

2022 KETTERING POLICE AND COMMUNICATION CENTER

Citizen Satisfaction Survey Results



Chief Christopher N. Protsman
May 11, 2023



2022 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 paper survey sent to random Kettering residents. The identical survey was available for citizens to complete on the Kettering Police Department's website.

The random sampling paper and online surveys 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's website. Questions, suggestions and concerns will be handled through public information and direct contact with citizens who request it.

One thousand (1000) paper surveys with mail back envelopes were sent to random Kettering residents requesting participation in the Kettering Police and Communication (Dispatch) Center's Community Satisfaction Survey. The paper survey responses could be mailed back or citizens were invited to complete the survey online at the Kettering Police Department's website beginning January 9, 2023 to March 6, 2023. Invitations for Kettering residents to participate in the survey were placed on the Kettering Police Department's Facebook page and other community publications. Business size cards were available for officers to give out or were placed in lobby areas with information for citizens to participate in the survey.

The 2022 survey yielded 152 online (75 - in 2020) participants and 124 paper surveys (180 - in 2020) returned for a total of 276 citizen respondents (255 - in 2020). The response rate for the 2022 paper survey was 12%, which is lower than the last paper survey in 2020 at 18%. However, the number of online responses has increased to 152 over 75 responses in 2020. The actual response rate from the paper survey may be difficult to ascertain since citizens may have chosen to use the online link instead of completing the paper survey. It may be the business cards distributed may have assisted in increasing the number of on line responses. The survey was also shortened this year and may have invited a greater number of responses. This trending indicates both paper and online survey choices are important choices for residents.

Citizens were asked to choose three issues of greatest concern within the community right now. Seventy one percent of citizens identified theft and burglary as their number one concern, 51% chose drug problems, with safe schools (45%) as the third concern. Other issues of concern in order of importance to citizens were traffic safety, violence and drunk driving. The number one concern in 2020 was theft and burglary (71%), secondly was drug problems (55%), traffic safety issues (49%), followed by safe schools (39%).

Analyses of 2022 responses reveal:

- Forty-eight percent of responses were from zip code 45429 followed by 45420 and 45440.
- The number one greatest concern perceived by residents was for theft and burglary (71%) and the same in 2020 (71%).
- There was a slight decrease in the second greatest concern of drug problems (51%) since 2020 (55%).
- The third greatest concern was for safe schools (45%), whereas in 2020 safe schools were 39%.
- Traffic safety concerns have decreased slightly by 6% in 2022 (43%) from 49% in 2020.

- There were 39 “other” responses for the greatest concerns within the community. After categorization, the highest responses (44%-17) is the “miscellaneous” category ranging from homelessness to abandoned houses and secondly traffic concerns (21%-8), followed by noise (18%-7).
- Citizens want increased patrol in their neighborhoods, to be kept safe from theft & burglary 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.
- The highest ratings for police’s attention to common issues of concern is for safe schools with 87% of responses very good to excellent and the poorest rating was for traffic safety issues which included speeding.
- Ninety-seven percent of respondents agreed the Kettering police deal with the public courteously and professionally.
- Ninety-six percent agree the Kettering police have a pleasant and helpful tone while providing information, treat the public fairly and with respect, behave in a way that earns the confidence and respect of the public, are friendly, and are appropriately trained to deal with the variety of calls received.
- Ninety-five percent agree the Kettering police uses the appropriate amount of force while making an arrest and provides good service to the community.
- The highest “disagree” response about Kettering Police’s service to the community is for enforcing traffic laws at 21% while 79% agreed police enforce traffic laws.
- Recommendations for improvement regarding Kettering police were categorized into 9 categories: community relations, crime, juvenile, law, misc., negative, noise, positive, traffic. Twenty-nine % (22) of these comments were positive, followed by 24% (18) being traffic issues and community relations at 15% (11).

Respondents provided a clear picture of the effect the police department has on the community. The desire to see and meet patrol officers in the community is strong.

Citizens also rated the Kettering Communication (Dispatch) Center. Forty-seven percent or 112 respondents contacted or knew someone who had contacted the Dispatch Center. This is an increase over 2020 by 36 respondents. This group of citizens were 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 responses were overwhelming positive (95% & higher) in these categories. One category revealed 87% of callers reporting community concerns will have the information dealt with appropriately “agreed”, while 11% “disagreed”.

The highest rating from citizen responses “agreed” the dispatchers treat callers fairly and with respect (96%). The next highest ratings from citizens (95%) were:

- provides good service overall to the community
- responsive to the public and meets the need of callers,
- asks appropriate questions to better define the caller’s location or problem,
- effectively address the caller's needs and sends an accurate response,
- are knowledgeable, calming and confident,

- have a pleasant attitude and helpful tone,
- deal with callers courteously and professionally

The 2020 survey respondents rated the Communication Center with similar high ratings.

The final comments from citizens were considerably positive (54%), followed by traffic/speeding concerns (18%), and general recommendations (18%) such as increased patrols, usage of electric bikes and how citizen doorbell cameras can help police.

We are excited to show the citizens that we take their input seriously. We are proud to have received so many favorable comments from 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 biannual Kettering Police and Communication (Dispatch) Center Community Satisfaction Survey during the first quarter of 2023.

The survey consisted of four parts:

- Part I: Major Issues of Concern
- Part II: Concerning Kettering Police Officers
- Part III: Kettering Communication (Dispatch) Center
- Part IV: Overall Evaluation of the Kettering Police Department

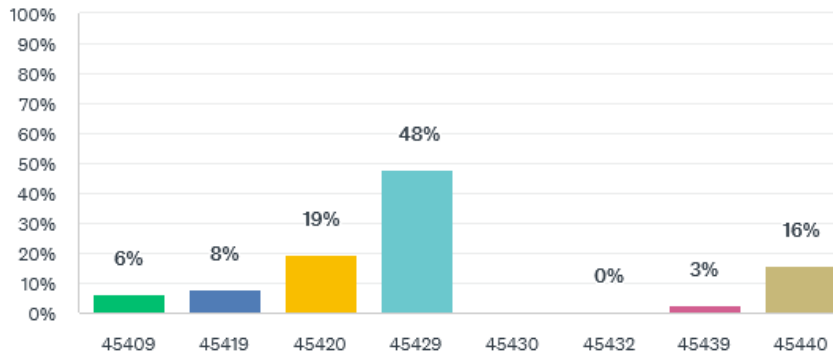
One thousand (1000) paper surveys with mail back envelopes with a survey web link were sent to random Kettering residents requesting participation in the Kettering Police and Communication (Dispatch) Center's Citizen Satisfaction Survey. Citizens who received paper surveys could mail back or choose to complete the survey online. The survey was online at the Kettering Police Department's website during January and February 2023. Invitations for Kettering residents to participate in the survey were placed on the Kettering Police Department's Facebook page and other community publications. Business size cards were available to officers to give out or placed in lobby areas with information for citizens to participate in the survey. This survey will be compared with the Kettering Police and Communications Citizen Satisfaction Survey completed in 2020.

A total of 276 surveys were completed, 152 online (75 in 2020) and 124 paper surveys (180 in 2020). The response rate for the 2022 paper survey was 12%, which is lower than the last paper survey in 2020 at 18%. However, the online participation increased. The actual response rate from the paper survey may be difficult to ascertain since citizens may have chosen to take the online survey instead of completing the paper survey. This trending indicates both paper and online survey choices are important to residents.

A variety of survey response scales were used to measure responses. The Kettering Police Department overall performance rating was 4.5/5, (4.5 in 2020).

The primary zip code responses were from 45429 followed by 45440.

Answered: 274 Skipped: 2

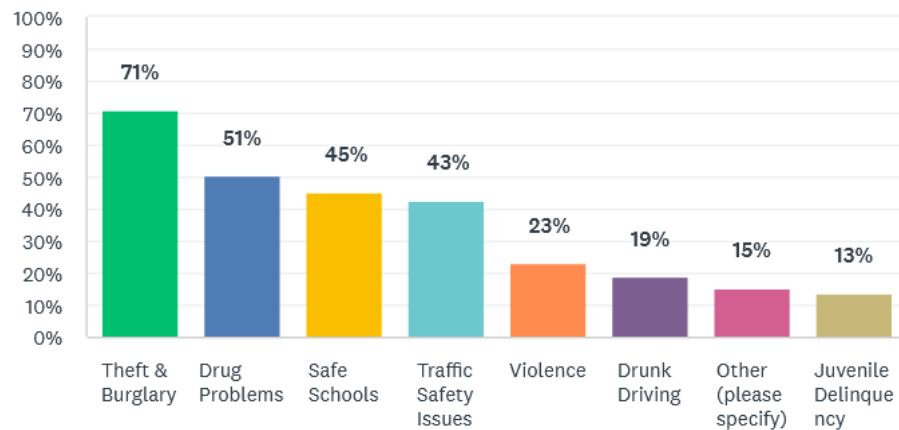


Part I: Major Issues of Concern

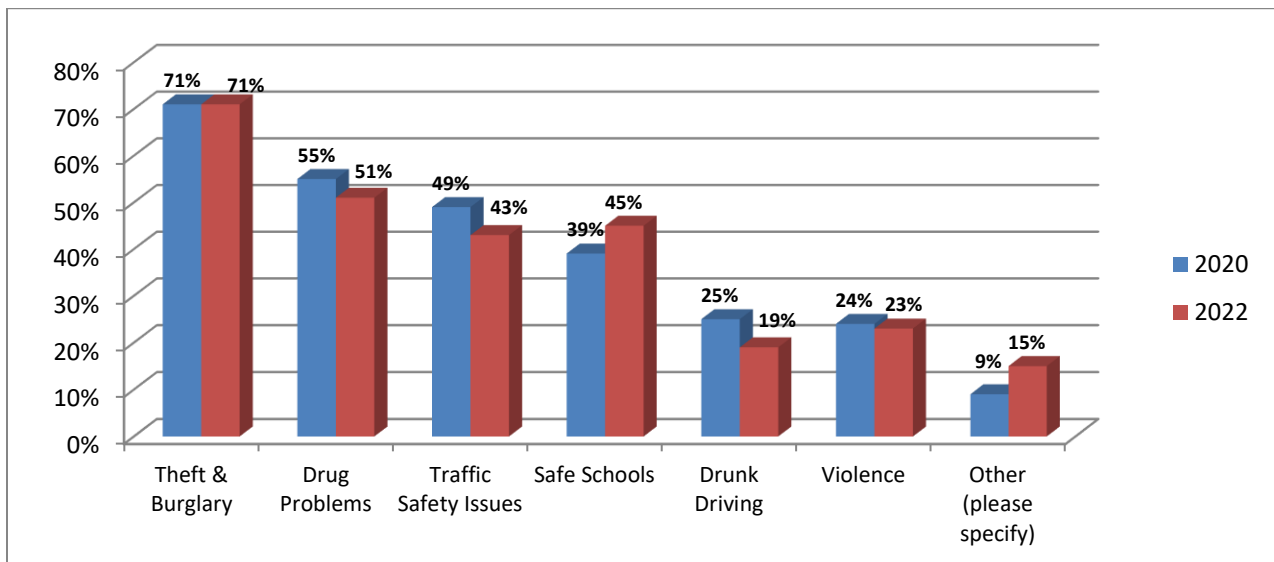
- Respondents were asked to choose three issues of greatest concern within the community. As you see below, theft and burglary was the number one concern (71%), followed by drug problems (51%), safe schools (45%) and traffic safety (43%). There were 15% (39 responses) “other” responses for greatest concerns. After categorization, the highest responses (44%-17) is the “miscellaneous” category ranging from homelessness to abandoned houses and secondly traffic concerns (21%-8), followed by noise (18%-7). The top concerns for 2022 compared with 2020 are depicted in the chart below. The top concerns in the 2020 survey were very similar.

Citizen Concerns for 2022

Answered: 253 Skipped: 23



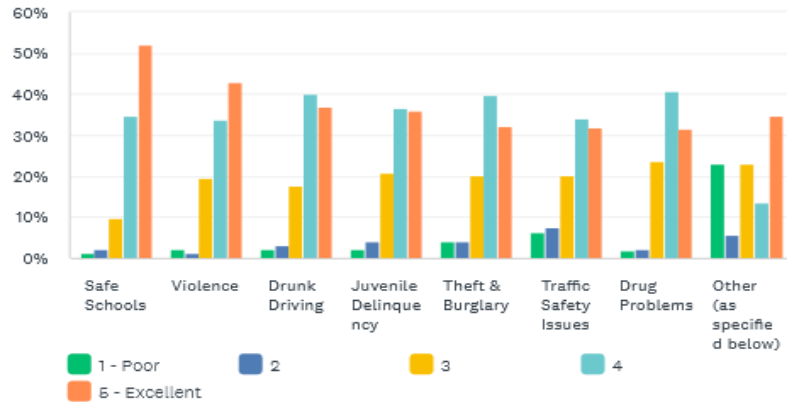
Citizen Concerns for 2022 and 2020



The greatest concerns noted by citizens were then rated on a scale of 1 (poor) to 5 (excellent) based on the citizen's perceived amount of attention the Police Department give to these matters. Below are those responses.

Perceived Areas of Police Focus City Wide

Answered: 231 Skipped: 45



	1 - POOR	2	3	4	5 - EXCELLENT	TOTAL
Safe Schools	1% 3	2% 5	10% 22	35% 79	52% 118	227
Violence	2% 5	1% 3	20% 43	34% 74	43% 94	219
Drunk Driving	2% 5	3% 7	18% 40	40% 90	37% 83	225
Juvenile Delinquency	2% 5	4% 9	21% 45	37% 79	36% 78	216
Theft & Burglary	4% 9	4% 9	20% 45	40% 89	32% 72	224
Traffic Safety Issues	6% 14	8% 17	20% 46	34% 77	32% 72	226
Drug Problems	2% 4	2% 5	24% 52	41% 90	32% 70	221
Other (as specified below)	23% 12	6% 3	23% 12	13% 7	35% 18	52

Respondents perceived and rated safe schools as the top issue upon which police placed the most focus (52% as excellent), followed by violence (43% as excellent), drunk driving (37% as excellent), juvenile delinquency at 36%. The “other” category (35% as excellent) primarily noted traffic/speeding issues.

Respondent's top concern is theft and burglary; however, these crimes are perceived as a lower priority for police at 32% excellent. This perception may be addressed through communication and education.

Part II: Concerning Kettering Police Officers

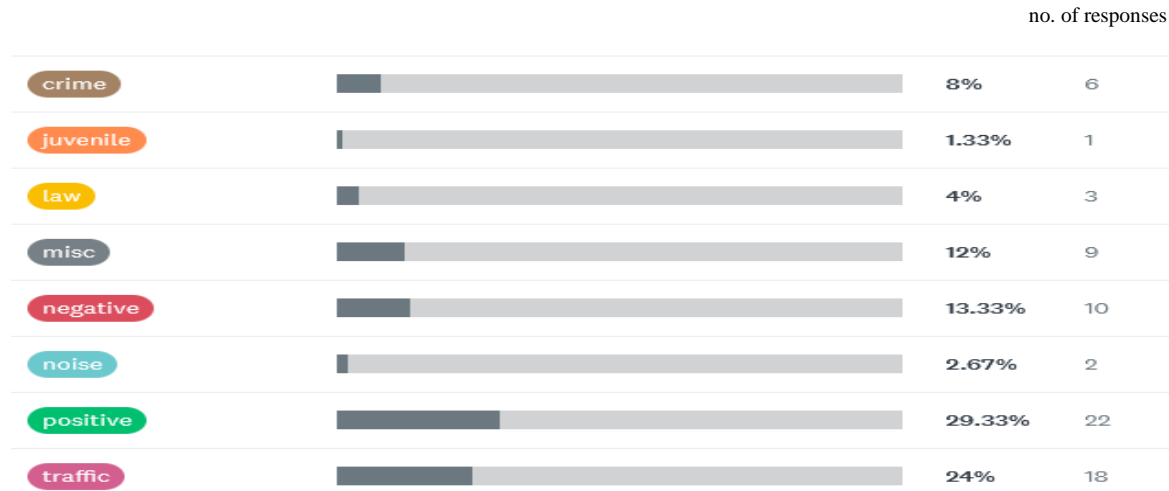
Citizens were asked to rate several aspects of the Kettering Police Officer’s attitudes and their interaction with the community. The questions on this section of the survey for 2022 were fine-tuned to bring increased citizen responses. The citizens were asked to respond as *agree* or *disagree*. The most “agree” rated responses from citizens this year at 97% was that police officers deal courteously and professionally (similar in 2020). The next highest ratings from respondents at 96% were: have a pleasant tone while providing information, treat the public fairly and with respect (96% in 2020), behave in a way that earns the confidence and respect of the public (95% in 2020), are friendly (same in 2020). At 95% was providing overall good service to the community, are knowledgeable/calming/confident and uses the appropriate amount of force while making an arrest (same in 2020). Feeling safe in the presence of the police was marked at 94% for “agree” in 2022 and 2020. The lowest rating was for enforcing traffic laws at 79% agreed.

The citizen responses reveal high ratings for aspects of police interactions with the community. The ratings remain high and steady over time. The table below reveals all responses from citizens.

Please tell us whether you agree or disagree with the following statement about Kettering Police Officers

	AGREE	DISAGREE	TOTAL
▼ A. Kettering Police (Overall Performance) Provides good service overall to the community	95% 225	5% 12	237
▼ Deal with the public courteously and professionally	97% 225	3% 8	233
▼ Have a pleasant and helpful tone while providing information.	96% 224	4% 10	234
▼ C. Kettering Police (Attitude and Behavior) Treat the public fairly and with respect.	96% 221	4% 10	231
▼ Are knowledgeable, calming and confident	95% 220	5% 12	232
▼ Behave in a way that earns the confidence and respect of the public	96% 218	4% 10	228
▼ Are appropriately trained to deal with the variety of calls received	96% 215	4% 10	225
▼ B. Kettering Police (Perceived Competency) Attend to problems in a timely manner	91% 214	9% 20	234
▼ Are friendly	96% 214	4% 9	223
▼ I feel safe in the presence of the Kettering Police.	94% 214	6% 13	227
▼ Are doing a good job preventing crime	90% 207	10% 24	231
▼ Helped you understand how your complaint would be handled, what your responsibilities and alternatives might be.	92% 196	8% 16	212
▼ Cared about resolving your problem or complaint	91% 195	9% 20	215
▼ Uses the appropriate amount of force while making an arrest.	95% 193	5% 10	203
▼ Callers reporting concerns will have the information dealt with appropriately.	90% 189	10% 20	209
▼ Do a good job helping people after they have become a victim of a crime.	93% 187	7% 15	202
▼ Enforce Traffic laws	79% 183	21% 48	231
▼ D. Community Concerns A citizen who has a complaint against an officer will have no problem getting the authorities to look into the matter.	90% 179	11% 21	200

Citizens were given an opportunity to share recommendations for improvement regarding the Kettering Police. Below is a graph of recommendations placed in categories. Twenty-nine percent of comments are positive, 24% are related to traffic issues.



Please share any recommendations or suggestions for improvement regarding the Kettering Police.

Answered-75

Skipped-201

	<u>Responses</u>	<u>Categories</u>
*	Have a better showing for the community. be in the streets more than the office, I know that because there is a call 3 cars will follow each other, I see that because i live n those apts. past the fire house that was torn down.	community relations
*	More community policing. Assign officers to neighborhoods so they know what's going on in their "turf."	community relations
*	Make an effort to get to know the community.	community relations
*	Bring back the old neighborhood watch. I've tried the last suggestion without success.	community relations
*	More community visibility	community relations
*	1). At one time there was a "Neighborhood Watch" group. With the concerns about mailbox robberies, home break ins and robberies this agency should be reinstated. Keep us informed so we can be more aware/watchful. 2). My home is in West Kettering. We do not see the police patrolling our area very often.... in fact maybe 1 time a month. I am aware of the police shortage and I know they are stretched thin. They are doing the best, but we really don't see police cars like I did when I lived in Oakwood. It would be a nice feeling to see a patrol care more often.	community relations
*	I don't see them anymore. I don't see traffic patrol, watching schools(neighborhoods) at dismissal, or anywhere.	community relations
*	We need police presence in all schools at all times.	community relations
*	more visibility in residential areas for traffic safety and crime prevention.	community relations

* Start patrolling school zones. Especially like Indian riffle where there are no lights but people want to drive it like it's far hills. I've made numerous complaints about that and ascension during school hours and nothing has changed and it likely won't until a kid gets hit.	community relations
* Not sure how but we need to stop more of the car thefts, breaking into cars and homes...I think it's gotten worse, but some of it just seems worse because everyone has cameras today so there's see and put it out there for the public to hear about it more. That's good if it makes others keep their cars locked etc	crime
* Patrol parking lots for drug dealers. Stop the begging, patrol side streets more.	crime
* Would like feedback from PD after incidents including MVC - hit & run investigations	crime
* More presence at Town and Country. It seems to have some loitering! panhandling outside. Shoplifting at stores.	crime
* car breakins...monitor ring cameras from neighborhood	crime
* When a citizen requests an officer to return a call regarding a reported crime it should be promptly returned. This was not my experience. I never received a call even after leaving multiple messages with dispatch.	crime, negative
* Give more attention to Juvenile issues -- hold parents more responsible for their vandalism and thefts.	juvenile
* Learn the Laws and the US Constitution. Accept that you may not know all laws and understand you have a duty to look up or ask an City Attorney or the DA if you don't know. Do not act until you have Reasonable Articulate Suspicion of a crime. You must have R.A.S. that a crime has or is being committed before you act! Before having R.A.S. you have ABSOLUTLY NO authority. Know that the the Post Office has rules and regulations listed in Poster 7 (This is Law). The DHS sent many memos trying to remind Post Masters and their employees about Poster 7 and how photography is allowed in foyers, lobbies, and entrances. Also know Scott V. Turner which says we are allowed to photo the government while they preform their duty's so long as we are in Public (City, County, or State property not restricted by official signs, gates, fences, or locked doors) or have permission from the owner of a private property; if recording from within a private property. Understand that your job is to Serve the Public!! Pay the taxpayers back with respect and good service and have the diligence to know and understand what law/policy you may be enforcing, that is all we ask of you.	law
* Need them to do more education on gun laws.	law
* I live by Frazee and high school, I'd like to see parking violations actually ticketed. I feel like the KPD cares more about the not offending the people who don't live in the neighborhoods than the people that do. These people park in our grass, too close to driveways, on corners, etc. We need better police presence during major events enforcing the traffic laws.	law
* More training mental health patients	misc
* Eliminate beards. Looks unprofessional. While there is increased use of cameras there are many vehicles observed that have tinted/obscured license plates. Loud mufflers.	misc
* Please do everything possible to keep our officers safe....the best practices & the best equipment .	misc
* No issues!! My motto is---- I don't mind being an interesting person. I just don't want to be a person of interest! (Fell free to use that) Thanks for the opportunity to express our opinions!!	misc
* Limited contact with police, so can't answer some of these. My daughter reported an issue with loud "plosive" sounds in her neighborhood. No one responded. A don't know, or not sure answer box is called for.	misc
* This survey is not really a good indicator. There are things I don't know but have no option to say I don't have any experience with that scenario. You may have false positive or negative due to this	misc

* The only suggestion is the city increase your budget so you are able hire more officers, pay officers more, and increase your offerings like the RAD course.	misc
* Experienced a Kettering officer go crazy when I asked him to repeat a comment. Officer suddenly became abusive and threatened physical harm when I asked what the problem was. I was threatened with an arrest, and told to shut up when I didn't even say anything. This whole experience was in front of other police officers and was just because I couldn't hear what the officer had said. I explained I had not worn my hearing aids and had a hearing disability from my military experience & PTSD. No one should have been addressed in this manner. The police officer refused to provide his name. I filed a complaint but it was determined it was acceptable behavior. I am a masters level social worker and mental health counselor. Very disappointed in Kettering police after this experience.	negative
* I appreciate the Kettering PD on a lot of levels. Being a police officer these days is a TOUGH job. The few dealings I have had with Kettering PD have not been BIG issues, but I was made to feel like I was wasting their time. That is not the way it should be. I took time out of my day to go to Kettering PD because the issue MATTERED to me. I was made to wait for a good half hour, while seeing several officers behind the glass cutting up and laughing. My interaction with the officer was not good. He acted like my complaint was not a concern, nor did he have time to hear it. Unacceptable.	negative
* I was being harassed by a male (I'm female) and I reported everything to the department but they never followed up with me as promised which led me to make an appearance (in person) at the main office. I was hoping they would tend to the matters in a more timely manner.	negative
* Be fair to the whole community. My neighbors/neighborhood feel like we are not a priority or concern. Those of us who are law abiding residents have to put up with a lot of illegal actions in the community because they are not addressed even when brought up to the department.	negative
* The corner of E. Rahn and Wilmington Pike might as well be in the Pinks starting line, and is rarely if ever monitored by patrol cars.	negative
* Fire officer _____ and others who violate rights routinely	negative
* This city is becoming meth city	negative
* They post a lot of copaganda and aren't out fighting crime, but simply harassing their own citizens.	negative
* I think the police in Kettering are the best and I lived in a few other areas of the state. Unfortunately, my biggest problem is noise. In the summer, my wife can't have windows open and hear each other over the vehicle noise. Generally it's not too bad but the diesel trucks and certain types of motorcycles make it motorcycle impossible. There doesn't seem to be a point in complaining to the police because the vehicles are passing by but some vehicles make hearing them painful - even inside our own home.	noise
* Enforce noise & safety ordinances on Far Hills. Keep up the good work.	noise
* They do a great job!	positive
* All of my interactions with the KPD have been pleasant and courteous. They are professionals who represent our city very well.	positive
* Thank you for the great work!	positive
* Well several questions I have not encountered to really respond too. Police I've seen around the area and school have been great. Thank you!	positive
* Car seat safety certification? I don't have much feedback for anything overall honestly. Overall a great police dept	positive
* They do an excellent job.	positive
* As a 6 year resident, you all have been great in my limited interactions. THANK YOU ALL!!!	positive
* Keep up the good work.	positive
* I have personal experience in getting help from the Kettering police and they have been amazing!	positive

* None- they are courteous and know their job thoroughly.	positive
* I think you do a great job!	positive
* I'm a retired KPD daughter, I feel very safe living in a city where my Dad kept it's citizens safe and KPD continues to do so.	positive
* We are very happy with the KPD and the Chief Chip "Prosser".	positive
* Keep doing what you are doing. We back the Blue.	positive
* We have a great police force. Always here anytime we call them with an issue. Thank you for all you do.	positive
* you see police unit all over city help the take care of citizen and famly of or citizen	positive
* They make me feel safe.	positive
* Thank you for the community activities & involvement outside of enforcing laws. Having the bike clinic to teach children to ride bikes, community clinic & 'non-traumatic' opportunities for Residents and especially children to interact with the police. My nephew had a great deal of fear of police based on both personal experiences outside his control and news reports. These opportunities really helped him feel more comfortable & have helped mitigate his weariness of law enforcement.	positive, community relations
* I feel KPD do a great job in the community overall but tend to turn a blind eye to systemic issues facing black and brown residents in the City including immigrants and refugees. Despite community events that appear to welcome all, underneath there is a lack of acceptance and poor treatment of minorities.	positive, misc
* There is no improvements. They are doing a fine job. I wish tho when called with a fear they would come ASAP.	positive, misc
* Sit on cut through streets during busy traffic times to monitor speeds.	traffic
* I have problems with people using phone, no turn signals, and just don't know driving rules drives me nuts.	traffic
* West Stroop Road is like the Kettering 500 Speedway. More attention could be paid to this issue.	traffic
* I have lived in Kettering my entire life and could not be more proud. However, I am shocked everyday how out of control speeding is. It's rare you see someone pulled over anymore. I'm also stunned by the black window film I see on vehicles today. A car should be towed and off the street if found with black window tint windows. If a traffic control officer sat on Patterson Road by Dots alone, the city would make enough money in a year to prevent raising taxes from all the speeding tickets given out, running the red lights and not stopping at the stop sign at the school.	traffic
* Need to work on people speeding	traffic
* Over the past few years I have noticed more aggressive drivers on the roads - speeding, tailgating, not coming to complete stops at stop signs, speeding up to go through yellow lights, ignoring school zone signs. I realize you have other crimes to handle but a reputation for safe streets can also deter other types of crime.	traffic
* Safety issues at stop lights. Everyday practice defensive driving or get T-boned 1-3 cars at a time.	traffic
* Monitor speeding motorists on Schantz Ave. & South Dixie Dr.	traffic
* I think speeding and running red and yellow lights is a major issue.	traffic
* -SPEEDING CARS- Too many drivers going through stop signs in the neighborhood and through red lights on Far Hills.	traffic
* Parking too close to the intersection of Polen & Ridgebury is a real problem. House on corner parks multiple cars that make it difficult to turn on street. Same house races up and down street. Parking large vehicles on Polen near JFK- family thinks it is funny , but not safe.	traffic

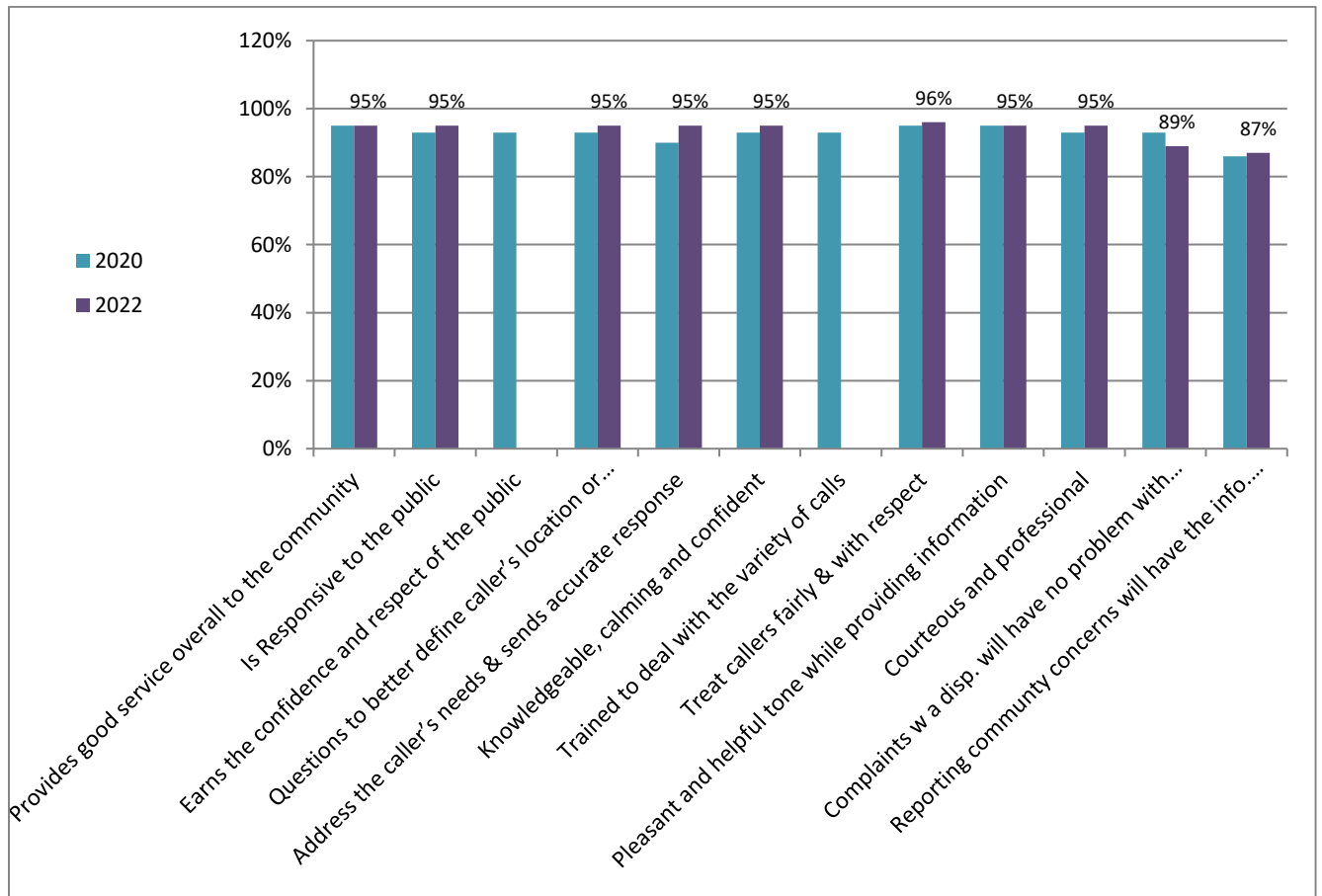
*	I live in Chimney's apartments and almost every night/early morning Whipp road is used as a racetrack. One loud vehicle almost every night revving engine and racing up and down Whipp rd. It rattles everything in my apartment and never gets stopped. So many speeding cars! Please patrol Whipp Rd and start giving out speeding tickets.	traffic
*	I am concerned about the speeding and disregard for traffic signs that goes on, (not just in Kettering) especially around schools. How many times I have seen people ignore the “no turn on red.” And, no one seems to think speed limits apply to them. Watching people zoom down Ackerman Blvd - a 25 mph street makes my blood boil! Two schools and a swim club where kids are often seen trying to cross the street makes going 35-40 mph an extremely careless action.	traffic
*	I think more attention should be given to traffic violations. I see people driving with no headlights at night (I saw three last night), people run stop signs and red lights and they are always going over the speed limit.	traffic
*	People running red lights seems to be on the increase, I do NOT believe in red light cameras however a stronger police presence at intersections would be appreciated.	traffic
*	I think people who are driving inappropriately should be taken care of when citizens call to report such issues. Also, before when I've called to report an issue in my neighborhood the police showed up like 30-40 minutes later and did nothing.	traffic, negative
*	I feel the Kettering Police have done a wonderful job. My two main concerns having children will always be school safety, and distracted driving. I understand the latter gets more complicated over time with the rise of services such as Door Dash, Uber Eats, ect. These services rely on people using devices in cars. As someone who also works for one of these, I understand the fine line of clicking an accept button and viewing directions. As opposed to having texting conversations. I can't imagine How hard it is to distinguish , but please keep up the good work.	traffic, positive
*	Traffic is terrible, speeding loud cars ,trucks, and motorcycles. Afraid someone will get hurt. The KPD does a wonderful job and very proud of what they do for our community.	traffic, positive

Part III: Attitudes Concerning Kettering Communication (Dispatch) Center for 2022

Citizens were asked if they or someone they knew had called the Kettering Dispatch Center and had experience interacting with a dispatcher in 2022. Forty- seven percent of respondents (112) indicated they had experience with a dispatcher (33% or 76 in 2020). This group of citizens were asked to agree or disagree with statements about the Kettering Communications (Dispatch) Center regarding service to the community, competency, attitude and behaviors toward citizens.

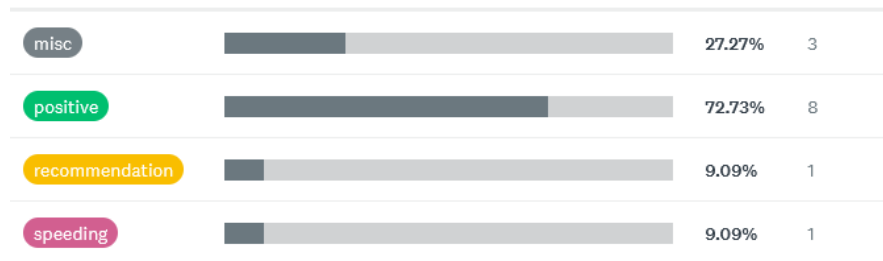
The highest “agreed” upon replies from citizens were for treating callers fairly and with respect. The graph below displays the Dispatch Center’s very high agreement responses (all greater than 87%) from citizen respondents in 2022. There were two questions asked in 2020 that were not asked in this survey in an effort to streamline the survey. It was determined the other questions captured those responses. The responses for this section remain steady from the 2020 survey.

Attitudes Concerning Kettering Communication (Dispatch) Center- Agreed replies



Average Number of Respondents for all questions
 2020- 71
 2022- 107

Citizens shared recommendations or suggestions for improvement regarding the Kettering Communications (Dispatch) Center. Below is a graph depicting categories of citizen responses (10 answered) followed by the actual responses. The positive response category was the highest category (73%). Some comments were in two categories.



10 Answered
265 Skipped

	<u>Responses</u>	<u>Categories</u>
*	I think when a person calls about a problem in their neighborhood or anywhere, the police should show up quickly and respond appropriately.	misc
*	Doing an excellent job. Keep up the great work.	positive
*	I've always had good results calling dispatch very helpful	positive
*	Please see other comments. They apply to dispatch as well. Thank you.	positive
*	Very good! Took info, calming, officers arrived within a couple minutes. Fast!	positive
*	The dispatcher was extremely helpful, went above and beyond what I would expect. Wish I would have caught her name.	positive
*	Doing a great job!	positive
*	Please take harassment call seriously. If you say you will email the victim with updates, please do it. Act fast. Everyone there in my experience had a professional and friendly way about them. I expected to have updates sent to me regarding my calls, etc.	positive, misc
*	The dispatchers are wonderful. Unfortunately, my calls are always for the same thing, same issue. I just wish after a few call, the police would begin to pay more attention to the area in which there is an issue. Example: From 1:50-2:30 is a real problem with speeding throughout Greenmont Village. There needs to be more consistent police exposure at that time.	positive, speeding
*	Listen better to caller when they are telling you their need.	recommendation

Part IV: Overall Evaluation of the Kettering Police Department

As depicted in the charts below, 61% (135) of citizens responded they had contact with the Kettering Police Department civilian employees such as main office staff, record clerks or administrative professionals. Of those who had contact with the police department, 92% (124) found civilian employees courteous and helpful (94% in 2020). Five percent (11) of citizens did not find civilian employees to be courteous and helpful. Thirty-nine percent did not have contact with the police department.

Evaluation of the Kettering Police Department

Answered: 222 Skipped: 54



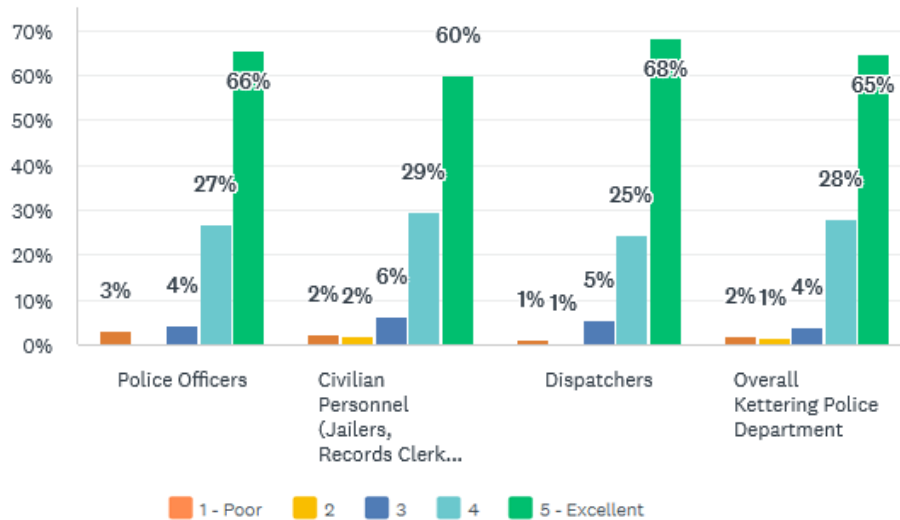
	YES, AND I FOUND THEM TO BE COURTEOUS AND HELPFUL	YES, AND I DID NOT FIND THEM TO BE COURTEOUS AND HELPFUL	NO, I HAVE NOT HAD CONTACT WITH KETTERING POLICE DEPARTMENT CIVILIAN EMPLOYEES	TOTAL
Have you ever had contact with Kettering Police Department civilian employees such as main office staff, record clerks or administrative professionals?	56% 124	5% 11	39% 87	222

The citizen respondents rated their opinions of areas within the Kettering Police Department using a Likert scale of 1 to 5 (5 being “Excellent”, 1 being “Poor”). The areas rated with the highest percentage of excellent responses were the Police Officers - 66% (60% in 2020) and Dispatchers- 68% (59% in 2020), followed by civilian personnel - 60% (50% in 2020). The **overall** Kettering Police Department was rated as excellent - 65% (61% in 2020). The graph below shows the citizen responses for each area of the Kettering Police Department by percentages.

The Likert average ratings revealed the Kettering Police Department **overall** performance as 4.5 (the same in 2020). The respondents rated **police officers** as 4.5 (4.5 in 2020), **civilian personnel** (jailers, records clerks, administrative professionals) performance as 4.4 (4.3 in 2020) on the scale. Dispatchers were rated as 4.6 (4.5 in 2020). Each rating is indicated in the table below. These ratings are nearly at the excellent rating of “5” and remain steady over time.

Kettering Police Department- Opinions of Areas

Answered: 215 Skipped: 61



	1- POOR	2	3	4	5- EXCELLENT	TOTAL	WEIGHTED AVERAGE
Police Officers	3% 7	0% 0	4% 9	27% 56	66% 138	210	4.51
Civilian Personnel (Jailers, Records Clerks, Administrative Professionals)	2% 4	2% 3	6% 10	29% 48	60% 98	163	4.43
Dispatchers	1% 2	1% 1	5% 10	25% 46	68% 128	187	4.59
Overall Kettering Police Department	2% 4	1% 3	4% 8	28% 59	65% 136	210	4.52

Citizens were finally asked to share any comments or other areas of concern in the community or in their neighborhoods not addressed in the survey. Below is a table depicting categories of citizen responses (106), followed by the word cloud and the complete comments. The category with the most responses is positive, 54% (35% in 2020); followed by traffic/speeding, 18% (24% in 2020). The word cloud revealed the word “Thank” 25% of the time in the comments/recommendation replies.

City		3.77%	4
crime		0.94%	1
misc		9.43%	10
noise		2.83%	3
positive		53.77%	57
recommendation		17.92%	19
school		4.72%	5
traffic/speeding		17.92%	19



Please share your final comments, other areas of concern in our community or in your neighborhood not addressed in the survey. Please include recommendations and suggestions for improvement for the Kettering Police Department. Thank you for your participation in this survey.

Answered-106

Skipped-170

	<u>Responses</u>	<u>Categories</u>
*	I find the presence of police patrols comforting and appropriate where I live (near the gov'n't center). Concerned about the increase in rental properties and new construction of rental properties as this relates to our city's ability to provide services (fire, safety,police) and education. Also, as the number of rental properties (single family homes) increases the lack of care provided to these properties by the owners and renters decreases which devalues surrounding properties. It also increases the number of calls and reports to city inspectors to address clean-up/appearance and safety issues.	City
*	I am very concerned with all the subsidized housing units going up around Kettering. I think crime will increase and more businesses will close down. Marc's grocery being that latest-crime/theft in the store is probably a factor.	City
*	Concerned with rise in crime, no care for traffic laws, safety at schools, crossing at Oakview, and teen delinquency (smoking, littering, loitering, bullying, drugs) and Meijer-never really feel safe there.	crime
*	Provide counseling opportunity instead of jail. Project compassion, empathy and care.	misc
*	Please take comment about complaints serious and evaluate your officers ability to deal with stress and well being. One bad experience can impact a whole department when not taken serious. (name and phone given)	misc
*	Mental health issues are increasing in our society. Very challenging at times for families to deal with these relatives. Many of the officers to our home have been wonderful and helping the person realize what they need to do for themselves. Others clearly do not understand mental health in the unique intersection of acting out because you're too scared to deal with your underlying mental health issue	misc
*	I'm from a small town and only wish they would wave back to me as I wave to them as they go by my house.	misc
*	When my neighbor's car was stolen early morning, it took forever for the police to respond. They were later caught-the car was greatly damaged. Teens were caught and was on drugs.	misc
*	I do not understand why Kettering Police need an armored vehicle recently mentioned in the Kettering magazine. Many thanks for the great service you provide to us and others in the community.	misc
*	Remember not to let the grind, risk, and issues of day to day remove being a kind human. Thanks you for your service	misc
*	I have lived in Kettering area 60+years and always felt safe. I am concerned over the number of housing buildings going up in basically the same area for lower income. I want to continue to feel safe going to the Stroop post office, Krogers, Meijers, ect -and have already been approached by a man outside the post office during daylight. I hope this doesn't become a problem and that we can maintain the friendly, safe community we have enjoyed. Thank you for your hard work and caring.	misc, City
*	Are motorcycles required to have baffles in their exhaust? If so why are some motorcycles allowed to make a lot more noise than others?	noise
*	My only concern is loud music, loud motorcycles, cars racin from about 7pm to 9:30 pm at E. Dorothy Ln. and Powhattan. Thank you.	noise
*	I love being a Kettering resident	positive
*	I have had little contact with the Kettering police but feel they are top notch because the city of Kettering is top notch.	positive
*	I feel very safe in my neighborhood and in the city in general	positive

* I am proud to call Kettering my home and thankful to have the Kettering Police and Fire Departments protecting and serving my family and our community.	positive
* Keep doing a great job of helping to make Kettering an awesome place to live!	positive
* Overall the Kettering Police Dept has done an outstanding job. .I am 30+ year resident and have had all my concerns (break in at home) handled professionally and in a timely manner. Continue to do a great job!!	positive
* Haven't had any contact with the police lately so cannot answer specifically but in the past policeman was prompt, courteous and professional when I called to report that my car had been hit on the street in front of my home. Thanks for all you do!	positive
* Just a shout out to officer Eric Rustad, who kindly offered to help us install a baby car seat for us! He's a high quality person! Thanks!	positive
* We believe perception of police presence is very important. Kettering is tops in southwest Ohio at displaying presence. Thank you	positive
* I have only one encounter with an officer. He was helpful & courteous. I have no other encounters and therefore cannot be helpful in answering this questionnaire. Thank you.	positive
* I really do not interact with police, but I have no reason to think they are not doing a good job. I think you are doing a good job! Thank you.	positive
* They do a great job!! Trust officers to do their job!	positive
* Kettering police are very courteous and knowledgeable.	positive
* We feel very safe here in Kettering! Thanks for protecting our community!	positive
* Because I have never dealt with the police dept, I cannot answer many questions, but the 2 times I have called the police dept. the person was very friendly and helpful.	positive
* Tell your officers, if I see them ever in need I will never hesitate to help when and wherever I can. Be safe and God Bless the men and women in blue. Thank you for all you do. signed DB	positive
* In my 40 years of living here, I've only seen one negative interaction with a police officer. Pretty good track records.	positive
* On the rare occasions, we have had to contact the KPD, they have been prompt, efficient and courteous.	positive
* Keep up the good work!	positive
* Proud of our KPD!	positive
* Every contact we have had with Kettering police since we have lived in Kettering has been good! That is over 35 years. Thank You	positive
* Keep it up, great work!	positive
* Great job. But always room for improvement to excellence. Thanks for your service.	positive
* I feel very safe living in Kettering, and when I call to let Kettering Police know I'm leaving my home for several months, they will secure and watch my home. I'm very confident they will and "thank you very much"	positive
* I have so much appreciation and gratitude. Thank you for your service!	positive
* We appreciate our police.	positive
* I'm originally from Cleveland area and I notice a vast difference between them and Kettering Police. KPD seems to really care and be there when you need them. Keep it up!	positive
* I have no concerns. I feel everyone in city leadership and employment is doing the best they can do. Kettering is a safe place to live.	positive
* I did not feel I could rate things I have not had experience with. Had a good experience with reporting a dead animal.	positive
* Thank you for all you do.	positive
* I think the KPD in a positive way. I do see them on patrol in my area and that is appreciated. Many things are involved in maintaining a safe community. So I thank you all.	positive

* My father passed away in January 2021. I asked the police to drive by between 11-1 to keep a watch on (during the funeral) the property-which they did. Here is my opportunity to say Thank You!	positive
* Thank you for your service. Thank you for my freedom. God Bless America.	positive
* Animal Control officer was outstanding! I had to call this depart and in a day or so the homeowners were contacted in person by her and the dog in question had been dealt with by the owner. Thank you.	positive
* The little contact I have had with the police has been good. I have no complaints. They are doing a great job.	positive
* The policy do a phenomenal job, the dispatch team is amazing.	positive
* Very happy with our Kettering Police Department	positive
* As a retired officer from another city and a now a Kettering resident, my experiences with KPD have always been positive	positive
* overall great job...I feel safe but concerned	positive
* I think Kettering has an amazing Police Department and I stand behind you 100%. I thank each and every member for our safety and protection. I am proud to be a part of the community as a business owner and property owner in Kettering.	positive
* Everyone seems to work well together and I feel safe living in Kettering Thanks everyone for GREAT SERVICE	positive
* I think, overall, the police department is an excellent organization. I really love how well you integrate service and a caring demeanor into your job. I am proud of our “men in blue” and how they handle confrontation. I attended the Citizen’s Police Academy a few years ago and came away with an even greater appreciation of everything you do, your ongoing training, and the many areas that are part of your job. And, I love how you are a cooperative partner with other police departments when needed. Keep up the good work and thank you for all you do and all you are! Really love our KPD!	positive
* The department is doing an excellent make my family feel safe. I wish the city would increase your budget because we feel safer when more officers are around.	positive
* KPD is a solid Police Agency - interacts with the public well and coordinates effectively with other agencies to provide protection and defense to the community.	positive
* I feel that the Kettering Police Department does an outstanding service to our community.	positive
* Stay alert, stay alive and keep up the good work!	positive
* Keep on doing a great job! You are appreciated!	positive
* I moved from the city of Dayton to Kettering 12 years ago. I really appreciate the city, and it’s police department.	positive
* I could never thank you all enough for everything you do, you place your lives on the lines every single day in order to keep my family and I safe. Our police department is too notch! The dispatchers have always been calm anytime I have needed to call, with compassion and intelligence! We are blessed to have you.	positive
* I’m happy with the KPD. I would like input from the police department to the city about abandoned property, which invites crime.	positive, City
* We do have the finest police officers. However, are there enough of them for the issues of today's times? It's sad to see how out of control things are. I certainly don't have the answers but things must change to keep our city safe. The speeding and loud vehicles today are preventing us also to live peacefully in our Kettering homes today.	positive, noise

*	<p>I outlined my only suggestion earlier in the survey--community policing. I don't pretend to know your business and I have to stress that all of my interactions with KPD have been positive. There may be a reason why this isn't done. But Kettering is huge. There are parts I don't know well and I've lived here my entire life, save college. It would be great to know that Officer John Doe and Officer Jane Smith are in charge of my district, and if we have concerns we can contact them. Maybe meet with their district a couple of times a year and discuss what's going on.</p> <p>Just a suggestion. I feel safe here and a huge part of that is because of the KPD. Many thanks for that.</p>	positive, recommendation
*	<p>We could use a little more help around the light going up and down the hill on W. Stroop. Lived in Kettering 50 years. Overall, I think we live in a very safe community. I think police do a great job.</p>	positive, recommendation
*	<p>Overall great job and thank you! I think higher visibility in the community would give a sense of safety within community and a bond with our great officers!</p>	positive, recommendation
*	<p>Overall, I have very minimal concern in Kettering. I work in the district and the SROS are outstanding!</p> <p>A couple of years ago we had a theft on our outside property and KPD was very helpful and recovered our items! We find them very helpful and well trained.</p>	positive, school
*	<p>Think they do a great job overall. Appreciate the school resource officers. Need to better control speeding in neighborhoods...too many people cutting through neighborhood.</p>	positive, school, traffic/speeding
*	<p>1) More visibility in the neighborhood. 2) Interact with youth when possible. 3) speeding in neighborhood and all over Kettering. Also drivers not coming to a full stop with red light before turning right. Drivers not stopping when lights turn yellow. I've seen 2-4 go on thru on a red light then. 4) Last fall at Flesher/Russell intersection by young people who had just moved in. Also speeding down street even now around 10-11 pm and during day at times. 5) Concerned that no parking is not being enforced at Patterson and Flesher as well as the parking on sidewalk in front of Hanks is still being permitted. Look at holes at sides of sidewalk in front. An accident is going to happen. A van has backed out twice now and almost hit a neighbor. This would not be allowed in other neighborhoods. It would quickly be stopped. Give a few fines it might stop.</p>	recommendation
*	<p>When I was out of town, my ADT alarm alerted the Kettering Police Dept. The police dept. met my adult daughter at my house to investigate the matter. They questioned my daughter outdoors but did not investigate indoor. Why not? How did they know she was telling the truth? Thank God she was safe and truthful and everything indoors was ok. I think they should investigate indoors also.</p>	recommendation
*	<p>No complaints. I wonder if an officer on an electric bicycle could patrol neighborhoods and be a way to restore the value of an officer walking the neighborhoods (or riding a horse).</p>	recommendation
*	<p>Patrol neighborhoods more. Restart Neighborhood Watch. Find a way to teach new homeowners how to take care of their property, and be better neighbors.</p>	recommendation
*	<p>More police around the parks during warm months. Indian riffle park they drive four wheelers and vehicles, motor bikes on path and hill. Even city workers. Gates do not lock well. Thanks!</p>	recommendation
*	<p>Please include in a newsletter how citizen doorbell cameras can help police.</p>	recommendation
*	<p>Act faster when people call in with serious concerns. Please update them if you make a promise to and resolve issues in a timely manner. I appreciate you all for keeping the community safe and all you do for us. Just having an issue with the way my calls were handled.</p>	recommendation
*	<p>There has been an uptick in car breakins past Kettering hospital towards Moraine. I'd like to see more patrol in the area as we currently don't have much patrol this way.</p>	recommendation
*	<p>Return to use of beat assignments rather than everyone can go anywhere.</p>	recommendation
*	<p>Nobody is perfect, there is always room for improvement but I feel safe living, working, shopping, and enjoying the recreational facilities in Kettering. I do think the Kettering</p>	recommendation

Police Department could be more proactive with educating the public on crime prevention/awareness.

- * Thank you for all you do and for caring enough to send this survey. 1) Extend 35 mph speed limit on Wilmington Pike down to Southern city limit. 2) Enforce noise ordinance in the same area. There is a biker bar (Kings Point Pub) motorcycle repair shop (Hanks) and classic corvette collector with upward of 10+ cars. There are also lots of people choosing to fly and makeup lost time from surrounding shopping centers in the 40 mph zone on Wilmington Pike. 3) Better surface street egress and bypasses with more patrols on S Wilmington. recommendation
- * Overall, just making sure that officers arrive timely and make sure they are actually solving the problem. recommendation
- * When someone calls in, disturbance is usually over by the time officers come by. I think that residences should be monitored at least 2 more times. Drugs & abuse would be less if this is done. recommendation
- * The entire department needs retrained and reeducated on laws and the American constitution. recommendation
- * Bigger school presence school
- * School safety! Instead of sitting at UDF every morning when the elementary schools start there could be an officer at our around the school zone to enforce the speed. school, recommendation
- * I rarely see the police watching for speeding, following too close, and very loud vehicles. FHS has always mean Fairmont High School. Now, I think it means Far Hills Speedway. Thank you. school, traffic/speeding
- * People that speed down W. Bataan Dr. I witnessed several times a fellow neighbor speed all the time. Police were called on more than one occasion. Surveillance was captured on a home camera but the police could not use. traffic/speeding
- * I've seen a big increase in vehicles running red lights in the past couple years. This isn't limited to Kettering, but seems to be an increasing problem, I would like to see addressed in some way. traffic/speeding
- * Speed on neighborhood street . 4 wheelers and lawn mowers driving on the street. traffic/speeding
- * Increase monitoring of traffic safety issues especially distracted drivers such as texting. Driving safety issues such as speeding, lane weaving, distracted driving etc. Seems to be getting worse, not just in Kettering but everywhere. traffic/speeding
- * It would be helpful if they would monitor the cars speeding on W. Stroop Rd. between Far Hills and Kettering Hospital. traffic/speeding
- * Doing an excellent job on Stroop and Wagner with speeding. Still need more enforcement of speeding and road rage, but seeing more. Need to increase police presence. Kettering officers on Stroop & Wagner makes me feel very secure. People not taking care of property needs to be spoken to or fined. traffic/speeding
- * Need to monitor traffic lights. Every single day we see at least 4 or 5 red lights run, and not just barely! traffic/speeding
- * There are never any patrols on Schrubb, Murrell, Dogwood, Elderwood, Overland, David. Cars speed thru our neighborhoods going to the leaving NCR Country Club. They also roll thru stop signs. I have called about speeding for years and nothing is ever done about it. traffic/speeding
- * I never go out the door that I don't encounter reckless drivers, fading into my lane, sitting when light changes because they are doing other things, esp. bad on 675 & other major streets! If I see it daily why don't the police. I personally have been hit twice while stopped at a light. One just gets a slap on the wrist. His license was suspended at time of accident but by court date it had been reinstated! Nothing done to him and no points put on license! traffic/speeding
- * I like to walk to stores and just around the neighborhoods for exercise and just about every time, I use a traffic light to cross a street, I witness more than one car flying through the red light after the "walk" sign has lit. The intersections of David and Far Hills and Far Hills and Foxridge are horrible for trying to safely cross the street. I do not know what the solution is but I just wanted to inform the police about it. Thanks. traffic/speeding

*	In a town where everyone drives everywhere, traffic enforcement should be a top priority, yet I do not see a lot of traffic enforcement. Many people speed including through neighborhoods, and many people have very loud, disruptive vehicles. I would like to see the police enforcing sound ordinances and speed limits, and performing sobriety checks more often.	traffic/speeding
*	We live near Lenox Dr. and Greendale and frequently have problems with speeders. The police have always responded timely and helped because a presence is the neighborhood to slow down drivers.	traffic/speeding
*	Speed control on secondary streets (ie Oakland & Crestmont) by butcher block, traffic and safety different areas. ie pedestrian jay walkers and people leaving doors open on cars in lanes of traffic.	traffic/speeding
*	Just that many cars go through stop signs in the neighborhood and have seen cars race through red lights especially on Far Hills Ave.	traffic/speeding
*	Parking- Other towns only allow parking on one side of the street to help with congestion- no parking on side of fire hydrants.	traffic/speeding
*	More speed enforcement on Stroop Rd. So many people driving 10+ mph over the speed limit and swerving through traffic.	traffic/speeding
*	Police are overly armed. Kettering is over policed. The force should be reduced and taxes cut.	traffic/speeding, recommendation
*	When we call in for the same complaint over and over, it would be nice to feel like something is getting done. We have been calling in since before the first of the year about a loud boom going off in our neighborhood. The same location on Bauer also shot off fireworks New Year's Eve that looked like something that should be at a Delco Firework show. Too much for neighborhood. As residents that do not feel anything is getting done, it is hard to evaluate the Kettering PD as an excellent source of protection/safety.	
*	No complaints	