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**CITIZEN SURVEY 2014**

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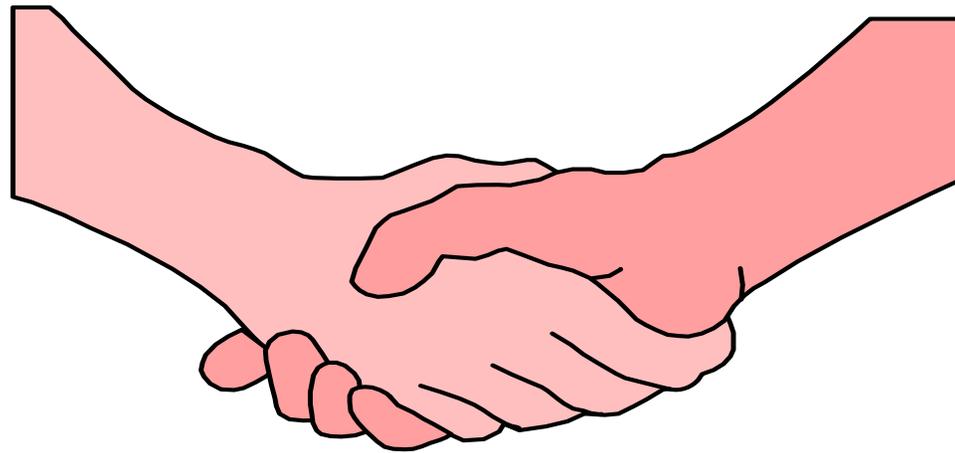
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**DATE:** MARCH 20, 2015  
**TO:** CHIEF JC PRICHARD  
**CC:** CALEA FILE 45.2.5  
**FROM:** CAPTAIN M.K. COLE, ADMINISTRATIVE DIVISION  
**RE:** WRITTEN SUMMARY OF CITIZEN SURVEY RUSULTS 2014

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Attached you will find a written summary of the citizen survey that was started on March 2014. This survey identified citizen's attitudes and opinions about this police agency. The survey's focus was on the agencies overall performance, competence of agency employees, officers attitudes and behavior toward citizens, community concerns over safety and security within the City of Graham and also contains recommendations and suggestions for improvements.

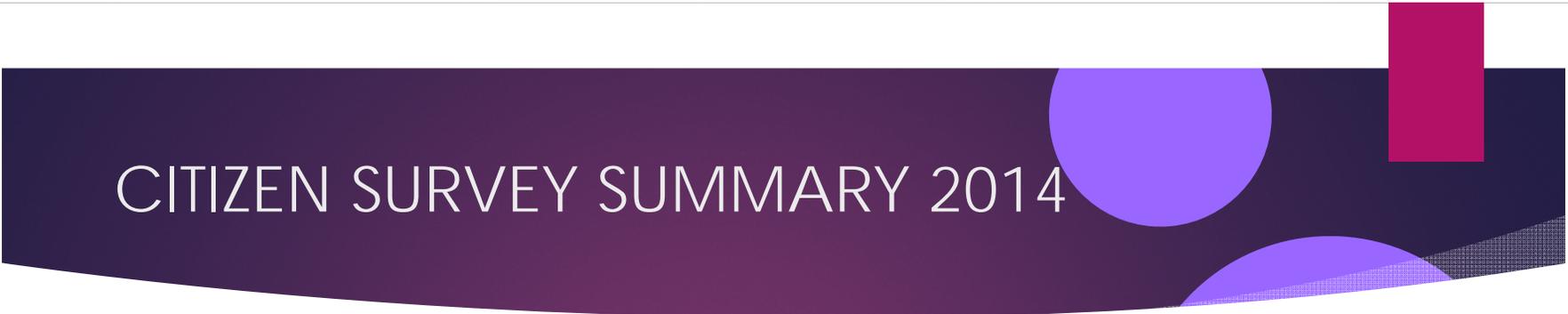
# Graham Police Department Citizen Survey 2014



# CITIZEN SURVEY SUMMARY 2014

In **March 2014**, the Graham Police Department started conducting its citizen survey; the survey was left open online until **December 2014**. This survey is conducted once within a three year period. The department conducted the surveys utilizing survey monkey and Facebook in an attempt to reach a larger more diverse portion of the agencies service population. The online survey was announced on GPD Facebook page, City of Graham web page and City of Graham water bill. This notification was done to attract a large response in an effort to hear citizens concerns.

Overall, 79% of those surveyed responded that the Graham Police Department is doing a very good or good job. This is a 15.96% decrease compared to the survey held in 2011 for this question and a decrease of 16.49% compared with the survey completed in 2008. Taking the survey question by question, there are no indications of major problems. However, there are areas the department can improve on such as getting to know the people in the community, informing the citizens about crime in their neighborhood and a desire for community watch in some areas. Citizens believe that the police should place a high priority on investigation and apprehension of violent offenders, property offenders, drug offenders and working with juveniles. Citizens also supported traffic law enforcement very highly. Citizens think the police need to place more emphasis on working closely on neighborhood problems, such as speeding, gang related issues, juvenile problems and loud noise.



## CITIZEN SURVEY SUMMARY 2014

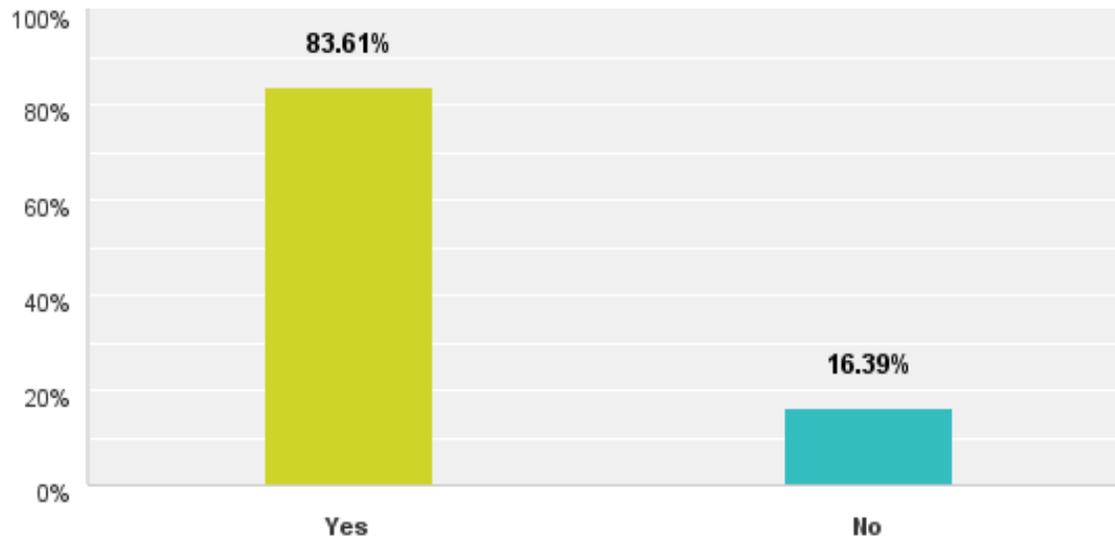
Other significant questions indicate citizens feel safe in their neighborhoods and are not fearful of being a victim of crime. Citizens who have had contact with the police have been satisfied with the response and the general courteousness of officers.

By doing this survey, it also shows the citizens that we care about their concerns and problems. By doing this survey it helps us to better address any issues raised. Some citizens said they liked it because we were doing this survey. Females made up 47% of the citizens questioned compared to 53% which were male.

This survey will be used in the future as the past survey was used to update the department's strategic plan for the next 3 to 5 years. The continued improvement of services depends upon the department's ability to understand the concerns of the citizens and to involve the community in delivering those services and this survey is one step in that involvement.

# Q1: Are you a resident of the City of Graham?

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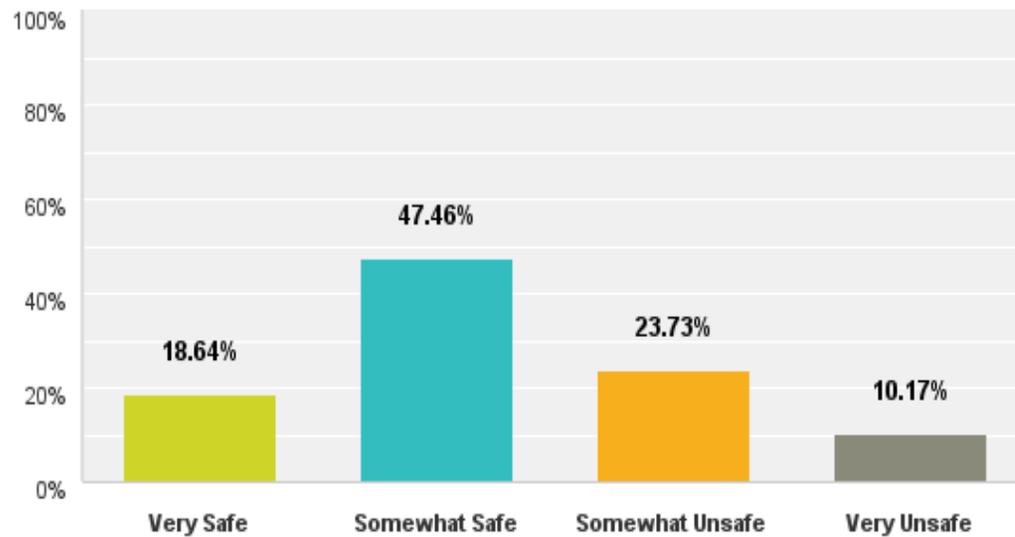
Answer Choices		Responses	
Yes (1)		83.61%	51
No (2)		16.39%	10
<b>Total</b>			<b>61</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	1.00	1.16	0.37

## Q2: How safe would you feel walking in your neighborhood after dark?

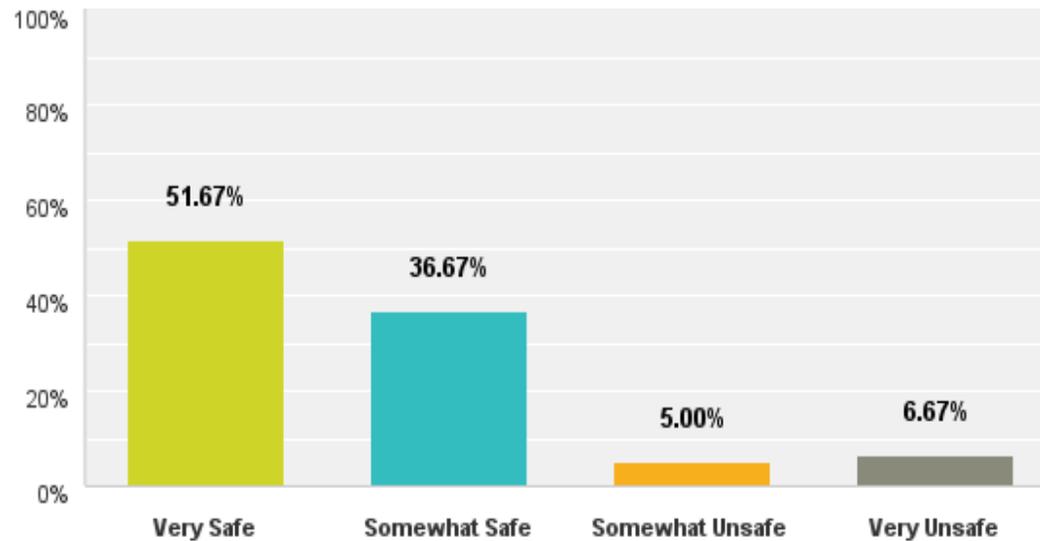
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Answer Choices		Responses		
Very Safe (1)		18.64%	11	
Somewhat Safe (2)		47.46%	28	
Somewhat Unsafe (3)		23.73%	14	
Very Unsafe (4)		10.17%	6	
<b>Total</b>			<b>59</b>	
Basic Statistics				
<b>Minimum</b>	<b>Maximum</b>	<b>Median</b>	<b>Mean</b>	<b>Standard Deviation</b>
1.00	4.00	2.00	2.25	0.88

# Q3: How safe would you feel walking in your neighborhood during the day?

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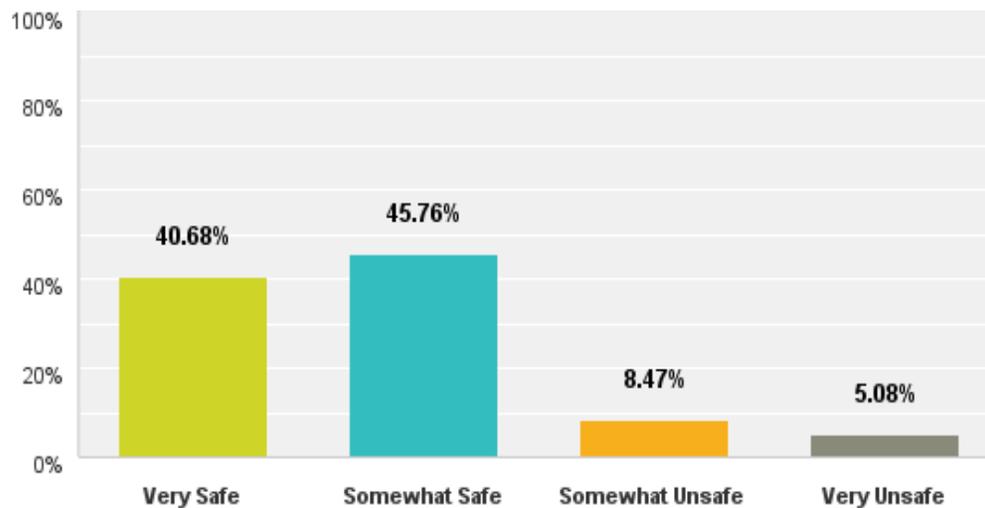


Answer Choices	Responses
Very Safe (1)	51.67% 31
Somewhat Safe (2)	36.67% 22
Somewhat Unsafe (3)	5.00% 3
Very Unsafe (4)	6.67% 4
<b>Total</b>	<b>60</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	1.00	1.67	0.85

# Q4: How safe do you feel doing business or visiting areas of Graham outside of your neighborhood?

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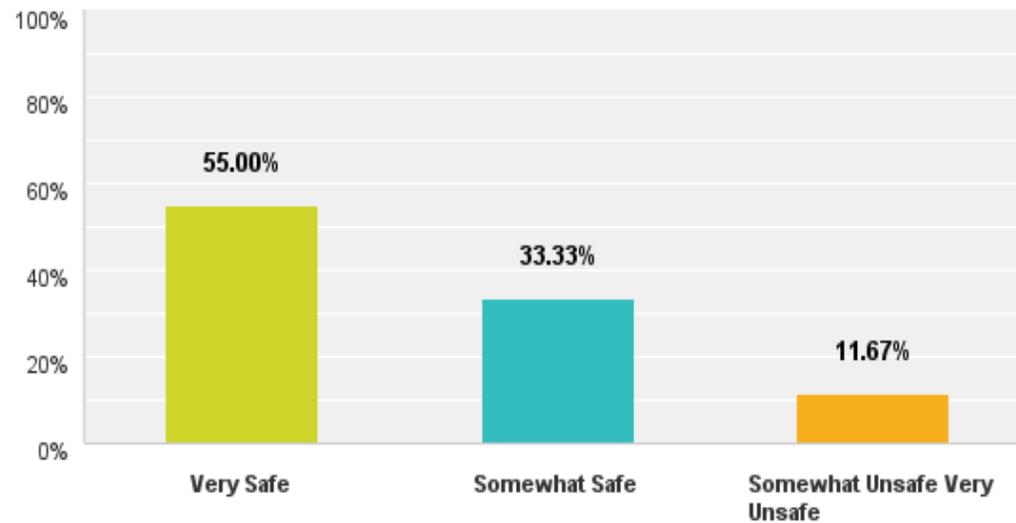


Answer Choices	Responses
Very Safe (1)	40.68% 24
Somewhat Safe (2)	45.76% 27
Somewhat Unsafe (3)	8.47% 5
Very Unsafe (4)	5.08% 3
<b>Total</b>	<b>59</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	2.00	1.78	0.80

# Q5: How safe do you feel doing business and spending leisure time in the downtown area of Graham?

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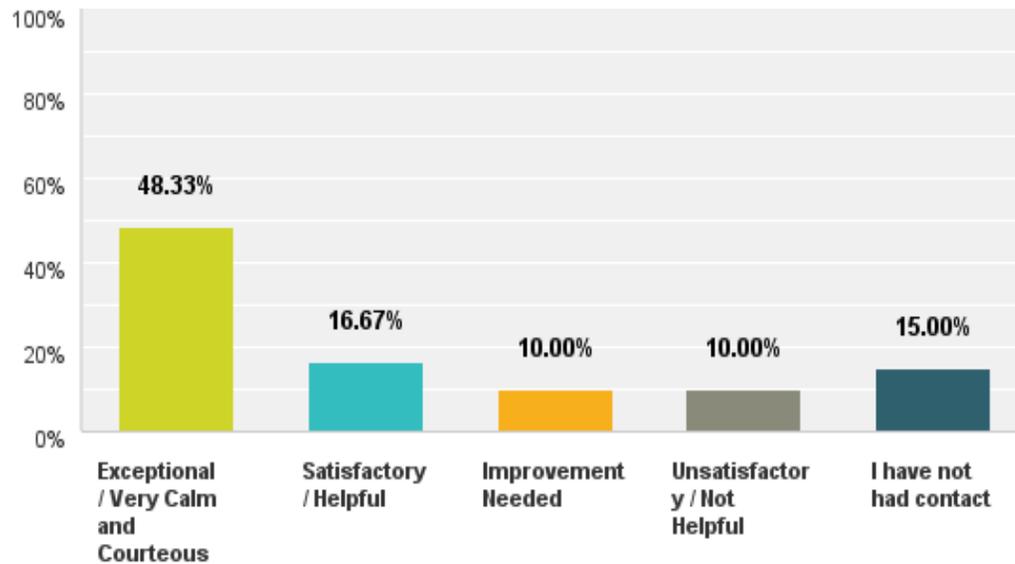


Answer Choices	Responses
Very Safe (1)	55.00% 33
Somewhat Safe (2)	33.33% 20
Somewhat Unsafe Very Unsafe (3)	11.67% 7
<b>Total</b>	<b>60</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	3.00	1.00	1.57	0.69

# Q6: During your most recent contact with the Graham Police Department, how would you rate the courtesy and demeanor of the police officer?

▶ 0 Skipped



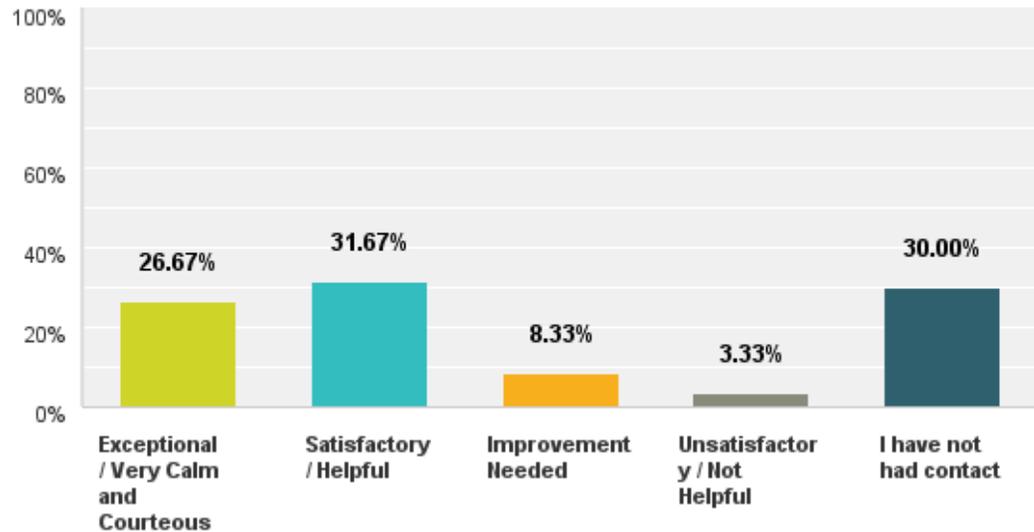
Answer Choices	Responses
Exceptional / Very Calm and Courteous (1)	48.33% 29
Satisfactory / Helpful (2)	16.67% 10
Improvement Needed (3)	10.00% 6
Unsatisfactory / Not Helpful (4)	10.00% 6
I have not had contact (5)	15.00% 9
<b>Total</b>	<b>60</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	2.00	2.27	1.50

Q7: During your most recent contact with a non-sworn employee (Administrative Assistant, Records Clerk, Parking Enforcement, Receptionist) of the Graham Police Department, how would you rate the courtesy and demeanor of the police employee?

► Skipped: 1



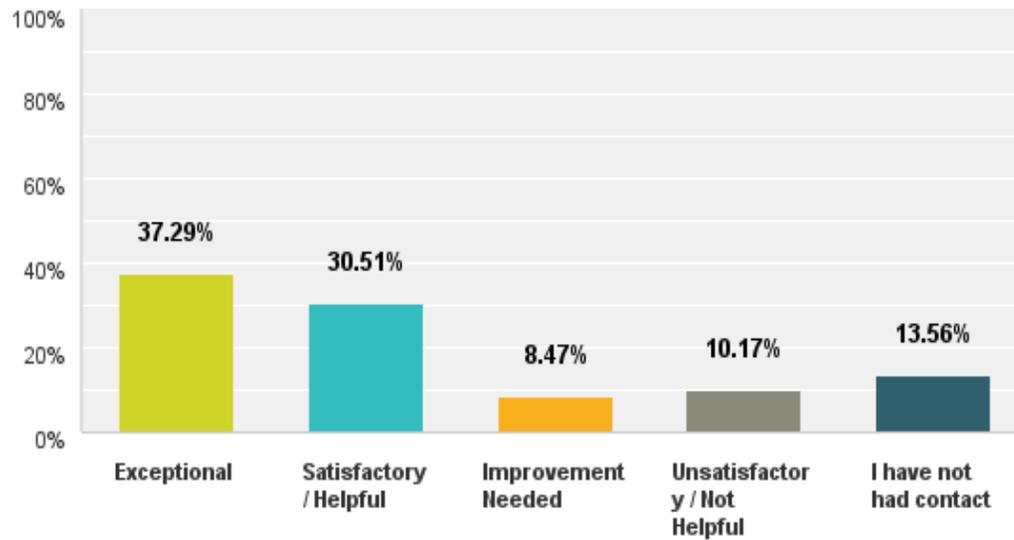
Answer Choices	Responses
Exceptional / Very Calm and Courteous (1)	26.67% 16
Satisfactory / Helpful (2)	31.67% 19
Improvement Needed (3)	8.33% 5
Unsatisfactory / Not Helpful (4)	3.33% 2
I have not had contact (5)	30.00% 18
<b>Total</b>	<b>60</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	2.00	2.78	1.60

## Q8: During your most recent contact with the Graham Police Department, how would you rate the overall attitude of the officer(s)?

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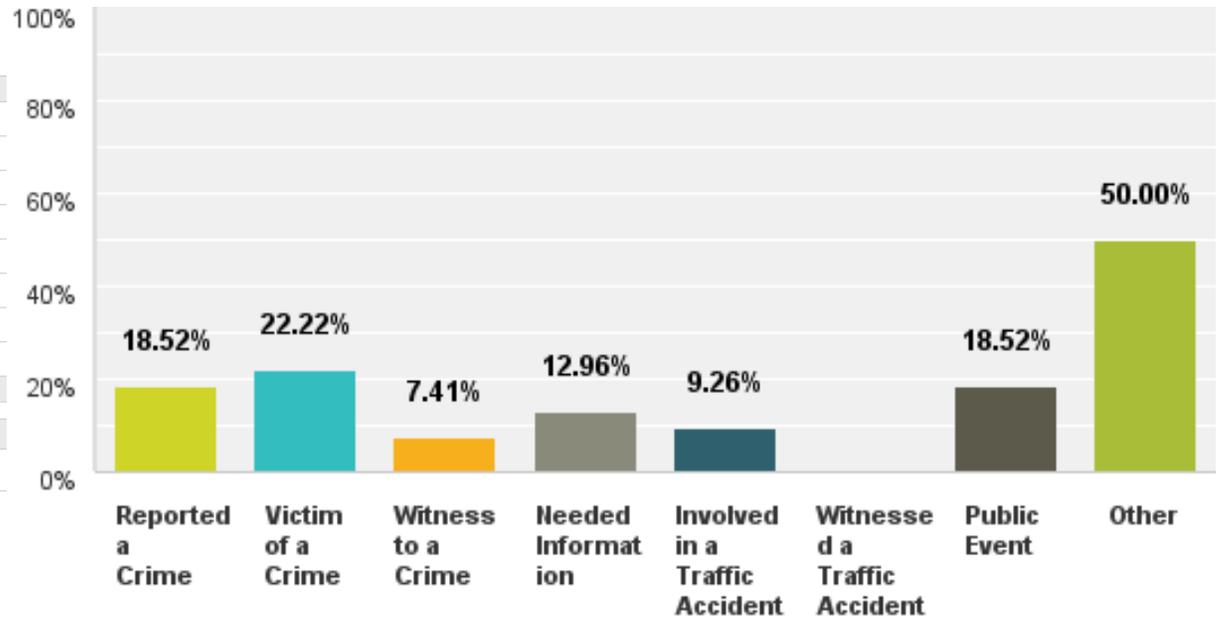
Answer Choices	Responses
Exceptional (1)	37.29% 22
Satisfactory / Helpful (2)	30.51% 18
Improvement Needed (3)	8.47% 5
Unsatisfactory / Not Helpful (4)	10.17% 6
I have not had contact (5)	13.56% 8
<b>Total</b>	<b>59</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	2.00	2.32	1.41

# Q9: If you have had contact with Graham Police Department what type of contact did you have? Please check all that apply:

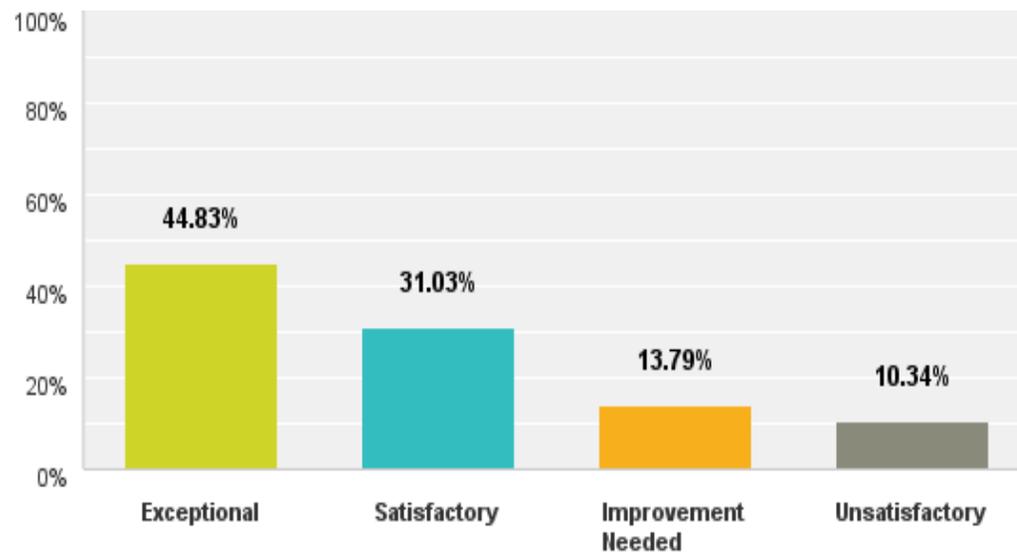
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Answer Choices		Responses		
Reported a Crime (1)		18.52%	10	
Victim of a Crime (2)		22.22%	12	
Witness to a Crime (3)		7.41%	4	
Needed Information (4)		12.96%	7	
Involved in a Traffic Accident (5)		9.26%	5	
Witnessed a Traffic Accident (6)		0.00%	0	
Public Event (7)		18.52%	10	
Other (8)		50.00%	27	
<b>Total Respondents: 54</b>				
Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	8.00	5.00	5.13	2.76



# Q10: Based on your experience, how would you rate the overall competence level of Graham Police Department employees?

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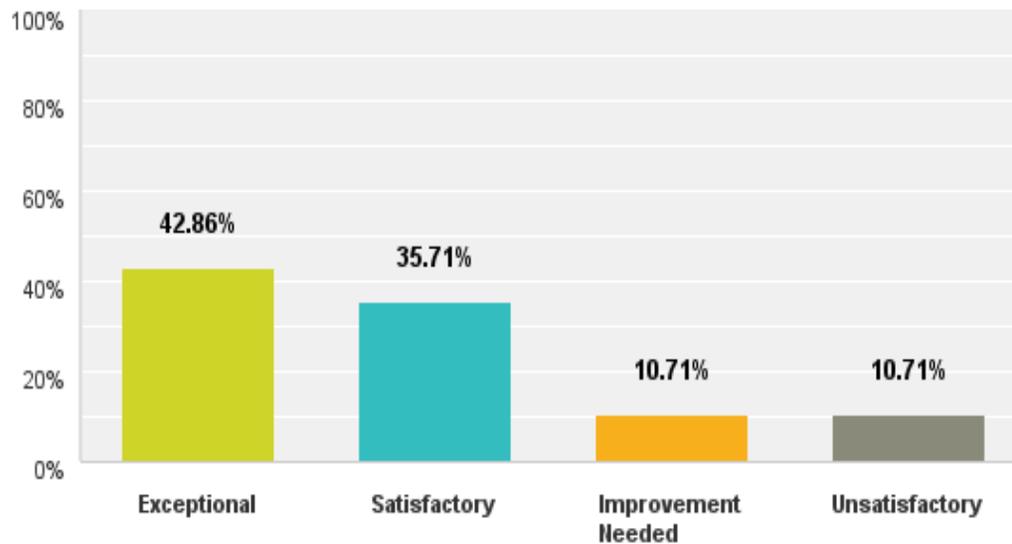


Answer Choices	Responses
Exceptional (1)	44.83% 26
Satisfactory (2)	31.03% 18
Improvement Needed (3)	13.79% 8
Unsatisfactory (4)	10.34% 6
<b>Total</b>	<b>58</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	2.00	1.90	0.99

# Q11: Based on your experience, how would you rate the overall performance of the Graham Police Department?

▶ Skipped: 5



Answer Choices	Responses
Exceptional (1)	42.86% 24
Satisfactory (2)	35.71% 20
Improvement Needed (3)	10.71% 6
Unsatisfactory (4)	10.71% 6
<b>Total</b>	<b>56</b>

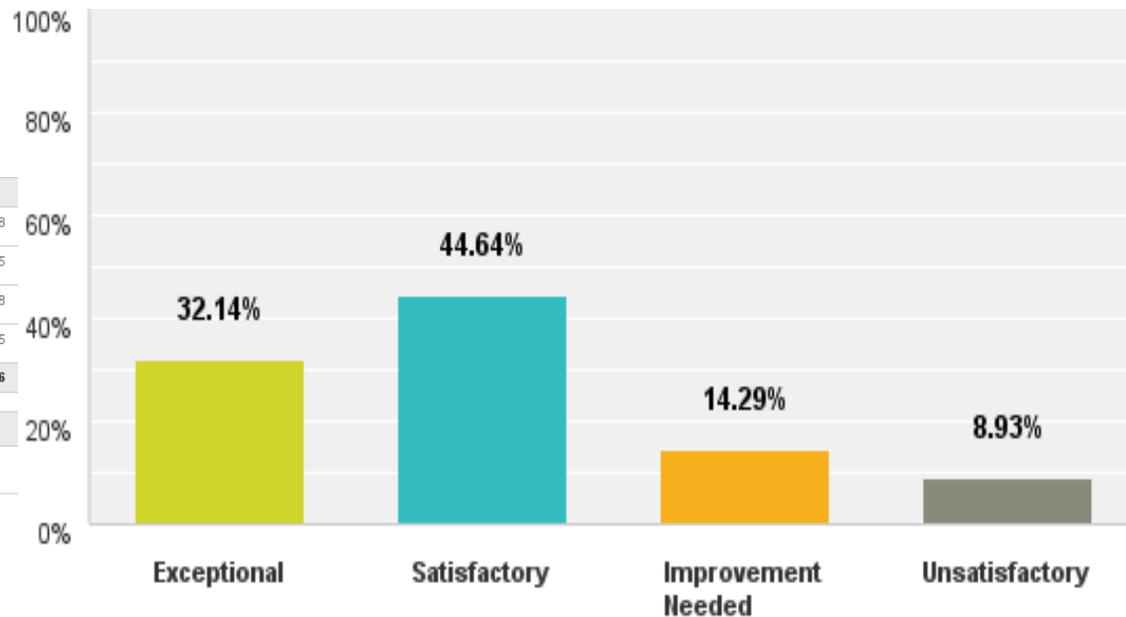
Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	2.00	1.89	0.98

# Q12: How satisfied are you with the quality of services the Graham Police Department provides?

▶ Skipped: 5

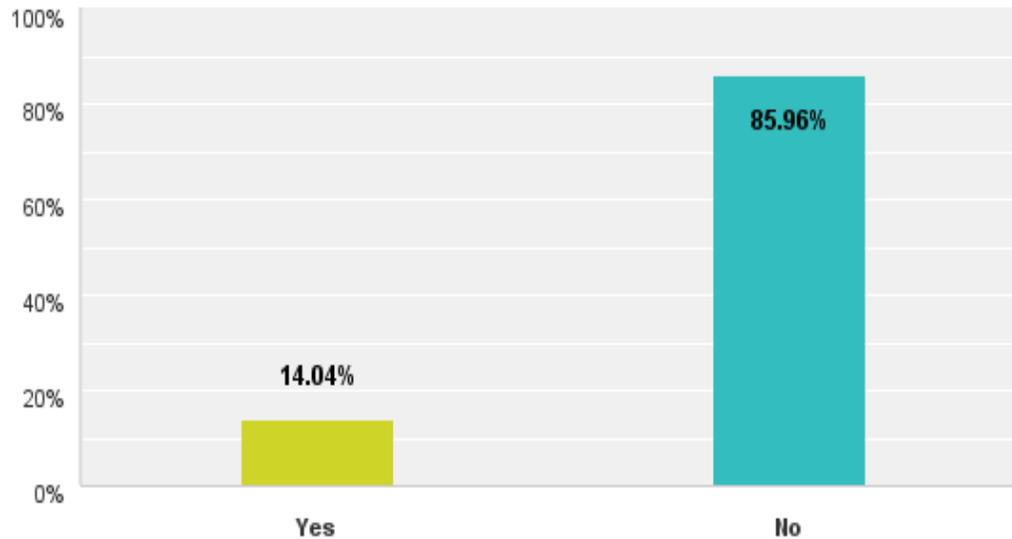
Answer Choices	Responses
Exceptional (1)	32.14% 18
Satisfactory (2)	44.64% 25
Improvement Needed (3)	14.29% 8
Unsatisfactory (4)	8.93% 5
<b>Total</b>	<b>56</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	2.00	2.00	0.91



# Q13: Have you been a victim of a crime in the past 12 months?

► Skipped: 4



Answer Choices	Responses
Yes (1)	14.04% 8
No (2)	85.96% 49
<b>Total</b>	<b>57</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	2.00	1.86	0.35

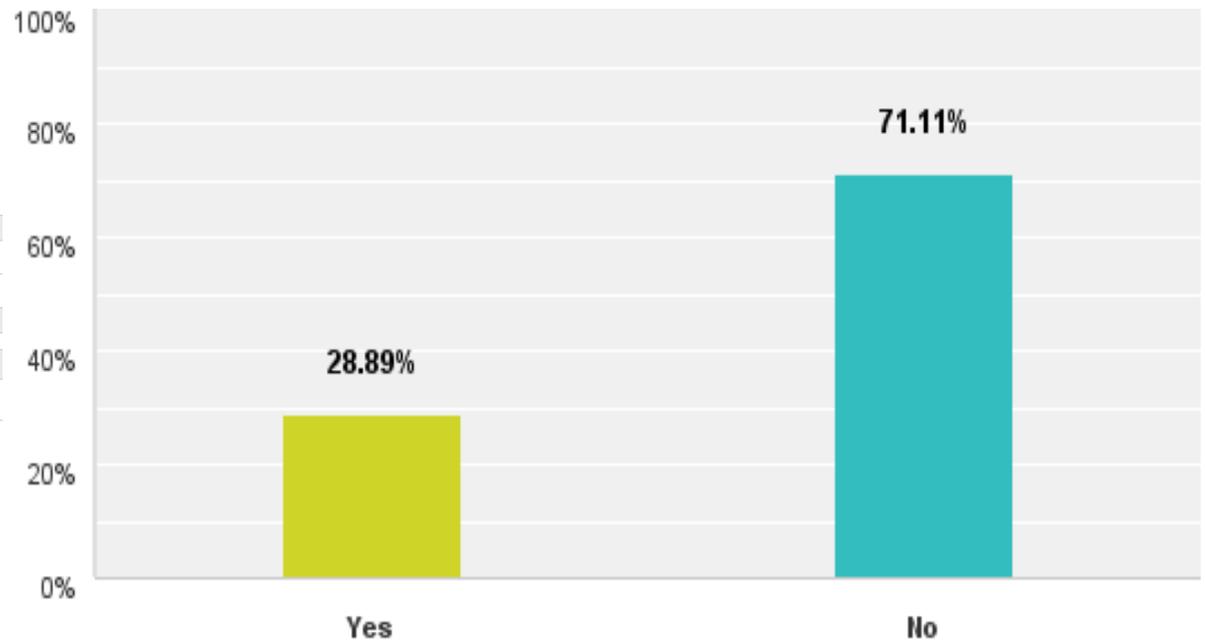
# Q14: Did you report the crime to the police department?

▶ Skipped: 16

Answer Choices		Responses	
Yes (1)		28.89%	13
No (2)		71.11%	32
<b>Total</b>			<b>45</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	2.00	1.71	0.45

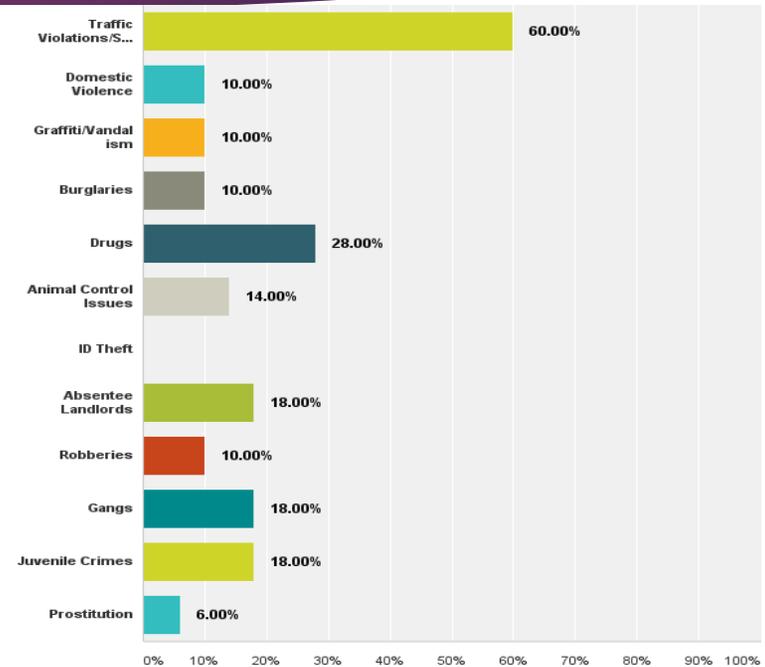


# Q15: What do you feel is the greatest problem in you neighborhood?

▶ Skipped: 11

Answer Choices	Responses
Traffic Violations/Speeding (1)	60.00% 30
Domestic Violence (2)	10.00% 5
Graffiti/Vandalism (3)	10.00% 5
Burglaries (4)	10.00% 5
Drugs (5)	28.00% 14
Animal Control Issues (6)	14.00% 7
ID Theft (7)	0.00% 0
Absentee Landlords (8)	18.00% 9
Robberies (9)	10.00% 5
Gangs (10)	18.00% 9
Juvenile Crimes (11)	18.00% 9
Prostitution (12)	6.00% 3
<b>Total Respondents: 50</b>	

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	12.00	5.00	5.24	3.73



Q16 In order for our agency to address problems in your neighborhood please list location, on what street do you reside and give the closest cross street. (optional)

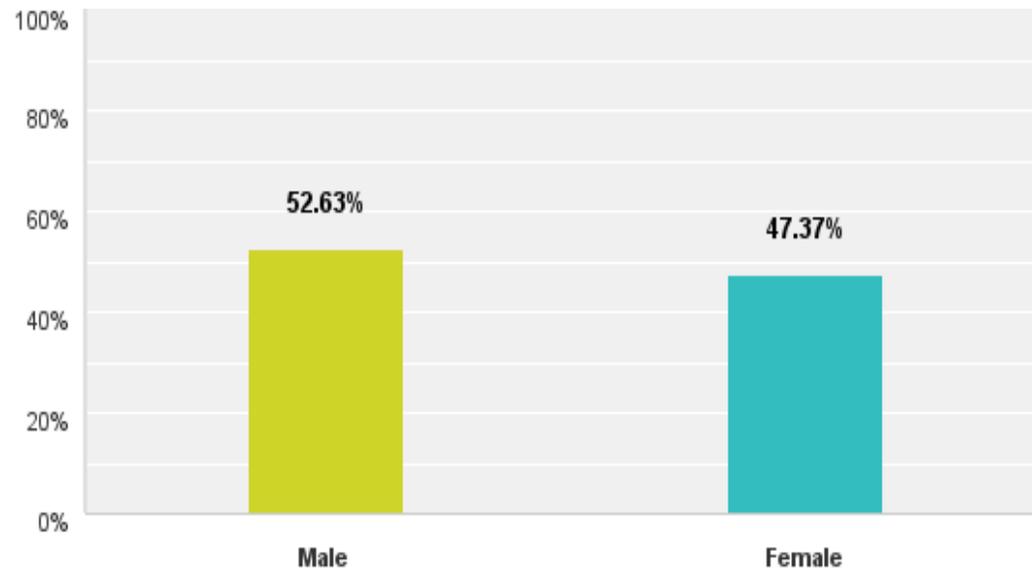
West Gilbreath Street	Barn Owl Ave. Old Fields	Preacher holmes rd
Leslee Dr, Darrell Dr	Mallard Creek Dr.	Stanchion St. Cherry Ln
N Melville st	Albright Ave	Banks and franklin
N. Maple and N. Main	Broad Acres subdivision off Rogers Rd	Broadway/ Rogers rd
Holt & Gates Ave	Larry Avenue/ Parker Street/Myrtle Drive/Flower Street	Guthrie St & N Main
Walker and Moser.. if they would tear down british manor and hill street it would be better. . Gun shots all the time and police take forever to get there...	Brookgreen Terrace, end of the street	greenway park
Problem area is Gunter and Johnson Ave and stop sign at Johnson and Paris. I reside on Johnson Avenue	Rockwood Drive and Rogers Road	Kelly St
Franklin and harden	Oakgrove Drive - People running stop signs at both of the 4-way stops at Oakgrove/Weaver Way and Oakgrove/Cameron, especially in the morning commute hours. People use Oakgrove to cut from Townbranch Rd. to 54. Also drugs/gang activity at Parkridge Apts. on Townbranch Rd and across the street at Bill Cooke Park at night.	Allen st. Closest to Marshall st.

Q16 In order for our agency to address problems in your neighborhood please list location, on what street do you reside and give the closest cross street. (optional)

	Ward St	Ross St Ivey Rd	Larry Avenue @ Mvrtle Drive
700 oakley street	Maple St./Moore St. speeding cars and drugs in the trailer park on Gant St.	Montree Lane / Ross Street	Oakley street, border street
Small Ave.	Old Fields Blvd/ Barn Owl	Sycamore/Doggett	
Hanford Rd 1000 block	Oakgrove Dr. and Weaver Way	Market and Washington	Walker ave and moser the apartment are bad drugs, guns and all just bull doze them down british manor and hill street. You cant sleep because of guns going off drug dealing in the streets people walking all hours of the night...step up and patrol more and stop lacking this is a huge problem area....

# Q17: What is your gender?

▶ Skipped: 4



Answer Choices		Responses	
Male (1)		52.63%	30
Female (2)		47.37%	27
<b>Total</b>			<b>57</b>

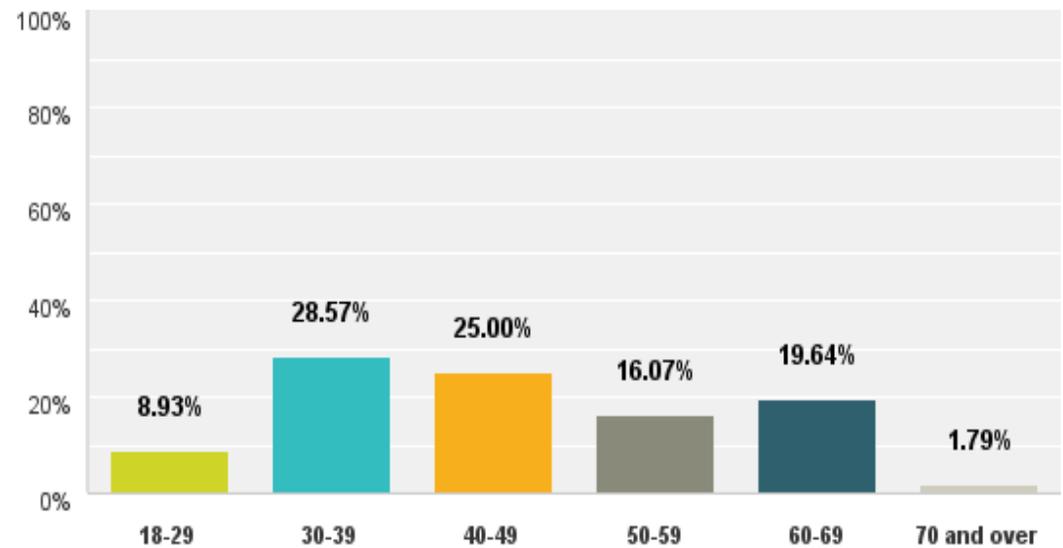
Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	1.00	1.47	0.50

# Q18: What is your age group?

▶ Skipped: 5

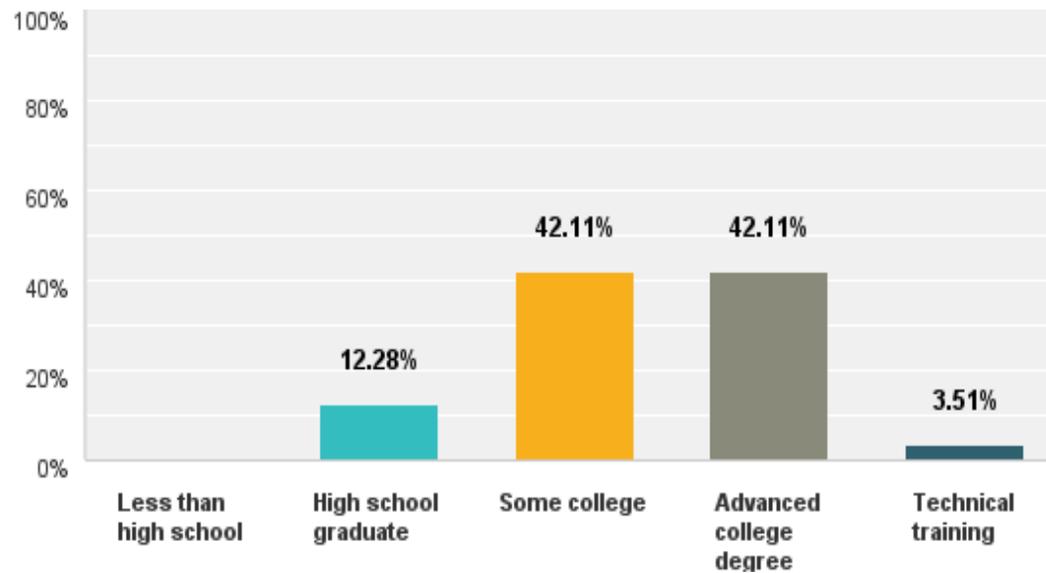
Answer Choices	Responses
18-29 (1)	8.93% 5
30-39 (2)	28.57% 16
40-49 (3)	25.00% 14
50-59 (4)	16.07% 9
60-69 (5)	19.64% 11
70 and over (6)	1.79% 1
<b>Total</b>	<b>56</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	3.00	3.14	1.32



# Q19: What is your educational level?

► Skipped: 4



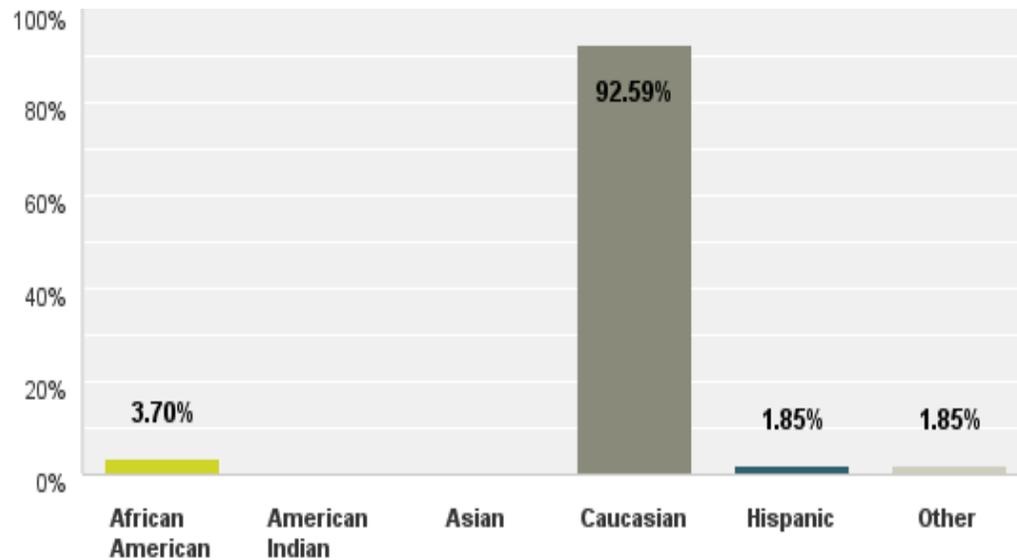
Answer Choices		Responses	
Less than high school (1)		0.00%	0
High school graduate (2)		12.28%	7
Some college (3)		42.11%	24
Advanced college degree (4)		42.11%	24
Technical training (5)		3.51%	2
<b>Total</b>			<b>57</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
2.00	5.00	3.00	3.37	0.74

# Q20: What is your race/ethnic group?

► Skipped: 7

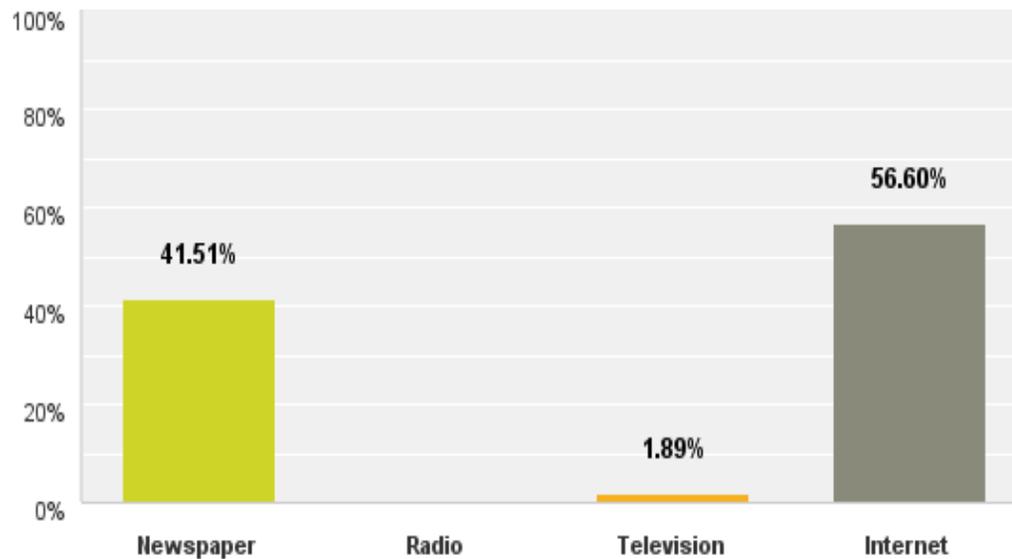


Answer Choices	Responses
African American (1)	3.70% 2
American Indian (2)	0.00% 0
Asian (3)	0.00% 0
Caucasian (4)	92.59% 50
Hispanic (5)	1.85% 1
Other (6)	1.85% 1
<b>Total</b>	<b>54</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	4.00	3.94	0.65

# Q21: What is your main source of news and information about the Graham Police Department?

► Skipped: 8



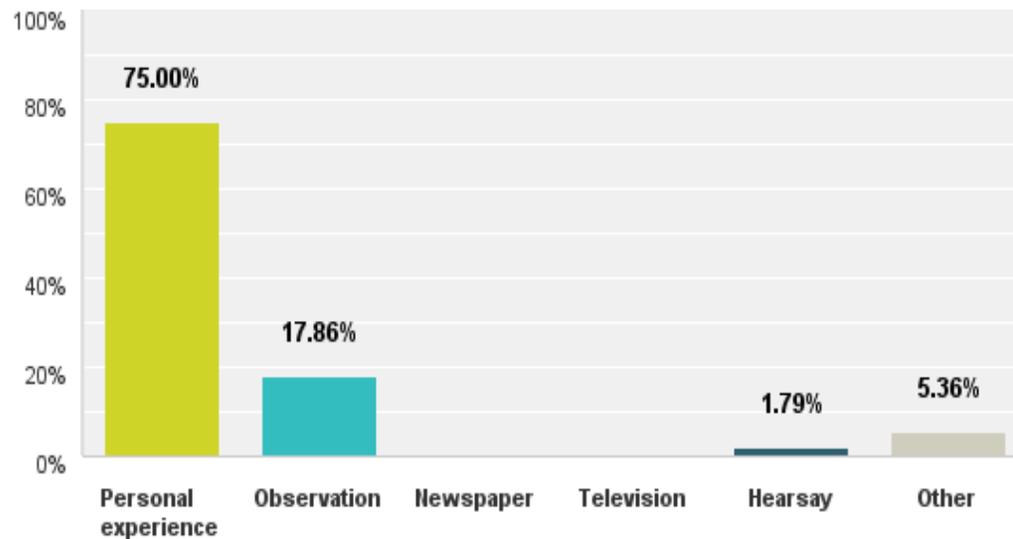
Answer Choices	Responses	
Newspaper (1)	41.51%	22
Radio (2)	0.00%	0
Television (3)	1.89%	1
Internet (4)	56.60%	30
<b>Total</b>		<b>53</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	4.00	2.74	1.47

## Q22: On what have you based your opinions in this survey?

► Skipped: 5



Answer Choices	Responses
Personal experience (1)	75.00% 42
Observation (2)	17.86% 10
Newspaper (3)	0.00% 0
Television (4)	0.00% 0
Hearsay (5)	1.79% 1
Other (6)	5.36% 3
<b>Total</b>	<b>56</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.52	1.24

## Q23 What recommendations or suggestions do you have for improvements to the services provided by the Graham Police Department. Please be specific.

I have Noticed a Crime Watch Sign on the Corner of my Street? I could never find any Information in reference to this Group Just the Sign!!!! Crime watch in this area as far as I can see is non-existence is there a crime watch group for Graham or not or just the signs to deter Crime in this area??

Please do everything you can to prevent gangs and teenage delinquency from forming or worsening if already present. Also, if you encounter somebody abusing drugs, refer them to a substance abuse program. Teens that have behavior problems often have parents that lack parenting skills. Many teens that have severe behavior problems also have mental illness, so referring them to a community mental health agency can assist with reducing their defiant behavior. These agencies can also help with teaching parenting skills. Maybe a designated person in the Police Department can assist with referring people to resources for these problems.

Focus more on helping others do right instead of placing them in situations where they are continuously set up to fail.

Something needs to be done about people running red lights...ALL THE TIME. I walk alot and my daughter rides her bike because she can not get a license due to seizures. Everyday, at every light, people are running red lights here in Graham.

On several occasions there have been attempted robberies by breaking into cars within the Old Fields community (off Cherry Lane Rd.). Transient traffic has been a concern especially in the late night/early morning hours. To combat this the community is in the early stages of developing a community watch program, but again, our concerns are during the late night and early morning hours. That said, additional neighborhood patrols by police would be greatly appreciated.

Add more officers in the community. We see more car accidents and gangs and nothing is being done. We do not see officers out and about like you do in other cities

They could use some new Patrol units

Enforce basic traffic laws at the river mill school to stop the interference with traffic on South Main Street. There have been multiple occasions in which a wreck involving personal injury could have occurred. As you know highway 87 is one of the most highly traveled roads in the county and it is only a matter of time before a log truck traveling north rear ends the back of a passenger car sitting in the middle of the roadway.

Police Department is very RACIST

Crack down on gang activity in Graham, including drugs, vandalism, and graffiti. Police Bill Cooke Park in the evening/nighttime for suspicious activity. Set up officers on Oakgrove Dr in the morning to ticket people running the stop signs.

They could use some new Patrol units

add more officers on the streets. You hardly ever see police in the area unless you pass the police department. I see officers turn their heads to violations on a daily basis

## Q23 What recommendations or suggestions do you have for improvements to the services provided by the Graham Police Department. Please be specific.

I can't think of any areas of improvement really. They have always done a great job

GPD is a good PD. But the traffic problems on Main Street are a issue. We pay for those nice cars and yet we can't get officers to enforce the speed limit. Or stop the tailgating. But I've seen at least 10 times more then 2 GPD cars parked eating at the same place at the same time. Also get light bars back on top. The unmarked or marked with all inside LEDs might look good or save just a little gas but us citizens like to beable to spot a cop quick and easy if we need one. But traffic on main st needs to be cracked down on.

Officers need to treat those they come in contact with like they would like to be treated or would like their family to be treated.

More Officers on the streets and being visible

Actually, your services are much appreciated and very good. However, we do seem to have ongoing issues with unleashed dogs a LOT ! While most of the pet owners are VERY responsible, the few who aren't have created problems for others. The apartment complex at Parker and Larry Avenue consistently has loose dogs (large breed) that roam around many of the residential properties. Not knowing when you may find one in your yard or driveway is troubling ! Do we need new leash laws, or perhaps an upgraded campaign to remind town residents they need to comply with the existing leash laws ?

Be seen in residential neighborhoods

Get the drugs and delapidated junk vehicles with EXPIRED tags off of Montree Lane. PLEASE!

I would recommend that the Graham PD research issues fully (including state and federal law) when interacting with those of us in unique situations.

I have some concerns regarding animal control and the aggressive behavior of Graham Police. I am aware of a situation a few years back where an Officer shot a resident's dog on Guthrie St, on the dog's owner's property, and regardless of the situation I found this story troubling. Additionally, I was walking my dog late at night (around 11 PM - my dog is not a big fan of the heat) and was approached by an officer because of a reported dog attacking a cat. The officer approached me with his hand raised over his head in an imposing way, with a flash light shining it in my eyes as well as my dog's eyes. Luckily my dog was drawing from my sense that we were not being threatened, but dogs are guardians of their owners, if officers approach an owner or owner's house with a sense of entitlement and attitude, the officer should expect to get a hostile reaction out of the dog, and should have another out other than drawing his weapon. Speeding seems to be a pretty serious issue around town, and sometimes police cruisers (without their flashing lights on) are a part of the issue. When we lived on Walker Ave, Officers would hit 50 mph with no lights on. A stop sign has now cut down on some of that. Aside from what I can assume is a lack of training on how to address dogs and their owners/homes, my interactions with Officers have been pleasant. Any time I have called an officer they responded quickly and were polite and respectful. I always wave to every officer I see whether I am on my bicycle, in the car, or walking my dog with my wife. We love Graham, and have the utmost respect for you guys, we would just love a little more respect for dogs and their owners (or at least more than the experience I have had and the one I have heard of). I am sure these are isolated instances, but they happened within 200 yards of each other and a couple of years apart.

# Response Summary

