

The Fairfax County Community Survey of the Fairfax County Police Department

Cynthia Lum and Devon Johnson (PIs)
Jordan Nichols, Julie Grieco and Xiaoyun Wu (GRAs)

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**George Mason University
Center for Evidence-Based Crime Policy
Department of Criminology, Law and Society**



Questions regarding this report can be addressed to:

Drs. Cynthia Lum and Devon Johnson, Principal Investigators
Center for Evidence-Based Crime Policy
Department of Criminology, Law and Society
George Mason University
4400 University Drive, MS 6D12
Fairfax, VA 22030
Email: clum@gmu.edu
Phone: 703-993-3421

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Executive Summary

In September 2015, the Center for Evidence-Based Crime Policy (CEBCP) at George Mason University (Mason), in partnership with the Fairfax County Police Department (FCPD), conducted a survey of 4,250 Fairfax County households, selected at random. The survey solicited residents' opinions about the FCPD, as well as about crime and safety in the respondents' neighborhoods. Over a period of two months, the research team sent two reminders to respondents to increase the survey response rate. As of February 2016, the response rate for this survey was 15%, which is an average response rate for mail-out surveys.

Overall, the survey responses were positive. Most respondents were satisfied with the police and reported that the FCPD serves the community effectively. However, the results also revealed a few important caveats to this general level of satisfaction. First, while most Fairfax residents agreed that FCPD police officers were trustworthy and effective in their duties, respondents were less likely to agree that officers treated people with fairness or neutrality. Second, while respondents were generally confident about the FCPD as an organization, they were less positive about the department's ability to communicate effectively with residents or address specific concerns. Finally, the results indicated that non-white respondents were more critical of the FCPD on various indicators than were their white counterparts. This pattern of results mirrors similar studies conducted nationally and within other communities, especially regarding differences in perceptions between white and non-white respondents.

This report describes the survey methodology and administration, highlights key results, and provides recommendations to the FCPD.

Project Background

In September 2015, the Center for Evidence-Based Crime Policy (CEBCP) at George Mason University, in partnership with the Fairfax County Police Department (FCPD), conducted a random-sample survey of Fairfax County residents. The survey solicited residents' opinions specifically about the FCPD, as well as about crime and safety in the respondents' neighborhoods. The goal of the survey was to provide the FCPD with a scientifically sound assessment of community views of the police. The project was directed by Professors Cynthia Lum and Devon Johnson, associate professors in the Department of Criminology, Law and Society at George Mason University, with the help of graduate research assistants in the CEBCP.

An important goal of the CEBCP is to increase the use of science and scientific processes by police agencies to effect various reforms, in order to improve both their crime control effectiveness and police-citizen relationships. Developing a more systematic and objective understanding of community members' perceptions of and interactions with the police is an important component of this goal. Although the vast majority of police agencies in the United States now have the ability to record information about crime and victimization in their communities, most do not have the ability to regularly record and collect information about resident reactions to police activities in systematic ways. In light of recent events that have challenged police-community relations, researchers at CEBCP and the FCPD leadership felt that it was important to develop approaches for the FCPD to more systematically understand community concerns.

This research is part of a broader program within the CEBCP, funded by the Bureau of Justice Assistance, called the *Matrix Demonstration Projects* (see <http://cebcp.org/evidence-based-policing/the-matrix/matrix-demonstration-project/>). The goal of these projects is to develop partnerships between researchers and police agencies to improve law enforcement's use of science (in this case, scientific survey methods), and to use the results of science (in this case, the results of community surveys) toward their mission and goals. Within this framework, the Fairfax County Community Survey was carried out to assist the FCPD and the residents of Fairfax County to more systematically understand resident perceptions about the police.

Questions about this survey and its methods are welcomed and can be addressed to Cynthia Lum, clum@gmu.edu, Director of the Center for Evidence-Based Crime Policy.

Survey Methodology

Survey Instrument Development

The survey questionnaire was designed to be “evidence-based” in several ways. First, it included survey items that have been asked and validated in previous community surveys. Second, it followed best practices based on the science of survey methodology. This includes asking questions that are neutral and unbiased, considering the ordering of questions, providing an appropriate range of responses from which respondents can choose, and including an open-ended question should they wish to add any other information (Blair et al 2014). Third, the survey is also “evidence-based” in that we used what is known from research about citizen-police relationships to develop the survey questions. In particular, the survey included questions about procedural justice and the treatment of residents by police, since research indicates that procedural justice is an important component of resident satisfaction with police services. Questions about residents’ fear of crime and other community concerns were also included. A copy of the survey instrument is provided as Appendix A.

In total, there were eleven questions on the survey, as well as nine additional questions about the characteristics of the individual answering the survey. Asking for general demographic information (such as age, race, ethnicity and gender) is essential in community surveys of the police. Similar surveys have consistently found differential responses across people of different ages, races, socio-economic status, and contact with the police. Without knowing the characteristics of survey respondents, we cannot learn whether perceptions of the police may vary across different groups within a community.

Protection of Respondent Privacy

Protecting the privacy of respondents participating in surveys or any other research is a priority and a requirement of any research projects conducted at George Mason University. Because of this high standard, respondents were not asked to provide any identifying information on the survey. The research team also obtained Human Subjects Review by the George Mason University Institutional Review Board, which is the internal university accountability system designed to ensure respondent privacy and protection against any harms from answering the survey.

A cover letter explaining the protection of respondent confidentiality, along with contact information for the research team, was attached to each survey. Additionally, all

surveys were returned to directly to George Mason University, and the completed surveys are kept in secured, locked offices. None of the completed surveys will be provided to the FCPD, and no individual survey will be shared with FCPD or the public.

The Survey Sample

Fairfax County contains approximately 400,000 residential households. Some of these households are rented apartments and units within larger complexes that share the same address. To ensure that all possible households had an equal chance of receiving the survey, we selected recipients from the population of Fairfax County households, including rental units (Groves et al 2009).

The researchers first approached the county government to ask whether it had a database of all residential households in the county, at the specific apartment unit level. Because the county did not have this information, the research team used a commercial entity, INFOUSA (see <https://www.infousa.com/>), to obtain a random sample of household addresses. Such commercial entities have current postal mailing addresses of all resident households in a jurisdiction, specific to the apartment level. The Mason research team requested that INFOUSA select 4,250 residential households at random. The team did not share these specific addresses with the Fairfax County Police Department (see the section on privacy, above).

The selection of 4,250 households to receive the survey was purposeful. According to previous survey research (see Van Bennekom, 2002), we hoped for a 25% response rate to our survey (although the standard response rate for similar mail-out surveys is 15%). For a population of 350,000 households, we would need approximately 1064 survey responses to reach a 95% level of confidence (+/- 3%) that our results reflected the population. If we expected 25% of the households to respond, this meant sending the survey to approximately 4,250 households.

Survey Administration

The self-administered survey was printed and hand-stuffed into envelopes by volunteers from the Fairfax community, the FCPD, and George Mason University. The paper survey, a pre-paid business reply envelope, and an informational cover letter were mailed to the 4,250 randomly-selected Fairfax households in mid-September, 2015. One week later, postcard reminders were sent to the same addresses. Toward the end of October, a second reminder postcard was mailed (Dillman, 2000). Through this process the

research team was notified by return mail that 114 addresses were either vacant or unable to receive mail. Thus, 4,136 households received the survey.

During this time, the survey team responded to personal letters, phone calls, and emails from community members regarding the survey. If a caller requested an additional copy of the survey either because the original survey was not received or was lost, the research team first confirmed the individual's address was one that had been randomly selected to receive the survey. Then, the team checked the unique anonymizing number printed on the questionnaire to ensure that no completed survey with that number had already been received by the research team. Only under these conditions was a new survey sent to the respondent.

Response Rate and Respondent Demographics

Completed surveys were returned from 626 of the 4,136 households that received them (15%). This response rate is average for mail-out surveys, although lower than our initial goal. Although the households were randomly selected to receive the survey, the demographic characteristics of the respondents who chose to answer the survey were not representative of Fairfax County as a whole. This pattern is common in survey research. Research shows that people who are older, female, and more educated are more likely to complete surveys than their respective counterparts. This was no different in Fairfax County.

Figure 1 shows the demographic differences between those who answered the survey and the population of Fairfax County more generally. White non-Hispanic residents were overrepresented as respondents compared to their population in the county, while Asian, Black, and Hispanic residents were underrepresented compared to their population in Fairfax County. Respondents were also more likely to have a Bachelor's degree and were less likely to be foreign-born than the average county resident. Because of the demographic differences between respondents and the county population, we have divided the presentation of results into two sections. Part I presents the results for all respondents while Part II compares the results separately for white and non-white respondents.

Figure 1. Characteristics of Survey Respondents

	Fairfax County ^(a)	Survey Respondents (n=626)
White, non-Hispanic	53.2%	75.9%
Black, non-Hispanic	9.0%	5.1%
Asian/Pacific Islander, non-Hispanic	18.1%	9.8%
Other/Mixed/Native American, non-Hispanic	3.8%	4.0%
Hispanic (may be of any race)	16.0%	5.3%
Have Bachelor's Degree or higher ^(b)	59.3%	81.2%
Female ^(c)	51.1%	53.1%
Foreign Born	29.8%	18.4%
Total HH Income > \$50K	82.4%	86.7%
Total HH Income > \$100K	56.4%	57.1%
18 to 24 years	8.0%	0.5%
25 to 34 years	14.6%	7.8%
35 to 44 years	14.8%	15.3%
45 to 54 years	15.5%	21.9%
55 to 64 years	12.3%	28.0%
65 to 74 years	6.5%	17.2%
75 years or older	4.1%	9.3%

(a) All estimates for Fairfax County are based on the U.S. Census, 2014 American Community Survey, five-year estimates

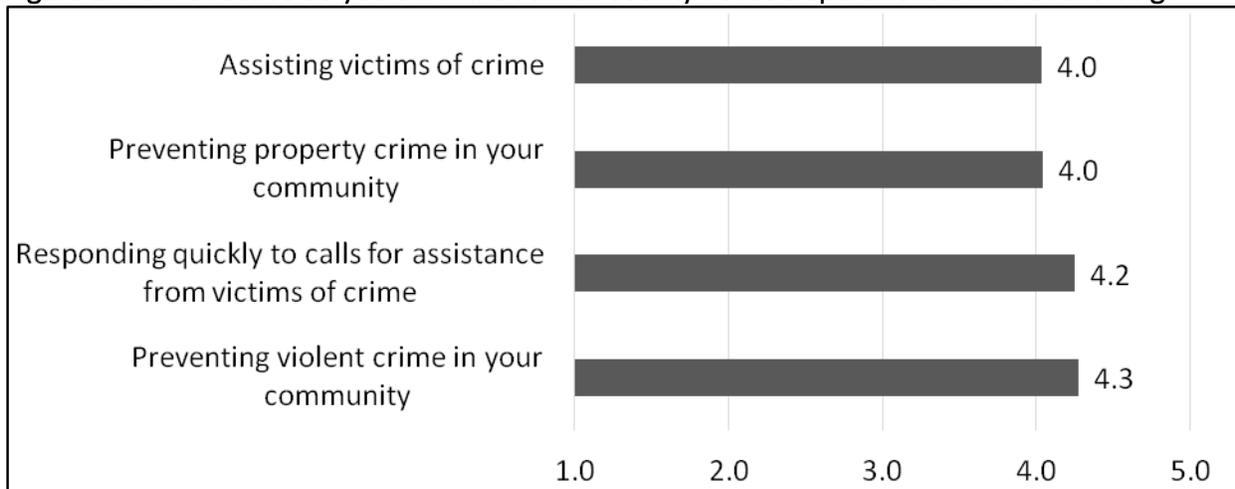
(b) Fairfax County estimate based on population 25 years and older

(c) Fairfax County estimate based on population 18 years and older

Results (Part I): All Survey Respondents

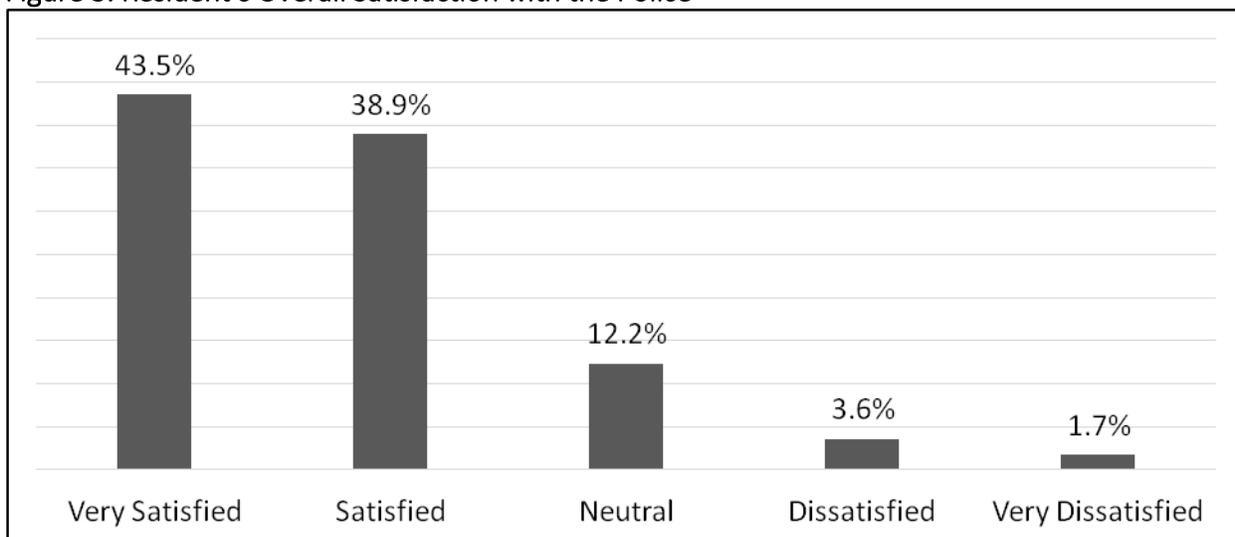
As shown in Figures 2 and 3, respondents perceived the FCPD as effective in preventing crime and assisting crime victims. In addition, the vast majority of respondents expressed general satisfaction with the police. Please note that the data labels shown in figures are subject to rounding; the same numerical label may be used on bars of slightly different lengths.

Figure 2. How effective do you think the Fairfax County Police Department is in the following?



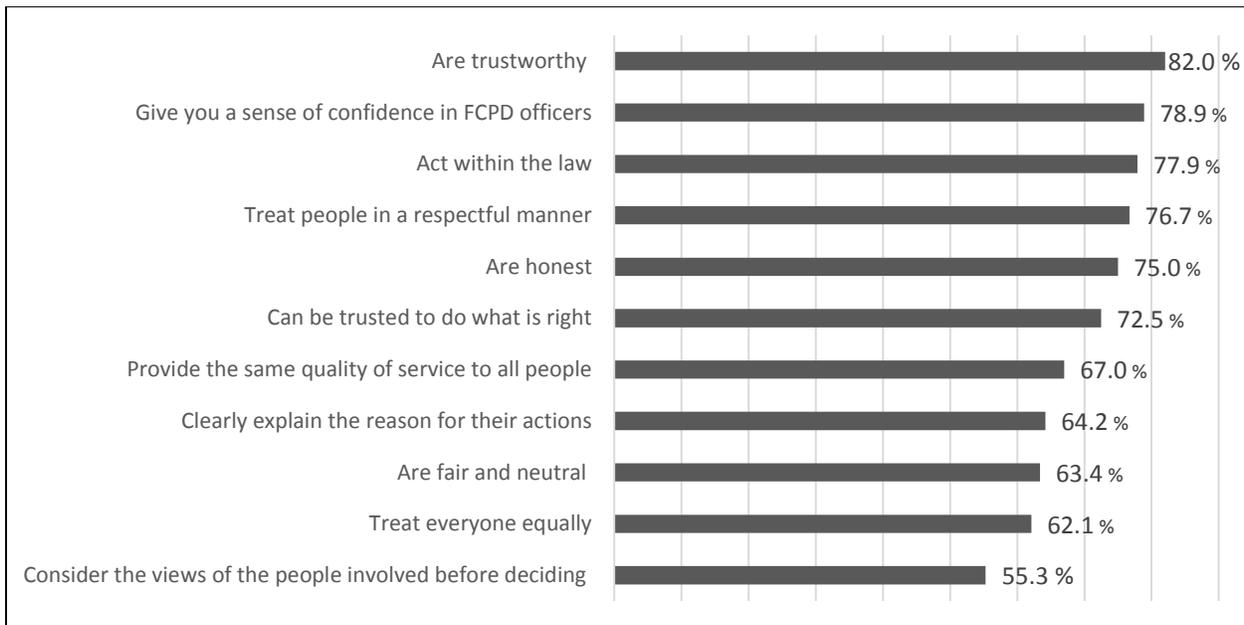
Question choices were: 1=Very Ineffective; 2=Somewhat Ineffective; 3=Neutral; 4=Somewhat Effective; 5=Very Effective.

Figure 3. Resident's Overall Satisfaction with the Police



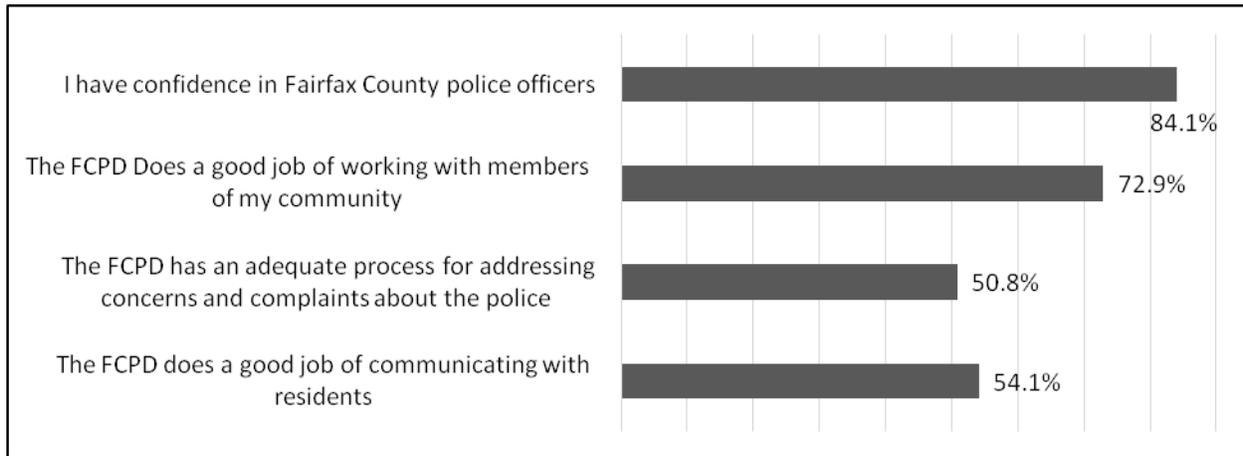
However, when respondents were asked more specifically about police officer and agency characteristics, views of the police varied more. For example, Figure 4 shows the percentage of respondents who agreed with numerous statements about the qualities of Fairfax County police officers, including whether they were trustworthy, lawful, and treat people equally. As Figure 4 indicates, respondents were more likely to agree that FCPD officers were trustworthy and honest, but were less likely to agree that officers were fair and neutral when dealing with residents.

Figure 4. Perceptions about Officers
(Percent who agree or strongly agree the following about FCPD officers)



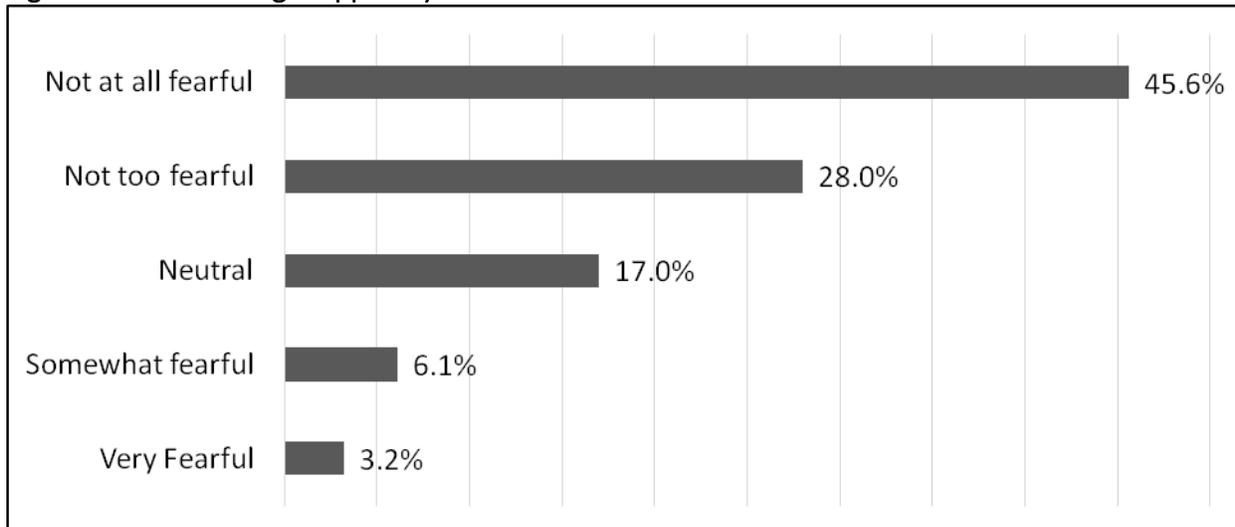
Similarly, mixed findings were also evident when we asked respondents for their impressions of the police department more generally (see Figure 5). For example, while confidence in Fairfax County police officers was widespread, residents were less likely to report that the FCPD communicated well with the public or had an adequate process for resolving complaints.

Figure 5. Perceptions of the Police Department
(Percent who agree or strongly agree with the following statements)



Involuntary contact with the police may produce stress or uneasy feelings for county residents, and these feelings can impact the nature of a police-citizen interaction. For this reason, we asked residents about their fear of being stopped by the police. Overall, 74% of respondents reported little to no fear of police stops, while 9.3% did indicate being somewhat or very fearful of the police. We examine this issue further in Part II, when comparing white and non-white respondents.

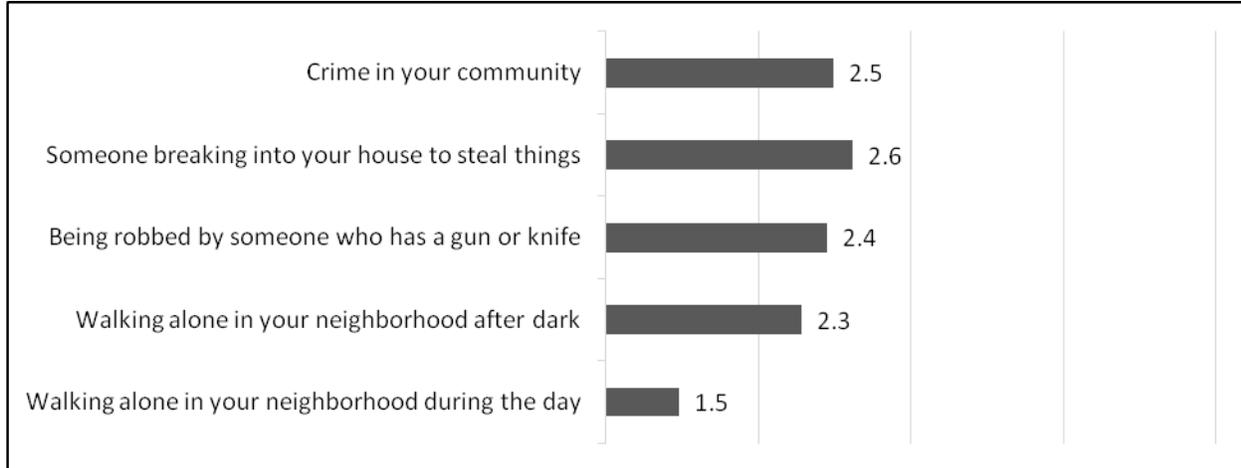
Figure 6. Fear of Being Stopped by the Police



One important gauge of police agency effectiveness is the ability to make people feel safe. As Figure 7 indicates, respondents generally reported feeling safe in their communities. Respondents also reported a minimal fear of crime generally or burglary and robbery more specifically. Fairfax County residents also indicated feeling safe when

walking alone in their neighborhood during the day or night (although feelings of safety decrease at night).

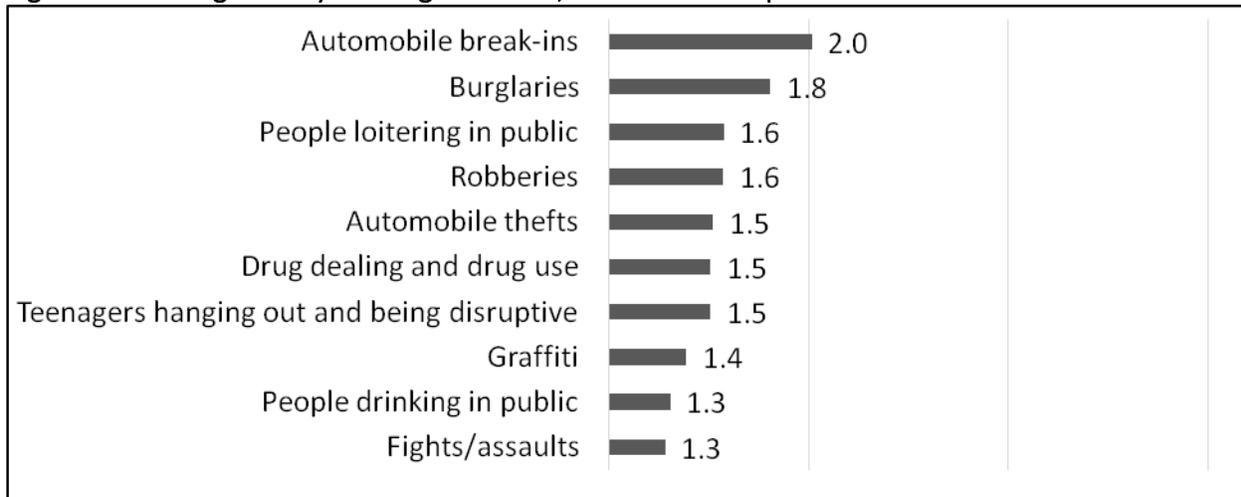
Figure 7. Fear of Crime and Feelings of Safety



The first three items use a scale of 1=Not at all Fearful; 2=Not too fearful; 3=Neutral; 4=Somewhat fearful; and 5=Very Fearful. The last two items use a scale of 1=Very Safe; 2=Safe; 3=Neutral; 4=Unsafe; and 5=Very Unsafe.

We also asked respondents to consider how much of a problem certain crimes and disorders were in their neighborhood (Figure 8). Overall, respondents indicated that crimes such as burglaries, robberies, or auto thefts were not much of a problem. Similarly, disorderly behaviors such as loitering, teens hanging out, or drug use were not perceived to be a moderate or major problem either. These results suggest that respondents in Fairfax County believe they are generally safe from crime.

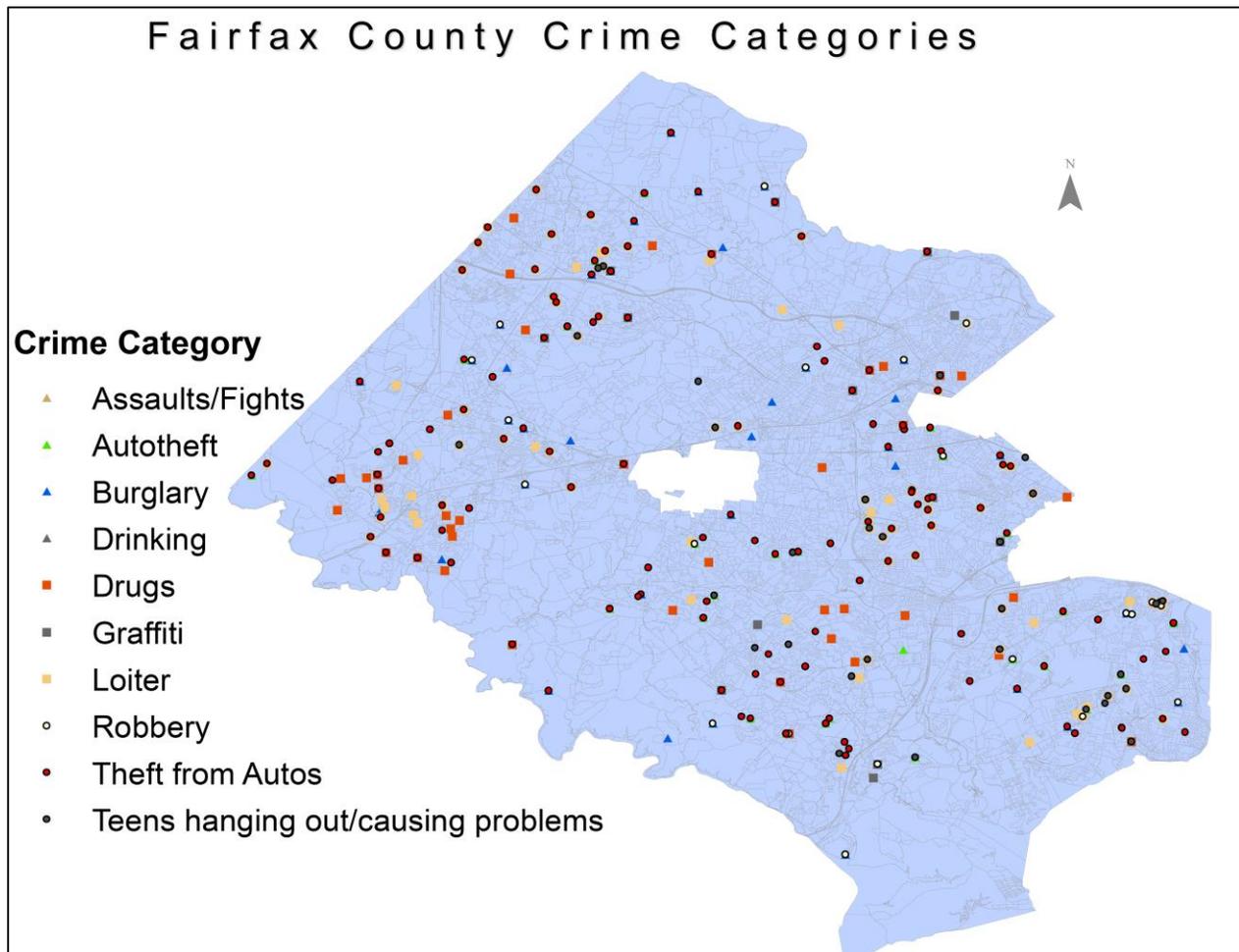
Figure 8. Thinking about your neighborhood, how much of a problem is:



Question choices were: 1=Not a Problem at All; 2=A Minor Problem; 3=A Moderate Problem; and 4=A Major Problem.

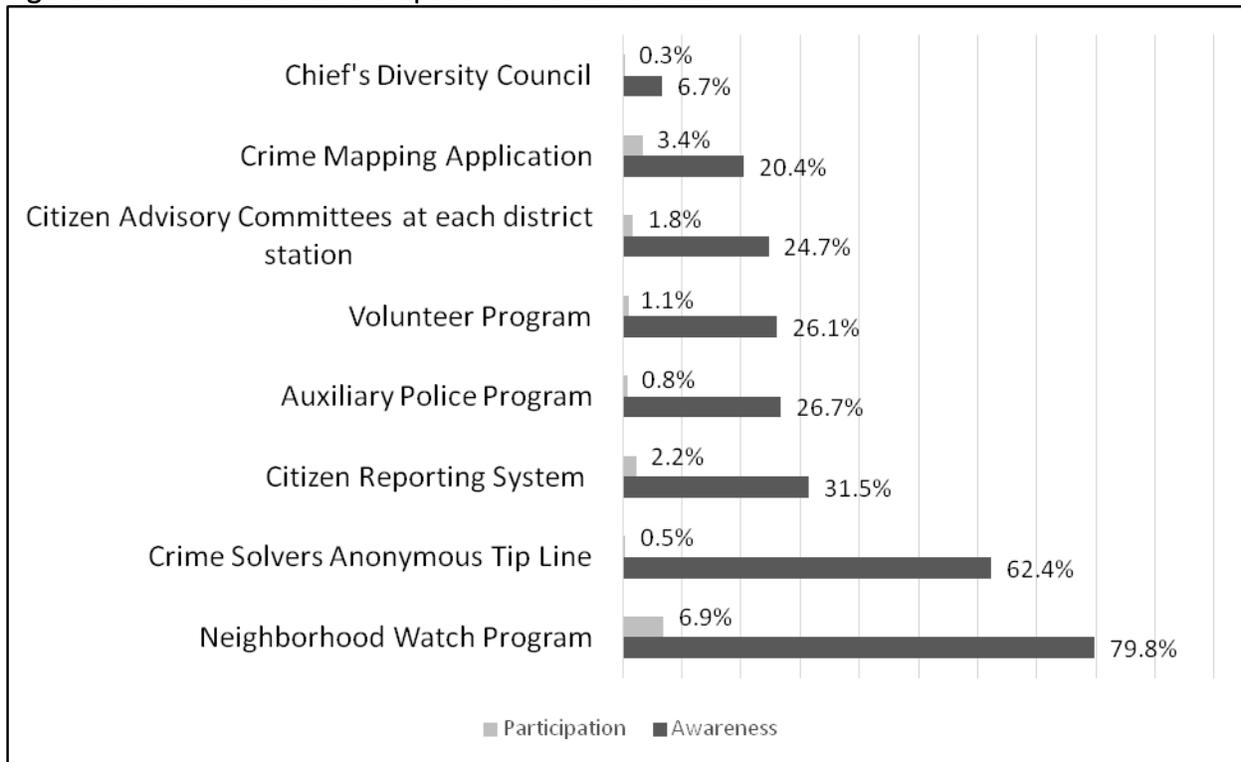
Figure 9 illustrates the results from Figure 8 visually, showing the *general location* (specified only to the block level to protect the privacy of respondents) where respondents indicated specific crimes or behaviors were a “moderate” or “major” problem.

Figure 9. Areas Where Crime and Disorderly Behavior are Considered “Moderate” to “Major” Problems



The FCPD was particularly interested in understanding resident awareness and use of services the department provides county residents. Based on specific suggestions from the FCDP, the research team asked respondents if they were aware of, or participated in, the services and activities listed in Figure 10. While most residents were aware of the neighborhood watch program and the crime solvers tip line, they were much less aware and unlikely to use or participate in programs such as the Chief’s Diversity Council, online crime mapping applications, citizen advisory committees, or volunteer and auxiliary programs. We provide recommendations in response to these findings at the end of the report.

Figure 10. Awareness and Participation in Police Services



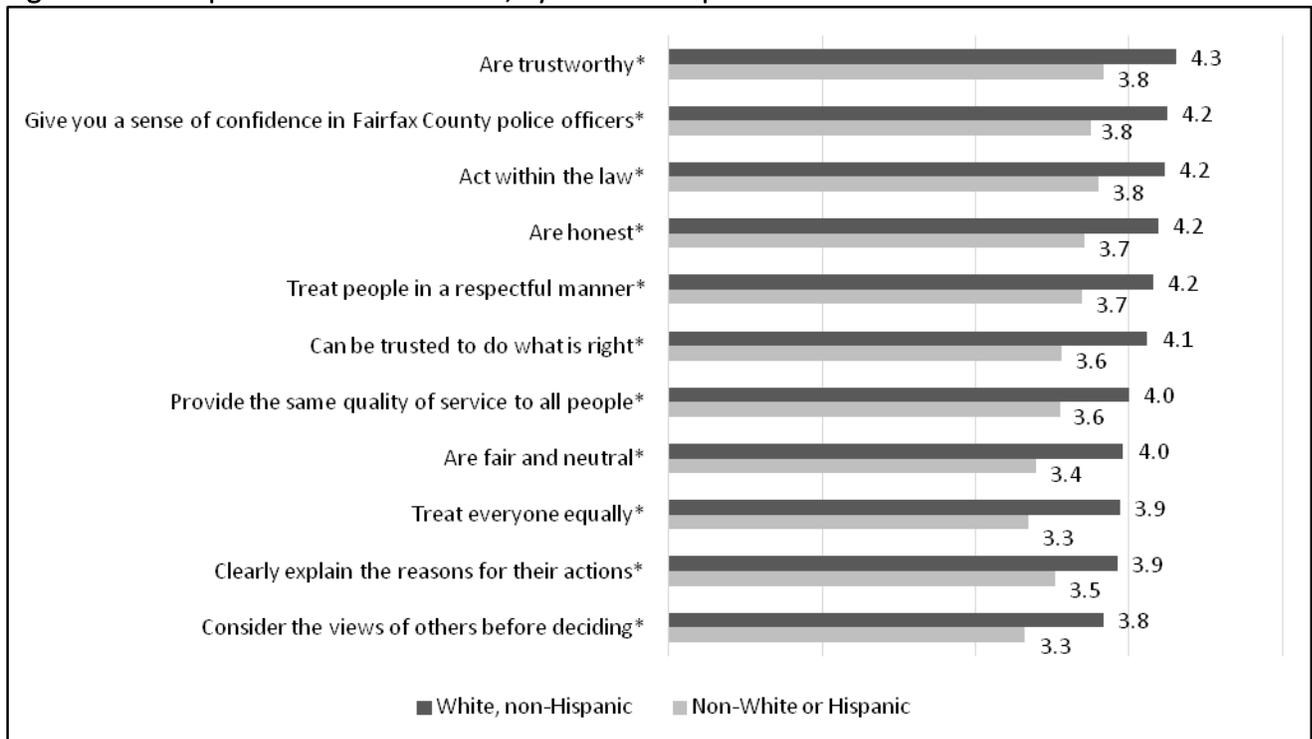
Results (Part II): Variations in Perceptions by Race and Contact with the Police

Because those who responded to our random-sample survey did not mirror the demographic characteristics of the county more generally (see Figure 1), and because research has uncovered differences in perceptions of the police by race, we report differences in views of the FCPD by race of respondent. We divided our respondents into two groups: white, non-Hispanic and non-white respondents. The “non-white” category includes anyone who identified as Black, Asian, Native American or non-white Hispanic. The small sample size of the groups comprising the non-white category precludes a more fine-grained analysis by racial/ethnic background. In addition, we explored whether there were differences in survey responses for those who had recent contact with the police and those who did not.

Figures 11 and 12 mirror Figures 4 and 5, but report the results separately for white and non-white respondents. Statistically significant differences are noted across all questions, with non-white respondents reporting less positive perceptions of police than their white counterparts. However, for both white and non-white respondents, we continue to see a similar trend as in Figure 4: both groups are more likely to report that officers are trustworthy, honest, and lawful, but are less likely to view officers as fair and neutral. In addition, respondents from both groups are less likely to believe that officers clearly explain reasons for their actions or consider the views of others before making a decision.

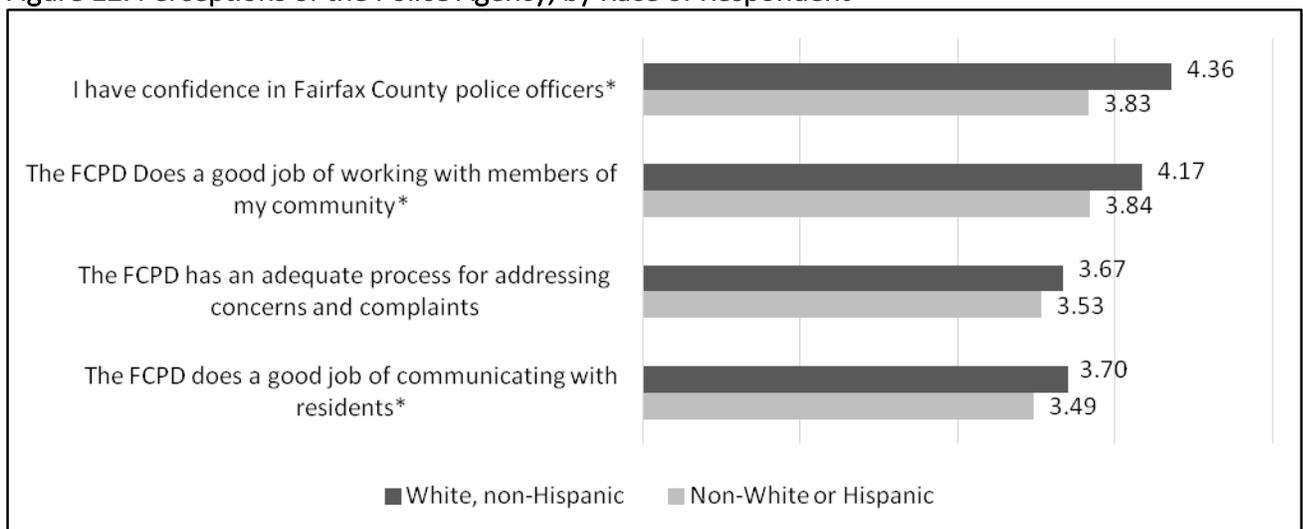
Figure 12 indicates similar racial differences when it comes to perceptions of the police agency more generally. For three of the four statements in Figure 12, non-white Fairfax residents were significantly less positive about the FCPD than were white residents. However, all respondents, regardless of racial background, shared similar views about the FCPD’s process for addressing concerns and complaints.

Figure 11. Perceptions of Police Officers, by Race of Respondent



* All differences are significant at the $p = 0.001$ level. Respondent choices were 1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; and 5=Strongly Agree.

Figure 12. Perceptions of the Police Agency, by Race of Respondent

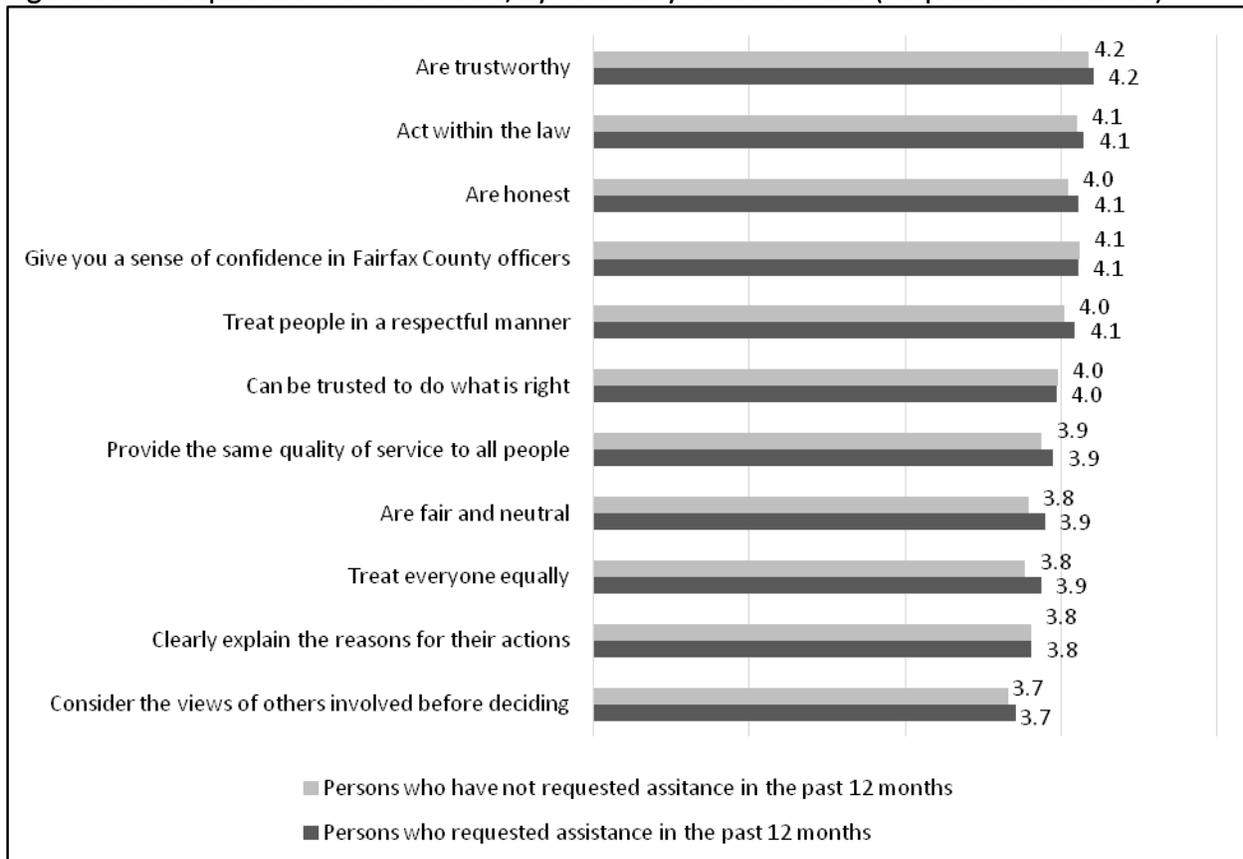


* Statistically significant at $p < .05$. Respondent choices were 1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; and 5=Strongly Agree.

Research shows that contact with the police can influence perceptions of the police (either positively or negatively) and that the effects of police contact often depend on whether the contact was voluntary (requesting assistance from the police) or involuntary (being stopped by police). As such, we examined whether Fairfax residents' views of the FCPD varied due to recent police contact. We made two comparisons. First, we compared survey responses between those who recently requested assistance from the police and those who had not. Second, we compared survey responses between those who had been stopped by the police recently versus those who had not.

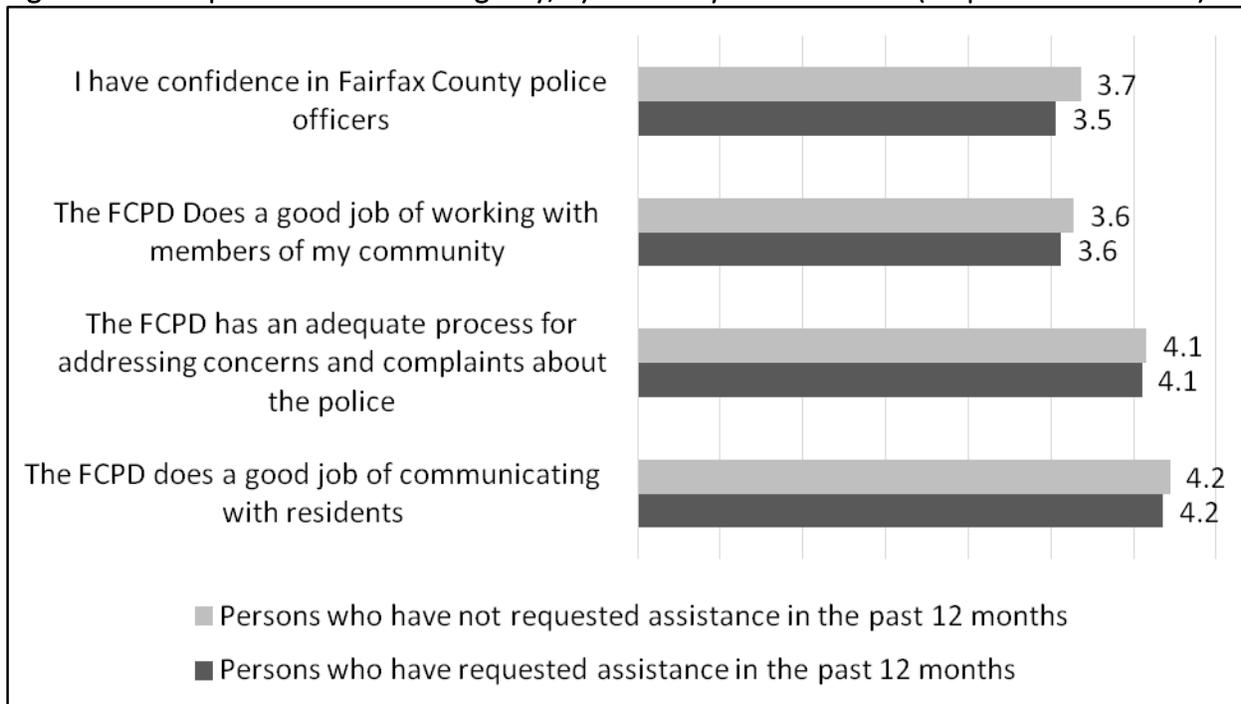
Figure 13 shows responses to the same questions as Figures 4 and 11, and Figure 14 shows the same questions as Figures 5 and 12, but this time comparing those who had or had not requested assistance from the police in the last 12 months. We did not find any statistically significant differences in responses between these two groups either on questions related to perceptions of FCPD police officers (Figure 13) or on perceptions of the police agency more generally (Figure 14). In sum, voluntary contact with the police did not change residents' views of the police.

Figure 13. Perceptions of Police Officers, by Voluntary Police Contact (Requested Assistance)



Respondent choices were 1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; and 5=Strongly Agree.

Figure 14. Perceptions of the Police Agency, by Voluntary Police Contact (Requested Assistance)



Respondent choices were 1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; and 5=Strongly Agree.

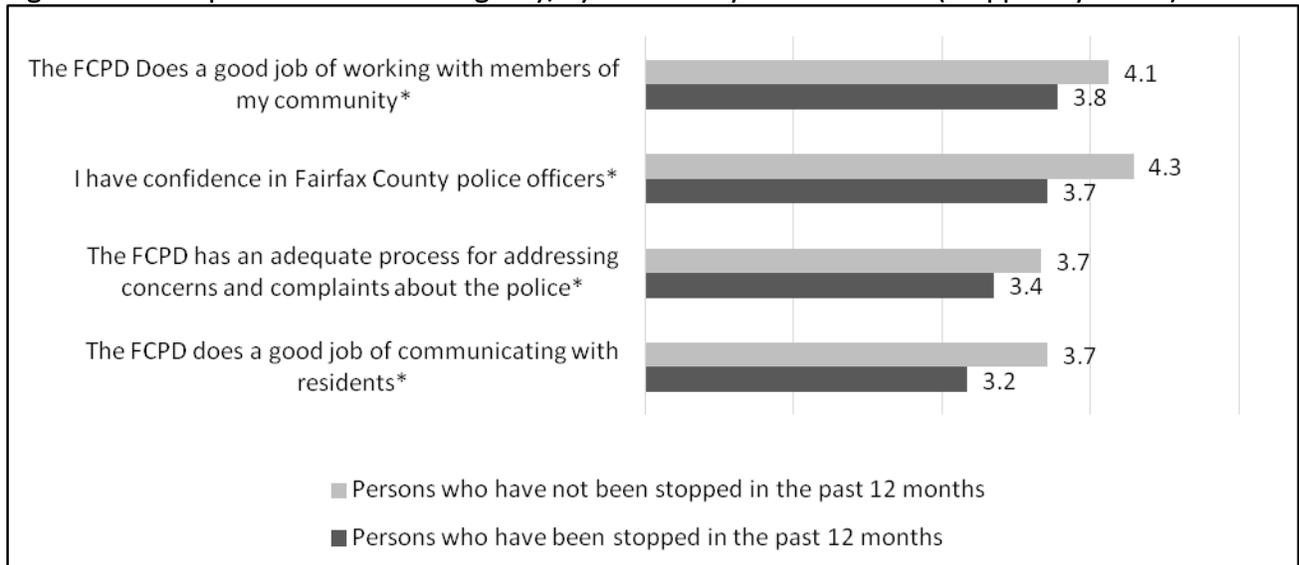
However, involuntary contact with the police did influence the views of Fairfax residents. Overall, 10% of the white, non-Hispanic respondents in the survey reported being stopped by the police in the last 12 months, compared to 20% of those from other racial/ethnic groups. When examining group differences between those who had been stopped by the police compared to those who had not been stopped by the police, significant differences emerged. Residents who had been stopped by the police in the past 12 months reported more negative views of FCPD officers and of the agency, than did respondents who had not been stopped by police (see Figures 15 and 16).

Figure 15. Perceptions of Police Officers, by Involuntary Police Contact (Stopped by Police)



* Statistically significant at $p < .001$. Respondent choices were 1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; and 5=Strongly Agree.

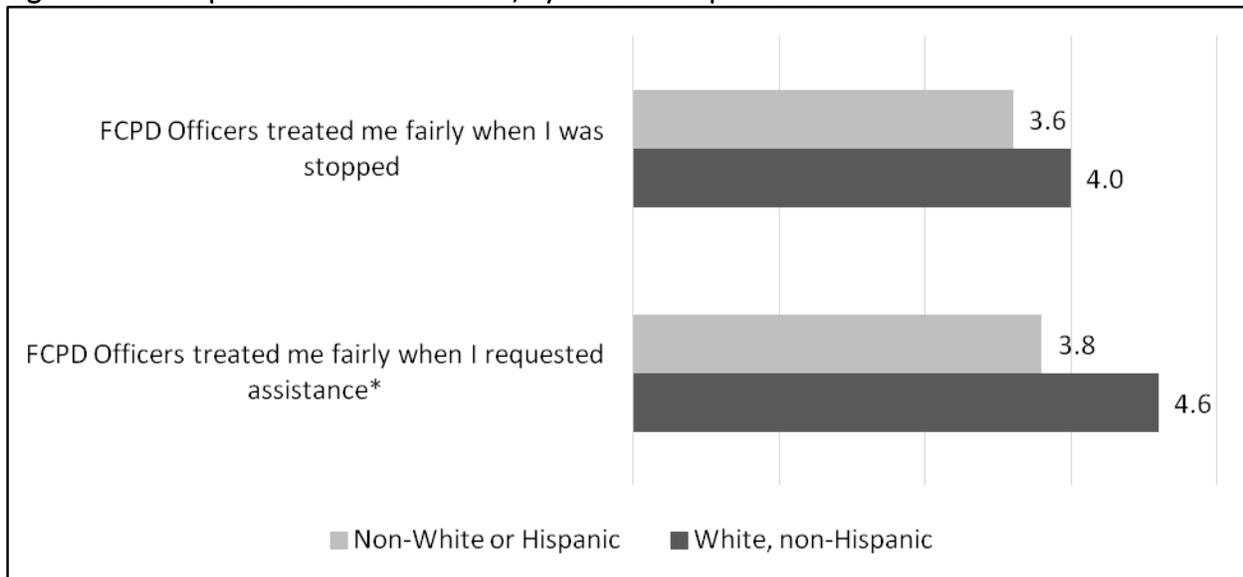
Figure 16. Perceptions of the Police Agency, by Involuntary Police Contact (Stopped by Police)



* Statistically significant at $p < .05$. Respondent choices were 1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; and 5=Strongly Agree.

In addition to their general views of the FCPD or its officers, individuals who reported contact with the police were also asked about their perceptions of fair treatment in their specific encounter. We found no statistically significant racial differences in perceptions of fair treatment between whites and non-whites who were stopped by police. However, non-white residents who requested assistance from police were much less likely to report fair treatment than were white residents who requested assistance (see Figure 17).

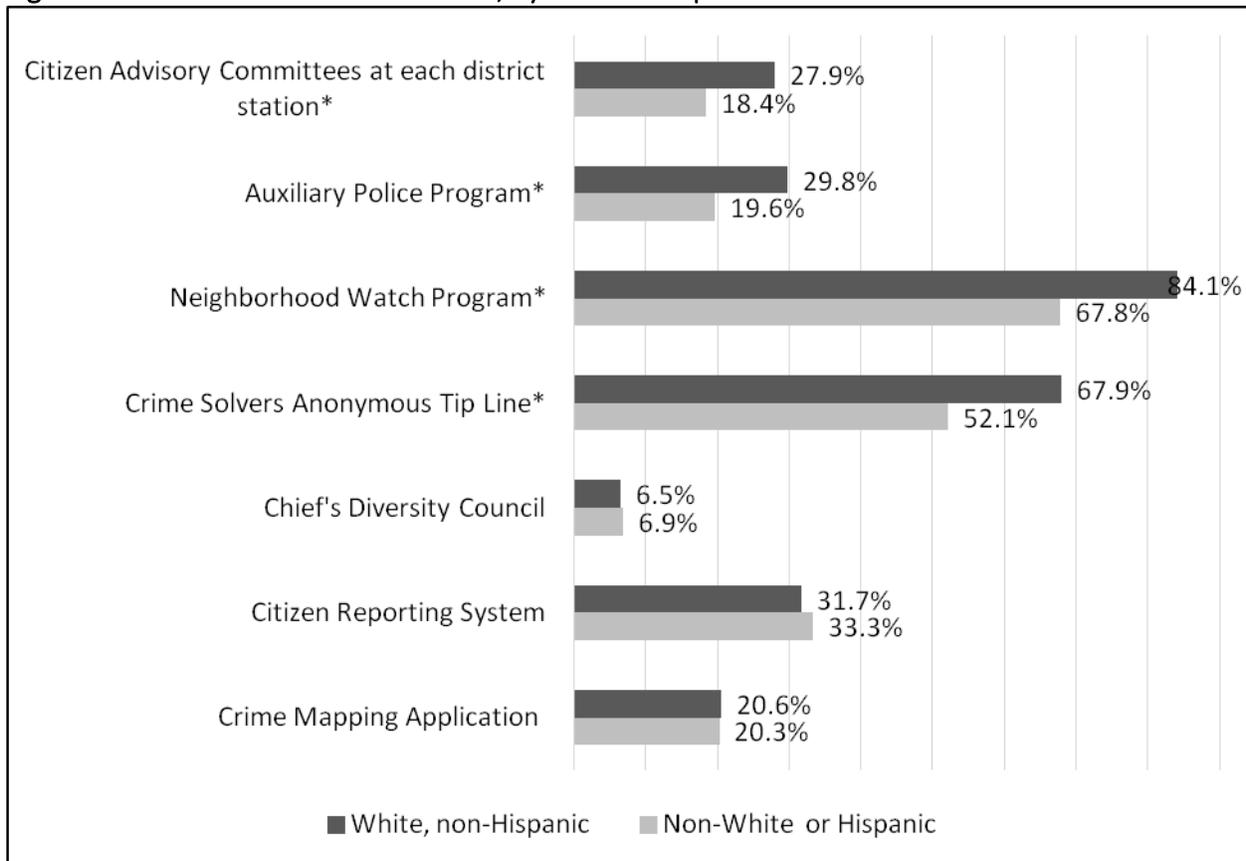
Figure 17. Perceptions of Fair Treatment, by Race of Respondent



*Statistically significant at p<.001. Respondent choices were 1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; and 5=Strongly Agree.

White and non-white respondents also differed in their level of awareness of some police department programs. Figure 18 shows that white respondents were more likely to be aware of Citizen Advisory Committees, Auxiliary Police programs, neighborhood watch, and resident tip line programs than were their non-white counterparts. Both groups were equally unaware of the Chief’s Diversity Council.

Figure 18. Awareness of Police Services, by Race of Respondent



*Statistically significant at p<.05

Conclusions and Recommendations

Overall, the results from the Fairfax County Community Survey indicate that residents generally have a positive opinion of the Fairfax County Police Department and its officers. They express confidence in the officers' and the agency's ability to address crime and are satisfied with their services.

However, there are important caveats to these findings that the police department and community should work together to improve. While citizens express confidence in police officers' ability to address crime problems and believe officers are trustworthy, honest and lawful, they are less convinced about officer fairness and neutrality, their ability to clearly explain their decisions, or their ability to consider the views of everyone involved. Each of these is a critical component of procedural justice. In training, the police department should continue strengthening these specific aspects of the police-citizen interaction curriculum. This might include more training on procedural justice, implicit bias, empathy, and communication. The FCPD is in the midst of implementing recommendations in this area and others from the Police Executive Research Forum, the Ad Hoc Police Review Commission, and the Commission of Accredited Law Enforcement Agencies (CALEA) Communication Standards.

Closely connected to this finding are resident perceptions of the FCPD's policies and practices more generally, especially in terms of addressing resident concerns and communicating with residents of Fairfax County. The police department should continue to develop, in collaboration with residents and leaders within the community, processes in which resident complaints and concerns are received, examined, and acted upon, as well as processes in which the agency communicates with community members living and working in the county.

As with other surveys across the U.S., there are differences in perceptions of police treatment and perceived police legitimacy between white and non-white county residents. This is a concerning finding that consistently appears across U.S. communities (see Bureau of Justice Statistics, 1999, 2011) and needs attention. In Fairfax County, these differences are most prominent when respondents are asked for their general views about procedural justice and officer behavior, as well as in their individual interactions with the police. There are also significant racial differences in awareness of programs and services that the agency values to improve relationships with communities of color. The FCPD may want to consider ways to increase the level of awareness of, and participation in, relevant activities of the police department that improve police-community communication and relationships, including the citizen advisory committees, the Chief's Diversity Council, and other activities.

Finally, the county should consider investing funds to regularly survey county residents to gauge their views of both police and county services with scientifically rigorous survey methods. The FCPD took an important step in soliciting an external research entity to conduct an evidence-based survey, and a great deal of effort on this survey was contributed by volunteers. However, regularly surveying residents to understand community members' reactions to police agencies is essential to achieving excellence in policing (Lum and Nagin, 2015). FCPD indicates that this will be a priority for the department moving forward, especially given the mandate of their CALEA accreditation which requires a documented survey of citizen attitudes and opinions at least once every three years (Standard 45.2.4).¹

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¹ The Commission on Accreditation for Law Enforcement Agencies, Inc., (CALEA®) Standard 45.2.4 (Citizen Survey) states: "A documented survey of citizen attitudes and opinions is conducted at least once every three years with respect to: (a.) Overall agency performance; (b.) Overall competence of agency employees; (c.) Citizens' perceptions of officers' attitudes and behavior; (d.) Community concern over safety and security within the agency's service area; and (e.) Citizens' recommendations and suggestions for improvements."

Van Bennekom, Frederick. (2002). *Customer Surveying: A Guidebook for Service Managers*. Bolton, MA: Customer Service Press.

Appendix A: Survey and Cover Letter Sent to Fairfax County Residents



**GEORGE MASON UNIVERSITY &
FAIRFAX COUNTY POLICE DEPARTMENT
COMMUNITY SURVEY**



Dear Fairfax County Resident:

We would very much appreciate your participation in a short anonymous survey about the police in your community, conducted by George Mason University on behalf of the Fairfax County Police Department (FCPD). Your household has been randomly selected from a sample of all households in Fairfax County to complete this survey, and we ask that only one member of your household completes this survey. Your participation is completely voluntary, and you must be at least 18 years of age to participate.

The survey asks for your opinions about the Fairfax County Police Department, and about crime and safety in your neighborhood. Understanding community views of the police is important for developing appropriate law enforcement and social service responses to problems in Fairfax County, and for improving police-community relations. Your answers are anonymous and no individual responses will be identified in any reports produced from the survey. Do not write your name or other personal information on this survey.

If you agree to participate, please answer the following questions in your own opinion and to the best of your knowledge. The survey should take less than 15 minutes to complete and there are no foreseeable risks or benefits to you for participating in this research. Once you have completed the questionnaire, please return it in the pre-paid business reply envelope provided.

We thank you in advance for completing this important survey!

CONTACT

This research study is being conducted by George Mason's University's Center for Evidence-Based Crime Policy (CEBCP), in partnership with the Fairfax County Police Department. The research team is led by Professor Cynthia Lum, who may be reached at 703-993-3421 or clum@gmu.edu for questions or to report a research-related problem.

Center for Evidence-Based Crime Policy
George Mason University
4400 University Drive, MS 6D12
Fairfax, VA 22030
www.cebc.org

1. In general, how effective or ineffective do you think the Fairfax County Police Department (FCPD) is at:

	Very Effective	Somewhat Effective	Neutral	Somewhat Ineffective	Very Ineffective
a. Preventing <u>property</u> crime in your community.	5	4	3	2	1
b. Preventing <u>violent</u> crime in your community.	5	4	3	2	1
c. Responding quickly to calls for assistance from victims of crime.	5	4	3	2	1
d. Assisting victims of crime.	5	4	3	2	1

2. In general, to what extent do you agree or disagree that Fairfax County police officers:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. Are trustworthy.	5	4	3	2	1
b. Provide the same quality of service to all people.	5	4	3	2	1
c. Clearly explain the reasons for their actions.	5	4	3	2	1
d. Treat people in a respectful manner.	5	4	3	2	1
e. Are honest.	5	4	3	2	1
f. Give you a sense of confidence in Fairfax County police officers.	5	4	3	2	1
g. Treat everyone equally.	5	4	3	2	1
h. Are fair and neutral.	5	4	3	2	1
i. Consider the views of the people involved before making their decisions.	5	4	3	2	1
j. Can be trusted to do what is right.	5	4	3	2	1
k. Act within the law.	5	4	3	2	1

3. In general, to what extent do you agree or disagree with the following statements about the FCPD.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. I have confidence in Fairfax County police officers.	5	4	3	2	1
b. The FCPD Does a good job of working with members of my community (e.g., residents, organizations, and groups).	5	4	3	2	1
c. The FCPD has an adequate process for addressing concerns and complaints about the police.	5	4	3	2	1
d. The FCPD does a good job of communicating with residents (e.g., through websites, newsletters, public meetings).	5	4	3	2	1

4. Overall, how fearful are you about:

	Very fearful	Somewhat fearful	Neutral	Not too fearful	Not at all fearful
a. Crime in your community.	5	4	3	2	1
b. Someone breaking into your house to steal things.	5	4	3	2	1
c. Being robbed by someone who has a gun or knife.	5	4	3	2	1
d. Being stopped and questioned by the police.	5	4	3	2	1

5. In general, how safe do you feel when:

	Very safe	Safe	Neutral	Unsafe	Very unsafe
a. Walking alone in your neighborhood <u>during the day</u> .	5	4	3	2	1
b. Walking alone in your neighborhood <u>after dark</u> .	5	4	3	2	1

6. Thinking about your neighborhood, how much of a problem is/are:

	A major problem	A moderate problem	A minor problem	Not a problem at all
a. Burglaries.	4	3	2	1
b. Robberies.	4	3	2	1
c. People loitering in public.	4	3	2	1
d. Fights/assaults.	4	3	2	1
e. Graffiti.	4	3	2	1
f. Automobile thefts.	4	3	2	1
g. Automobile break-ins.	4	3	2	1
h. Teenagers hanging out and being disruptive.	4	3	2	1
i. Drug dealing and drug use.	4	3	2	1
j. People drinking in public.	4	3	2	1

7. Have you heard of any of the following services offered by the FCPD?

	Yes, I am aware of this service	No, I am not aware of this service	Darken the bubble if you have participated in or used this service?
a. Citizen Advisory Committees at each district station	1	2	Y
b. Volunteer Program	1	2	Y

	Yes, I am aware of this service	No, I am not aware of this service	Darken the bubble if you have participated in or used this service
c. Auxiliary Police Program	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> Y
d. Chief's Diversity Council	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> Y
e. Citizen Reporting System (online crime reporting)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> Y
f. Neighborhood Watch Program	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> Y
g. Crime Mapping Application (online crime mapping)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> Y
h. Crime Solvers Anonymous Tip Line	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> Y

8. In the past 12 months, have you:

	Yes	No	
a. Requested assistance from the FCPD by telephone, approaching an officer or visiting a police station.	<input type="radio"/> 1	<input type="radio"/> 2	<i>If you answered "No" to Questions 8a and Question 8b, skip to Question 10.</i>
b. Been stopped by a Fairfax County police officer while you were walking, cycling, or driving.	<input type="radio"/> 1	<input type="radio"/> 2	

9. If you answered "Yes" to Question 8a or 8b, indicate your level of agreement with the following statements based on your most recent experience.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
a. The Fairfax County police officer(s) treated me fairly when I requested assistance.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
b. The Fairfax County police officer(s) treated me fairly when I was stopped.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0

10. Overall, how satisfied are you with the service provided by the Fairfax County Police Department?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

11. If you have any comments about the FCPD or suggestions for how the department could improve, please write them in the space below.

PLEASE TURN THIS PAGE TO COMPLETE THE FINAL PAGE OF THE SURVEY

Please tell us a little about yourself.

D1. I am a:

- 1 Male
- 2 Female

D2. I was born in the United States.

- 1 Yes
- 2 No

If "Yes", skip to Question D4.

D3. If you were NOT born in the United States, how long have you lived here?

- 1 Less than 1 year
- 2 1 to 5 years
- 3 6 to 10 years
- 4 11 to 15 years
- 5 16 to 20 years
- 6 21 years or more

D4. How long have you lived in Fairfax County?

- 1 Less than 1 year
- 2 1 to 5 years
- 3 6 to 10 years
- 4 11 to 15 Years
- 5 16 to 20 years
- 6 21 years or more

D5. With what racial group do you most closely identify?

- 1 White/Caucasian
- 2 Black or African American
- 3 Asian
- 4 Native Hawaiian/Pacific Islander
- 5 American Indian or Alaska Native
- 6 Other

D6. Are you of Hispanic, Latino, or Spanish origin?

- 1 Yes
- 2 No

D7. In what year were you born?

1	9	_	_
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- 0 0
- 1 1
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9

Please bubble in the decade and year you entered in the box above.

D8. What is the highest level of education you completed?

- 1 Less than high school
- 2 Some high school, but no diploma/GED
- 3 High school diploma/GED
- 4 Some college, but no degree
- 5 Associate's degree
- 6 Bachelor's degree (BA/BS)
- 7 Master's degree or higher

D9. What is your total annual income?

- 1 Less than \$20,000
- 2 \$20,000 to \$29,999
- 3 \$30,000 to \$39,999
- 4 \$40,000 to \$49,999
- 5 \$50,000 to \$74,999
- 6 \$75,000 to \$99,999
- 7 \$100,000 or more

THANK YOU!