



COMMUNITY SURVEY RESULTS

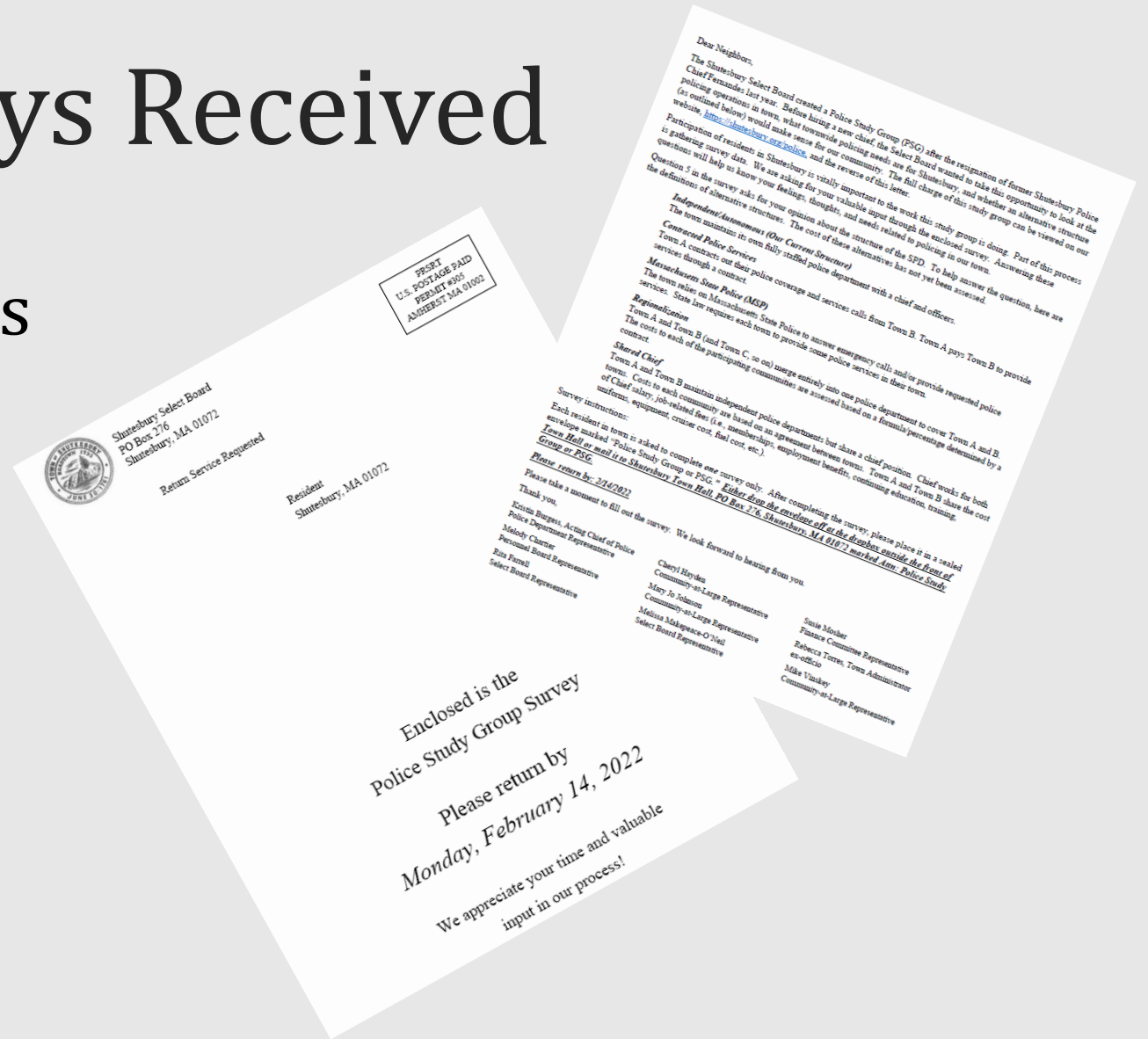
Shutesbury Police Study Group
03/09/2022

Surveys Received

Total Number of Surveys
received at Town Hall

322

7 surveys were received completely
blank and unopened as sent by the
mailing center.





Thank you to our community members for participating in our survey and sharing your valuable thoughts and input.

Thank you to the volunteers that spent over 90 collective hours in multiple sessions entering the responses making this presentation possible, and helping the PSG with our work.

Number of Surveys Received Before & After Next Door Shutesbury Post

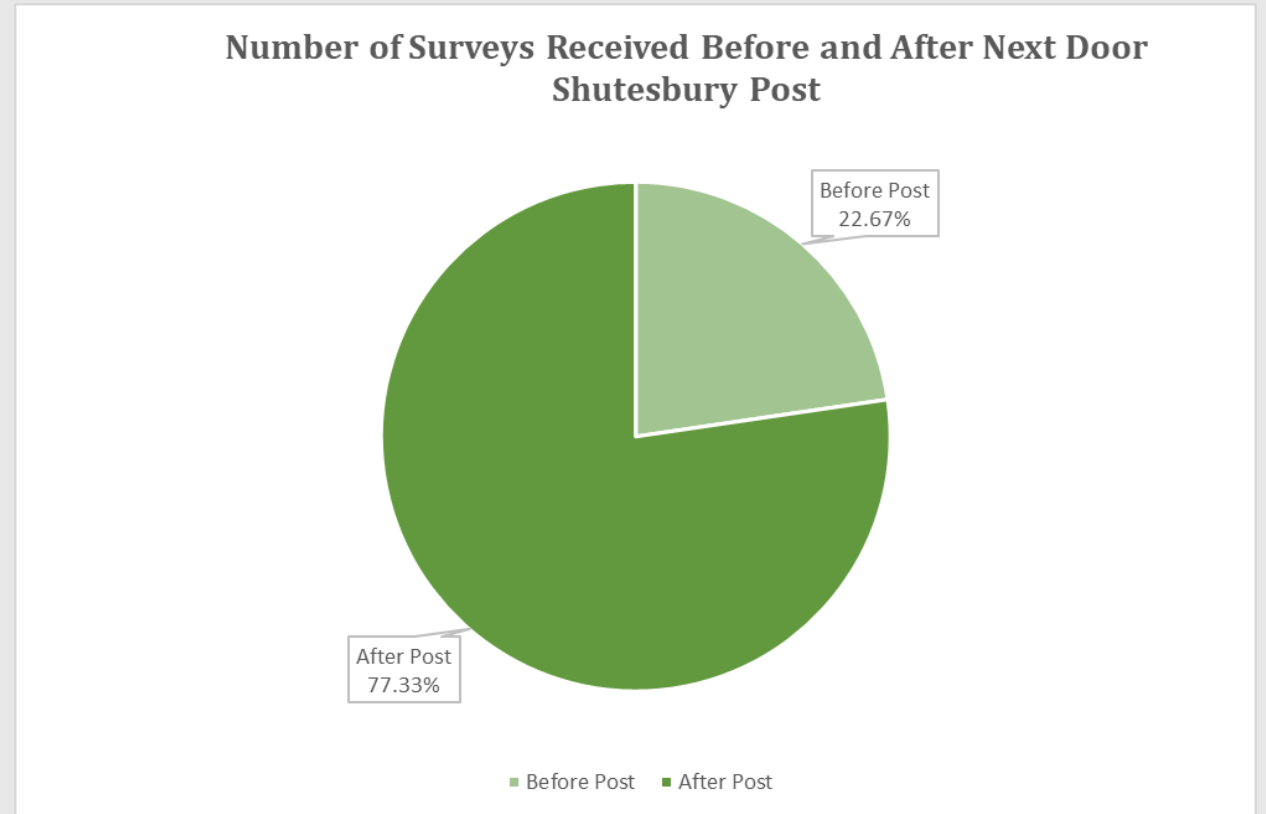
Surveys Received

Before Next Door Post:

73

After Next Door Post:

249



Survey Question 1:

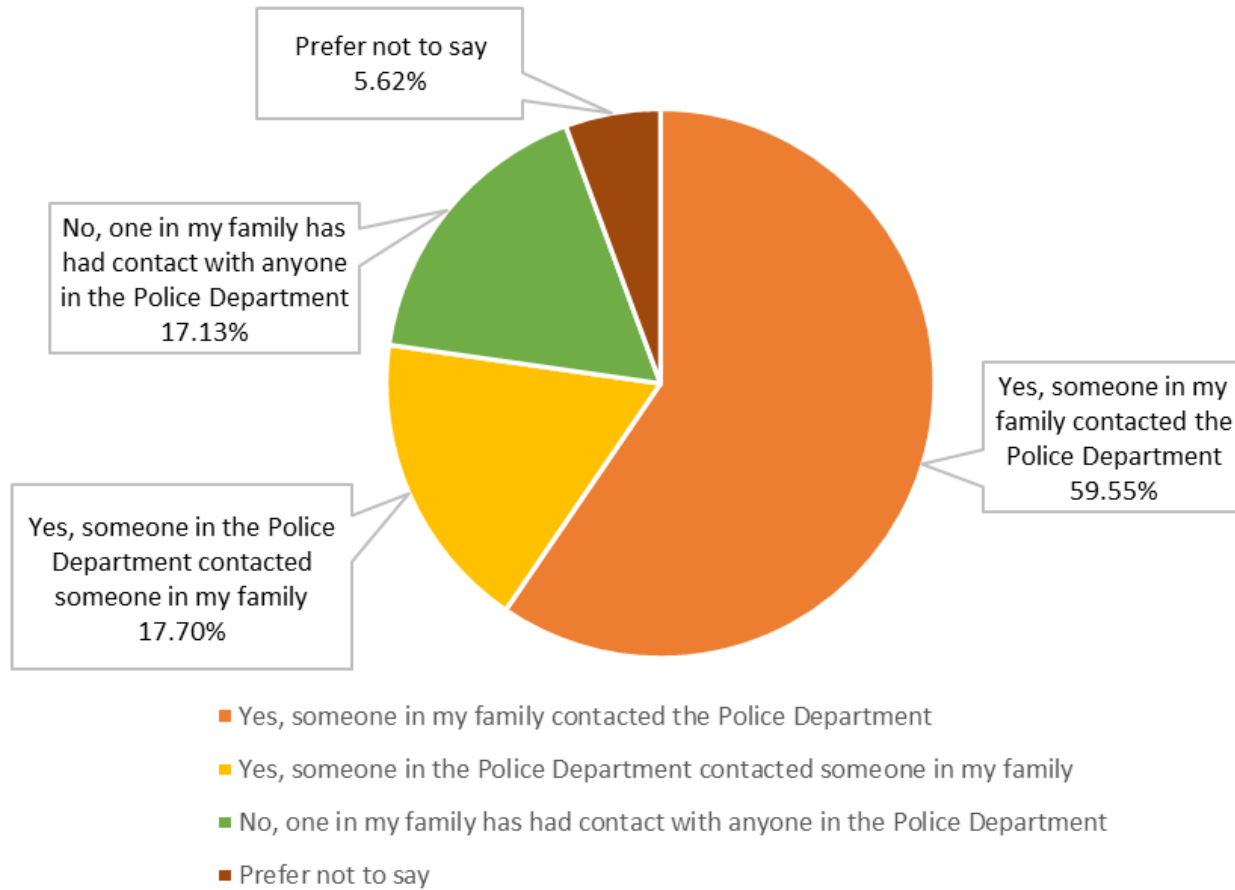
Have you or anyone in your family ever been in contact with anyone in the Shutesbury Police Department?

◦ **Question 1 Results:**

- **212** Yes, someone in my family contacted the Police Department
- **63** Yes, someone in the Police Department contacted someone in my family
- **61** No, one in my family has had contact with anyone in the Police Department
- **20** Prefer not to say

Multiple respondents selected more than one option to this question.

Question 1: Have you or anyone in your family ever been in contact with anyone in the Shutesbury Police Department?



Survey Question 2:

Below is a list of services that may be provided by local police departments. What services do you think are important to have in Shutesbury? Please indicate level of importance on a scale of 1 - 4, where

4 - Very important

3 - Important

2 - Somewhat important

1 - Not important

0 - Blank

response to emergency calls

response to complaints

visible police presence

traffic control

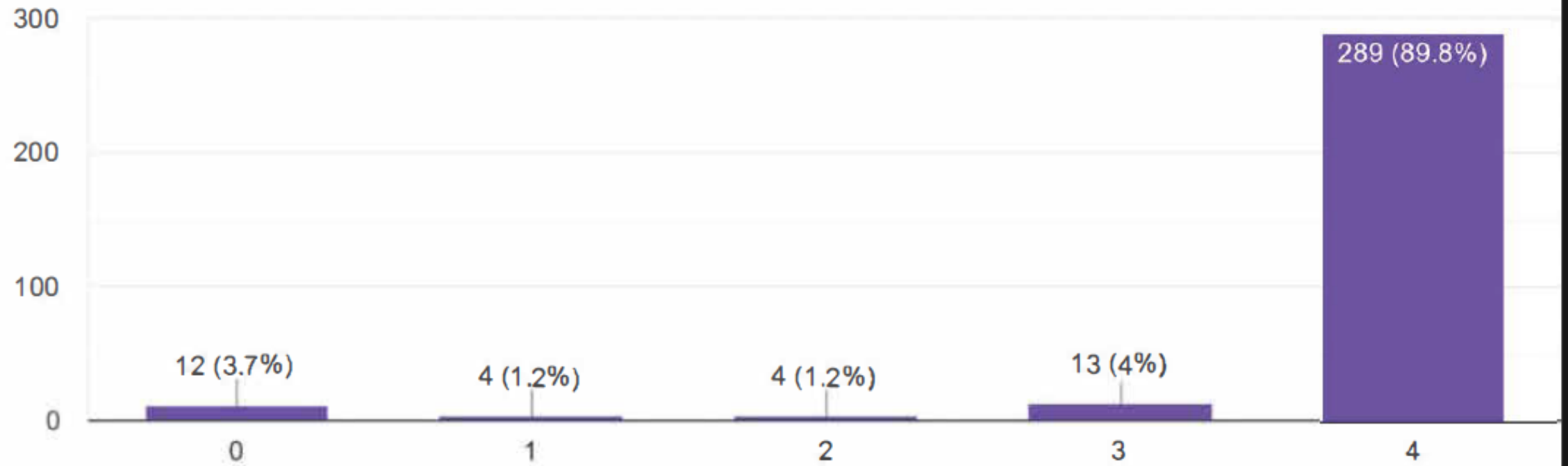
preventive patrol

investigative work

building relationships with the
community

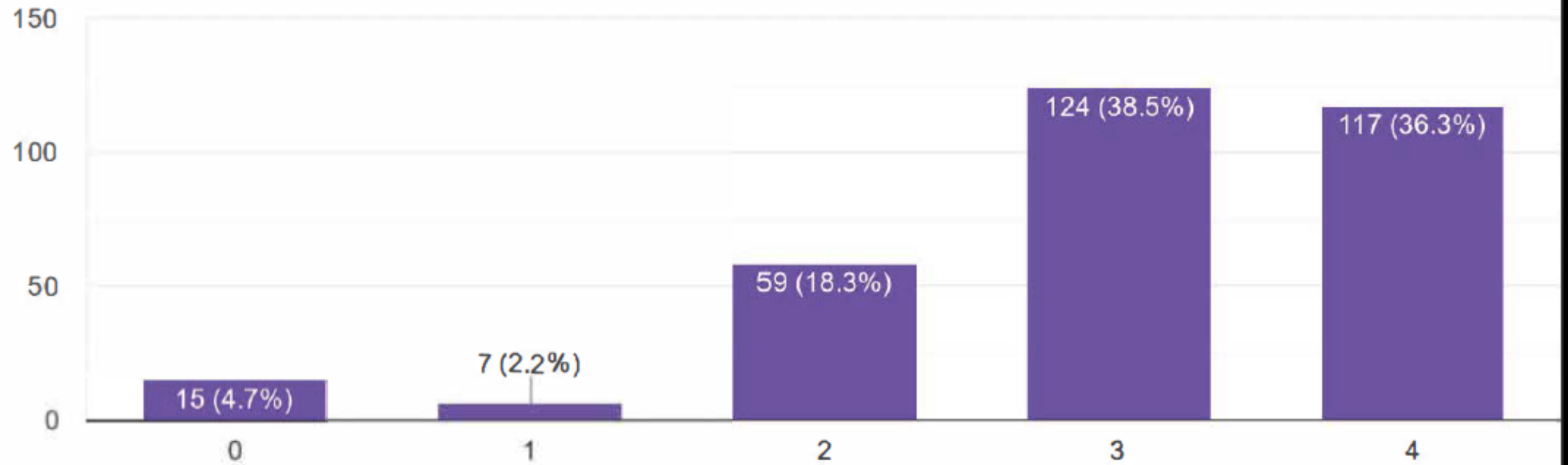
Question 2: response to emergency calls

Responses



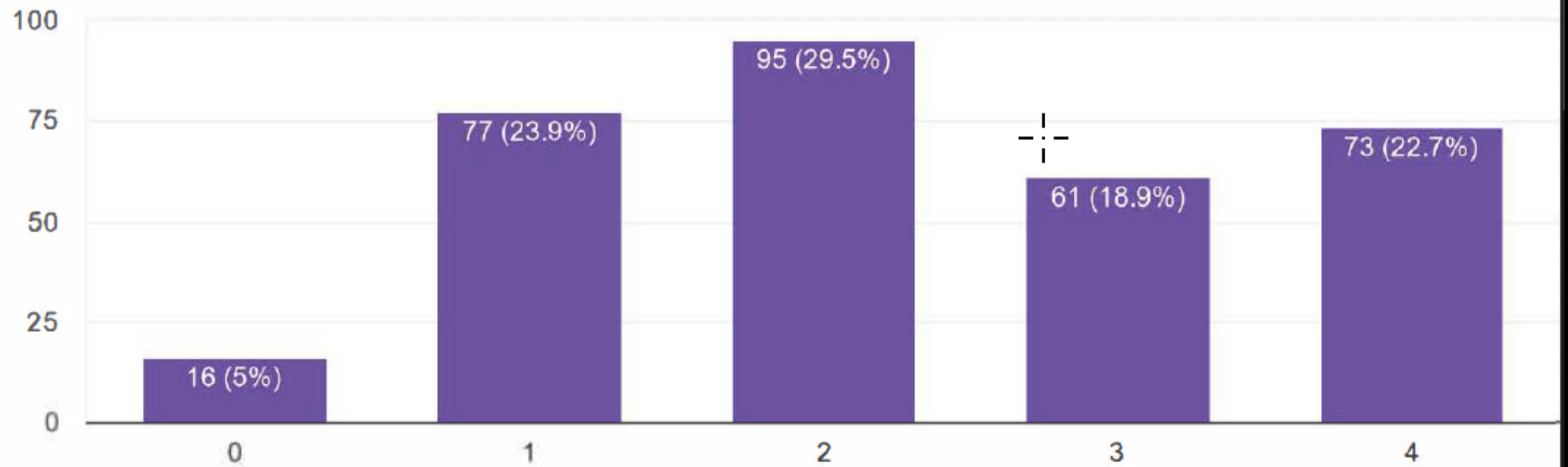
Question 2: response to complaints

Responses



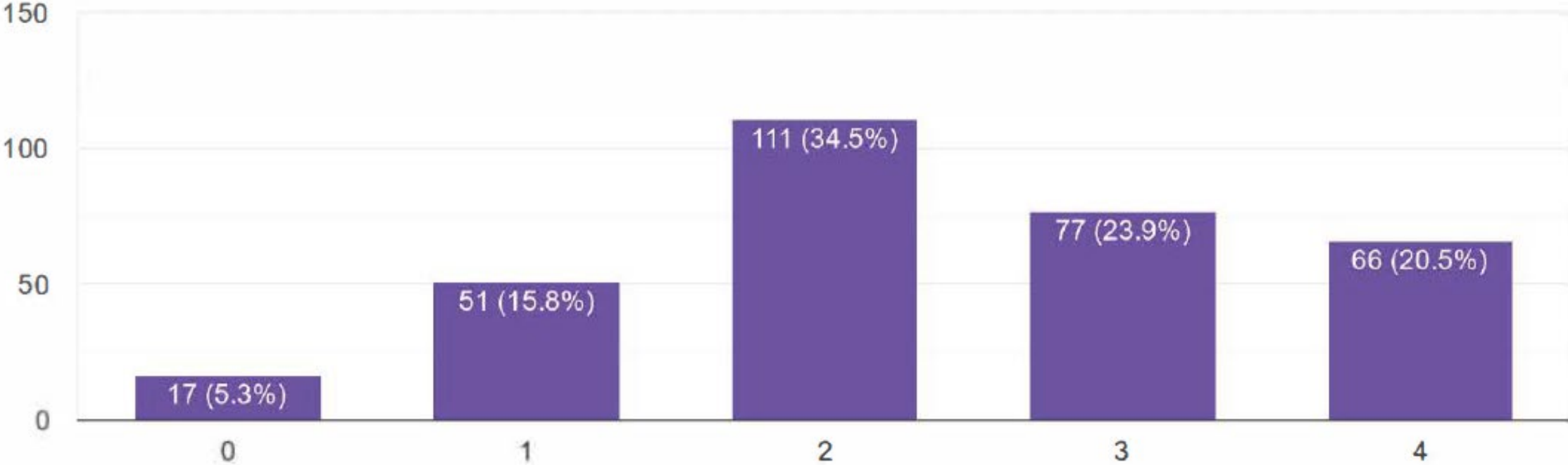
Question 2: visible police presence

Responses



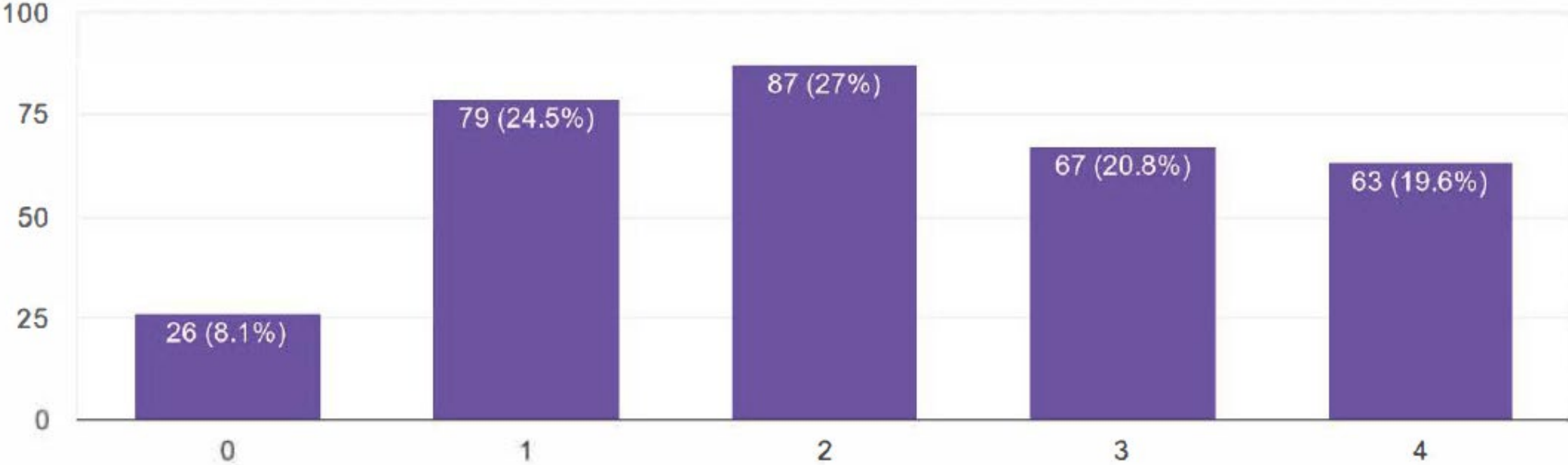
Question 2: traffic control

Responses



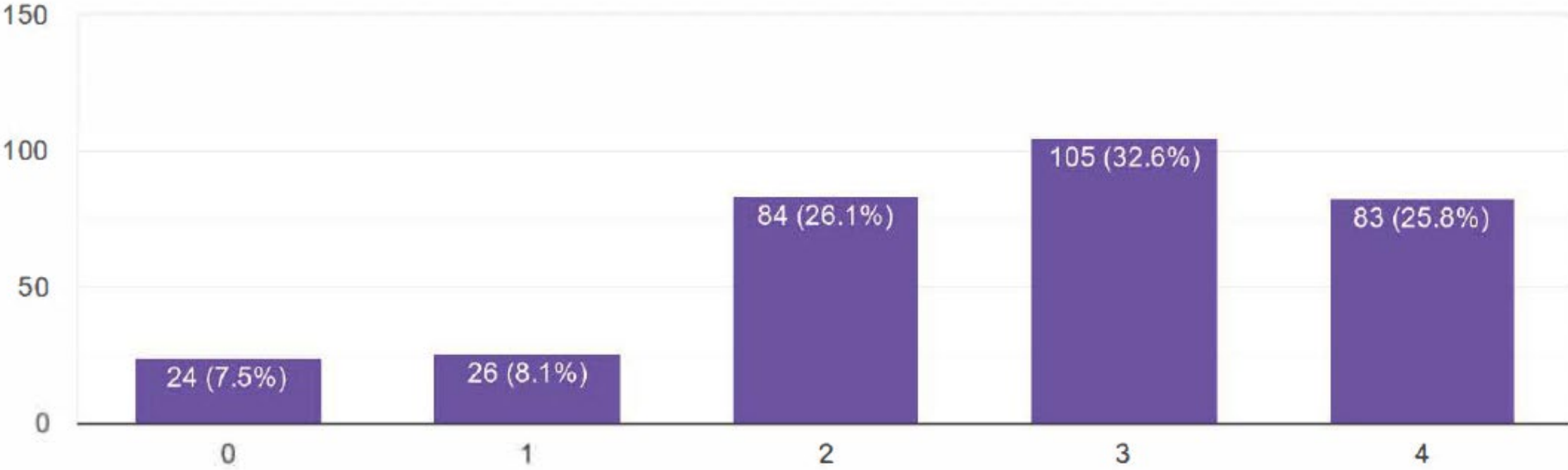
Question 2: preventive patrol

Responses



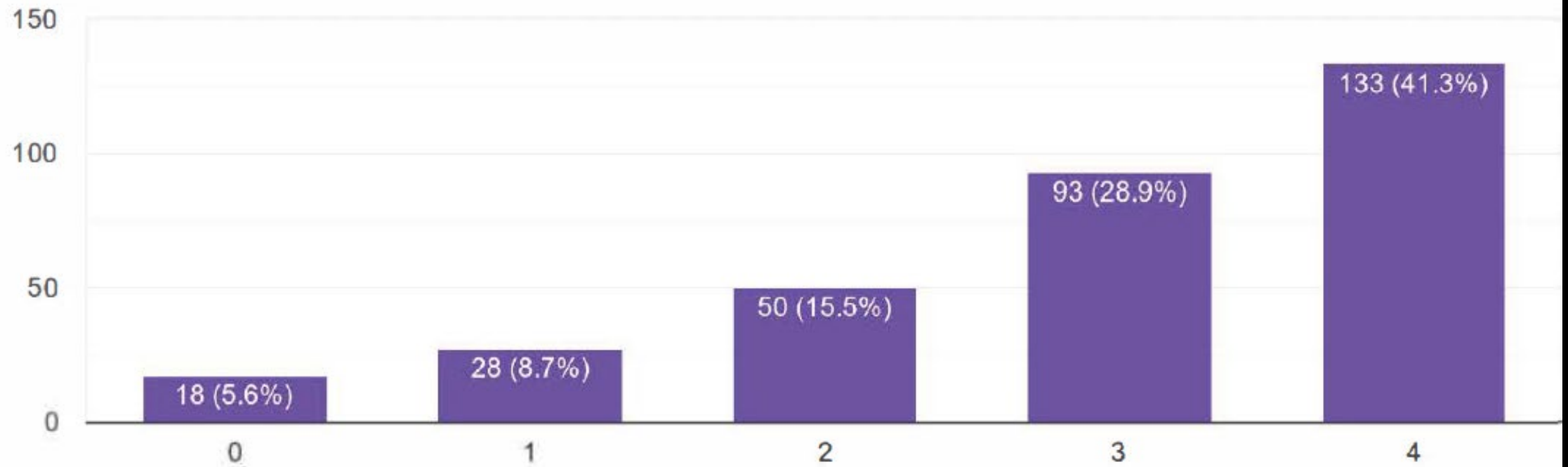
Question 2: investigative work

Responses



Question 2: building relationships with the community

Responses



Survey Question 3:

What do you consider to be an acceptable police response time to emergency calls?

Less than 10 minutes

10-20 minutes

Greater than 20 minutes

Question 3 Results:

199 Less than 10 minutes

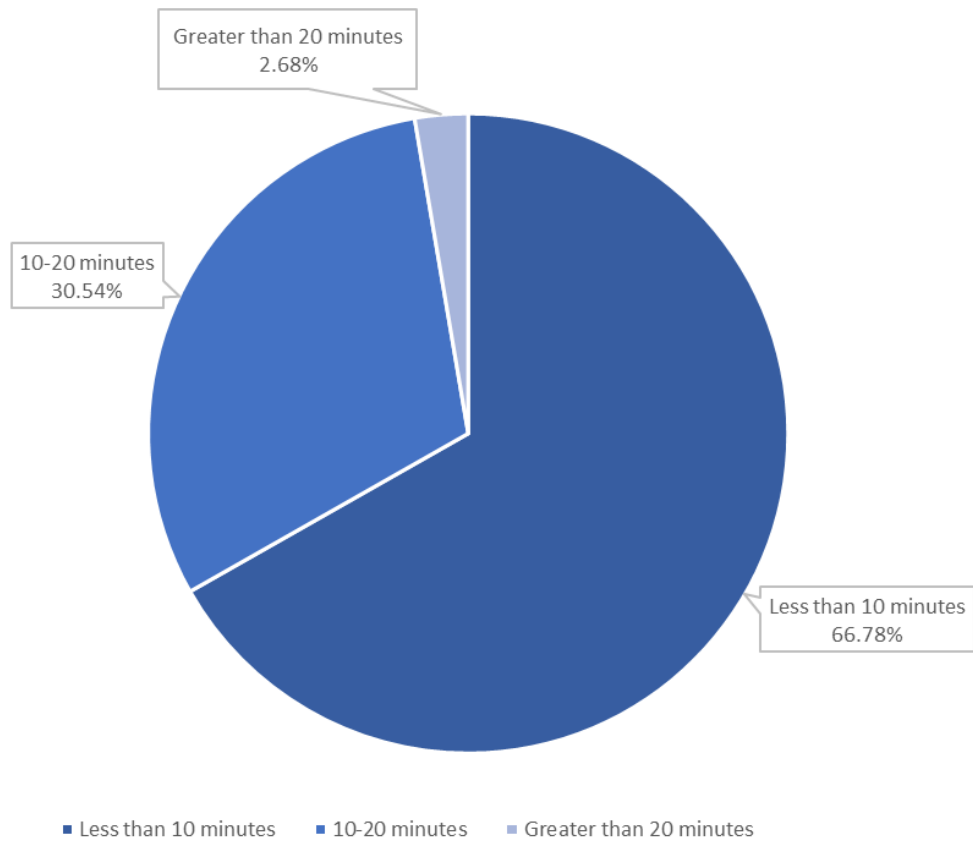
91 10-20 minutes

8 Greater than 20 minutes

17 No answer given/Left Blank

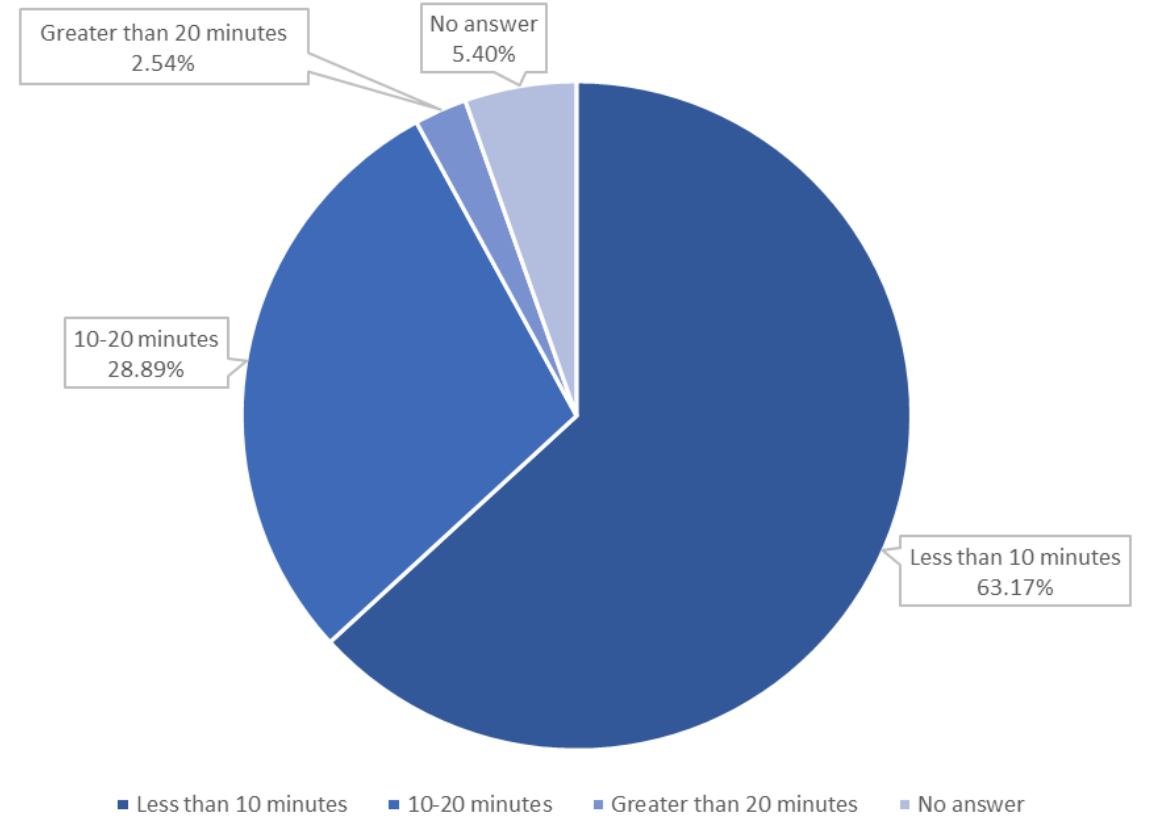
Question 3: What do you consider to be an acceptable police response time to emergency calls?

(Chart *excludes* blank answers; respondent left question unanswered)



Question 3: What do you consider to be an acceptable police response time to emergency calls?

(Chart *includes* blank answers; respondent left question unanswered)



Survey Question 4:

Currently the Shutesbury Police Department provides coverage from 7AM to 11 PM seven days/week, with State Police coverage 11 PM to 7AM. Shutesbury's Police Chief is on call status 24 hours every day. Do you think this is acceptable?

- Yes
- No
- No opinion
- No answer given

Question 4 Results:

232 Yes

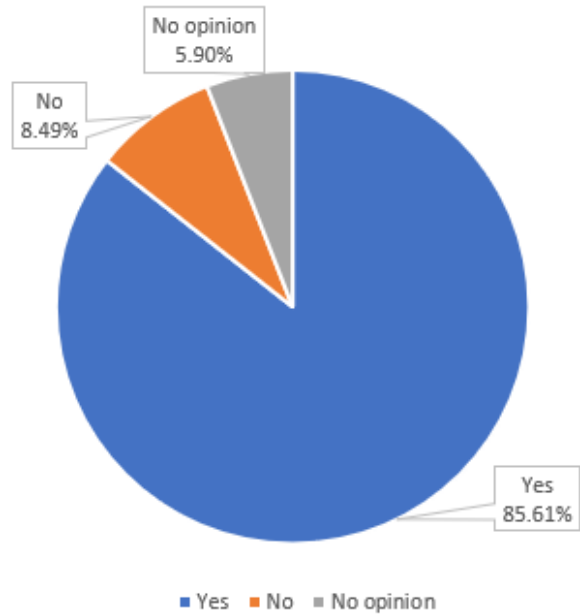
23 No

16 No opinion

44 No answer given

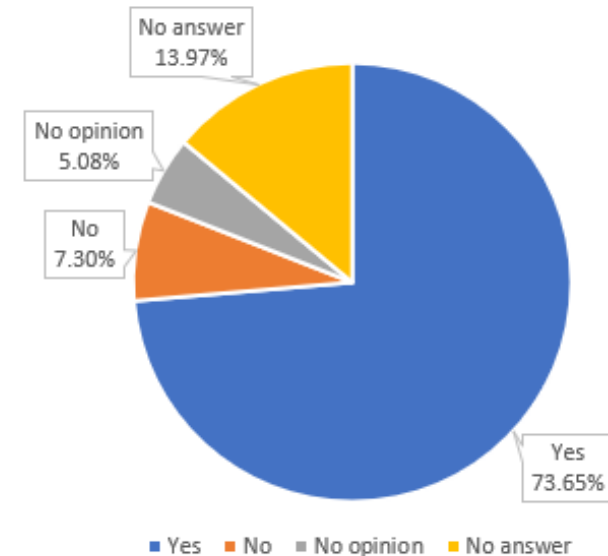
Question 4: Currently the Shutesbury Police Department provides coverage from 7AM to 11 PM seven days/week, with State Police coverage 11 PM to 7AM. Shutesbury's Police Chief is on call status 24 hours every day. Do you think this is acceptable?

(Chart *excludes* blank answers; respondent left question unanswered)



Question 4: Currently the Shutesbury Police Department provides coverage from 7AM to 11 PM seven days/week, with State Police coverage 11 PM to 7AM. Shutesbury's Police Chief is on call status 24 hours every day. Do you think this is acceptable?

(Chart *includes* blank answers; respondents left question unanswered)



Survey Question 5:

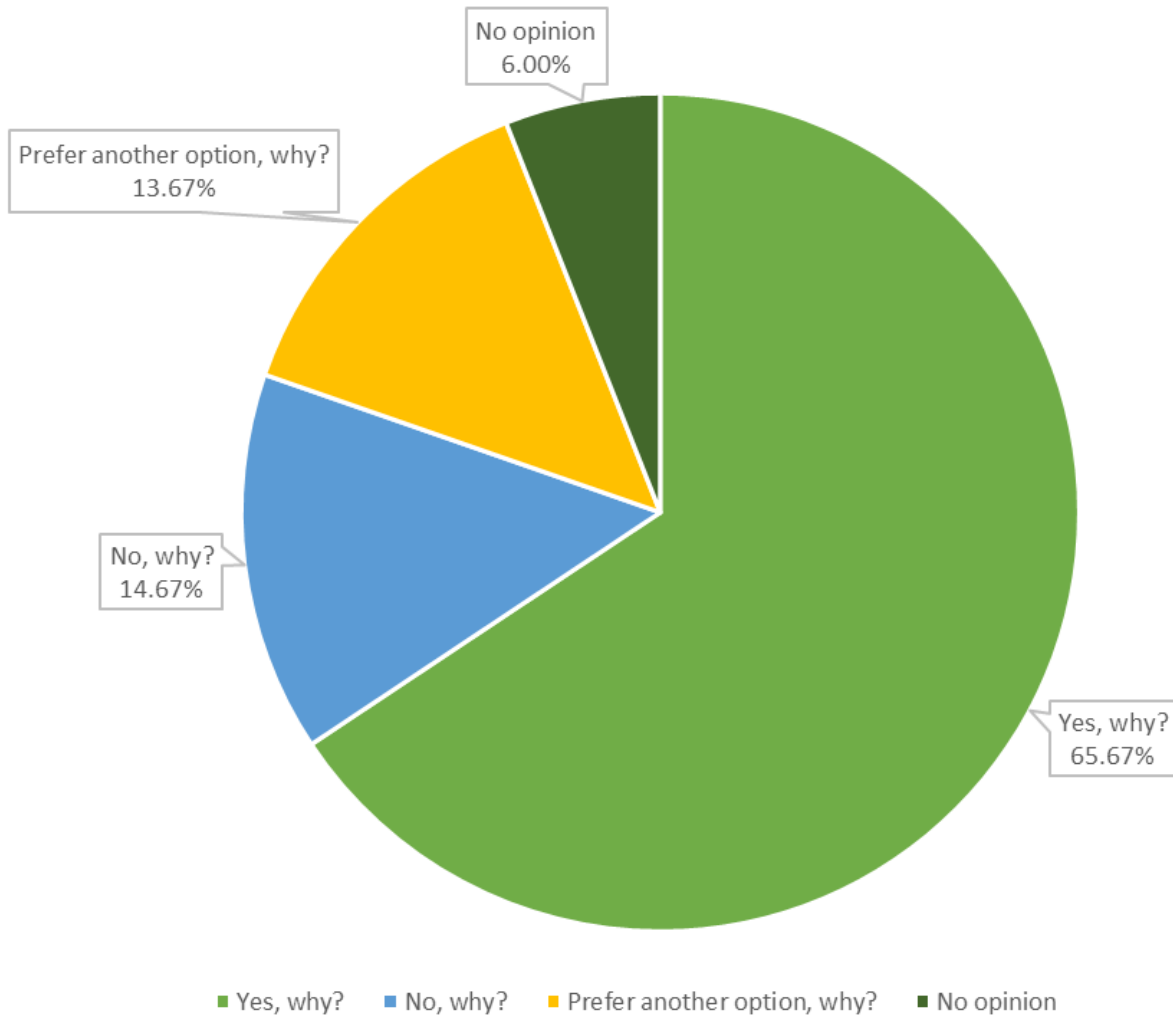
Do you think it is important for Shutesbury to continue to have its own police chief and department?

- Yes, why?
- No, why?
- Prefer another option, why?
- No opinion
- No answer/Left blank

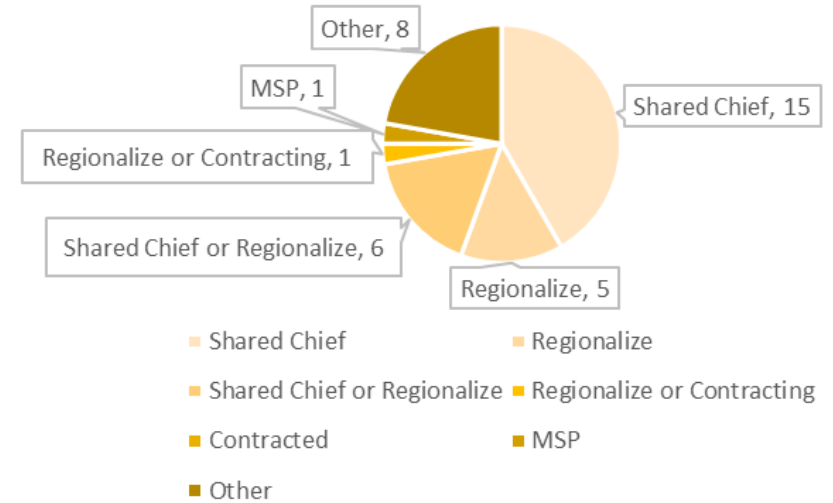
Question 5 Results:

196	Yes, why?	
44	No, why?	
41	Prefer another option, why?	
	Shared Chief	15
	Shared Chief or Regionalize	6
	Regionalize	5
	Regionalize or Contracting	1
	Contracted	0
	Massachusetts State Police	0
	Other (see comments below)	8
18	No opinion	
16	Blank/No answer	

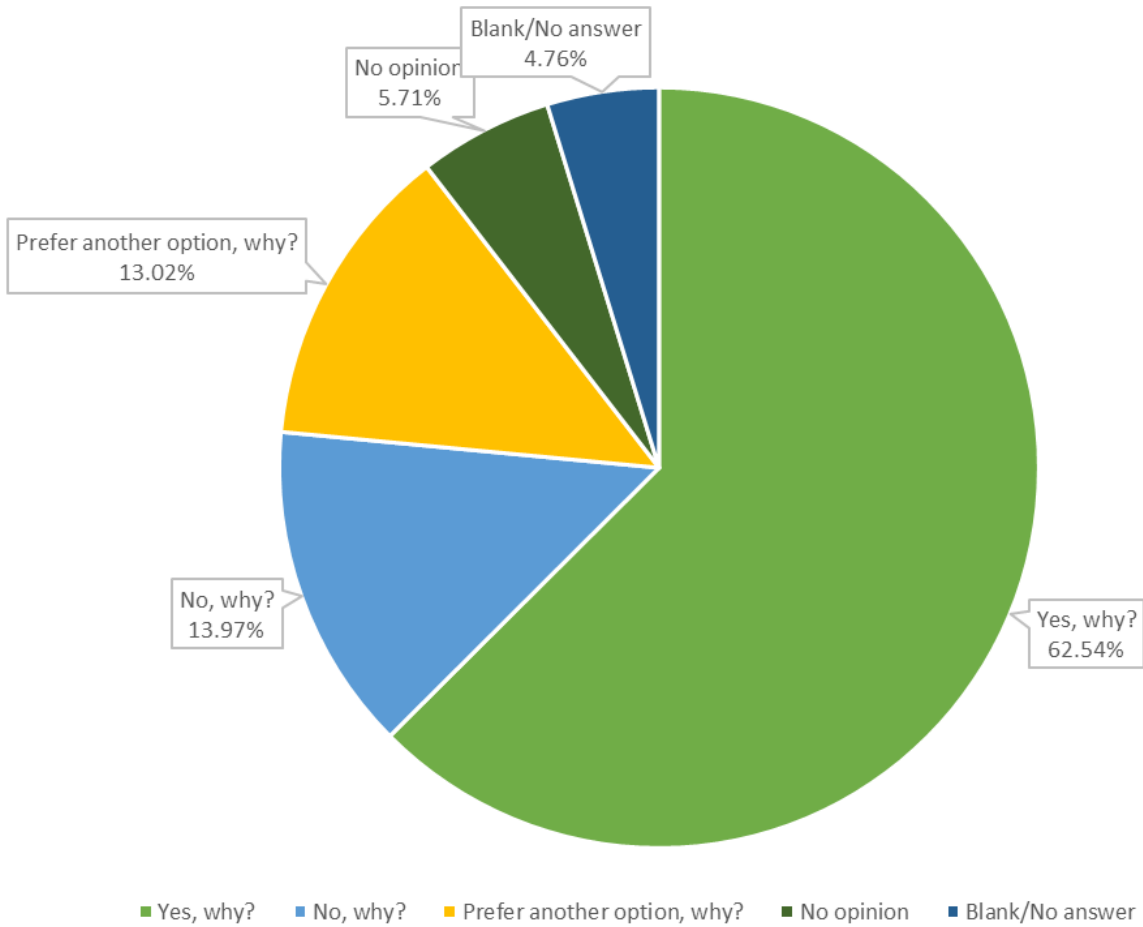
Question 5: Do you think it is important for Shutesbury to continue to have its own police chief and department?
 (Chart *excludes* blank answers; respondent left question unanswered)



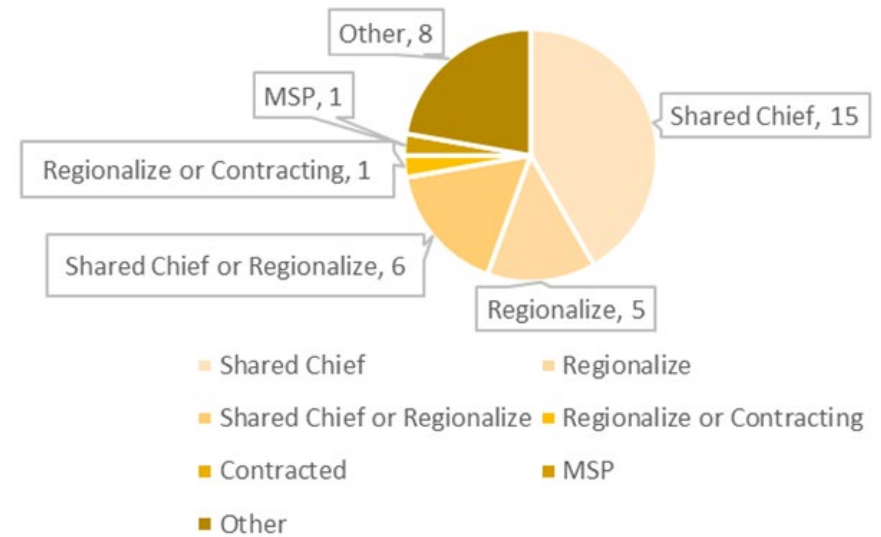
Prefer another option, why?



Question 5: Do you think it is important for Shutesbury to continue to have its own police chief and department?
 (Chart *includes* blank answers; respondent left question unanswered)



Prefer another option, why?



Survey Question 7-1:

Are you aware that one of the services provided by the Police Department is referrals to community resources available to Massachusetts residents?

- Yes
- No

Question 7-1 Results:

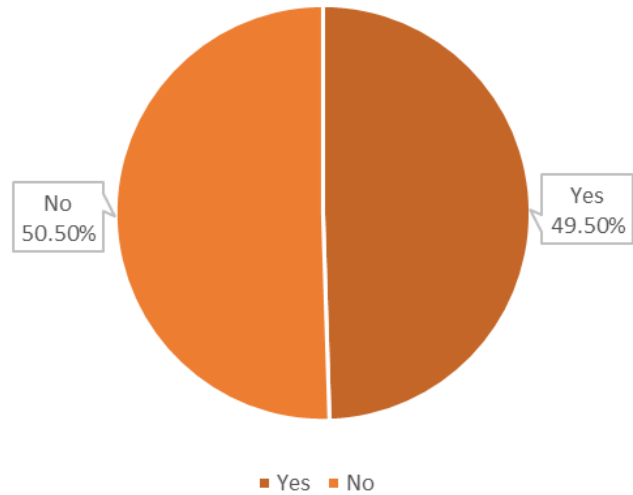
150 Yes

153 No

12 No answer/Left blank

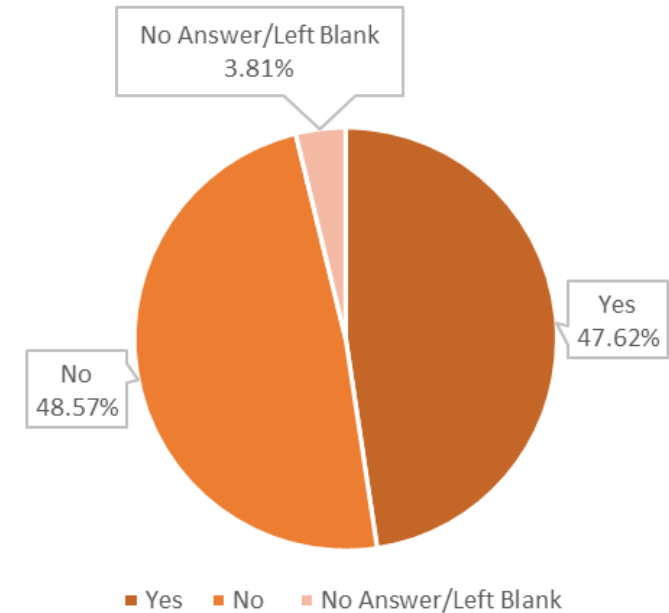
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(Chart *excludes* blank answers; respondent left question unanswered)



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(Chart *includes* blank answers; respondent left question unanswered)



Survey Question 7-2:

The Shutesbury Police Department currently follows the community policing model, which aims to provide services and promote a safe environment by interacting positively with residents and visitors on a day-to-day basis. How would you like the police to engage with you, your family, and other residents of Shutesbury?

- Coffee with a cop
- Ride-along with a cop
- Civilian training sessions
- Attend town events
- Support community networks (e.g., church, Shutesbury Athletic Club, Parent Teachers Organization, Sirius)
- Interact with other town departments
- Interact with Shutesbury Elementary School
- Train volunteers
- Interact with residents via social media
- Other_____

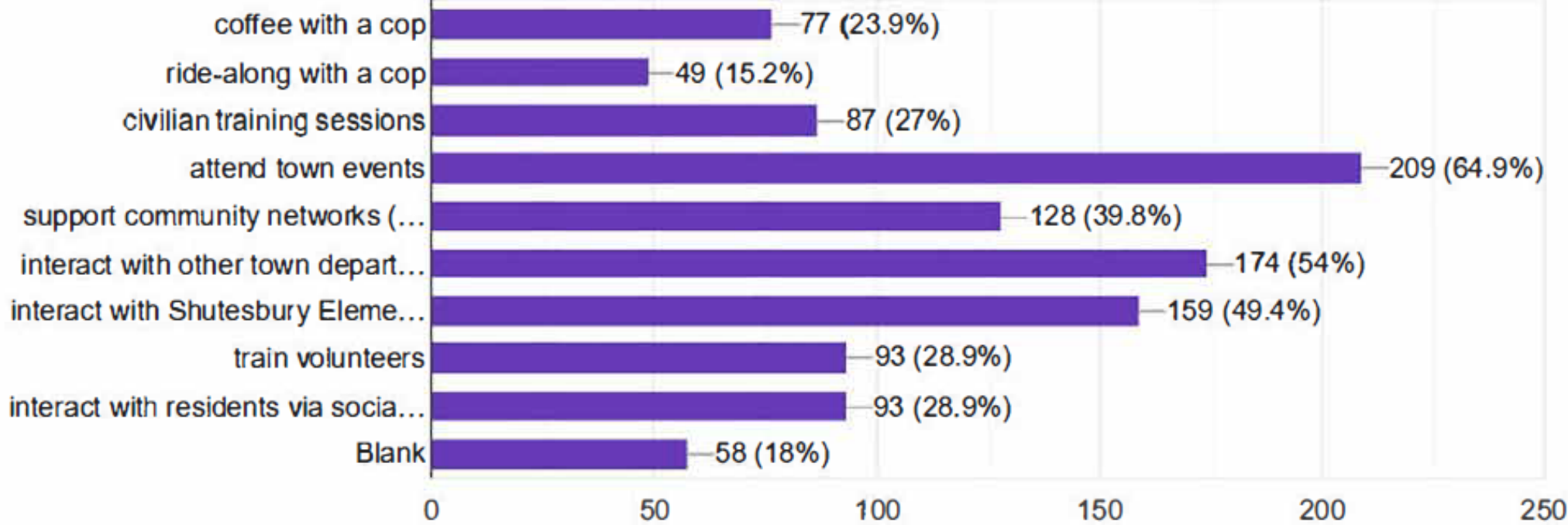
Question 7-2 Results:

- 77 Coffee with a cop
- 49 Ride-along with a cop
- 87 Civilian training sessions
- 209 Attend town events
- 128 Support community networks (e.g., church, Shutesbury Athletic Club, Parent Teachers Organization, Sirius)
- 174 Interact with other town departments
- 159 Interact with Shutesbury Elementary School
- 93 Train volunteers
- 93 Interact with residents via social media
- Other (*see comments below*)_____

- 58 No answer/Left Blank

Question 7-2: The Shutesbury Police Department currently follows the community policing model, which aims to provide services and promote a safe environment by interacting positively with residents and visitors on a day-to-day basis. How would you like the police to engage with you, your family, and other residents of Shutesbury?

Responses



The End