



PUBLIC INFORMATION DIVISION
1200 Clark Ave.
St. Louis, Missouri 63103
(314) 444-5603

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.

###