

Department of Justice  
Office of Community Oriented Policing Services  
Increasing Community Policing Capacity  
Customer Satisfaction Survey 2012

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Introduction

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The Department of Justice, Office of Community Oriented Policing Services (the 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 Office 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. 1090-0007.

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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'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 contacted the COPS Office?

**IF DEMO2=1, skip to Demo5.**

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

DemoNEW. Over the past 12 months approximately how many times has the COPS Office contacted you?

**IF DEMONEW=1, skip to Demo5.**

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

Demo3. If you contacted the COPS Office, what information were you seeking? (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. Did not seek information on current grant assistance
6. Other current grant assistance information (Please specify) \_\_\_\_\_

**Information on Other Topics**

7. Available Grant Funding
8. Community Policing Training
9. Community Policing Technical Assistance
10. Community Policing Knowledge Resources (i.e., Publications, CDs)
11. Did not seek information on other topics
12. Other (Please specify)\_\_\_\_\_

Demo4. If you contacted the COPS Office, with whom did you have contact? (Please select all that apply.)

1. COPS Response Center (800-421-6770 or [askCopsRC@usdoj.gov](mailto:askCopsRC@usdoj.gov))
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. Don't know
7. Other (Please Specify)\_\_\_\_\_

DemoNEW. If the COPS Office contacted you, with whom did you have contact? (Please select all that apply.)

1. COPS Response Center (800-421-6770 or [askCopsRC@usdoj.gov](mailto:askCopsRC@usdoj.gov))

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. Don't know
7. Other (Please Specify)\_\_\_\_\_

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

1. Child Sexual Predator Program (CSPP)
2. Community Policing Development (CPD – Research, Evaluation, Integrity, Training)
3. 2009 COPS Hiring Recovery Program (CHRP)
4. 2010 COPS Hiring Program (CHP)
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. I currently have no active grants with the COPS Office
13. Other (Please specify) \_\_\_\_\_

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#### Application and Award Acceptance Process

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Thinking about the application and award acceptance process for the 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 application online through COPS online site (CHP Grantees Only)
- Appl2. Ease of understanding the COPS Application guides
- Appl3. Ease of completing application online through Grants.gov and/or COPS online site
- Appl4. Timeliness of response regarding funding decision
- Appl5. Ease of understanding the terms and conditions of acceptance

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#### Grant Maintenance and Monitoring

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Thinking about after you were notified by the 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 Progress Report online
- Rep6. Ease of completing grant closeout process
- Rep7. Assistance received during on-site visit or Office Based Grant Review (OBGR)
- Rep8. Assistance in resolving grant compliance issues

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Program Staff Support/Service

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**ONLY IF DEMO4 = 2, 3 ASK PS questions (1-6)**

Thinking about the support and service that you received from the 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 Office knowledge resources and/or information that addresses your concerns
- PS6. Timeliness of receiving requested information

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## COPS Office Response Center

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### **ONLY IF DEMO4 = 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: Grant Resources

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### **ASK P1-P4 FOR EACH SELECTION IN DEMO5**

#### **Develop Community/Law Enforcement Partnerships**

The COPS Office is interested in determining to what extent (if any) they have 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 FOR EACH SELECTION IN DEMO5**

### **Problem-Solving**

The COPS Office is interested in determining to what extent (if any) they have 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 FOR EACH SELECTION IN DEMO5**

### **Organizational Change**

The COPS Office is interested in determining to what extent (if any) they have 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

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## Increasing Technological Capacity

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### **ONLY IF DEMO5 = 3, 4, 5, 6, 7, 8, 9 ask T1-4**

The COPS Office is interested in determining to what extent (if any) they have 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

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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 (RCPI)?

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
- Train7. Did you share the information that you learned with others?
1. Yes
  2. No

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## OVERALL TRAINING QUESTION

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**OverTrain1. How did you learn about the training that you attended?**

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

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**Training/Technical Assistance Format Preferences**

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Please use a 10-point scale, where “1” means “Strongly Disagree” and “10” means “Strongly Agree” to indicate your preference for training formats.

Format1. Classroom training within your region

Format2. Classroom training outside of your region

Format3. Classroom training at your organization site

Format4. Individualized technical assistance at your organization site

Format5. Self-paced online training

Format6. Webcasts/Podcasts (non-interactive)

Format7. Webcasts (Interactive)

Format8. Live conference calls

Format9. Reading training curriculum and materials

Format10. Training Conferences, Summits, or Roundtables

Format11. Other, please describe \_\_\_\_\_

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**Satisfaction and Use of Resource: Training**

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Please use a 10-point scale, where “1” means “Strongly Disagree” and “10” means “Strongly Agree.”

SatTrain1. The information provided increased your understanding of community policing principles.

SatTrain2. The information provided improved your ability to effectively implement the strategies presented to better prevent and/or respond to crime and disorder incidents.

SatTrain3. The information provided improved your job effectiveness.

SatTrain4. The information provided changed how you do or approach your job.

SatTrain5. The information provided was relevant to law enforcement concerns within your community.



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Open-ended question

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Is there anything you would like to add that will help the COPS Office to improve the usefulness of COPS Office training and technical assistance?

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Increasing Community Policing Capacity: Publication Resources

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Pub1. Have you received any COPS Office publications?

9. Yes (**ASK PUB2**)

10. No (**SKIP TO Percep1**)

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

1. Yes (**ASK PUB3 – 7**)

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

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**OVERALL PUBLICATION QUESTIONS**

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**OverPub1. How did you learn about this publication?**

11. Website/Electronic Library
12. Search Engine
13. Flyer
14. Press Release
15. Conference
16. Colleague
17. COPS Office Staff member recommendation

**OverPub2. What method did you use to order this publication?**

1. Called the 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 Office Response Center

**Order Methods: Publication Resources** Please use a 10-point scale, where “1” means “Strongly Disagree” and “10” means “Strongly Agree” to indicate your preference for ordering publications in the future.

Format1. By phone

Format2. Online and download directly

Format3. Online and order printed copies

Format4. By E-mail

Format5. By Fax

Format6. By Mail

Format7. Using the publication order form at an event (e.g., conferences)

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**Publication Format Preferences**

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Please use a 10-point scale, where “1” means “Strongly Disagree” and “10” means “Strongly Agree” to indicate your preference for publication formats.

Format1. Hard copy

Format2. On CD with a compilation of other similar publications

Format3. Downloadable version (for printing or viewing on computer or electronic book)

Format4. Audio books

Format5. Online only

Format6. Other, please describe \_\_\_\_\_

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**Future Public Safety Information Needs**

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Please use a 10-point scale, where “1” means “Strongly Disagree” and “10” means “Strongly Agree” to indicate how valuable informational 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**

*Examples:* Recruitment and hiring, crime analysis, organizational structure, implementing technology, field training (PTO), and performance measurement.

**Need2. Child/Youth Safety**

*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**

*Examples:* Reentry, alternatives to incarceration, building partnerships with stakeholders, community oriented government, and private sector practices.

**Need4. Homeland Security**

*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**

*Examples:* Tribal policing, policing in rural communities, mental illness and the homeless, and campus safety.

**Need6. Non-Violent Crimes/Quality of Life Issues**

*Examples:* Drugs and drug use, cyber crime, fear of crime, social disorder offenses, and public safety in a distressed economy.

**Need7. Violent Crime**

*Examples:* Urban violence, gang violence, and gun crime.

**Need8. Integrity/Values-Based Policing**

*Examples:* Ethics and Integrity, procedural justice, and values-based discipline.

What other public safety-related 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. \_\_\_\_\_

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**Open-ended question**

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

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## Customer Perceptions about the COPS Office Questions

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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 COPS Office?

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

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

**(If No or Don't Know)** – The COPS Office funding provides grant assistance to advance community policing within law enforcement agencies nationwide. COPS Office 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](http://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 COPS Office, where would you go to receive publications, training, or technical assistance if the COPS Office did not exist? (Open End)

**(If No or Don't Know)** – The COPS Office funding provides publication products (i.e., guidebooks, etc.), training, and technical assistance to law enforcement and community members. The COPS Office funded training has focused on enhancing law enforcement officers' problem solving, service, and other skills needed in interacting with members of the community. The COPS Office 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](http://www.usdoj.gov).

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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 the COPS Office?
- 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.”