

Instructions: Using a pen or pencil, please select the most appropriate response to each question.

	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
1. The Chief of the Orangetown Police Department is willing to speak with citizens who have concerns about the police.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Orangetown police officers treat people equally.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Orangetown Police dispatchers answer telephone calls in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Orangetown police officers take into consideration the feelings of citizens with whom they have contact.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Orangetown police officers are consistent in the services they provide to citizens.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Orangetown police officers appear to be knowledgeable about police procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Orangetown police officers take the appropriate action when a citizen is in need of services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Orangetown police officers resolve problems effectively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Orangetown police officers address citizens in a respectful manner and appropriate tone.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Orangetown police officers remain neutral and fair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Orangetown police officers meet or exceed the expectations of citizens in responding to requests for assistance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Orangetown police officers, when handling calls for service, advise citizens of a telephone number where they may be reached should the citizen need follow-up assistance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Bias-based policing is not a problem in the Orangetown Police Department.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Orangetown police officers keep citizens informed and follow-up with them when necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
15. Orangetown police officers use fair procedures when resolving disputes in the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Orangetown police officers are knowledgeable about resources available in the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Orangetown police officers pay attention and listen to what citizens say to them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Orangetown police officers readily identify themselves to citizens with whom they have contact by providing their name and contact information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Orangetown police officers attempt to maintain a safe environment for citizens.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Orangetown police officers are well trained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Orangetown police officers follow through on commitments they make to citizens.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Orangetown police officers attend to the safety and welfare of citizens.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Orangetown police dispatchers are responsive to citizens who request services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Orangetown police officers use fair and impartial decision-making when issuing citations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. It is easy to contact the police.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Orangetown police officers take action when problems are brought to their attention.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. <u>Overall</u> , I am satisfied with the services provided by the Orangetown Police Department.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Questions continue on next page

28. How old are you today?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

29. What is your sex?

- Male
- Female

30. What is your race? [check all that apply]

- White
- Black
- Asian
- Native American
- Hispanic/Latino
- Other

31. What is your marital status?

- Never Married
- Separated / Divorced
- Widowed
- Married

32. Please select the highest level of education that you completed.

- No High School / Some High School
- High School Diploma
- Some College / Associate's Degree
- Bachelor's Degree
- Master's Degree or Advanced Degree (M.D., J.D., Ph.D., etc...)

33. Have you received a traffic citation for a moving traffic violation in the past two years?

- No
- Yes

34. Have you been arrested within the past two years?

- No
- Yes

35. If you have any other comments that you would like to share about the Orangetown Police Department, please write them below.

*Please note that due to George Mason University confidentiality regulations, we are not able to share your name or contact information with the Police Department. If you wish to speak with somebody at the Police Department, you are welcome to call ***.*

Note on Methodology

The original methodology called for the main portion of the survey (q1 to q27) to be administered to police officers and citizens. We then hoped to do perform a “gap analysis” to examine where citizens and officers differed in their appraisal of the police. The chief chose not to allow us to do the officer survey.

Response Rate

We used a mail survey with one postcard reminder and one re-mailing. We ended with a 33% response rate.