



COMMUNITY SURVEY



ON PUBLIC SAFETY



AND LAW ENFORCEMENT



**COPS**  
Community Oriented Policing Services  
U.S. Department of Justice

Your law enforcement agency invites you to take this “Community Survey on Public Safety and Law Enforcement.” It will take approximately five minutes of your time and is completely confidential. Your participation will help your agency to improve its services, processes, and reputation.

The survey is designed for a law enforcement agency to gather opinions and experiences from members of its community. The survey assesses five key components that involve your local law enforcement agency:

- Community involvement
- Safety
- Procedural justice
- Performance
- Contact and satisfaction

You may come into contact with multiple law enforcement agencies, but please answer the questions thinking only about the law enforcement agency that invited you to participate in this survey. Whether you are policed by a sheriff’s office, a municipal or regional police department, or another type of agency, the term “law enforcement agency” is used throughout the survey to refer to the local agency that invited you to participate.

Please indicate your response to each item by selecting the appropriate answer based on your feelings, opinions, and experiences. You may skip any survey items you do not feel comfortable responding to or know how to answer, but we encourage you to respond to as many items as possible. This is not a test, and there are no right or wrong answers. Please answer each question honestly.

The “Community Survey on Public Safety and Law Enforcement” was developed by the U.S. Department of Justice, Office of Community Oriented Policing Services (COPS Office) with the support of ICF International and law enforcement experts.



## Community Involvement

| Question  | Not at all | A little | Somewhat | A lot | To a great extent |
|---|------------|----------|----------|-------|-------------------|
| 1. To what extent does your law enforcement agency develop relationships with community members (e.g., residents, organizations, and groups)?   |            |          |          |       |                   |
| 2. To what extent does your law enforcement agency regularly communicate with community members (e.g., websites, e-mails, or public meetings)?  |            |          |          |       |                   |
| 3. To what extent does your law enforcement agency make it easy for community members to provide input (e.g., comments, suggestions, and concerns)?   |            |          |          |       |                   |
| 4. To what extent does your law enforcement agency work together with community members to solve local problems?  |            |          |          |       |                   |
| 5. Community policing involves officers in your law enforcement agency working with the community to address the causes of crime in an effort to reduce the problems themselves through a wide range of activities. Based on this definition, to what extent do you think your law enforcement agency practices community policing? |            |          |          |       |                   |

## Safety

6. Please select the three (3) issues you think are the greatest problems within your community.

- |   |  |  |
|---|--|--|
| <input type="radio"/> Burglaries/thefts (auto)                                    | <input type="radio"/> Drug abuse (e.g., manufacture, sale, or use of illegal/prescription drugs) | <input type="radio"/> Mugging  |
| <input type="radio"/> Burglaries/thefts (residential)                             | <input type="radio"/> Fraud / identity theft   | <input type="radio"/> Physical assault                                     |
| <input type="radio"/> Child abuse   | <input type="radio"/> Gang activity  | <input type="radio"/> Prostitution   |
| <input type="radio"/> Child sexual predators / Internet safety                    | <input type="radio"/> Gun violence   | <input type="radio"/> School safety (e.g., bullying, fighting, or weapons) |
| <input type="radio"/> Disorderly conduct / public intoxication / noise violations | <input type="radio"/> Hate crimes  | <input type="radio"/> Sexual assault / rape (adult)                        |
| <input type="radio"/> Disorderly youth (e.g., cruising or gathering)              | <input type="radio"/> Homeland security problems   | <input type="radio"/> Traffic issues / residential speeding                |
| <input type="radio"/> Domestic violence (adult)                                   | <input type="radio"/> Homeless- or transient-related problems (panhandling)                      | <input type="radio"/> Underage drinking                                    |
| <input type="radio"/> Driving under the influence (i.e., alcohol or drugs)        | <input type="radio"/> Homicide   | <input type="radio"/> Vandalism/graffiti                                   |

| Question  | Not at all | A little | Somewhat | A lot | To a great extent |
|---|------------|----------|----------|-------|-------------------|
| 7. To what extent do you feel safe in your community when you are outside alone during the <i>day</i> ? |            |          |          |       |                   |
| 8. To what extent do you feel safe in your community when you are outside alone at <i>night</i> ?       |            |          |          |       |                   |

| Question  | Decreased a lot | Decreased some | Stayed the same | Increased some | Increased a lot |
|---|-----------------|----------------|-----------------|----------------|-----------------|
| 9. Over the last 12 months, to what extent have your feelings of safety in your community increased, decreased, or stayed the same? |                 |                |                 |                |                 |

## Procedural Justice


| Question   | Not at all | A little | Somewhat | A lot | To a great extent |
|--|------------|----------|----------|-------|-------------------|
| 10. To what extent do officers in your law enforcement agency treat people fairly?                 |            |          |          |       |                   |
| 11. To what extent do officers in your law enforcement agency show concern for community members?  |            |          |          |       |                   |
| 12. To what extent are officers in your law enforcement agency respectful?                         |            |          |          |       |                   |
| 13. To what extent is your law enforcement agency responsive to the concerns of community members? |            |          |          |       |                   |
| 14. To what extent do you trust your law enforcement agency?                                       |            |          |          |       |                   |

| Question  | Not at all | A little | Somewhat | A lot | To a great extent | N/A |
|---|------------|----------|----------|-------|-------------------|-----|
| 15. If you had contact with an officer in your law enforcement agency during the past 12 months, to what extent did the officer sufficiently explain his or her actions and procedures? |            |          |          |       |                   |     |


## Performance

| Question   | Not at all | A little | Somewhat | A lot | To a great extent |
|--|------------|----------|----------|-------|-------------------|
| 16. To what extent is your law enforcement agency effective at proactively preventing crime?       |            |          |          |       |                   |
| 17. To what extent is your law enforcement agency addressing the problems that really concern you? |            |          |          |       |                   |
| 18. To what extent are you satisfied with the overall performance of your law enforcement agency?  |            |          |          |       |                   |

## Contact and Satisfaction

| Question   | 0 times   | 1–2 times | 3–4 times | 5–6 times | 7 or more times |
|--|---|-----------|-----------|-----------|-----------------|
| 19a. How many times in the past 12 months have you had contact with your law enforcement agency for <i>traffic issues</i> (e.g., citation, warning, or vehicle crash)? |   |           |           |           |                 |
|  | <br>Go to question 20a |           |           |           |                 |

| Question  | Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied |
|---|-------------------|--------------|------------------------------------|-----------|----------------|
| 19b. To what extent are you satisfied with your interaction(s) with your law enforcement agency for <i>traffic issues</i> ? |                   |              |                                    |           |                |

| Question   | 0 times   | 1–2 times | 3–4 times | 5–6 times | 7 or more times |
|--|---|-----------|-----------|-----------|-----------------|
| 20a. How many times in the past 12 months have you had contact with your law enforcement agency for <i>911 emergency calls</i> ? |   |           |           |           |                 |
|  | <br>Go to question 21a |           |           |           |                 |

| Question   | Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied |
|--|-------------------|--------------|------------------------------------|-----------|----------------|
| 20b. To what extent are you satisfied with your interaction(s) with your law enforcement agency for <i>911 emergency calls</i> ? |                   |              |                                    |           |                |

| Question | 0 times | 1–2 times | 3–4 times | 5–6 times | 7 or more times |
|----------|---------|-----------|-----------|-----------|-----------------|
|----------|---------|-----------|-----------|-----------|-----------------|

21a. How many times in the past 12 months have you had contact with your law enforcement agency for *non-emergency calls* (e.g., to report a crime or suspicious activity)?

↓  
Go to  
question  
22a

| Question | Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied |
|----------|-------------------|--------------|------------------------------------|-----------|----------------|
|----------|-------------------|--------------|------------------------------------|-----------|----------------|

21b. To what extent are you satisfied with your interaction(s) with your law enforcement agency for *non-emergency calls*?

| Question | 0 times | 1–2 times | 3–4 times | 5–6 times | 7 or more times |
|----------|---------|-----------|-----------|-----------|-----------------|
|----------|---------|-----------|-----------|-----------|-----------------|

22a. How many times in the past 12 months have you had contact with your law enforcement agency for *other contacts or interactions* (e.g., attend a community meeting or talk to an officer on patrol)?

↓  
Go to  
question  
23

| Question | Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied |
|----------|-------------------|--------------|------------------------------------|-----------|----------------|
|----------|-------------------|--------------|------------------------------------|-----------|----------------|

22b. To what extent are you satisfied with your interaction(s) with your law enforcement agency for *other contacts or interactions*?

## Demographics

23. How many years have you lived in your community? \_\_\_\_\_ years      Prefer not to answer

24. What is your gender?

- Male
- Female
- Prefer not to answer

25. Are you Hispanic or Latino?

- Yes
- No
- Prefer not to answer

26. What is your race?

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White
- Prefer not to answer

27. What is your age group?

- 17 years or younger
- 18–29 years
- 30–39 years
- 40–49 years
- 50–59 years
- 60–69 years
- 70 years or older
- Prefer not to answer



**COPS**

*Community Oriented Policing Services*  
*U.S. Department of Justice*

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To obtain details about COPS Office programs,  
call the COPS Office Response Center at 800-421-6770.

Visit the COPS Office online at [www.cops.usdoj.gov](http://www.cops.usdoj.gov).

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