

Online Community

Survey

Results



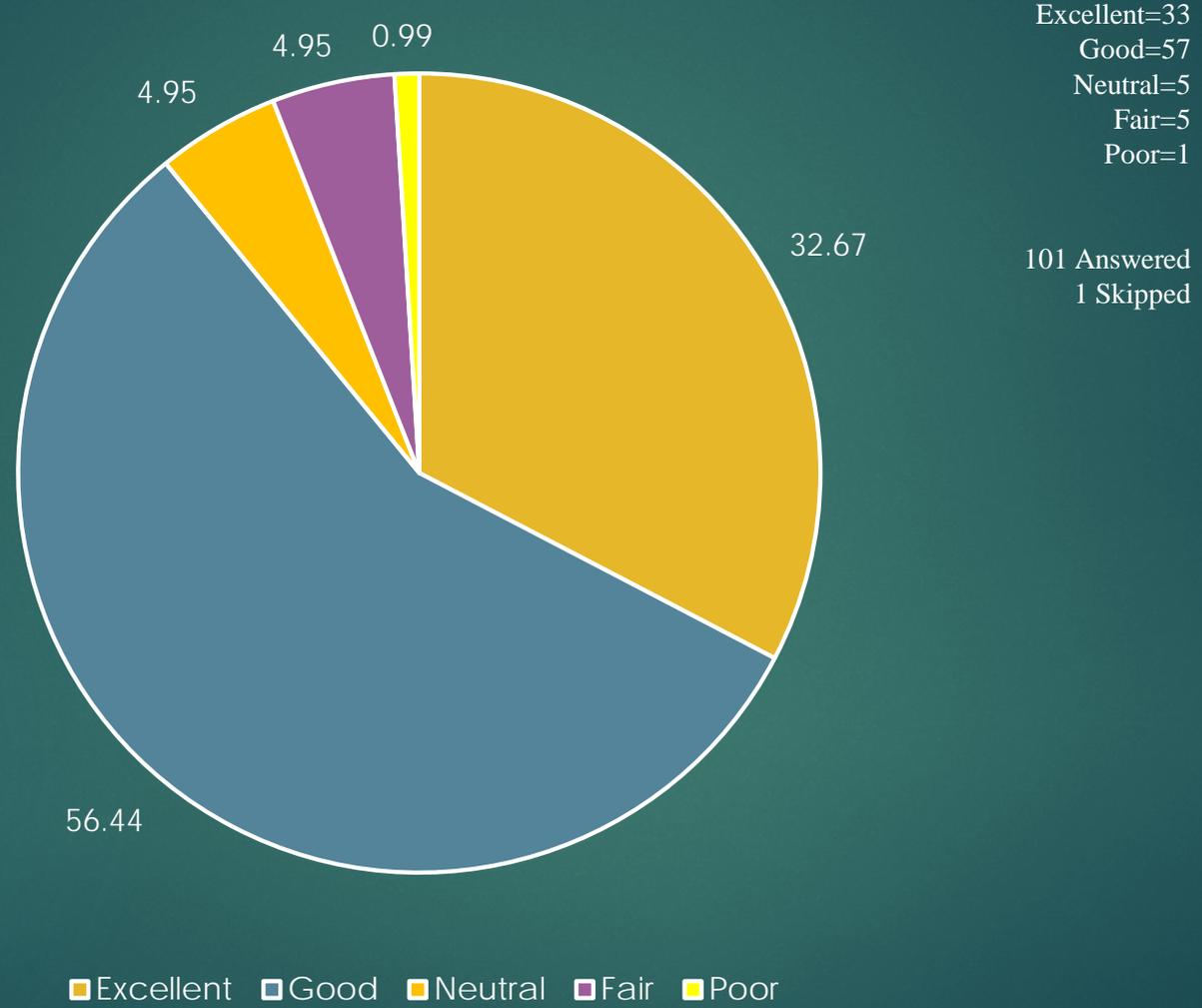


The customer satisfaction survey was designed to give us an idea on what we need to improve on. The survey was created using the website eSurv and went live on August 22<sup>nd</sup> 2016 and concluded September 30<sup>th</sup> 2016. It consisted of 14 multiple choice and open-ended questions.

The results of the survey can be found in the following slides. This was a great opportunity for us to learn what areas we need improvement in. We plan to publish this survey again in the future to make sure we are living up to the expectations of our citizens.

We had 102 people take the survey with a majority of the responses being positive. The following slides will break down the results of the survey.

# 1. Overall Performance of the NLPD



Most respondents had contact with the police department in the last 12 months. The majority from a community event, closely followed by a call to dispatch and a casual encounter. None of the respondents were people that were arrested.

2. Have you had contact with the NLPD in the last 12 months?

Yes-74

No-27

Skipped 1

3. If you had contact with the NLPD in the last 12 months, what was the nature

Called dispatch-24

Traffic contact-13

Community event-28

Casual encounter with an officer-23

Arrested-0

Other-14

Skipped-23

For those who chose to write in the other box, those reasons are:

To de-escalate a situation between teenage son and self  
Talked about community happenings  
Community events such as Salute to Summer, public speaking engagements, BBQ, summer lunch program  
Rec center  
Traffic contact  
Peers  
Vehicle unlock  
Motorist assist  
Patrolling the neighborhood  
Animal call  
Theft call  
Noise Complaint  
Neighbor dispute  
Lost child  
Parking ticket  
Medical call  
Suspicious person call  
Officer following too close

4. Did the officer explain his or her actions and explain the law?

Yes-29

No-3

Not Applicable-52

Other-1 (Phone call was not returned)

5. Did the officer you had contact with act in a courteous and professional manner

Yes-72

No-4

Skipped-26

6. Please indicate how satisfied you were with the overall outcome of your contact with the officer

Very satisfied-41

Satisfied-26

Neutral-6

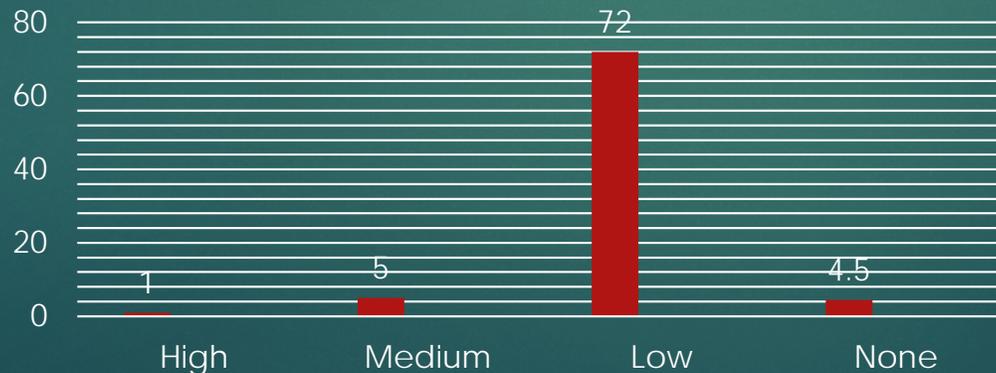
Dissatisfied-1

Very dissatisfied-1

Other-2 (never showed up; did not get a ticket, very minor traffic offense regarding registration, but he was unnecessarily rude; satisfied with calling in to report a robbery, NOT satisfied with the way these officers chase cars and tailgate them)

Skipped-25

7. How would you rate the crime frequency in your neighborhood?



## 8. Please review the areas below and indicate your level of concern within North Liberty

	Major Concern	Minor Concern	No Concern	Responses	Total
Youth hanging out	6.06%	51.52%	42.42%	99	6%
Violent crime	6.12%	37.76%	56.12%	98	6%
Neighborhood disputes	1.02%	46.94%	52.04%	98	6%
Animal complaints	5.15%	45.36%	49.48%	97	4%
Vandalism/Graffiti	3.06%	30.61%	66.33%	98	6%
Fraud/Identity theft	11.22%	31.63%	57.14%	98	6%
Property maintenance	11.22%	50.00%	38.78%	98	6%
Home/Vehicle burglary	12.12%	62.63%	25.25%	99	6%
Auto theft	4.04%	38.38%	57.58%	99	6%
Drug use/Sales	21.43%	43.88%	34.69%	98	6%
Traffic violations	15.15%	57.58%	27.27%	99	6%
Traffic accidents	14.58%	52.08%	33.33%	96	5%
Domestic violence	9.28%	47.42%	43.30%	97	5%
Noise problems	8.16%	42.86%	48.98%	98	6%
Unsupervised children	11.22%	43.88%	44.90%	98	6%
School Problems	11.11%	36.36%	52.53%	99	6%
Public parking violations	6.12%	32.65%	61.22%	98	6%
Civil issues	0%	39.18%	60.82%	97	5%

### Other Answers:

\*Suspect that lived on their street

\*Racial tension, inequality, discrimination

\*Traffic flow mornings and evenings

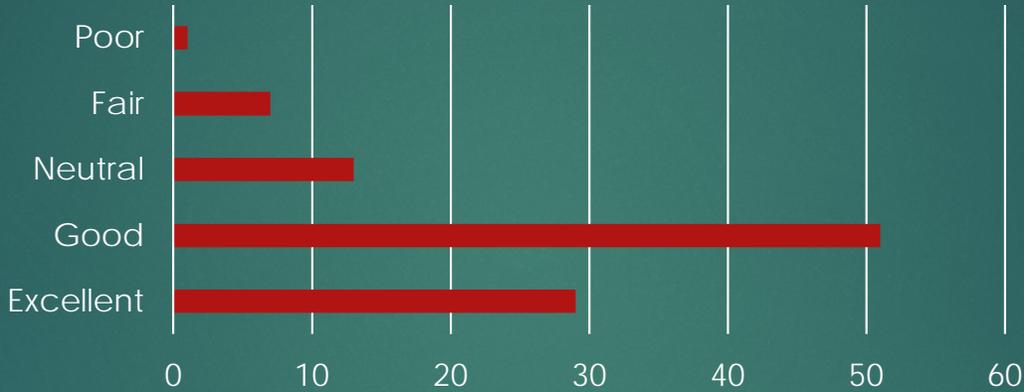
\*People not obeying stop signs. Not enough officers on duty. Too busy patrolling schools and not doing enforcement elsewhere

\*Bikers not following laws

\*Angry drivers



9. Please rate how you feel the relationship is between the residents of North Liberty and the NLPD



## 10. What improvements, if any, would you suggest to the North Liberty Police Department

More interactions. Have an open house
More community policing in neighborhoods that aren't low income
Get to know who we are as people
Keep up with community policing/talking with kids
Diversity
Citizen review board, minority hires
I like seeing cops driving around 8PM-12AM
Continue community engagement
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Bicycle presence on the trails, especially Muddy Creek trail.
No concerns
I have never had a situation with them myself.
We live on a circle street. I don't think our street is ever patrolled.
I would like to see some sort of log of service calls, just so that I can have some idea if there are problems in my neighborhood that I don't see.
Heavy on the social media:Facebook, Twitter, Instagram... This allows the public to interact with the PD / see what they are doing in the community...otherwise all they see is a patrol vehicle driving around. Facebook for the 22 - 60 y/o Twitter for the 8 - 22 y/o Instagram for the 8 - 22 y/o Build your outreach young. As the children and citizens age, your following will continue to grow and transition to the appropriate social media outlet. Be Safe. Dave Mc
How about directing the snarled traffic by the schools instead of standing on the corners?
I have a child with disabilities, I would love to see our officers attend some mental health awareness training, and to have a team of officers that can be dispatched to mental health situations. Also to have a female officer attend every domestic violence call, I know I never would have walked away from my daughters father had it not been for the care and advice of the female officer that day. Back to mental health awareness, we had to call 911 one day when my daughter wandered away before school started, the officers that responded were calm and non-judgmental, they helped us stay calm and locate her, we were very impressed with their care and concern for my child that day.
More foot patrols and public interaction
Not really a police issue but aren't you guys worried about that intersection by your department. That 2-way stop is so so dangerous. Make it a 4-way. Otherwise, I can't think of anything. The NLPD has been very prompt and courteous when called and not authoritative during traffic stops. Unfortunately, I know because I have a lead foot.

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Stop enforcing vice laws that don't infringe on anyone's natural rights.

I think there are times that we need more police presence in the community. We are a growing community and would benefit from a few more officers- especially in the mornings before school :)

Stronger citations for drivers that are at-fault in bicycle accidents.

I would like to see NLPD take a vow against racial profiling and unnecessary force during arrest as a result of recent high profile police murders of civilians. I would also like to see continued education and awareness of police officers in dealing with the mentally ill and the neuro diverse in order to protect their safety during apprehensions and police confrontations.

Reduce unnecessary stops, I.e. Tinted windows

Please be aware of children walking to and from school as the busing has ceased in areas. PLEASE.

Just smile occasionally or wave when you're not on a call or just monitoring traffic. Seeing a police presence at Penn Elementary during start/finish times is something I greatly appreciate and does so much more to show how great of a community North Liberty is to residents and children. Ultimately, an officer's job is to protect and serve the community. I think NLPD does a good job doing that compared to many PDs in the area.

Keep doing what you do! We will keep supporting the blue!

Wave back!

Wave more at people. Maybe stop and say hi from time to time while in neighborhoods.

My contact with NLPD was after being hit by a driver while I was riding my bicycle through the intersection at 965 and Forevergreen. I was taken by JCAS to UIHC after talking to a couple of officers (I don't know how many, I was a little bit in shock). The staff at UIHC was very surprised that an officer didn't accompany me or even come to the hospital to check up on me following the incident. I was more than a little unhappy to hear that a driver's carelessness that could have killed me resulted in nothing more than a "failure to yield" citation, and it sounds like, even if she had killed me, it would have been the same. After contacting NLPD the next day, an officer did bring my bike to my house, which was appreciated, and took a statement from me then.

None, but my perspective is that of a middle-aged white male, so I think that should be taken into consideration. I feel that the NLPD does a good job keeping our community safe, and I thank them for their service to our community.

I would like there to be more opportunities for positive interaction.

Monitoring school traffic better

I can't complain, I've had contact with the NLPD with one traffic violation, and several community events over the last 7 years that I've been a resident of NL. I regard the NLPD very highly. I appreciate the time they take to be involved in the community and have had several occasions that they have talked to my kiddos and helped them to feel safe in our community. Keep up the great work NLPD! We love what you're doing.

When patrolling just stop and talk to people for 3-5 minutes. You might be surprised what you would learn.

Should be on social media. Should have an internet site to check local things happening.

I've lived in NL since I was born. One thing I can really really appreciate is the fact that it's hard to go 10 minutes without seeing a patrol car patrolling in any area of NL. This is great. This creates visibility to the community and is a fantastic way to combat crime.

It's often said that it seems like there are a LOT of police officers for a community of this size/population.

Improve flow of traffic before school and after school specially between Penn and Garner! Need officers to patrol traffic to let people get their children to school safely and on time, as well as the residents who need to get to work on time.

You don't need to know where I'm going. You don't need to know where I'm coming from. You don't need to have your partner act sly to look around my car while we're talking to see if there are any infractions you can get. Either give me warning or give me a ticket based on the info you have.

As mentioned above. More traffic enforcement. People in NL think that stop signs are suggestions or yield signs. That goes for both cars and bikes.

Pay attention to bikers and people that are texting while driving. Bikers like to ride through stop signs and red lights, and refuse to ride in bike lanes to stay clear to the side of the road. Texting and driving is a very dangerous activity and drivers should be pulled over and given tickets.

Monitor vehicle speed on Deerfield Dr.

Enforce city ordinance for bicycles using trail sidewalks, especially when they are holding up traffic.

Please consider Public Relations and impressions made by officers. It's sad to constantly witness officers texting while driving. I suppose it's in the line of duty but I would recommend hands free or special training (they're not driving well). I'm very pleased to see your decoy patrol cars for speed control but sad to see the vehicle parked right next to a fire hydrant in front of a school on the sidewalk, big time hazard, lack of observation and insight (seconds count). Would be nice if the conditional speed limit signs listed Mon- Friday or when children are present or flashing yellow like Weber. Would be nice to have warning signs for bicycle & rec trail below the stop signs for motorists (awareness). Might help patrol guards from getting run over (crazy things happen). Please consider changing the stop signs on trails to yield signs like most of the other cities (litigation issues). Please consider additional lighting or motion detection in high crime drug areas open these areas up (like behind rec center. Beaver Creek Park. Thank you your work is appreciated.

You have a bad policeman on your department. You need to find him. Young men both in cars and on foot are being stopped by police for little to no reason at all. A young black man I know was stopped twice for no reason at all. He was dressed in his work uniform walking home after his shift from a fast food establishment. He was questioned and forced to produce ID. I repeat that he was doing nothing but walking home. When questioned he was told that this is a "white" neighborhood. There is no such thing as an "all white neighborhood" and North Liberty is certainly not one. He feels oppressed and I encouraged him to phone the captain of the police department. It is their job to protect him while he walks home not harass him. The other complaint comes from a parent of a high-achieving college age boy. He is caucasian. He was stopped in his perfectly legal car within town limits because his license plate light was not bright enough. I have never heard of any such ordinance about a license plate bulb. Certainly he has to have a bulb but any old car would be subject to an officer saying a bulb is not bright enough for his taste. It was really just a reason for the policeman to pull over a young man and establish his condition. It is plain and simply harassment. If I did not know better, I would think he was trying to fill a ticket quota established by his department. Of course, we do not have those.

generally good place to live. focus on important issues not on petty

Stop harassing people coming home from work at night. I drove for 8 hours through Iowa City and Coralville and the SECOND I enter North Liberty an officer feels the need to break the law to catch up to my car and drive dangerously close to me to see where I'm going. Only in North Liberty does this happen..

I think they need a K9 and a school officer

more traffic control or more officers for traffic control. Bikes on city streets and not using the bike paths. Several dogs off leash and going to the bathroom in yards. Owners should receive a ticket.

## Demographics

11. Please indicate your race:

White-89  
Latin American/Latino-1  
African American/Black-1  
Native American/American Indian-1  
Asian/Pacific Islander-2  
Other-5

12. What is your age

Range: 15-72  
Average-39.76  
Median-37.5

13. What is your gender:

Male-34  
Female-62  
Other-2  
Answered: 98  
Skipped-2

14. What is your zip code

98 people responded with 52317