

City of Milford Police Department

Citizen Survey Results



2008

Data Collection Plan

In the Police Department's continuing efforts to receive valuable input from our residents and to improve customer service, we recently sent out citizen survey forms that allowed us to receive resident opinions on City Police services. One hundred and twenty six citizens responded to the aforementioned survey.

In order to collect data, a questionnaire was developed and sent to the citizen of Milford, Ohio through the City of Milford Spring Newsletter. The questionnaire contained a brief introduction and instruction section, questions designed to collect demographic data for the police agency and its community. The Survey also collected data relating to organizational evaluation, organizational contact, neighborhood environment and a conclusion.

The information gathered from the questionnaire will be used to establish the criteria necessary to analyze the results of the survey. This report seeks to satisfy the requirements of the City of Milford Police Department General Orders Section, **45.2.4 Citizens Survey** and **45.2.5 Citizens Survey Results**. They read as follows:

“The City of Milford Police Department will conduct a survey tri-annually to seek the attitudes and opinions of the citizens in our area. This survey shall include the following by not limited to:

- A. Overall agency performance;
- B. Overall competence of agency employees;
- C. Officers attitudes and behavior toward citizens;
- D. Concern over safety and security within the agency's service area as a whole;
- E. Any and all comments and recommendations for improvement.”

“A summary of the surveys returned by citizens shall be compiled and submitted to the CEO.”



MILFORD POLICE DEPARTMENT CITIZEN SURVEY



As a professional police agency dedicated to public service, we are always interested in your opinion regarding the quality of service provided by our organization. It is our hope that you will use your voice to help us serve you better. Please feel free to attach a separate sheet of paper with any comments or suggestions that you believe would be beneficial to the continued partnership between the community and the Milford Police Department. *Please complete and mail or drop it off at the Milford Police Department.*

Demographic Characteristics

We are asking these questions to learn about people’s different experiences. Please tell us about yourself.

Are you: Male **47** Female **79**

Age: Under 20 **0** 20-24 **4** 25-34 **14** 35-44 **22** 45-54 **18** 55-64 **24** 65 + **46**

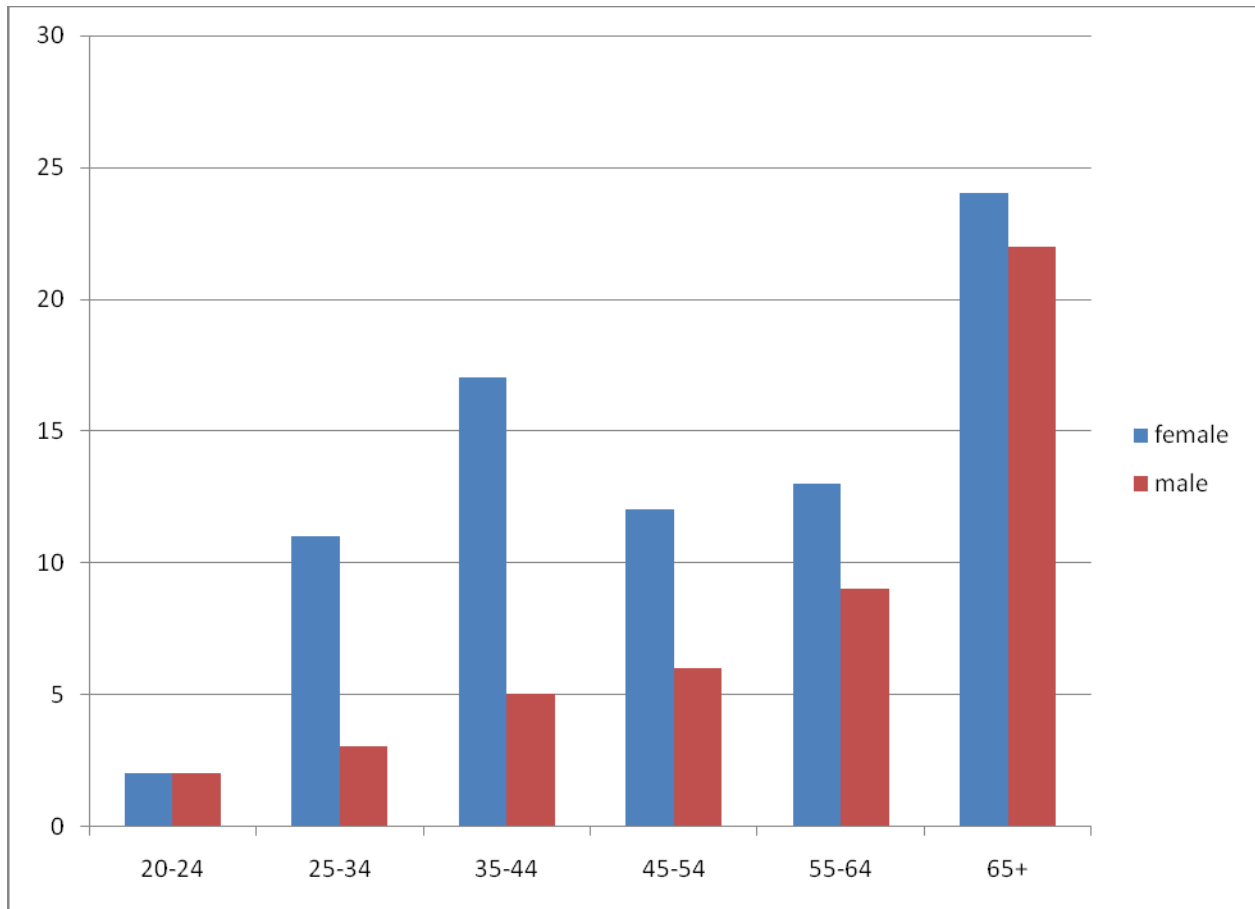
Residency: Own **100** Rent **26** Visitor **0**

Ethnicity: Caucasian **116** African American **3** Native American **3**
Asia/Pacific Islander **0** Hispanic **0** Other **4**

Please check the highest level of education you completed.

Did not finish high school **12** Some college, but did not graduate **22**
High School graduate/GED **36** College graduate **43**

- Some did not indicate a response to the highest level of education

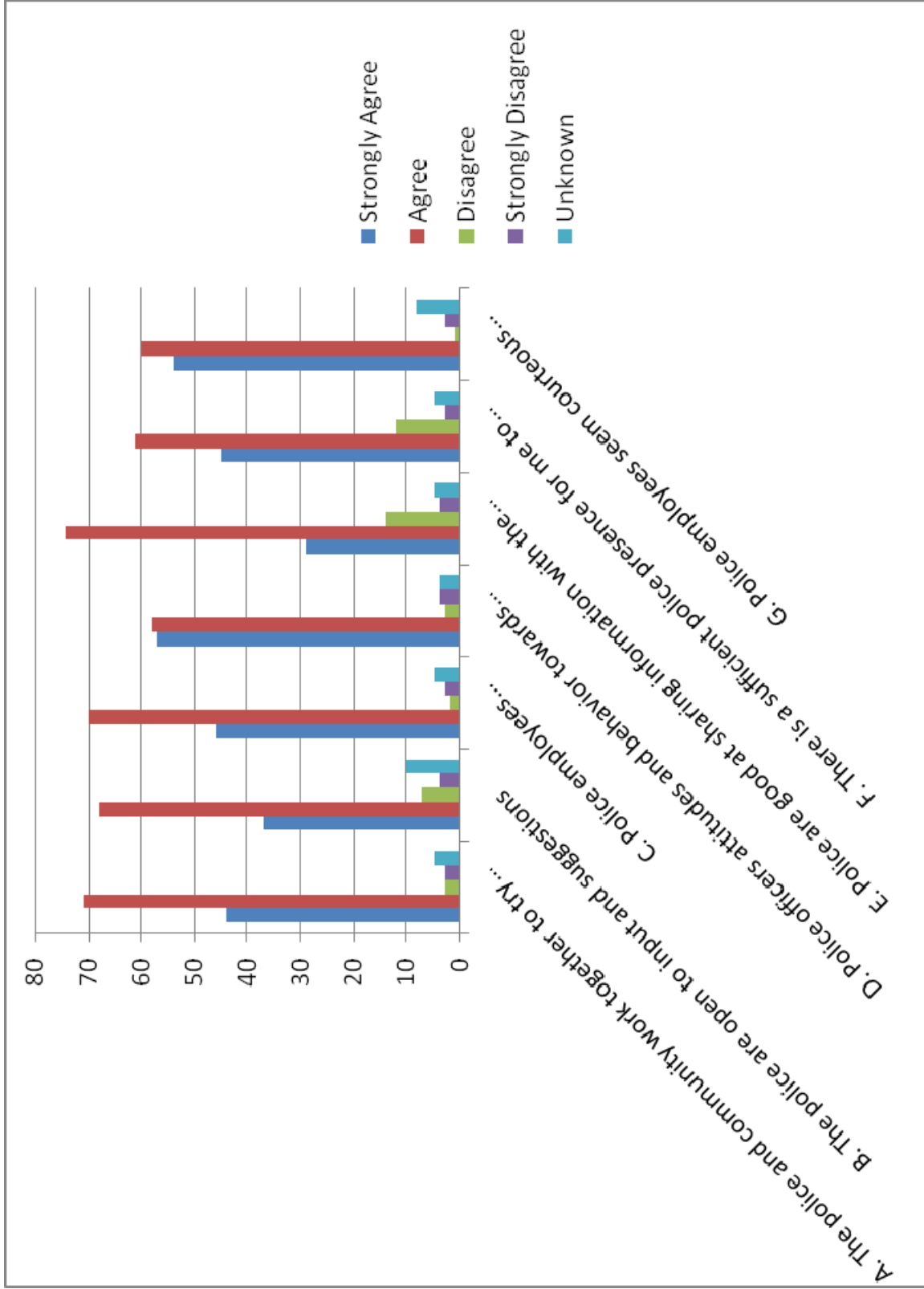


Organizational Evaluation

Please think about how you view your Police in the City of Milford. *(Please indicate if you agree or disagree)*

	Strongly <u>Agree</u>	<u>Agree</u>	<u>Disagree</u>	Strongly <u>Disagree</u>
a. The police and community work together try and solve problems.	1	2	3	4
b. The police are open to input and suggestions.	1	2	3	4
c. Police employees seem competent.	1	2	3	4
d. Police officers attitudes and behavior towards citizens is very professional.	1	2	3	4
e. Police are good at sharing information with the community.	1	2	3	4

- | | | | | | |
|----|---|---|---|---|---|
| f. | There is a sufficient police presence for me to feel safe in my neighborhood. | 1 | 2 | 3 | 4 |
| g. | Police employees seem courteous and respectful towards citizens. | 1 | 2 | 3 | 4 |



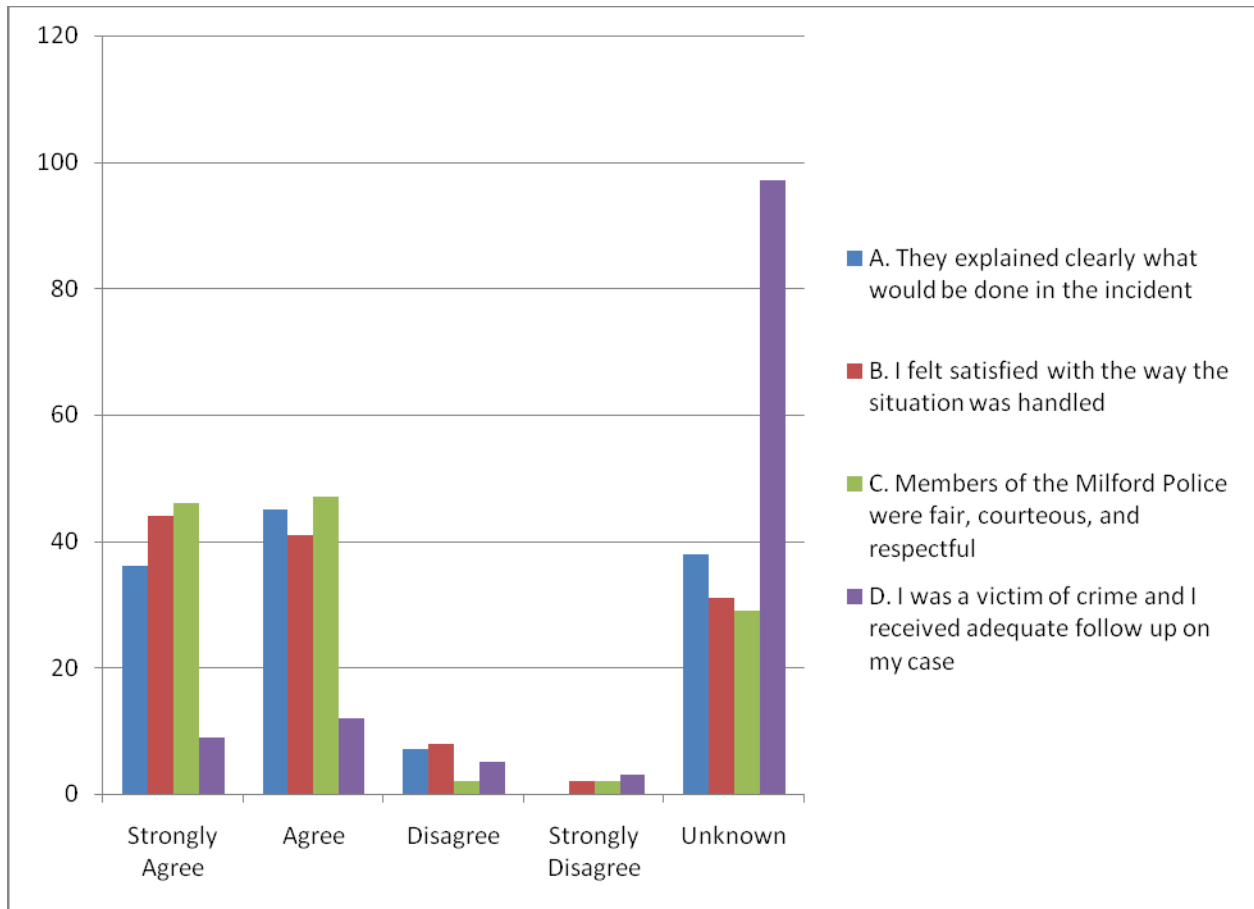
Organizational Contact

Please think about any contact you had with the City of Milford Police Department.

Please indicate the type of contact you had with the City of Milford Police?

Crime Victim	12	Traffic Crash	8	Traffic Citation	11
Arrest	2	Witness	7	Other	59

During the contact, <i>(Please circle the number.)</i>	Strongly <u>Agree</u>	<u>Agree</u>	<u>Disagree</u>	Strongly <u>Disagree</u>
a. they explained clearly what would be done in the incident.	1	2	3	4
b. I felt satisfied with the way situation was handled.	1	2	3	4
c. members of the Milford Police were fair, courteous and respectful.	1	2	3	4
d. I was a victim of crime and I received adequate follow up on my case.	1	2	3	4



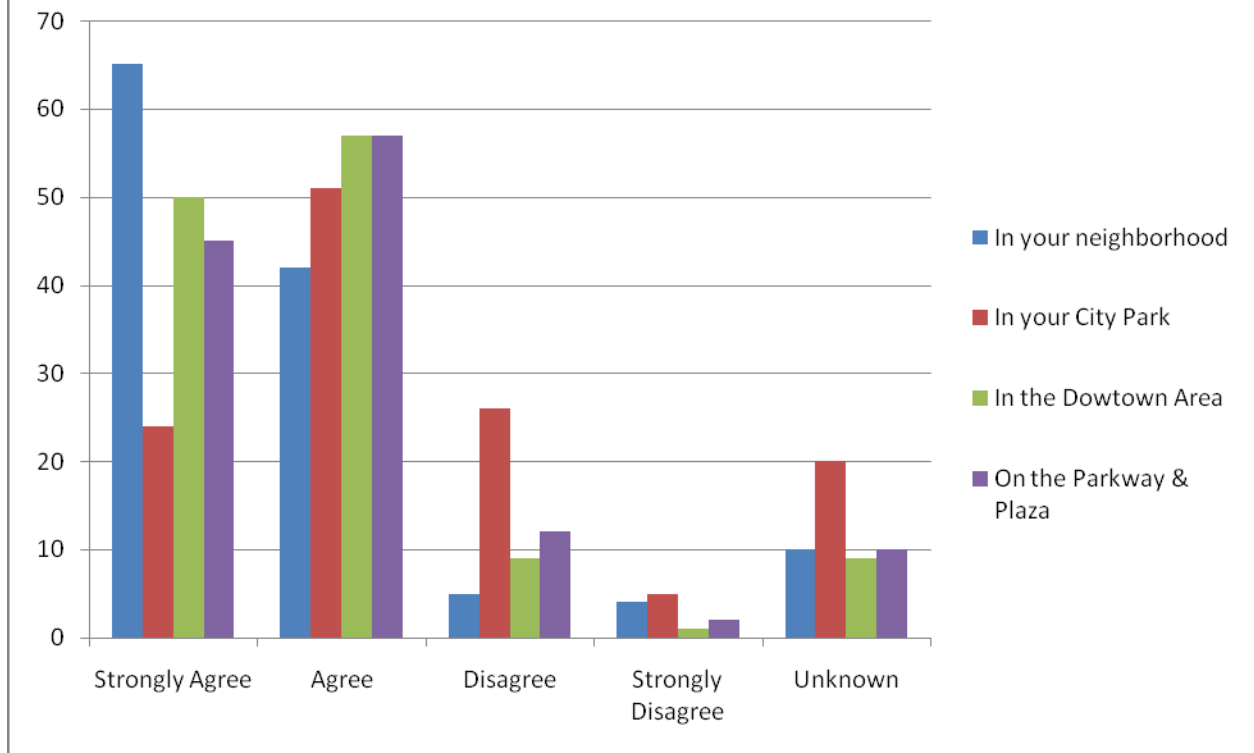
Neighborhood Environment

Please think about any crime or quality of life issues you had in your neighborhood.

Do you believe you are safe walking alone during the night time hours in the following areas of your community?

	Strongly Agree	Agree	Disagree	Strongly Disagree
	<i>(Please circle the number.)</i>			
a. In your neighborhood	1	2	3	4
b. In the city park nearest your residence	1	2	3	4
c. In the downtown area	1	2	3	4
d. At one of the retail business on the parkway or shopping plaza	1	2	3	4

Do you feel safe walking in the following areas after dark?



Which of the following, if any, do you feel have been significant problems in your neighborhood during the past year? (Check those that are applicable)

- | | | |
|--|------------------------------------|----------------------------------|
| 4 Robbery | 0 Prostitution | 19 Junk/Abandon Vehicles |
| 5 Auto Theft | 9 Assaults/Fights | 9 Street Lighting |
| 7 Other Thefts | 0 Juvenile/Spouse Abuse | 9 Parking Violations |
| 5 Graffiti | 13 Vandalism | 20 Stray Animals |
| 19 Drug/Narcotics | 12 Juvenile Crime | 5 Vacant Houses/Buildings |
| 3 Burglary | 27 Traffic Violations | 21 Noise Violations |
| 9 Public Drinking | 3 Sale of Alcohol to Minors | 36 Property Appearance |
| 4 Other (Specify) Trespass, Burning | | |

What are the three most serious problems in your neighborhood?

1. **Traffic Issues 42**
2. **Property Maintenance 22**
3. **Stray Animal 13**

Conclusion

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

Excellent **60** Good **59** Average **7** Poor **0**

What recommendations or suggestions do have to improve the level of service the City of Milford Police Department provides?

Always in cars, seldom see a policeman cycling/walking in a neighborhood getting to know residents.

Better watch traffic in alley and Spring St. People going to and from church do not watch speed and fly over speed bumps. Some don't stop at stop sign corner of Lewis and Spring St. The police have a good visible presence in the area.

The only real suggestion would be to increase speeding patrols on Mohawk. Advertise police website (if there is one) w/ bios of the dept members so people can get to know the staff. Post updates on problem areas, anything community can do to help, disaster preparedness, and how community can "beef up" before a disaster.

Post local and national statistics on how we are doing in different crime categories as listed above ECT.

More visible in the neighborhood. Survey cars traveling too fast - running stop signs. I notice when driving through Mariemont drivers obey the speed limit, why not in Milford. Littering, it's awful.

Increase traffic enforcement on South Milford/ Cleveland. Also on Main Street downtown during early morning (5:00-6:00am)

I need a way to keep people from apartments from coming through my yard/daycare - when we are on our deck they are in our yard - foul language, found needles, condoms, beer bottles washed under fence from car lot into my daycare play yard - they need to keep out of vacant car lot also.

Thank you for everything that you do for us! You are appreciated!

I rarely see patrolling police cars in our section of Wallace - but would like to - Many cars use our part of Wallace as a short cut

Keep doing what you're doing - if time allows - stop in and say hello!

Dishonest police/ focus more on public service and justice that collecting revenue for the city

I believe you are doing a good job!

I'm upset to hear about the auto theft on Center Street at Amy Brewer's house. I walk past there every morning!

I would like to see more police cruisers stopping at Carriage Way Park, kids hang out there, majority of their conversation includes the "f" word and other expletives.

None, they do an outstanding job

More police, more patrol

No recommendations except keep up the good work

I actually have not had interaction with the Milford Police so I have no idea how to respond to the organizational evaluation/contact sections

Very disappointed in amount of money spent on Milford high school's drug bust for (3) kids

Keep up the good work! Thank you for your service

Keep up the good work.

Control measures on Wallace Avenue to catch speeding teenagers and DUI drivers Catch and relocate a large number of deer, raccoons, and stray cat
Use bicycles, walk in problem neighborhoods and get to know the people - there's more shared info that way

We are blessed to have God fearing law abiding citizens in our community

Catch them dam drug dealers and the ones who cause problems in the neighborhood

Would like to see some programs in place for the kids on safety village

Put police at Service Rd and 28 to slow down traffic coming down 28 and going through Milford

Speeding cars: Belt and Dot when children are at play

We need more speed control

Stronger presence around school zones to cut down on speeding during rush hour

Enforce stop sign at Laurel and Oak 2. Do something about the cats! They are a nuisance that kill my birds and dirty my flowers

Police presence in Ease Milford needs to be more prevalent. They're not seen as much as they need to be. Just driving around lets people know they should be behaving

We seem not to have safety problems in our community. (Doublegate) I appreciate the police who make Milford safe

I have been in business 25 years and I have great respect for the dept. They do a great job.

Well I have personally seen a few drug deals happen in two restaurants in Milford. One of which got burnt down. The other place is still up and running. I do not go there anymore because of the things that I saw happening. Drugs ruined my family and I don't want to see it happening when I go out to eat. So my only suggestion would be to stop drug dealers.

Thank you

I'm a recent resident of Miami Woods but frequent old Milford as well as areas like Home Depot and Meijer. I appreciate the presence of Milford Police cars at all hours - first class!

Enforcing people in the neighborhood to remove junk, appearance of empty property on Crestview, enforcing people to maintain property appearance if not need to be fined

I feel the Milford Police Dept has been good. They come when called. The police give an explanation of the problem and they do all they can to solve the problems

I think the department could benefit with additional officers that can provide more assistance with community policing and establishing block watch programs and other preventative programs. Also could help with traffic violations and curtail speeding and property maintenance enforcement. I think there are laws/restrictions on the books but not enough enforcement. That's not effective One or twice a week I see cars that don't stop at the signs at Mohawk/Seminole and Mohawk/Osage, and I don't mean rolling stops. Also, it would be good if the curb at Osage/Mohawk be painted yellow because there is always a car parked there when you turn from Osage onto Mohawk which makes you have to use part of the oncoming lane

Make yourself visible as possible and contact with the youth

More interaction with the community in general - the taxpayers. Focus is only on criminal activity which is good but also need positive interaction in the community

I feel they should spend more time in the "decay" areas and less hiding to catch unsuspecting good citizens who may not stop completely at a stop or have a tail light out. I always feel, when I note this "hiding", which they are trying to get their quota before the end of the month!
In 2.5 years here I have had to have no contact with police - a good sign of a good place

From my standpoint Milford seems like a nice quiet and safe community that it's hard to visualize some of the problems listed above. Maybe the difficulty in even visualizing them speaks well of the job you're doing. It's nice not to see our name in the paper

Milford is a great place to live and I have always felt very safe in and around my home

Spend more time in our neighborhood (Miami Woods)

The Milford Police Department has no business involved in speed traps on I-275. If they have to do this then we have to many officers on the payroll!

Doing a great job!

I wish they would back up the law about junk/trash in people's yards. It is very embarrassing when I have guests over

I think they do very well and very promptly

My, thankfully, only experience with Milford Police was conducted with great professionalism. The officer was courteous and I was contacted quickly

I think everyone does a good job

More visability

Second time: increase enforcement of speeding on Lila Ave and 131 in Milford

Can't think of any - all are doing great! (I moved here six years ago - need I say more! I moved here from Cinti!)

More drive by's at 201 Laurel

They should call the manager when they have to come out at night to the apartment building that is having the trouble. Like with loud music being played at nights and on weekends

See to: motorcycles revving engines when leaving Quaker Steak, cats at night

Please as a citizen of Milford please take time to see that parking signs are placed on Potowatomie Trail curves from 28-34. There are too many small kids that play on this street and cars speed through this area/streets. I don't want to see something happen a kid get hit by car
Thanks

Patrol more frequently

I see drug dealer when I visit my grandson 1 in the apartment complex behind Brooklyn

Need to have officer watch this stop sign at corner of Mohawk and Seminole Trail during day. I have 5 children and the cars fly threw the sign

Just keep doing a great job!

None. The Police have always been very courteous to me. I appreciate their work and am thankful for the job they do.

Thank you for your time and consideration!