



# Greenbelt Police Department

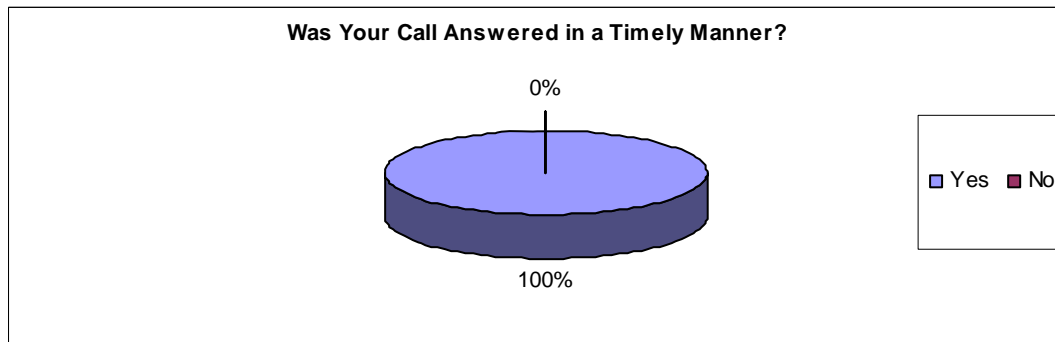
## 2007 Citizen Attitude and Opinion Survey



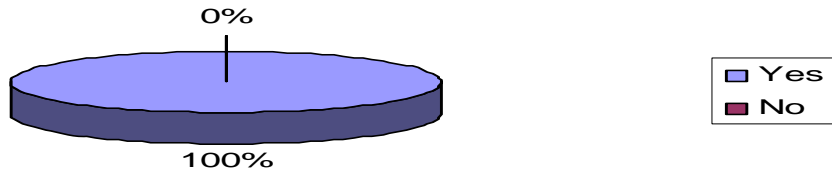
During calendar year 2007 the Greenbelt Police Department conducted random surveys of victims of crimes and individuals stopped for minor traffic violations. The purpose of the survey was two-fold. First, citizens were asked to provide a report card on how officers interact with the public on a day-to-day 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.

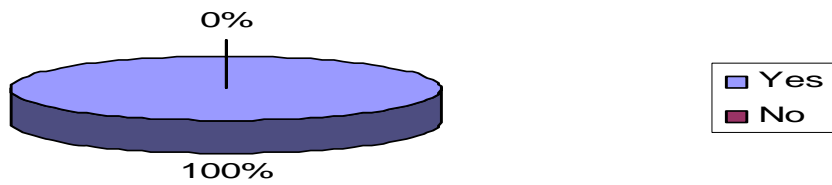
The purpose of this report is to provide a collection of the Citizen Contact Survey and Traffic Survey data received during 2006. The Citizen Contact Surveys provided the following data:



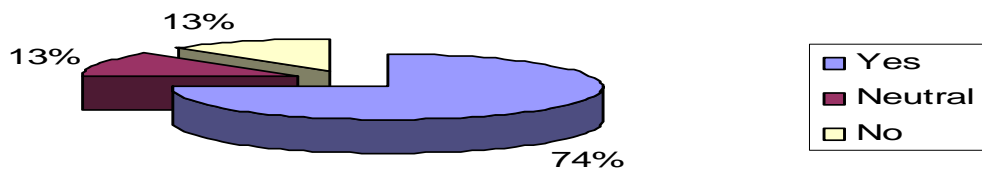
**Was the Communications Specialist  
Who Answered Your Call Polite?**



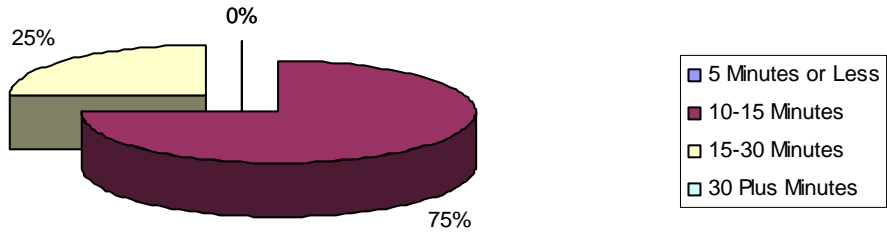
**Did the Officer(s) Present a  
Professional Demeanor?**



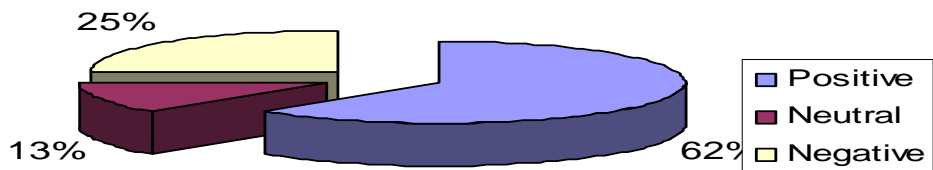
**Was the Officer Courteous and  
Understanding to Your  
Circumstances?**



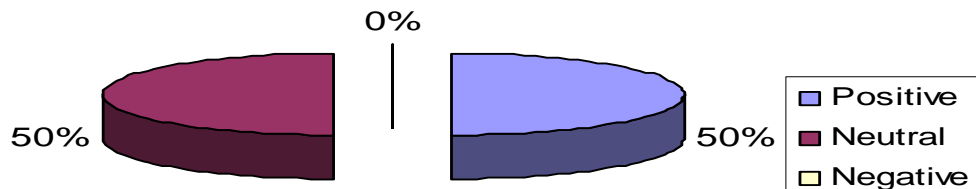
**How Long Did it Take for the Officer(s) to Arrive?**



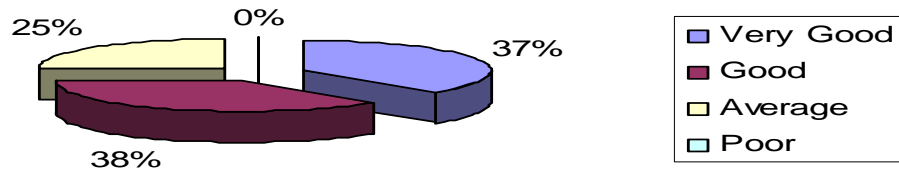
**After Your Encounter with the Greenbelt Officer Were You Left with a Positive, Neutral or Negative Opinion About the Officer?**



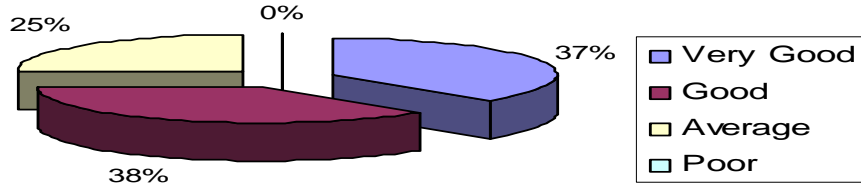
**After Your Encounter with the Greenbelt Officer Were You Left with a Positive, Neutral or Negative Opinion About the Greenbelt Police?**



### How Do You Rate the Overall Performance of the Greenbelt Police Department?



### How Do You Rate the Overall Competence of Agency Employees?



#### Crime Concerns/Citizen Comments:

*I called to file a police report and the response was very prompt and the officer was very informative. I was very satisfied with the service.*

*At night there is a greater chance of being robbed or mugged.*

*I asked the officer why he was not attempting any type of initial investigation, for example: fingerprinting, he told me there's no point because car thieves never get caught anyway.*

*My only comments if an officer doesn't really care about the victims. Situations they can at least fake it.*

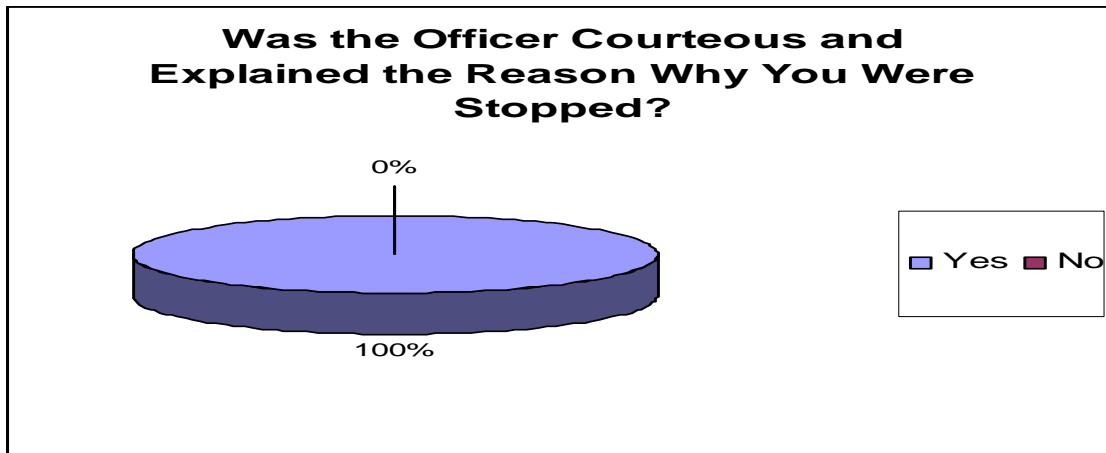
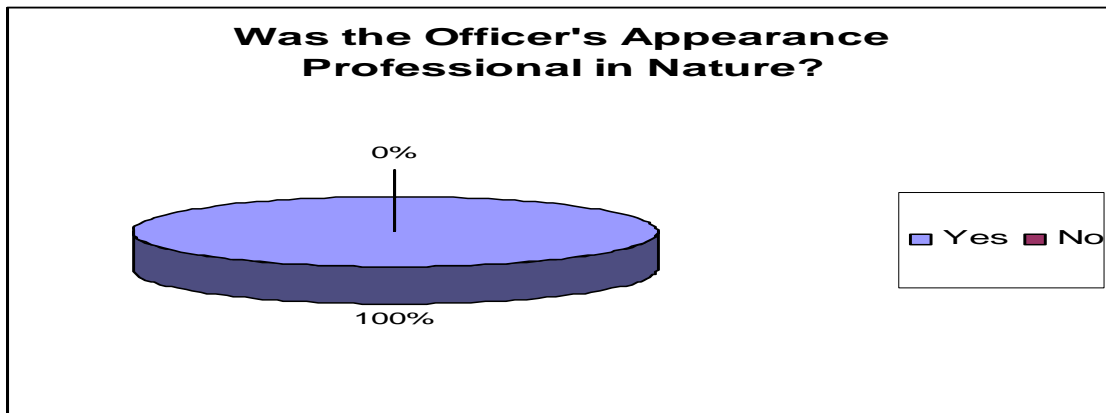
*Referring to the Springhill Lake Officer-Jonathan is Great!*

*The officer told me that there was several thefts in my area. How come it is not in the Greenbelt News Review? Greenspring II is led to believe that there is no crime in the area. My incident was not in the paper also.*

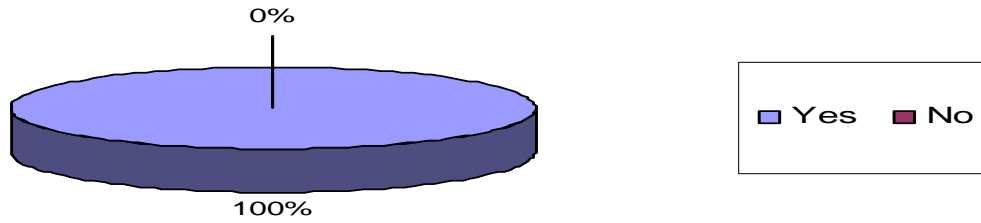
*Report all crime no matter where it is in Greenbelt. You are giving some homeowners a false sense of security when we see no crimes reported in the "police Blotter" of the Greenbelt News Review.*

*The few contacts I have had with the Greenbelt Police Department have been very favorable.*

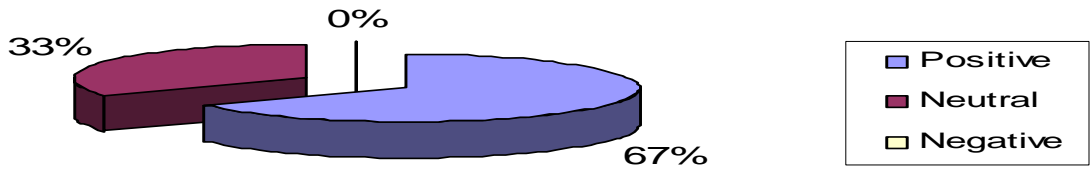
The Traffic Stop Surveys provided the following data:



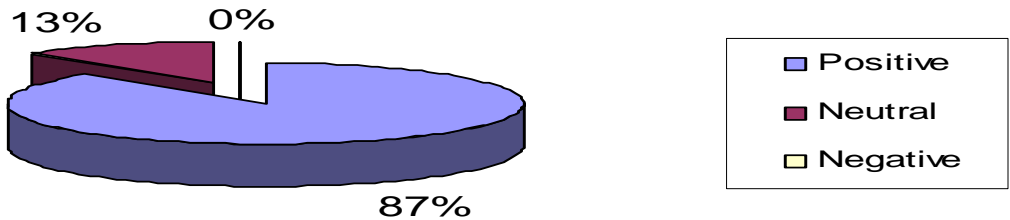
**Did the Officer Answer the Questions You Asked?**



**After Your Traffic Stop Were You Left with a Positive, Neutral or Negative Opinion of the Officer?**



**After Your Traffic Stop Were You Left with a Positive, Neutral or Negative Opinion About the Greenbelt Police Department?**



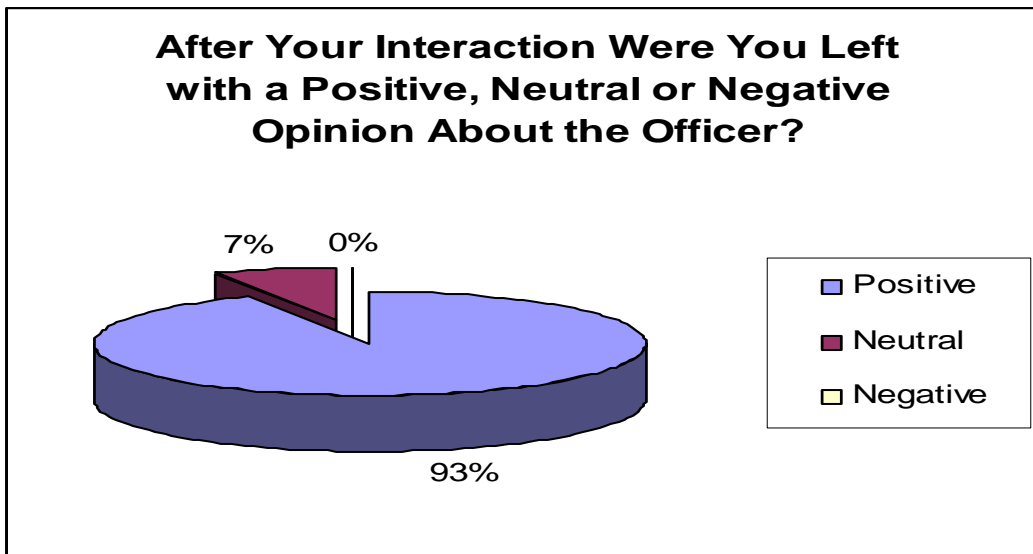
Citizen Comments and Recommendations from Traffic Surveys:

*I'm really thankful to Greenbelt Police Department that they make our city safe and secure.*

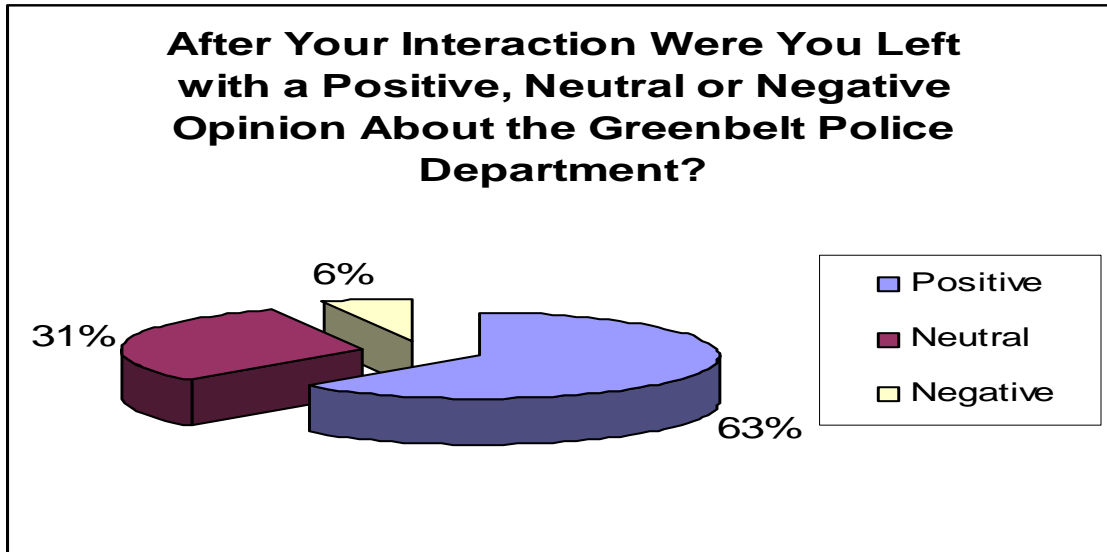
*Very professional, polite and nice.*

*As a Greenbelt employee for 11 years (in a public school) I've always had very positive interaction with the Greenbelt officers I've met – either in the school DARE program, in the community, and patrol events.*

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 93% of the time they were left with a positive opinion of the officer(s). In 2005 60% of those surveyed had a positive opinion of the officer(s). No one was left with a negative opinion about the officer after their encounter with the officer.



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 63% of the time they were left with a positive opinion of the Department. In 2005 66% of those surveyed had a positive opinion of the Department. Six (6%) percent of those surveyed had a negative opinion about the Department after their encounter with the Agency.



Information Compiled by the Office of Accreditation