



# Greenbelt Police Department

## 2013 Citizen Attitude and Opinion Survey

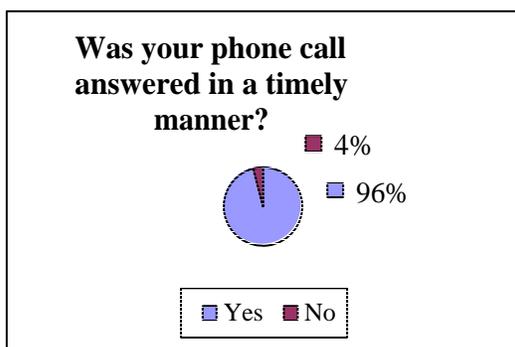


During calendar year 2013, the Greenbelt Police Department conducted random surveys of victims of crimes and individuals stopped for minor traffic violations. The purpose of the surveys is two-fold; First, citizens were asked to provide a report card on how officers interact with the public on a daily basis. Secondly, it allows citizens who live, work or travel through the City of Greenbelt to voice concerns about the Department or issues in the community. The Citizen Contact Surveys and Traffic Surveys are sent out monthly to provide “fresh” data to ensure the Chief of Police and Command Staff are kept abreast of individual concerns.

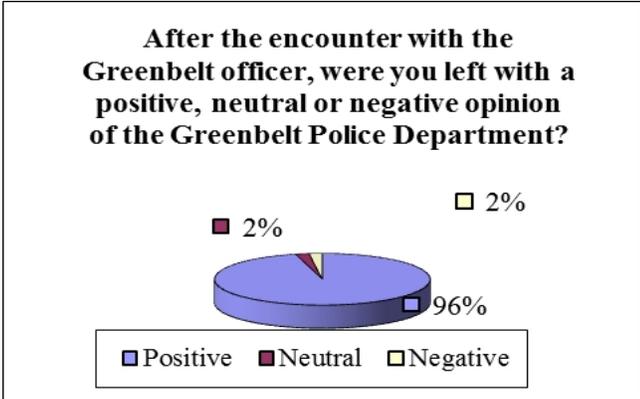
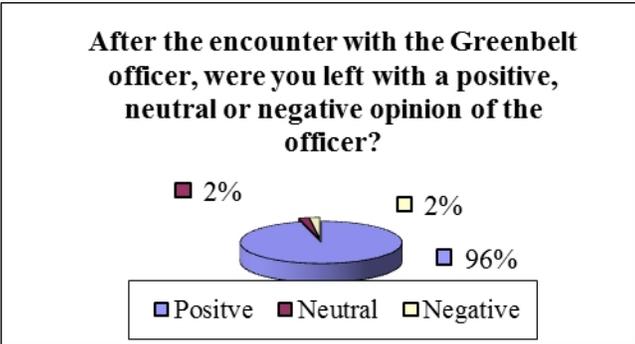
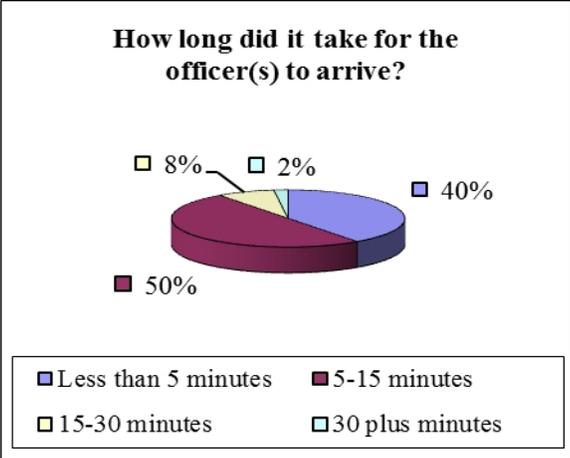
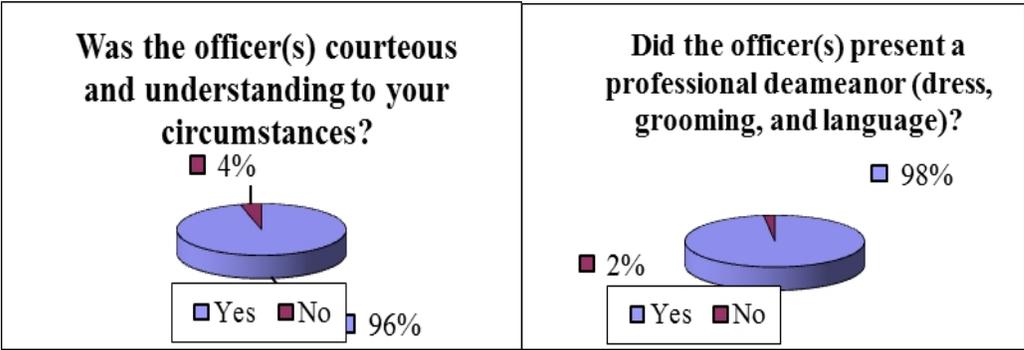
The Department randomly surveyed (480) people in 2013, forty (40) each month, who have had contact with the agency either by way of a traffic stop or by contacting the Department to report an incident. The return was 22% (106). While not scientific, the survey is a legitimate tool to assess how the Department is serving the community.

The purpose of this report is to provide a compilation of data from the Citizen Contact Surveys and Traffic Surveys received during 2013. The Citizen Contact Surveys provided the following:

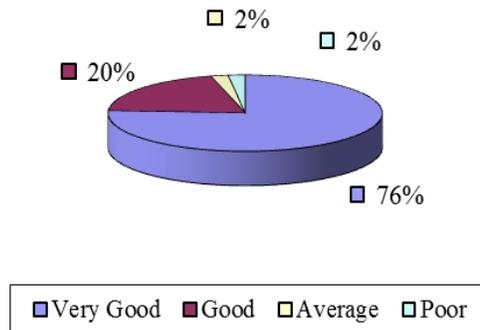
### Reports made to the police department:



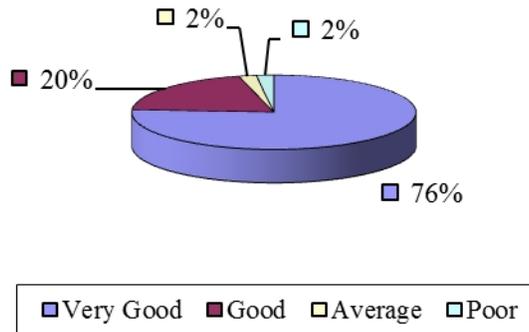
As in past years, nearly all of those surveyed stated that their call for assistance was answered in a polite and timely manner.



**How do you rate the overall performance of the Greenbelt Police Department?**

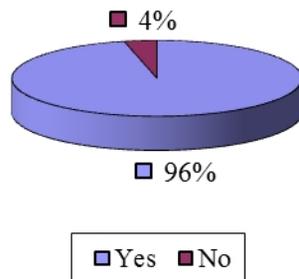


**How do you rate the overall competence of agency personnel**

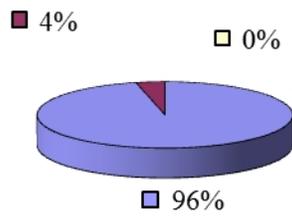


**The Traffic Stop Surveys provided the following data:**

**Was the officer's appearance professional in nature (dress, grooming, and language)?**

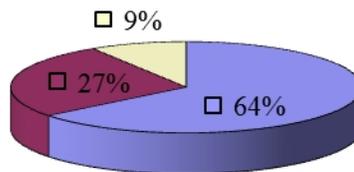


**Was the officer courteous and explain the reason why you were stopped?**



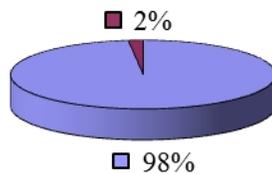
■ Yes ■ No ■ Not Answered

**Were you issued a warning, citation, or repair order?**



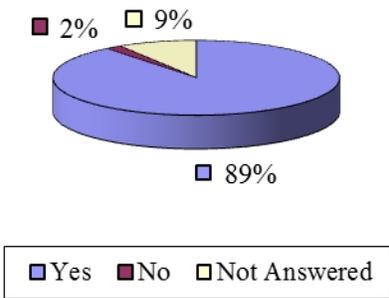
■ Warning ■ Citation ■ Repair Order

**Did the officer explain the warning, citation, or repair order to you?**

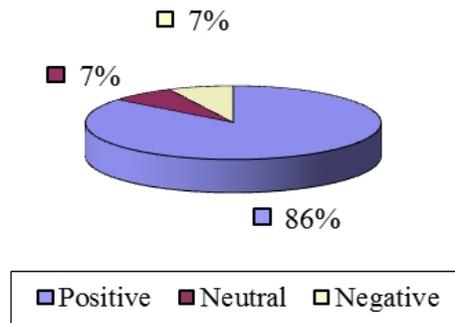


■ Yes ■ No

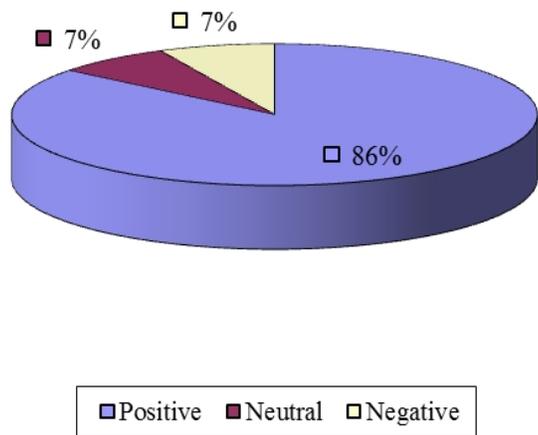
**Did the officer answer the questions you asked?**



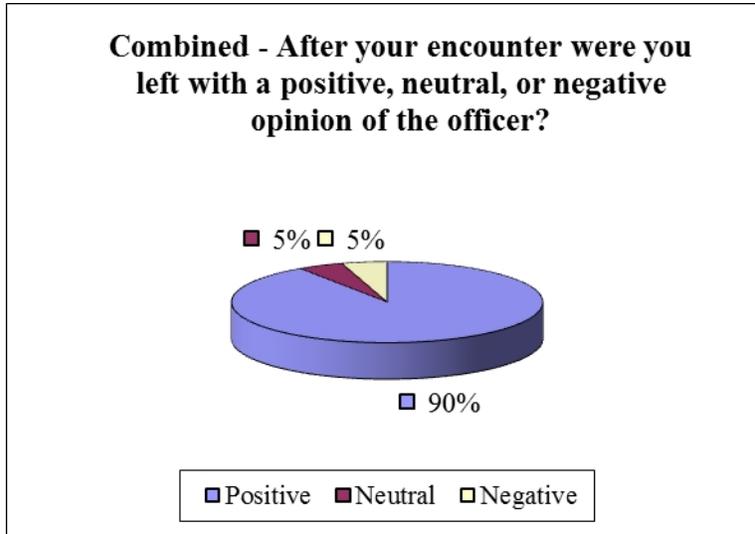
**After your traffic stop were you left with a positive, neutral or negative opinion of the officer?**



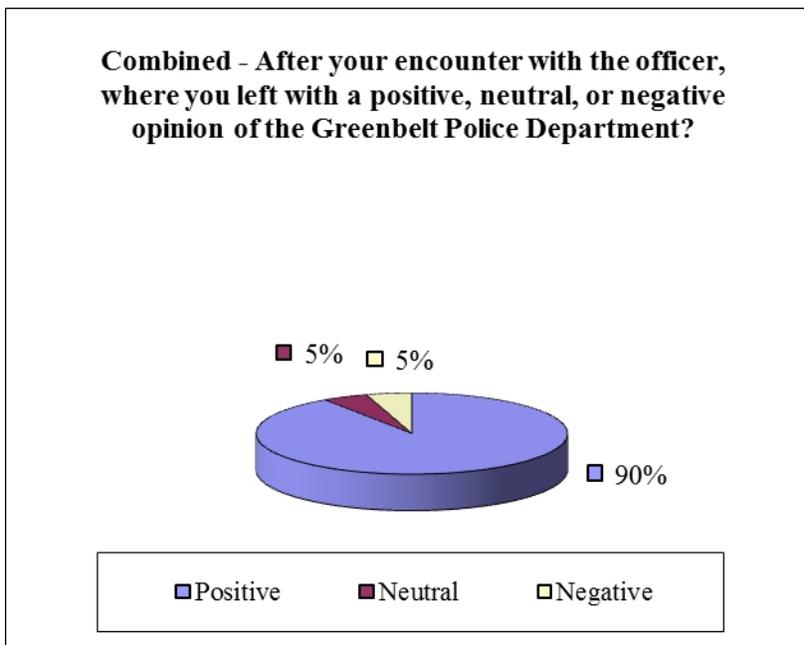
**After your traffic stop were you left with a positive, neutral, or negative opinion of the Greenbelt Police Department?**



A combination of data from the Citizen Surveys and Traffic Stop surveys showed that after a citizen had an encounter with a Greenbelt police officer, 90% of the time they were left with a positive opinion of the officer(s). In 2012 80% of those surveyed had a positive opinion of the officer(s), in 2011 85% and in 2010 83%.



A combination of data from the Citizen Survey and Traffic Stop Surveys showed their opinion of the Police Department after encountering one of its officers. In 2013, 90% of those surveyed were left with a positive opinion of the Department, 5% had a neutral opinion and 5% were left with a negative opinion. In 2012, 76% of those surveyed had a positive opinion of the Department, 21% were neutral and 3% were negative. In 2011, 85% of those surveyed had a positive opinion, 11% were neutral and 4% were negative. In 2010, 87% had a positive opinion, 11% percent were neutral and 2% percent were negative.



**The following were examples taken from several of the surveys in 2013:**

**Do you have any safety or security concerns as a resident or visitor of the City of Greenbelt?**

Security concerns when I went to the Franklin Park office they said I can't break my lease so I'm stuck til Sept 2014.

Yes, my safety could have been in jeopardy. My car was parked in the front space and was completely vandalized.

Of course our vehicle was stolen the first time we ever visited Greenbelt.

For whatever reason the Springhill Lake area doesn't feel safe despite police presence

I am concerned that someone smashed a window broke into my house in the middle of the day. Crime has been rare in my neighborhood so this is cause for concern for me and my neighbors.

As an urban scholar, I'm aware that the push from Washington DC means that Greenbelt must be on top of crime prevention only by being pro-active. If the community waits only to react, it may be too late.

**Are there any other comments, suggestions and /or recommendations you have to improve the Greenbelt Police Department?**

There should be more than one officer patrolling community of Franklin Park after hours.

As many as possible patrols in the residential neighborhoods.

Our son had the vehicle the day it was stolen. He has autism and the officer was very patient with him.

None, doing a good job so far

Actually I'm very happy Greenbelt Police patrolling the Franklin Park are frequently. I feel safe.

Training, training, training, having the adequate number of police, investing also in surveillance and intelligence etc.

**Any additional comments to expand upon answers to the questions in the survey?**

Very good job well done Greenbelt Police

Officer was not rude. After I received my warning he advised me to be careful and have a nice day. If I had to be stopped, glad he was pleasant and polite.

Thank you for your assistance

Officer was very courteous, respectful and professional. He's a credit to your agency.

Officer was very respectful and polite

No complaints whatsoever

The officer was very professional not intimidating. After issuing the warning he reminded me to be careful in the future. I appreciated his demeanor. Drove off with a very positive attitude.

Officer explained the new mandatory get over law change. I wasn't aware of the law and he gave me a warning. Very courteous and polite.