

2008 CITIZEN SATISFACTION SURVEY RESULTS



*Chief James M. O'Dell
June, 2009*

Executive Summary

As a part of our continuing effort to be responsive to the needs of the community, the following information was gathered through a random survey.

One thousand (1000) surveys were mailed to a random sampling of Kettering residents. There were 195 surveys returned (197 last year). This random sampling provides a valid method of obtaining opinions and findings on major issues and topics of concern as they relate to the police and its operations. Overall, respondents enjoyed the survey and were pleased with the opportunity to voice their opinions. Survey modifications will be made to cater to the requests of the citizens. Results will be posted on the City of Kettering website. Questions, suggestions and concerns will be handled through public information and direct contact with citizens who request it.

- The citizens identified theft and burglary as their number-one concern again in 2008. Drug problems are of second-most concern to respondents which was third place over the past few years. Safe schools are also a prevalent concern. Other issues in order of importance to citizens are: traffic safety, drunk driving and violence.
- Seventy-one percent of the respondents indicated that they had not been victims of crime in the City. This is an increase in crime-free respondents compared with 67 percent of those polled in 2007. Of the actual victims of crime, vandalism was the most commonly-identified incident, followed by thefts and gang/juvenile-related problems.
- Of the respondents, 88 percent felt that the police department provides a feeling of safety in the community (95 percent last year). Seventy-five percent of respondents feel that Kettering Police are doing a good job preventing crime (89 percent last year). Eighty percent of the respondents feel that the officers are polite (93 percent last year). Other prominent perceptions held by respondents are that Kettering police officers are respectful, fair, confident and friendly. The Department is responsive to complaints against officers.
- Only 11 percent of 167 respondents are aware of Community-Oriented Policing or how it is implemented by the police department (down for the first time in at least 3 years from 21 percent last survey). The results of this survey clearly show the need to re-introduce COP programs and their benefits to the community.
- The citizens surveyed want to be kept informed of situations and the status of crime and other things that affect the livability of the community. They also want to see more neighborhood involvement. More important than statistics, respondents want to know the cause behind fluctuations and trends. The website is an ideal medium to “advertise” events, neighborhood happenings and relative information.

Overall the feeling is that the Kettering Police Department is doing an excellent job. The respondents felt that the service provided was very good and the employees were professional, helpful and courteous. On a scale ranging from 1 to 5 (5 being the highest), respondents rated the Kettering Police Department a “5”. This is the first year in several that the Police Department scored a solid “5” rather than a high “4”.

Respondents provided a clear picture of the effect the police department has on their neighborhoods and overall community. The desire to see and meet patrol officers in the neighborhoods is as strong as the accolades to the Kettering Police Department for great performance. We, again, requested street names and/or general area in which respondents reside. Our goal is to target specific areas requesting assistance or more police presence. We are excited to show the citizens that we take their input seriously. We are proud to have received so many favorable comments

for the people we serve. We are equally grateful for the constructive criticism as it helps us focus our efforts on areas in need of greater attention.

CITIZEN SATISFACTION SURVEY SUMMARY

The Kettering Police Department completed its annual Citizen Satisfaction Survey during the first quarter of 2007.

The survey consisted of five parts:

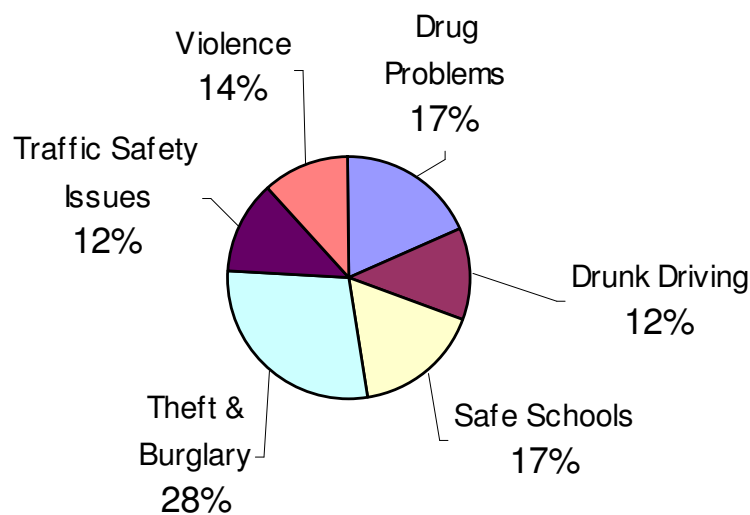
- Part I: Major Issues of Concern
- Part II: Opinions About Selected Crimes
- Part III: Attitudes Concerning Kettering Police
- Part IV: Overall Evaluation of the Kettering Police
- Part V: Characteristics of Kettering Residents

One thousand (1000) surveys were randomly mailed to residents throughout Kettering. A total of 195 surveys were completed and returned (197 last year). A variety of scales were used to measure responses. The past seven surveys show an overall rating of 4 on a 1 to 5 scale (5 being the highest rating). The Kettering Police Department was rated a solid "5" (excellent) for overall performance during 2008 (high "4" rating in 2007).

Part I: Major Issues of Concern

Respondents were asked to choose three issues of utmost concern within the community. As you can see below, theft/burglary was the number one concern followed by drug problems and safe schools. Drunk driving and traffic safety issues were the least of citizen concerns.

Issues of Concern



The same issues mentioned above were then rated by respondents based on the perceived amount of attention the Police Department gave to these matters. Listed below are the response totals for each issue of concern. Respondents rated safe schools the top issue upon which police placed the most focus followed by drunk driving and violence. Respondents' top concern is burglary and theft; however, these crimes are not perceived as a priority of police. This perception can easily be corrected through publication and education.

Perceived Areas of Police Focus Citywide

	Poor 1	2	3	4	5 Excellent
Drug Problems	6	9	31	55	45
Drunk Driving	1	2	32	58	58
Safe Schools	1	2	25	53	66
Theft & Burglary	5	11	35	46	54
Traffic Safety Issues	6	5	32	60	56
Violence	4	1	31	56	53

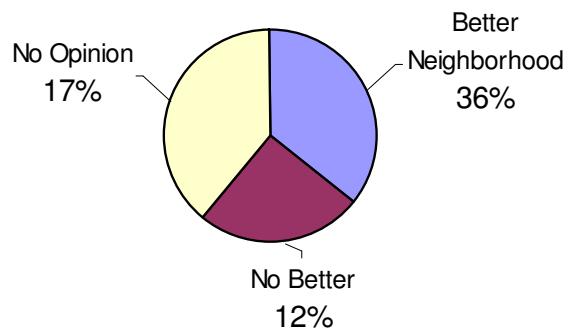
To further narrow residents' concern, respondents were asked to measure officer focus within their neighborhoods. As depicted in the table below, safe schools were chosen as the most focused upon issue within their neighborhoods followed by drunk driving. Again, theft and burglary is the number-one concern among respondents. It is important to demonstrate steps being taken to prevent and reduce such activity at the neighborhood level.

Perceived Areas of Police Focus in Neighborhoods

	Poor 1	2	3	4	5 Excellent
Drug Problems	7	6	26	47	54
Drunk Driving	2	6	25	48	59
Safe Schools	1	2	21	47	68
Theft & Burglary	4	10	31	47	56
Traffic Safety Issues	10	8	26	32	56
Violence	3	5	26	49	56

The percentage of respondents who feel their neighborhoods have become better places to live remains at 36 percent in 2008 compared with 2007.

Neighborhood Improvement



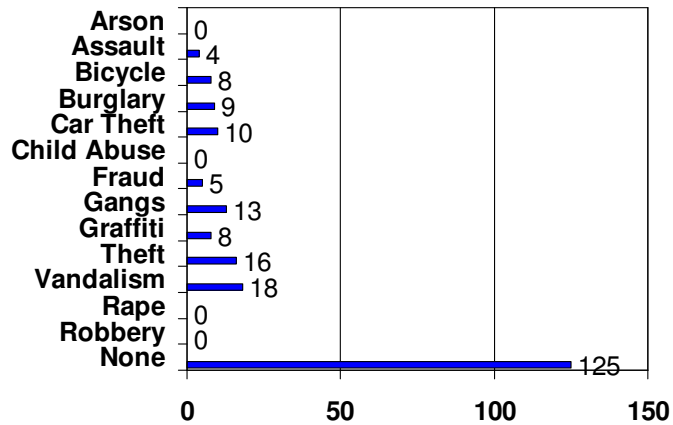
Part II: Opinions About Selected Crimes

Respondents were asked to rate a list of crimes which may be problematic in their neighborhoods. The table below shows that most respondents do not experience problems in their neighborhoods. For respondents reporting problems, the biggest, by far, was speeding cars within their neighborhoods. The crimes posing the least problems in their neighborhoods were loud music, stolen wallets/purses and stolen cars.

	No Problem	Somewhat of a Problem	Big Problem	Not Sure
Vandalism / Property Damage	68	60	8	24
Breaking into homes to steal	79	36	7	36
Run down properties	71	57	22	12
Stolen wallets/purses	89	20	8	43
Stolen cars	88	21	5	48
Breaking into cars to steal	65	49	20	32
Loud music from neighbors	96	38	12	17
People driving while drunk	74	36	14	34
Speeding cars	32	64	62	10
Kids causing trouble	78	45	16	22
Shoplifting	73	23	13	53

Respondents selected incidents of crime in which they were victims. As shown below, 71 percent never experienced such situations (up from 67 percent in 2007). Vandalism was the number-one incident that respondents experienced followed by thefts and gang-related activity.

Victims of Crime



Part III: Attitudes Concerning Kettering Police

Respondents were asked to rate several aspects involved in the daily duties of the Kettering Police Department and its interaction with the community. From this list, 76 percent of the respondents felt that the Kettering Police Department attends to problems in a timely manner. Eighty percent of respondents agreed that Kettering Police Officers are polite, and 74 percent felt that officers are friendly. The table below shows citizens' attitudes toward the different duties of the Kettering Police Department.

	Agree	Disagree	Not Sure
Kettering Police Officers:			
- Are doing a good job preventing crime	125	12	29
- Attend to problems in a timely manner	128	11	29
- Don't write enough tickets	14	50	97
- Encourage people in the community to help them in providing law enforcement	84	16	62
- Treat all people with equal respect	112	14	44
- Do a good job helping people after they have become victims of a crime	70	14	82
- Are polite when dealing with people	134	9	24
- Give my neighborhood lower quality service than in other parts of Kettering	20	92	56
- Are fair when dealing with people	110	10	46
- Provide people with enough follow-up information about what's happening to their cases	45	14	104
- Often use excessive force	9	60	90
- Often use offensive language when dealing with the public	5	88	71
- Behave in a way that earns the confidence and support of the public	114	7	46
- Give traffic tickets to fulfill a quota each month	31	25	109
- Become personally familiar with residents of the neighborhoods they patrol	28	56	83
- Are friendly	121	13	29
I feel safe in the presence of the police in Kettering	149	8	13
The Kettering Police Force is impartial in dealing with problems involving race relations	69	7	92
A citizen who has a complaint against a Kettering Officer will have no problem getting the authorities to look into the matter	46	17	186
Investigations of complaints about police misconduct are always fair and thorough	35	12	122

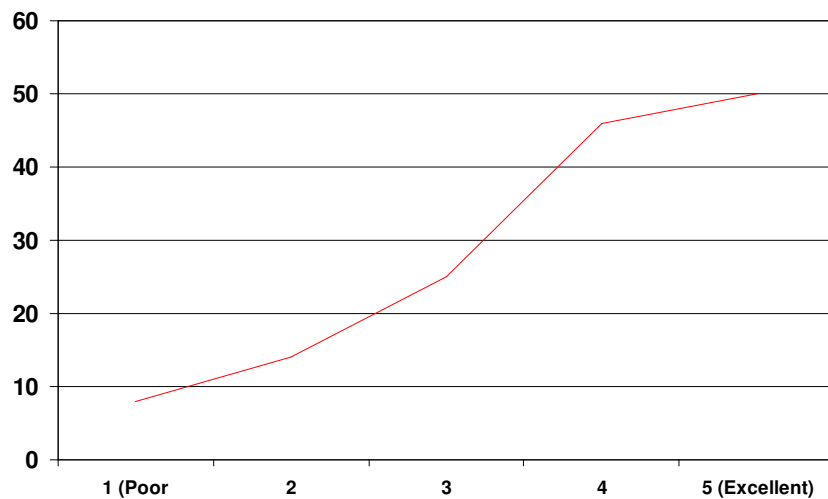
Part IV: Overall Evaluation of the Kettering Police

Seventy-five percent of respondents have come to the Kettering Police Department and had contact with civilian employees (36 percent in 2006). All but five of the respondents found non-sworn employees courteous and helpful (three in 2007).

Only 19 of the 167 respondents are aware of Community Oriented Policing and the problem solving approach. Seventy-seven percent of those who were familiar with the program felt the COPS approach improved their quality of life and their neighborhoods.

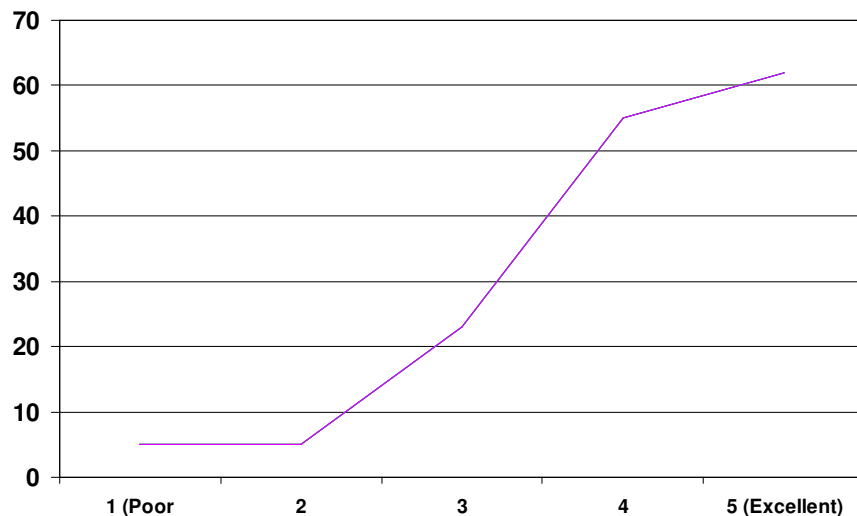
Using a Likert Scale of 1 to 5 (5 being “Excellent”, one being “Poor”), 67 percent of survey respondents gave their respective neighborhood officers 4 and 5 ratings (up from 66 percent in 2007).

Neighborhood Officer Performance



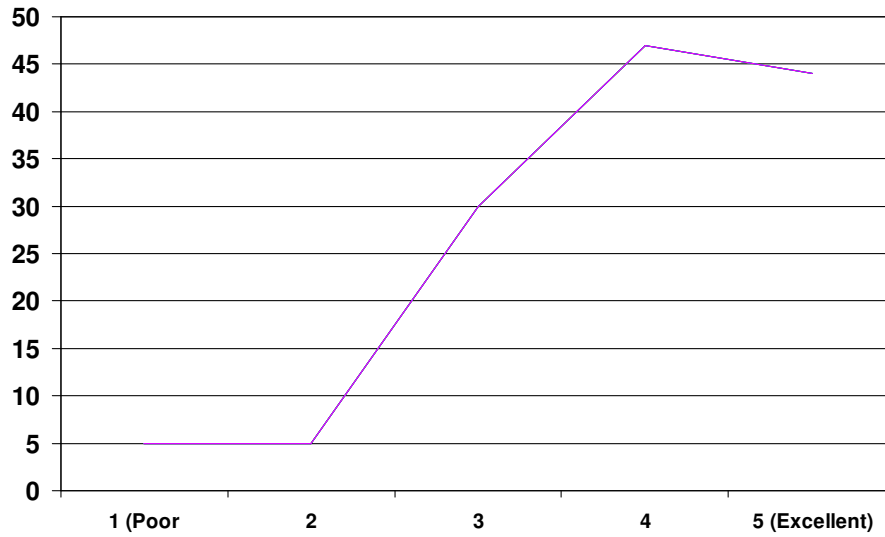
Using the scale mentioned above, 78 percent of respondents gave the police department 4 and 5 ratings (down from 80 percent in 2007).

Kettering Police Department Performance



Oftentimes, non-sworn personnel are able to help citizens without having to contact police officers. Using the Likert Scale, 69 percent of respondents gave non-sworn personnel ratings of 4 and 5.

Non-Sworn Personnel Performance

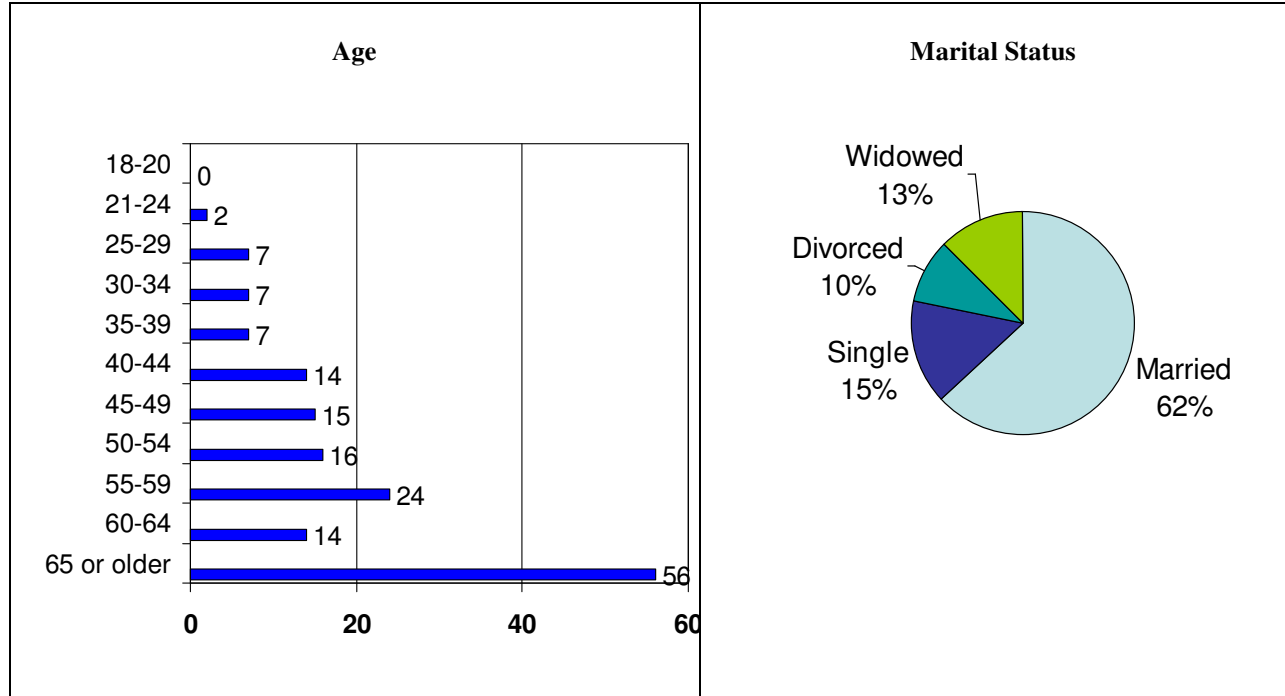


Part V: Characteristics of Kettering Residents

Below are tables and charts detailing specific demographic information given by respondents.

Characteristic	Respondents	% of Total Respondents
Residents of Kettering more than 20 years	101	59%
Current dwelling for more than 20 years	68	40%
Homeowners	1458	85%
Voluntary community service organizations	50	30%
Extremely Active	11	20%
Moderately Active	28	52%
Not Too Active	15	28%
Have school-age children	36	21%

The average household size is 2.8, according to respondents (2.1 in 2006). The charts below further depict respondent demographics.



Part VI: Comments from Kettering Residents

Respondents were given the opportunity to provide comments and suggestions. Direct requests and questions were immediately given to the Chief of Police for review, and action was taken by respective units. Items highlighted in yellow were handled immediately.

Most Common Responses

- Compliments to KPD (18 comments – 24 in 2007) – Second year in the top three
- Neighborhood Watch / Patrol (20 comments – 16 in 2007)
- Issues with the City of Kettering (17 comments – 17 in 2007)

Citizen Satisfaction Survey Comments

Traffic Issues

- Concerns not addressed – speed on Danvoe Ct.
- Write too many tickets. I believe that Kettering Police are far too interested in writing tickets as opposed to making people feel safe. Renwood and Willowdale area
- Cars, including police, speed down our street. Oakmont Ave.
- My only complaint and it is reflected with poor evaluations is in regards to traffic on my street and the lack of enforcement for speeded, and the city engineers lack of initiative to do something about it. Farrington Drive is a heartbeat away from a pedestrian/resident being killed from vehicles exceeding 60 mph daily on our streets Farrington
- Too many drivers running red lights at these intersections! Never once have I witnessed an arrest for this serious problem.
- Traffic/driving too fast on Delco Dell Rd. Delco Dell Rd.

Unsatisfactory Experience with Police

- My son's car broke down on Saturday night after an event. Police stopped to see if drunk. No help in getting car going. He was sober. Not all people at night are drunk! Valleywood Drive
- I haven't had many opportunities to contact KPD, but when I did it was about an auto accident. I waited 1½ hours for an officer to take a report and they still didn't respond. The dispatcher was very rude and stated they were very busy and they'll get to us when they could. Either you are understaffed or your dispatcher forgot about it. Luckily the parent of the kid that hit me was reasonable and we worked it out. Living in the suburbs is supposed to be an advantage over living in the city, but I don't see it. KPD officers seem to have an attitude when you deal with them. Your dispatchers are your first contact with the citizens. They should be of more help and be courteous. Stroop
- I was stopped for speeding. I didn't mind the stop, I minded the Joe Friday routine and just about everything else about how it was handled. I know traffic stops can be dangerous, but use some judgment on interacting with individuals. West Kettering
- Waste of time. Kettering cops are useless. Marshall and Stroop
- When someone comes downstairs for a copy of their police record, no matter how long it is, the woman behind the counter don't have to make snide comments. A lot of people are good and decent, and their past record should not be an issue with a flunkie behind the window. She has no idea who or what she is dealing with. Saranac Drive
- Rude, don't care, attitude.
- Make police more polite and friendly instead of acting like a major crime was committed when issuing a ticket or investigating a complaint. Elderwood Rd.

- When I have had contact with police about anything that is in your survey I would say that their helpfulness has been about zero, because they couldn't even fill out a police report correctly as I asked. So that when I did find some of my stolen property years later I couldn't use it as evidence because they didn't fill out the report as I asked. When kids bring weapons or knives to school the principal won't call the police. I've heard this from concerned parents. S. Dixie

Noise / Animals

- Constantly see dogs out walking around defecating in our yard and are not on a leash or being supervised by an owner. Animal control showed up at 4 our door to give a ticket when it was not out pets out running around. We told them whose house the pets belong to but he had stated unless they are called again with their address being given that there is nothing that can be done. This ticks me off. Thank you. Courtland Ave.
- Neighbors have loud, barking dogs that are left out for hours on end. Glenmere Ct.
- Dogs are allowed to use our yards without cleaning up after them as they are being walked. Henrietta Zimmerman, Edenhill Ave.
- Maybe we should survey an additional question regarding loud music and thumping in cars and motorcycles. Henrietta Zimmerman, Edenhill Ave.

Patrol / Neighborhood Watch

- Need to patrol our neighborhood more often. Never see this. Also we had a peeping tom late one night on my back patio inside fence area. We saw him. Henrich
- It would be nice if officers would stop once in awhile when people are out in their yards and just ask if you have any concerns (when they have time). (Is there a grant for a Community Relations Officer? Winding Way
- We are new residents in Kettering and have no dealings yet with local police. In our neighborhood, police presence so far has been minimal. We have seen occasional "pass throughs" by police in cars, radar sometimes on Far Hills Ave. and one response to someone's security alarm. We would like to see much greater police presence in our neighborhood, with random drive through the streets. We have been surprised by the amount of beer cans thrown from cars on the streets by our house and think they indicate insufficient traffic stops of young drivers. There is also a damaged fire hydrant on Sunnycrest that seems to have been caused by a car and that has not been repaired for several weeks. We have only been here long enough to observe that there is insufficient police presence to be able to know whether or not they are doing anything at all! Beech Hill Rd.
- I am new to the community but very concerned for safety. Wilmington Pike
- Neighborhood police officer? I work from home and haven't seen a police officer so much as drive down our street in over 5 years.
- Seldom see police. Braddock
- Would like to see more officers more often. Police visibility deters crime. Big Hill
- Keep these kids from playing out in the streets. Someone is going to get hit by a car. The police need to keep involved in the watch program and let people know what is going on. Get out in the areas where they aren't seen much and talk with the people. It seems like when someone gets a ticket and they go to court, the judges just keep letting them off over and over again. So why give out tickets. Like DUI's and they keep driving.
- I hear of purse snatching, car jackings, what not, but I don't go to Meier's too often. Rean Meadow
- The Speedway at Dorothy and Shroyer sells beer 20 hrs a day. This attracts foot traffic late at night; some of these people walk down our street. The neighbors no longer feel safe with all these strangers around at night. Brydon
- How do we know who the police officers are for our neighborhood? Glaser Drive

- Yes, the state ban on smoking in public places is not being enforced properly. A tavern on Wilmington Pike (Crawdaddy's) fully abuses this law and nothing is being done about it. Mohican
- It is very difficult to rate KPD if you never see them or when they ignore you. Appleton Place
- Have officers meet people in the neighborhood they patrol. I enclosed a copy of the confusing page as I would have done it. Near Delco Park
- We just have one comment. When we moved to the Kettering area 42 years ago, we understood that there was no soliciting allowed, without a police permit. And we never had any soliciting which made us feel very safe and comfortable and it also made for a quieter neighborhood and no worries when you aren't at home. We now have solicitors at our door quite often and I understand now it is allowed as long as it is done in daylight hours. Daylight hours still doesn't make us feel safe answering our door to a stranger. If we want our trees trimmed, home maintenance repair, lawn care or need any certain products, there are plenty of ads, phonebook and the computer where these services and products can be found. Let's keep Kettering safer by no soliciting allowed at any time, without a permit. Wingview Plat
- Good job patrolling school zones, especially on Stroop and Dorothy Lane. This is important for the kids safety. However, we/I believe the police force is overzealous in seeking out/pulling over people for DUI – I have been pulled over twice for no other conceivable reason than that I was leaving a bar (and had not been drinking). I've heard that there are quotas for DUI's, plus bets among the officers for who can get the most in a month – this is not right and I would like to see it addressed. Stroop and Marshall.
- It's a good survey. I would like to see patrol cars in the neighborhood more often, but I know it's tough with budget and maintenance constraints.
- We have no idea who are "neighborhood officer" even is. Pauley Woods Circle
- It would be nice to know that the police patrol this area once in awhile. Utica Drive
- It would be good to see a police car drive around the neighborhood once or twice a week. But I also feel very safe and my home has never been bothered or harmed. Also the police are very responsible and quick when called. Ackerman, Renwood, Fairacre, Venita neighborhood

Positive Experience with KPD

- Kettering Police are doing an outstanding job! I appreciate the extra patrol when we are out-of-town. 216 Rockhill Ave.
- No questions or concerns – at this time, but what I see, hear and the few times had contact with the police here I am very satisfied. Cloverfield Avenue
- I think you're doing a great job! Irelan St.
- Great Job! Tabor Ave.
- Thank you for taking the time in finding out how the citizens of Kettering feel. Again, we appreciate your excellent service to my family and the community. I appreciate when we are out of the home the Kettering Police Department keeping an "eye" on our house. In all my dealings with the Kettering Policemen and Department has been personal and professional. Keep up the outstanding service. Thank you.
- Any problem I have ever had has been dealt with by Kettering Police in a quick, professional manner. Big Hill
- Police department is excellent. I have no problems. I wish people would only have more respect for the police. Endover Rd.
- Limited encounters but always very courteous and professional. Thanks. Renwood and Ackerman
- Keep up the great work. Thank you. Carmichael Place – Greenmont
- Keep up the good work. Vermeer Drive
- I believe the Kettering police are doing an exceptional job and am grateful for their efforts. A police efficient job is not easy and I appreciate their dedication. Murrell Drive

- Glad to have opportunity for feedback though I'm guessing mine is one of the safer neighborhoods. My personal experience with Kettering Police has always been very positive. Rockhill Ave.
- The police were called to our neighborhood several times last year. Twice for robberies and many times for our neighbors fighting. We were impressed with their politeness and demeanor. They used great restraint in dealing with the chaos.
- They seem to be professional and doing a good job. Pobst Drive
- I'm a single female living alone. My few contacts with the Kettering Police in my neighborhood has been very positive – they were prompt in responding, professional, and efficient. I feel safe living here because of them. Thank you.
- I'm 100% satisfied with Kettering Police Dept.
- I have only had one Kettering Police Officer 3 years had with Officer Ferris and he was very professional and efficient – with a stolen cell phone – he was told to return it and scare teen without pressing charges – good guy – only dealings I've had. Overall KPD is doing a fine job, there is always room for improvement and I would personally like more visibility. I rarely see cruisers/uniforms and I work very early/late. It's always dark when I get home or leave for work and it's scary sometimes, seeing people walking on the streets at that time (not jogging). But even though I've not witnessed any wrong doing, I wish I had more time to observe what they are doing. Aerial Ave.
- No questions and concerns. Just keep up the good work – you are in our prayers everyday. God bless.

Items to be Published or Questions to be Answered

- Would like to read a follow-up on the results and action plan. Ackerman
- I would like to have had Cops explained to me.
- With I knew how best to deal with the young teens in the area and how much support we can expect from the police in enforcing no trespassing (littering, vandalizing, etc.) San Rae, Wiltshire

Miscellaneous Issues / Comments

- Where are the helicopters we need to have. Dorothy Lane and Ackerman
- Drug activity to and from residence 1611 Forrer Blvd. Cars leaving as soon as they show. You won't believe how many different vehicles are changing in a day. Very active. At night coming and going from 6:30 pm – 10 pm. They need to be followed. Forrer Blvd.
- Do you encourage your officers to maintain a healthy weight? Do you encourage your officers to exercise and stay physically fit? Benfield Dr.
- I think later at night the officers tend to assume everyone is drunk driving, and are a little forceful with people, like walking up to your car with they hand on their gun, and they need to study the CCW law better.
- Writing traffic tickets for profit and not for safety.
- Concern for drug activity. I would like to see drug dogs in more traffic stops and searches for suspected subjects! Forrer Blvd.
- 1611 Forrer Blvd. – not your average east-end drug activity. They have a hidden plan each day. Follow and surveillance is needed. Un-marked.
- It seems that Kettering is changing. Seems like there is more crime and violence. While by far not as bad as some areas, it does seem to be getting worse. Stocker Drive
- You are aware of the drug dealings going on. What is your responsibility? Kermeer Drive

City of Kettering Issues

- Concerns about property purchased in neighborhoods that are just for investment – brings into neighborhood less than desirable renters – make residences more aware of noise ordinance, i.e. dogs and loud music. Lamont Drive

- Shroyer is sure a busy street. Cars travel fast both ways. It's hard to cross. There are no other traffic lights between Patterson and Dorothy Lane.
- Please, address what I believe is a surplus of unsightly cars and trucks, parked on Westlawn. I believe they are an eyesore. They are all parked in front of one home (6-7) all the time and ruin a beautiful road. Westlawn Drive
- Some of the E – W cross streets in my area have no stop signs. Need some to slow traffic. They get to +40mph in neighborhood with lots of little kids. Only thing that really worries me in my neighborhood right now.
- Would also be nice if city plowed street since it's used as main thoroughfare to Lincoln Park businesses.
- I would like the snow and ice cleaning streets quickly done. We moved here from Miami Township. They were very good at that. Miss them for that reason. Rean Meadow area
- Property taxes are extremely high. Royal Ridge Way
- Some of the problems seem to have been created by the city of Kettering itself. Bringing Walmart into the area has created more problems with violence. S. Dixie
- I've noticed more trash in the streets and teens out late making noise. Far Hills

Feedback on the Survey Process

- Have a space where you can comment on your neighborhood. North Aragon Ave.
- In general, responded options were too black/white on some questions. Needed more choices in the middle. East Kettering
- There should have been more spacing between questions. Almost every question, I had to draw an "imaginary ruler" to find out what question I was answering. Part III – Question #7 was especially confusing. For example #7, letter, C, D was one question. I did not follow. I'm hoping your results are accurate based on this problem because I think you're doing a great job! Please feel free to contact me if you have Q's. (937) 297-0106 Colleen Lampton-Brill 4509 Irelan St.
- Why is Kettering spending money, my taxes, on a survey in these tough economic times. W. Bataan Drive
- I hope it is used – not just "busy work". Rockwell Court
- I dislike surveys but this one wasn't bad. 1124 Gardner Road
- The survey covers the areas of concern very good. I appreciate the opportunity to express my appreciation for the services this department performs. E. Dorothy Lane
- I have not had occasion to contact police but it's reassuring to see police cars around. Owned a home at one time and appreciate Kettering living. Croftshire
- We do not have these kinds of problems that I am aware of. There was a problem of an over-zealous person reporting dislikes so there use to be much police activity in neighborhood. Not so now. Area nearest to Walmart
- There were 21 responses stating that they could not answer questions because they have not encountered problems or been in contact with the police.
- Ask if you ever have used 911 or police service in last year/5years/ever. I think most model citizens do not need police, but want to know they are there if needed. (same as fire department/EMS. Fairway Drive
- Provide more area to elaborate on answers after questions.
- You might ask questions about animals, loud music and thumping cars that go by. Henrietta Zimmerman, Edenhill Ave.
- Survey was well done and appropriate. David Rd./Ackerman Blvd. area
- A great idea to have a survey – good communication. Please do it again.
- Very good and interesting. 4467 Mapleridge Place
- It's a good idea. It provides a means with getting. One would hope, good feedback from citizens. Oakland Ave.