



Greenbelt Police Department

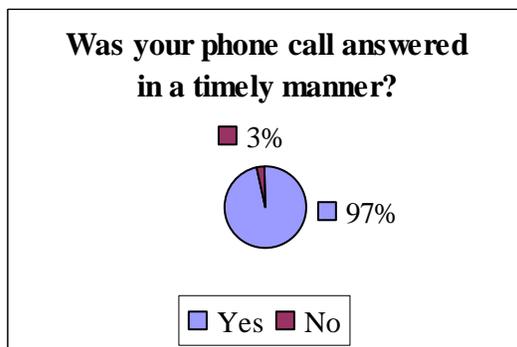
2010 Citizen Attitude and Opinion Survey



During calendar year 2010, the Greenbelt Police Department conducted random surveys of victims of crimes and individuals stopped for minor traffic violations. The purpose of the surveys are 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.

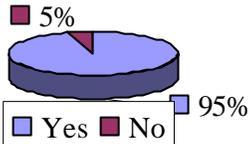
The Department randomly surveyed (480) people in 2010, forty (40) each month, who have had contact with the agency either by way of a traffic stop or by contacting the Department to report an incident. The return was 20% (94). While not scientific, the survey is a legitimate tool to assess how the Department 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 2010. The Citizen Contact Surveys provided the following:

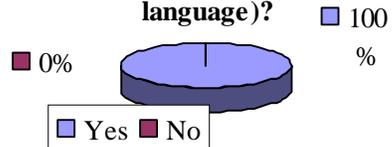


For the third year in a row, nearly all of those surveyed stated that their call for assistance was answered in a polite and timely manner.

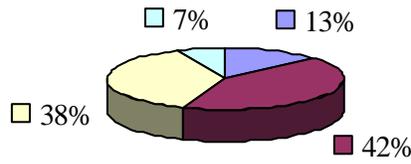
Was the officer(s) courteous and understanding to your circumstances?



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

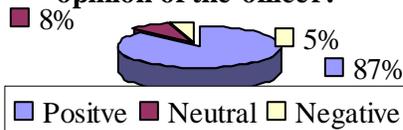


How long did it take for the officer(s) to arrive?



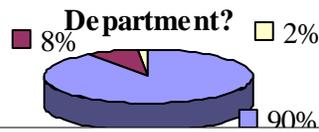
■ Less than 5 minutes ■ 5-15 minutes
■ 15-30 minutes ■ 30 plus minutes

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



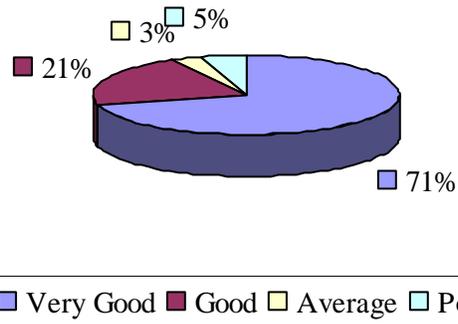
■ Positive ■ Neutral ■ Negative

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

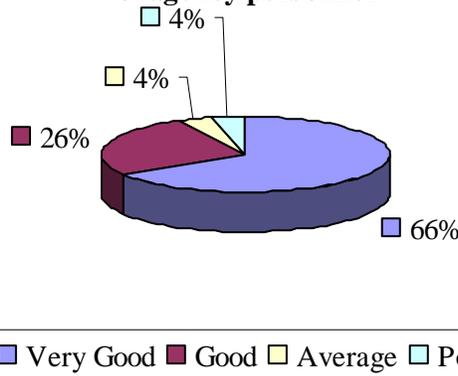


■ Positive ■ Neutral ■ Negative

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

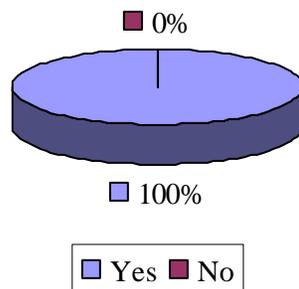


How do you rate the overall competence of agency personnel

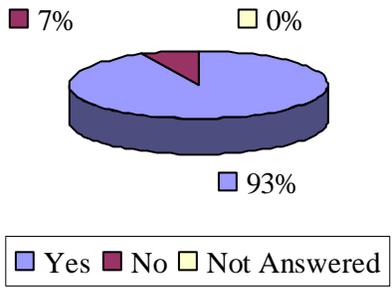


The Traffic Stop Surveys provided the following data:

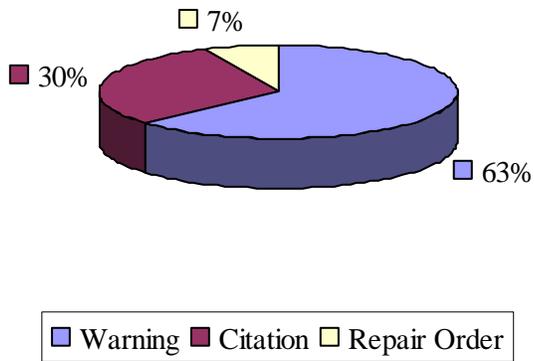
Was the officer's appearance professional in nature (dress, grooming, and language)?



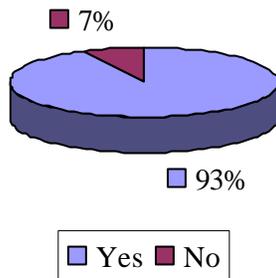
Was the officer courteous and explain the reason why you were stopped?



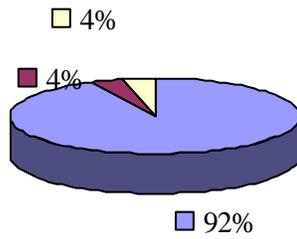
Were you issued a warning, citation, or repair order?



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

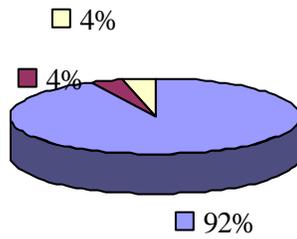


Did the officer answer the questions you asked?



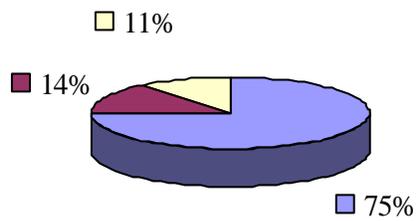
■ Yes ■ No ■ Not Answered

Did the officer answer the questions you asked?



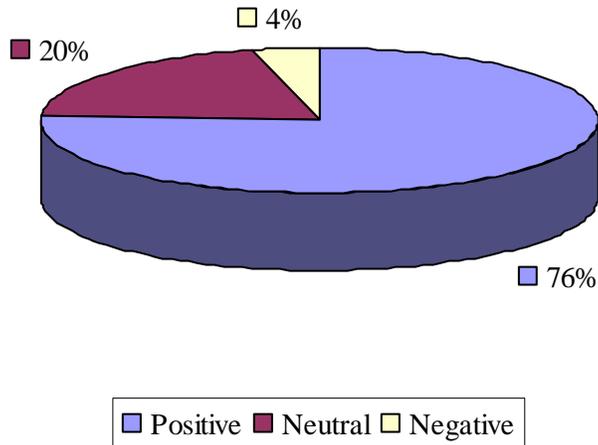
■ Yes ■ No ■ Not Answered

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



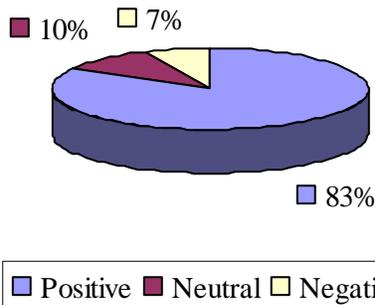
■ Positive ■ Neutral ■ Negative

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

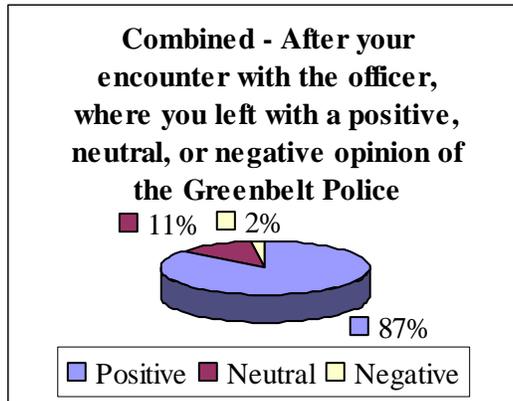


A combination of data from the Citizen Surveys and Traffic Stop surveys showed that after a citizen had an encounter with a Greenbelt police officer, 83% of the time they were left with a positive opinion of the officer(s). In 2009, 81% of those surveyed had a positive opinion of the officer(s).

Combined - After your encounter were you left with a positive, neutral, or negative opinion of 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, 87% of the time they were left with a positive opinion of the Department. In 2009, 79% of those surveyed had a positive opinion of the Department, 20% percent had a neutral opinion and 1% percent of those surveyed had a negative opinion about the Department after their encounter with the officer.



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

Overall, everything is okay

Increase in gun crimes, drugs, ERHS kids loitering.

The Spellman bridge/walkway. What if we make it a complete roadway. That would increase the eyes all day and night. But if not, put me down for closing it up altogether, or at least from midnight to 6 A.M.

I have both concerns especially at Beltway Plaza Mall. I feel uncomfortable with the general atmosphere while walking through the mall.

More patrols in Emperian Village.

Street crime in old Greenbelt.

Home burglaries are a big concern. Kids loitering before and after school.

I would like to see more nightly presence of officers in the Emperian Village apartments community.

Increased crime in Greenbelt this year.

Crosswalk at Southway and Crescent, cars not stopping for people in crosswalk, rolling through stop signs. Speeding cars between Ridge Road and Crescent Road.

They have broken into my car 3 times in the last 18 months and brok into my house 1 year ago.

There should be night patrols in old Greenbelt area.

My car along with others has been broken into. A couple of nights later the thief /thieves came back and took gas from some other cars and brok into some cars....

Concerned about University Square. I don't feel comfortable leaving my car anywhere over there after dark. Very few street lights, no security.

I am concerned for my safety in the streets and in my home. My car has been broken into 3 times; my car has been stolen one time, my GPS stolen one time, my garden hose 1 time, and my bike in the rear of the house.

I am concerned about the increase in crime in my neighborhood.

I am concerned that more crime seems to be occurring in the area of Lakeside and Maplewood Court lately.

Very concerned about the volume of thefts/vandalism to vehicle in the area – drives up costs of insurance.

Thefts from autos/concerned about crime in neighborhood areas.

Street lights from the Greenbelt Metro along dark parts of exit road to Cherry Hill would be good, if affordable.

How is it someone can break into a secured building with a security guard on site and a camera by the entrance and rest of the building. No one cared to view the tapes or question potential suspects.