

CHPD CPA Participant Feedback Survey/Questionnaire

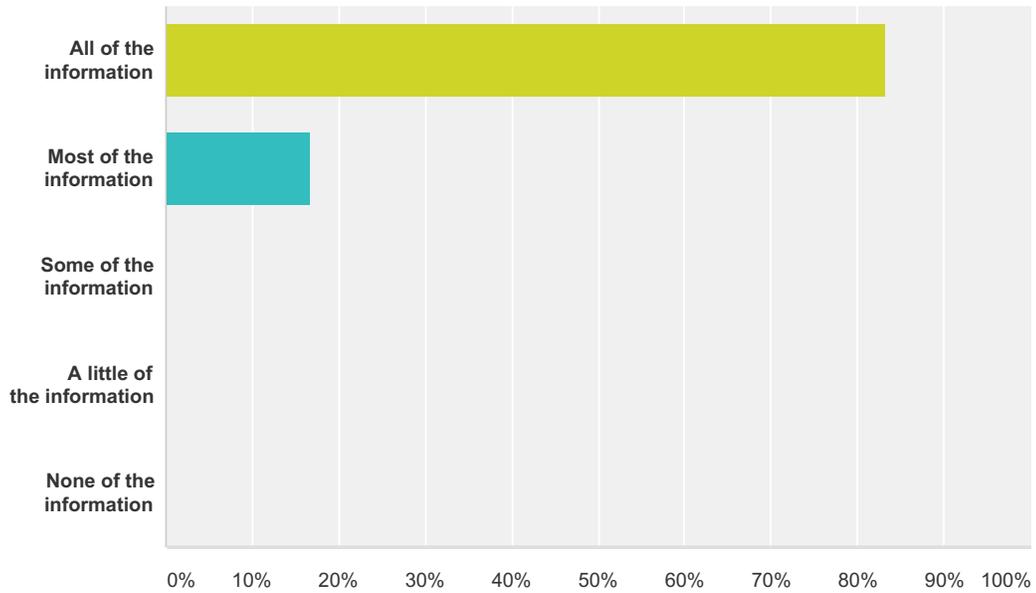
Q1 How did you hear about this event?

Answered: 12 Skipped: 0

#	Responses	Date
1	email from Town servlist	4/30/2014 8:29 AM
2	a co-worker, who had attended this in the past, encouraged others at work to attend	4/23/2014 12:27 PM
3	at a meeting w/ police about fees for false alarms	4/18/2014 9:24 AM
4	School email from Career Information Center.	4/17/2014 10:20 PM
5	The CPA was listed among community events in an email from my high school counselor.	4/17/2014 8:55 PM
6	Daily Tar Heel	4/17/2014 6:51 PM
7	school newsletter	4/17/2014 4:19 PM
8	months ago, in the newspaper; and for this session at "coffee with a cop"	4/17/2014 4:11 PM
9	email from the town	4/17/2014 1:01 PM
10	It was promoted by the "Town of Chapel Hill" Twitter account.	4/17/2014 11:27 AM
11	From the Community liaison officer at University Mall.	4/17/2014 11:25 AM
12	Facebook	4/17/2014 11:10 AM

Q2 Did you receive all the information you needed prior to the Academy?

Answered: 12 Skipped: 0

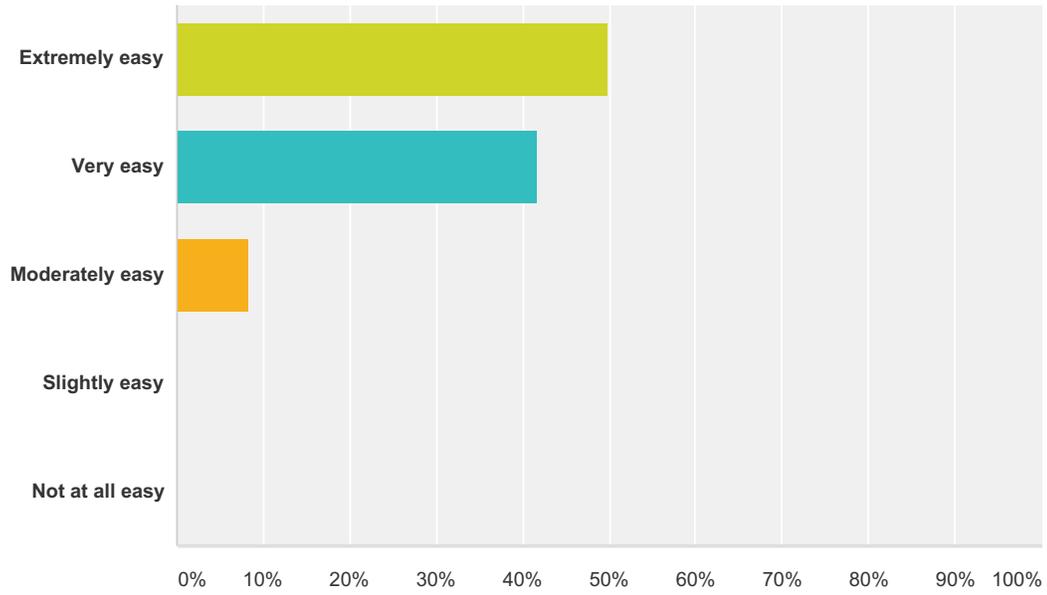


Answer Choices	Responses
All of the information	83.33% 10
Most of the information	16.67% 2
Some of the information	0.00% 0
A little of the information	0.00% 0
None of the information	0.00% 0
Total Respondents: 12	

#	If not All, please specify:	Date
1	It was difficult to find the precise location of the Town Operations Center on Saturday.	4/17/2014 8:55 PM

Q3 How easy was the registration process?

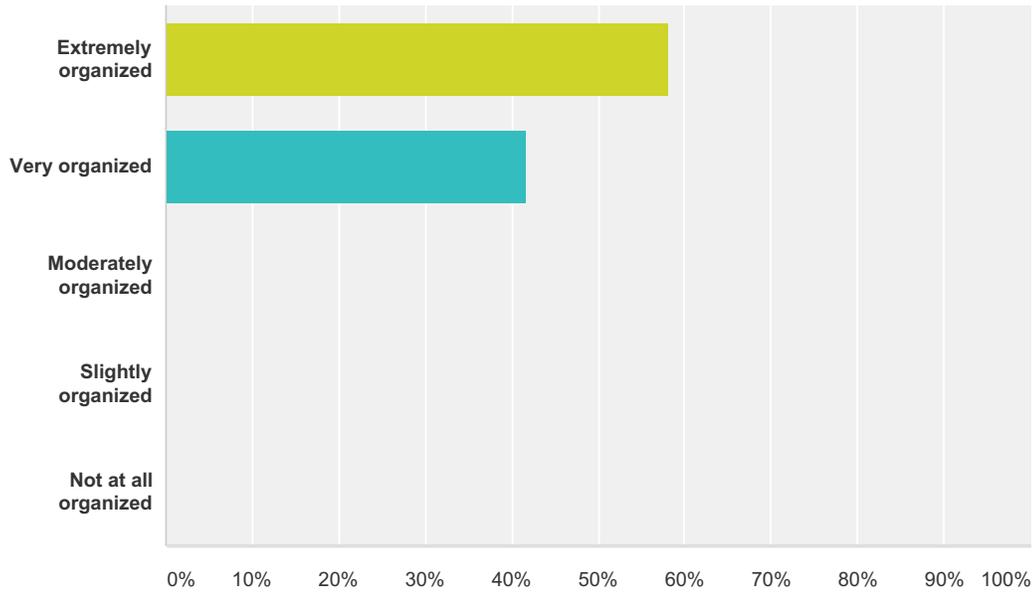
Answered: 12 Skipped: 0



Answer Choices	Responses	Count
Extremely easy	50.00%	6
Very easy	41.67%	5
Moderately easy	8.33%	1
Slightly easy	0.00%	0
Not at all easy	0.00%	0
Total		12

Q4 How well was the event organized?

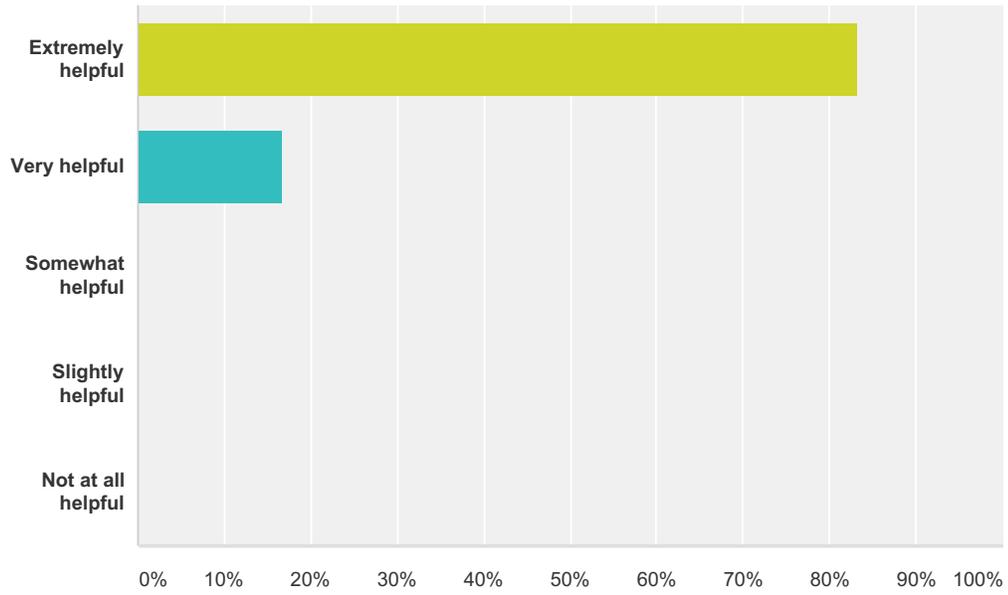
Answered: 12 Skipped: 0



Answer Choices	Responses	Count
Extremely organized	58.33%	7
Very organized	41.67%	5
Moderately organized	0.00%	0
Slightly organized	0.00%	0
Not at all organized	0.00%	0
Total		12

Q5 How helpful was the staff?

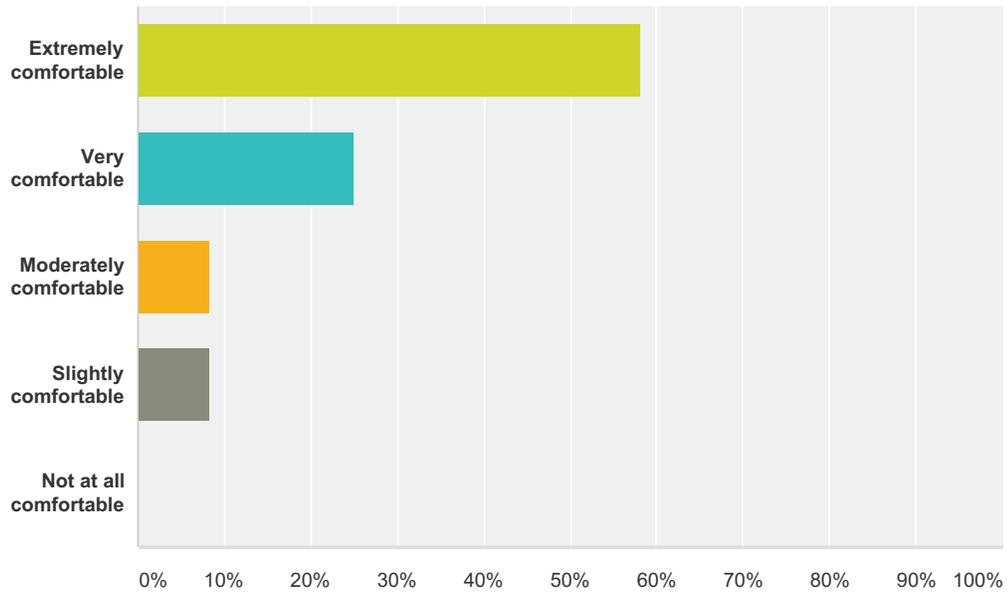
Answered: 12 Skipped: 0



Answer Choices	Responses	
Extremely helpful	83.33%	10
Very helpful	16.67%	2
Somewhat helpful	0.00%	0
Slightly helpful	0.00%	0
Not at all helpful	0.00%	0
Total		12

Q6 How comfortable did you feel asking questions?

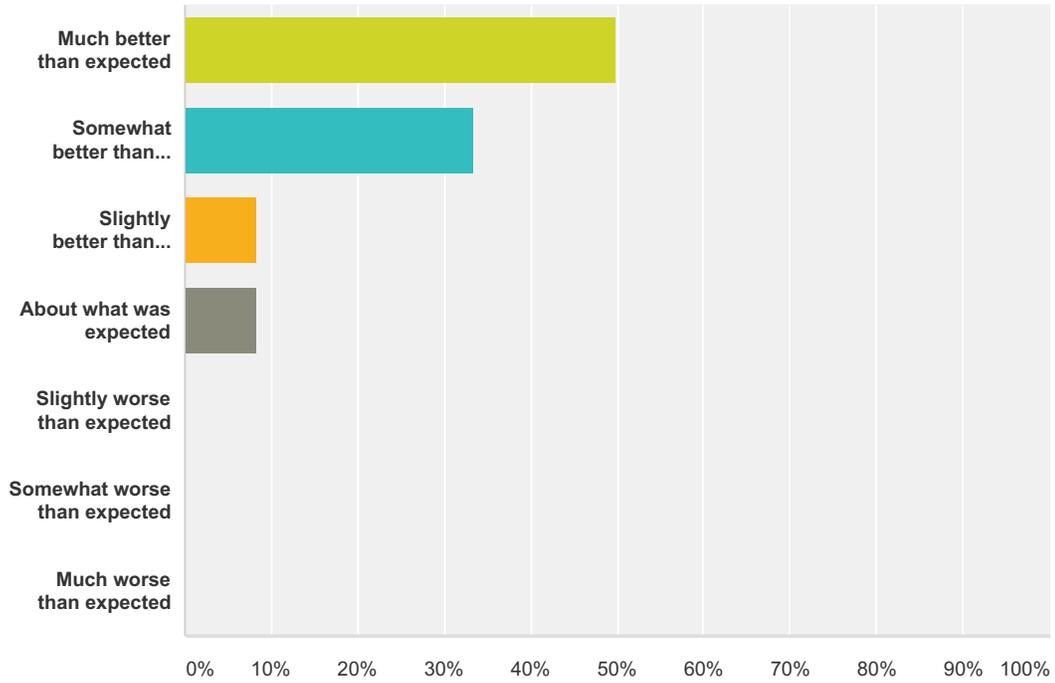
Answered: 12 Skipped: 0



Answer Choices	Responses
Extremely comfortable	58.33% 7
Very comfortable	25.00% 3
Moderately comfortable	8.33% 1
Slightly comfortable	8.33% 1
Not at all comfortable	0.00% 0
Total	12

Q7 Was the CPA what you expected?

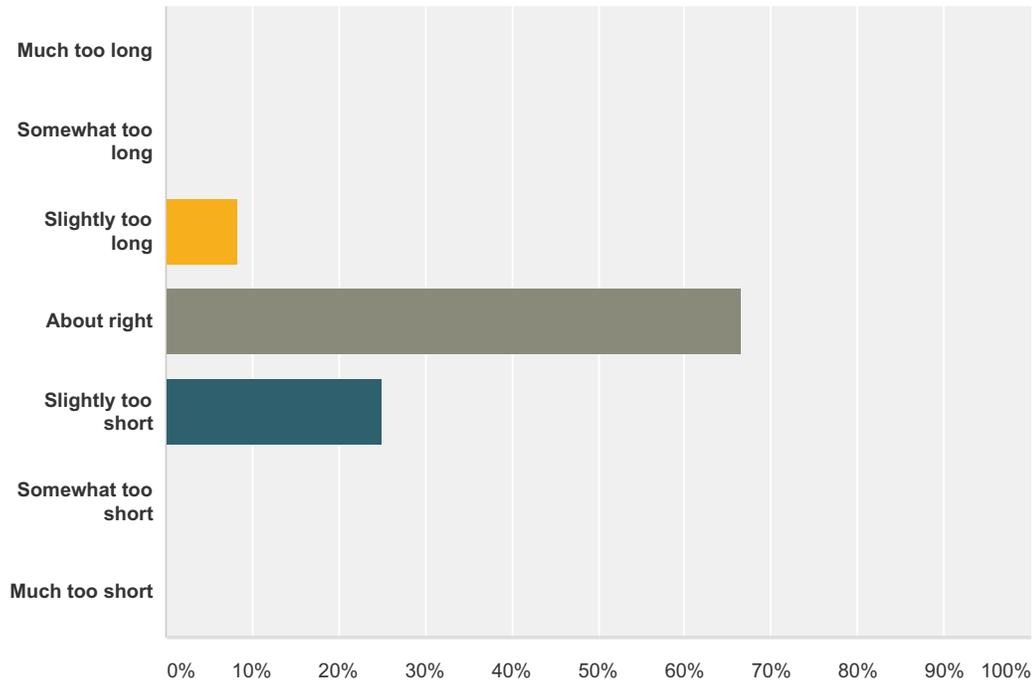
Answered: 12 Skipped: 0



Answer Choices	Responses
Much better than expected	50.00% 6
Somewhat better than expected	33.33% 4
Slightly better than expected	8.33% 1
About what was expected	8.33% 1
Slightly worse than expected	0.00% 0
Somewhat worse than expected	0.00% 0
Much worse than expected	0.00% 0
Total	12

Q8 Was the CPA too long, too short, or about right?

Answered: 12 Skipped: 0



Answer Choices	Responses	
Much too long	0.00%	0
Somewhat too long	0.00%	0
Slightly too long	8.33%	1
About right	66.67%	8
Slightly too short	25.00%	3
Somewhat too short	0.00%	0
Much too short	0.00%	0
Total		12

CHPD CPA Participant Feedback Survey/Questionnaire

Q9 What did you dislike about the CPA?

Answered: 12 Skipped: 0

#	Responses	Date
1	nothing	4/30/2014 8:29 AM
2	nothing!	4/23/2014 12:27 PM
3	I thought it was great!	4/18/2014 9:24 AM
4	For me personally, I like ACTION! The classroom setting got a little boring after a few hours, but the simulations were a lot if fun.	4/17/2014 10:20 PM
5	I wished there was a little more time after each demonstration for questions and discussion. We were told to save questions for later so we could move to the next demonstration on time, but by the end of the day I couldn't remember the questions I had planned to ask.	4/17/2014 8:55 PM
6	Nothing.	4/17/2014 6:51 PM
7	a little too much talking	4/17/2014 4:19 PM
8	nothing. just sorry we had to miss the CERT segment.	4/17/2014 4:11 PM
9	Saturday got a little long.	4/17/2014 1:01 PM
10	Missing out on the SERT demonstration is probably the only thing that I was disappointed about; however, I understand the situation that was interfering with the demonstration from happening. Also, it seemed a little rush at times. Perhaps for next time, more time could be spent on the crime scene procedures. Even pretending like we're being taken into custody and have the officers "book" us, including experiences like taking our own fingerprints would be nice to give us more of an experience of a police academy.	4/17/2014 11:27 AM
11	Nothing	4/17/2014 11:25 AM
12	Nothing	4/17/2014 11:10 AM

CHPD CPA Participant Feedback Survey/Questionnaire

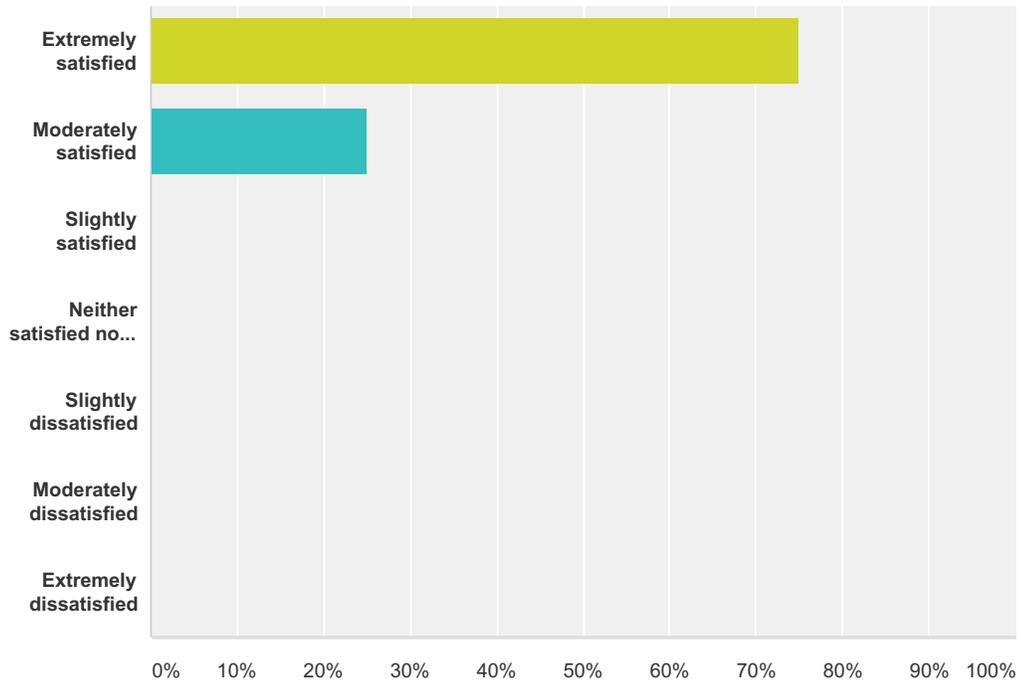
Q10 What did you like about the CPA?

Answered: 12 Skipped: 0

#	Responses	Date
1	hands experiences and understanding of police work	4/30/2014 8:29 AM
2	I learned so much! I am very impressed with how well your department operates and what high standards you uphold.	4/23/2014 12:27 PM
3	I learned much more than anticipated about Chapel Hill and the police	4/18/2014 9:24 AM
4	The simulations and demonstrations. The video game at the Police HQ was a lot of fun. Also, looking at all the police equipment and cars was fun.	4/17/2014 10:20 PM
5	I enjoyed hearing people talk about their jobs- both daily routine and memorable events. I enjoyed the demonstrations of equipment.	4/17/2014 8:55 PM
6	I appreciated hearing the officer's stories and participating in the simulator exercises. They illustrated things from an officer's point of view, especially how quickly situations occur and how short of a time you have to make a decision. I also appreciated learning more about the department in general. I learned many things I did not know previously.	4/17/2014 6:51 PM
7	the stimulations and K9 unit	4/17/2014 4:19 PM
8	with the training simulations, seeing the split second reversals, and decision-making they called for. the chance to hear about and experience (especially with the car chase event, and also with the police dog demonstration) real life scenarios. the opportunity to hear about the very important role of the social workers. the opportunity to view the equipment up close. the opportunity to ask questions and get candid answers.	4/17/2014 4:11 PM
9	The simulations and the canine unit	4/17/2014 1:01 PM
10	I liked how small the class was, it allowed for us to get comfortable with each other and ask questions freely. I also liked how we were given presentation about the different sectors within the department. I also enjoyed the simulator exercises! I believe that was a great opportunity to see how situations could differ based on how reacts. In addition, I think that the stories of past experiences also helped us understand more about the town and the duties of a police officer. They were very unique and interesting stories. Finally, I liked having the Chief of Police present and actively involved in the activities planned.	4/17/2014 11:27 AM
11	Candor and professionalism of all	4/17/2014 11:25 AM
12	The simulator experience and the K9 unit as well as the cars.	4/17/2014 11:10 AM

Q11 Overall, were you satisfied with the CPA?

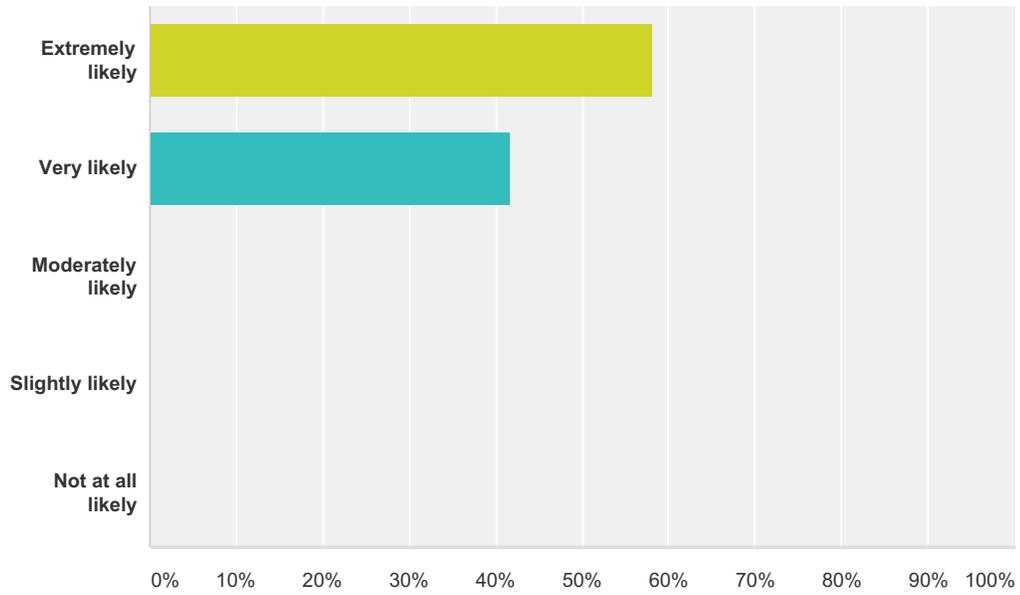
Answered: 12 Skipped: 0



Answer Choices	Responses	Count
Extremely satisfied	75.00%	9
Moderately satisfied	25.00%	3
Slightly satisfied	0.00%	0
Neither satisfied nor dissatisfied	0.00%	0
Slightly dissatisfied	0.00%	0
Moderately dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
Total		12

Q12 How likely are you to recommend the CPA to a friend?

Answered: 12 Skipped: 0



Answer Choices	Responses	
Extremely likely	58.33%	7
Very likely	41.67%	5
Moderately likely	0.00%	0
Slightly likely	0.00%	0
Not at all likely	0.00%	0
Total		12

Q13 Is there anything else you'd like to share about the event?

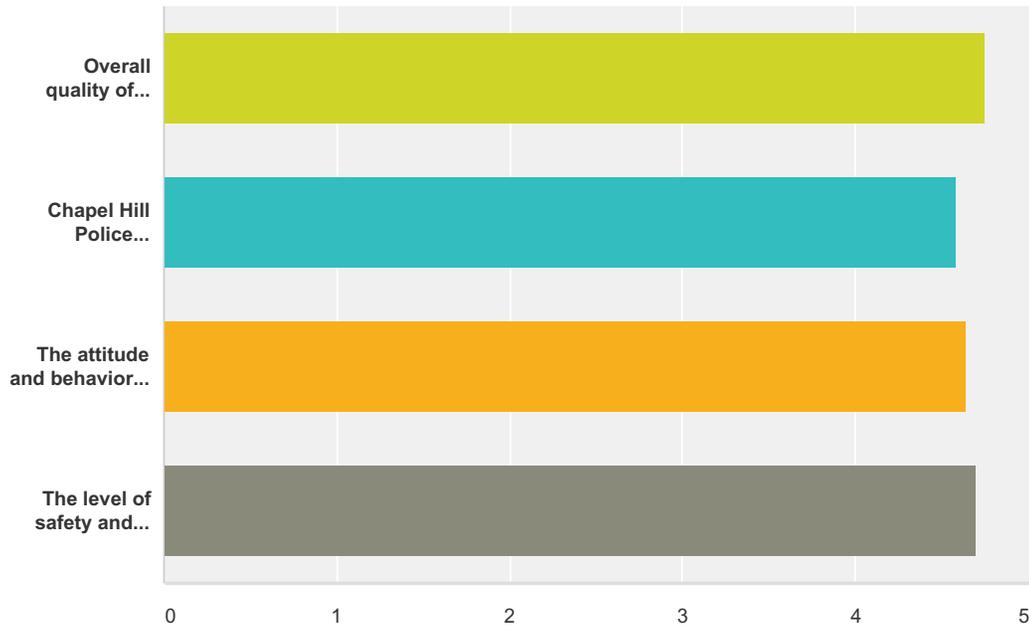
Answered: 8 Skipped: 4

#	Responses	Date
1	Thank you very, very much for allowing me to participate!	4/30/2014 8:29 AM
2	I appreciate all the time and effort you put into this event!	4/23/2014 12:27 PM
3	no	4/18/2014 9:24 AM
4	A little bit less sitting listening to presentations. The presentations with case studies and videos were fun, but the rest were not very interesting.	4/17/2014 10:20 PM
5	I had a great time and have already recommended it to several friends.	4/17/2014 6:51 PM
6	it was very nice to meet the police of my town	4/17/2014 4:19 PM
7	can't think of anything specific right now, but it was a terrific event. all the "teaching" personnel seemed exceptional and were great communicators.	4/17/2014 4:11 PM
8	The event is a great idea. Continue with it. Thanks.	4/17/2014 11:25 AM

CHPD CPA Participant Feedback Survey/Questionnaire

Q14 For each of the items listed, please rate your satisfaction of CHPD services.

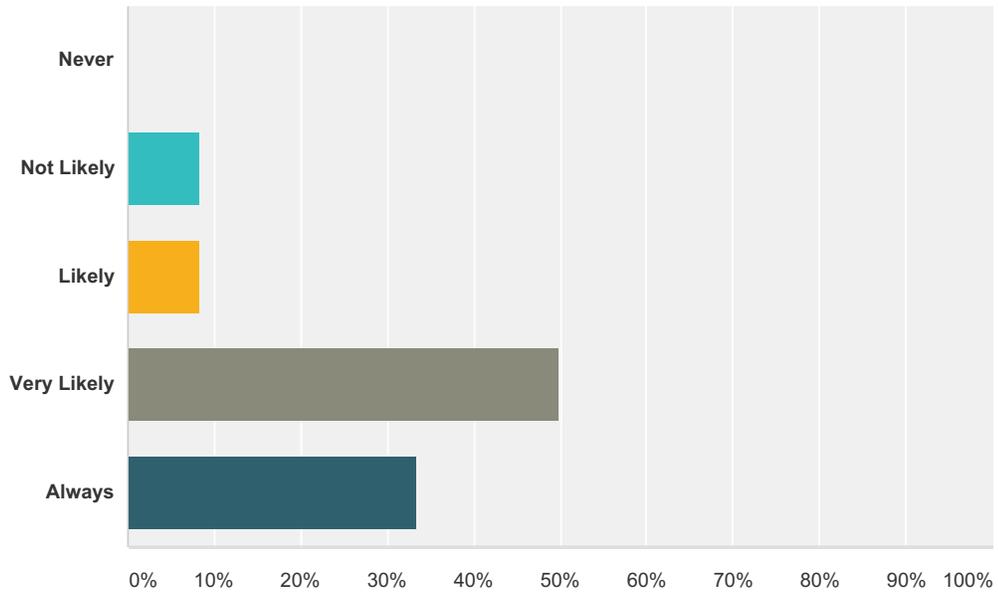
Answered: 12 Skipped: 0



	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Satisfied	Total	Average Rating
Overall quality of local police protection.	0.00% 0	0.00% 0	8.33% 1	8.33% 1	83.33% 10	12	4.75
Chapel Hill Police Department's overall performance.	0.00% 0	0.00% 0	8.33% 1	25.00% 3	66.67% 8	12	4.58
The attitude and behavior of Police Department personnel toward residents.	0.00% 0	0.00% 0	9.09% 1	18.18% 2	72.73% 8	11	4.64
The level of safety and security in your neighborhood.	0.00% 0	0.00% 0	10.00% 1	10.00% 1	80.00% 8	10	4.70

Q15 If you meet a CHPD officer in uniform, how likely are you to greet him/her?

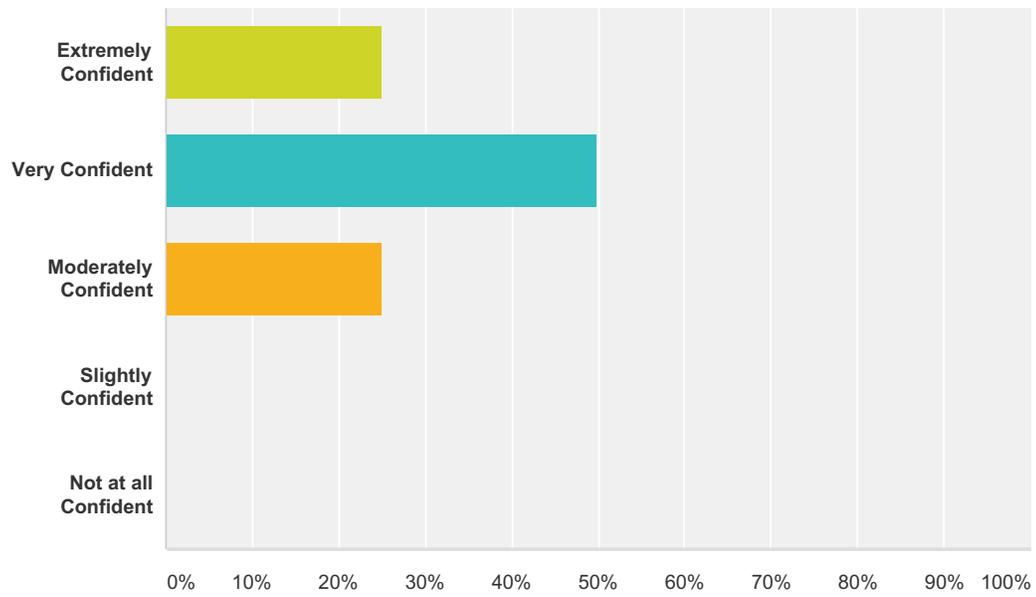
Answered: 12 Skipped: 0



Answer Choices	Responses
Never	0.00% 0
Not Likely	8.33% 1
Likely	8.33% 1
Very Likely	50.00% 6
Always	33.33% 4
Total	12

Q16 How confident are you of the CHPD's ability to solve crimes?

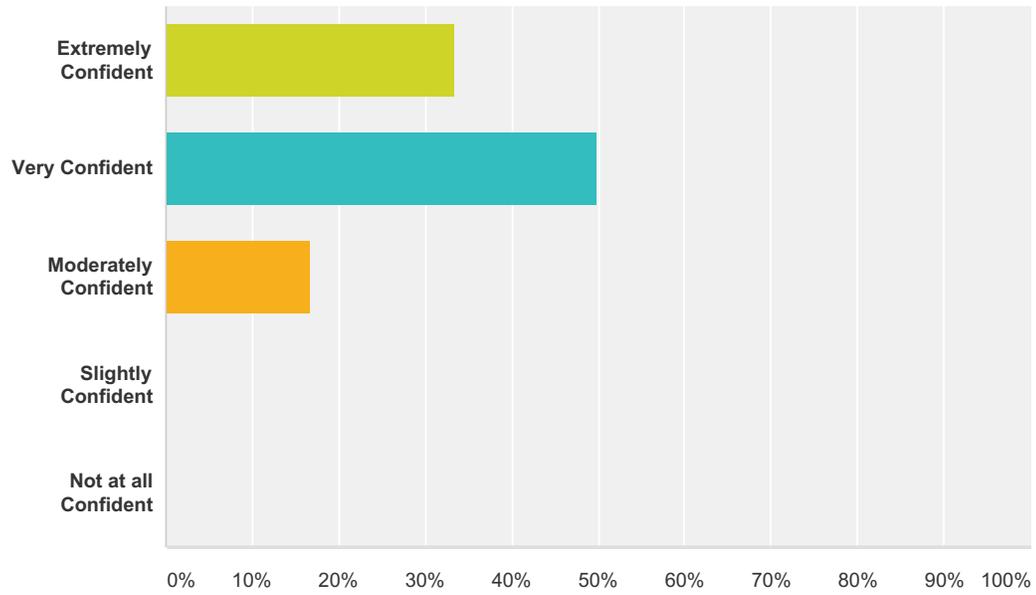
Answered: 12 Skipped: 0



Answer Choices	Responses	
Extremely Confident	25.00%	3
Very Confident	50.00%	6
Moderately Confident	25.00%	3
Slightly Confident	0.00%	0
Not at all Confident	0.00%	0
Total		12

Q17 How confident are you of the CHPD's ability to protect citizens?

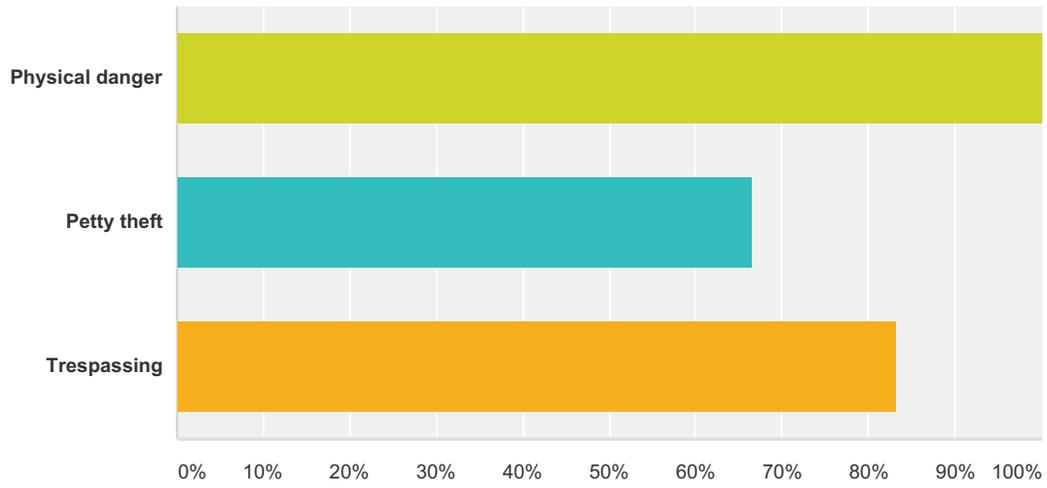
Answered: 12 Skipped: 0



Answer Choices	Responses	
Extremely Confident	33.33%	4
Very Confident	50.00%	6
Moderately Confident	16.67%	2
Slightly Confident	0.00%	0
Not at all Confident	0.00%	0
Total		12

Q18 In which of the following situations would you call 911 (Check all that apply)

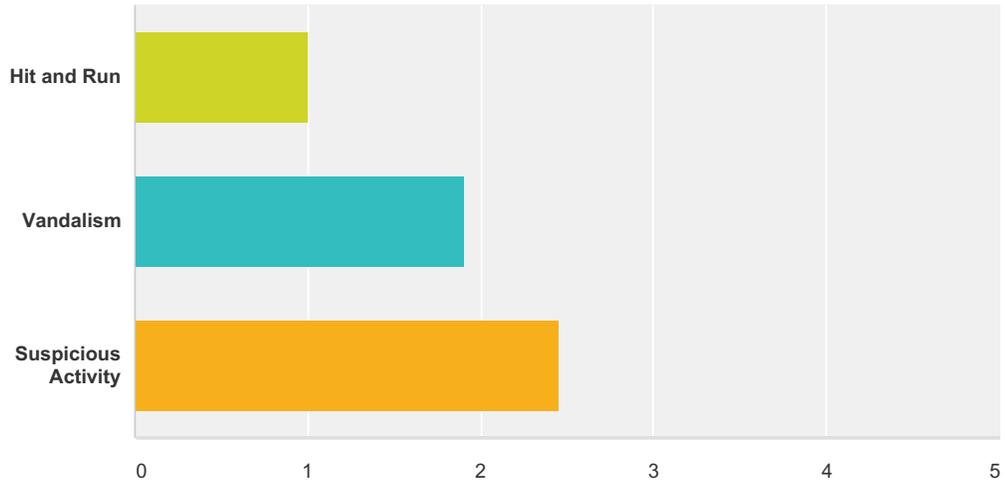
Answered: 12 Skipped: 0



Answer Choices	Responses
Physical danger	100.00% 12
Petty theft	66.67% 8
Trespassing	83.33% 10
Total Respondents: 12	

Q19 How likely are you to report a:

Answered: 12 Skipped: 0



	Extremely Likely	Very Likely	Moderately Likely	Slightly Likely	Not at all Likely	Total	Average Rating
Hit and Run	100.00% 12	0.00% 0	0.00% 0	0.00% 0	0.00% 0	12	1.00
Vandalism	72.73% 8	0.00% 0	9.09% 1	0.00% 0	18.18% 2	11	1.91
Suspicious Activity	27.27% 3	27.27% 3	27.27% 3	9.09% 1	9.09% 1	11	2.45

CHPD CPA Participant Feedback Survey/Questionnaire

Q20 If you have a complaint you want the CHPD to address, what process would you follow to raise it with the CHPD? If you would not address it, please put "NONE" as your response.

Answered: 11 Skipped: 1

#	Responses	Date
1	call 911	4/30/2014 8:30 AM
2	I would submit it in writing.	4/23/2014 12:53 PM
3	call the office	4/18/2014 9:26 AM
4	Write a letter or call the Chief	4/17/2014 10:22 PM
5	I'm not quite sure- I wouldn't call 911 for that, so I'd try to find general contact information for the officers in charge of community relations.	4/17/2014 9:00 PM
6	File a complaint using the process mentioned in the Community Police Academy.	4/17/2014 6:55 PM
7	call the department and file the complaint	4/17/2014 4:20 PM
8	call in, or send an email.	4/17/2014 4:17 PM
9	None	4/17/2014 1:05 PM
10	I'd call or go to the station and ask to speak with an on-duty supervisor.	4/17/2014 11:34 AM
11	none	4/17/2014 11:12 AM

CHPD CPA Participant Feedback Survey/Questionnaire

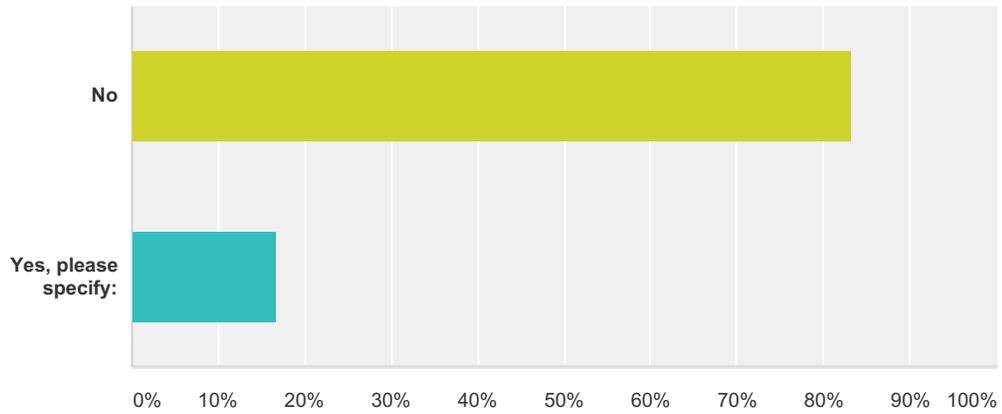
Q21 How do you think the CHPD would respond to your complaint?

Answered: 12 Skipped: 0

#	Responses	Date
1	proffessionally	4/30/2014 8:30 AM
2	A phone call or an appointment to obtain more information.	4/23/2014 12:53 PM
3	someone would call me back in 24 hrs	4/18/2014 9:26 AM
4	Very appropriately based on what we learned from the Chief and the complaint process.	4/17/2014 10:22 PM
5	Regarding an officer- a thorough but closed investigation would take place, and then I would receive a form letter. Regarding a policy- my input would be considered among others from the community.	4/17/2014 9:00 PM
6	I think it would be investigated and appropriate action would be taken.	4/17/2014 6:55 PM
7	they would put me through to the person most suited to deal with my complaint	4/17/2014 4:20 PM
8	i believe they would treat it with professionalism and respect.	4/17/2014 4:17 PM
9	By telling me how it was my fault - I should have been more vigilant, etc.	4/17/2014 1:05 PM
10	Professionally	4/17/2014 11:34 AM
11	I believe they'd consider my complaint and begin an investigation. They'll talk to the officer's supervisor and check to see if they've had previous complaints filed against them. Sometimes the complaints are dismissed with insufficient evidence, and sometimes they are thoroughly investigated.	4/17/2014 11:34 AM
12	none	4/17/2014 11:12 AM

Q22 Do you feel there are times when the CHPD treats citizens unfairly?

Answered: 12 Skipped: 0

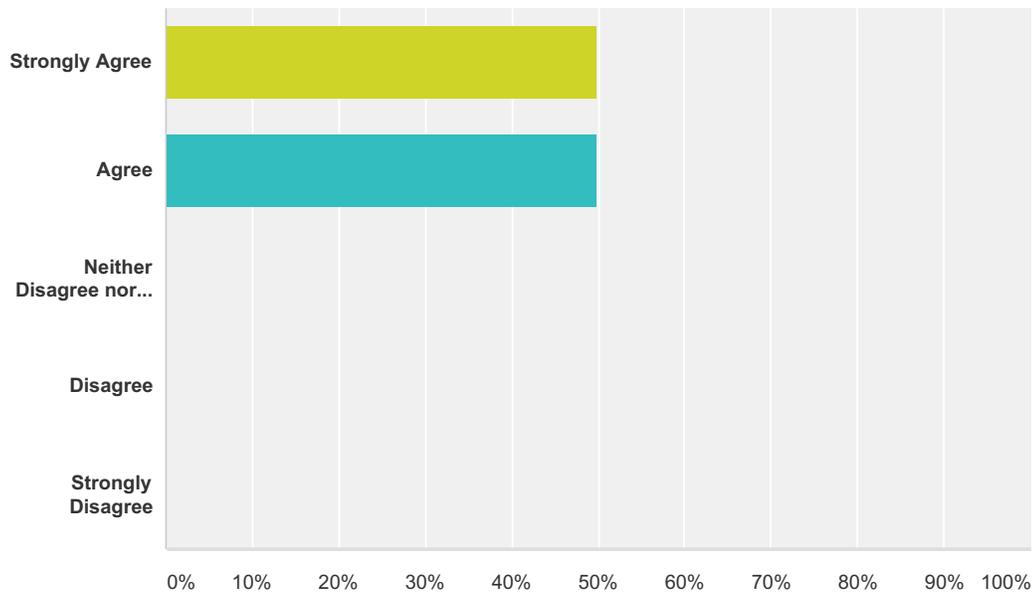


Answer Choices	Responses
No	83.33% 10
Yes, please specify:	16.67% 2
Total	12

#	Yes, please specify:	Date
1	I think there are times when it seems like they do, but I think citizens need to understand that it's also unfair of them to judge the way an officer handled a given situation without knowing the circumstances.	4/23/2014 12:53 PM
2	This happens in any form of authority. I'm not saying it's worse in CH.	4/17/2014 1:05 PM

Q23 CHPD officers get the training they need to do their jobs well.

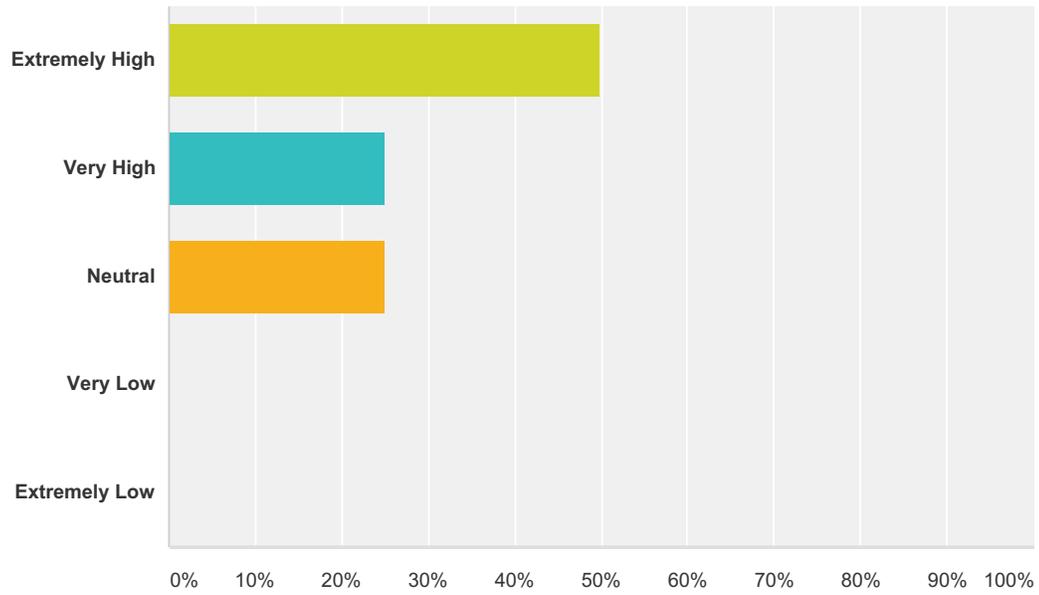
Answered: 12 Skipped: 0



Answer Choices	Responses	Count
Strongly Agree	50.00%	6
Agree	50.00%	6
Neither Disagree nor Agree	0.00%	0
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Total		12

Q24 How would you rate your level of trust in the Chapel Hill Police Department?

Answered: 12 Skipped: 0



Answer Choices	Responses	Count
Extremely High	50.00%	6
Very High	25.00%	3
Neutral	25.00%	3
Very Low	0.00%	0
Extremely Low	0.00%	0
Total		12

CHPD CPA Participant Feedback Survey/Questionnaire

Q25 Please name the four (4) major divisions within the CHPD and one (1) responsibility of each. If you do not know, please put "I Don't Know" in the first box.

Answered: 10 Skipped: 2

Answer Choices	Responses	
1)	100.00%	10
2)	80.00%	8
3)	80.00%	8
4)	80.00%	8

#	1)	Date
1	K-9 - apprehend suspects, search for illicit drugs or weapons	4/23/2014 1:27 PM
2	Crisis Unit-help mentally ill or people with traumatic experience	4/17/2014 10:27 PM
3	Patrol: keep watch on roads for traffic violations	4/17/2014 9:09 PM
4	I Don't Know	4/17/2014 6:58 PM
5	traffic/patrol	4/17/2014 4:23 PM
6	i dont know	4/17/2014 4:21 PM
7	patrol	4/17/2014 1:07 PM
8	Crisis Unit - they are composed of social workers and therapists. This unit addresses any situation that involves traumatic events, suicidal attempts, sexual assaults, violence, and any other emergency situations that could require special attention.	4/17/2014 12:13 PM
9	Traffic	4/17/2014 12:07 PM
10	Patrol-	4/17/2014 11:14 AM

#	2)	Date
1	Crisis - provide support to victims & officers in stressful situations	4/23/2014 1:27 PM
2	SERT- barricaded people, serve search warrants	4/17/2014 10:27 PM
3	Crisis: social work, helping victims	4/17/2014 9:09 PM
4	crime scene investigation/technical services	4/17/2014 4:23 PM
5	crisis	4/17/2014 1:07 PM
6	SERT - although we didn't get to see them, this team is used for special emergency responses. (This was weird to me because I'm used to the term SWAT.)	4/17/2014 12:13 PM
7	Patrol	4/17/2014 12:07 PM
8	Investigations	4/17/2014 11:14 AM

#	3)	Date
1	Traffic - patrol neighborhoods & enforce traffic laws	4/23/2014 1:27 PM
2	Traffic unit- speeding tickets, directing traffic	4/17/2014 10:27 PM
3	Investigation: collect evidence from crime scenes	4/17/2014 9:09 PM

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4	training	4/17/2014 4:23 PM
5	canine	4/17/2014 1:07 PM
6	K-9 - this unit is unique because it involves dogs that are trained to detect drugs and assist in searching for suspects, or like last week a missing person.	4/17/2014 12:13 PM
7	Social Services	4/17/2014 12:07 PM
8	Traffic	4/17/2014 11:14 AM
#	4)	Date
1	Crime scene investigation - obtain evidence & document findings	4/23/2014 1:27 PM
2	Regular patrol- respond to 911 calls. Now I see the correct units listed below.. :(4/17/2014 10:27 PM
3	K9 Unit? Community Services? I'm not entirely sure which divisions are "major".	4/17/2014 9:09 PM
4	community/public relations	4/17/2014 4:23 PM
5	investigations	4/17/2014 1:07 PM
6	Traffic - this unit is in charge of seatbelt and DWI checkpoints, enforcing speed limits, and attending to car accidents.	4/17/2014 12:13 PM
7	Community Services	4/17/2014 12:07 PM
8	Crisis	4/17/2014 11:14 AM

CHPD CPA Participant Feedback Survey/Questionnaire

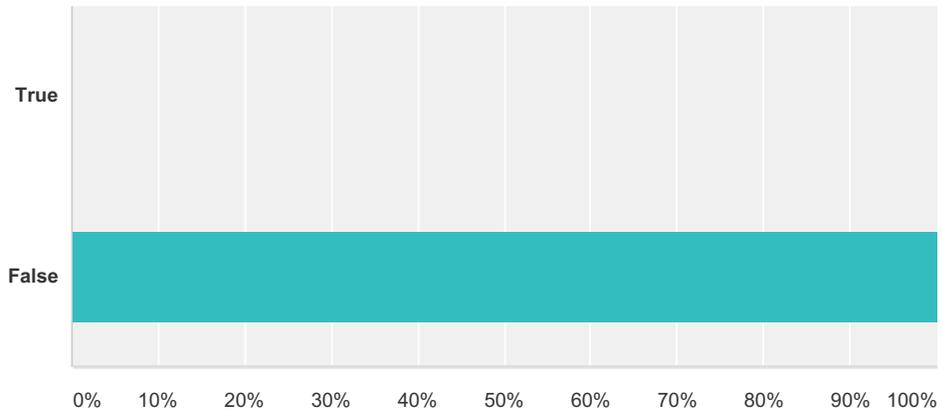
Q26 What can you do to reduce your chance of victimization?

Answered: 9 Skipped: 3

#	Responses	Date
1	When driving keep valuables out of sight and secured in the trunk of a car, be alert in public, stay in the company of friends you trust if you are up late and walking home, avoid confrontations with anyone acting suspiciously, report suspicious behavior to the police, avoid being a passenger in a car with someone driving who is under the influence of alcohol or drugs.	4/23/2014 1:27 PM
2	Be aware of your surroundings and invest in personal security. Ex. Car alarm, burglar alarm	4/17/2014 10:27 PM
3	Lock doors to houses and vehicles.	4/17/2014 9:09 PM
4	Pay attention to your surroundings.	4/17/2014 6:58 PM
5	be cautious in all encounters, and with calls, mail and email from unknown parties.	4/17/2014 4:23 PM
6	be safe	4/17/2014 4:21 PM
7	Take protective measures - good exterior lighting in the home, etc.	4/17/2014 1:07 PM
8	- Always let people know where you will be - Never walk alone - Never accept favors from strangers - Avoid dark alleys - Stay aware of your surroundings - Keep keys in your pocket, in case they steal your purse or wallet, at least you have the keys to your home.	4/17/2014 12:13 PM
9	Be aware, travel in groups, stay away from bad areas, appear confident.	4/17/2014 11:14 AM

Q27 Being a police officer is a relatively low-risk job.

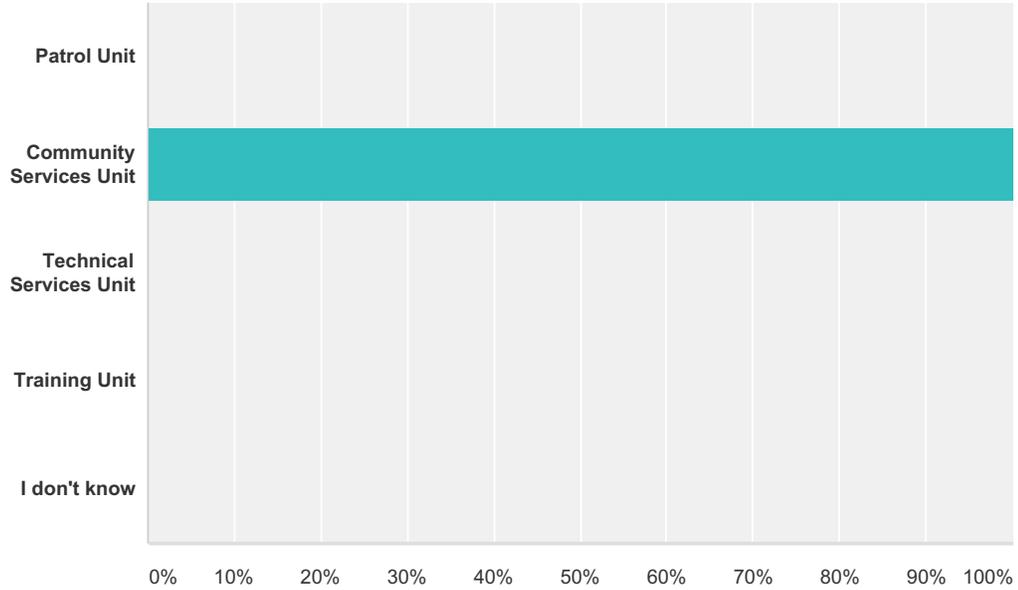
Answered: 12 Skipped: 0



Answer Choices	Responses
True	0.00% 0
False	100.00% 12
Total	12

Q28 Who would you contact in the CHPD for information to start a neighborhood watch program?

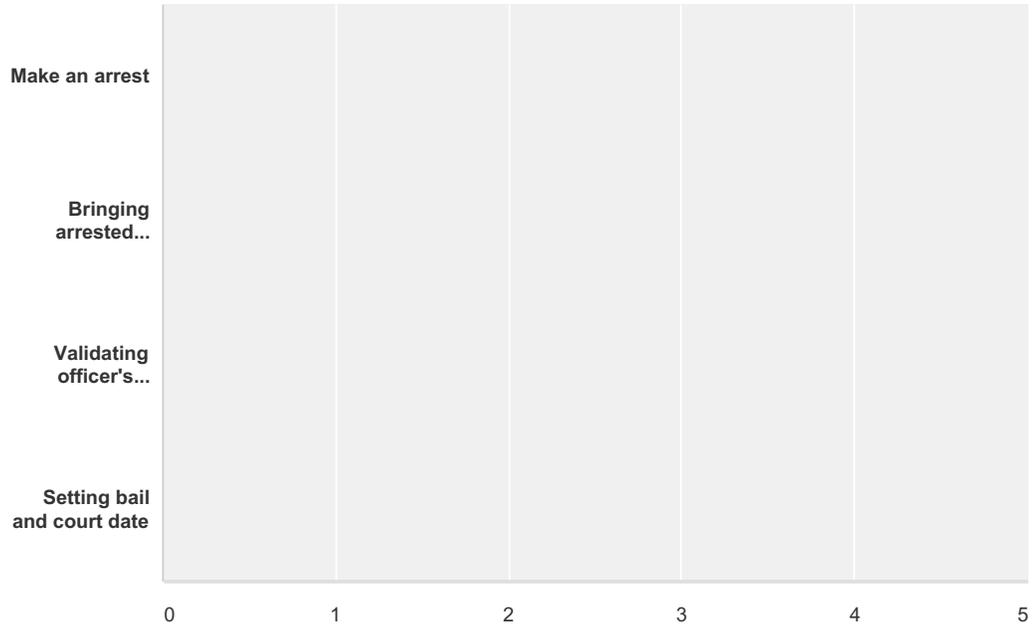
Answered: 12 Skipped: 0



Answer Choices	Responses
Patrol Unit	0.00% 0
Community Services Unit	100.00% 12
Technical Services Unit	0.00% 0
Training Unit	0.00% 0
I don't know	0.00% 0
Total	12

Q29 Who would be responsible for the following tasks for a crime occurring in Chapel Hill?

Answered: 12 Skipped: 0



	CHPD (Chapel Hill Police Department)	Other agency/office	Total	Average Rating
Make an arrest	100.00% 12	0.00% 0	12	0.00
Bringing arrested individual to the magistrate	100.00% 12	0.00% 0	12	0.00
Validating officer's decision to arrest	33.33% 4	66.67% 8	12	0.00
Setting bail and court date	0.00% 0	100.00% 12	12	0.00