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.*
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

- 0: 12 (3.7%)
- 1: 4 (1.2%)
- 2: 4 (1.2%)
- 3: 13 (4%)
- 4: 289 (89.8%)
Question 2: response to complaints

Responses

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>15</td>
<td>4.7%</td>
</tr>
<tr>
<td>1</td>
<td>7</td>
<td>2.2%</td>
</tr>
<tr>
<td>2</td>
<td>59</td>
<td>18.3%</td>
</tr>
<tr>
<td>3</td>
<td>124</td>
<td>38.5%</td>
</tr>
<tr>
<td>4</td>
<td>117</td>
<td>36.3%</td>
</tr>
</tbody>
</table>
Question 2: visible police presence

<table>
<thead>
<tr>
<th>Responses</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>16</td>
<td>5%</td>
</tr>
<tr>
<td>1</td>
<td>77</td>
<td>23.9%</td>
</tr>
<tr>
<td>2</td>
<td>95</td>
<td>29.5%</td>
</tr>
<tr>
<td>3</td>
<td>61</td>
<td>18.9%</td>
</tr>
<tr>
<td>4</td>
<td>73</td>
<td>22.7%</td>
</tr>
</tbody>
</table>
Question 2: traffic control

Responses

- 0: 17 (5.3%)
- 1: 51 (15.8%)
- 2: 111 (34.5%)
- 3: 77 (23.9%)
- 4: 66 (20.5%)
Question 2: preventive patrol

Responses

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>26</td>
<td>8.1%</td>
</tr>
<tr>
<td>1</td>
<td>79</td>
<td>24.5%</td>
</tr>
<tr>
<td>2</td>
<td>87</td>
<td>27%</td>
</tr>
<tr>
<td>3</td>
<td>67</td>
<td>20.8%</td>
</tr>
<tr>
<td>4</td>
<td>63</td>
<td>19.6%</td>
</tr>
</tbody>
</table>
Question 2: investigative work

Responses

0: 24 (7.5%)
1: 26 (8.1%)
2: 84 (26.1%)
3: 105 (32.6%)
4: 83 (25.8%)
Question 2: building relationships with the community

Responses

0: 18 (5.6%)
1: 28 (8.7%)
2: 50 (15.5%)
3: 93 (28.9%)
4: 133 (41.3%)
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)

Less than 10 minutes: 66.78%
10-20 minutes: 30.54%
Greater than 20 minutes: 2.68%

(Chart includes blank answers; respondent left question unanswered)

Less than 10 minutes: 63.17%
10-20 minutes: 28.89%
Greater than 20 minutes: 5.40%
No answer: 2.54%
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)
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:

<table>
<thead>
<tr>
<th>Option</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, why?</td>
<td>196</td>
</tr>
<tr>
<td>No, why?</td>
<td>44</td>
</tr>
<tr>
<td>Prefer another option, why?</td>
<td>41</td>
</tr>
<tr>
<td>Shared Chief</td>
<td>15</td>
</tr>
<tr>
<td>Shared Chief or Regionalize</td>
<td>6</td>
</tr>
<tr>
<td>Regionalize</td>
<td>5</td>
</tr>
<tr>
<td>Regionalize or Contracting</td>
<td>1</td>
</tr>
<tr>
<td>Contracted</td>
<td>0</td>
</tr>
<tr>
<td>Massachusetts State Police</td>
<td>0</td>
</tr>
<tr>
<td>Other (see comments below)</td>
<td>8</td>
</tr>
<tr>
<td>No opinion</td>
<td>18</td>
</tr>
<tr>
<td>Blank/No answer</td>
<td>16</td>
</tr>
</tbody>
</table>
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)

- Yes, why? 65.67%
- No, why? 14.67%
- Prefer another option, why? 13.67%
- No opinion 6.00%

Prefer another option, why?
- Shared Chief, 15
- Regionalize, 5
- Regionalize or Contracting, 1
- Shared Chief or Regionalize, 6
- Contracted
- MSP, 1
- Other, 8
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)

- Yes, why? 62.54%
- No, why? 13.97%
- Prefer another option, why? 13.02%
- No opinion 5.71%
- Blank/No answer 4.76%
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
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?

(Chart *excludes* 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:
- Coffee with a cop: 77 (23.9%)
- Ride-along with a cop: 49 (15.2%)
- Civilian training sessions: 87 (27%)
- Attend town events: 209 (64.9%)
- Support community networks: 128 (39.8%)
- Interact with other town departments: 174 (54%)
- Interact with Shutesbury Elementary: 159 (49.4%)
- Train volunteers: 93 (28.9%)
- Interact with residents via social media: 93 (28.9%)
- Blank: 58 (18%)
The End