



Greenbelt Police Department

2017 Citizen Attitude and Opinion Survey



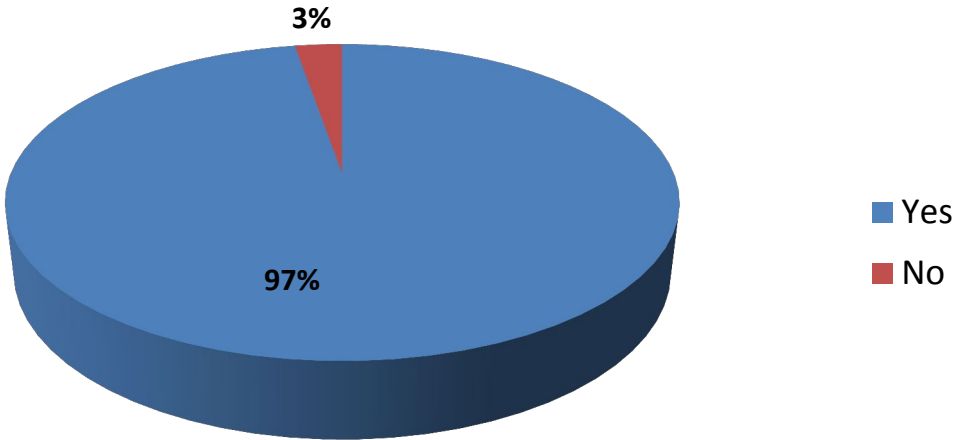
During calendar year 2017, the Greenbelt Police Department conducted random surveys of victims of crimes and individuals stopped for minor traffic violations. The purpose of the surveys is two-fold; First, citizens were asked to provide a report card on how officers interact with the public on a daily 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 2017, 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 12% (28) for Traffic Surveys and 16% (38) Citizen Contact Surveys. While not scientific, the survey is a legitimate tool to assess how the Department is serving the community.

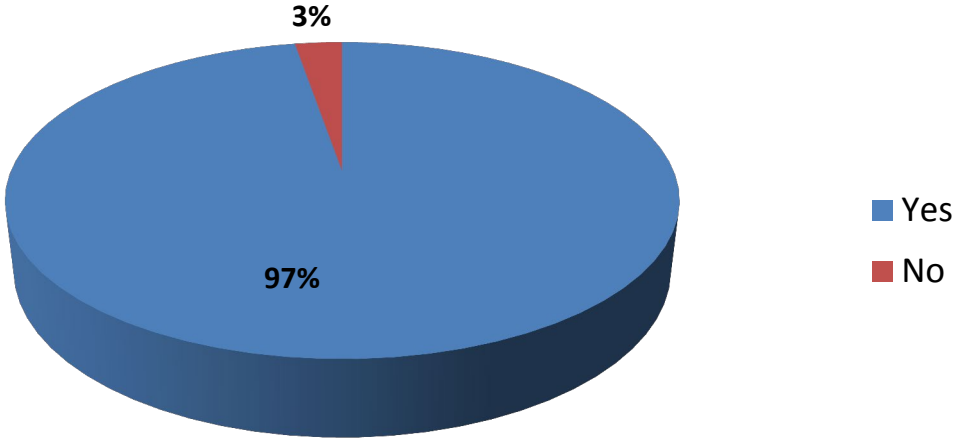
The purpose of this report is to provide a compilation of data from the Citizen Contact Surveys and Traffic Surveys received during 2017. The Citizen Contact Surveys provided the following:

Reports made to the police department:

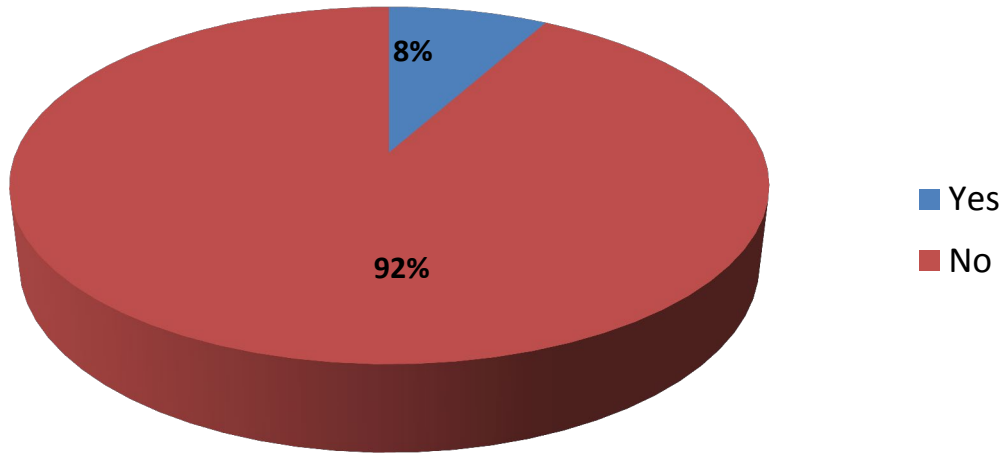
Was your phone call to Communications answered in a timely manner?



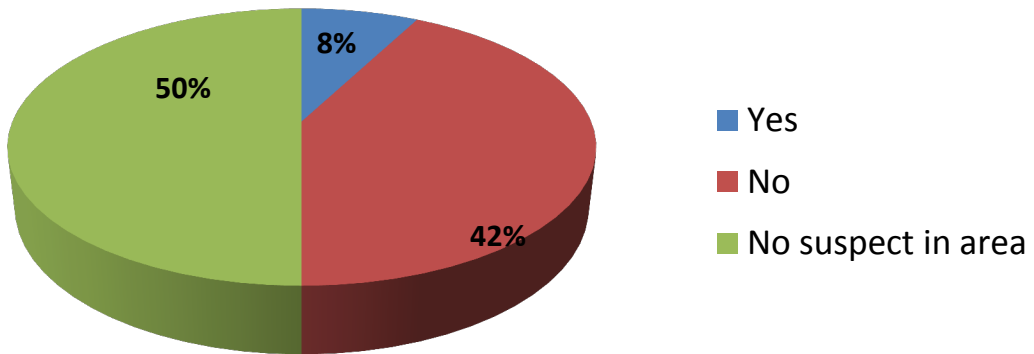
Was the Communications Specialist who answered your call polite?



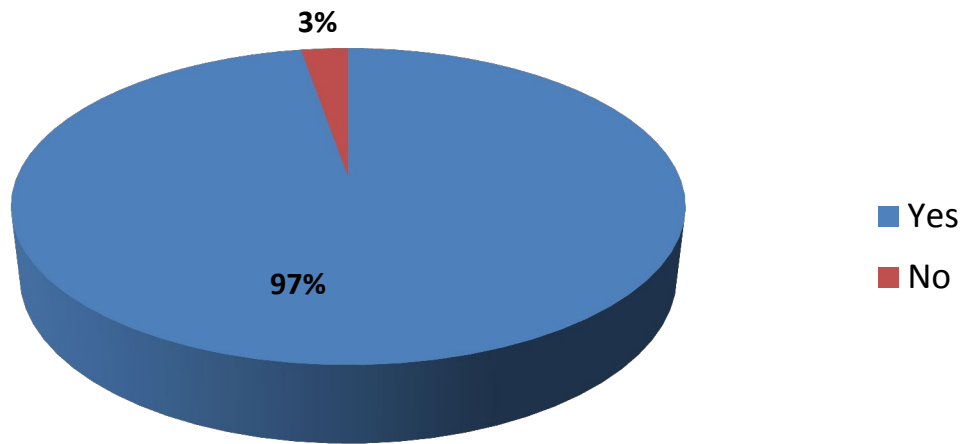
Was your call an emergency call?



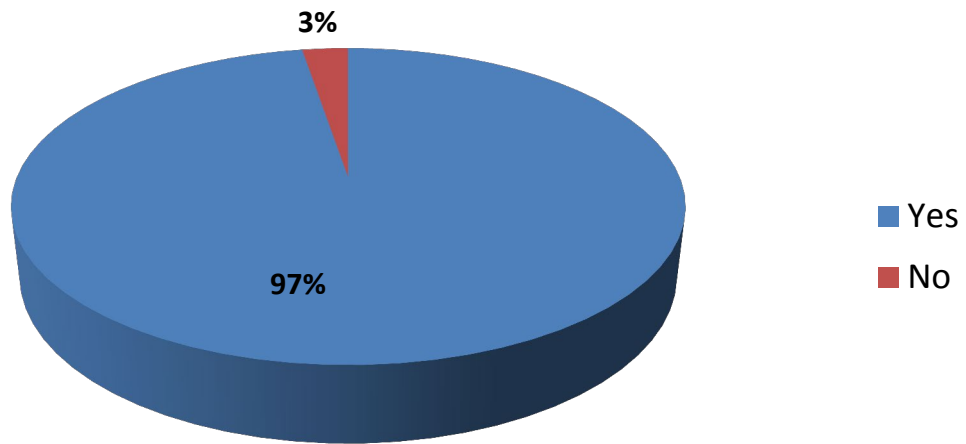
If your call was an emergency call, did the Communication Specialist keep you on the phone until Officer(s) arrived?



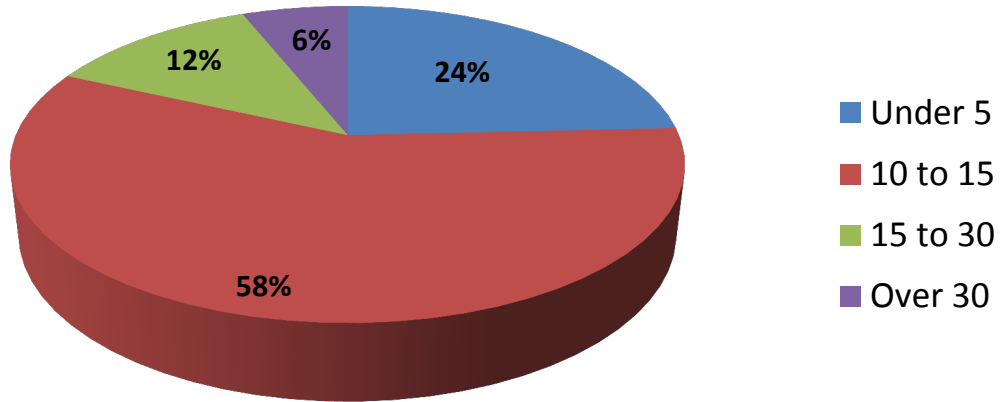
Did the Officer present a professional demeanor?



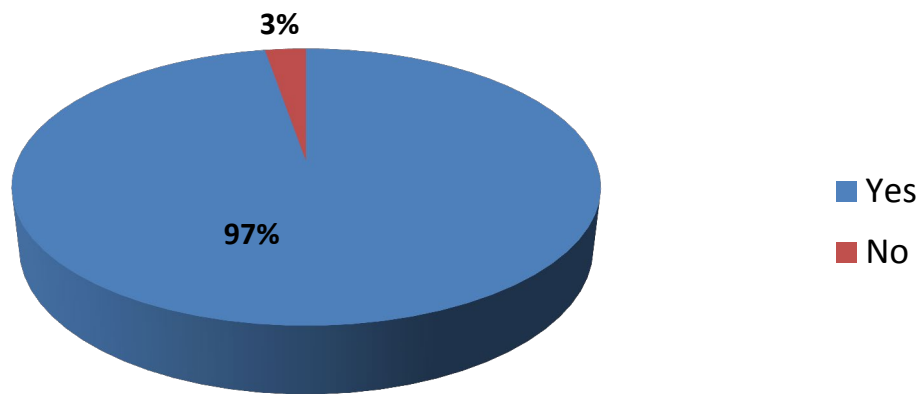
Was the officer courteous and understanding to your circumstances?



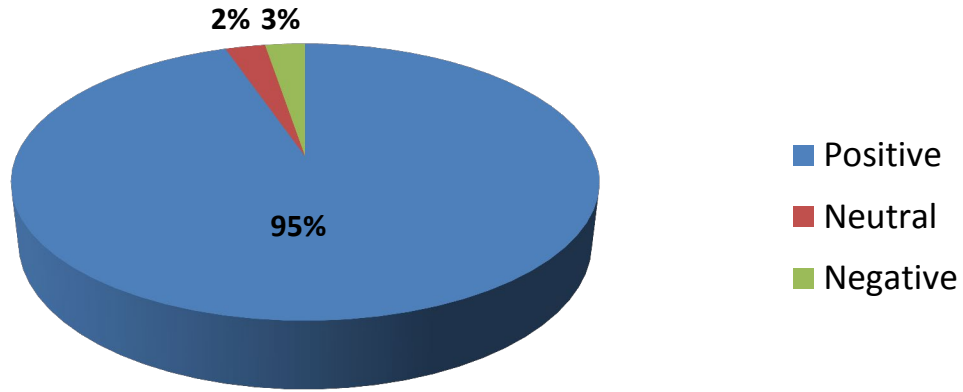
How long did it take for the officer(s) to arrive in minutes?



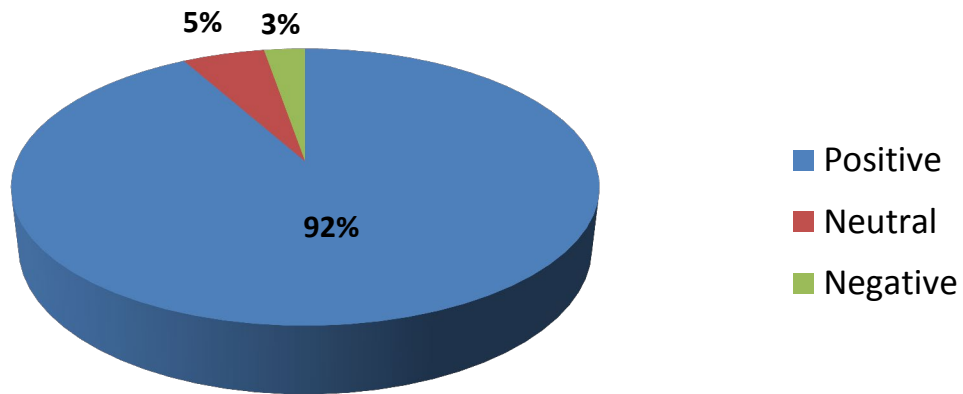
Did the officer communicate well with you about crime reporting and your particular incident?



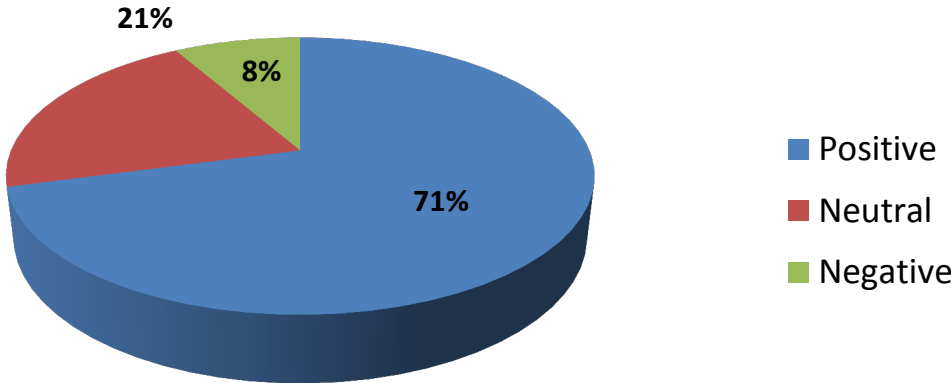
After your encounter with the Greenbelt officer what opinion do you have about the officer?



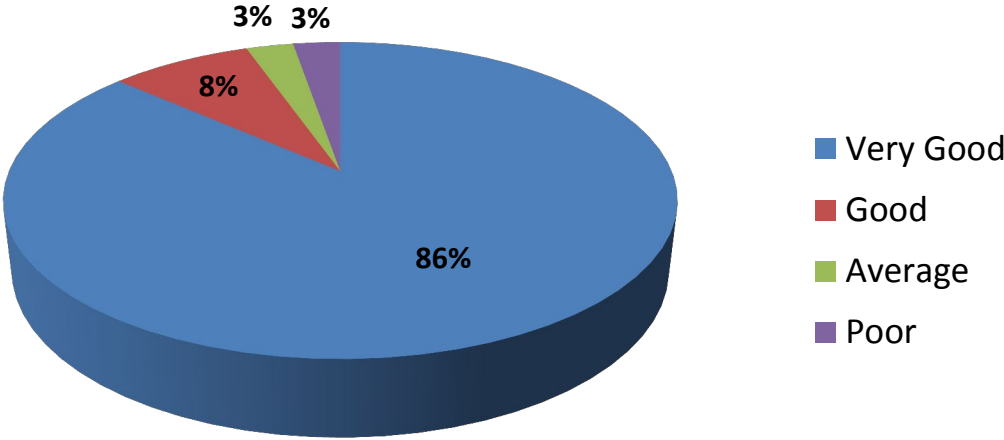
After your encounter with the Greenbelt officer what opinion do you have about the Greenbelt Police Department?



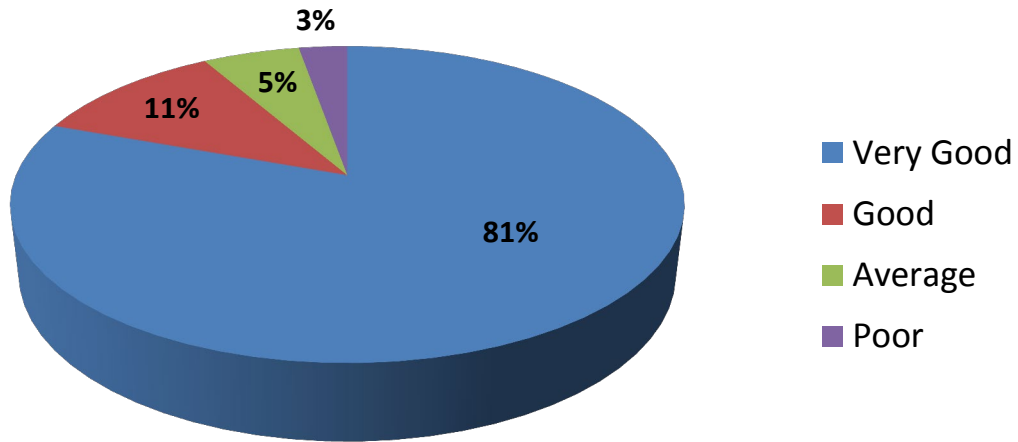
Have you ever had a previous encounter with the Greenbelt Police Department, if so how was the encounter?



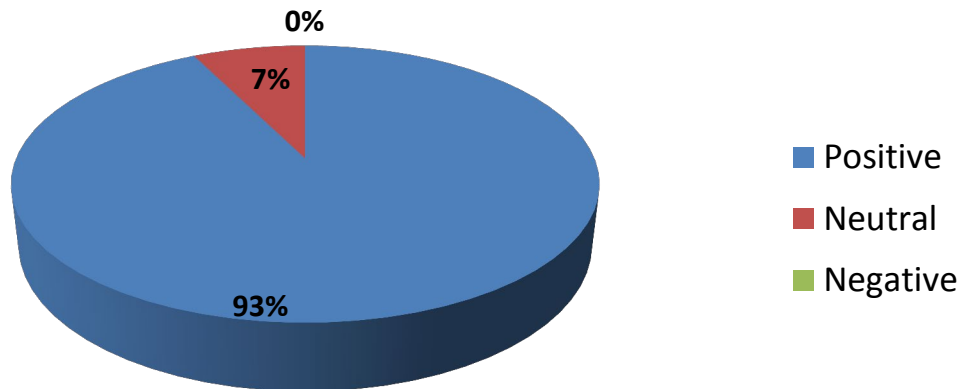
How do you rate the overall performance of the Greenbelt Police Department?



How do you rate the overall competence of agency employees?

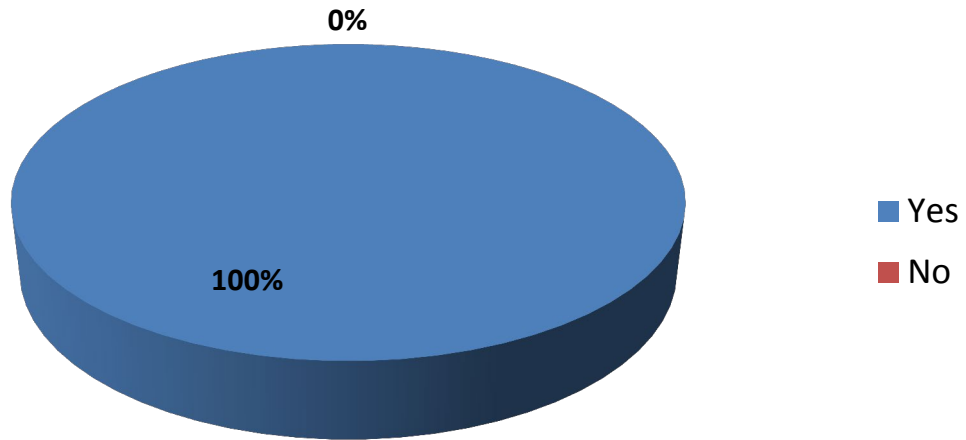


If you have had contact with other personal within the Department what impression did you have?

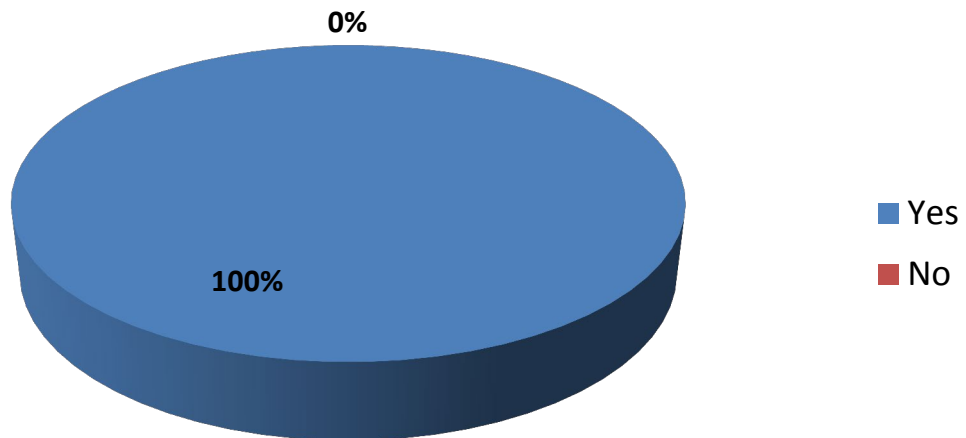


RESULTS OF CITIZEN CONTACT SURVEY--TRAFFIC STOPS

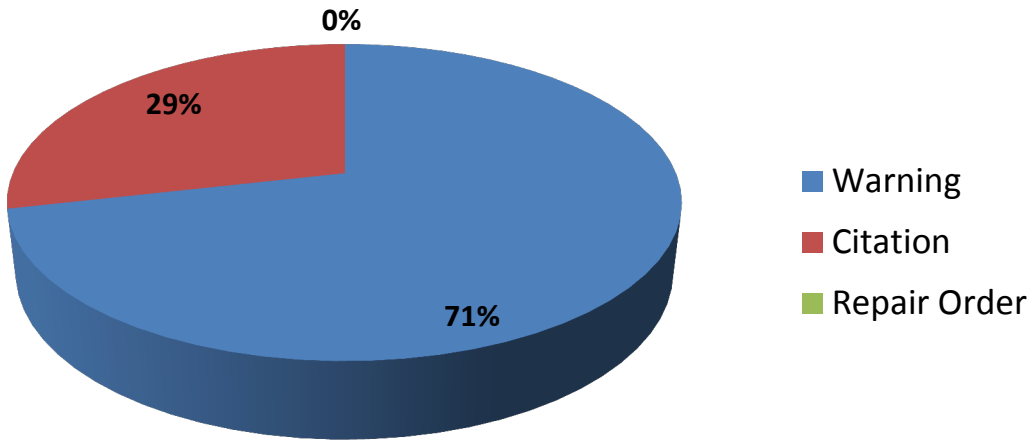
Was the officer's appearance professional in nature?



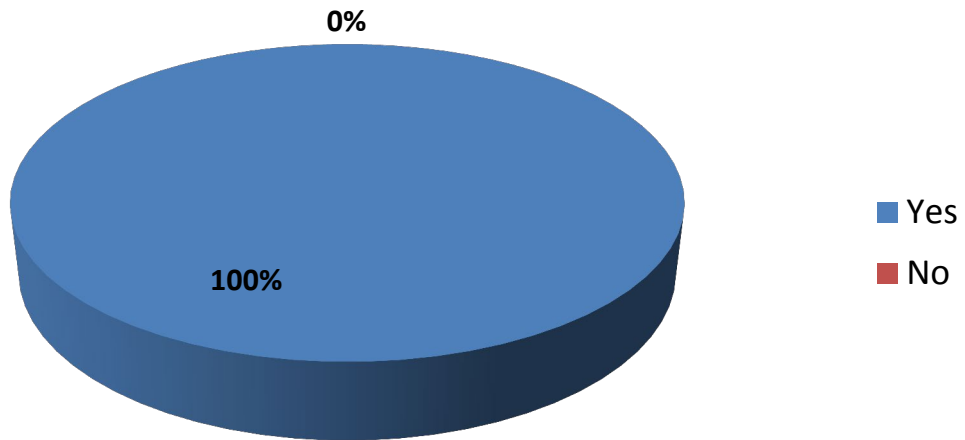
Was the officer courteous and explained the reason you were stopped?



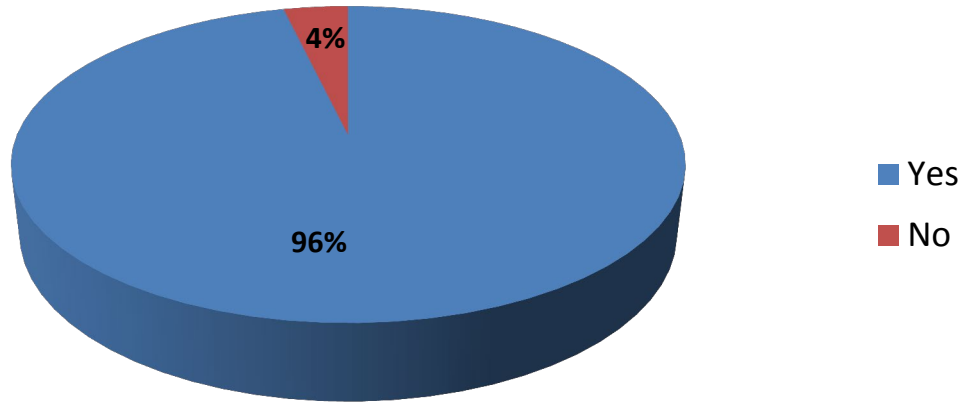
Were you issued a warning, citation or repair order?



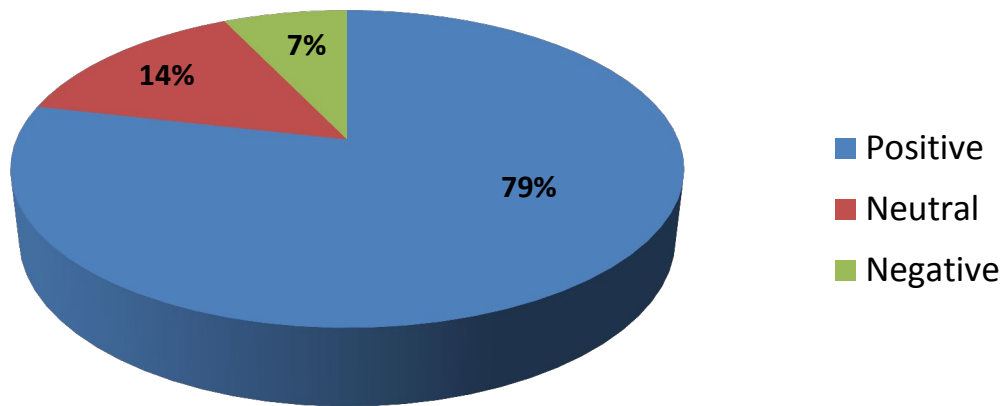
Did the officer explain the warning, citation, or repair order to you?



Did the officer answer the questions you asked?



After your traffic stop what opinion do you have of the officer?



After your traffic stop what opinion do you have of the Greenbelt Police Department?

