

City of Calistoga

Staff Report

TO: Honorable Mayor and City Council
FROM: Sgt. Tim Martin via Chief Mills
DATE: April 7th, 2009
SUBJECT: Calistoga Police Department Citizen Survey Results Presentation

APPROVAL FOR FORWARDING:


James C. McCann, City Manager

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ISSUE: To present the Calistoga Police Department Citizen Survey results to the city Calistoga.

RECOMMENDATION: Accept the presentation.

BACKGROUND/DISCUSSION: As part of my on-going professional training I am attending the Sherman Block Leadership Institute. The course is an intense program based on experiential learning techniques. Students are challenged to learn new ways to resolve issues through group and individual work.

As part of the course I completed a citizen survey to gather information about how Calistogans feel about safety and crime in their neighborhoods, and about their interactions with the Police Department. This information will help identify ways to improve our service to the community.

The survey was available in both English and Spanish and was distributed with the Fall issue of the City newsletter. The survey was also handed out at several community events, available at certain locations in town and on the city's website. The survey ended in January 2009. The survey data was compiled by three students; Bradley Toews, Caroline Isaac and Milton Acosta, from the Pacific Union College math department. The students completed the project under the direction of Professor Rich Rockwell and compiled the data into a report, a copy of which is in the attachment.

We distributed approximately 2000 surveys and had about 200 completed, a 10% return. The survey asked residents if they felt that crime had increased or decreased in their neighborhoods, what types of crimes they were concerned about in Calistoga and any areas of the city that they avoided due to crime. The survey also asked residents to evaluate their contacts with the Police Department, its officers and/or dispatchers.

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31 Of the respondents, 46% felt that the level of crime in Calistoga has not changed, and 66%
32 felt safe when alone in their neighborhood. Residents were most concerned about traffic
33 issues such as speeding vehicles followed by identity theft drugs and gangs.

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35 Respondents rated their satisfaction with the Department as; 48% very satisfied, 30%
36 satisfied, 8% somewhat satisfied, 6% somewhat dissatisfied, 5% very dissatisfied and 3%
37 didn't know. Their interaction with officers rated over 50% very satisfied to under 10% very
38 dissatisfied.

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40 These results will be used to focus on areas where the Department can improve
41 performance or service to our residents. On many of the surveys the respondents added
42 comments. These comments are useful in identifying specific targets of praise or criticism
43 and help formulate an effective response.

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45 **ATTACHMENTS:**

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47 1. A copy of the power point slide show of survey results.