



### Constant Contact Survey Results

**Survey Name:** Jacksonville Texas Police Department Citizen Satisfaction Survey

**Response Status:** Partial & Completed

**Filter:** None

6/21/2017 9:34 AM CDT

Please check one of the following:





Answer	0%	100%	Number of Response(s)	Response Ratio
During the past 12 months, I called the Jacksonville 911 Communications Center at least once to request police services.	<div style="width: 25.3%;"></div>		51	25.3 %
During the past 12 months, I met with an on-duty Jacksonville Police Officer at least once for a police or crime-related matter without having called the Jacksonville 911 Communications Center.	<div style="width: 16.4%;"></div>		33	16.4 %
During the past 12 months,, I did not have any official contact with either a Jacksonville dispatcher or police officer.	<div style="width: 50.2%;"></div>		101	50.2 %
Other	<div style="width: 4.4%;"></div>		9	4.4 %
No Response(s)	<div style="width: 3.4%;"></div>		7	3.4 %
<b>Totals</b>			<b>201</b>	<b>100%</b>

The dispatcher I spoke with when I called 911 was tactful, courteous and competent.






Please choose one:

Answer	0%	100%	Number of Response(s)	Response Ratio
Strongly Agree			44	21.8 %
Agree			24	11.9 %
No Opinion/Nuetral			74	36.8 %
Disagree			5	2.4 %
Strongly Disagree			1	<1 %
No Response(s)			53	26.3 %
<b>Totals</b>			<b>201</b>	<b>100%</b>

The officer I met with was professional in both his demeanor and attire.

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			86	42.7 %
No			5	2.4 %
No opinion			60	29.8 %
No Response(s)			50	24.8 %
<b>Totals</b>			<b>201</b>	<b>100%</b>

I believe the Police visibility in Jacksonville is:

Answer	0%	100%	Number of Response(s)	Response Ratio
Excellent			34	16.9 %
Good			104	51.7 %
Fair			48	23.8 %
Poor			8	3.9 %
No Response(s)			7	3.4 %
<b>Totals</b>			<b>201</b>	<b>100%</b>

How would you rate the level of safety of Jacksonville during the day?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very Safe			54	26.8 %
Reasonably Safe			125	62.1 %
Somewhat Unsafe			14	6.9 %
Very Unsafe			2	<1 %
No Response(s)			6	2.9 %
<b>Totals</b>			<b>201</b>	<b>100%</b>

How would you rate the level of safety in Jacksonville at night?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very Safe			18	8.9 %
Reasonably Safe			97	48.2 %
Somewhat Unsafe			69	34.3 %
Very Unsafe			9	4.4 %
No Response(s)			8	3.9 %
<b>Totals</b>			<b>201</b>	<b>100%</b>

What is your perception of crime in the past year in Jacksonville, has it increased, decreased or remained about the same?

Answer	0%	100%	Number of Response(s)	Response Ratio
Increased			63	31.3 %
Decreased			23	11.4 %
Remained about the same			108	53.7 %
No Response(s)			7	3.4 %
<b>Totals</b>			<b>201</b>	<b>100%</b>

Would you hesitate to call the Jacksonville Police Department for assistance?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			9	4.4 %
No			186	92.5 %
No Response(s)			6	2.9 %
<b>Totals</b>			<b>201</b>	<b>100%</b>

Overall, how would you rate the performance of the Jacksonville Police Department?

Answer	0%	100%	Number of Response(s)	Response Ratio
Excellent			44	21.8 %
Good			113	56.2 %
Fair			35	17.4 %
Poor			4	1.9 %
No Response(s)			5	2.4 %
<b>Totals</b>			<b>201</b>	<b>100%</b>

Do you believe Jacksonville needs more police officers?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			131	65.1 %
No			51	25.3 %
No Response(s)			19	9.4 %
<b>Totals</b>			<b>201</b>	<b>100%</b>




If you have had contact with a police officer, was he/she professional in demeanor, courteous and impartial?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			141	70.1 %
No			13	6.4 %
No Response(s)			47	23.3 %
<b>Totals</b>			<b>201</b>	<b>100%</b>






Overall, how would you rate the performance of the Jacksonville Police Department?

Answer	0%	100%	Number of Response(s)	Response Ratio
Excellent			51	25.3 %
Good			109	54.2 %
Fair			27	13.4 %
Poor			6	2.9 %
No Response(s)			8	3.9 %
<b>Totals</b>			<b>201</b>	<b>100%</b>






Do you own or rent your home?

Answer	0%	100%	Number of Response(s)	Response Ratio
Own			161	80.0 %
Rent			31	15.4 %
No Response(s)			9	4.4 %
<b>Totals</b>			<b>201</b>	<b>100%</b>







How old are you?

Answer	0%	100%	Number of Response(s)	Response Ratio
18 to 25			15	7.4 %
26 to 55			142	70.6 %
56 to 65			26	12.9 %
65+			14	6.9 %
No Response(s)			4	1.9 %
<b>Totals</b>			<b>201</b>	<b>100%</b>

Your current employment status is:

Answer	0%	100%	Number of Response(s)	Response Ratio
Employed			163	81.0 %
Unemployed			9	4.4 %
Disabled			3	1.4 %
Retired			17	8.4 %
No Response(s)			9	4.4 %
<b>Totals</b>			<b>201</b>	<b>100%</b>

How long have you lived in Jacksonville?

Answer	0%	100%	Number of Response(s)	Response Ratio
Entire life			55	27.3 %
1 to 5 years			25	12.4 %
6 to 10 years			10	4.9 %
11 to 20 years			31	15.4 %
More than 21 years			75	37.3 %
No Response(s)			5	2.4 %
<b>Totals</b>			<b>201</b>	<b>100%</b>