

STATATISICAL COMPARISONS BETWEEN THE 2011, 2012, & 2013 Surveys

Part One Responses - Addison Police Department

1. How would you rate the overall performance of the police department?

2011 (Good/Excellent) =90%

2012 (Good/Excellent) = 86%

2013 (Good/Excellent) = 86%

2. How would you describe your feelings of safety and security within Addison as a whole?

2011 (Good/Excellent) = 81%

2012 (Good/Excellent) = 75%

2013 (Good/Excellent) = 77% (+2)

3. Overall competence of the Addison Police Department employees?

2011 (Good/Excellent) = 89%

2012 (Good/Excellent) = 84%

2013 (Good/Excellent) = 89% (+5)

Part Two Responses – Rating *Patrol, Records, and Communications*

Patrol

1. The attitude and behavior of the officers were?

2011 (Good/Excellent) = 91%

2012 (Good/Excellent) = 86%

2013 (Good/Excellent) = 91% (+5)

2. How would you describe the officer's helpfulness and attempts to solve the problem?

2011 (Good/Excellent) = 86%

2012(Good/Excellent) = 86%

2013 (Good/Excellent) = 82% (-4)

3. How would you describe the officer's professional courtesy and his or ability to put you at ease?

2011 (Good/Excellent) = 91%

2012 (Good/Excellent) = 86%

2013 (Good/Excellent) = 85% (-1)

Records Personnel

1. How would you describe the person's attitude and behavior towards citizens?

2011 (Good/Excellent) = 81%

2012 (Good/Excellent) = 89%

2013 (Good/Excellent) = 91% (+2)

2. How would you describe the person's helpfulness and attempts to serve you?

2011 (Good/Excellent) = 79%

2012 (Good/Excellent) = 93%

2013 (Good/Excellent) = 81% (-12)

3. How would you describe the person's professional courtesy and his or her ability to put you at ease?

2011 (Good/Excellent) = 80%

2012 (Good/Excellent) = 88%

2013 (Good/Excellent) = 86% (-2)

Communications Personnel

1. How would you describe the person's attitude and behavior towards citizens?

2011 (Good/Excellent) = 81%

2012 (Good/Excellent) = 86%

2013 (Good/Excellent) = 89% (+3)

2. How would you describe the person's helpfulness and attempts to solve the problem?

2011 (Good/Excellent) = 79%

2012 (Good/Excellent) = 86%

2013 (Good/Excellent) = 96% (+10)

3. How would you describe the person's professional courtesy and his or her ability to put you at ease?

2011 (Good/Excellent) = 82%

2012 (Good/Excellent) = 81%

2013 (Good/Excellent) = 86% (+5)

Part Three Responses - Programs

1. Have you visited our website, www.addisonpoliceillinois.org? (first year asking this)

13.07%

2. Are you aware of Addison's Community Oriented Policing Philosophy?

25%