

The seal of the Grandview Heights Police Department is centered in the background. It is an oval-shaped emblem with a yellow and grey color scheme. The word "POLICE" is written in a banner across the top, and "OHIO" is written in a banner across the bottom. The words "GRANDVIEW HEIGHTS" are written in a smaller banner in the middle. The seal is surrounded by a ring of stars.

**Grandview Heights Police Department
2020 Community Engagement Survey Results**

December 2020

Introduction

In the fall of 2020, the Grandview Heights Police Department released its first Community Engagement Survey. Responses were collected, analyzed, and summarized in the slides included below. Additionally, the results of this survey were presented to Grandview Heights City Council at the regular Council meeting on December 7, 2020. To watch the full presentation, visit <https://bit.ly/2wFWDst>.

Background

Conducting a survey to gauge the community's perception of the Police Department as well as issues facing Grandview Heights and Marble Cliff was one of my primary goals after being appointed Chief of Police in March of this year. Community policing is a practice I believe very strongly in and I want to be proactive with addressing the problems that truly concern those who live, work, or spend time in Grandview Heights.

The survey conducted was adopted from the United States Department of Justice, created specifically for use at a local level in communities like Grandview Heights. It was released through various channels both electronically and in print for a period of six weeks. While the intended audience focused on our residents, it was also sent to several of the City's partner organizations for distribution through their means. Anyone who lives or works in Grandview Heights was encouraged to take the survey in addition to anyone who has had contact with the Police Department.

At the conclusion of the survey window, a total of 619 responses were submitted. All responses were anonymous, and no questions were required to be answered to submit a response. The purpose of the survey was to be informative in nature and to be an important tool for the Department as we head into a new year.

Conclusions

The data presented in the results below is encouraging and I commend our officers and dispatchers for their hard work and commitment 24 hours a day, 7 days a week. We will continue working to address the concerns of the community, especially the ones outlined below.

One of my goals as we head into 2021 is to renew our focus on community education. We have tools available to the public to help assist us when incidents occur such as a Bicycle Registration form and Security Camera Registry, both available at www.grandviewheights.gov. If we can educate our community members on theft prevention, watching for suspicious behavior, and utilizing our criminal activity tip form, we can work together to address some of the recurring concerns. I will also be working to increase transparency by uploading all of our newly updated policies to the City's website, which will be available for anyone to view.

I want to thank all 619 respondents, as well as those who took the time to encourage others to participate in providing feedback. Your insight is incredibly valuable to us.

Respectfully,

Chief Ryan Starns

2020 Community Engagement Survey Results

Grandview Heights Police Department

Presentation to City Council

December 7, 2020

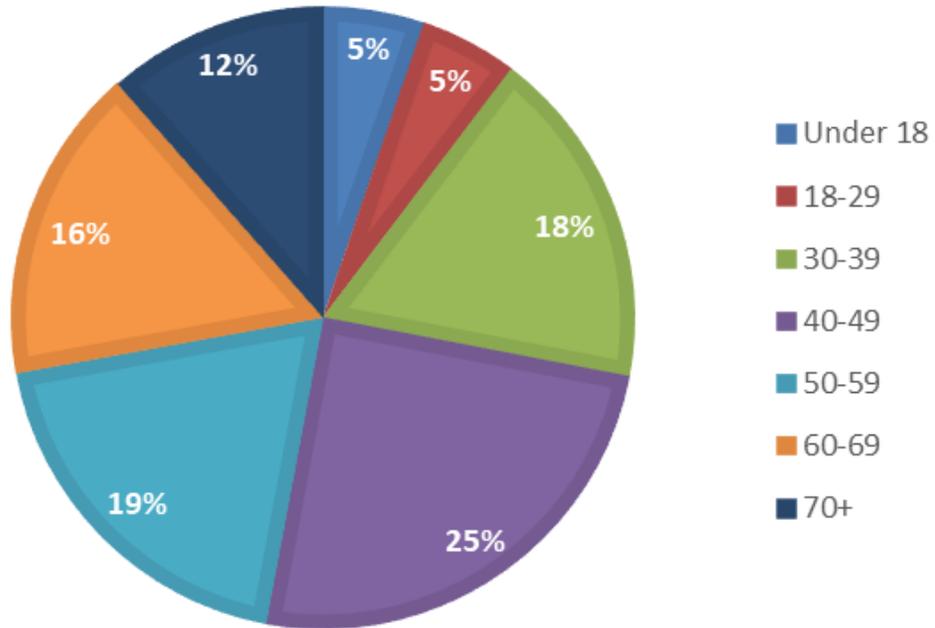


Background

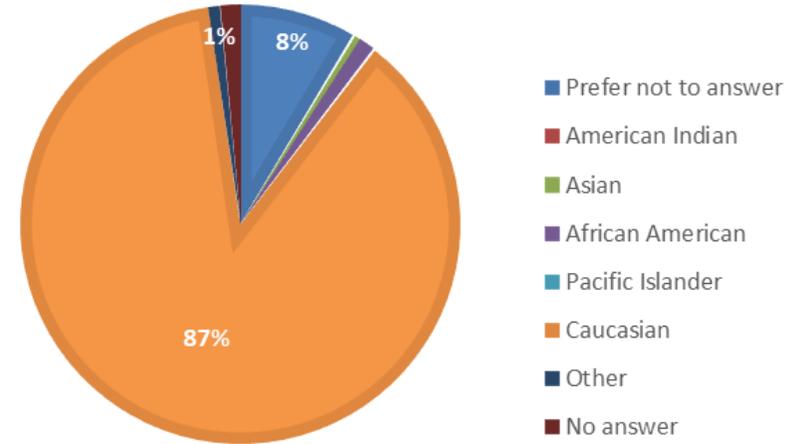
- Why a community survey?
- Why this survey?
- How was the survey conducted?

Demographics

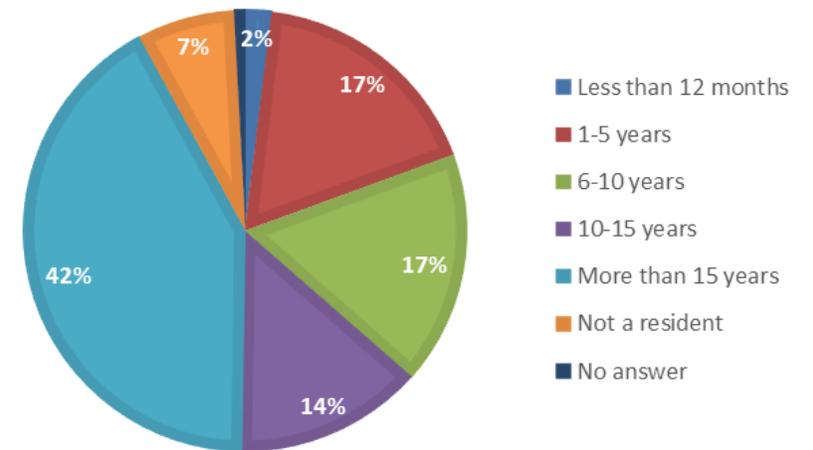
RESPONDENT AGE



RESPONDENT RACE



RESPONDENT LENGTH OF RESIDENCY



Legend

Unless where indicated, the following scales were used:

5: Extensively / Very satisfied

4: Satisfactorily / Satisfied

3: Somewhat / Neutral

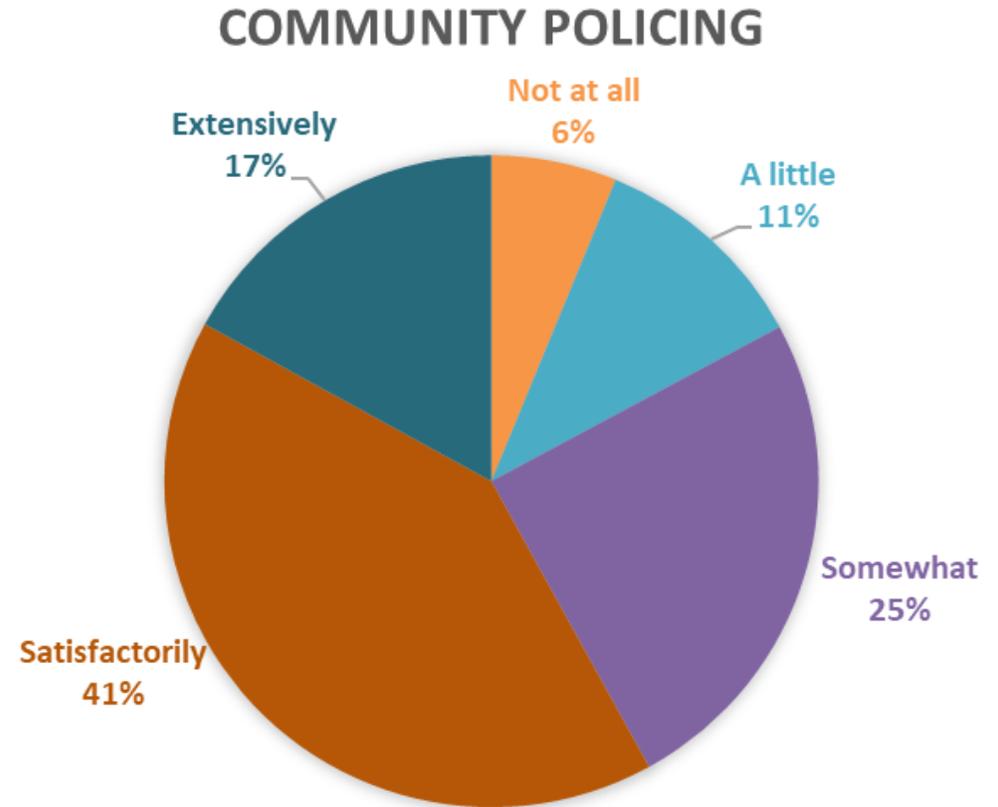
2: A little / Dissatisfied

1: Not at all / Very dissatisfied

No answer (displayed as N/A on tables)

Survey Results – Community Policing

To what extent do you think the Police Department practices community policing?



Survey Results – Community Engagement

Question:	(% of Responses)*					
	5	4	3	2	1	N/A
Develop relationships with community members (e.g. residents or groups)?	18	30	28	14	7	3
Regularly communicate with the community (e.g. web, email, or public meetings)?	15	28	27	19	8	4
Make it easy for the community to provide input (e.g. suggestions & concerns)?	16	25	32	17	7	4
Work together with community members to solve local problems?	19	26	29	16	7	4

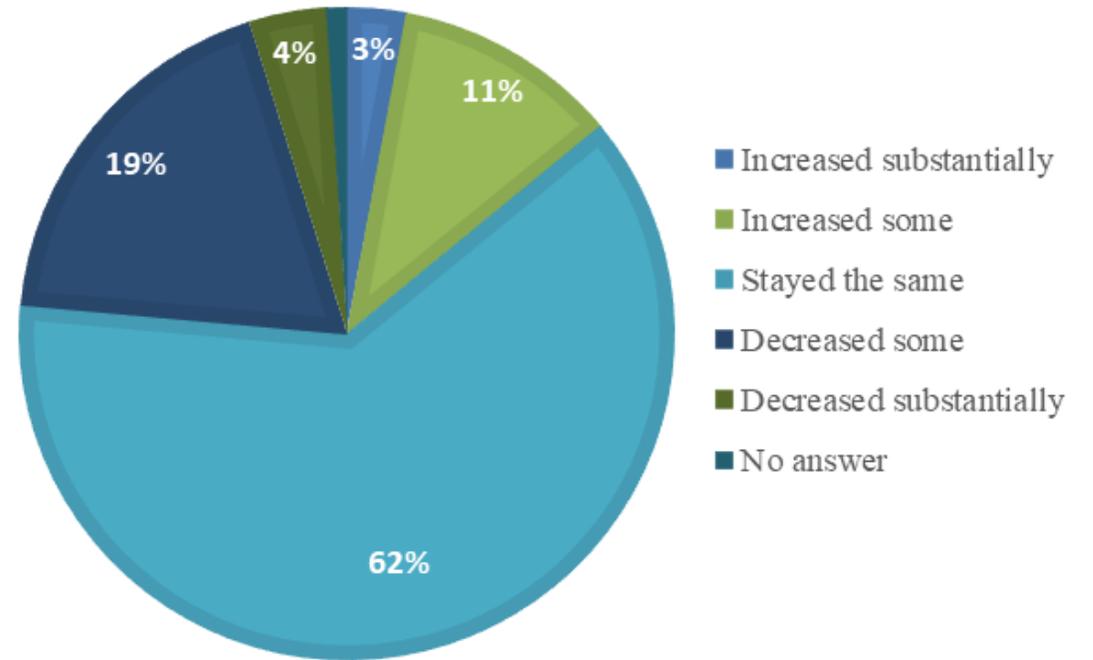
*Based on a scale of 1-5 with 5 being extensively and 1 being not at all

Survey Results – Issues / Safety

Top 3 Safety Concerns:

- 1) Burglaries/Thefts (Auto & Residential)
- 2) Traffic Issues / Residential Speeding
- 3) Drug Abuse (e.g. manufacture, sale, or use of illegal/prescription drugs)

FEELINGS OF SAFETY



Survey Results – To What Extent...

	(% of Responses)*					
Do officers:	5	4	3	2	1	N/A
Treat people fairly?	31	32	22	6	4	4
Show concern for community members?	32	33	23	6	3	3
Show respect?	38	31	20	5	4	3
Respond to concerns of community members?	33	34	21	6	2	3
Have your trust?	41	28	16	5	7	2
Is the Police Department:						
Effective at proactively preventing crime?	17	34	28	11	5	4
Addressing the problems that really concern you?	18	34	29	9	6	4
Performing to your satisfaction?	28	35	22	6	5	3

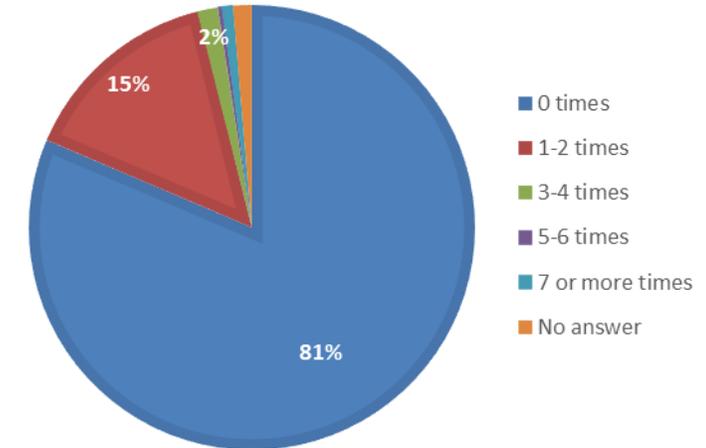
*Based on a scale of 1-5 with 5 being extensively and 1 being not at all

Survey Results – Contact

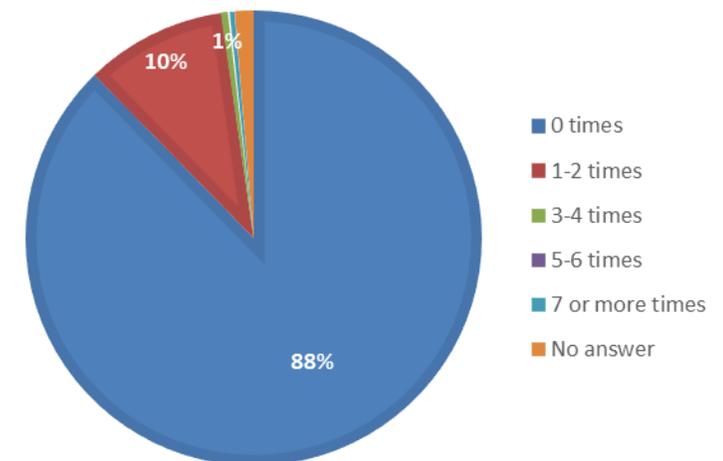
How many times in the last 12 months have you had contact with the Police Department for traffic issues (e.g. citation, warning, or vehicle crash)?

How many times in the last 12 months have you had contact with the Police Department for 911 emergency calls?

CONTACT - TRAFFIC ISSUES



CONTACT - 911 EMERGENCY CALLS

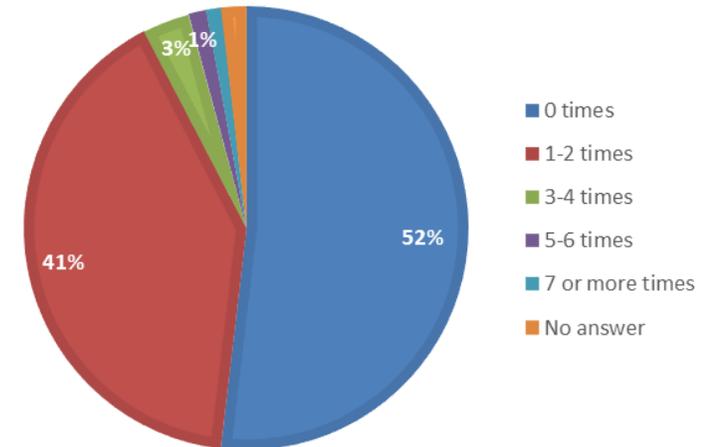


Survey Results – Contact

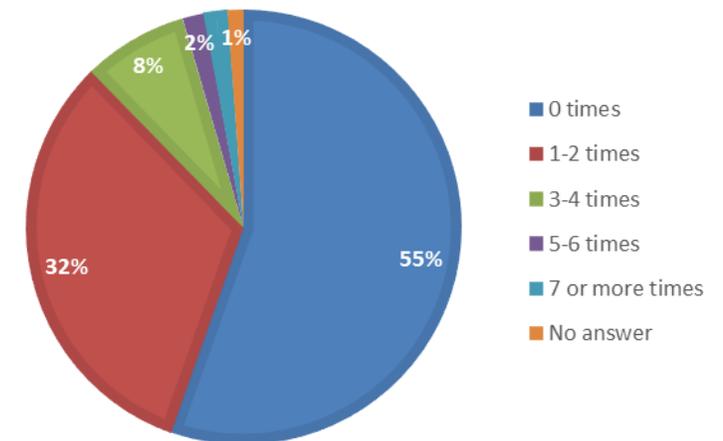
How many times in the last 12 months have you had contact with the Police Department for non-emergency calls (e.g. to report a crime or suspicious activity)?

How many times in the last 12 months have you had contact with the Police Department for other contacts or interactions (e.g. attend a community meeting or talk to an officer on patrol)?

CONTACT - NON-EMERGENCY CALLS



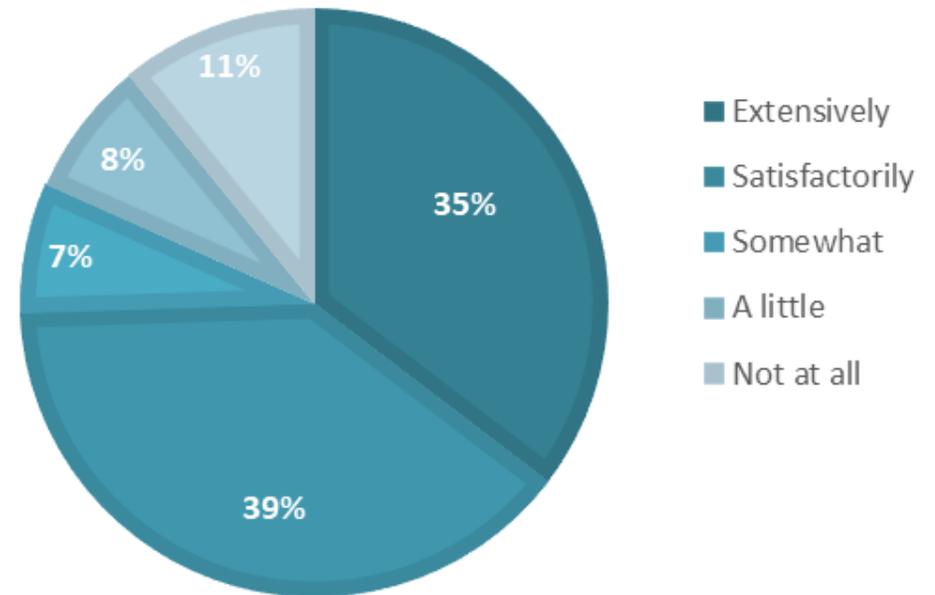
CONTACT - OTHER



Survey Results – Contact

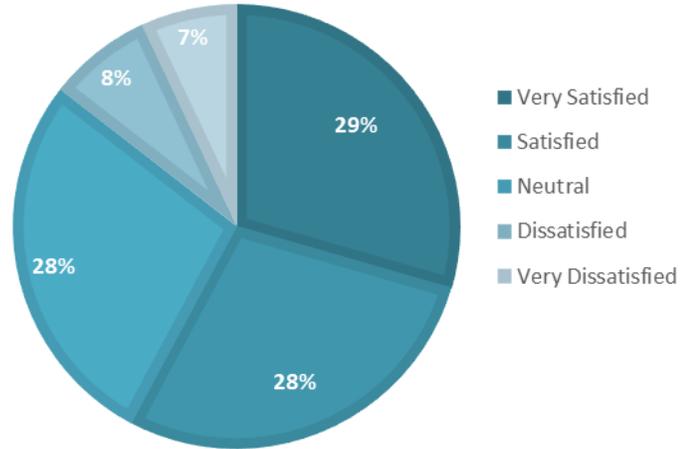
If you had contact with an officer in your law enforcement agency during the past 12 months, to what extent did the officer sufficiently explain his or her actions and procedures?

EXPLANATION OF ACTIONS & PROCEDURES

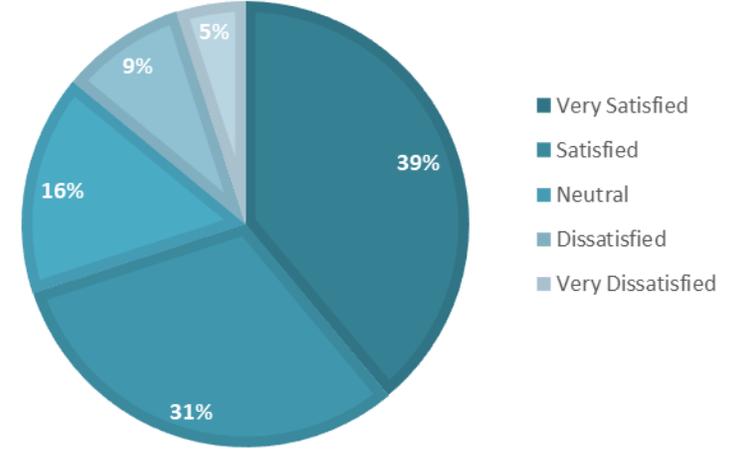


Survey Results – Contact

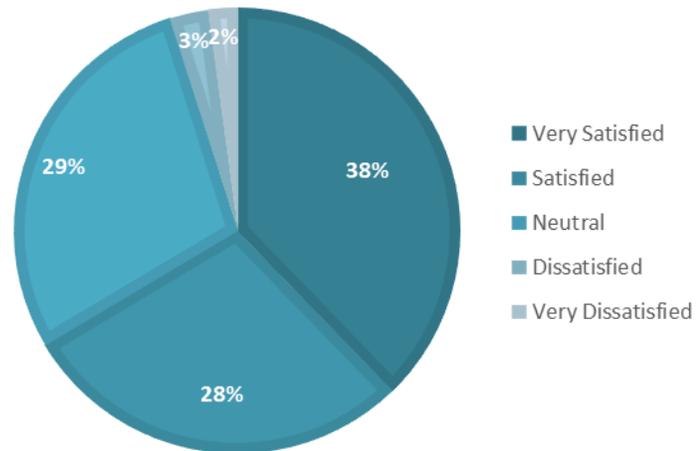
TRAFFIC ISSUES



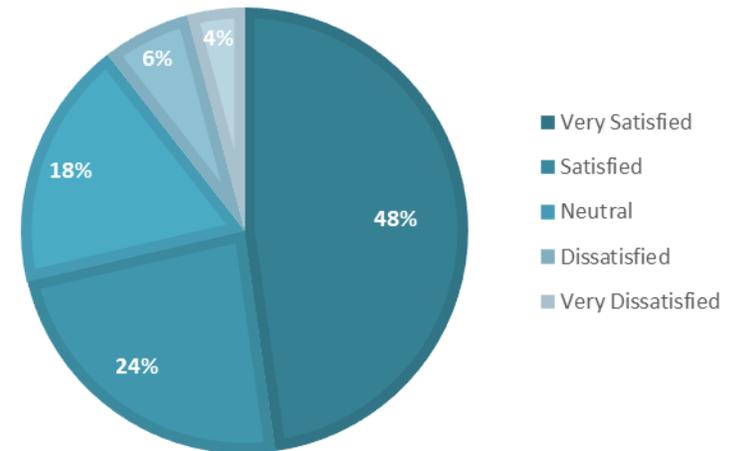
NON-EMERGENCY CALLS



911 EMERGENCY CALLS



OTHER CONTACTS



Conclusions?

Questions?