

STATATISICAL COMPARISIONS BETWEEN THE 2007-08, 2008-09 AND 2009-10 SURVEYS

Part One Responses - Addison Police Department

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

2007 (Good/Excellent) = 82%

2008 (Good/Excellent) = 83%

2009 (Good/Excellent) = 81% (-1)

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

2007 (Good/Excellent) = 74%

2008 (Good/Excellent) = 75%

2009 (Good/Excellent) = 73% (-2)

3. Overall competence of the Addison Police Department employees?

2007 (Good/Excellent) = 77%

2008 (Good/Excellent) = 82%

2009 (Good/Excellent) = 82% (no change)

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

Patrol

1. The attitude and behavior of the officers were?

2007 (Good/Excellent) = 83%

2008 (Good/Excellent) = 85%

2009 (Good/Excellent) = 85% (no change)

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

2007 (Good/Excellent) = 81%

2008(Good/Excellent) = 77%

2009 (Good/Excellent) = 76% (-1)

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

2007 (Good/Excellent) = 82%

2008 (Good/Excellent) = 82%

2009 (Good/Excellent) = 77% (-5)

Records Personnel

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

2007 (Good/Excellent) = 72%

2008 (Good/Excellent) = 75%

2009 (Good/Excellent) = 67% (-8)

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

2007 (Good/Excellent) = 73%

2008 (Good/Excellent) = 88%

2009 (Good/Excellent) = 76% (-12)

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

2007 (Good/Excellent) = 73%

2008 (Good/Excellent) = 89%

2009 (Good/Excellent) = 77% (-12)

Communications Personnel

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

2007 (Good/Excellent) = 69%

2008 (Good/Excellent) = 67%

2009 (Good/Excellent) = 84% (+17)

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

2007 (Good/Excellent) = 66%

2008 (Good/Excellent) = 74%

2009 (Good/Excellent) = 77% (+3)

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

2007 (Good/Excellent) = 67%

2008 (Good/Excellent) = 75%

2009 (Good/Excellent) = 80% (+5)

Part Three Responses - Programs

1. Are you aware that your neighborhood has permanently assigned police officers?

2007 (Yes) = 26%

2008 (Yes) = 27%

2009 (Yes) = 28% (+1)

2. If you answered yes have you had occasion to contact one or more of your beat officers?

2007 (Yes) = 4%

2008 (Yes) = 11%

2009 (Yes) = 4% (-7)