



ELLISVILLE POLICE DEPARTMENT  
**COMMUNITY SURVEY RESULTS**



During the first three months of 2018 the Ellisville Police Department conducted a citizen survey. All citizens received a copy of the survey through the City quarterly mailing; additionally the survey was posted on social media through the EPD Facebook site.

I am pleased to report that the results of the survey are in and we have tabulated the most pertinent parts of the survey and compiled them in this survey results guide. There were a total of 122 citizen respondents.

Citizen’s ratings for police officers in several areas are reflected in the chart below:

<u>CATEGORY</u>	<u>EXCELLENT</u>	<u>GOOD</u>	<u>POOR</u>
Competence	89%	9.9%	1.1%
Courtesy	88%	9.8%	2.2%
Demeanor	85.9%	12%	2.2%
Fairness	84.8%	12%	3.3%

Citizen’s ratings on Job Performance issues in several areas are reflected below:

<u>CATEGORY</u>	<u>EXCELLENT</u>	<u>GOOD</u>	<u>POOR</u>
Overall Services	78.6%	15.9%	5.5%
Visibility Community	76.1%	13.8%	5.5%
Traffic Enforcement	70.5%	21.9%	7.6%
Visibility Neighborhood	50.5%	33.6%	15.9%

**CITIZENS CONCERN FOR CRIME**

General Citizen concern for their safety or being a victim of criminal activity was low with an average of 70% of respondents saying they had low or no sense of fear for any criminal activity and an average of 23% saying their fear of crime in our community was moderate. 81.5% of respondents have not been a victim of any crime in the last year, and of the remaining 18.5% who stated they had been a victim of a crime within the last year only 17% were victims of crime within the City of Ellisville. (This is inclusive of all crime to include property crime, violent crime or white-collar crime.)

## **MISSION OF THE POLICE DEPARTMENT**

**Citizens felt that the main mission of the police department could be categorized as Very High or High for the following police responsibilities:**

Responding to crimes in Progress – 94.2%  
Enforcing Drunk Driving Laws – 85.8%  
Discouraging Crime in General – 81.5%  
Investigating Property Crimes – 78.8%  
Notifying Citizens of Potential Criminal Activity – 76%  
24 Hour Service to the Community – 75.8%  
Providing drug/violence prevention to schools – 70.6%  
Preventative Burglary Patrol – 68.7%  
Arresting Individuals Who Use Drugs – 63.7%  
Traffic Crash Reduction – 51.3%

**Those categories that were less a priority in their consideration of Very High or High Priority include the following:**

Discouraging Alcohol Sales to Minors – 45.2%  
Discouraging Sale of Tobacco to Minors – 32.7%  
Mediating Family/Neighborhood disputes – 27.8%  
Enforcing Parking Regulations – 15.3%  
Enforcing Dog and Cat Ordinances – 0%

In compiling the statistics for the surveys there were 57 direct comments about the police agency. These comments were a broad spectrum of specific messages for the agency. These comments included many positive statements about the police agency (33 of 57 comments) such as:

"The only personal interaction I have had with the Ellisville police was their response to my mother's death at our residence. They were so kind and supportive. I have nothing but respect for the officers. Thank you."

"Hands down, we have the best PD in St. Louis County!"

"i have not had contact with local police within last year but i have within the last two years. And the response was amazing for a non-emergency. It would be nice to see the out patrolling the subdivisions and talking to the little ones more frequently. We very seldom see them in our subdivision and it would be nice to see them more."

"I feel fortunate in living in our safe city. I also have not needed the police, but what I have seen I would rate excellent."

**There were 15 comments related directly to speeding/crime at a specific location:**

"Way to fast driving Old state Road"

"You have a professional and friendly group of officers as they wave when possible, give warning on fireworks and assist in rounding up dogs that escape our yard."

"Speeding - Manchester / Clarkson"

"Speeding and reckless and distracted drivers. Please do some traffic calming and ticketing in this area to raise driver awareness for safety. Old State "Indy 500" from Manchester to Pierside."

**The remaining comments were related to specific cases. Very few comments were unfavorable; however there were a few.**

"Shame that a few snarly officers give the entire department a bad rap."

"Replace the black patrol cars with white or blue ones."

In summary, it appears that the Ellisville Police Department is doing an excellent job of providing police services to the community. There is one notable area of improvement that I believe can be directly addressed, while visibility in the neighborhood was 50% Excellent and 33.6% Good resulting in a total of 83.6% Excellent or Good, I believe we can have a much higher incidences of excellence. My goal is for our agency to be in the seventieth percentile or higher in excellent for this category. Two immediate items will be addressed to improve our presence in neighborhoods and the perception or presence. Firstly, the newly formed CPU will focus much of their days in the community. Secondly, a new accountability form has been adopted that will allow officers to notify residents of crime prevention issues at their residences, but will also serve as a notification for residences when we are in the neighborhoods. Leaving this notice for any potential crime prevention activity will also serve to reassure residents that we are paying attention in their neighborhoods, even when they do not see us. A final strategy will be to increase and improve our use of Social media and communication with the public to raise their awareness of how often we truly are in their neighborhoods.