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2008

POLICE SERVICES SURVEY SUMMARY

Since January 2006, the Carroll County Sheriff’s Office has conducted random surveys of residents from our web page, during public meetings and from our lobby. The survey allows residents and guests to provide a report card on how deputies interact with the public on a daily basis. Second, it allows individuals who live, work or travel through Carroll County to voice concerns about the Sheriff’s Office or quality of life issues in the community.

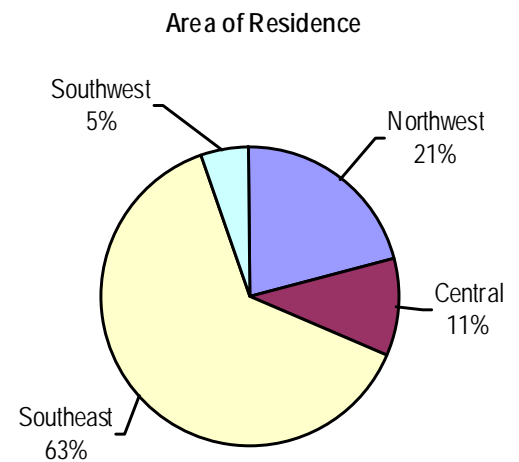
Community Surveys are shared with management staff as they are received to provide a real-time perspective on resident concerns. However, this year is the first time that survey data has been collated and reviewed collectively. The following report contains an overview of the past three (3) years of survey information, which has been analyzed to provide employees with a broad perspective of how the Office, employees and local quality of life are perceived by the public.

Demographic Information

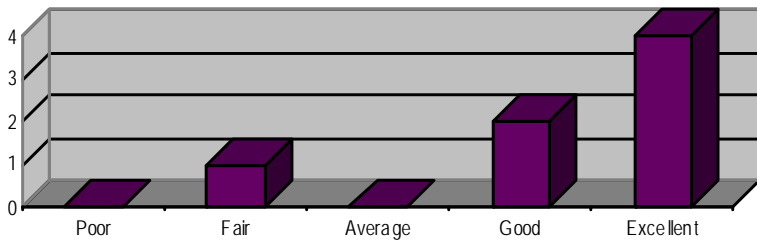
Since 2006, the Carroll County Sheriff’s Office has received twenty-two (22) questionnaires, all of which have been submitted by county residents – none were received by persons living outside of Carroll County. Further, no surveys were submitted by residents from Northeast Carroll, which includes the communities of Silver Run, Lineboro, Manchester, Hampstead and Carrollton. The Freedom Area, those residents from Southeast Carroll County submitted the greatest number of questionnaires, twelve (12). Three participants did not identify their age group, but clearly those persons aged 36-45 and aged 56-65 represented the largest number of participants, (9) nine total. Just one resident aged 24-35, one aged 46-55, one over age 65, and one under age 18 submitted surveys.

Nature & Quality of Contact

Survey participants are asked what event initiated their contact with the Sheriff’s Office. During this summary period four (4) were crime victims, two (2) spoke with staff by telephone, two (2) had non-service related contact with a deputy, and one (1) had contact with a member of the Auxillary Patrol. Survey participants rated the Sheriff’s Office overall performance as “Good to Excellent”; one rating of “Fair” was submitted.



Overall Performance of Sheriff's Office Personnel



With the exception of two participants, Sheriff's personnel were given high marks in "Attitude, Competance and Response Time", although one participant rated a supervisor as having a "Poor" attitude and level of competence. Further explanation revealed the frustration was not with the individual

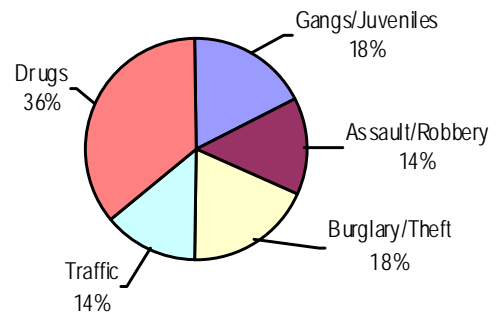
employee – but having to work with different investigators from a multi-agency task force who were investigating four separate incidents. The Assistant Chief, Investigative Services Bureau was provided with a copy of the survey for follow-up with the complainant. The second participant listed "Average" ratings, and requested more feedback or follow-up communication with the deputy after a call for service. By policy, an in person follow-up is mandatory for all investigations, Sheriff's Office Investigative and Field Reporting Procedures forbid suspension of a case during initial investigation.

Perceptions of Public Safety

Twelve persons submitting surveys had no contact with the Sheriff's Office prior to the survey, but instead wished to express their concerns about public safety and quality of life. While all of the participants felt "Safe to Very Safe" walking through their neighborhood during the day, one quarter of participants expressed safety concerns with walking through their neighborhood at night. Only three (3) participants felt unsafe at home during the night.

When asked what the greatest threat to local public safety and quality of life was, participants overwhelmingly cited drugs and drug related violent/property crime committed by gangs or loitering juveniles. According to Carroll County Detention Center Officials, nearly three-quarters of all local offenders are incarcerated for a substance abuse offense, or a petty theft/burglary committed to support a substance abuse habit. This is consistent with the 2007 Crime in Maryland Report prepared by the Maryland State Police, which identified that burglaries and theft accounted for 85% of all serious local crime during 2007. While two-thirds of participants felt that crime had increased in Carroll County during the past year, all but four (4) participants felt that Carroll County was safe overall. Traffic congestion and excessive speed were also a concern, with five (5) participants listing this as an area for improved performance.

Greatest Threat to Public Safety



Summary

Overwhelminly participants report feeling safe in their neighborhood and throughout the county. Likewise, residents consistently rated the attitude, competence and responsiveness of Sheriff's Office personnel as good or excellent. In fact, when asked what they liked best about the Carroll County Sheriff's Office, participants complimented staff "professionalism, response times, community involvement and visibility." One participant requested the Sheriff's Office provide each new resident with a "Welcome Packet" explaining local public safety concerns and services. Several recommended adding additional deputies to patrol, increasing community involvement and enforcement.