



Greenbelt Police Department

2011 Citizen Attitude and Opinion Survey

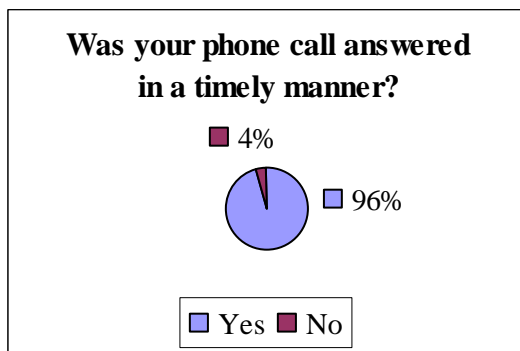


During calendar year 2011, the Greenbelt Police Department conducted random surveys of victims of crimes and individuals stopped for minor traffic violations. The purpose of the surveys is two-fold; First, citizens were asked to provide a report card on how officers interact with the public on a daily 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.

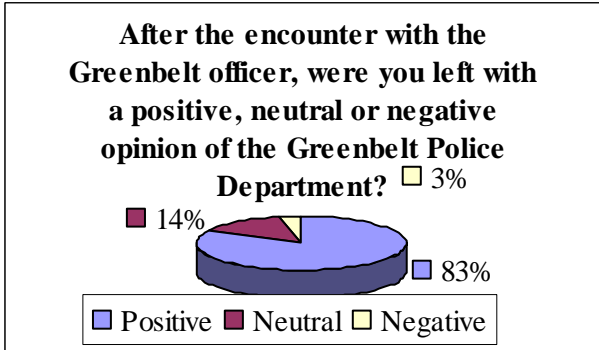
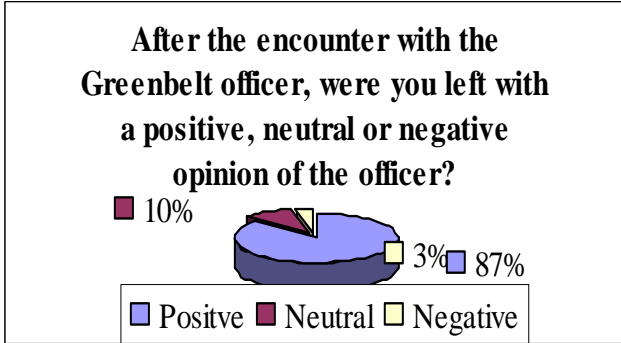
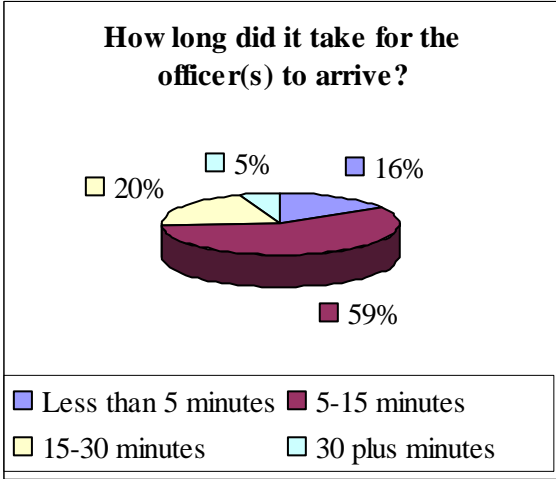
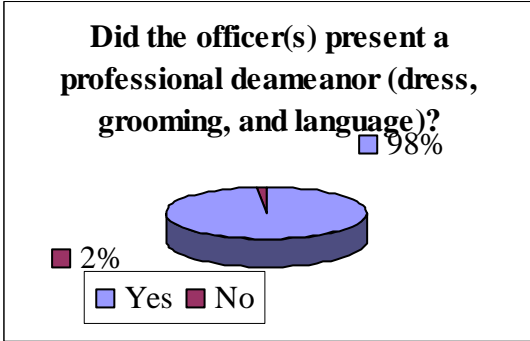
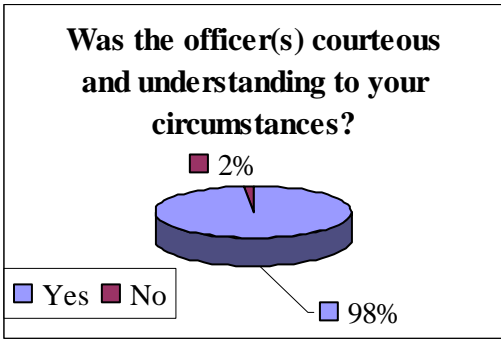
The Department randomly surveyed (480) people in 2011, forty (40) each month, who have had contact with the agency either by way of a traffic stop or by contacting the Department to report an incident. The return was 20% (96). While not scientific, the survey is a legitimate tool to assess how the Department is serving the community.

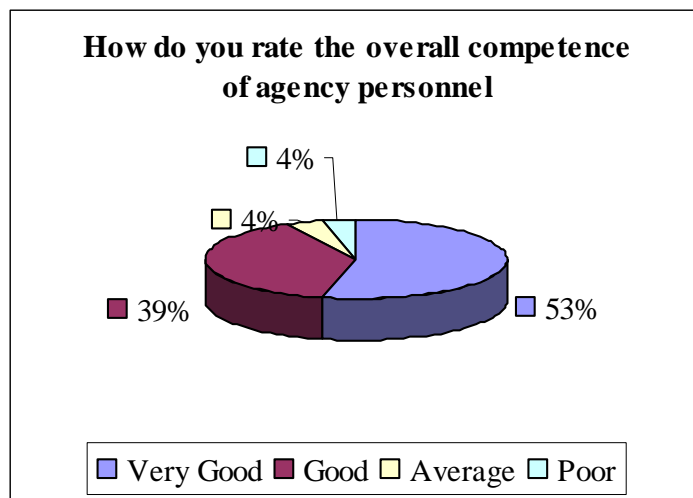
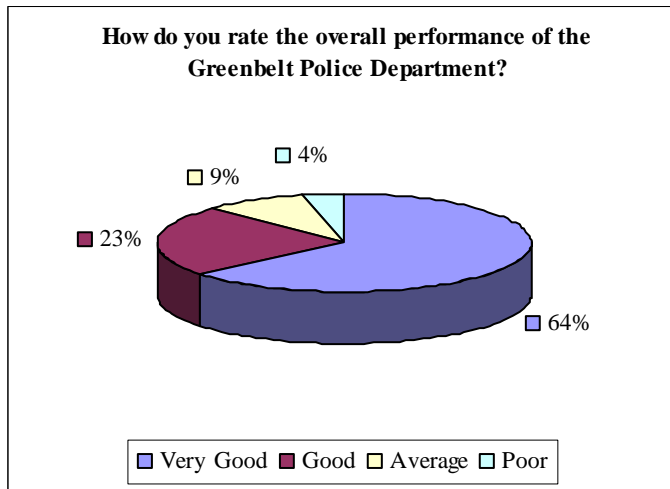
The purpose of this report is to provide a compilation of data from the Citizen Contact Surveys and Traffic Surveys received during 2011. The Citizen Contact Surveys provided the following:

Reports made to the police department:

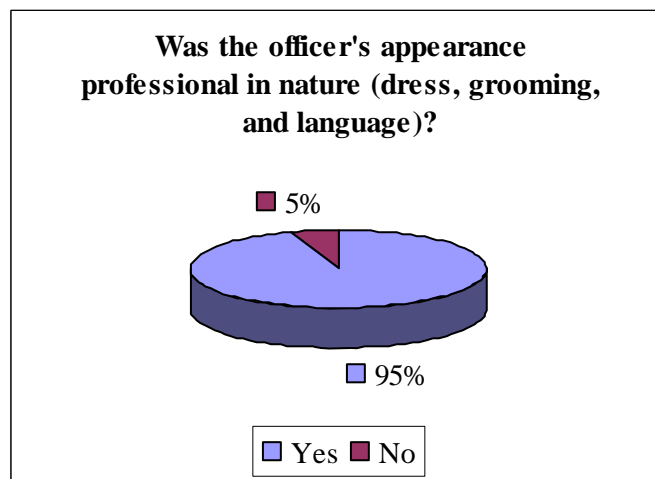


For the fifth year in a row, nearly all of those surveyed stated that their call for assistance was answered in a polite and timely manner.

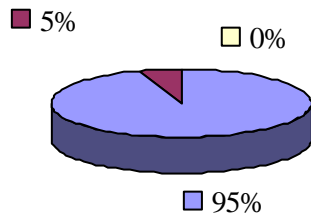




The Traffic Stop Surveys provided the following data:

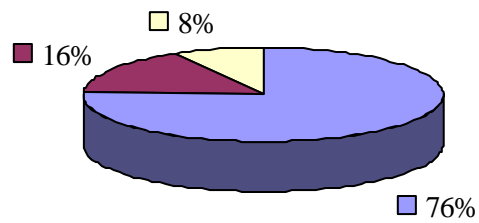


Was the officer courteous and explain the reason why you were stopped?



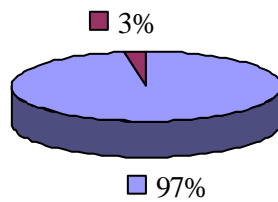
■ Yes ■ No ■ Not Answered

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



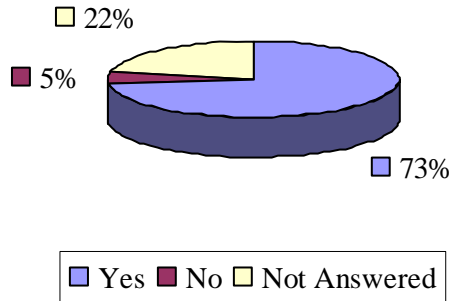
■ Warning ■ Citation ■ Repair Order

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

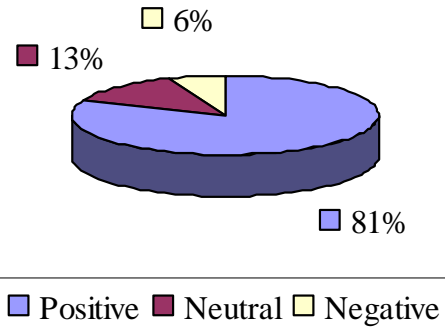


■ Yes ■ No

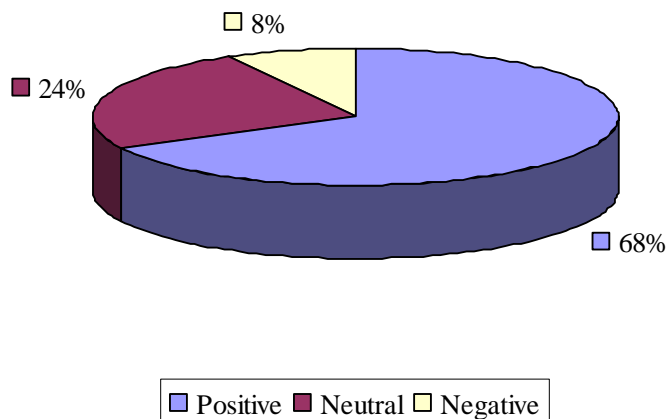
Did the officer answer the questions you asked?



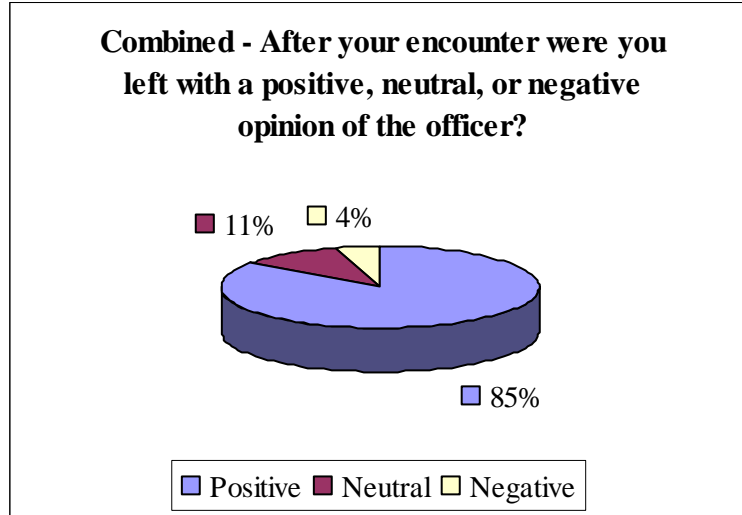
After your traffic stop were you left with a positive, neutral or negative opinion of the officer?



After your traffic stop were you left with a positive, neutral, or negative opinion 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, 85% of the time they were left with a positive opinion of the officer(s). In 2010, 83% of those surveyed had a positive opinion of the officer(s), and in 2009 81%.



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, 85% of the time they were left with a positive opinion of the Department. 11% stated their opinion was neutral and 4% negative. In 2010, 87% of those surveyed had a positive opinion of the Department, 11% neutral and 2% negative. In 2009, 79% had a positive opinion, 20% percent neutral and 1% percent of those surveyed had a negative opinion.

