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PRESS RELEASE

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FOR IMMEDIATE RELEASE

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Citizen Satisfaction Survey Results

Kettering- As part of our continuing effort to be responsive to the needs of the community, one thousand (1000) surveys were mailed to a random sampling of Kettering residents. Overall, the feeling is that the Kettering Police Department is doing an excellent job. The respondents feel that the service provided is very good and the employees are professional, helpful and courteous. There were two hundred twenty-five (225) surveys returned. Two hundred eighty-one (281) were returned for the 2009 survey.

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. 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, traffic safety, drunk driving, and violence follow in order of importance.

Eighty-one percent of the respondents feel that the officers are polite. Other prominent perceptions are that the officers are confident, friendly, attend to problems in a timely manner, and are fair.

Eighteen percent of the respondents are aware of Community-oriented Policing or how it is implemented by the police department (up from 12 percent in 2009 survey). This result shows the need to re-introduce COP programs and highlight their benefits to the community. Citizens also responded that they want to be kept informed of situations and the status of crimes that affect the livability of the community. The desire to see and meet patrol officers in the neighborhoods is important to the respondents.

Respondents provided a clear picture of the effect the police department has on their neighborhood and overall community. Our goal is to target specific areas requesting assistance or more police presence. We are excited to show citizens that we take their input seriously. We are proud to have received many favorable comments for the people we serve and are equally grateful for the constructive criticism as it helps us focus our efforts on areas in need of greater attention.

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