



MEMORANDUM

TO: ERICK W. ZINSER
DIRECTOR OF PUBLIC SAFETY/ CHIEF OF POLICE

FROM: JASON MEIER
COMMANDER – SUPPORT SERVICES 

SUBJECT: 2022 COMMENT CARD REVIEW

DATE: JANUARY 4, 2023

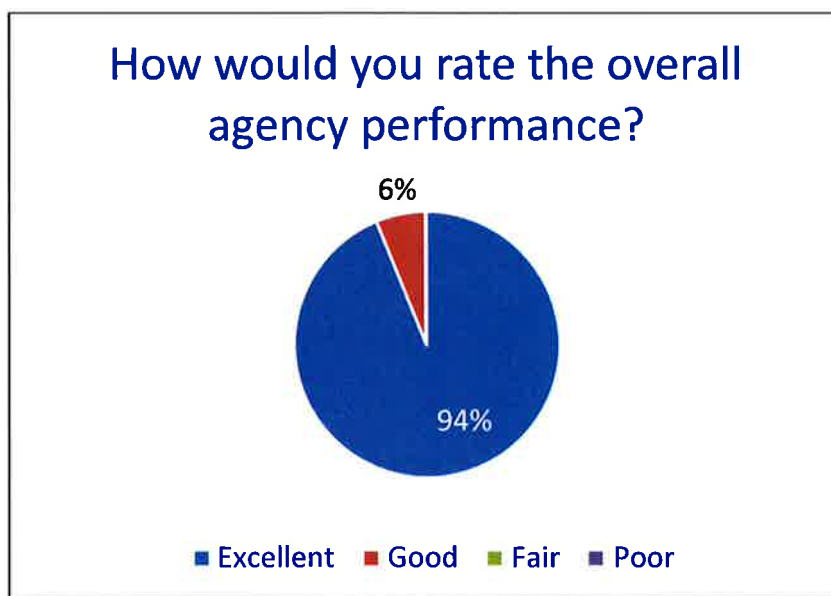
Directive 790 requires an annual review of the comment cards distributed over the calendar year detailing the results. Police surveys are sent out to the complainant on every 100th call for service. Fire surveys are sent out every 50th call for service. The surveys are returned to Community Relations and then forwarded to the Public Safety Administration for review. The following are the results of the surveys received back in 2022. In addition, a comparison follows with 2022 and partial 2021 (we changed the format in July 2021).

Police Surveys

Out of the surveys sent, we received 130 responses back (Note: Some responders did not answer all questions). The results of the survey questions were:

1. How would you rate the overall agency performance?

Excellent – 121 (94%) Good – 8 (6%) Fair – 0 Poor – 0



REVIEWED

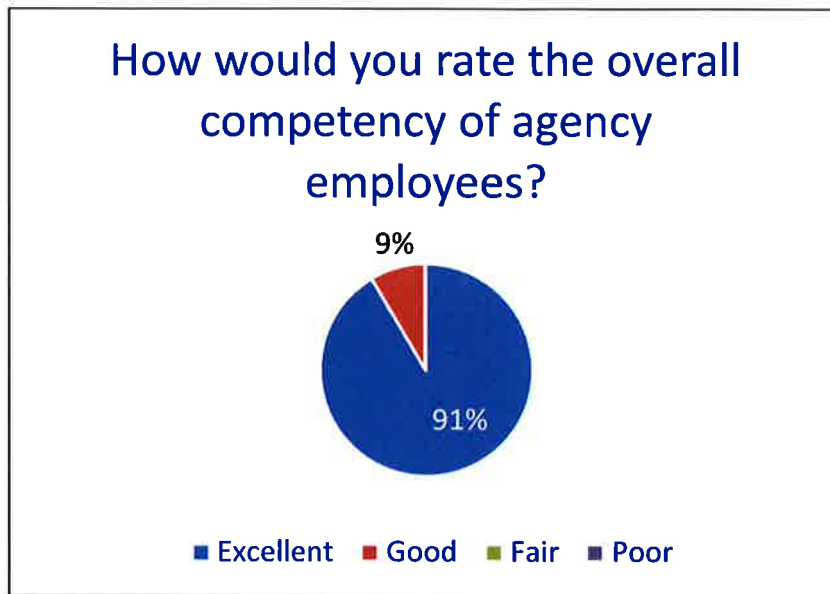

1-5-2023
Erick W. Zinser
Director of Public Safety
Chief of Police

REVIEWED


SRB 1-5-23
Scott R. Baetens
Assistant Chief of Police

2. How would you rate the overall competency of agency employees?

Excellent – 118 (91%) Good – 11 (9%) Fair – 0 Poor – 0



3. What is your perception of the officers / dispatchers' attitudes and behaviors?

Officers:

Excellent – 123 (98%) Good – 2 (2%) Fair – 0 Poor – 0



Dispatchers:

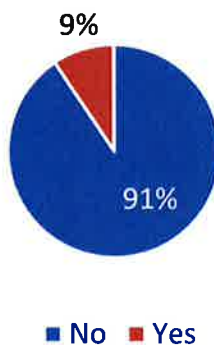
Excellent – 121 (94%) Good – 7 (5%) Fair – 1 (1%) Poor – 0

What is your perception of the
dispatchers attitude and
behavior?



4. Do you have any concerns over safety and security within the City of Novi?
Yes – 12 (9%) No – 116 (91%)

Do you have any concerns over
safety and security within the
City of Novi?



5. How would you rate our ability to determine community concerns?
Excellent – 102 (80%) Good – 19 (27%) Fair – 1 (1%) Poor – 0



Police Comments

Some of the comments received include:

"Very Pleased with our police services and the wonderful officers in our community. Concern about traffic in subdivision" – Michael Riley

"A big thank you to Officer Bergtold. We had a great experience with his service." – Oliver Reik

"We were locked out of our house on a really cold day and an officer helped us out. Thank you so much!" – Sheeba Rufus

"Bottom Line, Officer McGee is a well-trained officer, who knows how to handle difficult situations. I'm grateful to have interfaced with him." – Steve Lionas

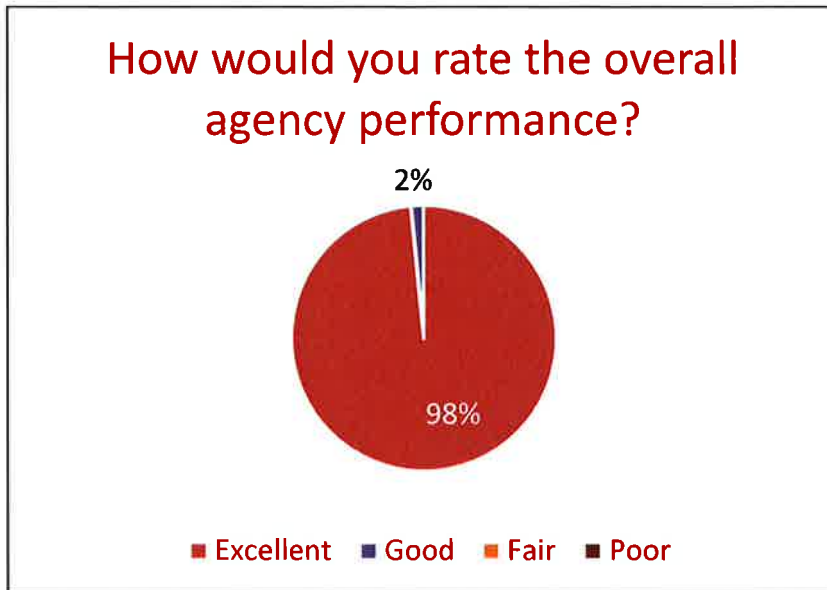
"I've lived in Novi since 1974. The Police Department has always been top notch. Thank you for your dedication and fine work. I always feel safe and appreciate your hard jobs!." – Cathy Lafer

"I had cars passing me and other cars on the turning lane on Haggerty Rd. (between I-96 and Pontiac Trail)" – Todd Grossberg

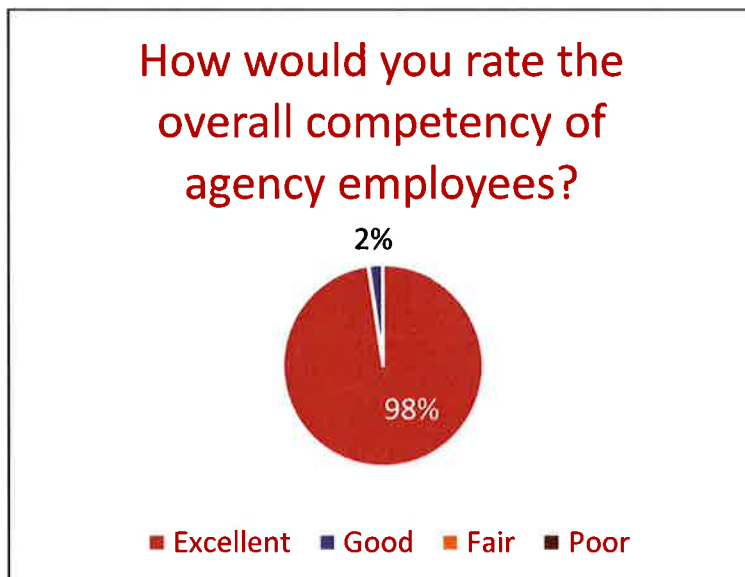
Fire Surveys

Out of the surveys sent, we received 131 responses back. The results of the survey questions were:

1. How would you rate the overall agency performance?
Excellent – 126 (98%) Good – 2 (2%) Fair – 0 Poor – 0



2. How would you rate the overall competency of agency employees?
Excellent – 126 (98%) Good – 3 (2%) Fair – 0 Poor – 0



3. What is your perception of the firefighters / dispatchers' attitudes and behaviors?

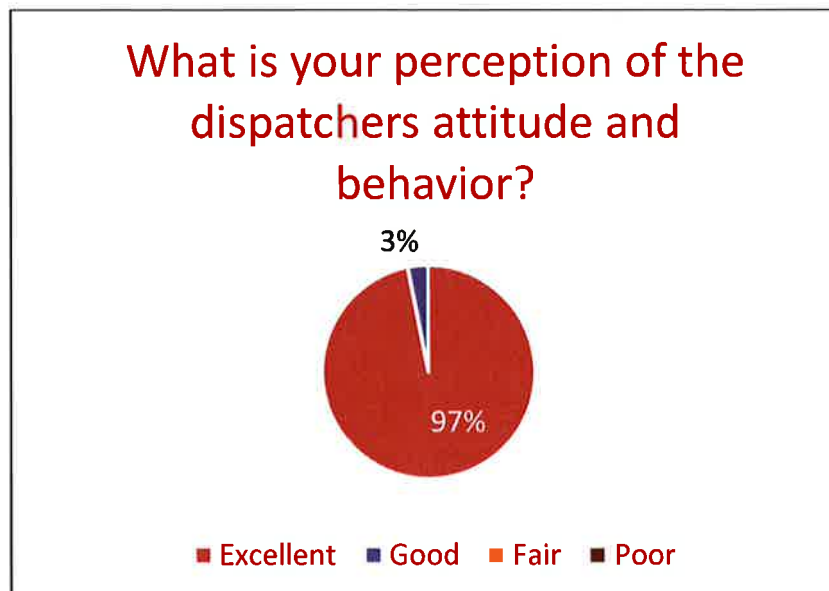
Firefighters:

Excellent – 11 (97%) Good – 3 (3%) Fair – 0 Poor – 0

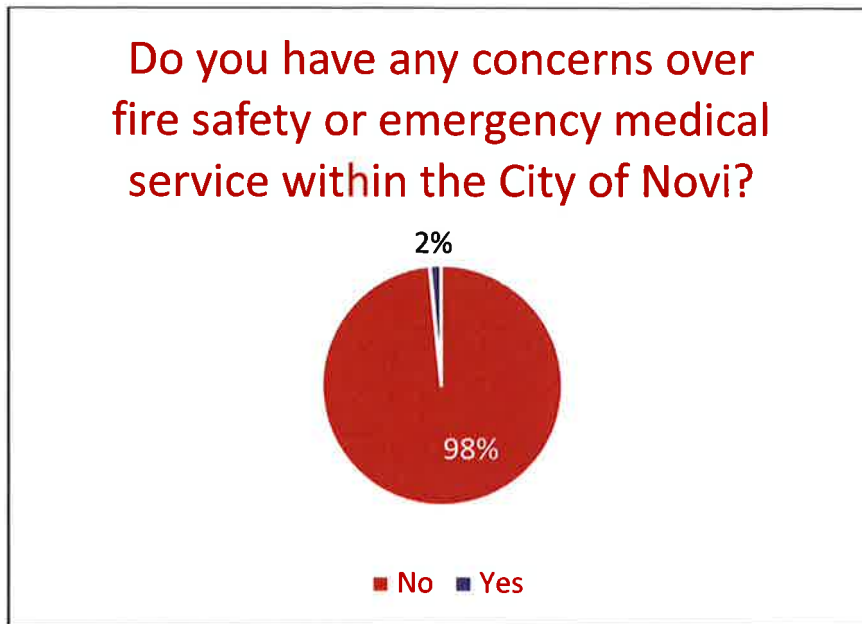


Dispatchers:

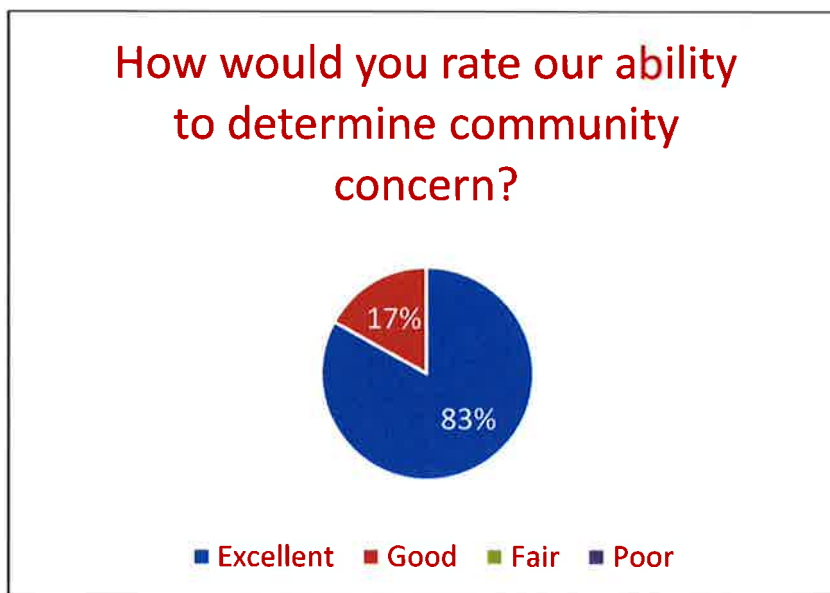
Excellent – 124 (97%) Good – 4 (3%) Fair – 0 Poor – 0



4. Do you have any concerns over fire safety or emergency medical service within the City of Novi?
Yes – 2 (2%) No – 123 (98%)



5. How would you rate our ability to determine community concerns?
Excellent – 103 (83%) Good – 21 (17%) Fair – 0 Poor – 0



Fire Comments

Some of the comments received include:

"They have been here more than I would like, my husband is very ill. The firefighters have treated him very well. Impressive!! Thank you!" – Kathy Fenchel

"I was really impressed with their promptness. Probably less than five minutes? Appropriate information was given me before they took my wife to the hospital." – Phillip Rathbun

"Everyone was professional, and the firefighters were here quickly thanks to dispatch. The firefighters were compassionate and made my husband feel at ease. Great job by everyone!" – Sue Lorence

"Called about a leaky propane tank. Dispatch was fantastic, helpful and they listened to me fully. Fire Dept sent someone out to check. Can't remember his name. He was fantastic as well. Service was fast. Everyone was exceptional." – Matt Conway

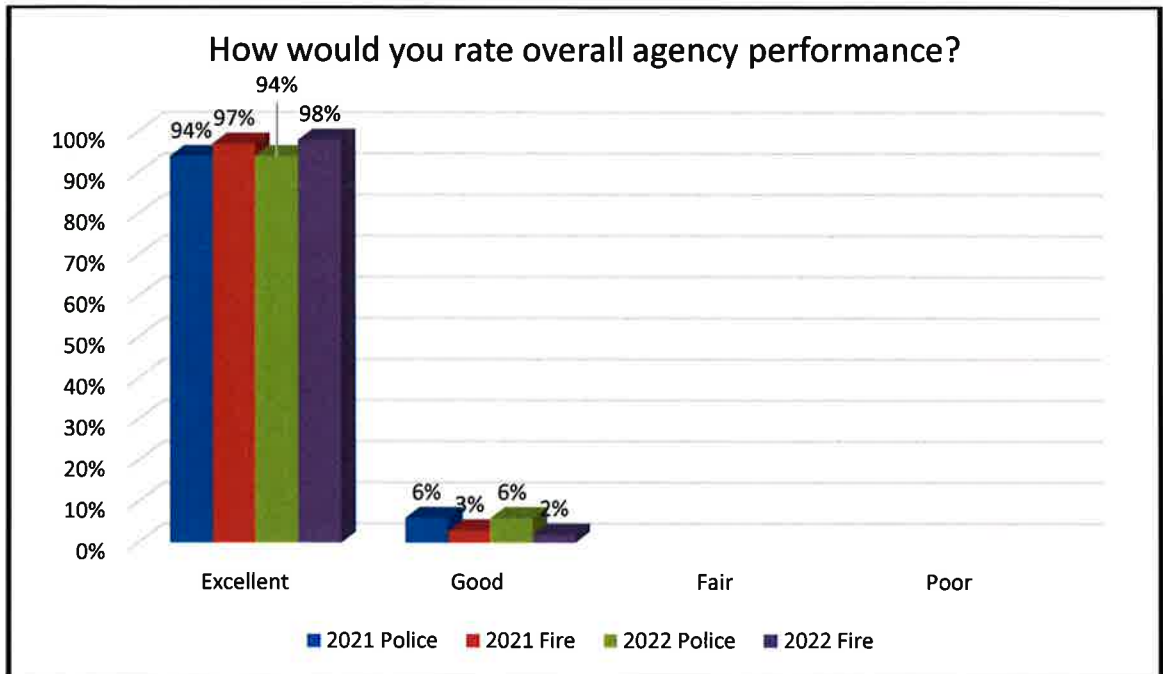
"The firefighters were so kind and considerate. The firefighters worked together to resolve our water tank problem. They assured us that calling them was the best decision." – Carolyn Brown

"Very professional, competent, and efficient!" – Rosemary Thomas

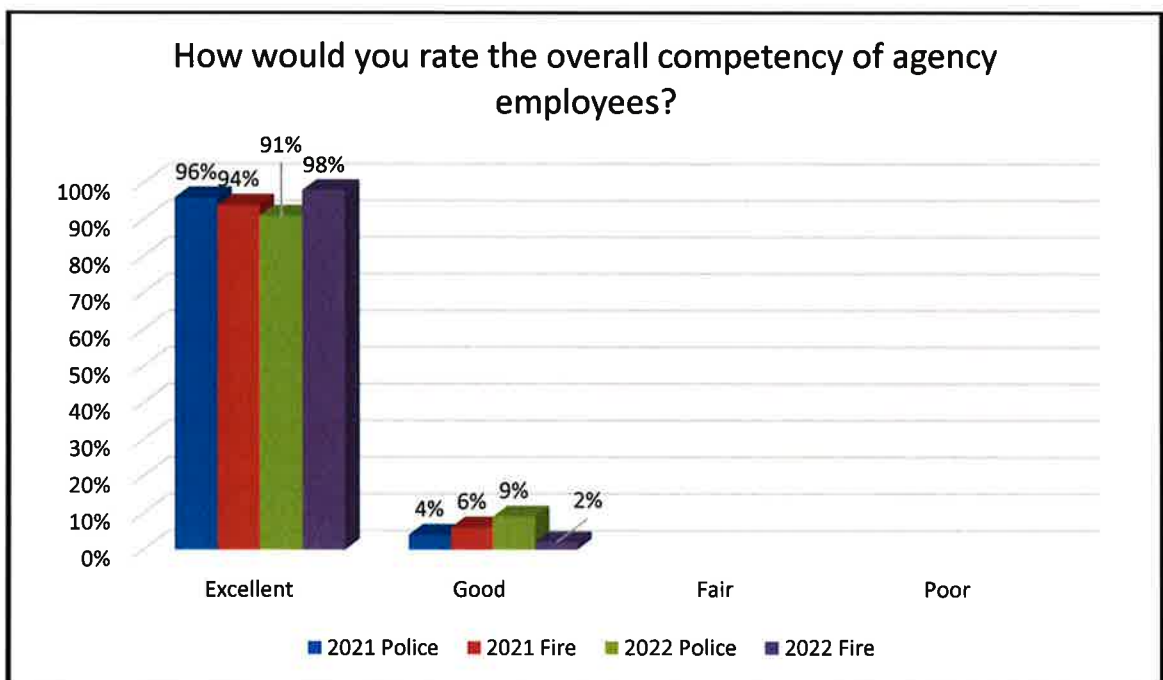
Analysis

In comparing the 2022 and partial 2021 results, we can observe the following trends:

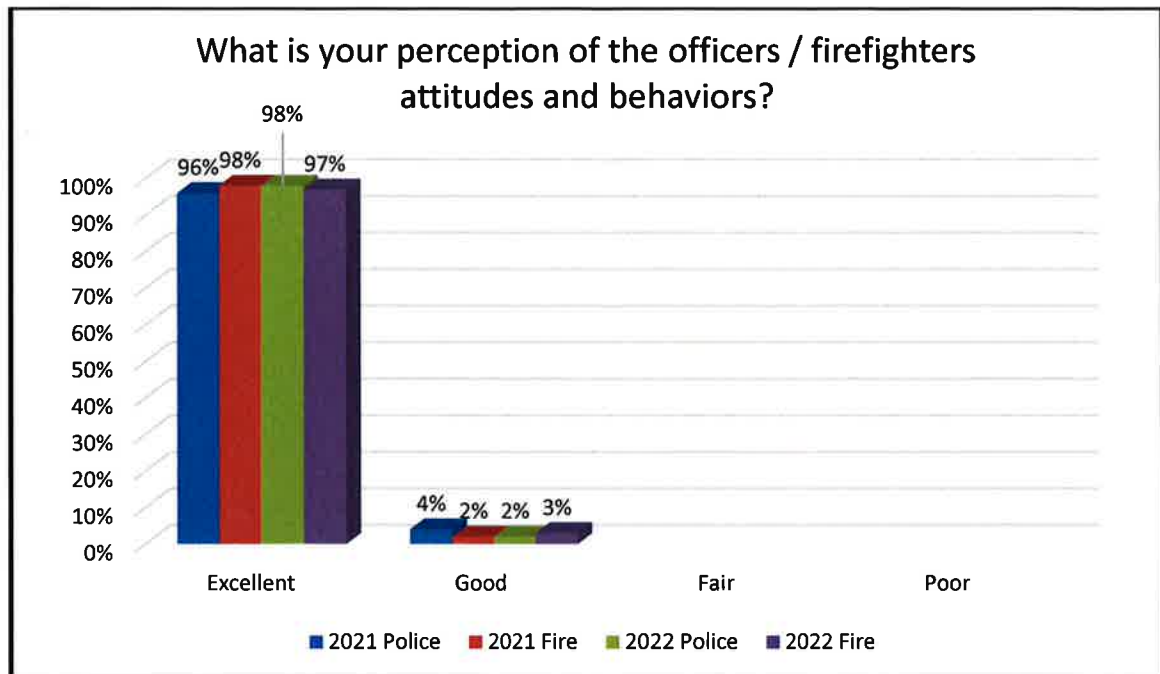
1. How would you rate the overall agency performance?



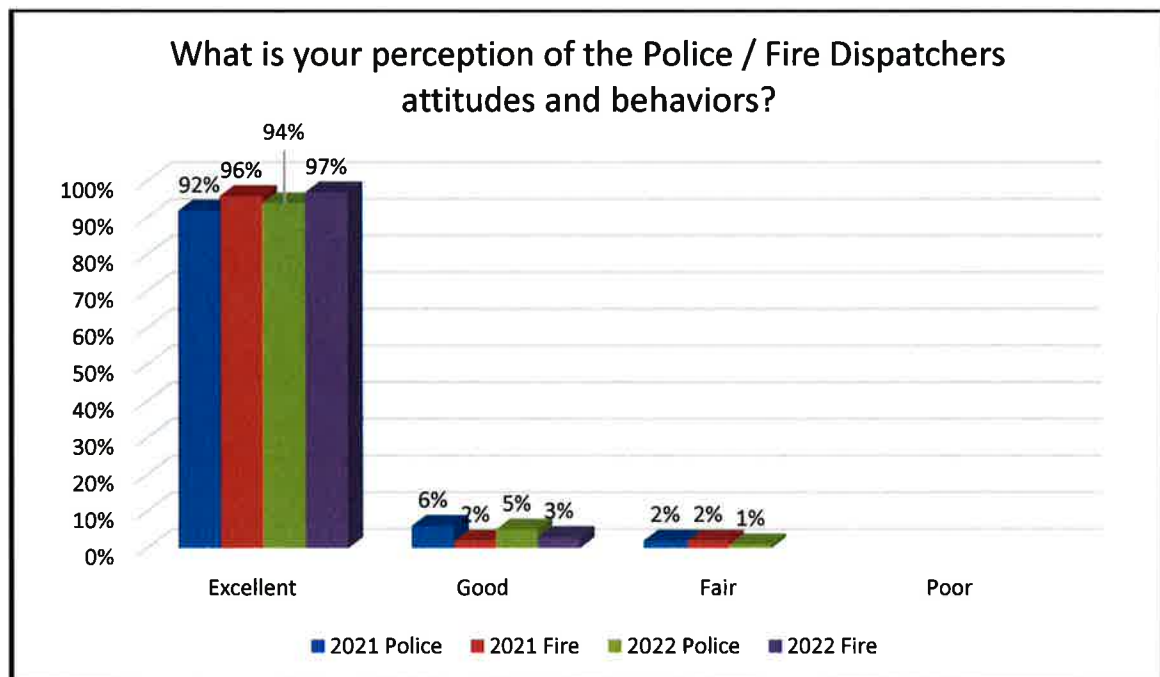
2. How would you rate the overall competency of agency employees?



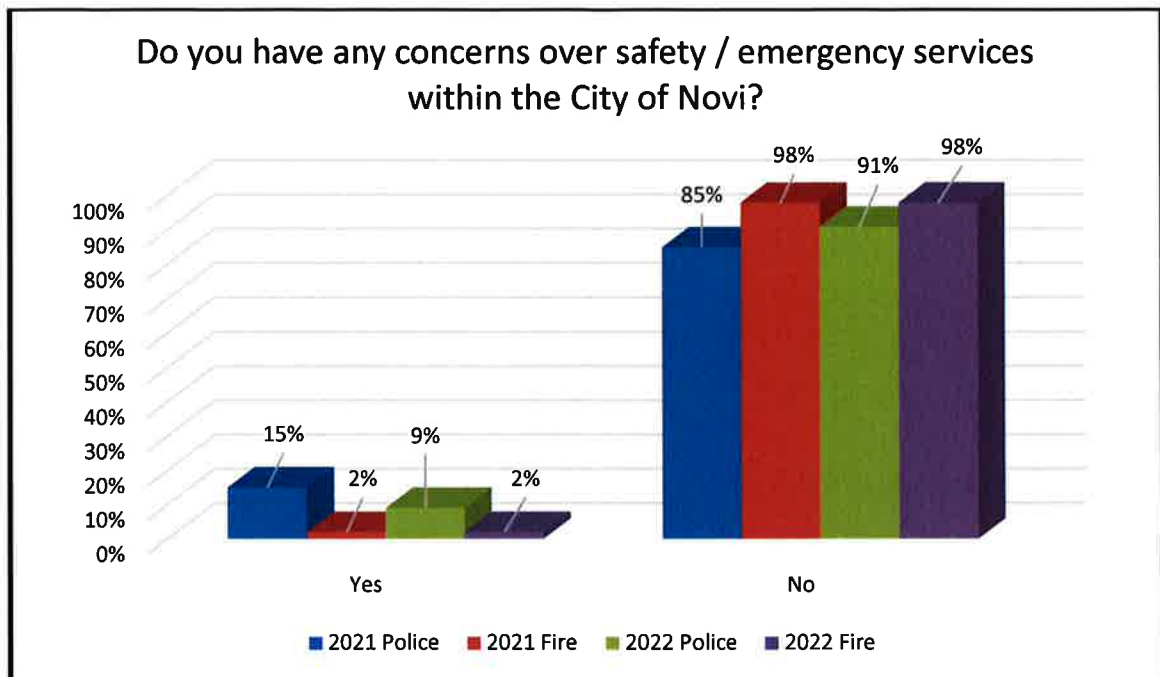
3. What is your perception of the officers / firefighters' attitudes and behaviors?



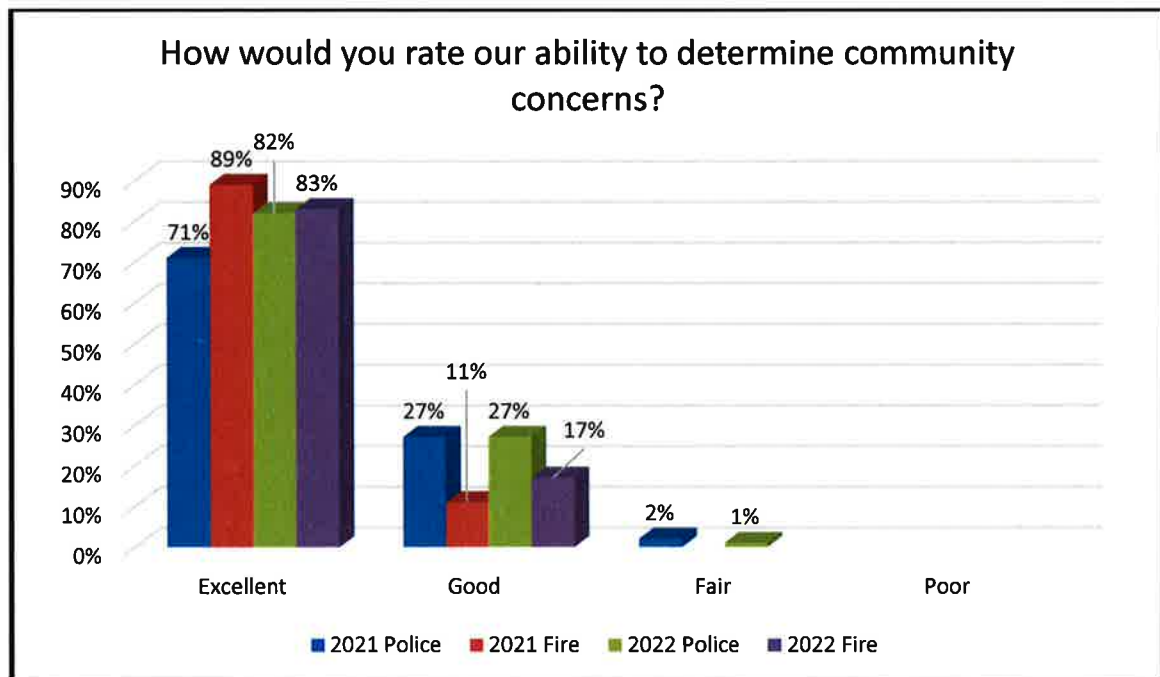
4. What is your perception of the Police / Fire Dispatchers' attitudes and behaviors?



5. Do you have any concerns over safety and emergency services within the City of Novi?



6. How would you rate our ability to determine community concerns?



A review of the data shows that both police and fire contacts with the public have been overwhelmingly positive, achieving nearly 100% satisfaction with our work, our attitudes and our ability to protect the public. In addition, the comment cards have been invaluable in addressing any additional concerns the complainant may have had as well as an excellent vehicle to obtain positive feedback about our officers and firefighters. I see nothing that gives me concern or reason to feel the program has not been beneficial. I also see no deficiencies in our overall officer performance that needs to be addressed on a department wide scale.

Recommendations

I recommend that we continue the comment card program as a means to gauge community satisfaction with our employees and department efforts. I further recommend that we continue to closely monitor the comments and concerns that these cards unveil and address them accordingly to include calling back the survey taker to address their concerns personally in accordance with our Department values.