



Greenbelt Police Department

2012 Citizen Attitude and Opinion Survey



During calendar year 2012, 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.

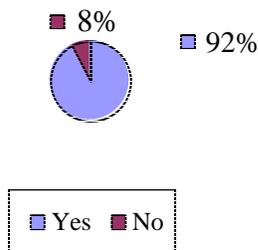
The Department randomly surveyed (480) people in 2012, forty (40) each month, who have had contact with the agency either by way of a traffic stop or by contacting the Department to report an incident. The return was 15% (74). While not scientific, the survey is a legitimate tool to assess how the Department 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 2012. The Citizen Contact Surveys provided the following:

Reports made to the police department:

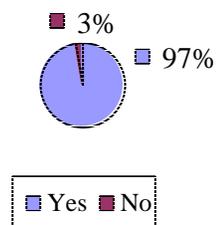
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Was your phone call answered in a timely manner?



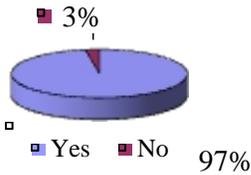
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Was the communication specialist who answered your call polite?

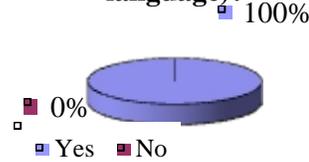


As in past years, nearly all of those surveyed stated that their call for assistance was answered in a polite and timely manner.

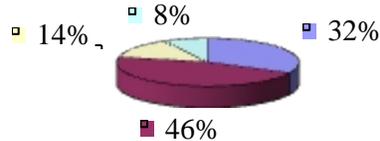
Was the officer(s) courteous and understanding to your circumstances?



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

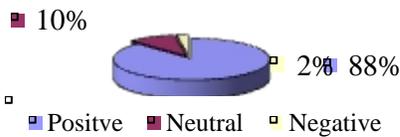


How long did it take for the officer(s) to arrive?

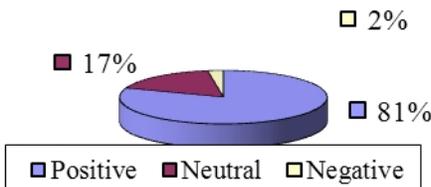


Less than 5 minutes 5-15 minutes
 15-30 minutes 30 plus minutes

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

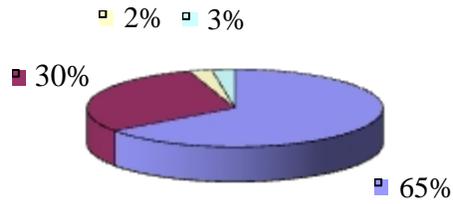


After the encounter with the Greenbelt officer, were you left with a positive, neutral or negative opinion of the Greenbelt Police Department?



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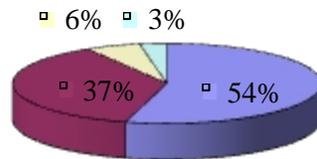
How do you rate the overall performance of the Greenbelt Police Department?



□ Very Good □ Good □ Average □ Poor

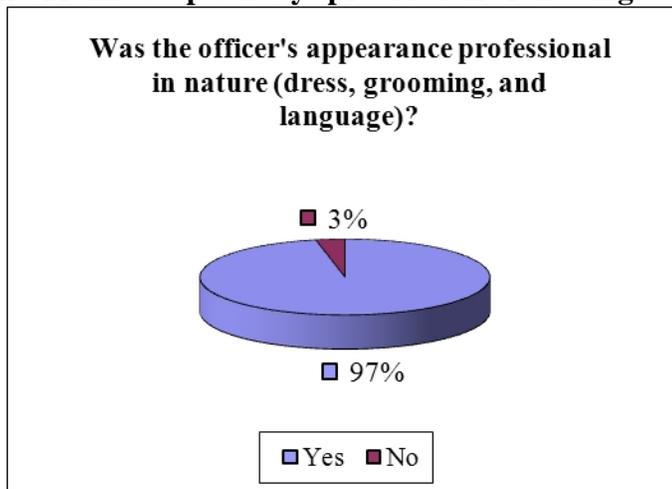
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How do you rate the overall competency of agency personnel

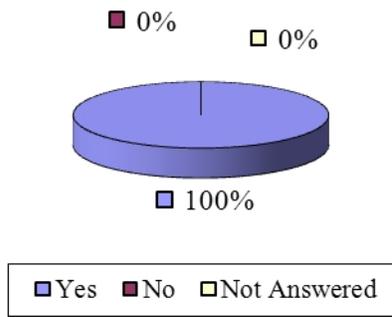


□ Very Good □ Good □ Average □ Poor

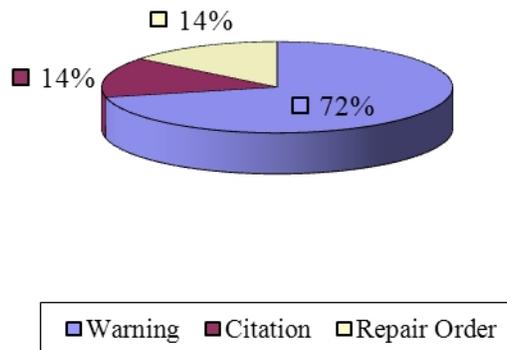
The Traffic Stop Surveys provided the following data:



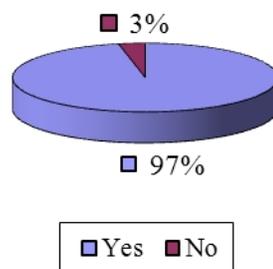
Was the officer courteous and explain the reason why you were stopped?



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

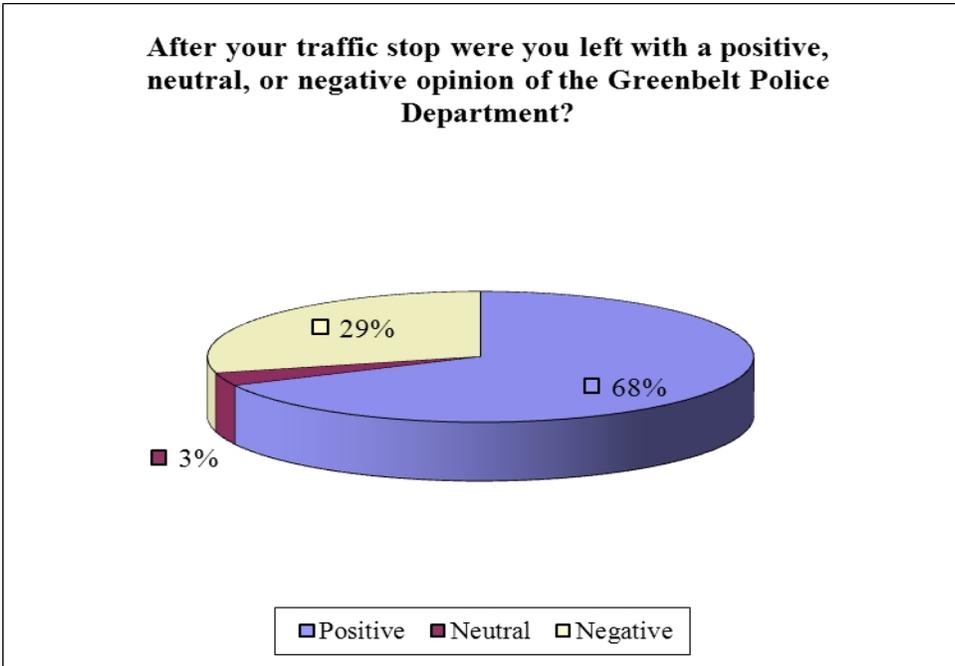
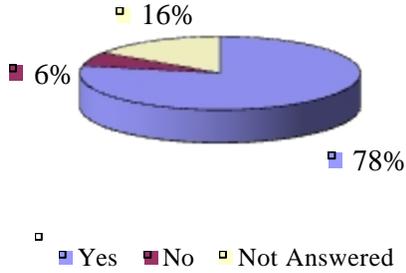


Did the officer explain the warning, citation, or repair order to you?

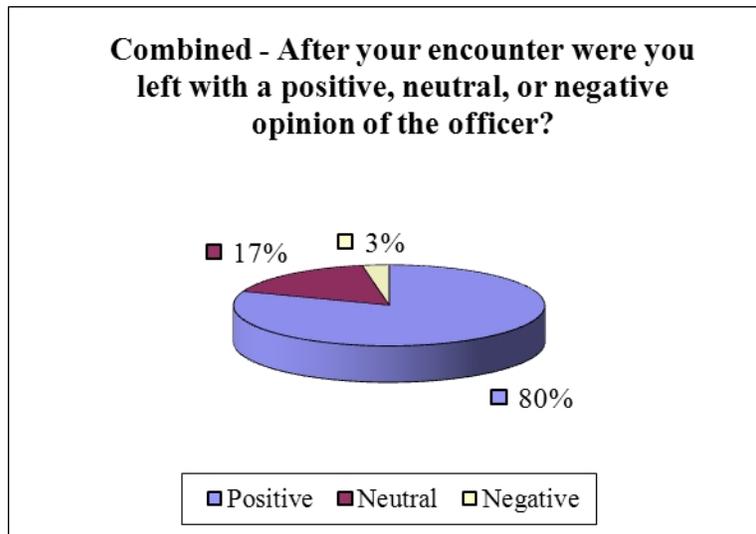


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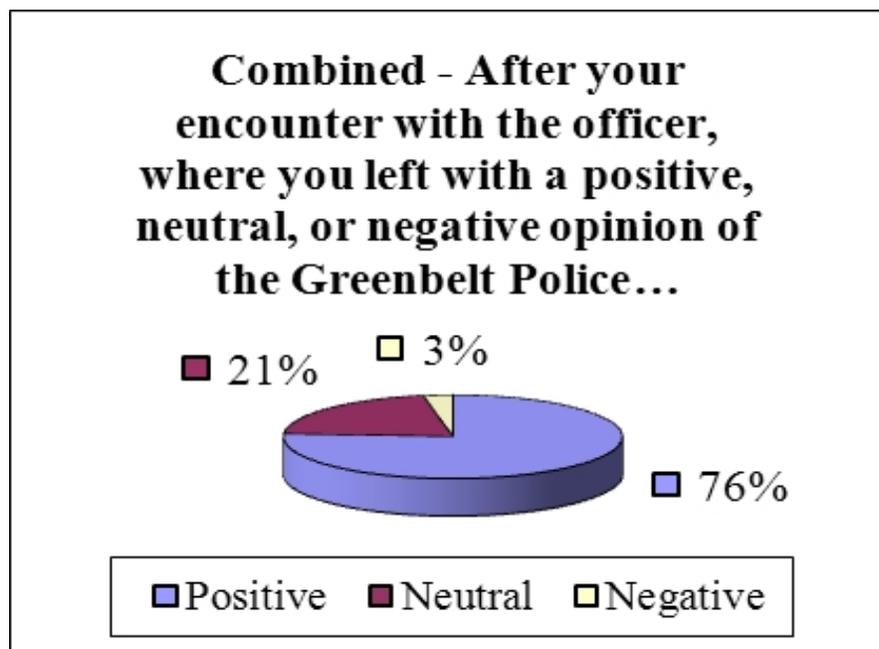
Did the officer answer the questions you asked?



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, 80% of the time they were left with a positive opinion of the officer(s). In 2011 85% of those surveyed had a positive opinion of the officer(s), in 2010 83% and in 2009 81%.



A combination of data from the Citizen Survey and Traffic Stop Surveys showed that after a citizen had an encounter with the Greenbelt police officer, In 2012, 76% of those surveyed were left with a positive opinion of the Department. 21% had a neutral opinion. The remaining 3% were left with a negative opinion. In 2011, 85% of the time they were left with a positive opinion of the Department. 11% stated their opinion was neutral and 4% negative. In 2010, 87% of those surveyed had a positive opinion of the Department, 11% neutral and 2% negative. In 2009, 79% had a positive opinion, 20% percent neutral and 1% percent of those surveyed had a negative opinion.



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

Yes, Rapists and break-in/robberies in the community of Franklin Park

Somewhat concerned about vandalism, personal attacks, break-in

Yes I do have safety as a resident of City of Greenbelt

This neighborhood is no longer safe

The amount of vandalism on Ora Glen Drive

Some a little nasty at times

None- Every time I have contacted Greenbelt Police, the response has always been prompt, concerned, and thorough. A special thank you to Capts Schinner and Kemp and also Officer Kelly Lawson. Capt Schinner has continued to keep in touch with me and other residents in my building and has helped to move the drug activities away from our building for the most part. He has made sure that our concerns have been addressed quickly and thoroughly. The residents of XXXX Hanover appreciate all the Greenbelt Police Dept has done to help us with our issues re drug activities. Thank you.

Yes. Young kids keying vehicles, smoking weed in the path from basketball court behind Ora Ct leading to the commerce building and on the path behind Ora Ct.

Safety is always a concern

Greenbelt Police have a reputation that they don't play.

The officer came to my house/apartment and took statement about my incident. He never called me or gave me any update about the case. I called 4 times but never spoke to him.

I'm concerned about youth related crimes.

I have a concern about my own son coming every time without my knowledge to my house. I have a fear that one day he might kill me.

No concerns. Just glad to see Greenbelt Police doing a good job.

I have seen wildlife crossing Crescent Rd numerous times and wonder if a sign could be posted to alert drivers (especially between Greenhill and the lake entrance). Just general safety issues, especially at night.

Yes, thefts from autos and attempted auto thefts, and actual auto thefts are OUT OF CONTROL. I have been a repeat victim over the years. Unacceptable!

Yes. The person arrested lives within walking distance of my home, and I've been subpoenaed to testify. I'm a little worried about possible retribution.

The safety and security system in the area or the city as a whole needs to be intensified because a lot of intruders have enter the city. Last year my supervisor who live in University Square apartment were attacked in the area during the summer at gun point and took everything from him.

Still concerned about kids taking opportunity to vandalize, etc.

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.

Not really but they should keep on with their hard work and commitment.

More police patrol and neighborhood involvement.

Greenbelt police department is committed to keeping the community safe and their performance is very much appreciated.

Patrol Mandan Rd. and Canning Terrace before and after school.

Act professional and responsible. The officer should care about people's safety and treat them with respect.

It is my observation that there seems to be too many teenagers present in my neighborhood during school hours. Also police visibility, ie marked cars parked in heavily travel walking areas during afternoon hours when residents are coming home from work and leaving early morning would serve to effect criminal activity.

I have called the non-emergency line to report non-emergency safety issues + received less than an appreciative response. Since we are encouraged to call, it would be helpful to receive a more favorable response from the persons answering the phone.

Do something about auto thefts + thefts from auto, especially in the 7700 block of Hanover Parkway. Cameras, tag readers, more patrols, auto theft unit, etc.

I suggest that the police patrol more at University Square apartments and the city as a whole to bring the crime and suspicious people activities under control.