

The Metropolitan Police Department, City of St. Louis recently announced the results of the 2009 Citizen Satisfaction Survey. Wilson Research Strategies, an Oklahoma City based company that has conducted similar surveys for other law enforcement agencies, conducted the survey. The department conducted the survey in an effort to have a better understanding of the needs of St. Louis citizens. Results have been reviewed by the Department and will be evaluated as the Department strives to provide the best possible police service to the citizens of St. Louis. For more information see attached page.



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NEWS RELEASE

## METROPOLITAN POLICE DEPARTMENT

Service, Integrity, Leadership, and Fair Treatment to All

September 16, 2009

### **Metropolitan Police Department Announces Results of Citizen Satisfaction Survey**

*75% are Satisfied with the Department, Citizens Say Department Needs to Do More to  
Get Drugs Off the Streets*

The Metropolitan Police Department, City of St. Louis (“the department”) announced today the results of the 2009 Citizen Satisfaction Survey. The telephone survey of 900 city residents was conducted by Wilson Research Strategies, an Oklahoma City based company that has conducted similar surveys for other law enforcement agencies as well as the St. Louis Regional Chamber & Growth Association.

75% of the respondents are satisfied with the department overall according to the survey and 73% of the respondents say they are satisfied with the overall competence of the department. 72% of the respondents say they are satisfied with the department’s enforcement of traffic laws. Of those who have had direct contact with police officers (324 respondents), 86% found the department’s officers to be pleasant and courteous. Of those who have called 911 to report being a victim of a crime (144 respondents) 80% said the employees who answered the 911 call were pleasant and courteous.

Other findings include:

- 74% of respondents say they feel safe in their own neighborhoods
- 70% of respondents say they are satisfied with the Department’s efforts to reduce crime
- 69% of respondents say they are satisfied with the general attitude and behavior of officers toward citizens
- 68% say they are satisfied with the department’s cooperation with the public to address concerns

Chief Dan Isom said, “while it’s encouraging to know that the majority of citizens feel we’re doing our jobs effectively, percentages in the 60s and 70s are not what we’re striving for. We’d like for our efforts to be producing results that show high levels of satisfaction across the board, in every category. That means we have some work to do and we’re committed to doing it.”

Service, Integrity, Leadership and Fair Treatment to All

Removing drugs from the streets is among the areas where the department will most immediately focus. 38% of respondents said they were unsatisfied with the department's efforts to remove drugs from the streets. For many years the department's focus was on high-level, large-quantity drug deals. St. Louisans though have expressed that the street-level drug deals are where they would like the department to focus. The Narcotics Unit has recently completed specialized training and is now focusing on those street-level transactions in various neighborhoods.

When asked about the honesty and integrity of police officers, 60% of respondents said they were satisfied. The percentage was a point lower, 59%, when asked about the honesty and integrity of department leaders. Chief Dan Isom said, "the last thing anyone wants when talking about the relationship between the police and the community, is any level of mistrust. In the past year, the department has shown our commitment to rooting out anyone who violates the very laws they're sworn to uphold. Many of the investigations involving such persons have been initiated internally as we police ourselves. We will continue to do that and despite the negative publicity it may bring, we will not shy away from doing all that we can to rid the department of those few who are tarnishing the reputations of the many."

The 900 respondents were asked several open-ended questions and allowed to provide any response they chose. When asked why residents did or did not feel safe in their neighborhoods, those who felt safe overwhelmingly attributed it to neighbors looking out for one another or the presence of an organized Neighborhood Watch. Community Outreach Officers in each police district can assist citizens in organizing a Neighborhood Watch. Those who did not feel safe overwhelmingly attributed it to people loitering or the belief that there was drug activity in the neighborhood. The department urges anyone who has information about suspected drug activity in their neighborhood to contact our "Secret Witness Hotline" and give the information to the police officer who monitors the line. The hotline is anonymous and is not recorded.

The department is fully committed to focusing attention and efforts on the areas where citizens have indicated they would like to see it most and to providing the highest possible level of police service to the citizens of St. Louis.

The survey results can be viewed in their entirety at [www.slmpd.org](http://www.slmpd.org).

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**STLPD\_CITIZEN SATISFACTION SURVEY\_MQ\_090616**  
**STLPD-001**  
**ADULTS**  
**MAY 26 - JUNE 1, 2009**

**SAMPLE:**

n=900 Adults (N=100 per district)

**NO CODE/ASK ALL QUESTIONS/NOTE DIFFERENCES IN QUESTION BY SAMPLE SPECIFICATION**

**INTRODUCTION:** Good evening. My name is \_\_\_\_\_ and I'm calling from Wilson Research Strategies, a national public opinion firm. This evening we're conducting a short scientific survey about issues facing the City of St. Louis and we'd like to get your opinions. All of your responses will remain completely confidential and you will not be identified by name or by telephone number in any reports of this information. **DO NOT PAUSE**

**SCREENER**

1. First, are you or any member of your immediate family, such as your spouse, parents or children, a member of the news media, or a Public Relations company, a police officer, or an employee of the City of St. Louis?

**IF YES, ASK:**

Are you an employee of the City of St. Louis?

- 1. Yes, not St. Louis employee..... **TERMINATE**
- 2. Yes, St. Louis employee ..... 3%
- 3. No/All other .....97%

2. And in what year were you born? **TERMINATE IF UNDER 18, RECODE INTO AGE CATEGORIES**

- 1. Under 18 ask for member of household over 18.....**GO TO Q1**
- 2. 18-24 ..... 13%
- 3. 25-34 ..... 19%
- 4. 35-44 ..... 19%
- 5. 45-54 ..... 18%
- 6. 55-64 ..... 16%
- 7. 65-74 ..... 9%
- 8. 75+ ..... 7%
- 9. DK / Refused ..... **TERMINATE**

3. And have you ever been convicted of a felony or been imprisoned for committing a felony?

- 1. Yes ..... **TERMINATE**
- 2. No/All other .....100%





4. In your opinion, what is the most important issue facing your neighborhood today?

**RECORD VERBATIM RESPONSES**

5. Now, thinking about the police department here in St. Louis, would you say that you are satisfied or unsatisfied with the St. Louis Police Department overall?

**IF SATISFIED/UNSATISFIED, ASK:**

And would you say you are VERY (satisfied/unsatisfied) or just SOMEWHAT (satisfied/unsatisfied)?

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8	Dist 9
<b>TOTAL SATISFIED</b>	<b>75%</b>	<b>82%</b>	<b>82%</b>	<b>73%</b>	<b>78%</b>	<b>59%</b>	<b>65%</b>	<b>69%</b>	<b>74%</b>	<b>78%</b>
<b>TOTAL UNSATISFIED</b>	<b>19%</b>	<b>12%</b>	<b>14%</b>	<b>19%</b>	<b>16%</b>	<b>32%</b>	<b>28%</b>	<b>22%</b>	<b>17%</b>	<b>18%</b>
1. Very Satisfied	34%	35%	42%	36%	33%	23%	28%	24%	37%	38%
2. Somewhat Satisfied	40%	46%	40%	37%	45%	37%	37%	45%	37%	39%
3. Neither Satisfied nor Unsatisfied <b>DNR</b>	6%	6%	3%	9%	4%	9%	6%	8%	6%	4%
4. Somewhat Unsatisfied	11%	6%	9%	13%	8%	17%	16%	13%	7%	9%
5. Very Unsatisfied	8%	6%	5%	6%	8%	15%	12%	9%	10%	9%
6. Don't Know/Refused <b>DNR</b>	1%	-	1%	-	2%	-	1%	1%	3%	-

Next I am going to read you some specific aspects of the St. Louis Police Department's job. For each one please tell me whether you are satisfied or unsatisfied with the St. Louis Police Department in that area.

**IF SATISFIED/UNSATISFIED, ASK:**

And, would you say are VERY (satisfied/unsatisfied) or just SOMEWHAT?

The (first/next) one is...**RANDOMIZE**

	Sample	Total Sat	Very Sat 1.	Smwt Sat 2.	Neither Sat nor Unsat <b>DNR</b> 3.	Smwt Unsat 4.	Very Unsat 5.	Total Unsat	DK/Ref <b>DNR</b> 6.
	Total	<b>70%</b>	25%	45%	4%	14%	10%	<b>24%</b>	2%
	Dist 1	<b>76%</b>	27%	49%	8%	10%	5%	<b>15%</b>	1%
	Dist 2	<b>76%</b>	29%	47%	2%	10%	8%	<b>19%</b>	4%
	Dist 3	<b>70%</b>	25%	45%	2%	18%	7%	<b>26%</b>	3%
	Dist 4	<b>74%</b>	29%	46%	4%	11%	11%	<b>22%</b>	-
6.	Efforts to reduce crime	<b>57%</b>	21%	35%	4%	18%	18%	<b>37%</b>	3%
	Dist 5	<b>58%</b>	16%	41%	5%	15%	21%	<b>37%</b>	1%
	Dist 6	<b>68%</b>	19%	49%	6%	17%	9%	<b>26%</b>	1%
	Dist 7	<b>59%</b>	26%	33%	7%	13%	17%	<b>31%</b>	3%
	Dist 8	<b>79%</b>	26%	53%	2%	9%	9%	<b>18%</b>	1%



Sample	Total Sat	Very Sat 1.	Smwt Sat 2.	Neither Sat nor Unsat DNR 3.	Smwt Unsat 4.	Very Unsat 5.	Total Unsat	DK/Ref DNR 6.
7. Getting drugs off the streets								
Total	<b>50%</b>	17%	33%	6%	18%	20%	<b>38%</b>	6%
Dist 1	<b>50%</b>	14%	36%	10%	20%	15%	<b>35%</b>	5%
Dist 2	<b>49%</b>	16%	33%	8%	18%	17%	<b>35%</b>	8%
Dist 3	<b>51%</b>	23%	29%	5%	19%	17%	<b>36%</b>	7%
Dist 4	<b>54%</b>	15%	39%	8%	17%	16%	<b>33%</b>	5%
Dist 5	<b>36%</b>	10%	27%	5%	16%	38%	<b>54%</b>	5%
Dist 6	<b>44%</b>	10%	34%	8%	19%	27%	<b>46%</b>	2%
Dist 7	<b>51%</b>	15%	36%	6%	19%	18%	<b>37%</b>	6%
Dist 8	<b>44%</b>	19%	26%	6%	20%	27%	<b>47%</b>	3%
Dist 9	<b>56%</b>	28%	29%	4%	13%	17%	<b>29%</b>	11%
8. Enforcing traffic laws								
Total	<b>72%</b>	34%	37%	4%	12%	10%	<b>22%</b>	2%
Dist 1	<b>73%</b>	33%	40%	7%	11%	8%	<b>19%</b>	1%
Dist 2	<b>74%</b>	33%	41%	3%	9%	11%	<b>20%</b>	3%
Dist 3	<b>68%</b>	34%	34%	2%	19%	10%	<b>29%</b>	1%
Dist 4	<b>74%</b>	40%	34%	5%	10%	10%	<b>20%</b>	1%
Dist 5	<b>65%</b>	27%	38%	5%	11%	14%	<b>26%</b>	5%
Dist 6	<b>68%</b>	30%	38%	5%	13%	12%	<b>25%</b>	2%
Dist 7	<b>70%</b>	31%	40%	4%	11%	12%	<b>24%</b>	2%
Dist 8	<b>67%</b>	36%	31%	4%	9%	16%	<b>25%</b>	5%
Dist 9	<b>73%</b>	38%	35%	3%	10%	10%	<b>19%</b>	4%
9. Cooperating with the public to address their concerns								
Total	<b>68%</b>	29%	39%	5%	12%	10%	<b>22%</b>	4%
Dist 1	<b>77%</b>	28%	50%	1%	8%	9%	<b>17%</b>	5%
Dist 2	<b>76%</b>	35%	41%	5%	9%	4%	<b>13%</b>	6%
Dist 3	<b>66%</b>	28%	38%	9%	10%	11%	<b>21%</b>	4%
Dist 4	<b>73%</b>	30%	44%	5%	13%	8%	<b>21%</b>	1%
Dist 5	<b>47%</b>	20%	27%	4%	23%	20%	<b>43%</b>	6%
Dist 6	<b>57%</b>	19%	38%	2%	15%	23%	<b>38%</b>	3%
Dist 7	<b>68%</b>	30%	37%	8%	13%	10%	<b>23%</b>	1%
Dist 8	<b>63%</b>	31%	32%	4%	12%	15%	<b>27%</b>	6%
Dist 9	<b>67%</b>	27%	40%	9%	11%	6%	<b>17%</b>	7%



Sample	Total Sat	Very Sat 1.	Smwt Sat 2.	Neither Sat nor Unsats DNR 3.	Smwt Unsats 4.	Very Unsats 5.	Total Unsats	DK/ Ref DNR 6.
<b>Total</b>	<b>69%</b>	<b>34%</b>	<b>35%</b>	<b>9%</b>	<b>11%</b>	<b>10%</b>	<b>20%</b>	<b>2%</b>
Dist 1	69%	37%	32%	11%	11%	8%	19%	1%
Dist 2	87%	42%	45%	2%	7%	3%	10%	1%
Dist 3	67%	41%	26%	14%	11%	8%	19%	-
Dist 4	74%	34%	40%	2%	12%	10%	22%	2%
Dist 5	53%	22%	30%	10%	15%	21%	37%	1%
Dist 6	55%	23%	33%	11%	15%	16%	31%	3%
Dist 7	72%	34%	37%	10%	9%	8%	17%	1%
Dist 8	64%	25%	40%	9%	5%	18%	24%	3%
Dist 9	70%	34%	36%	6%	10%	9%	19%	5%
<b>Total</b>	<b>73%</b>	<b>30%</b>	<b>43%</b>	<b>7%</b>	<b>11%</b>	<b>7%</b>	<b>18%</b>	<b>2%</b>
Dist 1	80%	32%	48%	5%	8%	6%	14%	1%
Dist 2	82%	35%	47%	5%	7%	5%	12%	1%
Dist 3	78%	37%	41%	9%	6%	5%	11%	2%
Dist 4	78%	33%	46%	4%	8%	10%	18%	-
Dist 5	63%	20%	43%	6%	17%	12%	29%	2%
Dist 6	60%	23%	37%	5%	16%	17%	32%	3%
Dist 7	72%	28%	43%	7%	12%	7%	19%	3%
Dist 8	68%	27%	41%	10%	11%	9%	20%	1%
Dist 9	70%	31%	39%	9%	8%	6%	14%	6%
<b>Total</b>	<b>60%</b>	<b>25%</b>	<b>36%</b>	<b>12%</b>	<b>11%</b>	<b>10%</b>	<b>21%</b>	<b>6%</b>
Dist 1	65%	28%	37%	9%	11%	9%	20%	6%
Dist 2	68%	28%	40%	8%	7%	10%	17%	7%
Dist 3	56%	32%	24%	18%	10%	7%	17%	9%
Dist 4	66%	24%	42%	5%	14%	10%	24%	5%
Dist 5	58%	16%	42%	12%	16%	11%	27%	3%
Dist 6	48%	18%	30%	16%	10%	17%	28%	9%
Dist 7	65%	26%	39%	13%	11%	7%	18%	4%
Dist 8	61%	22%	39%	14%	10%	10%	20%	5%
Dist 9	61%	26%	35%	11%	9%	11%	21%	7%
<b>Total</b>	<b>59%</b>	<b>24%</b>	<b>36%</b>	<b>11%</b>	<b>11%</b>	<b>9%</b>	<b>20%</b>	<b>10%</b>
Dist 1	68%	26%	42%	6%	10%	7%	17%	9%
Dist 2	69%	25%	43%	5%	14%	10%	24%	2%
Dist 3	50%	24%	26%	22%	10%	5%	15%	13%
Dist 4	62%	25%	37%	7%	14%	11%	25%	6%
Dist 5	53%	21%	32%	15%	9%	14%	23%	9%
Dist 6	53%	17%	36%	14%	9%	15%	23%	10%
Dist 7	62%	20%	43%	13%	11%	4%	16%	9%
Dist 8	52%	25%	27%	16%	8%	11%	19%	13%
Dist 9	54%	25%	29%	11%	8%	12%	19%	16%



Please tell me if you agree or disagree with each of the following statements:

**IF AGREE/DISAGREE, ASK:**

And, would you say **STRONGLY** (agree/disagree) or just **SOMEWHAT**?

The (first/next) one is...**RANDOMIZE**

	Sample	Total Agree	Strongly Agree 1.	Somewhat Agree 2.	Neither Agree / Disagree DNR 3.	Somewhat Disagree 4.	Strongly Disagree 5.	Total Disagree	DK/ Ref DNR 6.	
	Total	<b>74%</b>	43%	31%	2%	12%	13%	<b>24%</b>	-	
	Dist 1	<b>73%</b>	45%	28%	2%	17%	8%	<b>25%</b>	-	
	Dist 2	<b>91%</b>	61%	30%	1%	3%	5%	<b>8%</b>	-	
	Dist 3	<b>71%</b>	38%	33%	-	16%	13%	<b>29%</b>	-	
14.	I feel safe in my own neighborhood	Dist 4	<b>78%</b>	38%	40%	-	11%	11%	<b>22%</b>	-
		Dist 5	<b>51%</b>	21%	30%	3%	19%	27%	<b>46%</b>	-
		Dist 6	<b>57%</b>	28%	28%	1%	17%	25%	<b>42%</b>	-
		Dist 7	<b>70%</b>	30%	40%	4%	14%	12%	<b>25%</b>	-
		Dist 8	<b>61%</b>	41%	20%	2%	9%	29%	<b>38%</b>	-
		Dist 9	<b>86%</b>	52%	34%	2%	7%	6%	<b>12%</b>	-
	Total	<b>50%</b>	16%	34%	9%	20%	18%	<b>38%</b>	3%	
	Dist 1	<b>43%</b>	11%	32%	9%	22%	23%	<b>45%</b>	3%	
	Dist 2	<b>46%</b>	19%	27%	13%	26%	12%	<b>38%</b>	2%	
	Dist 3	<b>57%</b>	18%	40%	9%	13%	19%	<b>32%</b>	1%	
15.	I feel safe visiting other areas in St. Louis, outside of my own neighborhood	Dist 4	<b>57%</b>	16%	41%	9%	18%	16%	<b>34%</b>	-
		Dist 5	<b>48%</b>	15%	33%	8%	18%	21%	<b>39%</b>	5%
		Dist 6	<b>49%</b>	9%	40%	10%	24%	16%	<b>39%</b>	2%
		Dist 7	<b>55%</b>	15%	40%	4%	21%	17%	<b>38%</b>	3%
		Dist 8	<b>47%</b>	17%	30%	9%	18%	22%	<b>41%</b>	4%
		Dist 9	<b>47%</b>	18%	29%	10%	24%	13%	<b>37%</b>	5%

**ASK SAMPLE A:**

**IF AGREE/DISAGREE ON Q14, Q14:1-2, 4-5, ASK:**

16.A What are some of the reasons you (feel safe/do not feel safe) in your neighborhood?

**PROBE:** What else can you tell me about that?

**SEE VERBATIM RESPONSES**

**ASK SAMPLE B:**

**IF AGREE/DISAGREE ON Q15, Q15:1-2, 4-5, ASK:**

16.B What are some of the reasons you (feel safe/do not feel safe) visiting other areas of St. Louis outside of your own neighborhood?

**PROBE:** What else can you tell me about that?

**SEE VERBATIM RESPONSES**



17. Have you or any member of your household been the victim of a crime during the past twelve months?

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8	Dist 9
1. Yes	16%	19%	11%	11%	14%	19%	20%	15%	12%	20%
2. No	84%	81%	89%	89%	84%	81%	78%	84%	88%	80%
3. Don't Know/Refused <b>DNR</b>	*	-	-	-	2%	-	1%	1%	-	1%

**IF VICTIM OF A CRIME, Q17:1, ASK:**

18. And did you call 911 to report the crime?

	Total n=144	Dist 1 n=19	Dist 2 n=12	Dist 3 n=12	Dist 4 n=14	Dist 5 n=19	Dist 6 n=20	Dist 7 n=14	Dist 8 n=14	Dist 9 n=20
1. Yes	61%	69%	67%	39%	50%	60%	70%	83%	80%	67%
2. No	36%	25%	24%	61%	50%	31%	30%	17%	13%	33%
3. Don't Know/Refused <b>DNR</b>	3%	5%	9%	-	-	10%	-	-	7%	-

**IF CALLED 911, Q18:1, ASK:**

19. And would you say the 911 operator answered your call **ROTATE TOP-TO-BOTTOM, BOTTOM-TO-TOP** very quickly, somewhat quickly, somewhat too slowly, or much too slowly?

	Total n=88	Dist 1 n=13	Dist 2 n=8	Dist 3 n=5	Dist 4 n=8	Dist 5 n=11	Dist 6 n=14	Dist 7 n=11	Dist 8 n=11	Dist 9 n=13
<b>TOTAL QUICKLY</b>	<b>75%</b>	<b>61%</b>	<b>76%</b>	<b>69%</b>	<b>88%</b>	<b>63%</b>	<b>92%</b>	<b>69%</b>	<b>71%</b>	<b>91%</b>
<b>TOTAL SLOWLY</b>	<b>22%</b>	<b>39%</b>	<b>12%</b>	<b>31%</b>	<b>-</b>	<b>28%</b>	<b>8%</b>	<b>31%</b>	<b>29%</b>	<b>9%</b>
1. Very quickly	49%	53%	26%	52%	38%	27%	59%	50%	56%	67%
2. Somewhat quickly	27%	8%	50%	16%	50%	36%	34%	19%	15%	24%
3. Somewhat too slowly	12%	24%	12%	-	-	9%	-	23%	14%	9%
4. Much too slowly	10%	15%	-	31%	-	19%	8%	8%	15%	-
5. Don't Know/Refused <b>DNR</b>	2%	-	12%	-	-	10%	-	-	-	-

20. Have you had any contact with officers of the St. Louis Police Department in the past 12 months?

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8	Dist 9
1. Yes	36%	35%	32%	44%	42%	39%	36%	32%	29%	35%
2. No	63%	65%	68%	55%	58%	60%	63%	68%	71%	65%
3. Don't Know/Refused <b>DNR</b>	*	-	-	1%	-	1%	1%	-	-	-



**IF Q20:1, ASK**

21. Was this contact initiated by you or by the police officer?

	Total n=328	Dist 1 n=35	Dist 2 n=32	Dist 3 n=44	Dist 4 n=42	Dist 5 n=38	Dist 6 n=36	Dist 7 n=30	Dist 8 n=30	Dist 9 n=35
1. Respondent	61%	60%	53%	57%	64%	50%	71%	74%	72%	71%
2. Police officer	24%	20%	22%	27%	12%	31%	21%	18%	12%	13%
3. Both <b>DNR</b>	10%	14%	13%	13%	22%	11%	3%	6%	6%	9%
4. Neither <b>DNR</b>	4%	3%	9%	3%	2%	2%	5%	3%	10%	7%
5. Don't Know/Refused <b>DNR</b>	1%	3%	4%	-	-	5%	-	-	-	-

22. Have you called or visited any St. Louis City Police Station in the past 12 months?

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8	Dist 9
1. Yes	18%	19%	12%	22%	17%	19%	23%	16%	16%	15%
2. No	82%	80%	88%	78%	83%	81%	76%	84%	83%	84%
3. Don't Know/Refused <b>DNR</b>	*	1%	-	-	-	-	1%	-	2%	1%

**IF YES ON Q18, 20, OR 22, READ INTRO AND THEN ASK Q23-25 AS APPROPRIATE**

Now, thinking some more about the contact you have had with the St. Louis police department recently, I am going to read you each of the ways you said you have been in contact with the department one at a time. For each one I would like you to tell me about the attitude and courtesy of the St. Louis police Department employee you had contact with.

As I read each one, please tell me if you recall that St. Louis police department employee as being pleasant and courteous or rude and unpleasant.

**IF PLEASANT/UNPLEASANT, ASK:**

And would you say that person was VERY (pleasant and courteous/rude and unpleasant) or just SOMEWHAT?

The (first/next) one is... **RANDOMIZE**

**IF Q20:1, ASK**

23. Officers of the St. Louis Police Department you met outside of a police station

Sample	Total Pleasant	Very Pleasant 1.	Somewhat Pleasant 2.	Neither /Neutral <b>DNR</b> 3.	Somewhat Unpleasant 4.	Very Unpleasant 5.	Total Unpleasant	DK/ Ref <b>DNR</b> 6.
Total n=328	86%	62%	23%	3%	5%	4%	8%	2%
Dist 1 n=35	88%	66%	23%	3%	6%	3%	9%	-
Dist 2 n=32	87%	68%	19%	3%	-	7%	7%	4%
Dist 3 n=44	77%	59%	18%	6%	11%	2%	13%	3%
Dist 4 n=42	98%	50%	47%	2%	-	-	-	-
Dist 5 n=38	68%	39%	29%	3%	13%	14%	27%	3%
Dist 6 n=36	90%	53%	38%	5%	3%	-	3%	2%
Dist 7 n=30	94%	65%	29%	3%	-	3%	3%	-
Dist 8 n=30	92%	64%	28%	3%	5%	-	5%	-
Dist 9 n=35	83%	64%	19%	2%	3%	7%	9%	5%



Sample	Total Pleasant	Very Pleasant 1.	Somewhat Pleasant 2.	Neither /Neutral DNR 3.	Somewhat Unpleasant 4.	Very Unpleasant 5.	Total Unpleasant	DK/ Ref DNR 6.
Total n=88	<b>80%</b>	47%	33%	7%	1%	6%	<b>7%</b>	6%
Dist 1 n=13	<b>77%</b>	54%	23%	16%	-	8%	<b>8%</b>	-
Dist 2 n=8	<b>50%</b>	12%	38%	14%	-	12%	<b>12%</b>	23%
Dist 3 n=5	<b>80%</b>	64%	16%	-	-	-	-	20%
Dist 4 n=8	<b>87%</b>	74%	12%	13%	-	-	-	-
IF Q18:1, ASK 24. 911 Operators Dist 5 n=11	<b>90%</b>	45%	45%	10%	-	-	-	-
Dist 6 n=14	<b>94%</b>	42%	52%	-	-	6%	<b>6%</b>	-
Dist 7 n=11	<b>84%</b>	41%	42%	8%	8%	-	<b>8%</b>	-
Dist 8 n=11	<b>100%</b>	47%	53%	-	-	-	-	-
Dist 9 n=13	<b>83%</b>	63%	21%	-	-	10%	<b>10%</b>	7%
Total n=159	<b>71%</b>	37%	34%	5%	4%	5%	<b>9%</b>	14%
Dist 1 n=19	<b>58%</b>	22%	36%	10%	-	11%	<b>11%</b>	21%
Dist 2 n=12	<b>75%</b>	33%	42%	-	9%	-	<b>9%</b>	16%
Dist 3 n=22	<b>70%</b>	37%	33%	-	-	9%	<b>9%</b>	21%
IF Q22:1, ASK 25. Employees at St. Louis Police Stations Dist 4 n=17	<b>71%</b>	24%	48%	6%	12%	-	<b>12%</b>	11%
Dist 5 n=19	<b>78%</b>	53%	25%	5%	6%	-	<b>6%</b>	11%
Dist 6 n=23	<b>81%</b>	45%	36%	5%	9%	-	<b>9%</b>	5%
Dist 7 n=16	<b>73%</b>	44%	30%	9%	7%	6%	<b>13%</b>	5%
Dist 8 n=17	<b>66%</b>	61%	5%	10%	9%	-	<b>9%</b>	16%
Dist 9 n=16	<b>68%</b>	30%	38%	11%	-	9%	<b>9%</b>	13%

Now changing topics and thinking about events in the news...

26. How much have you seen, read, or heard in the last six months or so about changes and reforms that have been taking place at the St. Louis Police Department? Would you say you have heard ROTATE TOP-TO-BOTTOM, BOTTOM-TO-TOP a lot, some, not too much, or nothing at all END ROTATION about them?

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8	Dist 9
<b>TOTAL A LOT/SOME</b>	<b>41%</b>	<b>33%</b>	<b>48%</b>	<b>39%</b>	<b>41%</b>	<b>49%</b>	<b>32%</b>	<b>53%</b>	<b>40%</b>	<b>50%</b>
<b>TOTAL NOT MUCH/NONE</b>	<b>57%</b>	<b>65%</b>	<b>50%</b>	<b>56%</b>	<b>59%</b>	<b>49%</b>	<b>68%</b>	<b>45%</b>	<b>57%</b>	<b>47%</b>
1. A lot	11%	11%	8%	12%	16%	19%	12%	12%	14%	17%
2. Some	30%	22%	40%	27%	25%	30%	19%	42%	26%	33%
3. Not much	25%	31%	28%	21%	27%	22%	28%	19%	27%	19%
4. Nothing	32%	34%	22%	35%	32%	27%	40%	27%	30%	28%
5. Don't Know/Refused <u>DNR</u>	2%	2%	2%	5%	-	2%	-	1%	4%	3%



**IF A LOT/SOME, Q26:1-2, ASK:**

27. And please tell me exactly what you have seen, read, or heard about changes or reforms at the St. Louis Police Department.

**PROBE:** What else do you remember seeing, reading, or hearing?

**SEE VERBATIM RESPONSES**

28. Now I am going to read you two points of view about this issue and please tell me which you agree with more...**ROTATE**

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8	Dist 9
1. (Some/Other) people say the St. Louis Police Department had problems in the past but, in the past few months, the new Police Chief has started to lead the Department in the right direction by actively looking for signs of corruption or wrongdoing within the Department and by putting practices into place to more effectively manage the Department and prevent problems in the future. ...while...	61%	56%	73%	62%	60%	49%	55%	61%	60%	64%
2. (Some/Other) people say that they still don't trust that the St. Louis Police Department is working to solve its problems and that they don't believe that the Department is actively seeking to discover other sources of corruption or potential problems. They say that they think the Department is still headed in the wrong direction.	18%	23%	12%	16%	22%	30%	24%	14%	22%	18%
3. Neither <b>DNR</b>	10%	13%	6%	12%	9%	11%	7%	17%	8%	9%
4. Don't Know/Refused <b>DNR</b>	11%	8%	10%	11%	9%	10%	14%	8%	10%	10%

29. Now, I'd like to ask one question that is very important and your answer will be taken very seriously...What is the one thing would you suggest the St. Louis Police Department do to better serve you and the public?

**PROBE:** What else can you tell me about that?

**SEE VERBATIM RESPONSES**



Now, just a few more questions for statistical purposes:

30. What is the highest level of formal education you have completed?

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8	Dist 9
1. Less than high school graduate	9%	7%	2%	5%	11%	12%	13%	7%	18%	11%
2. High school graduate	24%	36%	24%	18%	10%	28%	30%	19%	26%	14%
3. Some College	24%	24%	23%	24%	18%	33%	28%	24%	28%	24%
4. College graduate	25%	24%	27%	29%	32%	22%	22%	34%	16%	20%
5. Post graduate	16%	7%	22%	22%	26%	4%	6%	17%	9%	31%
6. DK/Refused <b>DNR</b>	1%	2%	2%	2%	3%	1%	1%	-	4%	-

31. What is your race?

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8	Dist 9
1. White	44%	79%	92%	50%	29%	11%	5%	20%	4%	47%
2. Hispanic, Mexican, Latino, Spanish	3%	1%	-	1%	-	-	-	1%	-	-
3. African-American	49%	13%	4%	44%	67%	87%	90%	74%	90%	50%
4. Asian	*	-	-	-	1%	-	-	2%	-	1%
5. Other (specify) _____	1%	4%	1%	1%	-	-	3%	1%	-	1%
6. Refused <b>DNR</b>	3%	3%	3%	4%	3%	2%	2%	2%	6%	2%

32. How long have you been a resident of St. Louis?

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8	Dist 9
1. Less than 1 year	1%	1%	1%	1%	1%	-	-	1%	-	1%
2. 1 to 4 years	5%	2%	5%	8%	15%	2%	-	7%	2%	10%
3. 5 to 9 years	6%	5%	7%	8%	12%	1%	4%	10%	-	10%
4. 10 to 15 years	7%	8%	12%	10%	9%	1%	1%	5%	2%	8%
5. More than 15 years	79%	82%	71%	72%	61%	95%	95%	78%	92%	72%
6. DK/ Refused <b>DNR</b>	1%	2%	3%	2%	2%	1%	-	-	4%	-

33. Sex: **BY OBSERVATION**

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8	Dist 9
1. Male	47%	48%	48%	48%	48%	48%	48%	48%	48%	48%
2. Female	53%	52%	52%	52%	52%	52%	52%	52%	52%	52%

34. District: **PRE-CODE**

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8	Dist 9
1. District 1	16%	100%	-	-	-	-	-	-	-	-
2. District 2	18%	-	100%	-	-	-	-	-	-	-
3. District 3	18%	-	-	100%	-	-	-	-	-	-
4. District 4	4%	-	-	-	100%	-	-	-	-	-
5. District 5	4%	-	-	-	-	100%	-	-	-	-
6. District 6	12%	-	-	-	-	-	100%	-	-	-
7. District 7	11%	-	-	-	-	-	-	100%	-	-
8. District 8	6%	-	-	-	-	-	-	-	100%	-
9. District 9	10%	-	-	-	-	-	-	-	-	100%



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MEMORANDUM

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**TO:** ST. LOUIS METROPOLITAN POLICE DEPARTMENT  
**FROM:** WILSON RESEARCH STRATEGIES  
**SUBJECT:** CITIZEN SATISFACTION SURVEY 2009  
**DATE:** SEPTEMBER 15, 2009

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The following memo outlines the most popular responses to the open-ended questions from the 2009 Citizen Satisfaction Survey.

**4. In your opinion, what is the most important issue facing your neighborhood today?**

- Approximately 70% of respondents answered “crime.”
- Following were “drugs,” “vacant houses,” “unemployment,” and “schools.”

**16a. What are some of the reasons you (feel safe/do not feel safe) in your neighborhood?**

- Approximately 50% of those who felt safe did so because “neighbors look out for one another” or “we have a neighborhood watch.”
- Many of the respondents who live in South St. Louis noted that they felt safe because “police officers live in my neighborhood.”
- Among those who do not feel safe, the general answer of “too much crime in my neighborhood” was the most popular response, followed by “teenagers/young people hanging out in the streets.”

**16b. What are some of the reasons you (feel safe/do not feel safe) visiting other areas of St. Louis outside of your own neighborhood?**

- The majority of respondents mentioned things like “more crime in those neighborhoods” or “I don’t know which areas are safe and which are not” when saying they did not feel safe visiting other areas outside of their neighborhood.
- Among those who felt safe visiting other areas outside of their neighborhood the top reason was, “I see more police in other neighborhoods.”

**27. And please tell me exactly what you have seen, read or heard about changes or reforms at the St. Louis Police Department.**

- The clear majority of respondents said “new police Chief” or “new towing policies.”

**29. Now I’d like to ask one question that is very important and your answer will be taken very seriously...What is the one thing you would suggest the St. Louis Police Department do to better serve you and the public?**

- The top answer was “more visibility”/“more officers walking the beat.” Other top answers were “more community activities/programs” and “officers doing more to get to know the people in the neighborhood.”