

POLICE DEPARTMENT COMMUNITY SURVEY ANALYSIS

In October, 2011, the St. Joseph Police Department conducted a survey of the citizens of St. Joseph. The Support Services Division mailed the surveys with assistance from various personnel within the department. The city council district and patrol district were handwritten on each survey. A total of 1,000 surveys were mailed, 200 for each council district.

This analysis is an overall summary of the survey result. Percentages for each answer may not equal 100 as not all questions were answered and many questions allowed for multiple answers. The questions can be broken into three main subjects. These are crime and call issues, fear of crime and department performance.

Question #1 asked how much attention should be paid to each listed crime. Most of the categories, except domestic violence issues, actually showed a decrease in the much attention response with shoplifting showing the biggest drop.

Fear of crime seems to have lessened somewhat. Fear that someone would try to break into your home was the only category in question #4 that showed an increase. More citizens also felt the Messanie St. and downtown areas are becoming more unsafe than the previous survey as shown in question 6.

Neighborhood safety issues also stayed fairly constant (question 9). An overwhelming number-94.1%-had not considered moving due to a crime problem.

The citizens also feel that the department needs more officers, that are better trained, who can respond to calls faster

Citizens continue to expect us to respond to incidents in progress with robbery, assault, burglary and injury accidents leading the way just as they did in previous surveys.

As with previous surveys the gender breakdown remains consistent with 57.2% female and 40.2% male responders.

Reflective of our community's make-up is the fact that 92.8% of responders identified themselves as white/Caucasian. The respondents ranged in age from 18 to 95.

Two new questions added to this year's survey dealt with how citizens receive information about their community. The top two sources are the St. Joseph News-Press at 76.7% and KQTV at 76%. A large number of respondents-76%-reported having internet access at home.

This is a survey for the St. Joseph, Missouri Police Department. Its purpose is to determine the concerns and views of St. Joseph citizens about their police department. The Chief of Police wants to use police resources in a way that best serves the community's needs and desires. In order to do this, we must ask the community what it wants. **As a resident of Council District # , you have been selected to assist your community. Your opinions are very important in this effort.**

The survey is being sent to a cross-section of the community. **The survey should be completed by the adult head of the household or an adult resident of the home.** Your responses will remain completely confidential. Please return the survey in the enclosed envelope within the next two weeks.

Two hundred and forty one surveys were returned representing 24%... We had 28% returned in 2008. The rates of return by Council Districts were:

| | <u>2008</u> | <u>2011</u> |
|-------------------------------|-------------|-------------|
| 1- 18.6% of returned surveys. | 17.5% | 18.6% |
| 2- 10.7% of returned surveys. | 16% | 10.7% |
| 3- 20.3% of returned surveys. | 19.6% | 20.3% |
| 4- 24.8% of returned surveys. | 25.3% | 24.8% |
| 5- 21.9% of returned surveys. | 16.7% | 21.9% |

The rates of return by police districts for 2011 were: (2008 N/A)

- 1- 8.7%
- 2- 12.4%
- 3- 31.9%
- 4- 12.8%
- 5- .3%
- 6- 5.8%
- 7- 4.5%
- 8- 8.2%
- 9- 10.3%

Approximately 6% of the mailed surveys were returned as undeliverable.

1. How much attention should the police give to: (Check the level of attention)

| | Much Attention | | Some Attention | | Little Attention | |
|------------------------|----------------|-------|----------------|-------|------------------|-------|
| | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 |
| Burglaries | 90.7% | 87.1% | 7.9% | 12% | 0 | 0 |
| Larcenies | 68.2% | 58% | 23.6% | 35.6% | 2.5% | 2.4% |
| Shoplifting | 40% | 28.2% | 45.4% | 57.2% | 7.1% | 12.8% |
| Larceny from Vehicle | 51.1% | 42.7% | 37.1% | 48.1% | 4.3% | 4.1% |
| Vandalism | 58.9% | 49.3% | 35.7% | 42.3% | 1.4% | 6% |
| Auto Theft | 77.1% | 72.6% | 18.9% | 23.2% | .4% | .1% |
| Traffic Law Violations | 45.4% | 40.2% | 44.3% | 45.2% | 6.8% | 13.6% |
| Robberies | 92.9% | 88.3% | 6.1% | 8.7% | 0 | 0 |
| Domestic Violence | 77.1% | 77.1% | 16.4% | 19.9% | 2.1% | .1% |

2. Which of the following police services do you feel are the most important? (Check six.)

| | 2008 | 2011 |
|--------------------------------------|-------|-------|
| Pick up found property | 11% | 7.8% |
| Business building security checks | 32.9% | 24.4% |
| Checking senior citizens welfare | 69.3% | 63% |
| Home security checks for vacationers | 26.4% | 21.5% |
| Assist stranded motorists | 77.5% | 73% |
| Conduct child safety programs | 78.2% | 67.6% |
| Locate juvenile runaways | 70.4% | 61.8% |
| Investigate motor vehicle accidents | 85.7% | 86.3% |
| Respond to electronic alarm calls | 56.8% | 56.4% |
| Enforce Handicapped parking | 26.4% | 26.1% |
| Enforce fire lane parking | 20.4% | 21.9% |

3. How much attention should the police give to the following crimes:(Check the level of attention)

| | Much Attention | | Some Attention | | Little Attention | |
|----------------------------|----------------|-------|----------------|-------|------------------|-------|
| | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 |
| Stealing | 80.4% | 68.8% | 17.1% | 27.3% | .4% | .4% |
| Forgery/Fraud | 68.6% | 53.5% | 25.7% | 41.5% | 2.9% | 2% |
| Juvenile Curfew Violations | 23.2% | 20.7% | 57.5% | 52.3% | 15% | 22% |
| Trespassing | 31.1% | 22% | 55.4% | 56% | 9.6% | 16.2% |
| Drug Enforcement | 85.4% | 80.1% | 11.1% | 14.9% | 1.4% | 2.5% |
| Loud Parties | 16.1% | 10.8% | 65% | 60.6% | 16.1% | 22% |
| Murder | 98.2% | 97% | .7% | 1.7% | 0% | 0 |
| Rape | 98.2% | 96% | 1.8% | 1.7 | 0% | 0 |
| Arson | 91.1% | 73.4% | 6.4% | 13% | .4% | .8% |
| Assault | 88.6% | 86.3% | 7.1% | 9.1% | .4% | 0 |

4. For each of the following statements check the degree of concern you have that the problems might happen in your neighborhood.

| | Very Concerned | | Some Concern | | No Concern | |
|------------------------------------------------------------------|----------------|-------|--------------|-------|------------|-------|
| | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 |
| Someone will try to rob you or steal something from you from you | 28.6% | 27% | 49.6% | 50% | 20.7% | 20.7% |
| Someone will try to attack you while you are outside | 16.4% | 16.4% | 37.5% | 32% | 44.6% | 54.4% |
| Someone will try to break into your home | 28.9% | 32.8% | 51.1% | 51% | 14.6% | 13.7% |
| Someone will try to steal or damage your car | 28.2% | 19.1% | 46.4% | 47.7% | 23.9% | 30.7% |
| Someone will damage or vandalize your house or other property | 24.3% | 19.9% | 53.6% | 55.2% | 20% | 22.8% |
| Someone will try to attack you sexually while you are outside | 13.2% | 9.5% | 35% | 23.6% | 49.6% | 64% |

5. How important are the following problems in your neighborhood?

| | Big Problem | | | | Somewhat a Problem | | | | Not a problem | |
|------------------------------|-------------|------|------|------|--------------------|-------|-------|-------|---------------|-------|
| | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 |
| | 5 | | 4 | | 3 | | 2 | | 1 | |
| Appearance Problems | 8.2% | 6.6% | 5.7% | 4.1% | 17.5% | 12.4% | 17.9% | 21.6% | 48.6% | 52.3 |
| Parking/traffic | 5% | 7.9% | 6.4% | 6.2% | 15% | 18.7% | 18.2% | 19.1% | 52.9% | 44% |
| Crime | 4.6% | 4.1% | 3.6% | 7.5% | 17.5% | 16.2% | 26.8% | 25.3% | 44.6% | 42.7% |
| School-Related problems | 2.9% | 2.1% | 3.2% | 2.5% | 5.4% | 6.6% | 16.4% | 9.1% | 69.3% | 76% |
| Problems with neighbors | 2.1% | 2.1% | 2.5% | 3% | 8.2% | 5.8% | 16.1% | 16.2% | 68.9% | 70% |
| Street people/homeless | .7% | 1.7% | 1.1% | 0 | 4.3% | 2.9% | 3.9% | 7.1% | 87.1% | 84.6% |
| Noise | 2.5% | 3.3% | 2.9% | 3% | 8.9% | 10.8% | 13.9% | 20% | 69.9% | 59% |
| Unsupervised juveniles | 4.3% | 4.1% | 5.4% | 4.6% | 9.3% | 7.9% | 18.9% | 22% | 60% | 56.4% |
| Abandoned/run-down Buildings | 4.3% | 4.6% | 1.8% | 1.7% | 4.3% | 3.3% | 11.1% | 8.7% | 76.4% | 78% |
| Public intoxication | 1.4% | 1.4% | 2.5% | .8% | 3.6% | 2.1% | 6.4% | 8.3% | 83.2% | 83.4% |
| Prostitution | 1.1% | 0 | .7% | .4% | .7% | 0 | 2.1% | 3.3% | 92.9% | 92% |
| Drug use | 5% | 5.7% | 5.7% | 3.3% | 8.9% | 10.4% | 8.2% | 12.9% | 68.6% | 64.7% |
| Graffiti | 1.4% | .4% | 1.8% | 2.5% | 2.9% | 3.7% | 6.8% | 6.2% | 84.6% | 83.4% |
| Gangs | 2.5% | 2.5% | 2.9% | .4% | 5% | 5.9% | 5.7% | 5.9% | 81.4% | 81.7% |

6. Please give your opinions about personal safety at these locations in St. Joseph.

| | Very Safe | | Safe | | Neutral | | Unsafe | | Very Unsafe | |
|--------------------------|-----------|-------|-------|-------|---------|-------|--------|-------|-------------|-------|
| | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 |
| | 5 | | 4 | | 3 | | 2 | | 1 | |
| Shoppes at North Village | N/A | 30.1% | N/A | 52% | N/A | 13.3% | N/A | 1.2% | N/A | 0 |
| East Hills Mall | 22.5% | 27.8% | 41.4% | 50.2% | 28.2% | 15.8% | 3.6% | 2.5% | 2.1% | .8% |
| City Parks/ Pools | 4.3% | 7.9% | 30.4% | 32.4% | 50.4% | 47.7% | 10% | 6.6% | 2.5% | 1.2% |
| Belt Highway Area | 7.5% | 7.5% | 27.9% | 32% | 43.2% | 40% | 15.4% | 16.2% | 2.1% | 1.6% |
| Messanie St. Area | .7% | 1.2% | 4.3% | 4.3% | 24.3% | 22% | 37.5% | 39% | 29.3% | 31.1% |
| Downtown | 1.1% | 1.2% | 8.2% | 10.4% | 40.7% | 42.3% | 36.1% | 29% | 3.2% | 14% |
| St. Joseph Ave. Area | 1.8% | 2.5% | 21.8% | 11.6% | 45% | 54.3% | 23.2% | 19.5% | 3.9% | 7.4% |
| King Hill Ave. Area | 4.6% | 2.4% | 22.1% | 14.1% | 45% | 54.8% | 22.5% | 19.5% | 4.3% | 4.6% |

7. How serious a problem do you think crime is in St. Joseph, compared to cities of similar size?(Circle one)

| Very Serious | | | | About Average | | | | Less Crime | |
|--------------|------|-------|-------|---------------|------|-------|-------|------------|------|
| 2008 | 2011 | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 |
| 5 | | 4 | | 3 | | 2 | | 1 | |
| 5.4% | 3.7% | 12.1% | 11.2% | 58.9% | 62% | 15.4% | 16.6% | 4.6% | 4.6% |

8. Is your neighborhood dangerous enough, that during the past twelve months, you have considered moving? Yes 5.8% No 94.1%

9. Is safety in your neighborhood changing? (Circle one)

| Becoming Safer | | Not Changing | | | | Becoming Less Safe | | | |
|----------------|------|--------------|------|-------|------|--------------------|------|------|------|
| 2008 | 2011 | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 | | |
| 5 | | 4 | | 3 | | 2 | | 1 | |
| 1.4% | 1.2% | 6.8% | 5.8% | 68.6% | 69.2 | 16.4% | 14% | 4.6% | 6.2% |

10. How well do you think your police department performs its duties?

| | Very Well | | | | Average | | | | Very Poor | |
|----------------------|-----------|-------|-------|-------|---------|-------|------|------|-----------|------|
| | 5 | | 4 | | 3 | | 2 | | 1 | |
| | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 |
| In general/overall | 18.6% | 24.5% | 32.5% | 34.4% | 35% | 35.3% | 5% | 2.5% | .4% | 1.2% |
| Patrol Officers | 14.6% | 23.3% | 37.5% | 30.7% | 28.2% | 32.4% | 7.5% | 6.6% | 2.9% | 2.5% |
| Detectives | 16.8% | 23.2% | 31.1% | 28.2% | 30% | 33.6% | 6.8% | 7.5% | 2.9% | .8% |
| Records | 15% | 17% | 27.9% | 27.4% | 36.1% | 40.2% | 3.6% | 3.7% | 1.1% | 1.6% |
| Communication Center | 17.5% | 22% | 30.7% | 28.6% | 26.1% | 35.7% | 8.2% | 4.1% | 2.1% | 2.5% |

11. Please rate your satisfaction with the following Public Safety items. (previous years N/A)

| | 5 Very well | 4 | 3 Average | 2 | 1 Very Poor |
|---------------------------------------|----------------|-------|--------------|-------|----------------|
| Visibility of police in neighborhoods | 9.1% | 19.9% | 39% | 21.5% | 7% |
| Visibility of police in retail areas | 6.2% | 26.9% | 45.6% | 14.5% | 3.3% |
| City's effort to prevent crime | 12.4% | 26.5% | 46.5% | 9.1% | 2.5% |
| Enforcement of local traffic laws | 12.4% | 21.2% | 40% | 12.4% | 6.6% |
| Quality of police protection | 12.4% | 30.7% | 42.7% | 6.6% | 4.6% |

12. How important are each of the following factors for improving your police department?

| | Very Important | | | | Some Importance | | | | Not Important | |
|--------------------------------------------|----------------|-------|-------|-------|-----------------|-------|------|------|---------------|------|
| | 5 | | 4 | | 3 | | 2 | | 1 | |
| | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 |
| More officers | 37.5% | 45.6% | 27.5% | 19.5% | 24.6% | 24.5% | 2.1% | 3.7% | 3.6% | 3.7% |
| Higher qualifications for new officers | 26.4% | 27% | 35.4% | 29.5% | 24.3% | 31.1% | 5.7% | 4.9% | 2.5% | 2.9% |
| Improved training | 31.8% | 31.8% | 33.9% | 32% | 22.1% | 25.7% | 3.2% | 2.9% | 2.5% | 1.5% |
| Respond to calls faster | 45% | 40% | 32.1% | 31.5% | 12.9% | 18.7% | 4.3% | 3.3% | 1.8% | 1.2% |
| Improve relations with the community | 34.3% | 34.9% | 32.1% | 28.6% | 20.4% | 26.6% | 5% | 5% | 2.9% | .8% |
| Improve relations with minority groups | 28.9% | 28.6% | 30% | 24.5% | 23.2% | 28.6% | 6.8% | 7.5% | 5% | 5.8% |
| Respond to life threatening calls faster | 62.9% | 63.5% | 21.1% | 16.2% | 8.9% | 11.6% | 1.8% | 3.3% | 1.1% | .4% |
| Modern, reliable equipment | 46.4% | 45.2% | 26.4% | 27.4% | 16.4% | 18.3% | 3.6% | 2.1% | 2.1% | 2.5% |
| Open neighborhood Community Police Offices | 26.4% | 27.4% | 26.1% | 24.9% | 26.4% | 27.4% | 7.5% | 9% | 6.1% | 7% |

13. How would you rate the importance of the following calls:

(rate each call as either high.....medium.....low. (place a rating by each call.)

| | High | | Medium | | Low | |
|-------------------------------|-------|-------|--------|-------|-------|-------|
| | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 |
| Robbery in Progress | 94.3% | 93% | 3.9% | 3.7% | .4% | .8% |
| Vandalism Report | 15.4% | 9.1% | 54.3% | 42.3% | 27.5% | 44% |
| Assault in Progress | 92.5% | 93% | 6.4% | 3.3% | 0 | 1.2% |
| Neighborhood Disturbance | 24.3% | 21.6% | 56.4% | 55.6% | 16.4% | 18.3% |
| Burglary in Progress | 89.3% | 91.2% | 7.9% | 4.1% | 0 | .8% |
| Theft Report | 23.9% | 16.2% | 51.4% | 52.7% | 22.5% | 25.7% |
| Domestic Violence in Progress | 81.4% | 81.3% | 13.2% | 12.9% | 1.8% | 2.9% |
| Domestic Disturbance Report | 43.2% | 32.3% | 44.6% | 48.5% | 8.9% | 12% |
| Neighborhood Parking Problem | 2.1% | 2.1% | 26.4% | 17% | 67.5% | 76.8% |
| Injury Accident | 88.6% | 84.2% | 7.5% | 12.4% | 2.1% | 1.2% |
| Handicapped Parking | 10% | 9.1% | 30% | 30% | 53.2% | 56.8% |
| Property Damage Accident | 18.6% | 13.7% | 65.7% | 62.6% | 12.9% | 21.2% |
| Burglary Report | 30% | 24.5% | 51.1% | 55.2% | 16.8% | 16.2% |
| Loud Parties | 14.3% | 9.5% | 46.4% | 47.7% | 37.1% | 38.5% |
| Theft in Progress | 85.4% | 81.3% | 11.8% | 12.9% | 0 | 3.3% |
| Underage Drinking | 52.9% | 41.5% | 31.8% | 43.2% | 10.4% | 11.2% |

| | | | | | | |
|-----------------------|-------|-----|-------|-------|------|------|
| Vandalism in Progress | 65.7% | 61% | 29.6% | 33.2% | 1.1% | 3.3% |
|-----------------------|-------|-----|-------|-------|------|------|

14. To what extent do you think that police officers should...

| | Great Extent 5 | | 4 | | Some Extent 3 | | 2 | | Not at all 1 | |
|--------------------------------------------------------------|-------------------|-------|-------|-------|------------------|-------|-------|-------|-----------------|------|
| | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 | 2008 | 2011 |
| Be accountable for professional behavior | 82.5% | 85.1% | 11.1% | 11.2% | 4.3% | 2.5% | 0 | 0 | .4% | 0 |
| Concentrate major effort on crime prevention | 40.7% | 41.1% | 32.9% | 36.5% | 21.8% | 20% | 2.5% | 0 | .4% | .4% |
| Be able to recognize neighborhood residents | 12.9% | 8.7% | 17.9% | 15% | 42.9% | 47.3% | 16.1% | 17.8% | 7.5% | 8.7% |
| Teach residents to recognize and report suspicious activity | 25.4% | 21.2% | 32.1% | 30.3% | 31.1% | 38.2% | 7.5% | 6.2% | 2.1% | 2.5% |
| Provide guidance to potential juvenile offenders | 34.3% | 24.9% | 32.9% | 32.4% | 25.7% | 30% | 4.3% | 7.5% | 1.1% | 1.2% |
| Help residents increase perceptions of personal safety | 16.1% | 11.2% | 30% | 26.6% | 38.2% | 46.9% | 7.5% | 8.7% | 4.6% | 3.7% |
| Work closely with schools and social agencies to deter crime | 40% | 31.5% | 35.7% | 38.2% | 18.9% | 22% | 2.1% | 3.3% | 1.1% | 2.5% |
| Share resources and problems with community agencies | 30.7% | 23.2% | 33.6% | 32% | 24.3% | 32.4% | 5.4% | 6.6% | 3.2% | 3.3% |
| Encourage more complete crime reporting by citizens | 29.65 | 28.2% | 37.5% | 32.8% | 24.6% | 27% | 4.3% | 7.5% | 1.4% | 2.1% |
| Work with neighborhood associations | 23.2% | 20% | 35% | 34% | 31.8% | 35.7% | 6.1% | 6.2% | 2.1% | 1.6% |
| Refer people to the proper agency for complaints/problems | 26.8% | 25.3% | 30.7% | 30% | 30.7% | 32.8% | 7.9% | 7.5% | 1.1% | 1.2% |

15. During the past year, have you had any contact with the St. Joseph Police Department?

Yes _____ 40.6% 2011

No _____ 59.3% 2011

41% 2008

59% 2008

16. If your answer to question 15 was yes, please indicate below the type of contact you had.

| | 2008 | 2011 |
|------------------------------------|-------|------|
| Victim of a crime | 6.1% | 9.9% |
| Witness to a crime | N/A | 4.6% |
| Traffic violation | 9.6% | 4.6% |
| Involved in traffic accident | 1.1% | 7.5% |
| Reported an incident to the police | 21.1% | 20% |
| Suspect in a crime | .7% | .4% |

17. If your answer to question 15 was yes, were the assistance and services of the St. Joseph Police Department adequate to meet your needs?

Of the 98 respondents having contact with the department in the past year, 22 indicated that the department’s assistance and services did not meet their needs. Of those 22, 18% were involved in a traffic stop, 22.7% were the victim of a crime that was not solved, 22.7% reported an incident that was not satisfied and one person was arrested. Several others gave no explanation.

TO HELP OUR ANALYSIS WE NEED TO KNOW SOMETHING ABOUT YOU...

18. How old are you?

| | < 20 | 20’s | 30’s | 40’s | 50’s | 60’s | 70’s | 80’s | 90’s |
|------|------|-------|------|-------|-------|-------|-------|------|------|
| 2011 | 1.2% | 7% | 8.3% | 14.1% | 15.85 | 26.5% | 17.4% | 4.6% | 1.7% |
| 2008 | N/A | 10.1% | 13% | 16% | 22.5% | 18% | 11% | 8% | .3% |

19. Sex...

| | | | | |
|------|--------|-------|------|-------|
| 2011 | Female | 57.2% | Male | 40.2% |
| 2008 | Female | 59.2% | Male | 40.6% |

20. What is your racial/ethnic identity?

| | 2008 | 2011 |
|------------------------|-------|------|
| Asian/Pacific Islander | .7% | .4% |
| Black/African American | 1.4% | 2.1% |
| White/Caucasian | 92.8% | 93% |
| Hispanic | 1% | 0 |
| American Indian | .7% | 0 |

| | | |
|-------------|------|------|
| Other | .3% | 0 |
| No Response | 2.8% | 4.5% |

21. What are your primary sources of information about activities and services in your community? (previous years N/A)

| | | | |
|-----------------------------------------|-------|----------------------------------|-------|
| St. Joseph News-Press (printed edition) | 76.7% | City of St. Joseph-TV channel 19 | 10.3% |
| St. Joseph News-Press (website) | 29% | School | 11.2% |
| KQTV (channel 2) | 76% | Internet websites | 30.7% |
| St. Joe Now (channel 3) | 56.8% | Social networking sites | 19% |
| Radio | 39.4% | Here-Aqui | 0 |
| City of St. Joseph Website | 18.6% | Regular Joe | 12.8% |
| St. Joseph Telegraph | 3% | Buchanan County Website | 6.2% |

22. Do you have access to the Internet at home? 76% YES 24% NO (previous years N/A)