



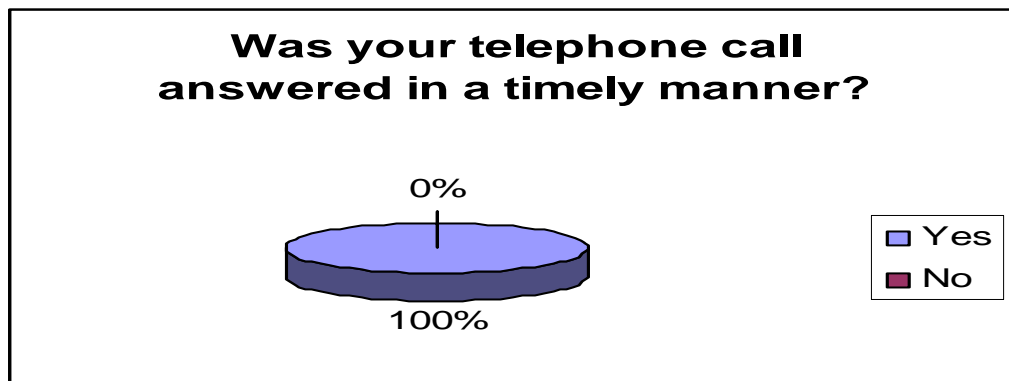
GREENBELT POLICE DEPARTMENT

CITIZEN ATTITUDE AND OPINIONS SURVEY 2006

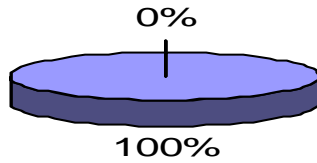
During calendar year 2006 the Greenbelt Police Department conducted random surveys of victims of crimes and individuals stopped for minor traffic violations. The purpose of the survey was two-fold. First, citizens were asked to provide a report card on how officers interact with the public on a day-to-day basis. Second, allow individuals who live, work or travel through the City of Greenbelt to voice concerns about the Department or issues in the community. The Citizen Contact Survey and Traffic Surveys are sent out monthly and provides “fresh” data to ensure the Chief and Command Staff are kept abreast of citizen concerns.

The City of Greenbelt on a biennial basis conducts an election survey to obtain a report card on all City Departments. It also allows citizens the opportunity to voice their opinions and concerns about issues with the Department and/or crime concerns. The election survey is made available to every registered voter who goes to the polls. Additionally, the City of Greenbelt publishes the survey twice in the *Greenbelt News Review* just prior to the November elections. Citizens who are not registered voters may mail or bring the election survey to the City offices for inclusion in the final report. The election survey touches a greater number of individuals than the Citizen Contact and Traffic Surveys. Between the three surveys, the Chief and Command Staff are provided a broad perspective of how the Department and the Agency’s employees are perceived by the public.

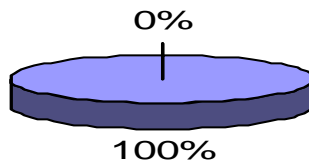
The purpose of this report is to provide a collection of the Citizen Contact Survey and Traffic Survey data received during 2006. The Citizen Contact Surveys provided the following data:



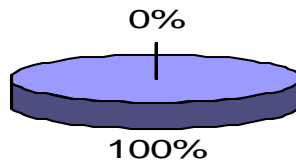
Was the Communications Specialist who answered your call polite?



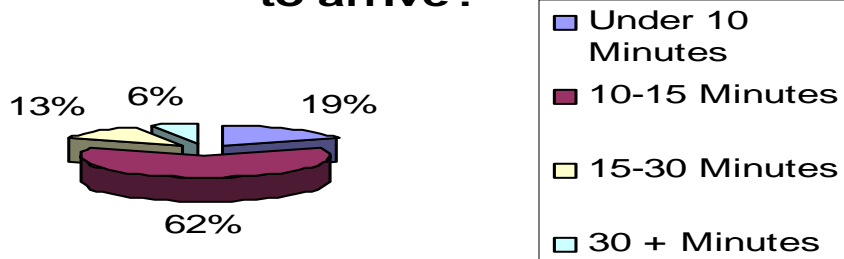
Did the officer who responded present a professional demeanor?



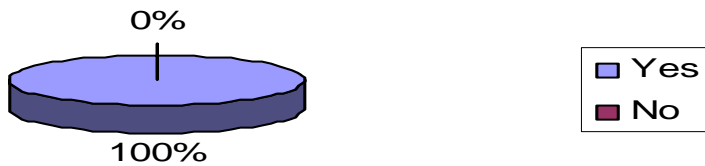
Was the officer courteous and understanding to your circumstances?



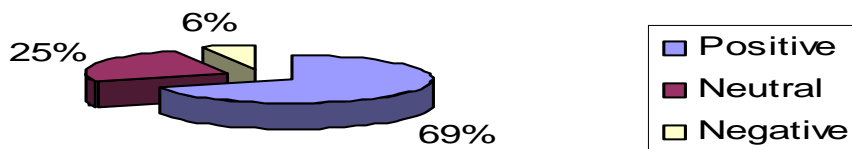
How long did it take for officer(s) to arrive?



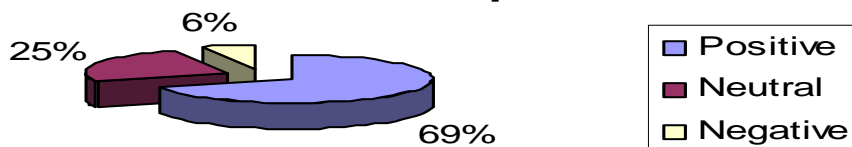
Did the officer communicate well with you about crime reporting?



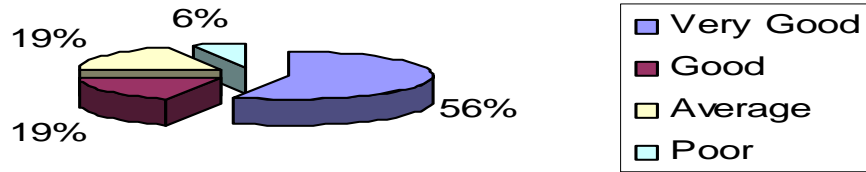
After your encounter with the Greenbelt officer were you left with a positive, neutral or negative opinion about the officer?



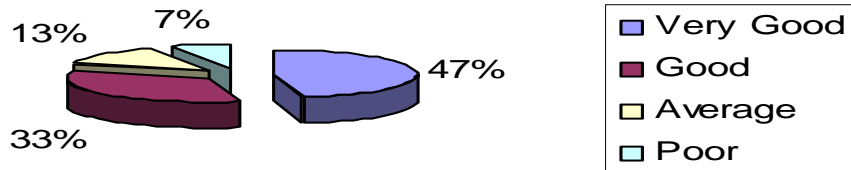
After your encounter with the Greenbelt officer were you left with a positive, neutral or negative opinion of the Greenbelt Police Department?



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



How do you rate the overall competence of Agency Employees?



Crime Concerns:

The recent increase in juvenile vandalism-disregard for others property. I was not raised in this fashion, we got our asses beat for nothing compared to this!

My concerns are that the crime rate seems to be going up in old Greenbelt, especially around my court area, which has been hit hard recently.

My concern is that the Greenbelt police do not patrol old Greenbelt enough with the exception of being down at Roosevelt Center.

I'm concerned about vandalism since my window has been broken 3 times. I'm concerned about the young boys/teens who hang out on the hills and around the trees behind Roosevelt High School and the townhouses (Greenwood Village).

Mail has been stolen from neighborhood mailboxes recently (Mathew Street).

Yes, I am concerned about the well being of the residents of Sprnghill Lake. I would like to see more interaction or patrols of the area.

Yes, increasing number of incidents occurring on our street (Lakeside Drive)!

General comments made on Citizen Contact Survey:

Some African-Americans residents have complained about harassment getting pulled from cars, etc. Please be aware of these concerns to improve department relations.

Police need more power over criminals...I worked for ATF (as a secretary) for a few years and have the deepest respect for local, state and federal offers/agents. The state of the country seems to favor criminal over others.

Thanks for catching him.

I think the Greenbelt Police Department did a good job! I hope they keep up the good work.

The white shirts who occupy the police station need to start reading the report tat the police turn in. Maybe then I will get better patrolling of old Greenbelt. Examples of which there have been numerous reports of vandalism to cars in 16 Court Ridge Road parking lots caused by teenagers coming from Roosevelt High School at the end of the school day. You don't have to be a rocket scientist to realize that you need to have an officer in the area driving that time period. Also what has happen to the bike patrol you used to see around old Greenbelt. You need to take the officers off Kenilworth Avenue and reassign them to patrol Greenbelt and let the state handle Kenilworth Avenue.

Greenbelt Police Department is great! Keep up the good work!

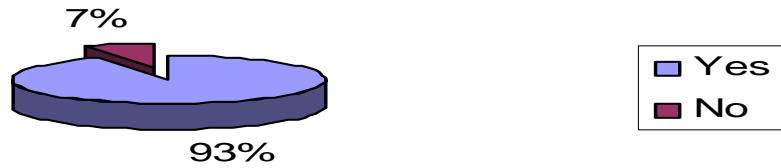
I would like to see more officers patrol the area 24/7.

This was our 2nd incident – break in theft in November 2004 and now the car break in. We never heard a word from the Police Department about either crime. Does anyone in the Department have a responsibility to communicate with victims?

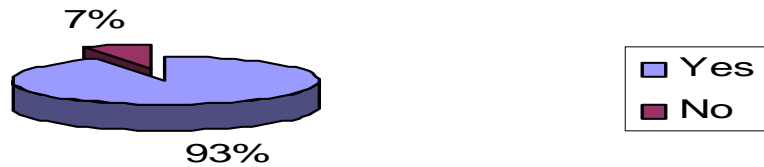
The Traffic Stop Surveys provided the following data:



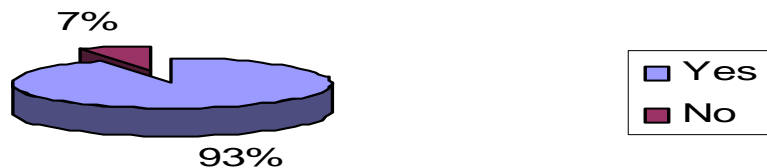
Was the officer courteous and explain the reason why you were stopped?



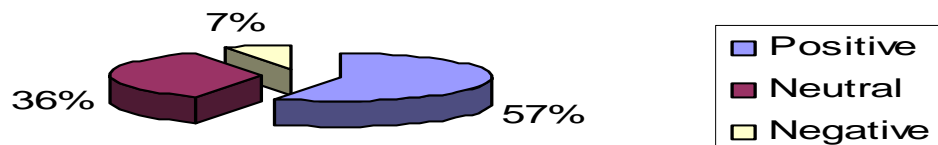
Did the officer explain the warning, citation or repair order to you?



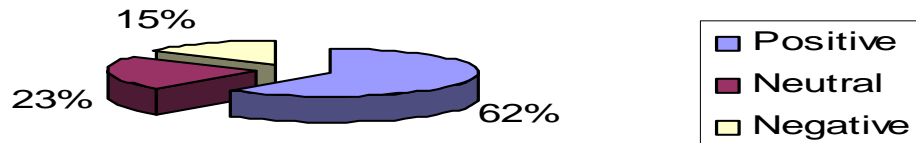
Did the officer answer the questions you asked?



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



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



Citizen Comments and Recommendations:

Yes the officer was cold but after a few words she warmed up. When she first stopped me I didn't know what I had done. She didn't say anything until she came back to me and ask did I know why I was stopped than she warmed up.

I would like to say I'm glad he didn't tow my truck or lock me up on a Friday. My tags were out of date, no good. But I'm okay now, I took care of the matter. Thank you!

The police officer knows her job. She needs to be promoted. She has good public relationship.

We drove much safer after that. There were 3 of us from PA driving to VA. One had to stop at a bank on the way. We got off the freeway, all following each other, and we were all lost. The lead car was going to fast and after the warning we all slowed down and had a fund safe trip/vacation.

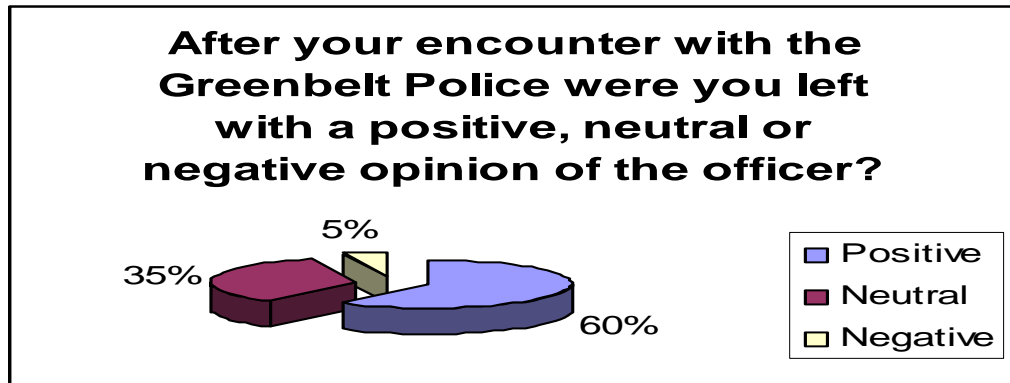
I hope we will be with you always helping us.

Basically by making it necessary when police stop you about something he or she should attend to your questions. Sometimes you may meet him in a bad situation.

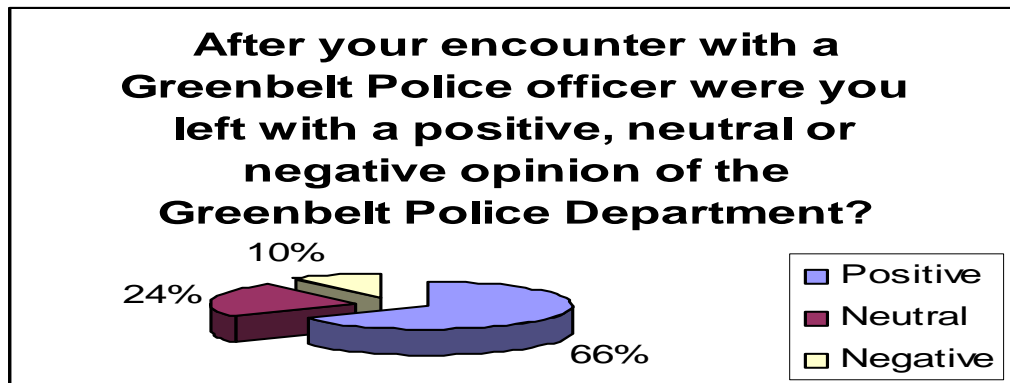
I had just exited the beltway when pulled over for speeding. I was lost, late for a work appointment and suddenly changed because the highway had ended. I found myself in the passing lane next to the officer's patrol car with the choice of slamming on my brakes or pulling in behind her until I has passed and then changed lanes. I chose the latter and was pulled over before I had the chance to get out of the passing land and reduce my speed. The officer was entirely correct that I had been speeding but there were zero attempts on her part to even consider the exigent circumstances. I was prepared to pay my fine, but would have appreciated a bit more understanding from her.

I want to know why my ticket is \$160.00?

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 60% of the time they were left with a positive opinion of the officer(s). In 2005 73% of those surveyed had a positive opinion of the officer(s). Only 5% of the encounters left the citizen with a negative opinion of the officer(s).



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 66% of the time they were left with a positive opinion of the Department. In 2005 74% of those surveyed had a positive opinion of the Department. Ten (10%) percent of those surveyed had a negative opinion about the Department after their encounter with the Agency.



Information Compiled by the Office of Accreditation