

Monroe Police Department Citizen Survey 2016

Tuesday, March 24, 2016

Summary of Survey Findings:

On February 25, 2016 the Monroe Police Department started conducting its citizen survey; the survey was left open online until March 18, 2016. This survey is conducted once within a three year period. The department conducted the surveys utilizing Survey Monkey, Facebook, by distributing hard copies at communities meetings, and copies were available for pick up in the main lobby of the police department. This reached a larger more diverse portion of the agencies service population. The online survey was announced on Monroe Police Departments Facebook page and City of Monroe's web page. Of those surveyed, 56% rate the overall performance as exceptional. When asked for recommendations or suggestions 15 of the 30 responses stated that they think the police need to place more emphasis on working closely on neighborhood problems, such as speeding, gang related issues, juvenile problems and community presence. More visibility and patrolling of neighborhoods and the downtown area was also a concern. When asked how satisfied citizens are with the quality of serviced provided by the Monroe Police Department 51% were exceptionally satisfied and 35% said satisfactory.

Other significant questions indicate citizens feel safe in their neighborhoods, downtown area, doing business and spending leisure time in the City of Monroe. Of the people surveyed 83% based their opinions on personal experience with the Monroe Police Department. The majority of people surveyed who have had contact with sworn and non-sworn employees rated the employees courtesy, demeanor and attitude as exceptional/very calm and courteous. By doing this survey it shows the citizens that we care about their concerns and problems. When asked what is the greatest problem in their neighborhoods citizens responded with traffic/speeding violations at 20% and drugs at 17%. This survey will be used in the future as the past survey was used to update the department's strategic plan for the next 3 to 5 years. The continued improvement of services depends upon the department's ability to understand the concerns of the citizens and to involve the community in delivering those services and this survey is one step in that involvement.

71

Total Responses

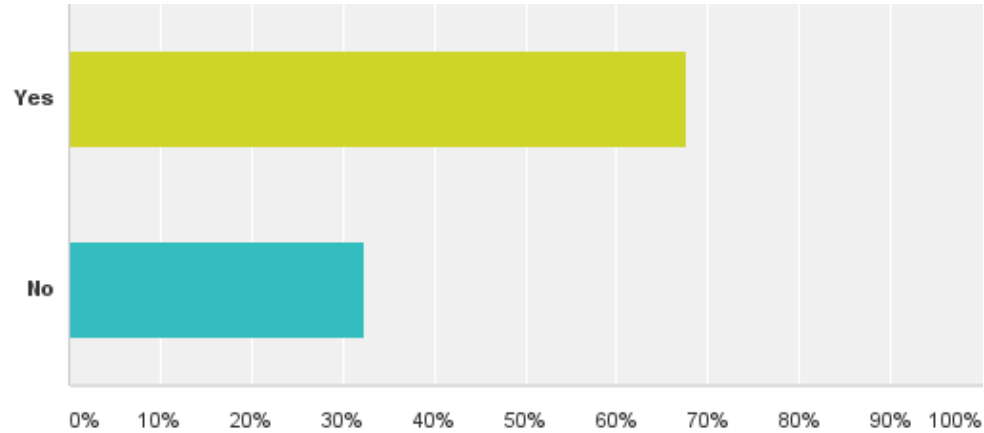
Date Created: Thursday, February 25, 2016

Deadline: Friday, March 18, 2016

Complete Responses: 71

Q1: Are you a resident of the City of Monroe?

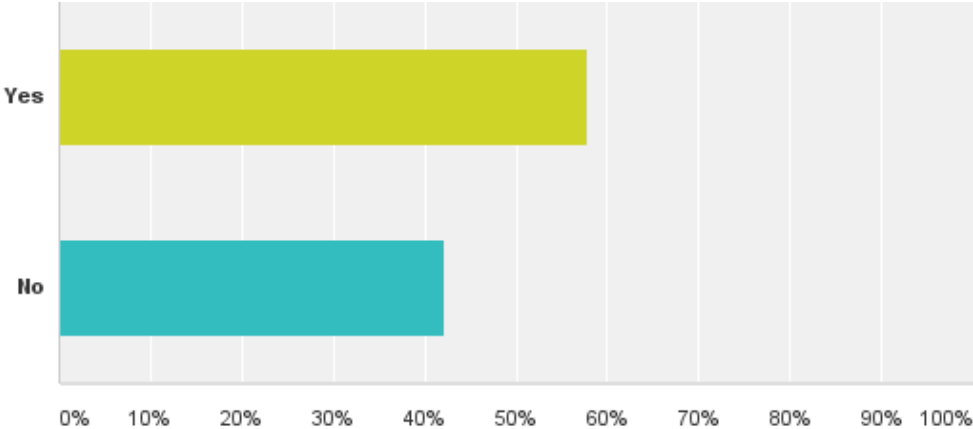
Answered: 71 Skipped: 0



| Answer Choices | Responses |
|----------------|-----------|
| Yes | 67.61% 48 |
| No | 32.39% 23 |
| Total | 71 |

Q2: Do you work in the City of Monroe?

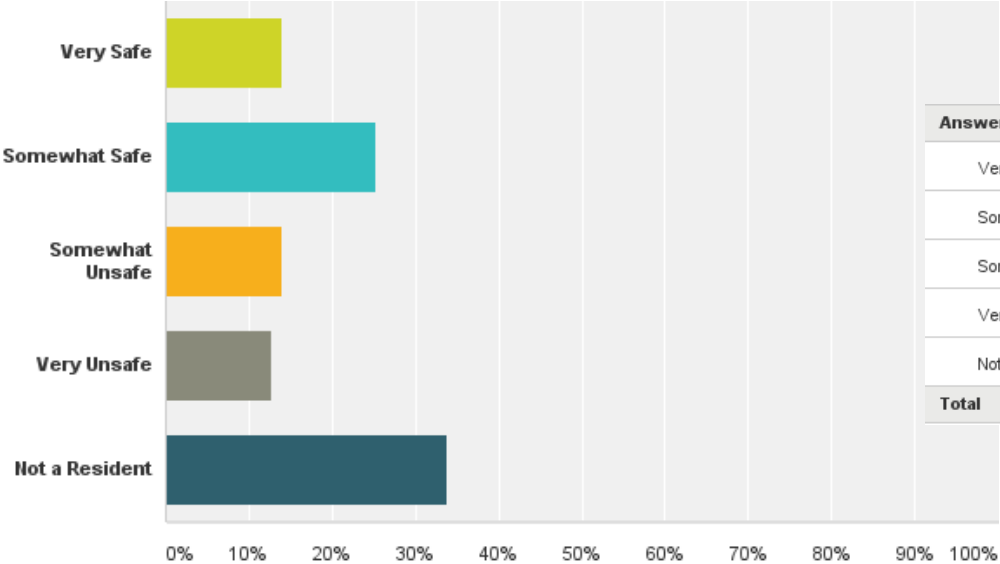
Answered: 71 Skipped: 0



| Answer Choices | Responses |
|----------------|-----------|
| Yes | 57.75% 41 |
| No | 42.25% 30 |
| Total | 71 |

Q3: If you live in the City of Monroe, how safe do you feel walking in your neighborhood after dark?

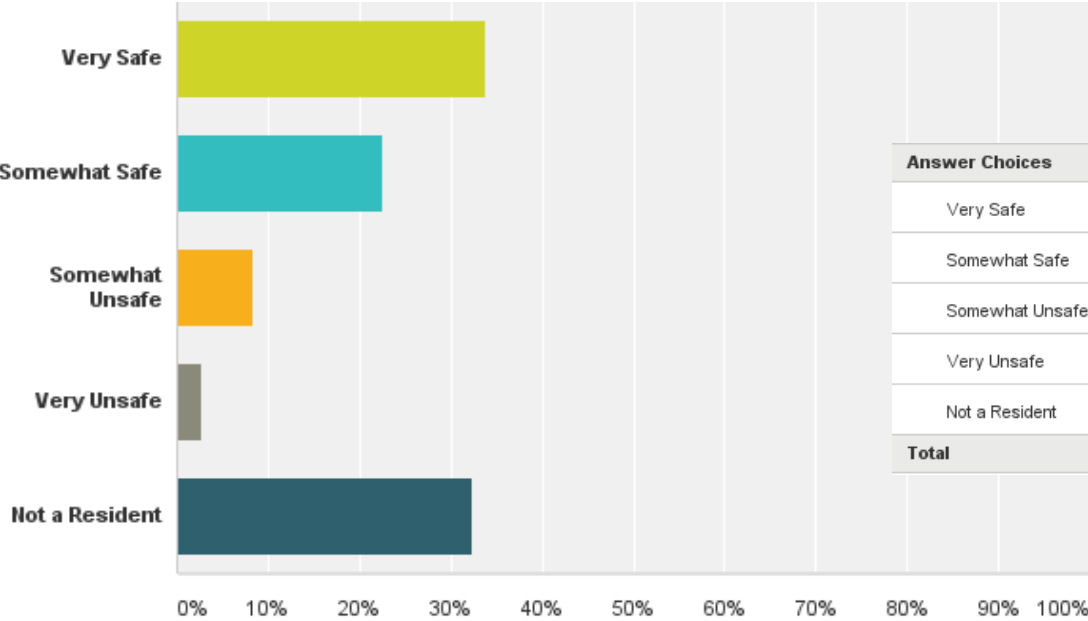
Answered: 71 Skipped: 0



| Answer Choices | Responses |
|-----------------|-----------|
| Very Safe | 14.08% 10 |
| Somewhat Safe | 25.35% 18 |
| Somewhat Unsafe | 14.08% 10 |
| Very Unsafe | 12.68% 9 |
| Not a Resident | 33.80% 24 |
| Total | 71 |

Q4: If you are a resident, how safe do you feel walking in your neighborhood during the day?

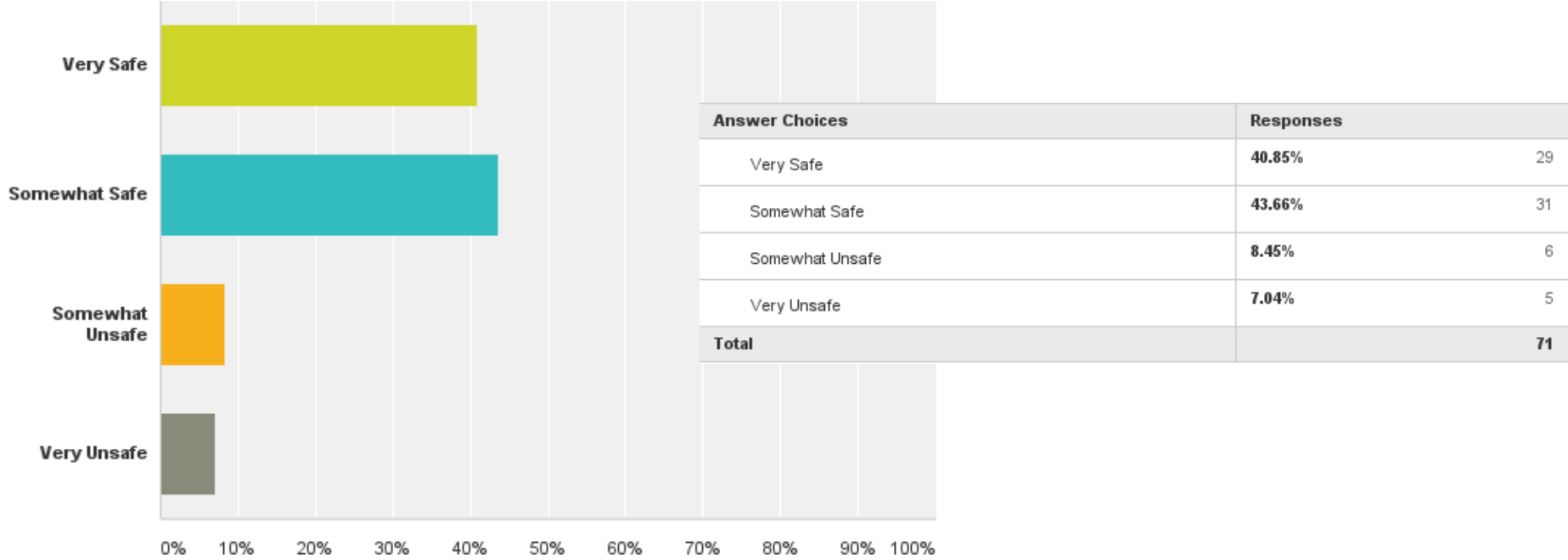
Answered: 71 Skipped: 0



| Answer Choices | Responses |
|-----------------|-----------|
| Very Safe | 33.80% 24 |
| Somewhat Safe | 22.54% 16 |
| Somewhat Unsafe | 8.45% 6 |
| Very Unsafe | 2.82% 2 |
| Not a Resident | 32.39% 23 |
| Total | 71 |

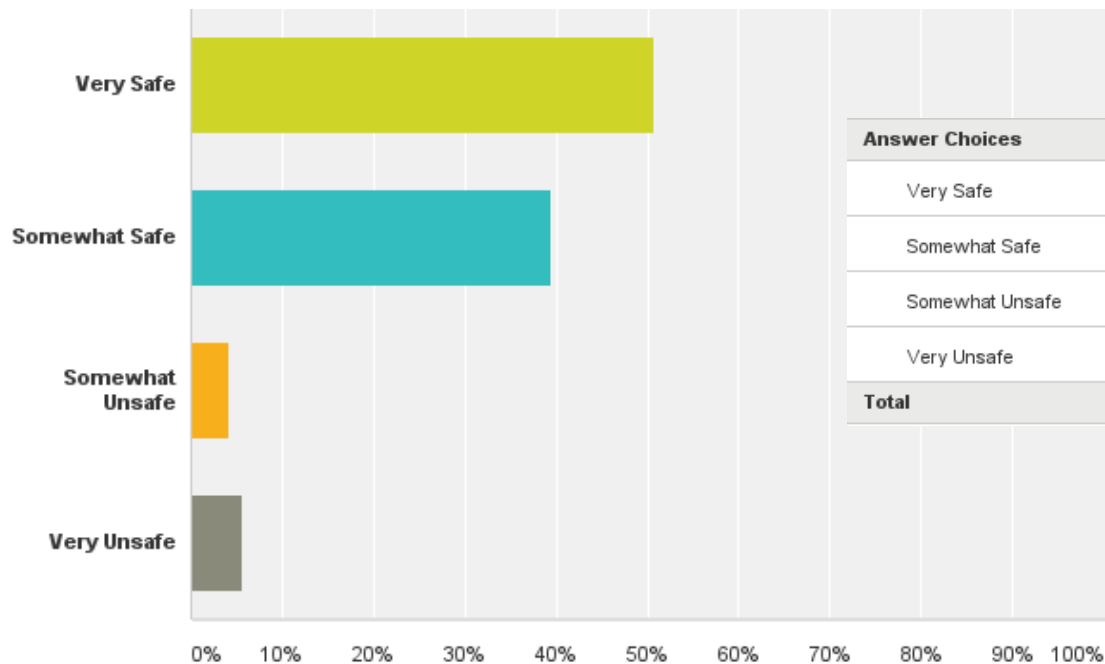
Q5: How safe do you feel doing business or visiting areas of Monroe?

Answered: 71 Skipped: 0



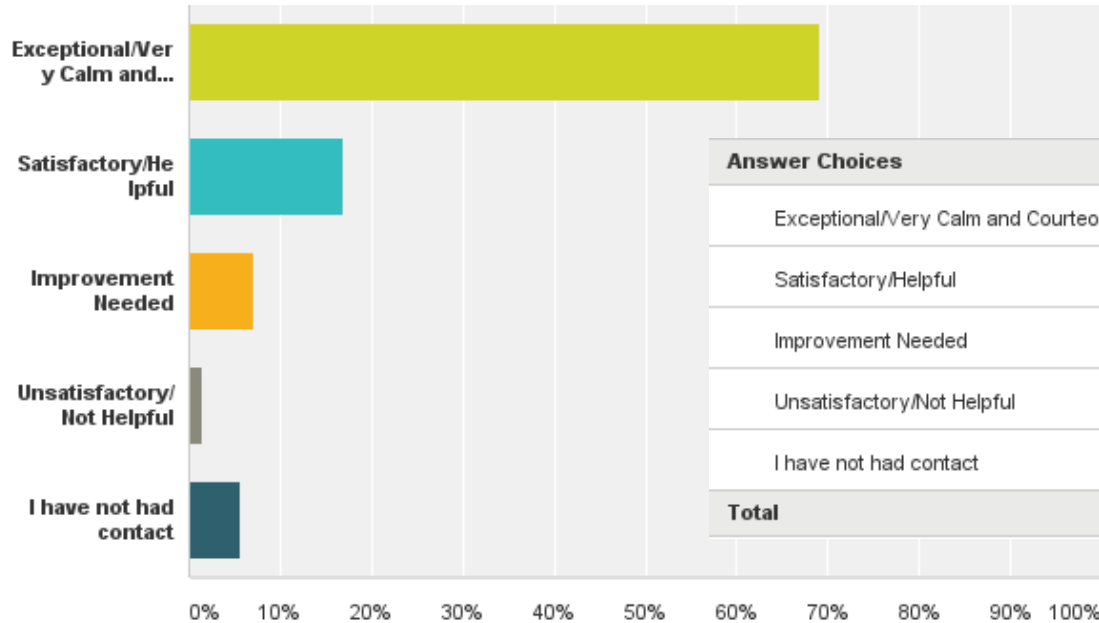
Q6: How safe do you feel doing business and spending leisure time in the downtown area of Monroe?

Answered: 71 Skipped: 0



| Answer Choices | Responses |
|-----------------|-----------|
| Very Safe | 50.70% 36 |
| Somewhat Safe | 39.44% 28 |
| Somewhat Unsafe | 4.23% 3 |
| Very Unsafe | 5.63% 4 |
| Total | 71 |

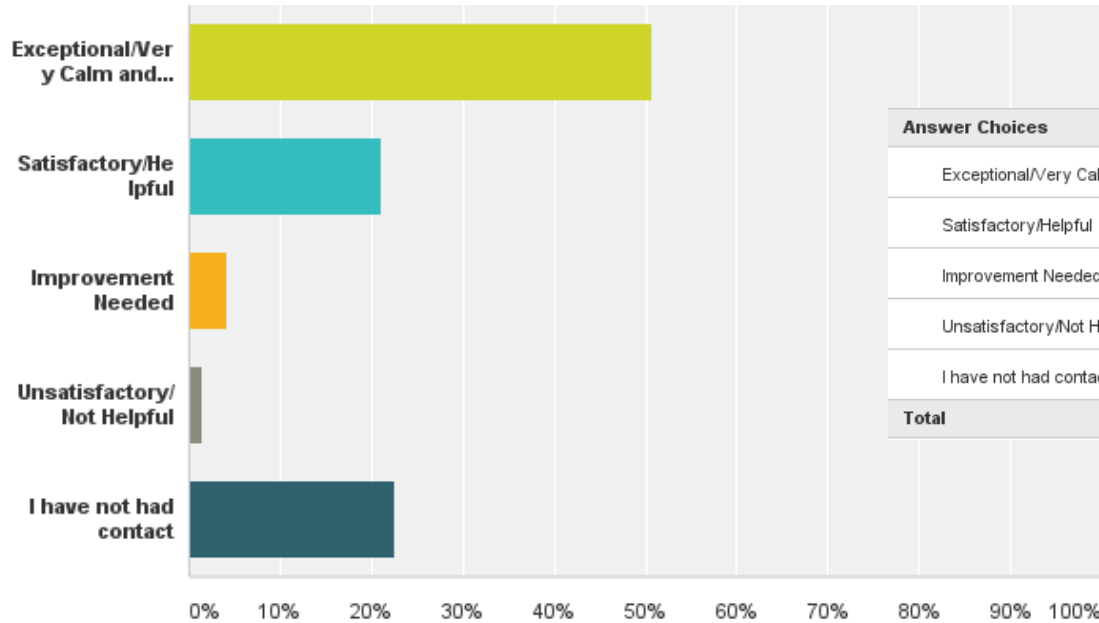
Q7: During your most recent contact with a sworn employee (patrol officer, traffic officer, detective, school resource officer, Community Intervention Team officer, Community Services Officer) of the Monroe Police Department, how would you rate the courtesy, demeanor, and attitude of the police officer?



| Answer Choices | Responses |
|-------------------------------------|-----------|
| Exceptional/Very Calm and Courteous | 69.01% 49 |
| Satisfactory/Helpful | 16.90% 12 |
| Improvement Needed | 7.04% 5 |
| Unsatisfactory/Not Helpful | 1.41% 1 |
| I have not had contact | 5.63% 4 |
| Total | 71 |

Answered: 71 Skipped: 0

Q8: During your most recent contact with a non-sworn employee (administrative assistant, records clerk, parking enforcement, police information clerk, animal control) of the Monroe Police Department, how would you rate the courtesy, demeanor, and attitude of the police employee?

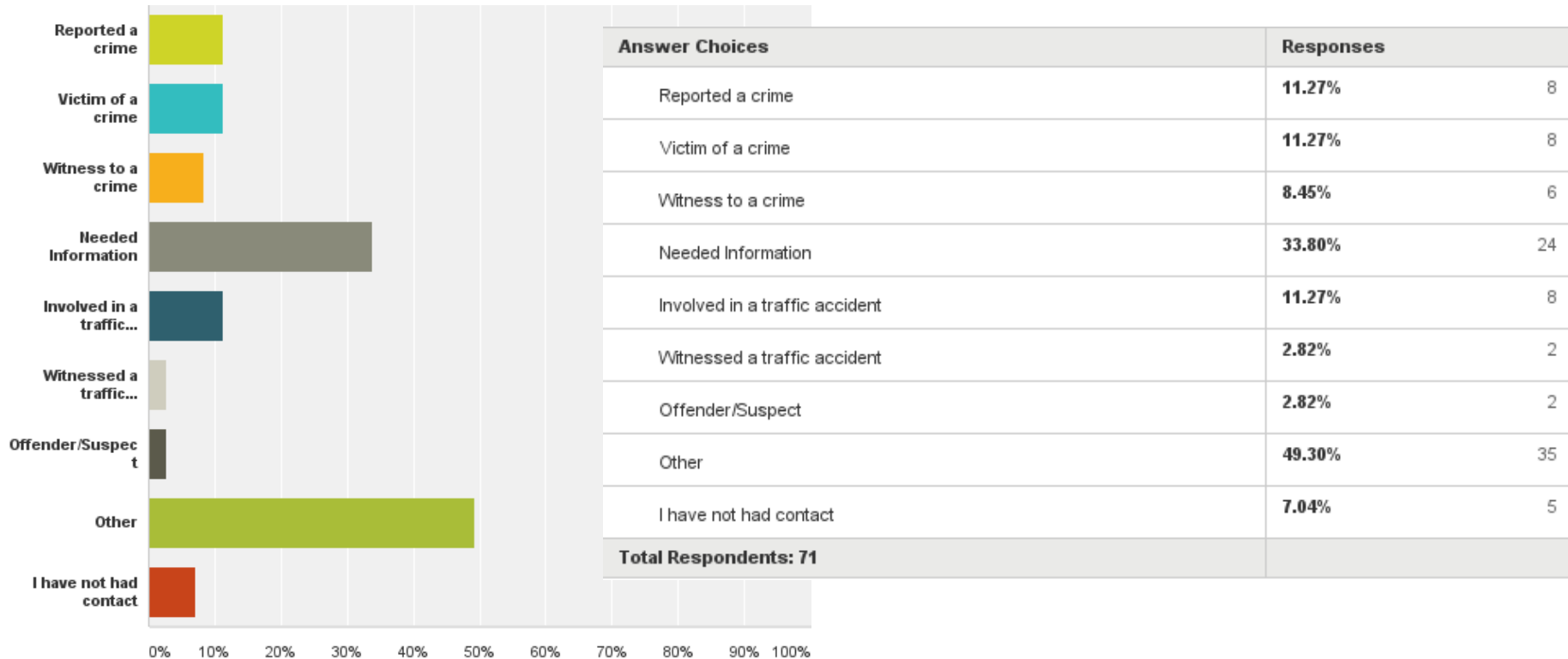


| Answer Choices | Responses |
|-------------------------------------|-----------|
| Exceptional/Very Calm and Courteous | 50.70% 36 |
| Satisfactory/Helpful | 21.13% 15 |
| Improvement Needed | 4.23% 3 |
| Unsatisfactory/Not Helpful | 1.41% 1 |
| I have not had contact | 22.54% 16 |
| Total | 71 |

Answered: 71 Skipped: 0

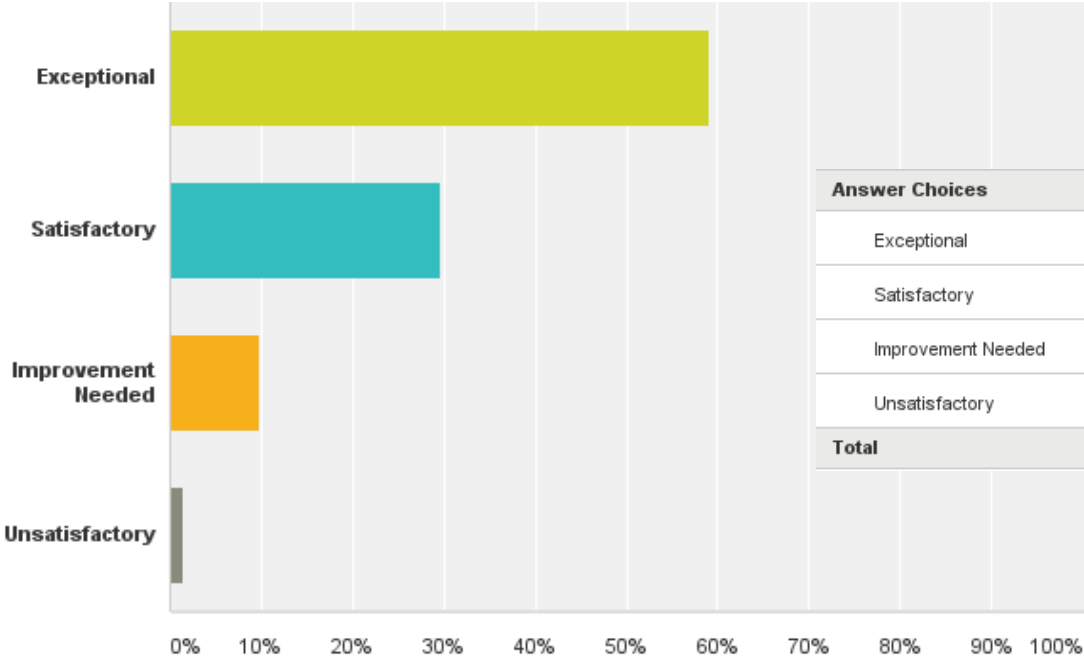
Q9: If you have had contact with the Monroe Police Department, what type of contact did you have? Please check all that apply:

Answered: 71 Skipped: 0



Q10: Based on your experience, how would you rate the overall competence level of the Monroe Police Department employees?

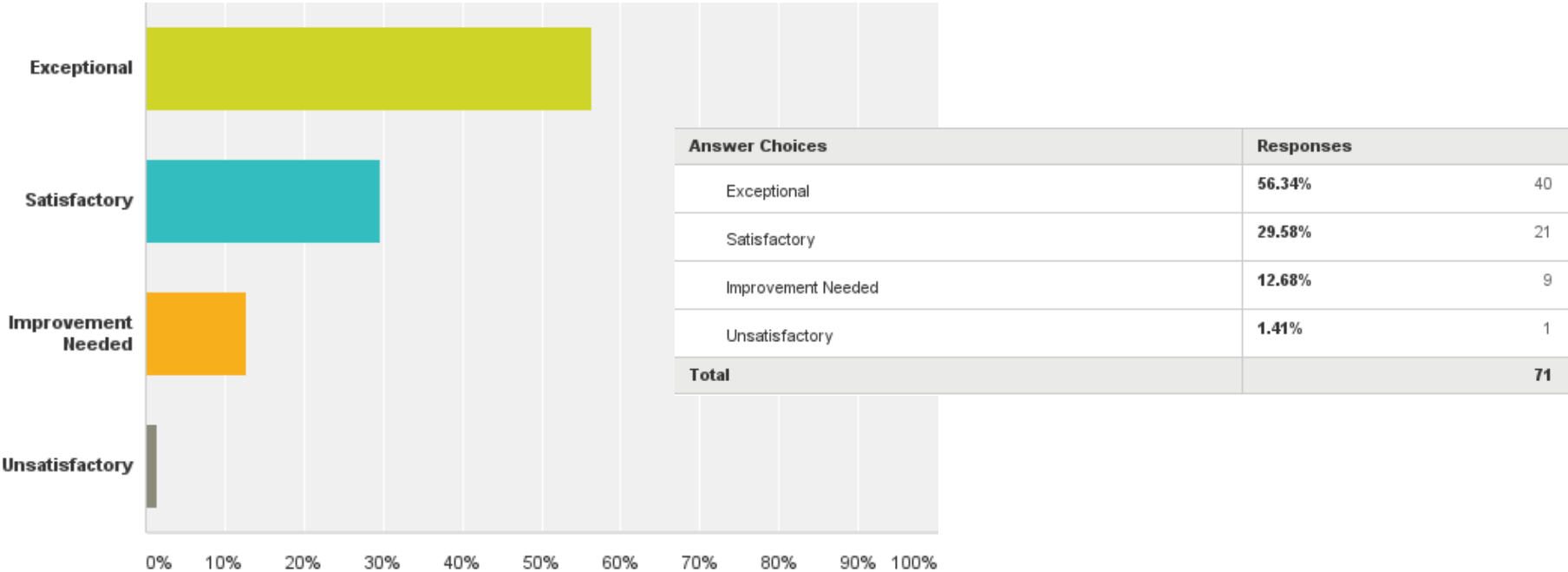
Answered: 71 Skipped: 0



| Answer Choices | Responses |
|--------------------|-----------|
| Exceptional | 59.15% 42 |
| Satisfactory | 29.58% 21 |
| Improvement Needed | 9.86% 7 |
| Unsatisfactory | 1.41% 1 |
| Total | 71 |

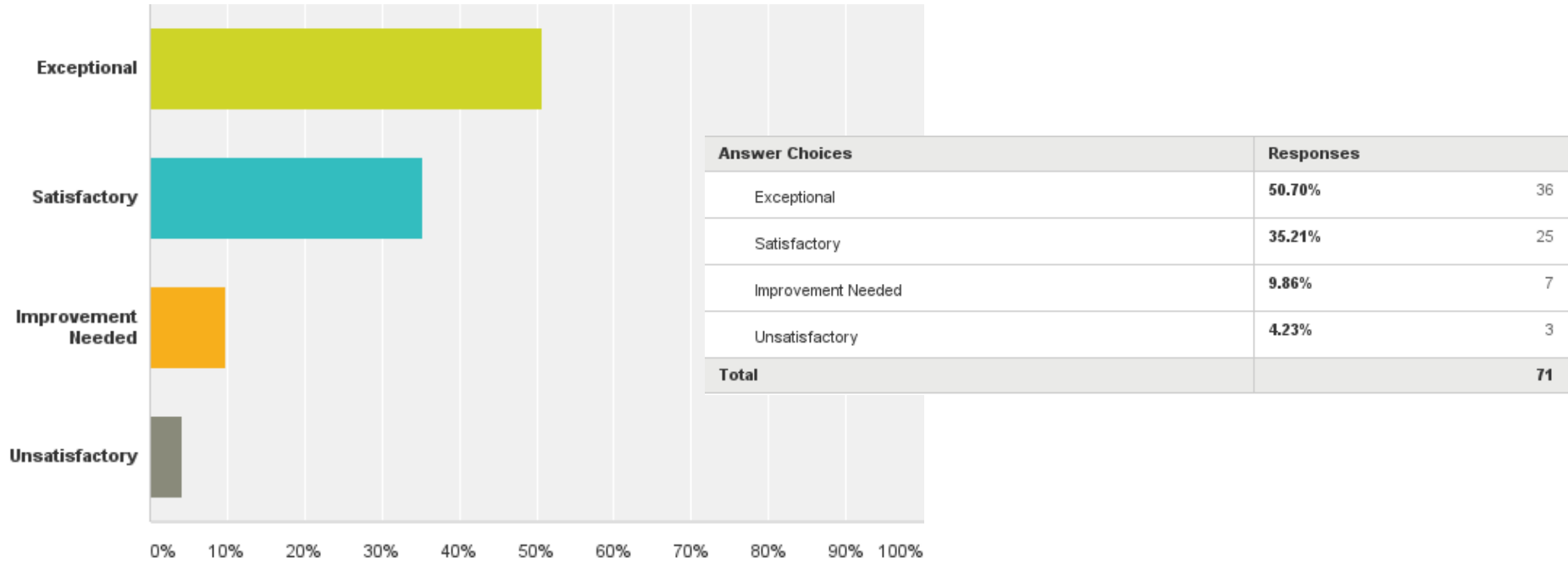
Q11: Based on your experience, how would you rate the overall performance of the Monroe Police Department?

Answered: 71 Skipped: 0



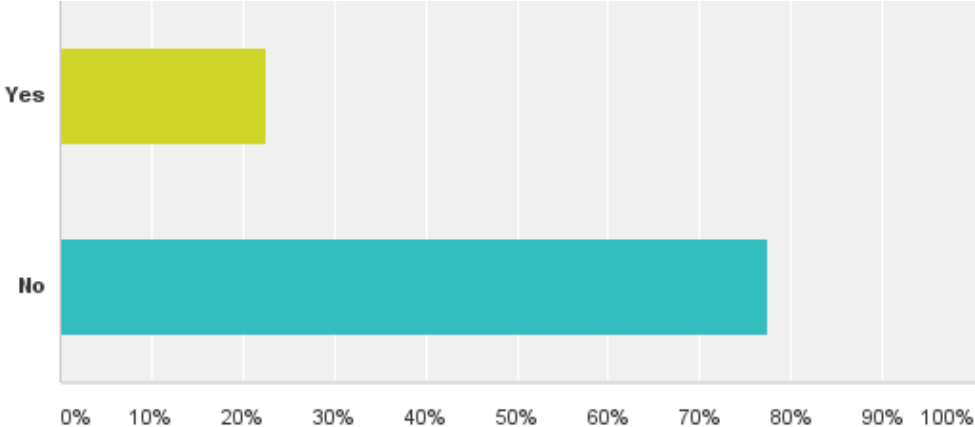
Q12: How satisfied are you with the quality of services the Monroe Police Department provides?

Answered: 71 Skipped: 0



Q13: Have you been the victim of a crime in the past three years?

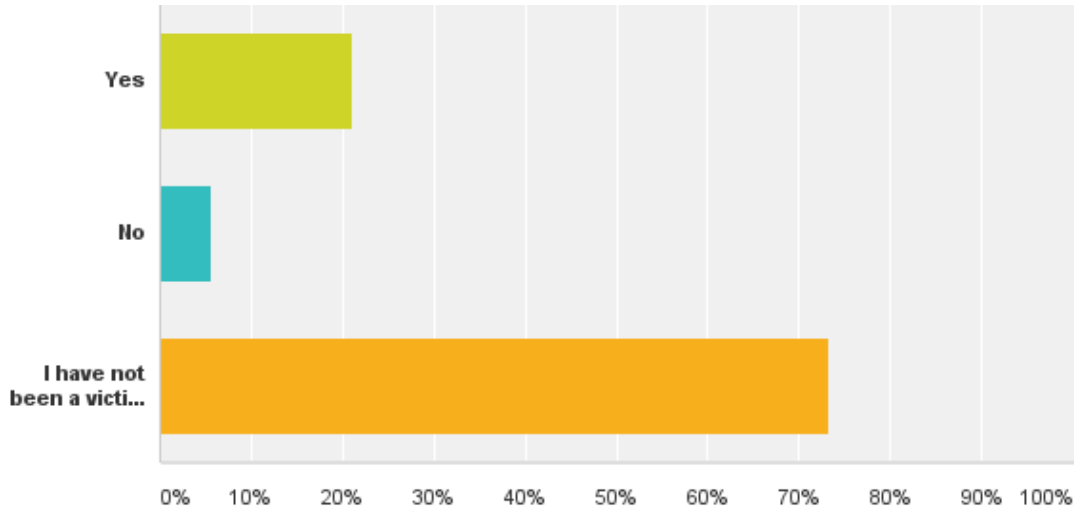
Answered: 71 Skipped: 0



| Answer Choices | Responses |
|----------------|-----------|
| Yes | 22.54% 16 |
| No | 77.46% 55 |
| Total | 71 |

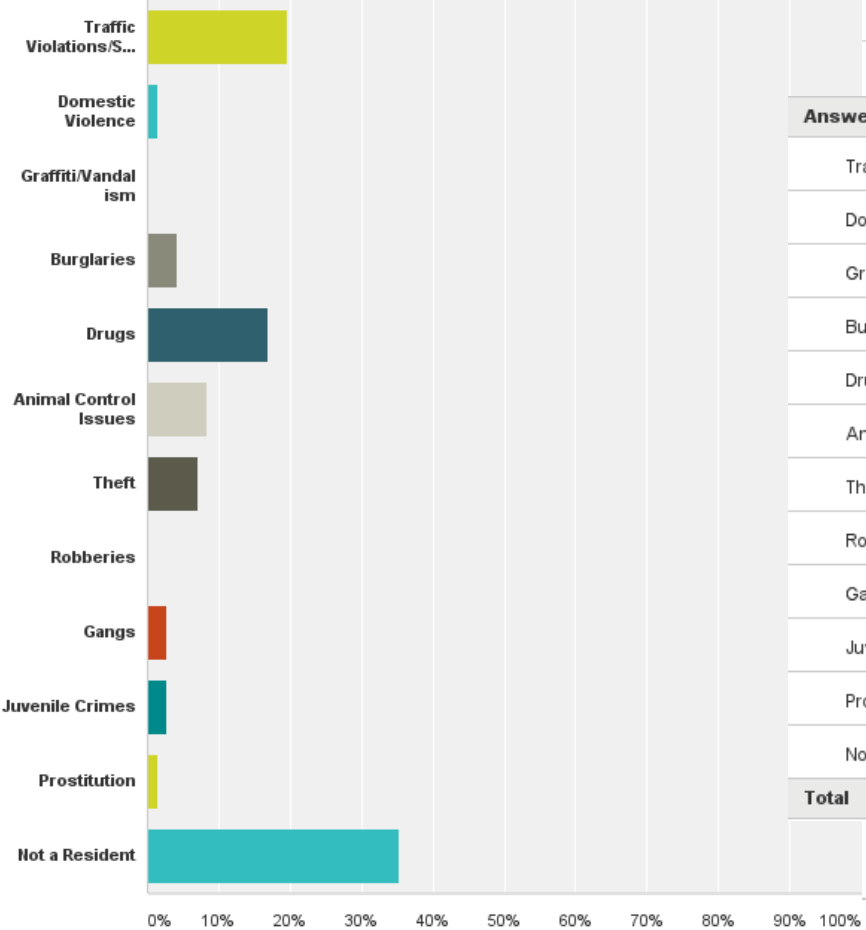
Q14: Did you report the crime to the police department?

Answered: 71 Skipped: 0



| Answer Choices | Responses | |
|---|-----------|-----------|
| Yes | 21.13% | 15 |
| No | 5.63% | 4 |
| I have not been a victim in the past three years. | 73.24% | 52 |
| Total | | 71 |

Q15: If you are a city resident, what do you feel is the greatest problem in your neighborhood?



| Answer Choices | Responses | Count |
|-----------------------------|-----------|-----------|
| Traffic Violations/Speeding | 19.72% | 14 |
| Domestic Violence | 1.41% | 1 |
| Graffiti/Vandalism | 0.00% | 0 |
| Burglaries | 4.23% | 3 |
| Drugs | 16.90% | 12 |
| Animal Control Issues | 8.45% | 6 |
| Theft | 7.04% | 5 |
| Robberies | 0.00% | 0 |
| Gangs | 2.82% | 2 |
| Juvenile Crimes | 2.82% | 2 |
| Prostitution | 1.41% | 1 |
| Not a Resident | 35.21% | 25 |
| Total | | 71 |

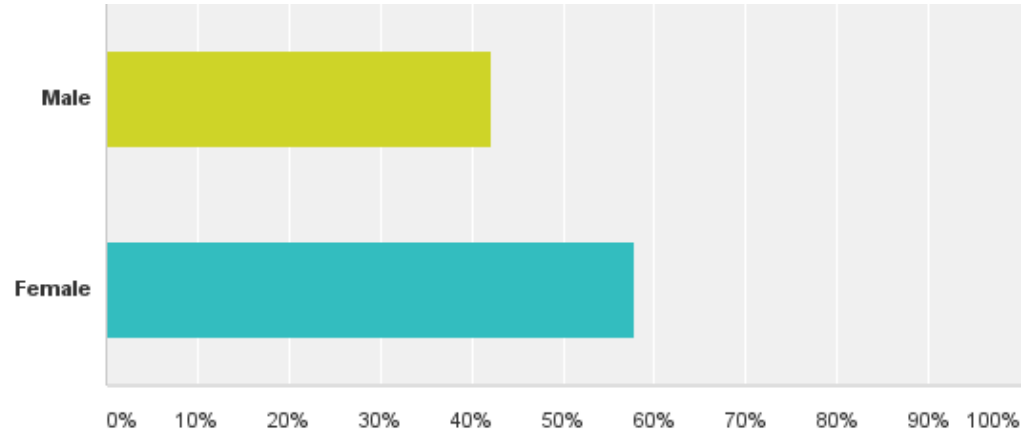
Answered: 71 Skipped: 0

Q16: In order for our agency to address problems in your neighborhood, please list location, on what street do you reside, and give the closest cross street. (optional)

| | | |
|--------------------------|--|-----------------------------------|
| 1. 701 Boyte St. | 2. Durant and Thompson | 3. Walkup and Alexander |
| 4. Sutton Part Community | 5. Union St off Alexander | 6. Steele and Jones |
| 7. Steele and Jones | 8. West/Johnson/Bragg/Windsor/ and Talleyrand | 9. Corner of Bragg and Talleyrand |
| 10. Bragg/Lane/Johnson | 11. West St | 12. 905 Gordon |
| 13. Gordon St | 14. Barbee Farms | 15. Charles and Talleyrand |
| 16. Roland and Nelda Dr | 17. W Franklin St | 18. Roundwood/Oconnell |
| 19. Sunset Dr | 20. Wilkes Dr | 21. Wheaton Way |
| 22. Green at Maurice | 23. Olde Towne Dr/Old Charlotte | 24. Stewart Park |
| 25. Oak Hill Dr | 26. Houston/Chruch | 27. Lucille Avenue |
| 28. Savannah Way | 29. Harris Ln at Franklin St | 30. Washington St |

Q17: What is your gender?

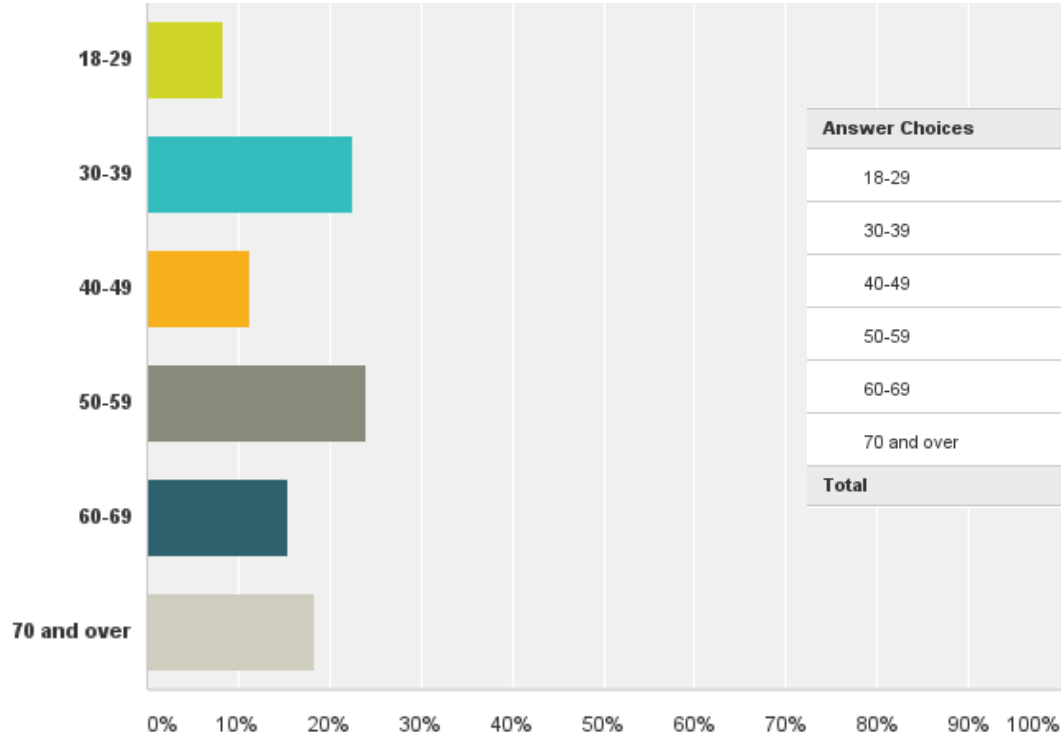
Answered: 71 Skipped: 0



| Answer Choices | Responses |
|----------------|-----------|
| Male | 42.25% 30 |
| Female | 57.75% 41 |
| Total | 71 |

Q18: What is your age group?

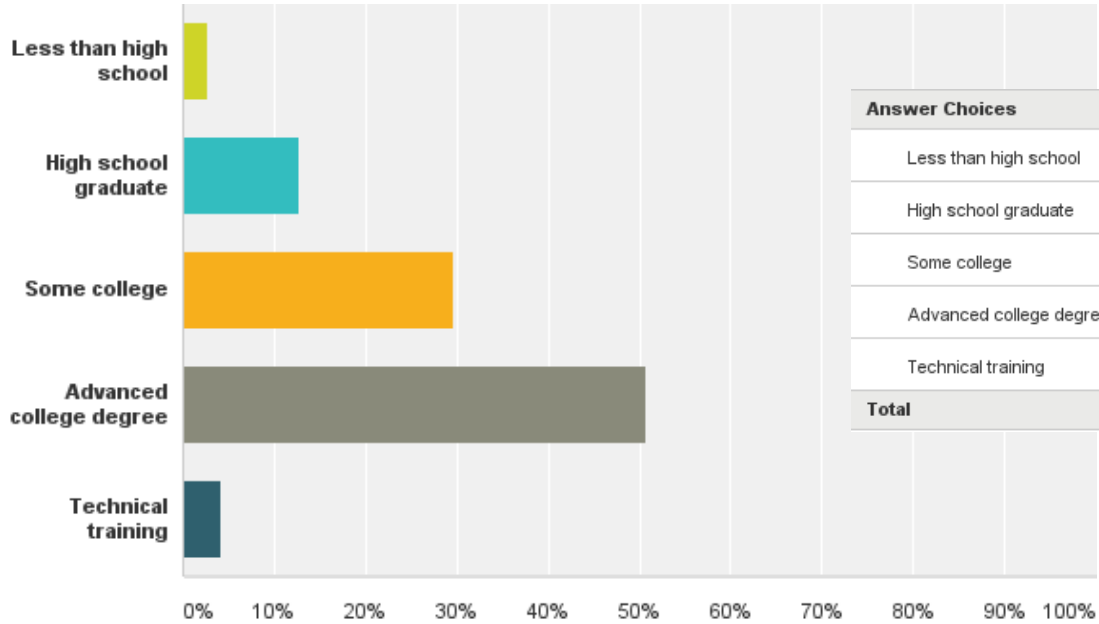
Answered: 71 Skipped: 0



| Answer Choices | Responses |
|----------------|-----------|
| 18-29 | 8.45% 6 |
| 30-39 | 22.54% 16 |
| 40-49 | 11.27% 8 |
| 50-59 | 23.94% 17 |
| 60-69 | 15.49% 11 |
| 70 and over | 18.31% 13 |
| Total | 71 |

Q19: What is your educational level?

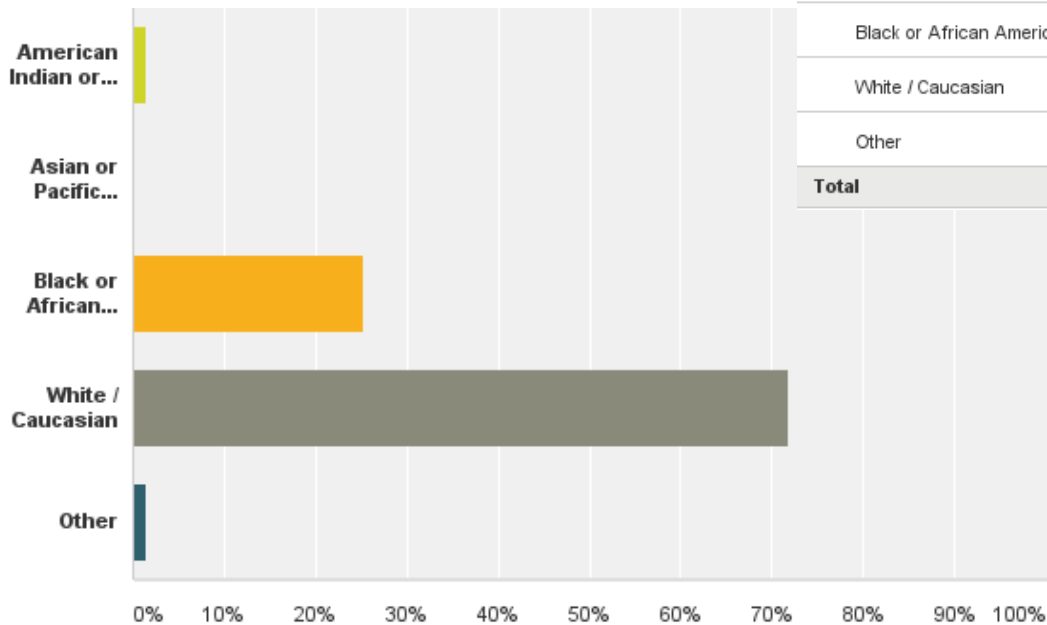
Answered: 71 Skipped: 0



| Answer Choices | Responses |
|-------------------------|-----------|
| Less than high school | 2.82% 2 |
| High school graduate | 12.68% 9 |
| Some college | 29.58% 21 |
| Advanced college degree | 50.70% 36 |
| Technical training | 4.23% 3 |
| Total | 71 |

Q20: What is your race?

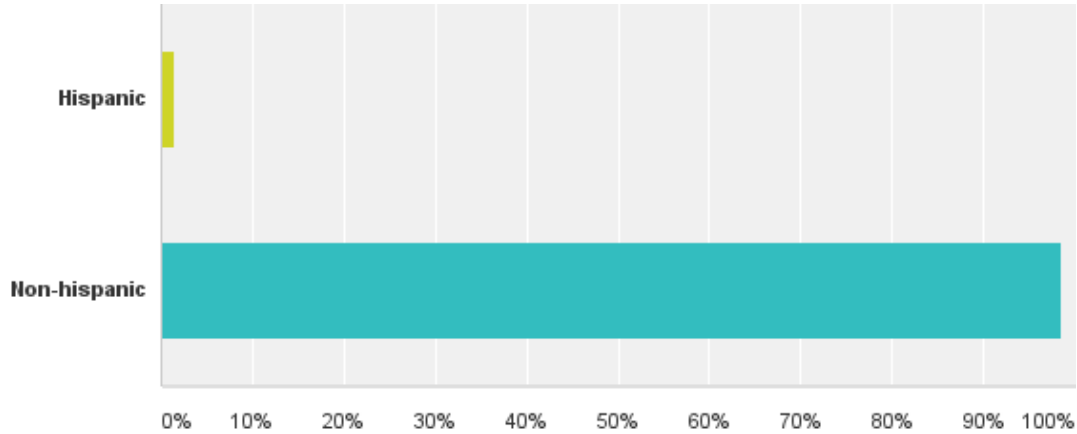
Answered: 71 Skipped: 0



| Answer Choices | Responses |
|-----------------------------------|-----------|
| American Indian or Alaskan Native | 1.41% 1 |
| Asian or Pacific Islander | 0.00% 0 |
| Black or African American | 25.35% 18 |
| White / Caucasian | 71.83% 51 |
| Other | 1.41% 1 |
| Total | 71 |

Q21: What is your ethnic group?

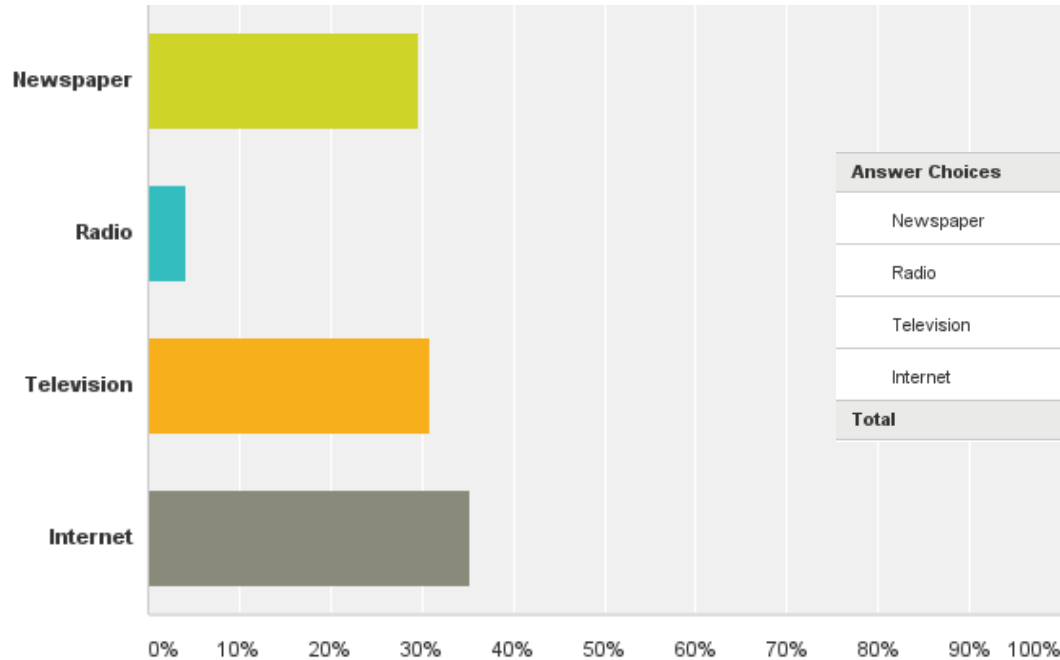
Answered: 71 Skipped: 0



| Answer Choices | Responses |
|----------------|-----------|
| Hispanic | 1.41% 1 |
| Non-hispanic | 98.59% 70 |
| Total | 71 |

Q22: What is your main source of news and information about Monroe Police Department?

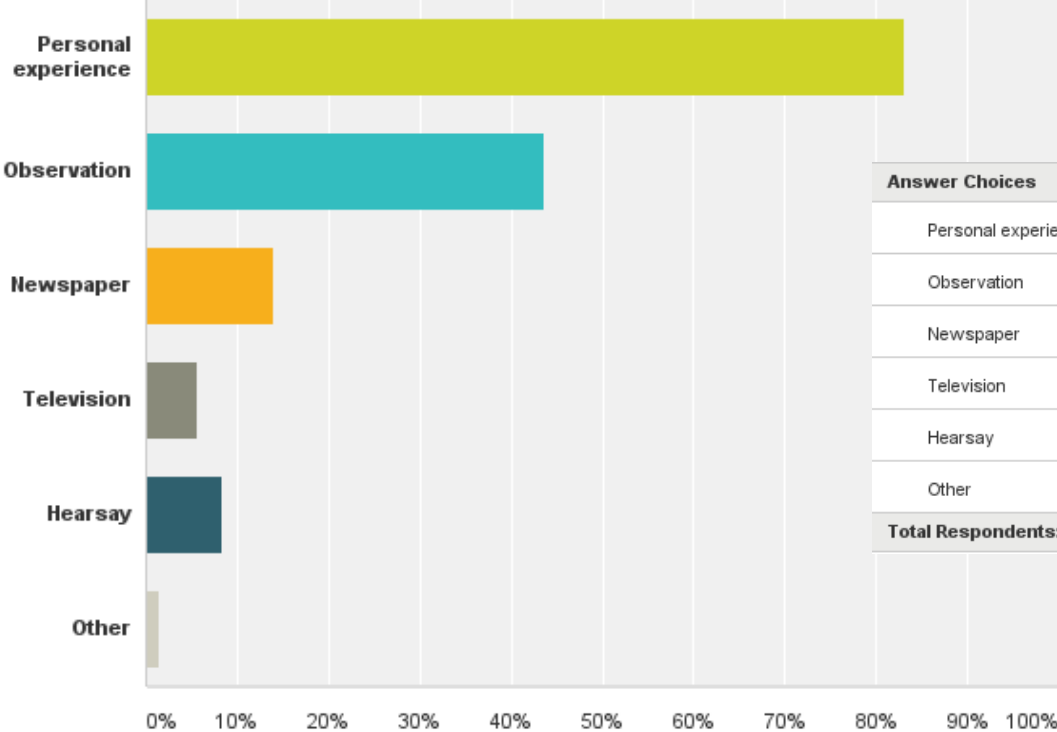
Answered: 71 Skipped: 0



| Answer Choices | Responses |
|----------------|-----------|
| Newspaper | 29.58% 21 |
| Radio | 4.23% 3 |
| Television | 30.99% 22 |
| Internet | 35.21% 25 |
| Total | 71 |

Q23: On what have you based your opinions in this survey?

Answered: 71 Skipped: 0



| Answer Choices | Responses |
|------------------------------|-----------|
| Personal experience | 83.10% 59 |
| Observation | 43.66% 31 |
| Newspaper | 14.08% 10 |
| Television | 5.63% 4 |
| Hearsay | 8.45% 6 |
| Other | 1.41% 1 |
| Total Respondents: 71 | |

Q24: What recommendations or suggestions do you have for improvements to the services provided by the Monroe Police Department? Please be specific.

1.

| | | |
|---|---|---|
| 1. They need ethnic training. | 2. More community police present in high crime neighborhoods. | 3. More visibility in the neighborhoods and interaction with residents. And additional animal control officers. |
| 4. None | 5. Patrol Street more. Patrol Grocery stores , Mall, and Parks. | 6. Overall performance and response time is very satisfactory. |
| 7. Overall performance and response time is very satisfactory. | 8. Will make a list of suggestions for next community meeting. | 9. Patrol area after 1130. People gather on the street and in front of there homes late. Clean up around vacant houses. |
| 10. More foot patrol and more police visibility. | 11. Patrolling of the neighborhoods, more interaction between people and especially kids, and check and look out for drug houses. | 12. Actually do your job instead of laughing off offenses. |
| 13 More presence in Downtown, Get out of the Patrol Cars - we need Foot/Bike Patrols downtown, better reports (they've been notably inaccurate in the last few years and have required correction of stated facts.) Additionally, Question 15 should allow me to answer "all of the above" except domestic violence in my neighborhood. | 14. Continued patrols even in not high crime areas | 15. Fire officer *. He's an un-proportional joke. I've had nothing but great experience with every other MPD officer. |

Q.24 Continued

| | | |
|--|---|--|
| 16. NONE... VERY GOOD JOB | 17. I love Patrick | 18. Make your self more visible. It would be nice to see a police officer patrol/ride through the area |
| 19. More proactive policing and more police in the area. Neighborhoods are not safe with gangs. In California we had a gang injunction which limited gang members from associating with each other | 20. As someone who shops & visits Monroe I am impressed with the MPD & they way they interact with the community at large. I usually see the officers out & about in town when I am there & it does lend a feeling of more safety when I visit & shop or eat out. | 21. More positive stories, news, awards, etc shown on FB or public media to help boost community & employee moral. Positive news not only helps internally but also helps public perspective. Example: UCSO has posts daily showing employee accomplishments & positive news! |
| 22. Just to be proactive | 23. None I can think of at the moment | 24. Patrol the downtown area for speeding. |
| 25. They need a new police department. | 26. ONGOING EFFORTS FOR COMMUNITY EDUCATION, INTERACTION AND INVOLVEMNT | 27. More community police with visibility |
| 28. More officers in the neighborhoods, all neighborhoods and get back to getting rid of junk cars | 29. More officers needed to patrol neighborhoods w/rental property. | 30. continue and increase police presence in neighborhood. |