

WEST RICHLAND POLICE DEPARTMENT COMMUNITY SURVEY

Presented by: Chief Ben Majetich

October 2, 2018



West Richland Police Department

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Community Survey

West Richland Police Department continues to seek improvements in the quality of the services we provide to the people living in West Richland. As part of the effort to improve services, we ask that you share your opinions about the West Richland Police Department. Please take a few moments to complete this survey. Your response will be part of the ongoing planning effort to place resources where they are most needed, while addressing concerns of the community.

Directions: Please circle your response

I feel that West Richland is a safe city in which to live.

Strongly Agree Agree Neutral Disagree Strongly disagree

I feel that there is a low rate of crime in the City of West Richland.

Strongly Agree Agree Neutral Disagree Strongly disagree

I feel safe in my home.

Strongly Agree Agree Neutral Disagree Strongly disagree

I feel safe walking outside at night.

Strongly Agree Agree Neutral Disagree Strongly disagree

I am satisfied with the quality of life in my neighborhood.

Strongly Agree Agree Neutral Disagree Strongly disagree

SURVEY DEVELOPMENT, MAILING, RETURN AND ANALYSIS

- The Community Survey was developed with the assistance and guidance of the Community Advisory Board.
- Surveys were mailed with the city's July 2018 utility billing with a due date of August 31, 2018.
- A total of 309 surveys were returned validating the survey with a 93% confidence level and a 5% margin of error.
- Analysis of the results was conducted with the assistance of the C.A.B., I.A.C.P. and V.I.P.S.



SURVEY RESULTS

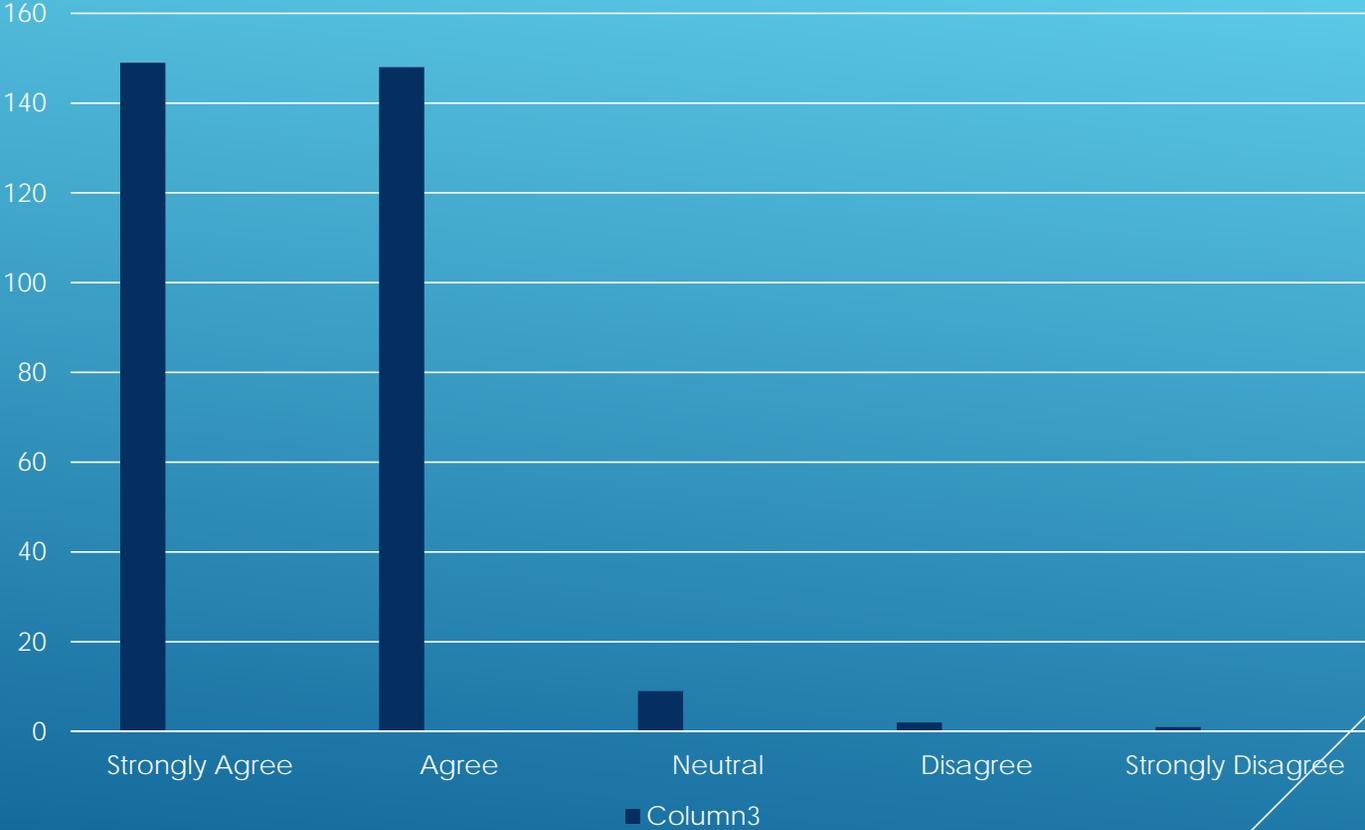
- The Survey contained four separate categories:
- 1) Questionnaire: (10) questions relating to police services and quality of life.
- 2) Police priorities.
- 3) Resident status: Home owner? Years as resident?
- 4) Comments.



QUESTIONNAIRE RESULTS

- The questionnaire contained a total of ten (10) questions.
- A five (5) point rating scale was used.
- The neutral rating was added for those who did not have an opinion due to lack of knowledge on a subject.
- The total number of responses do not reflect the amount of surveys returned due to some respondents not providing an answer for all the questions.

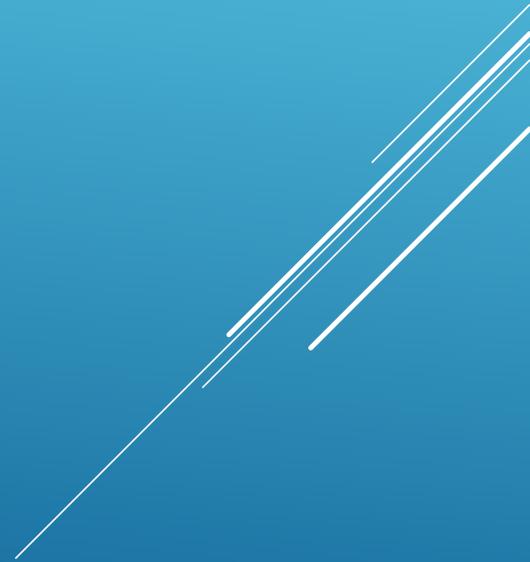
I feel West Richland is a safe city in which to live.



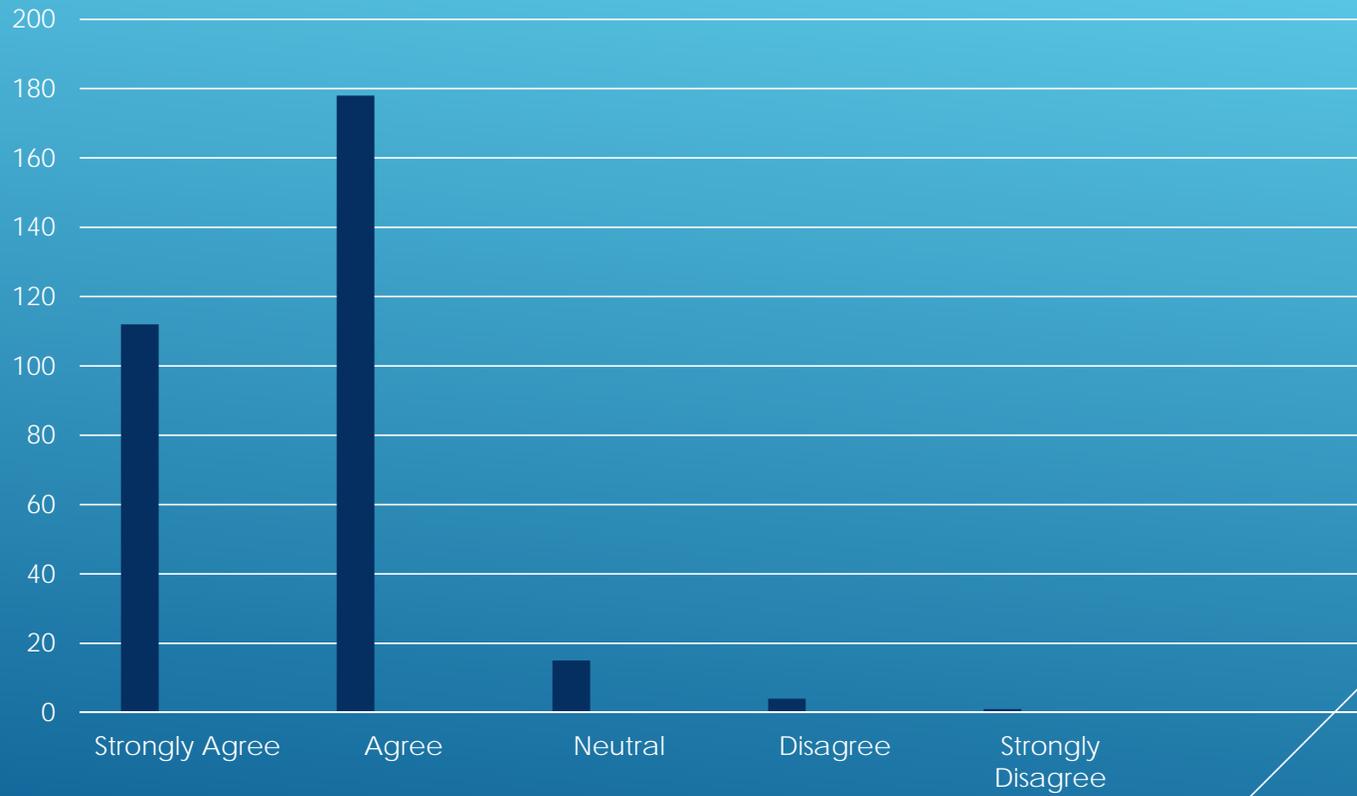
149 STRONGLY AGREED AND 148 AGREED. THIS EQUATES TO A 96.1% POSITIVE RATING.

NINE RESPONSES WERE NEUTRAL, TWO DISAGREED AND ONE STRONGLY DISAGREED.

RESPONSES INDICATE THAT RESIDENTS STRONGLY BELIEVE THAT THE CITY OF WEST RICHLAND IS A SAFE PLACE TO LIVE.



I feel that there is a low rate of crime in the City of West Richland



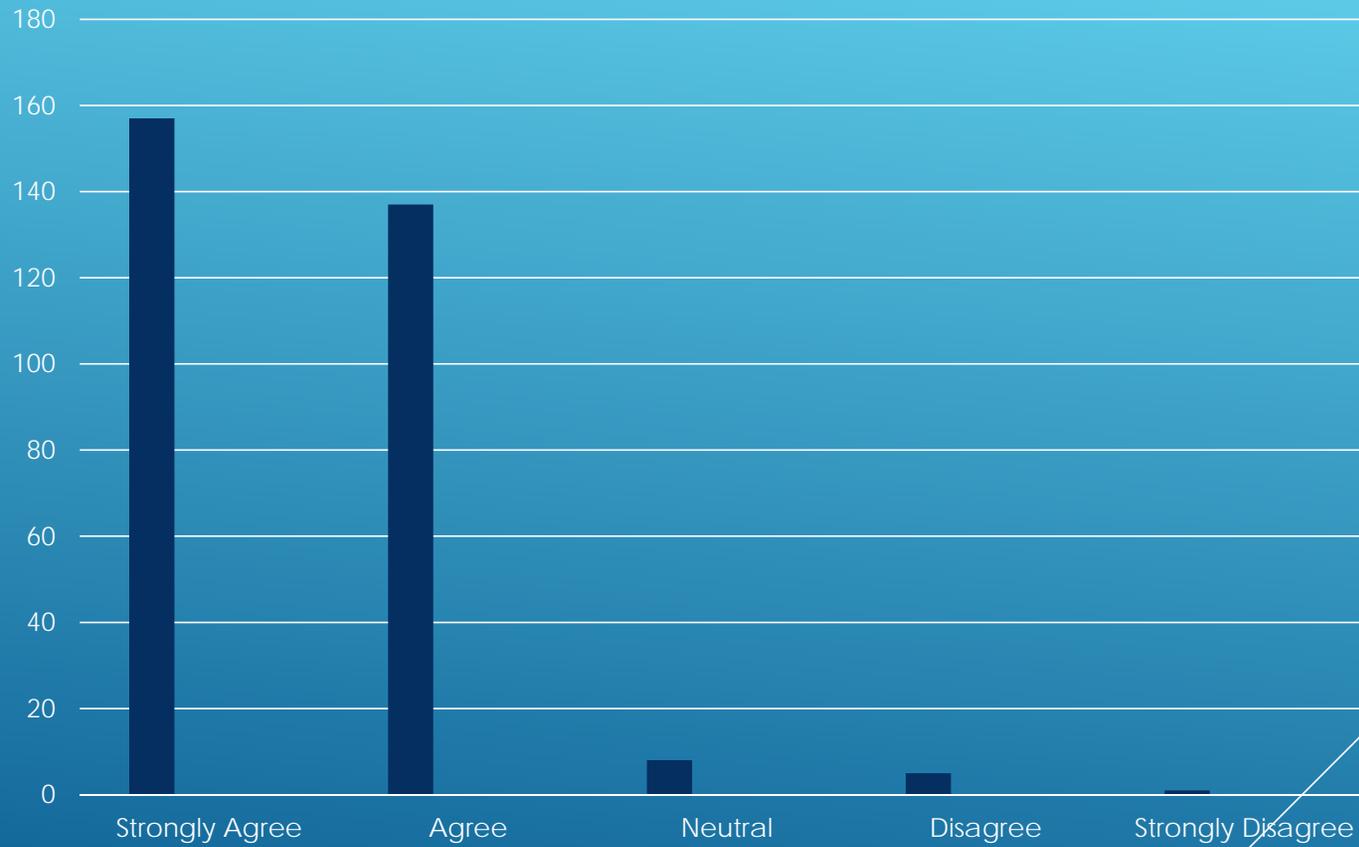
112 STRONGLY AGREED AND 178 AGREED. THIS EQUATES TO A 93.5% POSITIVE RATING.

FIFTEEN WERE NEUTRAL, FOUR DISAGREE AND ONE STRONGLY DISAGREED.

SLIGHT INCREASE IN NEUTRAL REFLECTED THAT THE RESPONDENT WAS UNFAMILIAR WITH THE CURRENT CRIME RATES IN THE CITY.

THE FIVE NEGATIVE RESPONSES WERE EITHER LOCALIZED (NEIGHBORHOOD) ISSUES OR LESS THAN POSITIVE INTERACTIONS WITH THE POLICE.

I feel safe in my home



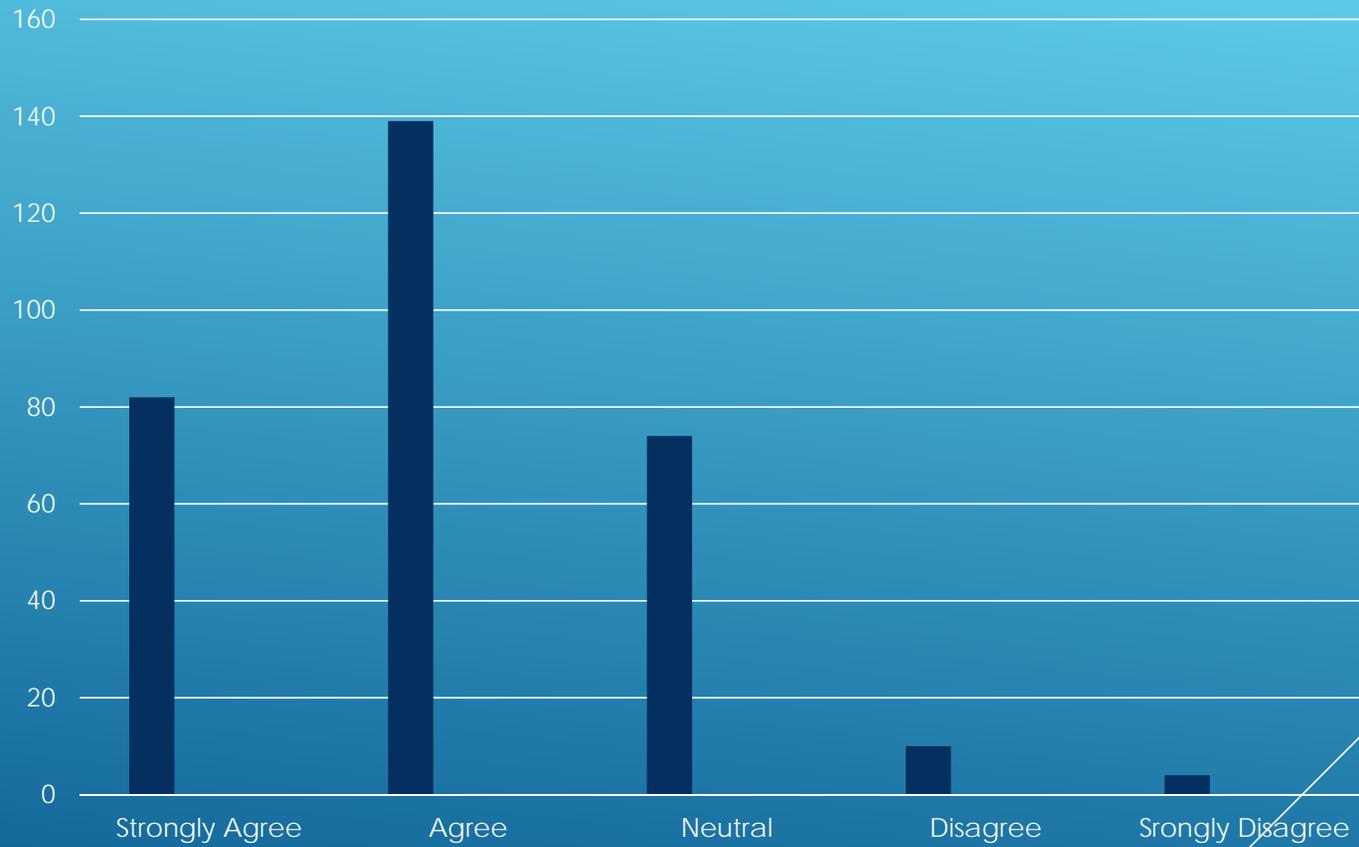
157 STRONGLY AGREED AND 137 AGREED. THIS EQUATES TO A 95.5% POSITIVE RATING.

EIGHT WERE NEUTRAL, FIVE DISAGREE AND ONE STRONGLY DISAGREED.

THE OVERWHELMING POSITIVE RATING, IN CONJUNCTION WITH COMMENTS MADE, INDICATED THAT THE COMBINATION OF A SAFE CITY AND INDIVIDUAL HOME PROTECTION MEASURES PROVIDED FOR A SENSE OF SECURITY.

THE NEGATIVE RESPONSES WERE MOSTLY AS A RESULT OF LOCALIZED (NEIGHBORHOOD) ISSUES.

I feel safe walking outside at night



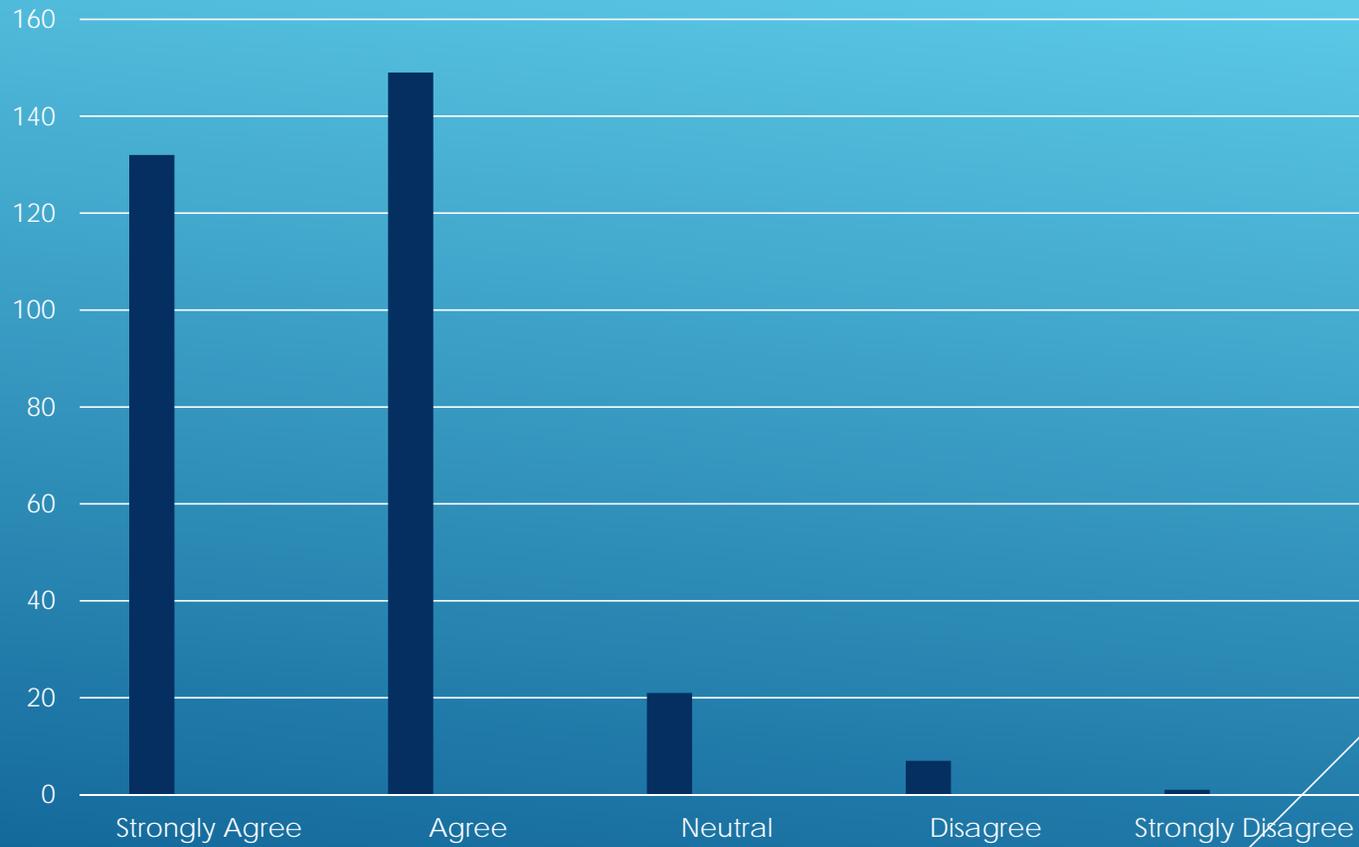
82 STRONGLY AGREED, 137 AGREED. THIS EQUATES TO A 71.5% POSITIVE RATING.

THIS QUESTION WAS THE LOWEST OF THE TEN QUESTIONS POSED.

SEVENTY-FOUR WERE NEUTRAL, TEN DISAGREED AND FOUR STRONGLY DISAGREED.

RESPONSES AND COMMENTS INDICATED DESIRE FOR MORE POLICE PRESENCE AT NIGHT, LACK OF SIDEWALKS AND STREET LIGHTING, INHERENT FEAR OF THE DARK OR LOCALIZED (NEIGHBORHOOD) ISSUES.

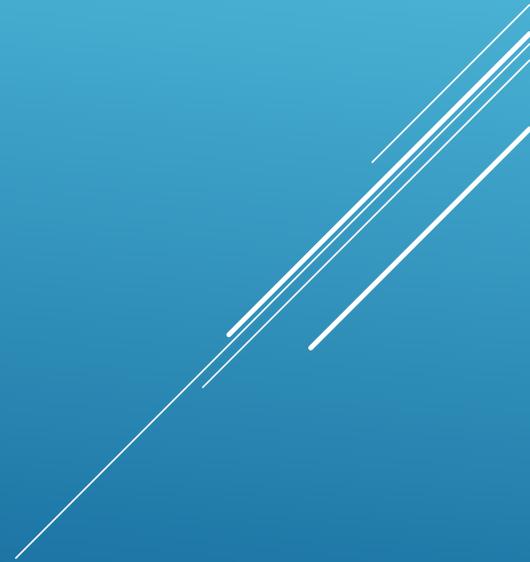
I am satisfied with the quality of life in my neighborhood



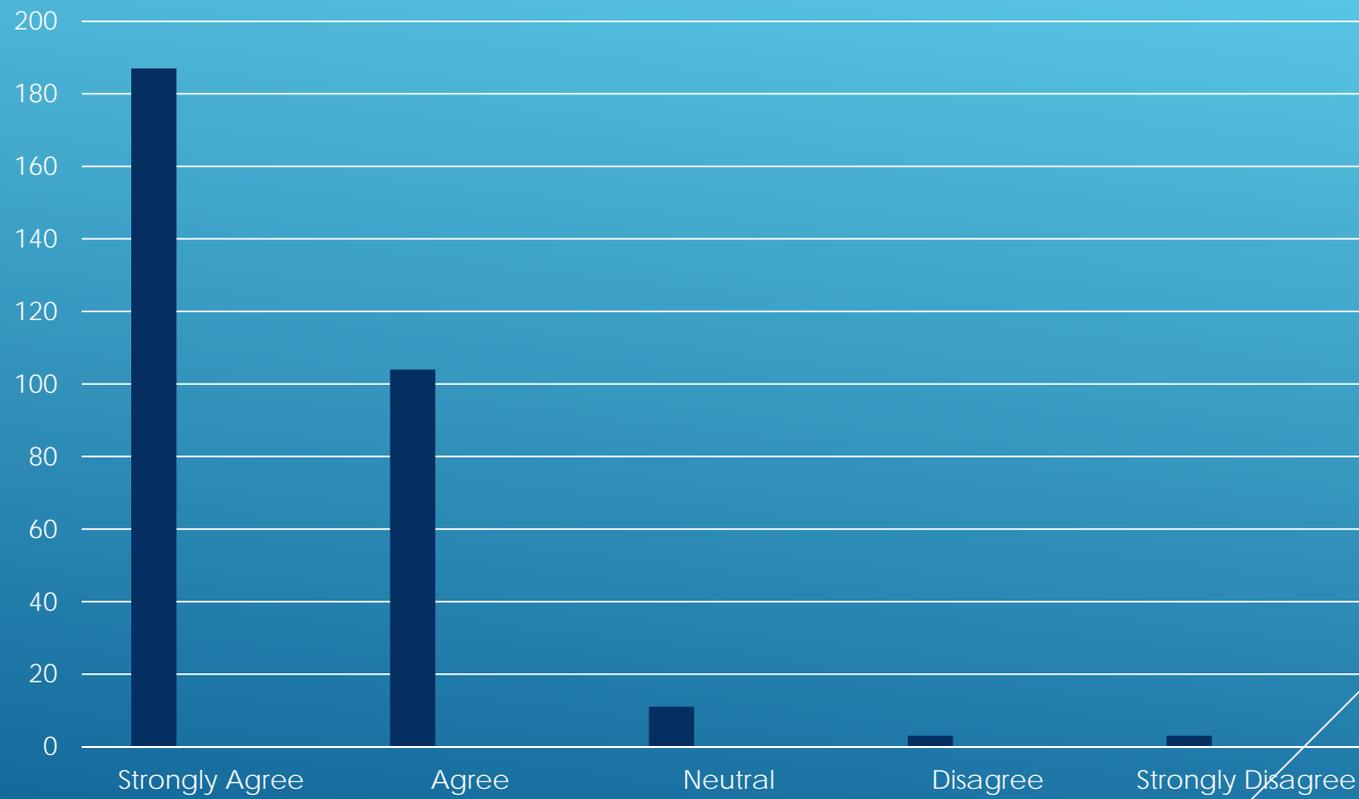
132 STRONGLY AGREED AND 149 AGREED. THIS EQUATES TO A 90.7% POSITIVE RATING.

TWENTY-ONE WERE NEUTRAL, SEVEN DISAGREE AND ONE STRONGLY DISAGREED.

EIGHT NEGATIVE RESPONSES WERE LOCALIZED (NEIGHBORHOOD) ISSUES. THE NEUTRAL RESPONSES WERE EITHER NEW TO THE AREA OR OTHER ISSUES MOSTLY RELATED TO TRAFFIC OR CODE ENFORCEMENT.



I am comfortable contacting the Police Department to report a crime



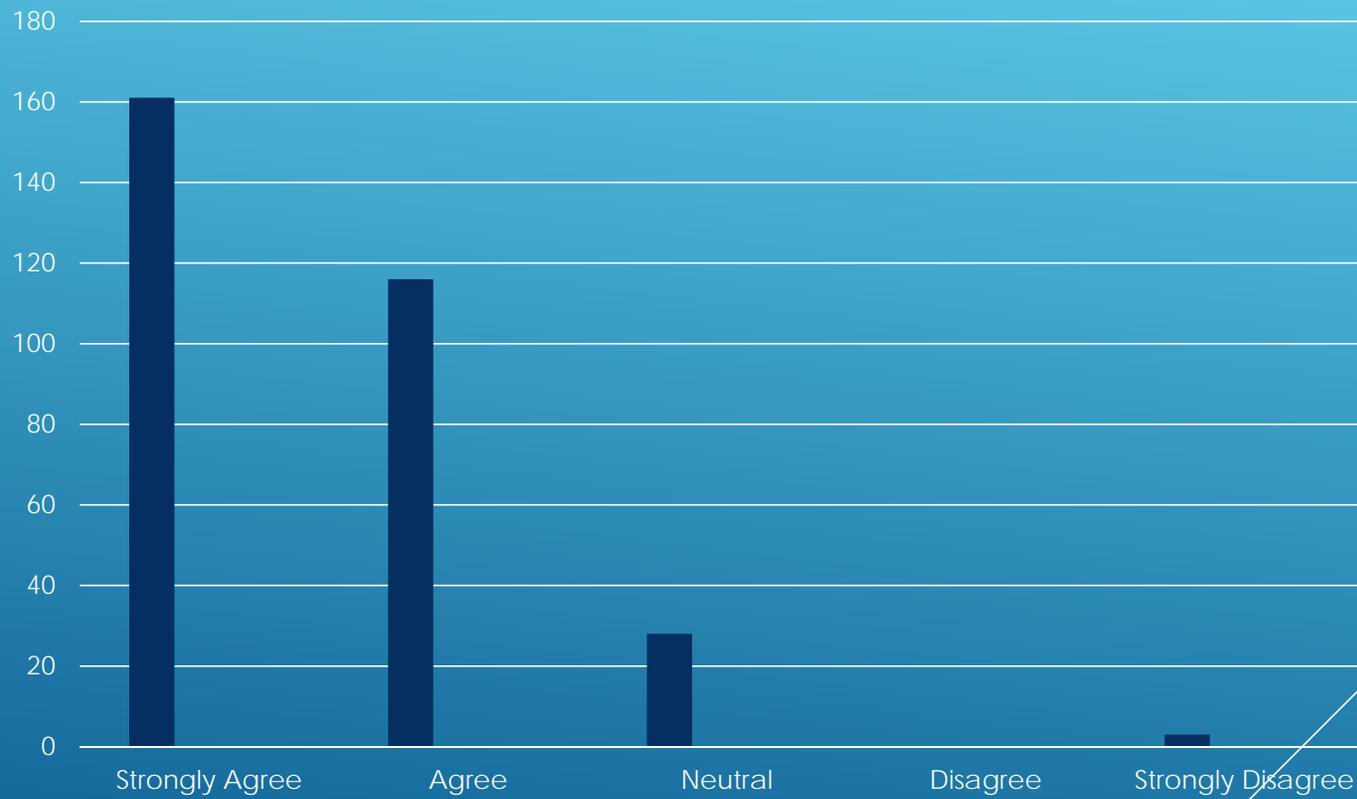
187 STRONGLY AGREED AND 104 AGREED. THIS EQUATES TO A 94.5% POSITIVE RATING.

ELEVEN WERE NEUTRAL, THREE DISAGREE AND THREE STRONGLY DISAGREE.

NEUTRAL RATINGS WHICH WERE COMMENTED UPON WERE DUE TO LACK OF INTERACTION WITH THE POLICE TO FORM AN OPINION.

NEGATIVE RATINGS WERE LESS THAN POSITIVE INTERACTIONS WITH THE POLICE EITHER DURING A TRAFFIC VIOLATION CONTACT OR A PERCEIVED LACK OF POLICE ACTION ON A MATTER.

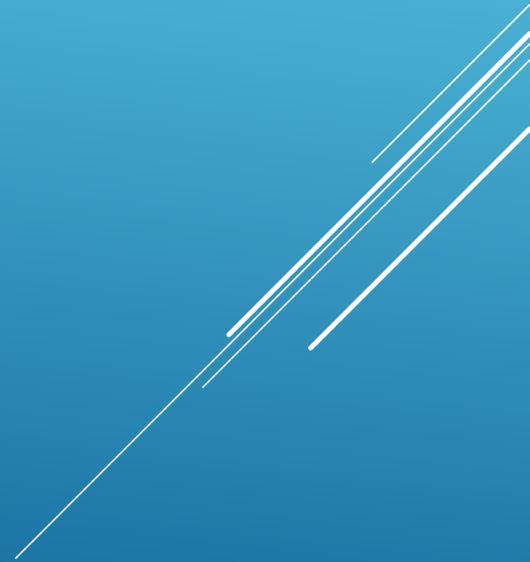
I am confident in the ability of the Police Department to serve my needs



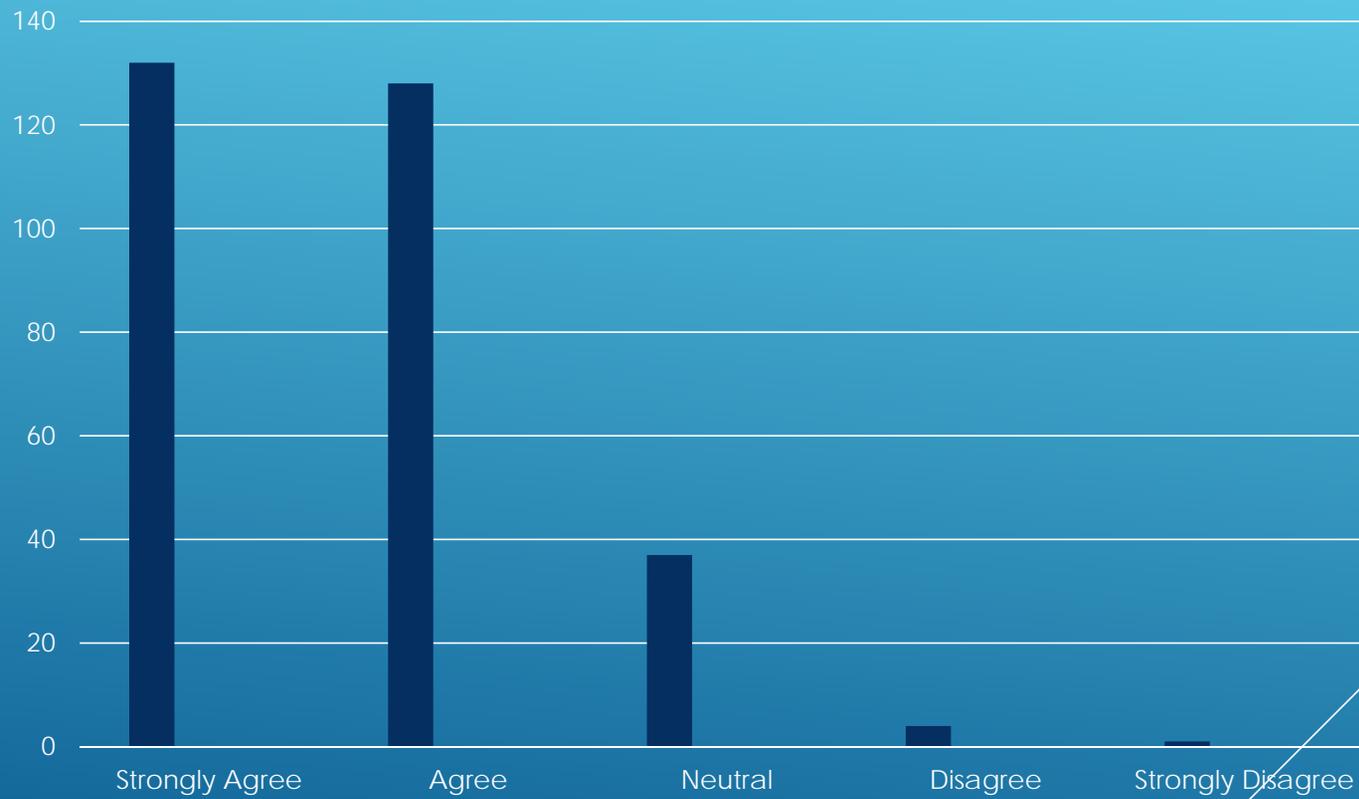
161 STRONGLY AGREED AND 116 AGREED. THIS EQUATES TO A 90% POSITIVE RATING.

TWENTY-EIGHT WERE NEUTRAL, ZERO DISAGREED AND THREE STRONGLY DISAGREED.

NEUTRAL RATINGS WERE ATTRIBUTED TO LACK OF FAMILIARITY OR CONTACT WITH POLICE.



I believe the Police Department are responsive to the community needs



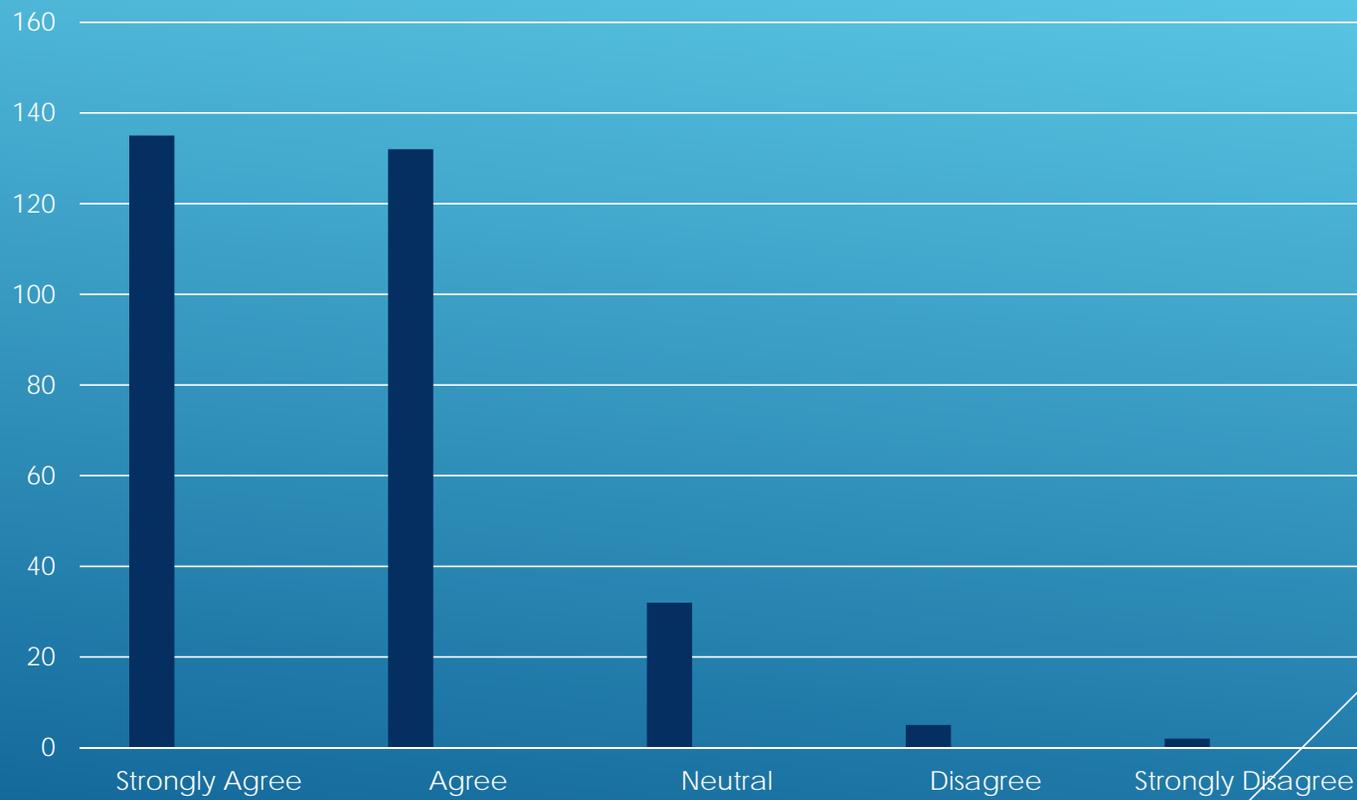
132 STRONGLY AGREED AND 128 AGREED. THIS EQUATES TO A 86.1% POSITIVE RATING.

THIRTY SEVEN WERE NEUTRAL, FOUR DISAGREED AND ONE STRONGLY DISAGREED.

NEUTRAL RATINGS WERE ATTRIBUTED TO LACK OF FAMILIARITY OR CONTACT WITH POLICE.

THE FIVE NEGATIVE RESPONSE WERE EITHER LOCALIZED (NEIGHBORHOOD) ISSUES OR LESS THAN POSITIVE INTERACTIONS WITH THE POLICE.

I am satisfied with the level of service provided by the Police Department



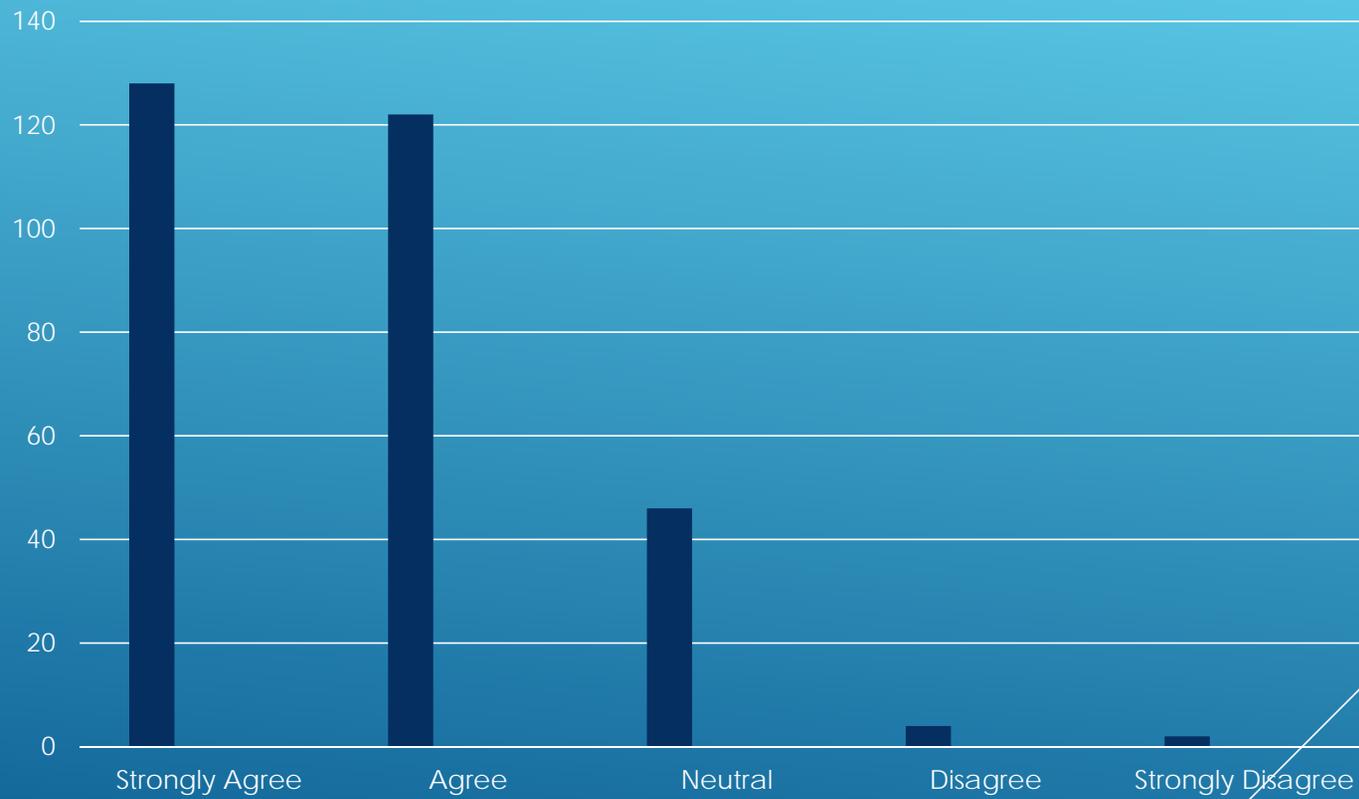
135 STRONGLY AGREED AND 132 AGREED. THIS EQUATES TO A 87.2% POSITIVE RATING.

THIRTY-TWO WERE NEUTRAL, FIVE DISAGREED AND TWO STRONGLY DISAGREED.

NEUTRAL RATINGS WERE ATTRIBUTED TO LACK OF FAMILIARITY OR CONTACT WITH POLICE.

THE SEVEN NEGATIVE RESPONSE WERE EITHER LOCALIZED (NEIGHBORHOOD) ISSUES OR LESS THAN POSITIVE INTERACTIONS WITH THE POLICE.

I believe the Police Department treats everyone fairly,
courteously and impartially



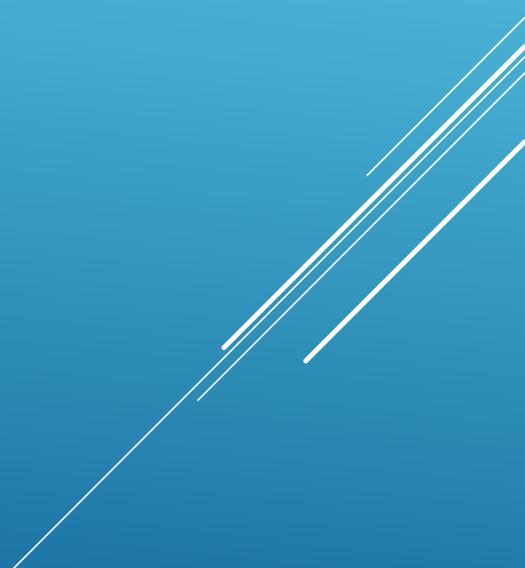
128 STRONGLY AGREED AND 122 AGREED. THIS EQUATES TO A 82.8% POSITIVE RATING.

FORTY-SIX WERE NEUTRAL, FOUR DISAGREED AND TWO STRONGLY DISAGREED.

NEUTRAL RATINGS WERE ATTRIBUTED TO LACK OF FAMILIARITY OR CONTACT WITH POLICE.

THE SIX NEGATIVE RESPONSE WERE EITHER LOCALIZED (NEIGHBORHOOD) ISSUES OR LESS THAN POSITIVE INTERACTIONS WITH THE POLICE.

QUESTION CONCLUSIONS

- Overall responses were positive indicating that the community is pleased with police services and quality of life.
 - Reflects a need for the Police Department to conduct more community outreach and non-enforcement contacts to increase community interaction and knowledge of Police Department functions and capabilities.
 - Some areas for improvement are outside of the Police Department's control. These will be addressed by referral to other city departments or resources.
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- A decorative graphic consisting of several parallel white lines of varying lengths, slanted diagonally from the bottom right towards the top right, set against the blue background.

POLICE DEPARTMENT PRIORITIES

- The survey asked respondents to rank what they believe the priority of the Police Department should be on a scale of 1 through 10 with 1 being the highest.

<u>Priority</u>	<u>Ranking</u>
Violent Crime	1
Sexual/Domestic Assault Crimes	2
Gangs	3
Drug Activity	4
Property Crime	5
Traffic Enforcement	6
Community Education	7
Nuisance Animals	8
Litter/Loitering	9
Parking Enforcement	10

DEPARTMENT PRIORITIES CONCLUSIONS

- The rankings were based upon the question “what you believe the priority of the Police Department should be”.
 - However, when the 100 comments submitted with the survey were reviewed the rankings reversed.
 - This reflects that individuals believe the police priorities should be as reported but that the issues affecting them personally reverse the results.
 - This is not uncommon given what is believed to be happening around them but not actually experiencing it themselves.
 - Although the police department priority will remain the protection of life and property, the “smaller” issues that affect quality of life the most must be addressed.
 - The Police Department will continue addressing all issues, big or small, with the understanding that an individuals concerns have an impact on their quality of life.
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HOW LONG A RESIDENT AND DO YOU OWN YOUR OWN HOME

- Respondents were asked “How long have you been a West Richland resident?” The average was seventeen (17) years.
 - Respondents were asked “Do you own your home?” 98.9% reported they owned their own home or left the answer blank.
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- A decorative graphic consisting of several parallel white lines of varying lengths, slanted diagonally from the bottom right towards the top right, set against the blue background.

COMMENTS

- Respondents were asked “Please write any additional information, opinions or concerns you have that we should consider.”

<u>Category</u>	<u>Number of comments</u>
Traffic Complaints	36
Code Enforcement	18
Fireworks	11
Thanks/Good Job	41
Miscellaneous	51

- **Miscellaneous included comments about, support for a new police department, reducing drugs and gangs, the need for a School Resource Officer, animal complaints and other miscellaneous issues.**

COMMENTS (CONTINUED)

- Specific comment content will be compiled and forwarded to the appropriate city department for review.
 - All police specific comments will be assigned within the department for review.
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QUESTIONS?

Special Thanks to V.I.P. Larry Alwardt and Mike Aldrich for their assistance in processing and compiling this report.

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