

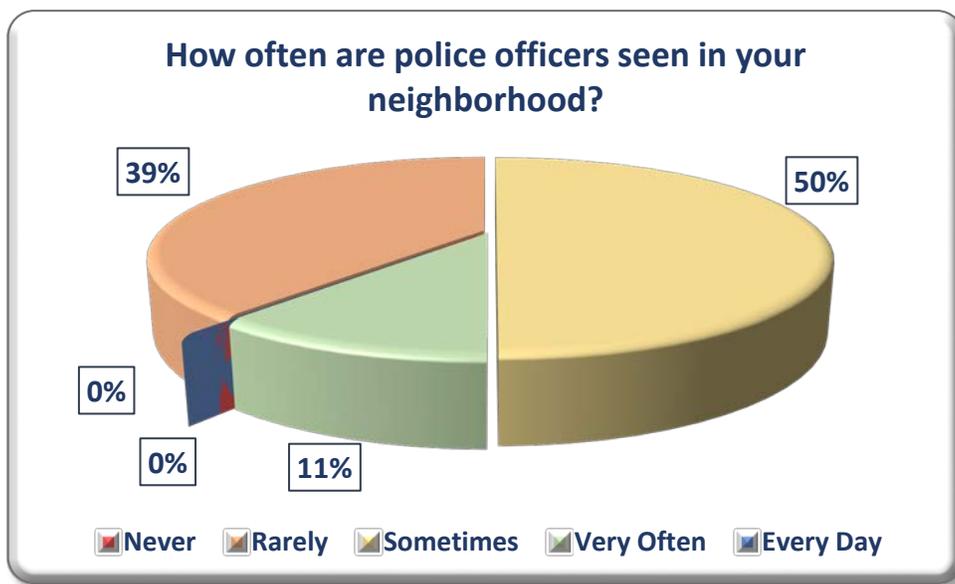


# Citizen Survey Quarterly Report

Oro Valley Police Department  
11000 N La Canada Drive, Oro Valley, AZ 85737  
520.229.4900

During the 2<sup>nd</sup> quarter of 2016, the survey was distributed by patrol officers one-hundred percent of the time.

Respondents were asked how often they saw a police officer in their neighborhood.



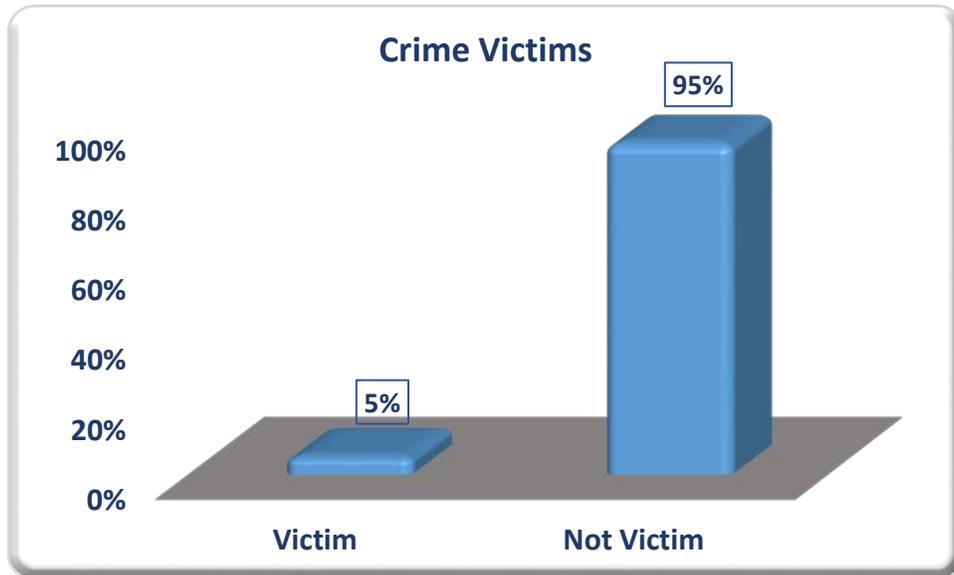
Citizens responded to the question: "If you have concerns about safety and security, please list the three most important concerns you have". (Chart is a response count.)

Traffic	3
Graffiti/Vandalism	2
Personal Safety	2
Arson	1
Auto Theft	1
Other Theft	1
Public Areas	1
Suspicious Persons	1

Respondents were asked how the Oro Valley Police Department could work with residents to improve safety & security.



In response to the question, “Have you or anyone in your household been the victim of a crime in the Town of Oro Valley”, ninety-five percent responded “No” and five percent responded “Yes”.



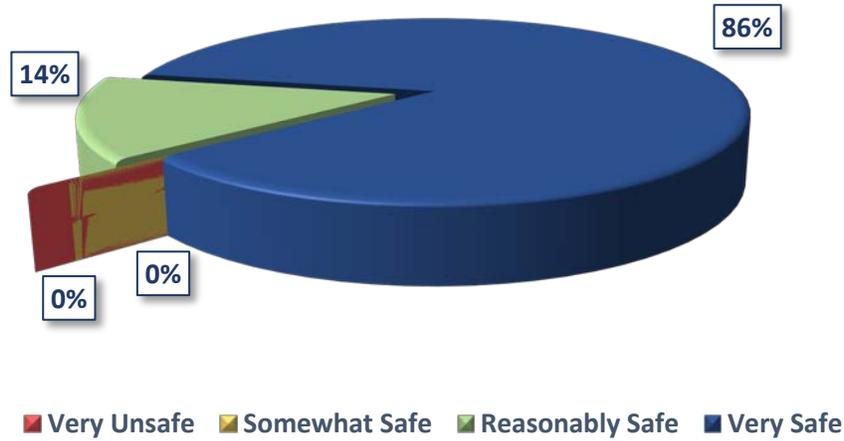
Respondents were asked to identify the reasons they had called Oro Valley Police Department for assistance.



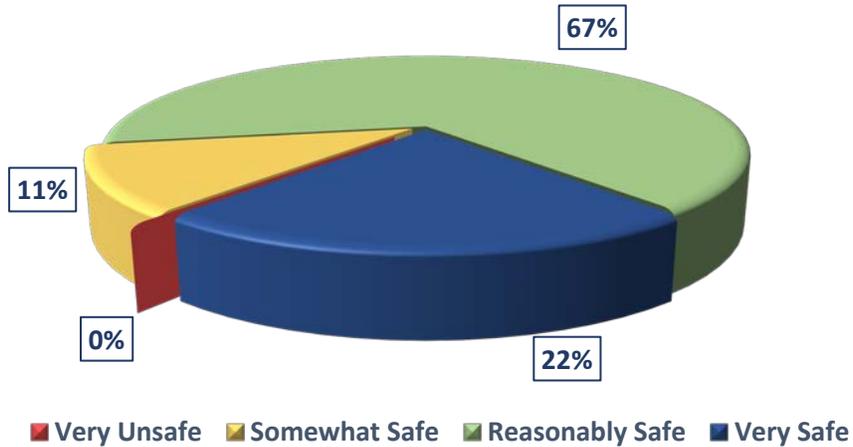
(Actual response count)

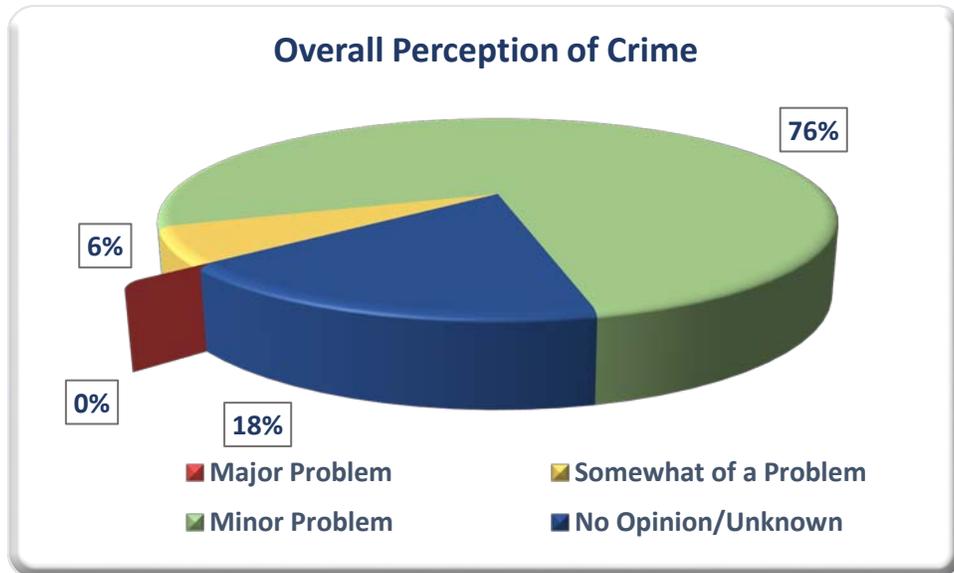
Respondents were asked how safe they felt walking in their neighborhoods during the day and at night as well as their overall perception of crime in Oro Valley.

### Daytime Perception of Safety



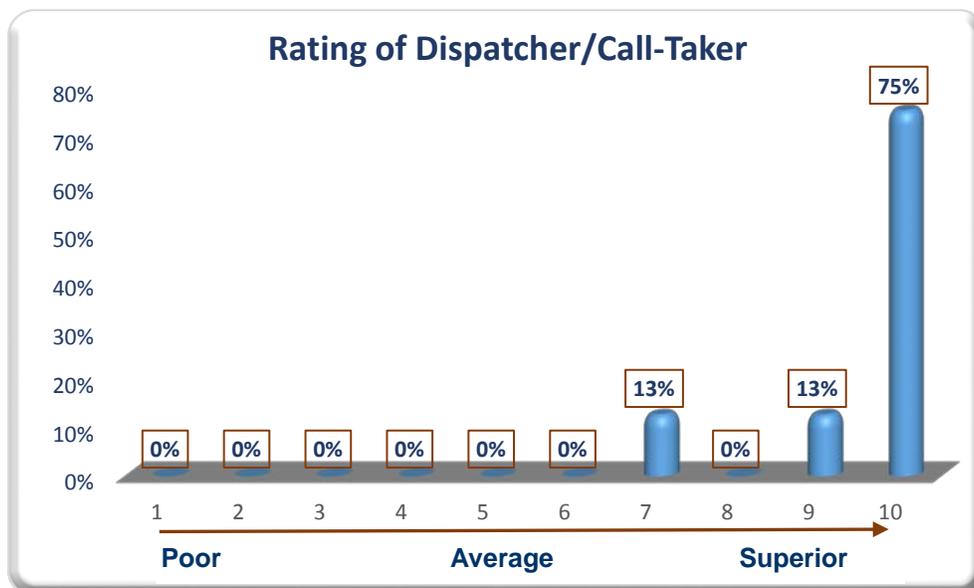
### Perception of Safety at Night

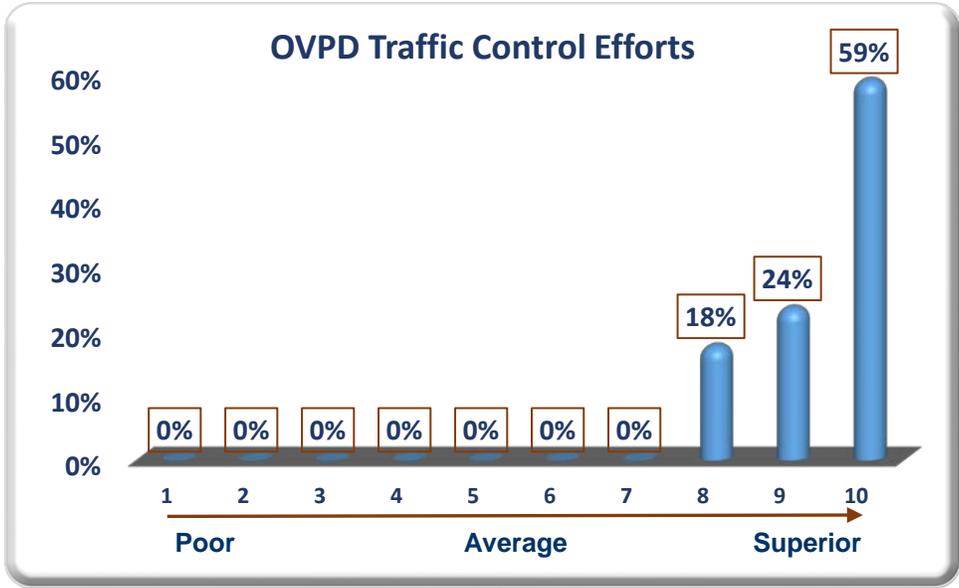
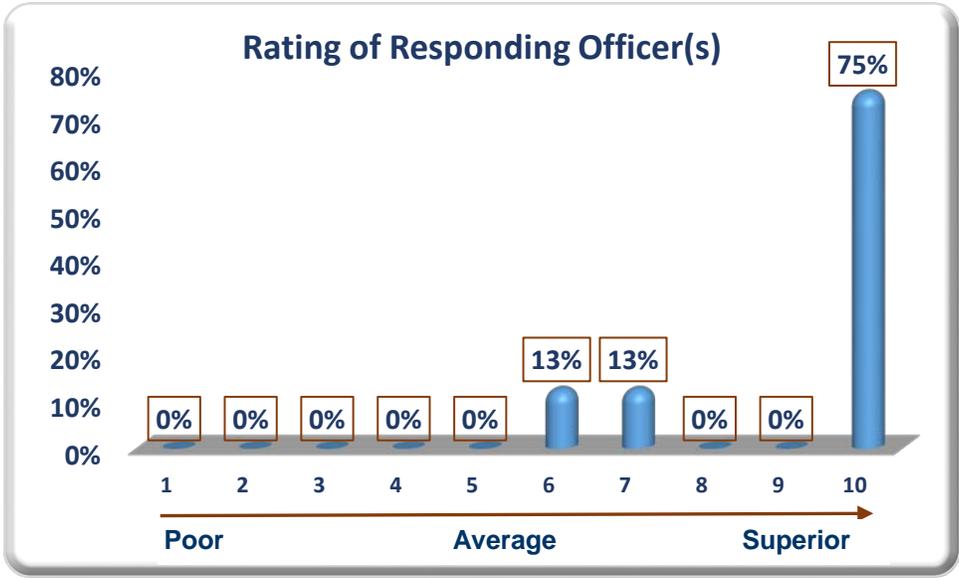


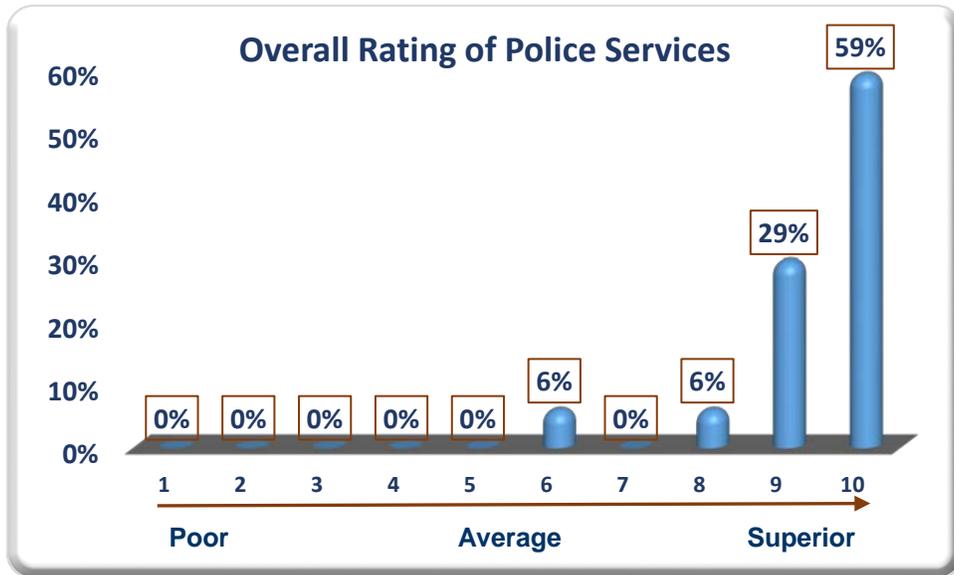


Respondents were also asked to provide information on their residential status within the Town of Oro Valley. Eighty-one percent were permanent residents of the Town of Oro Valley.

Finally, respondents were asked to rate the level of service provided by OVPD’s call-taker/dispatchers, officers, efforts to direct and control traffic, and overall provision of police services. Ratings are on a scale of 1-10, 1 being poor and 10 being superior.







*NOTE: NOT ALL OF THE RESPONDENTS ANSWERED ALL OF THE QUESTIONS.  
SMALL NUMBERS RESULT IN LARGE PERCENTAGE VARIATIONS.*

Additional comments made by citizens taking this survey (unedited with the exception of citizen names):

- **Thankful for the Dark House program. Used it for 2 months. They did a wonderful job – never worried my home! – Name redacted**
- **Thank you for all you do!**
- **(Written on envelope) In God we trust!**
- **Great effort with Children! -- Distributed by [REDACTED]**
- **Mark was a great help in getting in to my van. He clearly went beyond what I expected!! (Marked responding officer in question 9 as “12”) – Distributed by [REDACTED]**
- **Question #10 – Is there any bicycle patrol – OVPD or CVAP in our parks or on the bike trails? Question #12 – Picked OV to live specifically for its national recognition of one of “America’s 10 safest suburbs” & its cleanliness – Distributed by [REDACTED] OVPD!**
- **Pass law against cell phone usage in car.**
- **Officer [REDACTED] was professional, friendly, and an asset to the O.V. Police Dept**
- **An OV motorcycle policeman [REDACTED] stopped me today because my auto registration expired May 2016. He was in Tucson on deployment and he handled himself and my situation very professionally. He’s a great role model for a traffic policeman. I was impressed. – Name redacted**
- **Officer [REDACTED] exhibits absolute professionalism, courtesy, and knowledgeable in his line of work. I have utmost respect for him and OVPD. Thank you. – Name redacted**

- **5/18/2016**

**On Sunday, May 15, I was heading home from work when my car developed a flat tire. It was 11:00 at night and I was concerned about the visibility of my car to traffic even with my emergency flashers on. My daughter called Oro Valley non-emergency police dispatch and asked if an officer could stop by with flares or triangles. Within 5 minutes, an officer stopped by to render assistance. I explained that I had called AAA, so he offered to get the spare tire and jack out of trunk in preparation of their arrival. When I told him that AAA would be 1-1.5 hours, he proceeded to change my tire without hesitation. Another officer arrived and helped monitor traffic around our vehicles until the tire change was completed.**

**While I do feel Oro Valley is safe, I had concerns being alone and stranded at 11:00 at night. I regret that I did not get the responding officer's name so I could indicate it on the enclosed form. Hopefully, with the date and time listed above, he may be identified through a log. I would like to express my sincere gratitude for his above-and-beyond assistance during this untimely event. It is my hope he will be recognized for his selflessness and willingness to help the residents of Oro Valley feel safe.**

**Sincerely,**

**Name redacted [Officer identified as [REDACTED]]**