



Greenbelt Police Department

2014 Citizen Attitude and Opinion Survey

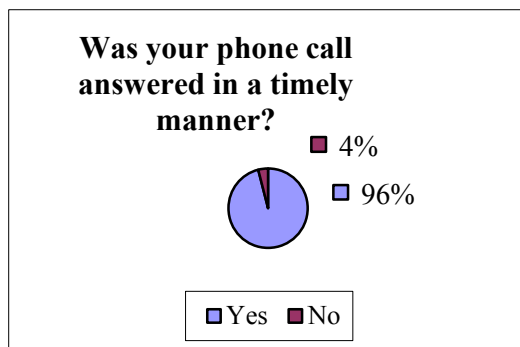


During calendar year 2014, the Greenbelt Police Department conducted random surveys of victims of crimes and individuals stopped for minor traffic violations. The purpose of the surveys is two-fold; First, citizens were asked to provide a report card on how officers interact with the public on a daily 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 2014, 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 18% (86). While not scientific, the survey is a legitimate tool to assess how the Department is serving the community.

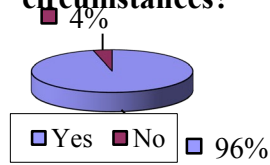
The purpose of this report is to provide a compilation of data from the Citizen Contact Surveys and Traffic Surveys received during 2014. The Citizen Contact Surveys provided the following:

Reports made to the police department:

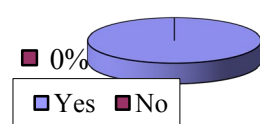


As in past years, nearly all of those surveyed stated that their call for assistance was answered in a polite and timely manner.

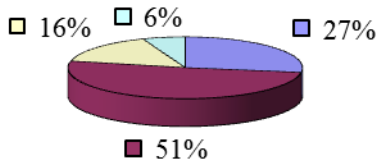
Was the officer(s) courteous and understanding to your circumstances?



Did the officer(s) present a professional demeanor (dress, grooming, and language)?

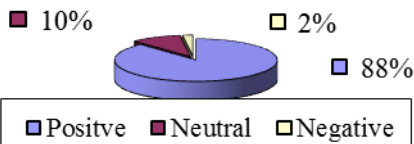


How long did it take for the officer(s) to arrive?



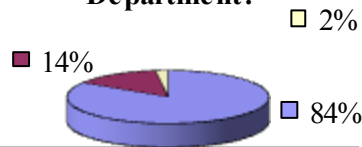
■ Less than 5 minutes ■ 5-15 minutes
■ 15-30 minutes ■ 30 plus minutes

After the encounter with the Greenbelt officer, were you left with a positive, neutral or negative opinion of the officer?



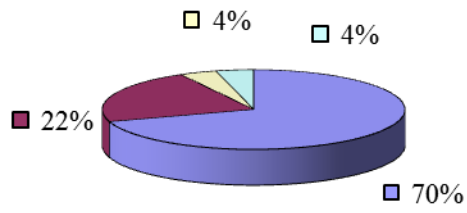
■ Positive ■ Neutral ■ Negative

After the encounter with the Greenbelt officer, were you left with a positive, neutral or negative opinion of the Greenbelt Police Department?



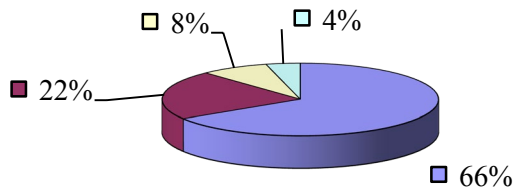
■ Positive ■ Neutral ■ Negative

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



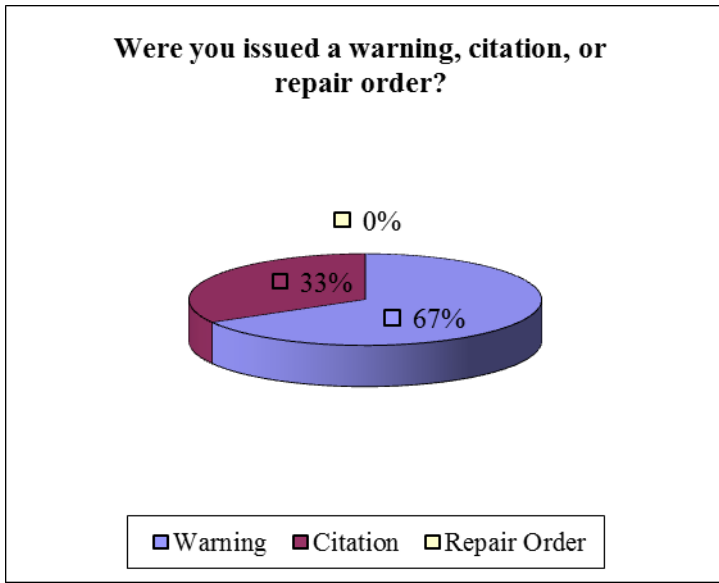
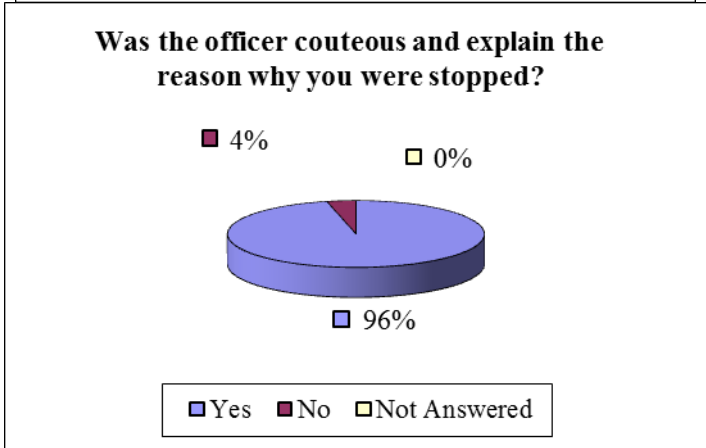
■ Very Good ■ Good ■ Average ■ Poor

How do you rate the overall competence of agency personnel

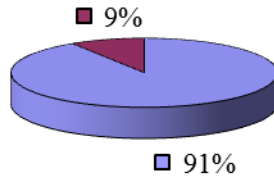


■ Very Good ■ Good ■ Average ■ Poor

The Traffic Stop Surveys provided the following data:

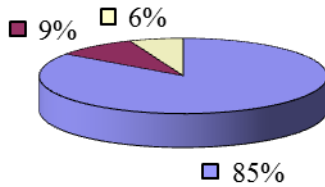


Did the officer explain the warning, citation, or repair order to you?



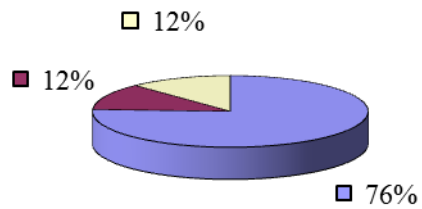
■ Yes ■ No

Did the officer answer the questions you asked?



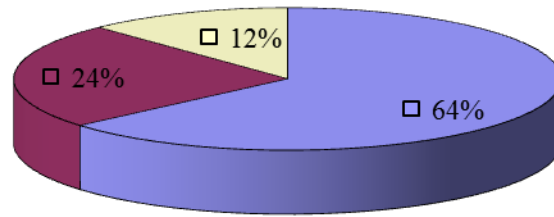
■ Yes ■ No □ Not Answered

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



■ Positive ■ Neutral □ Negative

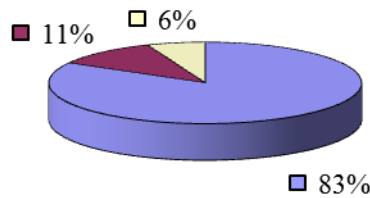
After your traffic stop were you left with a positive, neutral, or negative opinion of the Greenbelt Police Department?



■ Positive ■ Neutral ■ Negative

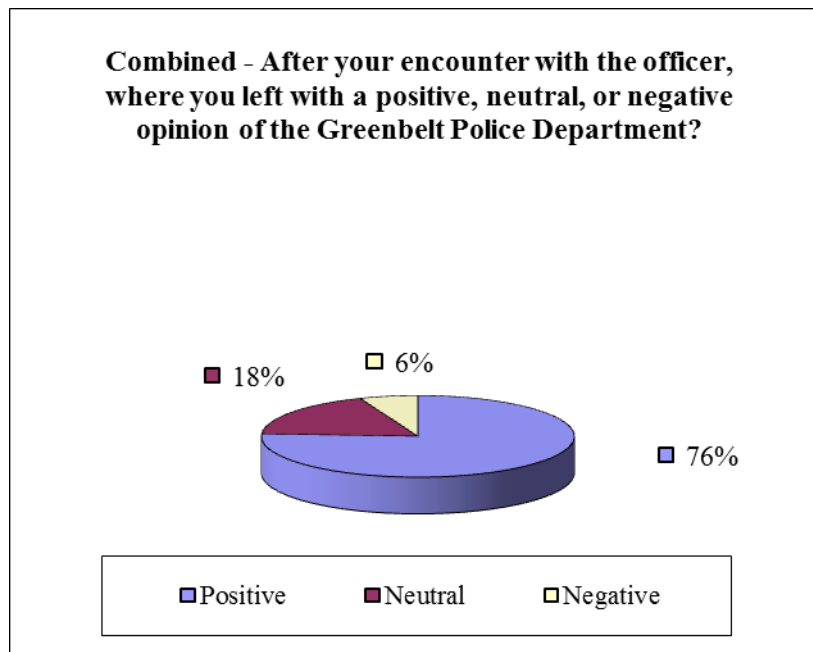
A combination of data from the Citizen Surveys and Traffic Stop surveys showed that after a citizen had an encounter with a Greenbelt police officer, 83% of the time they were left with a positive opinion of the officer(s). In 2013, 90% of those surveyed had a positive opinion of the officer(s), in 2012 80% and in 2011 85%.

Combined - After your encounter were you left with a positive, neutral, or negative opinion of the officer?



■ Positive ■ Neutral ■ Negative

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 2014, 76% of those surveyed were left with a positive opinion of the Department, 18% had a neutral opinion and 6% were left with a negative opinion. In 2013, 90% of those surveyed had a positive opinion of the Department, 5% were neutral and 5% were negative. In 2012, 76 % of those surveyed had a positive opinion, 21% were neutral and 3% were negative. In 2011, 85% had a positive opinion, 11% percent were neutral and 4% percent were negative.



The following were examples taken from several of the surveys in 2014:

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

I would like to see more police presence on Lakeside Drive.

Post Office should have cameras in front of the building.

In my opinion, there should be strict control of those who move randomly late in the night.

Need more street lighting

I have concerns over the burglaries and robberies occurring in Franklin Park. I just wonder if there's enough monitoring of the property.

Need to patrol more on Ridge Road and look into matters more completely.

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

I would like to see more police presence at Crescent Rd and Southway.

Pedestrians are hard to see at the library crosswalk. Parking spaces at the crosswalk should be removed.

Regular and consistent patrol.

I hope they have sensitivity training concerning transgender people.

The traffic on Ridge Rd needs monitoring for speeders early in the morning.

Continue the good work

They need more training.

Wish the time to arrive was shortened.

More patrols along Ora Glen Drive.

No – keep up the good work

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

Officer was very professional and courteous

I'd like to commend the officers who waited for me to arrive at my home after the burglary. One accompanied me into the house and explained how to obtain a copy of the incident report.

My son's tires were stolen at school. I would like to see more collaboration between the school and the police. No effort was made between the police or the school to solve the crime.

Officer was nice but I had questions about pressing charges against a person whole stole money from me and never got answers.

Thanks so much for all the help in my case. This makes me want to visit Maryland.

The Greenbelt Police do a very good job protecting the residents of Greenbelt.

Thank You.

Thank you for all your hard work

The Greenbelt Police are doing an excellent job concerning the safety of its citizens, but the number of officers needs to increase so the police are safe also.

