

2016

**KETTERING POLICE
AND
COMMUNICATION CENTER**

CITIZEN SATISFACTION SURVEY RESULTS



*Chief Christopher N. Protsman
May 22, 2017*

2016 Executive Summary

As a part of our continuing effort to be responsive to the needs of the community, the following information was gathered through a random survey of Kettering residents.

One thousand (1000) paper surveys with mail back envelopes and 500 post cards with a survey web link were sent to random Kettering residents requesting participation in the Kettering Police and Communication (Dispatch) Center's Community Satisfaction Survey. The survey web link was also placed on the Kettering Police Department's Facebook page for participation. The paper survey responses could be mailed back or citizens were invited to complete the survey online.

The 2016 survey yielded 138 online and 162 paper surveys for a total of 300 citizen respondents. The response rate for the 2016 paper survey was 16%, which is lower than the last paper survey (2015) response rate of 19%. It may be lower due to the opportunity of residents to choose completing the survey online. The online response rate of 28% was calculated based upon 500 post cards sent to citizens. This random sampling provided a valid method of obtaining opinions and findings on major issues and topics of concern as they relate to the Kettering Police Department and Communication Center and their operations. Overall, respondents enjoyed the survey and were pleased with the opportunity to voice their opinions. Survey modifications were based upon requests from citizens. Results will be posted on the Kettering Police Department website. Questions, suggestions and concerns will be handled through public information and direct contact with citizens who request it.

The citizens were asked to choose three issues of major concern within the community. Eighty percent of citizens identified drug problems as their number one concern, 74% chose theft and burglary, with safe schools (44%) as the third concern. Other issues in order of importance to citizens were: traffic safety, violence and drunk driving. In 2015 the number one concern was theft and burglary with drug problems second followed by safe schools.

Analyses of responses reveal:

- The citizens surveyed want increased patrol in their neighborhoods, to be kept safe from drug activity, and speeders. Citizens desire to be kept informed of situations and the status of crime and other issues that affect the livability of the community. They also want to see more neighborhood involvement. The website and social media are ideal mediums to "advertise" events, neighborhood happenings, and relative information.
- Seventy-one percent have not been victims of crime in the city. This is slightly increased from 69% of crime-free respondents polled in 2015 and decreased from 77% in 2014. Of the actual victims of crime, burglary (items stolen from cars) followed by vandalism were the most commonly identified incidents followed by theft related problems.
- Thirty-nine percent of respondents have heard of or are familiar with community oriented policing (up from 15% last survey). The results of this survey show there is continued need to re-introduce community oriented programs (COP) and their benefits to the community.

In the 2016 satisfaction survey, citizens could choose "agree" or "disagree" for the below statements. In 2015 there was an additional choice of "not sure" which may account for the important differences in the 2016 results.

- Ninety-nine percent feel safe in the presence of Kettering Police (87% - 2015).
- Ninety-six percent of respondents feel that Kettering Police are doing a good job preventing crime (77% - 2015).
- Ninety-six percent of the respondents feel officers are polite (78% - 2015).

- Kettering police officers are friendly (96%), earn confidence of the public (96%), attend to problems in a timely manner (92%), and treat all people with equal respect (97%). Ninety-four percent agreed that a citizen who has a complaint against a Kettering officer will have authorities look into the matter, 6% responded they disagreed.

Overall the feeling is the Kettering Police Department is doing an excellent job. The respondents felt the service provided was very good and the employees were professional, helpful and courteous. On a scale ranging from 1 to 5 (5 being the highest), respondents rated the Kettering Police Department **overall** performance as 4.6, up from a 4.3 response in 2015. The respondents rated police officers as 4.5, non-sworn personnel (jailers, records clerks, administrative professionals) performance as 4.5 on the scale. Dispatchers were rated as 4.6.

Respondents provided a clear picture of the effect the police department has on their neighborhoods and overall community. The desire to see and meet patrol officers in the neighborhoods is strong. We requested street names and/or general area in which respondents reside. Our goal is to target specific areas requesting assistance or more police presence.

The Kettering Communication (Dispatch) Center was also rated by citizens who had contacted or knew someone who had contacted the Center (42%). This group of citizens was then asked to “agree” or “disagree” with several questions focused on overall service to the community, response to the public, meeting the needs of callers, knowledge, attitudes & behaviors, and citizen concerns. The highest Communication Center rating from citizens agreed the dispatchers are appropriately trained to deal with the variety of calls received (100%). The second highest ratings received were for dispatchers asking appropriate questions to better define the caller’s location or problem, and they are knowledgeable, calming and confident (99%). Citizens agreed that 98% of Kettering dispatchers provide good service to the community. In the last survey (2015) all citizens who completed the survey, regardless of contact with the Communication Center, responded with high ratings about the Communication Center.

We are excited to show the citizens that we take their input seriously. We are proud to have received so many favorable comments for the people we serve. We are equally grateful for the constructive criticism as it helps us focus our efforts on areas in need of greater attention.

KETTERING POLICE AND COMMUNICATION (DISPATCH) CENTER COMMUNITY SATISFACTION SURVEY SUMMARY

The Kettering Police Department completed its annual Kettering Police and Communication (Dispatch) Center Community Satisfaction Survey during the first quarter of 2017.

The survey consisted of five parts:

- Part I: Major Issues of Concern
- Part II: Opinions About Selected Crimes
- Part III: Attitudes Concerning Kettering Police
- Part IV: Overall Evaluation of the Kettering Police
- Part V: Attitudes-Kettering Communications Dispatchers
- Part VI: Characteristics of Kettering Residents
- Part VII: Survey Feedback

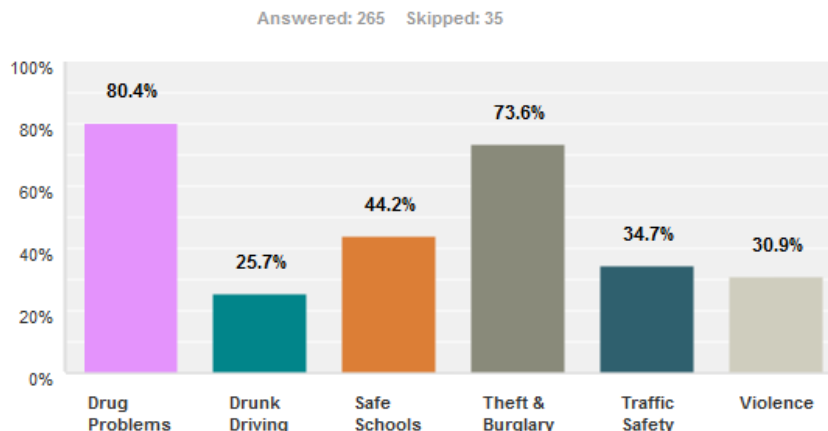
One thousand (1000) paper surveys with mail back envelopes and 500 post cards with a survey web link were sent to random Kettering residents requesting participation in the Kettering Police and Dispatch Center's Community Satisfaction Survey. The paper survey responses could either be mailed back or completed online. This survey will be compared with the mailed City of Kettering Police and Communications Community Survey completed for 2015.

A total of 300 surveys were completed, 138 online and 162 paper surveys. The response rate for the paper survey was 16%, which is lower than the last paper survey in 2015 of 19%. It may be lower due to the opportunity of residents to choose completing the survey online. The online response rate based upon 500 post cards sent was 28%. A variety of survey response scales were used to measure responses. The Kettering Police Department overall performance rating was 4.6, (4.3 in 2015).

Part I: Major Issues of Concern

Respondents were asked to choose three issues of major concern within the community. As you can see below, drug problems were the number one concern followed by theft & burglary and safe schools. Drunk driving, traffic safety, and violence were lesser of citizen concerns. The top concerns in the 2015 survey were theft & burglary, drug problems and safe schools.

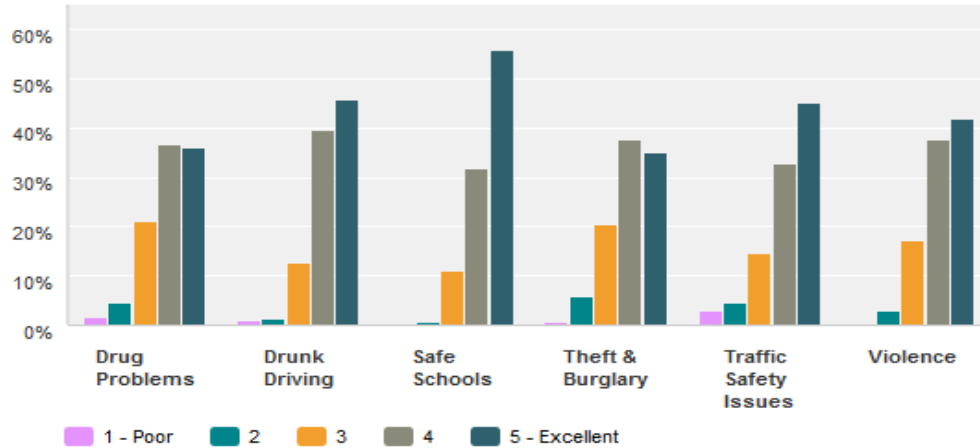
Citizens' Issues of Concern



The same issues mentioned above were then rated by respondents based on the perceived amount of attention the Police Department gave to these matters. Listed below are the response totals for each issue of concern.

Perceived Areas of Police Focus City Wide

Answered: 254 Skipped: 46



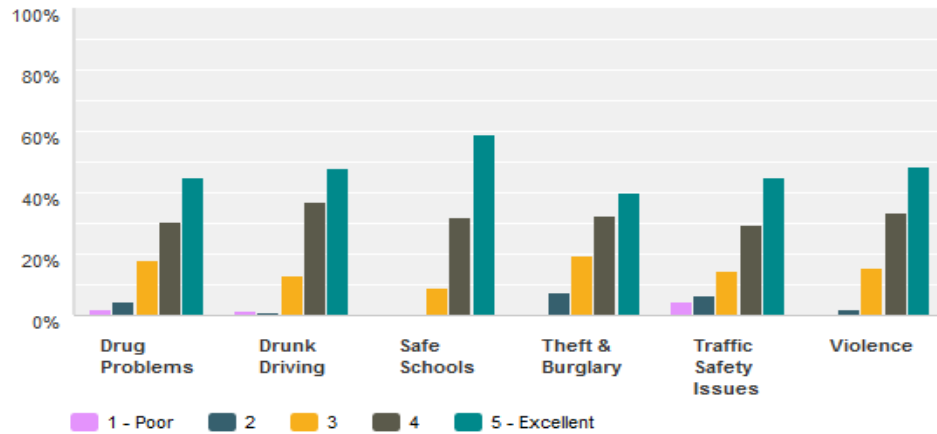
	1 - Poor	2	3	4	5 - Excellent	Total
Drug Problems	1.6% 4	4.5% 11	21.1% 52	36.8% 91	36.0% 89	247
Drunk Driving	0.8% 2	1.2% 3	12.7% 31	39.6% 97	45.7% 112	245
Safe Schools	0.0% 0	0.8% 2	11.2% 28	32.0% 80	56.0% 140	250
Theft & Burglary	0.8% 2	6.0% 15	20.4% 51	37.6% 94	35.2% 88	250
Traffic Safety Issues	2.8% 7	4.5% 11	14.6% 36	32.9% 81	45.1% 111	246
Violence	0.4% 1	2.9% 7	17.1% 42	37.6% 92	42.0% 103	245

Respondents rated safe schools as the top issue upon which police placed the most focus (56%) followed by drunk driving (46%), traffic safety (45%), violence, drug problems, and theft & burglary. Respondents' top concern is drug problems; however, these crimes are perceived as a lower priority of police. This perception can be addressed through publication and education.

To further narrow residents' concerns, respondents were asked to measure officer focus within their neighborhoods. As depicted in the chart below, safe schools were chosen as the most focused upon issue within their neighborhoods (59%), followed by violence (49%), drunk driving, drug problems, traffic safety and theft & burglary. The perceived police officer focus in neighborhoods are ensuring safe schools and decreasing violence, while the number one concern among respondents is drug problems and theft & burglary. It is important to communicate steps being taken to prevent and reduce such activity at the neighborhood level.

Perceived Areas of Police Focus in Neighborhoods

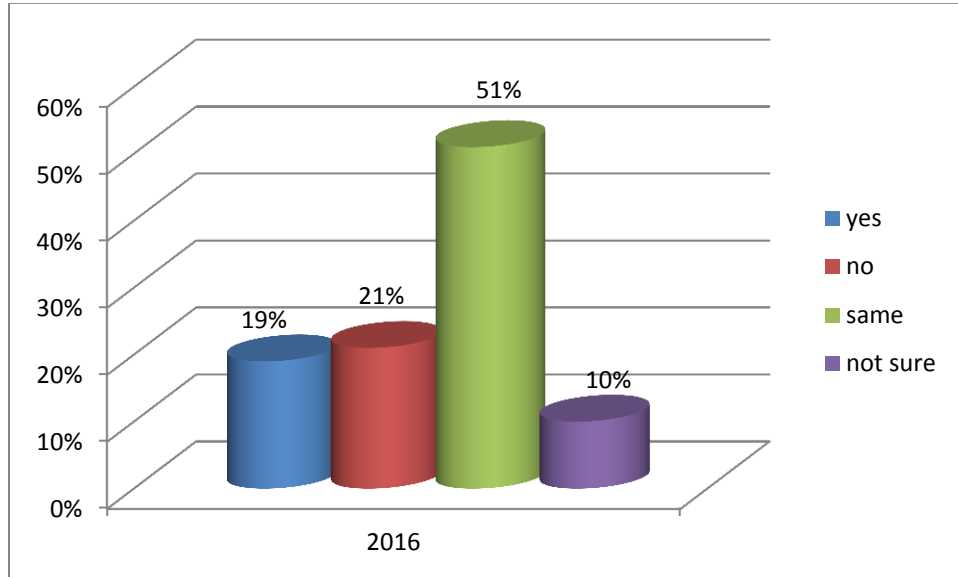
Answered: 241 Skipped: 59



	1 - Poor	2	3	4	5 - Excellent	Total
Drug Problems	2.2% 5	4.3% 10	17.8% 41	30.4% 70	45.2% 104	230
Drunk Driving	1.3% 3	0.9% 2	12.8% 29	37.0% 84	48.0% 109	227
Safe Schools	0.0% 0	0.4% 1	8.8% 20	32.0% 73	58.8% 134	228
Theft & Burglary	0.4% 1	7.7% 18	19.6% 46	32.3% 76	40.0% 94	235
Traffic Safety Issues	4.7% 11	6.5% 15	14.7% 34	29.3% 68	44.8% 104	232
Violence	0.4% 1	2.2% 5	15.3% 35	33.6% 77	48.5% 111	229

Below are the perceptions of citizens about if their neighborhood has become a better place to live over the past year. Fifty-one percent felt their neighborhood was the same. The survey this year added the choices of “same” and “not sure”. In 2015, 38% felt their neighborhood had become a better place to live while this year 19% felt their neighborhood was a better place to live. This number may be lower due to the additional choice of “same” and “not sure” choices this year.

Neighborhood Improvement



Q6. Please share any other feedback you may have about these areas of concern in our community or in your neighborhood. (drug problems, drunk driving, safe schools, theft & burglary, traffic safety issues, violence)

99 answered question
201 skipped question

Response Text	Categories
* Neighborhood pride is lacking -attention needed to resident driveways and properties - make them paint, fix and clean up. Trash cans have become a problem-send every resident a reminder to take their cans in and where they are to be kept. Tired of looking at them days after trash pick up. Remind them their trash cans are not lawn ornaments to be set in the front of their house.	City of Kettering
* Q5 neighborhood not a better place to live-Not a reflection soley on the Police Dept. City/Gov/Council has some responsibility	City of Kettering
* Theft, burglary's are worst than ever.	crime
* Shooting and fighting	crime
* I live on San Rae Drive. With all the added low income housing being added at the north end of San Rae disturbances and thefts have continued to increase. Initially there was a much greater police presence but that has tapered off and crime seems to be going up in the area.	crime
* It is very disheartening to see Kettering all over the news along with the KPD Facebook page; from neighborhood drug busts to violence to theft. As a native to Dayton, I always held Kettering to a high standard. That standard has fallen for the past year. I feel as if the KPD is more invested into catching speeders than protecting our neighborhoods and communitv.	crime
* Seems to be theft in our neighborhood. There was a truck stolen last month.	crime
* Have heard there have been numerous car break ins in the neighborhood	crime
* I have never had any dealings with police. New thefts in general neighborhood.	crime
* vandalism	crime
* Concerned about auto theft in neighborhood-specifically.	crime
* We have more auto breakins when the cars are not garaged	crime
* KPDs attention to Theft and Burglary issue is excellent, other than the one policeman who took/stole a senior citizen's drugs (on the news). Trashy neighbor property Southern close to Cottonwood need to widen driveway, cars parked on grass luckily riding ATV up & down sidewalk has stopped. Believe they are understanding this area is not in the countrv. rural	crime
* more robberies	crime
* Breaking into parked cars or stealing rims and wheels	crime
* Crime is reaching into the Kettering/Belmont area at an alarming rate. Now,this is not because of lack of Police effort...it is just the way that things have crept into our City	crime
* Thefts from vehicles bad. Having a bus stop at the end of my street is bad as non-residents walk our neighborhoods.	crime,Miscellaneous
* Drugs + Drinking, Parking in Yards	Drugs
* Don't know enough knowledge regarding the police efforts with drugs or theft issues.	Drugs
* Citywide I believe the drug issue is a bigger problem	Drugs
* There are two different people on our street who have been dealing and using drugs for the past few years, the police have been to each residence yet the problem persists, as well as the drug and violence issues at the park and apartment complex next to it. The speeding and reckless driving in our neighborhood is also a constant concern	Drugs
* Lack of interest of police when drug activity is reported.	Drugs
* Took 3 years to get drugs out of our area	Drugs
* The increasing use of illegal drugs in Kettering and in other areas around Kettering.	Drugs
* I believe the drug problem will continue to be an issue for the city. Not just in Kettering, but all across the area. Small □	Drugs
localities are prime targets for drug dealers.	
* Drug activity, noise violation, property upkeep	Drugs

* It seems that my neighborhood has been greatly affected by drug issues, we've had some issues with loud music, domestic disputes that pour out into public view, and loud parties. There are a few known drug houses that myself and surrounding neighborhoods keep calling on, but from our end we don't see much change.	Drugs
* it seems there is more drug activity in the area. Also more businesses are having break-ins or robberies. The trend seems to be downward	Drugs
* There seems to be an increase in thefts and burglary. People using guns to rob businesses and an increase in drug activity.	Drugs,crime
* Our neighborhood is small and feel safe. When we've identified potential concerns the police have been quick to respond. My only concern is the growing drug problem (we are #2? In overdoses) and now I understand there will be a rehab unit on Wilmington Pk. I rated 4 as I always believe there is room for improvement. Overall, great job KPD!	Drugs,Positive Experience
* Drugs in schools	Drugs,School
* Would like "slow children at play" signs in neighborhood	Items to answer
* Beaverton apartments need cleaned up.	Items to answer
* How am I to know how to rate the police? When I see the "police blotter" in the paper it is edited to the point of being thin. Where are the stats to compare how many OD's are responded to, how many DUI's are caught. The stats need to be in the forefront for citizens to make educated ratings	Items to answer
* We live in a nice quiet neighborhood.	Miscellaneous
* n/a to police department; neighborhood businesses changed and depreciate value of neighborhood	Miscellaneous
* Many rentals/renters don't care	Miscellaneous
* Disturbing me of your detective was able to steal from the dept right under your noses!	Miscellaneous
* Walmart & Hospital has made it less desirable. I did appreciate the call when a house was invaded.	Miscellaneous
* Foreclosed empty houses- house next to mine is trash. Been empty for over a year	Miscellaneous
* Trash cans left on curb for days giving the house and empty look as well as untidy- rule says they should be put behind property- not front of house or on the curb for days	Miscellaneous
* We have concerns with people in our neighborhood that have mental illnesses and off meds and how we should handle it. Ex: random yelling at neighbors or screaming.	Miscellaneous
* No current problems that I am currently aware. the two lane change on East Stroop Road is very questionable.	Miscellaneous
* will see when weather gets better	Miscellaneous
* I really can't answer 3 and 4. I can only guess.	Miscellaneous
* We do not see any of these issues in my neighborhood that I'm aware of. Fortunately, I reside in a good neighborhood. I see KPD officers in my neighborhood infrequently.	Patrol
* Rarely see officers in our neighborhood. I have lived off of Rio and can count the number of officers I've seen patrolling on one hand.	Patrol
* There has been an increase and older teenagers/young adults walking through yards and private property in the middle of the night. We have the misfortune of having the property next-door occupied by a family who has a variety of adults living there at any given time and it is very concerning.	Patrol
* You need to increase visibility/enforcement along parklawn drive in front of prass elementary particularly during dismissal times. drivers are routinely flying past the school and parking in the no parking areas making it difficult for the safety patrol to see. i brought it to the attention of the principal last year. as a result, an officer came out only one day, sat in his cruiser for 10 minutes and stared at his phone the whole time before driving away. that was pathetic. over the years i have only had 3-4 interactions with k.p.d. and i can say that each time was disappointing. (none of them was a traffic stop where i received a ticket, i case you thought i was disgruntled for receiving one.) every time the officer was dismissive, rude, or just ignored everything i had to say. (that last one was a serqeant)]	Patrol
* Traffic has aggressive driver	Patrol
* Minimal police presence in our neighborhood (Berna, Walden, Independence)	Patrol
* I have no experience or involvement with KPD so this rating is only a perception from reading newspapers and TV news casts. I almost never see KPD officers in my	Patrol
* People never stop & look at stop sign	Patrol
* Lack of visible police presence during high traffic/ large crowd events for Trent arena, HS and Frazee activities. Traffic grid lock and road rage issues are worse	Patrol

* Overall I think that KPD does a good job of serving the community. KPD has an adequate presence in patrolling the city and in my neighborhood. ¶ My concern is that there are far too many left turn arrows in the city. Rather than turning red, those lights should blink yellow and allow traffic flow to continue. Allowing drivers to use their judgement when making a left turn is far safer than requiring cars to queue with traffic passing at speed. This is especially true for intersections like Woodman and Patterson.	Patrol
* Expired license cars parked in driveways and parking cars on lawn in front of house	Patrol
* I've noticed a marked decrease in patrol cars going down my street, which I used to appreciate. My street is pretty safe and quiet. I never knew why the cars seem to patrol Meadowcroft, but they are missed.	Patrol
* So happy to have the drive throughs of the Flowerdale property.	Patrol
* I wish there was an easy way to see why a call was made in my neighborhood so I know what to keep an eye out for. i.e. several officers with flashlights in my neighborhood the other night with no way to find out why.	Patrol
* I would like to see more patrols in neighborhoods and more at intersections. The police department seems to be more concerned with speeding violations and not patrolling around intersections where I see the majority of violations which seems to be more dangerous than speeding.	Patrol
* More police presence	Patrol
* We have noticed many homes do not put on any outside light at night and few have street lights so very dark and leads to nighttime thefts	Patrol,City of Kettering
* In my neighborhood there is a high instance of speeding and little to no patrol. The neighborhood is the huber south area which lies west of Kettering Hospital north of strip and south of big hill. The only time I have ever witnessed patrols in the area are when they have been called or to write a parking violation. I am all over the community and feel a heavy presence just about everywhere else I really feel like the neighborhood is neglected. I know the police can't be everywhere all at once but as I said before, there is no real presence that I have noticed.	Patrol,Speeding
* I have seen to many traffic laws been violated in front of police and they do nothing about it (turning right on red at a no turn on right on red) (speeding through a red light) (texting and driving)(speeding)	Patrol,Speeding
* We have a great neighborhood	Positive Experience
* Every officer i have encountered has been amazingly professional, courteous and knowledgeable. I have no concerns	Positive Experience
* Whenever we have an issue or concern it is always met with concern! We have called the "non emergency" line & always receive help! Thank you!	Positive Experience
* I want my home in this neighborhood of Oak Creek because of the safety in the friendly people in the neighborhood. But recently we have had a few break-ins ride around my house or cars broken into. I'm going to certain to what has caused this sort of thing did happen but I know the place you're doing the best they can. The Kettering please department is the finest.	Positive Experience
* Best in the World	Positive Experience
* We do not see any concerns in our neighborhood so we assume the best.	Positive Experience
* Keep up the good work! We love you!!	Positive Experience
* My contact w/police in my neighborhood is very low but their response time is excellent.	Positive Experience
* Police are quick to respond to a problem.	Positive Experience
* I moved to Kettering in 1978. I have always felt safe in my community and I am appreciative of the presence of the KPD around the city.	Positive Experience
* Kettering has been a great place to live and raise kids, but it's getting worse. Many good neighborhoods are getting more dangerous. Police department is doing an excellent job, and not their fault.	Positive Experience
* We feel blessed to live in Kettering and have the protection of KPD	Positive Experience
* I am fortunate to reside in an area with very little disruption or difficulty	Positive Experience
* Every Kettering officer I've talked to has been more than helpful and kind. The dispatchers are no exception. They've always been happy and helpful.	Positive Experience
* Need to support schools & collaborate more	School

- * I think you guys do a great job, and wish you would continue, or even ramp up, your patrols in school areas for traffic violations. I see quite a few speeders near our daughters school when kids are walking to and from (Oakview) when you guys aren't posted up. Otherwise. keep up the awesome work! School
- * Kettering has really changed so much...I'm actually looking at homes to move. I grew up in Kettering and have lived in Kett. 14 years of my adult life, but it's gone so downhill; it's not the place to live anymore. Too much low income housing, people who don't care about their property, crime, changes in the student population has changed our schools for the worse. School
- * More attention in school zones and crosswalks near school zone i.e. shroyer and dorothy School
- * Speeding in 25 mph zones. Alter kids cutting through to school, Donson Dr. Speeding
- * Speeding on Oakmont Avenue, between Dorothy Lane and Lincoln Park is horrible. Police never monitor traffic. No stops signs entire length of road...police themselves speed down street. Speeding
- * Speeding & running of red lights Speeding
- * I don't see police officers in my neighborhood. Speeders on Mad River Rd. Speeding
- * Stroop & Dorthy Ln. are race tracks. To many red lites run Speeding
- * cars/vehicles drive way too fast down Rahn Rd. Speeding
- * Semi truck traffic & speeding on Rockhill between Shroyer and Far Hills. Speeding
- * Speeding on Ariell Speeding
- Street parking, individuals park too close to the aprons of driveways.
- * Driving fast, running red lights & stop signs Speeding
- * Speeding is bad in Kettering, Valleywood is a cut thru which makes traffic & speeding an Speeding
- * Excessive speeding on Far Hills Ave. Speeding
- * Our neighborhood has sadly gotten worse, loose pitbulls, speeding drivers running stop signs, 2 separate drug busts, a junkie knocked on our door recently "looking for a ride" Speeding
- * Speed on County Line Rd. Speeding
- * Speeding on Acorn Dr. -constant- We have a lot of kids & bike riders & people FLY down this road Speeding
- * I'm concerned about the traffic on Whipp near the Cornerstone development. So many people speed and tailgate in the area. Speeding
- * Traffic is becoming a big issue with speed. Speeding

Part II: Opinions About Selected Crimes

Respondents were asked to rate a list of crimes which may be problematic in their neighborhoods. The table below reveals:

- the highest rating for “Not a Problem” in neighborhoods were intoxicated persons, auto theft, and kids causing trouble with speeding cars rated the lowest
- the highest ratings for “Somewhat of a Problem” were speeding cars, theft from home/property and vandalism/property damage.
- the “Big Problem” noted in the neighborhoods were speeding cars, theft from vehicles and run down properties

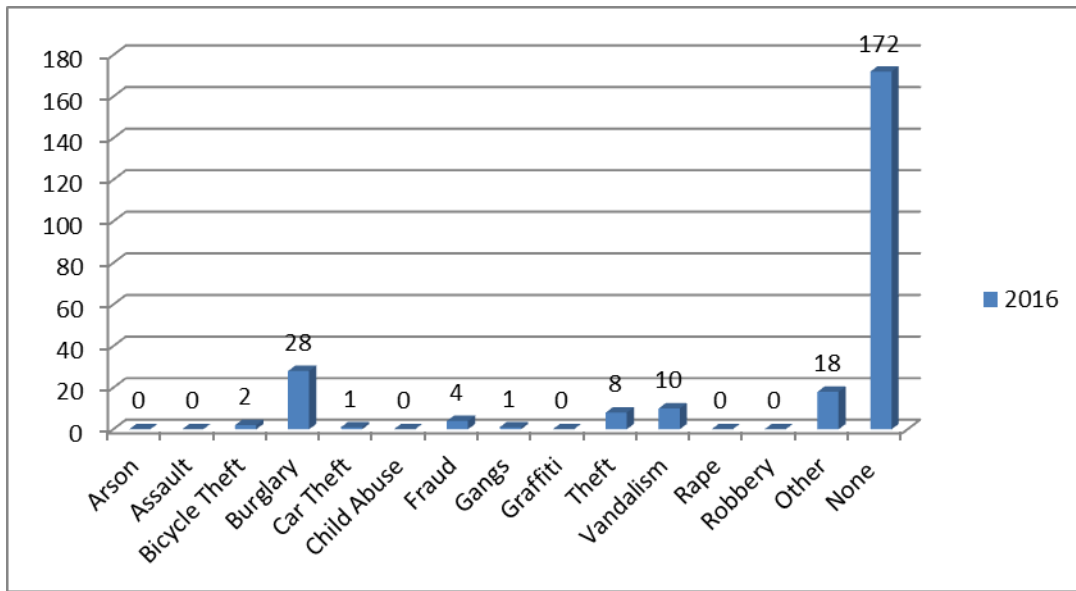
Opinions About Selected Crimes

Answered: 257 Skipped: 43

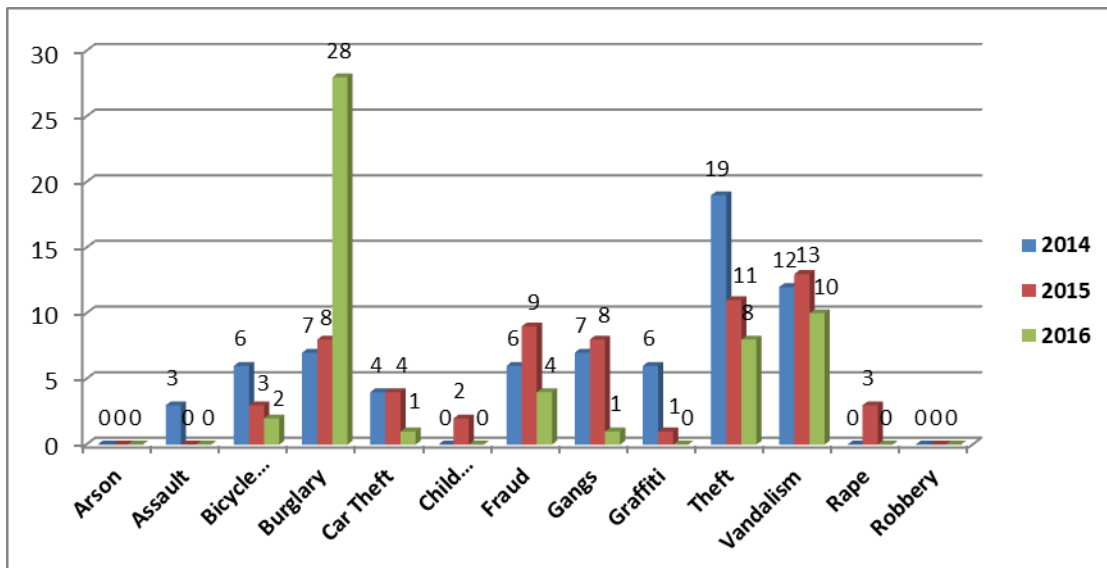
	Not a Problem	Somewhat of a Problem	Big Problem	Total
Vandalism / Property damage	59.9% 148	37.2% 92	2.8% 7	247
Breaking into homes to steal	61.8% 147	34.9% 83	3.4% 8	238
Run down properties	58.3% 147	31.0% 78	10.7% 27	252
Theft from home/property	54.7% 133	38.3% 93	7.0% 17	243
Auto theft	81.4% 197	14.9% 36	3.7% 9	242
Theft from vehicles	47.7% 116	37.0% 90	15.2% 37	243
Noise complaints	71.0% 176	21.0% 52	8.1% 20	248
Intoxicated persons	85.8% 206	11.7% 28	2.5% 6	240
Speeding cars	32.0% 80	40.8% 102	27.2% 68	250
Kids causing trouble	77.4% 188	19.8% 48	2.9% 7	243
Drug activity	66.1% 164	26.2% 65	7.7% 19	248

244 citizens answered the survey question regarding incidents of crime in which they or someone in their household were victims. As shown below, 172 respondents (71%) have not been victims of crimes (slightly up from 69% in 2015). Burglary (items stolen from cars/home) and vandalism were the top incidents citizens reported followed by theft, and fraud. Citizens identified “other” crimes as identity and credit card thefts, illegal dumping, road rage and speeders. Vandalism and theft were the top reported incidents in 2014 & 2015.

Victims of Crime -2016



Incidents Reported by Respondents 2014-2016



*Note 2014-2015 Burglary included items stolen from home
 2016 Burglary included items stolen from cars and home

Q9. Please share any other feedback you may have about crime in our community.

54 answered question
246 skipped question

Response Text	Categories
* I genuinely feel pretty safe in my neighborhood. I know crime exists in Kettering because I read about it, but I've lived here one year from Columbus, previously SE Ohio, and my experience here thus far has been wonderful!!	Crime
* I'm 69 & still work part time, haven't seen or heard of any criminal activity, but if i would, it would get reported pronto	Crime
* There has been thefts in the neighborhood, (according to neighbors) but mostly cars that were unlocked got things stolen or items that were left outside like lawn equipment or tools.	Crime
* Elderly neighbors had individuals posing as solicitors steal items from their home. Soliciting in our neighborhood is excessive. Often difficult to tell who is legitimate.	Crime
* Vandalism, Theft, Drugs, and intoxicated person's seem to becoming more common in the neighborhood. I'm a member of the Next Door online community and crime is definitely on the upswing.	Crime
* I've been told there are break-ins but have never experienced or heard of one in my neighborhood while I've been here. Kids leave their bike out overnight and they're still there the next day.	Crime
* Petty theft, running stop signs, red lights	Crime
* 1. Crime in our community is on the rise. [] 2. Why is Kettering getting so many section 8 apartments and homes. Is the south side of Montgomery county going to be like the West side of Dayton? Increased welfare increases crime.	Crime
* I am not aware of much crime in this neighborhood. As stated- as older folks move out and younger folks move in their are much more kids on this street. I don't want to see them hurt.	Crime
* The criminal element seems to be focused in the evening hours using dark to conceal a lot of their doings. I rarely see a patrol car cruise through our neighborhood. I hope this is because they are busy answering higher priority calls. I would like to see officers drive through, stop and look/listen and be proactive toward traffic in the neighborhood	Crime
* based on reports it seems drug and crime activity is on the rise. The trend doesn't seem be heading the right direction	Crime
* Recently moved to neighborhood off Swigert Rd. yet previously lived in neighborhood off Lincoln Park and Marshall Rd. The primary reason we moved was due to drug activity at our neighbors house. We otherwise loved that area and were happy with our other neighbors. Our current neighborhood is/feels very safe and we're happy with the area.	Drug Activity
* drugs and dealing drugs and loud cars and trucks	Drug Activity
* I don't know what the solution is but I can tell you that our neighborhood, which is very close to Alter High School, has had an increase in rentals and that has brought more trouble. Loose dogs, run-down cars, people running stop signs, more traffic. There was a drug bust near Marinole Pool and a junkie came to our door the other night. It's really unfortunate. This is still a great neighborhood and most of us are working hard to raise kids and keep it nice. We don't need drug activity and loose vicious dogs running around while paying Kettering City Tax. I've definitely seen more questionable situations pop up in the last 2 years or so and we've lived her 15 years.	Drug Activity
* Drugs in high schools and underage drinking	Drug Activity

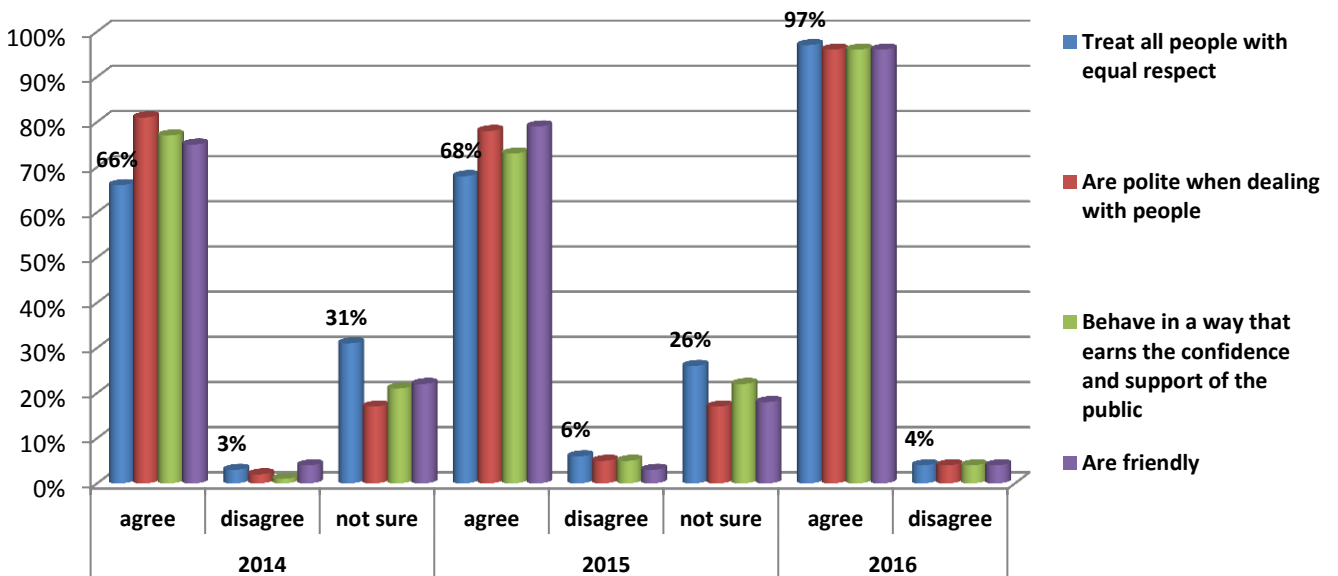
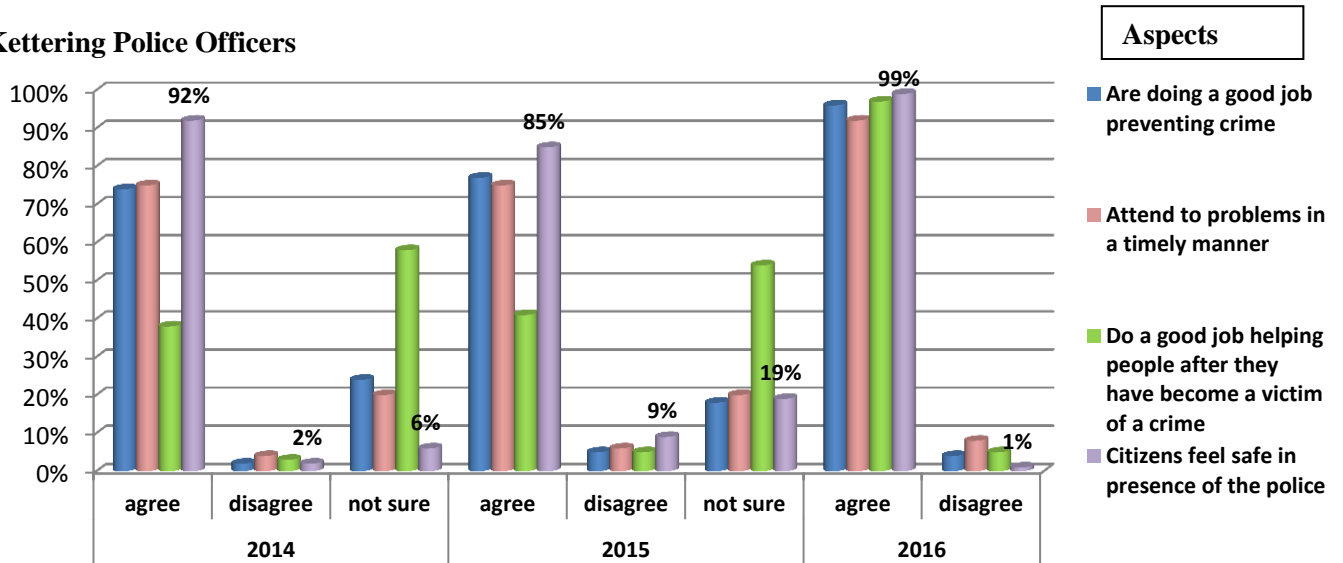
* Our neighborhood seems very safe. Our issue with a leaking gas line appears to have been taken care of and is finished as of this week. 2/17/17	Miscellaneous
* Living on a dead end street we do not get much thru traffic cars or anyone walking thru	Miscellaneous
* If you were to change the above question to either neighbor or family that does not reside with you, but does live in Kettering a more statistical number might be generated. Since only a thousand randomly folks are sent this; some who won't for any number of reasons fill it out and send it back. Even the statistical outcomes will be somewhat skewed/subiective in their interpretation.	Miscellaneous
* Noise from cars and motorcycles on Bigger Road	Miscellaneous
* We feel safe but we watch out for our neighbors and vice versa. Run down properties a Big Problem on Dorothy Lane especially.	Miscellaneous
* Cannot exit driveway easily (have had to wait up to 8 min to enter County Line Rd. during 3:30-6:30 pm. Road needs upgraded widened and a light a Vale drive and County Line Rd. Been in "planning" phase for years	Miscellaneous
* Have been unimpressed with response to complaint of noise by neighbors. A couple years ago, something was finally done. This year a complete dismissal of my concerns by police.	Miscellaneous
* Our household tries to avoid these situations and take precautions to achieve this.	Miscellaneous
* Neighbor has a large Malinois and leaves it off leash frequently and with her front door open. He charges people (but doesn't bite). It is scary and nothing seems to be done about it. Another neighbor hit 7 cars on my street and she said the car must have been stolen and it wasn't her fault. So nothing again was done. Her insurance should have had to pay repairs -- but nope. Oh -- and the person who took her car also returned it. Give me a break.	Miscellaneous
* Many of these things have happened to us and our property just not in 2016	Miscellaneous
* Need to get the community more involved and helping	Miscellaneous
* With new developments coming into Kettering, I am concerned about the safety of my family. I hope that the police department is prepared to keep citizens safe.	Miscellaneous
* Kids in rental units in Ackerman were so disruptive, homeowners were wanting to move. KPD notified and family has since moved. I am also concerned in increase of low income housing...I understand the need but tends to lend itself to problems. Let's keep Kettering great, focus on areas of concern to contain incidents. Thanks for taking action no matter the severity of concern.	Miscellaneous
* Some neighbors shooting off guns, abusing and neglecting their animals, fighting in the street. The same people over and over again. The police are quick to respond, but keeps happening.	Neighborhood
* Hardly see officers in our neighborhood or around our neighborhood.	Patrol
* Thanks and Happy New Year	Positive Experience
* Thank you are neighborhood appears to be safe	Positive Experience
* I had car trouble and the young officer was of great help. i had left my cell phone at home. Gave me a tow and a way home. Thank you.	Positive Experience
* I think that our police officers do a good job of providing a sense of security and safety in our community. However I think that there needs to be and awareness of kids without any sense of respect for property or other adults, and for the animals in our community	Positive Experience
* The reason we bought a house here was you and the other public servants of Kettering. You rock.	Positive Experience
* No issues.	Positive Experience
* It is clear when you are visible and engage the community in positive ways you respect and sense of being connected to the community are heightened. Continue to find ways to build trust with all segments of the population and develop relationships that are enduring. Stay safe. May God bless you all.	Positive Experience
* I love Kettering. The Police Force does a good job.	Positive Experience
* Thank you for your service.	Positive Experience
* Overall the city seems to be safe and crime does not seem to be a big problem.	Positive Experience
* I realize that every community experiences crime, but also feel that Kettering is proactive and does what it can to protect the community.	Positive Experience

- * Overall a very safe place to live that I'm proud to be a resident of. Positive Experience
- * There are pockets in Kettering that are less than desirable with a few pop up surprises that make the news. I think that Kettering does a good job of deterring crime with a strong police presence, especially in known drug/problem areas. I feel safe living in Kettering. Positive Experience
- * I appreciate seeing the police drive through our neighborhood. Positive Experience
- * The Kettering Police Dept seems to have a handle on problems in my area of the city. The only problem I have ever had was with people from the skate park. Positive Experience
- * Overall Kettering is a great place to live and we have for 12 years now. Recently though we seem to be in the news more often and things seem to be declining in the crime area. Positive Experience
- * There was a drug bust 2 or 3 wks ago in this neighborhood otherwise, don't know of any problems. I believe the police did a great job in resolving the problem. Positive Experience
- * Berkeley (by community Golf Course) excessive speeding concerned with letting children play outside Speeding
- * 348 Rockhill had 2 fires spring and summer 8 months later I sorely Speeding
Speeding cars on Rockhill Ave.
- * Need more stop signs on Willowdale or speed bumps. Speed limit is 25 and people fly through here Speeding
- * We have only been here 2 yrs, but during this time we have had no problems, beside cars speeding down Lincoln Park Blvd. Speeding
- * Biggest concern is the amount of speeding down residential streets (25 MPH) with having so many young kids outside playing it is a huge concern. Speeding
- * Excessive speeding on Far Hills Ave. and drag racing (Loud mufflers too). Can someone explain why Chipolte needs to pressure was the eating area in storefront at 3-4 am? There are residents (who also have jobs) trying to sleep... Speeding
- * I think KPD does a great job overall & realize there are only so many officers working per shift. Still, the speeding on Acorn is a tremendous issue/concern that a child or bike rider will get hit. Even the school buses fly (not all of them). Speeding, Positive Experience

Part III: Attitudes Concerning Kettering Police

Citizens were asked to rate several aspects of the Kettering Police Officers and their interaction with the community. The citizens were asked to respond as *agree*, *disagree* (the “not sure” category was only available in 2014 & 2015 as a choice). The highest rated response was 99% of citizen respondents feel safe in the presence of the Kettering police (87% in 2015). The second highest rating was 97% of respondents agreed Kettering police treat all people with equal respect (78% in 2015). 96% responded the Kettering police are doing a good job preventing crime (77% in 2015). The graphs below indicate an upward trend in citizen attitudes toward the different duties of the Kettering Police Department, keeping in mind the “not sure “ category was only available as a choice in 2014 & 2015.

Kettering Police Officers



Q12. Please share any recommendations or suggestions for improvement regarding the Kettering Police Officers and the Kettering Police Department.

48 answered question
252 skipped question

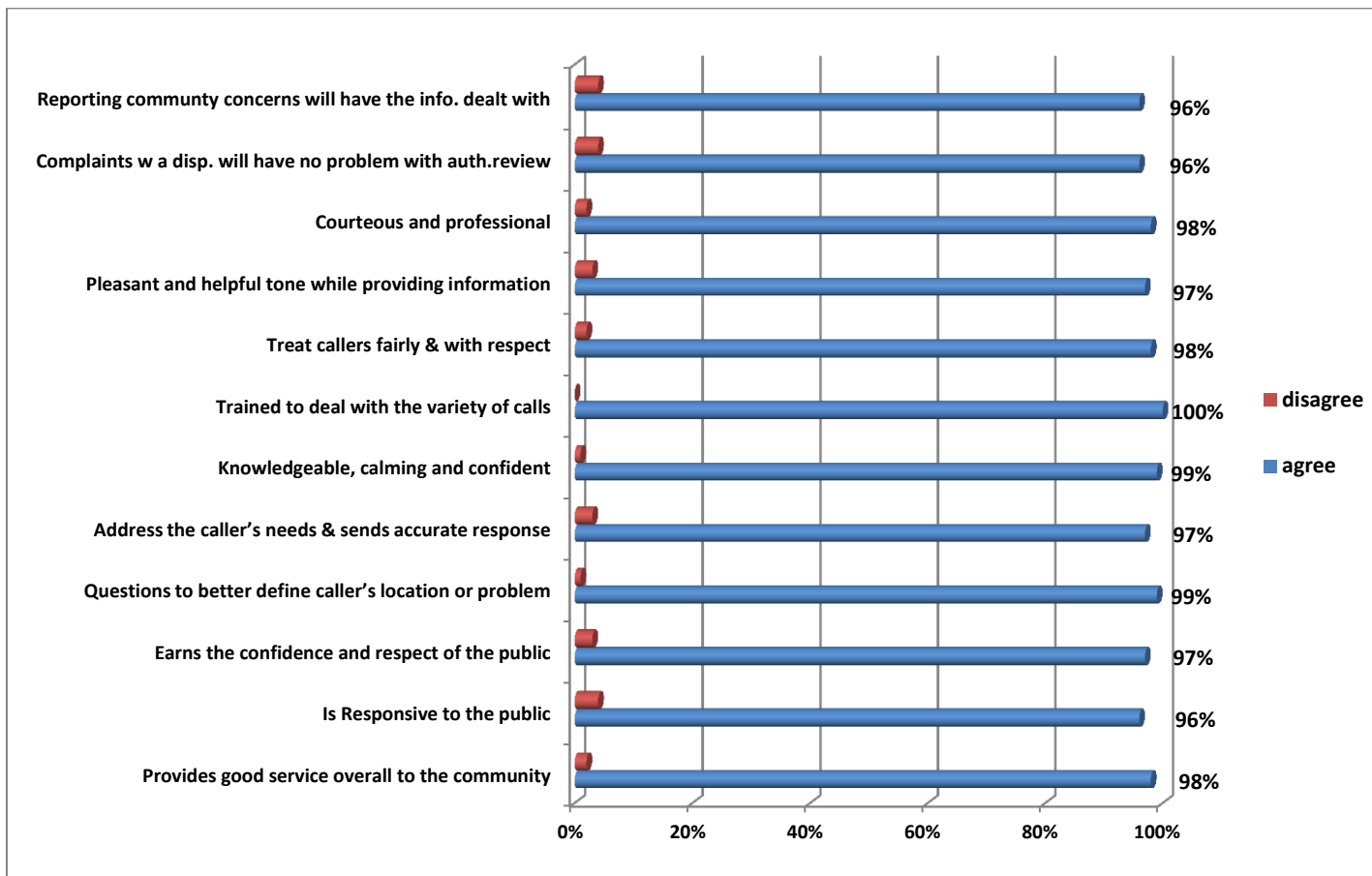
	Response Text	Categories
*	Body cams?	Items to answer
*	My attitude is to not have contact with the law and i am doing OK	Miscellaneous
*	I did not have enough information to properly /accurately rate some of the statements. [] I recall seeing a video in the last year or so of two KPD officers beating a man in front of his residence. The video was reportely taken by a neighbor via his phone. The behavior of the officers was disconcerting. If a parent behaved that way to a child or anyone else they would have been arrested. What I observed in that video reduced my confidence in law enforcement officers. There are healthier ways to handle difficult people than to beat them.	Miscellaneous
*	Happy to see yesterday's press conference regarding Miles Heizer. As a father of an 11 and 8 yrs old....I'm deeply concerned about their future in Kettering Schools with known issues.	Miscellaneous
*	Keep being as impartial as possible. I think Kettering has a great police force and you will only gain more respect by being impartial and holding everyone, even yourselves, to the highest standards.	Miscellaneous
*	I have not had any police involvement.	Miscellaneous
*	Never had any problems...	Miscellaneous
*	we have had no dealings with the police	Miscellaneous
*	More information about what is going on in my neighborhood regarding problems	Miscellaneous
*	Most of these I really don't have much knowledge about.	Miscellaneous
*	I have nothing at this time.	Miscellaneous
*	Need a does not pertain option on this section. Some of the situations I do not have experience with. I just have to assume that they do a good job. I would say that most people who have not experienced the situation will give the benefit of the doubt to the police which again sugar coats the results for a positive outcome for the department.	Miscellaneous
*	I called Kettering dispatch once to report a theft and a officer didn't show up until 45 minutes later around 5:30 in the afternoon.	Negative Experience
*	Wish they patrolled our street more. Rawnsdale Rd.	Patrol
*	An occasional patrol thru the neighborhood would be welcome.	Patrol
*	More visibility on Rockhill Ave. between Shroyer & Far Hills.	Patrol
*	Turn off your patrol cars when you park somewhere. Leaving them on wastes gas. The gas isn't free, my taxed pay for it.[] I have only interacted on Halloween when an officer was handing out candy. I	Patrol
*	Be seen on dead end street more often	Patrol
*	I don't see enough of them on the road	Patrol
*	More neighborhood presents the few times I see Kett. police is at a store of some sorts (Kroger-UDF-Meijer-Speedway)	Patrol
*	Patrol residential areas often	Patrol
*	Greater personal contact with residents.	Patrol
*	More presence!	Patrol
*	Be seen!	Patrol
*	there needs to be traffic control at David and Far Hills intersection. The number of people running red lights is ridiculous. I'm surprised no one has been killed	Patrol
*	Can't answe some of these questions because we never see police in our neighborhood. It would be nice for them to drive around and stop if we are outside and ask if everything is ok.	Patrol
*	None, great job all around	Positive Experience
*	I feel very safe knowing the Kettering Police Department is here for us. You get a great big pat on the back for me. Be safe out there.	Positive Experience

- * I was very pleased with the handling of the officer theft issue that occurred last year. I believe it showed the police department's commitment to integrity Positive Experience
- * I appreciate the Kettering Police department and the staff that makes it run smoothly. We need police presence to keep the balance. Keep up the great job! Positive Experience
- * I think we have a fine department here in Kettering. Is there room for improvement. Absolutely. I always try to engage with conversation at our community events, some of them are very outgoing and friendly, some of them not so much. If a citizen goes out of the way to talk to you, you probably should recognize them and be polite enough to respond when they ask how your day is going, etc..... Positive Experience
- * Great officers-keep up the good work! Positive Experience
- * I love the Facebook page and updates from Kettering PD! Positive Experience
- * I do not have any recommendations. Completely satisfied. Positive Experience
- * I feel very safe & secure & have had nothing but positive things to say about the police...I am aware of other neighborhoods in Kettering that do have more crime Positive Experience
- * All of my interactions with the KPD have been positive, but I have had only very limited contact, as I haven't been victim of a crime nor had any complaint with the department. I would like to emphasize that on the rare occasion that I felt it necessarily to contact the police dept, people were very helpful. Positive Experience
- * We appreciate you! Positive Experience
- * I think they are great! Follow up would be nice though to let us know what is going on with things. Positive Experience
- * Any dealings I have had with the police have been good. Positive Experience
- * Great job by KPD. Impressed with recent handling of internal issue and openness with community. Positive Experience
- * Awesome Police Chief and Officers Positive Experience
- * Get to know neighborhood people Recommendation
- * Maybe have a meet and greet. Let the people meet the people protecting & serving us. Recommendation
- * I feel there should be events, in which KPD and the community should share and be more involved together. We (community) need to know one another, a bit more personally Recommendation
- * Officers need to increase PR and public awareness during large scale events surrounding the Lincoln Park/Bromfield neighborhoods Recommendation
- * Again, I just wish there was an easier way to see what's going on in our neighborhood. Also I'd like to see more random drive throughs in neighborhoods, not just on main streets. Overall, Kettering is an EXCELLENT department and does a wonderful job. Recommendation
- * Cars fly through our 25 mph residence. When I walk, in early morn or evening, I feel very uncomfortable. I am an athlete. How do unfit people feel? Speeding
- * Try once in a while to monitor County Line Rd. (3:30-5:30 pm) you will find that with any decent gap in the traffic drivers are sure to speed up to eliminate it and prevent entry to County Line Rd. Come sit in my drive and find out. A light needs to be at Vale Drive and the road needs widened. And speed to particularly at night. Speeding

Part IV: Attitudes Concerning Kettering Communication (Dispatch) Center

Citizens were asked if they or someone they knew had called the Kettering Dispatch Center and had experience interacting with a dispatcher in 2016. Forty-two percent of respondents indicated they had experience with a dispatcher. This group of citizens was then asked to agree or disagree with statements about the Kettering Communications (Dispatch) Center regarding service to the community, competency, attitude, and behaviors toward citizens. The Dispatch Center received very high agreement responses (all greater than 96%) from citizens. The highest agreed replies were from citizens who felt dispatchers were trained to deal with a variety of calls (100%). Second highest agreement from citizens was dispatchers were knowledgeable, calming and confident and dispatchers ask appropriate questions to better define the caller's location or problem (both 99%). The graph below displays other citizen responses for Kettering Communication Dispatchers. In 2015, the citizen respondents gave high ratings as well, and in 2016 we requested responses from citizens who had contacted or knew someone who had contacted the Dispatch Center.

Attitudes Concerning Kettering Communication (Dispatch) Center



*Number of Respondents- avg. 104 for all questions

Q.15 Please share any recommendations or suggestions for improvement regarding the Communications (Dispatch) Center.

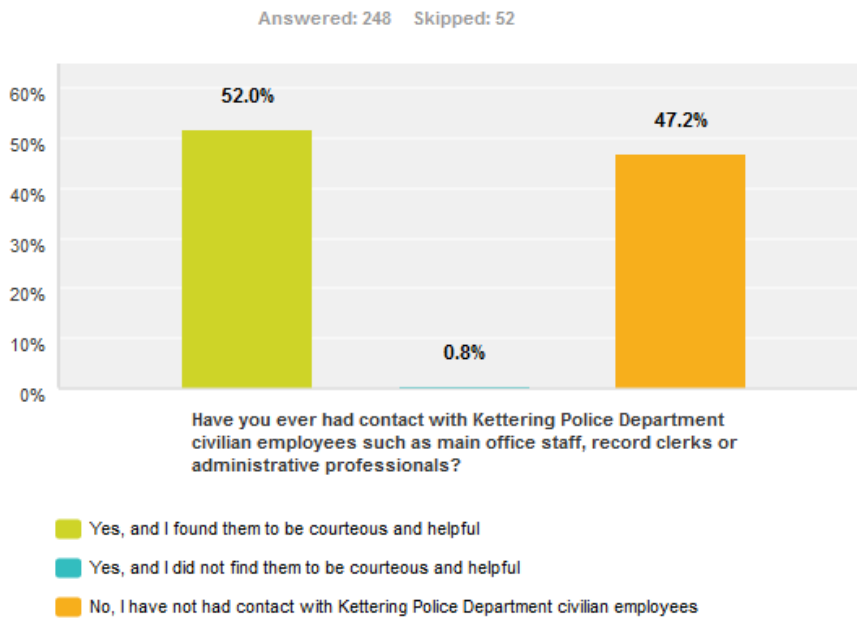
17 answered question
283 skipped question

Response Text	Categories
* No concern with a caller to complain about trash pickup at shopping center before 6am. Very Rude!!! Nothing done about it! More than 1 call made.	Negative Experience
* STOP DOOR TO DOOR SOLICITORS, dispatch blew it off-said"can't help" They take \$ and don't give the item sold- from Detroit	Negative Experience
* Police did not arrive for 35 minutes, called to see if they were still on their way and was told they'll be there	Negative Experience
* Ask to many questions before getting the proper response.	Negative Experience
* As a firefighter i have dealt w/more than a few dispatchers, Yours are some of the best.	Positive Experience
* I've called dispatch several times in the last year and have always been treated with a very professional manner.	Positive Experience
* We have called 911 many times for medical problems	Positive Experience
* They do an excellent job-Thank you	Positive Experience
* I have only dealt with them on medical thing, did a great job.	Positive Experience
* Dispatchers have always been helpful, calm, and quick to respond when calling.	Positive Experience
* Thank you for being the first person we talk to in what is sometimes a scary situation.	Positive Experience
* I have no recommendations. On numerous occasions when my wife was sick I called dispatch and was always treated with respect and courtesy.	Positive Experience
* None, great response to my concern about person loitering in neighborhood.	Positive Experience
* I wish 911 calls from cellular phones would be routed directly to the local dispatch. Not sure this is a department issue, but my two cents.	Recommendation
* Please keep your dispatch center. It would be very sad if Kettering went to a regional dispatch center. They would not be familiar with our area and calls would not be answered in a timely manner. Your Dispatchers are all great!	Recommendation
* Some questions are left blank because we do not know or are unsure	

Part V: Overall Evaluation of the Kettering Police Department

Of those who had contact with the Kettering Police Department (131), 99% found civilian employees such as main office staff, record clerks or administrative professionals courteous and helpful.

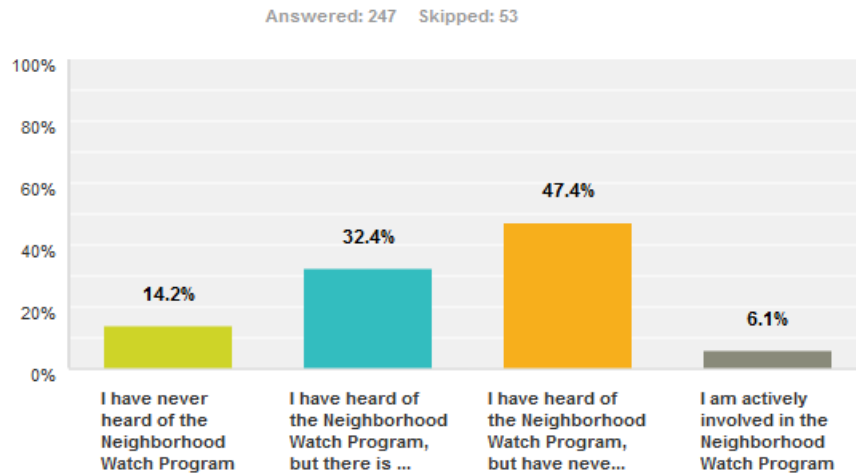
Evaluation of the Kettering Police Department



	Yes, and I found them to be courteous and helpful	Yes, and I did not find them to be courteous and helpful	No, I have not had contact with Kettering Police Department civilian employees	Total
Have you ever had contact with Kettering Police Department civilian employees such as main office staff, record clerks or administrative professionals?	52.0% 129	0.8% 2	47.2% 117	248

Citizens were asked about how familiar they were with the Kettering Police Department's Neighborhood Watch Program. The graph below reveals 47% of citizens had heard of the neighborhood watch program but have never participated and 6% were actively involved.

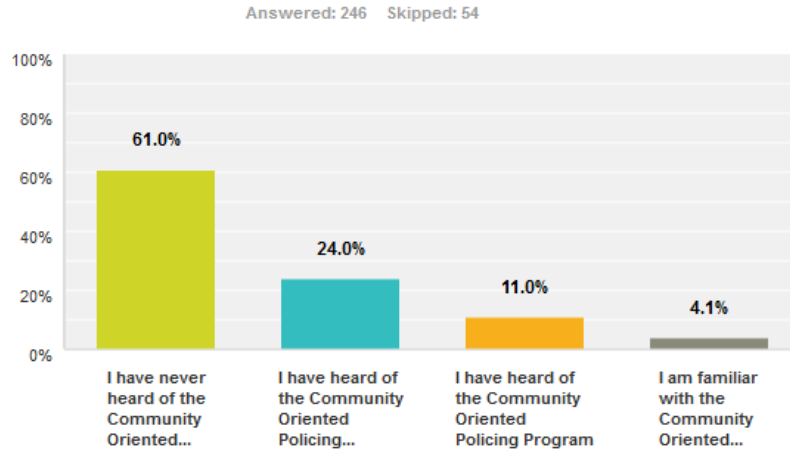
Familiarity with the Neighborhood Watch Program



Answer Choices	Responses
I have never heard of the Neighborhood Watch Program	14.2% 35
I have heard of the Neighborhood Watch Program, but there is not one in my neighborhood	32.4% 80
I have heard of the Neighborhood Watch Program, but have never participated	47.4% 117
I am actively involved in the Neighborhood Watch Program	6.1% 15

Sixty-one percent of respondents have never heard of the Community Oriented Policing (COP) Program, while 39% had heard of or were familiar with the COP program. Therefore there is opportunity to educate the community about the COP program. See graph and table below.

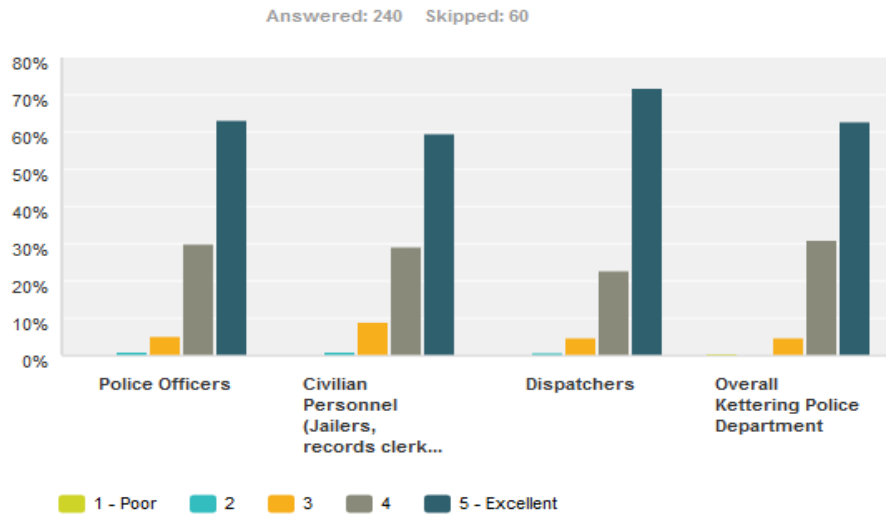
Familiarity with the COP Program



Answer Choices	Responses
I have never heard of the Community Oriented Policing Program	61.0% 150
I have heard of the Community Oriented Policing Program, but do not have personal experience with its benefits	24.0% 59
I have heard of the Community Oriented Policing Program	11.0% 27
I am familiar with the Community Oriented Policing Program and believe it has improved quality of in my neighborhood and in the Kettering community as a whole	4.1% 10

Using a Likert Scale of 1 to 5 (5 being “Excellent”, 1 being “Poor”), the citizen respondents rated their opinions of areas of the Kettering Police Department. Respondents rated the Kettering Police Department **overall** performance as 4.6, up from a 4.3 response in 2015. The respondents rated police officers as 4.5, non-sworn personnel (jailers, records clerks, administrative professionals) performance as 4.5 on the scale. Dispatchers were rated as 4.6.

Kettering Police Department- Opinions of Areas



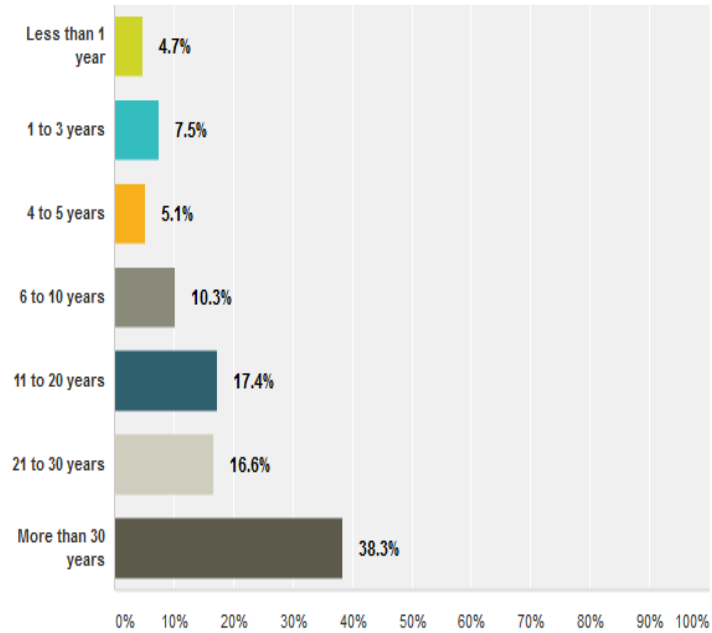
	1 - Poor	2	3	4	5 - Excellent	Total	Weighted Average
Police Officers	0.4% 1	1.3% 3	5.2% 12	29.9% 69	63.2% 146	231	4.54
Civilian Personnel (Jailers, records clerks, administrative professionals)	0.5% 1	1.0% 2	9.3% 18	29.4% 57	59.8% 116	194	4.47
Dispatchers	0.0% 0	0.7% 1	4.7% 7	22.7% 34	72.0% 108	150	4.66
Overall Kettering Police Department	0.9% 2	0.4% 1	4.7% 11	31.0% 72	62.9% 146	232	4.55

Part VI: Survey Respondent Characteristics

The below graphs display characteristics of Citizen respondents.

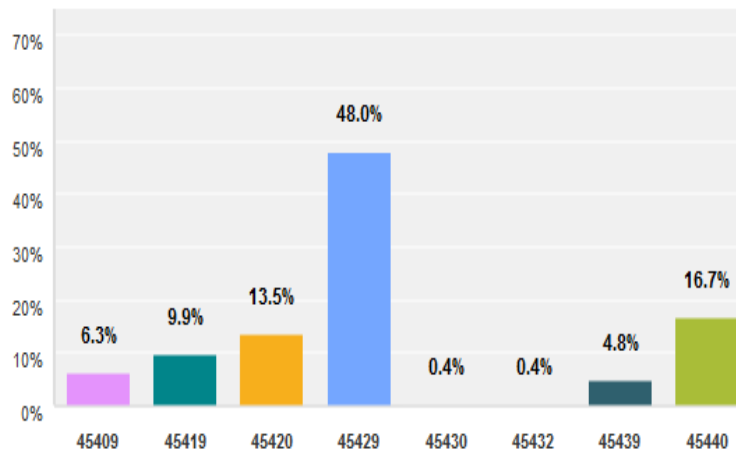
How long have you lived in Kettering?

Answered: 253 Skipped: 47



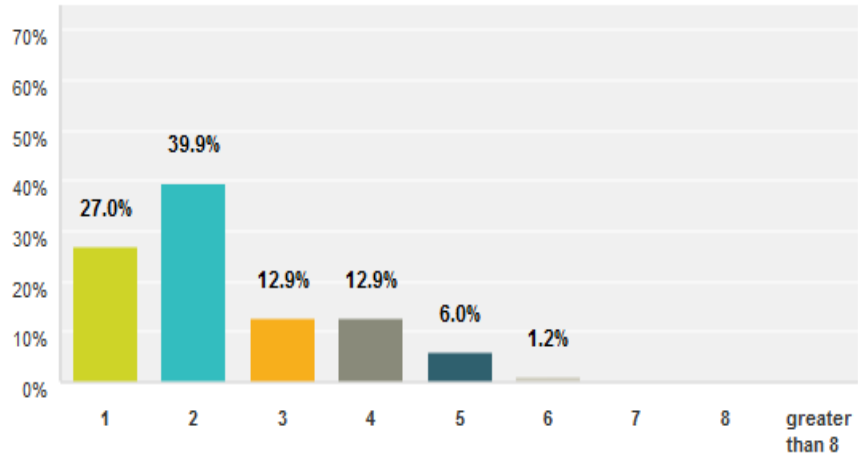
In what zip code is your residence located?

Answered: 252 Skipped: 48



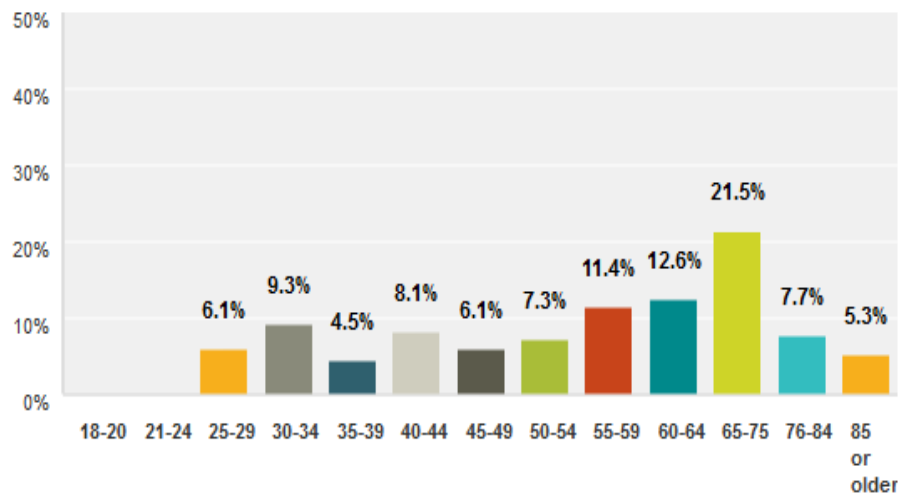
Counting you, how many people are in your household?

Answered: 248 Skipped: 52



What is your age?

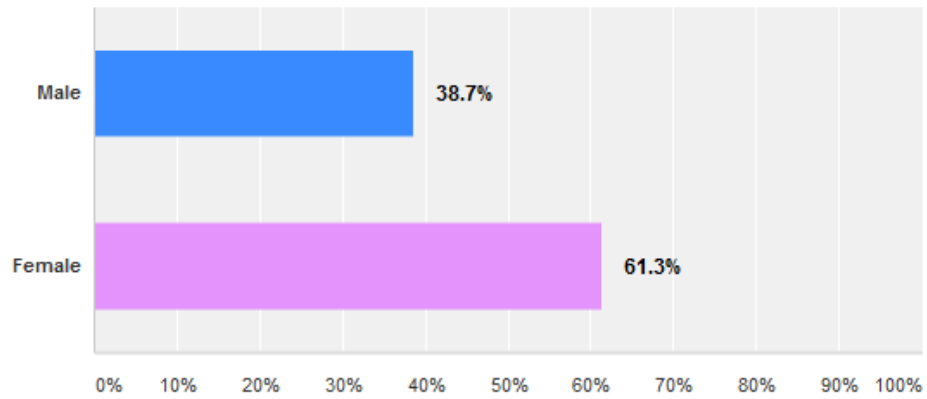
Answered: 246 Skipped: 54



In the 2016 and 2015 surveys, 35% of citizen respondents were 65 years of age or older.

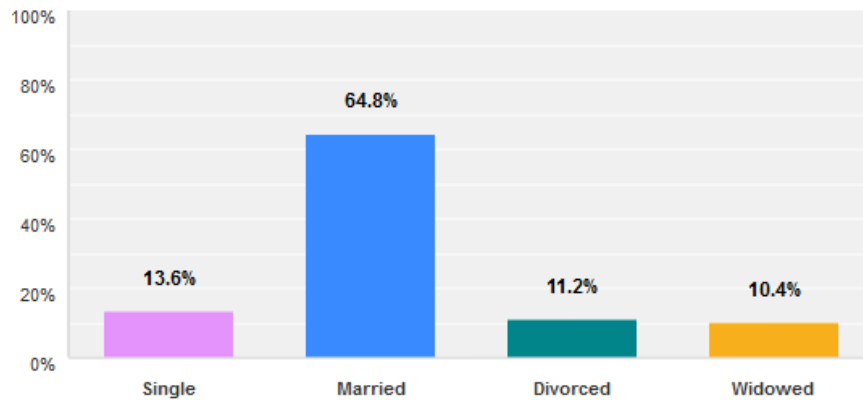
What is your gender?

Answered: 248 Skipped: 52



What is your marital status?

Answered: 250 Skipped: 50

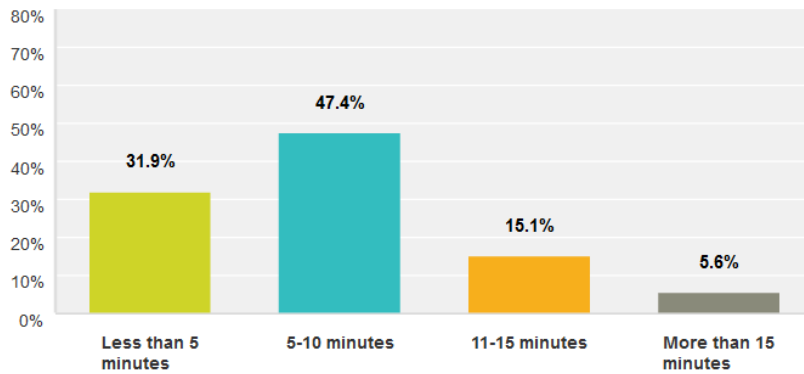


VII: Survey Feedback

Respondents were given the opportunity to provide comments about the survey. Forty-seven percent completed the survey in 5-10 minutes with 32% completing in less than 5 minutes and 88% felt the survey was “about right”.

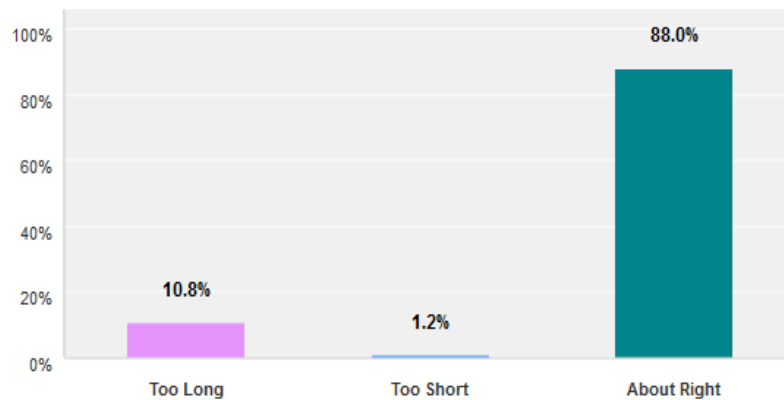
How long did it take you to complete this survey?

Answered: 251 Skipped: 50



What did you think about the length of this survey?

Answered: 251 Skipped: 49



Your participation in this survey is appreciated and public opinion is taken very seriously by the Kettering Police and Emergency Communications Departments. The results will be available to the public upon completion of the survey process. Thank you for your time and responses as they will help to maintain a safe and happy community. Please use the space below to share with us any final comments, questions or concerns you wish to share that were not addressed in the survey.

103 responded

Response Text	Categories
* Residential streets need re-paved -not just patched. Years ago you would see city cars checking and tagging properties for needed repairs and cleanup-it needs to happen often again.	City of Kettering
* Theft from auto and auto theft are the most prevalant in my neighborhood.	Crime
* Hard Core drugs. They make me as a parent of three children very nervous.	Crime
* The recent thefts on vehicles and trailers in Kettering are probably my biggest concern at this time. I hope that it does not continue to become a theme for our city. I know that the KPD is doing everything they can with this matter and other issues in the city and I do appreciate what they do for us on a daily basis.	Crime
* I hope that the police department has a plan to deal with the increase in crime, especially drug activity. It seems that it needs to be nipped in the bud now before it becomes a really huge problem and Kettering suffers	Crime
* Police need to be seen more!! Not sitting in their cars on there computers or phones. Be friendly get to know the people of Kettering!!	Crime,City of Kettering
* I'd really like to get to know our local officers, and find out how they spend their days of patrol.[] Do you have a ride-along program? If so, i would be interested.[]	Items to answer
* I would like to learn more about the COP program	Items to answer
* I would like to see more information on telephone scams passed on thru TV and other means on what to do. I let my answering machine answer all calls that I do not know who the caller is.	Items to answer
* I have been very lucky to not have anything stolen or have to deal with the police.	Miscellaneous
* Good Luck!	Miscellaneous
* I have always had respect for law enforcement, I was raised that way-drug problems is always out of control, reason for theft & burglary. The past 8 years under Pres Obama, the respect for law enforcement officers people was lost. Under Trump- will bring back to respect for folks in law enforcement.	Miscellaneous
* You're a government enforcement agency. You can never be trusted.	Miscellaneous
* I believe in the last year there has been an increase in crime in Kettering of a nature that includes dangerous weapon (guns, knives)	Miscellaneous
* if you want me to believe the above statement, start stepping up visibility around parklawn. there are too many kids around and one of them is going to get hurt.	Miscellaneous
* I have lived in my home for 48 years, during this time I have had, at most, direct interaction with the Kettering Police at most 10 times.	Miscellaneous
* I have lived in this community before it was Kettering, it was Van Buren Township	Miscellaneous
* Thank goodness I have not needed this police for anything but is nice to know that they are there.	Miscellaneous
* I only go out once a week, mail, food, etc. I've only seen three police cars in the last six months. I am sorry for my hand writing, I had a stroke three years ago, but doing better.	Miscellaneous
* Is Kettering going to be a sanctuary city? I know Mayor Waley of Dayton wants Dayton to be a sancturary city and I'm sorry I don't want it.	Miscellaneous
* I have little contact with the Police. I rarely see them in my neighborhood	Miscellaneous
* My father was a COP 26 yrs, I despise cops!! Can't believe that you would send me some crap like this. All police or most are dirty!!	Miscellaneous
* Have not moved into my Kettering home. Senior citizen	Miscellaneous

* I am fortunate in that I have not had much interaction with Kettering Police Dept; Littering is a pet peeve of mine-people just throwing a bag of trash out the car window; Dumpster-We have a dumpster to put our trash in: People drive in off the street and fill them; The apt. next to us is very run down on the outside. No glass in porch lights. fences ready to fall down. etc.	Miscellaneous
* I have concerns about older residents who may not have family or the means to either take care of themselves or property. I don't know who they are or how exactly to help them.	Miscellaneous
* Thank you for a chance to communicate.	Miscellaneous
* I have returned to Kettering, after 10 years away. Previous resident for 21 years, '86-'07.	Miscellaneous
* Make sure our police are paid well for the work they do.	Miscellaneous
* Neighborhood watch program is a JOKE! People don't care, if it's not them	Neighborhood Watch
* I lived in West Kettering for 33 years. I was a neighborhood watch coordinator for 22 yrs. Divorced and moved to East Dr. I had gone to the first class of Kettering Police Citizen Academy. I also volunteered with the department until 1994 when I had to move to South Carolina to take care of my 2 granddaughters, moved back to Ohio 5 yrs ago. Spend 20 years in South Carolina. Would love to volunteer again. (Name)	Neighborhood Watch
* I am very pleased with my Neighborhood Watch personnel, Bill & Marynel; Chris & Emily	Neighborhood Watch
* I know there are concerns in every city but I feel that Kettering is a great place to live. I have been involved in other Neighborhood Watch programs years ago but have not seen anything in this neighborhood since moving here. You guys are great - please keep up the good work-there is no where else I would rather be!	Neighborhood Watch
* Our street is ___ Hills & has 25 mile speed limit. Hardly ever followed usually 35. Also many joggers & walkers wearing dark clothing- no side walks-hard to see would like to require reflected clothing	Patrol
* Late night-after midnight cars going way too fast down Ackerman- especially after an Alter High School Event!!	Patrol
* 1. Oakmont & Lincoln Park Blvd. needs vehicular and pedestrian signals. □ 2. Increase speed limit on Lincoln Park Blvd. from 25 mph to 30 mph East of Ackerman.□ 3. Cut down more old tree lawn trees S. Side of Lincoln Park Blvd.	Patrol
* The main issue in our neighborhood that I've noticed is that people do not stop at the stop sign on Westgate and Judith. We have lots of kids around here and sooner or later, someone is going to get hit by a car.	Patrol
* Please address speeding on Rahn Rd for the safety of our children.	Patrol
* I am willing to talk with someone regarding traffic concerns I have on Rockhill. (name and # given)	Patrol
* Need to keep a check on the small parks, kids hang out in them at night.	Patrol
* I often see police on Stroop & Woodman looking for speeders. It is a warning to me to watch my speed. Good reminder. Police cut thru our street often which makes me feel safe. Thank you Kettering Police.	Patrol
* I think more should be done about people parking cars in front yards, instead of driveways. Looks trashy & when weather is rainy or snowy, it is a mess. Screens from windows, etc. People just don't care.	Patrol
* How would we know if Kettering Officers are doing a good job preventing crime, attend to problems in a timely manner, doing a good job helping people after they are a victim of crime? Kettering police make a good showing during those times and activities when they are at public events. Of course the real test is in those situations not scripted and dealing with folks who have made a bad decision of one sort or another. Based on media(local) coverage and limited personal interaction with the Kett. police & Dept. We believe them to be better than average. The challenge is to maintain and strive to be better, working with a population that may not itself be improving.	Patrol
* I would like to see an occasional patrol run through Red Oak Rd- Kettering Police presence is virtually non-existent in this far NW corner.	Patrol
* I like seeing a patrol car on the street from time to time. Thank you.	Patrol
* The Kettering Police Dept./Officers do a fantastic job and are a big reason I continue to live in Kettering, Ohio.	Patrol

* Wish they would patrol Eileen Rd more it has become a dragstrip with speeders.	Patrol
* Address speeding on polen as well as oak tree artesia areas. People in Chatham village pay no attention to the stop signs	Patrol
* Thank you for all your service!	Positive Expeirence
* Again, Great job overall. I have nothing negative at all to report	Positive Expeirence
* In the last 6 months, i have seen more+more police cars out = about on our city street-very visible-a plus for our community.[]	Positive Expeirence
*Need to note- increased presence of cars is greatly appreciated.	
* I have not needed the Kettering Police Dept., thankfully, but i think Kettering is a great city and am thankful for the job the police do- and for surveying citizens- Thanks!	Positive Expeirence
* As i wrote, stared before D try not to take up your time. You have a big job to do. I know you are there	Positive Expeirence
* All Kettering police I have dealt with were very friendly & cooperative	Positive Expeirence
* Really appreciate all the police officers do to keep us safe.	Positive Expeirence
* I have always felt safe in Kettering. Have attended some events of the Police Department at my work and with my grandchildren, always have been pleased. Well done!!	Positive Expeirence
* I believe the Kettering Police Department work very hard to be a part of our community and schools. This is such a positive for our community.	Positive Expeirence
* The RAD class is excellent! Please continue to make it available to the community.	Positive Expeirence
* I feel Kettering is a safe community & I am proud of our police department and other personnel for their excellent service to the community.	Positive Expeirence
* Again, great job, we enjoy living in Kettering, grew up here, and are staying to raise our family. We could/would not without a great police force!	Positive Expeirence
* I believe we have the finest police force in this area along with Oakwood.	Positive Expeirence
* I would like to mention that the animal control officer is very kind and shows genuine concern for the safety and well-being of the animals in our community	Positive Expeirence
* Came in on a Sunday night with a concern about a family member who was living with my parents. After talking to an officer and giving a witness statement, I received a follow up phone call the next evening telling me my concern was valid and explained what was seen and action the officers took. The officer also called my parents who were out of state visiting a sibling to tell them. Very professional, verv nice and friendlv.	Positive Expeirence
* I think that the men and women (uniform and civilian) are doing a great job and just knowing they are on the job makes me feel secure. THANK YOU KPD!	Positive Expeirence
* Perfect enviorment.	Positive Expeirence
* The Kettering Police Department and officers are doing a great job. I feel my neighborhood is very safe because of Kettering police. The couple of time I had to call the department, I was very pleased with everything.	Positive Expeirence
* One of my family members had a problem in Kettering. I found the Kettering Police to be professionals very helpful and polite.	Positive Expeirence
* I feel at ease when I see a police car going down the street. Police presence is very important. Thank you for all you do.	Positive Expeirence
* Thank you Chief of Police and all the officers for doing a great service you all are tops. Officer Ed at Fairmont for all you do.	Positive Expeirence
* I enjoy seeing police/community block parties and get togethers throughout Kettering, for me it makes me more comfortable to be around police, and it is nice to see they care about their community.	Positive Expeirence
* Thanks to all the Police Officers!!!	Positive Expeirence
* I certainly have enjoyed living in Kettering the last 45 years. I am a 91 yr. old widow. My husband, John died last year at 98. I have NO complaints.	Positive Expeirence
* try not to have many dealings with any police officers. I know you can not be everywhere all the time. You job is a difficult one. Thank you for your time and concerns in Kettering.	Positive Expeirence
* All encounters with police response have been positive over the years.	Positive Expeirence

- * I am very happy Kettering has a drug court for our younger adults with drug problems. Also my neighborhood has well maintained homes, few arrests for robbery, and assault, and heroin and most of us feel safe. Any interaction I have had with our Police has been positive. When I read the Police blotter in the Dayton Daily News, Kettering has made arrests for drug possession, drug paraphdelia and OVIs. Average age is 22.5 yrs old. Very sad this age group is destroying their life when it is just beginning. I know police depts have come under criticism lately as too aggressive or abusing their detainees in jail or prison. Some are afraid to enter communities because they may be shot or murdered themselves. I totally agree with the police behavior in Kettering and hope that they will be able to hire to police soon. Positive Expeirince
- * On the whole Kettering has a pretty good Police Department. Positive Expeirince
- * I think KPD does a remarkable job. In general I feel safe and confident in KPD's abilities and response to situations. Positive Expeirince
- * I think the officers and the dept. do a great service for the citizens Positive Expeirince
- * I love living in Kettering!! Thanks to my police Dept. I feel very safe to go anywhere in my community at anytime of day or night Thank you KPD (heart sign) Positive Expeirince
- * I see police presence often in the neighborhood and main streets and appreciate it. Positive Expeirince
- * Keep up the good work! Be safe and thanks for doing what you do! Positive Expeirince
- * We love living in Kettering and generally feel very safe. Positive Expeirince
- * I want to thank all police officers for their care of Kettering. The problems in the US have escalated in the last years and I pray for the safety of those willing to risk their lives to protect me. Positive Expeirince
- * We live in a great neighborhood and we watch out for each other because we know and talk with our neighbors. Thank you for sharing a strong interest in the opinions of Kettering Citizens!! Positive Expeirince
- * Thank you for serving our community- Very Pleased. Positive Expeirince
- * I only come in the presence of KP at the Frazee when attending a festival. They are always friendly. They have a very hard job and I appreciate them! Positive Expeirince
- * I'm proud to live in Kettering for over 50 year- Thank You. Positive Expeirince
- * I feel fortunate to live in Kettering. I believe that there is a sense of pride among homeowners and enjoy the parks and recreation opportunities that we have. Positive Expeirince
- * Overall, the police department is great, but routinely patrols to prevent crime in my neighborhood appear infrequent. Positive Expeirince
- * Thank you for obtaining feedback from the stakeholders. Positive Expeirince
- * We appreciate the presence of the officers driving through our streets. We feel the growing number of people with mental illness is a challenge and are seeing this in neighbors off meds and citizens in the city. I often find the neighbors suffer more with this issue and not as much is being done to help the citizens that have to deal with it. Positive Expeirince
- We also worry about the growing number of sex offenders in the area.
- * Excellent work. Thank you for keeping us safe! Positive Expeirince
- * Thank you for being a presence in our community. You are appreciated! Positive Expeirince
- * I have to say, I'm biased for the Kettering Police. My father was a Lt. there, and 10 family members are in or retired from Police work. KPD is Ohio's Finest Positive Expeirince
- * Would be helpful to have more options of "unsure" , "don't know" or "not applicable" Survey
- * Where there is question marks those I could not answer, because never had to deal Survey
- * Some questions were difficult to answer because the info is not applicable to me. I believe there should be a N/A block Survey
- * An unknown block should be added to many questions in here, also one could interpret it as "not applicable" Survey
- * Many of the question could not be answered because I have not had any experiences with the police so I don't know what goes on there. Survey
- * Again, some questions left blank due being unsure or not having any contact with the this dept in Kettering (i.e. Jail) Survey
- * I was only able to give a rating of 4 for most everything on this survey as I have had no interaction with the Kettering Police in years. However, from observation I can say they seem to be doing a fine job, but I cannot give a 5 because I do not have first hand knowledge of dealing with them. I do believe they are doing a good job, though. and I thank them for their service! Survey

- * Survey covered very important topics however I believe there needed to be more options for answers. There were many answers where I had to choose one way or another when I had never encountered the situation before. Survey
- * The questions were very vague and didn't hit topics and issues that could be easily answered unless you deal with the police frequently. There was recently a incident where I called the police and nothing was done. If an officer would have been dispatched, a violation of the law would have been observed and the violator could have been cited. I also see minor infractions such as trailers parked in the street or broken down vehicle in the same place for weeks and months with no citations issued. (Broken windows theory). On the occasions where the police have responded to calls, I feel they do handle themselves quite well and provide the attention to the incident that it requires. Survey
- * Seriously re-evaluate the survey questions. In order to truly figure out if there are any problem areas a better set of questions and more answer options are needed. Yes it will take longer to determine the results to explore options to fix them but it will be well with it in the end. Survey