



Greenbelt Police Department

2015 Citizen Attitude and Opinion Survey



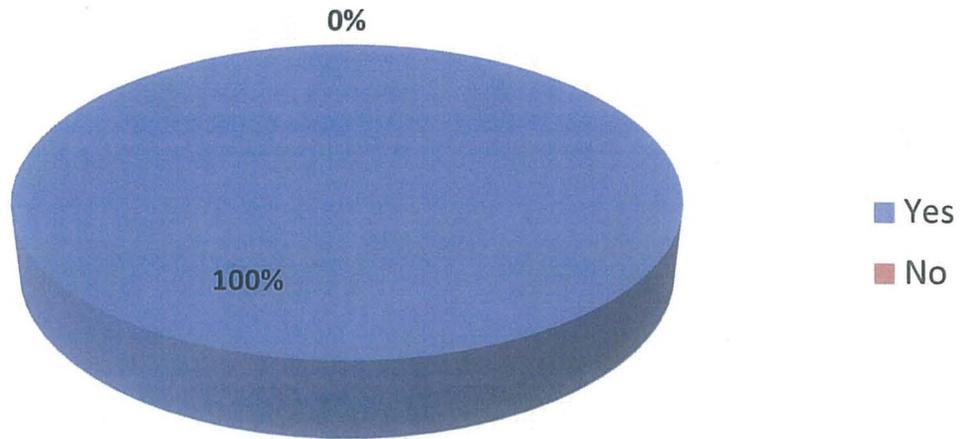
During calendar year 2015, the Greenbelt Police Department conducted random surveys of victims of crimes and individuals stopped for minor traffic violations. The purpose of the surveys is two-fold; First, citizens were asked to provide a report card on how officers interact with the public on a daily 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 2015, 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 14% (34) for Traffic Surveys and 15% (37) Citizen Contact Surveys. While not scientific, the survey is a legitimate tool to assess how the Department is serving the community.

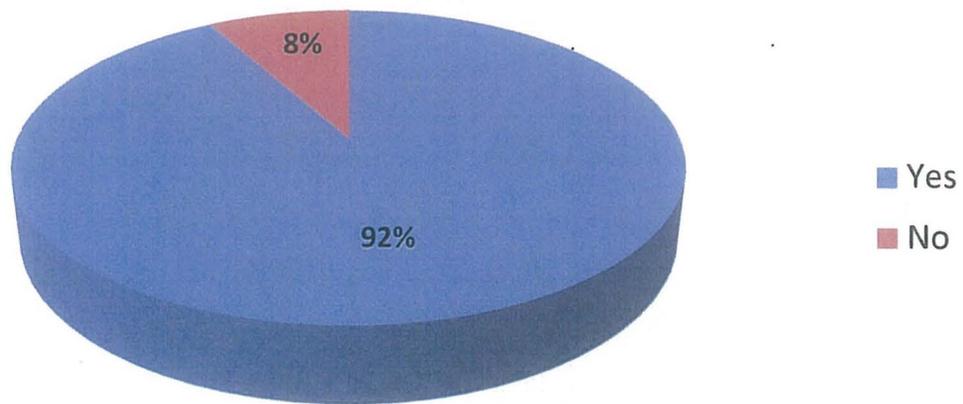
The purpose of this report is to provide a compilation of data from the Citizen Contact Surveys and Traffic Surveys received during 2015. The Citizen Contact Surveys provided the following:

Reports made to the police department:

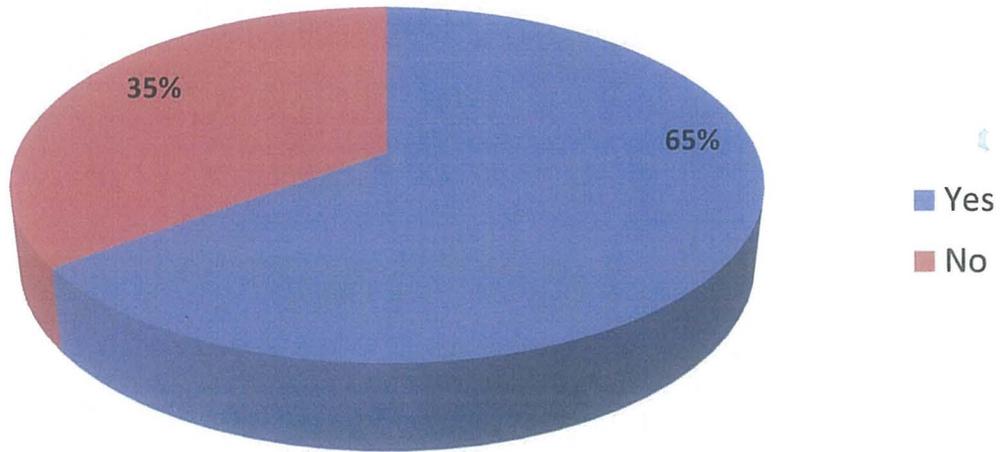
Was your phone call to Communications answered in a timely manner?



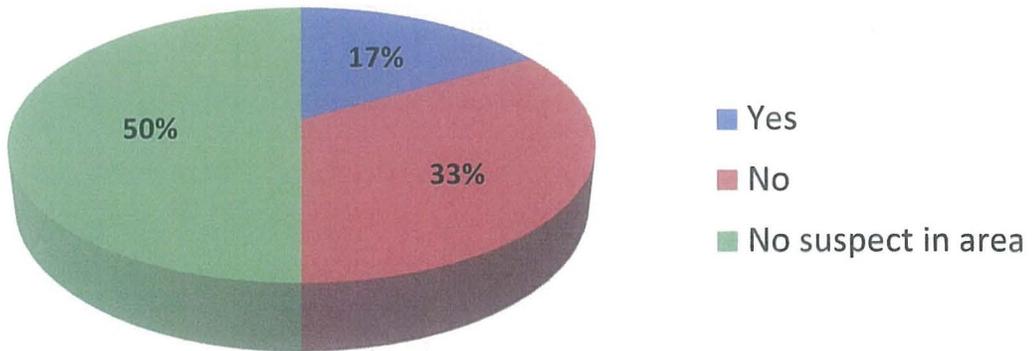
Was the Communications Specialist who answered your call polite?



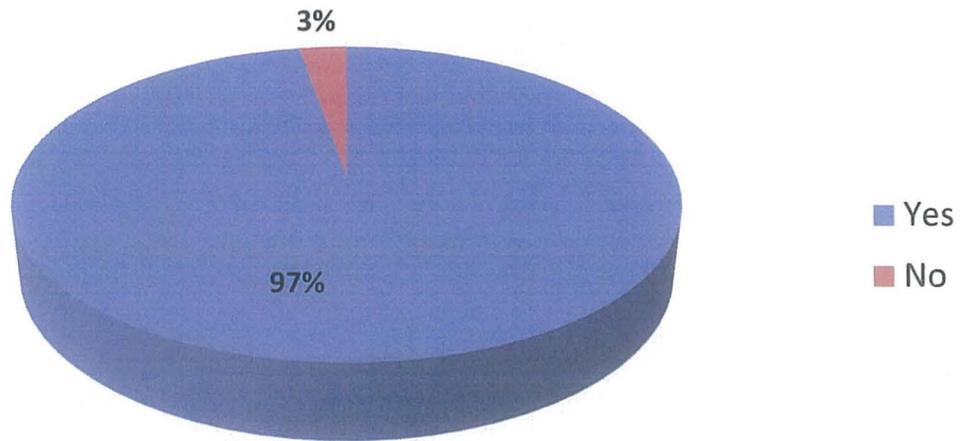
Was your call an emergency call?



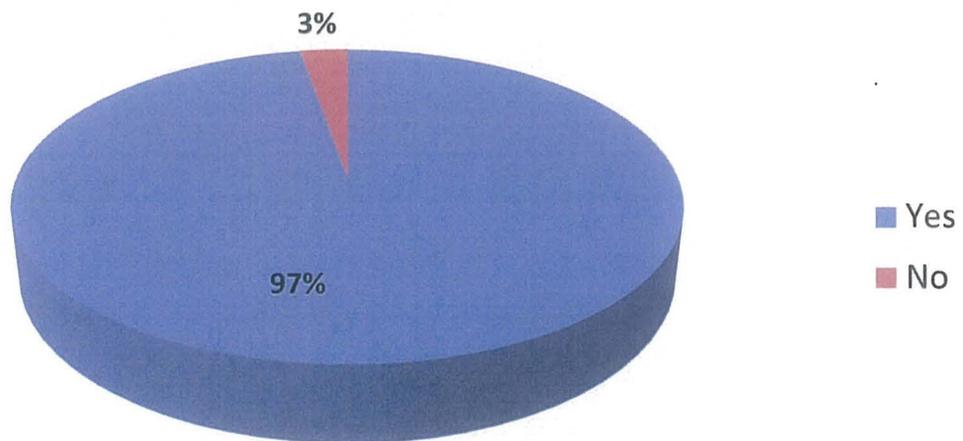
If your call was an emergency call, did the Communication Specialist keep you on the phone until Officer(s) arrived?



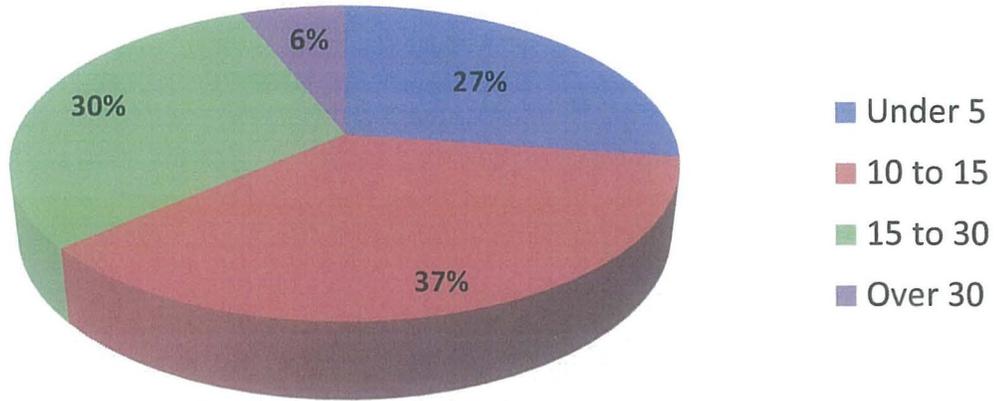
Did the Officer present a professional demeanor?



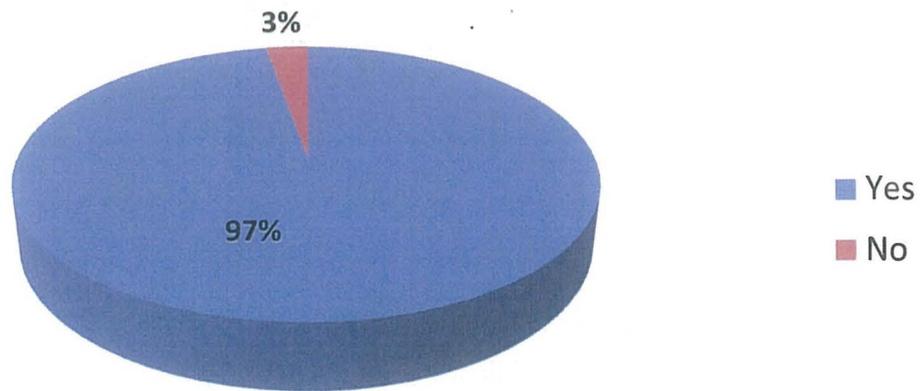
Was the officer courteous and understanding to your circumstances?



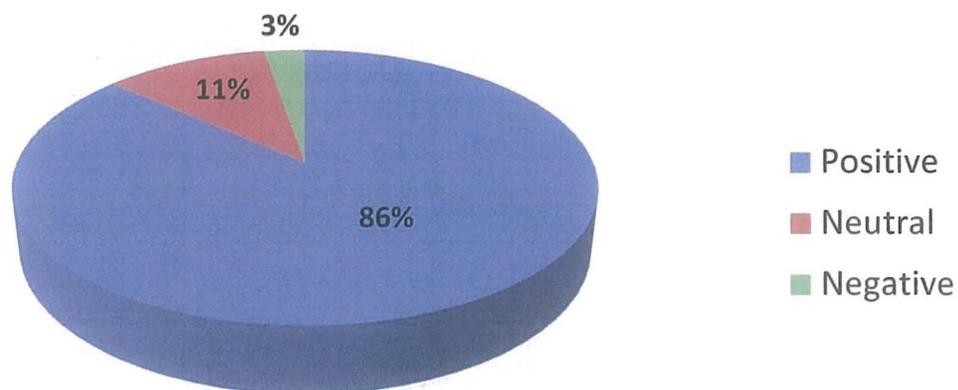
How long did it take for the officer(s) to arrive in minutes?



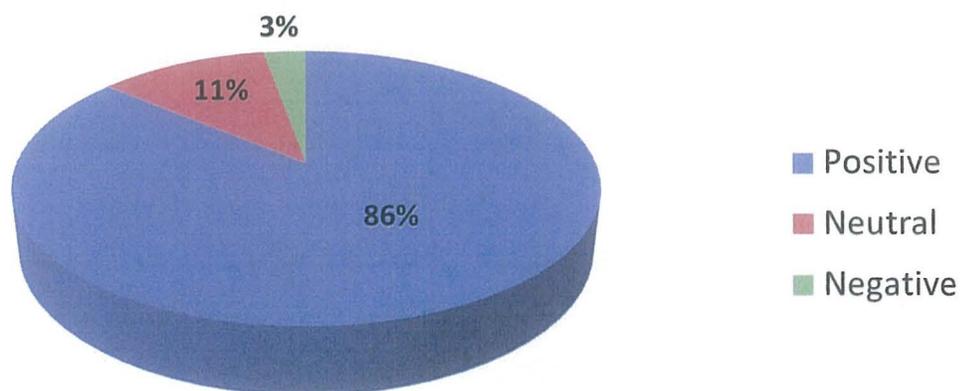
Did the officer communicate well with you about crime reporting and your particular incident?



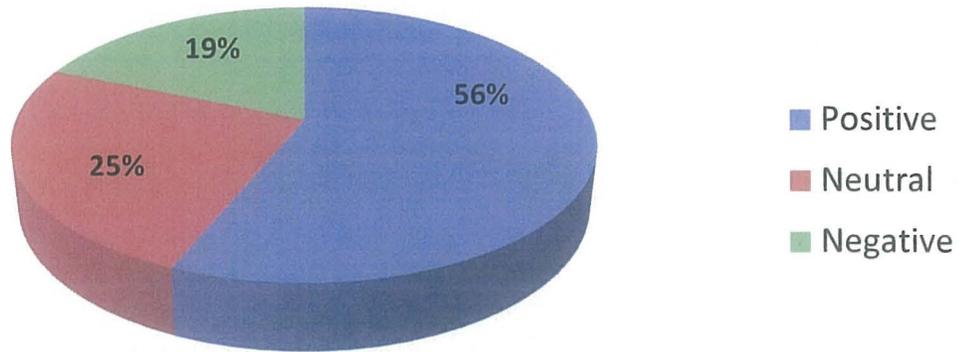
After your encounter with the Greenbelt officer what opinion do you have about the officer?



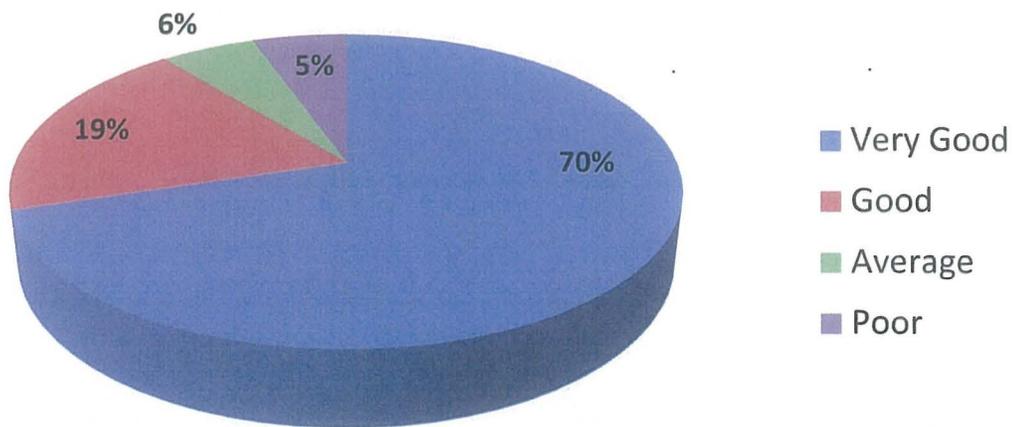
After your encounter with the Greenbelt officer what opinion do you have about the Greenbelt Police Department?



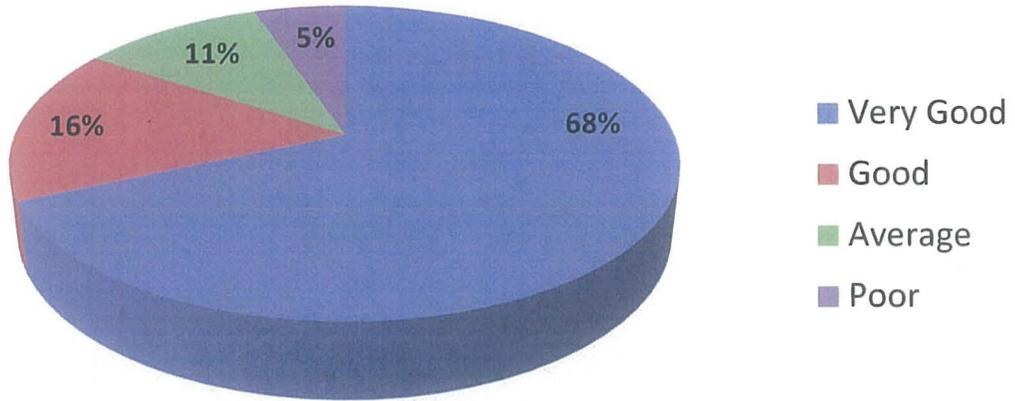
Have you ever had a previous encounter with the Greenbelt Police Department, if so how was the encounter?



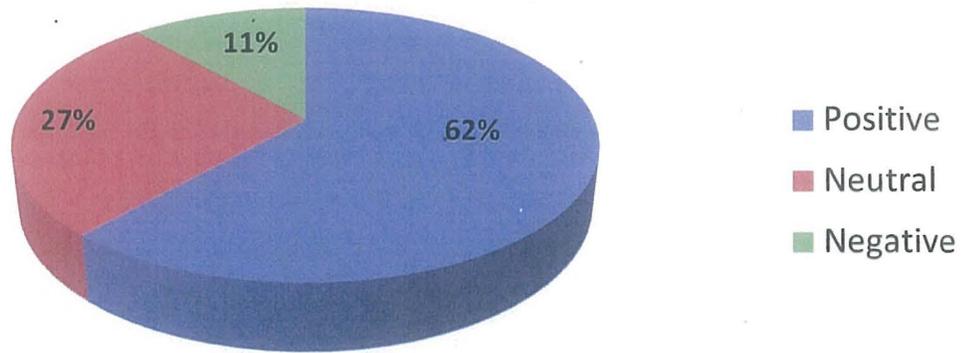
How do you rate the overall performance of the Greenbelt Police Department?



How do you rate the overall competence of agency employees?

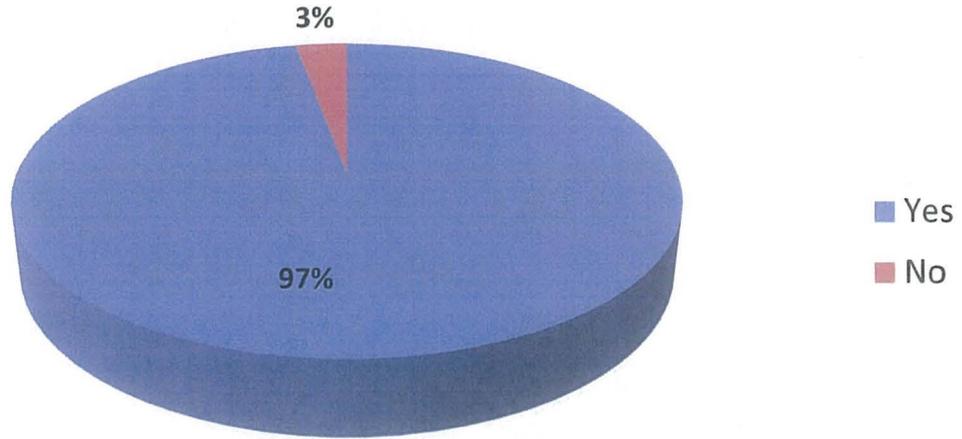


If you have had contact with other personnel within the Department what impression did you have?

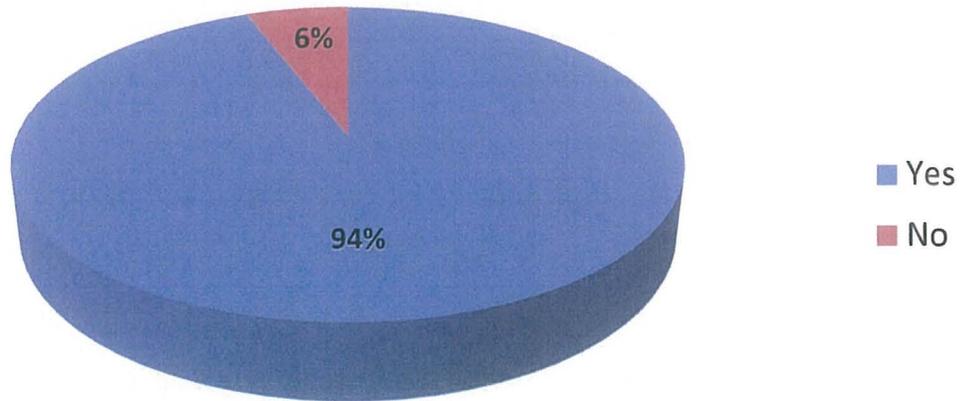


RESULTS OF CITIZEN CONTACT SURVEY--TRAFFIC STOPS

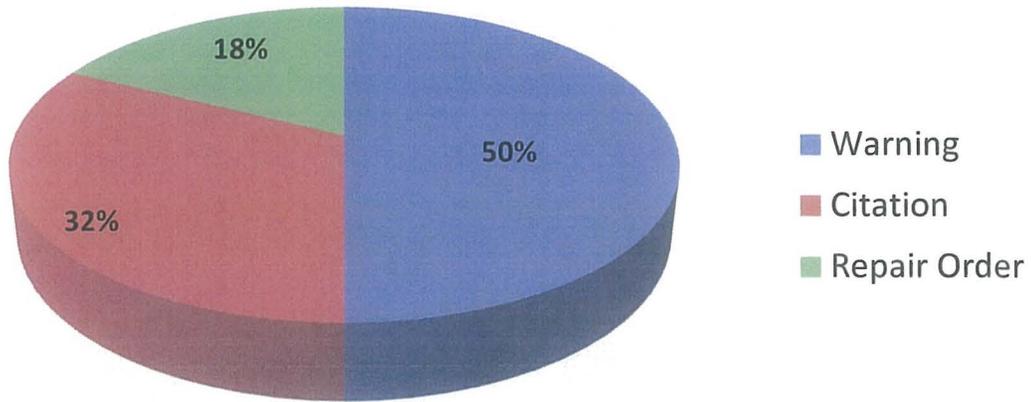
Was the officer's appearance professional in nature?



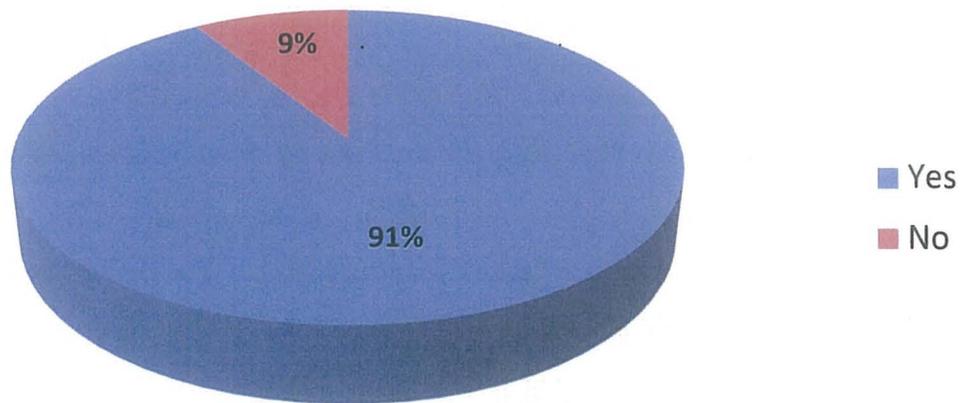
Was the officer courteous and explained the reason you were stopped?



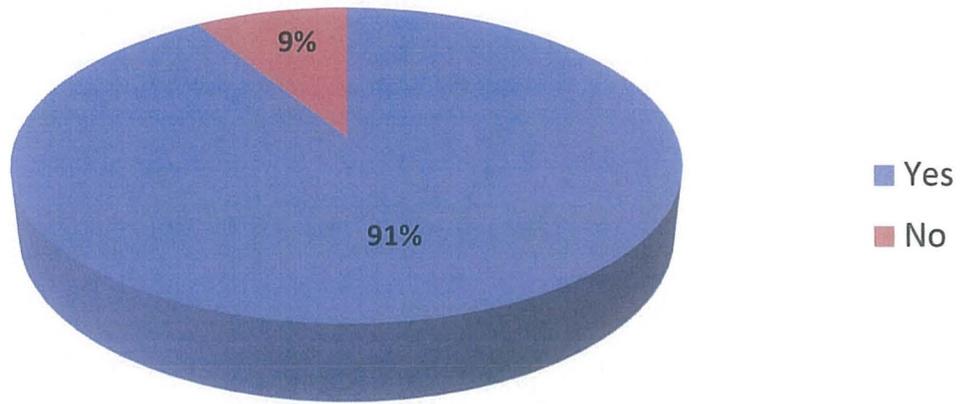
Were you issued a warning, citation or repair order?



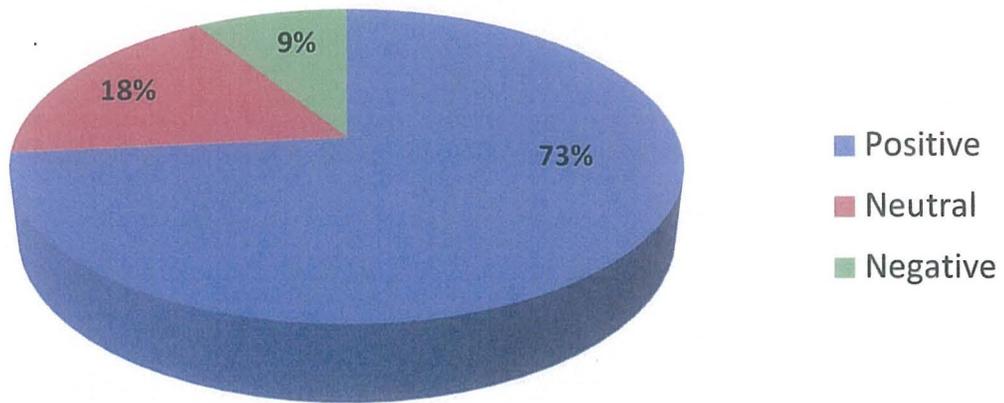
Did the officer explain the warning, citation, or repair order to you?



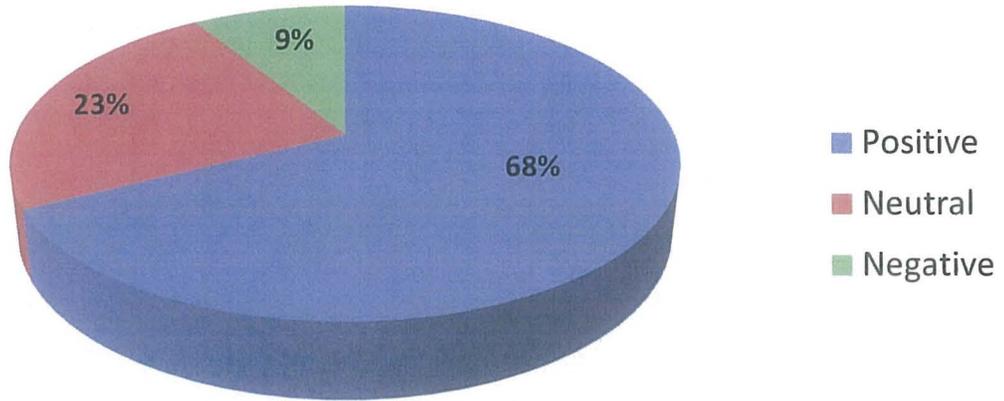
Did the officer answer the questions you asked?



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?





Greenbelt Police Department

Accreditation Surveys & Analysis



CITIZEN ATTITUDE AND OPINION SURVEY – The Department randomly surveyed (480) people a year, (40) each month who had contact with the agency by way of traffic stop or contacting the Department to report an incident. In 2015, the return rate was 15% compared to 18% in 2014 and 15% in 2013.

Crime Report Survey Data (data converted to percent)

Was your phone call answered in a timely manner?

	2010	2011	2012	2013	2014	2015
YES	97	96	92	96	96	100
NO	3	4	8	4	4	0

Was the communication specialist who answered your call polite?

	2010	2011	2012	2013	2014	2015
YES	95	96	97	96	100	92
NO	5	4	3	4	0	8

Was the Officer courteous and understanding to your circumstances?

	2010	2011	2012	2013	2014	2015
YES	95	98	97	96	96	97
NO	5	2	3	4	4	3

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

	2010	2011	2012	2013	2014	2015
YES	100	98	100	98	100	97
NO	0	2	0	2	0	3

How long did it take for the officers to arrive?

	2010	2011	2012	2013	2014	2015
Less than 5 min	13	16	32	40	27	27
5-15 minutes	42	59	46	50	51	37
15-30 minutes	38	20	14	8	16	30
30 plus minutes	7	5	8	2	6	6

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

	2010	2011	2012	2013	2014	2015
POSITIVE	87	87	88	96	88	86
NEUTRAL	8	10	10	2	10	11
NEGATIVE	5	3	2	2	2	3

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

	2010	2011	2012	2013	2014	2015
POSITIVE	90	83	81	96	84	86
NEUTRAL	8	14	17	2	14	11
NEGATIVE	2	3	2	2	2	3

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

	2010	2011	2012	2013	2014	2015
VERY GOOD	71	64	65	76	70	70
GOOD	21	23	30	20	22	19
AVERAGE	3	9	2	2	4	6
POOR	5	4	3	2	4	5

How do you rate the overall competence of agency personnel?

	2010	2011	2012	2013	2014	2015
VERY GOOD	66	53	54	76	66	68
GOOD	26	39	37	20	22	16
AVERAGE	4	4	6	2	8	11
POOR	4	4	3	2	4	5

TRAFFIC STOP SURVEY DATA (data converted to percent)

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

	2010	2011	2012	2013	2014	2015
YES	100	95	97	96	94	97
NO	0	5	3	4	4	3

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

	2010	2011	2012	2013	2014	2015
YES	93	95	100	96	94	94
NO	7	5	0	4	6	6

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

	2010	2011	2012	2013	2014	2015
WARNING	63	76	72	64	67	50
CITATION	30	16	14	27	33	32
REPAIR ORDER	7	8	14	9	0	18

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

	2010	2011	2012	2013	2014	2015
YES	93	97	97	98	91	91
NO	7	3	3	2	9	9

Did the officer answer the questions you asked?

	2010	2011	2012	2013	2014	2015
YES	96	95	94	98	91	91
NO	4	5	6	2	9	9

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

	2010	2011	2012	2013	2014	2015
POSITIVE	75	81	80	86	76	73
NEUTRAL	14	13	17	7	12	18
NEGATIVE	11	6	3	7	12	9

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

	2010	2011	2012	2013	2014	2015
POSITIVE	76	68	68	86	64	68
NEUTRAL	20	24	29	7	24	23
NEGATIVE	4	8	3	7	12	9

USE OF FORCE ANALYSIS

	2010	2011	2012	2013	2014	2015
Firearm	0	0	0	0	0	0
Taser/ERD	5	8	1	1	0	0
Taser/Probe	4	8	3	6	3	4
Taser/Display	6	***	***	5	3	8
Flashlight	0	0	0	0	1	0
Baton Impact	1	0	0	0	0	0
Pepper Spray (OC)	1	1	0	0	0	0
Empty Hand	5	10	8	10	7	10
Canine	***	***	***	***	0	1
Total	22	27	12	22	14	23

In 2015 the Department responded to 27,445 calls for service and arrested 624 individuals. Force was used only during 20 of the 27,445 calls for service. (Note: There were 23 reports of use of force during these 20 incidents, in some cases; several officers used force during the same call for service).

INTERNAL AFFAIRS INVESTIGATIONS

2015

Complaint Type	Admin. Closed	Exonerated	Not Sustained	Sustained	Unfounded	Open/Suspended	Total	Investigated by Division Commander	Internal Affairs Investigation
Excessive Force	0	0	0	0	0	1	1	0	1
Unnecessary Force	0	2	0	0	0	0	2	2	0
Traffic Collisions	0	13	0	8	0	0	21	21	0
Misconduct *	1	0	0	1	2	0	4	4	0
Policy Violations	0	0	0	1	0	0	1	0	1
Courtesy	0	0	4	0	2	1	7	7	0
Grand Total	1	15	4	10	4	1	36	34	2

* Misconduct includes traffic complaints.

Dispositions Types:

1. Administratively Closed: When investigations are completed and non-disciplinary actions, such as training or counseling, are provided.
2. Exonerated: When investigation determines that the incident did occur, but the actions of the accused were justified, lawful and proper.
3. Not Sustained: When an investigation fails to disclose sufficient evidence to prove or disprove an allegation.
4. Sustained: When the investigation discloses sufficient evidence to establish a prima facie case with respect to the allegations of misconduct.
5. Unfounded: When the investigation indicates that the alleged acts did not occur.

Pursuit Analysis

2015

Date of Pursuit	Day of Week	Time of Pursuit	Distance (miles)	Reason	Location Pursuit Began
06/30/15	Tue	1708	1 mile	Armed carjacking	193 @ Greenway Shopping Center

DEPARTMENT COLLISION REPORT

Total number of accidents involving police department vehicles:

	2010	2011	2012	2013	2014	2015
Total collisions	19	17	17	18	20	21

Status of officer at time of collision

	2010	2011	2012	2013	2014	2015
Emergency Call	2	6	1	0	1	0
Non-Emergency	17	11	16	18	19	21

Collision type:

	2010	2011	2012	2013	2014	2015
Preventable	11	3	7	7	8	9
Non-preventable	8	14	10	11	12	12

DEPARTMENT GRIEVANCE ANALYSIS

Grievances filed

	2010	2011	2012	2013	2014	2015
Total Grievances	0	4	0	2	3	4

NOTE: Complete copies of the CALEA Survey and Analysis source documents are available from Accreditation Manager James Parker Greenbelt Police Department, Office of Professional Standards at (240)542-2111.