



**2010  
GUILFORD POLICE DEPARTMENT  
CITIZEN SATISFACTION SURVEY**

**June 12, 2010**

The Guilford Police Department Triennial Citizen Satisfaction Survey was conducted during the months of April and May, 2010. This years survey was administered for the first time using a web-based survey tool. Assistance in developing and conducting the survey was provided by the Town of Guilford Economic Development Specialist, Ms. Jacklyn Simonetti who has had experience conducting on-line surveys. This survey was advertised on the Guilford Police Department website, which included a link to the survey tool. In addition, press releases were generated and local newspapers advertised the survey. The goals of the survey were:

- To measure levels of citizen concerns for safety
- To measure levels of police performance
- To measure public confidence in the department
- To provide an opportunity for public comment on police employee performance

During a two month survey period we received a total of 52 responses as well as an additional twenty-eight “free-text” comments, fewer than we hoped for, but helpful nonetheless. Of those who responded, thirty-two were male and 19 were female. Twenty-six percent (26%) are under the age of 46, forty percent (40%) of the respondents are between the ages of 46-55, and thirty percent (30%) are over the age of 55. Forty-nine of the respondents are residents of Guilford and 16 of those are also property owners, while one non-resident and two business owners also participated.

Overall, the results were favorable, although a higher number of responses would help to make the results more valid. Prior surveys have been conducted using direct mailing, face to face interview, telephone interview, or newspapers with fillable forms resulting in similar response rates.

Much of the survey focused on citizen satisfaction with timeliness of answering and/or responding to calls; and professionalism, courtesy and fairness in dealing with calls for service. Certain questions had a dissatisfaction rate of between ten and nineteen percent, while most had a favorable satisfaction rate or no opinion over eighty percent.

Questions which yielded unfavorable responses will be reviewed with staff and strategies implemented to improve satisfaction rates in these areas. Staff will also be recognized for the good work they did which resulted in favorable responses. Results of the survey will be made available for the staff and posted on our website for public review.



# **TOWN OF GUILFORD**

## **POLICE DEPARTMENT**

400 Church Street - Guilford, Connecticut 06437  
Telephone (203)- 453-8061



**Thomas A. Terribile**  
Chief of Police  
(203) 453-8246

**Jeffrey C. Hutchinson**  
Deputy Chief of Police  
(203) 453-8479

### **PRESS RELEASE**

**Date: April 5, 2010**  
**Re: Citizen Satisfaction survey**

**The Guilford Police Department is currently conducting their triennial citizen satisfaction survey, the goals of which are:**

- **To measure levels of citizen concerns for safety**
- **To measure levels of police performance**
- **To measure public confidence in the department**
- **To provide an opportunity for public comment on police performance**

**This is the first year the survey will be conducted on-line. In addition to reducing costs associated with printing and mailing the surveys, it is hoped that this format will result in an increased number of responses due to the ease in participating.**

**The Guilford Police Department also understands that effective policing increases the marketability of Guilford to businesses and potential home buyers, therefore we are being assisted with the survey this year by Guilford Economic Development Specialist Jacklyn Simonetti.**

**Please make sure your opinion is heard by participating in the survey which will run through the end of May, 2010. A link to the survey can be found at:**

**[www.guilfordct.com/police](http://www.guilfordct.com/police)**

**Any questions regarding the survey can be directed to the office of the Chief of Police 203-453-8244. Thank your for participating and for helping us to do a better job for you.**

## Constant Contact Survey Results

**Survey Name:** Copy of GPD Community Survey

**Response Status:** Partial & Completed

**Filter:** None

Jun 02, 2010 8:52:13 AM

### 1. During the last 3 years, have you had contact with a member of the Guilford Police Department?

	Number of Response(s)	Response Ratio
Yes	46	88.4%
No	6	11.5%
No Responses	0	0.0%
<b>Total</b>	<b>52</b>	<b>100%</b>

### 2. If "YES", please indicate below the type of contact you had:

	Number of Response(s)	Response Ratio
Reported a crime/incident	18	39.1%
Witness to a crime/incident	6	13.0%
Victim of a crime	3	6.5%
Subject of an investigation/motor vehicle stop	9	19.5%
Needed information	15	32.6%
Public Event	6	13.0%
Other	14	30.4%
<b>Total</b>	<b>46</b>	<b>100%</b>

### 3. Are you a Resident, Non-resident, Property Owner or Business Owner in the Town of Guilford? (check all that apply)

	Number of Response(s)	Response Ratio
Resident	49	96.0%
Non-Resident	1	1.9%
Property Owner	16	31.3%
Business Owner	2	3.9%
<b>Total</b>	<b>51</b>	<b>100%</b>

4. Was your contact with the Guilford Police Department initiated by a phone call(s) from you?

	Number of Response(s)	Response Ratio
Yes	29	57.9%
No	25	50.0%
<b>Total</b>	<b>50</b>	<b>100%</b>

5. If "YES", was/were your phone call(s) answered promptly?

	Number of Response(s)	Response Ratio
Strongly Disagree	5	13.5%
Disagree	0	0.0%
No Opinion	1	2.7%
Agree	10	27.0%
Strongly Agree	16	43.2%
N/A	6	16.2%
<b>Total</b>	<b>37</b>	<b>100%</b>

6. I feel the response time to my complaint was reasonable.

	Number of Response(s)	Response Ratio
Strongly Disagree	4	8.3%
Disagree	1	2.0%
No Opinion	1	2.0%
Agree	10	20.8%
Strongly Agree	21	43.7%
N/A	11	22.9%
<b>Total</b>	<b>48</b>	<b>100%</b>

**7. I feel the officer or officers responding were professional and courteous.**

	Number of Response(s)	Response Ratio
Strongly Disagree	3	6.2%
Disagree	4	8.3%
No Opinion	2	4.1%
Agree	7	14.5%
Strongly Agree	28	58.3%
N/A	4	8.3%
<b>Total</b>	<b>48</b>	<b>100%</b>

**8. I feel the follow-up to my complaint was completed in a timely manner.**

	Number of Response(s)	Response Ratio
Strongly Disagree	5	10.4%
Disagree	3	6.2%
No Opinion	3	6.2%
Agree	6	12.5%
Strongly Agree	16	33.3%
N/A	16	33.3%
<b>Total</b>	<b>48</b>	<b>100%</b>

**9. I feel the officer explained the investigation process to me in a manner that I understood.**

	Number of Response(s)	Response Ratio
Strongly Disagree	3	6.2%
Disagree	3	6.2%
No Opinion	4	8.3%
Agree	11	22.9%
Strongly Agree	17	35.4%
N/A	10	20.8%
<b>Total</b>	<b>48</b>	<b>100%</b>

**10. The officer(s) responding listened to me and accurately documented the incident.**

	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Strongly Disagree	4	8.3%
Disagree	1	2.0%
No Opinion	4	8.3%
Agree	10	20.8%
Strongly Agree	21	43.7%
N/A	9	18.7%
<b>Total</b>	<b>48</b>	<b>100%</b>

**11. The officer(s) made me feel comfortable during our contact.**

	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Strongly Disagree	2	4.2%
Disagree	5	10.6%
No Opinion	1	2.1%
Agree	14	29.7%
Strongly Agree	21	44.6%
N/A	4	8.5%
<b>Total</b>	<b>47</b>	<b>100%</b>

**12. Guilford Police Department employees are courteous in their contact with citizens.**

	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Strongly Disagree	2	4.0%
Disagree	7	14.0%
No Opinion	2	4.0%
Agree	11	22.0%
Strongly Agree	27	54.0%
N/A	1	2.0%
<b>Total</b>	<b>50</b>	<b>100%</b>

**13. I would not hesitate to report a crime to the Guilford Police Department in the future.**

	Number of Response(s)	Response Ratio
Strongly Disagree	2	4.0%
Disagree	1	2.0%
No Opinion	0	0.0%
Agree	8	16.0%
Strongly Agree	39	78.0%
N/A	0	0.0%
<b>Total</b>	<b>50</b>	<b>100%</b>

**14. In general, I feel safe in my neighborhood.**

	Number of Response(s)	Response Ratio
Strongly Disagree	0	0.0%
Disagree	1	2.0%
No Opinion	1	2.0%
Agree	16	32.0%
Strongly Agree	31	62.0%
N/A	1	2.0%
<b>Total</b>	<b>50</b>	<b>100%</b>

**15. In general, I feel safe in the Town of Guilford.**

	Number of Response(s)	Response Ratio
Strongly Disagree	0	0.0%
Disagree	1	1.9%
No Opinion	1	1.9%
Agree	17	33.3%
Strongly Agree	32	62.7%
N/A	0	0.0%
<b>Total</b>	<b>51</b>	<b>100%</b>

**16. The Guilford Police Department keeps the public well informed of police related incidents, events, or circumstances of public concern or interest.**

	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Strongly Disagree	1	1.9%
Disagree	8	15.6%
No Opinion	4	7.8%
Agree	22	43.1%
Strongly Agree	15	29.4%
N/A	1	1.9%
<b>Total</b>	<b>51</b>	<b>100%</b>

**17. Guilford Police Department employees treat people fairly.**

	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Strongly Disagree	1	1.9%
Disagree	6	11.7%
No Opinion	6	11.7%
Agree	12	23.5%
Strongly Agree	22	43.1%
N/A	4	7.8%
<b>Total</b>	<b>51</b>	<b>100%</b>

**18. Gender:**

	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Male	32	61.5%
Female	19	36.5%
No Responses	1	1.9%
<b>Total</b>	<b>52</b>	<b>100%</b>

**19. Age Group:**

	Number of Response(s)	Response Ratio
Under 18	1	1.9%
18 - 25	1	1.9%
26 - 35	3	5.7%
36 - 45	9	17.3%
46 - 55	21	40.3%
56 - 65	9	17.3%
66 - 75	7	13.4%
Over 75	0	0.0%
No Responses	1	1.9%
<b>Total</b>	<b>52</b>	<b>100%</b>

**20. Ethnicity:**

	Number of Response(s)	Response Ratio
White/Caucasian	50	96.1%
African-American	1	1.9%
Latino	1	1.9%
Asian	0	0.0%
Native American	0	0.0%
Other	0	0.0%
No Responses	0	0.0%
<b>Total</b>	<b>52</b>	<b>100%</b>

**21. Please give us any other comments or issues you may have with regard to the Guilford Police Department.**

28 Response(s)

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