

## **Observations:**

Data was retrieved from the survey on February 16, 2017, covering the dates of July 1st – December 31st 2016. Two hundred and twenty-nine people (229) had completed the survey in response to encounters with Roseville Department Police Officers. It was observed that in most instances, a majority of the people surveyed were either very satisfied or satisfied with the way they were treated by the police officers they encountered. Citizens' also had a high satisfaction with the work of the police department, they trusted the officers that they met, trusted in their decision making and valued the role of the Roseville Police Department in their neighborhoods. They also indicated that the officers were competent at what they do and had knowledge of their needs. The data obtained from the survey is shown below.

# Survey Data: July 1 – December 31<sup>st</sup> 2016

Roseville Police Department

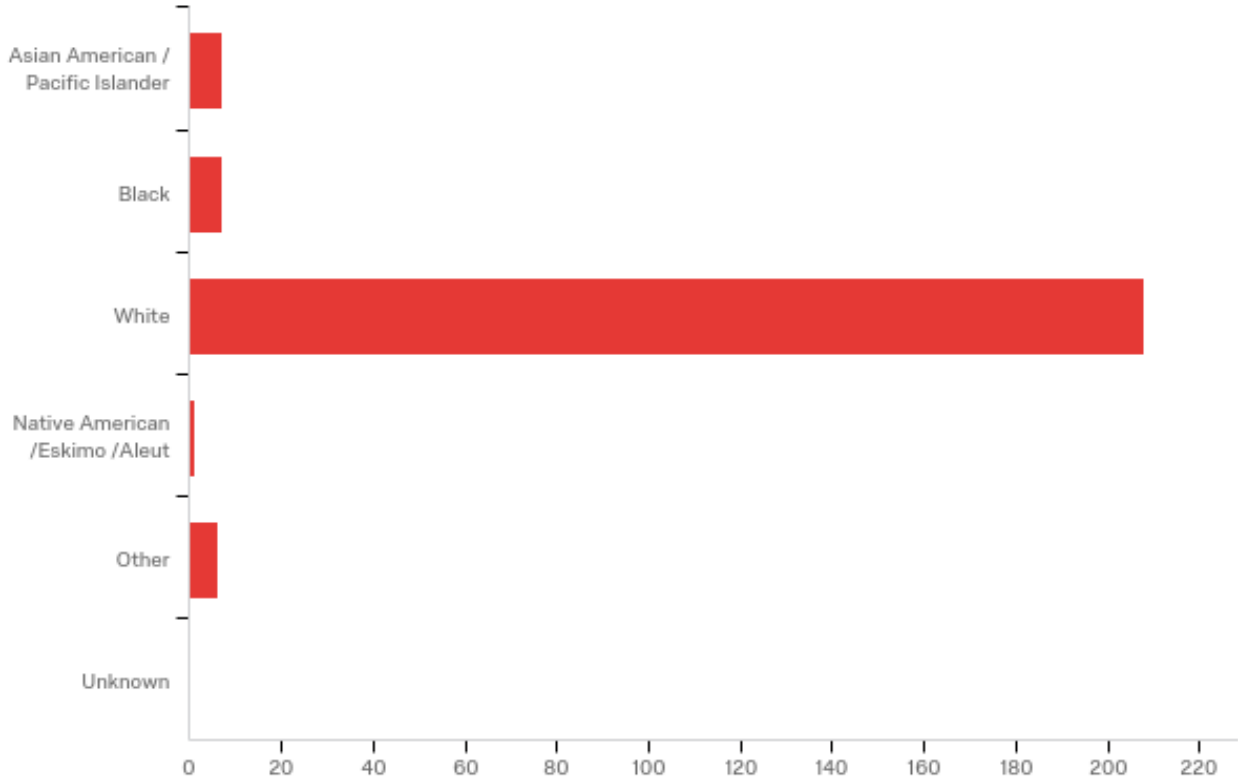
February 16th 2017, 7:08 am PST

## Q2 - What is your gender?



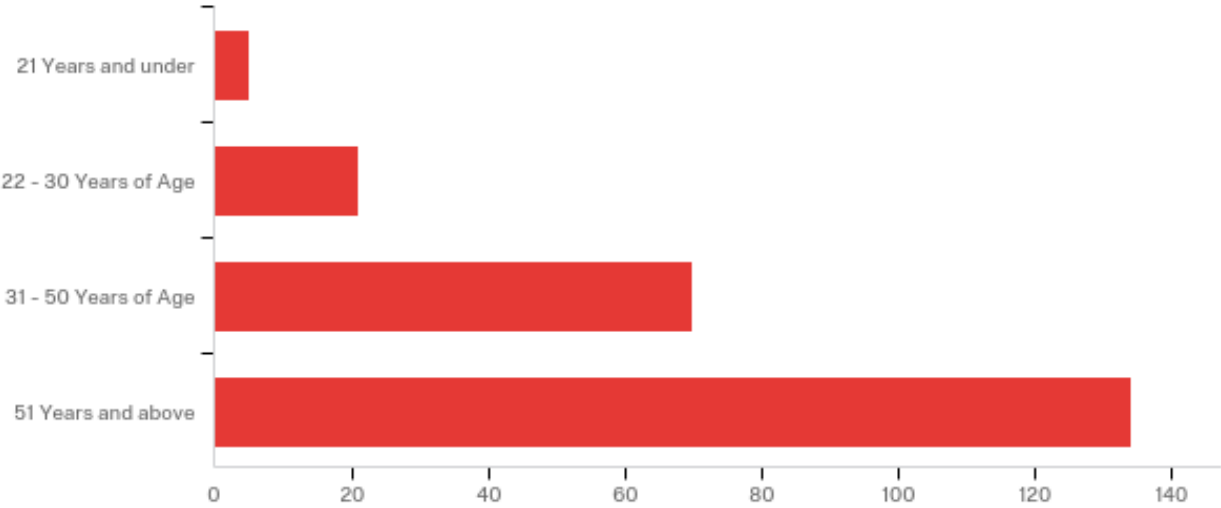
#	Answer	%	Count
1	Male	38.86%	89
2	Female	61.14%	140
	Total	100%	229

### Q3 - What is your race?



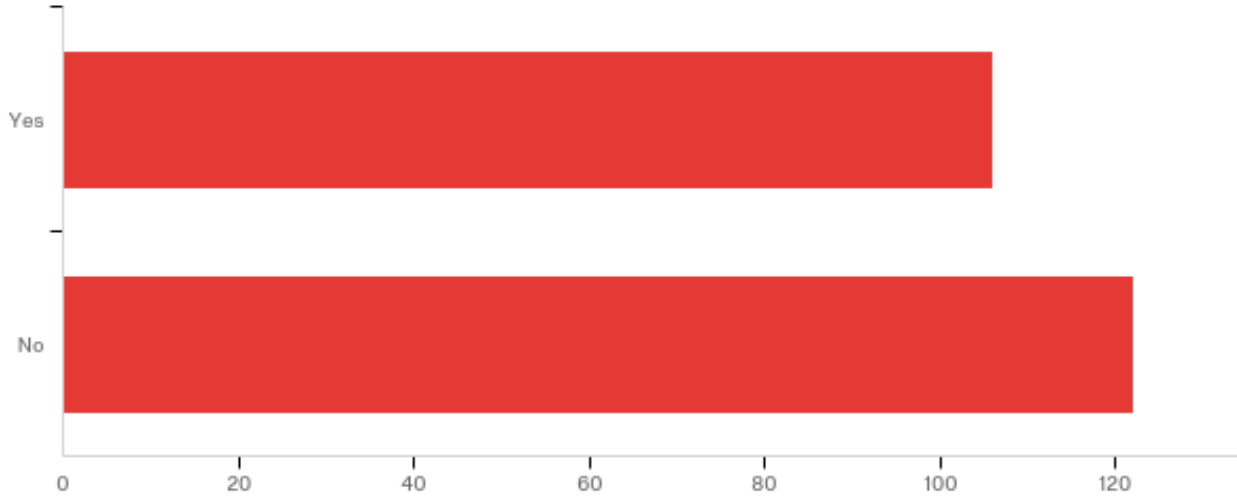
#	Answer	%	Count
1	Asian American / Pacific Islander	3.06%	7
2	Black	3.06%	7
3	White	90.83%	208
4	Native American / Eskimo / Aleut	0.44%	1
5	Other	2.62%	6
6	Unknown	0.00%	0
	Total	100%	229

**Q4 - Age: Select the range that best describes your age.**



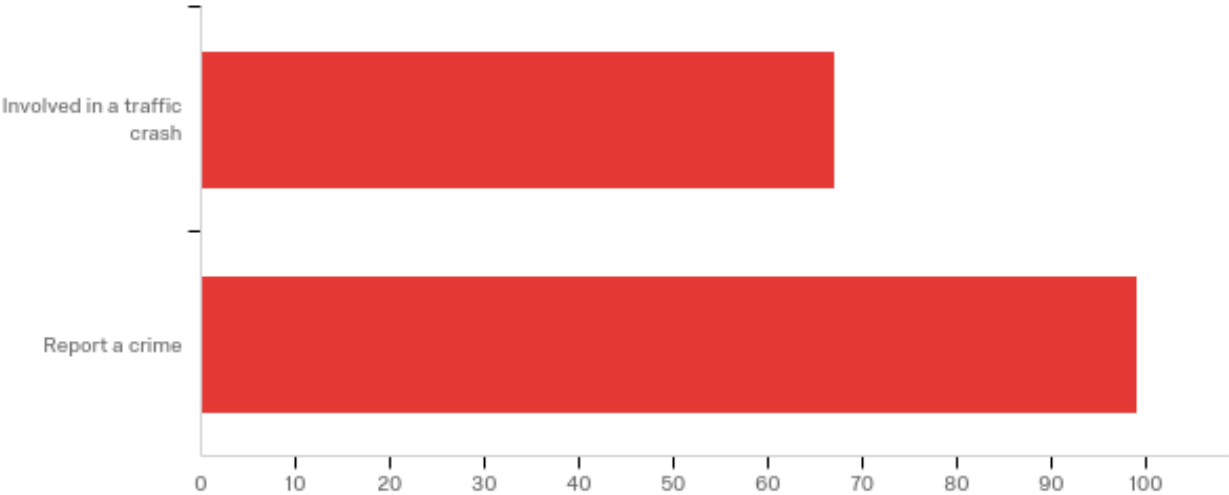
#	Answer	%	Count
1	21 Years and under	2.17%	5
2	22 - 30 Years of Age	9.13%	21
3	31 - 50 Years of Age	30.43%	70
4	51 Years and above	58.26%	134
	Total	100%	230

**Q5 - Are you a resident of Roseville, MN?**



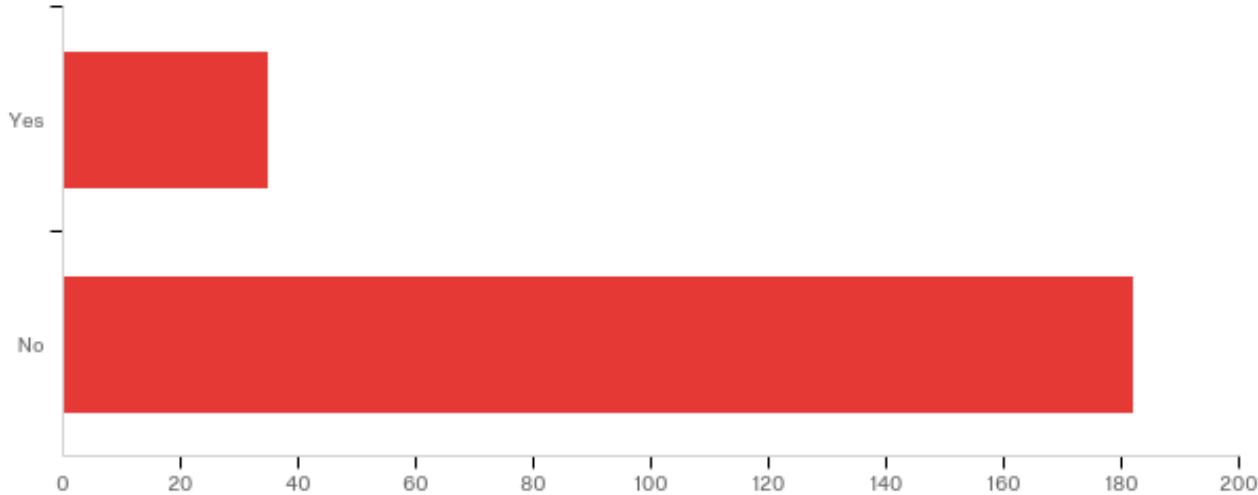
#	Answer	%	Count
1	Yes	46.49%	106
2	No	53.51%	122
	Total	100%	228

**Q6 - What is your reason for contacting the office?**



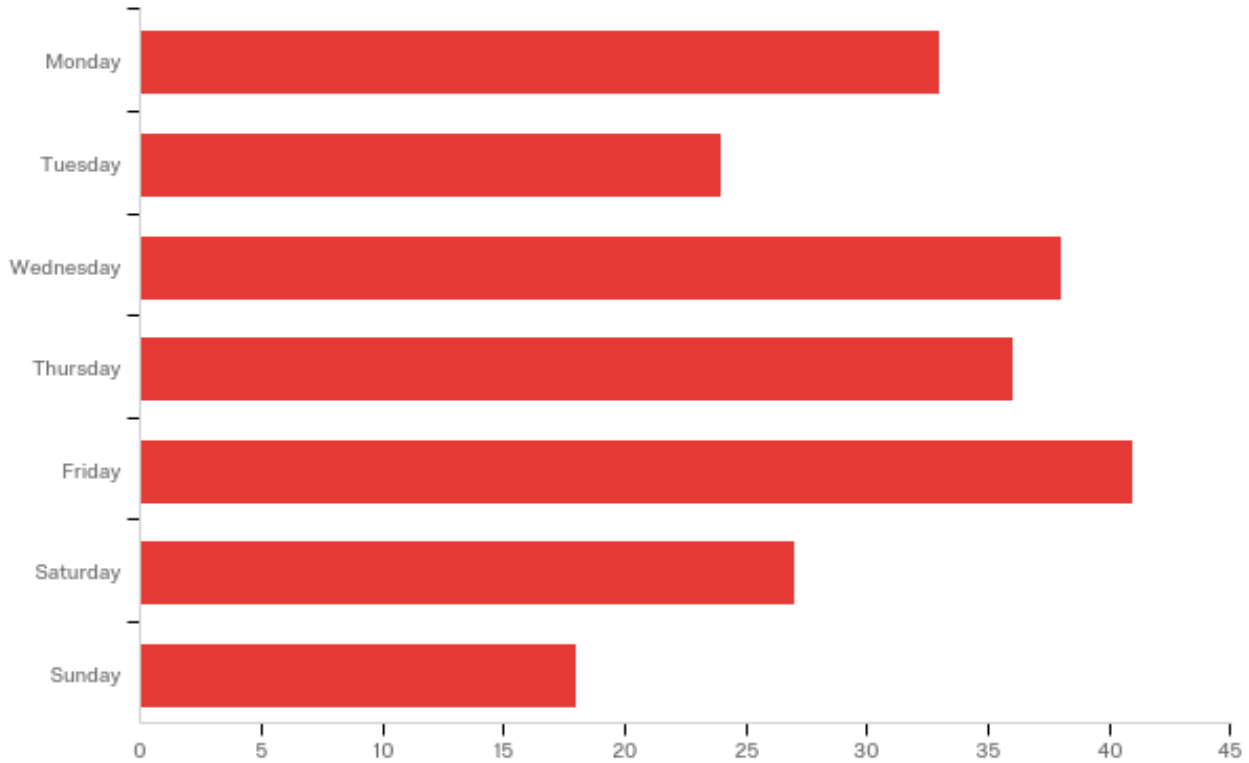
#	Answer	%	Count
1	Involved in a traffic crash	40.36%	67
2	Report a crime	59.64%	99
	Total	100%	166

**Q7 - Was your encounter with the police officer (s) for a traffic violation?**



#	Answer	%	Count
1	Yes	16.13%	35
2	No	83.87%	182
	Total	100%	217

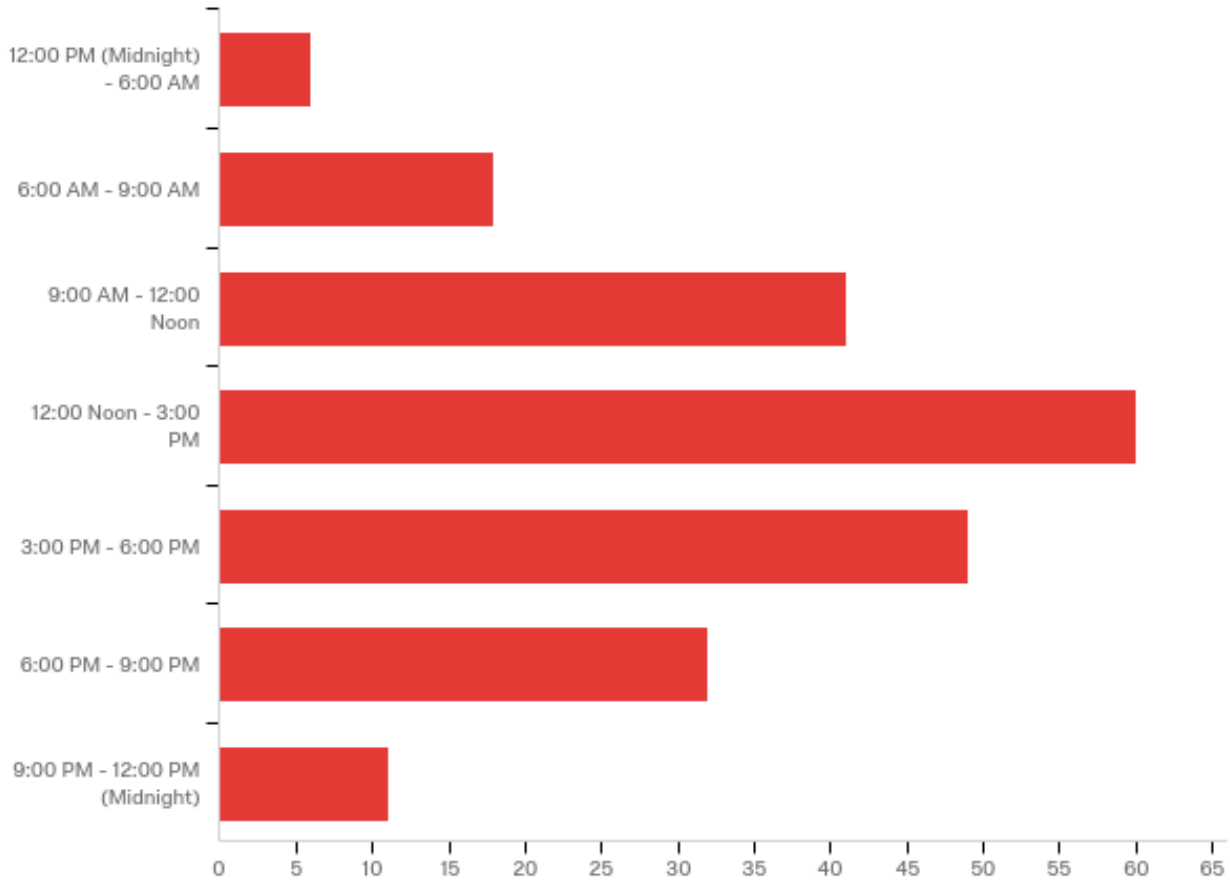
### Q8 - Which day of the week was your encounter with the police officer?



#	Answer	%	Count
1	Monday	15.21%	33
2	Tuesday	11.06%	24
3	Wednesday	17.51%	38
4	Thursday	16.59%	36
5	Friday	18.89%	41
6	Saturday	12.44%	27
7	Sunday	8.29%	18
	Total	100%	217

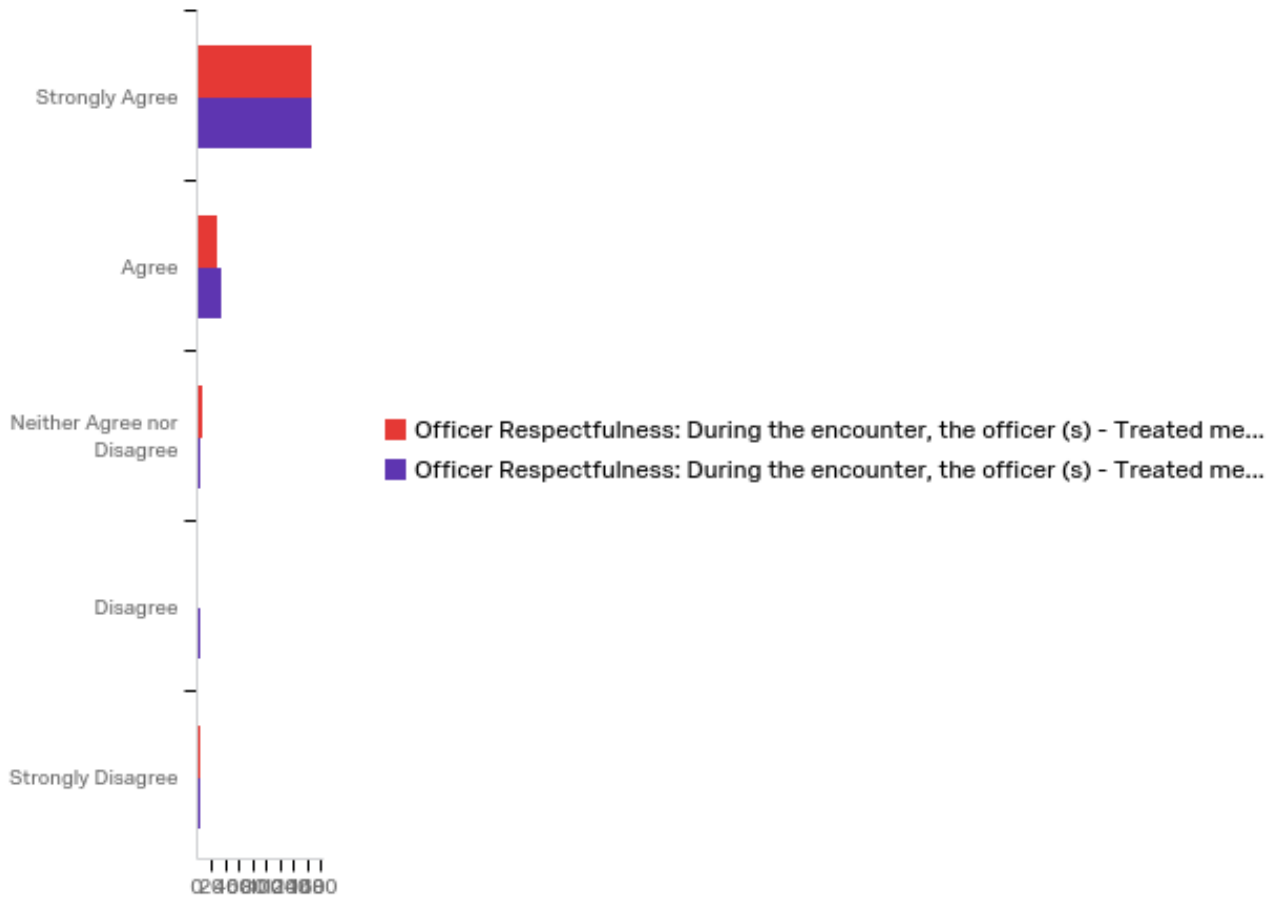


### Q9 - What time was your encounter with the officer?



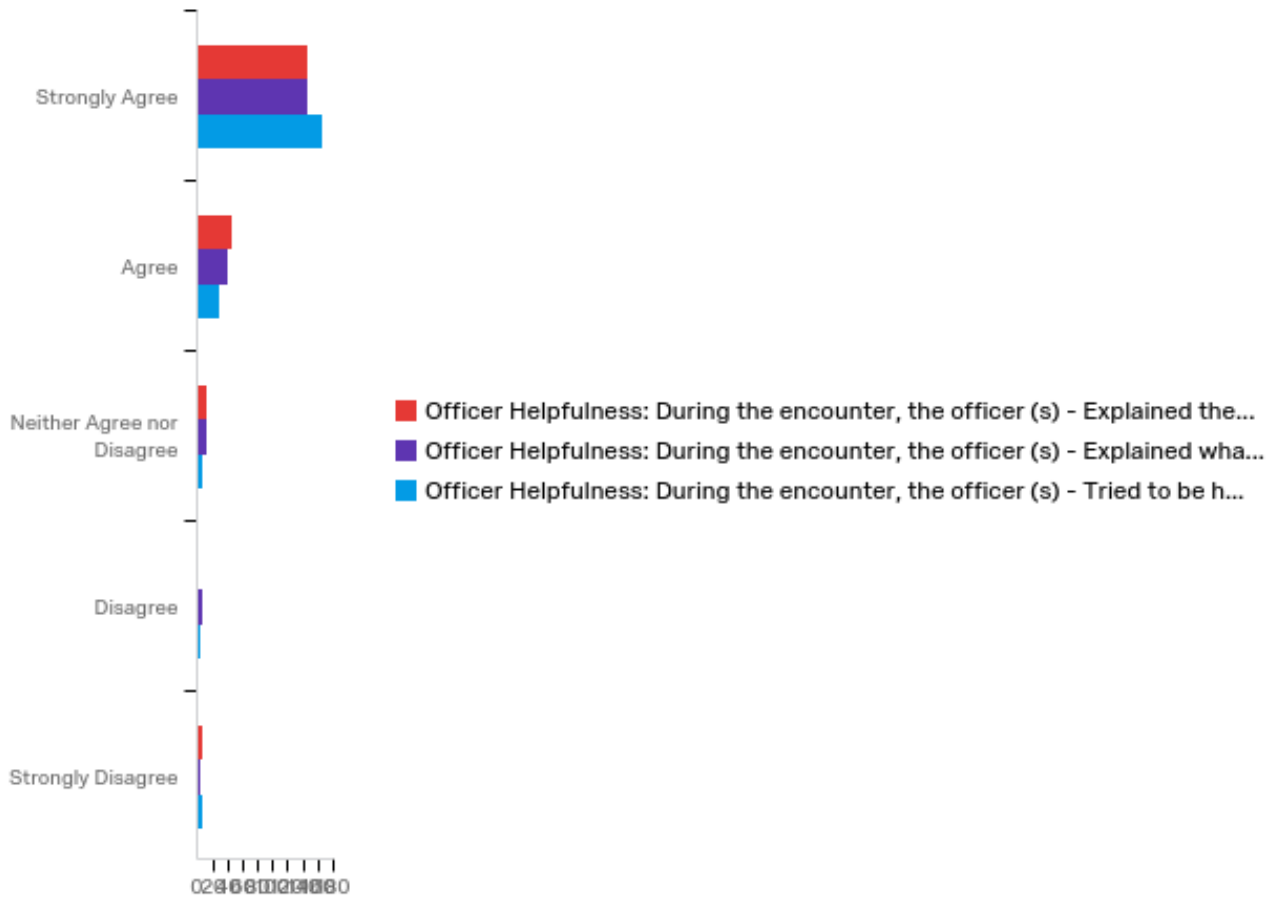
#	Answer	%	Count
1	12:00 PM (Midnight) - 6:00 AM	2.76%	6
2	6:00 AM - 9:00 AM	8.29%	18
4	9:00 AM - 12:00 Noon	18.89%	41
5	12:00 Noon - 3:00 PM	27.65%	60
6	3:00 PM - 6:00 PM	22.58%	49
7	6:00 PM - 9:00 PM	14.75%	32
8	9:00 PM - 12:00 PM (Midnight)	5.07%	11
	Total	100%	217

### Q10 - Officer Respectfulness: During the encounter, the officer (s)



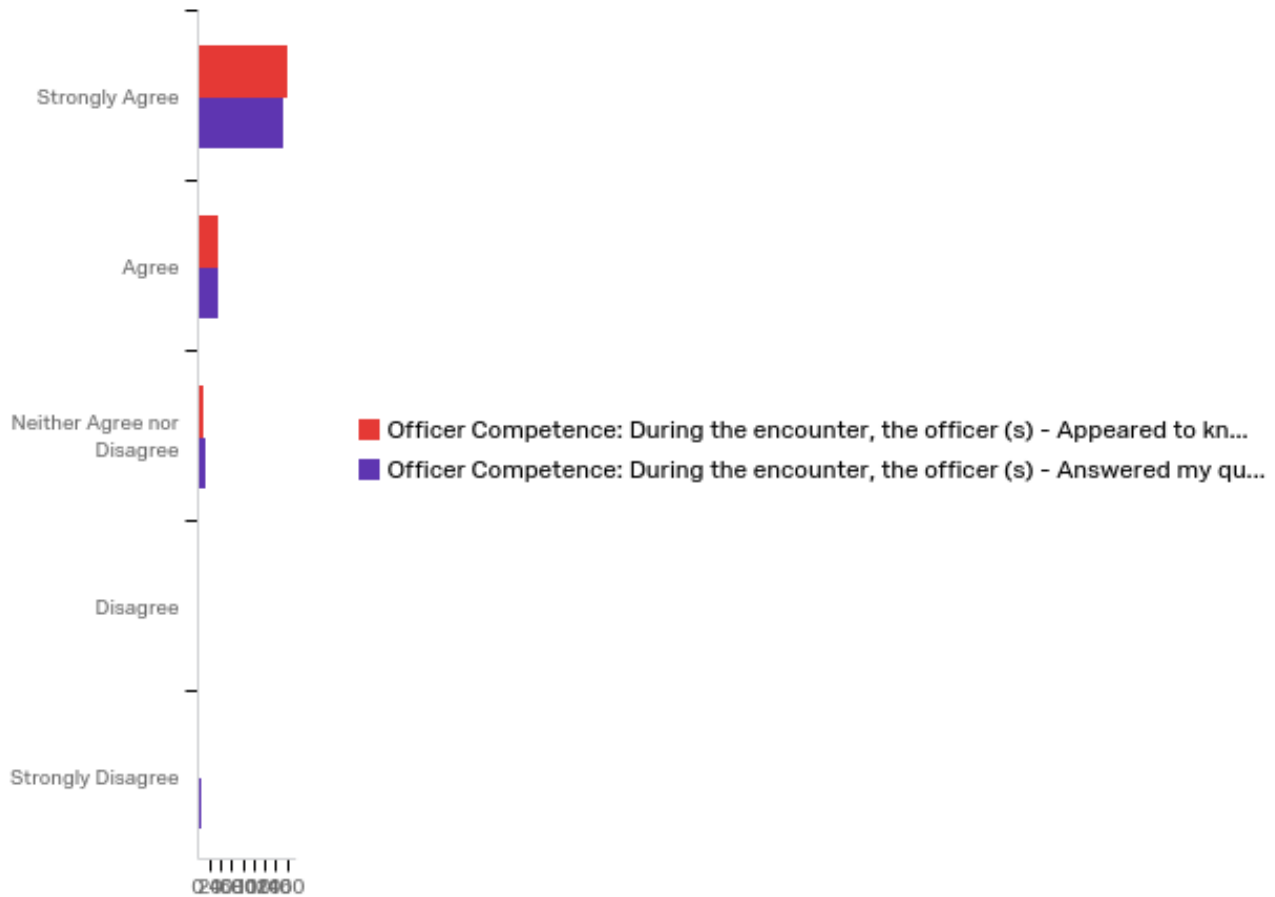
#	Question	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Total
1	Treated me with dignity and respect	78.04%	167	14.02%	30	3.74%	8	1.40%	3	2.80%	6	214
2	Treated me politely	78.14%	168	15.81%	34	1.86%	4	1.86%	4	2.33%	5	215

## Q11 - Officer Helpfulness: During the encounter, the officer (s)



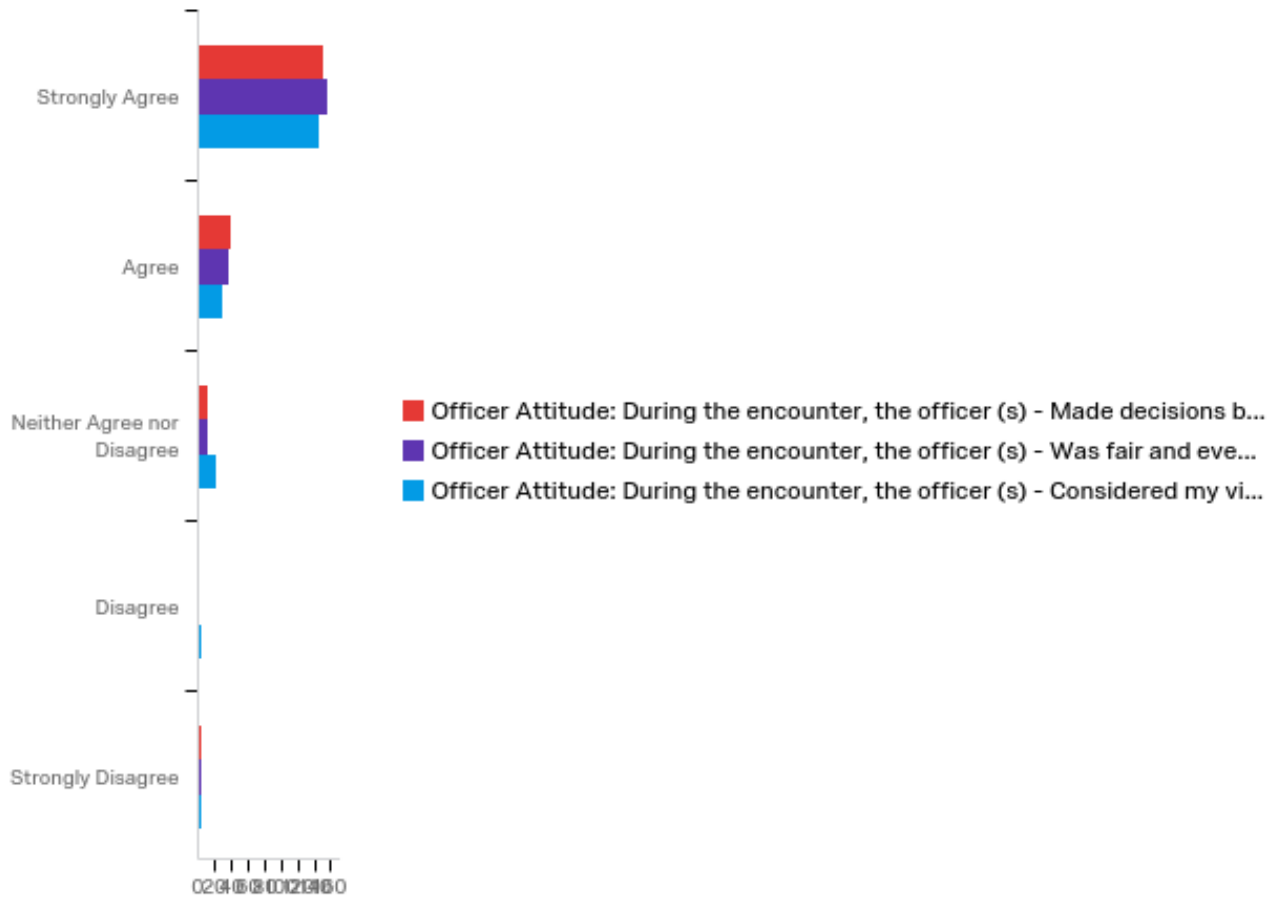
#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	Explained the reasons for his or her actions	69.19% 146	21.80% 46	5.69% 12	0.47% 1	2.84% 6	211
2	Explained what would happen next in the process	69.34% 147	19.34% 41	6.13% 13	2.83% 6	2.36% 5	212
3	Tried to be helpful	77.83% 165	13.21% 28	3.77% 8	2.36% 5	2.83% 6	212

## Q12 - Officer Competence: During the encounter, the officer (s)



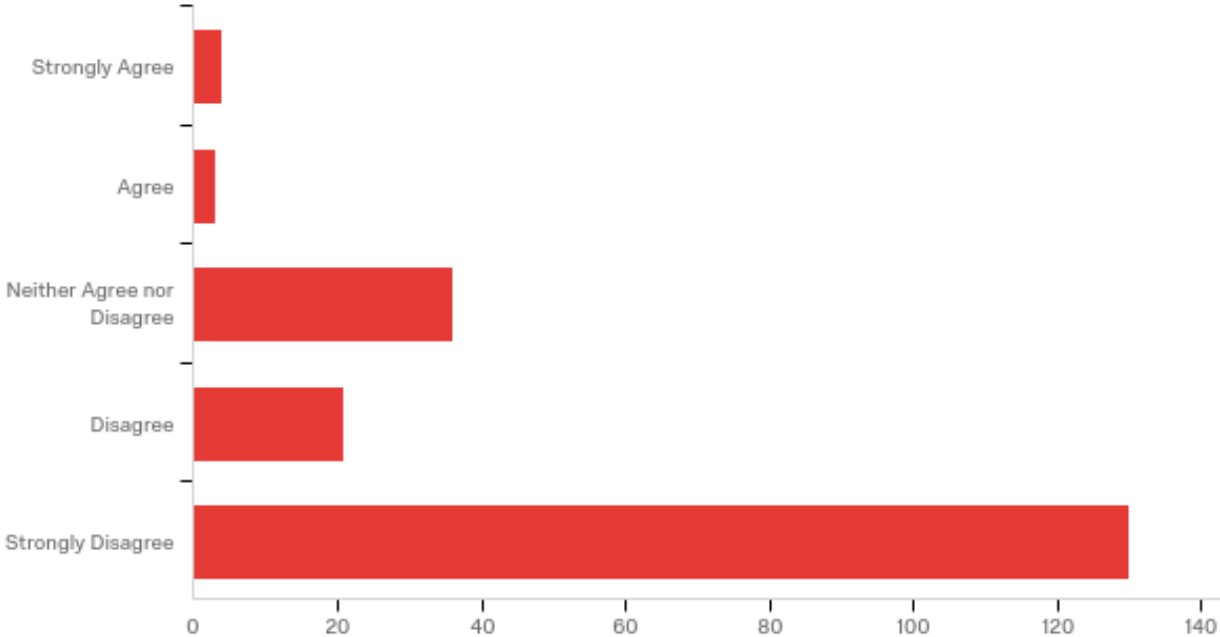
#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	Appeared to know what he or she was doing	75.94% 161	17.45% 37	4.25% 9	0.94% 2	1.42% 3	212
2	Answered my questions well	73.08% 152	17.31% 36	5.77% 12	1.44% 3	2.40% 5	208

### Q13 - Officer Attitude: During the encounter, the officer (s)



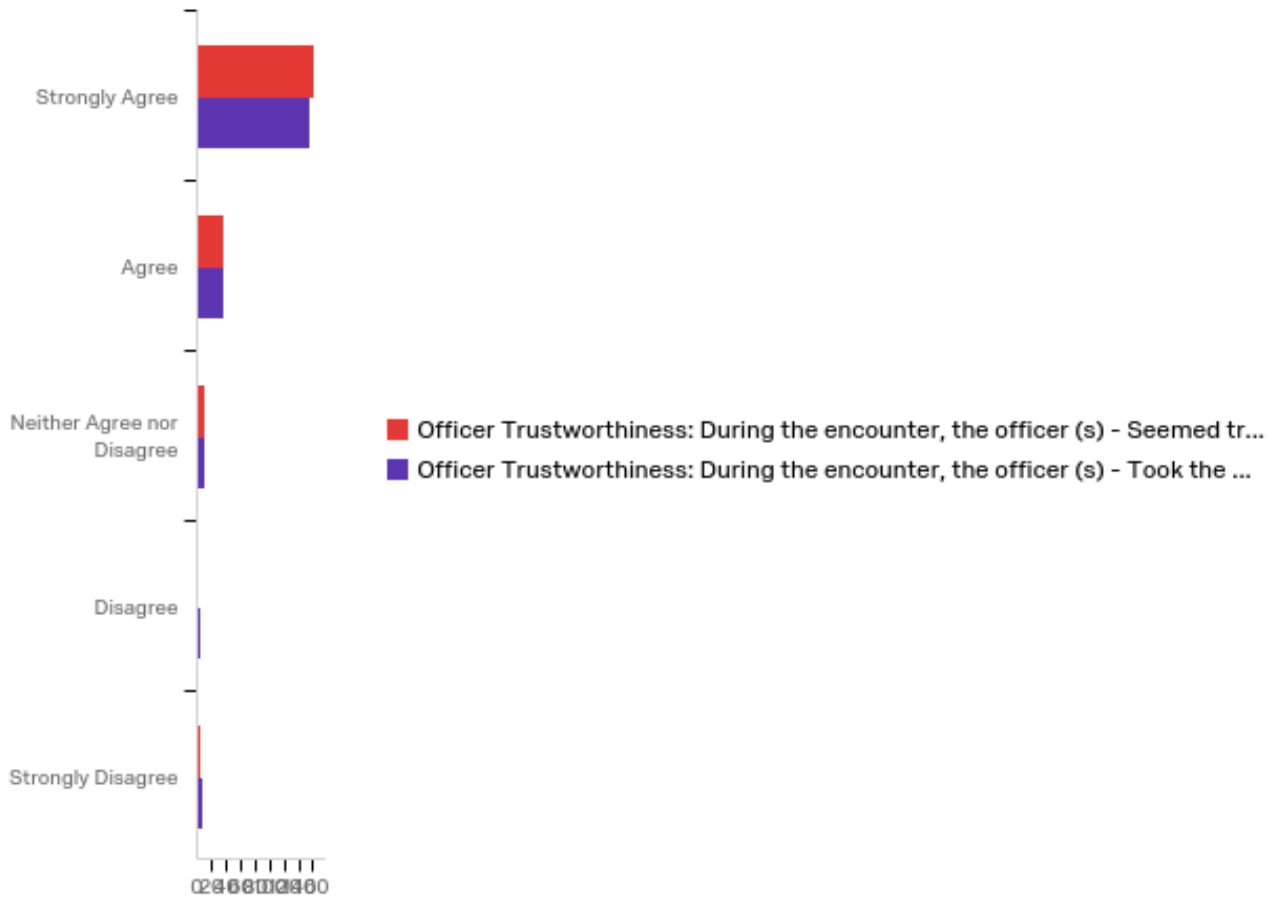
#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	Made decisions based on the facts	73.08% 152	19.23% 40	5.29% 11	0.96% 2	1.44% 3	208
2	Was fair and evenhanded	74.29% 156	17.14% 36	5.24% 11	0.95% 2	2.38% 5	210
3	Considered my views	71.22% 146	13.66% 28	10.73% 22	2.44% 5	1.95% 4	205

**Q14 - Officer Bias: During the encounter, the officer seemed to blame me for what happened (Traffic stops excluded).**



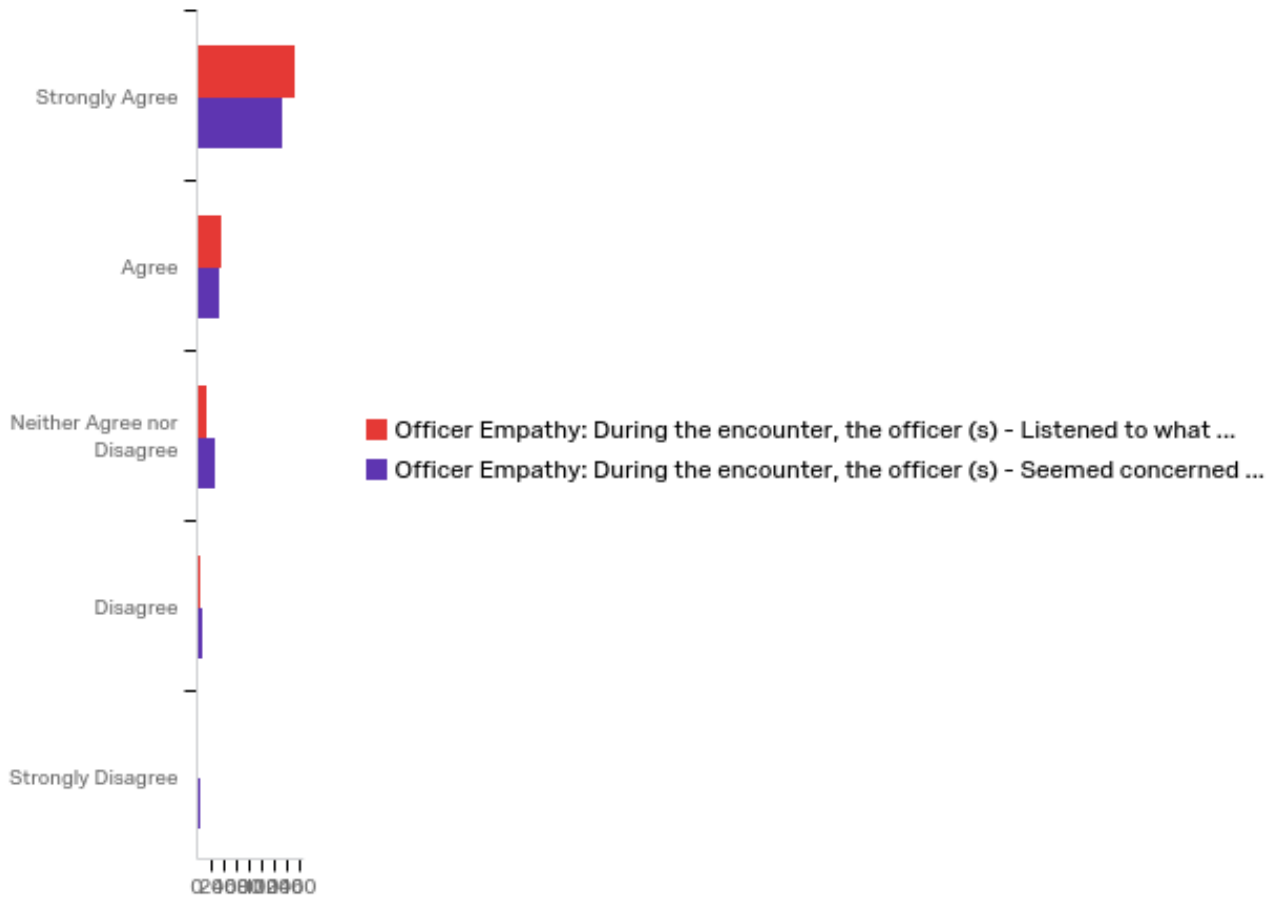
#	Answer	%	Count
1	Strongly Agree	2.06%	4
2	Agree	1.55%	3
3	Neither Agree nor Disagree	18.56%	36
4	Disagree	10.82%	21
5	Strongly Disagree	67.01%	130
	Total	100%	194

### Q15 - Officer Trustworthiness: During the encounter, the officer (s)



#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	Seemed trustworthy	76.06% 162	16.90% 36	4.69% 10	0.94% 2	1.41% 3	213
2	Took the matter seriously	73.93% 156	16.59% 35	5.21% 11	1.42% 3	2.84% 6	211

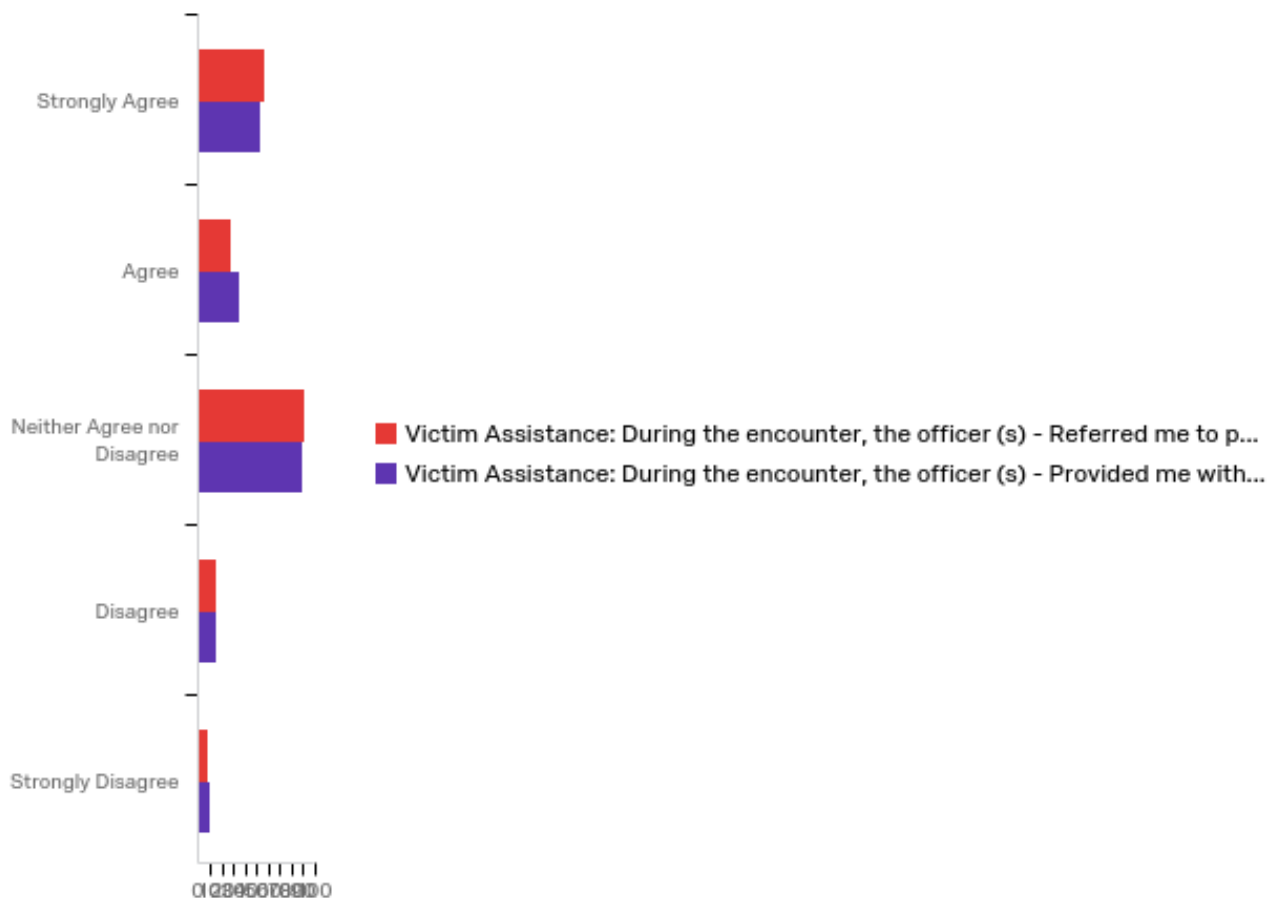
### Q16 - Officer Empathy: During the encounter, the officer (s)



#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	Listened to what I had to say	71.70% 152	17.45% 37	6.60% 14	2.83% 6	1.42% 3	212
2	Seemed concerned about my feelings	63.21% 134	16.51% 35	13.21% 28	4.25% 9	2.83% 6	212

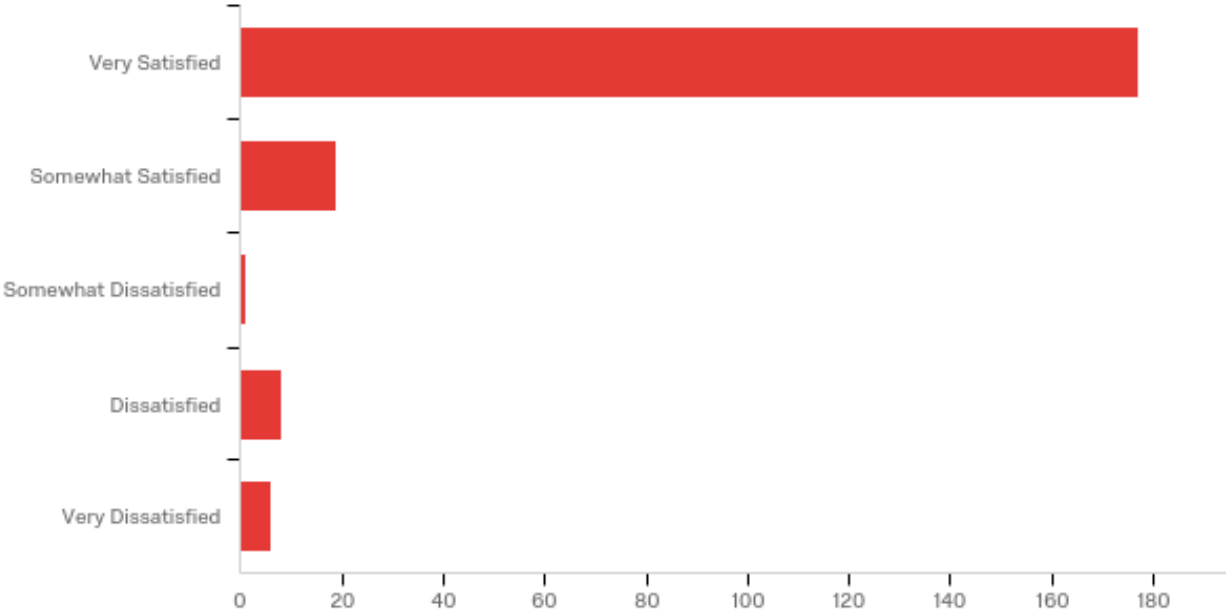


### Q17 - Victim Assistance: During the encounter, the officer (s)



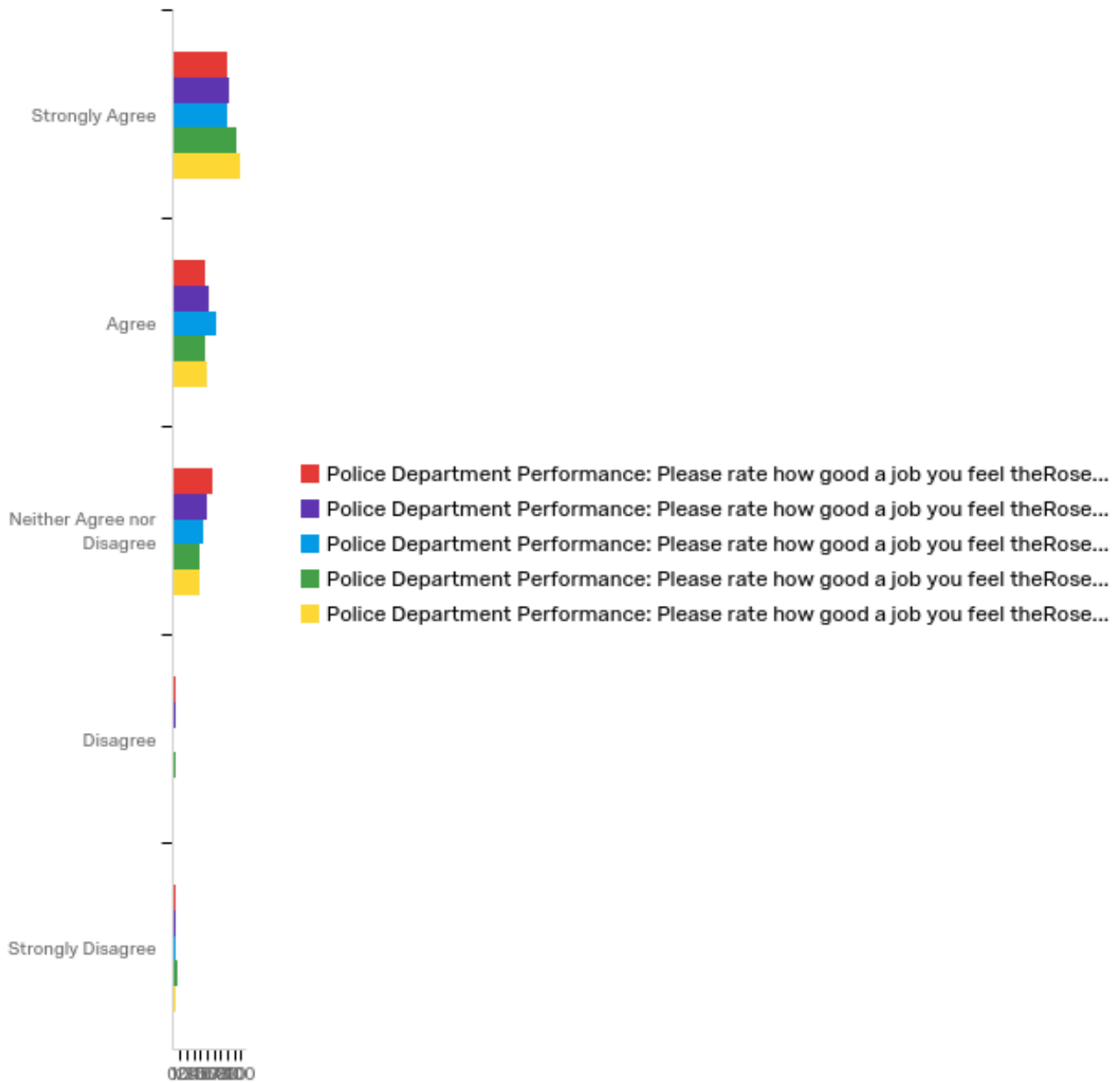
#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	Referred me to people or agencies that might be helpful	28.50% 57	14.50% 29	45.50% 91	7.50% 15	4.00% 8	200
2	Provided me with useful tips to avoid this situation in the future	26.24% 53	17.33% 35	44.06% 89	7.43% 15	4.95% 10	202

**Q18 - Taking the whole experience into account, how satisfied are you with the way you were treated by the officer (s) in this case?**



#	Answer	%	Count
1	Very Satisfied	83.89%	177
2	Somewhat Satisfied	9.00%	19
3	Somewhat Dissatisfied	0.47%	1
4	Dissatisfied	3.79%	8
5	Very Dissatisfied	2.84%	6
	Total	100%	211

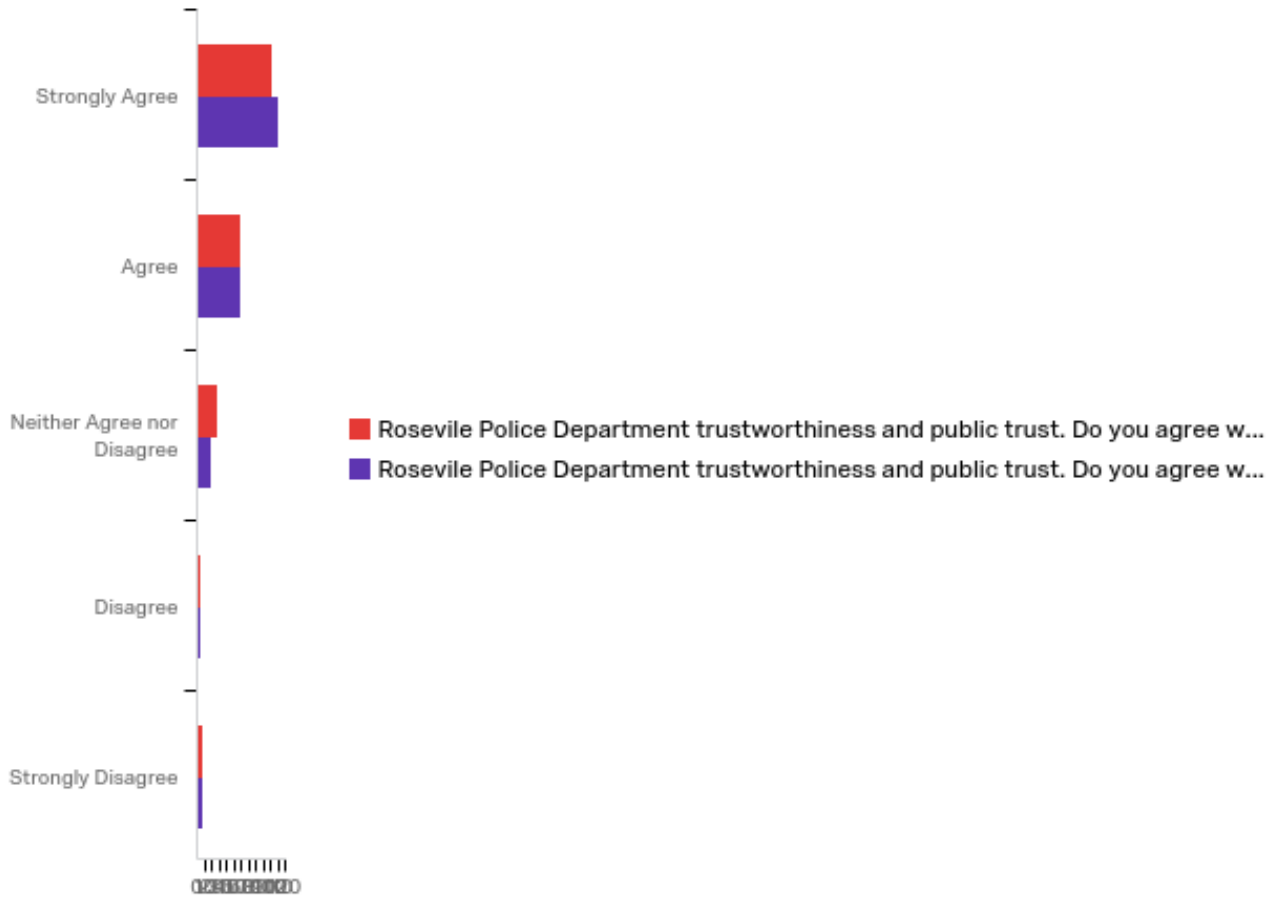
**Q19 - Police Department Performance: Please rate how good a job you feel the Roseville Police Department is doing in your neighborhood. How well are we at....**



#	Question	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Total
1	Fighting crime	42.19%	81	25.00%	48	29.69%	57	1.56%	3	1.56%	3	192
2	Dealing with problems that concern our neighborhood	43.23%	83	27.08%	52	25.52%	49	2.08%	4	2.08%	4	192

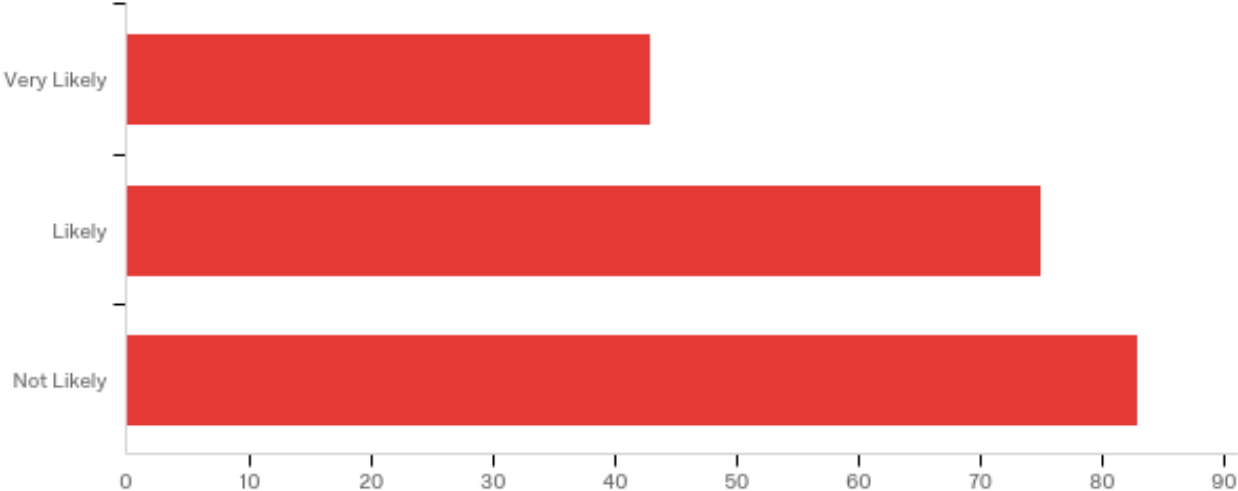
3	Being visible on the streets	41.15%	79	32.81%	63	22.92%	44	1.04%	2	2.08%	4	192
4	Treating people fairly	48.96%	94	25.00%	48	20.83%	40	2.08%	4	3.13%	6	192
5	Being available when you need us	51.04%	98	26.04%	50	20.31%	39	0.52%	1	2.08%	4	192

**Q20 - Roseville Police Department trustworthiness and public trust. Do you agree with the following statements?**



#	Question	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Total
1	I trust that the Roseville Police Department makes decisions that are good for everyone in the City	51.27%	101	30.46%	60	13.71%	27	1.52%	3	3.05%	6	197
2	I have confidence that the Roseville Police Department does its job well	55.78%	111	30.15%	60	9.55%	19	1.51%	3	3.02%	6	199

**Q21 - How likely would you be to attend a meeting of residents in your neighborhood to discuss crime prevention?**



#	Answer	%	Count
1	Very Likely	21.39%	43
2	Likely	37.31%	75
3	Not Likely	41.29%	83
	Total	100%	201

## Conclusion:

As was noted earlier, 229 people completed the survey in response to encounters with Roseville Department Police, and the data shown above provides insight on the types of encounters that the police officers have with residents and /or non-residents of Roseville. There were multiple factors being assessed in the survey and these are summarized below.

- ***The purpose of the encounter with the officer:*** Majority of the encounters were (~60%) were not for traffic encounters. Future assessment should include a determination of the purpose of the encounter if not for traffic violations.
- ***Days and /or times in which there are the most encounters:*** The data obtained indicated that Wednesday and Friday were the busiest days of the week, and 12:00 Noon through 3:00 PM were the busiest times. These trends if consist in future surveys would enable the department to appropriately allocate resources and develop staffing schedules that align with departmental needs based on shows that the police department can now appropriately use data to support staffing needs and scheduling
- ***Officer respectfulness, helpfulness, competence, attitude, bias, trustworthiness, empathy, and solution provision:*** Greater than 93% of the respondents agreed or strongly agreed that the officers they encountered had a positive attitude towards them. Officers were found to be helpful and resourceful, they did not exhibit bias towards the residents they encountered and were empathic to the people they met.
- ***Citizen satisfaction with officer encounters:*** Approximately 7% of the people surveyed were not satisfied with police encounters. This is a very significant finding, because under such circumstances, people will normally place blame on the officer with whom they had an encounter, however, in this case we see that 93% of all respondents took ownership of their activities and found the officers fair in their actions.
- ***Roseville Police Department overall performance:*** Majority of the respondents (84%) indicated that they were satisfied with the performance of the Roseville Police Department. About 16% of the respondents were either agnostic to this question or responded negatively.
- ***Roseville Police Department trustworthiness and public trust:*** Approximately 82% of all respondents indicated that they found the officers trustworthy and that they had the best interest of the public at heart, therefore gaining public trust. Also, a high majority (86%) found that the officers do their job well.