



## TOWN OF GUILFORD POLICE DEPARTMENT

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### PRESS RELEASE

Date: 9/28/2016

Re: 2016 Citizen Satisfaction Survey (Post-Survey Press Release)

The Guilford Police Department has completed its triennial citizen satisfaction survey. The survey period was from July 22<sup>nd</sup>, 2016 to September 22<sup>nd</sup>, 2016. The goals of this survey were:

- To measure overall agency performance
- To measure levels of police performance
- To measure citizens' perception of officers' attitudes and behaviors
- To measure levels of citizen concerns for safety
- To provide an opportunity for the public to make suggestions for improvement

Fifty-three (53) responses to the survey were completed and the results were favorable. As a progressive law enforcement agency, the Guilford Police Department constantly strives to improve the quality and effectiveness of its operation. This triennial citizen survey is only one of several tools used to conduct a constant internal review of our agency. The agency is open to and seeks feedback from the public through other means that include, but are not limited to: personal communication with citizens, calls and letters to the department from concerned citizens, and the department's Facebook page. Each of these tools serves to help our agency recognize strengths, weaknesses, opportunities for growth, and threats to our agency's ability to remain effective. Both positive and negative feedback from this survey will be used to improve our agency in the near future through training and policy review.

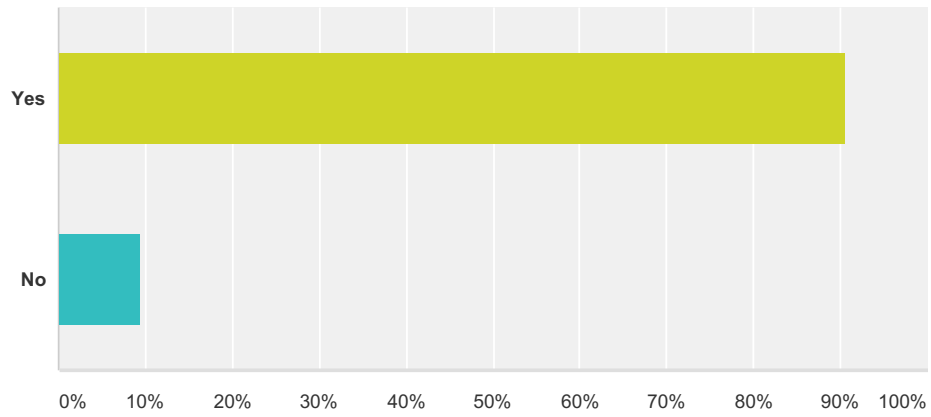
The Guilford Police Department and its members take pride in presenting a positive image of law enforcement to the public. We thank all the participants for completing this survey to help our agency improve.

A copy of the survey data has been attached to this press release for review. Open-ended commentary was withheld to protect the identity of participants.

Sergeant Christopher Massey  
Guilford Police Department

### Q1 During the last three (3) years, have you had contact with a member of the Guilford Police Department?

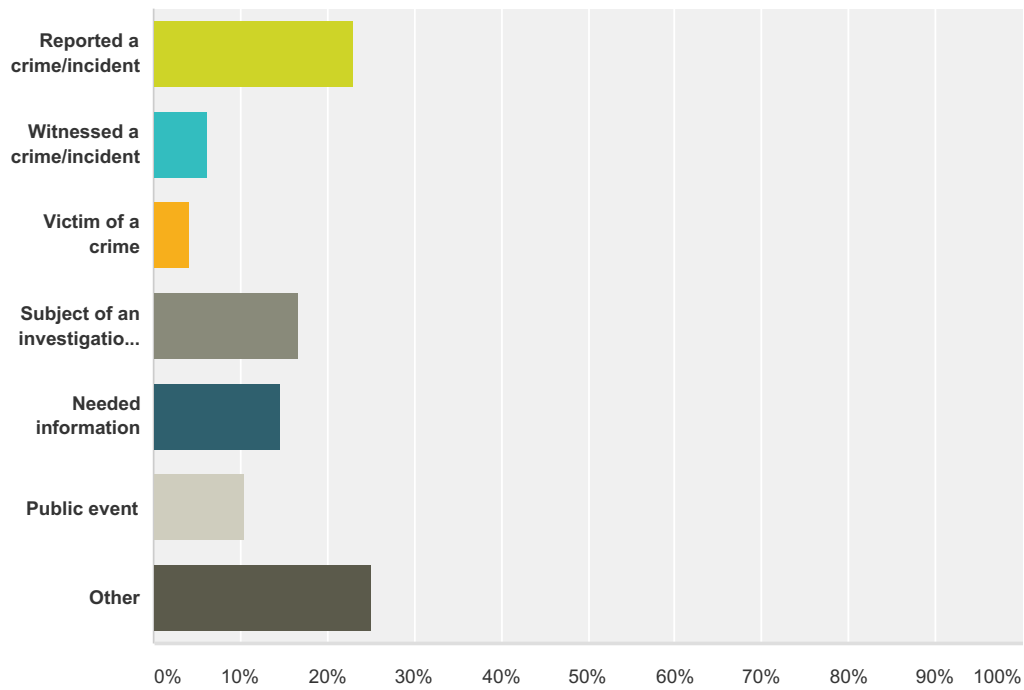
Answered: 53 Skipped: 0



Answer Choices	Responses	
Yes	90.57%	48
No	9.43%	5
<b>Total</b>		<b>53</b>

### Q2 Please indicate below the type of contact you had:

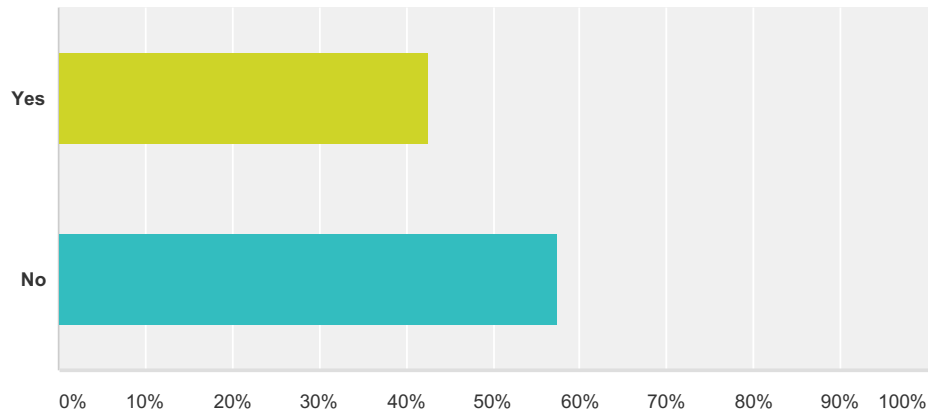
Answered: 48 Skipped: 5



Answer Choices	Responses
Reported a crime/incident	22.92% 11
Witnessed a crime/incident	6.25% 3
Victim of a crime	4.17% 2
Subject of an investigation/motor vehicle stop	16.67% 8
Needed information	14.58% 7
Public event	10.42% 5
Other	25.00% 12
<b>Total</b>	<b>48</b>

### Q3 Was your contact with the Guilford Police Department initiated by a phone call(s) from you?

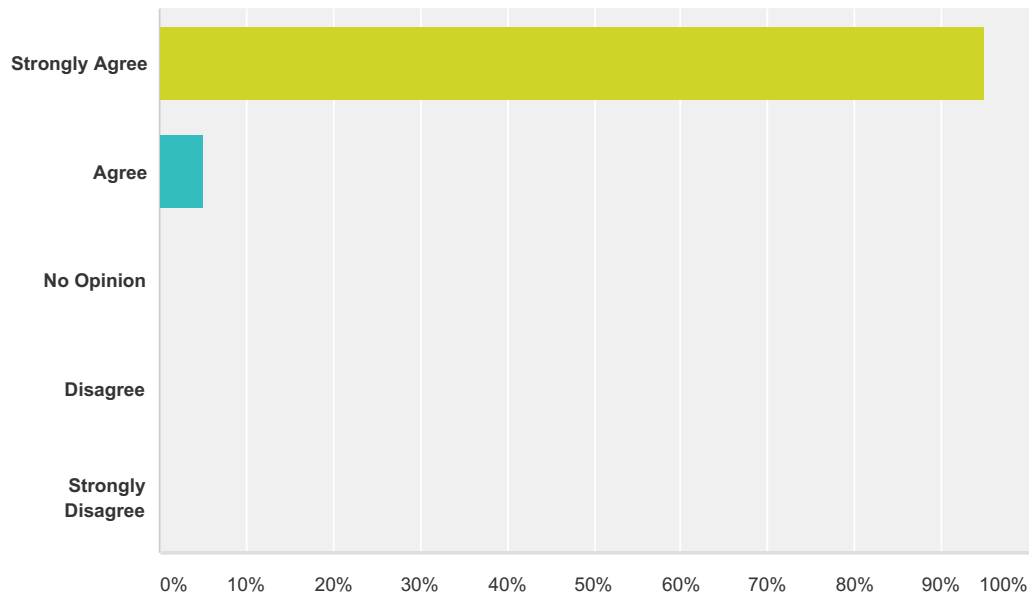
Answered: 47 Skipped: 6



Answer Choices	Responses
Yes	42.55% 20
No	57.45% 27
<b>Total</b>	<b>47</b>

### Q4 Was/were your phone call(s) answered promptly?

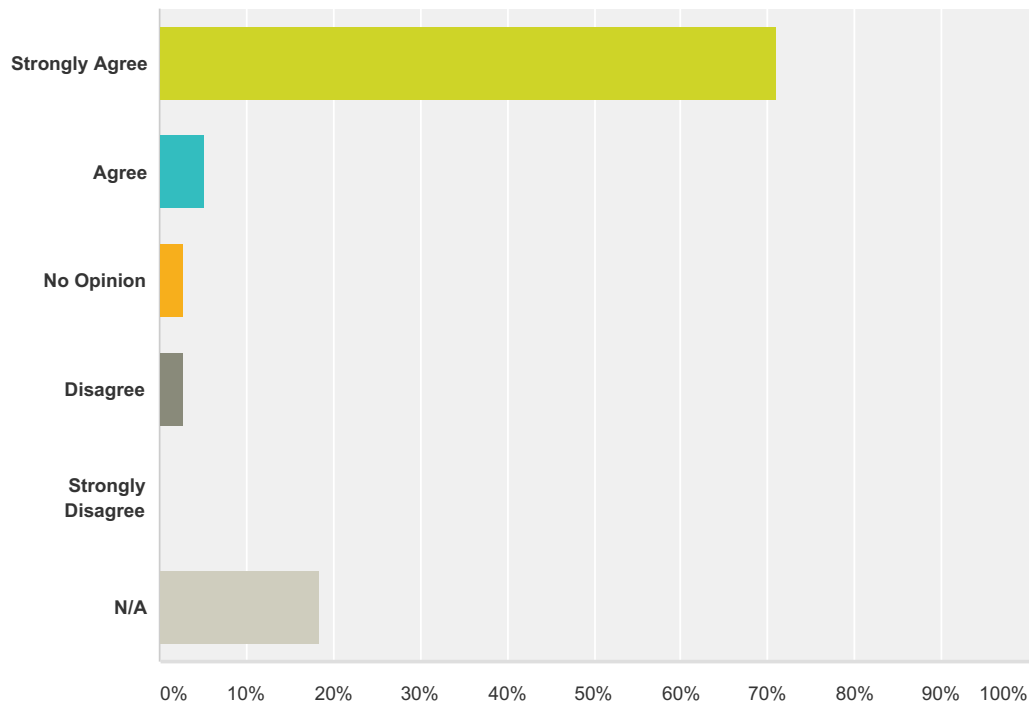
Answered: 20 Skipped: 33



Answer Choices	Responses	Count
Strongly Agree	95.00%	19
Agree	5.00%	1
No Opinion	0.00%	0
Disagree	0.00%	0
Strongly Disagree	0.00%	0
<b>Total</b>		<b>20</b>

### Q5 I feel that the response time to my complaint was reasonable.

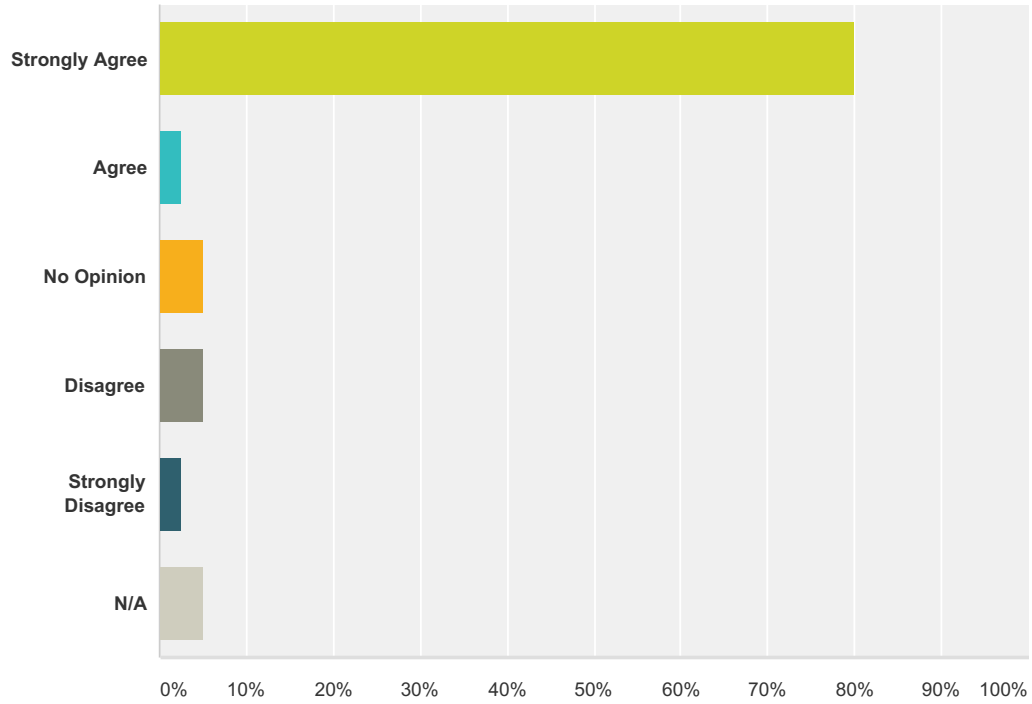
Answered: 38 Skipped: 15



Answer Choices	Responses	
Strongly Agree	71.05%	27
Agree	5.26%	2
No Opinion	2.63%	1
Disagree	2.63%	1
Strongly Disagree	0.00%	0
N/A	18.42%	7
<b>Total</b>		<b>38</b>

### Q6 I feel that the officer or officers responding were professional and courteous.

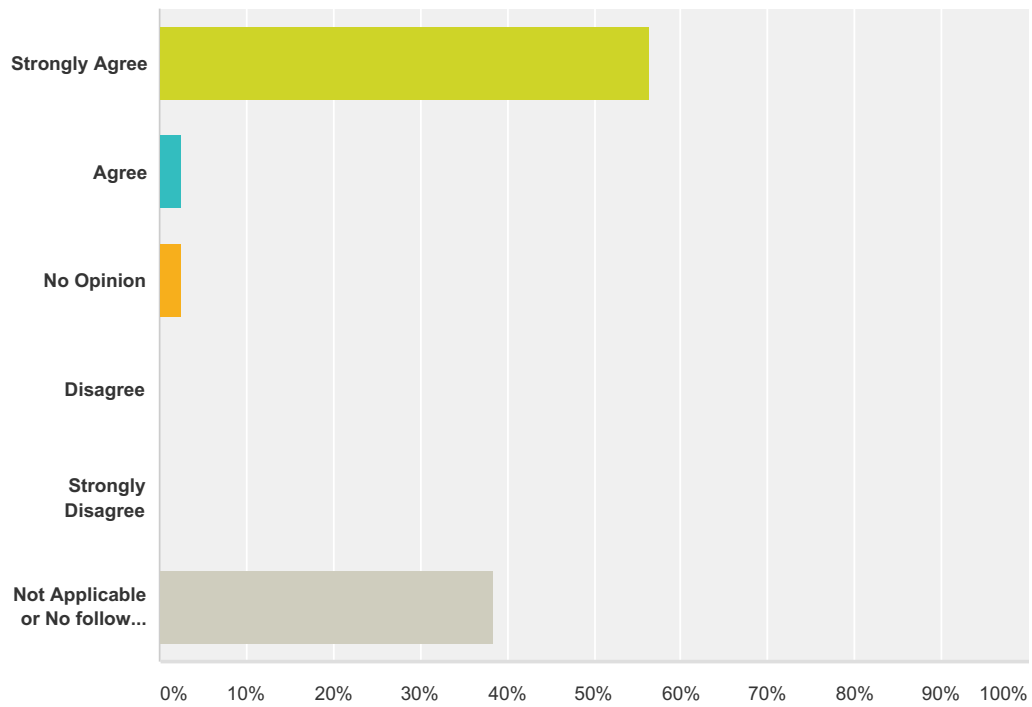
Answered: 40 Skipped: 13



Answer Choices	Responses	Count
Strongly Agree	80.00%	32
Agree	2.50%	1
No Opinion	5.00%	2
Disagree	5.00%	2
Strongly Disagree	2.50%	1
N/A	5.00%	2
<b>Total</b>		<b>40</b>

### Q7 I feel the follow-up to my complaint was completed in a timely manner.

Answered: 39 Skipped: 14

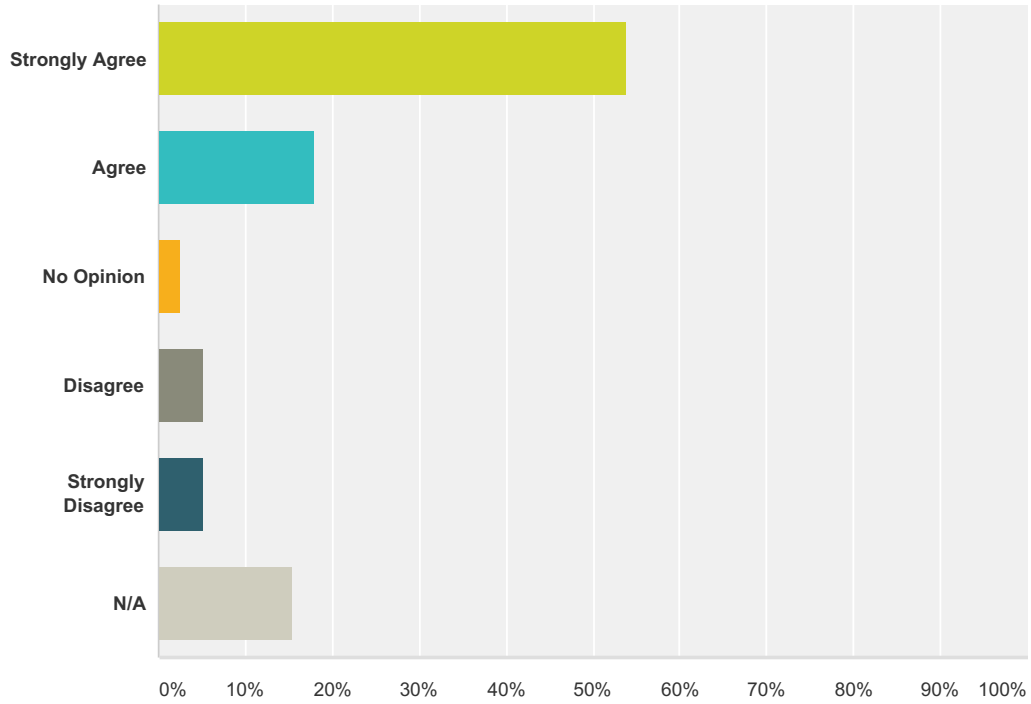


Answer Choices	Responses
Strongly Agree	56.41% 22
Agree	2.56% 1
No Opinion	2.56% 1
Disagree	0.00% 0
Strongly Disagree	0.00% 0
Not Applicable or No follow-up was required	38.46% 15
<b>Total</b>	<b>39</b>



**Q8 I feel the officer explained the investigation process to me in a manner that I understood.**

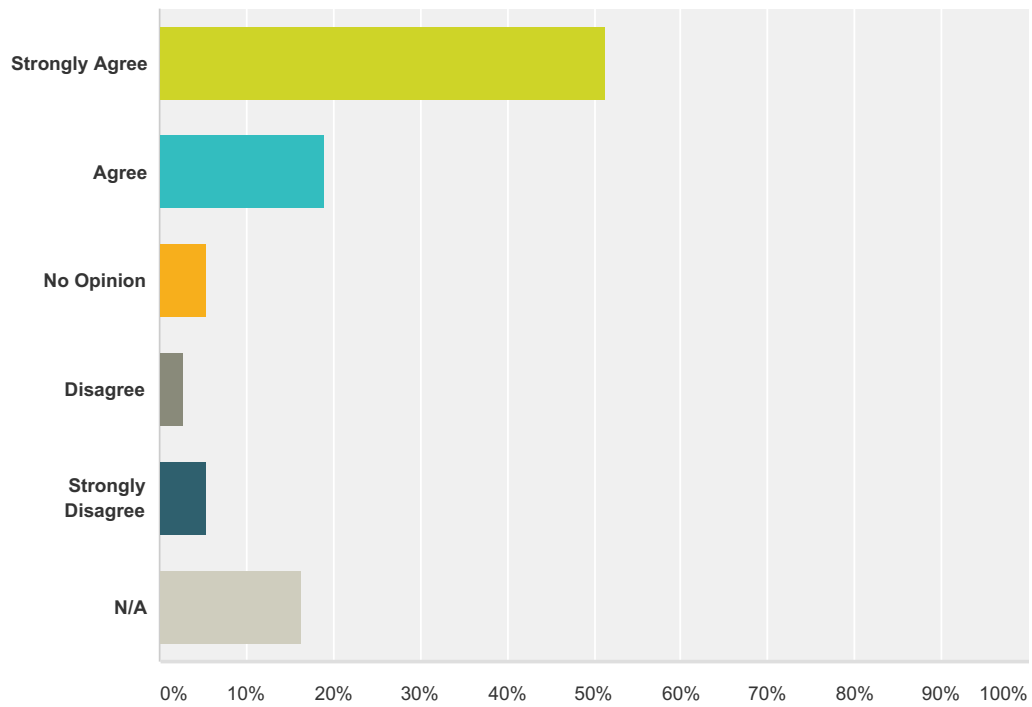
Answered: 39 Skipped: 14



Answer Choices	Responses	
Strongly Agree	53.85%	21
Agree	17.95%	7
No Opinion	2.56%	1
Disagree	5.13%	2
Strongly Disagree	5.13%	2
N/A	15.38%	6
<b>Total</b>		<b>39</b>

### Q9 The officer(s) responding listened to me and accurately documented the incident.

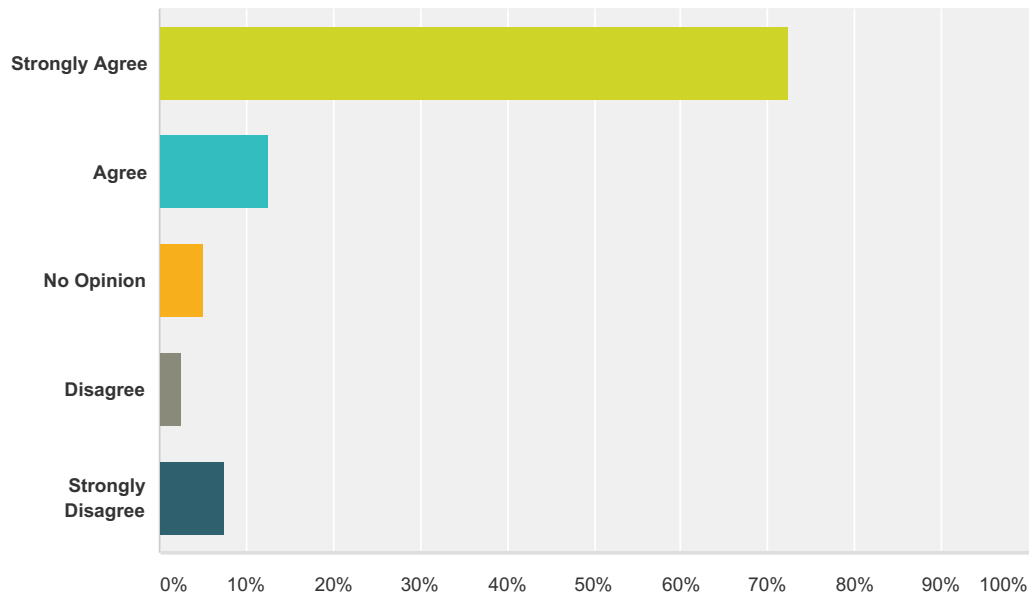
Answered: 37 Skipped: 16



Answer Choices	Responses	
Strongly Agree	51.35%	19
Agree	18.92%	7
No Opinion	5.41%	2
Disagree	2.70%	1
Strongly Disagree	5.41%	2
N/A	16.22%	6
<b>Total</b>		<b>37</b>

### Q10 The officer(s) made me feel comfortable during our contact.

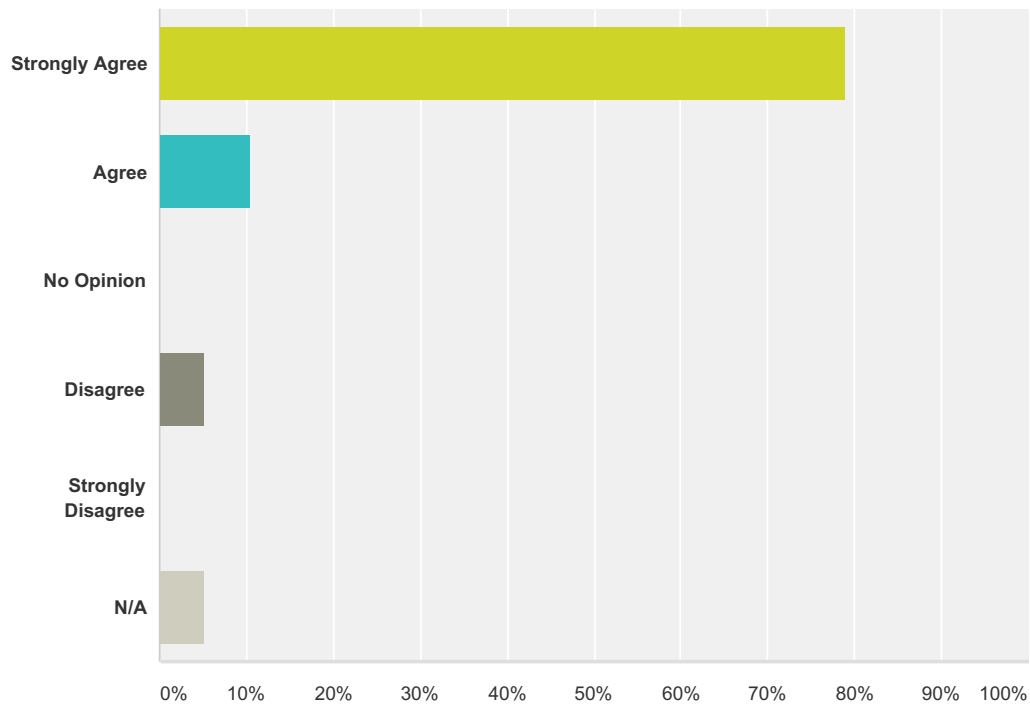
Answered: 40 Skipped: 13



Answer Choices	Responses
Strongly Agree	72.50% 29
Agree	12.50% 5
No Opinion	5.00% 2
Disagree	2.50% 1
Strongly Disagree	7.50% 3
<b>Total</b>	<b>40</b>

### Q11 I would not hesitate to report a crime to the Guilford Police Department in the future.

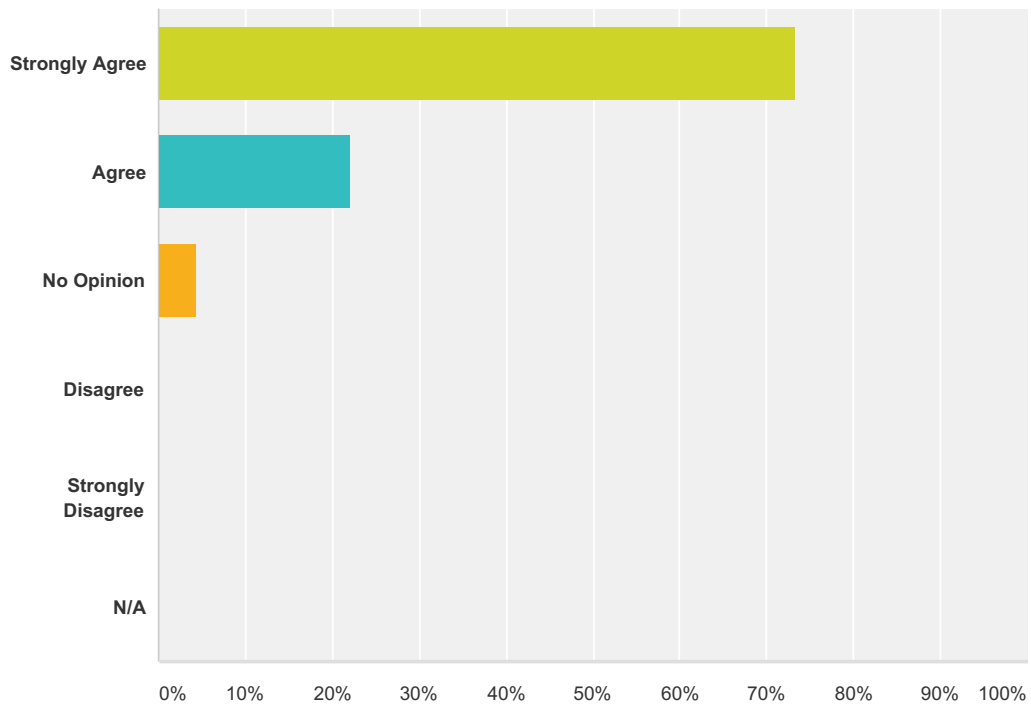
Answered: 38 Skipped: 15



Answer Choices	Responses	
Strongly Agree	78.95%	30
Agree	10.53%	4
No Opinion	0.00%	0
Disagree	5.26%	2
Strongly Disagree	0.00%	0
N/A	5.26%	2
<b>Total</b>		<b>38</b>

### Q12 In general, I feel safe in my neighborhood

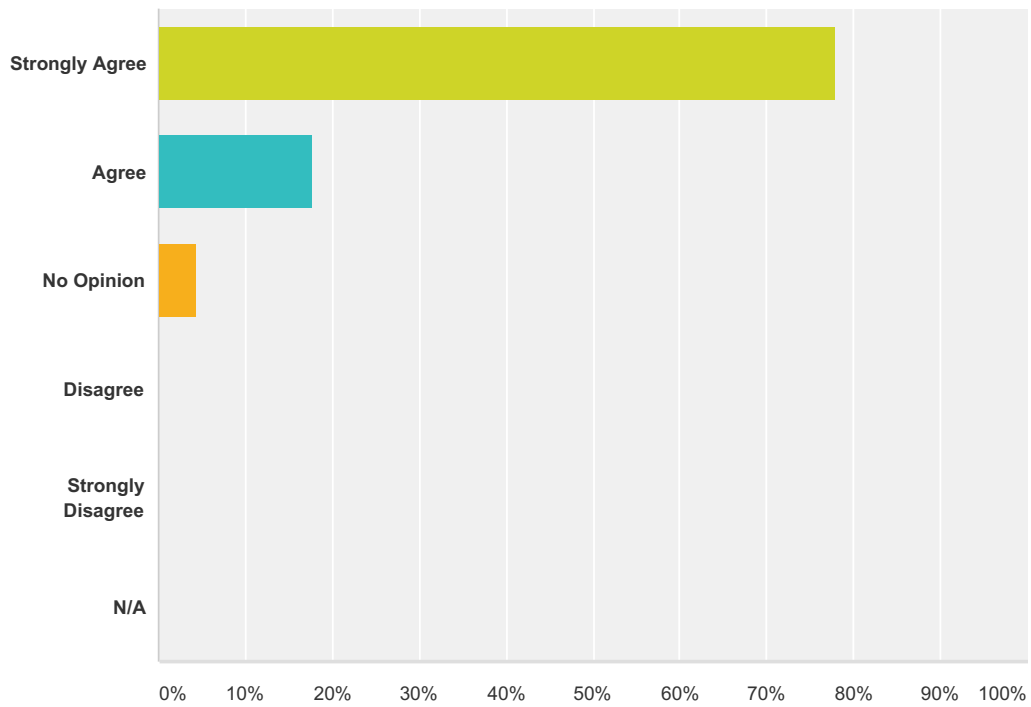
Answered: 45 Skipped: 8



Answer Choices	Responses	
Strongly Agree	73.33%	33
Agree	22.22%	10
No Opinion	4.44%	2
Disagree	0.00%	0
Strongly Disagree	0.00%	0
N/A	0.00%	0
<b>Total</b>		<b>45</b>

### Q13 In general, I feel safe in the Town of Guilford.

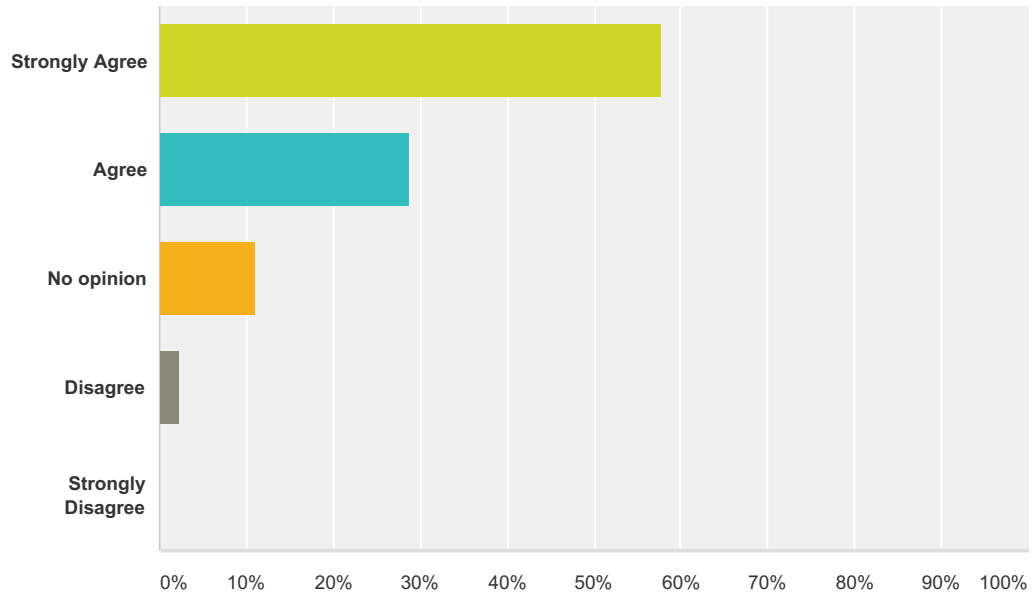
Answered: 45 Skipped: 8



Answer Choices	Responses	
Strongly Agree	77.78%	35
Agree	17.78%	8
No Opinion	4.44%	2
Disagree	0.00%	0
Strongly Disagree	0.00%	0
N/A	0.00%	0
<b>Total</b>		<b>45</b>

**Q14 The Guilford Police Department keeps the public well informed of police related incidents, events, or circumstances of public concern or interest.**

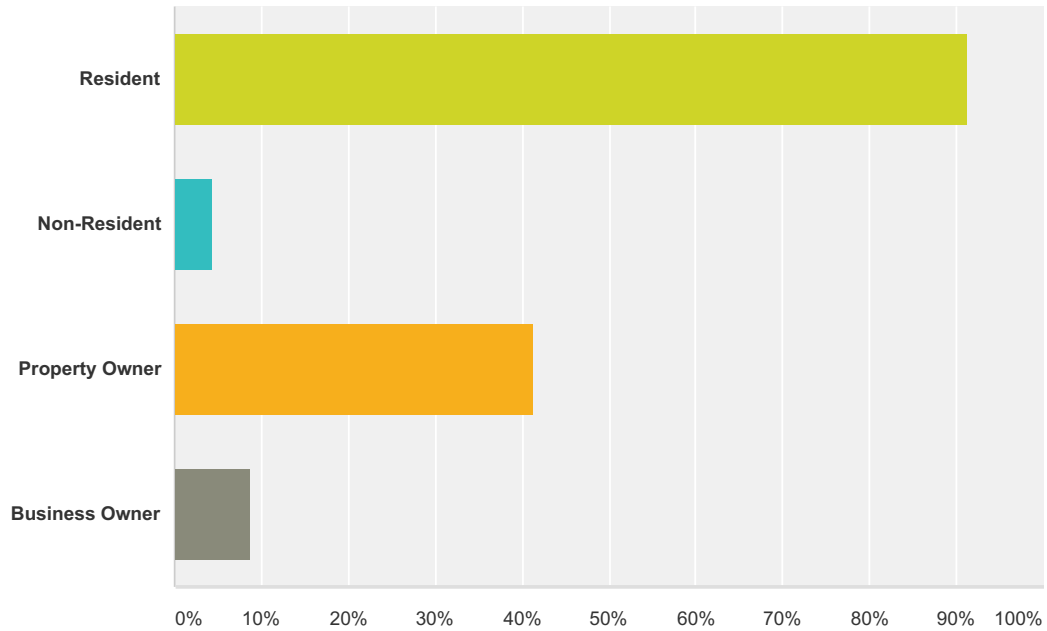
Answered: 45 Skipped: 8



Answer Choices	Responses	Count
Strongly Agree	57.78%	26
Agree	28.89%	13
No opinion	11.11%	5
Disagree	2.22%	1
Strongly Disagree	0.00%	0
<b>Total</b>		<b>45</b>

**Q15 Are you a resident, non-resident, property owner, or business owner in the Town of Guilford? Please check all that apply.**

Answered: 46 Skipped: 7

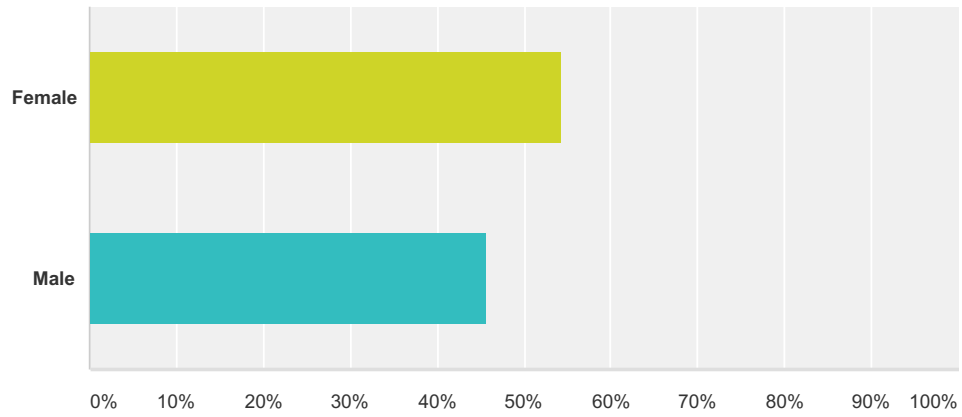


Answer Choices	Responses	Count
Resident	91.30%	42
Non-Resident	4.35%	2
Property Owner	41.30%	19
Business Owner	8.70%	4
<b>Total Respondents: 46</b>		



### Q16 What is your gender?

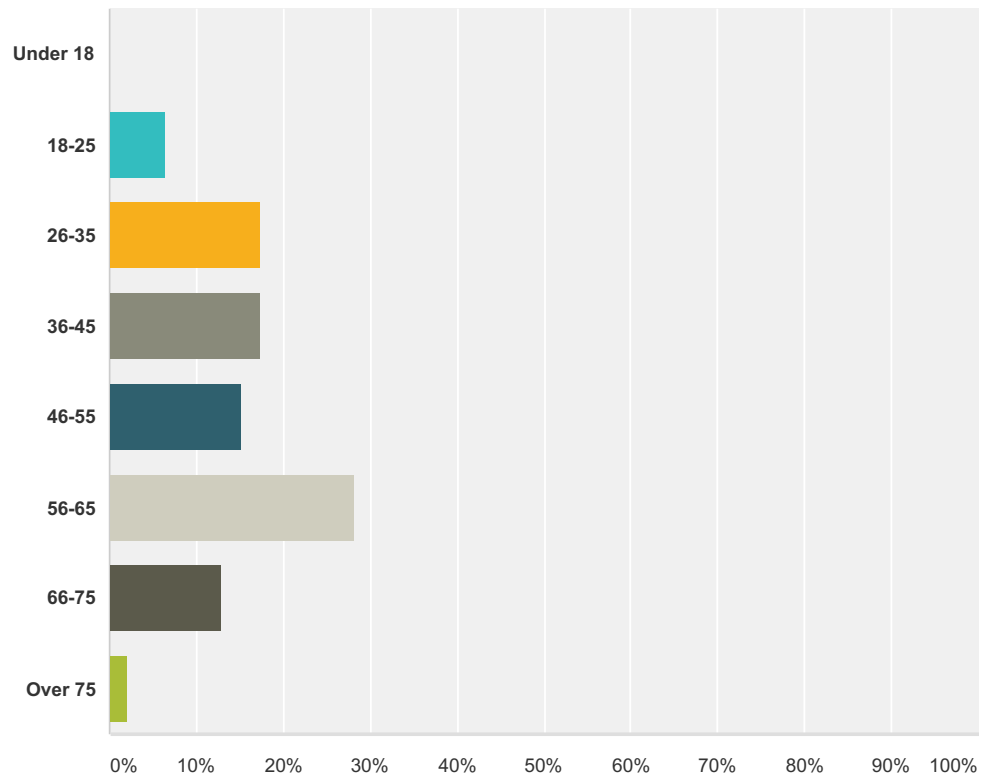
Answered: 46 Skipped: 7



Answer Choices	Responses
Female	54.35% 25
Male	45.65% 21
<b>Total</b>	<b>46</b>

### Q17 What is your age group?

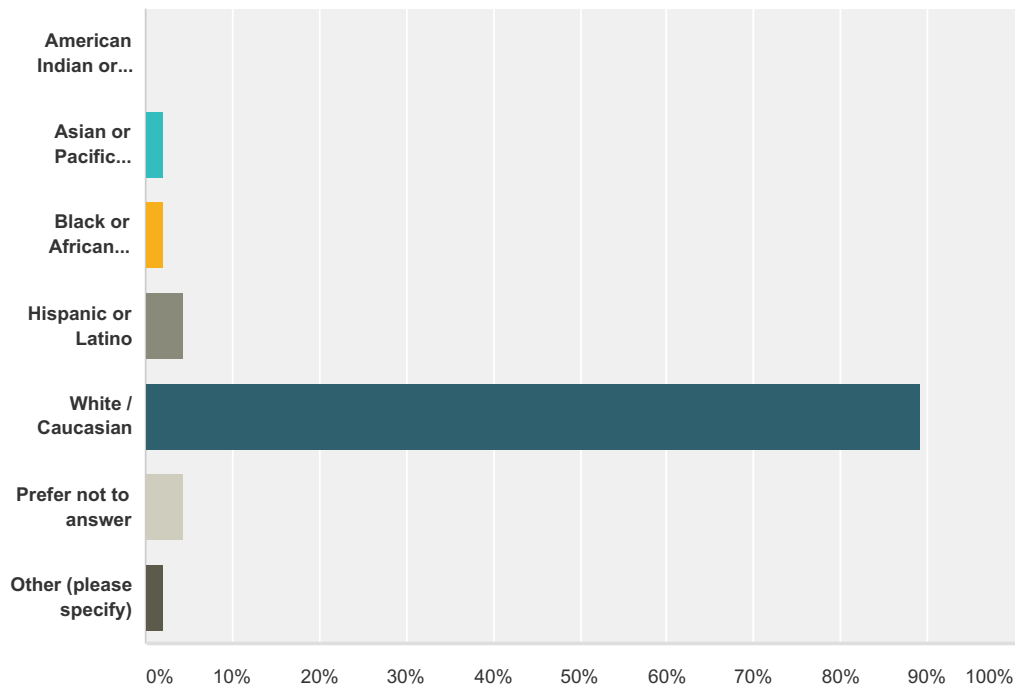
Answered: 46 Skipped: 7



Answer Choices	Responses
Under 18	0.00% 0
18-25	6.52% 3
26-35	17.39% 8
36-45	17.39% 8
46-55	15.22% 7
56-65	28.26% 13
66-75	13.04% 6
Over 75	2.17% 1
<b>Total</b>	<b>46</b>

### Q18 What is your ethnicity? (Please select all that apply.)

Answered: 46 Skipped: 7



Answer Choices	Responses
American Indian or Alaskan Native	0.00% 0
Asian or Pacific Islander	2.17% 1
Black or African American	2.17% 1
Hispanic or Latino	4.35% 2
White / Caucasian	89.13% 41
Prefer not to answer	4.35% 2
Other (please specify)	2.17% 1
<b>Total Respondents: 46</b>	

**Q19 Thank you for completing the 2016 Citizen Satisfaction Survey. Please provide any other comments and/or identify issues regarding the Guilford Police Department.**

Answered: 18 Skipped: 35