

Addison Police Department Community Satisfaction Survey, 2005

February 04, 2005



The Addison Police Department has surveyed residents for several years. Since 2003, the survey structure was drastically shortened, from several pages to one double-sided sheet. A Microsoft Access and Excel program was developed to record and prepare the yearly report. Similar questions were asked regarding the safety of the village and the satisfaction of the services received from department employees. The 2005 results can be compared to several of the important results received from the 2003 and 2004 surveys.

Survey data was used to sample the satisfaction of village residents who had contact with members of the Addison Police Department during 2005. Surveys were sent to three categories of recipients: persons who received non-criminal related service, victims of crimes and offenders. The offenders' category contained mainly persons who were given traffic citations or were arrested for misdemeanor offenses.

Every month the Crime Prevention Section, with the assistance of police department volunteers, would conduct a Citizen Satisfaction Survey to determine the attitudes and opinions of individuals who had contact with the agency and its personnel during 2005. With information provided from the Records Section, 844 surveys were mailed for the year with an average of 70 surveys being mailed out monthly. A change in computer programming during the summer months prevented a higher number of surveys being mailed out.

The Addison Police Department has made a commitment to Community Oriented Policing. One of the cornerstones of that effort is to receive input from the community on how to best serve their needs.

The report that follows presents a summary of this survey.

Statement of Methodology

The "Citizen Satisfaction Survey" was sent to a random sampling of Addison Residents in three categories. These residents were listed as the complainant, victim, or arrested/cited person in the incident attached to the complaint number generated as a result of the call to our agency. The categories were as follows:

Survey Participant Description

Complainant:

In this category were residents that had called the department and an officer or community service officer was dispatched to provide a service that was non-criminal in nature. Calls such as dog bite reports, neighbor disputes, civil disputes, and domestic disturbances where there was no evidence of criminal activity.

Victim:

In this category were individuals who had been the victim of a crime.

Offender/Arrested:

Residents in this category had been either arrested by the department or received a traffic citation from the department.

Survey Distribution

In total eight hundred forty four surveys were mailed in 2005. Two hundred fifty surveys were mailed to the Complainant, two hundred fifty surveys to the Victim, and three hundred forty four surveys to the Offender/Arrested categories.

The survey package contained a cover letter explaining the purpose of the survey, assured the recipient that the survey was confidential and gave the name of a contact in the department if the recipient had any questions.

The response rate was down by 2 percentage points this year from 2004, 18% versus 20%. There were a total of 150 surveys completed, (23 more than last years total of 127) for a total response of 18%, excluding surveys that were returned from the Post Office because of no forwarding address. Sixty Six were from the complainant group; fifty four were from the victim group and thirty were from the arrested/cited group.

The surveys did not contain any identifying marks or hidden control numbers that would enable identification of the respondent. The fact that this was an anonymous survey was stated in the survey. There also was contact information for DCOP Stoll in the survey. No calls were received regarding the survey.

While the surveys were anonymous as to the individual respondent, the survey instrument was constructed in a manner that enabled the department to identify whether the particular instrument was mailed to a victim, complainant, or a person who was arrested/cited. A mark was placed on the last page of the survey to identify which group the respondent was in. This information was sought in an attempt to identify whether persons in a non-confrontational group, (complainant and victims), responses would differ from those arrested or receiving a traffic citation.

The last section of the survey requested suggestions or comments. They are included at the end of this report. They were edited as best as possible based upon the comprehension of their handwriting.

In addition, a copy of the survey was added at the end of the report.

STATISTICAL COMPARISONS BETWEEN THE 2003, 2004 AND 2005 SURVEYS

It should be noted that the 2003 survey has been changed. If the wording of the questions

5. How would you describe the officer's professional courtesy and his or ability to put you at ease?

2003 (Good/Excellent) = 78% 2004 (Good/Excellent) = 83%
2005 (Good/Excellent) = 83% (No Change)

Records Personnel

1. How would you describe the person's attitude and behavior towards citizens?

2003 (Good/Excellent) = 70% 2004 (Good/Excellent) = 73%
2005 (Good/Excellent) = 73% (No Change)

2. How would you describe the person's helpfulness and attempts to serve you?

2003 (Good/Excellent) = 84% 2004 (Good/Excellent) = 84%
2005 (Good/Excellent) = 70% -14%

3. How would you describe the person's professional courtesy and his or her ability to put you at ease?

2003 (Good/Excellent) = 71% 2004 (Good/Excellent) = 79%
2005 (Good/Excellent) = 65% -14%

Communications Personnel

1. How would you describe the person's attitude and behavior towards citizens?

2003 (Good/Excellent) = 73% 2004 (Good/Excellent) = 88%
2005 (Good/Excellent) = 62% -16%

2. How would you describe the person's helpfulness and attempts to solve the problem?

2003 (Good/Excellent) = 70% 2004 (Good/Excellent) = 87%
2005 (Good/Excellent) = 67% -20%

3. How would you describe the person's professional courtesy and his or her ability to put you at ease?

2003 (Good/Excellent) = 61% 2004 (Good/Excellent) = 76%
2005 (Good/Excellent) = 69% -5%

Part Two Responses - Programs

1. Are you aware of Community Oriented Policing and that your neighborhood has permanently assigned police officers?

2003 (Yes) = 32%
2004 (Yes) = 41%
2005 (Yes) = 25% -16%

2. If you answered yes have you had occasion to contact one or more of your beat officers?

2003 (Yes) = 4% 2004 (Yes) = 11%
2005 (Yes) = 16% +5%

GENERAL DEMOGRAPHICS

Respondents:

| | Unknown | < 20 | 21-30 | 31-40 | 41-50 | 51-60 | > 61 | Total: |
|-------------------|----------------|----------------|---------------|---------------|--------------|--------------|----------------|---------------|
| Age Group | 11 | 16 | 15 | 41 | 38 | 10 | 24 | 155 |
| % of total | 7.10% | 10.32% | 9.68% | 26.45% | 24.52% | 6.45% | 15.48% | 100.00% |
| | | | | | | | | |
| | Unknown | <i>Male</i> | <i>Female</i> | <i>Total:</i> | | | | |
| Gender | 14 | 71 | 70 | 155 | | | | |
| % of total | 9.03% | 45.81% | 45.16% | 100.00% | | | | |

| | Very poor | Poor | Average | Good | Excellent | Total: |
|------------------------------|--------------|--------------|---------------|---------------|---------------|----------------|
| Overall performance of Dept. | 1 | 2 | 3 | 4 | 5 | |
| Victims | 1 | 2 | 5 | 19 | 27 | 54 |
| % of total: | 1.85% | 3.70% | 9.26% | 35.19% | 50.00% | |
| Complainants | 2 | 2 | 5 | 17 | 40 | 66 |
| % of total: | 3.03% | 3.03% | 7.58% | 25.76% | 60.61% | |
| Arrested/Cited | 2 | 0 | 6 | 11 | 10 | 29 |
| % of total: | 6.90% | 0.00% | 20.69% | 37.93% | 34.48% | |
| Grand Total | 5 | 4 | 16 | 47 | 77 | 149 |
| % of total: | 3.36% | 2.68% | 10.74% | 31.54% | 51.68% | 100.00% |

| Safety & Security Perception | | | | | | |
|------------------------------|--------------|--------------|---------------|---------------|---------------|----------------|
| | | | | | | |
| Victims | 0 | 7 | 7 | 17 | 23 | 54 |
| % of total: | 0.00% | 12.96% | 12.96% | 31.48% | 42.59% | |
| Complainants | 2 | 1 | 5 | 23 | 35 | 66 |
| % of total: | 3.03% | 1.52% | 7.58% | 34.85% | 53.03% | |
| Arrested/Cited | 3 | 3 | 3 | 13 | 8 | 30 |
| % of total: | 10.00% | 10.00% | 10.00% | 43.33% | 26.67% | |
| Grand Total | 5 | 11 | 15 | 53 | 66 | 150 |
| % of total: | 3.33% | 7.33% | 10.00% | 35.33% | 44.00% | 100.00% |

| Competence of Dept. Employees | | | | | | |
|-------------------------------|--------------|--------------|---------------|---------------|---------------|----------------|
| | | | | | | |
| Victims | 1 | 0 | 6 | 18 | 28 | 53 |
| % of total: | 1.89% | 0.00% | 11.32% | 33.96% | 52.83% | |
| Complainants | 2 | 1 | 5 | 16 | 41 | 65 |
| % of total: | 3.08% | 1.54% | 7.69% | 24.62% | 63.08% | |
| Arrested/Cited | 4 | 0 | 5 | 13 | 8 | 30 |
| % of total: | 13.33% | 0.00% | 16.67% | 43.33% | 26.67% | |
| Grand Total | 7 | 1 | 16 | 47 | 77 | 148 |
| % of total: | 4.73% | 0.68% | 10.81% | 31.76% | 52.03% | 100.00% |

ATTITUDE & BEHAVIOR

| | Very poor | Poor | Average | Good | Excellent | |
|--------------------------|------------------|--------------|----------------|---------------|------------------|----------------|
| Patrol Officers: | 1 | 2 | 3 | 4 | 5 | Total: |
| Victims | 3 | 0 | 2 | 11 | 35 | 51 |
| % of total: | 5.88% | 0.00% | 3.92% | 21.57% | 68.63% | |
| Complainants | 2 | 1 | 2 | 7 | 47 | 59 |
| % of total: | 3.39% | 1.69% | 3.39% | 11.86% | 79.66% | |
| Arrested/Cited | 3 | 4 | 6 | 7 | 9 | 29 |
| % of total: | 10.34% | 13.79% | 20.69% | 24.14% | 31.03% | |
| Grand Total | 8 | 5 | 10 | 25 | 91 | 139 |
| % of total: | 5.76% | 3.60% | 7.19% | 17.99% | 65.47% | 100.00% |
| Records/Reception | 1 | 2 | 3 | 4 | 5 | Total: |
| Victims | 0 | 0 | 3 | 2 | 5 | 10 |
| % of total: | 0.00% | 0.00% | 30.00% | 20.00% | 50.00% | |
| Complainants | 0 | 0 | 2 | 2 | 7 | 11 |
| % of total: | 0.00% | 0.00% | 18.18% | 18.18% | 63.64% | |
| Arrested/Cited | 2 | 0 | 0 | 3 | 0 | 5 |
| % of total: | 40.00% | 0.00% | 0.00% | 60.00% | 0.00% | |
| Grand Total | 2 | 0 | 5 | 7 | 12 | 26 |
| % of total: | 7.69% | 0.00% | 19.23% | 26.92% | 46.15% | 100.00% |
| 911/Dispatchers | 1 | 2 | 3 | 4 | 5 | Total: |
| Victims | 3 | 0 | 3 | 4 | 14 | 24 |
| % of total: | 12.50% | 0.00% | 12.50% | 16.67% | 58.33% | |
| Complainants | 5 | 0 | 7 | 5 | 14 | 31 |
| % of total: | 16.13% | 0.00% | 22.58% | 16.13% | 45.16% | |
| Arrested/Cited | 1 | 1 | 4 | 1 | 1 | 8 |
| % of total: | 12.50% | 12.50% | 50.00% | 12.50% | 12.50% | |
| Grand Total | 9 | 1 | 14 | 10 | 29 | 63 |
| % of total: | 14.29% | 1.59% | 22.22% | 15.87% | 46.03% | 100.00% |

HELPFULNESS

| | Very poor | Poor | Average | Good | Excellent | Total: |
|--------------------------|---------------|--------------|---------------|---------------|---------------|----------------|
| Patrol Officers: | 1 | 2 | 3 | 4 | 5 | |
| Victims | 2 | 2 | 6 | 5 | 36 | 51 |
| % of total: | 3.92% | 3.92% | 11.76% | 9.80% | 70.59% | |
| Complainants | 2 | 1 | 4 | 9 | 44 | 60 |
| % of total: | 3.33% | 1.67% | 6.67% | 15.00% | 73.33% | |
| Arrested/Cited | 4 | 1 | 5 | 10 | 6 | 26 |
| % of total: | 15.38% | 3.85% | 19.23% | 38.46% | 23.08% | |
| Grand Total | 8 | 4 | 15 | 24 | 86 | 137 |
| % of total: | 5.84% | 2.92% | 10.95% | 17.52% | 62.77% | 100.00% |
| Records/Reception | 1 | 2 | 3 | 4 | 5 | Total: |
| Victims | 0 | 0 | 3 | 1 | 6 | 10 |
| % of total: | 0.00% | 0.00% | 30.00% | 10.00% | 60.00% | |
| Complainants | 0 | 1 | 2 | 2 | 7 | 12 |
| % of total: | 0.00% | 8.33% | 16.67% | 16.67% | 58.33% | |
| Arrested/Cited | 2 | 0 | 0 | 3 | 0 | 5 |
| % of total: | 40.00% | 0.00% | 0.00% | 60.00% | 0.00% | |
| Grand Total | 2 | 1 | 5 | 6 | 13 | 27 |
| % of total: | 7.41% | 3.70% | 18.52% | 22.22% | 48.15% | 100.00% |
| 911/Dispatchers | 1 | 2 | 3 | 4 | 5 | Total: |
| Victims | 3 | 1 | 2 | 3 | 11 | 20 |
| % of total: | 15.00% | 5.00% | 10.00% | 15.00% | 55.00% | |
| Complainants | 3 | 0 | 4 | 5 | 14 | 26 |
| % of total: | 11.54% | 0.00% | 15.38% | 19.23% | 53.85% | |
| Arrested/Cited | 1 | 0 | 3 | 1 | 1 | 6 |
| % of total: | 16.67% | 0.00% | 50.00% | 16.67% | 16.67% | |
| Grand Total | 7 | 1 | 9 | 9 | 26 | 52 |
| % of total: | 13.46% | 1.92% | 17.31% | 17.31% | 50.00% | 100.00% |

PROFESSIONAL COURTESY

| | Very poor | Poor | Average | Good | Excellent | Total: |
|-------------------------------|---------------|--------------|---------------|---------------|---------------|----------------|
| Patrol Officers: | 1 | 2 | 3 | 4 | 5 | 51 |
| Victims | 3 | 1 | 3 | 10 | 34 | 51 |
| % of total: | 5.88% | 1.96% | 5.88% | 19.61% | 66.67% | |
| <i>Community Survey, 2002</i> | | | | | | |
| Complainants | 2 | 1 | 3 | 8 | 46 | 60 |
| % of total: | 3.33% | 1.67% | 5.00% | 13.33% | 76.67% | |
| Arrested/Cited | 4 | 2 | 5 | 6 | 11 | 28 |
| % of total: | 14.29% | 7.14% | 17.86% | 21.43% | 39.29% | |
| Grand Total | 9 | 4 | 11 | 24 | 91 | 139 |
| % of total: | 6.47% | 2.88% | 7.91% | 17.27% | 65.47% | 100.00% |
| Records/Reception | 1 | 2 | 3 | 4 | 5 | Total: |
| Victims | 0 | 1 | 1 | 2 | 5 | 9 |
| % of total: | 0.00% | 11.11% | 11.11% | 22.22% | 55.56% | |
| Complainants | 0 | 1 | 2 | 3 | 4 | 10 |
| % of total: | 0.00% | 10.00% | 20.00% | 30.00% | 40.00% | |
| Arrested/Cited | 2 | 0 | 1 | 1 | 0 | 4 |
| % of total: | 50.00% | 0.00% | 25.00% | 25.00% | 0.00% | |
| Grand Total | 2 | 2 | 4 | 6 | 9 | 23 |
| % of total: | 8.70% | 8.70% | 17.39% | 26.09% | 39.13% | 100.00% |
| 911/Dispatchers | 1 | 2 | 3 | 4 | 5 | Total: |
| Victims | 3 | 1 | 2 | 3 | 11 | 20 |
| % of total: | 15.00% | 5.00% | 10.00% | 15.00% | 55.00% | |
| Complainants | 3 | 0 | 4 | 9 | 10 | 26 |
| % of total: | 11.54% | 0.00% | 15.38% | 34.62% | 38.46% | |
| Arrested/Cited | 1 | 1 | 2 | 3 | 2 | 9 |
| % of total: | 11.11% | 11.11% | 22.22% | 33.33% | 22.22% | |
| Grand Total | 7 | 2 | 8 | 15 | 23 | 55 |
| % of total: | 12.73% | 3.64% | 14.55% | 27.27% | 41.82% | 100.00% |

Overall Program Awareness 2005 Community Survey

| Programs | Aware | Unaware | Total Responses | Percent Aware |
|---|--------------|----------------|------------------------|----------------------|
| Gang Suppression Unit | 67 | 83 | 150 | 45% |
| Community Oriented Policing | 38 | 112 | 150 | 25% |
| DARE Program | 108 | 42 | 150 | 72% |
| Neighborhood Watch | 86 | 64 | 150 | 57% |
| Bicycle Patrol | 67 | 83 | 150 | 45% |
| Citizens Police Academies | 34 | 116 | 150 | 23% |
| NEI-COP (Resource Center) | 39 | 111 | 150 | 26% |
| SPC (Student Participation Center) | 35 | 115 | 150 | 23% |
| SALT | 29 | 121 | 150 | 19% |
| Stranger Danger/Child Safety Programs | 60 | 90 | 150 | 40% |
| Jr. High and High School Liaison Officers | 61 | 89 | 150 | 41% |
| Police Department Volunteer Program | 32 | 118 | 150 | 21% |
| Bicycle Safety Patrol | 37 | 113 | 150 | 25% |