

STATATISICAL COMPARISONS BETWEEN THE 2014, 2015, 2016, 2017 & 2018 SURVEYS

Part One Responses - Addison Police Department

1. How would you rate the overall performance of the police department?

2014 (Good/Excellent) = 86%

2015 (Good/Excellent) = 86%

2016 (Good/Excellent) = 92%

2017 (Good/Excellent) = 91% (-1)

2018 (Good/Excellent) = 91% (=)

2. How would you describe your feelings of safety and security within Addison as a whole?

2014 (Good/Excellent) = 77%

2015 (Good/Excellent) = 81%

2016 (Good/Excellent) = 82%

2017 (Good/Excellent) = 84% (+2)

2018 (Good/Excellent) = 84% (=)

3. Overall competence of the Addison Police Department employees?

2014 (Good/Excellent) = 89%

2015 (Good/Excellent) = 88%

2016 (Good/Excellent) = 91%

2017 (Good/Excellent) = 90% (-1)

2018 (Good/Excellent) = 91% (+1)

Part Two Responses – Rating *Patrol, Records, and Communications*

Patrol

1. The attitude and behavior of the officers were?

2014 (Good/Excellent) = 91%

2015 (Good/Excellent) = 93%

2016 (Good/Excellent) = 92%

2017 (Good/Excellent) = 90% (-2)

2018 (Average/Good) = 86% (-4)

2. How would you describe the officer's helpfulness and attempts to solve the problem?

2014 (Average/Good) = 82%

2015 (Average/Good) = 88%

2016 (Good/Excellent) = 91%

2017 (Good/Average) = 87% (-4)

2018 (Average/Good) = 85% (-2)

3. How would you describe the officer's professional courtesy and his or her ability to put you at ease?

2014 (Average/Good) = 85%

2015 (Good/Excellent) = 94%

2016 (Average/Good) = 88%

2017 (Average/Good) = 88% (=)

2018 (Average/Good) = 85%

Records Personnel

1. How would you describe the person's attitude and behavior towards citizens?

2014 (Good/Excellent) = 91%

2015 (Average/Good) = 68%

2015 (Average/Good) = 86%

2017 (Average/Good) = 86% (=)

2018 (Good/Excellent) = 91% (+5)

2. How would you describe the person's helpfulness and attempts to serve you?

2014 (Average/Good) = 81%

2015 (Average/Good) = 67%

2016 (Good/Excellent) = 85%

2017 (Average/Good) = 82% (-3)

2018 (Good/Excellent) = 94% (+12)

3. How would you describe the person's professional courtesy and his or her ability to put you at ease?

2014 (Average/Good) = 86%

2015 (Average/Good) = 87%

2016 (Good/Excellent) = 91%

2017 (Good/Excellent) = 83% (-8)

2018 (Good/Excellent) = 97% (+14)

Communications Personnel

1. How would you describe the person's attitude and behavior towards citizens?

2014 (Average/Good) = 89%

2015 (Good/Excellent) = 92%

2016 (Good/Excellent) = 92%

2017 (Average/Good) = 86% (-6)

2018 (Good/Excellent) = 93% (+7)

2. How would you describe the person's helpfulness and attempts to solve the problem?

2014 (Good/Excellent) = 96%

2014 (Good/Excellent) = 90%

2015 (Good/Excellent) = 93%

2017 (Good/Excellent) = 91% (-2)

2018 (Poor/Average) = 71% (-20)

3. How would you describe the person's professional courtesy and his or her ability to put you at ease?

2014 (Average/Good) = 86%

2015 (Good/Excellent) = 93%

2016 (Average/Good) = 89%

2017 (Average/Good) = 87% (-2)

2018 (Average/Good) = 89% (+2)

Part Three Responses - Programs

**1. Have you visited our website, www.addisonpoliceillinois.org?
27.5% (+8.5)**

**2. Are you aware of Addison's Community Oriented Policing Philosophy?
40.7 % (+11.7)**

Program with the most awareness: Drug Abuse Resistance Education (DARE) 69.3% (+8)