

**STATATISICAL COMPARISIONS BETWEEN THE
2008,2009, & 2010 Surveys**

Part One Responses - Addison Police Department

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

2008 (Good/Excellent) =83%

2009 (Good/Excellent) = 81%

2010 (Good/Excellent) = 85% (+4)

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

2008 (Good/Excellent) = 75%

2009 (Good/Excellent) = 73%

2010 (Good/Excellent) = 74% (+1)

3. Overall competence of the Addison Police Department employees?

2008 (Good/Excellent) = 82%

2009 (Good/Excellent) = 82%

2010 (Good/Excellent) = 83% (+1)

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

Patrol

1. The attitude and behavior of the officers were?

2008 (Good/Excellent) = 85%

2009 (Good/Excellent) = 85%

2010 (Good/Excellent) = 79% (-6)

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

2008 (Good/Excellent) = 77%

2009(Good/Excellent) = 76%

2010 (Good/Excellent) = 80% (+4)

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

2008 (Good/Excellent) = 82%

2009 (Good/Excellent) = 77%

2010 (Good/Excellent) = 79% (+2)

Records Personnel

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

2008 (Good/Excellent) = 75%

2009 (Good/Excellent) = 67%

2010 (Good/Excellent) = 80% (+13)

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

2008 (Good/Excellent) = 88%

2009 (Good/Excellent) = 76%

2010 (Good/Excellent) = 81% (+5)

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

2008 (Good/Excellent) = 89%

2009 (Good/Excellent) = 77%

2010 (Good/Excellent) = 76% (-1)

Communications Personnel

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

2008 (Good/Excellent) = 67%

2009 (Good/Excellent) = 84%

2010 (Good/Excellent) = 83% (-1)

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

2008 (Good/Excellent) = 74%

2009 (Good/Excellent) = 77%

2010 (Good/Excellent) = 72% (-5)

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

2008 (Good/Excellent) = 75%

2009 (Good/Excellent) = 80%

2010 (Good/Excellent) = 75% (-5)

Part Three Responses - Programs

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

2008 (Yes) = 27%

2009 (Yes) = 28%

2010 (Yes) = 32% (+4)

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

2008 (Yes) = 11%

2009 (Yes) = 4%

2010 (Yes) = 4% no change