

# GROVE CITY DIVISION OF POLICE

## Community Survey Cumulative Report

### COMMUNICATIONS/DISPATCH PERSONNEL \*

#### # 1 Have you ever had contact with Communication/Dispatching Personnel?

	2008		2007		2006	
Yes	85	50.9%	77	46.1%	62	47.3%
No	70	41.9%	44	26.3%	42	32.1%
Not Applicable	5	3.0%	0	0.0%	2	1.5%
No Answer	7	4.2%	10	6.0%	7	5.3%
<b>TOTAL</b>	<b>167</b>		<b>131</b>		<b>113</b>	

#### # 2 If so, were you greeted professionally, either by phone or in person?

	2008		2007		2006	
Yes	87	82.9%	74	70.5%	59	45.0%
No	1	1.0%	2	1.9%	3	2.3%
Not Applicable	6	5.7%	0	0.0%	9	6.9%
No Answer	11	10.5%	55	52.4%	42	32.1%
<b>TOTAL</b>	<b>105</b>		<b>131</b>		<b>113</b>	

#### # 3 Were communications personnel professional in their appearance?

	2008		2007		2006	
Yes	52	49.5%	46	43.8%	35	26.7%
No	1	1.0%	0	0.0%	0	0.0%
Not Applicable	41	39.0%	31	29.5%	35	26.7%
No Answer	11	10.5%	54	51.4%	43	32.8%
<b>TOTAL</b>	<b>105</b>		<b>131</b>		<b>113</b>	

#### # 4 If your needs could not be met by our agency, were you directed to the proper agency?

	2008		2007		2006	
Yes	25	22.7%	20	18.2%	32	24.4%
No	4	3.6%	3	2.7%	3	2.3%
Not Applicable	64	58.2%	51	46.4%	33	25.2%
No Answer	17	15.5%	57	51.8%	45	34.4%
<b>TOTAL</b>	<b>110</b>		<b>131</b>		<b>113</b>	

#### # 5 If you made a request for records information, was your request ready in the time promised?

	2008		2007		2006	
Yes	6	5.9%	14	13.9%	14	10.7%
No	1	1.0%	3	3.0%	2	1.5%
Not Applicable	78	77.2%	57	56.4%	53	40.5%
No Answer	16	15.8%	57	56.4%	44	33.6%
<b>TOTAL</b>	<b>101</b>		<b>131</b>		<b>113</b>	

#### # 6 How would you rate your overall contact with Communications/Dispatch Personnel?

	2008		2007		2006	
Excellent	36	32.1%	35	31.3%	32	24.4%
Good	45	40.2%	27	24.1%	26	19.8%
Average	6	5.4%	14	12.5%	5	3.8%
Poor	1	0.9%	1	0.9%	1	0.8%
No Opinion	10	8.9%	0	0.0%	6	4.6%
No Answer	14	12.5%	54	48.2%	43	32.8%
<b>TOTAL</b>	<b>112</b>		<b>131</b>		<b>113</b>	

## PATROL OPERATIONS

**#1 Have you ever had contact with a Patrol/Uniformed Police Officer?**

	2008		2007		2006	
Yes	110	65.9%	103	61.7%	80	61.1%
No	42	25.1%	21	12.6%	26	19.8%
Not Applicable	2	1.2%	0	0.0%	2	1.5%
No Answer	13	7.8%	7	4.2%	5	3.8%
<b>TOTAL</b>	<b>167</b>		<b>131</b>		<b>113</b>	

**# 2 Were you greeted professionally by patrol/uniformed officer?**

	2008		2007		2006	
Yes	109	83.2%	99	75.6%	75	57.3%
No	6	4.6%	3	2.3%	5	3.8%
Not Applicable	3	2.3%	1	0.8%	3	2.3%
No Answer	13	9.9%	28	21.4%	30	22.9%
<b>TOTAL</b>	<b>131</b>		<b>131</b>		<b>113</b>	

**# 3 Was the officer professional in his/her appearance?**

	2008		2007		2006	
Yes	109	84.5%	100	77.5%	80	61.1%
No	3	2.3%	1	0.8%	0	0.0%
Not Applicable	4	3.1%	1	0.8%	3	2.3%
No Answer	13	10.1%	29	22.5%	30	22.9%
<b>TOTAL</b>	<b>129</b>		<b>131</b>		<b>113</b>	

**# 4 Was the officer able to provide an explanation for any resolution that was reached?**

	2008		2007		2006	
Yes	73	56.6%	72	55.8%	61	46.6%
No	7	5.4%	7	5.4%	4	3.1%
Not Applicable	33	25.6%	22	17.1%	17	13.0%
No Answer	16	12.4%	30	23.3%	31	23.7%
<b>TOTAL</b>	<b>129</b>		<b>131</b>		<b>113</b>	

**# 5 If your problem was unable to be resolved immediately, did the officer explain any procedures that would be followed in your case, such as a detective follow-up, court, etc.?**

	2008		2007		2006	
Yes	40	31.7%	36	28.6%	44	33.6%
No	7	5.6%	6	4.8%	5	3.8%
Not Applicable	64	50.8%	58	46.0%	32	24.4%
No Answer	15	11.9%	31	24.6%	32	24.4%
<b>TOTAL</b>	<b>126</b>		<b>131</b>		<b>113</b>	

**# 6 If you were the victim of a crime, was the officer(s) understanding regarding any questions or concerns you may have had?**

	2008		2007		2006	
Yes	35	27.3%	42	32.8%	36	27.5%
No	9	7.0%	6	4.7%	4	3.1%
Not Applicable	68	53.1%	52	40.6%	40	30.5%
No Answer	16	12.5%	31	24.2%	33	25.2%
<b>TOTAL</b>	<b>128</b>		<b>131</b>		<b>113</b>	

**# 7 If you were the victim of a crime, did the officer(s) offer any crime prevention suggestions for yourself or your property?**

	<b>2008</b>		<b>2007</b>		<b>2006</b>	
Yes	<b>25</b>	18.7%	<b>28</b>	20.9%	<b>27</b>	20.6%
No	<b>15</b>	11.2%	<b>15</b>	11.2%	<b>6</b>	4.6%
Not Applicable	<b>80</b>	59.7%	<b>57</b>	42.5%	<b>46</b>	35.1%
No Answer	<b>14</b>	10.4%	<b>31</b>	23.1%	<b>34</b>	26.0%
<b>TOTAL</b>	<b>134</b>		<b>131</b>		<b>113</b>	

**# 8 If you were arrested, were you treated fairly and with respect?**

	<b>2008</b>		<b>2007</b>		<b>2006</b>	
Yes	<b>5</b>	3.8%	<b>2</b>	1.5%	<b>2</b>	1.5%
No	<b>2</b>	1.5%	<b>1</b>	0.8%	<b>2</b>	1.5%
Not Applicable	<b>108</b>	83.1%	<b>96</b>	73.8%	<b>76</b>	58.0%
No Answer	<b>15</b>	11.5%	<b>32</b>	24.6%	<b>33</b>	25.2%
<b>TOTAL</b>	<b>130</b>		<b>131</b>		<b>113</b>	

**# 9 If you were charged with a violation (criminal or traffic) did the officer explain the procedures you would have to follow to take care of the violation?**

	<b>2008</b>		<b>2007</b>		<b>2006</b>	
Yes	<b>23</b>	18.0%	<b>17</b>	13.3%	<b>15</b>	11.5%
No	<b>2</b>	1.6%	<b>2</b>	1.6%	<b>3</b>	2.3%
Not Applicable	<b>88</b>	68.8%	<b>81</b>	63.3%	<b>64</b>	48.9%
No Answer	<b>15</b>	11.7%	<b>31</b>	24.2%	<b>31</b>	23.7%
<b>TOTAL</b>	<b>128</b>		<b>131</b>		<b>113</b>	

**# 10 How would you rate your contact with Patrol/Uniformed Police Officer(s)?**

	<b>2008</b>		<b>2007</b>		<b>2006</b>	
Excellent	<b>51</b>	39.8%	<b>46</b>	35.9%	<b>46</b>	35.1%
Good	<b>42</b>	32.8%	<b>38</b>	29.7%	<b>27</b>	20.6%
Average	<b>13</b>	10.2%	<b>14</b>	10.9%	<b>6</b>	4.6%
Poor	<b>4</b>	3.1%	<b>2</b>	1.6%	<b>4</b>	3.1%
No Opinion	<b>5</b>	3.9%	<b>1</b>	0.8%	<b>2</b>	1.5%
No Answer	<b>13</b>	10.2%	<b>30</b>	23.4%	<b>28</b>	21.4%
<b>TOTAL</b>	<b>128</b>		<b>131</b>		<b>113</b>	

## DETECTIVE BUREAU

**#1 Have you ever had contact with a Detective?**

	<u>2008</u>		<u>2007</u>		<u>2006</u>	
Yes	51	30.5%	30	18.0%	31	23.7%
No	97	58.1%	92	55.1%	55	42.0%
Not Applicable	8	4.8%	0	0.0%	14	10.7%
No Answer	11	6.6%	9	5.4%	13	9.9%
<b>TOTAL</b>	<b>167</b>		<b>131</b>		<b>113</b>	

**#2 Have you ever had contact with a Juvenile Detective?**

	<u>2008</u>		<u>2007</u>		<u>2006</u>	
Yes	10	6.7%				
No	102	68.5%				
Not Applicable	16	10.7%				
No Answer	21	14.1%				
<b>Total</b>	<b>149</b>					

**#3 Were you greeted professionally?**

	<u>2008</u>		<u>2007</u>		<u>2006</u>	
Yes	35	41.7%	25	29.8%	31	23.7%
No	1	1.2%	0	0.0%	0	0.0%
Not Applicable	26	31.0%	6	7.1%	17	13.0%
No Answer	22	26.2%	100	119.0%	65	49.6%
<b>TOTAL</b>	<b>84</b>		<b>131</b>		<b>113</b>	

**#4 Was the Detective professional in his/her appearance?**

	<u>2008</u>		<u>2007</u>		<u>2006</u>	
Yes	36	41.4%	28	32.2%	29	22.1%
No	2	2.3%	0	0.0%	0	0.0%
Not Applicable	26	29.9%	5	5.7%	18	13.7%
No Answer	23	26.4%	98	112.6%	66	50.4%
<b>TOTAL</b>	<b>87</b>		<b>131</b>		<b>113</b>	

**#5 Were you contacted in a timely manner by the Detective assigned to your case?**

	<u>2008</u>		<u>2007</u>		<u>2006</u>	
Yes	25	29.4%	12	14.1%	28	21.4%
No	5	5.9%	4	4.7%	1	0.8%
Not Applicable	32	37.6%	15	17.6%	18	13.7%
No Answer	23	27.1%	100	117.6%	66	50.4%
<b>TOTAL</b>	<b>85</b>		<b>131</b>		<b>113</b>	

**#6 Were you kept up to date on the progress of the investigation of your case?**

	<u>2008</u>		<u>2007</u>		<u>2006</u>	
Yes	14	17.5%	9	11.3%	20	15.3%
No	16	20.0%	7	8.8%	8	6.1%
Not Applicable	27	33.8%	14	17.5%	19	14.5%
No Answer	23	28.8%	101	126.3%	66	50.4%
<b>TOTAL</b>	<b>80</b>		<b>131</b>		<b>113</b>	

**#7 Was the outcome of the case explained to you by the detective assigned to your case?**

	<b>2008</b>		<b>2007</b>		<b>2006</b>	
Yes	<b>17</b>	20.0%	<b>7</b>	8.2%	<b>21</b>	16.0%
No	<b>11</b>	12.9%	<b>8</b>	9.4%	<b>7</b>	5.3%
Not Applicable	<b>33</b>	38.8%	<b>16</b>	18.8%	<b>19</b>	14.5%
No Answer	<b>24</b>	28.2%	<b>100</b>	117.6%	<b>66</b>	50.4%
<b>TOTAL</b>	<b>85</b>		<b>131</b>		<b>113</b>	

**#8 How would you rate your contact with the Detective?**

	<b>2008</b>		<b>2007</b>		<b>2006</b>	
Excellent	<b>18</b>	19.4%	<b>16</b>	17.2%	<b>14</b>	10.7%
Good	<b>17</b>	18.3%	<b>8</b>	8.6%	<b>14</b>	10.7%
Average	<b>11</b>	11.8%	<b>4</b>	4.3%	<b>5</b>	3.8%
Poor	<b>3</b>	3.2%	<b>5</b>	5.4%	<b>1</b>	0.8%
No Opinion	<b>19</b>	20.4%	<b>0</b>	0.0%	<b>14</b>	10.7%
No Answer	<b>25</b>	26.9%	<b>98</b>	105.4%	<b>65</b>	49.6%
<b>TOTAL</b>	<b>93</b>		<b>131</b>		<b>113</b>	

## Youth Services Bureau

### #1 Have you ever had contact with a DARE Officer?

	<u>2008</u>	<u>2007</u>	<u>2006</u>
Yes	30	18.0%	
No	110	65.9%	
Not Applicable	14	8.4%	
No Answer	13	7.8%	
<b>TOTAL</b>	<b>167</b>		

### #2 If so, were you greeted professionally?

	<u>2008</u>	<u>2007</u>	<u>2006</u>
Yes	30	40.0%	
No	1	1.3%	
Not Applicable	20	26.7%	
No Answer	24	32.0%	
<b>TOTAL</b>	<b>75</b>		

### #3 Was the Officer professional in his/her appearance?

	<u>2008</u>	<u>2007</u>	<u>2006</u>
Yes	30	39.5%	
No	1	1.3%	
Not Applicable	21	27.6%	
No Answer	24	31.6%	
<b>TOTAL</b>	<b>76</b>		

### #4 Do you think the DARE Officer had a positive impact on your child(ren)?

	<u>2008</u>	<u>2007</u>	<u>2006</u>
Yes	31	44.3%	
No	0	0.0%	
Not Applicable	16	22.9%	
No Answer	23	32.9%	
<b>TOTAL</b>	<b>70</b>		

### #5 How would you rate your contact with the DARE Officer?

	<u>2008</u>	<u>2007</u>	<u>2006</u>
Excellent	25	31.6%	
Good	7	8.9%	
Average	0	0.0%	
Poor	0	0.0%	
No Opinion	25	31.6%	
No Answer	22	27.8%	
<b>TOTAL</b>	<b>79</b>		

### #6 Have you ever had contact with an SRO(School Resource Officer)?

	<u>2008</u>	<u>2007</u>	<u>2006</u>
Yes	6	3.6%	
No	114	68.3%	
Not Applicable	17	10.2%	
No Answer	30	18.0%	
<b>TOTAL</b>	<b>167</b>		

**#7 If so, were you greeted professionally?**

	<b>2008</b>	<b>2007</b>	<b>2006</b>
Yes	6	10.5%	
No	1	1.8%	
Not Applicable	23	40.4%	
No Answer	27	47.4%	
<b>TOTAL</b>	<b>57</b>		

**#8 Was the Officer professional in his/her appearance?**

	<b>2008</b>	<b>2007</b>	<b>2006</b>
Yes	7	12.3%	
No	0	0.0%	
Not Applicable	22	38.6%	
No Answer	28	49.1%	
<b>TOTAL</b>	<b>57</b>		

**#9 Do you think the SRO had a positive impact on your child(ren)?**

	<b>2008</b>	<b>2007</b>	<b>2006</b>
Yes	5	8.6%	
No	2	3.4%	
Not Applicable	23	39.7%	
No Answer	28	48.3%	
<b>TOTAL</b>	<b>58</b>		

**#10 How would you rate your contact with the SRO?**

	<b>2008</b>	<b>2007</b>	<b>2006</b>
Excellent	3	5.0%	
Good	3	5.0%	
Average	0	0.0%	
Poor	1	1.7%	
No Opinion	22	36.7%	
No Answer	31	51.7%	
<b>TOTAL</b>	<b>60</b>		

\* Totals may not be equal due to inconsistent responses from survey results.