



COLD SPRING POLICE



www.coldspringpd.org

Edward Burk, Chief of Police

5589 East Alexandria Pike
Cold Spring, KY 41076

Phone: (859) 441-6289
Fax: (859) 441-6806

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. The survey was sent out that year to establish a baseline for use in future years. The survey was sent out again in 2011 to compare the results. The results of both surveys are posted for comparison.

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 in 2009. We sent out 367 surveys in 2011. 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. 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 181 surveys. That amounted to a return rate of 49.31%. The bulk of the surveys were returned within 6 weeks of the initial mailing. However some of the surveys were returned as much as 3 months after the survey. This was truly a terrific response to the information requested. The following pages are the survey results.

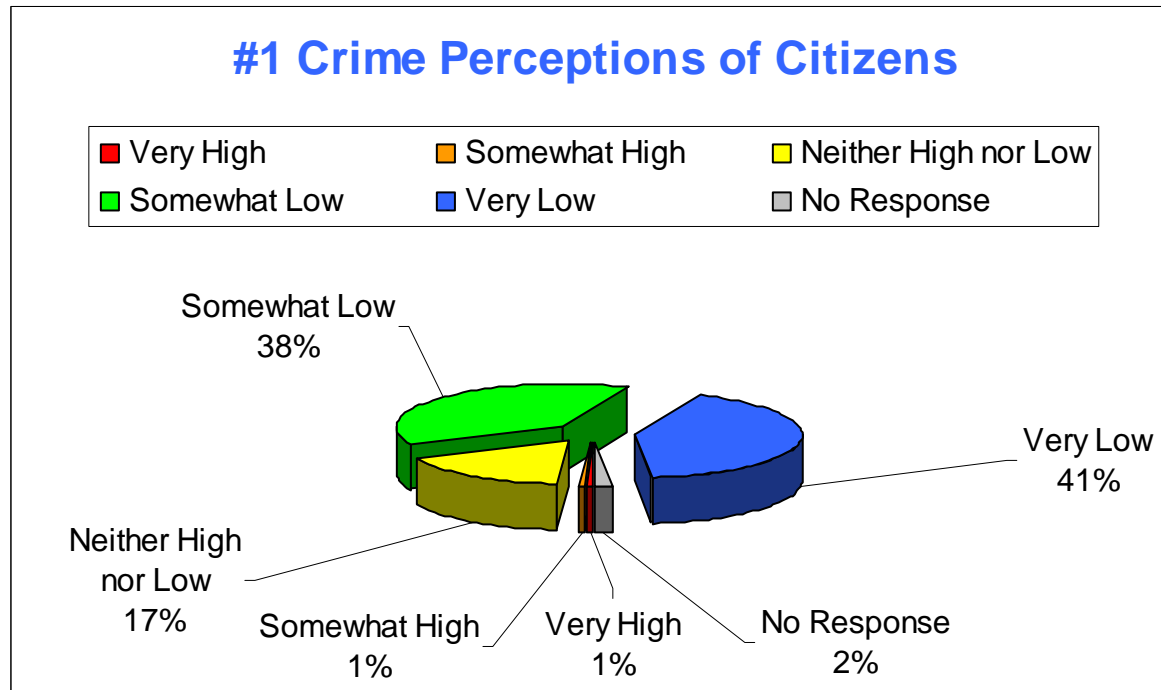
Thank you to those individuals that took the time to complete the survey and return them. The department appreciates the responses and will try to improve service and communication with the residents and businesses. The survey has presented some insights to the impact that we have had to this point moving more toward neighborhood focused patrol. We will continue to strive toward cooperation with the public that we serve.

“Cooperation is the Key”

COLD SPRING POLICE CITIZEN SURVEY 2011

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

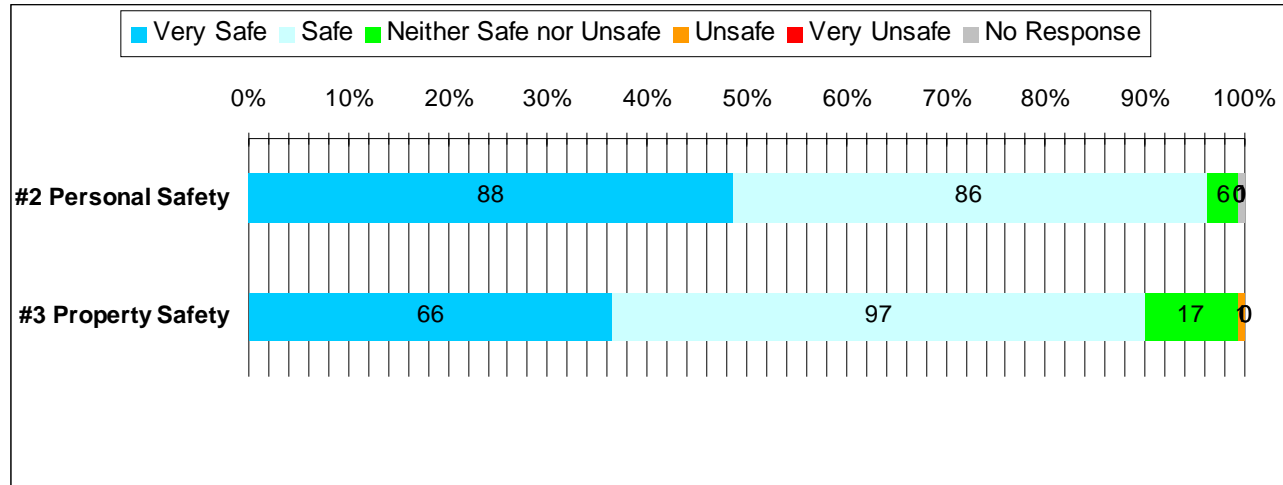
- Very High
- Somewhat High
- Neither High nor Low
- Somewhat Low
- Very Low



79 % considered the amount of crime as either very low or somewhat low.
2 % considered the amount of crime as either very high or somewhat high.

COLD SPRING POLICE CITIZEN SURVEY 2011

- 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



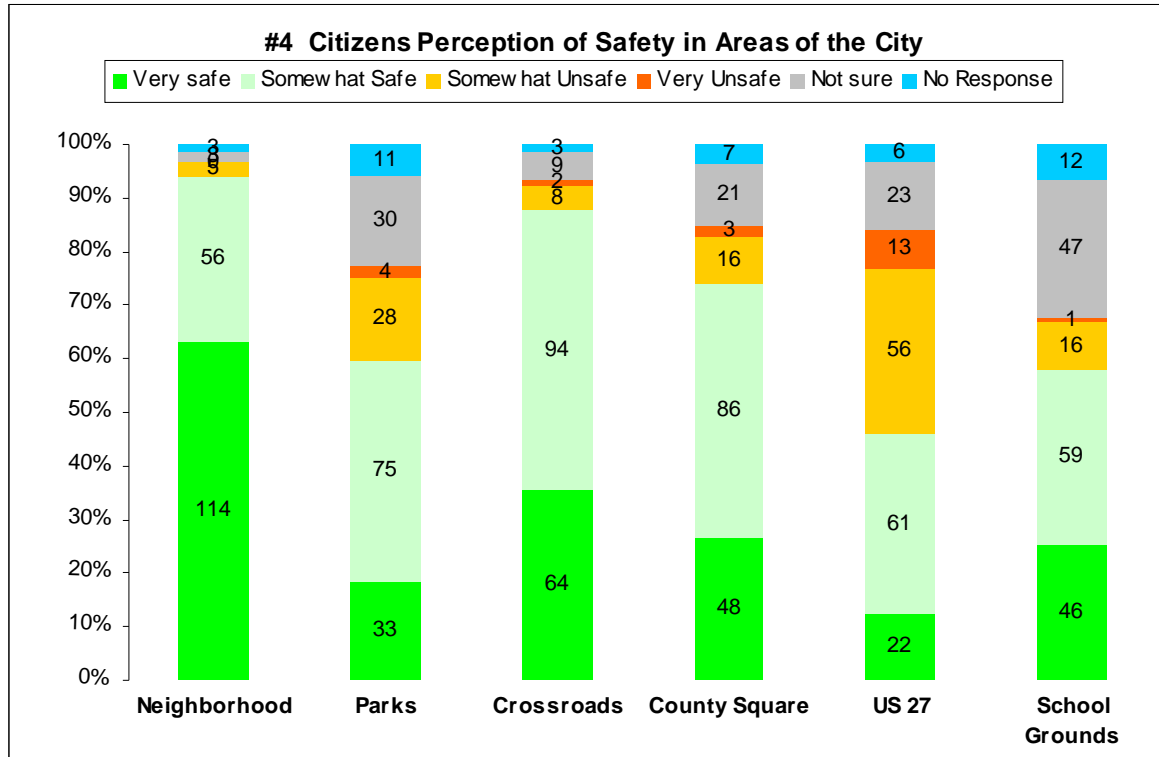
96.13 % considered their personal safety as very safe or safe.
No one considered their personal safety as very unsafe or unsafe.

90.05 % considered their property very safe or safe.
.56% considered their property as very unsafe or unsafe.

COLD SPRING POLICE CITIZEN SURVEY 2011

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

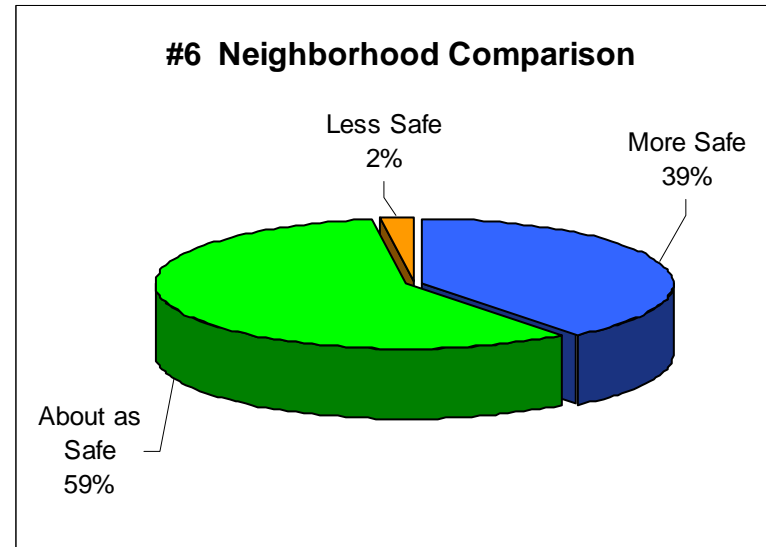
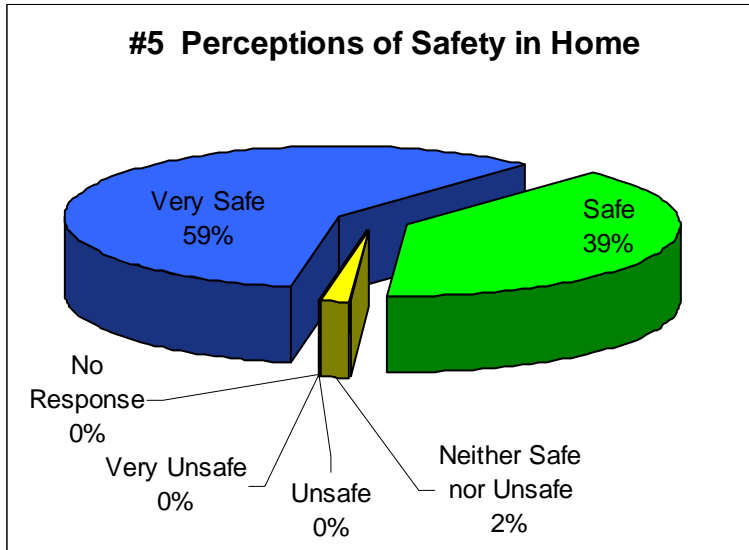


Most people considered their neighborhoods as safe.

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

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?

COLD SPRING POLICE CITIZEN SURVEY 2011

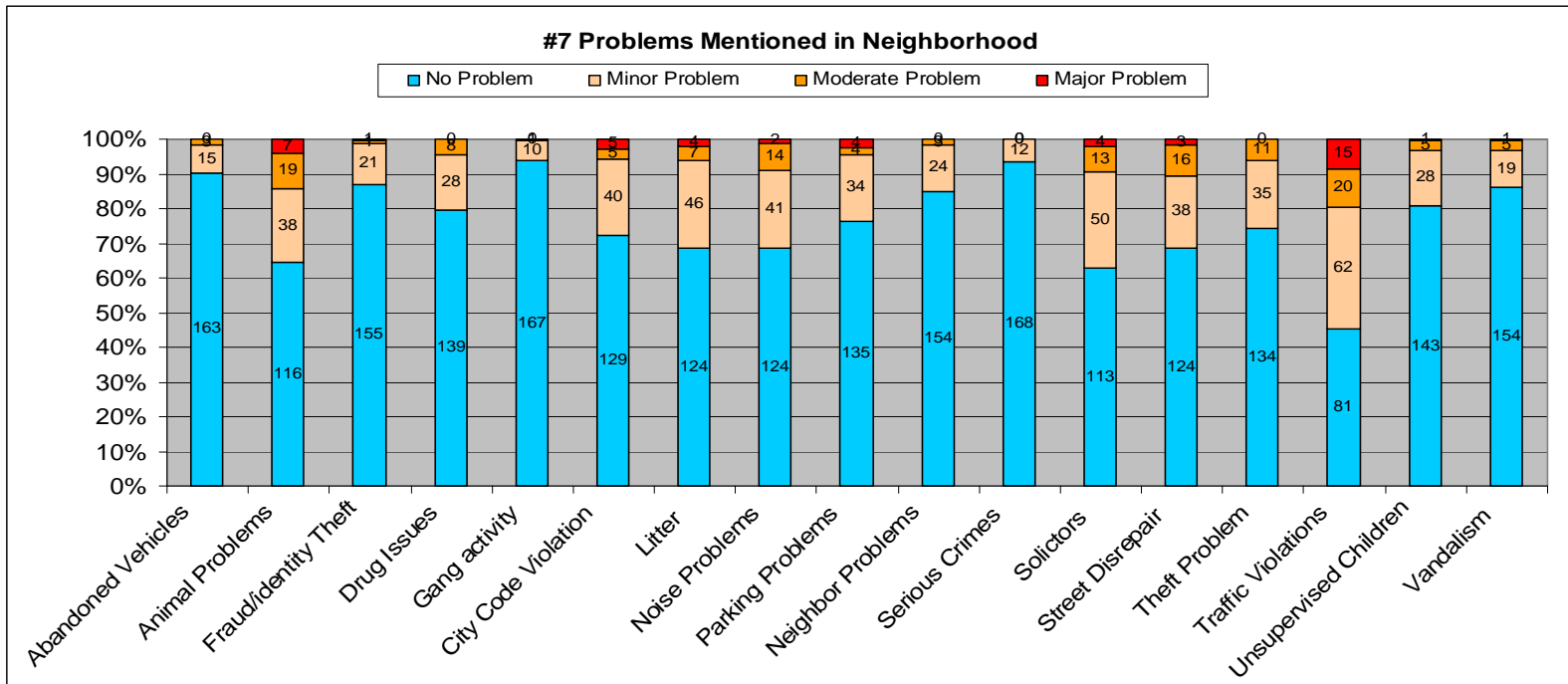
7. Please indicate how much of a problem, if any, the following issues are in your neighborhood:

- 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

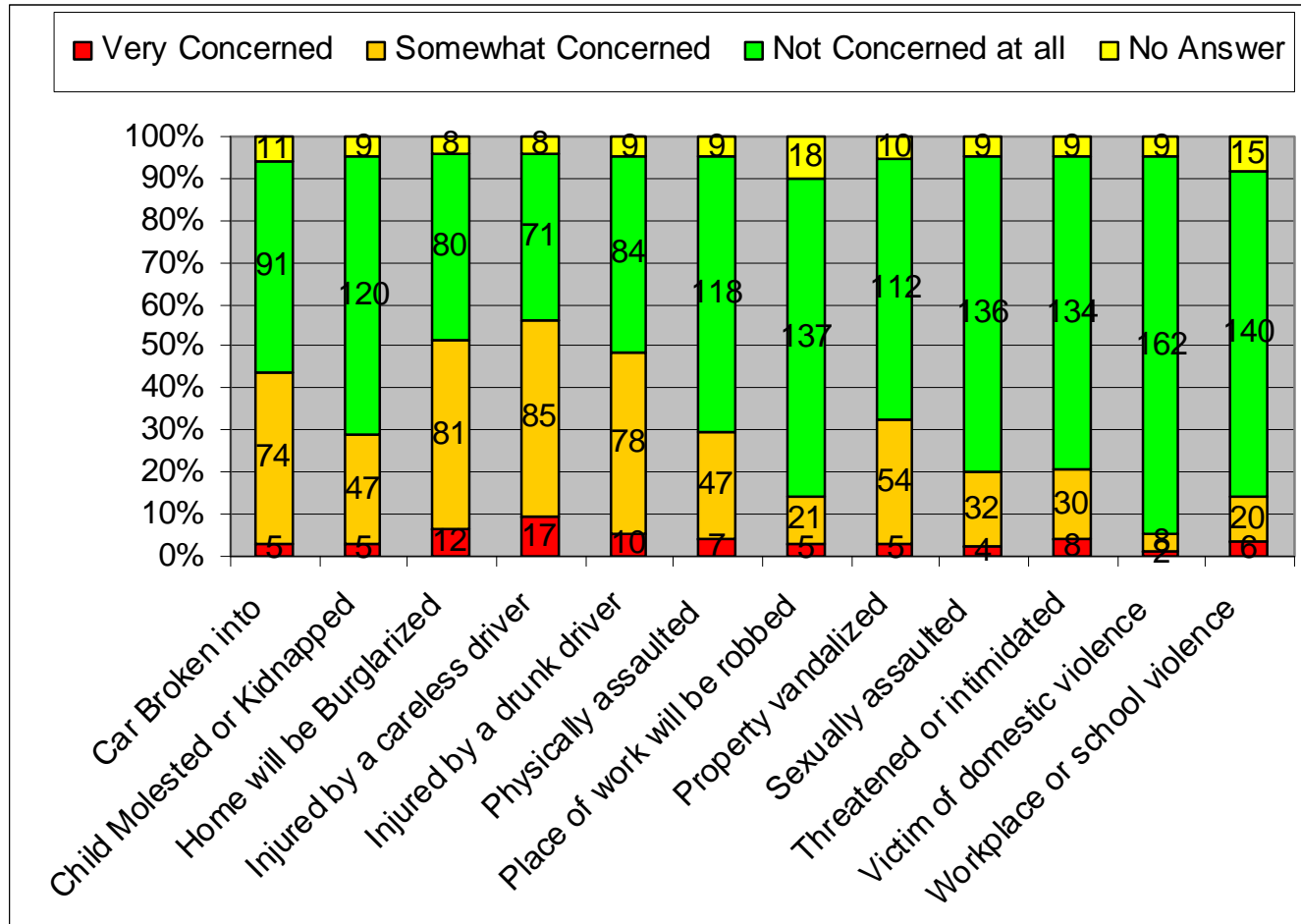
Problems with neighbors
 Serious crime (e.g. assault, robbery, rape)
 Solicitors (door to door, not telephone)
 Street disrepair (pot holes, street lights out, damaged signs)
 Theft (from cars, property, business)
 Traffic violations (speeding, stop signs)
 Unsupervised children
 Vandalism / Graffiti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



COLD SPRING POLICE CITIZEN SURVEY 2011

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

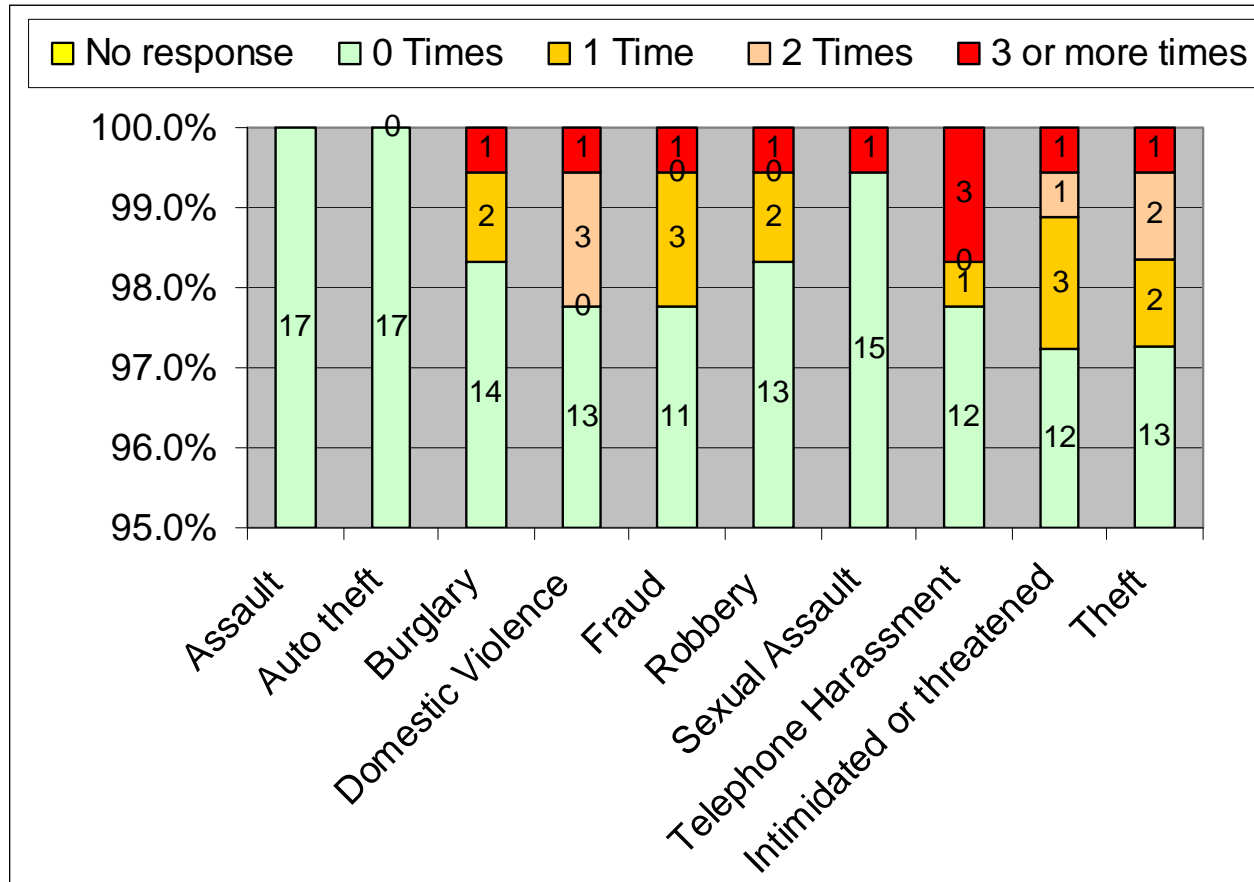
- Very Concerned
- Somewhat Concerned
- Not Concerned at all



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

COLD SPRING POLICE CITIZEN SURVEY 2011

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.



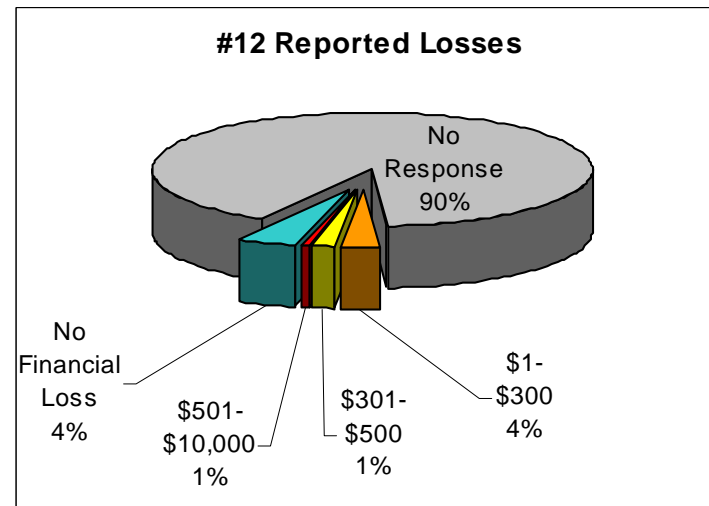
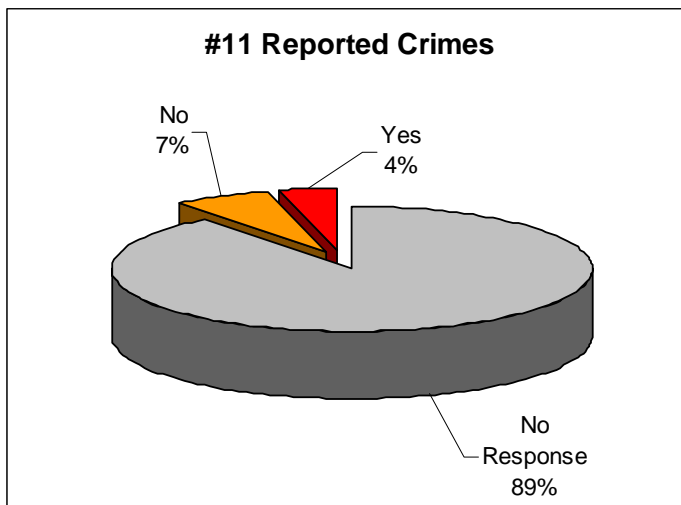
It needs to be noted that the number of No Responses on each of these items listed varied from 163 to 165 (about 91%) for the surveys. The top 5 % of the calls are listed only to reflect the actual number of responses for each category. If all the responses were included the numbers would not be visible due to the scale and the few responses.

COLD SPRING POLICE CITIZEN SURVEY 2011

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 10 locations were mentioned in the 181 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.)

COLD SPRING POLICE CITIZEN SURVEY 2011

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). 23 answered some with multiple reasons.

- I did not think the police could help (7)
- I did not think the police would help (3)
- I thought that the offender might take revenge (3)
- I was too embarrassed to report the crime
- I believed someone else reported the incident (1)
- I filed a report with the insurance, security, or home owner's group (1)
- The crime did not seem serious enough to report. (2)
- I didn't want to testify in court
- I don't like the Cold Spring Police
- I don't trust the Cold Spring Police
- I'm afraid of the Cold Spring Police
- I dealt with the offender myself (1)
- I didn't want to take the time to report the crime (1)
- I was too busy (1)
- Others
 - Domestic issue with wife
 - Did not know who did the damage / was done during the night on numerous occasions
 - Based on prior experience no action is taken for minor matters
 - I have not been witness to any crimes
 - I was too scared & it was over quickly
 - Meijer employees took action
 - No damage from the rear end collision
 - No proof
 - No reason to call
 - None
 - Nothing happens
 - Reported to bank

COLD SPRING POLICE CITIZEN SURVEY 2011

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 (4)
- I was witness to a crime (1)
- Traffic accident (9)
- Phone contact to report a crime or suspicious incident (12)
- I was arrested (1)
- DARE or school contact (2)
- Stranded motorist
- Community event (Day in the Park, Cruise-in, National Night out, etc.) (17)
- Phone contact for information (9)
- As a suspect of a crime or suspicious person
- Traffic stop (5)
- Officer spoke to me about a crime they were investigating (4)
- Ask for assistance (11)
- Casual encounter (43)
- No contact (54)
- Did not respond to question (22)
- Other (specify)
 - TO REPORT LOUD VEHICLE STEREO SYSTEM
 - Rides down my street
 - None
 - Family members
 - FIRING RANGE NOISE
 - Officer represented the dept at community meeting
 - Speak at board meeting
 - Residence alarm
 - Called dept - suspicious car parked on street
 - Given ride home - was walking
 - Notify dept when on vacation / wave when routine patrol in neighborhood
 - To complain about noise from Kenton County company
 - Young neighbors partying & drinking too loud - Police came within 5 minutes!
 - Requested disposal of old ammo - chief helped when I dropped off three boxes of ammo
 - Ask for assistance / noise complaint / fire code non compliance

COLD SPRING POLICE CITIZEN SURVEY 2011

- Checking on house while on vacation
- Vacation check
- I speak to an officer every chance I get
- Going out of town
- Truck incident on property on 5/24/2011
- House watch - many times
- House watch - many times
- Watch our home while on vacation
- Speeding ticket
- Speeding on Chapman
- Observe patrolling
- Homes - violation of city codes
- Officer came in to eat
- Animal problem
- Neighbor locked out of home
- Fingerprinting for adoption / block party info
- See cruisers in neighborhood / house watched
- Report of noisy neighbor
- Dog walking on frozen lake
- House protection while on vacation
- Neighbor reported loud noise -TV in living room
- 911 call
- Need more police on the AA HWY

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

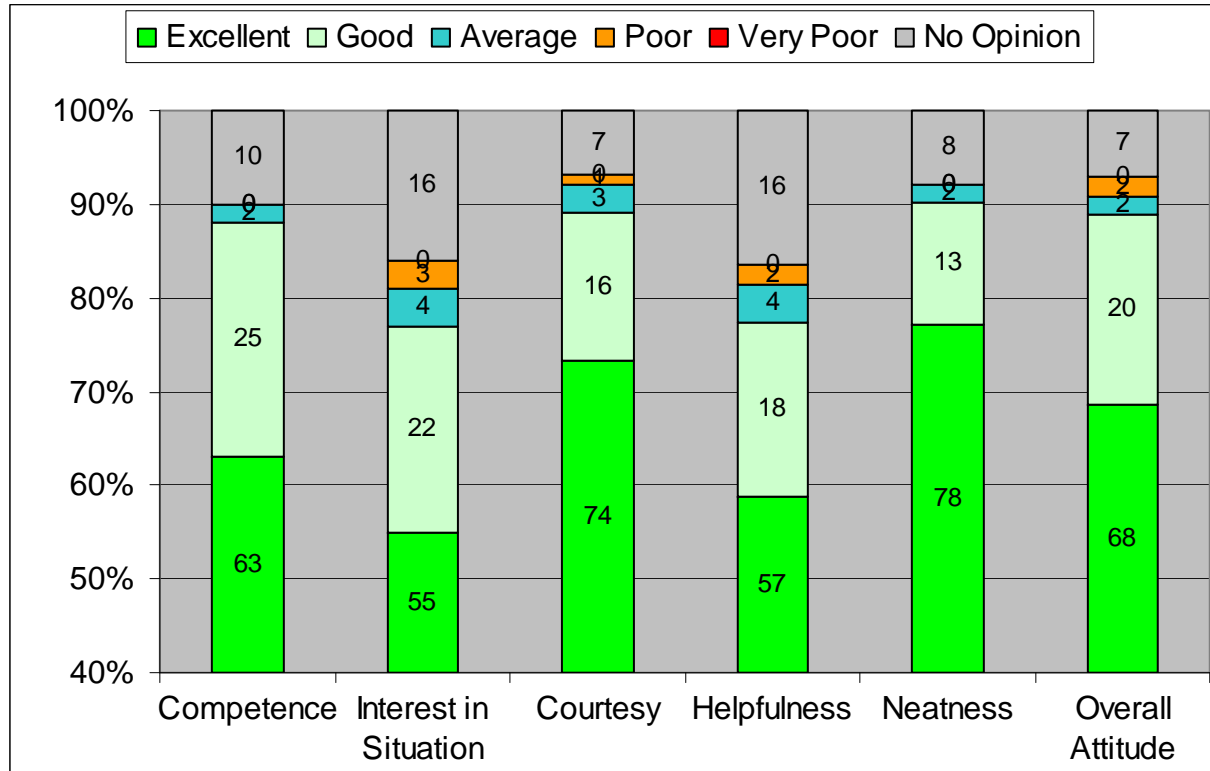
Officers specifically mentioned as follows with the number of times mentioned: Chief Burk (5), Sgt. Messer (4), Officer Hildebrand (4), Officer Brownbridge (4), Officer Robb (3) and Officer Enzweiler (1).

There were (33) responses that listed No as an answer, (2) that listed Yes but no names were written, (1) for Doug and (1) for CCPD.

COLD SPRING POLICE CITIZEN SURVEY 2011

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

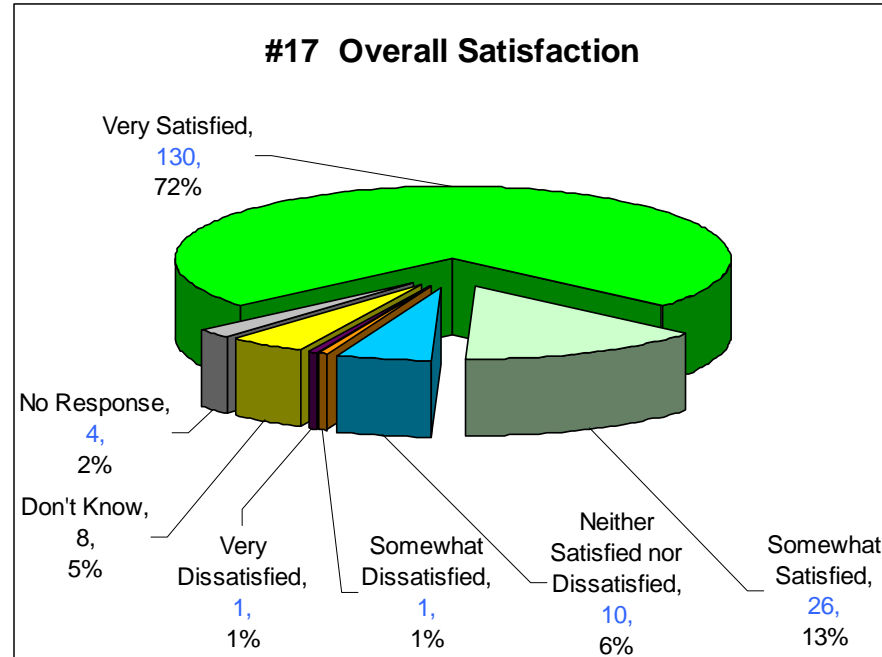
- Competence
- Interest in the situation
- Courtesy
- Helpfulness
- Neatness of appearance
- Overall attitude



COLD SPRING POLICE CITIZEN SURVEY 2011

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



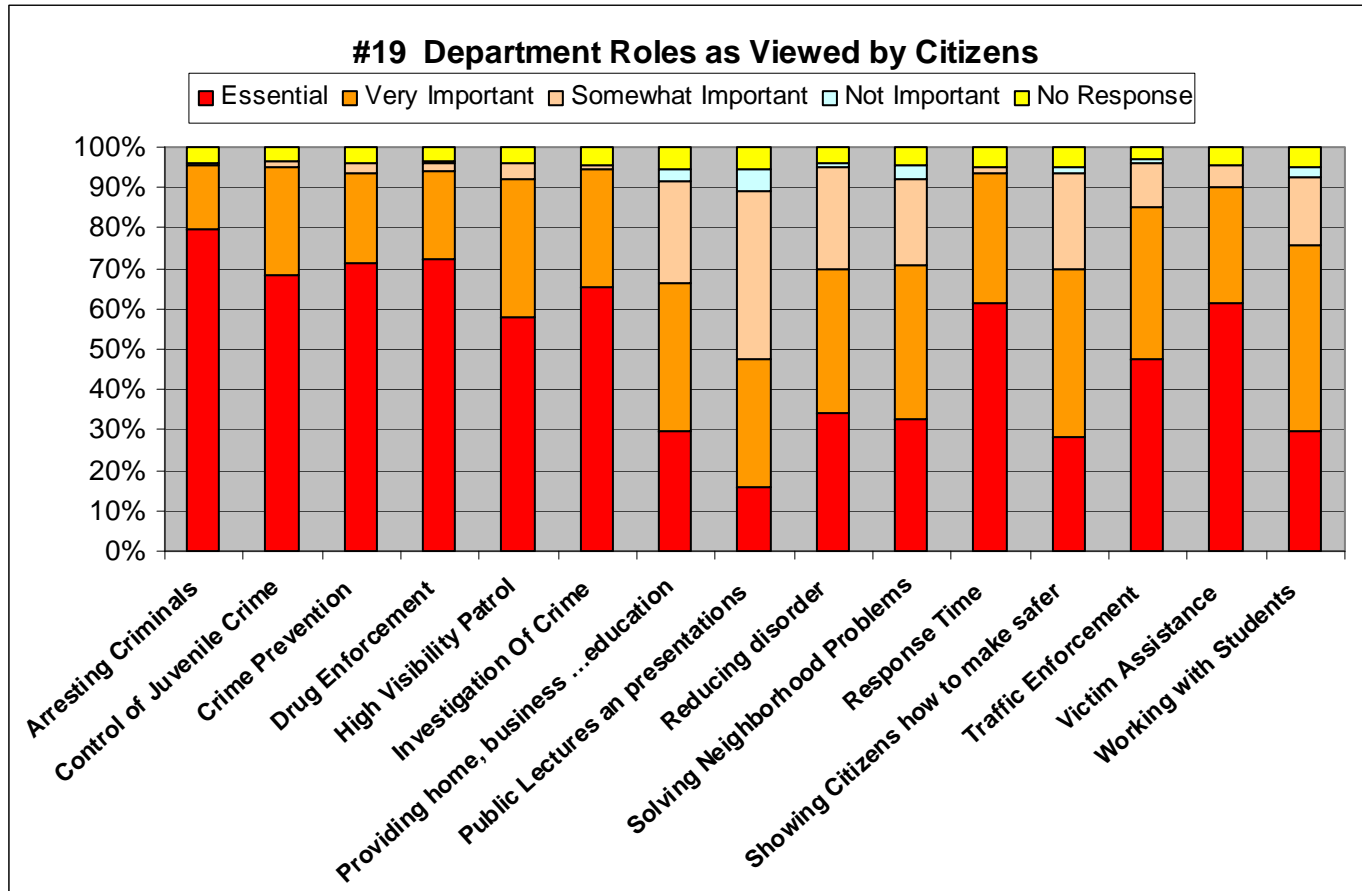
18. If you were not satisfied with the way the police responded, please indicate the reason. (Check all that apply.)

- Slow response time (1)
- Officer did not follow up
- Officer did not listen
- Officer did not show up
- Don't trust the police
- Didn't solve my problem (5)
- No arrest (2)
- Officer was rude
- Officer did not seem to care (3)
- Don't know what happened to the case (1)
- Did not answer my questions
- Other (2) - No reason to call
- Because of the speeding on Chapman, otherwise great

COLD SPRING POLICE CITIZEN SURVEY 2011

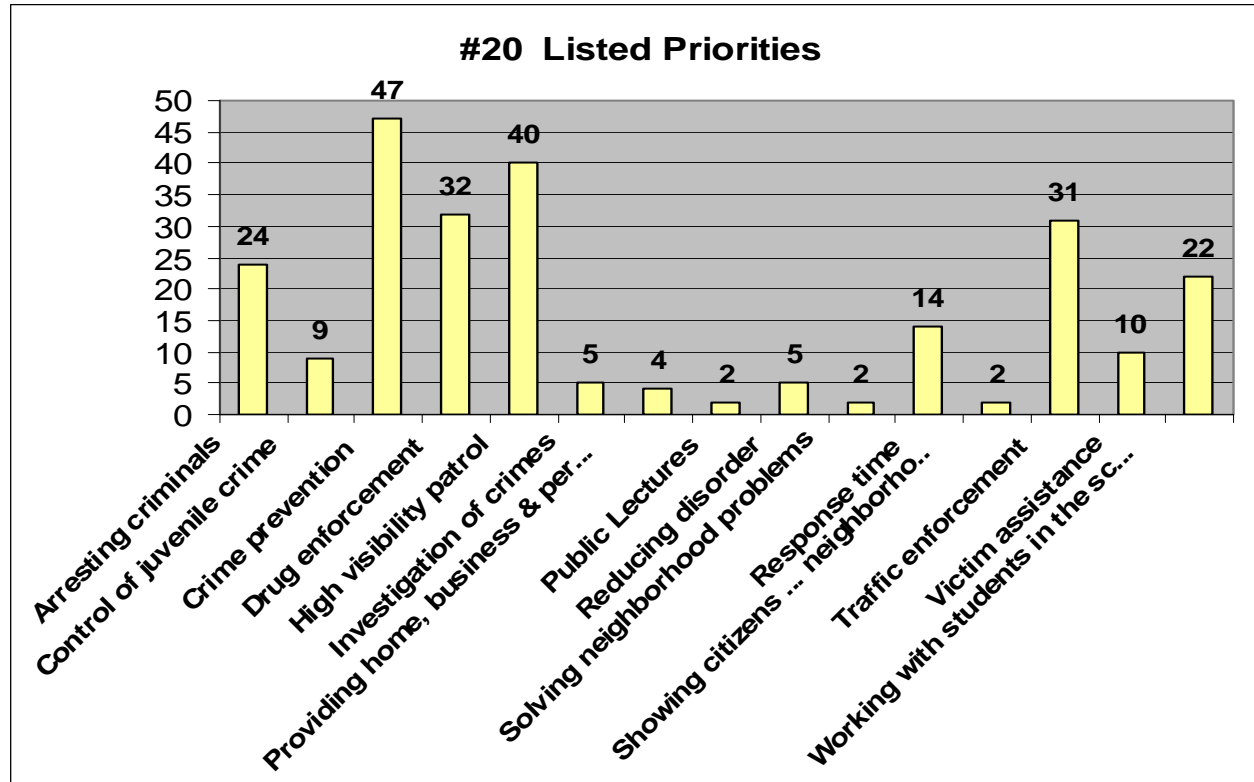
19. How important do you think each of the following police department roles are in Cold Spring?

- Essential
- Very Important
- Somewhat Important
- Not Important



COLD SPRING POLICE CITIZEN SURVEY 2011

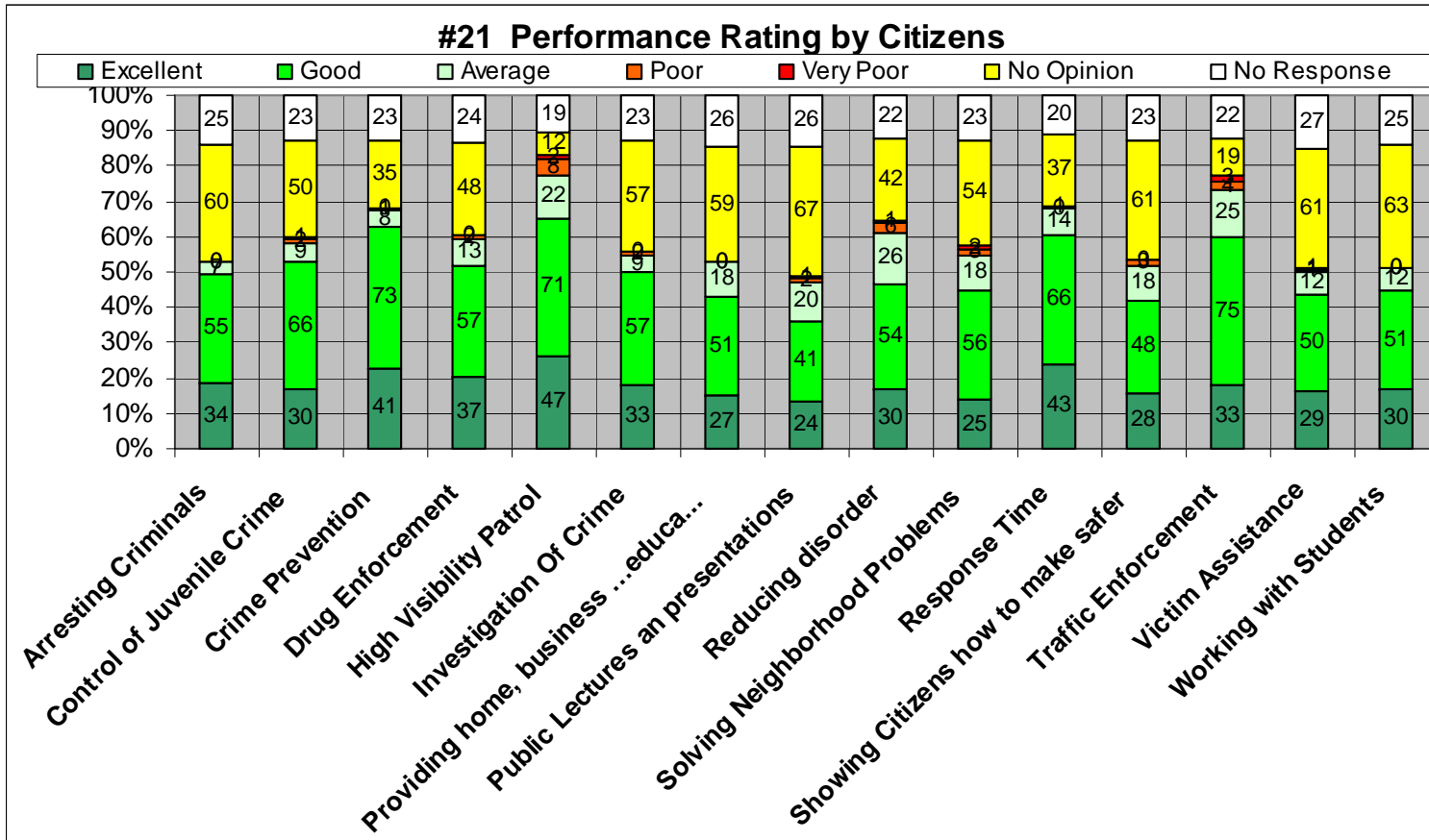
20. If you wanted the Cold Spring Police Department to spend more time doing any of the tasks listed above, what would they be? Please select the two most important categories listed in question 19 that would have the greatest impact or benefit to you personally.



COLD SPRING POLICE CITIZEN SURVEY 2011

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

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



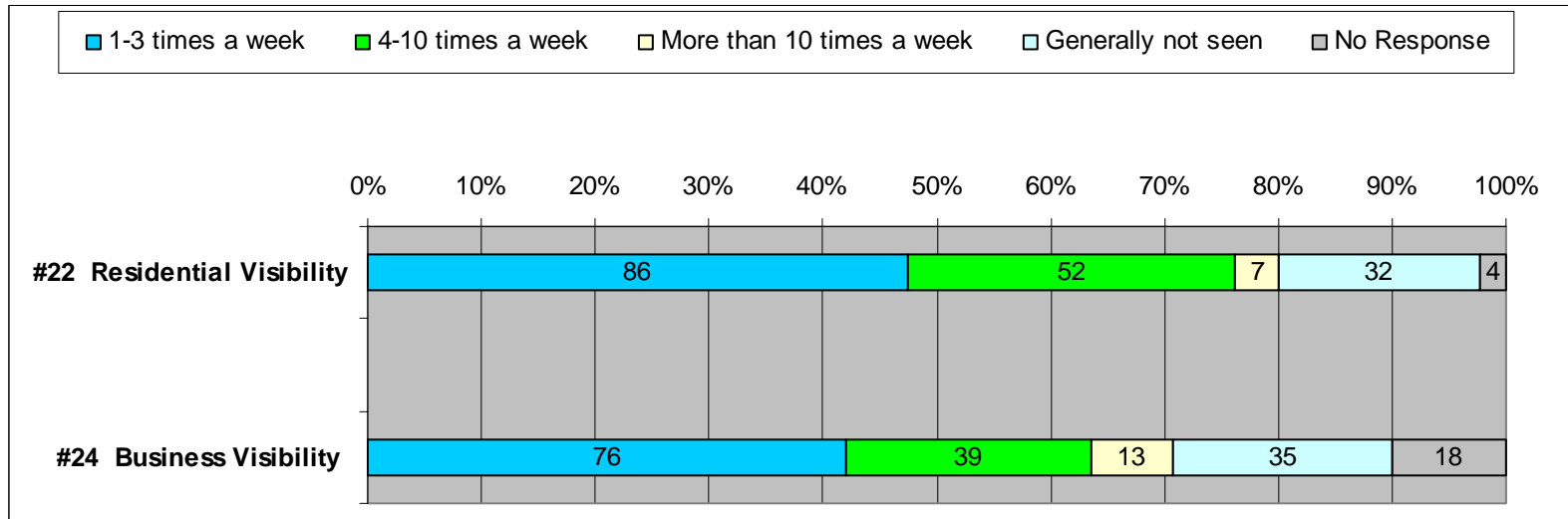
COLD SPRING POLICE CITIZEN SURVEY 2011

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

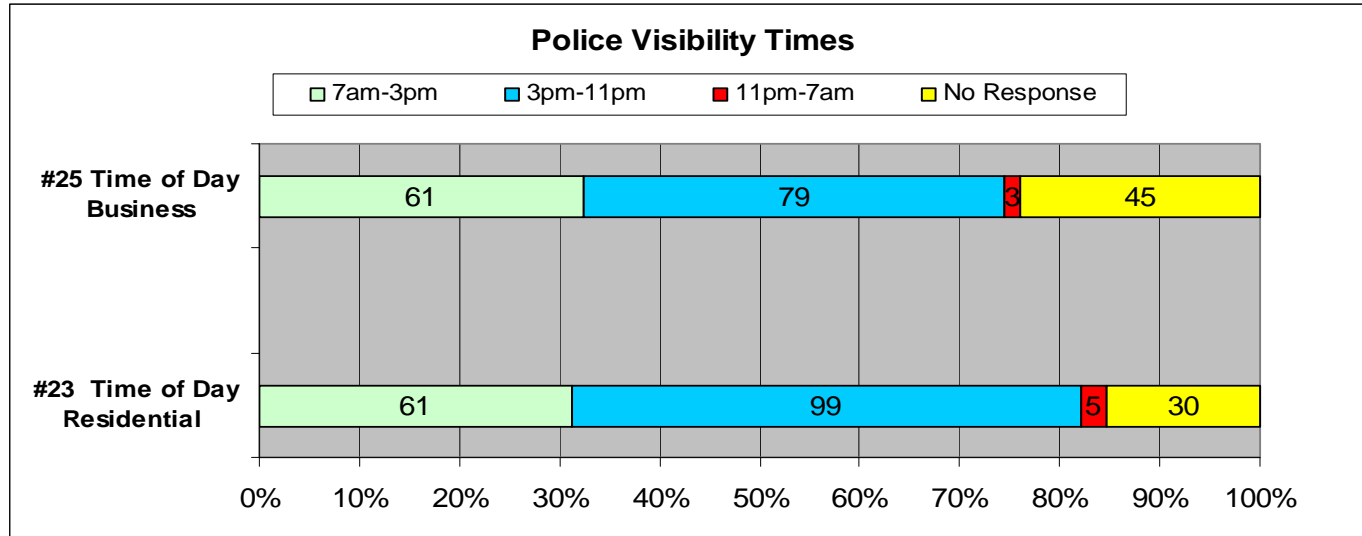


COLD SPRING POLICE CITIZEN SURVEY 2011

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

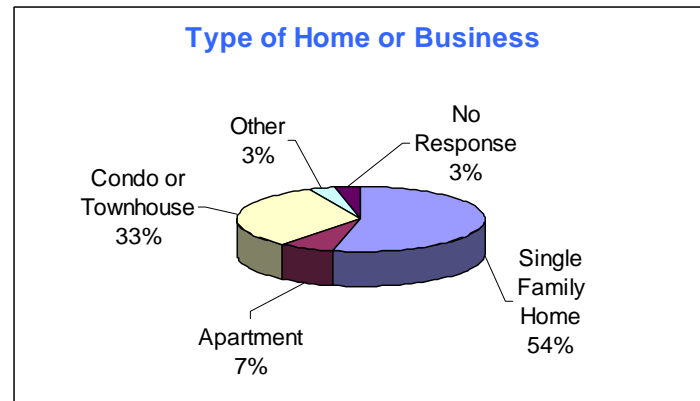
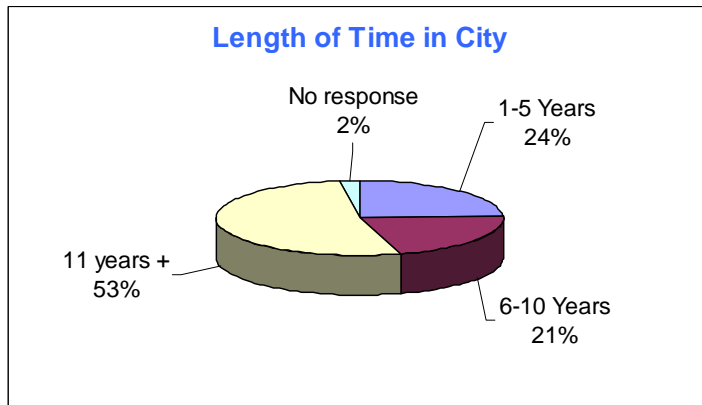
- 7 AM – 3 PM
- 3 PM – 11 PM
- 11PM – 7 AM

(Note that a number of surveys returned had more than one time indicated.)



26. How long have you lived in the city?

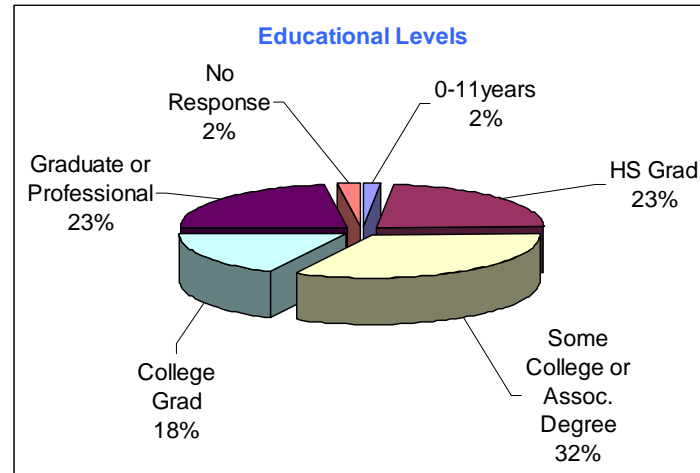
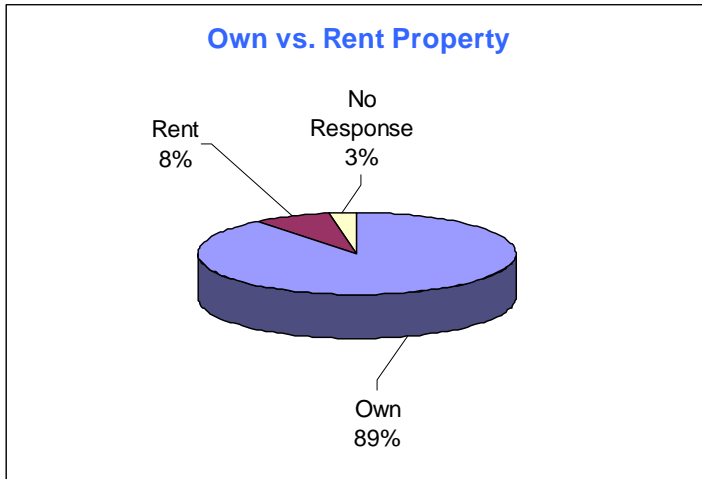
27. What kind of residence do you live in?



COLD SPRING POLICE CITIZEN SURVEY 2011

27. Do you rent or own your residence?

28. Which of the following categories best describes the highest level of formal education you have completed?



29. Which of the following best describes your age?

30. Which of the following best describes your race/ethnicity?

