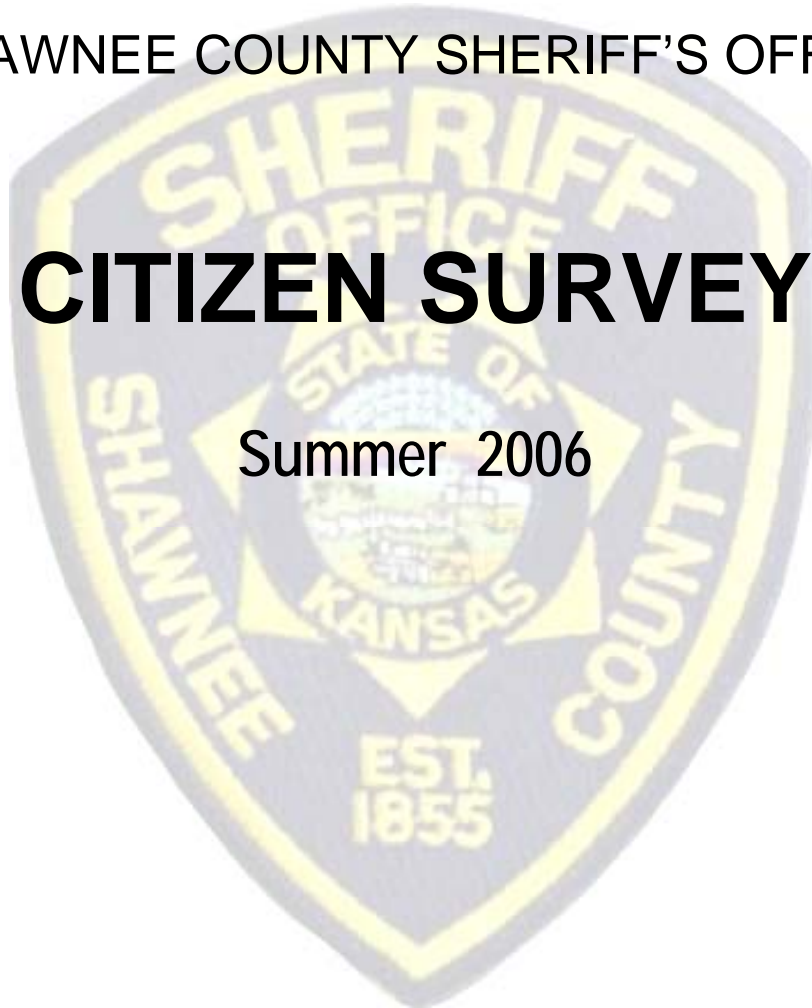
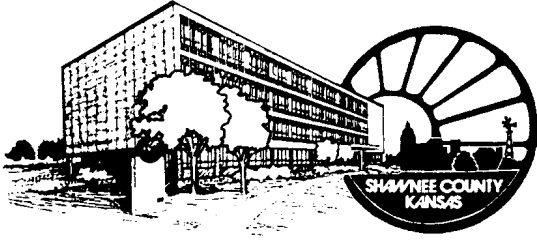


SHAWNEE COUNTY SHERIFF'S OFFICE

CITIZEN SURVEY

Summer 2006





**Shawnee County
Sheriff's Office
Sheriff Richard W. Barta
Law Enforcement Center**

320 South Kansas Ave., Suite 200
Topeka, KS 66603-3641
785-368-2200

August 1, 2006

To: Shawnee County Citizens

From: Sheriff Richard Barta

Ref: Citizen Survey

The Shawnee County Sheriff's Office recently conducted a countywide citizen survey; in part to fulfill guidelines established by the Commission on Accreditation for Law Enforcement Agencies. But more importantly, it provides feedback from the citizens to assess how we can better perform our duties and responsibilities.

Of the 4,000 cards mailed out to representative samples of Shawnee County voters on June 22nd, 2006, 658 have been returned. We received an overall grade of 3.38 on a 4.0 scale. While this is an acceptable grade, our agency will not become complacent, as there is room for improvement.

Please take the time to review the survey document. As you read through the verbatim comments from the citizens, please know that our agency will consider ways we can improve, both individually and as an organization from the comments we recieved.

Thank you. And a special thanks to the citizens that responded to the survey, to our Crime Analyst, Phil Lange, and Community Services for all the time and effort they have committed to this project.

Shawnee County Sheriff's Office

CITIZEN SURVEY

Summer 2006

INTRODUCTION

This report presents the results of a *Citizen Survey* of residents of Shawnee County, Kansas. The survey was conducted by the Shawnee County Sheriff's Office; in part to fulfill guidelines established by the Commission on Accreditation for Law Enforcement Agencies (CALEA). The Commission was established in 1979 to develop professionally recognized criteria and standards for law enforcement agencies and to administer an accreditation process that recognizes demonstrated excellence.

The survey was conducted by means of postcard-size Business Reply cards, each containing half a dozen questions pertaining to citizens' evaluation of the Sheriff's Office and the quality of the service it renders to Shawnee Countians. The cards were mailed June 22, 2006, to representative samples of Shawnee County registered voters. Of the 4,000 cards mailed, 3,000 were mailed to a sample of voters residing throughout the non-Topeka portions of Shawnee County; and 1,000 were mailed to a sample of voters residing within the City of Topeka (where the Topeka Police Department is the primary law enforcement agency).

A reproduction of the survey card is included at the back of this report.

As of the date the responses were tabulated for this report, 658 useable cards had been returned by responding citizens.

THE RESPONDING CITIZENS

For evaluation purposes, the responding citizens have been grouped into the categories listed below:

Shawnee County Sheriff **Patrol Areas** (not including City of Topeka)

-NorthWest Area (north of Kansas River & West of US Hwy 75)	81 responses
-NorthEast Area (north of Kansas River & East of US Hwy 75)	144 responses
-SouthEast Area (south of Kansas River & East of S Topeka Blvd)	167 responses
-SouthWest Area (south of Kansas River & West of S Topeka Blvd)	173 responses

Residents living within the **City of Topeka** 93 responses

Citizens reporting they last had **Direct Contact** with the Sheriff's Office...

-Within the Past Year	230 responses
-1 to 3 Years Ago	149 responses
-Over 3 Years Ago	167 responses
- Never	105 responses

The data tables included with this report display separate tabulations of responses from citizens in each of the categories listed above. Throughout this report, percentage values are reported to the nearest whole percentage point.

OVERVIEW OF RESULTS

Feelings of being Safe/Secure

On a Zero-to-Four scale...where 0 means “Very UNsafe” and 4 means “Very Safe”...46% of citizens, countywide, report they feel Very Safe in their own neighborhood; and an additional 43% report their feelings of safety as a “3” on the zero-to-four scale. Countywide, the statistical average response is 3.34.

Citizens living outside the City of Topeka (average response of 3.38) tend to report higher levels of feeling safe than is the case for those living within the City of Topeka (3.08).

Among residents of the four Shawnee County Sheriff Patrol Areas, those in the NE Area tend to report the highest feelings of safety (3.50). Residents of the SE Area (3.31) tend to feel somewhat less safe than those in the NW Area (3.38) or those in the SW Area (3.35).

Citizens who report the most recent contact with the Sheriff’s Office also tend to report the highest feelings of safety and security. (See Table 1 for details).

Grades Given Sheriff’s Office “OVERALL”

When asked to give the Sheriff’s Office a grade for the way it handles the responsibility to protect and serve the citizens of Shawnee County, the largest number of responding citizens (50%) offer an overall grade of “A”. And an additional 37% offer a grade of “B”. Applying the traditional Grade Point Average or GPA (based on four points for an “A”...down to zero points for an “F”) citizens, countywide, give the Sheriff’s Office an overall grade of 3.38.

Countywide, relatively few offer grades at the middle or at the low end of the grading scale; 8% offer a grade of “C”, 1% offer a grade of “D”, and 1% offer grade of “F”.

Residents of the City of Topeka give the Sheriff's Office a GPA of 3.27 on this overall measure, while those who live elsewhere in Shawnee County give the Sheriff's Office slightly higher grades (GPA of 3.39).

By Patrol Area, the Sheriff's Office garners the highest grades from residents of the NE Area (GPA of 3.53). SE Area residents offer slightly lower grades (3.43), followed by residents of the NW Area (3.30) and the SW Area (3.29).

Citizens who have had contact with the Sheriff's Office within the past year give higher grades (3.47) than those with less recent contact (3.34) or those who report they've never had contact with the agency (3.26). (See Table 1).

Grades for Professional Competence & Knowledge

For displaying professional competence and knowledge, 55% of citizens, countywide, give Sheriff's Office representatives a grade of "A"; 30% offer a "B"; 7% offer a "C"; and 1% or less each, offer grades of "D" or "F". The countywide GPA on this measure is 3.47.

Non-Topeka respondents grade the Sheriff's Office higher (3.49) on this measure than to those living within the City of Topeka (3.37).

By Patrol Area...the highest grades come from residents of the NE Area (3.59), while those in the NW Area offer the lowest grades (3.34).

Citizens who report the most recent contact with Sheriff's Office representatives tend to offer the highest grades for professionalism. (See Table 2).

Grades for being Helpful and Courteous

Countywide, for courtesy and helpfulness, 57% of citizens give Sheriff's Office representatives a grade of "A"; 25% offer a grade of "B" and a combined 7% offer a grade of "C" or lower. The countywide GPA on this measure is 3.53.

Topeka residents tend to offer grades (3.37) that are not quite as high as those offered by non-Topeka residents of Shawnee County (3.55).

Residents of the NE Patrol Area offer higher grades (3.62) than the SE Area (3.57), the SW Area (3.51), or the NW Area (3.47).

Following the now-familiar pattern, citizens who have had the most recent contact with the agency tend to give it the highest grades for helpfulness and courtesy. (See Table 2).

Timely Response

When survey respondents were asked if the Sheriff's Office responded in a timely manner when requested to provide service, many (44%) indicate they have had no occasion to request service from the agency. Among residents of the out-county areas, 38% report they've not requested service; while among City of Topeka residents, 75% fall into this category.

Among just those who report they HAVE requested service, 93% credit the Sheriff's Office with timely response, and 7% say the response was not timely.

By Patrol Area...96% of requestors in the SE Area say the agency's response was timely, in the NE Area the ratio is 94%, in the SW Area 92%; and in the NW Area, 85% say the response from the Sheriff's Office was timely. (See Table 3 for details).

How Long Since Having Contact with Sheriff's Office

To help sort responding citizens into categories helpful in evaluating survey responses, one question dealt with the length of time since respondents have had direct contact with the Sheriff's Office.

Among survey respondents living outside the City of Topeka, 11% report their household has never had direct contact with the Sheriff's Office or any of its representatives; among those living within the City of Topeka, 44% report they've never had contact with the agency.

By Patrol Area...43% of residents in the SE Area report having had direct contact within the past year. Among residents of the NE Area and the SW Area, 36% have had such recent contact; 32% among those in the NW Area. (See Table 3).

Citizens' Suggestions for Improved Service

The final item on the survey card was an open-ended request for citizens to write-in suggestions to improve the service provided by the Sheriff's Office.

Nearly half (46%) of the returned cards contained hand-written responses to the request for suggestions. (See Table 4 for details).

Of the returned cards, a total of 19% contained written-in responses that were positive in nature, without identifying any shortcomings or suggesting areas in need of improvement...13% might be labeled non-specific "attaboy" comments in the vein of "Keep up the good work" or "Continue what you're doing"...2% mentioned appreciation for the quality or frequency of patrolling activity...2% mentioned professionalism, helpfulness, courtesy...and another 2% (taken together) mentioned other specific positives, but none by more than a few persons each. A *Verbatim* listing of all the comments received is included after the tables in this report, to provide a complete record and to convey the flavor of their content.

Of the returned cards, a total of 27% contained responses that identified shortcomings or negatives...9% called for more patrolling, more visibility, or more presence in the patrol areas...5% mentioned speed and traffic enforcement (mostly they want more of it)...2% mentioned higher "pay" for deputies (all were supportive)...2% mentioned issues related to courtesy, competence, professionalism...2% suggested adopting different law enforcement priorities...1% mentioned a need to improve response times...and another 5% (taken together) mentioned other specific needs or shortcomings, but none by more than a few persons each.

RESULTS IN DETAIL

-(Tables 1 thru 4)

-(*Verbatims 1 thru 10*)

Shawnee County Sheriff's Office CITIZEN SURVEY Summer 2006	County-wide ALL	- Shawnee County: Outside City of Topeka -					Inside City of Topeka	Those who've had Contact with SNSO...			
		All Combined	NW Area	NE Area	SE Area	SW Area		Within Past Yr	1 to 3 Years Ago	Over 3 Years Ago	Never
<i>Number of Usable Survey Cards Returned</i>	658	565	81	144	167	173	93	230	149	167	105

Generally speaking...how **safe** and **secure** do you feel in your neighborhood?

Very Safe (4)	46%	49%	49%	57%	40%	50%	30%	50%	47%	41%	43%
(3)	43%	42%	38%	38%	50%	39%	53%	40%	43%	52%	38%
(2)	8%	8%	10%	3%	9%	9%	8%	8%	7%	7%	10%
(1)	1%	1%	1%	1%	0%	2%	4%	0%	2%	0%	6%
Very UNsafe (0)	1%	0%	0%	1%	0%	1%	2%	1%	0%	0%	2%
[No Response]	1%	1%	1%	1%	1%	0%	3%	1%	1%	0%	2%
Average Response (4-0):	3.34	3.38	3.38	3.50	3.31	3.35	3.08	3.40	3.36	3.34	3.17

OVERALL...**What Grade** (A, B, C, D, or F) would you give the Sheriff's Office for its handling of the responsibility to **protect** and **serve** the citizens of Shawnee County?

Grade of A (4)	50%	52%	44%	58%	51%	49%	38%	58%	47%	46%	39%
Grade of B (3)	37%	36%	41%	32%	40%	35%	38%	33%	39%	41%	37%
Grade of C (2)	9%	9%	11%	7%	6%	13%	12%	7%	11%	9%	13%
Grade of D (1)	1%	1%	0%	0%	1%	1%	1%	0%	1%	0%	1%
Grade of F (0)	1%	1%	1%	0%	1%	2%	0%	1%	0%	1%	0%
[No Response]	3%	2%	2%	3%	1%	1%	12%	1%	2%	3%	10%
Average Response/GPA (4-0):	3.38	3.39	3.30	3.53	3.43	3.29	3.27	3.47	3.34	3.34	3.26

TABLE 1

Shawnee County Sheriff's Office CITIZEN SURVEY Summer 2006	County-wide ALL	- Shawnee County: Outside City of Topeka -					Inside City of Topeka	Those who've had Contact with SNSO...			
		All Combined	NW Area	NE Area	SE Area	SW Area		Within Past Yr	1 to 3 Years Ago	Over 3 Years Ago	Never
<i>Number of Usable Survey Cards Returned</i>	658	565	81	144	167	173	93	230	149	167	105

What grade would you give the Sheriff's Office or its representatives for displaying professional **competence** and **knowledge**?

Grade of A (4)	55%	58%	47%	64%	56%	60%	40%	67%	55%	48%	44%
Grade of B (3)	30%	29%	40%	25%	32%	25%	38%	25%	36%	33%	31%
Grade of C (2)	7%	7%	10%	7%	6%	8%	6%	6%	7%	8%	10%
Grade of D (1)	0%	0%	0%	0%	1%	1%	1%	0%	1%	0%	1%
Grade of F (0)	1%	1%	1%	0%	1%	2%	0%	1%	1%	1%	0%
[No Response]	6%	4%	2%	4%	5%	5%	15%	1%	1%	10%	13%
Average Response/GPA (4-0):	3.47	3.49	3.34	3.59	3.49	3.45	3.37	3.57	3.46	3.41	3.36

What grade would you give the Sheriff's Office or its representatives for being **helpful** and **courteous**?

Grade of A (4)	57%	60%	56%	61%	59%	62%	37%	67%	58%	54%	39%
Grade of B (3)	25%	24%	27%	23%	25%	23%	31%	22%	29%	25%	30%
Grade of C (2)	5%	5%	9%	6%	4%	5%	6%	5%	5%	5%	9%
Grade of D (1)	1%	1%	0%	0%	1%	1%	1%	0%	1%	0%	1%
Grade of F (0)	1%	1%	1%	0%	1%	2%	0%	1%	1%	1%	0%
[No Response]	11%	9%	7%	10%	11%	7%	25%	5%	7%	15%	22%
Average Response/GPA (4-0):	3.53	3.55	3.47	3.62	3.57	3.51	3.37	3.60	3.52	3.53	3.37

TABLE 2

Shawnee County Sheriff's Office CITIZEN SURVEY Summer 2006	County-wide ALL	- Shawnee County: Outside City of Topeka -					Inside City of Topeka	Those who've had Contact with SNSO...			
		All Combined	NW Area	NE Area	SE Area	SW Area		Within Past Yr	1 to 3 Years Ago	Over 3 Years Ago	Never
<i>Number of Usable Survey Cards Returned</i>	658	565	81	144	167	173	93	230	149	167	105

Has the Sheriff's Office **responded in a timely manner** to requests for service from you?

Yes - Timely Response	51%	56%	42%	51%	65%	57%	20%	70%	67%	40%	3%
No - Not Timely	4%	4%	7%	3%	2%	5%	0%	7%	4%	2%	0%
Have Not Requested	44%	38%	49%	44%	31%	36%	75%	22%	29%	57%	91%
[No Response]	2%	2%	1%	2%	1%	2%	4%	1%	0%	2%	6%

Among just those who HAVE REQUESTED SERVICE:

Yes - Timely Response	93%	93%	85%	94%	96%	92%	100%	91%	94%	96%	100%
No - Not Timely	7%	7%	15%	6%	4%	8%	0%	9%	6%	4%	0%

How long has it been since you (your household) had **direct contact** with the Sheriff's Office or any of its representatives?

Within the Past Year	35%	37%	32%	36%	43%	36%	20%	100%	0%	0%	0%
1 to 3 Years Ago	23%	24%	25%	26%	22%	26%	12%	0%	100%	0%	0%
Over 3 Years Ago	25%	26%	25%	23%	27%	28%	22%	0%	0%	100%	0%
Never	16%	11%	19%	15%	8%	8%	44%	0%	0%	0%	100%
[No Response]	1%	1%	0%	0%	1%	2%	2%	0%	0%	0%	0%

TABLE 3

Shawnee County Sheriff's Office CITIZEN SURVEY Summer 2006	County-wide ALL	- Shawnee County: Outside City of Topeka -					Inside City of Topeka	Those who've had Contact with SNSO...			
		All Combined	NW Area	NE Area	SE Area	SW Area		Within Past Yr	1 to 3 Years Ago	Over 3 Years Ago	Never
<i>Number of Usable Survey Cards Returned</i>	658	565	81	144	167	173	93	230	149	167	105

What can you suggest to **improve our service?**

POSITIVES											
Generally Positive Response (<i>non-specific</i>)	13%	13%	12%	11%	13%	14%	12%	14%	11%	14%	10%
Appreciate the Patrolling	2%	3%	2%	1%	3%	3%	0%	2%	5%	1%	3%
They're Professional, Fair, Helpful, Friendly	2%	2%	4%	1%	4%	1%	0%	4%	0%	2%	0%
Misc. <u>Specific</u> Positive Responses	2%	3%	2%	3%	1%	4%	1%	3%	3%	1%	3%
<u>Percent Offering Positives:</u>	19%	21%	21%	17%	21%	23%	13%	23%	19%	17%	16%
SHORTCOMINGS or NEGATIVES											
Need more Patrolling, Visibility, Presence	9%	9%	4%	9%	11%	10%	9%	10%	15%	6%	4%
*Comments on Speed & Traffic Enforcement	5%	5%	5%	4%	7%	4%	2%	3%	7%	5%	6%
Mentions of "Pay" issues	2%	2%	4%	3%	2%	1%	4%	4%	3%	1%	1%
Be more Professional, Courteous, Helpful	2%	2%	2%	3%	2%	2%	3%	1%	3%	4%	3%
Concentrate more on Different Priorities	2%	1%	1%	0%	2%	1%	5%	2%	1%	2%	2%
Improve Response Times	1%	1%	5%	0%	1%	1%	0%	2%	1%	0%	0%
**Misc. <u>Specific</u> Needs or Improvements	5%	5%	5%	3%	5%	7%	8%	5%	4%	6%	5%
<u>Percent Offering Shortcomings:</u>	27%	26%	26%	22%	30%	27%	31%	27%	33%	25%	20%
Non-Responsive											
Can't offer an informed suggestion	2%	1%	0%	1%	1%	0%	9%	0%	0%	1%	9%
[No Response]	52%	53%	53%	60%	49%	50%	47%	50%	48%	57%	55%

* Nearly all of the Speed Enforcement comments suggested more speed enforcement. Only 2 or 3 called for less of it.

** These are specific kinds of comments but they were mentioned by only a few citizens each.

See complete listings of the *verbatim* comments on the following pages.

TABLE 4

What can you suggest to improve our service?

SNSO Area Comments categorized in the tables as...

Generally Positive Response (non-specific)

NE Already Good
NE Believe they are doing a good job
NE Every thing is just great!
NE Keep up the good work!
NE Keep up the good work!
NE Keep up the good work. Thanks.
NE Keep up the good work. Your efforts are greatly appreciated! The county cops are much better than the city cops. That's why we live in the county.
NE Keep up the work!
NE Keeping looking for ways to improve - don't become complacent!
NE Nothing at this time. "Be Safe"
NE Satisfied
NE Thank you for being there when needed!
NE We feel we have an excellent Sheriffs Dept.
NE We think you do a good job.
NE You are doing a fine job! I have not had any services needed recently
NE You are doing very well.
NW Doing a great job!
NW I couldn't ask for any more.
NW Keep up the good work and smile
NW My family and I are very happy with the service provided by the sheriff's office
NW No suggestions. The service has been excellent!
NW Overall Satisfied
NW Thank you for all you are able to do!
NW Very satisfactory in response to an ambulance call
NW You guys & gals are doing a fine job! Thank you!
NW You're doing an ok job
SE Continue the good work!
SE Doing great keep up good work
SE Excellent overall service! Keep on training.
SE I see no difference between their job and the soliders in Iraq-every day they both are subject to life-threatening duties for our safety. Every chance I have-I thank them.
SE I'm pleased with everything I've seen so far!
SE Just keep up the good work
SE Keep doing what you are doing
SE Keep it like it is. These guys are the best.
SE Keep on serving!
SE Keep up good work
SE Keep up the good work!
SE Keep up the good work!
SE Keep up the good work! Thanks.
SE Keep up the good work.
SE Keep up the good work.
SE Keep up the good work.
SE Keep up your good service
SE None-very satisfied
SE nothing. I think you do great!
SE Nothing-I have no complaints or suggestions

What can you suggest to improve our service?

SNSO Area	Comments categorized in the tables as...
-----------	--

(Cont'd) Generally Positive Response (non-specific)

SE	Thank you for doing such a great job!
SE	Thanks! Keep up the good work.
SW	Doing a good job.
SW	Doing fine
SW	Good Job! Keep it up!
SW	Great job. Keep up the good work.
SW	Happy with the way it is.
SW	I am pleased with your service very much.
SW	In my opinion you are doing a fine job.
SW	Just keep up the good work.
SW	Keep doing what your doing.
SW	Keep up the good job. Thanks.
SW	Keep up the good service
SW	Keep up the good work
SW	Keep up the good work!
SW	Keep up the good work!
SW	Keep up the good work!! Thanks
SW	Keep up the good work.
SW	Nothing more at this time. Good job!
SW	Overall they do a good job
SW	Thanks for what you do.
SW	We rate your service much higher than the city police.
SW	We think you're doing an excellent job!
SW	You are doing a wonderful job!
SW	You can remember that God comes first in your life.
SW	Your doing great just keep Dick Barta as Sheriff.
Topeka	Continue as now.
Topeka	Doing a very good job.
Topeka	Good Job
Topeka	Great Service!!
Topeka	I'm happy with the Sheriff and crew.
Topeka	Keep up the good work
Topeka	Keep up the good work.
Topeka	Keep up the good work.
Topeka	Keep up the good work. Contratulations.
Topeka	Thank God! Praise God!
Topeka	The Sheriff's Department has great workers. It is the Topeka city police that need improvement

What can you suggest to improve our service?

SNSO Area	Comments categorized in the tables as...
-----------	--

Appreciate the Patrolling

NE Keep patrolling our area's : Thank you.
NE Keep up the radar on Button Rd
NW I like seeing Sherrif's cars go by our house
NW Keep your presence visible in our community.
SE Continue to monitor and patrol Lake Shawnee and the surrounding area. Thank you.
SE I just feel safer seeing them out there.
SE Keep office Patrolling 37th street - High School is Let out.
SE Patrolling our area seems to help.
SE Seen more on Rice Rd. Thanks
SW Continue to patrol the neighborhoods
SW Continued neighborhood patrols, especially late, 12:00 - 5:00 am.
SW Just keep your presence around the neighborhood. A car at any hour keeps them guessing. Thanks
SW Keep making those drives through our neighborhood, SW Cannock Chase Street. Thanks!
SW Please maintain the officers & sub-station in Montara. It has and does make a difference
SW We wave at them. I appreciate them driving thru the neighborhood.

They're Professional, Fair, Helpful, Friendly

NE Your officers are always so very courteous- they make you feel at ease - keep hiring those kinds of individuals.
NW Continue the caring, professional job!
NW Sometimes can't answer all our questions. Continue timely responses and courteous phone operators. We've always had good relations with Sheriff's Office. We hope to have enough uniforms to cover important calls quickly
NW When a drunk was pounding on my door a year ago, I was very pleased with your response. I so much appreciated the operator offering to stay on the phone with me until me until your people arrive and then I appreciated the kindness of the deputy in staying and talking to me a while. I was pretty shaken up. Also about a month ago I was treated courteously when I had a situation with my bank account. Thank you so much!
SE Any contact we have had has been excellent! Friendly and fair & professional
SE My last ticket was a warning. Since then I remember to buckle up at the ticket location (1/2 mile from home). I will always remember and appreciate the mercy shown by the deputy. People appreciate the consideration.
SE Officer Xxxxxx was very helpful
SE Though not happy about getting a speeding ticket last week I was impressed with the officers attitude. I give him a well done
SE Two years ago I had the opportunity to serve on a Shawnee county trial as a juror. The trial involved a impaired individual who was pulled over in the Shawnee Heights area. A man by the name of Xxxxxx. He and his girlfriend had been to a rock concert in Bonner Springs got tanked up on beer and on their way through the Shawnee heights area he crossed the center line in front of a Shawnee county Sheriffs deputy by the name of Xxxxxx. He got pulled over and was charged with being impaired. I was very impressed with the testimony of officer Xxxxxx and by the end of the day Mr. Xxxxxx was indeed convicted of driving while impaired. I have never been to "live" trial before but have seen many on TV where the whole trial lasts but only an hour. I so much wanted to shake his hand after the verdict was read and everyone was allowed to leave. I just sensed some might think it a conflict of interest. I wore the uniform of a soldier for 22 years and I want to say I appreciate everything you and your men do. 9-11 taught us we may never be safe again. I appreciate your efforts and keep up the good work.
SE Very compassionate! Called 911-husband had Heart Attack- passed away 5-13-06 Sheriff-Coroner-Chaplain - All Excellent!
SE Very courteous officers. Dick Barta is doing a wonderful job. He is very professional and knowledgeable
SE We want you to know the officers were very courtious and very calm. Thanks
SW I feel they are very competent
SW I have always had very positive experience with the Shawnee Co. Sheriff's personnel.

What can you suggest to improve our service?

SNSO Area	Comments categorized in the tables as...
-----------	--

Misc. (Specific) Positive Responses

NE	Aid on Hwy
NE	Continue prompt response.
NE	I am 86 years old and live alone thank you very much - I had a man trying to get in my house. I called 911 they were here real soon
NE	Run Sheriff for Gov. or KBI director
NE	We've used the animal control many times and appreciate their good service.
NW	It's easy for you guys to look good in SN County. Just don't act like the Topeka Police Dept. They scare me!!
NW	Neighbors burglary; our house alarm malfunction. It is comforting when you can expect fast service & you do well.
SW	I think you do a great job. I would like to see the courts to better to help all Law Enforcement so that they can be SAFE
SW	Our mail was stolen. Someone came over the same day we called. Also got follow up ltr.
SW	Sheriff's wife is terrific gal. Sheriff Dept is outstanding. TPD didn't respond to my previous stolen car and truck.
SW	They have put down our garage door when we went to bed and forgot...it is very much appreciated.
SW	Ticket only <u>other</u> people.
SW	We especially appreciate that one of your officers rang our doorbell about 0230 on March 11, 2006 and told us our door was up. This exceptional service was above and beyond the call of duty! We thanked him and thank you, as well, for his assistance and past assistance your officers have provided to us.
SW	We were not aware that there had been a series of "break ins" in our neighborhood but he was there, at our home, to investigate a suspicious situation and warn us. We appreciated it. Keep up the good work!
SW	We're so far out, we suppose you're doing the best you can. Could use home safety info.
Topeka	Continued collaboration with other community agencies such as drug-endangered children group.

What can you suggest to improve our service?

SNSO Area Comments categorized in the tables as...

Need more Patrolling, Visibility, Presence

NE Drive thru and let robbers see you
NE Hire more officers like Shawn Flott
NE I'd like to see you patrol our neighborhood more. I feel safer when you're around. Thank you for all you do!
NE I'm not sure when patrol cars come through our neighborhood but I rarely see them.
NE More frequent patrols/presence
NE More patrols in our area
NE More vesible deputies in our neighborood.
NE More visibility in the area.
NE Patrol our neighborhood more. Get to know the officers.
NE Please drive down our road more. We have a lot of people parking at the dead end. Over all we are very pleased with the Sheriff's dept. Thank you.
NE Put more deputies in the community.
NE They're not out there much.
NE Would like to see more patrolling at evening into night. Kids in Neighborhood ride very small motorized bikes & scooters very fast & hard to see when driving
NW More night patrols in cty.
NW Patrol our road NW Carlson Rd. on Fri and Sat. nites. There are parties on 94th at the under pass.
NW We live right outside Silver Lake. I don't see a patrol car about once in 6 wks.
SE Area patrols more often
SE At one time we would see a patrol car drive by almost every morning patrolling the area
SE Come in by circle more often
SE I would like to see more sheriff cars on the road I think visible patrol cars are a good deterrent.
SE Just be more visible. Drive through neighborhoods more often.
SE More officers
SE More officers on staff
SE More patrolling would be great- I know your man power is limited.
SE More presence in the area.
SE More unscheduled neighborhood patrols and drug enforcement
SE More visibility in the neighborhood.
SE Never see an officer patrolling our neighborhood unless they have been called.
SE Patrol more and visit the homes
SE Patrol of areas, we seldom see patrol cars in our area unless called
SE Please patrol 45th st. more - some people don't see the 30 mph zone
SE Primarily be visible. Then helpful and courteous. L.K.
SE Random patrol would be nice.
SE The security I feel within my neighborhood has to with my neighbors. The Sheriff's Dept. has nothing to do with that. You're almost non-existant here.
SE Would be nice if I could see officers on SE 41st again. Last year the city patrolled 41st. I saw their cars about 5 times. This year I have seen no one; can you assist?
SW (neighborhood patrolling) More visibility at dusk & after dark
SW Could you patrol more at night. When teenagers smash mailboxes. It is very prevalant in our area. Thanks
SW Have a few more deputies.
SW House damage, better patrol 1-3 am.
SW Larger number of officers
SW More night patrol. Acutally yer doin great!
SW More officers and more visibility
SW More rural attention, more prosecution with the DA's office
SW More sheriff deputies on duty!
SW More visable
SW More visiblity off the paved roads.

What can you suggest to improve our service?

SNSO Area Comments categorized in the tables as...

(Cont'd) Need more Patrolling, Visibility, Presence

SW Need more help- for large area they have.
SW Patrol area as often as possible
SW Patrol the "bad" neighborhoods - you know which ones are "bad" and you avoid those areas, it seems.
SW Stop by the house once in a great while. More patrol officers on rural (gravel) roads
SW We haven't seen any neighborhood patrols lately...(last 2-3 yrs.). We would like to see your presence again in more of our area
SW Would appreciate patrols down our street.
Topeka Crack down on Polk Plaza neighborhood DTD.
Topeka Drive up the side streets more not just main streets
Topeka I would like to see plain clothes deputies checking businesses
Topeka Increase patrolling of neighborhood - when possible
Topeka More overall visibility. Overall good job
Topeka More police on night shift, Kansas needs the death penalty on all crimes 3 strikes and you're out law.
Topeka Need more patrolling of neighborhoods and alleys at night and early morning
Topeka Patrol roads in SW area-especially surrounding WRHS.

Comments on Speed or Traffic Enforcement

NE Many speeders on Brickyard rd. Especially the flat road to 62nd st. Thank You
NE Nobody obeys speed limit. Patrol 35th st. between Kansas and Meriden Rd
NE Patrol speed limit on topeka Blvd from 62nd to 94th. People run 60-70mph plus. Thanks
NE Radar on our road periodically
NE Set up speed check in this area especially in the weekday morning
NE Speed control on shaffer rd
NW N.46th between hwy 75 and silverlake has large dump driving 70 mph not 45. Would like to see speeding stopped by purple dump trucks. See notes on 46th
NW Stop the Speeders!
NW Would like speed limit posted on Huxman Rd. 24HWY to 46th
SE Be nice if a way to stop speeding on side roads
SE Continue to watch Croco for speeders.
SE Enforce speed limit on SE Shawnee Heights Rd. to include county dump trucks going 60+ mp over the lunch hour enroute back to their shop.
SE Enforce the stop signs for traffic entering 29th st between Croco and Tecumseh rd. A lot of cars don't even slow down much less stop
SE Have people slow drivers down in right lane
SE Increase staff. Slow down traffic on s.e. 23rd terr east of croco rd.
SE Lower the speed limit on Shawnee Heights Rd & post speed limit signs on 10th and talk to students about slowing down.
SE Need to run a little more radar in this area - to many 20 mph & over speeders above limit
SE Need to run radar more often in county- especially Shawnee heights road between 29th and 45th
SE Run radar on Tecumseh rd. Between 21st and 29th st. Morning leave for work afternoon 4:30 - 5:30pm
SE Slow the speeders down on SE 35th street off of Croco Rd into & out of Walnut View subd. During the school year
SE Slow the truck traffic down on SE 45th.
SW Auburn Rd is pretty fast
SW Don't see much speed enforcement on 33rd.
SW Slow the speeders down on 85th St. between Auburn Rd & Wanamaker
SW Speeding - on SW Fountaindale- is ridiculous-Speed limit is 25-& almost all cars exceed that.
SW Watching speeders on our road
Topeka More neighborhood patrol in the Shorey area. There's too much speeding on Lyman Rd!
Topeka Too many people make right or left turns into the wrong lane & too many speed and also follow too close! Thanks!

NW Cut out stupid traffic stops & work on real crimes
SW I do not think we need radar control on I-70 unless it's drugs. Lets patrol the county. Speed limits of 25-35 where no houses is unreal
SW Less speed traps, a little more patrolling, catch mailbox & car stereo thieves

What can you suggest to improve our service?

SNSO Area Comments categorized in the tables as...

Mentions of "Pay" Issues

NE Fair pay for deputies
NE Increase pay for officers.
NE More pay to retain & engage representatives
NE Pay officers more. Have more officers
NW Increase wages of officers/ increase number of officers/ even if tax increase is necessary
NW Keep up the good work! There should have been a bigger pay raise!
NW Re-elect Sheriff Barta and improvements will continue as they have since he took office. I was disappointed that the co commission denied the pay raise.
SE Pay officers more & have more officers on staff.
SE Service is excellent. They are not being paid a fair wage!
SE They joined the firemen on an ambulance call for me. Raise the pay for the best officers in the state.
SW You do a great job, especially considering the low salaries
SW You're doing a great job. Have the county commission get off their dead backsides & give you guys the raise you deserve!
Topeka I have daily contact with officers. They are great. I wish the same was true with TPD. I feel Sheriff's officers need more pay. Be proud of them.
Topeka I think you are doing a fine job! Should have had that raise
Topeka Keep up the good work. Maintain high professional standards, provide continuous state of the art training, and secure competitive pay for deputies.
Topeka The officers deserve better pay. I heard what they make and couldn't believe how low it is

Be more Professional, Courteous, Helpful

NE Be more courteous & visible
NE Hire people that care and will do a good job
NE I appreciate our Sheriff's Department and think they do a great job. I like to see them patrol in the area. I wish officers would greet people and be a little more familiar with average citizens. I'd like my kids to think of them as a friend, someone to respect and trust, and rely on if need be; not as someone just waiting for you to step out of line.
NE No mirror sunglasses. No one over 250lbs
NW Dear Dick Barta: Thank you for the survey. The only reason I feel safe and secure is I believe I can protect my family far better than your reps. Just to let you know how unprofessional your reps are; one night my wife and I were coming home from Topeka (now remember were 60 years old) Annie Oakley and Barney Fife stopped us about 2 miles west of silverlake. Barney had his hand on his gun and Annie got in my face smelling my breath. She said "I had no reason to stop you but I want to see your drivers license. Weve been robbed twice, nothing has ever been found! But your reps sit on our road add catch working people and kids going to ??????"
(criminals no doubt.)
NW Most officers appear to be over weight. They seem to be huffin-puffin when in foot pursuit.
SE 2 incidents with our grandchildre: Jan 15, 2006, Deputy Xxxxxx & partner answered a call on rumor (Deputy Xxxxxx was already working the case) however they humiliated, created a scene, were totally unprofessional. March 5, 2006, Officer Xxxxxx handled our 16 yr old grandson's accident totally unacceptable and it continued to the school and courtroom.
SE Don't just drive by- stop and "say" hi
SE Having your patrol cars follow the speed limits, when not in a call.
SW Attitude Adjustments!
SW Be professional and treatment of everyone fairly.
SW Raise standards for hiring officers. They appear to be police "wanna bes"
SW Treat the people like you would want to be treated
Topeka Be honest, do not hide mistakes, be competent, knowlegable helpful and courteous.
Topeka I realize officers have difficult and stressful jobs, but it would be greatly appreciated if they were more courteous at drivers liscence check points. Thank you.
Topeka I'd like to see you more often. Acknowledge when I wave.

What can you suggest to improve our service?

SNSO Area	Comments categorized in the tables as...
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Concentrate more on Different Priorities

- NW More license checks & insurance checks.
- SE Help control the known vandals or troublemakers
- SE Send the narcotics agents to bust the drug selling going on at 2500 SE Burton
- SE Spend more time preventing robberies.
- SE Take some tax dollar from the fire department and give more \$\$\$ o the police for gang and drug problems
- SW My truck got broken into 2x and you guys didn't even attempt to apprehend or investigate. Do something besides handing out speeding tickets
- SW Stop mailbox bashing
- Topeka Do we have Sheriff's service, even within city limits? 2. Increased activity of burglary in neighborhood. Concerned.
- Topeka Help the police handle firecracker calls this year. (Unsafe & too close, etc.)
- Topeka Hunt down Gangs. Get them off the streets. Arrest illegals send them home.
- Topeka Keep eliminating the drug & Meth. Houses you know where they're at, so get them.
- Topeka More patrol and more drug enforcement. Drugs cause crimes.

Improve Response Times

- NW Better response time
- NW Improve response times in the outer edges of the county
- NW Quicker response when called, would help to make me feel safer.
- NW Respond faster if possible. Possible marajona at Xxxxxx?
- SE More patrol time in the outlying parts of the county instead of close to town or clear across the county. Last response time was 25 min. Nice bunch of guys on patrol.
- SW Improve response times.

What can you suggest to improve our service?

SNSO Area	Comments categorized in the tables as...
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Misc, (Specific) Needs or Improvements

NE Don't let them take us into the city!!

NE Have a door to door survey where you can gather information.

NE Keep public informed when dead bodies are found in neighborhood

NE We could install cameras at major intersestions. Plates could be associated with Criminal activities or present a logical start for investigation. Please call me at 785-xxx-xxxx to discuss this further.

NE We need to have a noise ordinance by 9:00 at night

NW Do not Consolidate w/ TPD

NW Don't merge with TPD!

NW I'm not in favor of consolidation

NW Nothing really. Listen to the public.

SE A public ad campaign to let us get to officers better and also and let us know where to call for certain problems that arise

SE If possible dispatchers offer to stay on phone when called

SE In future surveys, put the message part on the opposite side of patron address, which would allow to allow anonymous replies.

SE Inform bicyclists that paved rural roads are not safe to ride on. They are not vehicles and can't go the minimum speed. That it is advised to ride into oncoming traffic so that they see vehicles and get over as far as possible instead of riding in the middle of the road/lane

SE It would have been much better if we were informed that there was a sexual predator living in our neighbor, as opposed to finding out by chance

SE Keep a closer look on steak House Emps. One emp. Has his stereo so loud it set off car alarm.

SE Listen-Listen! To the citizens.

SE My car was broken into & the Sheriffs dept. did nothing but take a report.

SE Only on 911 calls. Its good to see patrol cars going by on 89th

SW 911 Operators are sometimes reluctant to send aid when it's obvious the caller is upset, needing assistance in a timely manner.

SW A good house cleaning

SW Fight City-County Consolidation!

SW Fire Dick Barta

SW Have Topeka Police stop break-ins to property. They do very little to help stop crime.

SW Lower my taxes

SW Most are doing the best. We have been broken into 7 times in 45 years living here.

SW Only problem has been mail box bashing

SW Our curve (Xxxxxx) has had numerous single veh. accidents over the years. More than once officers have driven to North K-4. I remember a bloody truck accident when that happened. Its not just your department, its deliveries, etc. Perhaps a better road name would help. We have lived on the Hwy since 1957; you can borrow our name and call it SW K-4 Xxxxxx HWY. Your ratings are lower because they all relate to response history.

SW Thought you would like to know, Knudsen Rd is between 51st & 53rd Auburn Rd

SW Train TPD to be like SNSO

SW We have had 3 arson fires recently. Nothing will be done. We have been robbed several times these last years and it seems nothing is ever done to find out who done it.

SW When hunters are shooting geese in a residential neighborhood be wiling to investigate human safety

Topeka Concentrate more on prevention of theft

Topeka Get the people who beg for money to stop. This has happened 4 or 5 times!

Topeka I hope that "safety in numbers" proves true at Lake Shawnee as the wonderful new biking, running, jogging, and walking path increases in popularity.

Topeka Let private citizens ride w/deputies to become more acquainted w/how the dept operates

Topeka Need a change in law enforcement. Ratings are too poor. Blame the victim. But do nothing to help victim...6 months but do nothing. A new captain who is strong on on bargar criminals (sorry, police dept).

Topeka Never allow complacency among personnel

Topeka Racially balanced staff

What can you suggest to improve our service?

SNSO Area	Comments categorized in the tables as...
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Can't offer an informed suggestion

NE Cannot knowledgably answer all questions and do not want to grade according to media reports.
NE Not knowledgable enough to give an intelligent answer
SE Have only lived here for about 4 yrs.
Topeka I don't remember it. Unless it was a call to us wanting \$ for families or kids.
Topeka I live in the city-Not. County
Topeka Live in city. Never see Sheriff in our area.
Topeka Never had contact
Topeka No contact - assume you do well!
Topeka Not knowledgable along three lines.
Topeka Not sure what the difference is between the Sheriff's Office and the police department. Thank you for your service though!
Topeka Sorry- I'm confused about the role of the sheriff's dept. in our neighborhood to police dept.

Tell us how we're doing.		Circle a Number				
1. Generally speaking...how safe and secure do you feel in your neighborhood?		<Very Safe.....Very Unsafe> 4 - 3 - 2 - 1 - 0				
2. OVERALL...what grade (A, B, C, D, or F) would you give the Sheriff's Office for its handling of the responsibility to protect and serve the citizens of Shawnee County?		Circle a Grade A - B - C - D - F				
3. What grade would you give the Sheriff's Office and its representatives... -For displaying professional competence and knowledge ? -For being helpful and courteous ?		A - B - C - D - F A - B - C - D - F				
4. Has the Sheriff's Office responded in a timely manner to requests for service from you?	<table border="1"><tr><td>1</td></tr><tr><td>2</td></tr><tr><td>3</td></tr></table>	1	2	3	Yes-timely response No-not timely Have Not requested	
1						
2						
3						
5. How long has it been since you (your household) had direct contact with the Sheriff's Office or any of its representatives?	<table border="1"><tr><td>1</td></tr><tr><td>2</td></tr><tr><td>3</td></tr><tr><td>4</td></tr></table>	1	2	3	4	Within past year 1-3 years ago Over 3 years ago Never
1						
2						
3						
4						
6. What can you suggest to improve our service?						
<i>Please fold this portion to the inside and tape closed. Thank you.</i>						

Dear Shawnee County Citizen,

Please take a few moments to help us do a better job of serving you. Tell us how we're doing. Your responses will help us improve our service to the residents of Shawnee County.

When you have finished filling out the card, please fold and tape the card so that the Business Reply address is showing on the outside.

Thanks for your cooperation. Please contact us anytime we can be of service to you.

Dick Barta
Shawnee County Sheriff
(785) 368-2200