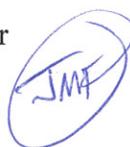


Memo

To: Board of Managers
CC: Shana Davis-Cook, Village Manager
From: John M. Fitzgerald, Chief of Police 
Date: January 10, 2013
Re: **Public Safety Satisfaction Survey Results**

As a requirement for CALEA accreditation, the Police Department must conduct a survey of our constituents every three years. This year we decided to use Survey Monkey, an online anonymous survey instrument, as the vehicle for the survey instead of the usual mail-off survey that was very costly. We initially opened the survey for comment from November 1, 2012 through November 30, 2012, but we later extended the survey for an additional week to encourage more responses. The survey officially closed on Friday, December 7, 2012.

The 2012 survey garnered 119 responses whereas the 2009 Survey had 424. We believe that the relatively low response rate may be due to the fact that the 2009 survey was mailed to each individual residence with a postage paid return envelope; this may have caught our residents' attention. By contrast, this year's survey was completely internet based. Although it was advertised on the website, in the *Crier*, and mentioned in the weekly email blasts to the residents, it evidently was missed (or ignored) by many residents. Additionally, the 2009 survey addressed all of the departments, whereas the 2012 survey was scaled back to only address the public safety aspect of the Village's government services; perhaps this year's survey was not as important to some residents as the previous one.

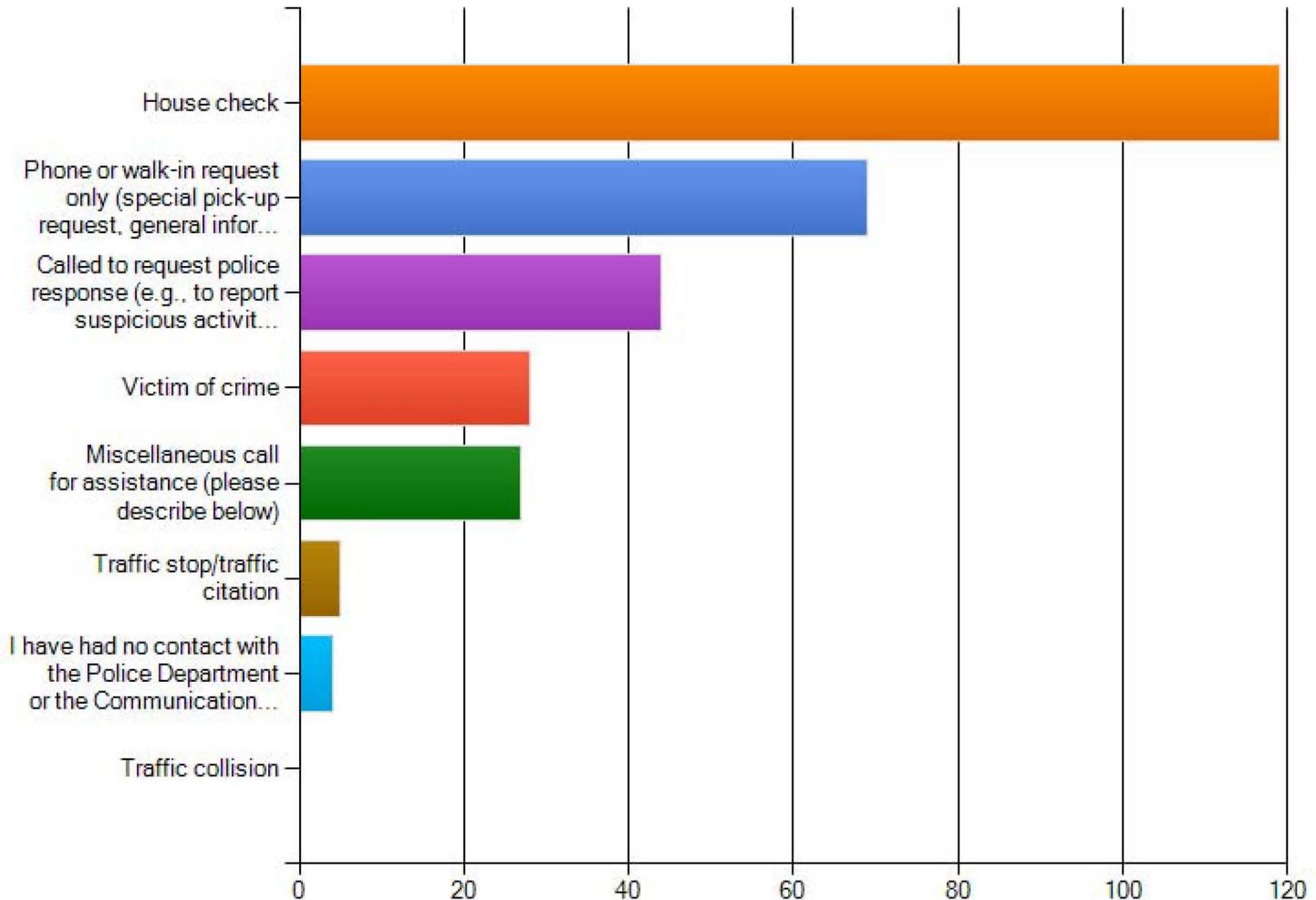
The results of the survey are very positive overall, and the respondents provided valuable feedback. Some key highlights include:

- 87% of all respondents found the employees of the Police Department (officers and communications clerks) very courteous, respectful, and professional. No one was reported as being rude or disrespectful.
- 89% of respondents rated Police Department employees as highly competent.
- 94% of respondents rated the Department as either a high-performing organization, or one that performs well.
- When asked to describe their **daytime** sense of safety and security now versus 2 years ago, 82% felt the same or safer, but 18% felt less safe/secure.
- When asked to describe their **nighttime** sense of safety and security now versus 2 years ago, 75% felt the same or safer, but 25% felt less safe/secure.

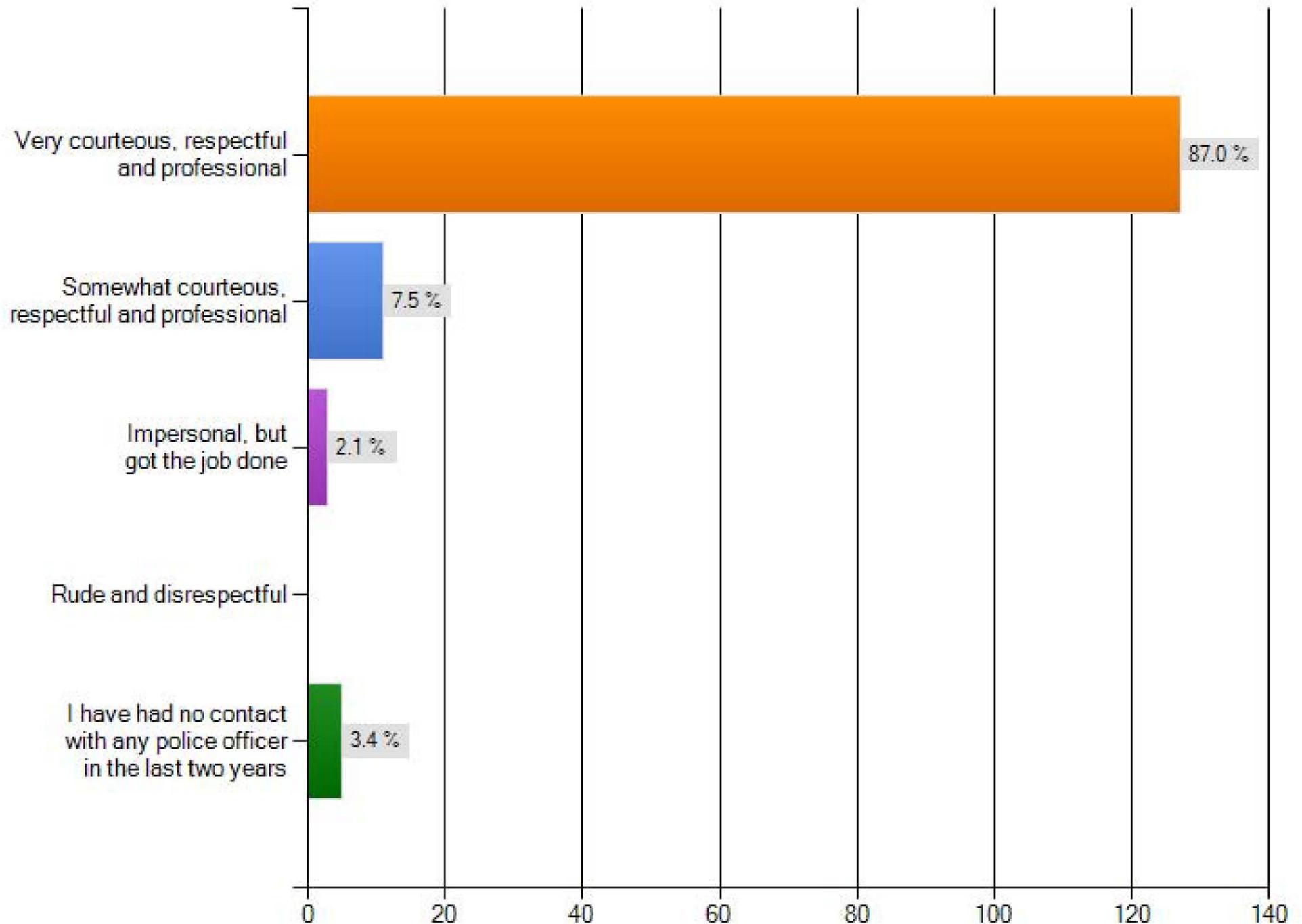
I have attached the entire survey report to this cover memo, including the narrative comments written by the respondents. Feel free to call on me if you have any questions or concerns about its contents.

Charts & Graphs

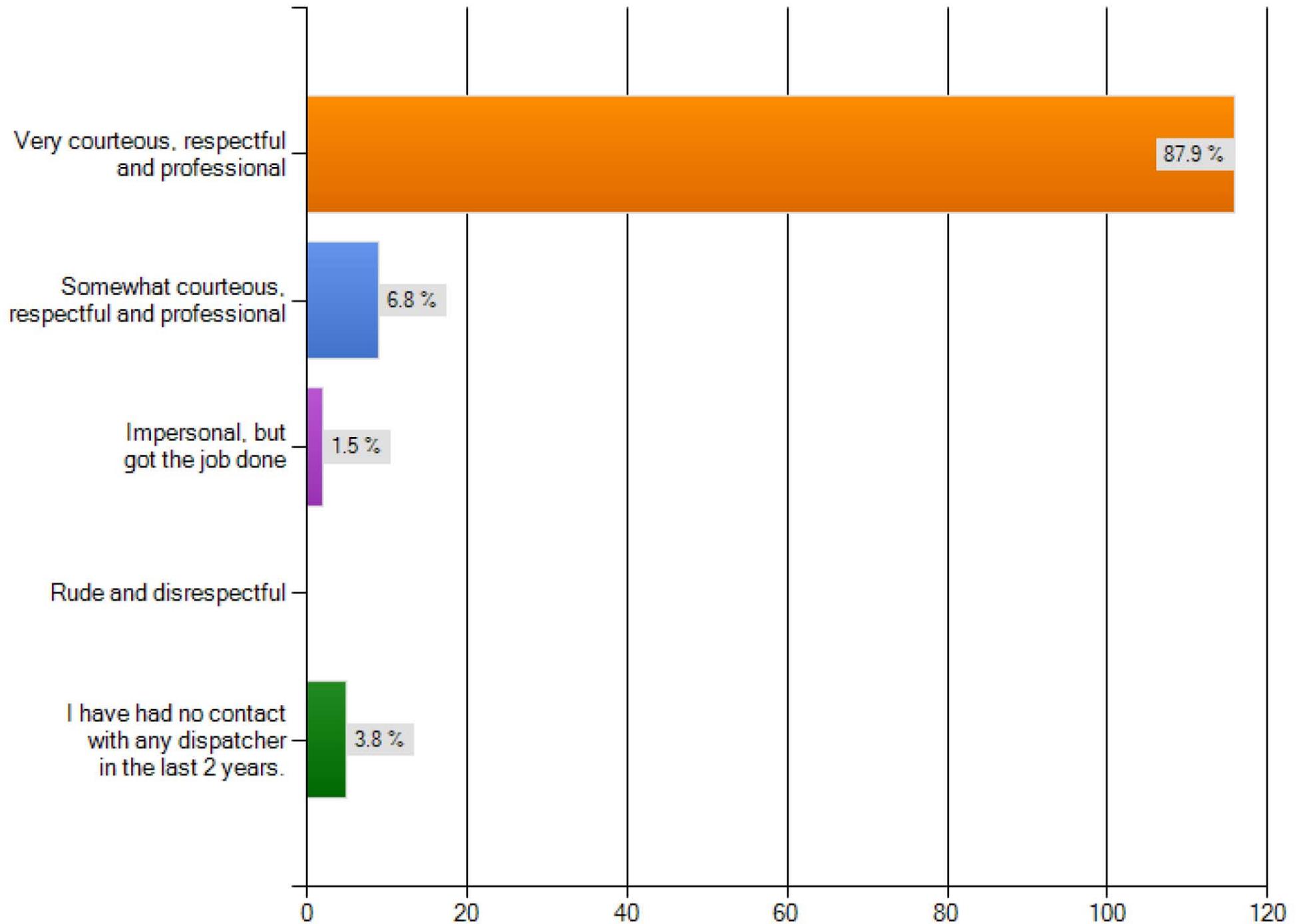
Question #1 - Type of contact with the Chevy Chase Village Police Department and/or the Chevy Chase Village Communications Center in the last 2 years



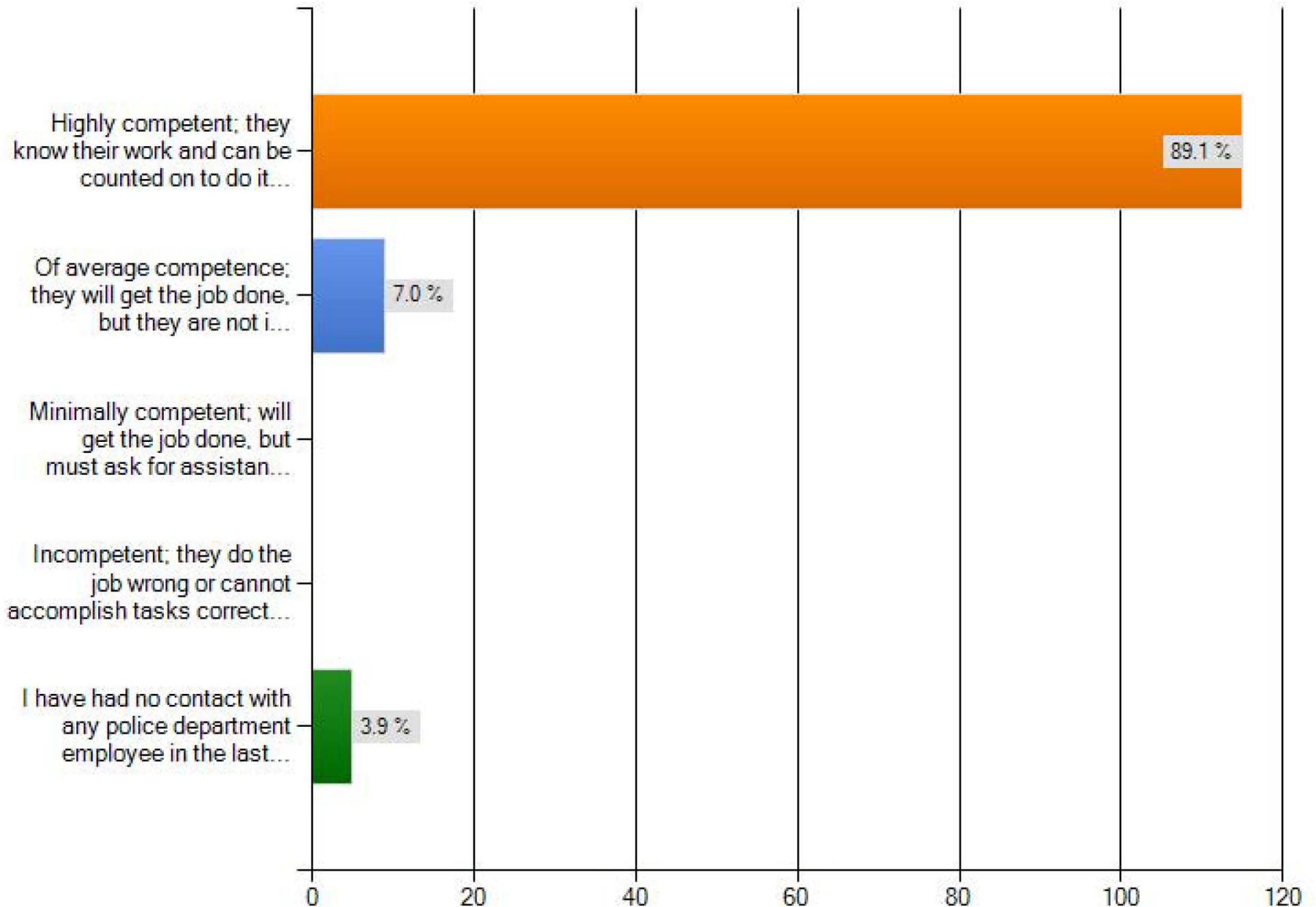
Question #2 - Impressions of the Attitudes and Behaviors of Police Officers



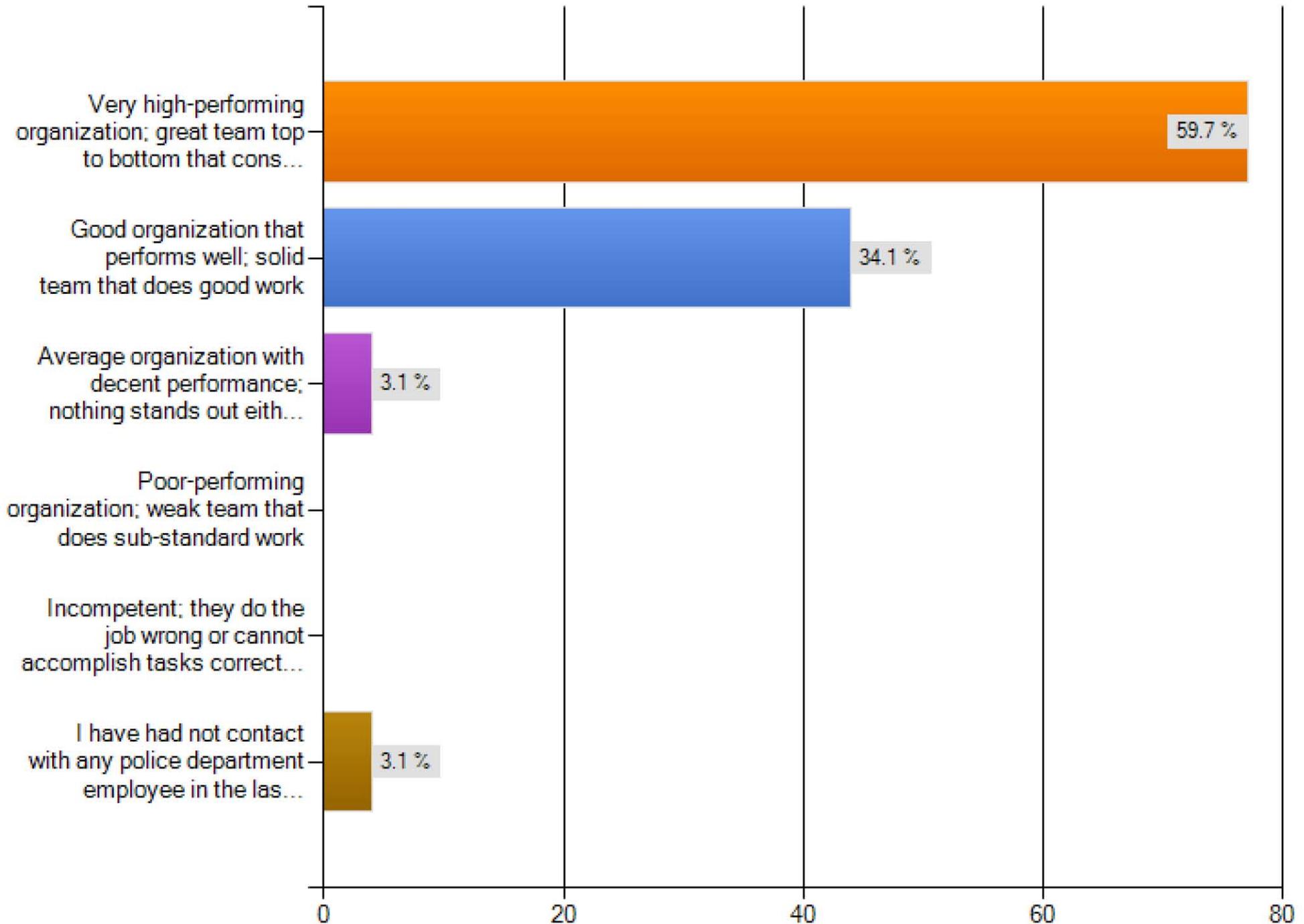
Question #3 - Impressions of the Attitudes and Behaviors of Dispatchers



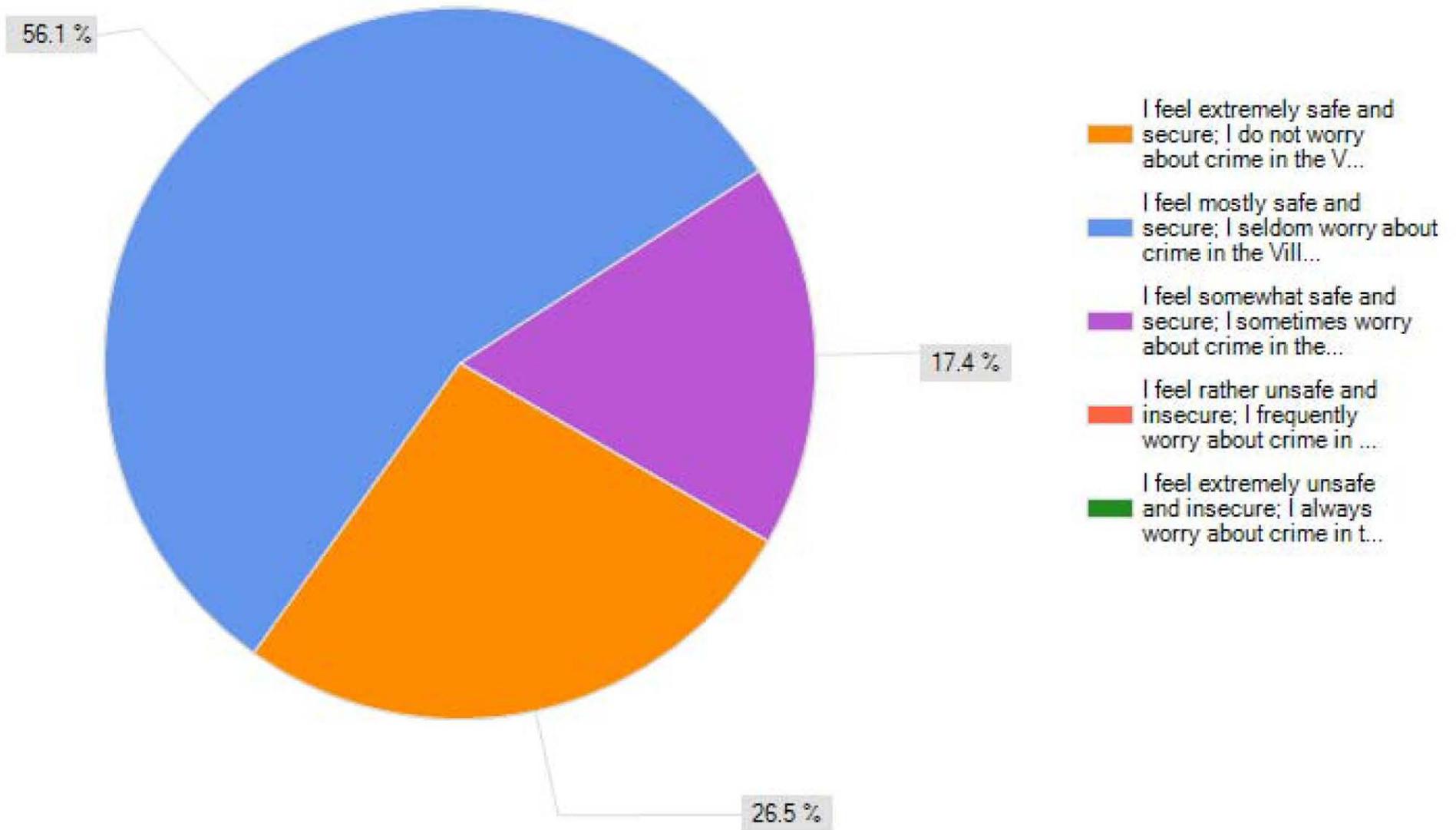
Question #4 - Impression of the Overall Competence of the Chevy Chase Village Police Department Employees. The CCVPD includes the Chief of Police, police supervisors, police officers, and dispatchers.



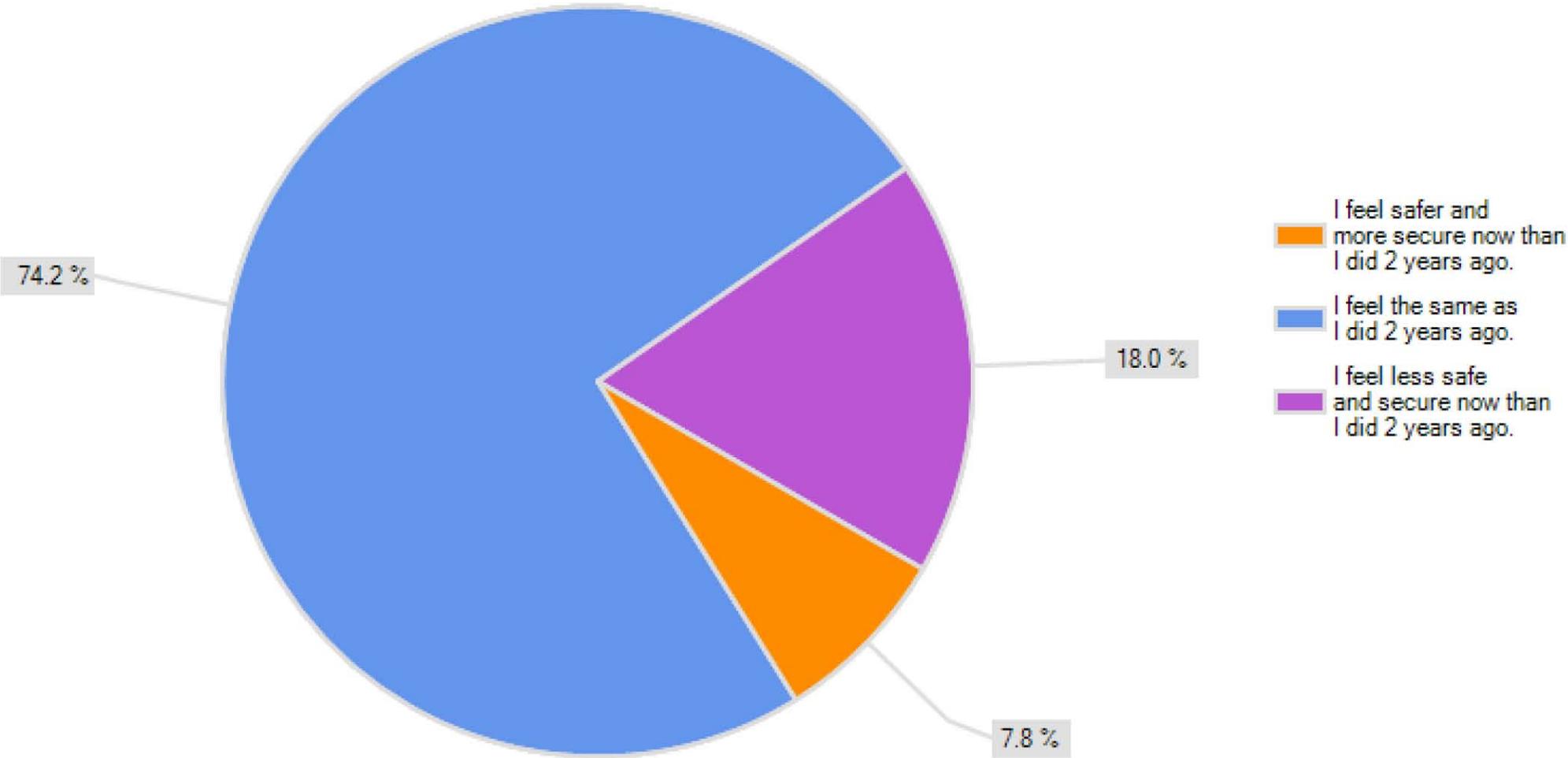
Question #5 - Impression of the Overall Performance of the Agency



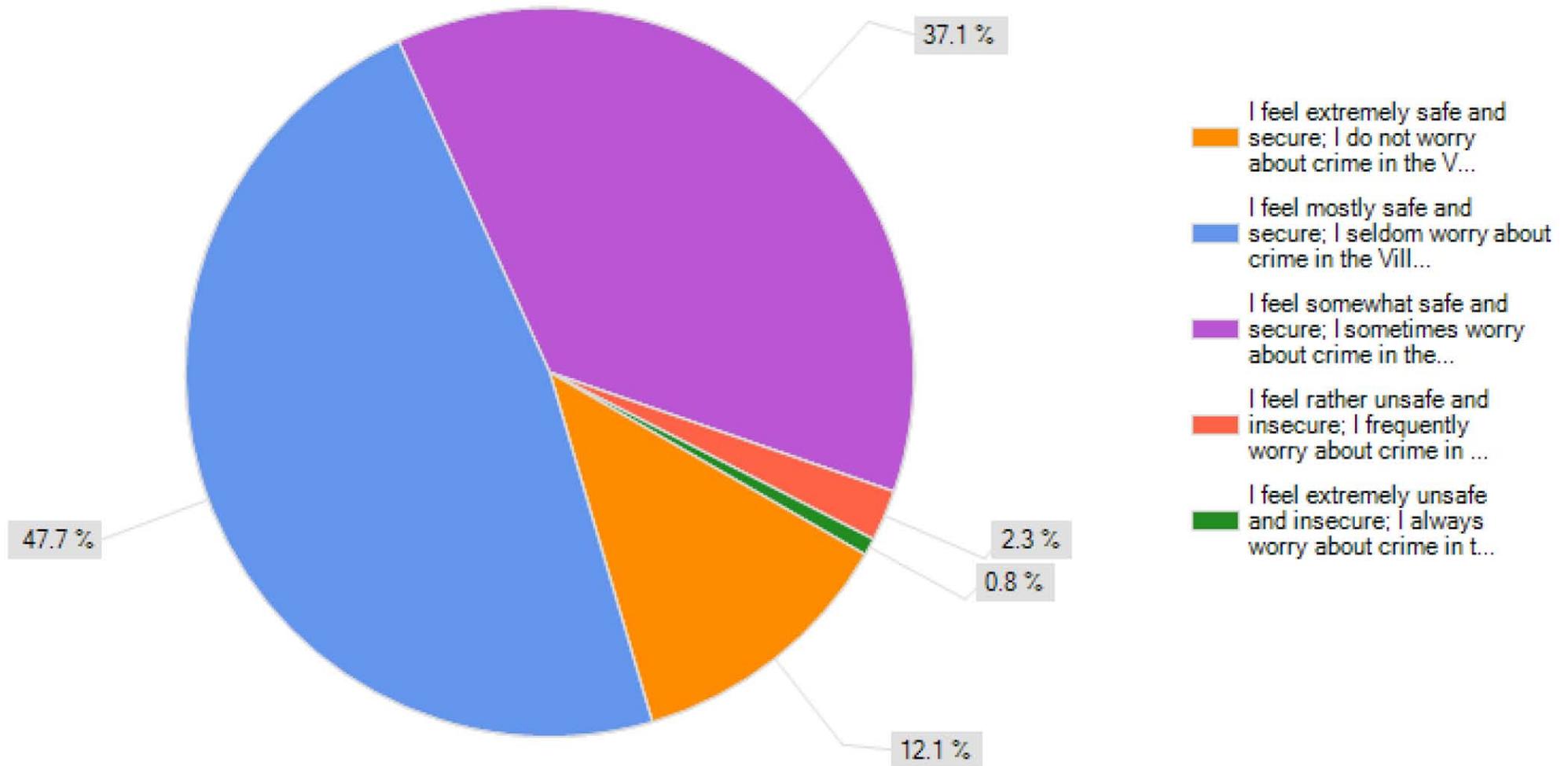
Question #6 - Daytime Sense of Safety and Security (current)



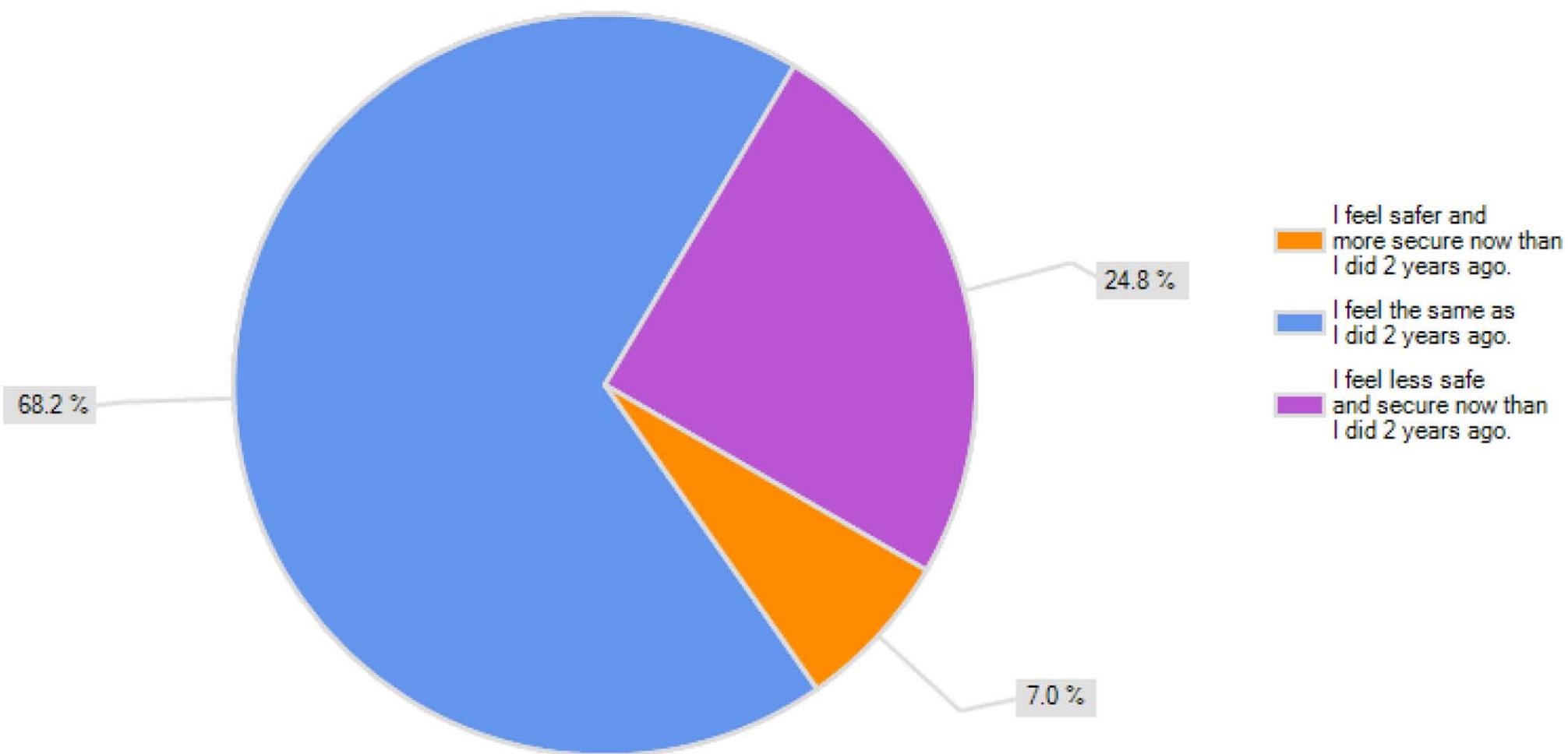
Question #7 - Daytime Sense of Safety and Security (current vs. 2 years ago)



Question #8 - Nighttime Sense of Safety and Security (current)



Question #9 - Nighttime Sense of Safety and Security (current vs. 2 years ago)



Detailed Survey Results

Chevy Chase Village Public Safety Satisfaction Survey



1. Contact with the Police Department What type of contact have you had with the Chevy Chase Village Police Department and/or the Chevy Chase Village Communications Center in the last 2 years? (check all that apply)

		Response Percent	Response Count
House check		83.2%	119
Victim of crime		19.6%	28
Traffic stop/traffic citation		3.5%	5
Called to request police response (e.g., to report suspicious activity, a traffic collision, a solicitor, etc.)		30.8%	44
Traffic collision		0.0%	0
Miscellaneous call for assistance (please describe below)		18.9%	27
Phone or walk-in request only (special pick-up request, general information request, call for an appointment to see a specific Village employee, etc.)		48.3%	69
I have had no contact with the Police Department or the Communications Center in the last 2 years.		2.8%	4
		Comment	38
answered question			143
skipped question			3

2. Attitudes and Behaviors of Police Officers With the above contact(s) in mind, please describe your impression of the attitude and/or behavior of the Chevy Chase Village police officer(s) with whom you interacted. (please choose one)

		Response Percent	Response Count
Very courteous, respectful and professional		87.0%	127
Somewhat courteous, respectful and professional		7.5%	11
Impersonal, but got the job done		2.1%	3
Rude and disrespectful		0.0%	0
I have had no contact with any police officer in the last two years		3.4%	5
	Comment		19
		answered question	146
		skipped question	0

3. Attitudes and Behaviors of Dispatchers With the above contact(s) in mind, please describe your impression of the attitude and/or behavior of the Communications Center employees (inside the glass window in the lobby) with whom you interacted. (please choose one)

		Response Percent	Response Count
Very courteous, respectful and professional		87.9%	116
Somewhat courteous, respectful and professional		6.8%	9
Impersonal, but got the job done		1.5%	2
Rude and disrespectful		0.0%	0
I have had no contact with any dispatcher in the last 2 years.		3.8%	5
	Comment		16
		answered question	132
		skipped question	14

4. Employee Competence With the above contact(s) in mind, please describe your impression of the overall competence of Chevy Chase Village Police Department employees. The CCVPD includes the Chief of Police, police supervisors, police officers, and dispatchers. (please choose one)

		Response Percent	Response Count
Highly competent; they know their work and can be counted on to do it well consistently		89.1%	115
Of average competence; they will get the job done, but they are not impressive		7.0%	9
Minimally competent; will get the job done, but must ask for assistance or must take an inordinate amount of time to complete tasks		0.0%	0
Incompetent; they do the job wrong or cannot accomplish tasks correctly with any consistency		0.0%	0
I have had no contact with any police department employee in the last 2 years.		3.9%	5
	Comment		11
answered question			129
skipped question			17

5. Agency Performance With the above contact(s) in mind, please describe your impression of the overall performance of the Chevy Chase Village Police Department. (please choose one)

		Response Percent	Response Count
Very high-performing organization; great team top to bottom that consistently does excellent work		59.7%	77
Good organization that performs well; solid team that does good work		34.1%	44
Average organization with decent performance; nothing stands out either way		3.1%	4
Poor-performing organization; weak team that does sub-standard work		0.0%	0
Incompetent; they do the job wrong or cannot accomplish tasks correctly with any consistency		0.0%	0
I have had not contact with any police department employee in the last 2 years.		3.1%	4
	Comment		8
		answered question	129
		skipped question	17

6. Daytime Sense of Safety and Security (current) Please describe your feeling of safety and security in the Village during daytime (daylight) hours. (please choose one)

		Response Percent	Response Count
I feel extremely safe and secure; I do not worry about crime in the Village.		26.5%	35
I feel mostly safe and secure; I seldom worry about crime in the Village.		56.1%	74
I feel somewhat safe and secure; I sometimes worry about crime in the Village.		17.4%	23
I feel rather unsafe and insecure; I frequently worry about crime in the Village.		0.0%	0
I feel extremely unsafe and insecure; I always worry about crime in the Village.		0.0%	0
		Comment	11
		answered question	132
		skipped question	14

7. Daytime Sense of Safety and Security (current vs. 2 years ago) Reflecting on your answer to the previous item, how does your current feeling of daytime safety and security compare to how you felt 2 years ago? (please choose one)

		Response Percent	Response Count
I feel safer and more secure now than I did 2 years ago.		7.8%	10
I feel the same as I did 2 years ago.		74.2%	95
I feel less safe and secure now than I did 2 years ago.		18.0%	23
		Comment	16
		answered question	128
		skipped question	18

8. Nighttime Sense of Safety and Security (current) Please describe your feeling of safety and security in the Village during nighttime (darkness) hours. (please choose one)

		Response Percent	Response Count
I feel extremely safe and secure; I do not worry about crime in the Village.		12.1%	16
I feel mostly safe and secure; I seldom worry about crime in the Village.		47.7%	63
I feel somewhat safe and secure; I sometimes worry about crime in the Village.		37.1%	49
I feel rather unsafe and insecure; I frequently worry about crime in the Village.		2.3%	3
I feel extremely unsafe and insecure; I always worry about crime in the Village.		0.8%	1
	Comment		16
		answered question	132
		skipped question	14

9. Nighttime Sense of Safety and Security (current vs. 2 years ago) Reflecting on your answer to the previous item, how does your current feeling of nighttime safety and security compare to how you felt 2 years ago? (please choose one)

		Response Percent	Response Count
I feel safer and more secure now than I did 2 years ago.		7.0%	9
I feel the same as I did 2 years ago.		68.2%	88
I feel less safe and secure now than I did 2 years ago.		24.8%	32
	Comment		15
	answered question		129
	skipped question		17

10. Recommendations for Improvement In the comment box below, please let us know how the Chevy Chase Village Police Department can better serve your needs.

	Response Count
	58
answered question	58
skipped question	88