

# 2010 CITIZEN SATISFACTION SURVEY RESULTS



*Chief James M. O'Dell  
June 2011*

## 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 225 surveys returned (281 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 2010. Drug problems are, again, of second-most concern to respondents. Safe schools are also a prevalent concern. Other issues in order of importance to citizens are: traffic safety, drunk driving, and violence.
- Seventy-five 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 63 percent of those polled in 2009. Of the actual victims of crime, theft was the most commonly-identified incident, followed by vandalism and gang/juvenile-related problems.
- Of the respondents, 86 percent felt that the police department provides a feeling of safety in the community (89 percent last year). Seventy-two percent of respondents feel that Kettering Police are doing a good job preventing crime (70 percent last year). Eighty-one percent of the respondents feel that the officers are polite (79 percent last year). Other prominent perceptions held by respondents are that Kettering police officers are confident, friendly, attend to problems in a timely manner, and are fair. The Department is responsive to complaints against officers.
- Eighteen percent of 225 respondents are aware of Community-Oriented Policing or how it is implemented by the police department (up from 12 percent last survey). The results of this survey show the need to re-introduce COP programs and their benefits to the community; however, the 6 percent increase shows that progress is being made.
- 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 "4.5."

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 2011.

The survey consisted of five parts:

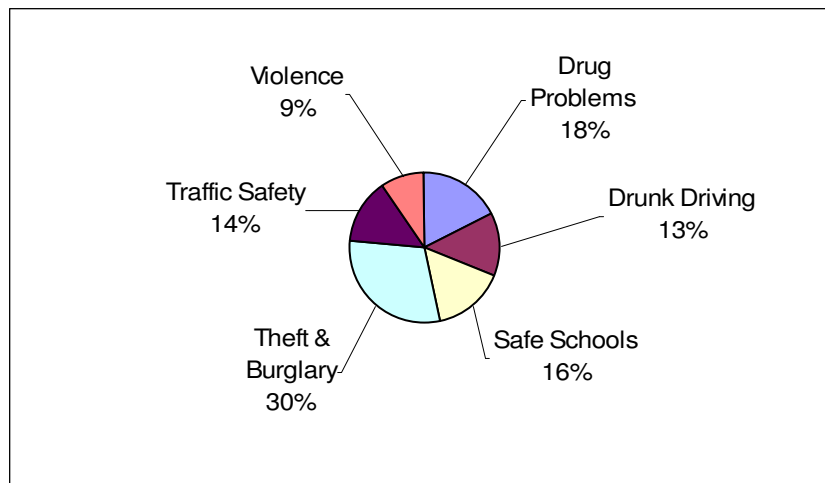
- Part I: Major Issues of Concern
- Part II: Opinions About Selected Crimes
- Part III: Attitudes Concerning Kettering Police
- Part IV: Overall Evaluation of the Kettering Police
- Part V: Characteristics of Kettering Residents

One thousand (1000) surveys were randomly mailed to residents throughout Kettering. A total of 225 surveys were completed and returned (281 last year). A variety of scales were used to measure responses. The Kettering Police Department was rated a “4.5” (nearly excellent) for overall performance during 2010 (same as 2009).

## 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. Traffic safety issues, drunk driving, and violence 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 violence, drunk driving, and traffic safety. 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

	<i>Poor</i>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b> <i>Excellent</i>
Drug Problems		5	7	43	75	57
Drunk Driving		4	5	34	78	68
Safe Schools		1	5	23	75	88
Theft & Burglary		6	11	40	85	54
Traffic Safety		7	14	30	73	70
Violence		4	7	27	77	71

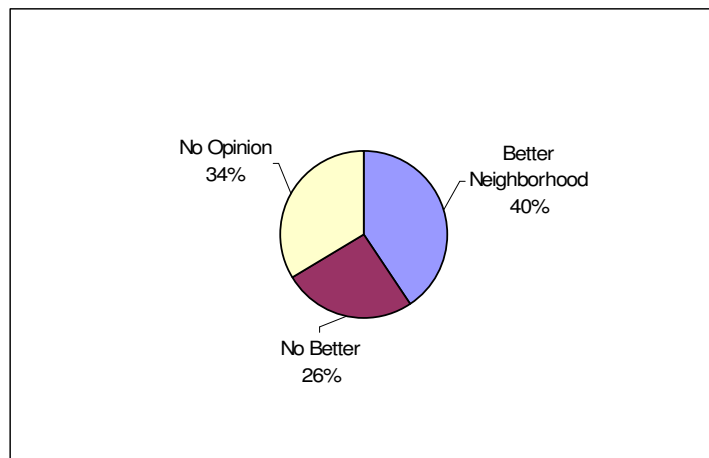
To further narrow residents' concern, respondents were asked to measure officer focus within their neighborhoods. As depicted in the table below, safe schools were chosen as the most focused upon issue within their neighborhoods followed by violence and drunk driving. Again, theft and burglary is the 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

	<i>Poor</i>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b> <i>Excellent</i>
Drug Problems		4	9	40	56	75
Drunk Driving		3	8	30	61	81
Safe Schools		1	5	21	65	94
Theft & Burglary		7	13	42	64	67
Traffic Safety		9	14	29	65	73
Violence		6	4	29	67	80

The percentage of respondents who feel their neighborhoods have become better places to live rose to 40 percent in 2010 from 35 percent in 2009.

### Neighborhood Improvement



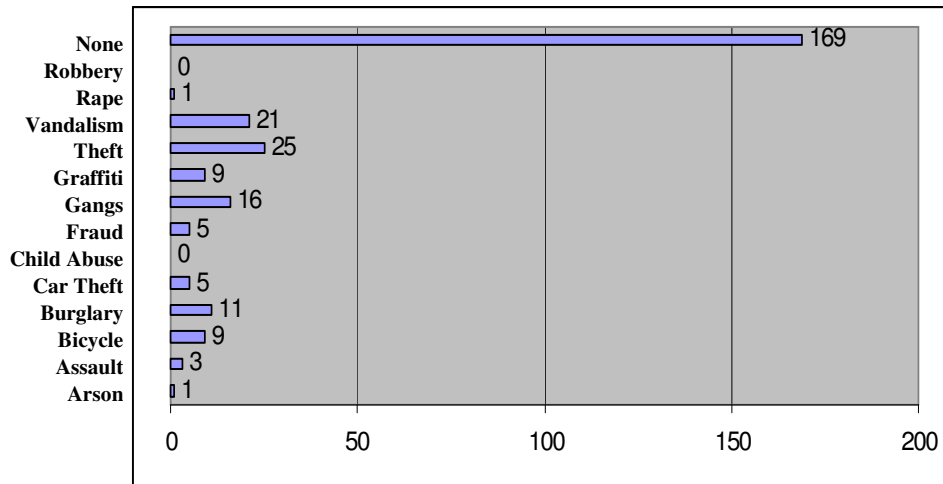
## Part II: Opinions About Selected Crimes

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	81	93	10	26
Breaking into homes to steal	76	81	15	36
Run down properties	104	70	32	10
Stolen wallets/purses	121	22	6	58
Stolen cars	119	24	5	58
Breaking into cars to steal	69	75	28	38
Loud music from neighbors	144	38	16	11
People driving while drunk	95	49	13	48
Speeding cars	48	89	68	9
Kids causing trouble	119	50	14	27
Shoplifting	113	28	11	53

Respondents selected incidents of crime in which they were victims. As shown below, 169 respondents (75 percent) never experienced such situations (up from 63 percent in 2009). Theft was the number-one incident that respondents experienced followed by vandalism 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, 69 percent of the respondents felt that the Kettering Police Department attends to problems in a timely manner. Eighty-one percent of respondents agreed that Kettering Police Officers are polite, and 75 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
<b>Kettering Police Officers:</b>			
- Are doing a good job preventing crime	162	8	41
- Attend to problems in a timely manner	155	17	44
- Don't write enough tickets	18	73	124
- Encourage people in the community to help them in providing law enforcement	114	17	84
- Treat all people with equal respect	143	13	58
- Do a good job helping people after they have become victims of a crime	99	11	106
- Are polite when dealing with people	183	14	20
- Give my neighborhood lower quality service than in other parts of Kettering	19	117	78
- Are fair when dealing with people	149	11	57
- Provide people with enough follow-up information about what's happening to their cases	57	19	140
- Often use excessive force	5	97	113
- Often use offensive language when dealing with the public	8	118	88
- Behave in a way that earns the confidence and support of the public	170	7	39
- Give traffic tickets to fulfill a quota each month	35	38	144
- Become personally familiar with residents of the neighborhoods they patrol	48	68	98
- Are friendly	168	8	35
<b>I feel safe in the presence of the police in Kettering</b>	194	6	13
<b>The Kettering Police Force is impartial in dealing with problems involving race relations</b>	84	11	123
<b>A citizen who has a complaint against a Kettering Officer will have no problem getting the authorities to look into the matter</b>	59	10	146
<b>Investigations of complaints about police misconduct are always fair and thorough</b>	51	9	159

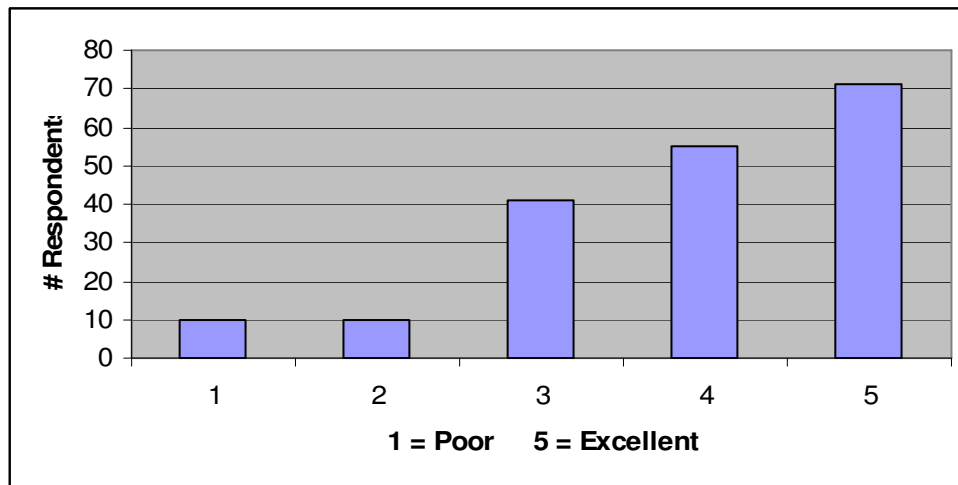
## Part IV: Overall Evaluation of the Kettering Police

Thirty-six percent of respondents have come to the Kettering Police Department and had contact with civilian employees (40 percent in 2009). All but five of the respondents found non-sworn employees courteous and helpful (two in 2009).

Only 40 of the 220 respondents are aware of Community Oriented Policing and the problem solving approach. Eighty-five percent of those who were familiar with the program felt the COP approach improved their quality of life and their neighborhoods.

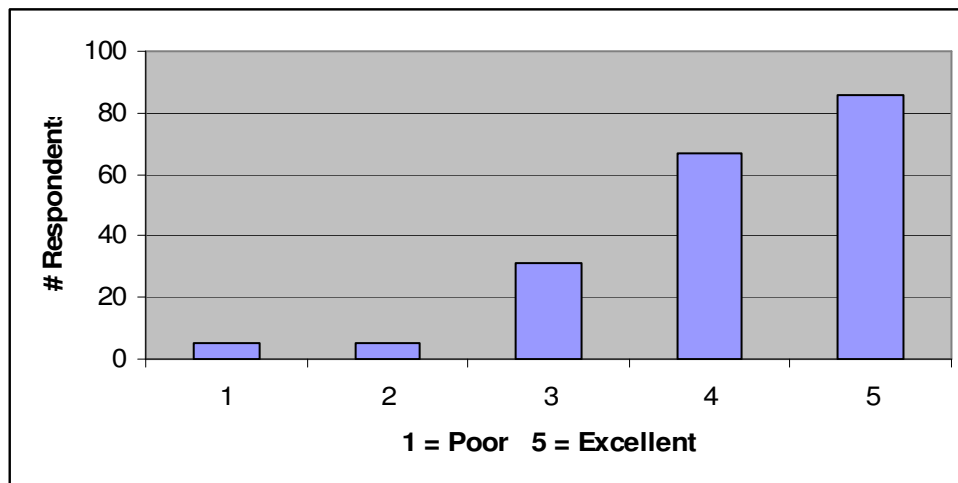
Using a Likert Scale of 1 to 5 (5 being “Excellent”, one being “Poor”), 67 percent of survey respondents gave their respective neighborhood officers 4 and 5 ratings (up from 64 percent in 2009).

**Neighborhood Officer Performance**



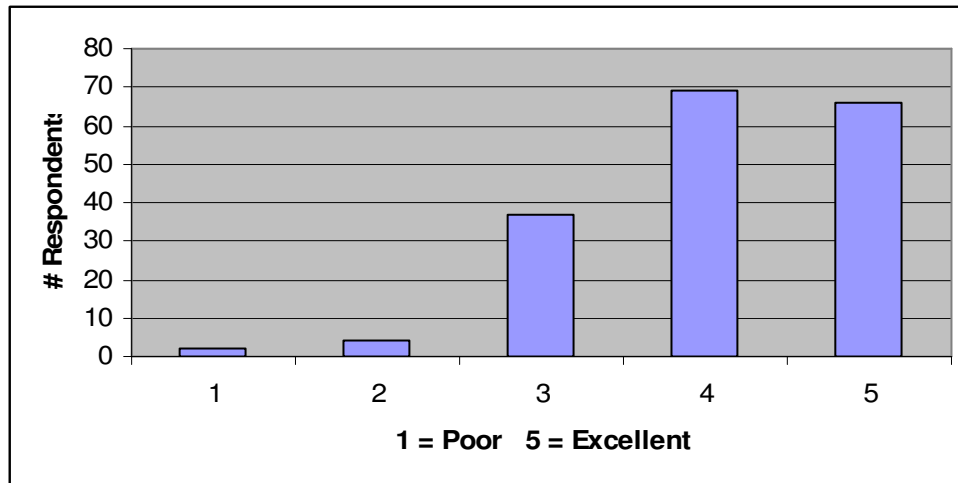
Using the scale mentioned above, 79 percent of respondents gave the police department 4 and 5 ratings (up from 77 percent in 2009).

**Kettering Police Department Performance**



Oftentimes, non-sworn personnel are able to help citizens without having to contact police officers. Using the Likert Scale, 76 percent of respondents gave non-sworn personnel ratings of 4 and 5 (up from 71 percent in 2009).

**Non-Sworn Personnel Performance**

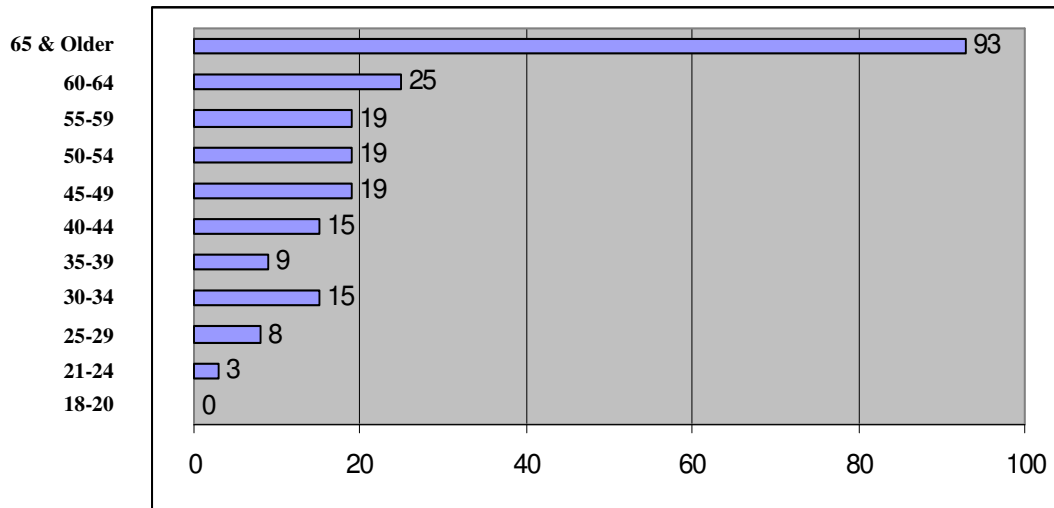


## Part V: Characteristics of Kettering Residents

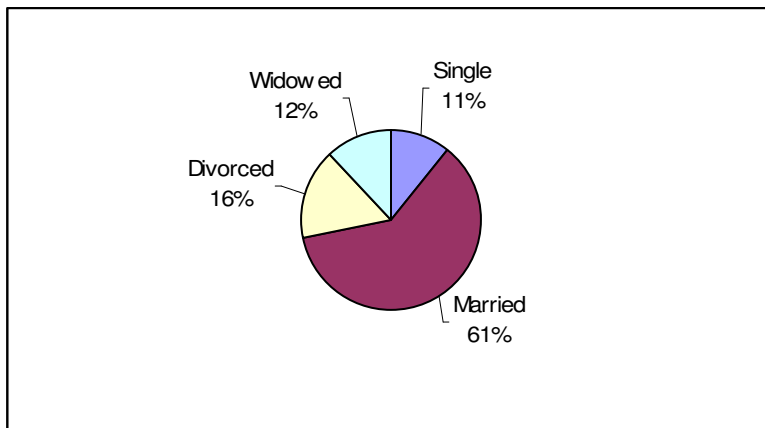
Characteristic	Respondents	% of Total Respondents
Residents of Kettering more than 20 years	130	58%
Current dwelling for more than 20 years	92	41%
Homeowners	198	88%
Voluntary community service organizations	70	32%
Extremely Active	25	34%
Moderately Active	31	42%
Not Too Active	17	23%
Have school-age children	48	22%

The average household size is 2.2, according to respondents (2.4 in 2009). The charts below further depict respondent demographics.

### Age



### Marital Status



## **Part IV: 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.

### **Most Common Responses**

Compliments to KPD (31 comments – *18 in 2009*)

Neighborhood Watch / Patrol (29 comments – *20 in 2009*)

Unsatisfactory Experience with KPD (14 comments – *not in top 3 last year*)

Traffic Issues (14 comments – *not in top 3 last year*)

### **Citizen Satisfaction Survey Comments**

#### **Traffic:**

- Cars drive way too fast on E. Rahn Rd. Young boys on cycles going too fast too. (E. Rahn Rd.)
- The high rate of speed people drive on Whipp Rd. (Oakbrooke Dr.)
- Stop sign in front of my house is not enforced. Everybody runs it (including police). Parking signs are not enforced on Fri/Sat (football season). (Carrlands Dr.)
- Speeding on Parklawn, East from Wilmington Pike. No stop sign at Burchdale! Cars do not slow down. Should be a 4-way stop at Parklawn and Burchdale. This is a school (Prass) zone area. (South East Kettering)
- I am concerned about the speeding school busses that come down David Rd. (at Far Hills West). Some have to be going 50 mph. School busses should obey the speed limit. They are carrying the next generation of lawmakers. I am also concerned about red light runners. (Rue Marseille, Far Hills & David)
- Please tell the residents of Foxglen Circle to stop parking at an angle in the circle. It blocks the mailboxes and the mail lady won't deliver the mail. I work from home, so the mail is important. The postmaster will not help either. (Foxglen Circle)
- People speed on Ackerman and police regularly patrol and speed check. Thank you. (Ackerman)
- We live on a court. Some people drive up too fast and turn around. Grandkids are up here. (Mapledale Dr.)
- Regarding traffic safety issues; speeding in summertime down Powhattan (between Dorothy & Glengarry)
- Drive through at stop signs Crescent and Doddington. (Crescent Blvd.)
- Speeding over hill at Crescent and Cardington. (Crescent Blvd.)
- My big concern is the speeding on streets like Dorothy Lane, Stroop, etc. causing an increase in accidents. Lane changing (abruptly) is another unsafe, fast driving combination which is on the increase in residential areas. (Westcott Dr.)
- Cars speed down Hollendale toward Stroop. Where are officers? Cars park in yards at some homes. (Hollendale)
- Should be harder and more tickets for drivers that don't slow down during school hours when they don't spot a cop car. (Croftshire)

#### **Unsatisfactory Experience with Police:**

- Heard a police officer call it "the rat plat." (Wilmington Pike & Dorothy)

- No names, but my car was keyed. Since it was done at one of 3 places, I knew that catching the culprit was not possible but I wanted a report on file because I had previously had problems with someone and wanted to track anything that happened. I called and a police officer was sent out. He looked at my car and told me a shopping cart probably did it. I could see that was not the case. I asked for a report and the officer (in my opinion) made fun of my wanting the report. He did not call it ridiculous, but he came close. At that point, I dropped it. I did not want to deal with him anymore. This has been close to a year ago and I am still upset about it. As this man had 7 stripes on his sleeve, he should have known better than to treat it like that, especially when I took it seriously. (Woodner)
- What seems ridiculous to an officer may not seem so to a citizen. I think he didn't want to bother with the paperwork, but I had a good reason to want a report. Bear in mind I've never had another negative encounter with the Kettering police. I am acquainted with a few and encountered others when my home was burglarized. I consider them (all but one) to be exceptional officers and exceptional human beings. I would be good to remind the officers that we citizens and our little quirks simply provide job security. (Woodner)
- I see groups of 2, 3 sometimes 4 cars parked talking or taking lunch at the same time. I always see at least 2 or 3 officers at Subway eating for 45 minutes. One time even longer. (Gardner)
- Last time we asked KPD for help my wife was told that if we ever called them again, we would be charged for the call. So we are handling things as best we can, so we don't bother you for anything. (Hills & Dales)
- I feel like at the end of the month, police are out writing traffic tickets to earn more money. (Fawnwood)
- In my case, a ticket about a missing front plate on my car, which was fine. I was unaware of the issue. But the officer was decidedly brusque and short with me, without any reason to be. Perhaps this is just how all police are, but nothing like the community friendly types you see on T.V. (Delmonte Ave.)
- I watch drug trafficking take place in school parking lots on Glengarry year after year, yet police do not aggressively stop it from happening. BIG MISTAKE! (Powhattan & Glengarry)
- I have been stopped twice in 20 years for speeding. Officers' Joe Friday routine not friendly. No reason to be so stiff, formal, and appearing to assume the worst. Be human. (Roanoke)
- A pretty good police department as far as "active" crime problems, but tends to make citizens feel like a bother in less interesting situations. (Kettering Pointe)
- Not just "race" relations, but also Appalachian heritage bias. (Kettering Pointe)
- The department tends to "trivialize" citizen concerns, i.e., strangers in the neighborhood, excessive traffic.
- I have had "friends" say when they have been issued a traffic violation, that the police officers were not friendly and acted arrogant. Maybe they could take a customer service approach and smile and say "hello" and act as a friend. (Oak Creek)
- I in no way believe that filling this out will do any good. I don't have faith in the Kettering Police to take care of non-threatening calls in a timely manner. I can't comment on an emergency call because I haven't needed them. Thank goodness, because if you didn't respond to a non-emergency call in 3 hours, I don't have much faith you would be able to handle it. And no, I don't call about my neighbors all the time. Just that once... never again. (East Rahn Rd.)

### **Noise / Animals:**

- Noise ordinances on moving vehicles – loud car radios, modified exhaust, motorcycles; needs to be enforced more seriously. We hear these type of traffic noises off of Stroop and Woodman all hours of the night. There are also junk cars in our neighborhood. (Santa Rosa Dr. & Burning Tree)
- 3 Rottweiler dogs, two north and one south within 150'. Dog let out at 6 a.m. in fenced yard, but barks every day while outside. Large dogs too close to our home. (Burning Tree Dr.)

- Pet complaints and stray animals were not addressed (in the survey), and the KPD does a great job with attempting to manage these complaints and coordinate efforts with animal control in a great way. (LaRue Dr.)
- I believe there is a major issue with stray/neglected or noisy pets. My husband and I have made several noise complaints over the past three years about barking dogs and stray cats with the promise it would be looked into, and it never has been. This is extremely frustrating and disappointing because we have a young daughter and most of these stray cats are feral and dangerous. Also, the barking dogs are not only a neighborhood nuisance, but are seemingly neglected by their owners. These problems go unnoticed by the Kettering Police Dept., and the proper authorities are never contacted. (Grace Ave.)
- How about enforcing noise laws, loud radios and mufflers. How about fining commercial trash haulers after being caught picking up trash before 6:30 a.m. instead of just warning them. It takes two years to catch them, and in 6 weeks, they're back at it. (Wheatland Ave.)
- We were told by animal control to escalate issue with neighborhood dogs to the KPD – don't believe they ever followed up and it remains an issue. (San Rae Dr.)
- When I called for a noise complaint, it took 3 hours, and I had to go over to get them to stop! What a joke! 3 hours and 4 phone calls – pathetic! (East Rahn Rd.)

### **Patrol / Neighborhood Watch:**

- Former Dayton Victory apartments a concern! (Wiltshire Blvd.)
- Is anything being done re: the former Dayton Victory apartments? (Wiltshire Blvd.)
- I have a problem with people speeding in our neighborhood. Almost every residence has children who play outside. (South Blvd.)
- Would like to see patrol more often. (Flowerdale Ave.)
- Previous tenant did shady stuff (warrants/arrests). Had someone attempt to break in, so lots of issues with apartment! (Lynnfield/Meadowcroft)
- Sex offender in area, youth with hot rods speed on residential streets (25 mph). Low income housing bringing in more people living in apartments. Cooking on front lawns, working on cars in the streets. Have officers drive through residential areas at night. Drunks drive residential streets more than main streets. (Broadmoor)
- At the Frazee, kids on bicycles and skateboards are causing trouble. (Shelton Dr.)
- Would like to see the police get familiar with the kids in the patrol area so the kids think happy with the police. (Courtland Ave.)
- Patrol Beaverton Cemetery more often after school hours and weekends. (Harwood St.)
- Would like to see greater presence around Fairmont H.S. in the a.m. and p.m. for traffic and kids roaming. Also, too many speeders and stop sign runners around this area. (Cushing Ave. – west side)
- Never seem them (police) on the side streets, and people fly up and down the street and I have kids. (Gardner)
- I would like to see more police on the side streets. More police at schools during hours. (Gardner)
- We never see a police officer in our neighborhood. (Oak Creek)
- I do not see police in our neighborhood that much. (Powhatten Place)
- It is and continues to be a great neighborhood. (Ackerman)
- Just that I'm a neighborhood watch coordinator and have not heard from Kettering Police about this in several years. Obviously, I have not reached out either. (Glaser Dr.)
- I would say my only comment is that the police need to monitor the streets better in the warmer months. I know that people fly down my street in their cars all the time. (Sutton Ave.)
- There is a BIG speeding problem up and down the David hill. (W. David Rd.)

- I think their visibility in the area is great and feel quite safe in my neighborhood (Cushing Ave. & Far Hills)
- The nice officer said they would increase their patrols around the Ashton Gardens garage. I think that might discourage school children taking short cuts through the garage and doing mischief. Thank you so much. (Ashton Circle)
- Need to stop and talk to neighborhood residents. We have no knowledge of the officers who patrol this neighborhood. (Rushland Dr.)
- Never see patrol cars in my neighborhood. (Strathmoor)
- We live in a fairly safe area. We (neighborhood) are law abiding citizens in general. I would like to know the officer patrolling our area (in summer). (Hackney)
- We have strange activity coming and going at odd hours from a house on Mendota Ct. Gangster looking teenagers coming and going (2 adults live there with one baby). Why would teenagers be going to their house in the middle of the night and school days? Every one of the neighbors I've spoken with on the neighborhood watch feels they are trafficking drugs. They have been seen going up to the donut shop late at night to use the phone, then soon after, cars start coming and going. The two adults are always walking to the Van Buren apartments or down toward Wayne Ave. This has been going on for over 2 years. (Mendota Ct.)
- I very rarely see the neighborhood patrolled and have called before to report loud parties at night and hearing teens break into cars. The response time was very slow (over 30 minutes each time). Also, concerns neighbors brought up about speeding and the traffic flow went unaddressed. (Aerial Ave.)
- The neighbors and I have improved lighting, formed a watch group, talked to the KPD, and eventually spoke at a city council meeting (2008), but the crime seems to have gotten continually worse since then. (Aerial Ave.)
- I would like to see more neighborhood police activity and talking with citizens. (Canterbury Dr.)
- I think a squad car should patrol around Georgetown more often. Especially toward the very back and around the pool area. (Georgetown of Kettering)
- Police have been called many times over the past few years. This was always a quiet, friendly neighborhood. I miss the old days. (Cushing Ave.)
- Please tell the residents at Foxglen Circle to stop parking at an angle in the circle. It blocks the mailboxes and the mail lady won't deliver the mail. I work from home, so the mail is important. The postmaster will not help either. (Foxglen Circle)
- The big house that sits on E. Dorothy Lane and LaRue is a rental that has apartments in it. It is next to my niece's house. It is always rented and to people on drugs. Drug dealers are seen on a regular basis at this house. My niece says the lady across the street has called on these people several times and it doesn't seem to me anything is being done about it. (Briedweng Ave.)

### **Positive Experience with KPD:**

- Kettering is the best police force I've ever known! Thank you all. Please be safe. (Eldorado Ave.)
- Thank you for a great job. I know you don't do this for the money – whatever you get paid is not enough – You do it because you really care about people and all of you have my deepest respect! (Eldorado Ave.)
- Good listening skills, courteous. (Witherby)
- I had a situation in my new apartment. Kettering police did everything possible to make me and my family feel safe! Extra patrols, checking in with us, etc. This was wonderful and definitely a help to feel safe again. To a single mother of 2 – Kettering police has made the difference as to if I stay or move out of Kettering! (due to the above situation). Thank You! (Lynnfield/Meadowcroft)
- Keep up the good work, and keep us safe. (Millcreek Rd.)

- Always had a good response from the department. Would like to see them drive by more often when they are not so busy. (Governors Trail)
- Doing a great job! (Braddock St.)
- Records Dept. (in response to Question #9 – Were the people you contacted courteous and helpful?) (Rosewood)
- Police officers often do not receive enough recognition for the outstanding service they provide. Thank you for making Kettering a better and safer place to live. (Big Hill Rd.)
- Keep up the good work. Thank you for protecting me. (Fawnwood)
- Overall, I think Kettering Police are doing a great job. Our neighborhood is quiet and I don't hear about crime occurring. (Ackerman)
- Gave info. needed and directed us to the proper person to handle the matter (in response to Question #9 – were the people you contacted courteous and helpful?) (Constance & Crauder)
- My car, along with my neighbor's car, were both vandalized. We both appreciated the prompt and courteous service from the police officer that assisted us. (Ashton Circle)
- Keep up the good work! (Bantz Dr.)
- You do a great job and I am glad you are here to watch out for Kettering! (Crossridge Dr.)
- Keep doing a good job. (Vale Dr.)
- In the 17 years we have lived in Kettering, we fortunately have had only incidental contact with the Kettering Police Department. Our general impression of the department and staff is that they are very good to excellent people doing a very good to excellent job for our community. From our perspective, keep up the good work. (Lincoln Park)
- I think you must be doing a great job because in almost 50 years, we haven't had any problems. (Pepper Hill Dr.)
- Keep up the good work. I feel very safe in my neighborhood and surrounding area. Thank you! (Hathaway Rd.)
- When our alarm system has gone off in error, the police have responded immediately. All dealings with the police and EMT have been excellent. (Ridgeview)
- Overall, the police are doing a great job! (Ridgeview)
- Keep up the good work! (E. Cunningham Lane)
- Thank you Kettering Police for all the good you do. (Dutchess Ave.)
- Thanks for taking on such difficult work. It's very much appreciated! (Cushing Ave. & Far Hills)
- I am proud of our police department and proud to live in Kettering. I do worry about some property owners not keeping up with appearances. (Pepper Hill Dr.)
- I've never had to call the Kettering Police, so I didn't really know how to or wasn't able to answer some of the questions. I consider that a good thing, so keep up the good work! Our neighborhood has always been quiet. We've heard about some break-ins nearby, but haven't been affected, so tell the police to keep up the good work. (Oak Valley Rd.)
- We are very supportive of and appreciate the police department. (Mountville Dr.)
- I do feel safe in Kettering. Thanks! (Laurelwood)
- You're doing a great job! (Hollendale)
- I like the pride Kettering City and Police department show to and about their citizens. (Marilyn Ave.)
- I have always had great respect for Kettering Police Dept. Please don't let me down. (Foxdale Dr.)

#### **Items to be Published or Questions to be Answered:**

- Do you have a program to educate the general citizenry of neighborhoods where people with disabilities live? Particularly blind people. (Rue Royale)

- Will KPD be represented at the community problem oriented policing conference on 5/21/11? I plan on attending the free event and hope to see KPD there. (Carew/Galewood)

### **Miscellaneous Issues / Comments:**

- Safety: High school and middle school needs more! (Lynnfield/Meadowcroft)
- Would be nice if I knew names of officers assigned to my area. Email both ways for communication. (Montpelier Dr.)
- No community involvement from Acorn, Wiltshire, Candlewood, Shroyer down to Broadmoor to Oakwood/Dayton line. (Broadmoor)
- F.O.P. solicitations are a nuisance! A year or two ago, I donated with the first phone call. Within a month, I had received 3-4 additional calls asking for money. If this continues, I will stop supporting the F.O.P. (Oak Creek)
- The retired “speed checkers” in police vehicles need to get a real job or spend time helping kids instead of playing cop. (Commons of Walden)
- Some police I have met were very nice and joking around, but others have a cocky attitude. Race is no problem, but male or female, yes. (Gardner)
- I am unaware of any neighborhood policemen who familiarize themselves with the neighborhood, or the people they protect. (Georgetown)
- Over the past several years, stealing at our Kroger store has increased dramatically. (Andrew Rd.)
- “Rude and Vague” answer to question #9. “Were the people you contacted courteous and helpful?” (Far Hills Ave.)
- Not much dealing with the police department; difficult to evaluate. (Claar Ave.)
- “Generally courteous, but not helpful” answer to question #9. “Were the people you contacted courteous and helpful?” (Ghent Ave.)
- Is there some reason that a person who has been granted an order of protection by a judge against someone; and wishes to call on the police to help enforce it, is ridiculed and treated like someone on Cops? It is degrading and inappropriate. (Ghent Ave.)
- Time to disband the F.O.P. so you can get rid of the bad actors and be able to reward performance and not length of service. (Hills & Dales)
- Doubt it – do they get parents to help report / stop bike theft, etc.? (In response to Question #11 – COPPS approach improved quality of life?) (Rosewood)
- KPD needs to get with the times and step up investigation of crimes/criminal communication via cell phones and internet. (Rosewood)
- We feel very safe in Kettering; we hope it stays that way. (Locustwood Dr.)
- I would be interested in learning (about COPPS – answer to question #10). (E. Stroop Rd.)
- Concerns about the rash of recent break-ins happening during the day, as reported by the news, in both Kettering and Centerville areas. Although, we haven’t had anything happen to us personally. (Arrowhead Dr.)
- I added comments. I hope it will help. You have such a tough job and we do not always help. (Hackney)
- This was covered, but I am very concerned about a property on Cushing Ave. Home was always well taken care of until the owner died. Grandson now lives in home and does not take care of it. Very sad! (Cushing Ave.)

### **City of Kettering Issues:**

- If the Kettering government representatives were as good as the Kettering Police Dept., we'd be in excellent condition! (Burning Tree Dr.)
- Forrer Rd. from Woodman to Culver is pitiful and has been for far too long, and there's a big hole on Woodman directly after turning south from Forrer. Do any of our city officials live on streets such as this? (I know this is not a police issue – but is a big concern!) (Dutchess Ave.)
- The skate park off Stroop is a gathering place for slackers, miscreants, drug dealing, theft, etc. Suggest strongly that Kettering (park or police) provide paid oversight, much like the ice rink has employees to enforce safety rules and observe unlawful behavior. Further, the lack of structured activities/teams/sanctioned sports (like KABC, little league football, etc.) condones a “rule-less” group of delinquents. It is an “attractive nuisance” and “contributes to the delinquency of MANY minors.” It doesn't give aimless kids something to do, it gives them a place to congregate and encourage anti-social, rebellious behavior. DC shoes should be sued for the costs to the city and its citizens for the harm done by their “sport!” (Rosewood)
- There are chronic problems with policing and safety in parks. See Question #24. I filled out a parks department survey a while back. (Rosewood)
- This is a good area to live in. Quiet and friendly. (Mapledale Dr.)
- No street lights! We have to buy our own? (Greencrest Dr.)
- My only concern is the overweight gravel trucks that are not checked for weight. They are the main cause of the poor condition of the pavement on Dorothy Lane. Their weight causes the pavement to crack and let water in, which freezes and then leads to chuck holes. (Dorothy Lane)
- Please trim tree/bush at the corner of Stroop and Brookdale. (Hazel Ave.)

### **Feedback on the Survey Process:**

There were 19 responses stating that they could not answer questions because they have not encountered problems or been in contact with the police.

- Most of my answers are “I don't know” since I am not active in the community besides our neighborhood. Then I cannot answer some questions on the first few pages. Instead of asking questions such as do police write enough tickets or if they use excessive force or offensive language, it should be more geared towards personal experience or more on questions/concerns about the neighborhood we live in. (South Blvd.)
- I think the survey is a great idea. I would appreciate info. on “COPPS” and neighborhood watch groups. (Croftshire)
- Need comments section for situations in direct dealing and if I was satisfied, etc. (Lynnfield/Meadowcroft)
- Survey was a little long. Some questions needed additional options (the ones about specific crimes). Thanks for giving me an opportunity to give feedback. (Woodner)
- Question #12 (neighborhood officer, KPD, non-sworn performance) – I don't have a clue. No one from KPD has ever introduced themselves personally. (Wilmington Pike & Rahn)
- Question #12 assumes I know non-sworn persons on staff; I don't. (Oak Creek)
- Wondering how it fits in the big picture? (Commons of Walden)
- The survey is a good idea. (Westlawn Dr.)
- Glad to see we the people can have an opinion on our community. (Courtland Ave.)
- You need to add a “somewhat” or “sometimes” category to the agree/disagree questions. (Gardner)
- Just why is it necessary (the survey)? (Southlyn Dr.)
- If I had no experience in an area, I answered “average.” (Andrew Rd.)
- Make it online. (Claar Ave.)

- Hard to distinguish between KPD and neighborhood officers? (Questions 2 and 3) (Rosewood)
- Add “DNK (do not know)” as an answer choice. (Old Lane Ave.)
- I like it (the survey). (Elmdale Dr.)
- This is a poorly designed survey. You will either get great news or bad news, but no real data to learn from. (James Hill Rd.)
- Develop a new survey. What data do you want? What data can citizens provide? This survey is terrible. In future, test the survey with a small group and see does it work. (James Hill Rd.)
- I really like that you sent this out and are collecting this information to hopefully continue to make Kettering an even better community. (Regent)
- I don’t understand how most people would be opinions on these criteria. The only interactions most people have with the police are when incidents occur. No other form of communication is apparent (outreach, crime statistics, community programs). (Delmonte Ave.)
- Any questions leaving out where they are referring to exactly... either my neighborhood, or my Kettering community (question about if you had any problems with the survey). (Powhattan & Glengarry)
- In Part III, Question #7, I answered “don’t know” because it wasn’t directed to my specific neighborhood – I wish it had been, not just general community. Example: “don’t write enough tickets” answer (how would I know?) If they had asked “don’t write enough tickets in my neighborhood,” I would’ve said I agree “they don’t!” Because I would base it on the people speeding down Powhattan because they are probably late for an event. I know that’s no excuse! I hope I’ve helped AND I will continue to do my part for the good of all who live here. I love Kettering neighbors. I can always count on them. (Powhattan & Glengarry)
- I think that it’s a good idea to get information from residents. (Overbrooke Rd.)
- No suggestions or comments about the survey, but I think it’s a good thing to do. (Briedweng Ave.)
- Offer “unknown” or “not applicable” as choices. (Dorothy & Woodman)
- In response to “any problems with questions in particular” #3, don’t know officers in my neighborhood. (Strathmoor)
- You should have a “don’t know/no opinion” for #2 and #3. (Strathmoor)
- Some of the questions seemed rather technical for general public evaluation. (Vale Dr.)
- Add option for “N/A.” A lot of questions I did not answer because I’ve had no experience with the subject. Add an option for this situation. (Wing View Ln.)
- Even though we are concerned and involved citizens of Kettering, we are not in a position to evaluate the nature and extent of police related problems. We are not in contact with many of the issues raised in the survey, but we certainly know that those issues do exist. We must lead a life sheltered from the problems. (Lincoln Park)
- I have had no experience with several questions, so I chose not to respond. (Mossoak)
- Thanks for sending this (the survey). All contact we have had with the KPD persons has been positive. (San Rae Dr.)
- Include questions about how much personal interaction the individual has had with local law enforcement. (Fernbrook)
- Make it online by email. (Beaumonde Lane)
- Speeding, noise pollution, and dogs not fenced in are concerns not addressed in this survey. (Culver)
- #12, did not know about the neighborhood officer. (Ridgeview)
- I think it’s (survey) a good idea. (Hollendale)
- Make “don’t know” or “not sure” an option for sections 1 and 2. (Georgetown of Kettering)