



2017 CITIZEN SURVEY

COMMUNITY INVOLVEMENT

The Milford Police Department is committed to establishing links within the community whereby issues can be identified and addressed before they become problems. The partnerships and programs that we've developed are designed to increase the public's understanding and confidence.

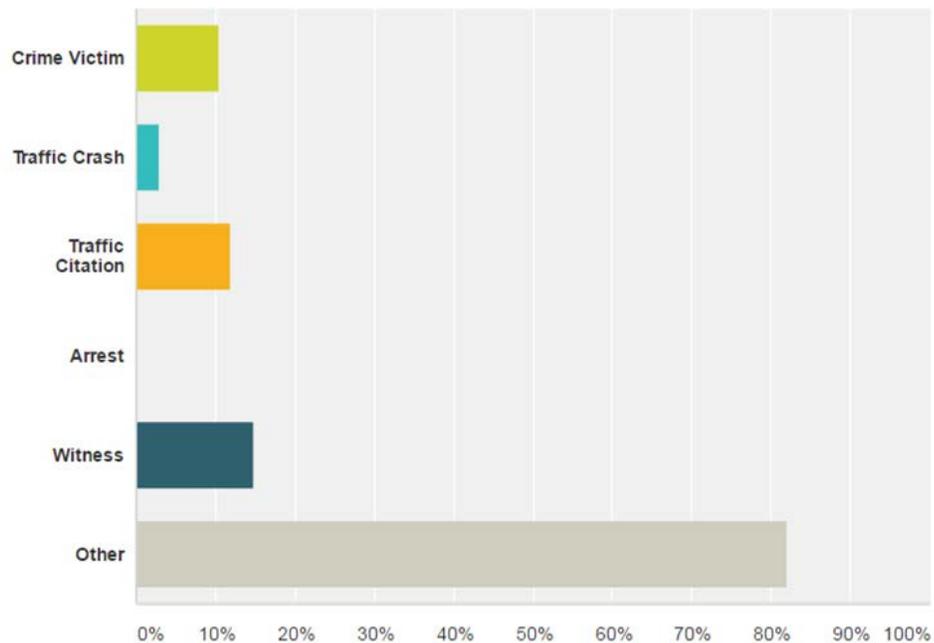
CITIZEN SURVEY

As part of our commitment to community involvement, we conduct a triennial citizen survey. The survey was posted on our Facebook page for three weeks, resulting in seventy five (75) submissions. Hard copies were available in the lobby however none were submitted. The survey is designed to measure the public's opinion with respect to:

1. Overall agency performance
2. Overall competence of agency employees
3. Citizens' perception of officers' attitudes and behavior
4. Community concern over safety and security
5. Citizens recommendations and suggestions for improvement

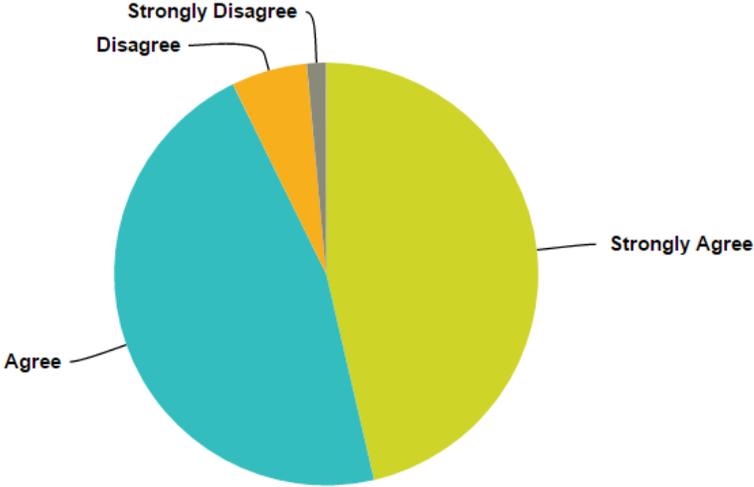
Please indicate the type of contact you had with the Milford Police Department.

Answered: 67 Skipped: 8



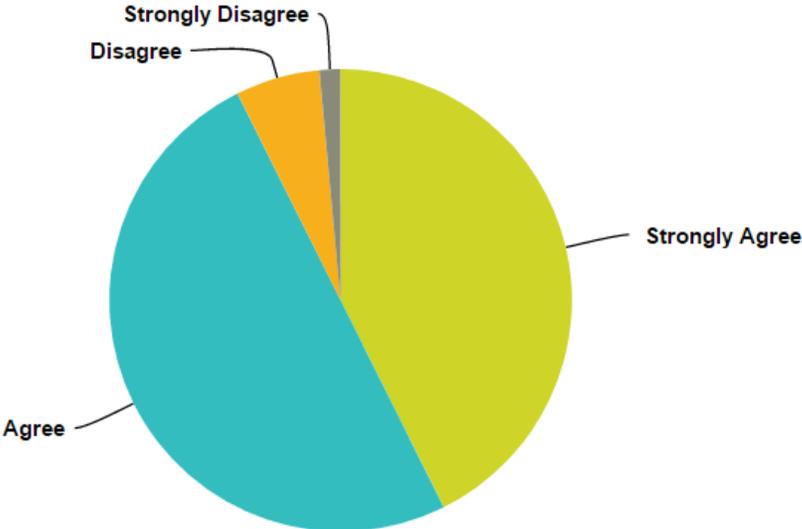
The Milford Police Department and community work together to solve problems.

Answered: 69 Skipped: 6



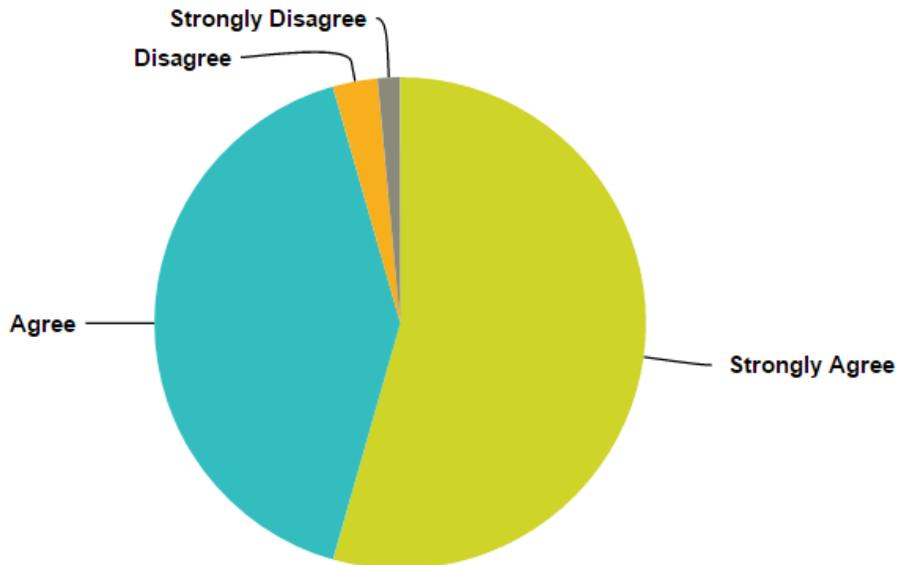
The Milford Police Department is open to input and suggestions.

Answered: 68 Skipped: 7



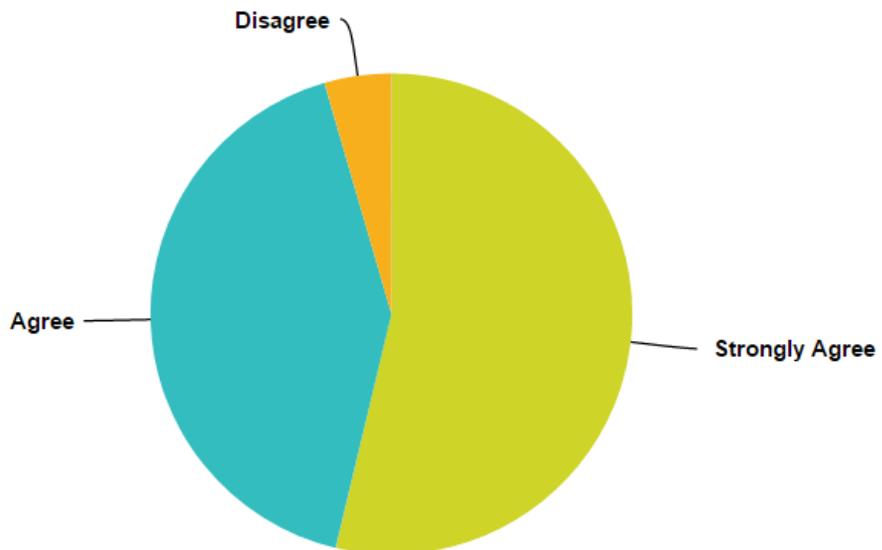
Milford police employees are competent.

Answered: 68 Skipped: 7



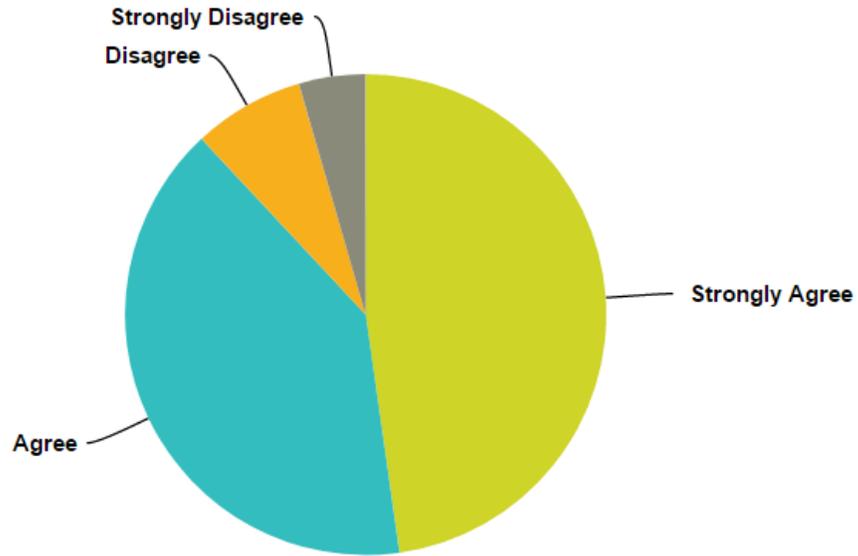
Milford police officers demonstrate professional attitudes and behaviors.

Answered: 67 Skipped: 8



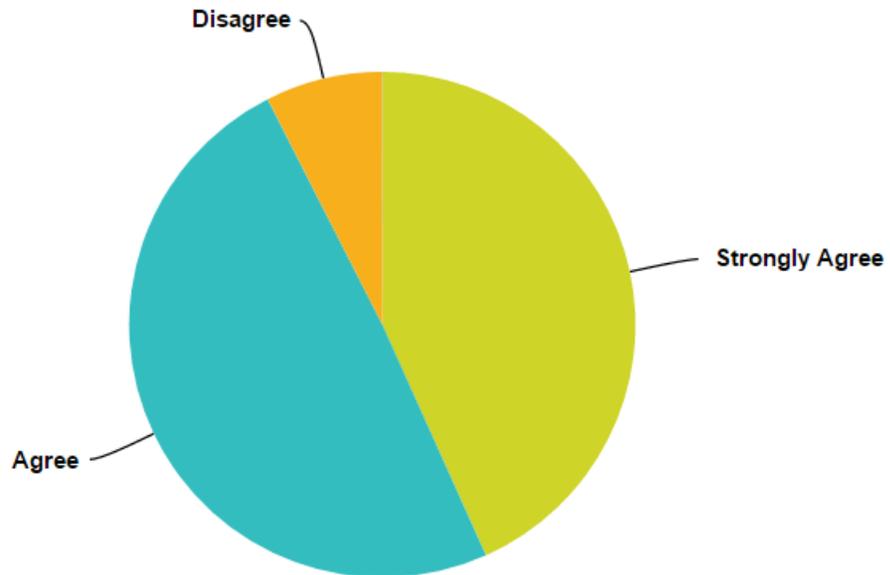
There is sufficient police presence for me to feel safe in my neighborhood.

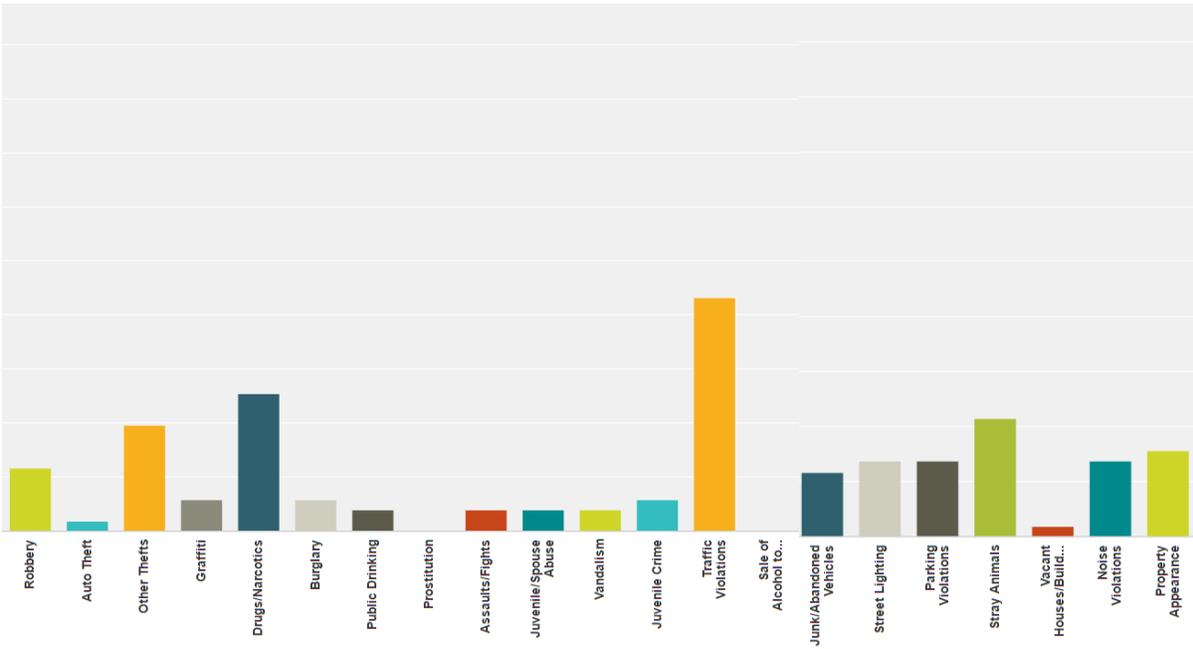
Answered: 67 Skipped: 8



The Milford Police Department shares information with the community.

Answered: 67 Skipped: 8

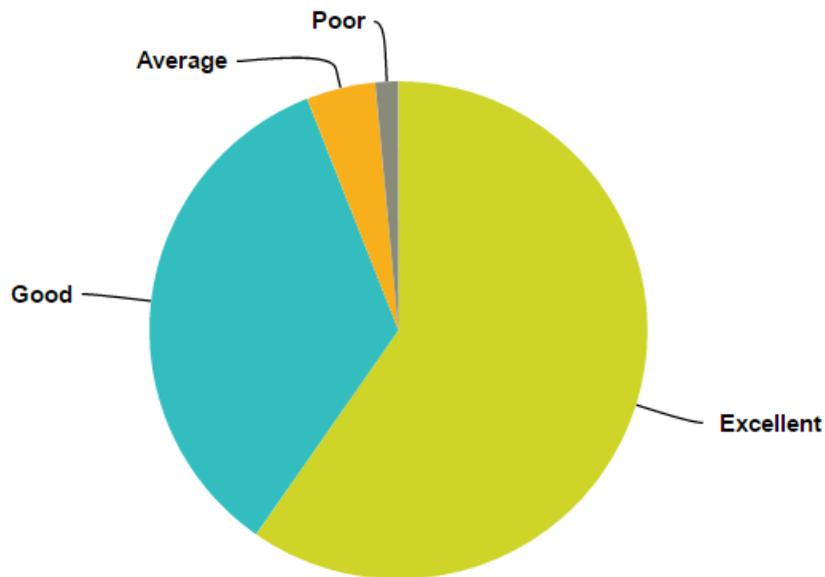




	Not Beneficial	Somewhat Beneficial	Beneficial	Very Beneficial	N/A
D.A.R.E.	7.94% 5	12.70% 8	22.22% 14	34.92% 22	22.22% 14
Shop with a Hero	1.54% 1	6.15% 4	32.31% 21	41.54% 27	18.46% 12
National Night Out	0.00% 0	6.15% 4	36.92% 24	33.85% 22	23.08% 15
Senior Visits	0.00% 0	1.49% 1	25.37% 17	56.72% 38	16.42% 11
Motorist Assistance (Lockout/Battery Jump)	0.00% 0	0.00% 0	23.88% 16	62.69% 42	13.43% 9
Neighborhood Watch	4.48% 3	4.48% 3	25.37% 17	58.21% 39	7.46% 5
Online Crime Mapping	1.54% 1	9.23% 6	33.85% 22	41.54% 27	13.85% 9
Nixle Community Alerts	0.00% 0	1.56% 1	29.69% 19	54.69% 35	14.06% 9
Citizens Police Academy	3.13% 2	10.94% 7	31.25% 20	21.88% 14	32.81% 21
Junior Police Academy	1.59% 1	7.94% 5	31.75% 20	25.40% 16	33.33% 21
Document Shredding Days	0.00% 0	9.09% 6	34.85% 23	40.91% 27	15.15% 10
Prescription Drug Disposal	0.00% 0	6.06% 4	36.36% 24	45.45% 30	12.12% 8
Project Lifesaver	1.61% 1	1.61% 1	27.42% 17	24.19% 15	45.16% 28
Police Facility Tours	4.69% 3	9.38% 6	39.06% 25	25.00% 16	21.88% 14

Which of the following choices best describes your opinion of the overall performance of the Milford Police Department?

Answered: 67 Skipped: 8



RECOMMENDATIONS AND SUGGESTIONS

Citizens were asked to provide input on how we can improve our deliverable services. The suggestions and critiques are in bold font to distinguish them from praise.

- **I recommend adding a spot on your website for reporting non-time sensitive suspicious activity (unusually high traffic to certain homes, odd chemical smells routinely coming from a location, phone scams, etc). You could have a disclaimer stating to call the department if it's urgent or life threatening. To reduce pranks, have submissions linked to an email address so you can follow up.**
- We love our Milford PD! Thank You!
- **Would like to see more officers out of their cars, greeting residents and allowing us to get to know them and for them to know us. Would like to thank officers for their service but difficult to do so when they are only seen on the road. (Miami Township resident)**

- Milford PD is pretty laid back from my experience which I like. Especially compared to our neighbors (UT, MT, TP). The parts of Milford I live in and frequent feel safe and quiet. Keep up the good work.
- **Try giving warnings instead of ticketing people. I just moved to this area and have received more tickets in the last one year than I have my entire life. I am a hard working individual but was ticketed for speeding on Lila (I was new to town and did not realize the speed limit was 25) and ran a yellow light (again did not realize I would be ticketed for this). I like living here but feel I should have been given warnings. Left an unpleasant feeling about being here.**
- **I am tired of people leaving their car on our street for weeks at a time.**
- As a senior resident, I feel very safe in my community of Double Gate. I have no problems with the Police Dept. and have always had a courteous and professional results. Thank you for always being there.
- **Give a warning not a ticket to first time traffics offenders with 45150 zip code. I believe the officer that gave me a ridiculous ticket is no longer there but he was a joke.**
- None, I think the police are very responsive and professional, I like very much the house check service when we are on vacation.
- More Foot and bike patrols so that community gets to know the officers. When they drive cars they seem more unapproachable.
- No suggestions, Milford Police Department does a great job and we are lucky to be in a community with such a caring and helpful police department.
- MPD does a great job! Thanks for your continued service in keeping Milford safe!
- I always feel safe in my neighborhood. We vacation for 2 to 3 weeks at a time, is there a property check for vacationers?
- I think Milford Police do a great job.
- **A lot of people run the red lights at five points. Many times the walk light is on and people keep going. Several times I have been walking with the walk light and have been almost hit.**
- **I think a lot of the little back streets in Milford need some better lighting. A lot of them around my street are very dark.**
- My family believes we have the best possible police service & PROTECTION possible for a great small (generally, for us) peaceful safe bedroom community! What very little personal interaction with our cops has been GREAT!
- **I don't have any complaints, except the speed traps in Milford. I would think the police officers time could be better spent. A lot of the places I have seen them there aren't a lot of people crossing or people speeding. Just my opinion.**
- My experience has been very positive, and I am very grateful! By the way, my address is 25 Wallace Grove Ln, 45150.
- **More police patrolling on Sioux Court and adjoining streets.**

- **Make sure that you have a system to id where those with disabilities are as one time you were able to bypass my Deaf doorbell as you could get past the security door in the condo not needing to use the intercom. You were knocking on my door which I cannot always hear.** Once the police officers realized I was Deaf and not a jerk ignoring knocking on my door they were very friendly as they were looking for a neighbor of mine. The non-emergency 911 number has been helpful several times for random situations such as a deer or a safety issue that I spotted.
- They seem to be doing OK. The email notices are wonderful since there's no online news for Milford - this is a hard town to know what's going on. I appreciate the speed watching coming down the hill. It can be really dangerous turning out of Valley Brook Apartments since so many people don't go 25. Thanks for all you do!
- **More focus on drug abuse (not pot, but the harder stuff) because a lot of other problems stem from that. I really like to hear of creative proactive efforts.** Honestly I think we have one of the best police departments in the area!
- **There are two suggestions/recommendations I have for MPD. The first is I have seen that other police departments around the country do is a program like "Coffee with a Cop" or some iteration of that, where each week a member/s of the police department is at a local coffee shop and is available to meet with members of the community to answer questions, take concerns, or just be there to engage and help build relationships with community members. I feel this could be a great opportunity for both MPD & MTPD and would love to see an initiative like this started soon. My other suggestion is more of a personal preference, but I do like to keep updated on what is happening around Milford and Miami Township. Twitter has helped to provide some insight into some police and fire/ems matters, but it would be nice to get more frequent updates, such as real time accident alerts, updates/news on crimes being solved/prevented by MPD/MTPD, etc.**
- **Too much speeding on back roads! Increase police presence please!!**
- **Crimes need to be solved not just speeders.**
- **The only thing I'd like to see more is when I am out walking and a police officer drives by, for them to wave. A long time ago that used to happen, but it doesn't much anymore. It makes us feel safe and even though this town has grown it is still a great small town feel! I appreciate everything this department does for us!**
- **More awareness in community. Open forum with officers in grocery, local pharmacy, sports events at high school and junior high school.**
- **Can you please do something about the obvious drug dealers? DO SOMETHING!!!**
- **Main complaint regarding our neighborhood is some people see a Stop Sign as a suggestion that can be ignored. In our area of Milford, the lack of sidewalks doesn't deter people from walking along 131... dangerous.. wish we had sidewalks connecting the 131 neighborhoods and then down to 50 to connect with the rest of the city.**

- **People speed thru Clertoma Subdivision and ignore stop signs as well - speed bumps? I am just always shocked speeding is breaking the law. I also know I would rather you stop crime of course - but what can we do?** Thank you for all you do - you all do make me feel safe.
- **There is one house that seems like they are either buying or selling drugs. They also seem like they are on drugs too. The parents are constantly screaming and fighting with their kids and each other. It is so loud sometimes, we can hear them when we are inside our house. I wish that would get handled. Don't know how to handle though.**
- **My only request is more police presence during restricted school hours. Too many people fly through school zones, as well as past red flashing buses!**
- Thank you!
- We love our police department. We have some of the nicest and kind officers around. Thank you for all you do.
- **Do something about the drug problem... stop looking the other way.**
- **Please address the issue of the buying and selling of drugs on Dot and Belt St. Please address the issue of people's yards looking like a junkyard on Dot St. A lot of neighbors are trying to improve the quality of this neighborhood, please don't forget us just because we are tucked back in the corner of Milford.**
- **Would like to get to know the officers.**
- I think the Milford PD does a great job. **There is one thing I would like to see improve, and that is a stop to traffic violations. Vehicles are constantly running red lights at 5 points and blocking the intersection, especially in the mornings. People also run stop signs throughout the neighborhood, but the four way stop at Center and Pike is a particular concern.**
- I am new to Milford and have only had limited contact with the police department here. However, there are numerous patrols through my neighborhood daily/nightly and the officers are very friendly with a smile, wave, and hello. They are very professional and approachable. Thank you for your service and Be Safe.

SUMMARY

The overall approval rating for 2017 is 93%, which is a one percent improvement from the 2014 survey. There was slight improvement in every category with the exception of police presence, which resulted in a half-percent decrease in approval. The area with the most improvement in 2017 over 2014 was in the area of professional attitudes and behaviors, with a nearly four (4) percent increase.

Traffic violations and drug offenses remained the top two concerns for respondents. Four (4) respondents suggested that we reduce traffic enforcement, while six (6) respondents requested that we focus more on that area. It's worth noting that eight (8) of the respondents reported that they had received a traffic citation.

ACTION STEPS

A citizen survey is useless unless it's used to help us improve. This report will be provided to all members of the Department, and to the public. The following actions steps will be implemented:

- We will increase the number of bike, Segway and foot patrols, with an emphasis on engaging the public.
- Officers will be reminded of the importance of waving while on patrol.
- Funding options will be explored to purchase trading cards for officers to hand out.
- Traffic safety will continue to be a priority through the use of visible traffic observation posts, speed signs, grant-funded saturation patrols, and traffic contacts.
- Neighborhood patrols will be prioritized.
- Drug enforcement will remain a priority in the final phase of the three-year staffing plan.