

Department of Justice  
Office of Community Oriented Policing Services  
Increasing Community Policing Capacity  
Customer Satisfaction Survey 2008

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### Introduction

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The Department of Justice Community Oriented Policing Services is committed to providing you, our customers with services that truly meet your needs. Gathering your feedback helps to ensure that we are delivering on our commitment to you. To this end, we have commissioned the CFI Group, an independent third-party research group, to conduct a survey that asks if your COPS grants have impacted your community policing efforts and to determine your satisfaction with our services as well as ways that we can improve our service to you.

The CFI Group will treat all information you provide as confidential. All information you provide will be combined with information from other respondents for research and reporting purposes. Your individual responses will not be released. This brief survey will take approximately 10 minutes of your time.

This survey is authorized by the U.S. Office of Management and Budget Control No. 1505-0191

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### Demographics

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Demo1. Which of the following best describes your agency?

1. Municipal Police Department
2. State Police Department
3. County Police Department
4. Sheriff
5. Tribal Law Enforcement Agency
6. Transit Police Department
7. School Police Department
8. Consortium Agency
9. University/College
10. Non-profit Organization
11. Commercial/For-profit Organization
12. Other, please specify \_\_\_\_\_

Demo2. Over the past 12 months approximately how many times have you had contact with COPS staff?

1. None
2. Once
3. 2 – 5 times
4. More than 5 times

1. Demo3. What information were you seeking from the COPS Office?

(Please select all that apply.)

**Information on Current Grant Assistance**

- 1. Application Assistance
- 2. Budget Assistance
- 3. Grant Compliance Information
- 4. Grant Maintenance Assistance
- 5. Other current grant assistance information (Please specify) \_\_\_\_\_

**Information on Other Topics**

- 6. Available Grant Funding
- 7. Community Policing Training
- 8. Community Policing Technical Assistance
- 9. Community Policing Informational Resources (i.e., Publications)
- 10. Other (Please specify) \_\_\_\_\_

Demo4. With which COPS staff have you had contact? (Please select all that apply.)

- 1. COPS Response Center (1-800 call center)
- 2. Program Staff (i.e., Grant Program Specialists, Grant Monitoring Specialists)
- 3. Finance Staff (i.e., state accountants)
- 4. Executive Management
- 5. None of the above

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**COPS Office Response Center**

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**ONLY IF DEMO 4 = 1 ASK ResCtr questions (1-6)**

If you've had contacts with the COPS Office Response Center, on a scale from 1 to 10, where "1" is "Poor" and "10" is "Excellent" please rate the following. If an item does not apply to you please select "N/A."

- ResCtr1. Ease of reaching Response Center staff
- ResCtr2. Professionalism of Response Center staff
- ResCtr3. Ability of Response Center staff to answer your questions about community policing
- ResCtr4. Ability of Response Center staff to direct you to COPS resources (i.e., publications, training, grant resources) that address your concerns
- ResCtr5. Timeliness of response
- ResCtr6. Accuracy of order

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**Increasing Community Policing Capacity: Training and Technical Assistance Resources**


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Train1. Have you received training or technical assistance, with respect to implementing community policing, from the COPS Office or COPS Office sponsored training providers such as the Regional Community Policing Institutes (RCPIs) or the Community Policing Consortium (CPC)?

1. Yes (**ASK TRAIN 2 – 7**)
2. No (**SKIP TO PUB1**)

Please use a 10-point scale, where “1” means “Strongly Disagree” and “10” means “Strongly Agree” to indicate how training and/or technical assistance that you received from the COPS Office increased your agency’s capacity to do the following.

- Train2. Develop collaborative partnerships with individual and organizational stakeholders in the community.
- Train3. Engage in problem-solving to prevent, respond, and/or better analyze crime.
- Train4. Institute organizational changes that support the implementation of community policing strategies.
- Train5. Improve technological capabilities to better prevent and/or respond to crime and disorder incidents.
- Train6. Effectively implement the strategies presented to better prevent and/or respond to crime and disorder incidents.
- Train 7. Did you share the information that you learned with others?
1. Yes
  2. No

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**Increasing Community Policing Capacity: Publication Resources**


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Pub1. Have you received any COPS Office publications?

1. Yes (**ASK PUB2 – 5**)
2. No (**SKIP TO Percep1**)

Pub2. Have you had an opportunity to read the COPS Office publication that you requested?

1. Yes (**ASK PUB3 – 6**)
2. No (**SKIP TO Percep1**)

Please use a 10-point scale, where “1” means “Strongly Disagree” and “10” means “Strongly Agree” to indicate how the publications that you received from the COPS Office increased your agency’s capacity to do the following.

If an item does not apply to you please select “N/A.”

- Pub3. Develop collaborative partnerships with individual and organizational stakeholders in the community.
- Pub4. Engage in problem-solving to prevent, respond, and/or better analyze crime.
- Pub5. Institute organizational changes that support the implementation of community policing strategies.

Pub6. Improve technological capabilities to better prevent and/or respond to crime and disorder incidents.

Pub7. Have you placed an order for a publication through the COPS Office website's Resource Information Center?

1. Yes (**ASK PUB8 – 6**)
2. No (**SKIP TO Percep1**)

Please use a 10-point scale, where “1” means “Poor” and “10” means “Excellent” to indicate your satisfaction with the online ordering system.

If an item does not apply to you please select “N/A.”

Pub8. Ease of finding publication/product

Pub9. Ease of placing an online order

Pub10. Overall satisfaction with online Resource Information Center experience

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### Customer Perceptions about COPS Questions

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Percep1: Are there any other federal organizations that you can think of that award grants, provide publications, and provide training and technical assistance to advance community policing within law enforcement agencies nationwide?

1. Yes
2. No

(If Yes) – Please name them.

Percep2: Have you received grants, from the Department of Justice COPS Office?

1. Yes
2. No
3. Don't Know

(If Yes) – Where would you go to receive these types of grants if the Department of Justice COPS Office did not exist? (Open End)

(If No or Don't Know) – COPS Office funding provides grant assistance to advance community policing within law enforcement agencies nationwide. COPS grants have increased the number of law enforcement officers interacting with members of the community; provided additional and more effective training to law enforcement officers; encouraged the development and implementation of innovative programs to permit members of the community to assist law enforcement agencies in the prevention of crime; and, encouraged the development of new technologies to assist law enforcement agencies in preventing crime.

Percep3 (**LOGIC: If the respondent answered Yes to either Train1 or Pub1 ask this question**)

Since you have received publications, training, and/or technical assistance from the Department of Justice COPS Office, where would you go to receive publications, training or technical assistance if Department of Justice COPS Office did not exist? (Open End)

(If No or Don't Know) – COPS Office funding provides publication products (i.e., guidebooks, etc.) and training and technical assistance to law enforcement and community members. COPS funded training has focused on enhancing law enforcement officers' problem solving, service and other skills needed in interacting with members of the community. COPS publications and training have also encouraged the development and implementation of innovative programs to permit members of the community to assist law enforcement agencies in the prevention of crime.

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### ACSI Benchmark Questions

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- ACSI1. First, please consider all your experiences to date with the Department of Justice COPS Office. Using a 10-point scale on which "1" means "Very dissatisfied" and "10" means "Very satisfied," how satisfied are you with COPS?
- ACSI2. To what extent has the Department of Justice COPS Office fallen short of your expectations or exceeded your expectations? Please use a 10-point scale on which "1" now means "Falls short of your expectations" and "10" means "Exceeds your expectations."
- ACSI3. Forget about the Department of Justice COPS Office for a moment. Now, imagine the ideal community-policing office. How well do you think the Department of Justice COPS Office compares with that ideal? Please use a 10-point scale on which "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."