

**City of Placerville
Police Department
MEMORANDUM**

DATE: November 7, 2007

TO: City Council

FROM: George Nielsen, Chief of Police

SUBJECT: **Police Department Community Survey 2007**

The first ever community survey for the City of Placerville Police Department was conducted July through September 2007. Approximately 3200 surveys were distributed to all City residences and businesses through the City utility bills. Of the 3200 surveys distributed, 389 completed surveys were returned. This was an approximate 12% return on the surveys and is consistent with average returns on similar surveys in general.

The purpose of the survey was to gather information about services provided, additional services perhaps needed and areas of concern for the public. The strategy behind the survey is to help evaluate current service levels and areas of concern to insure that we strive to provide the best possible public safety services to our community. The survey was divided into three distinct areas; services provided and quality of that service, perceived community public safety problems or concerns and suggested future emphasis for police services. A blank copy of the survey and a spread sheet of all survey results are attached to this report.

Survey results revealed that an average of 23% of those responding had used police services. Of that group of service users an average of 69% rated the services excellent or good and 31% provided ratings of fair or poor. The ratings of poor were an average of only 15%. Regarding current problems or issues the #1 identified issue rated as a serious problem or somewhat of a problem was drug abuse. The #2 issue was alcohol abuse, #3 was domestic violence, #4 was vandalism, #5 was burglary and #6 was a tie between gangs and tobacco use by minors. Concerning future emphasis on services, the areas receiving ratings of much more and more services needed were drug enforcement #1, police patrols #2 and juvenile crime prevention #3.

There was a total of 17% of respondents who made additional comments on the survey. This was 68 comments out of the 389 surveys returned. The most frequent comments concerned Highway 50 issues. These issues included congestion at stop lights, construction too loud, running red lights, motorcycle noise and traffic violations at Spring Street. The next most common comments concerned downtown. These comments concerned youth loitering, loitering in front of bars and the need for more patrols. Other

comments had to do with transient problems in both business and residential areas, more police patrols needed in residential areas, speeding vehicles in residential areas and barking dogs.

Overall we feel the survey generally revealed that people are basically pleased with and supportive of police department services. I believe the largest current operational issue is staffing. This seems to be reflected in the survey as requests for additional police patrols and other services. The Police Department has been perpetually down 1-2 unfilled but authorized officer positions for a number of years now. This is a policing industry issue cutting across all of law enforcement. Currently there is not a law enforcement agency in the greater Sacramento area that is at full staff and the vast majority if not almost all of the agencies in California are currently not at full officer staffing.

Achieving full staffing with all positions fully trained and deployed is our #1 current operational goal. The vision for ideal deployment is to achieve the full staffing and then use two officers assigned as a Problem Oriented Policing or Special Enforcement Detail team to rapidly respond to chronic and/or emerging problems and issues. Beyond this we need to seriously consider adding officer personnel in the future to address our growing community and increasing work loads.

Respectfully Submitted,

George Nielsen
Chief of Police

Placerville Police Department - Community Survey 2007

Recap of Results

The Placerville Police Department provides a number of services and programs to the residents of Placerville. Please indicate whether or not you have used each of the following services or programs in the last 12 months. If you have, rate the quality of that service or program as excellent, good, fair, or poor. For ratings of fair or poor, please consider submitting comments on a separate page.

Services Used/Not Used			Quality of Service			
	Not Used	Used	Excellent	Good	Fair	Poor
Police Protection	72%	28%	36%	33%	21%	10%
Crime Prevention	77%	23%	21%	31%	31%	17%
9-1-1 Dispatch	68%	32%	51%	32%	9%	8%
National Night Out	67%	33%	61%	32%	1%	6%
Traffic Services	82%	18%	11%	49%	16%	24%
Response to Calls	65%	35%	31%	40%	12%	17%
Contact/Follow Through	72%	28%	24%	27%	16%	33%
Youth Services	94%	6%	23%	23%	15%	39%
COPPS Program	99%	1%	20%	40%	40%	0%
Volunteer Programs	91%	9%	55%	39%	0%	6%
Overall Police Services	56%	44%	33%	48%	12%	7%

In your opinion, are each of the below issues a serious problem, somewhat of a problem, not much of a problem, or not a problem at all in Placerville?

Percentage from all respondents	Serious Problem	Somewhat of a Problem	Not Much of a Problem	Not a Problem	Don't Know
Alcohol Abuse	40%	40%	8%	0%	12%
Drug Abuse	56%	32%	2%	0%	10%
Domestic Violence	36%	34%	11%	0%	19%
Sexual Assault	16%	36%	19%	0%	29%
Hate/Bias Crimes	13%	41%	21%	4%	21%
Burglary	23%	40%	18%	0%	19%
Vandalism	31%	36%	16%	3%	14%
Traffic Violations	26%	31%	20%	4%	19%
Bicycle Violations	4%	18%	33%	12%	33%
Youth Crimes	13%	40%	16%	2%	29%
Truancy	9%	27%	18%	1%	45%
Gangs	22%	39%	12%	2%	25%
Tobacco Use By Minors	28%	33%	15%	3%	21%
Graffiti	12%	44%	25%	5%	14%
Noise	14%	33%	30%	9%	14%
Other	0%	0%	0%	0%	0

Compared with current service levels, how much should the Placerville Police Department emphasize each of the following programs in the future?

Percentage from all respondents	Much More	More	The Same	Much Less	Don't Know
Police Patrols	22%	43%	24%	0%	11%
Juvenile Crime Prevention	28%	36%	23%	0%	13%
Traffic Enforcement	22%	26%	39%	3%	10%
National Night Out	6%	15%	55%	4%	20%
Crime Prevention	19%	38%	29%	1%	13%
Drug Enforcement	30%	39%	15%	3%	13%
Criminal Investigation	19%	30%	28%	0%	26%