



COLD SPRING POLICE



www.coldspringpd.org

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Dear Reader,

In May of 2009 the Cold Spring Police Department developed a citizen satisfaction survey to gauge just how well the citizens felt about safety in the city and the satisfaction with the department, its personnel, and services. In the following pages you will see the results of the survey.

Methodology

There are approximately 3500 addresses in the city of Cold Spring. 361 residents and businesses were selected at random from the addresses listed for properties in the city to receive the survey instrument. Because we have some streets with very few residents, we tried to insure that at least one resident from each street received the survey to reach the broadest possible pool of respondents.

The recipients were sent a post card notifying them in advance that they would be receiving the survey and the importance of their participation. Also by sending the postcards we could correct the information, if we had any bad addresses and/or pick another possible resident or business to keep the 361 as the base. Two weeks later the survey was sent out along with a self addressed and stamped envelop for the return of the responses. All of the responses were anonymous to insure unbiased responses and encourage greater participation.

We requested that the surveys be returned within 10 days. We mailed out thank you card/reminders within a few weeks of the survey being sent, to thank those that had already returned the survey and to encourage those who had yet to complete the form to do so and return the survey.

Returns

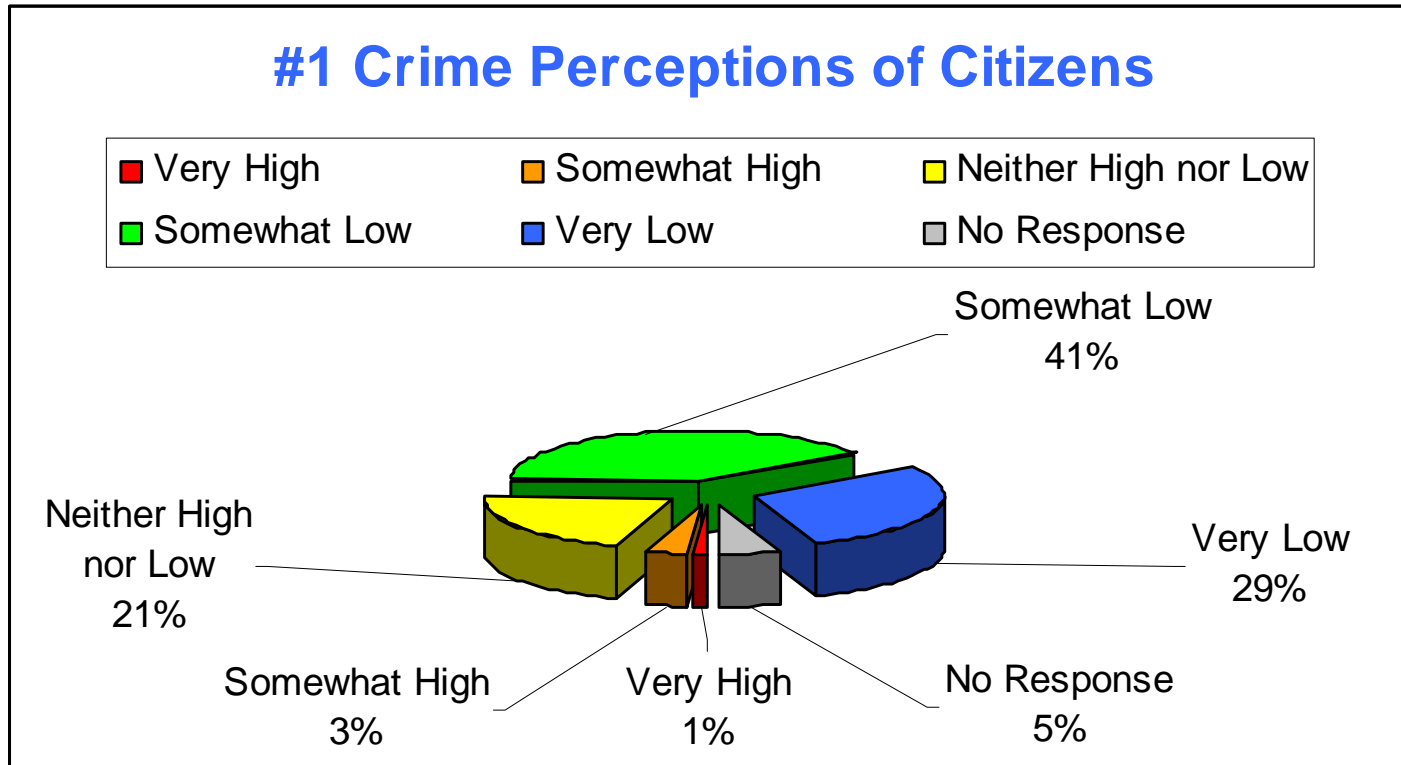
As a result of the mailings the department received back 148 surveys from the 361 sent out. That amounted to a return rate of 40.99%. This was truly a terrific response to the information requested. The following pages are the survey instrument that was sent out.

Thank you to those individuals that took the time to complete the survey and return them in prompt fashion. Their input has presented some very helpful information for the agency. It will be helpful now and in the future since this will be the benchmark of future surveys to compare and contrast the results.

“Cooperation is the Key”

1. How do you rate the amount of crime in Cold Spring?

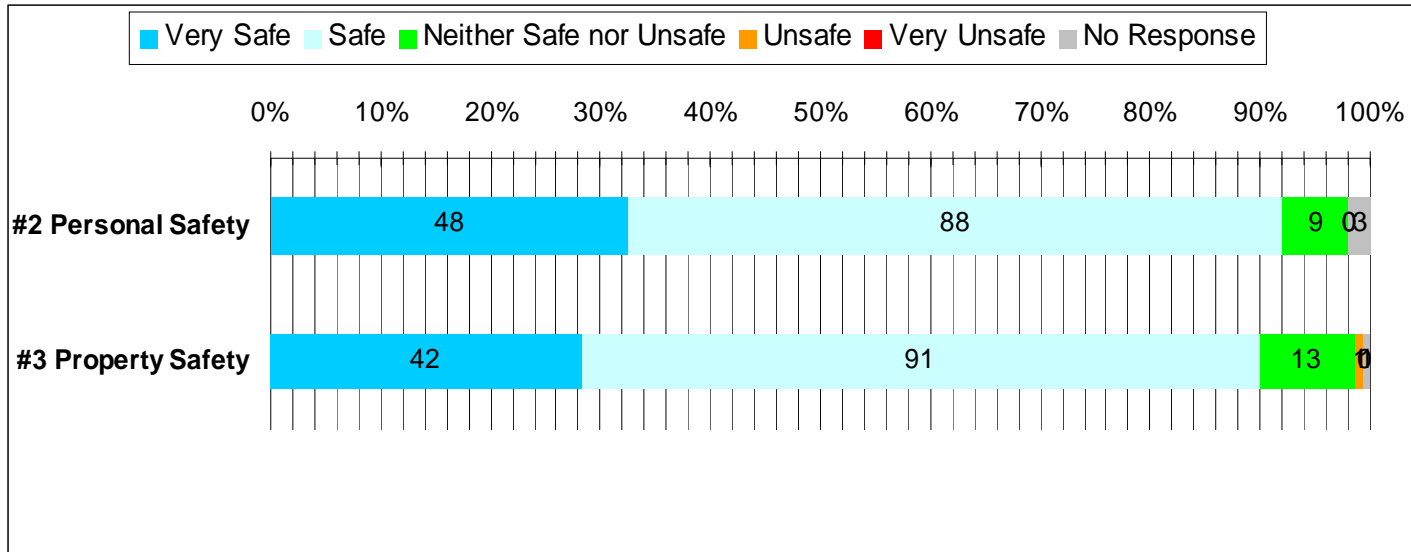
- Very High
- Somewhat High
- Neither High nor Low
- Somewhat Low
- Very Low



70 % considered the amount of crime as either very low or somewhat low.
4 % considered the amount of crime as either very high or somewhat high.

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- 2. How do you rate your personal safety in Cold Spring?
- 3. How do you rate the safety of your property in Cold Spring?
 - Very Safe
 - Safe
 - Neither Safe nor Unsafe
 - Unsafe
 - Very Unsafe



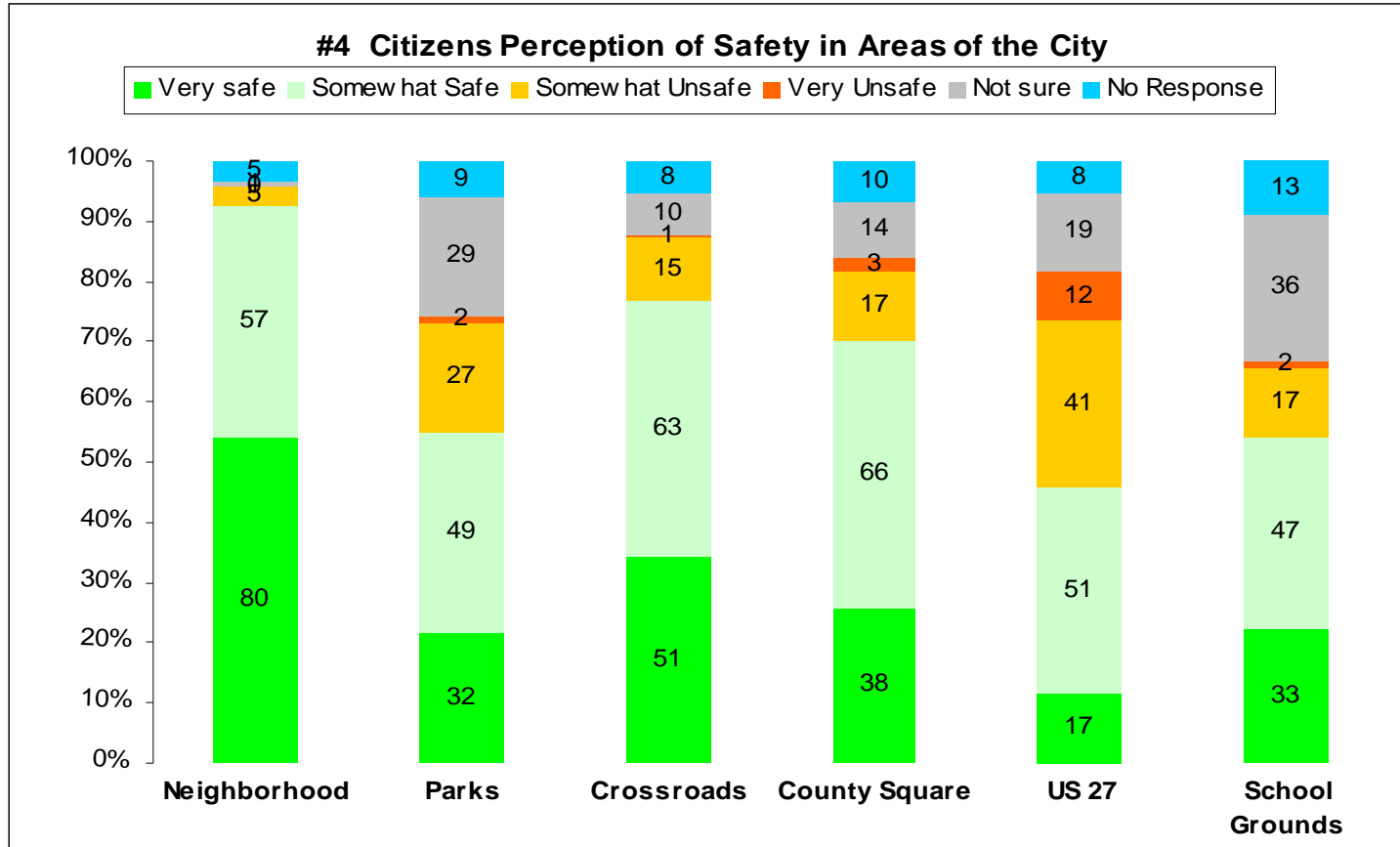
91.89 % considered their personal safety as very safe or safe.
No one considered their personal safety as very unsafe or unsafe.

89.86 % considered their property very safe or safe.
.67% considered their property as very unsafe or unsafe.

COLD SPRING POLICE CITIZEN SURVEY 2009

4. Please rate how safe or unsafe you feel about walking alone at night in the following areas of Cold Spring:

- Your neighborhood
- City Parks
- Crossroads Shopping Center
- County Square Shopping Center
- Along US 27 (Alexandria Pike)
- School Grounds



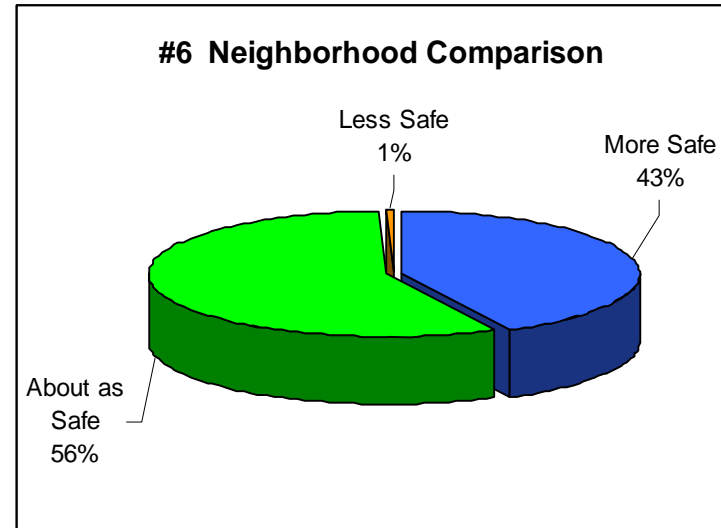
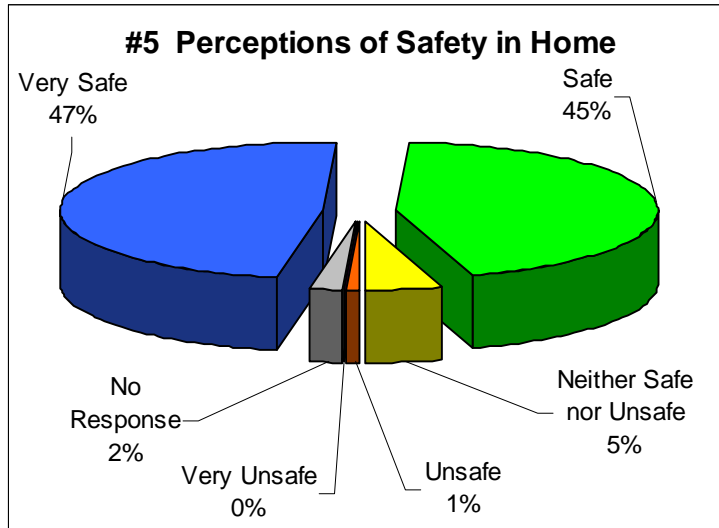
Most people considered their neighborhoods as safe.

Most people considered US 27 (Alexandria Pike) as the most unsafe.

COLD SPRING POLICE CITIZEN SURVEY 2009

5. How safe do you feel in your home alone?

- Very Safe
- Safe
- Neither Safe nor Unsafe
- Unsafe
- Very Unsafe



6. Do you feel your neighborhood is more safe, about as safe, or less safe than any other neighborhood in Cold Spring?

- 100% response on the question. This was the only question that had complete participation by the respondents.

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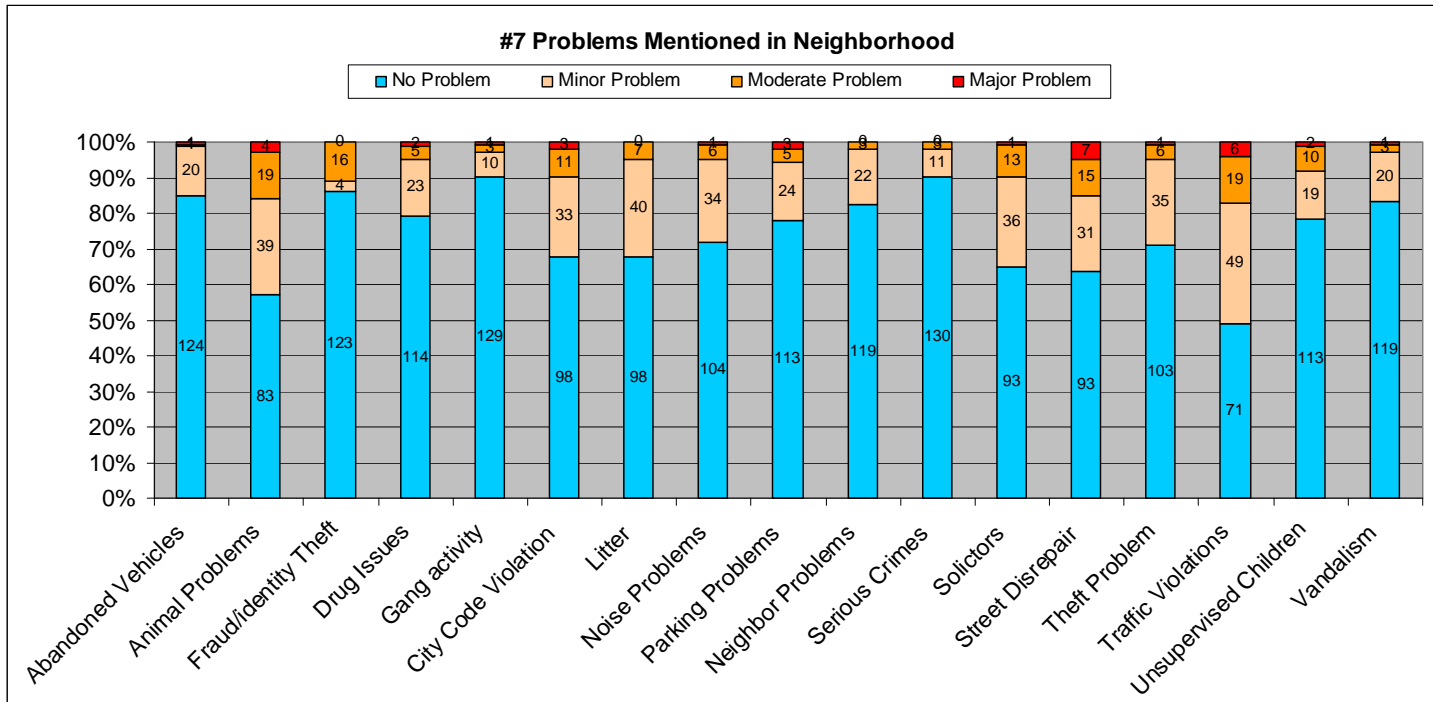
7. Please indicate how much of a problem, if any, the following issues are in your neighborhood:

- No problem
- Minor problem
- Moderate problem
- Major problem

The problems mentioned were:

Abandoned/junked vehicles
 Animal problems (barking dogs, running loose)
 Fraud/identity theft
 Illegal drug use/sales
 Gang activity
 Homes in violation of city codes (weeds, disrepair)
 Litter
 Noise problems
 Parking violations

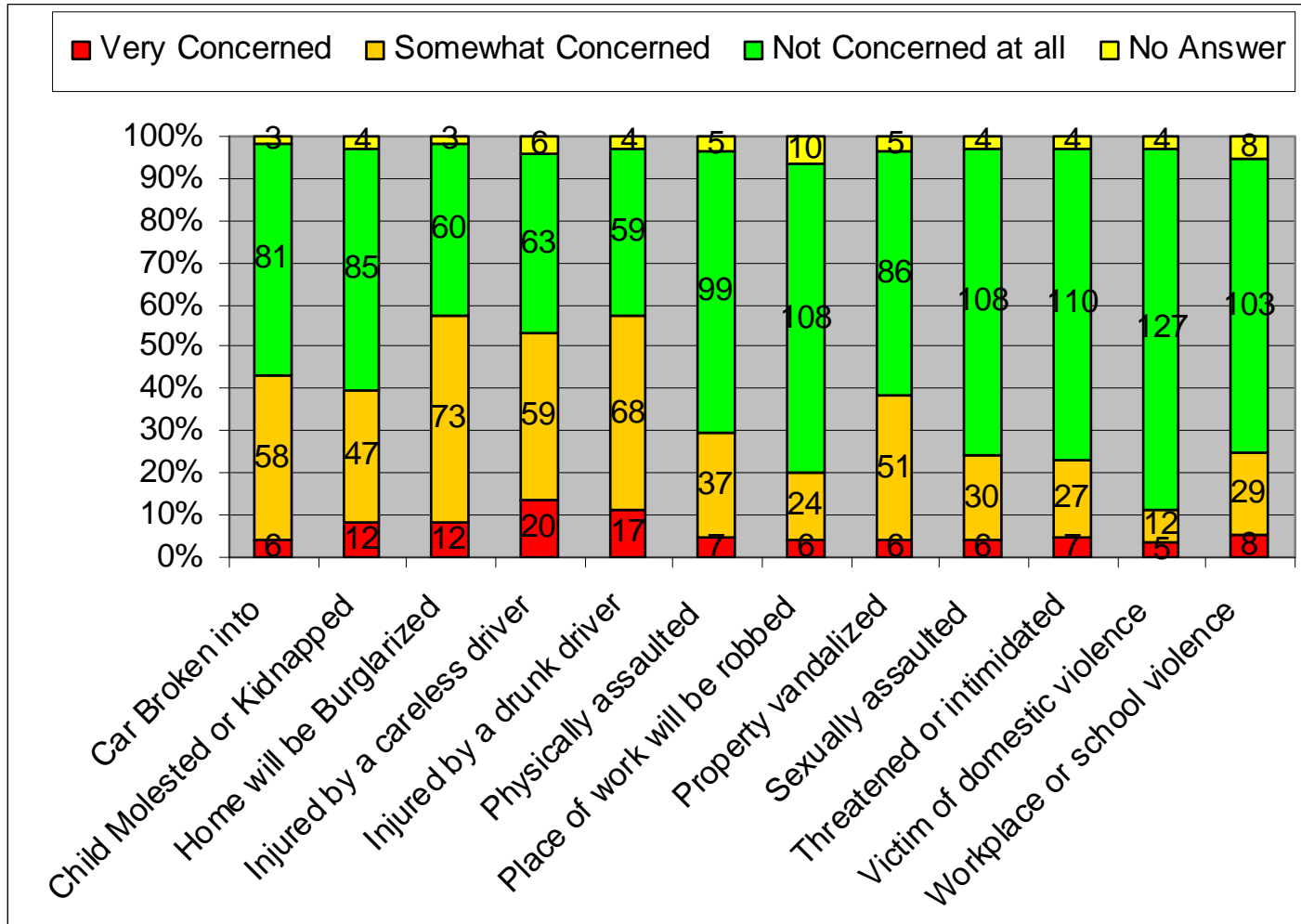
Problems with neighbors
 Serious crime (e.g. assault, robbery, rape)
 Solicitors (door to door, not telephone)
 Street disrepair (pot holes, street lights out, damaged signs)
 Theft (from cars, property, business)
 Traffic violations (speeding, stop signs)
 Unsupervised children
 Vandalism / Graffiti (destruction of property, egging cars, etc.)



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8. How concerned are you that in Cold Spring, the following might happen to you or a family member?

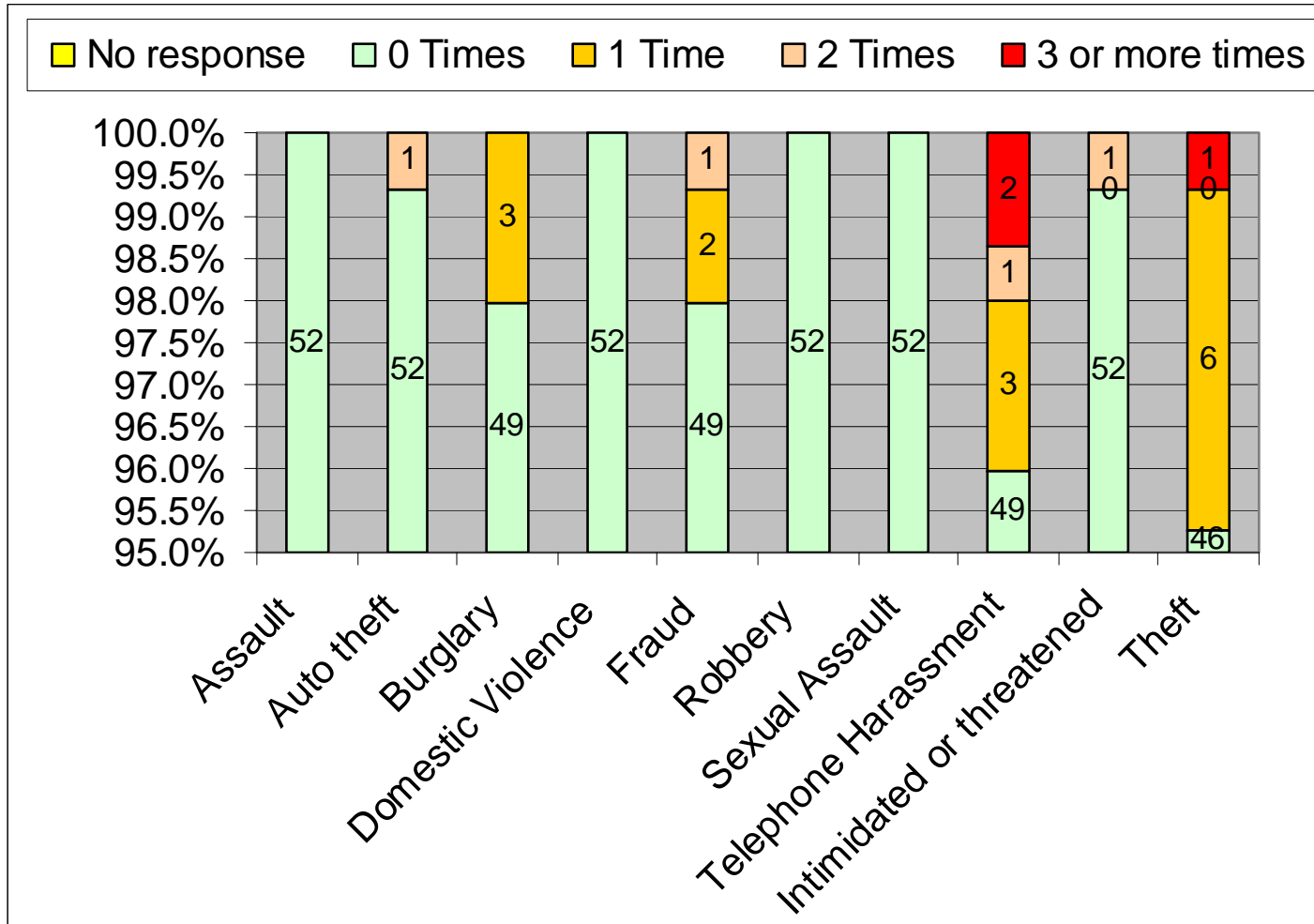
- Very Concerned
- Somewhat Concerned
- Not Concerned at all



Driving safety on the streets and fear of their home will be burglarized are the biggest concerns by the residents.

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9. Please indicate how often, if ever, the following crimes have happened to you or a family member, in Cold Spring, in the last 12 months. Please include crimes that happened in your home, at work in Cold Spring, or while shopping in Cold Spring.



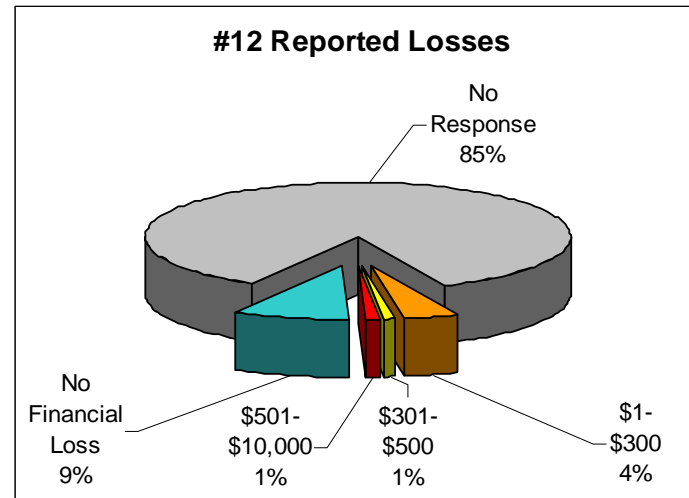
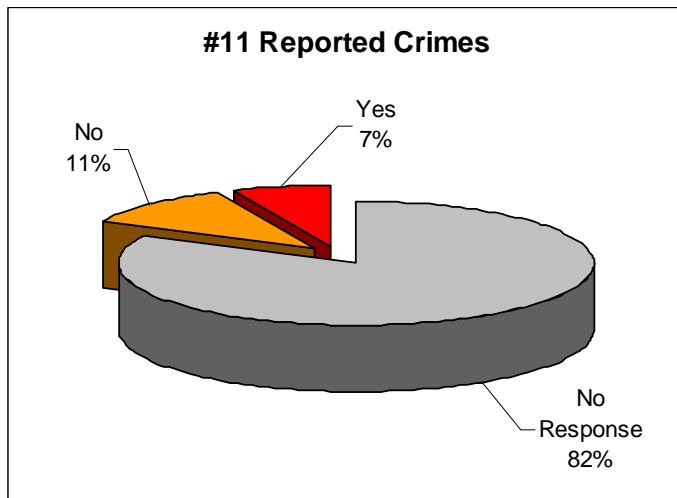
It needs to be noted that the number of No responses on each of these items listed varied from 94 to 96 (about 65%) for the surveys. The top 5 % of the calls are listed only to reflect the actual number of responses for each category. If all the responses were included the numbers not be visible due to the scale and the few responses.

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10. Please indicate the intersection closest to where the most recent crime occurred:

We were seeking information to better determine if there were issues in specific areas of the city that needed to be addressed, yet maintain the anonymous response of those completing the survey. Only 12 locations were mentioned in the 148 responses to the survey. There were no specific areas that were referenced in the survey that were mentioned more than once. The locations mentioned were not duplicated and were spread out in the city.

11. Did you report any of the crimes listed above in question #9 to the Cold Spring Police Department?



12. If you were the victim of one or more crimes in the last 12 months, about how much do you estimate your financial losses to be from the incident(s)? (Please include loss due to theft, damage, and/or medical bills from injuries sustained from the above crimes.)

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13. Even though you may have reported one or more crimes to the Cold Spring Police Department, you may have not reported ALL of the crime in which you may have been a victim or witness. If you have been a victim or witness to a crime but did not make a report, what was the reason for not filing a report (please check all that apply). 25 answered some with multiple reasons.

- I did not think the police could help (9)
- I did not think the police would help (1)
- I thought that the offender might take revenge (1)
- I was too embarrassed to report the crime
- I believed someone else reported the incident (5)
- I filed a report with the insurance, security, or home owner's group (1)
- The crime did not seem serious enough to report. (11)
- I didn't want to testify in court
- I don't like the Cold Spring Police (1)
- I don't trust the Cold Spring Police
- I'm afraid of the Cold Spring Police
- I dealt with the offender myself (2)
- I didn't want to take the time to report the crime (1)
- I was too busy
- Others
 - My parents had items stolen out of their car
 - Store owner was aware of theft
 - Traffic Violators

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14. Under what circumstances have you had contact with a Cold Spring Police officer in the last 12 months? (Check all that apply)

- I was a victim of crime (3)
- I was witness to a crime (1)
- Traffic accident (8)
- Phone contact to report a crime or suspicious incident (11)
- I was arrested
- DARE or school contact (2)
- Stranded motorist
- Community event (Day in the Park, Cruise-in, National Night out, etc.) (8)
- Phone contact for information (6)
- As a suspect of a crime or suspicious person
- Traffic stop (1)
- Officer spoke to me about a crime they were investigating
- Ask for assistance (7)
- Casual encounter (19)
- No contact (48)
- Did not respond to question (35)
- Other (specify)
 - Concerned neighbor thought we were being robbed. We were donating goods to St. Vincent DePaul
 - Delivery of monthly city business
 - Halloween
 - Patrolling Street
 - report solicitors
 - Talked with as they drove down my street
 - Traffic patrol on street in neighborhood
 - Vacation Check
 - Home alarm
 - was a neighbor
 - Work Related
 - Dead skunk in middle of road on an early Sat morning in front of my driveway. Police told me no one could address it till Monday. I'm the only person in home & didn't hit it but had to endure situation

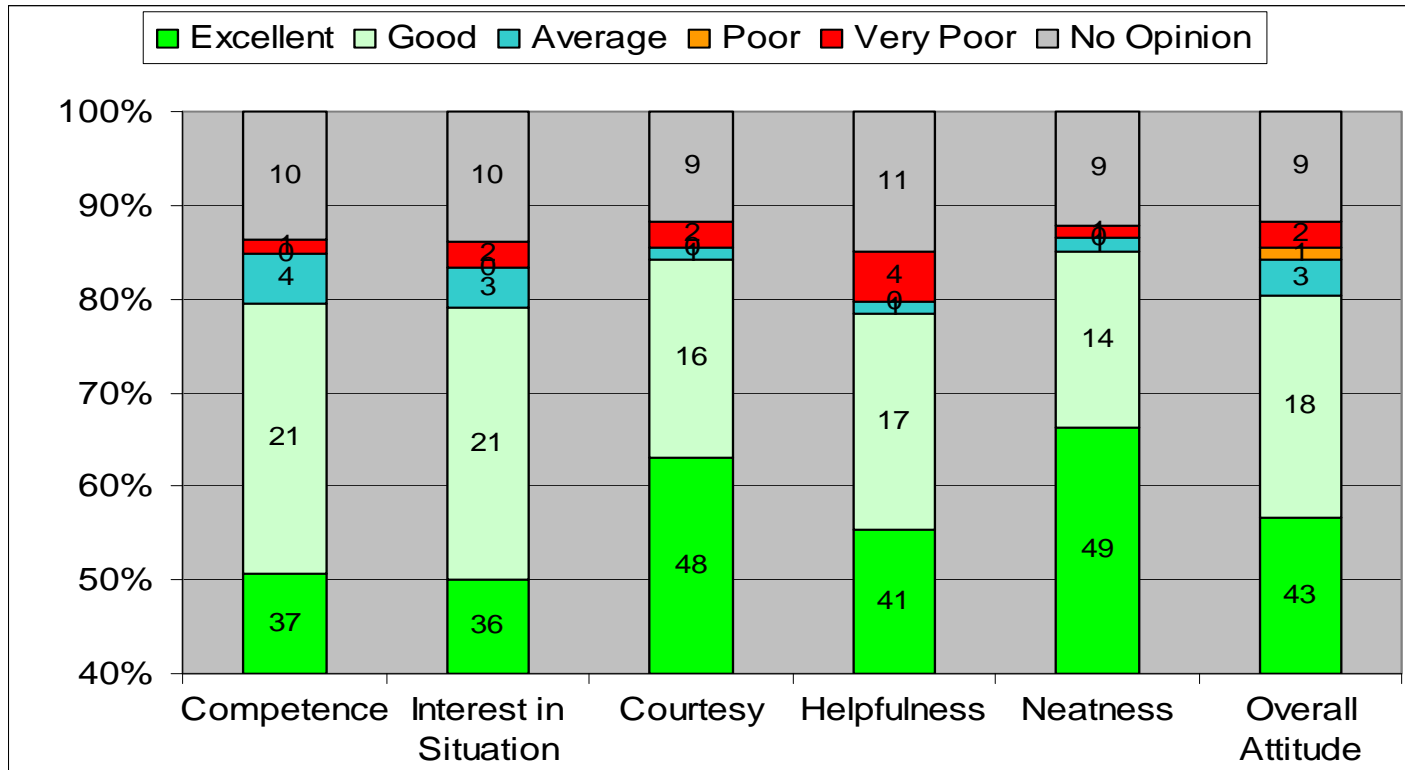
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15. Do you recall the officer's or officers' name?

Officers specifically mentioned as follows with the number of times mentioned: Officer Hyett (6), Chief Burk (5), Officer Caudill (4), Officer Hildebrand (4), Det. Ratcliff (2), Officer Love (2), Lt. Hall (1), Sgt. Welch (1), Officer Robb (1) and Officer Enzweiler (1).

16. Rate the attributes of the police officer with whom you have had contact.

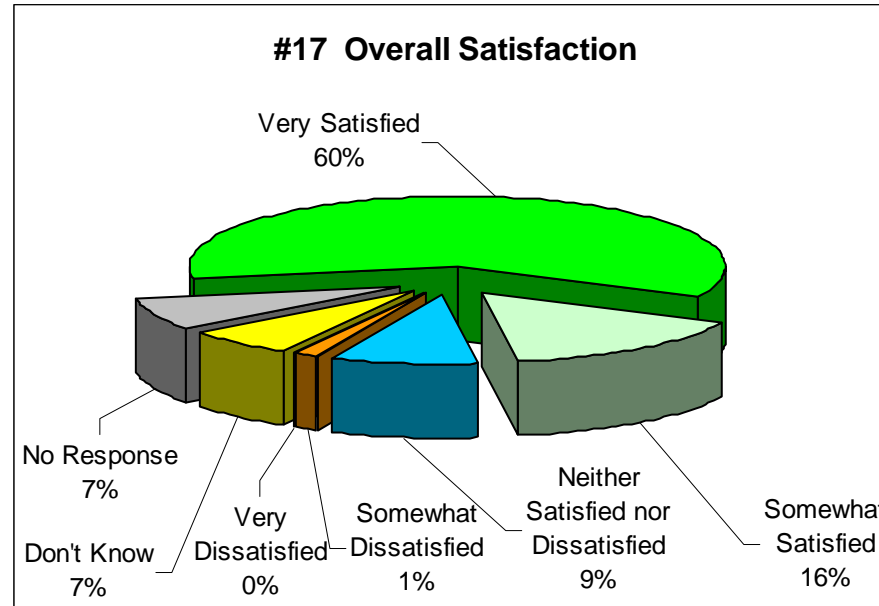
- Competence
- Interest in the situation
- Courtesy
- Helpfulness
- Neatness of appearance
- Overall attitude



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17. Please rate your overall satisfaction with the Cold Spring Police Department.

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied
- Don't know



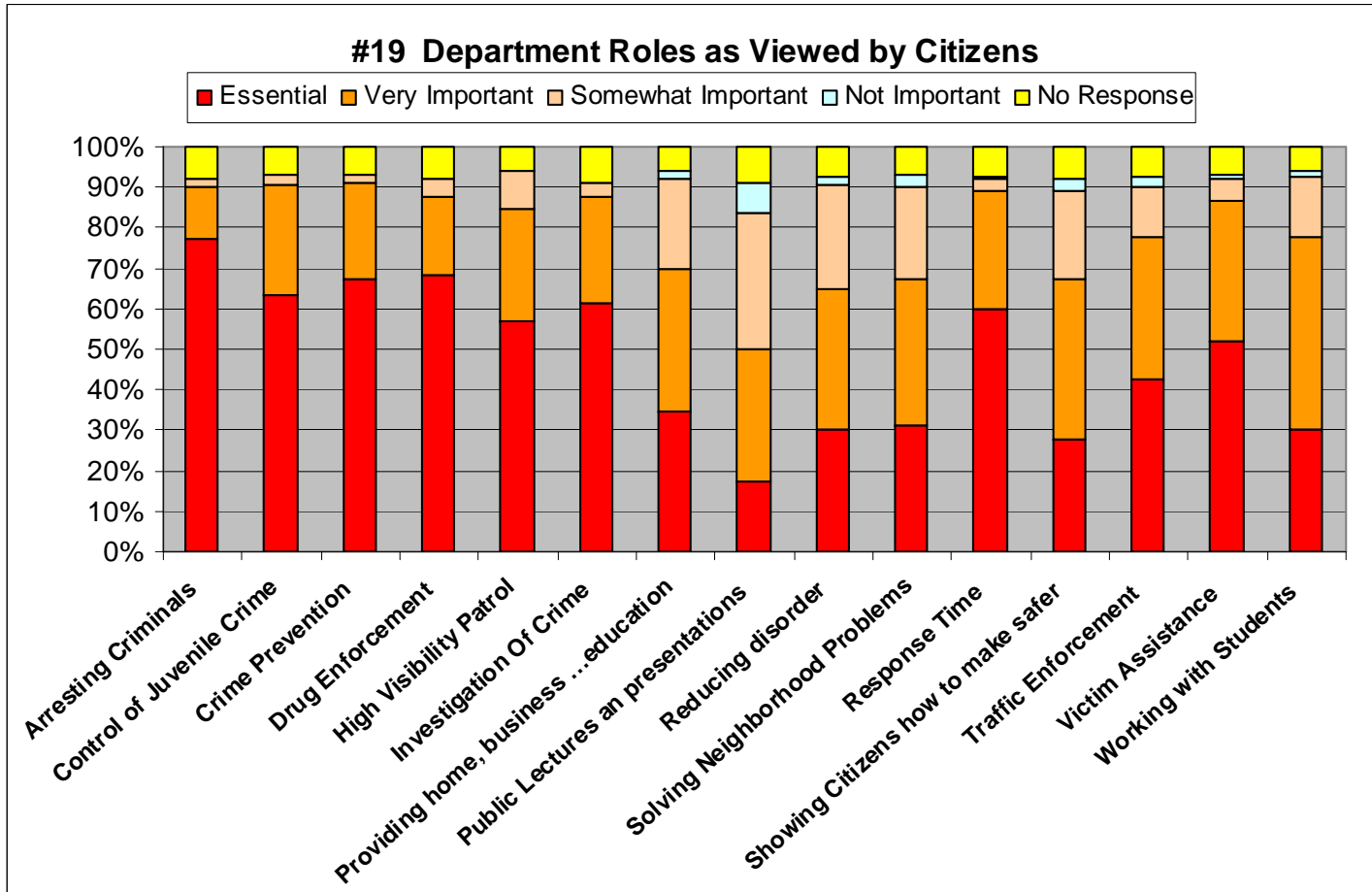
18. If you were not satisfied with the way the police responded, please indicate the reason. (Check all that apply.)

- Slow response time (1)
- Officer did not follow up (2)
- Officer did not listen (1)
- Officer did not show up
- Don't trust the police
- Didn't solve my problem (2)
- No arrest (1)
- Officer was rude (2)
- Officer did not seem to care (3)
- Don't know what happened to the case (1)
- Did not answer my questions
- Other (1)

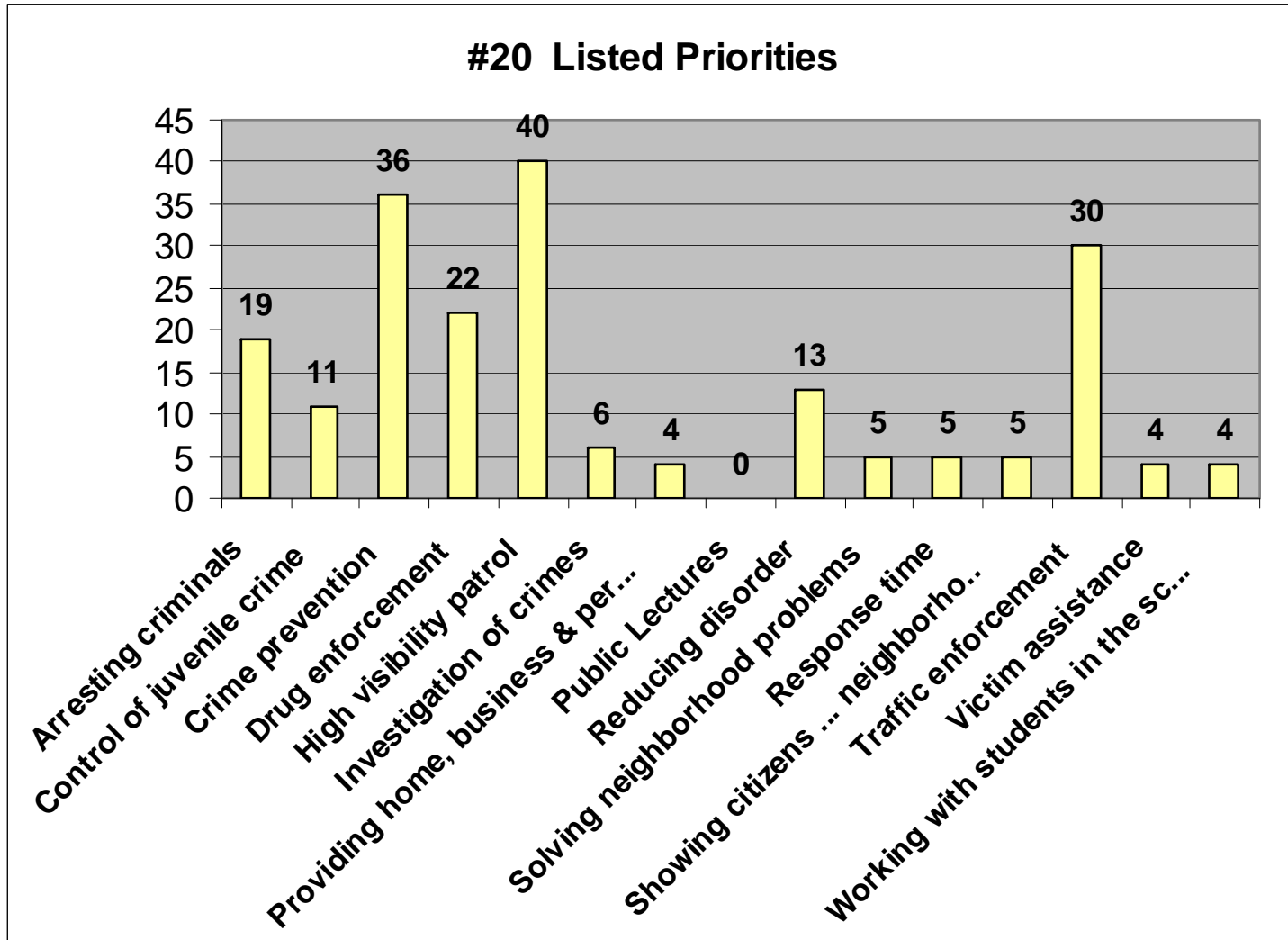
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19. How important do you think each of the following police department roles are in Cold Spring?

- Essential
- Very Important
- Somewhat Important
- Not Important



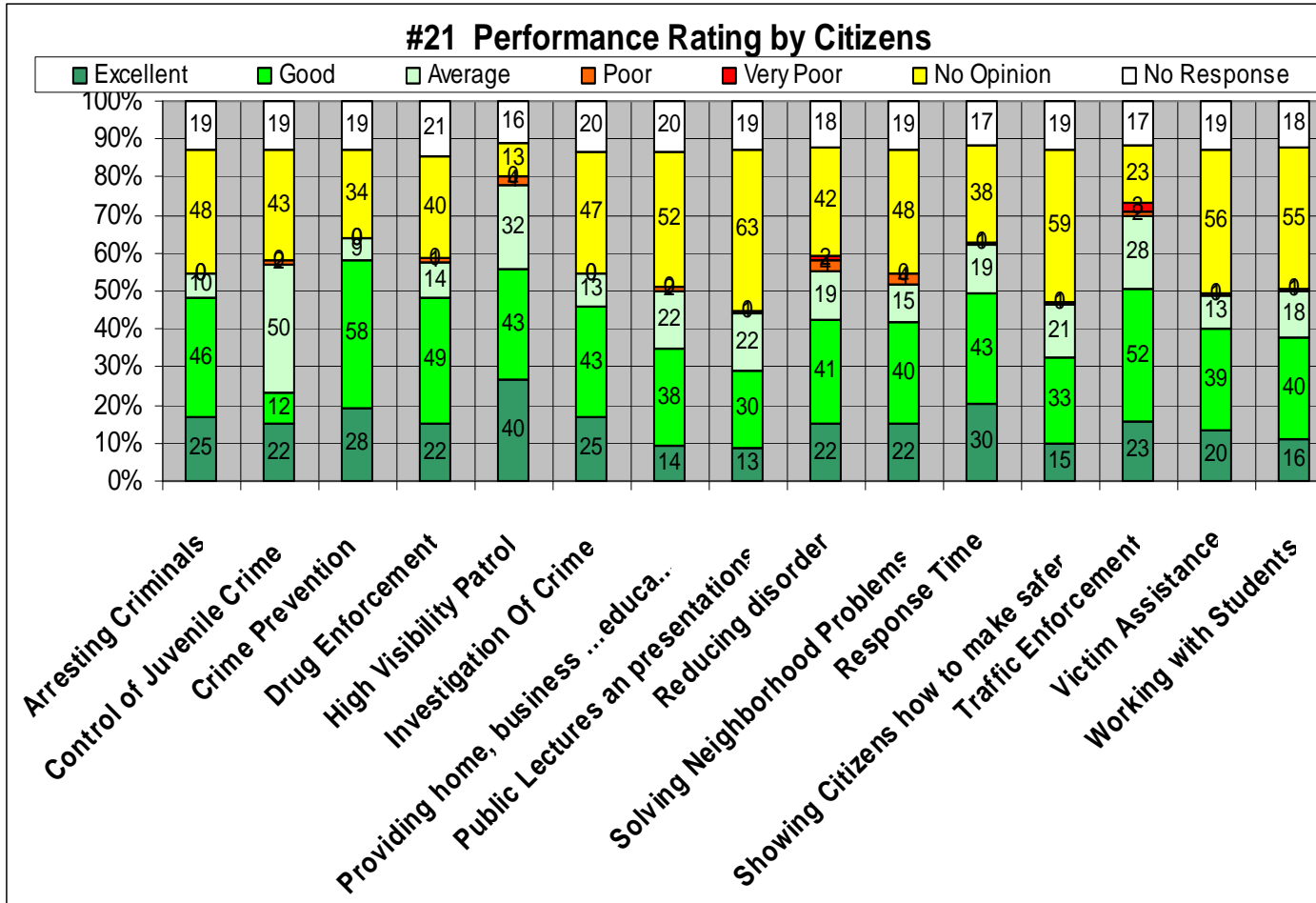
20. If you wanted the Cold Spring Police Department to spend more time doing any of the tasks listed above, what would they be? Please select the two most important categories listed in question 19 that would have the greatest impact or benefit to you personally.



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21. Please rate the performance of the Cold Spring Police Department on the following categories?

- Excellent
- Good
- Average
- Poor
- Very Poor
- No Opinion



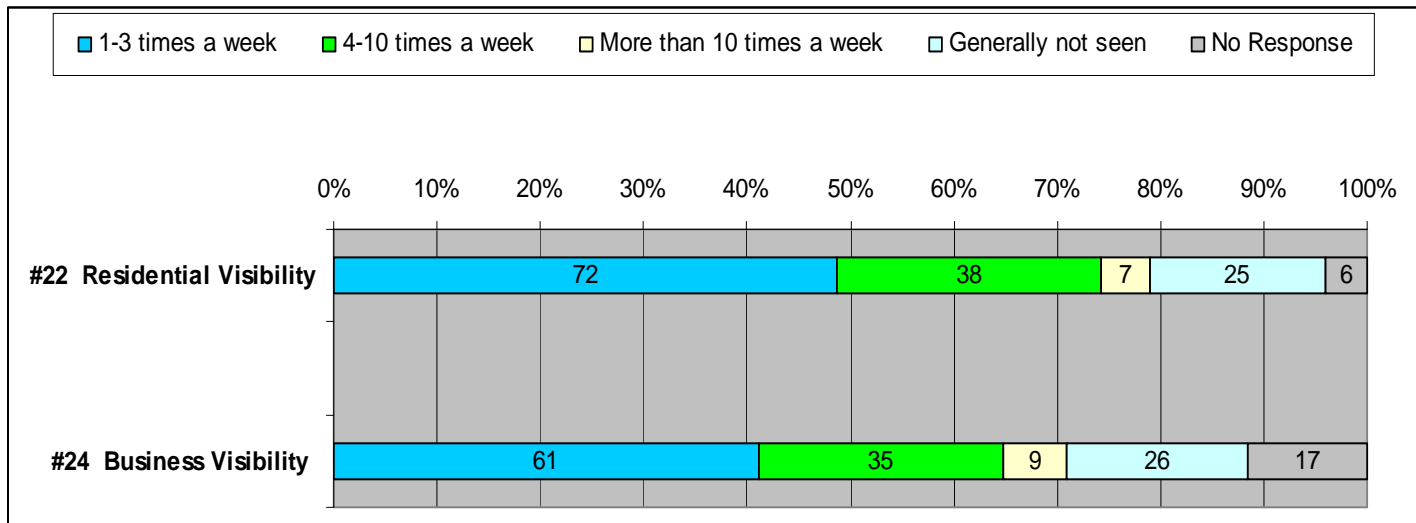
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22. How often do you see a Cold Spring Officer in your residential area?

- Generally not seen
- 1-3 time a week
- 4-10 times a week
- More than 10 times a week

24. How often do you see a Cold Spring Officer in the business areas?

- Generally not seen
- 1-3 time a week
- 4-10 times a week
- More than 10 times a week



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23. & 25. What time of day do you see them (generally)?

- 7 AM – 3 PM
- 3 PM – 11 PM
- 11PM – 7 AM

