

Department of Justice
Office of Community Oriented Policing Services
Increasing Community Policing Capacity
Customer Satisfaction Survey 2010

Introduction

The Department of Justice Office of Community Oriented Policing Services (COPS Office) 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.

Demographics

Demo1. Which of the following best describes your agency?

1. Municipal Police Department
2. State Police Department
3. County Police Department
4. Sheriff's Department
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

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 (Post-Award) 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 Knowledge Resources (i.e., Publications, CDs)
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
6. Other (Please Specify) _____

Demo5. Which COPS Grant(s) are you currently implementing? (Please select all that apply.)

1. Child Sexual Predator Program (CSPP)
2. Community Policing Development (Research, Evaluation, Integrity, Training) (CPD)
3. COPS in Schools (CIS)
4. Interoperable Communications Technology (INTEROP)
5. Methamphetamine Program (COPSMETH)
6. Safe Schools Initiative (SSI)
7. Secure Our Schools (SOS)
8. Technology Program (OTHER-TECH)
9. Tribal Resources Grant Program- Equipment (TRGP-E/T)
10. Tribal Resources Grant Program- Hiring (TRGP-HIRE)
11. Universal Hiring Program (UHP)
12. Other (Please specify) _____
13. I have no currently active grants with the COPS Office

Application and Award Acceptance Process

Thinking about the application and award acceptance process for the Department of Justice COPS Office, 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."

- Appl1. Ease of completing paper application forms
- Appl2. Ease of completing application online through COPS on-line site (CHRP Grantees Only)
- Appl3. Ease of completing application online through Grants.gov or COPS on-line site
- Appl4. Timeliness of response regarding funding decision
- Appl5. Ease of understanding the terms and conditions of acceptance

Grant Maintenance & Monitoring

Thinking about after you were notified by the Department of Justice COPS Office that you had received a grant, 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."

- Rep1. Ease of obtaining information concerning grant requirements
- Rep2. Ease of understanding award requirements
- Rep3. Ease of obtaining a grant extension decision
- Rep4. Ease of obtaining a grant modification decision
- Rep5. Ease of completing the COPS Hiring Progress Report online
- Rep6. Ease of completing the COPS Non-Hiring Progress Report online
- Rep7. Ease of completing grant closeout process
- Rep8. Assistance received during on-site visit or OBGR
- Rep9. Assistance in resolving grant compliance issues

Program Staff Support/Service

ONLY IF DEMO 4 = 2,3,4 ASK PS questions (1-6)

Thinking about the support and service that you received from COPS Office staff, 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."

- PS1. Ease of reaching program staff
- PS2. Professionalism of program staff
- PS3. Ability of program staff to answer your questions about community policing
- PS4. Ability of program staff to answer your questions about COPS Office grant policies, procedures, regulations and legislation
- PS5. Ability of program staff to direct you to useful COPS information that address your concerns
- PS6. Timeliness of receiving requested information

COPS Office Response Center

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

Increasing Community Policing Capacity: Grant Resources

ASK P1-P4 TO ALL

Develop Community/Law Enforcement Partnerships

The COPS Office is interested in determining to what extent (if any) the COPS Office has assisted your agency to increase your capacity to develop collaborative partnerships with individual and organizational stakeholders in the community you serve.

Please use a 10-point scale, where "1" means "Strongly Disagree" and "10" means "Strongly Agree" to indicate how grant assistance 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."

- P1. Share relevant crime and disorder information with community members.
- P2. Actively seek input from the community regarding identifying and prioritizing neighborhood problems.
- P3. Engage the community in the development of responses to community problems.
- P4. Collaborate with other agencies that deliver public services (e.g. parks and recreation, social services, public health, mental health, code enforcement).

ASK PS1-PS4 TO ALL

Problem-Solving

The COPS Office is interested in determining to what extent (if any) the COPS Office has assisted your agency to increase your capacity to use problem-solving. Problem solving is an analytical process for systemically 1) identifying and prioritizing problems, 2) analyzing problems, 3) responding to problems, and 4) evaluating problem solving initiatives. Problem solving involves an agency-wide commitment to go beyond traditional police responses to crime to proactively address a multitude of problems that adversely affect quality of life.

Please use a 10-point scale, where “1” means “Strongly Disagree” and “10” means “Strongly Agree” to indicate how grant assistance 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.”

- PS1. Integrate problem solving into patrol work.
- PS2. Identify and prioritize crime and disorder problems by having officers examine patterns and trends involving repeat victims, offenders, and locations.
- PS3. Explore the underlying factors and conditions that contribute to crime and disorder problems.
- PS4. Develop tailored responses to crime and disorder problems that address the underlying conditions that contribute to them.

ASK OC1-OC4 TO ALL

Organizational Change

The COPS Office is interested in determining to what extent (if any) the COPS Office has assisted your agency to increase your capacity to transform your agency environment, organizational structure, personnel, practices, and policies to support the community policing philosophy and community policing activities.

Please use a 10-point scale, where “1” means “Strongly Disagree” and “10” means “Strongly Agree” to indicate how grant assistance 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.”

- OC1. Institute organizational changes that support the implementation of community policing strategies.
- OC2. Incorporate community policing principles into your agency’s mission/vision statement and strategic plan.
- OC3. Institutionalize community policing principles into a corresponding set of policies, practices and procedures.
- OC4. Institute community policing agency-wide.

Increasing Technological Capacity

ONLY IF DEMO5 = 3, 4, 5, 6, 7, 8 ask T1-4

The COPS Office is interested in determining to what extent (if any) the COPS Office has assisted your agency to increase your technological capacity to better prevent and/or respond to crime and disorder incidents.

Please use a 10-point scale, where “1” means “Strongly Disagree” and “10” means “Strongly Agree” to indicate how grant assistance 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.”

- T1. Ensure agency staff have proper access to relevant data (e.g. calls for service, incident and arrest data).
- T2. Analyze and understand problems in the community.
- T3. Improve your agency’s overall efficiency and effectiveness.
- T4. Provide officers with necessary equipment to better prevent and/or respond to crime and disorder incidents.

Increasing Community Policing Capacity: Training and Technical Assistance Resources

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)?

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

Increasing Community Policing Capacity: Publication Resources

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 – 10**)
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

Customer Perceptions about COPS Questions

Percep1. NOT USED

Percep2. 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.

Percep3. 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. You can access these materials on the COPS Office website at www.usdoj.gov.

Percep4 (**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. You can access these materials on the COPS Office website at www.usdoj.gov.

ACSI Benchmark Questions

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."

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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?

5. None
6. Once
7. 2 – 5 times
8. More than 5 times

Demo3. What information were you seeking from the COPS Office? (Please select all that apply.)

Information on Current Grant Assistance

11. Application Assistance
12. Budget Assistance
13. Grant Compliance Information
14. Grant Maintenance Assistance
15. Other current grant assistance information (Please specify) _____

Information on Other Topics

16. Available Grant Funding
17. Community Policing Training
18. Community Policing Technical Assistance
19. Community Policing Informational Resources (i.e., Publications)
20. 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
6. Other

COPS Office Response Center

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 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

Increasing Community Policing Capacity: Training and Technical Assistance Resources

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)?

3. Yes (**ASK TRAIN 2 – 7**)
4. 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?

3. Yes
4. No

Increasing Community Policing Capacity: Publication Resources

Pub1. Have you received any COPS Office publications?

3. Yes (**ASK PUB2 – 5**)
4. 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

Customer Perceptions about COPS Questions

Percep1. What federal organization awards grants, provides publications, and provides training and technical assistance, to advance community policing within law enforcement agencies nationwide? Please mention only the first organization that comes to mind. (OPEN END)

Percep2. 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?

3. Yes
4. No

(If Yes) – Please name them.

Percep3. Have you received grants, from the Department of Justice COPS Office?

4. Yes
5. No
6. 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. You can access these materials on the COPS Office website at www.usdoj.gov.

Percep4 **(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. You can access these materials on the COPS Office website at www.usdoj.gov.

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ACSI6. 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."