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Department of Justice
Office of Community Oriented Policing Services
Increasing Community Policing Capacity
Customer Satisfaction Survey FY 2011

NOTE: PUBLICATION VERSION SENT MONTHLY

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Introduction

The Department of Justice Community Oriented Policing Services (COPS) is committed to providing you, our customers, with services that truly meet your needs. Reviewing 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 agency's community policing efforts have been impacted by COPS resources. We would also like to determine your satisfaction with our products and ways that we can improve our service to you.

The CFI Group will treat all information you provide as confidential. The 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. 1090-0007.

OVERALL PUBLICATION QUESTIONS

OverPub1. How did you learn about this publication? (Select one.)

1. Website/Electronic Library
2. Search Engine
3. Flyer
4. Press Release
5. Conference
6. Colleague
7. COPS Staff member recommendation

OverPub2. What method did you use to order this publication? (Select one.)

1. Called COPS Office Response Center
2. Downloaded from website
3. Ordered hard copy through the COPS Office Resource Library
4. Faxed an order form provided at an event (e.g., a conference)
5. E-mail request to COPS Response Center

OverPub3.

Please use a 10-point scale, where "1" means "Strongly Disagree" and "10" means "Strongly Agree" to indicate your satisfaction with the ordering process. If an item does not apply to you please select "N/A."

1. Staff that took my order were professional
2. I received my order in a reasonable timeframe (7-10 days)
3. Ease of finding what I was looking for on the COPS Website
4. Ease of placing an online order

Order Methods: Preferences

Order1. Please indicate your preference for ordering publications in the future. (Select one.)

1. By phone
2. Online and download directly
3. Online and order printed copies
4. By E-mail
5. By Fax
6. By Mail
7. Using the publication order form at an event (e.g., conferences)

Publication Format: Preferences

Publication1. Please indicate your preference for publication and media formats. (Select one.)

1. Hard copy
2. On CD with a compilation of other similar publications
3. Downloadable version (for printing or viewing on computer or electronic book)
4. E-book or e-reader
5. Other, please describe _____

Satisfaction and Use of Product: Publication Resources

SatPub1. Have you had an opportunity to read the COPS Office publication that you requested?

1. Yes **(Skip to intro before SatPub3)**
2. No **(ASK SatPub2 and SKIP TO FUTURE PUBLICATION NEEDS)**

SatPub2. Why have you not had a chance to read the publication? (OPEN END)
SKIP TO FUTURE PUBLICATION NEEDS

Please use a 10-point scale, where "1" means "Strongly Disagree" and "10" means "Strongly Agree"

SatPub3.The information provided increased your understanding of community policing principles.

SatPub4. The information provided improved your ability to effectively implement the strategies presented to better prevent and/or respond to crime and disorder incidents.

SatPub5. The information provided improved your job effectiveness.

SatPub6. The information provided changed how you do or approach your job.

SatPub7. The information provided was relevant to law enforcement concerns within your community.

SatPub8. The information provided was clear and easy to understand.

SatPub9. The information provided covered the topic adequately.

SatPub10. I would recommend this publication to others.

SatPub11. Did you share the information that you learned with others?
1. Yes
2. No

Increasing Community Policing Capacity: Publication Resources

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

Pub1.   Develop collaborative partnerships with individual and organizational stakeholders in the community such as other government agencies, community organizations, individuals, businesses and the media.

Pub2.   Engage in problem-solving to prevent, respond, and/or better analyze crime. This could include implementing such things as the SARA problem solving model of Scanning, Analysis, Response and Assessment.

Pub3.   Institute organizational changes that support the implementation of community policing strategies such as encouraging the application of modern management practices to increase efficiency and effectiveness.

Increasing Technological Capacity: Publication Resources

Pub4.   Improve technological capabilities to better prevent and/or respond to crime and disorder incidents such as providing ready access to timely information on crime and a forum to communicate externally with the public and/or internally within your agency.

ACSI Benchmark Questions – Publications

ACSI1.   First, please consider all your publications that you have read to date from 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 publications?

ACSI2.   To what extent have Department of Justice COPS Office publications 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."

ACSI1.   Forget about the Department of Justice COPS Office publications for a moment. Now, imagine the ideal community-policing publications. 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."

Open-ended question

Is there anything you would like to add that will help the COPS Office to improve the usefulness of COPS publications?

Future Publication Needs

Please use a 10-point scale, where "1" means "Not very valuable" and "10" means "Very valuable" to indicate how valuable publication products in these subject areas would be in increasing your ability to implement community policing strategies to enhance your agency's capacity to prevent, solve, and control crime within your community.

Need1. Improving Police Operations
　　　Publication subject examples: Recruitment and hiring, crime analysis, organizational structure, implementing technology, field training (PTO), and performance measurement.

Need2. Child/Youth Safety
　　　Publication subject examples: Children exposed to violence, school-based policing, preventing teen violence, truancy, combating child sexual predators, internet safety.

Need3. Enhancing Community Partnerships with Law Enforcement
　　　Publication subject examples: Reentry, alternatives to incarceration, building partnerships with stakeholders, community oriented government and private sector practices.

Need4. Homeland Security
　　　Publication subject examples: Role of law enforcement in the investigative and intelligence gathering processes, information sharing, protecting privacy and civil liberties.

Need5. Community Policing in Specific Populations and Environments
　　　Publication subject examples Tribal policing, policing in rural communities, mental illness and the homeless and campus safety.

Need6. Non-Violent Crimes/ Quality of Life Issues
　　　Publication subject examples: Drugs and drug Use, cyber crime, fear of crime, social disorder offenses and public safety in a distresses economy.

Need7. Violent Crime
>*Publication subject examples:* Urban violence, gang violence, and gun crime.

Need8. Integrity/Values-Based Policing
>*Publication subject examples:* Ethics and Integrity, procedural justice and values-based discipline.

What other publication subject areas that are not listed above would increase your ability to implement community policing strategies to enhance your capacity to prevent, solve, and control crime within your community?

1. _____

2. _____

3. _____

_____

Demographics

Demo1. Which of the following best describes your agency? (SELECT ONE)

1. Law Enforcement Agency (IF 1 CHECKED ASK Demo 1.1 and Demo 1.2)

2. Law Enforcement Support Organization (IF 2 CHECKED ASK Demo 2.1 and Demo 2.2)

3. Government Agency (Non-Law Enforcement) (IF 3 CHECKED ASK Demo 3.1 and Demo 3.2)

4. Educational Institution (IF 4 CHECKED ASK Demo 4.1 and Demo 4.2)

5. Community-Based Organization (IF 5 CHECKED ASK Demo 5.1 and 5.2)

6. Private Sector (IF 6 CHECKED ASK Demo 6.1 and Demo 6.2)

(IF 1 CHECKED ASK Demo 1.1 and Demo 1.2)

Demo1.1. Which of the following best describes your law enforcement agency type?

1. Federal
2. State
3. City
4. County
5. Tribal
6. Other (Transit, Park, Port Authority, etc.)

Demo1.2 Which of the following best describes your role (If you are answering the survey for someone else that used the publication, please select their role)?

1. Command Staff
2. Mid-Level Manager
3. Line Level Officer
4. Civilian
5. Other, please describe _____

(IF 2 CHECKED ASK Demo 2.1 and Demo 2.2)

Law Enforcement Support Organizations may be the Police Foundation, IACP, NOBLE, NSA, NASRO, unions, advocacy groups, and others.

Demo2.1 Which of the following best describes your law enforcement support organization type?

1. Federal
2. State
3. City
4. County
5. Tribal
6. Other, please describe

Demo2.2 Which of the following best describes your role?

1. Executive Director
2. Director/Manager
3. Program/Project Manager
4. Analyst/Researcher
5. Administrative Staff
6. Grant Manager
7. Other, please describe _____

(IF 3 CHECKED ASK Demo 3.1 and Demo 3.2)

Demo3.1 Which of the following best describes your government agency type?

1. Federal
2. State
3. City
4. County
5. Tribal.
6. Other, please describe _____

Demo3.2 Which of the following best describes your role?

1. Elected Official
2. Executive Director
3. Director/Manager
4. Program/Project Manager
5. Analyst/Researcher
6. Administrative Staff

7. Community Liaison

8. Counselor

9. Attorney

10. Other, please describe _____

(IF 4 CHECKED ASK Demo 4.1 and Demo 4.2)

Demo4.1 Which of the following best describes your education institution type?

1. Elementary

2. Secondary

3. Public College/University

4. Private College/University

5. Other, please describe _____

Demo4.2 Which of the following best describes your role?

1. Principal/President

2. Assistant Principal/Vice President

3. Department Chair

4. Teacher/Professor/Instructor

5. Counselor

6. School Board Member

7. Student

8. Parent

9. Other, please describe _____

(IF 5 CHECKED ASK Demo5.1 and Demo 5.2)

Demo5.1 Which of the following best describes your community-based organization type?

1. Civic organization

2. Faith-based

3. Youth

4. Neighborhood watch

5. Crime prevention

6. Other, please describe _____

Demo5.2 Which of the following best describes your title?

1. Executive Director

2. Religious Leader

3. Director/Manager

4. Analyst/Researcher

5. Administrative Staff

6. Community Member

7. Other, please describe _____

(IF 6 CHECKED ASK Demo 6.1 and Demo 6.2)

Demo6.1 Which of the following best describes your industry type?

1. Security

2. Retail

3. Hotels/ Motels

4. School Security (non-Law Enforcement)

5. Military

6. Entertainment/ Sports Arena

7. Hospital/Medical Center

Demo6.2 Which of the following best describes your role?

1. Executive Director

2. Director/Manager

3. Program/Project Manager

4. Analyst/Researcher

5. Administrative Staff

6. Other, please describe

Demo7. Please indicate the population size of the jurisdiction that you represent

1. 1,000,000 and over

2. Between 250,000 and 999,999

3. Between 150,000 and 249,999

4. Between 50,000 and 149,999

5. Between 10,000 and 49,999

6. Between 5,000 and 9,999

7. Between 1,000 and 4,999

8. Less than 1,000

9. Not applicable- I do not represent an organization (e.g., I am an interested individual)