

2020

Citizen Survey Results
Keller Police Department



Captain
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March 4, 2020

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National Accreditation Standards requires us to survey our citizens once every three years to measure our overall effectiveness and to involve the community in planning for the future.

The surveys were attached to the City of Keller web page and the Town of Westlake web page. Both Keller and Westlake sent out notification on all social media outlets (Facebook, Twitter...) reference to our survey request. The survey was available to every citizen and business in Keller and Westlake. The citizens completed their surveys on-line and we requested they list their address or water account-billing information on each survey. We received 303 surveys from Keller and 30 surveys from Westlake citizens and businesses. The survey sample is from the Keller and Westlake's population of 47,266 and 992. Our survey sample was 0.64% for Keller and 3% of Westlake. Our sample was 0.7% of the combined population.

Listed below are the questions and the tabulation of the answers. I also compared the responses to the 2008, 2011, 2014, 2017 and 2020 Keller surveys when the same questions were asked.

Question #2 "Considering public safety, how safe would you feel walking alone in your neighborhood or workplace at night"?

Year	Very Safe	Reasonably Safe	Not Safe
2020 Westlake	73%	27%	0%
2020 Keller	62%	36%	2%
2017	60.59%	36.71%	2.7%
2014	58%	39%	3%
2011	53%	43%	4%
2008	48%	48%	4%

The 2020 Keller survey results showed a 1.41% point increase in the very safe category continues to be very encouraging. The combined Very Safe and Reasonably Safe resulted in 98% of the Keller respondents stating they feel safe walking alone in the neighborhood or workplace at night.

The combined Very Safe and Reasonably Safe resulted in 100% of the Westlake respondents stating they feel safe walking alone in the neighborhood or workplace at night.

These are important indicators of the fear people have about crime in the community. This result shows that our residents overwhelmingly feel safe and this continues to be a strong factor for economic development in Keller and Westlake to live and conduct business.

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Question #3 “What problems exist where you live or conduct business”?

Year	Traffic Violations	Noise Disturbance	Theft or Burglary	Vandalism	Drug/Alcohol	Other
2020Westlake	47%	13%	13%	0%	0%	10%
2020Keller	72%	27%	22%	12%	13%	10%
2017	49.17%	14.51%	7.57%	4.49%	3.59%	6.55%
2014	46%	19%	14%	10%	6%	5%
2011	48%	13%	14%	9%	Not asked	9%
2008	51%	16%	12%	12%	Not asked	10%

There was a 46% increase in Keller citizens stating they believe there are speeding or traffic violations issues where they live or conduct business. We have seen an increase in speed study requests and traffic complaints. This is direct reflection of the increased number of vehicles on Keller roadways and the on-going major highway projects that have played into this perspective.

In the category of Noise Disturbances, the survey revealed an 86% increase in their perspective of noise issues. Researching the 2018 (274) to 2019 (334) we did receive increase of 22% in Disturbance / loud music calls.

Question #5 “In the past 12 months, have you had any direct contact with the Keller Police”?

Year	Victim of Crime	Assisted by Officer	Stopped for Traffic Viol.	Spoke on phone	Animal Control contact
2020Westlake	0%	40%	0%	0%	3%
2020 Keller	6%	49%	9%	32%	12%
2017	3.59%	27.21%	8.22%	16.05%	5.78%
2014	6%	32%	12%	22%	10%
2011	6%	27%	10%	20%	10%
2008	10%	35%	16%	24%	16%

The 49% received in the category of Assisted by an Officer demonstrates were strive to meet and partner with the community for better police services.

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Question #6 “How would you rate the officer(s)/dispatcher(s) you have contacted in terms of professionalism, competence, and courteousness”?

Year	Exceeded Expectations	Met Expectations	Unsatisfactory
2020 Westlake	92.8%	7.1%	0%
2020 Keller	73%	8%	1%
2017	89%	10%	1%
2014	82%	17%	1%
2011	76%	22%	2%
2008	77%	19%	4%

This is a very important question to ask as demeanor complaints are the most popular complaint people have about police. Keller did see an 18% decrease in the exceeds and meets category's. This coincided with the 18% we received in the “Comments” sections. After reviewing the comments we discovered that the majority of the responses being N/A, No Contact, or voicing complaints and experiences unrelated to the delivery of police services. As seen above the Unsatisfactory remained at 1%.

The Westlake results were very encouraging, 99% of the time we either met or exceeded their expectations.

Question #7 “Overall, how would you rate the Keller Police Department”?

Year	Excellent	Average	Poor
2020 Westlake	93.3%	6.6%	0%
2020 Keller	84%	14%	1%
2017	86%	13%	1%
2014	82%	16%	2%
2011	80%	19%	1%
2008	74%	24%	1%

The Excellent category decreased by 2% but combining the Excellent and Average we decreased by only 1%. With all of the media scrutiny of police, we still believe this is a respectable result. We do strive for continuous improvement and do believe that this demonstrates that our policing philosophies and strategies are in-line with our community's expectations.

Westlake results in the excellent category revealed a 93.3% rating. This is amazing achievement considering the new growth and commuter traffic involved in policing Westlake.

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Question #8 “If it were up to you where would you like to direct a significant effort of the police department”?

Strongly Agree Choices

Traffic Enforcement 54%	Narcotics Enforcement 45%	Youth Crime 34%	Crime Prevention & Education 53%	City Code Enforcement 20%
Theft from Vehicles 35%				

The 54% for Traffic Enforcement coincides with question #3 stating that traffic enforcement is their biggest concern for their neighborhoods.

These results will be used when setting goals and objectives in the multi-year strategic plan.

Question #9 “In the past twelve months, how often have you observed a Keller Police Officer patrolling your neighborhood”?

Year	Never	1 to 3 times	4 to 6 times	More than 6
2020 Westlake	3.3%	26.6%	20%	50%
2020 Keller	9%	36%	20%	35%
2017	9%	36%	19%	37%
2014	12%	37%	20%	32%
2011	10%	34%	18%	38%
2008	12%	39%	19%	31%

Question #10 Do you utilize our website, www.cityofkeller.com/police, Twitter (@kellerpolice) or the Keller Police Department Facebook page to receive the latest police news, crime prevention tips and daily radar enforcement locations?

Keller	Yes 75%	No 14%	I will now 12%
Westlake	Yes 23.3%	No 46.6%	I will now 40%

By asking this question we should be able to significantly increase our followers on social media. This in turn will assist us in Crime Prevention, which is a focus our citizens are asking from us in the future. This is an increase of 167% from our 2017 survey in “Yes” responses. We will continue to entice our citizens to follow us on Twitter, Facebook and our city web page.

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Conclusion: This survey will assist us with our plans to meet the future needs of our citizens. It will be incorporated into our five-year strategic business plan. I will also share the results with our employees. Overall, I believe the survey result shows that our citizens acknowledge our style of customer focused value-driven police services is a correct fit for our community and we exceed their expectations.

Respondents: 300 displayed, 300 total

Status: Closed

Launched Date: 12/30/2019

Closed Date: 03/01/2020

1. To ensure that the results of this survey accurately reflect the opinions of our citizens, please PROVIDE ONE of the following:

	Response Total	Response Percent
view City of Keller Address:	290	98%
view City of Keller Utility Bill Account Number:	32	11%
Total Respondents		299
(skipped this question)		1

2. Considering Public Safety, how safe would you feel walking alone at night in your neighborhood or at your workplace?

	Response Total	Response Percent	Points	Avg
Very Safe	188	62%	n/a	n/a
Reasonably Safe	109	36%	n/a	n/a
Not Safe	6	2%	n/a	n/a
Total Respondents		303	100%	

3. What problems exist where you live or conduct business?

	Yes	No	Response Total	Points	Avg
Speeding/Traffic Violations	71.95% (218)	28.05% (85)	303	n/a	n/a
Noise Disturbances	27.06% (82)	72.94% (221)	303	n/a	n/a
Theft/Burglary	22.11% (67)	77.89% (236)	303	n/a	n/a
Vandalism	11.55% (35)	88.45% (268)	303	n/a	n/a
Drug/Alcohol Violations	12.87% (39)	87.13% (264)	303	n/a	n/a
Other	12.87% (39)	87.13% (264)	303	n/a	n/a
Total Respondents			303		

4. Additional comments related to problems that exist where you live or conduct business?

Total Respondents	155	
(skipped this question)		145

5. In the past 12 months, have you had any direct contact with the Keller Police?

	Yes	No	Response Total	Points	Avg
I was a victim of a crime	5.61% (17)	94.39% (286)	303	n/a	n/a
I was greeted or assisted by a Keller Police Officer	48.84% (148)	51.16% (155)	303	n/a	n/a
I was stopped for a traffic violation	9.24% (28)	90.76% (275)	303	n/a	n/a
I spoke with KPD Personnel on the phone	31.68% (96)	68.32% (207)	303	n/a	n/a
I contacted or was contacted by Animal Control	11.55% (35)	88.45% (268)	303	n/a	n/a
Total Respondents			303		

6. How would you rate the officer(s)/dispatcher(s) you have contacted in terms of professionalism, competence, caring and courteousness?

Response Total	Response Percent	Points	Avg
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Very professional and caring/exceeding expectations		222	73%	n/a	n/a
Somewhat professional/met expectations		24	8%	n/a	n/a
Unprofessional/Unsatisfactory		3	1%	n/a	n/a
Comments <input type="button" value="view"/>		54	18%	n/a	n/a
Total Respondents		303	100%		

7. Overall, how would you rate the Keller Police Department?

		Response Total	Response Percent	Points	Avg
Excellent		256	84%	n/a	n/a
Average		43	14%	n/a	n/a
Poor		4	1%	n/a	n/a
Total Respondents		303	100%		

8. If it were up to you, where would you like to direct a significant effort of the police department?

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Response Total	Points	Avg
Crime Prevention	53.47% (162)	32.01% (97)	12.87% (39)	1.32% (4)	0.33% (1)	303	n/a	n/a
Illegal narcotics activity	45.21% (137)	32.01% (97)	19.8% (60)	2.97% (9)	0% (0)	303	n/a	n/a
Youth crime	34.32% (104)	42.24% (128)	21.45% (65)	1.98% (6)	0% (0)	303	n/a	n/a
Speeding cars in neighborhoods	54.46% (165)	31.02% (94)	11.22% (34)	1.98% (6)	1.32% (4)	303	n/a	n/a
Code/Ordinance Enforcement	19.8% (60)	31.02% (94)	40.59% (123)	6.6% (20)	1.98% (6)	303	n/a	n/a
Theft from Vehicles	34.65% (105)	40.26% (122)	22.77% (69)	1.65% (5)	0.66% (2)	303	n/a	n/a
Total Respondents						303		

9. In the past 12 months, how often have you observed a Keller Police Officer patrolling your neighborhood?

		Response Total	Response Percent	Points	Avg
Never		28	9%	n/a	n/a
1-3 times		108	36%	n/a	n/a
4-6 times		62	20%	n/a	n/a
More than 6 times		105	35%	n/a	n/a
Total Respondents		303	100%		

10. Do you utilize our website, www.cityofkeller.com/police, Twitter (@kellerpolice) or the Keller Public Safety Facebook page to receive the latest police news, crime prevention tips and daily radar enforcement locations?

		Response Total	Response Percent	Points	Avg
Yes		227	75%	n/a	n/a
No		41	14%	n/a	n/a
I Will Now		37	12%	n/a	n/a
Total Respondents		303			

11. Additional Comments or Suggestions

Total Respondents	134
(skipped this question)	166



Constant Contact Survey Results

Survey Name: Keller-Westlake Police Services Survey-Jan/Feb 2020

Response Status: Partial & Completed

Filter: None

3/2/2020 11:36 AM CST

TextBlock:

Please take a few moments to complete the below survey regarding our Westlake police services, provided by the Keller Police Department. This survey will remain open for completion through February 29, 2020, and we will also provide a link on our Town website. We know your time is valuable and we appreciate your feedback as both Keller and Westlake use this information from the survey to help us improve our services and set our policing priorities for the upcoming year. Should you have any questions or concerns regarding our police services, please do not hesitate to contact Deputy Town Manager Noah Simon via email or call at 817.490.5707. Thank you!

* Considering Public Safety, how safe do you feel when walking alone in your Westlake neighborhood or workplace at night?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very Safe			22	73.3 %
Reasonably Safe			8	26.6 %
Not Safe			0	0.0 %
Totals			30	100%



* What problems exist where you live or conduct business in Westlake? (indicate all that apply)

Answer	0%	100%	Number of Response(s)	Response Ratio
Speeding/Traffic Violations			14	46.6 %
Noise Disturbances			4	13.3 %
Theft/Burglary			4	13.3 %
Vandalism			0	0.0 %
Drug/Alcohol Violations			0	0.0 %
None of the above			10	33.3 %
Other			3	10.0 %
Totals			30	100%



* In the past 12 months, have you had any direct contact with the Keller/Westlake Police?

Answer	0%	100%	Number of Response(s)	Response Ratio
I was a victim of a crime.			0	0.0 %
I was greeted or assisted by a Keller(Westlake) Police Officer.			12	40.0 %
I was stopped for a traffic violation.			0	0.0 %
I spoke with Keller Police personnel on the phone.			0	0.0 %
I contacted, or I was contacted by, our Keller(Westlake) Animal Control Service.			1	3.3 %
No contact.			18	60.0 %
Totals			30	100%

* How would you rate the officer(s) and/or dispatcher(s) you have contacted in terms of professionalism, competence, care, and courteousness?







Answer	0%	100%	Number of Response(s)	Response Ratio
Very professional and caring; exceeding expectations.			26	92.8 %
Somewhat professional; met expectations.			2	7.1 %
Unprofessional; unsatisfactory			0	0.0 %
Totals			28	100%

* Overall, how would you rate the Keller/Westlake Police Department?

Answer	0%	100%	Number of Response(s)	Response Ratio
Excellent			28	93.3 %
Average			2	6.6 %
Poor			0	0.0 %
Totals			30	100%





* If it were up to you, where would you like to direct a significant effort of the police department?

1 = Strongly agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly disagree




Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Crime prevention						28	1.5
Illegal narcotics activity						28	2.0
Youth crime						28	2.3
Speeding cars in neighborhood or streets						28	2.0
Code/Ordinance enforcement						28	2.5
Thefts from vehicles						28	1.9

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

* In the past 12 months, how often have you observed a Keller/Westlake Police Officer patrolling your neighborhood in Westlake?

Answer	0%	100%	Number of Response(s)	Response Ratio
Never			1	3.3 %
1 - 3 times			8	26.6 %
4 - 6 times			6	20.0 %
More than 6 times			15	50.0 %
Totals			30	100%

Do you utilize the Keller website, CityofKeller.com, their Twitter @kellerpolice, or the Keller Police Department Facebook page, to receive the latest police news, crime prevention tips, or daily radar enforcement locations, which includes Westlake locations? Additionally, Westlake has a Police Services webpage on the Town's website, Westlake-tx.org, for convenience as well.

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			7	23.3 %
No			14	46.6 %
I will now!			12	40.0 %
Totals			30	100%

TextBlock:

On behalf of the Keller (and Westlake) Police Department, we truly appreciate your time to review and submit this survey. It is our sincere desire to gain feedback from you so we may gauge our residents' and businesses' satisfaction while also setting our policing priorities for the future.