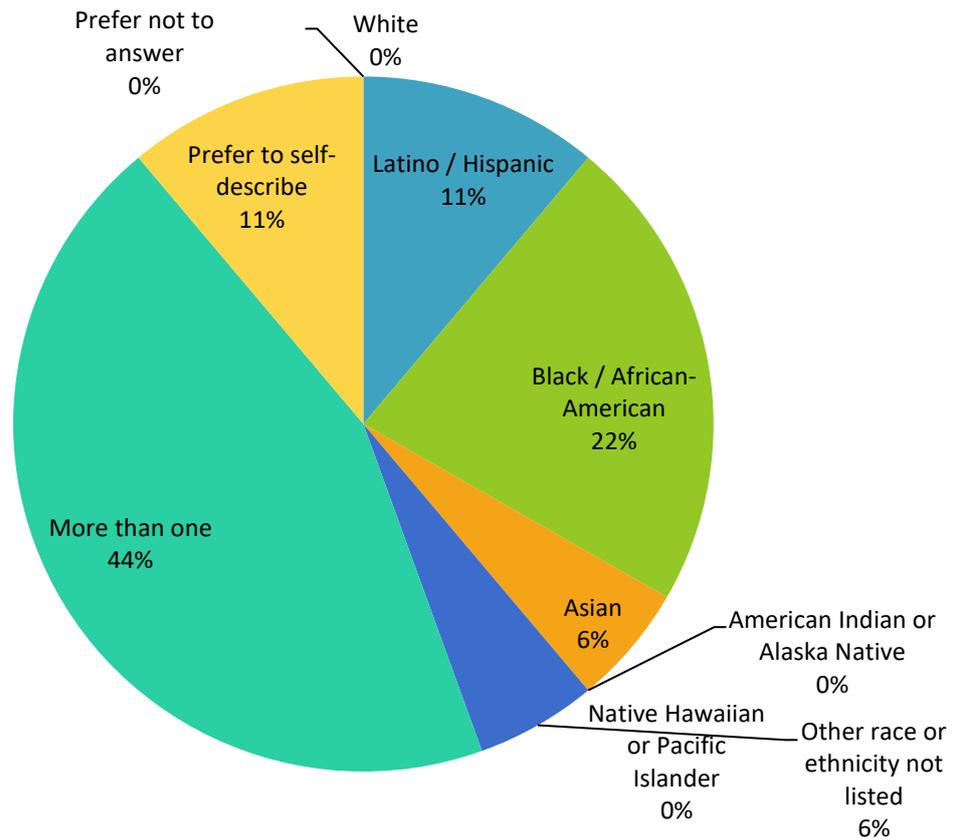
13.What languages do you speak? Check all that apply



Value	Percent	Count
English	100.0%	18
Spanish	11.1%	2
Other - Write In	16.7%	3
Other - Write In		Count
French		1
I understand some igbo.		1
esperang9		1
Totals		3

Results for Non-White Respondents Only

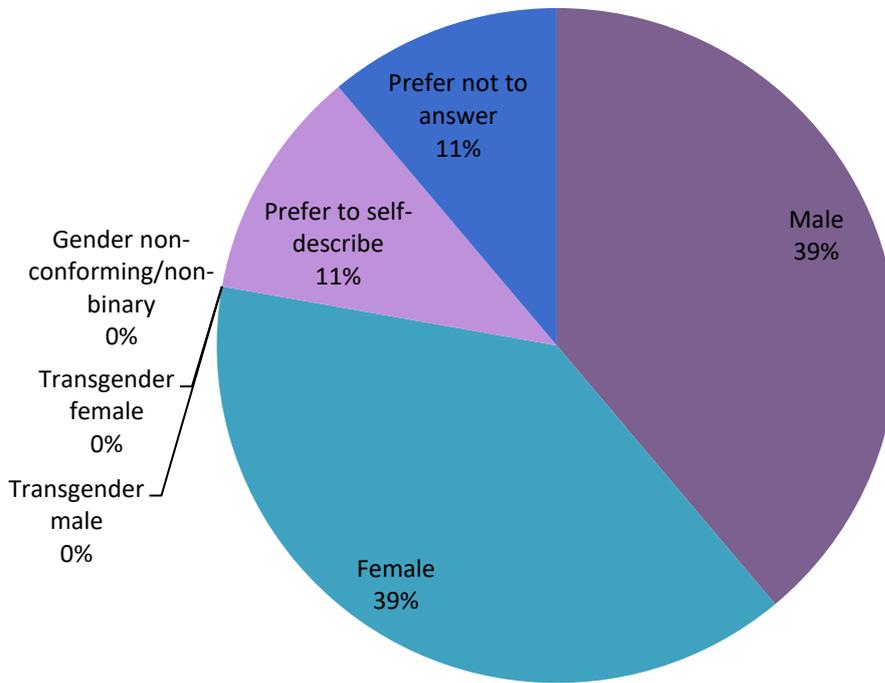
14.What is your race or ethnicity?



Value	Percent	Count
Latino / Hispanic	11.1%	2
Black / African-American	22.2%	4
Asian	5.6%	1
Other race or ethnicity not listed	5.6%	1
More than one	44.4%	8
Prefer to self-describe	11.1%	2
Prefer not to answer	0.0%	0
	Totals	18

Results for Non-White Respondents Only

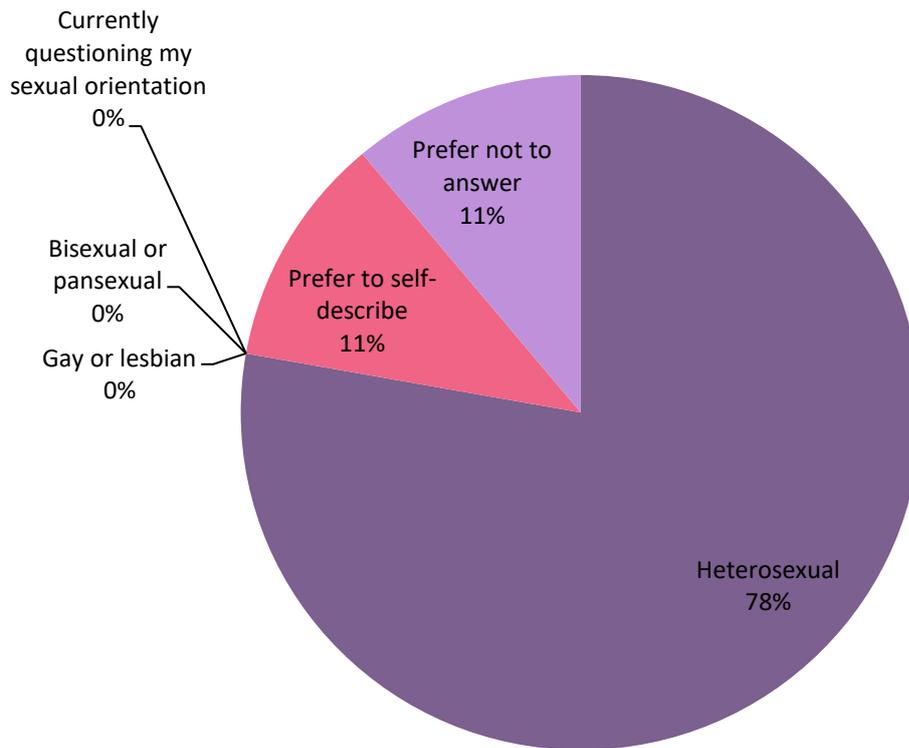
15.What is your gender identity?



Value	Percent	Count
Male	38.9%	7
Female	38.9%	7
Transgender male	0.0%	0
Transgender female	0.0%	0
Gender non-conforming/non-binary	0.0%	0
Prefer to self-describe	11.1%	2
Prefer not to answer	11.1%	2
	Totals	18

Results for Non-White Respondents Only

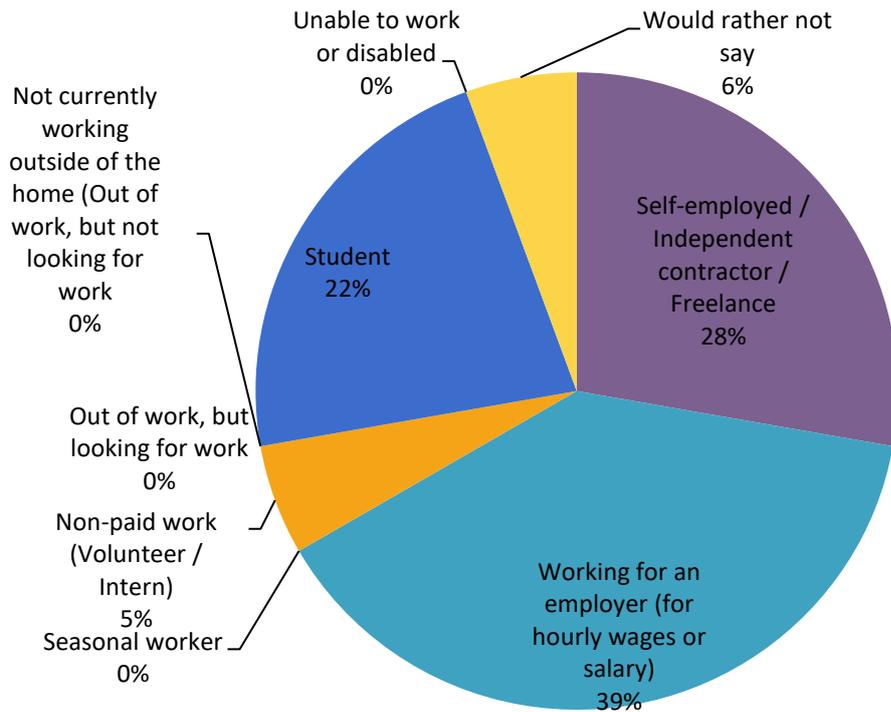
16. Which sexual orientation best describes you?



Value	Percent	Count
Heterosexual	77.8%	14
Gay or lesbian	0.0%	0
Bisexual or pansexual	0.0%	0
Currently questioning my sexual orientation	0.0%	0
Prefer to self-describe	11.1%	2
Prefer not to answer	11.1%	2
	Totals	18

Results for Non-White Respondents Only

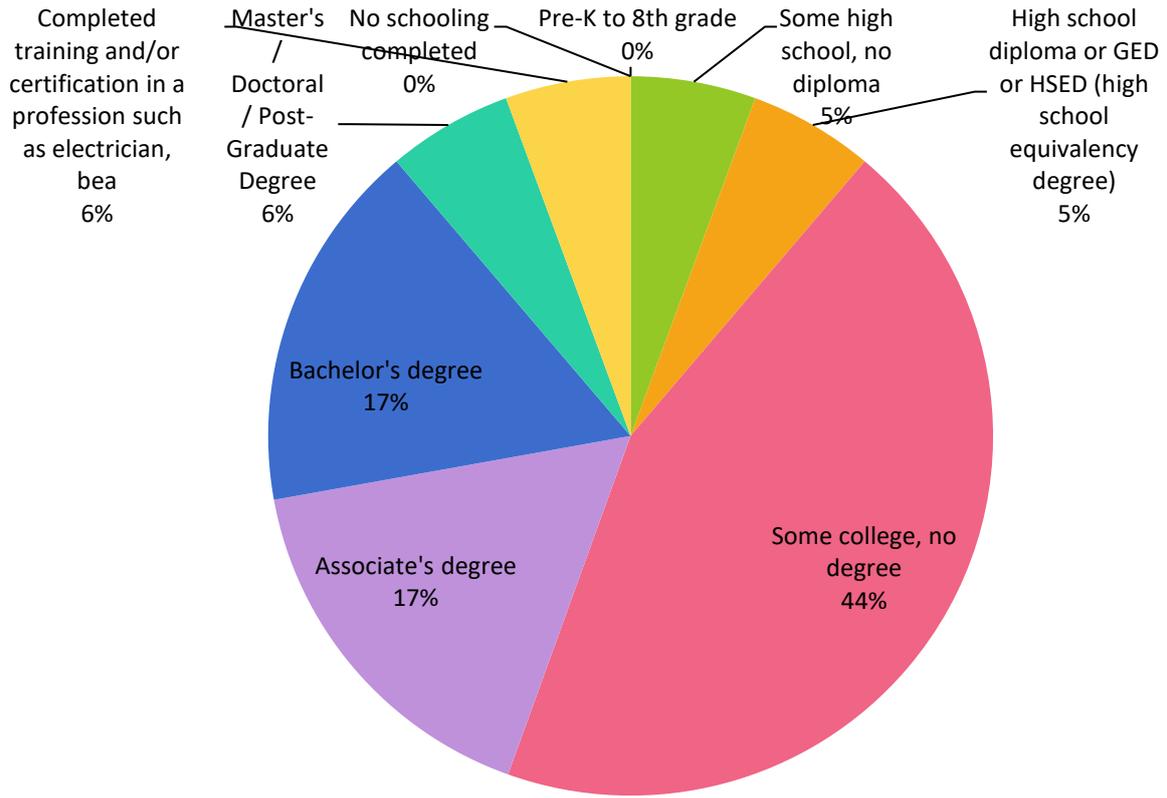
17. Which best describes your employment/job/work status.



Value	Percent	Count
Self-employed / Independent contractor / Freelance	27.8%	5
Working for an employer (for hourly wages or salary)	38.9%	7
Non-paid work (Volunteer / Intern)	5.6%	1
Out of work, but looking for work	0.0%	0
Not currently working outside of the home (Out of work, but not looking for work / Retired / Homemaker)	0.0%	0
Student	22.2%	4
Unable to work or disabled	0.0%	0
Would rather not say	5.6%	1
	Totals	18

Results for Non-White Respondents Only

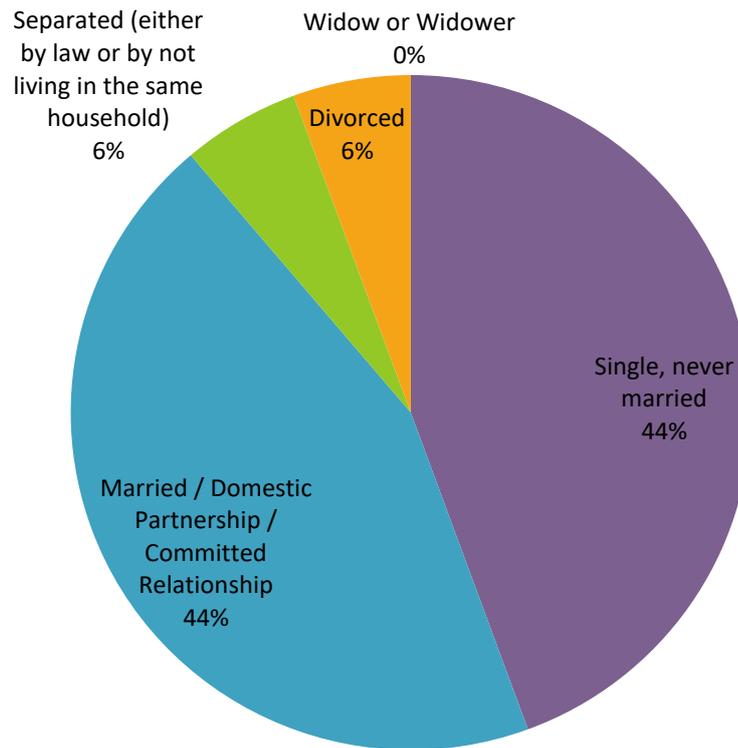
18.What is the highest grade or degree you have completed?



Value	Percent	Count
Some high school, no diploma	5.6%	1
High school diploma or GED or HSED (high school equivalency degree)	5.6%	1
Some college, no degree	44.4%	8
Associate's degree	16.7%	3
Bachelor's degree	16.7%	3
Master's / Doctoral / Post-Graduate Degree	5.6%	1
Completed training and/or certification in a profession such as electrician, beautician, welding.	5.6%	1
	Totals	18

Results for Non-White Respondents Only

19.What is your current marital/relationship status?



Value	Percent	Count
Single, never married	44.4%	8
Married / Domestic Partnership / Committed Relationship	44.4%	8
Separated (either by law or by not living in the same household)	5.6%	1
Divorced	5.6%	1
Widow or Widower	0.0%	0
	Totals	18