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Syracuse University

**CITIZEN SATISFACTION WITH THE
GEDDES POLICE DEPARTMENT**

**A Study Conducted for the Town of Geddes Police Department
By Abbey Schwantes
April 2010**

Citizen Satisfaction
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EXECUTIVE SUMMARY

Introduction: This study reports the results of a survey measuring citizen's satisfaction with the Town of Geddes Police Department. The results will be presented to the Chief Victor Gillette of the Geddes Police Department and will be used to improve the program.

Methods: The data in this report were collected through a telephone survey of randomly selected registered voters residing in the jurisdiction of the Town of Geddes Police Department. From the target population of 10,267 residents on the list, 450 were called by choosing every 20th telephone number on the list, and 200 responses were obtained (1.9% of the target population).

Findings:

1. The element of the Geddes Police Department respondents said they were most satisfied with was the appearance of the officers, giving it a score of 4.72. (n=165)
2. 83% of respondents said they felt "safe" or "very safe" walking alone in their neighborhood at night. (n=189)
3. 97% of respondents said they felt "safe" or "very safe" in their home. (n=200)
4. 81% of respondents said there was an adequate police presence in their neighborhood. (n=195)
5. 85% of respondents said there was adequate traffic enforcement in the Town of Geddes. (n=195)
6. 78% of respondents said they had not been a victim of a crime in the Town of Geddes. (n=198)
7. 95% of respondents that had been victims of crime in the Town of Geddes felt that their complaint was handled properly. (n=42)
8. 54% of respondents rated availability, the local feel, or visibility as the best characteristic of the Town of Geddes Police Department. (n=155)
9. 71% of respondents said that there could be improvements made in the Town of Geddes Police Department. (n=114)
10. 65% of respondents said that they improve the police department by increasing assets, increasing the amount of patrols, or better traffic enforcement. (n=81)
11. 71% of respondents said they felt the Geddes Police Department was the "same" as it was four years ago. (n=158)

INTRODUCTION

This study presents results obtained from a telephone survey for assessing community satisfaction with the Town of Geddes Police Department. The information collected from this study will be used to identify problems and establish goals to correct these problems. Assessing how citizens feel about the service the police department provides can assist in developing future policy. Similar studies were conducted in 2000, 2003, and 2007.

METHODS

How Data Was Collected

Instrument Design: This survey was first designed by the Town of Geddes Police Department and used in 2000 and 2003. The survey was revised in 2007 and 2010.

Method of Contact: There are 10,267 registered voters in the jurisdiction of the Town of Geddes Police Department. A voter registration list was provided by the Board of Elections for the police department, listing the names of the target population by district, street, and then by phone number. Every 20th name of the 10,267 voters was selected to create a sample of 450 residents who were called between the hours of 4:30pm and 6:30pm on 2/4/10, 2/8/10, 2/11/10, 2/18/10, 2/22/10, 3/4/10, 3/11/10 and 3/24/10. Residents who chose to participate in the survey were asked to answer 14 questions taking approximately two minutes.

Target Population and Sample: The target population consisted of all registered voters in the Town of Geddes with listed phone numbers. The sample consisted of 200 out of the 10,267 voters from the registration list. The sample was 1.9% of the target population. 200 out of 450 residents resulted in a 44% response rate.

Quality of Data

Representativeness: The researcher looked at age and gender to measure representativeness. Figure 1 shows that there were more females in the sample than the target population, but not enough to raise questions about representativeness. Figure 2 shows the sample's overrepresentation of ages 51-60 in the sample versus the target population.

Figure 1

Comparing Target Population to Sample

Gender	Sample (n=200)	Target Population (n=10,267)	Difference
Male	37%	47%	-10
Female	63%	53%	10

Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010. The target population data was collected from the U.S. Census Bureau, 2000

Figure 2

Comparing Target Population to Sample

Age Bracket	18-21	22-25	26-30	31-40	41-50	51-60	61+
Sample (n=180)	2%	2%	3%	7%	16%	38%	34%
Target Population (n=10,267)	7%	5%	8%	15%	16%	14%	26%
Difference	-5	-3	-5	-8	0	24	8

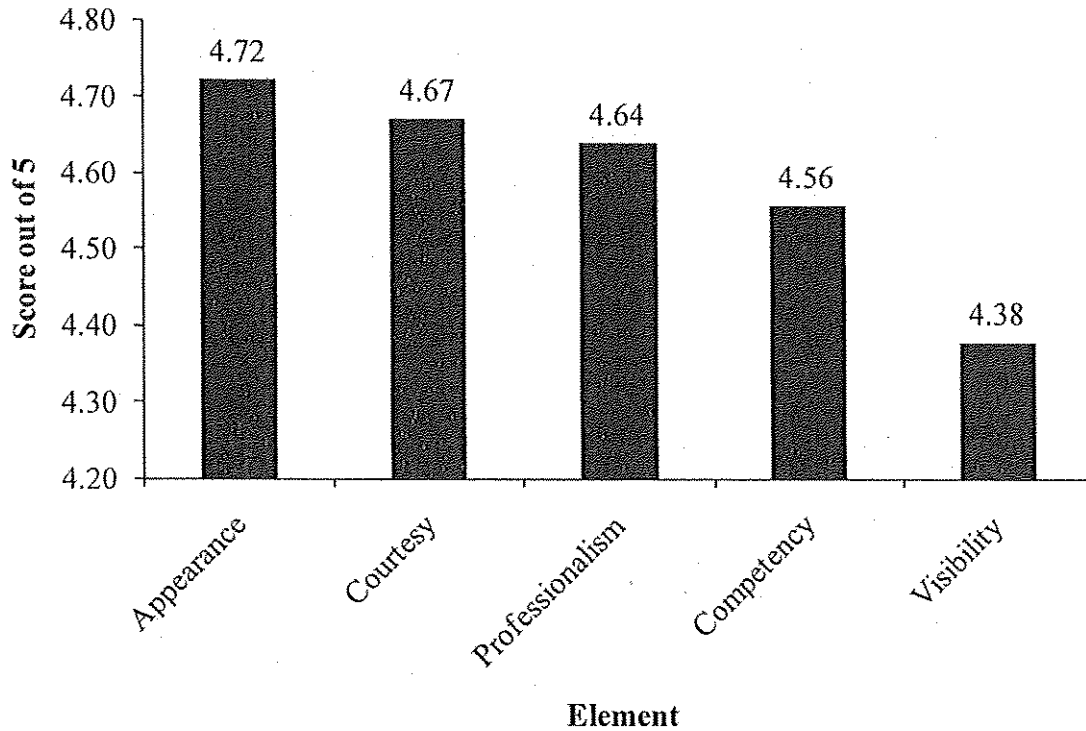
Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Accuracy: The sample may not accurately represent the target population. Some respondents admitted being biased towards the Town of Geddes Police Department because they knew the officers. This may have affected the results.

FINDINGS

1. The element of the Geddes Police Department respondents said they were most satisfied with was the appearance of the officers (4.72)

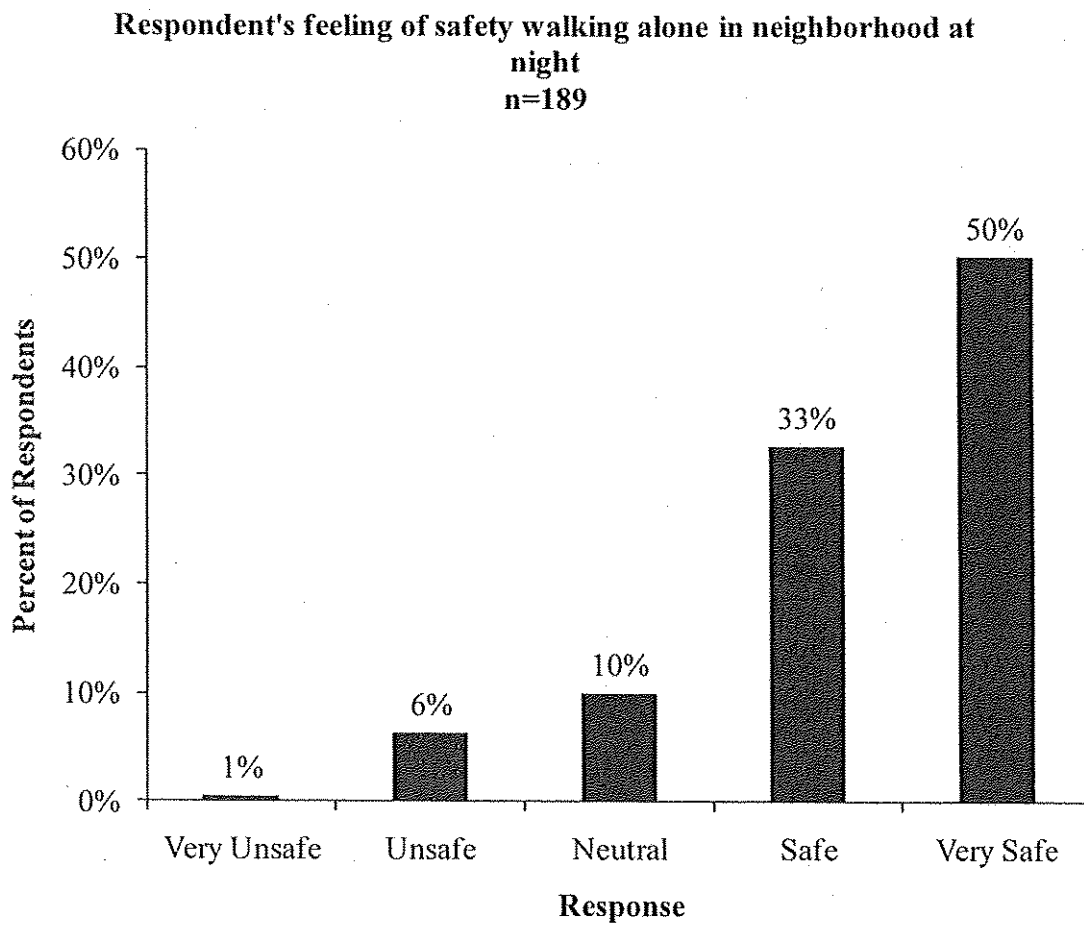
**Respondent Satisfaction with Various Elements of the Geddes
Police Department
n=165**



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Comment: A smaller sample was obtained for this question because 35 respondents chose "Don't Know." A full analysis of the satisfaction responses can be found in Appendix III.

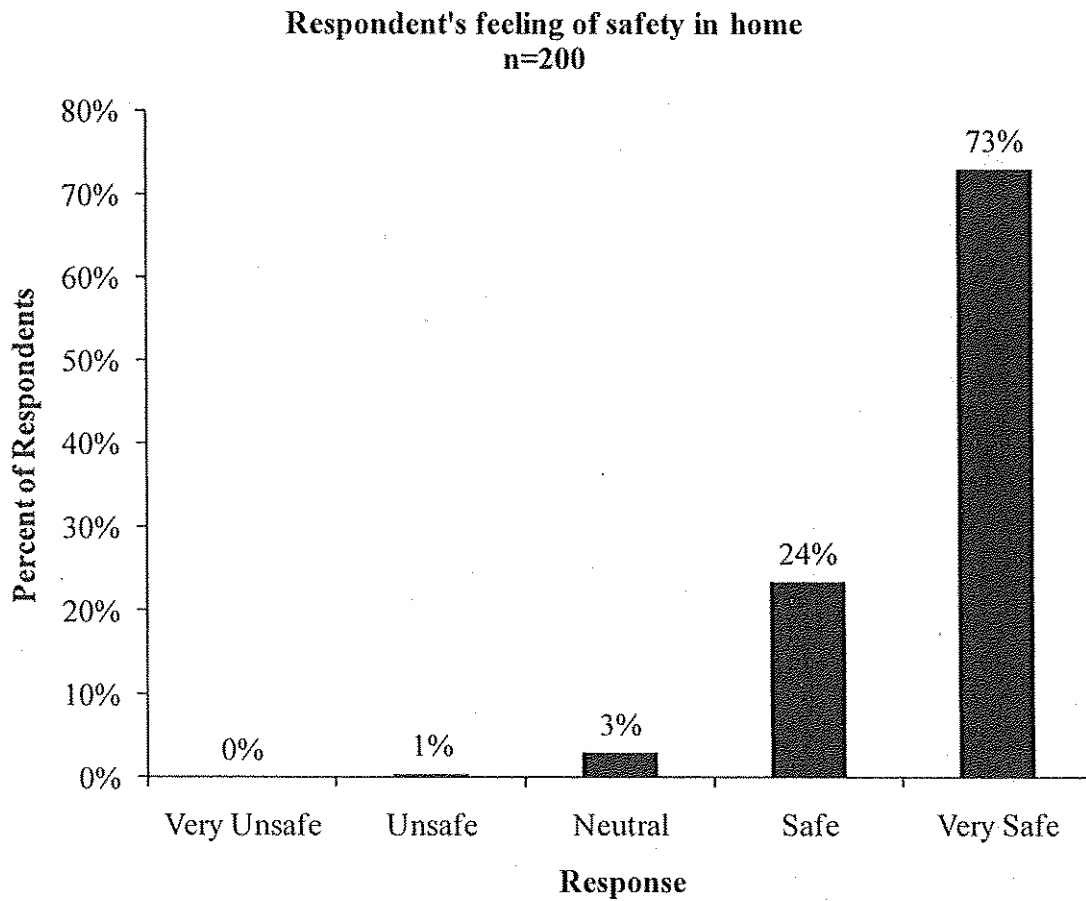
2. 83% of respondents said they felt “safe” or “very safe” walking alone in their neighborhood at night.



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

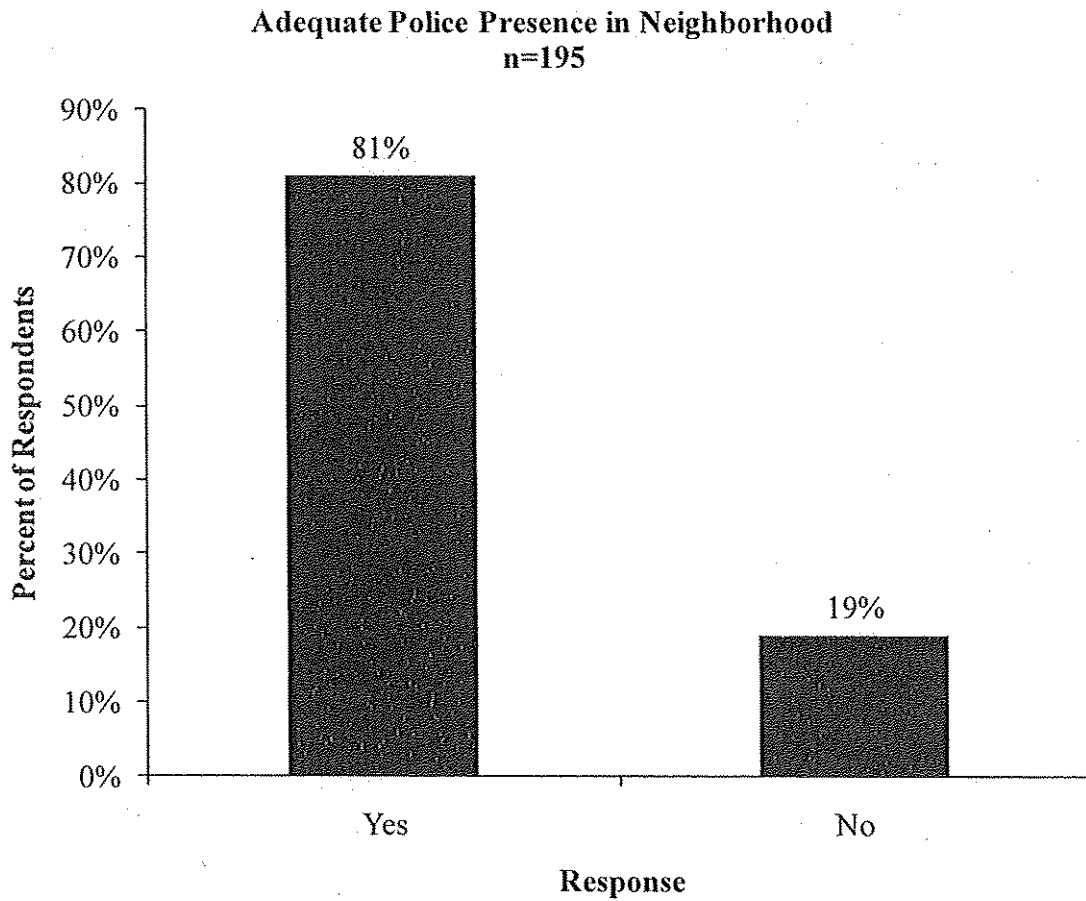
Comment: A smaller sample was obtained for this question because 10 respondents chose “Don’t Know” and one did not provide a response. Many respondents who claimed they felt “unsafe” or “very unsafe” explained that it was because of the wilderness and animals surrounding their homes as opposed to any poor police work.

3. 97% of respondents said that they felt “safe” or “very safe” in their home.



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

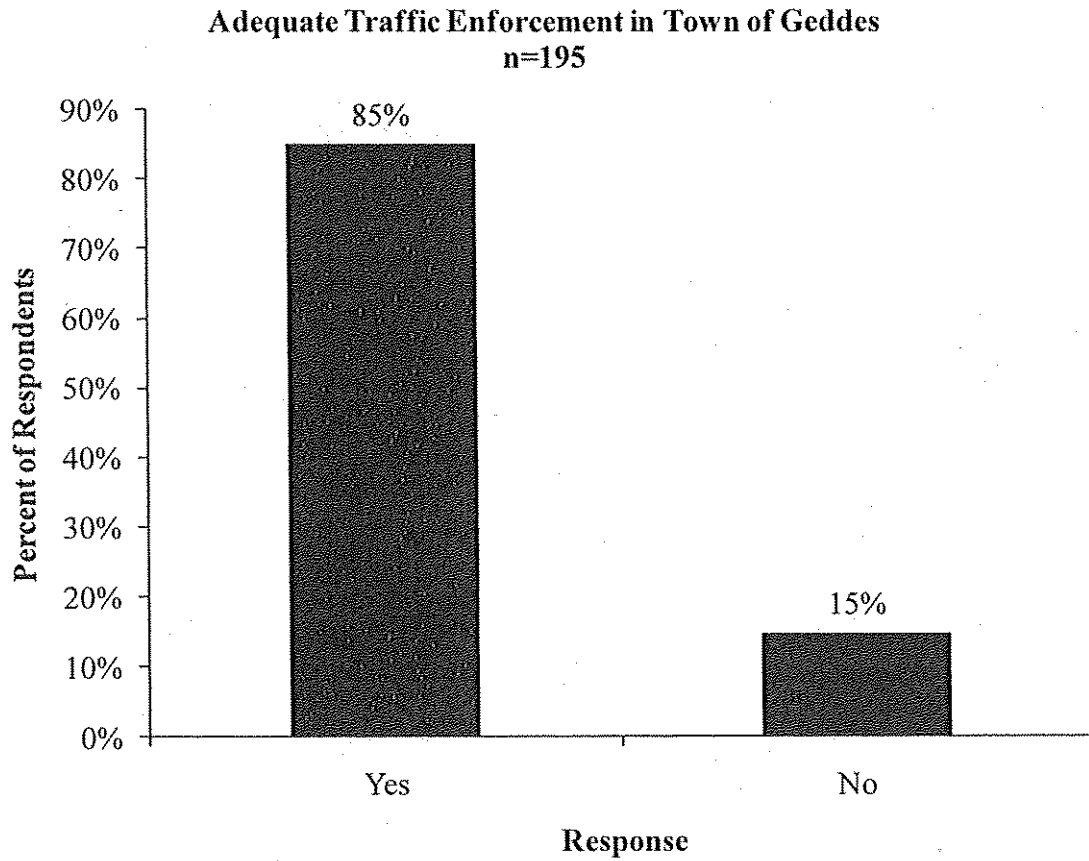
4. 81% of respondents said there was an adequate police presence in their neighborhood.



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Comment: A smaller sample was obtained for this question because four respondents chose "Don't Know" and one did not provide a response.

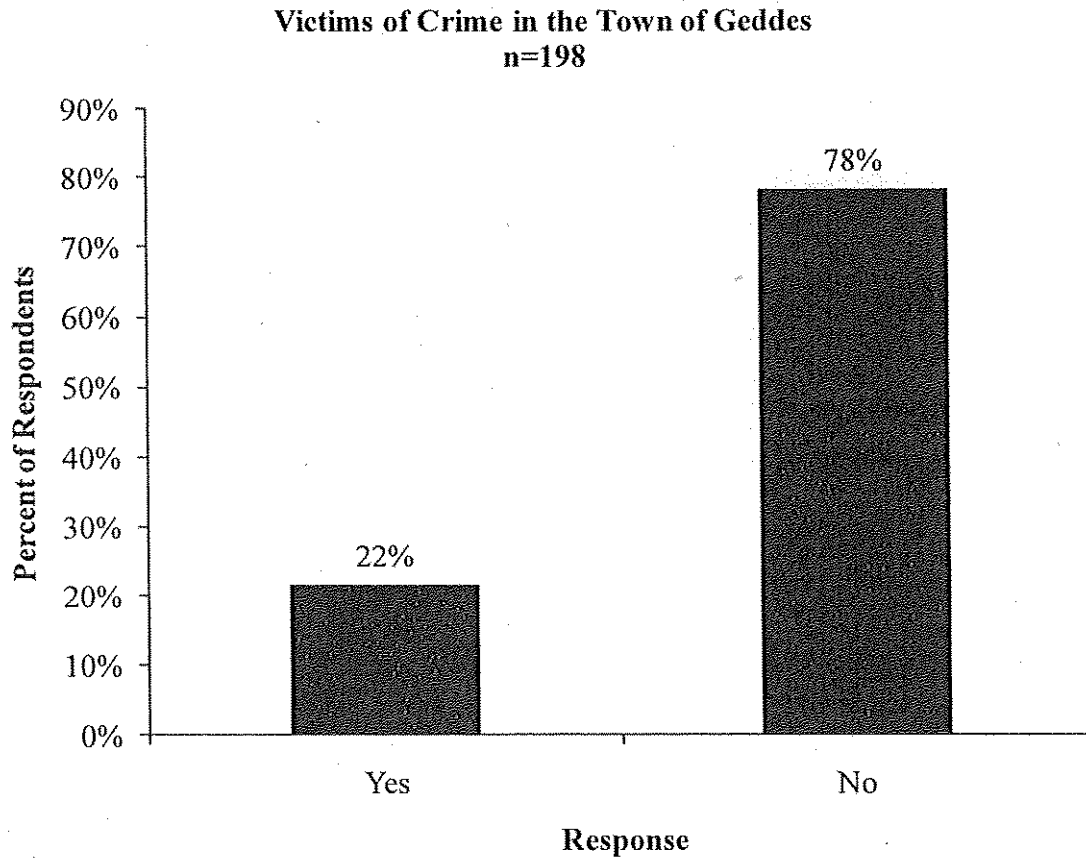
5. 85% of respondents said that there was adequate traffic enforcement in the Town of Geddes.



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Comment: A smaller sample was obtained for this question because four respondents chose "Don't Know" and one did not provide a response.

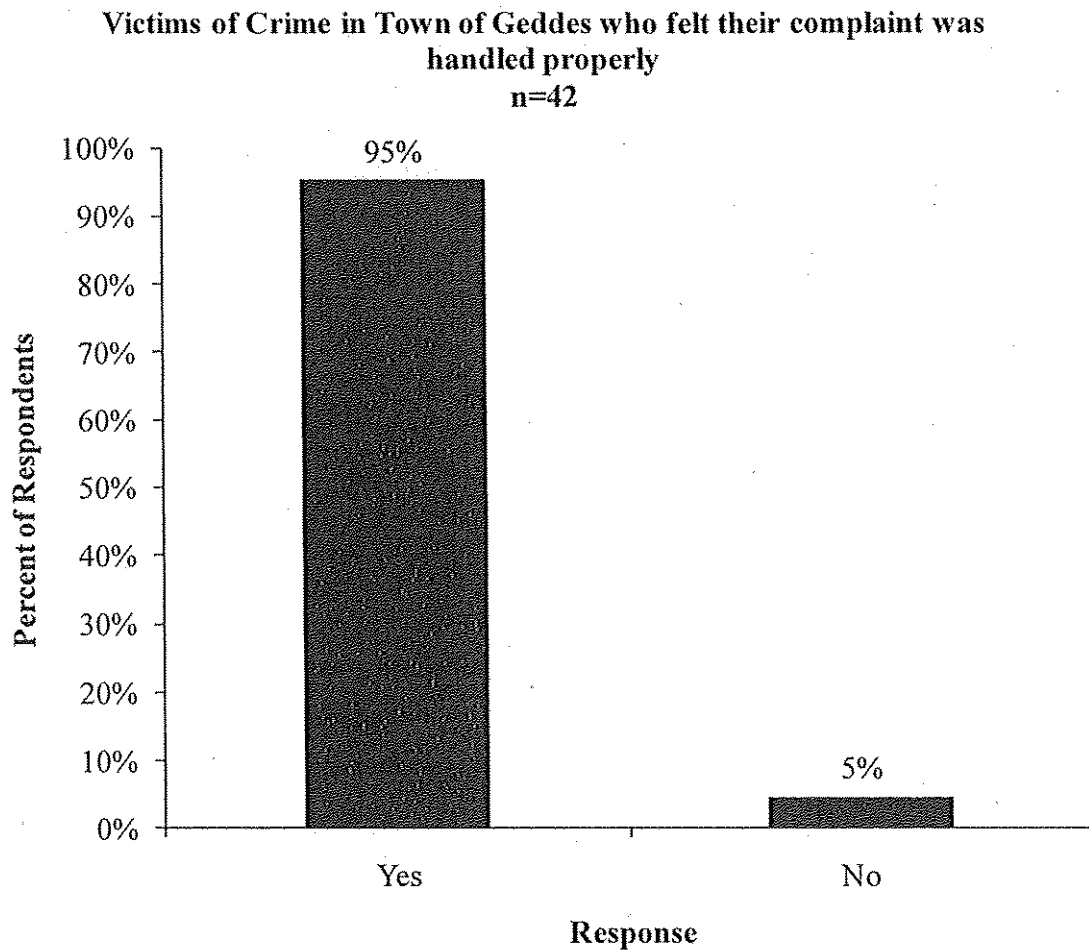
6. 78% of respondents said that they had not been a victim of a crime in the town of Geddes.



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Comment: A smaller sample was obtained for this question because two respondents did not provide an answer.

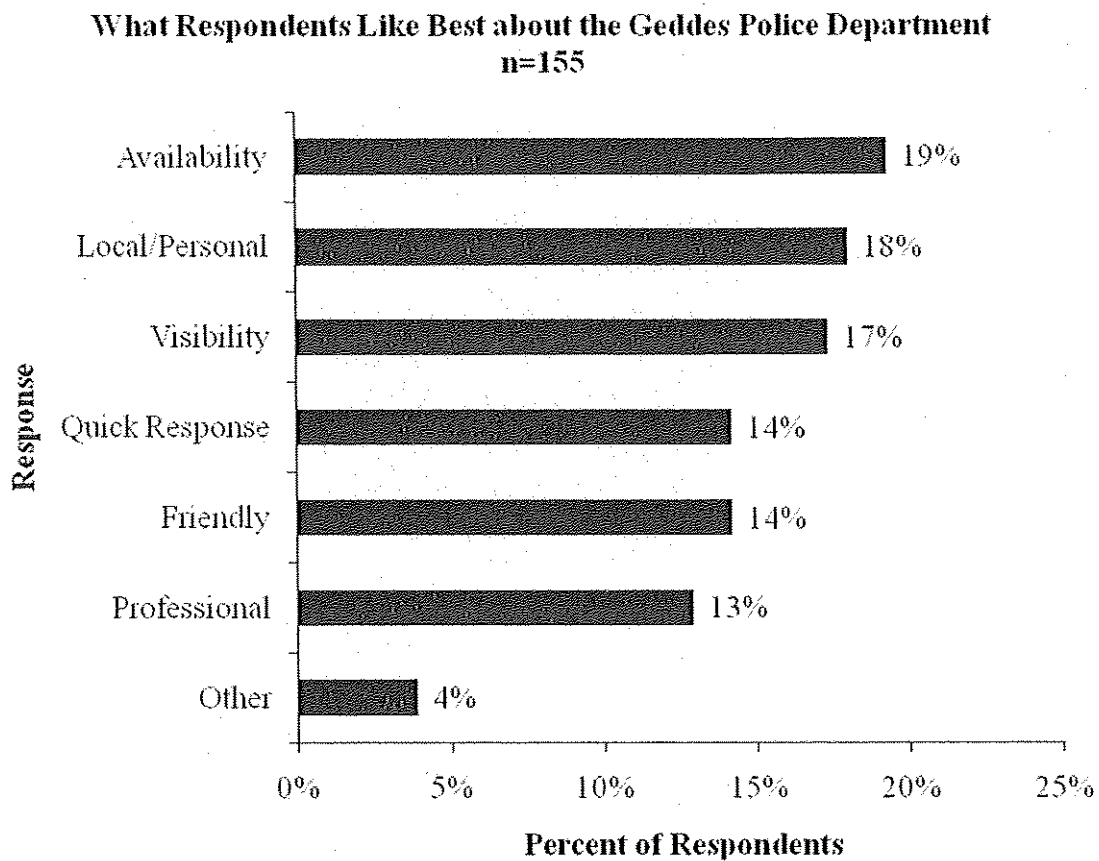
7. 95% of respondents that had been victims of crime in the Town of Geddes felt that their complaint was handled properly.



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Comment: A smaller sample was obtained for this question because out of the respondents who said that they were victims of crime in the Town of Geddes, one respondent did not provide an answer.

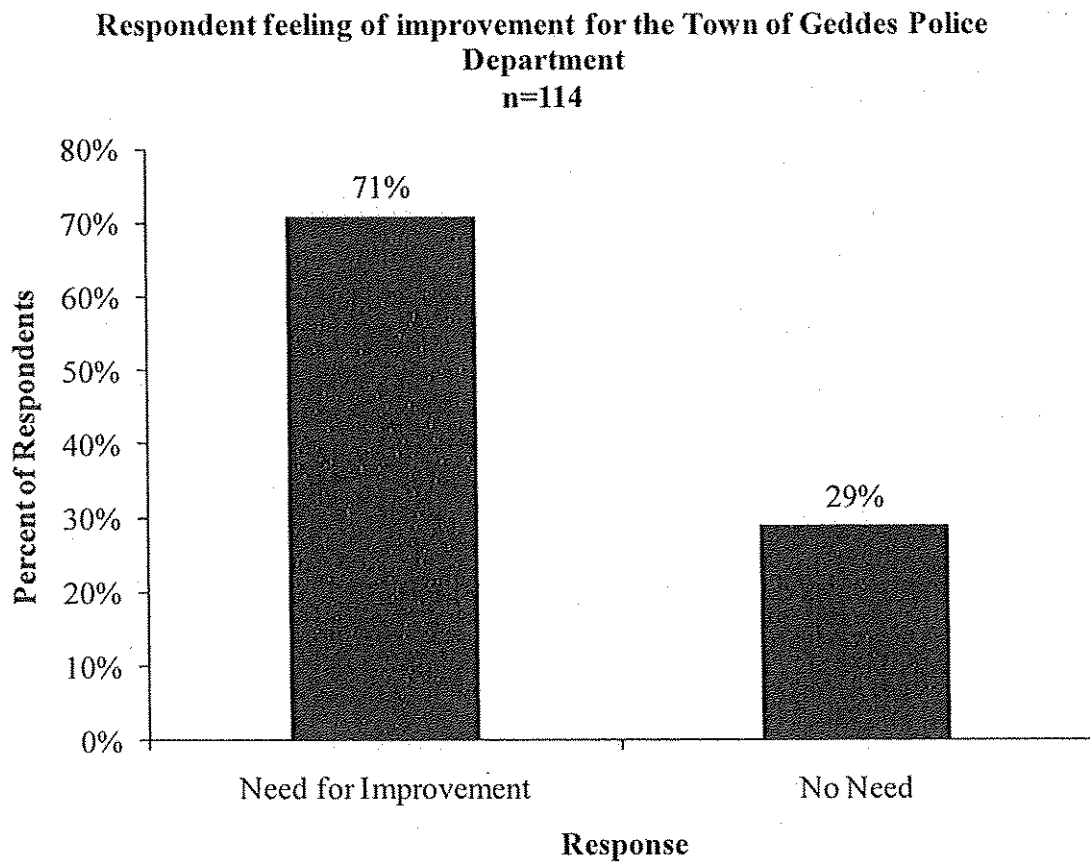
8. 54% of respondents rated availability, the local feel, or visibility as the best characteristic of the Town of Geddes Police Department.



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Comment: This was an open-ended question asking what residents liked best about the Geddes Police Department. "Other" responses consist of: 1) Not being arrested x2, 2) Good follow-up x2, 3) Nothing, 4) There's enough of them. A full list of responses can be found in Appendix IV. A smaller sample was obtained for this question because 45 respondents chose "Don't Know."

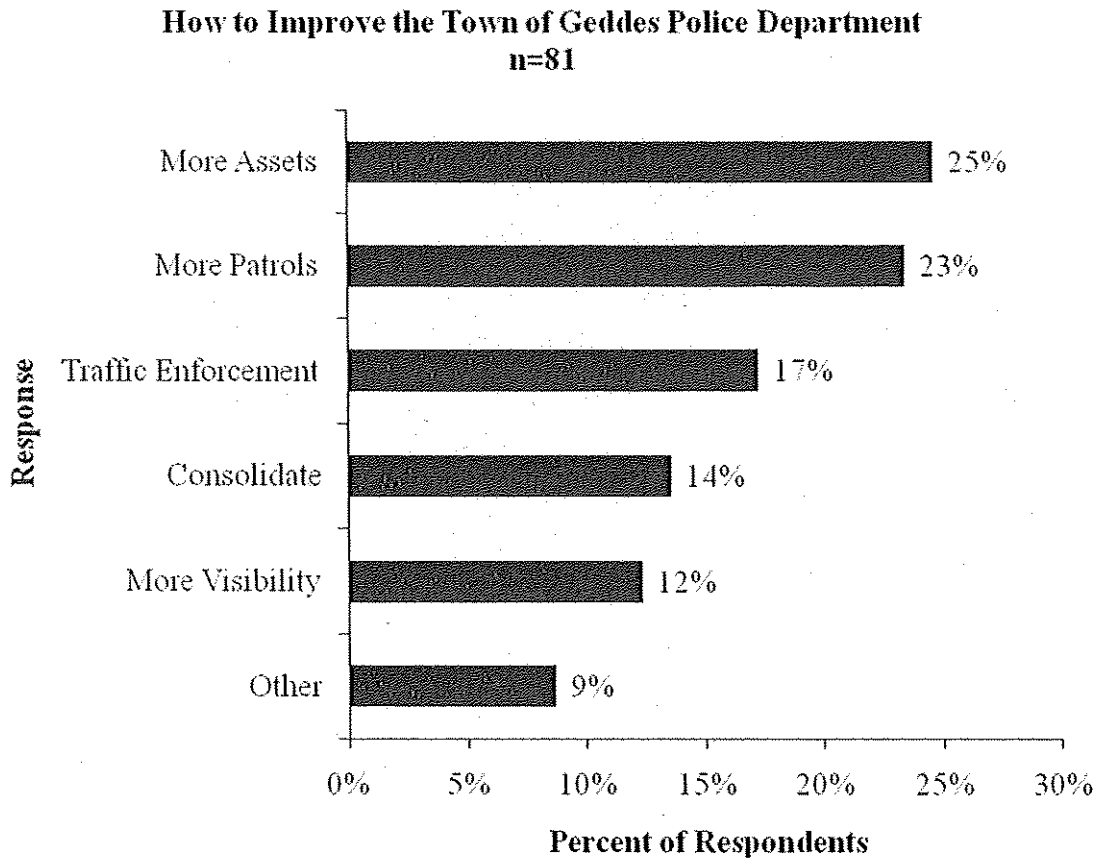
9. 71% of respondents said that there could be improvements made in the Town of Geddes Police Department.



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Comment: A smaller sample was obtained for this question because 86 respondents chose "Don't Know."

10. 65% of respondents said that they improve the police department by increasing assets, increasing the amount of patrols, or better traffic enforcement.

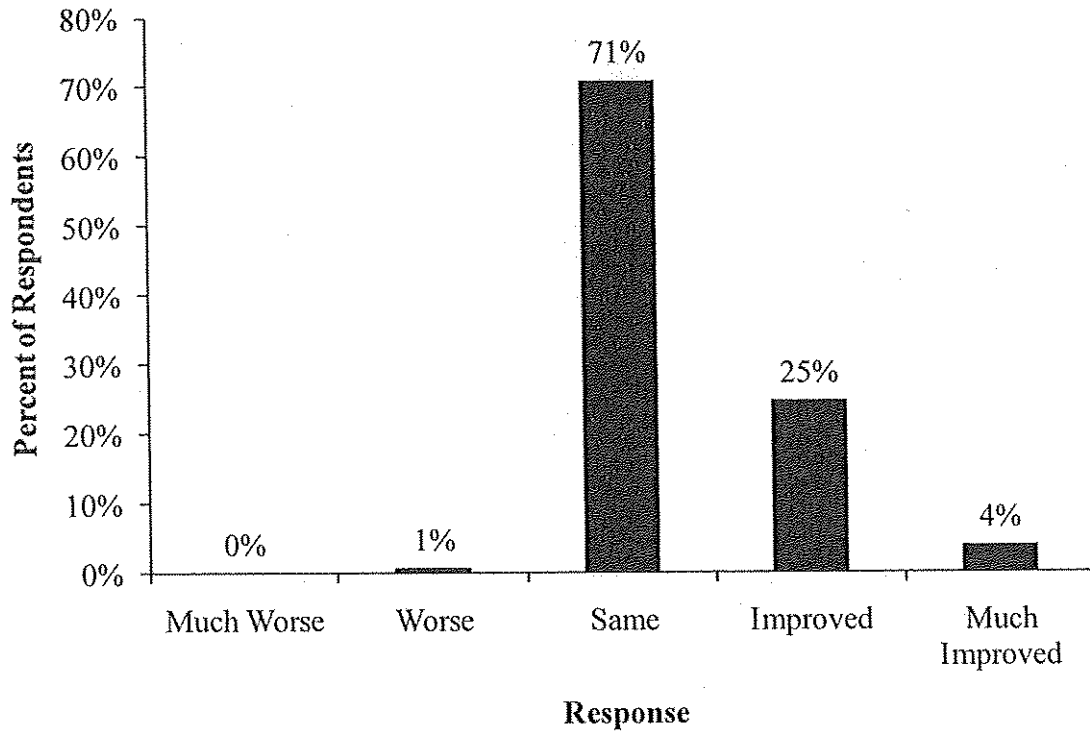


Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Comment: This was an open-ended question asking what residents would do to improve the Geddes Police Department. “Other” responses consist of: 1) Better communication with citizens and youth x5, 2) Have repairs done at town garage, 3) Better stolen vehicle procedure, 4) No tickets in the winter for cars parked on the street. A full list of responses can be found in Appendix IV. A smaller sample was obtained for this question because 86 respondents chose “Don’t Know”, and 33 respondents said that there was no need for improvement.

11. 71% of respondents said they felt the Geddes Police Department was the “same” as it was four years ago.

**Respondent's feeling of change in the Geddes Police Department
over last 4 years
n=158**



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Comment: A smaller sample was obtained for this question because 21 respondents chose “Don’t Know”, 13 reported that they had not lived in Geddes for four years, and eight did not provide a response.

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Appendix I

Community Satisfaction Survey Town of Geddes Police Department

Hi, my name is Abbey. I am a researcher at Syracuse University who is helping the Town of Geddes Police Department by conducting a citizen satisfaction survey. The survey is confidential and will only take a few minutes. Is this a good time?

Using a scale of 1-5 with 1 being Very Dissatisfied and 5 being Very Satisfied, please rate your satisfaction with the police officers in the following areas.

1. How satisfied are you with the visibility of the Town of Geddes Police Department?
Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied DK
2. How satisfied are you with how professional the officers act?
Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied DK
3. How satisfied are you with the competency of the officers?
Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied DK
4. How satisfied are you with the courtesy of the officers?
Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied DK
5. How satisfied are you with the appearance of the officers?
Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied DK

Using a scale of 1-5 with 1 being Very Unsafe and 5 being Very Safe, please rate your feelings in the following areas.

6. How safe do you feel walking alone in your neighborhood at night?
Very Unsafe Unsafe Neutral Safe Very Safe DK
7. How safe do you feel in your home?
Very Unsafe Unsafe Neutral Safe Very Safe DK
8. Is the police presence adequate in your neighborhood?
Yes No DK
9. Is traffic enforcement adequate in the Town of Geddes?
Yes No DK
10. Have you ever been a victim of a crime in the Town of Geddes?
Yes No DK

11. If yes, do you feel your complaint was handled properly?

Yes No DK

12. What do you like best about the Police Department?

13. How would you improve the Police Department?

14. How do you feel the Geddes Police Department has changed over the past four years?

Much Worse Worse Same Improved Much Improved Didn't live here

DK

1. Please select your age range. 18-21 22-25 26-30

31-40 41-50 51-60 61 and older

2. Gender: Female Male

3. Race/Ethnicity (check all that apply) Black/African American

Asian/Pacific Islander White Hispanic/Latino

Other (please identify) _____

4. Education (Please select your highest level of education).

Did not graduate from high school High School diploma or GED

Associate Degree Bachelor's Degree

Graduate Degree Professional certification

Thank you for your time.

Appendix II

Data Frequencies: 2010 Community Satisfaction Survey of Town of Geddes Police Department

Using a scale of 1-5 with 1 being Very Dissatisfied and 5 being Very Satisfied, please rate your satisfaction with the police officers in the following areas.

1. How satisfied are you with the visibility of the Town of Geddes Police Department? (n=196)

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	DK
0%	3%	13%	29%	55%	2%

2. How satisfied are you with how professional the officers act? (n=199)

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	DK
1%	0%	5%	20%	60%	15%

3. How satisfied are you with the competency of the officers? (n=199)

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	DK
1%	1%	6%	21%	57%	16%

4. How satisfied are you with the courtesy of the officers? (n=199)

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	DK
0%	1%	3%	19%	62%	15%

5. How satisfied are you with the appearance of the officers? (n=199)

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	DK
0%	1%	3%	17%	75%	5%

Using a scale of 1-5 with 1 being Very Unsafe and 5 being Very Safe, please rate your feelings in the following areas.

6. How safe do you feel walking alone in your neighborhood at night? (n=199)

Very Unsafe	Unsafe	Neutral	Safe	Very Safe	DK
1%	6%	10%	31%	48%	5%

7. How safe do you feel in your home? (n=200)

Very Unsafe	Unsafe	Neutral	Safe	Very Safe	DK
0%	1%	3%	24%	73%	0%

8. Is the police presence adequate in your neighborhood? (n=175)

Yes	No	DK
79%	19%	2%

9. Is traffic enforcement adequate in the Town of Geddes? (n=175)

Yes	No	DK
83%	15%	2%

10. Have you ever been a victim of a crime in the Town of Geddes? (n=174)

Yes	No	DK
22%	78%	0%

11. If yes, do you feel your complaint was handled properly? (n=38)

Yes	No	DK
95%	5%	0%

12. What do you like best about the Police Department?

13. How would you improve the Police Department?

14. How do you feel the Geddes Police Department has changed over the past four years? (n=168)

Much Worse	Worse	Same	Improved	Much Improved	Didn't live here	DK
0%	0%	58%	20%	4%	7%	13%

5. Please select your age range. (n=175) 2% 18-21 2% 22-25 3% 26-30

7% 31-40 16% 41-50 38% 51-60 34% 61 and older

6. Gender (n=175): 63% Female 37% Male

7. Race/Ethnicity (check all that apply) (n=174) 0% Black/African American

0% Asian/Pacific Islander 100% White 0% Hispanic/Latino

0% Other (please identify) _____

8. Education (Please select your highest level of education).

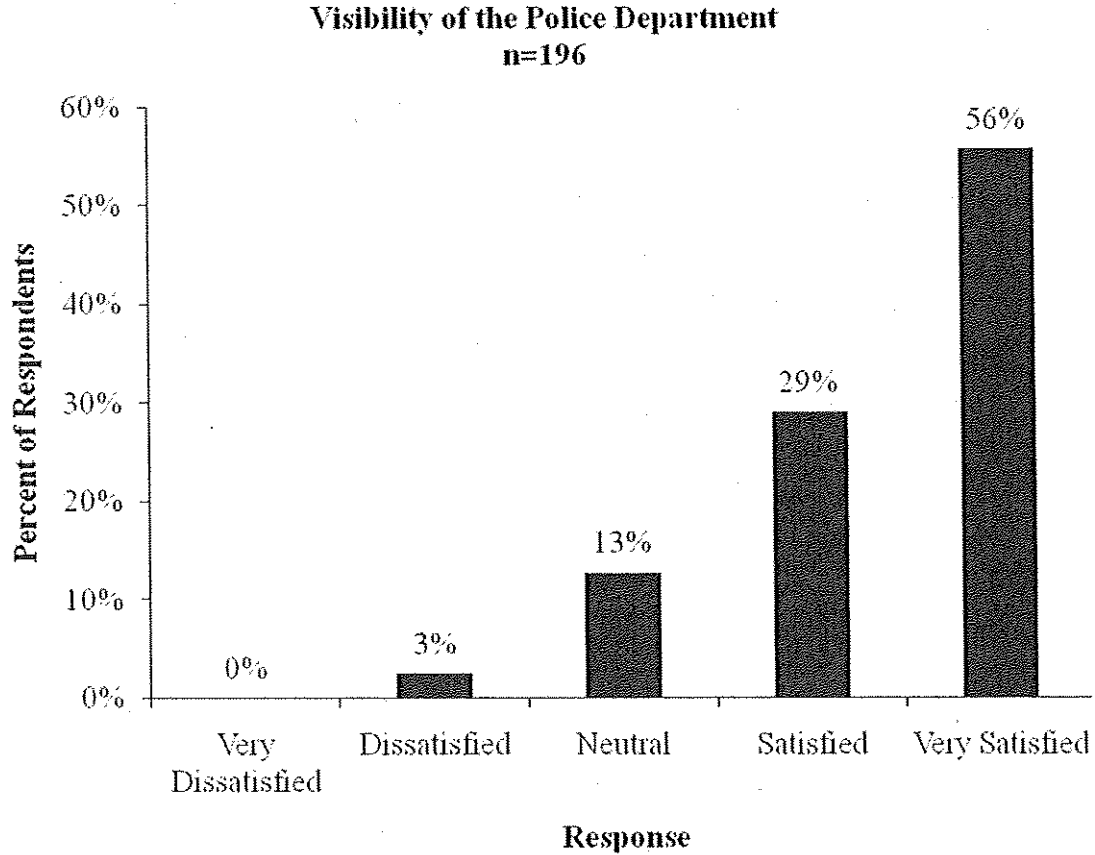
1% Did not graduate from high school 25% High School diploma or GED

22% Associate Degree 29% Bachelor's Degree

18% Graduate Degree 6% Professional certification

Appendix III

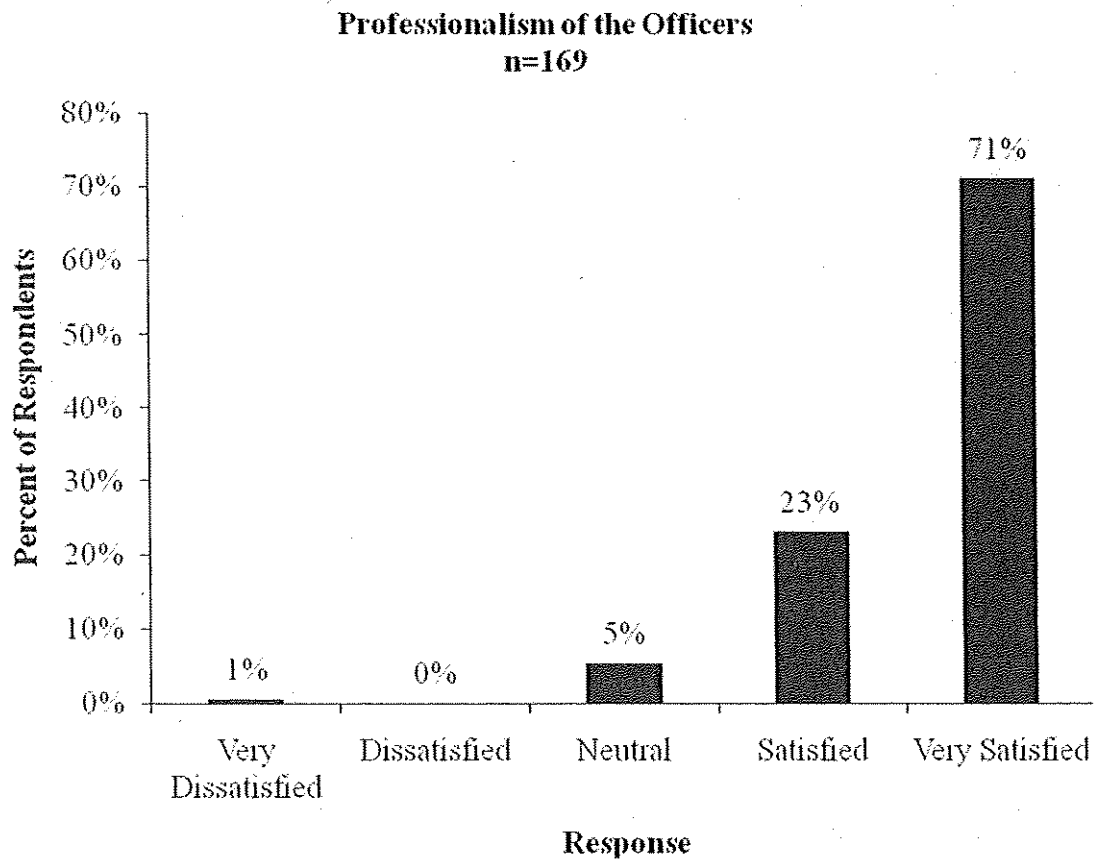
1. 85% of respondents said that they were “satisfied” or “very satisfied” with the visibility of the police department.



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Comment: A smaller sample was obtained for this question because four respondents chose “Don’t Know.”

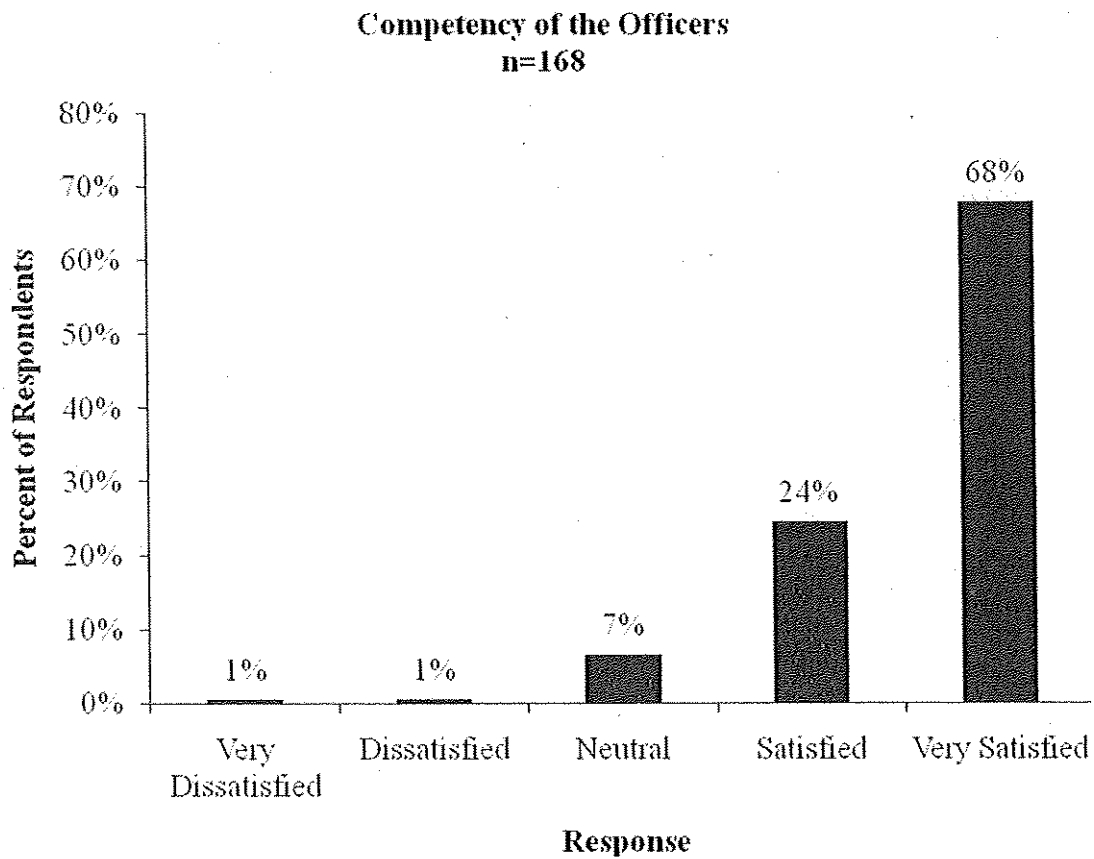
2. 94% of respondents said they were “satisfied” or “very satisfied” with professionalism of the officers.



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Comment: A smaller sample was obtained for this question because 30 respondents chose “Don’t Know” and one did not provide a response.

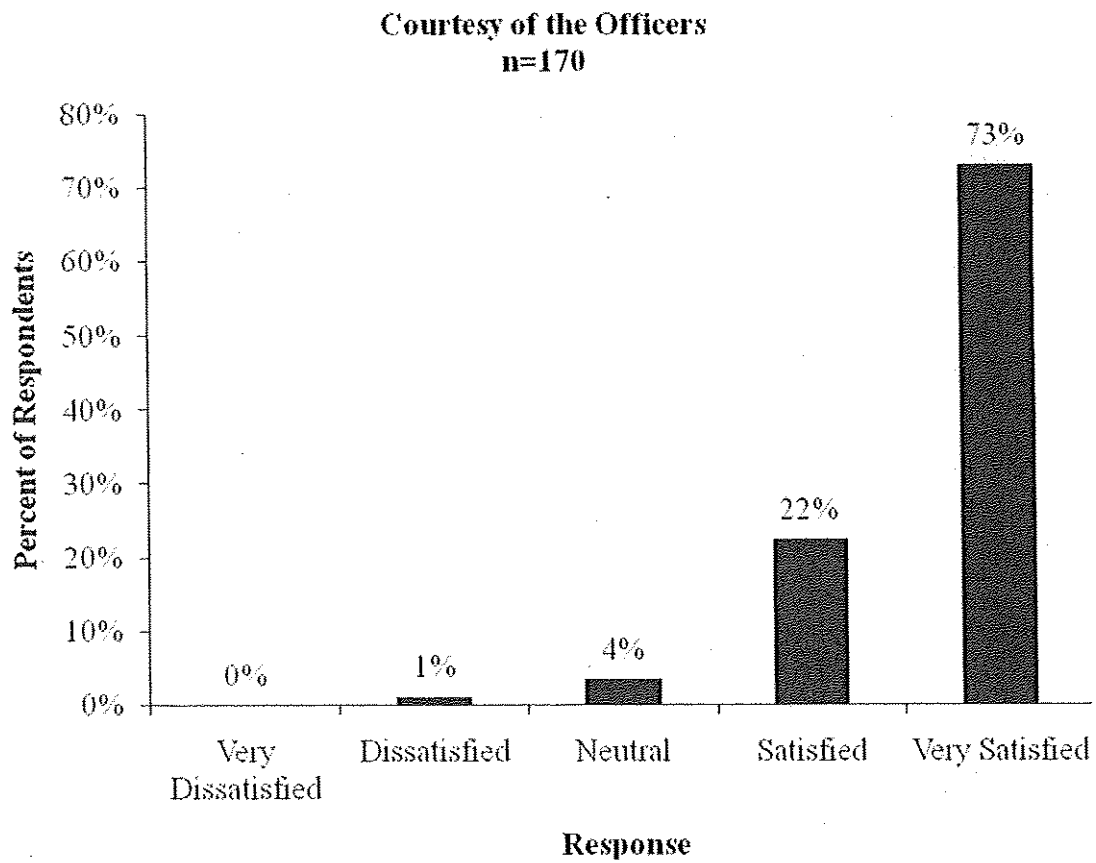
3. 92% of respondents said they were “satisfied” or “very satisfied” with the competency of the officers.



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Comment: A smaller sample was obtained for this question because 31 respondents chose “Don’t Know” and one did not provide a response.

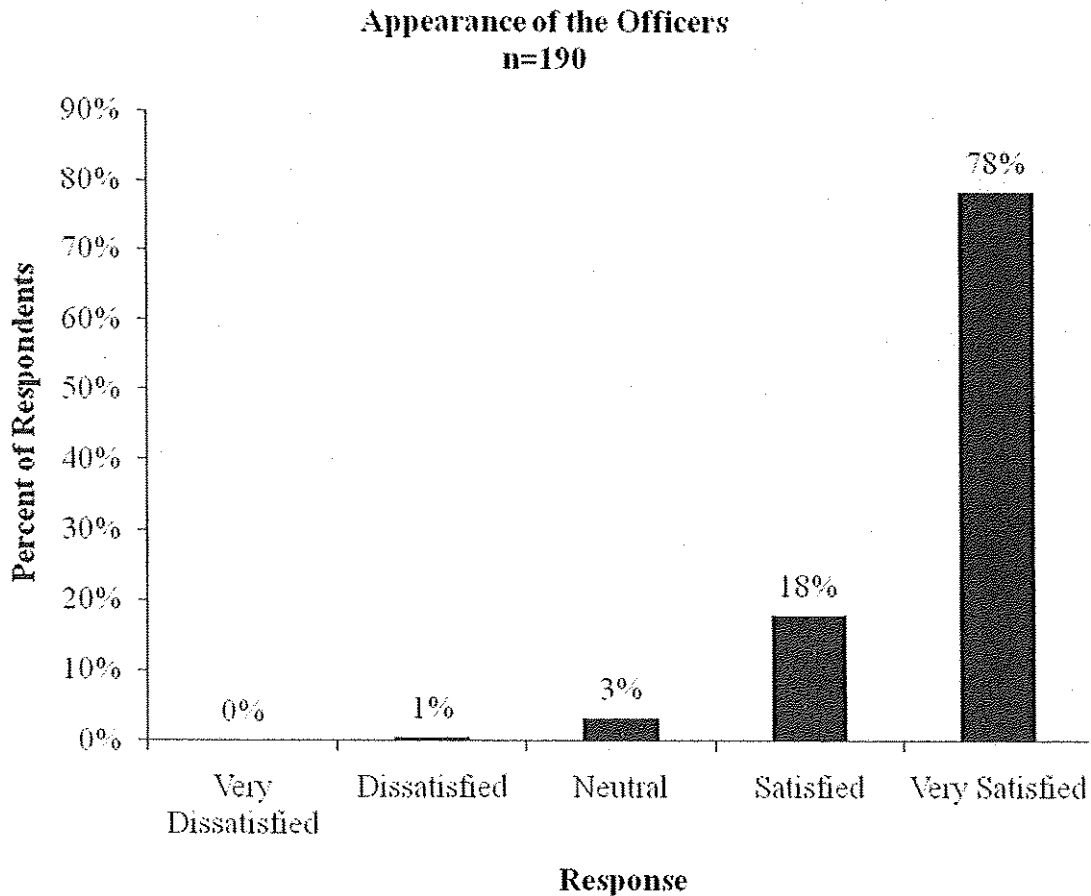
4. 95% of respondents said they were “satisfied” or “very satisfied” with the courtesy of the officers.



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Comment: A smaller sample was obtained for this question because 29 respondents chose “Don’t Know” and one did not provide a response.

5. 96% of survey respondents said they were “satisfied” or “very satisfied” with the appearance of the officers.



Source: Data collected for the Town of Geddes Police Department by Abbey Schwantes, Community Link Project, Syracuse University, April 2010.

Comment: A smaller sample was obtained for this question because nine respondents chose “Don’t Know” and one did not provide a response.

Appendix IV

Question 12

Distribution of Respondents Opinions on What they Like Best About the Town of Geddes Police Department

Don't know (x37)

Availability (x2)

Available (x16)

Always around (x4)

Always available

Come when called (x2)

Readiness

Reliable (x2)

There when needed

Knowing they're around

Local/Personal

Local (x10)

Local feel (x2)

Personal (x3)

Local force

Personal feel

Small

Small area

Small-town feel (x2)

Willingness to support community

Know everyone

Know most of them

Community feel

Close, in neighborhood (x2)

Visibility(x18)

Always visible (x2)

Present

Visible

Quick Response (x12)

Responsive (x3)

Expedient

Come quickly

Promptness

Very fast

Respond quickly

Friendly (x7)

Courteous (x5)

Helpful (x3)

Polite (x2)

Good listeners

Very nice

Very nice, checked house while on vacation when asked

Very friendly

Nice, came to help when ambulance was called

Professional (x2)

Do job well(x5)

Presence (x3)

Appearance

Competency

Confidence

Efficient

High profile

Everything (x2)

Good patrols

No response (x8)

Other

Haven't been arrested yet (x2)

Good follow up(x2)

Nothing

Enough of them

Question 13
Distribution of Respondents Opinions on How to Improve the Town of Geddes Police Department

Don't know (x79)

No need (x31)

Fine the way they are

More assets

More officers (x11)

Add another office

Add more cars

Have the community give them whatever they need, even if it means raising taxes

Increase budget

More funding

More specialized training/education (x2)

Give them more money (x2)

More patrols (x5)

Concentrate in problem areas (x2)

More patrols in Lakeland(x2)

More visibility around schools

More visibility around areas with kids

Have more around

Circle around more

Monitor neighborhoods with more children

More motion

More on street

Spread out

Patrol more on quiet streets

Increase presence

Traffic enforcement

Enforce own traffic rules (x4)

More traffic control (x3)

Better speed enforcement (x2)

Less speed traps

Less time on traffic

More traffic control on North Terry

No hiding behind things to catch people speeding

Control parking near school

Consolidate

Merge (x7)

Merge with Solvay (x2)

Get rid of it and use Sheriff's department

More visibility (x10)

No response (x6)

Other

Better communication with citizens (x3)

Have repairs done at town garage

Stolen vehicle procedure

Make more steps to connect with youth

Appendix V

CODE BOOK

Column	Field	Definition	Code
A	ID	Respondent's anonymous identification number	
B	AGE	Respondent's age	1=18-21 2=22-25 3=26-30 4=31-40 5=41-50 6=51-60 7=61+ 99=No Response
C	SEX	Respondent's gender	1=Male 2=Female
D	RACE	Respondent's race	1=Black/African American 2=Asian/Pacific Islander 3=White 4=Hispanic/Latino 5=Other 99=No Response
E	EDUCATION	Respondent's highest level of education	1=Did not graduate from high school 2=High School diploma/GED 3=Associate Degree 4=Bachelor's Degree 5=Graduate Degree 6=Professional certification 99=No Response

Column	Field	Definition	Code
F	VISIBILITY	Respondent's satisfaction with visibility of Town of Geddes Police Department	1=Very Dissatisfied 2=Dissatisfied 3=Neutral 4=Satisfied 5=Very Satisfied 0=Don't Know
G	PROFESSIONAL	Respondent's satisfaction with professionalism of officers	1=Very Dissatisfied 2=Dissatisfied 3=Neutral 4=Satisfied 5=Very Satisfied 0=Don't Know
H	COMPETENCY	Respondent's satisfaction with competency of officers	1=Very Dissatisfied 2=Dissatisfied 3=Neutral 4=Satisfied 5=Very Satisfied 0=Don't Know
I	COURTESY	Respondent's satisfaction with courtesy of officers	1=Very Dissatisfied 2=Dissatisfied 3=Neutral 4=Satisfied 5=Very Satisfied 0=Don't Know
J	APPEARANCE	Respondent's satisfaction with appearance of officers	1=Very Dissatisfied 2=Dissatisfied 3=Neutral 4=Satisfied 5=Very Satisfied 0=Don't Know
K	ALONE	How safe respondent feels walking alone in neighborhood at night	1=Very Unsafe 2=Unsafe 3=Neutral 4=Safe 5=Very Safe 0=Don't Know

Column	Field	Definition	Code
L	HOME	How safe respondent feels in home	1=Very Unsafe 2=Unsafe 3=Neutral 4=Safe 5=Very Safe 0=Don't Know
M	PRESENCE	Is police presence adequate in neighborhood	1=Yes 2=No 0=Don't Know
N	TRAFFIC	Is traffic enforcement adequate in Town of Geddes	1=Yes 2=No 0=Don't Know
O	VICTIM	Has respondent ever been a victim of a crime in Town of Geddes	1=Yes 2=No 0=Don't Know
P	COMPLAINT	If yes, does respondent feel complaint was handled properly	1=Yes 2=No 0=Don't Know
Q	LIKE	What respondent likes about Geddes Police Department	1=Visibility 2=Quick response 3=Don't know 4=Local/Personal 5=Available 6=Other 7=Professional 8=Friendly
R	IMPROVE	How respondent would improve the Geddes Police Department	1=Don't know 2=More patrols 3=More assets 4=Consolidate 5=No need 6=Traffic enforcement 7=Other 8=More visibility

Column	Field	Definition	Code
S	CHANGE	How does respondent feel Geddes Police Department has changed over past four years	1=Much Worse 2=Worse 3=Same 4=Improved 5=Much Improved 6=Didn't live here 0=Don't Know