



POLICE DEPARTMENT

"AN INTERNATIONALLY ACCREDITED AGENCY"

Anthony W. Shepherd
Chief of Police

December 13th, 2011

1287 HEBRON RD. • HEATH, OHIO 43056 • (740) 522-2141 • FAX (740) 522-6365

2011 Citizen Survey Report

Prepared by Tatiana Loughman



COMMISSION ON ACCREDITATION FOR LAW ENFORCEMENT AGENCIES



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Biography for Tatiana Loughman

Hi, Heath city residents! I'd like to introduce myself so you will get a better understanding about the individual who expressed her insights on Heath Police performance assessment for 2011. My name is Tatiana Loughman. I'm from the Ukraine originally and I've been changing homes so many times looking for the one I will dedicate myself to. As soon as I landed at the JFK I fell in love with America and made it my final destination- my home. I started working at 16 and had been pursuing a career in Accounting. I graduated with a Masters in Accounting and Audit from the National Economics University in Ukraine in 2000. I worked as a bookkeeper and an accountant for several years. When I came to the United States and made it my home I understood that the only way for me to take care of my new home is to protect it. I believe that the best way to protect this way of life is to participate in the Criminal Justice system. So, I started to pursue Bachelors in Criminal Justice to take care of the country we love- the United States. I'm a junior at the National American University and have 12 more classes to complete my bachelor's degree. Paralleled with my studies I am taking a course at the National Organization for Victim Assistance to volunteer and help any victim of human trafficking. It is very difficult to get in and to start participating in the field when you don't have connections. So, I'm grateful to Lieutenant John Mason and to Chief of Police Anthony W. Shepherd for accepting me simply based on my qualifications and on my background. I have not chosen my future position in the Criminal Justice field yet, because, honestly, I love every one of them. ☺



This report was prepared by Tatiana Loughman, a junior at National American University, pursuing Bachelors' of Science in Criminal Justice. The report is a detailed Heath Police performance assessment that is composed from 18 types of variables, such as citizens' competency of full understanding of Heath Police work (number of years living in Heath), type of contact with Police (from victim/offender/witness point of view), seriousness of crime being committed, and overall safety and citizens' needs assessment in city of Heath neighborhoods. The report is based on completed Heath Police Department citizen survey for 2011 and is compared to HPD citizen surveys for 2005, 2008 years. It was also contrasted with National Citizen Police satisfaction survey for 2010 year. National Crime Reports and Heath Crime Reports have also been compared, and the analysis was contrasted with the statistics HPD 2010 Citizen Surveys, even though excellent Police performance is only one of the components in the crime reduction strategy. Any questions about the report can be addressed to me at the HPD directly or over a phone.

2011 Heath Ohio Police Performance Statistical Assessment of Improvement and Analysis of Theoretical Assumptions are provided bellow:

Approximately 14.4 percent of citizens took action to answer questions regarding Heath Police assessment and regarding safety in Heath neighborhoods. Unfortunately, it has dropped almost twice if we compare it to 2008 and it brought the level of citizens' participation back to 2005 when only 15 percent of citizens were willing to voice their opinion. According to Oxford journal (see ref.1.) survey non-response is a growing concern. The Oxford Journals has conducted a research on methods of increasing survey participation ([Caetano, 2001](#)), which can be used in all upcoming HPD citizens' surveys.

Majority of participants (32.12 percent) were the citizens who have been Heath residents for 1-10 years. Approximately 24.1 percent answered they were residents for over 40 years; 23.72 percent answered they were residents for 11 to 24 years of residence; 18.43 percent were 25 to 39 years of residence citizens. Also, the majority of participants (86.13 percent) marked "single family" on their survey. 68 percent of the participants have answered they have never contacted the Police. So, combining these three factors makes me conclude that approximate age of the participants was 30 to 43 years old and according to Bureau of Justice Statistics (2011) this is also an approximate age of citizens being repeatedly affected by a crime and being finally ready to take an action now. It seems that the number of the participants was increasing from being 61 percent in 2005 to 70 percent in 2008 and now makes a 2 percent drop down in 2011.

About 11 percent said they had accidents; 9.7 percent were witnesses; almost 30 percent were victims, which proves the theory in the previous paragraph, and about 38 percent didn't want to share the reason, which is a significantly lower number then in 2005 (56.67 percent) and in 2008 (72.3 percent). That could be a sign that the citizens trust Heath police better in 2011.

The participants did indicate an increase in Heath police excellence since 2005. Analysis shows that Heath police competency, courtesy and overall performance is now 10 percent better than it was in 2005. Fairness and demeanor has received an increase in a few percents of appreciation also.

There is still a majority of the participants (45 percent) who feel somewhat safe, (3 percent higher than in 2005), but that could simply be a second proof of the theory in the third paragraph that most of the participants are those who were victims of crimes and, as a result, have higher expectations of being victimized again than those who did not participate in the survey at all. The questions 10, 11 and 12 are mostly related to the participants' psychological state and individual background rather than the actual accurate statistics of safety in Heath neighborhoods. For example, if a person who knows nothing about high crime areas and has no history of being a victim walks in the highest crime area at night, he/she will have no fear regardless. I personally would skip the statistics of these questions, but for the purpose of the report I can note that the majority (60 percent) of the participants of the survey said they are not very concerned of becoming a victim of a serious crime when they walk at night in the Heath neighborhood and 53 percent of the participants said they are more concerned of becoming a victim of a lesser crime. To me, that only opens up more about the theory in the third paragraph. According to victimology theories, the only inference I can make out of these answers is that most of the participants in the surveys have been victims of a lesser crime at some point in their life. I would recommend re-phrasing these 3 questions to questions like "How often do you hear/witness any criminal activity in your neighborhood or in other neighborhoods in Heath area?"

Traffic enforcement and police visibility in the community had such effect on the participants in the surveys:

66 percent of the participants answered that traffic enforcement was high enough, but not excellent though, which may only be a suggestion that the participants don't want to be watched by Police when they are speeding.

56 percent of the participants answered that police visibility in the neighborhood was good, but they need more according to the high number of answers (24 percent) being unhappy with the visibility.

In general and overall the participants were 60 to 66 percent pleased with the performance on the road and in the neighborhood; 22 percent found the overall performance being excellent. It shows a slight (1-2 percent) increase since 2005.

57 percent of the participants would use 911 to report a crime, 34 percent have indicated that they know the HPD phone number and will use it to report a crime. A few people said they would use "0" for operator, 1 person said he/she would use some other phone number and 2 percent didn't want to answer such question at all. In 2005 there was no other numbers wished to call besides those that are specifically made for the purpose to contact the police for help. Is there 0.02 to 2 percent of the population living in Heath illegally/on the wanted list or simply don't want to deal with the Police in 2011?

Even though we can make such hypothetical assumption, such level of the individuals is significantly lower than the level nationwide (Buzzle.com, see ref. 7).

Most of the participants (37 percent) named ‘Advocate’ news paper the best information provider regarding news about police. 40 percent of responders indicated other multiple sources to receive news about Heath police.

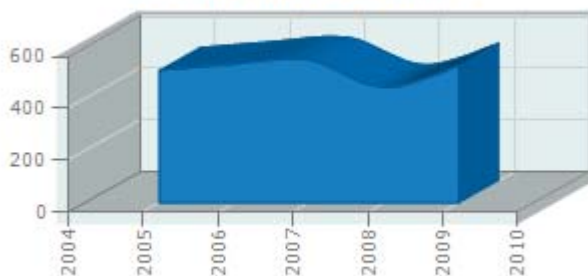
Providing 24 hour crime prevention/patrol services to all areas of the city, investigation of felony crimes, responding to crimes in progress, enforcement of drunk driving laws, discouraging sales and the use of alcohol to minors, investigating illegal drug activity, discouraging gang activity and providing drug abuse and other education to students in Heath city schools remain on the first place of the priority list and attracts the participants’ most attention. The rest of the services remain their second and third level priorities as well. Mediating neighbors disputes have received the lowest priority level by 10 to 20 percent of the participants.

Heath Violent Crime



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Heath Property Crime



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According to the cityrating.com “Crime Statistics”, Heath violent crime level has decreased approximately 45 percent since 2005, which accomplishes the participants’ overall view of Heath police work as 10 percent better than in 2005. Heath property crime has increased its level by approximately 5 percent though. Of course, excellent police work is only one of the components of the crime reduction strategy, as mentioned by me in the beginning of the report. So, I would say the participants do see that violent crimes have dropped in number, but they don’t see that property crimes have not dropped. I would give approximately 15 percent (average inaccuracy according to the gathered date combined from both sides: from the participants and from the actual crime statistics) of the survey participants to give incorrect answers to the questions asked.

That would make me recommend to change the specific of the questions asked to focus on the deep areas of imperfection instead of asking general questions, so we can maintain the excellence more progressively by knowing what to work on. The specific questions could be found under the participants' personal comments in the surveys. For example, a question "How do you like the Heath Police performance overall?" can be replaced with such questions as "Did a police officer inform you about a progress of your case when you were victimized?", "Did the officer check your safety and made sure your life is not endangered even though there was no need for that?" or "What would you change if you had the power?" Also, direct questions about Police performance could increase satisfaction level in next citizens' surveys due to answering "yes", which is 100 percent, on such questions as "Was a police officer taking your problem seriously?"

Overall police performance - 10 percent increase

Police competency – 10 percent increase

Police courtesy – 10 percent increase

Performance in the neighborhoods and on the road – 1-2 percent increase

Demeanor – 6 percent increase

Fairness – 3 percent increase

To summarize the analysis, there is a 10 percent increase in police performance since 2005 according to the participants' surveys. There is also a significant, approximately 45 percent, decrease since 2005 in violent crimes according to crime statistics by cities. Police work is a biggest component in decreasing crime level. Let's look at the big picture and compare crime level in Heath to crime level Nationwide. According to FBI Nationwide crime statistics (2010) Nationwide violent crime offenses decreased at approximately 4.1 to 10 percent only. Their picture is in 4 to 10 times worse than in Heath. That does make me conclude that Heath police work better than Police nationwide in general. Contrasting Heath police performance to police performance nationally (see ref.3) it is proven that unfortunately, the police can do very little to change perceptions about one's quality of life. According to the US Department of Justice, second biggest factor in shaping opinions is direct contact with officers— how police behave when they interact with residents.

If Chief of Police Anthony W Shepherd and Lieutenant John Mason approve, I could conduct next research on my own by making a more clear cut of the questions the police officers need to improve in order to maintain their excellence and following up the Heath Police Strategy Plan, and in order to achieve the goal (Strategic Plan 2009-2011, see ref. 8).

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