


# Southwestern Regional Police Department Survey Results

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# Overview of Survey:

**Part I:** Demographics

**Part II:** Safety

**Part III:** Professionalism and Overall Satisfaction

**Part IV:** Incidents with Police

# Methodology:

- ❑ Research design: Study was conducted in Southwestern Pennsylvania
  - Twtps. of North Codorus, Heidelberg, Manheim, and Spring Grove Borough
- ❑ Survey distribution: SWRPD was tasked with survey mail distribution to 1,526 Southwestern civilian homes
  - Both voluntary and anonymous
- ❑ Data collection: Once surveys were completed, they were mailed to York College of Pennsylvania
- ❑ Data analysis: A frequency analysis was conducted to examine the data

# Survey Distribution Per Municipality:

Number of surveys distributed:

NCT: 755

HT: 273

MT: 240

SGB: 258

Total: 1,526

# Response Rates Per Municipality:

Number of surveys received:

NCT: 260

HT: 89

MT: 73

SGB: 76

Not specified: 59

Total: 557

# Demographics: Gender, Age, and Race

Gender	Overall	NCT	HT	MT	SGB	Not specified
Male	55%	58%	63%	43%	49%	57%
Female	45%	42%	37%	57%	51%	43%

→ Majority Gender: Male

Age	Overall	NCT	HT	MT	SGB	Not specified
Average	60	60	60	57	59	64
Range	27- 96	27-94	32-93	31-86	29-84	32-96

→ Majority Age: 60

Race	Overall	NCT	HT	MT	SGB	Not specified
White	97%	99%	94%	99%	96%	98%

→ Majority Race: White

# Demographics: Ownership, Residence, and Reside With?

<b>Ownership</b>	<b>Overall</b>	<b>NCT</b>	<b>HT</b>	<b>MT</b>	<b>SGB</b>	<b>Not specified</b>
Owns	97%	99%	100%	100%	88%	97%

<b>Residence</b>	<b>Overall</b>	<b>NCT</b>	<b>HT</b>	<b>MT</b>	<b>SGB</b>	<b>Not specified</b>
Apartment	1%	0%	0%	0%	5%	4%
House	97%	98%	100%	99%	92%	93%
Other	2%	2%	0%	1%	3%	3%

<b>Reside with</b>	<b>Overall</b>	<b>NCT</b>	<b>HT</b>	<b>MT</b>	<b>SGB</b>	<b>Not specified</b>
Self	15%	17%	6%	10%	25%	16%
Spouse and/or children	81%	80%	89%	88%	68%	80%
Other	3%	2%	5%	2%	7%	4%

→ Majority Ownership: Owns

→ Majority Residence Type: House

→ Majority of Who Respondents Reside with: Spouse and/or children

# Demographics: Education

Education	Overall	NCT	HT	MT	SGB	Not specified
Less than HS	4%	3%	1%	3%	1%	16%
HS grad	34%	35%	34%	29%	39%	31%
Some college	27%	30%	24%	32%	22%	23%
College grad	22%	21%	28%	20%	22%	21%
Grad school	12%	10%	13%	15%	15%	9%

- Significant: Variation among HS Grad, Some college, College grad
- Majority Education Level: High School Graduate



# Demographics: Employment and Income

Employment	Overall	NCT	HT	MT	SGB	Not specified
Full time	51%	54%	51%	52%	45%	45%
Part time	9%	8%	11%	10%	16%	6%
Unemployed	2%	2%	2%	1%	2%	2%
Retired	38%	36%	36%	37%	37%	47%

→ Majority Employment Status: Full time

Income	Overall	NCT	HT	MT	SGB	Not specified
0-14,999	4%	4%	0%	5%	7%	8%
15,000-29,999	12%	15%	7%	6%	14%	12%
30,000-44,999	20%	18%	22%	23%	18%	38%
50,000.00-64,999	20%	18%	25%	17%	24%	15%
over 65,000	42%	45%	46%	49%	37%	27%

→ Majority Income: Over \$65,000

# Safety:

	<b>Overall</b>	<b>NCT</b>	<b>HT</b>	<b>MT</b>	<b>SGB</b>	<b>Not specified</b>
Night-Home	97% 3%	97% 3%	98% 2%	99% 1%	96% 4%	96% 4%
Day-Home	98% 2%	98% 2%	97% 3%	99% 1%	97% 3%	94% 6%
Night-Walk	81% 19%	82% 18%	81% 19%	81% 19%	81% 19%	74% 26%
Day-Walk	97% 3%	97% 3%	94% 6%	99% 1%	96% 4%	94% 5%

→ Common trend among all municipalities was safe and very safe.

# Professionalism:

	Overall	NCT	HT	MT	SGB	Not specified
Professional image is displayed	91% 8% 1%	92% 6% 2%	93% 7% 0%	83% 17% 0%	87% 10% 3%	92% 4% 4%
Presence is appropriate	73% 20% 7%	78% 16% 6%	76% 20% 4%	68% 22% 10%	64% 30% 6%	65% 25% 10%
Police are approachable	90% 8% 2%	91% 6% 3%	91% 7% 2%	85% 14% 1%	87% 10% 3%	95% 3% 2%

→ Common trend among all municipalities is that respondents either agree or strongly agree with statements regarding professionalism.

# Satisfaction:

	<b>Overall</b>	<b>NCT</b>	<b>HT</b>	<b>MT</b>	<b>SGB</b>	<b>Not specified</b>
Highly Dissatisfied	<1%	<1%	0%	1%	0%	0%
Dissatisfied	2%	1%	2%	3%	1%	6%
Neutral	10%	9%	10%	10%	9%	9%
Satisfied	41%	39%	9%	57%	47%	44%
Highly Satisfied	46%	50%	59%	29%	43%	41%

→ Common trend of all municipalities based upon satisfaction was satisfied and highly satisfied.

# Interaction Time:

No interaction: 27%

Under 6 Months: 12%

6 months-1 year: 13%

1 year-5 years: 32%

Over 5 Years: 16%

# Incidents with Police: Breakdown of Those Who Had Interactions

## 1. Victim of Crime: 9%

- Robbery
- Theft

## 2. Traffic Accident: 7%

## 3. Traffic Violation: 6%

## 4. Neighborhood Concern: 15%

- Common inconveniences (noise incidents, disputes, individuals under the influence.)

## 5. Vandalism: 6%

## 6. Other: 35%

- Medical
- House alarms
- Casual encounters

## 7. Do not wish to state: 8%

## 8. Multiple reasons: 14%

# Specifics of Interaction:

	<b>Highly satisfied and satisfied</b>	<b>Neutral</b>	<b>Highly dissatisfied and dissatisfied</b>	<b>N/A</b>
Timely manner	77%	6%	3%	14%
Appropriate level of control	78%	7%	2%	13%
Communicated well	87%	3%	3%	6%
Respectful treatment	89%	3%	3%	4%
Professional appearance	91%	2%	1%	5%
Professional demeanor	89%	4%	2%	4%
Concern of safety	84%	4%	4%	8%
Resolved problems	77%	7%	4%	12%
Met expectations	80%	7%	6%	7%
Call answered quickly	64%	22%	1%	28%
Call was professional	67%	3%	1%	28%

# Satisfaction: Pre and Post Interaction with SWRPD

	<b>Pre</b>	<b>Post-highly dissatisfied</b>	<b>Post dissatisfied</b>	<b>Post neutral</b>	<b>Post satisfied</b>	<b>Post highly satisfied</b>
Highly dissatisfied	<1%	100%	0%	0%	0%	0%
Dissatisfied	<1%	25%	50%	0%	25%	0%
Neutral	7%	7%	0%	65%	13%	13%
Satisfied	33%	0%	3%	3%	70%	24%
Highly satisfied	51%	1%	1%	1%	1%	96%

→ Consensus among all municipalities was high satisfaction with their pre and post interaction with SWRPD.



# Findings by Municipality: Overall Satisfaction

## Highly satisfied:

127: NCT

51: HT

20: MT

30: SGB

22: NS

## Satisfied:

100: NCT

25: HT

40: MT

35: SGB

24: NS

## Highly dissatisfied:

2: NCT

1: MT

## Dissatisfied:

3: NCT

2: HT

2: MT

1: SGB

3: NS

# Findings for North Codorus Twp.:

**Majority gender:** Male

**Age:** 60

**Race:** White

**Ownership:** House

**Resides with:** Spouse/ children

**Education level:** HS Grad

**Employment:** Full time

**Income:** Over 65,000

**Awareness to website:** Not aware

**Safeness at night and during day:** Very safe

**Safeness walking at night and during day:** Safe

**Police professionalism:** Strongly agree

**Police presence:** Agree

**Approachable:** Strongly agree

**Satisfaction overall:** Highly satisfied

# Findings for NCT Cont.:

**Interaction time:** 1-5 years

**Reason for interaction:** Other

**Officers present:** 1

**Timely manner of response:** Highly satisfied

**Control of officer:** Highly satisfied

**Communication:** Highly satisfied

**Treatment by officers:** Highly satisfied

**Appearance of officer:** Highly satisfied

**Professional demeanor of officer:** Highly satisfied

**Officer concern for safety:** Highly satisfied

**Officers problem resolution:** Highly satisfied

**Civilian expectations of encounter:** Highly satisfied

**Phone call answer time:** Highly satisfied

**Manner of phone call:** Highly satisfied

**Satisfaction with police prior to interaction:** Highly satisfied

**Post satisfaction with police post interaction:** Highly satisfied

# Findings for Heidelberg Twp.:

**Majority gender:** Male

**Age:** 60

**Race:** White

**Ownership:** House

**Resides with:** Spouse/children

**Education level:** HS Grad

**Employment:** Full time

**Income:** Over 65,000

**Awareness to website:** Not aware

**Safeness at night and during day:**  
Very safe

**Safeness walking at night and during day:** Very safe

**Police professionalism:** Strongly agree

**Police presence:** Strongly agree

**Approachable:** Strongly agree

**Satisfaction overall:** Highly satisfied

# Findings for HT Cont.:

**Interaction time:** 1-5 years

**Reason for interaction:** Other

**Officers present:** 1

**Timely manner of response:** Highly satisfied

**Control of officer:** Highly satisfied

**Communication:** Highly satisfied

**Treatment by officers:** Highly satisfied

**Appearance of officer:** Highly satisfied

**Professional demeanor of officer:** Highly satisfied

**Officer concern for safety:** Highly satisfied

**Officers problem resolution:** Highly satisfied

**Civilian expectations of encounter:** Highly satisfied

**Phone call answer time:** Highly satisfied

**Manner of phone call:** Highly satisfied

**Satisfaction with police prior to interaction:** Highly satisfied

**Post satisfaction with police post interaction:** Highly satisfied

# Findings for Manheim Twp.:

**Majority gender:** Female

**Age:** 57

**Race:** White

**Ownership:** House

**Resides with:** Spouse/children

**Education level:** Some college/Technical school

**Employment:** Full time

**Income:** Over 65,000

**Awareness to website:** Not aware

**Safeness at night and during day:** Safe

**Safeness walking at night and during day:** Safe

**Police professionalism:** Agree

**Police presence:** Agree

**Approachable:** Agree

**Satisfaction overall:** Satisfied

# Findings for MT Cont:

Have you ever had interaction with the Southwestern Regional police for any reason?

NO

# Findings for Spring Grove Borough:

**Majority gender:** Female

**Awareness to website:** Not aware

**Age:** 59

**Safeness at night and during day:** Safe/  
Very safe

**Race:** White

**Safeness walking at night and during day:**  
Safe/ Very safe

**Ownership:** House

**Resides with:** Spouse/ children

**Police professionalism:** Strongly agree

**Education level:** HS Grad

**Police presence:** Agree

**Employment:** Full time

**Approachable:** Strongly agree

**Income:** Over 65,000

**Satisfaction overall:** Satisfied



# Findings for SGB Cont.:

Have you ever had interaction with the Southwestern Regional Police for any reason?

No

# Common Trends Among Open-Ended Responses:

## Nature of use:

- Local reports
- Contact information
- Recent news and upcoming events in the community

## How can you feel safer?:

- More patrols
- Increased presence

## What do you like about SWR?:

- Professionalism
- Approachable
- Quick response rates
- Dependability

## What can be improved?:

- Presence→ Specifically MT and SGB
- Neighborhood patrol
- Treating every call with the same importance
- Speed and traffic control

# Findings Overall:

**Population size:** 18,000

**Number of surveys needed to be distributed:** 1,508

**Estimated response rate:** 377 respondents, 25% response rate

**Number of respondents:** 557 respondents, 37% response rate

**Margin of error:** 5% or less, Exact 4.09%

**Confidence level:** 95%

# Limitations:

- ❑ Some questions on surveys were left unanswered
- ❑ We did not have data for 59 of the respondents with regard to each municipality
- ❑ Received just over one third of total surveys
  - Despite this, we were still able to have confidence in our response rate.
- ❑ Validity: Accuracy of time and type of encounter

# Conclusions of Feedback:

Overwhelming opinion:

- ❑ The closeness in location of the police department and fast response time is extremely appreciated.
- ❑ The officers at SWRPD are approachable and the citizens within the community do not want to lose them.
- ❑ An increase in visible presence in especially the townships of Manheim and Spring Grove Borough would allow for individuals to feel safer than they currently do.