



Warren H. Hyatt Jr
Chief of Police



TOWN OF GUILFORD POLICE DEPARTMENT

400 Church Street Guilford, Connecticut 06437
Tel (203) 453-8061 Fax (203) 453-8473
www.guilfordpd.com



PRESS RELEASE

Date: September 30, 2020

RE: 2020 Citizen satisfaction Survey, Results

The Guilford Police Department has completed its biennial citizen satisfaction survey. The survey period was from September 4th, 2020 to September 24th, 2020. The goals of the survey were:

- To measure overall agency performance
- To measure levels of police performance
- To measure citizens perception of officers' attitudes and behaviors
- To measure levels of citizens concerns for safety
- To provide an opportunity for the public to make suggestions for improvement

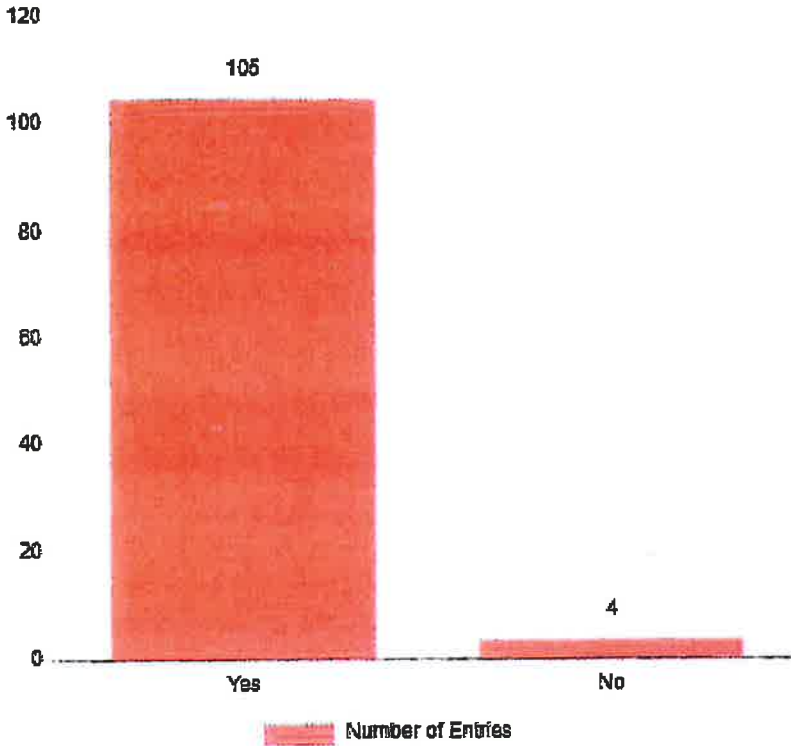
The survey yielded one hundred and nine (109) responses. The results were in large part favorable to agency and performance. The majority of the respondents agreed that their contact with the Guilford Police Department was addressed promptly and that the response time to their complaint was reasonable. Most respondents agreed that the officer(s) made them feel comfortable during their contact with our agency. Most respondents reported feeling safe in their neighborhood and within the Town of Guilford. Respondents found that the agency keeps the public well informed of police related incidents, events, or other circumstances of public concern or interest. Most respondents answered that they visit the Guilford Police Department Facebook page and found it to be a helpful resource.

As a progressive law enforcement agency, the Guilford Police Department constantly strives to improve the quality and effectiveness of its operation. This biennial survey is only one of several tools used to conduct a constant internal review of our agency. The agency is open to and seeks feedback from the public through other means that include, but are not limited to: personal communication with citizens, calls and letters to the department from concerned citizens, and the department's Facebook page. Each of these tools serves to help our agency recognize strengths, weaknesses, opportunities for growth, and threats to our agencies ability to remain effective. Both positive and negative feedback from this survey will be used to improve our agency in the near future through training and policy review.

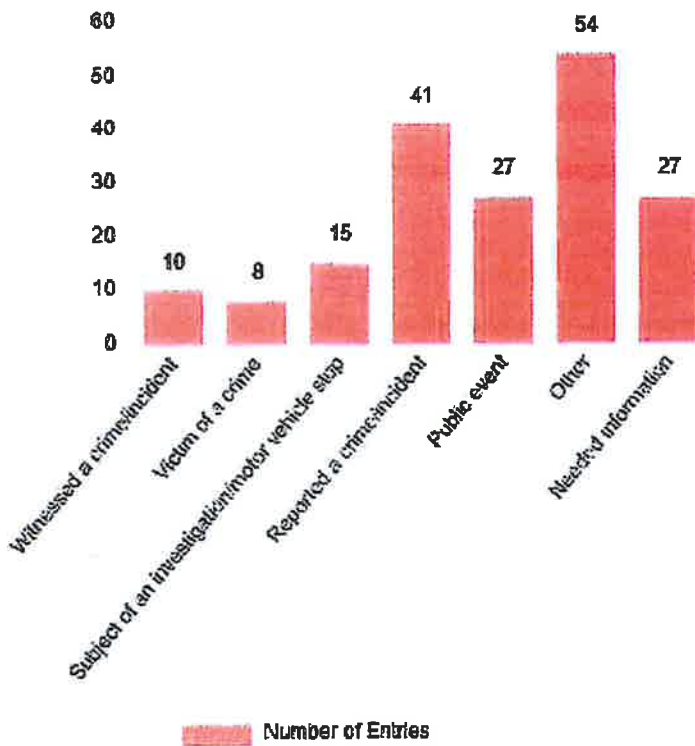
The Guilford Police Department and its members take pride in presenting a positive image of law enforcement to the public. We thank all the respondents for their time in completing this survey to help our agency improve.

Attached: Survey Data

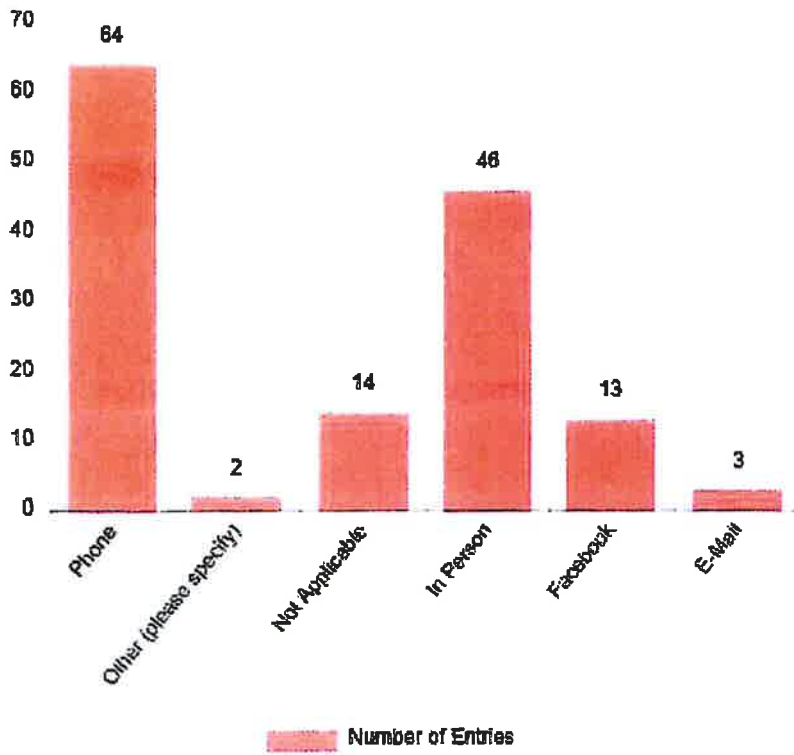
1. During the last two (2) years, have you had contact with a member of the Guilford Police Department?



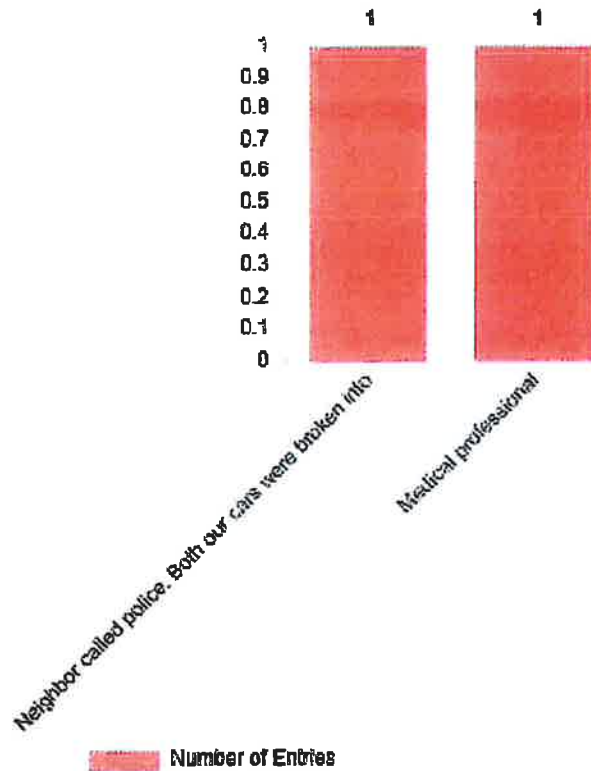
2. Please indicate below what type of contact(s) you had (Please check all that apply):



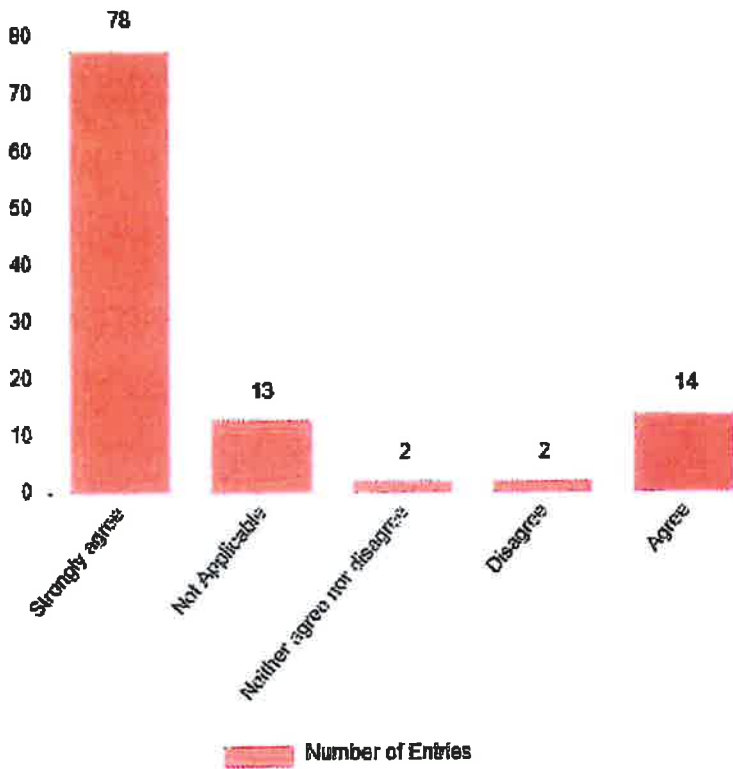
3. If your contact was initiated by you, by what method? (Please check all that apply)



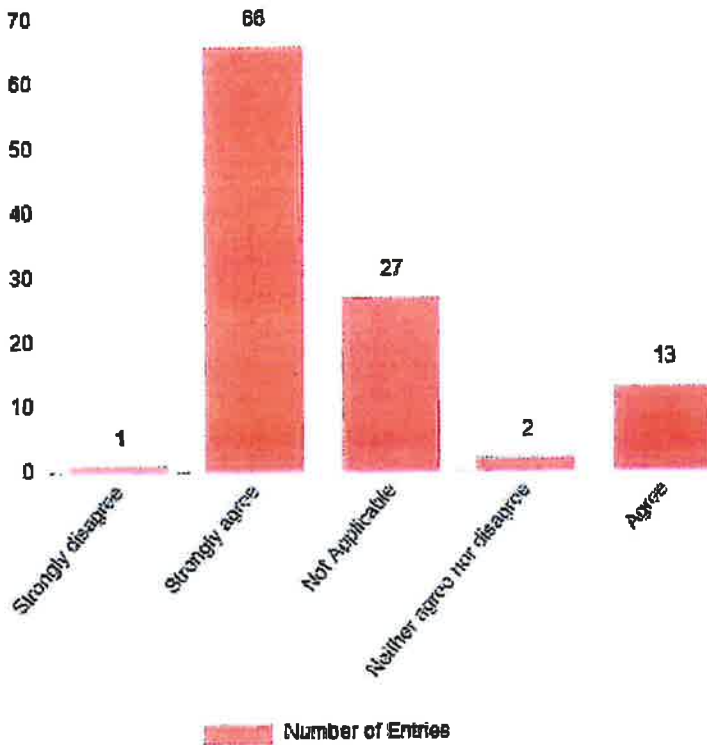
Question 3 Other please specify



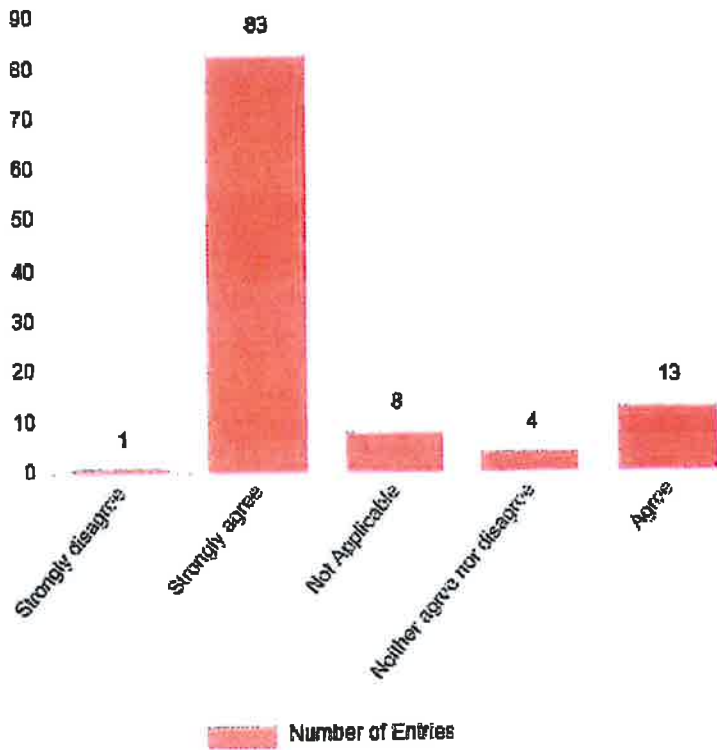
4. Was/were your contact(s) addressed promptly?



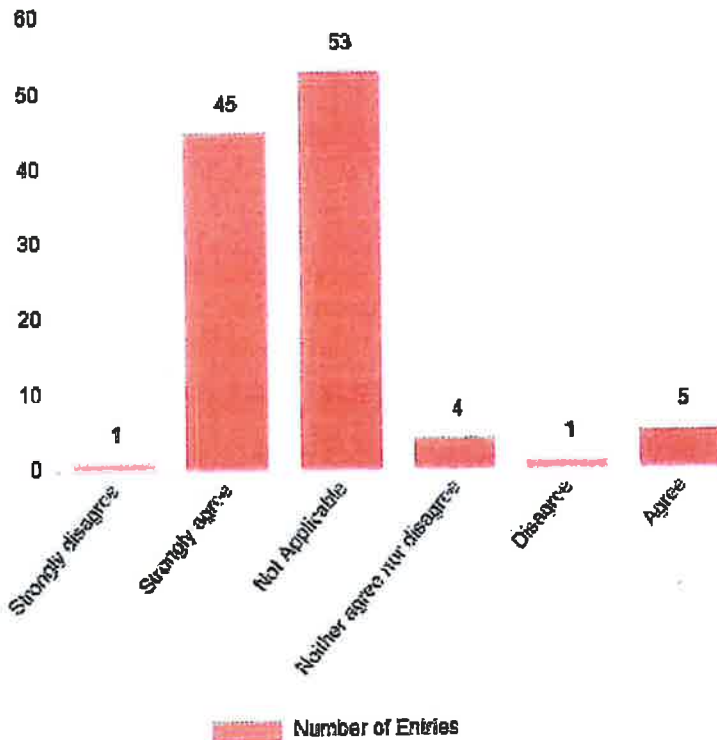
5. I feel that the response time to my complaint was reasonable.



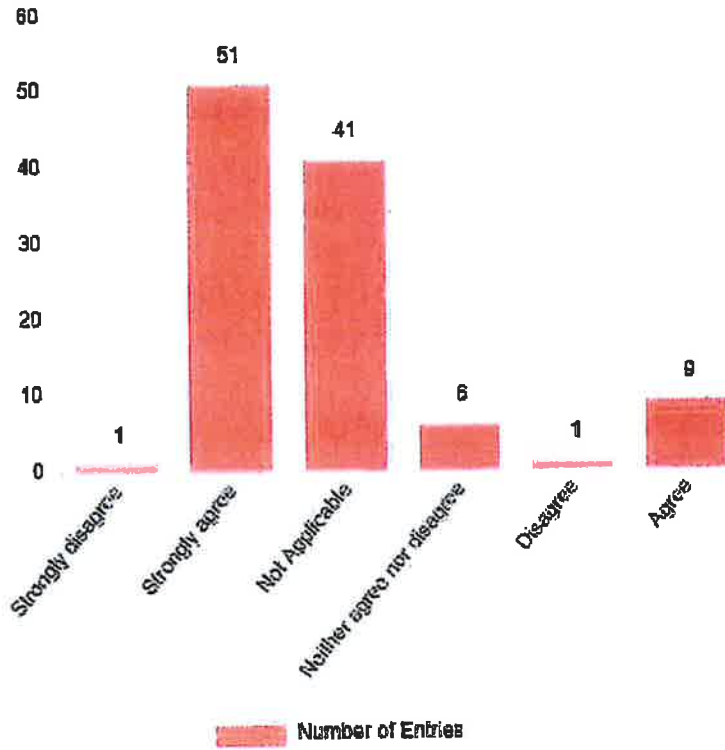
6. I feel that the officer(s) responding were professional and courteous.



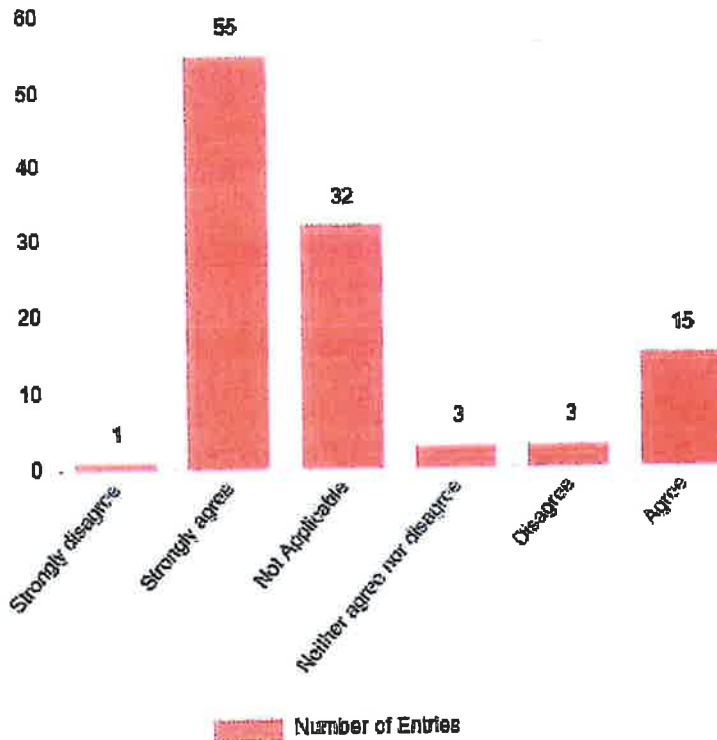
7. I feel that the follow-up to my complaint was completed in a timely manner.



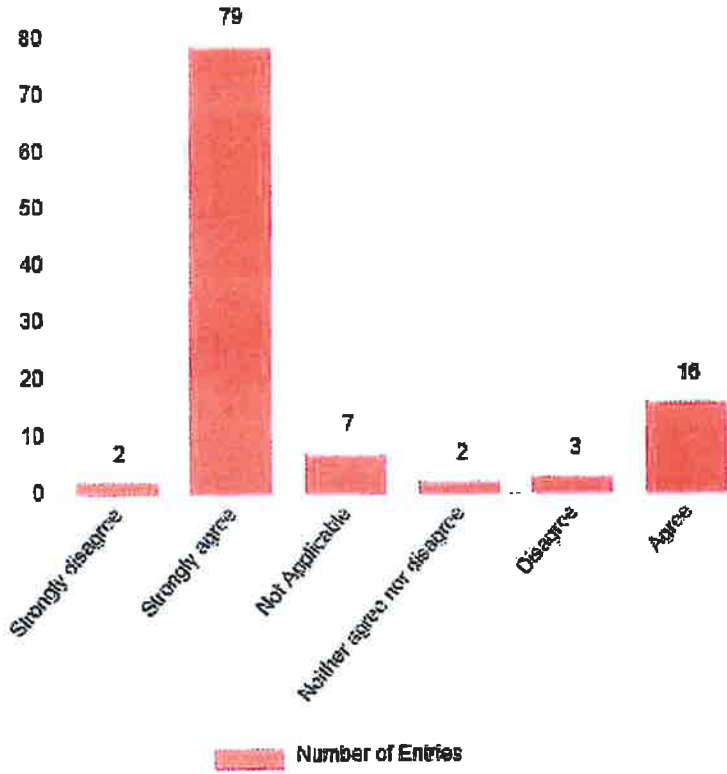
8. I feel the officer explained the investigation process to me in a manner that I understood.



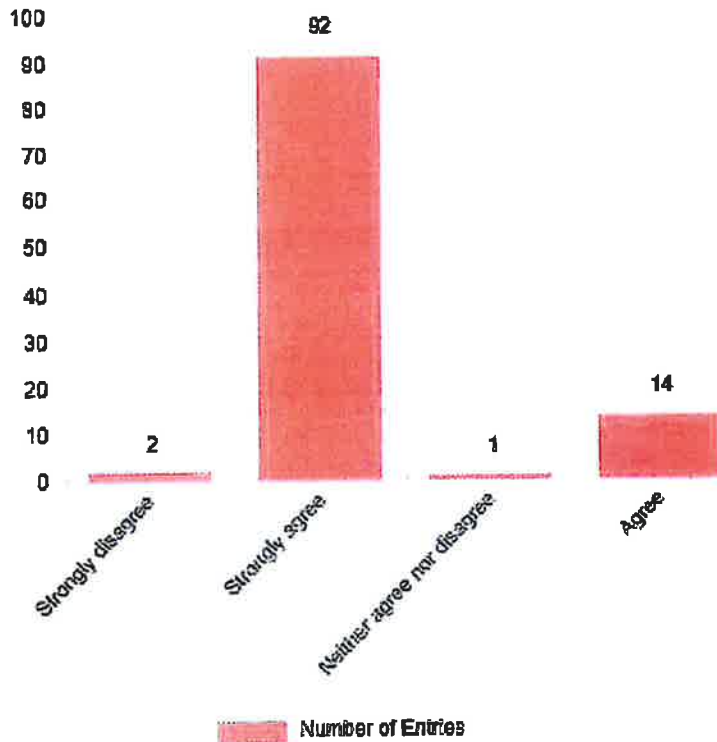
9. The officer(s) responding listened to me and accurately documented the incident.



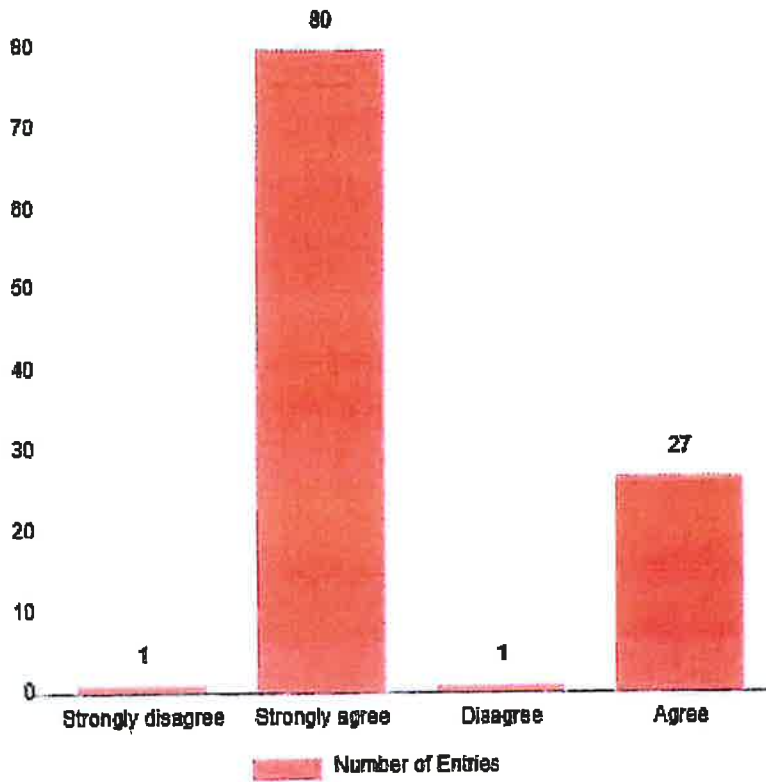
10. The officer(s) made me feel comfortable during our contact.



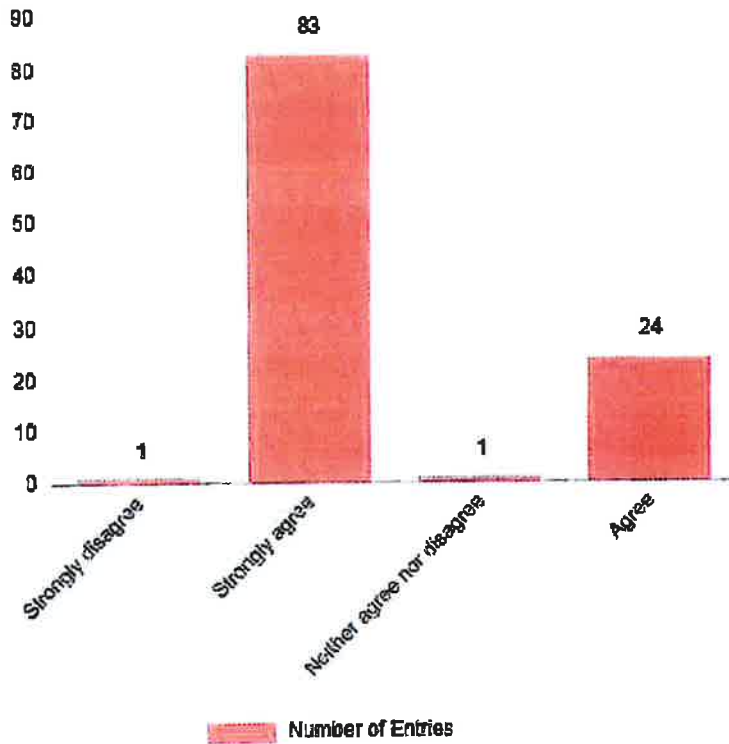
11. I would not hesitate to report a crime to the Guilford Police Department in the future.



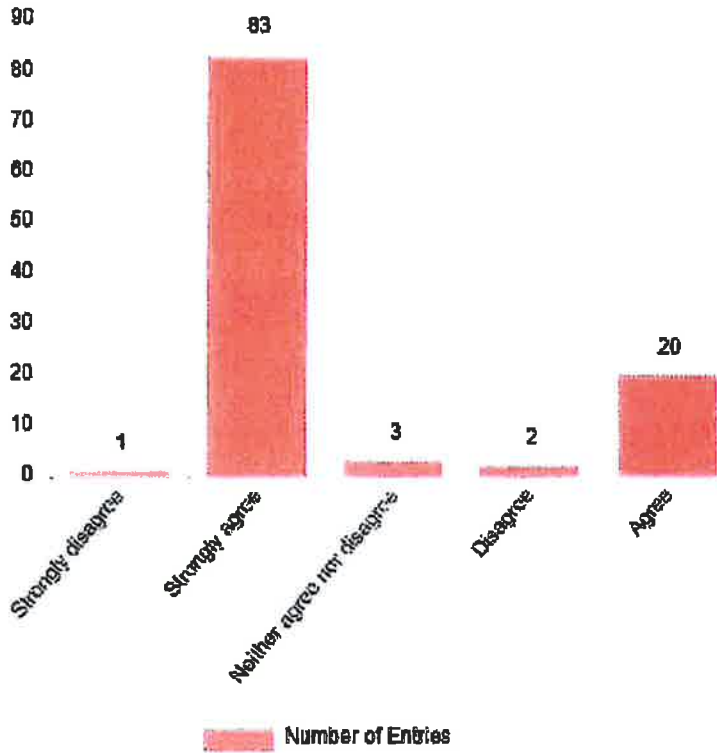
12. In general, I feel safe in my neighborhood



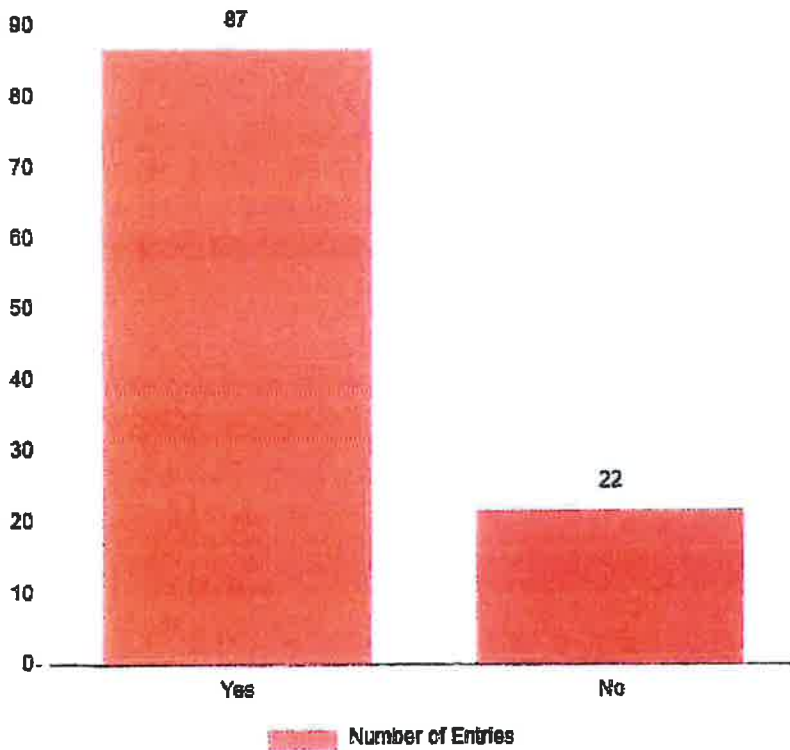
13. In general, I feel safe in the Town of Guilford.



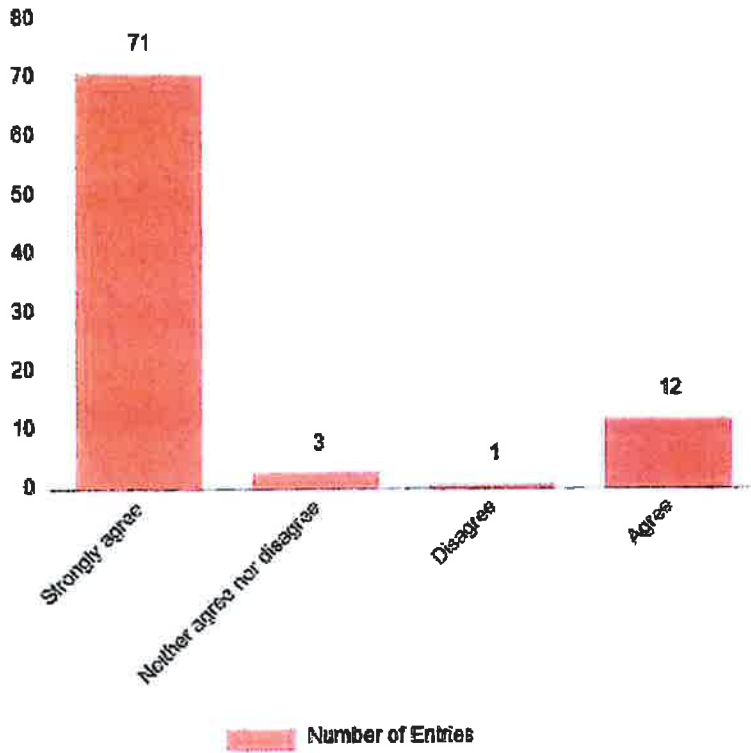
14. The Guilford Police Department keeps the public well informed of police related incidents, events, or circumstances of public concern or interest



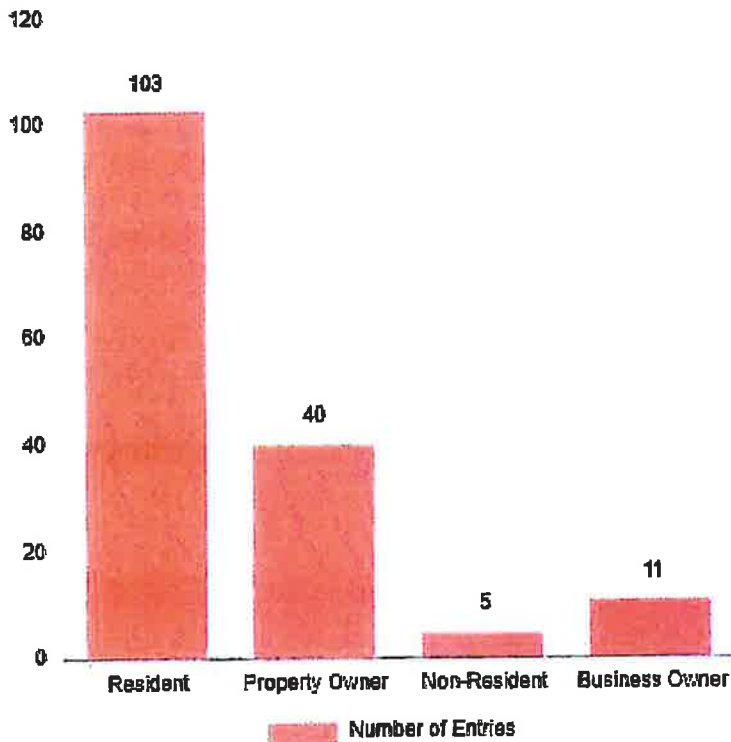
15. Do you visit our Facebook page?



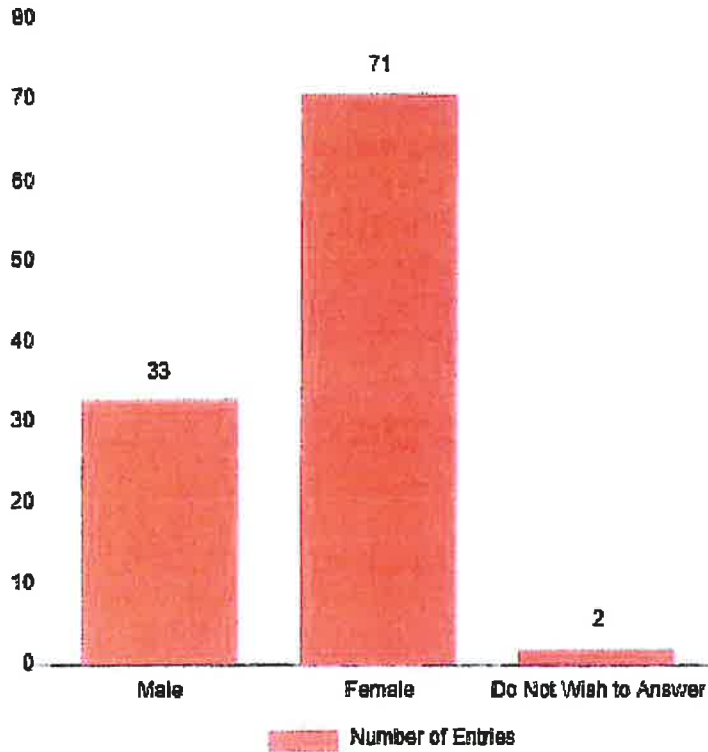
16. If yes to question 15: Do you find the Facebook page to be helpful?



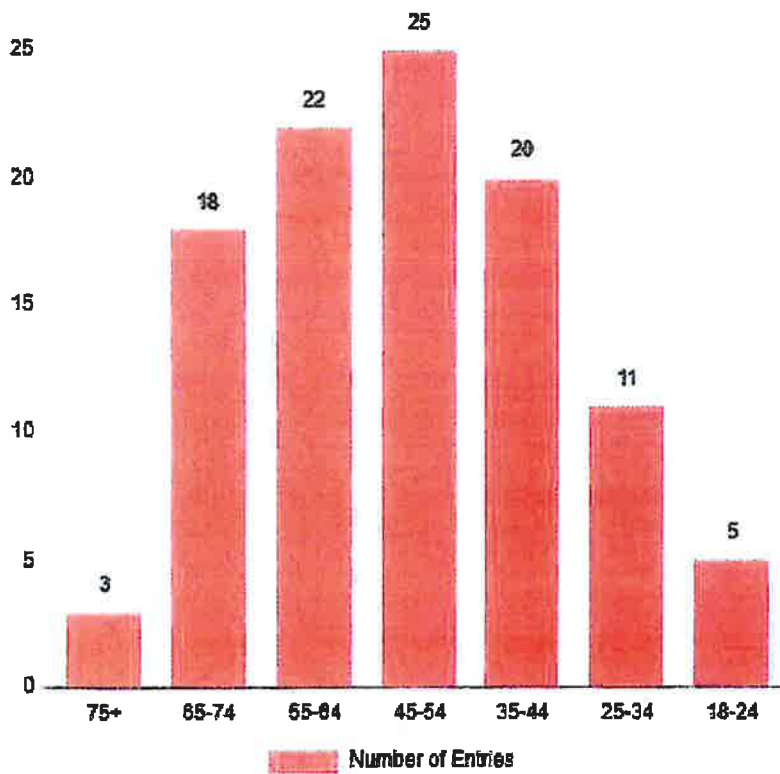
17. Are you a resident, non-resident, property owner or business owner in the Town of Guilford? Please check all that apply



18. (OPTIONAL) What is your gender?



19. (OPTIONAL) What is your age group?



20. (OPTIONAL) What is your ethnicity? Please check all that apply

