



**Jeffrey C. Hutchinson**  
Chief of Police



## **TOWN OF GUILFORD**

### **POLICE DEPARTMENT**

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**Warren H. Hyatt, Jr.**  
Deputy Chief of Police

### **Press Release**

Date: January 21st, 2019

Re: 2018 Citizen Satisfaction Survey, Results

The Guilford Police Department has completed its biennial citizen satisfaction survey. The survey period was from December 10th, 2018 to December 30th, 2018. 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

The survey yielded ninety-three (93) responses. The results were in large part favorable to agency and officer performance. The majority of the respondents agreed that their contact with the Guilford Police Department was addressed promptly and that the response time to their complaint was reasonable. Most respondents agreed that the officer(s) responding was professional and courteous. It was also believed by a majority of the respondents that the officer(s) made them feel comfortable during their contact with our agency. Most respondents reported feeling safe in their neighborhood and within the Town of Guilford. Respondents found that the agency keeps the public well informed of police related incidents, events, or circumstances of public concern or interest. Most respondents answered that they visit the Guilford Police Department Facebook page and found it to be a helpful resource.

As a progressive law enforcement agency, the Guilford Police Department constantly strives to improve the quality and effectiveness of its operation. This biennial 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 respondents for their time in completing this survey to help our agency improve.

Attached: Survey Data

UPGRADE

CREATE SURVEY

GUILFORD POLICE DEPARTMENT CITIZEN SATISFACTION SURVEY 2018



SUMMARY → DESIGN SURVEY → PREVIEW & SCORE → COLLECT RESPONSES → ANALYZE RESULTS → PRESENT RESULTS NEW!

CURRENT VIEW

+ FILTER + COMPARE + SHOW

No rules applied

Rules allow you to FILTER, COMPARE and SHOW results to see trends and patterns.

Learn more »

SAVED VIEWS (1)

EXPORTS

PAID FEATURE

Export your survey data in .PDF, .XLS, .CSV, .PPTX, or SPSS format.

UPGRADE

Learn more »

SHARED DATA (1)

RESPONDENTS: 93 of 93

SAVE AS

QUESTION SUMMARIES

DATA TRENDS

INDIVIDUAL RESPONSES

Page 1

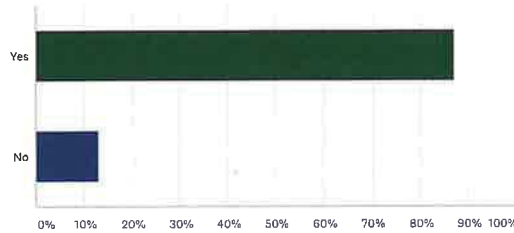
Q1

Customize

Save As

During the last two (2) years, have you had contact with a member of the Guilford Police Department?

Answered: 93 Skipped: 0



ANSWER CHOICES

RESPONSES

ANSWER CHOICES	RESPONSES	
Yes	87.10%	81
No	12.90%	12
<b>TOTAL</b>		<b>93</b>

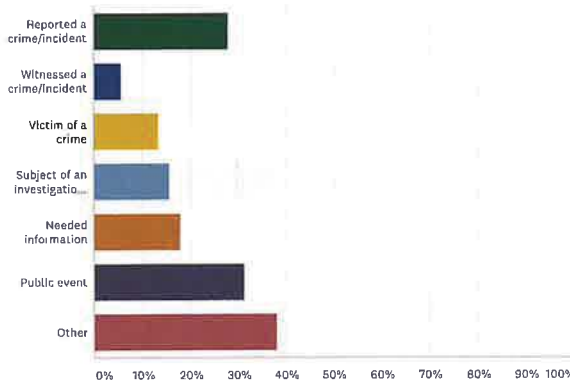
Q2

Customize

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Please indicate below what type of contact(s) you had (Please check all that apply):

Answered: 89 Skipped: 4



ANSWER CHOICES

RESPONSES

ANSWER CHOICES	RESPONSES	
Reported a crime/incident	28.09%	25
Witnessed a crime/incident	5.62%	5
Victim of a crime	13.48%	12
Subject of an investigation/motor vehicle stop	15.73%	14
Needed information	17.98%	16
Public event	31.48%	28
Other	38.20%	34

Total Respondents: 89

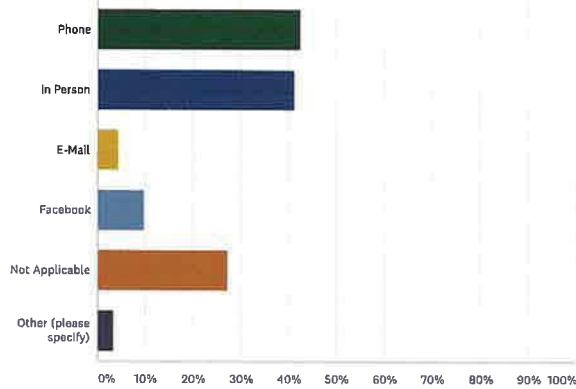
Q3

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If your contact was initiated by you, by what method? (Please check all that apply)

Answered: 92 Skipped: 1



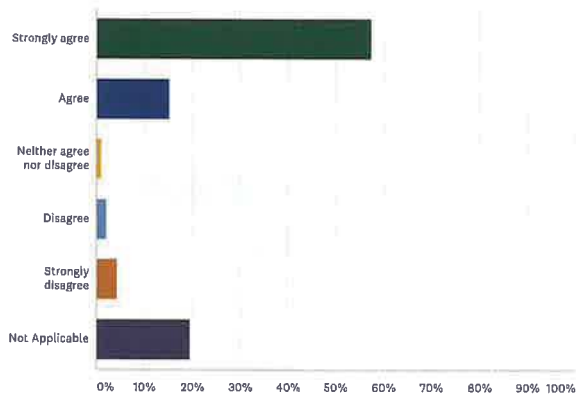
ANSWER CHOICES	RESPONSES	
▼ Phone	42.39%	39
▼ In Person	41.30%	38
▼ E-Mail	4.95%	4
▼ Facebook	8.78%	8
▼ Not Applicable	27.17%	25
▼ Other (please specify)	Responses 3.26%	3
Total Respondents: 92		

Q4

Customize Save As

Was/were your contact(s) addressed promptly?

Answered: 92 Skipped: 1



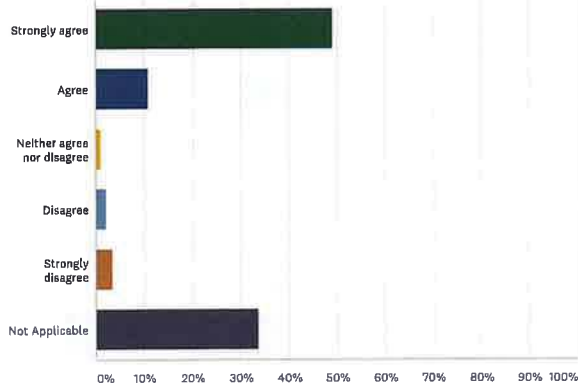
ANSWER CHOICES	RESPONSES	
▼ Strongly agree	57.61%	53
▼ Agree	15.22%	14
▼ Neither agree nor disagree	1.09%	1
▼ Disagree	2.17%	2
▼ Strongly disagree	4.35%	4
▼ Not Applicable	19.57%	18
<b>TOTAL</b>		<b>92</b>

Q5

Customize Save As

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

Answered: 92 Skipped: 1



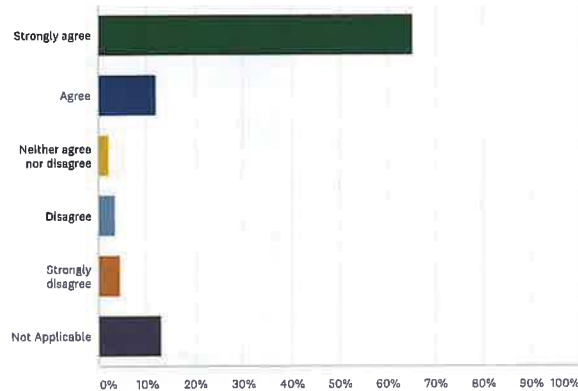
ANSWER CHOICES	RESPONSES	
Strongly agree	48.91%	45
Agree	10.87%	10
Neither agree nor disagree	1.09%	1
Disagree	2.17%	2
Strongly disagree	3.26%	3
Not Applicable	33.70%	31
<b>TOTAL</b>		<b>92</b>

**Q6**

Customize Save As

I feel that the officer(s) responding were professional and courteous.

Answered: 92 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	65.22%	60
Agree	11.96%	11
Neither agree nor disagree	2.17%	2
Disagree	3.26%	3
Strongly disagree	4.35%	4
Not Applicable	13.04%	12
<b>TOTAL</b>		<b>92</b>

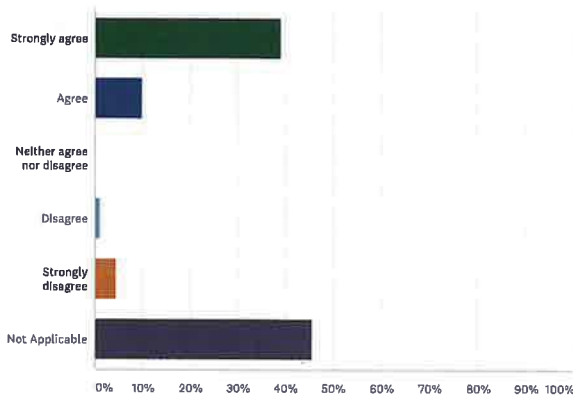
**Q7**

Customize Save As

I feel that the follow-up to my complaint was completed in a timely manner,

Answered: 92 Skipped: 1





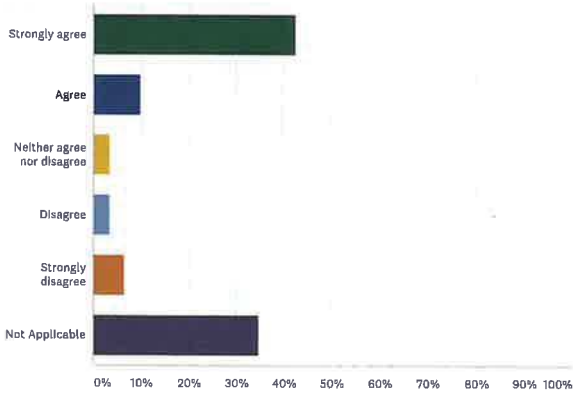
ANSWER CHOICES	RESPONSES	
Strongly agree	39.13%	36
Agree	9.78%	9
Neither agree nor disagree	0.00%	0
Disagree	1.09%	1
Strongly disagree	4.35%	4
Not Applicable	45.65%	42
<b>TOTAL</b>		<b>92</b>

Q8

Customize Save As

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

Answered: 92 Skipped: 1



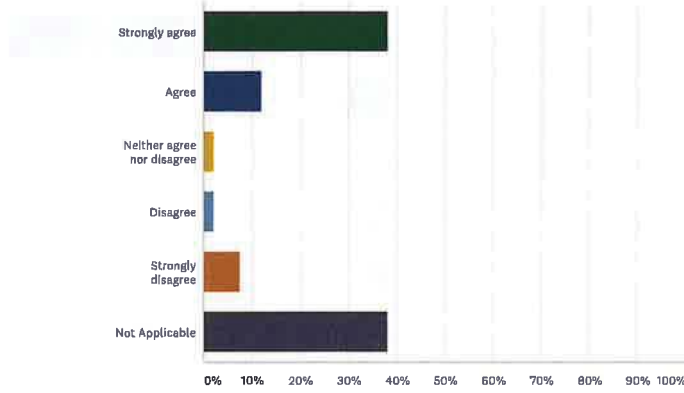
ANSWER CHOICES	RESPONSES	
Strongly agree	42.39%	39
Agree	9.78%	9
Neither agree nor disagree	3.26%	3
Disagree	3.26%	3
Strongly disagree	6.52%	6
Not Applicable	34.78%	32
<b>TOTAL</b>		<b>92</b>

Q9

Customize Save As

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

Answered: 92 Skipped: 1



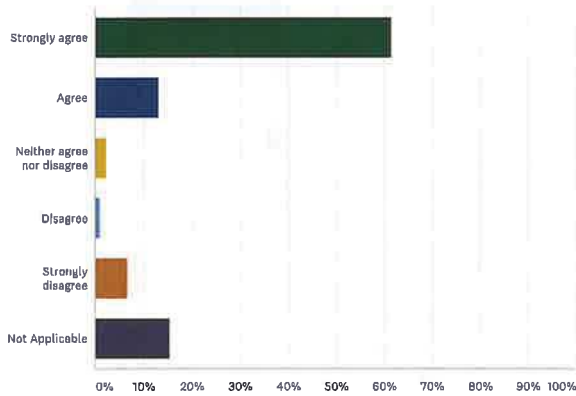
ANSWER CHOICES	RESPONSES	
Strongly agree	38.04%	35
Agree	11.96%	11
Neither agree nor disagree	2.17%	2
Disagree	2.17%	2
Strongly disagree	7.61%	7
Not Applicable	38.04%	35
<b>TOTAL</b>		<b>82</b>

**Q10**

Customize Save As

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

Answered: 91 Skipped: 2



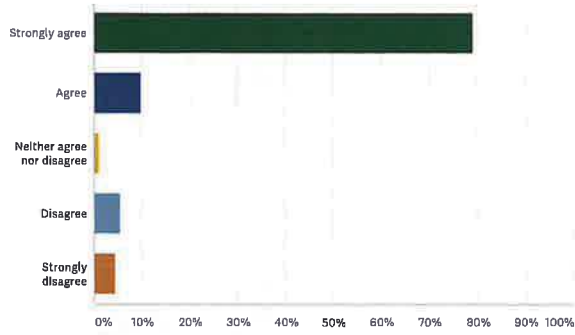
ANSWER CHOICES	RESPONSES	
Strongly agree	61.54%	56
Agree	13.19%	12
Neither agree nor disagree	2.20%	2
Disagree	1.10%	1
Strongly disagree	6.59%	6
Not Applicable	15.38%	14
<b>TOTAL</b>		<b>91</b>

**Q11**

Customize Save As

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

Answered: 91 Skipped: 2



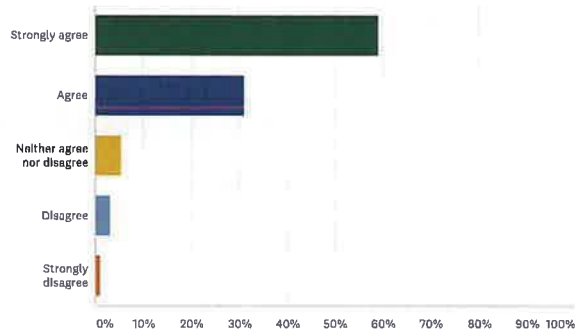
ANSWER CHOICES	RESPONSES	
Strongly agree	79.12%	72
Agree	9.89%	9
Neither agree nor disagree	1.10%	1
Disagree	5.49%	5
Strongly disagree	4.40%	4
<b>TOTAL</b>		<b>91</b>

Q12

[Customize](#) [Save As](#)

In general, I feel safe in my neighborhood

Answered: 93 Skipped: 0



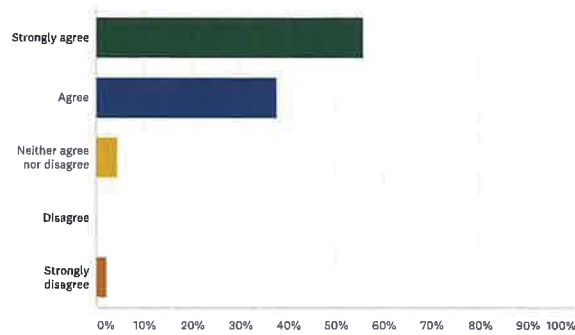
ANSWER CHOICES	RESPONSES	
Strongly agree	59.14%	55
Agree	31.18%	29
Neither agree nor disagree	5.38%	5
Disagree	3.23%	3
Strongly disagree	1.08%	1
<b>TOTAL</b>		<b>93</b>

Q13

[Customize](#) [Save As](#)

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

Answered: 93 Skipped: 0



ANSWER CHOICES	RESPONSES	
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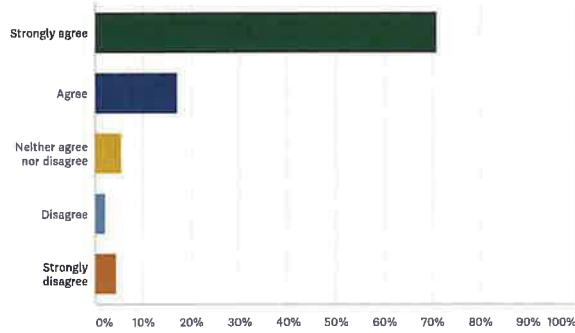
ANSWER CHOICES	RESPONSES	
Strongly agree	55.91%	52
Agree	37.63%	35
Neither agree nor disagree	4.30%	4
Disagree	0.00%	0
Strongly disagree	2.15%	2
<b>TOTAL</b>		<b>93</b>

**Q14**

Customize Save As

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

Answered: 93 Skipped: 0



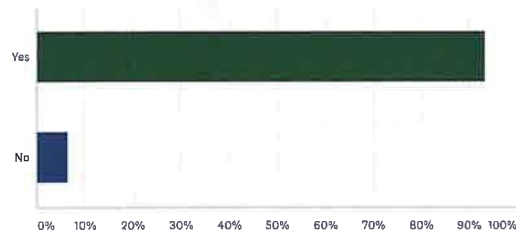
ANSWER CHOICES	RESPONSES	
Strongly agree	70.97%	66
Agree	17.20%	16
Neither agree nor disagree	5.38%	5
Disagree	2.15%	2
Strongly disagree	4.30%	4
<b>TOTAL</b>		<b>93</b>

**Q15**

Customize Save As

Do you visit our Facebook page?

Answered: 93 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	93.55%	87
No	6.45%	6
<b>TOTAL</b>		<b>93</b>

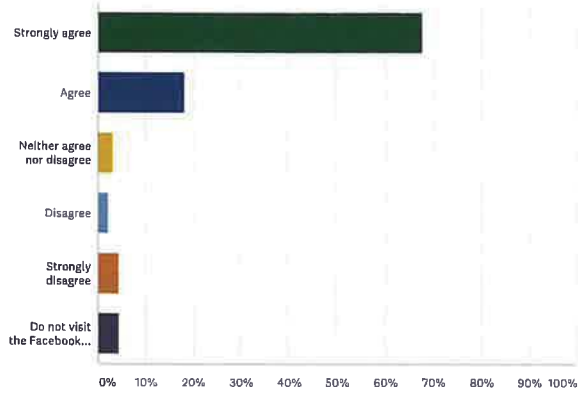
**Q16**

Customize Save As

If yes to question 15: Do you find the Facebook page to be helpful?

Answered: 93 Skipped: 0





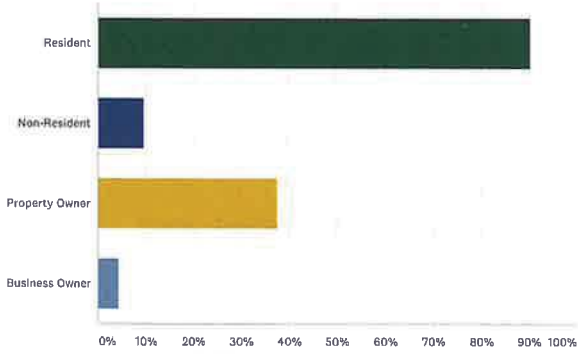
ANSWER CHOICES	RESPONSES	
Strongly agree	67.74%	63
Agree	18.28%	17
Neither agree nor disagree	3.23%	3
Disagree	2.15%	2
Strongly disagree	4.30%	4
Do not visit the Facebook page	4.30%	4
<b>TOTAL</b>		<b>93</b>

Q17

Customize Save As

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

Answered: 93 Skipped: 0



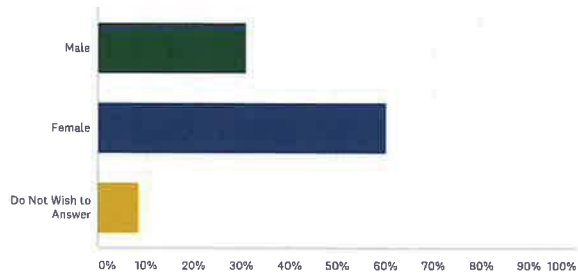
ANSWER CHOICES	RESPONSES	
Resident	90.32%	84
Non-Resident	9.68%	9
Property Owner	37.63%	35
Business Owner	4.30%	4
Total Respondents: 93		

Q18

Customize Save As

(OPTIONAL) What is your gender?

Answered: 93 Skipped: 0



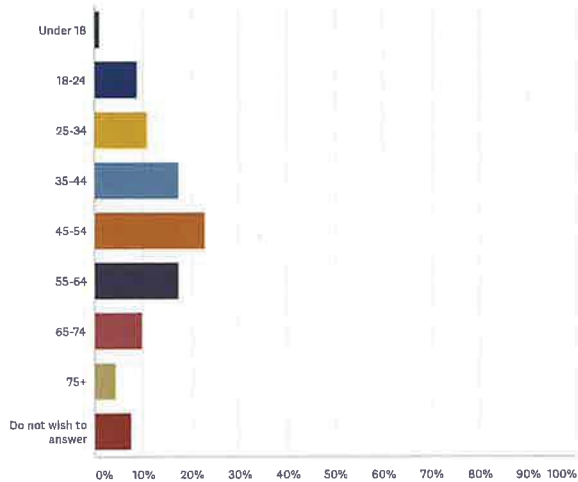
ANSWER CHOICES	RESPONSES	
Male	31.18%	29
Female	60.22%	56
Do Not Wish to Answer	8.60%	8
<b>TOTAL</b>		<b>93</b>

Q19

Customize Save As

(OPTIONAL) What is your age group?

Answered: 92 Skipped: 1



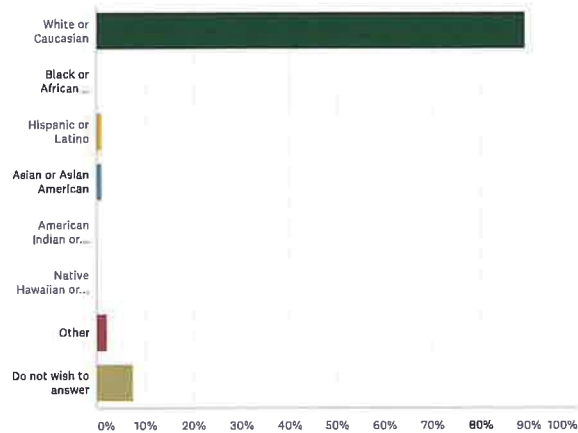
ANSWER CHOICES	RESPONSES	
Under 18	1.09%	1
18-24	8.70%	8
25-34	10.87%	10
35-44	17.39%	16
45-54	22.83%	21
55-64	17.39%	16
65-74	9.78%	9
75+	4.35%	4
Do not wish to answer	7.61%	7
<b>TOTAL</b>		<b>92</b>

Q20

Customize Save As

(OPTIONAL) What is your ethnicity? Please check all that apply

Answered: 93 Skipped: 0



ANSWER CHOICES	RESPONSES	
White or Caucasian	89.25%	83
Black or African American	0.00%	0

Total Respondents: 93

ANSWER CHOICES	RESPONSES	
▼ Hispanic or Latino	1.08%	1
▼ Asian or Asian American	1.08%	1
▼ American Indian or Alaska Native	0.00%	0
▼ Native Hawaiian or other Pacific Islander	0.00%	0
▼ Other	2.15%	2
▼ Do not wish to answer	7.53%	7
<b>Total Respondents: 98</b>		

ENGLISH

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