



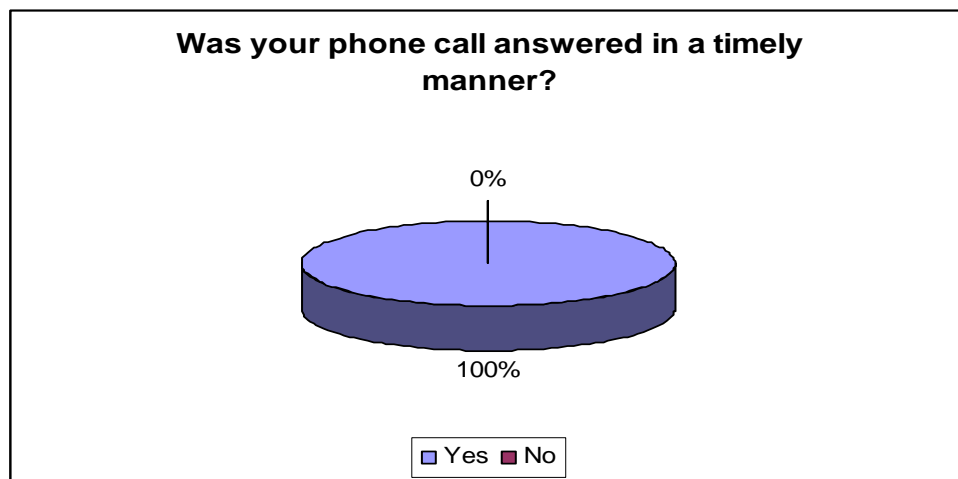
# Greenbelt Police Department

## 2008 Citizen Attitude and Opinion Survey



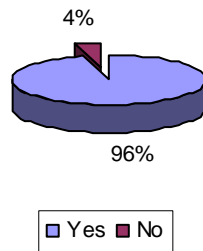
During calendar year 2008, the Greenbelt Police Department conducted random surveys of victims of crimes and individuals stopped for minor traffic violations. The purpose of the surveys were two-fold. First, citizens were asked to provide a report card on how officers interact with the public on a daily basis. Second, 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 purpose of this report is to provide a compilation of data from the Citizen Contact Surveys and Traffic Surveys received during 2008. The Citizen Contact Surveys provided the following:

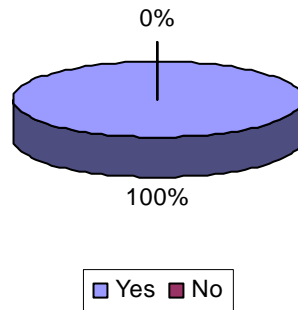


For the second year in a row, 100% of those surveyed stated that their call for assistance was answered in a polite and timely manner.

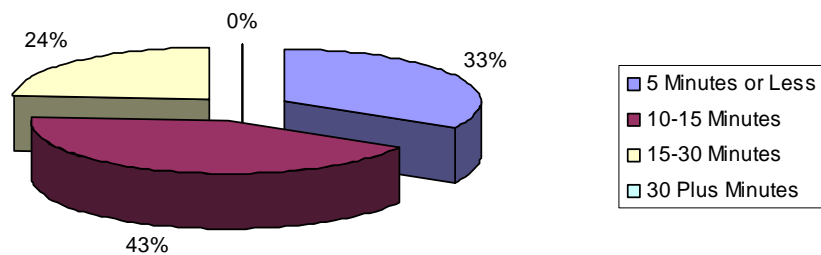
**Was the officer(s) courteous and understanding of your circumstances?**



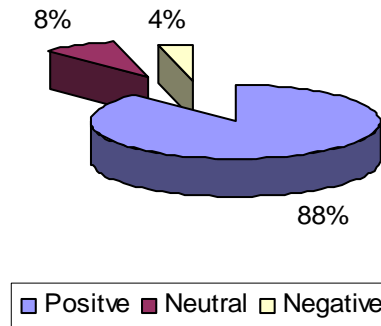
**Did the officer(s) present a professional demeanor (dress, grooming and language)?**



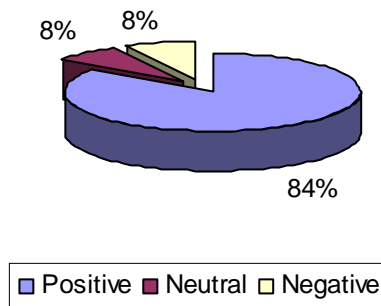
**How Long Did it Take for the Officer(s) to Arrive?**



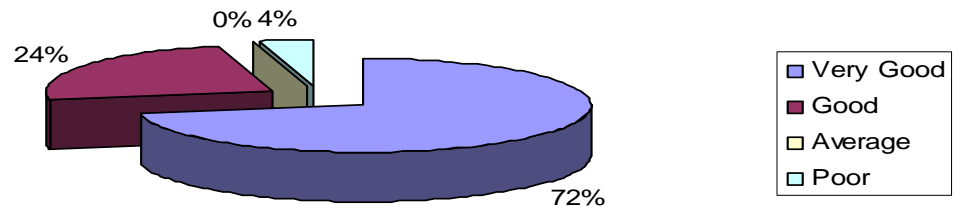
**After your encounter with the Greenbelt officer were you left with a positive, neutral or negative opinion of the officer?**



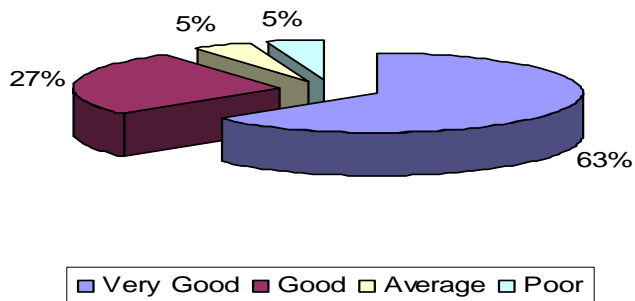
**After your encounter with the Greenbelt officer(s) were you left with a positive, neutral or negative opinion of the Greenbelt Police Department?**



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

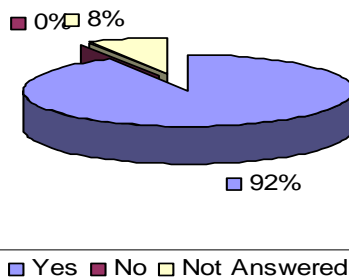


**How do you rate overall competence of Agency personnel?**

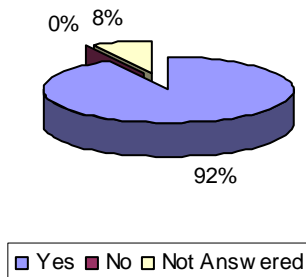


**The Traffic Stop Surveys provided the following data:**

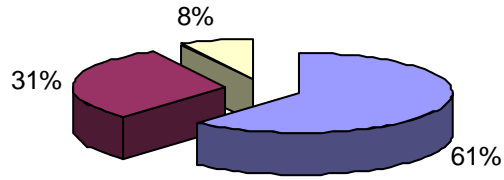
**Was the officer's appearance professional in nature (dress, grooming and language)?**



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

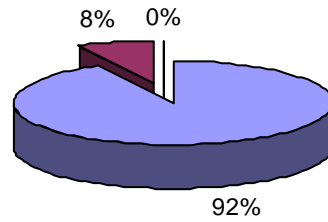


**Were you issued a warning, citation or repair order?**



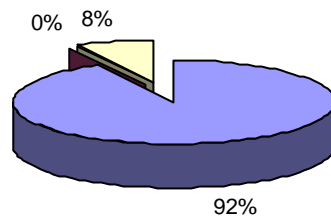
Warning Citation Repair Order

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



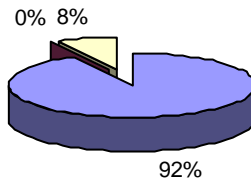
Yes No Not answered

**Did the officer answer the questions you asked?**



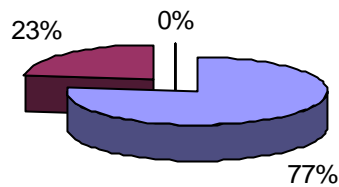
Yes No Not Answered

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



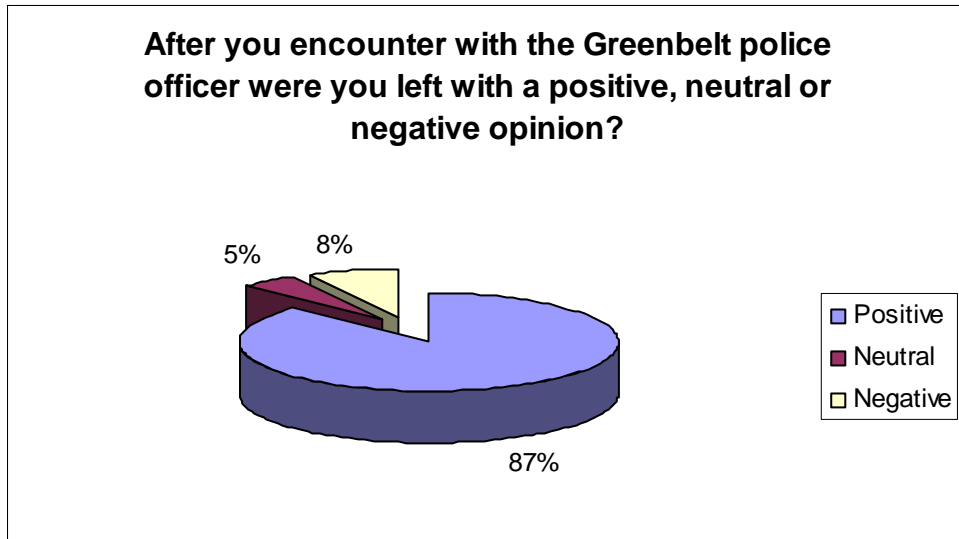
■ Positive ■ Neutral ■ Negative

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



■ Positive ■ Neutral ■ Negative

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, 87% of the time they were left with a positive opinion of the officer(s). In 2006, 93% of those surveyed had a positive 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, 76% of the time they were left with a positive opinion of the Department. In 2006, 63% of those surveyed had a positive opinion of the Department, 31% percent had a neutral opinion and 6% percent of those surveyed had a negative opinion about the Department after their encounter with the officer.

