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# 2022 Community Survey



## City of Gahanna Division of Police

**Jeffrey B. Spence, Chief of Police**

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February 2022

## **Purpose and Methodology**

The Division of Police has an established community relations objective to solicit input and recommendations from the community we serve. The attitudes and opinions of the public provide us with valuable insight into how well we are meeting community expectations in our service delivery. We desire to measure the public's perceptions and attitudes regarding key elements of our services in critical metrics including safety and security, personnel attitudes, competence, and impartiality as well as the overall performance of the organization. The ultimate purpose is to solicit feedback, and provide input into the operations, goals and objectives and overall operations of the Division of police.

Our survey questions are derived from current Division Policy 346.5 and CALEA Standard 45.2.2 both listed below for reference.

### **Division Policy 346.5**

The community relations coordinator should arrange for a survey of community members and Division members to be conducted at least annually to assess the condition of the relationship between the Division and the community. Survey questions should be designed to evaluate perceptions of the following:

- (a) Overall performance of the Division
- (b) Overall competence of Division members
- (c) Attitude and behavior of Division members
- (d) Level of community trust in the Division
- (e) Safety, security, or other concerns

A written summary of the compiled results of the survey should be provided to the Chief of Police.

### **CALEA Standard 45.2.2**

A documented survey of citizen attitudes and opinions is conducted at least every two years with respect to:

- a. Overall agency performance;
- b. Overall competency of agency employees;
- c. Citizen's perception of officer's attitudes and behavior;
- d. Community concern over safety and security within the agency's service area;
- e. Citizen's recommendations and suggestions for improvements; and
- f. Results are compiled, with a written summary provided to the agency's chief executive officer.

The 2022 Community Attitudes Survey was drafted using a Survey Monkey platform and the questions were expanded to permit us to examine results from the lens of race, ethnicity, age, gender, and affiliation (resident vs. non-resident).

This survey was hosted on the Survey Monkey platform with links distributed through multiple social media accounts, email distribution lists and electronic publications. The survey was distributed to Division and City employees for their input as well.

Our goal was to return a valid survey with a 99% confidence level with < 5% margin of error which based on a current population near 36,000 required us to obtain at least 665 responses. The survey was open from December 28, 2021 to February 1, 2022 and a total of 710 results were collected. This level of community response represents approximately 2% of our resident population.

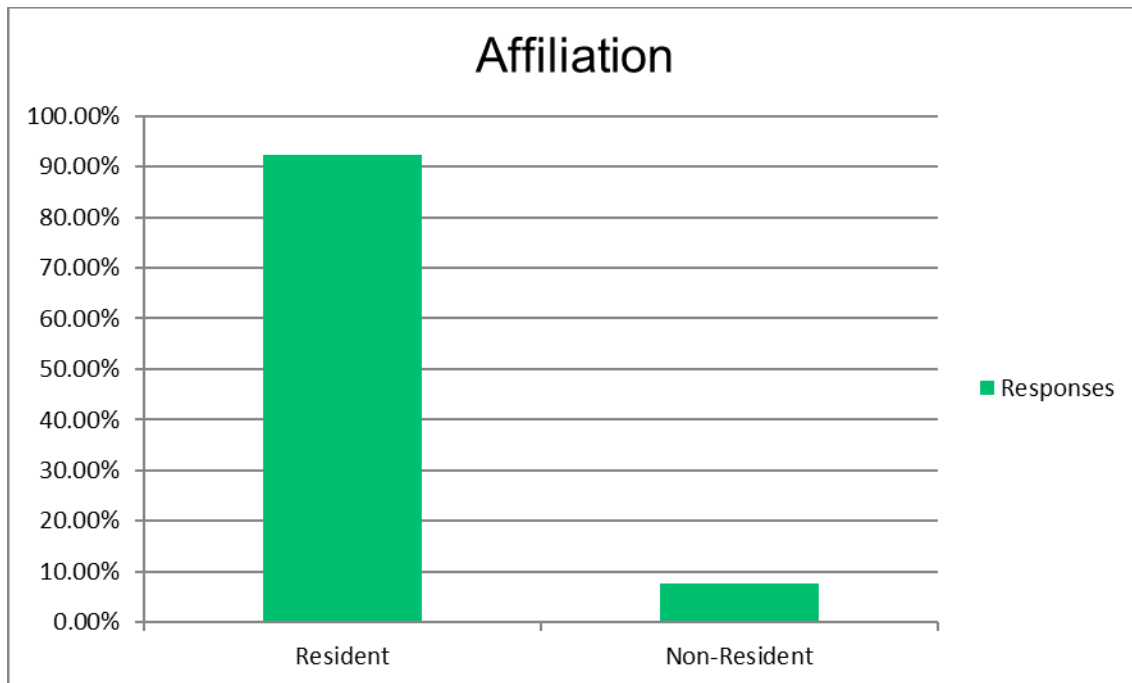
Elements of this survey that pertain to our services as determined by these survey results will be incorporated into our annual goals and objectives and specifically identified as community derived. This responsiveness included using data from past surveys to establish several objectives focused on what the community expectations were. As an example, the past survey indicated a high value on residential patrols and in the interim period between surveys we leveraged current technology in our cruisers to measure this highly valued service. Our cruisers are equipped with GPS devices for purposes of proximity dispatching and officer safety however we were able to establish geo fences in the underlying database and a passive count system provides the metric for neighborhood patrols and an objective to increase those totals annually.

This survey instrument and report shall serve as compliance for both GPD community relations policy and current CALEA standard.

## Question 1

### Affiliation

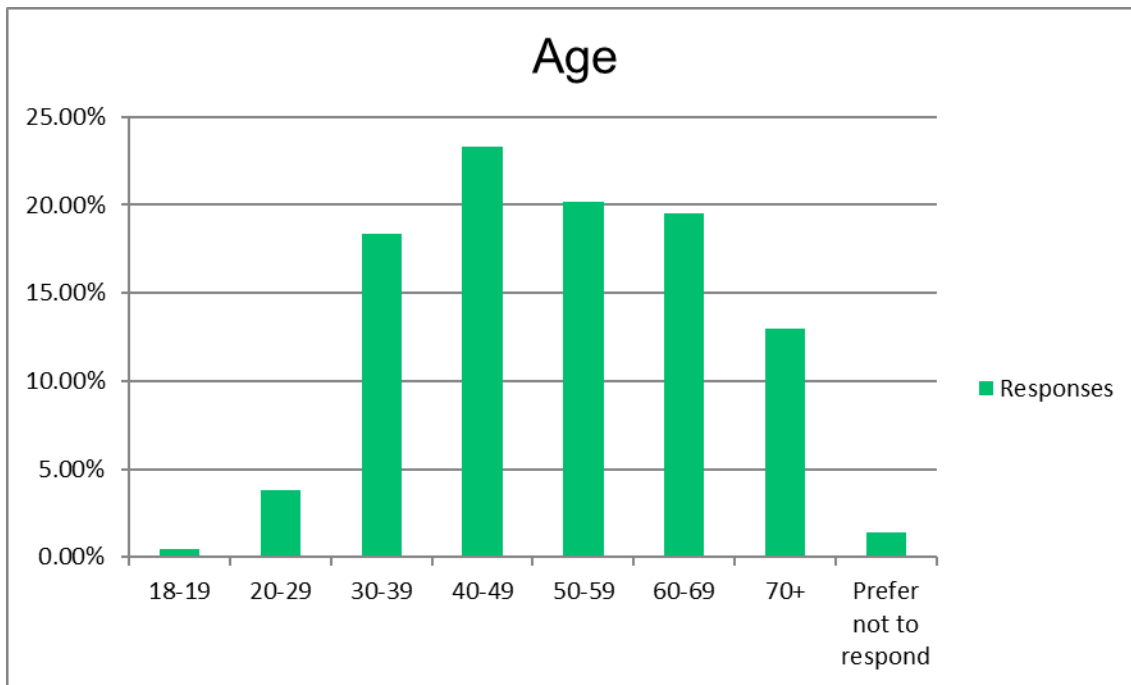
Answer Choices	Responses	
Resident	92.37%	654
Non-Resident	7.63%	54
	<b>Answered</b>	<b>708</b>
	<b>Skipped</b>	<b>2</b>



## Question 2

### Age

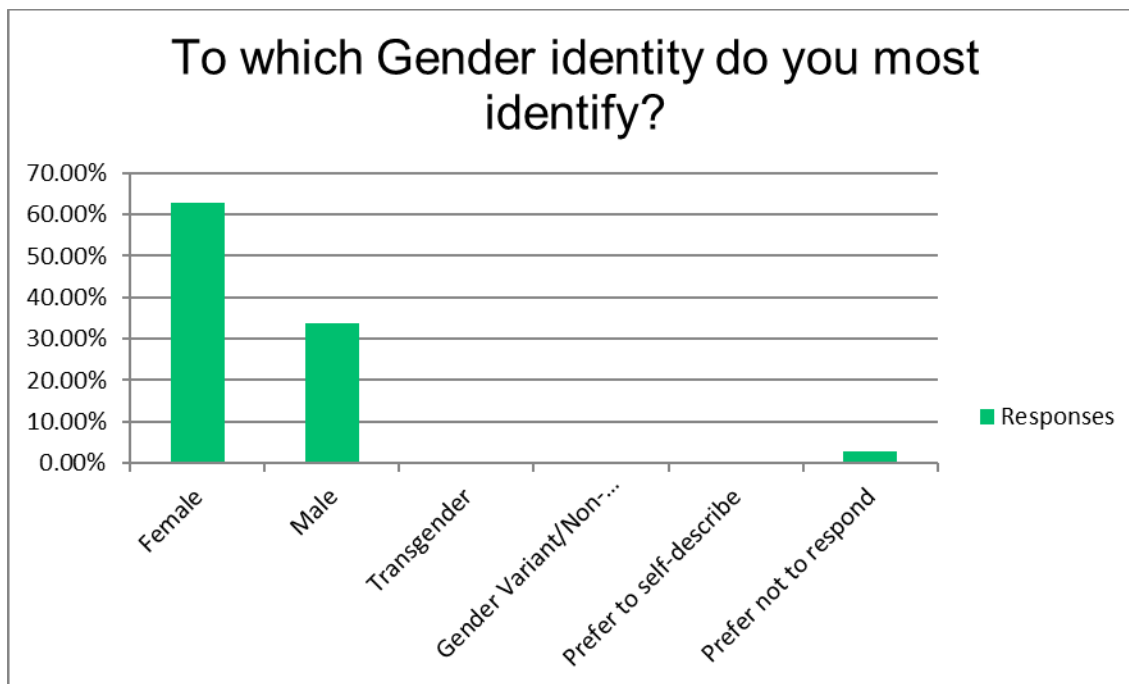
Answer Choices	Responses	
18-19	0.42%	3
20-29	3.81%	27
30-39	18.36%	130
40-49	23.31%	165
50-59	20.20%	143
60-69	19.49%	138
70+	12.99%	92
Prefer not to respond	1.41%	10
	<b>Answered</b>	<b>708</b>
	<b>Skipped</b>	<b>2</b>



### Question 3

To which Gender identity do you most identify?

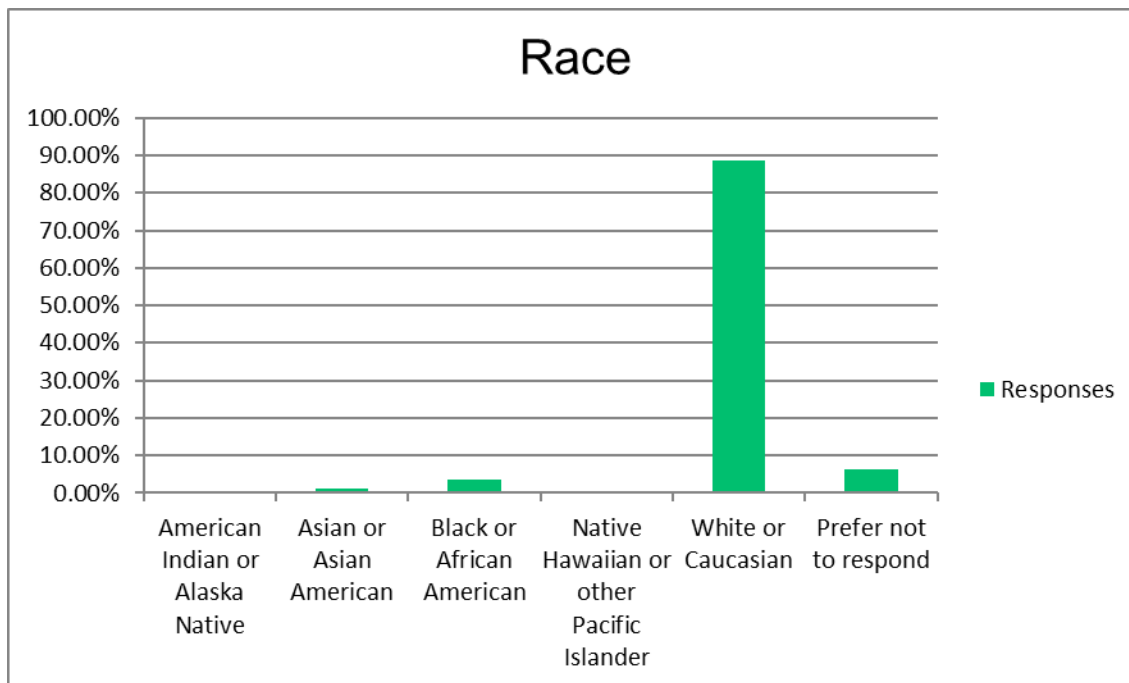
Answer Choices	Responses	
Female	62.80%	444
Male	33.80%	239
Transgender	0.42%	3
Gender Variant/Non-Conforming	0.14%	1
Prefer to self-describe	0.00%	0
Prefer not to respond	2.83%	20
	<b>Answered</b>	<b>707</b>
	<b>Skipped</b>	<b>3</b>



## Question 4

### Race

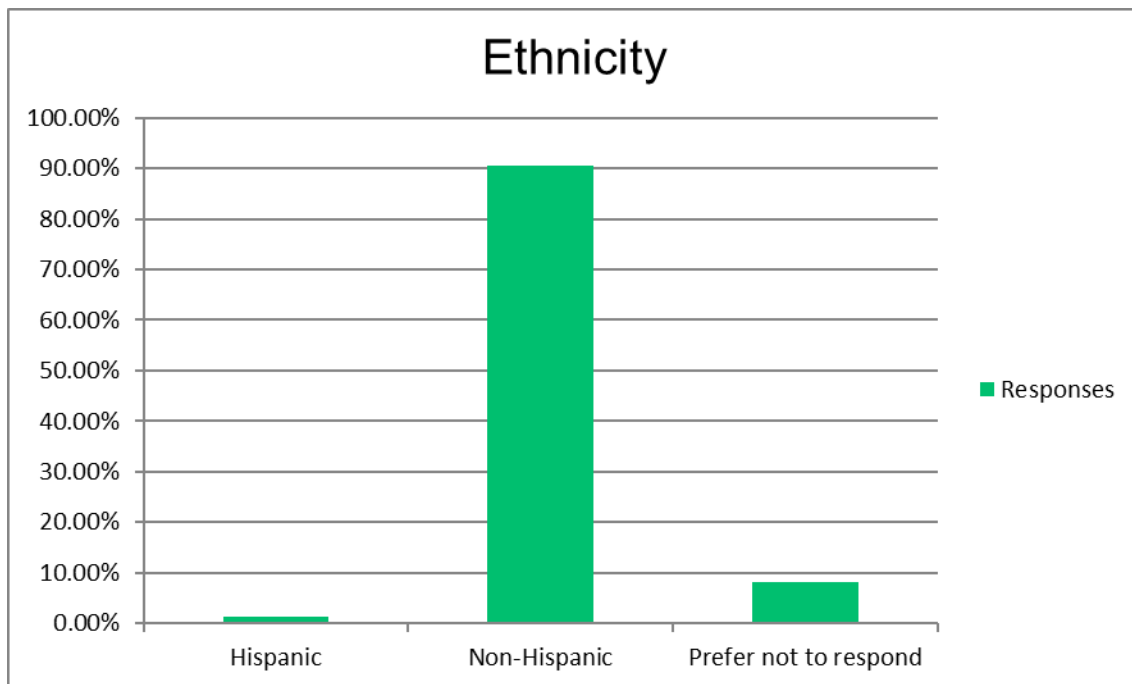
Answer Choices	Responses	
American Indian or Alaska Native	0.28%	2
Asian or Asian American	1.13%	8
Black or African American	3.53%	25
Native Hawaiian or other Pacific Islander	0.00%	0
White or Caucasian	88.72%	629
Prefer not to respond	6.35%	45
	<b>Answered</b>	<b>709</b>
	<b>Skipped</b>	<b>1</b>



## Question 5

### Ethnicity

Answer Choices	Responses	
Hispanic	1.27%	9
Non-Hispanic	90.65%	640
Prefer not to respond	8.07%	57
	<b>Answered</b>	<b>706</b>
	<b>Skipped</b>	<b>4</b>

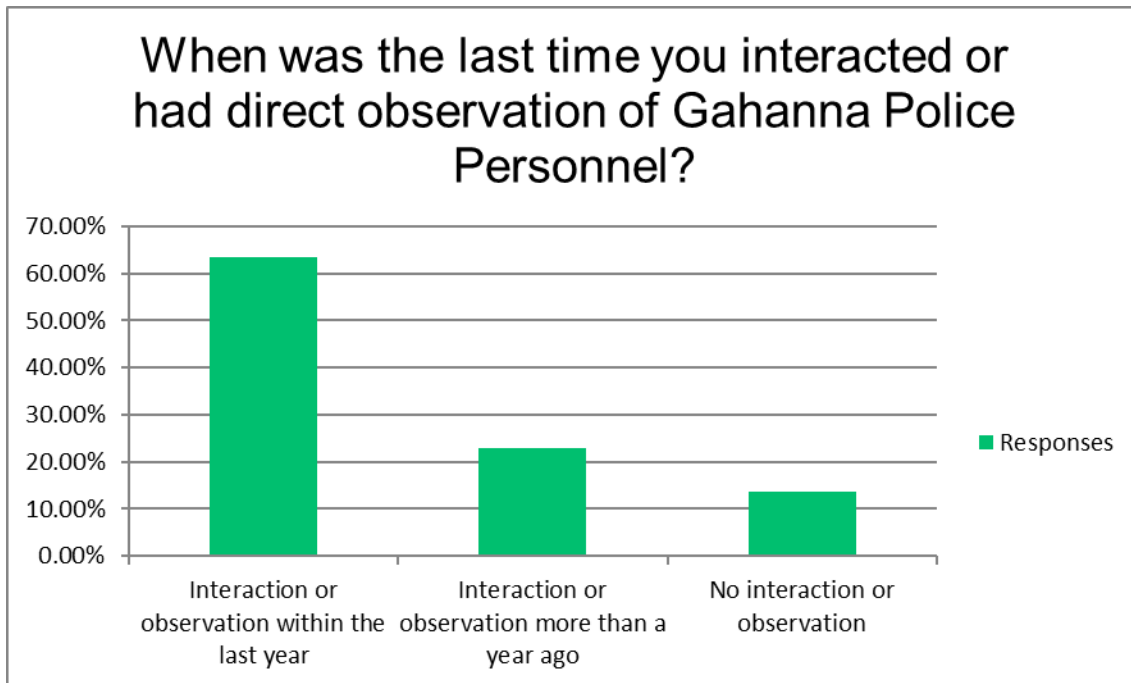




### Question 6

When was the last time you interacted or had direct observation of Gahanna Police Personnel?

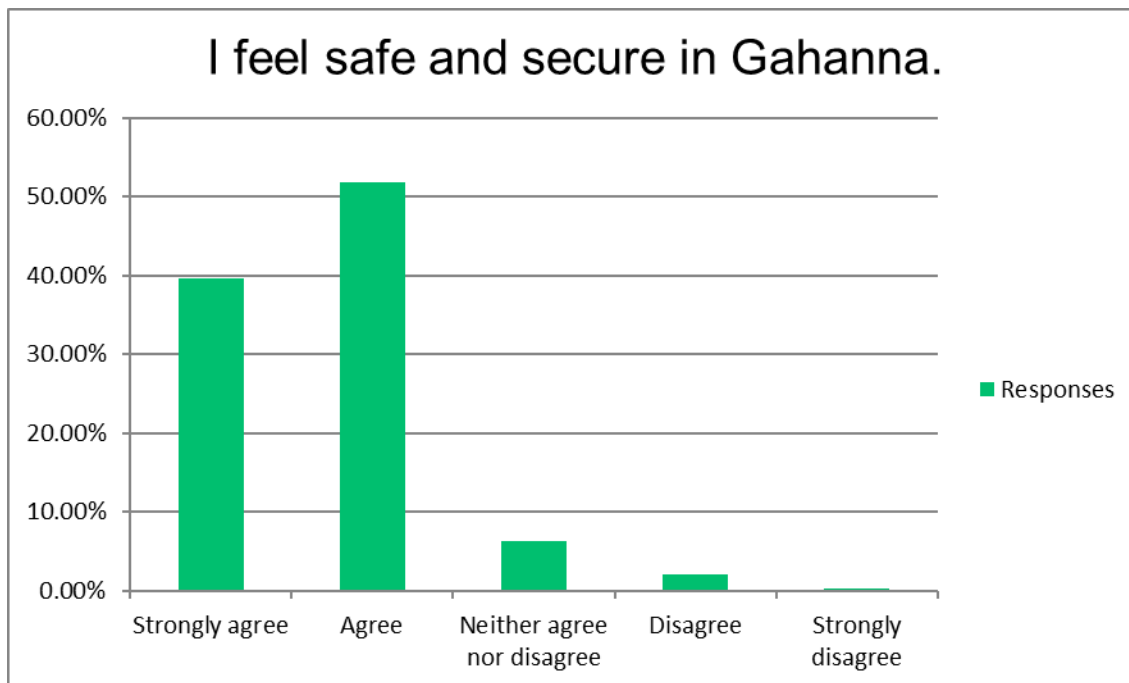
Answer Choices	Responses	
Interaction or observation within the last year	63.51%	449
Interaction or observation more than a year ago	22.91%	162
No interaction or observation	13.58%	96
	<b>Answered</b>	<b>707</b>
	<b>Skipped</b>	<b>3</b>



### Question 7

I feel safe and secure in Gahanna.

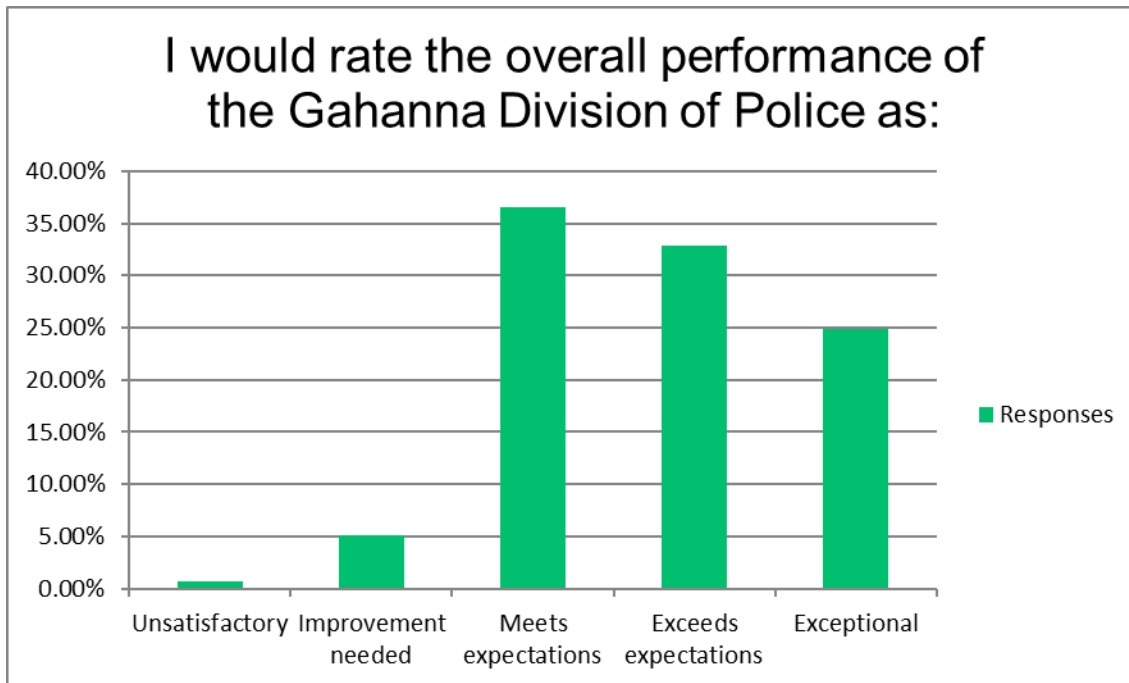
Answer Choices	Responses	
Strongly agree	39.63%	281
Agree	51.76%	367
Neither agree nor disagree	6.21%	44
Disagree	2.12%	15
Strongly disagree	0.28%	2
	<b>Answered</b>	<b>709</b>
	<b>Skipped</b>	<b>1</b>



### Question 8

I would rate the overall performance of the Gahanna Division of Police as:

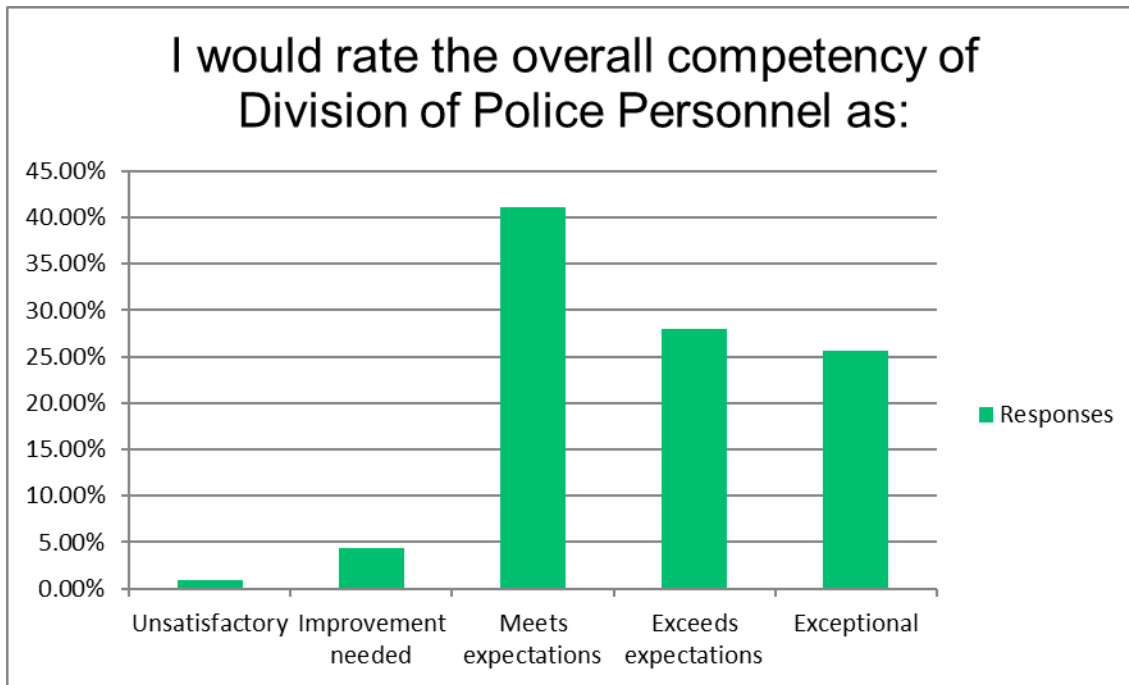
Answer Choices	Responses	
Unsatisfactory	0.71%	5
Improvement needed	5.09%	36
Meets expectations	36.49%	258
Exceeds expectations	32.81%	232
Exceptional	24.89%	176
	<b>Answered</b>	<b>707</b>
	<b>Skipped</b>	<b>3</b>



### Question 9

I would rate the overall competency of Division of Police Personnel as:

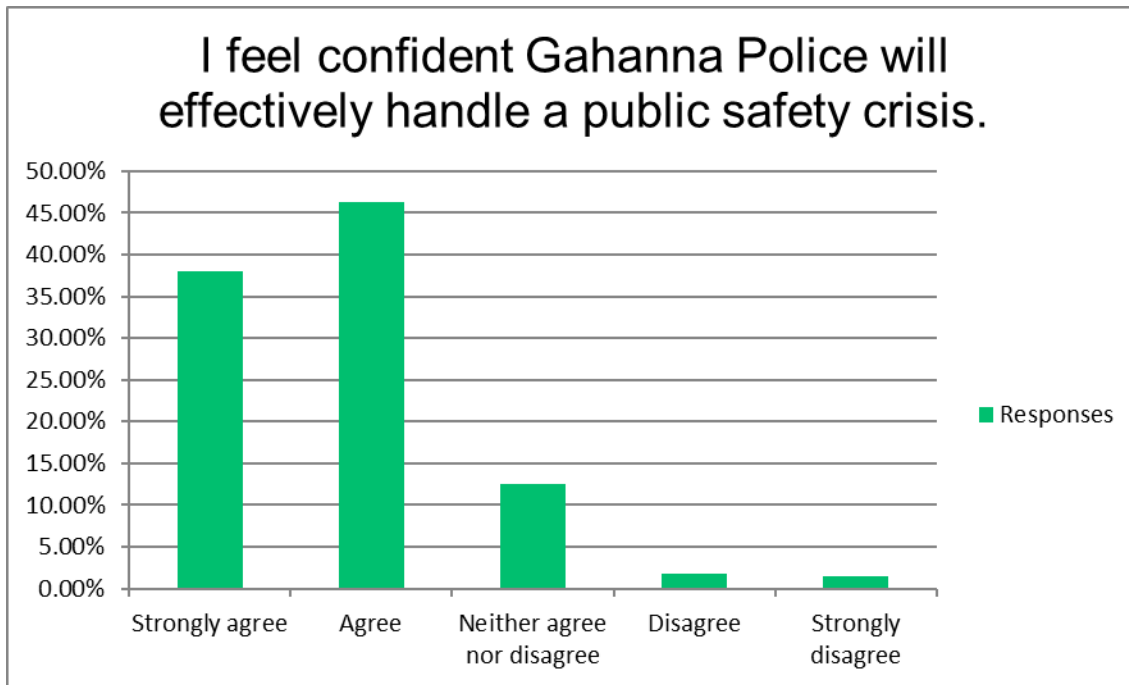
Answer Choices	Responses	
Unsatisfactory	0.85%	6
Improvement needed	4.39%	31
Meets expectations	41.08%	290
Exceeds expectations	28.05%	198
Exceptional	25.64%	181
	<b>Answered</b>	<b>706</b>
	<b>Skipped</b>	<b>4</b>



### Question 10

**I feel confident Gahanna Police will effectively handle a public safety crisis.**

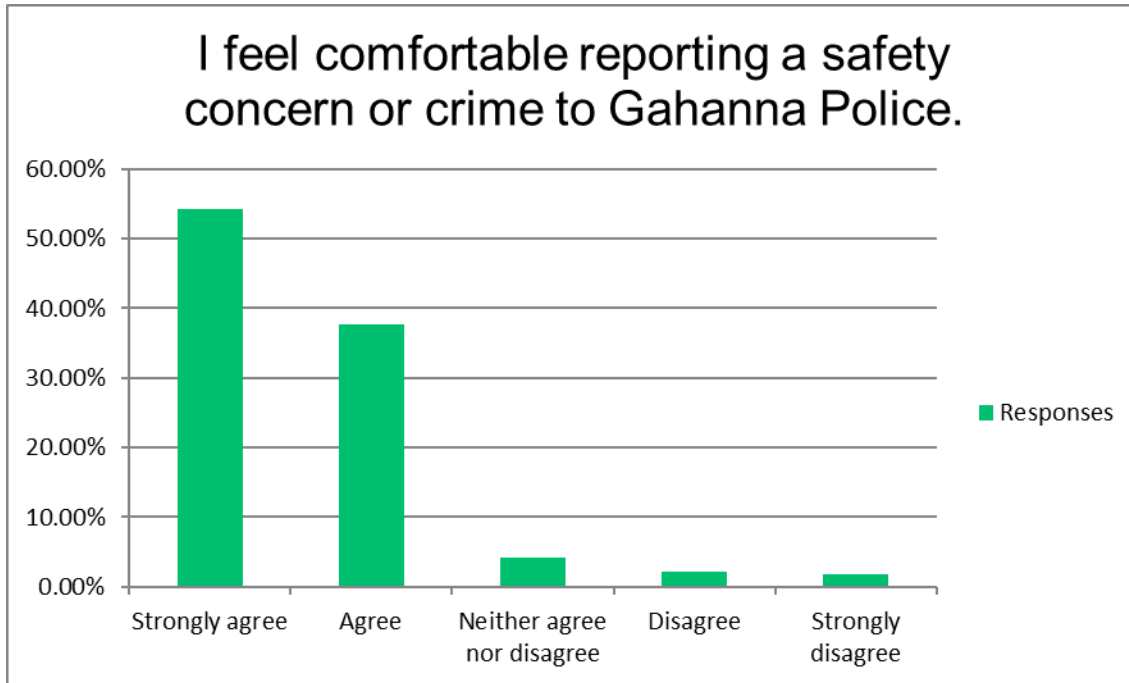
Answer Choices	Responses	
Strongly agree	37.94%	269
Agree	46.26%	328
Neither agree nor disagree	12.55%	89
Disagree	1.83%	13
Strongly disagree	1.41%	10
	<b>Answered</b>	<b>709</b>
	<b>Skipped</b>	<b>1</b>



### Question 11

**I feel comfortable reporting a safety concern or crime to Gahanna Police.**

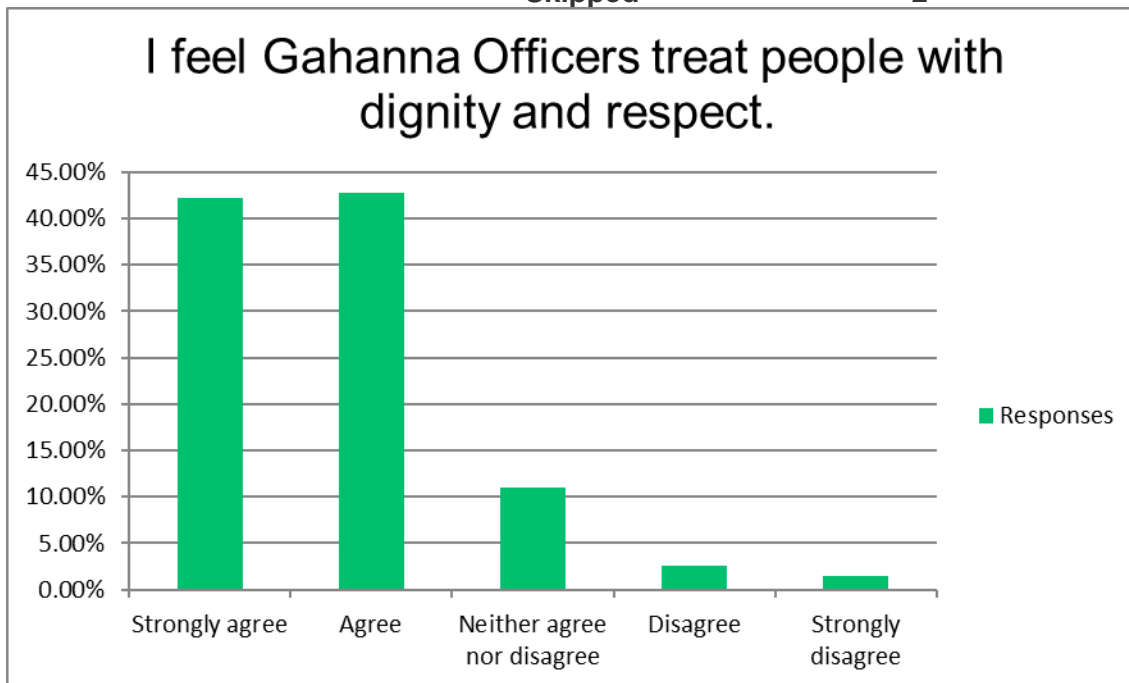
Answer Choices	Responses	
Strongly agree	54.30%	385
Agree	37.66%	267
Neither agree nor disagree	4.23%	30
Disagree	2.12%	15
Strongly disagree	1.69%	12
	<b>Answered</b>	<b>709</b>
	<b>Skipped</b>	<b>1</b>



### Question 12

**I feel Gahanna Officers treat people with dignity and respect.**

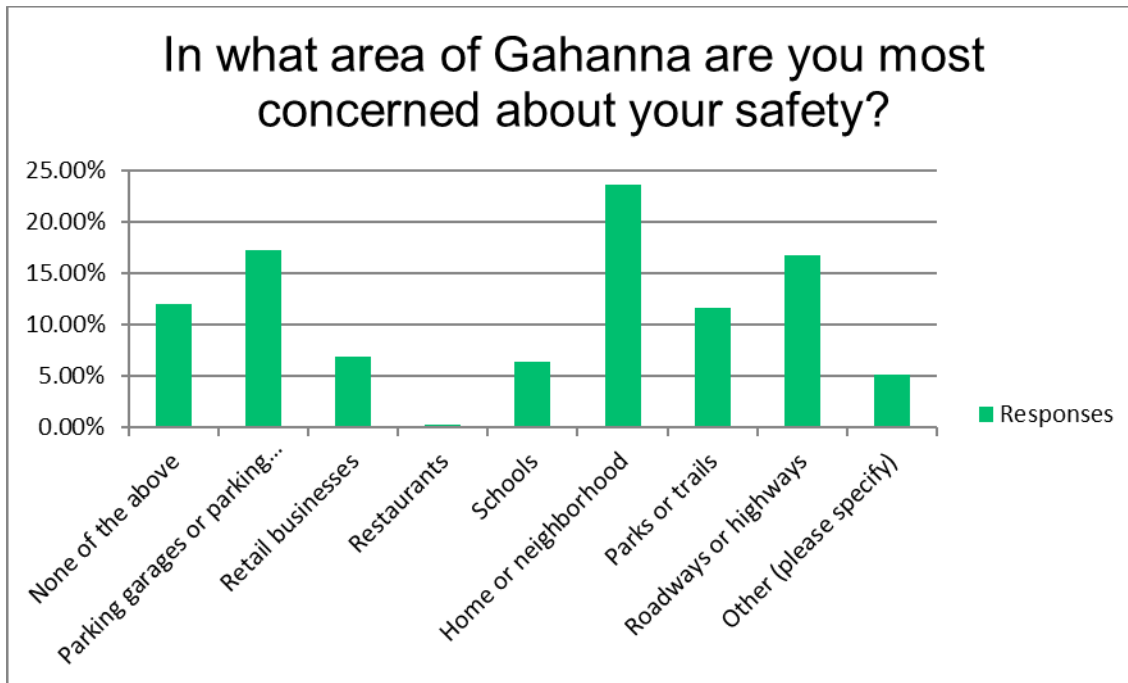
Answer Choices	Responses	
Strongly agree	42.23%	299
Agree	42.80%	303
Neither agree nor disagree	11.02%	78
Disagree	2.54%	18
Strongly disagree	1.41%	10
	<b>Answered</b>	<b>708</b>
	<b>Skipped</b>	<b>2</b>



### Question 13

In what area of Gahanna are you most concerned about your safety?

Answer Choices	Responses	
None of the above	12.04%	85
Parking garages or parking lots	17.28%	122
Retail businesses	6.94%	49
Restaurants	0.28%	2
Schools	6.37%	45
Home or neighborhood	23.65%	167
Parks or trails	11.61%	82
Roadways or highways	16.71%	118
Other (please specify)	5.10%	36
	<b>Answered</b>	<b>706</b>
	<b>Skipped</b>	<b>4</b>

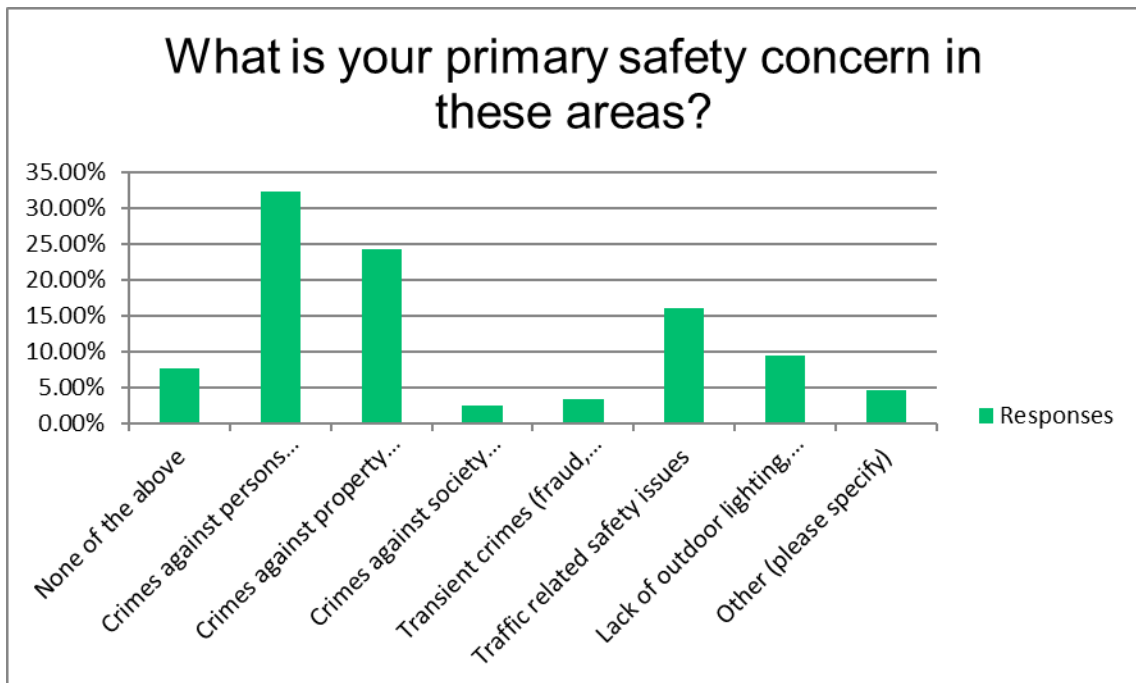




### Question 14

What is your primary safety concern in these areas?

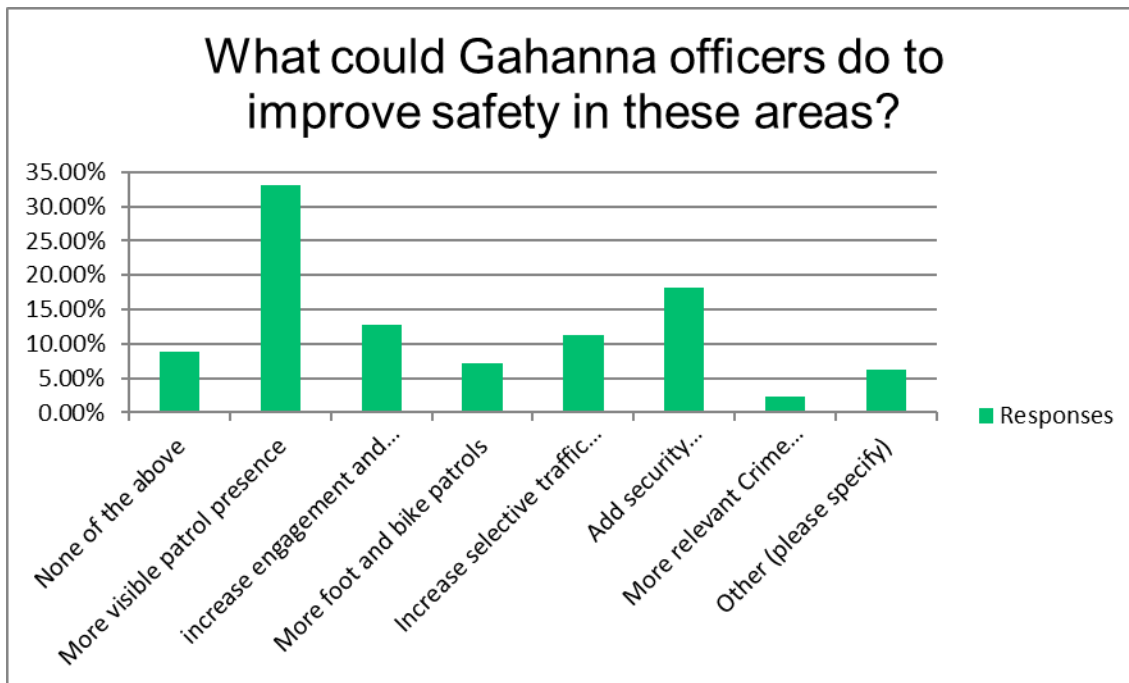
Answer Choices	Responses	
None of the above	7.65%	54
Crimes against persons (assaults)	32.29%	228
Crimes against property (theft/vandalism)	24.22%	171
Crimes against society (alcohol/drug usage)	2.41%	17
Transient crimes (fraud, phone or home improvement scams)	3.40%	24
Traffic related safety issues	16.01%	113
Lack of outdoor lighting, cameras, and similar security infrastructure	9.35%	66
Other (please specify)	4.67%	33
	<b>Answered</b>	<b>706</b>
	<b>Skipped</b>	<b>4</b>



### Question 15

What could Gahanna officers do to improve safety in these areas?

Answer Choices	Responses	
None of the above	8.79%	62
More visible patrol presence	33.19%	234
increase engagement and interaction in the area	12.77%	90
More foot and bike patrols	7.23%	51
Increase selective traffic monitoring and enforcement	11.35%	80
Add security infrastructure, e.g., lighting, cameras, emergency phones	18.16%	128
More relevant Crime Prevention and Crime Alerts	2.27%	16
Other (please specify)	6.24%	44
	<b>Answered</b>	<b>705</b>
	<b>Skipped</b>	<b>5</b>



### Question 16

Please rank the services listed below that you value most, or would like to see more of from the Gahanna Division of Police.

Answer Choices	1	2	3	Score
Public engagement events	73	49	66	3.53
Residential patrols	245	163	103	5.63
Residential traffic monitoring and enforcement	107	151	120	4.79
Self-defense, active threat or related training courses	28	41	64	2.95
School zone presence	130	99	145	4.76
Social media based informational hazards, traffic, and crime alerts	29	49	58	3.12
Commercial and retail patrols	46	99	88	3.67
<b>Answered</b>				<b>696</b>
<b>Skipped</b>				<b>14</b>

