

Colorado Springs Police Department

Survey of Citizens

Briefed 8/22/2018 Faith Based Group

Briefed 9/26/2018 Southern Colorado Ministerial Union

Briefed 10/17/2018 Citizen Leaders Advisory Committee

Q3 How effective do you think the CSPD is in...

	Very ineffective	Somewhat Ineffective	Somewhat Effective	Very effective	% Effective	Average
Assisting victims of crime	4%	7%	41%	48%	89%	3.3
Preventing property crime in your community.	9%	15%	42%	34%	76%	3.0
Responding quickly to calls for assistance from victims of crime.	9%	16%	35%	41%	76%	3.1
Preventing violent crime in your community.	5%	11%	44%	40%	84%	3.2
Addressing traffic safety in your community.	14%	14%	35%	37%	72%	2.9
Q3 How effective do you think CSPD is in the following SUMMARY sample size = from 772 to 871; total sample size = 900; 128 missing						

In all areas, the majority of citizens found the CSPD effective

Q4 To what extent do you agree that CSPD police officers...

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	% agree
Are trustworthy	1%	3%	13%	37%	46%	83%
Give you a sense of confidence in CSPD	2%	5%	12%	41%	40%	81%
Act within the law	2%	4%	11%	40%	45%	85%
Treat people in a respectful manner	2%	4%	10%	36%	48%	84%
Are honest	2%	3%	13%	41%	42%	83%
Can be trusted to do what's right	2%	4%	13%	41%	40%	81%
Provide the same quality of service to all people.	3%	7%	16%	37%	37%	74%
Clearly explain the reason for their actions.	2%	6%	19%	38%	33%	71%
Are fair and neutral.	2%	5%	18%	40%	35%	75%
Treat everyone equally.	3%	9%	18%	37%	33%	70%

Q4 SUMMARY
sample size = from 845 to 893; total sample size = 900; 55 missing

In all areas, the majority of citizens agreed officers conduct business properly.

Q5: Statements about CSPD

Row %	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	% Agree	Average
I have confidence in CSPD police officers.	2%	3%	10%	43%	42%	86%	4.2
The CSPD does a good job in working with members of my community.	2%	4%	16%	41%	38%	79%	4.1
The CSPD has an adequate process for addressing concerns and complaints about the police.	5%	8%	33%	33%	22%	55%	3.6
The CSPD does a good job of communicating with residents.	3%	7%	19%	41%	30%	71%	3.9
Q5 SUMMARY sample size = from 783 to 892; total sample size = 900; 117 missing							

Opportunity: Communicate better with the public about how CSPD addresses concerns and complaints. (see also Q7—64% of respondents did not know about the online complaint and compliment reporting options)

Q6: Overall, how fearful are you about the following?

Row %	Very fearful	Somewhat fearful	Neutral	Not too fearful	Not at all fearful
Crime in your community	5%	27%	14%	31%	22%
Someone breaking into your house to steal things.	8%	26%	10%	29%	26%
Being robbed by someone who has a gun or knife.	10%	25%	11%	28%	26%
Being assaulted.	8%	23%	12%	29%	28%
Being stopped and questioned by police.	3%	7%	16%	22%	52%
Being involved in a traffic accident.	14%	31%	16%	19%	20%
Spending time in the downtown area during the day.	3%	11%	12%	21%	53%
Spending time in the downtown area at night.	15%	33%	12%	15%	25%

Q6 SUMMARY
sample size = from 867 to 898; total sample size = 900; 33 missing

Most afraid of:

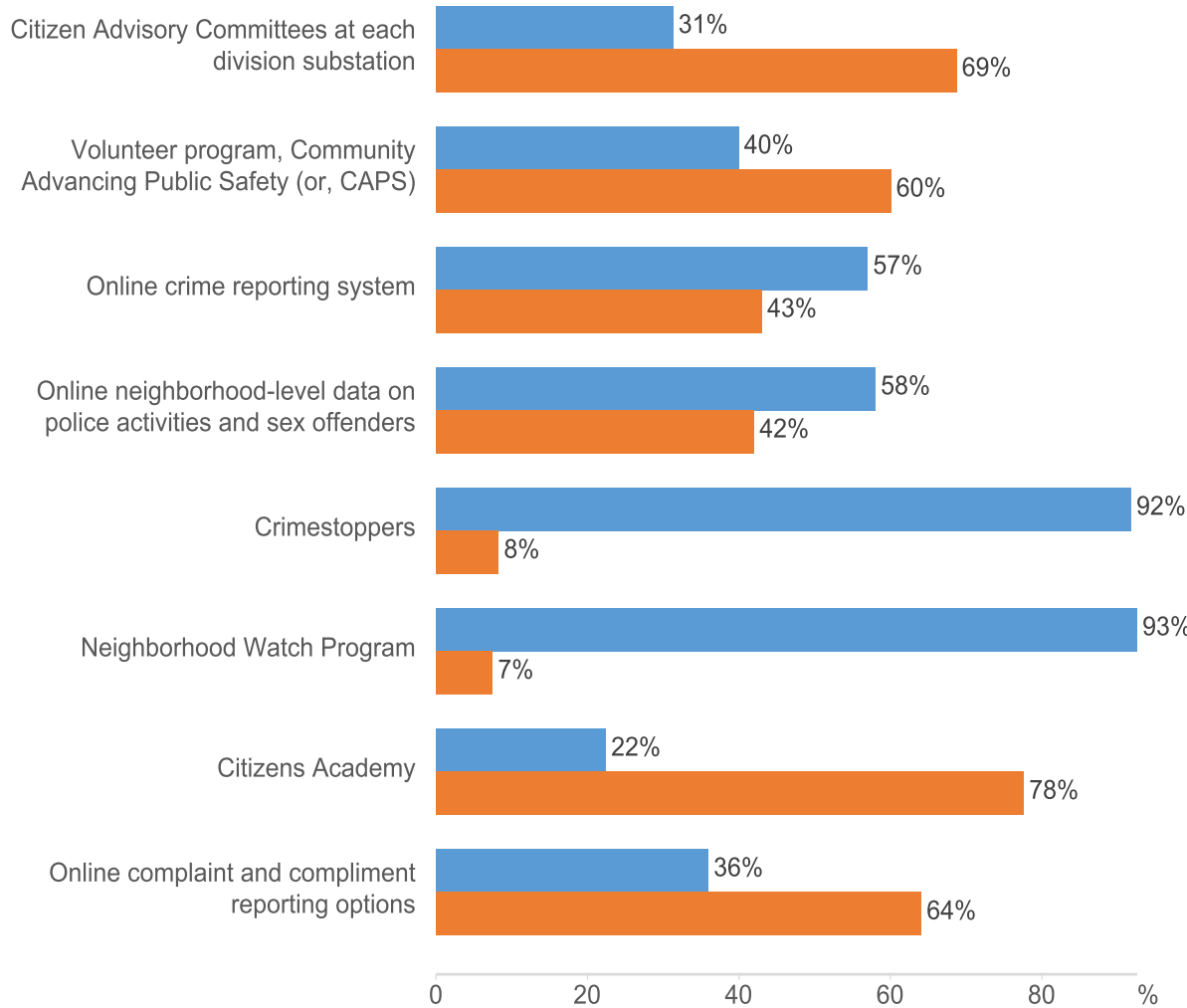
- Spending time in the downtown area at night
- Being involved in a traffic accident

**Important to note: average is equivalent of a “neutral” on the scale— not even reaching “somewhat fearful”

Least afraid of:

- Being stopped and questioned by police
- Spending time in the downtown area during the day

Q7 Have you heard of any of the following services offered by CSPD?



Best known:

- Crimestoppers
- Neighborhood Watch



Least known:

- Citizens Academy
- Citizen Advisory Committees
- Online complaint and compliment reporting options

Q7 SUMMARY

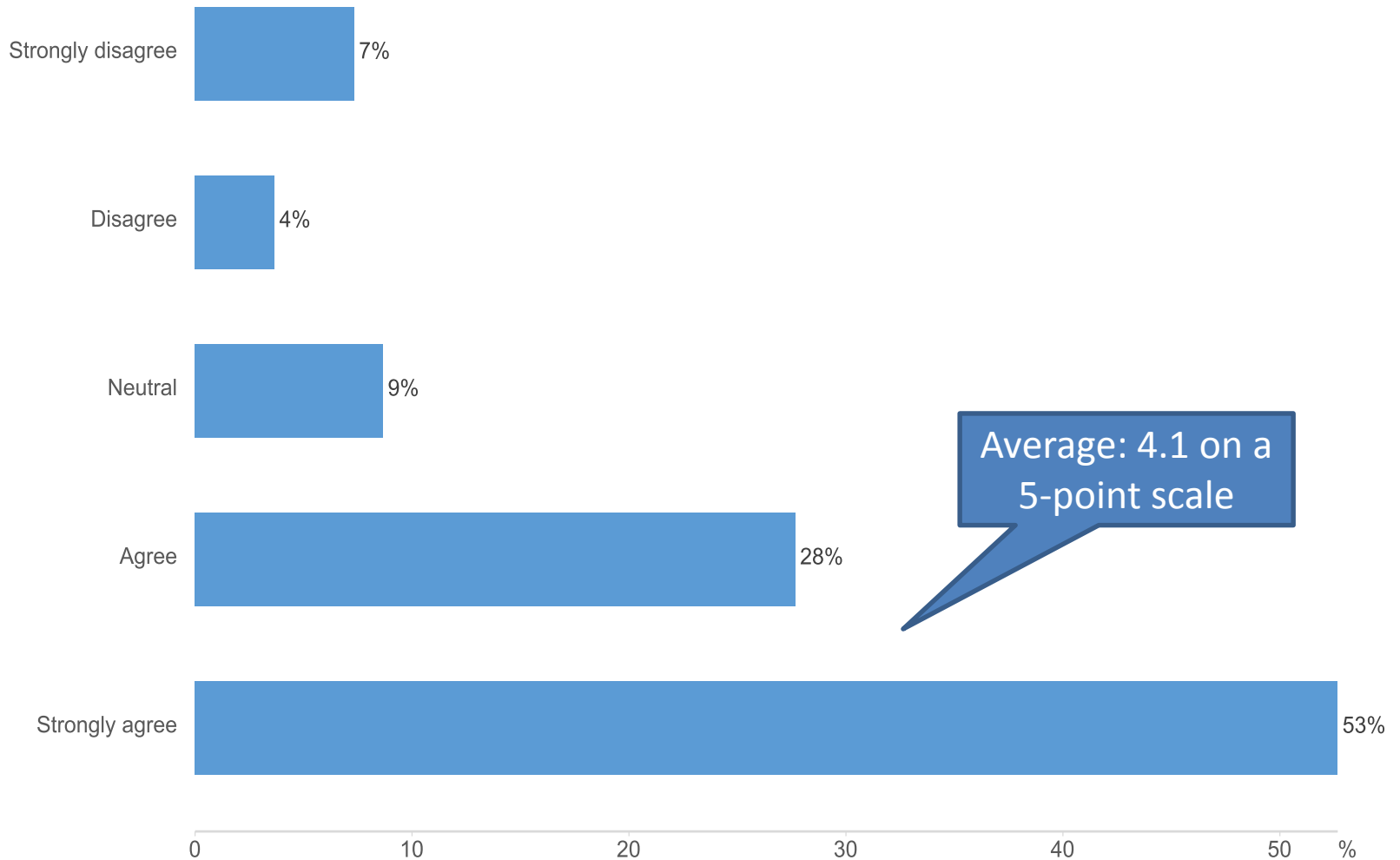
sample size = from 893 to 899; total sample size = 900; 7 missing

Question 8

In the past 12 months, have you:

1. Requested assistance from the CSPD by telephone, approaching an officer, or visiting a police station. **(34% said yes)**
2. Been stopped by a CSPD Officer while you were walking, cycling, or driving. **(11% said yes)**

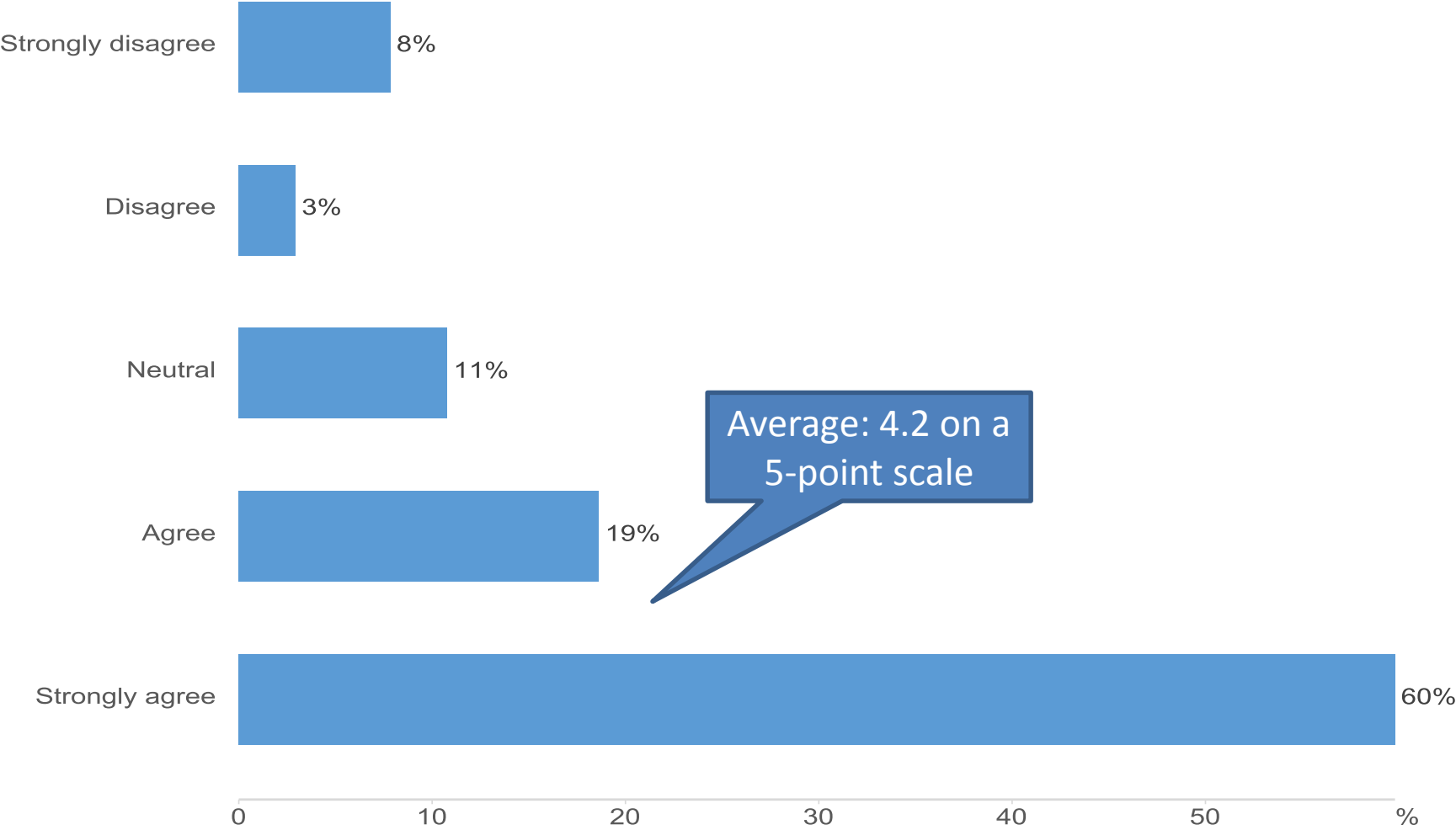
Q9: The CSPD officer(s) treated me fairly when I requested assistance. **Asked only if answer to 8(1) was yes.



Q9: If yes to 8(1), The CSPD officer(s) treated me fairly when I requested assistance. SUMMARY
sample size = 300; total sample size = 900; 600 missing

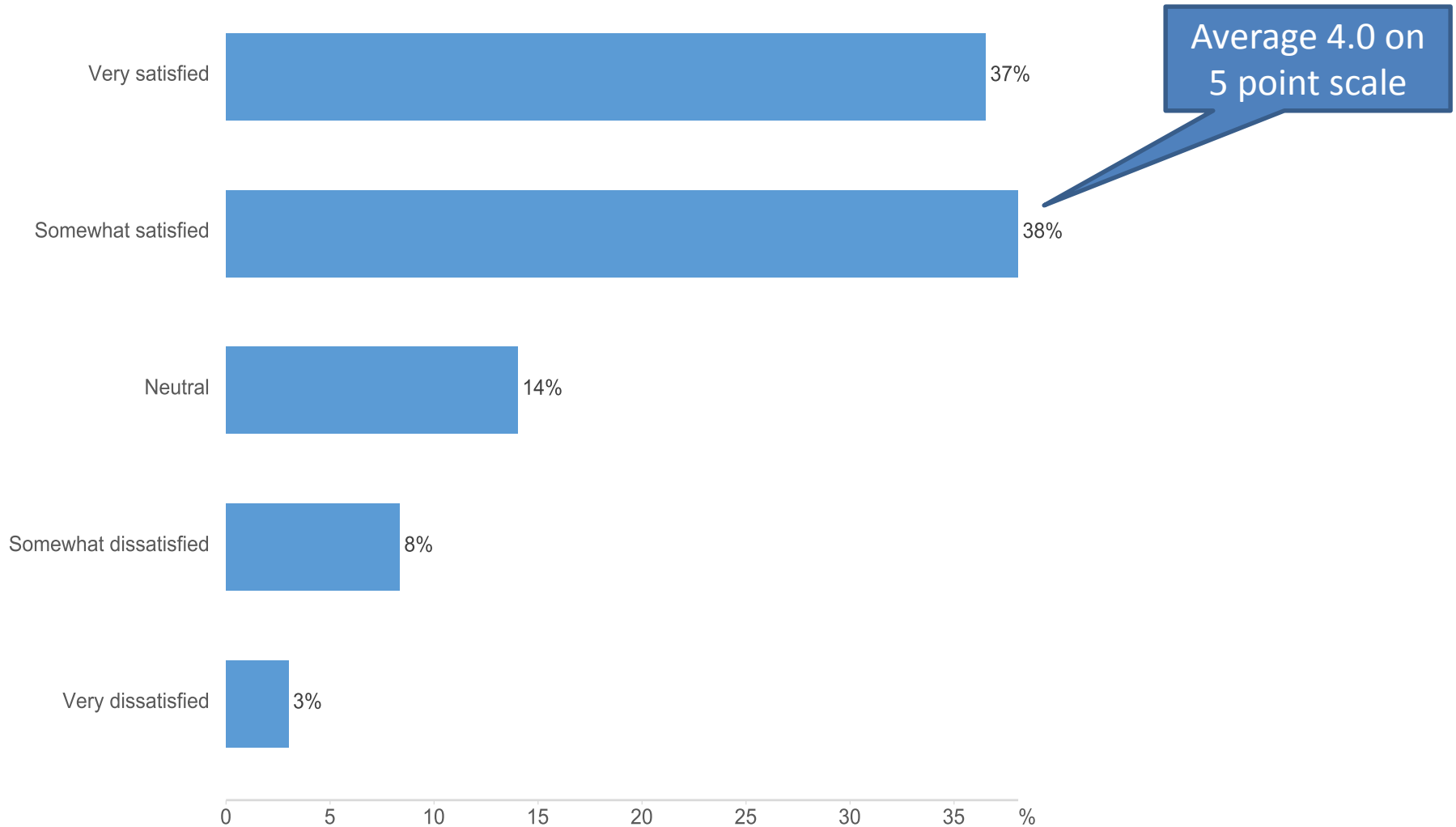
Q10: The CSPD officer(s) treated me fairly when I was stopped

**Asked only if answer to 8(2) was yes.



Q10: If yes to 8(2). The CSPD Officer(s) treated me fairly when I was stopped. SUMMARY
sample size = 102; total sample size = 900; 798 missing

Q11: Overall, how satisfied are you with the quality of police services in the City of Colorado Springs?



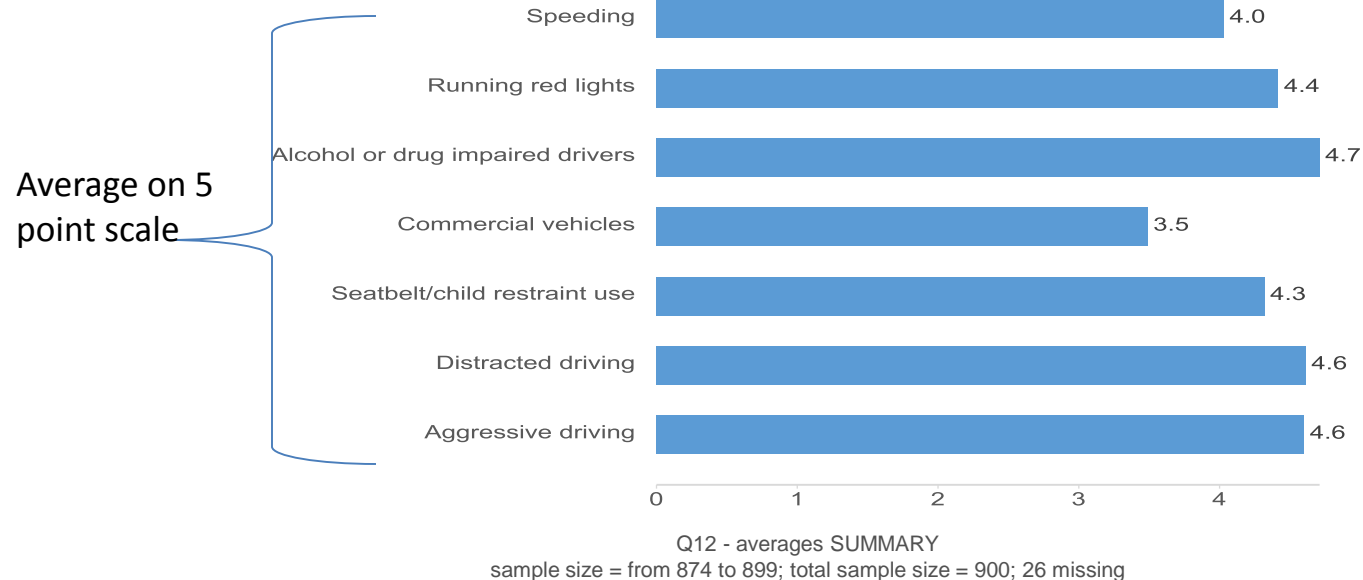
Q11: How satisfied are you with the quality of police services in the City of Colorado Springs? SUMMARY
sample size = 898; total sample size = 900; 2 missing

Q12 How important is it to you that CSPD focus its efforts on each of these traffic issues to make our roadways safer?

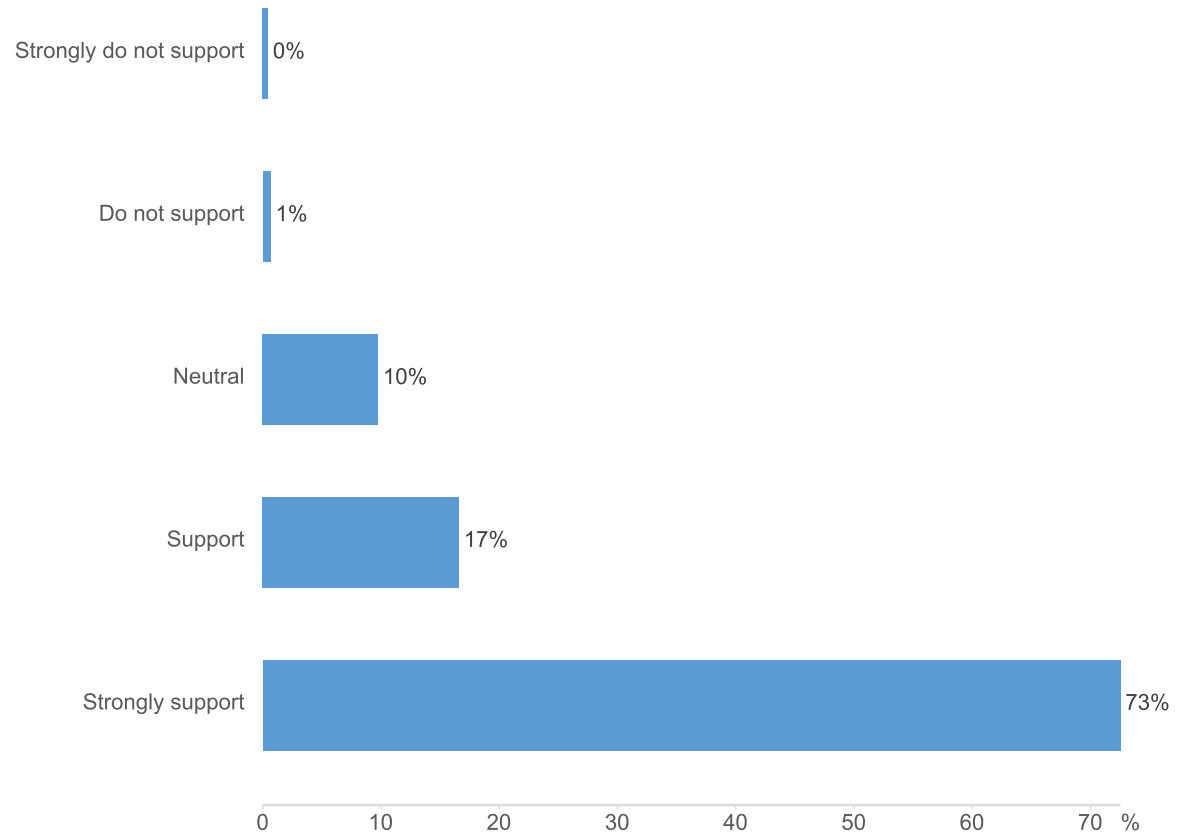
Row %	Not at all important	Slightly important	Of average importance	Important	Very important
Speeding	5%	9%	14%	24%	49%
Running red lights	3%	5%	6%	21%	65%
Alcohol or drug impaired drivers	1%	2%	3%	11%	82%
Commercial vehicles	10%	14%	24%	22%	30%
Seatbelt/child restraint use	3%	6%	11%	18%	63%
Distracted driving	1%	3%	5%	13%	77%
Aggressive driving	1%	3%	5%	14%	76%

Q12 SUMMARY
sample size = from 874 to 899; total sample size = 900; 26 missing

Most important:
Impaired drivers
Distracted driving
Aggressive driving
Running red lights



Question 13: How much do you support the use of body-worn cameras by Colorado Springs Police Officers?



Q13: Do you support the use of body-worn cameras by Colorado Springs Police Officers? SUMMARY
sample size = 892; total sample size = 900; 8 missing

Q14: Please provide any comments you have about the CSPD or how the department could improve

The most commonly cited response was no comments on how to improve. There were many compliments for CSPD. Of those that did provide a comment on improvement, the most cited comments fell into these categories:

- More resources (more officers, more people to answer 911, higher pay, etc)
- Need to increase traffic enforcement
- Need faster response times
- Increased community involvement