Hampton Police Citizen Satisfaction Survey
130 responses

Are you a resident of the City of Hampton?
130 responses

- Yes: 93.8%
- No: 6.2%

What is your gender?
128 responses

- Male: 66.4%
- Female: 33.6%

What is your age range?
129 responses

- 18 - 20: 22.5%
- 20 - 40: 55%
- 40 - 50: 21.7%
- 50+: 11.3%
How pleased are you with the Hampton Police Division's overall performance?

130 responses

- Very Satisfied: 16.9%
- Satisfied: 14.6%
- Neither Satisfied Nor Dissatisfied: 33.1%
- Dissatisfied: 29.2%

How satisfied are you regarding the overall competence of Hampton Police Division employees?

130 responses

- Very Satisfied: 13.6%
- Satisfied: 39.2%
- Neither Satisfied Nor Dissatisfied: 30.8%
- Dissatisfied: 16.9%

Hampton Police Officer's attitudes and behaviors meet your expectations.

130 responses

- Strongly Agree: 9 (6.9%)
- Agree: 41 (31.5%)
- Mildly Agree: 48 (36.9%)
- Neither Agree or Disagree: 41 (31.5%)
- Mildly Disagree: 16 (12.3%)
- Disagree: 13 (10%)
- Strongly Disagree: 4 (3.1%)

The Hampton Police Division is effective at making you feel safe and secure within your community.

129 responses

- Strongly Agree: 16 (12.4%)
- Agree: 26 (20.2%)
- Mildly Agree: 23 (17.8%)
- Neither Agree or Disagree: 10 (7.8%)
- Mildly Disagree: 9 (7%)
- Disagree: 13 (10.1%)
- Strongly Disagree: 32 (24.8%)
The Hampton Police Division is neutral and transparent.
129 responses

<table>
<thead>
<tr>
<th>Agreement Level</th>
<th>Count (Percentage)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>34 (26.4%)</td>
</tr>
<tr>
<td>Agree</td>
<td>32 (24.8%)</td>
</tr>
<tr>
<td>Mildly Agree</td>
<td>12 (9.3%)</td>
</tr>
<tr>
<td>Neither Agree or Disagree</td>
<td>28 (20.2%)</td>
</tr>
<tr>
<td>Mildly Disagree</td>
<td>13 (10.1%)</td>
</tr>
<tr>
<td>Disagree</td>
<td>7 (5.4%)</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>6 (4.7%)</td>
</tr>
</tbody>
</table>

How many Division sponsored community events have you participated in?
130 responses

<table>
<thead>
<tr>
<th>Number of Events</th>
<th>Count (Percentage)</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>63 (48.5%)</td>
</tr>
<tr>
<td>1</td>
<td>21 (16.2%)</td>
</tr>
<tr>
<td>2 - 3</td>
<td>26 (20%)</td>
</tr>
<tr>
<td>3 - 4</td>
<td>10 (7.7%)</td>
</tr>
<tr>
<td>5+</td>
<td>11 (8.5%)</td>
</tr>
</tbody>
</table>

Are you a member of a Neighborhood Watch group?
130 responses

- Yes: 83.1%
- No: 16.9%

What Social Media platforms do you use to obtain info from the Hampton Police Division?
129 responses

- Facebook: 123 (95.3%)
- Twitter: 46 (35.7%)
- Instagram: 36 (27.9%)
Comments
52 responses

You guys are doing great the interactions I've had with police officers are great, and resolve time is like that.

Same as every year before - crime is not reported. An actual murder happened in front of my house and HPD has not made a single comment regarding it. There is no way to follow up on the case as a citizen and know the outcome. Hampton police don't prevent crime, they just show up in hoards when something tragic happens. On a separate note, each individual officer that I've met within the last 5 years is competent and will assist with a smile. But as a group, I think there may be leadership issues and a lack of initiative to get crime down instead of covering it up from the media.

My mother past away December 17. Your Officer Dennis Sanchez was dispatched to our home. He was so kind and dignified and treated the situation so respectfully. He was here several hours due to not getting a response from a physician. I can honestly say this is the only interaction I've had with the HPD in years. This young man is an asset to the department.

I am NOT understanding why it took TWO days to get an officer to come out and take a report that should've been taken at the accident scene! Then, an officer had the