

2023

COMMUNITY SATISFACTION SURVEY

Wilton Manors Police
Department

Website: wmpd.org

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MESSAGE FROM THE CHIEF

On behalf of the professionals of the Wilton Manors Police Department (WMPD), I would like to thank our Island City residents for participating in the 2023 Community Satisfaction Survey. Our Mission is to Police with a Passion for our Profession, and With Compassion for Those we Serve, and this survey is a continued step in measuring our efforts in support of this mission. We fully understand community/police partnerships are essential to promoting positive public safety, and together we can continue working toward making our Island City a safe space for everyone. This partnership relies on the members of our community to provide feedback to measure success, and identify areas of opportunity in our endeavor to meet and exceed your expectations.

As we move into 2024, we will continue to be laser focused on our vision, "The professionals of the Wilton Manors Police Department, through quality training initiatives, innovative techniques, and proactive partnerships with our community will endeavor to be the pinnacle of our law enforcement profession". Through this vision we will strive to ensure "Life's Just Better Here" for you.

We look forward to serving you with pride in service with integrity.



"We fully understand community/police partnerships are essential to promoting positive public safety, and together we can continue working toward making our Island City a safe space for everyone."



ACCREDITATION

The WMPD has been accredited by the Commission for Florida Law Enforcement Accreditation since 2010. An Accreditation program has long been recognized as a means of maintaining the highest standard of professionalism. Indeed, it is a form of “best practices” that acts to protect both the police officers and the citizenship they are sworn to protect. Accreditation has proven to give a high return on investment because it protects taxpayer dollars by providing the most efficient use of staffing and equipment through the adoption and use of these “best practices.” A Police Department which attains such designation is the functional equivalent to a Doctor or a Lawyer being “Board Certified” and it means that we meet or exceed the highest standards of our respective professions. In addition, Accreditation helps in our recruiting efforts as the best police candidates are drawn to the best Police Departments. Finally, those Police Departments which are accredited tend to have a higher success rate in securing Grant Awards because of the status that comes with being accredited.

“Accreditation is the gold standard of our law enforcement profession, and in our endeavor to become the pinnacle of our profession, it is imperative we continue meeting and exceeding the standards of the Commission for Florida Law Enforcement Accreditation”, stated Chief Gary Blocker. “Accreditation is a living component of our police department, and I thank the members of our organization who continue making accreditation their priority.”

ACCREDITATION - BENEFITS TO THE COMMUNITY

- Enhanced ability to prevent crime
- Increased community understanding of law enforcement functions
- Satisfaction with police contacts
- Citizen confidence in the policies and practices of the agency is increased
- Agency commitment to community policing
- Understand expectations of community served
- Community/police collaboration to improve public safety
- Increase community's trust in their public safety provider

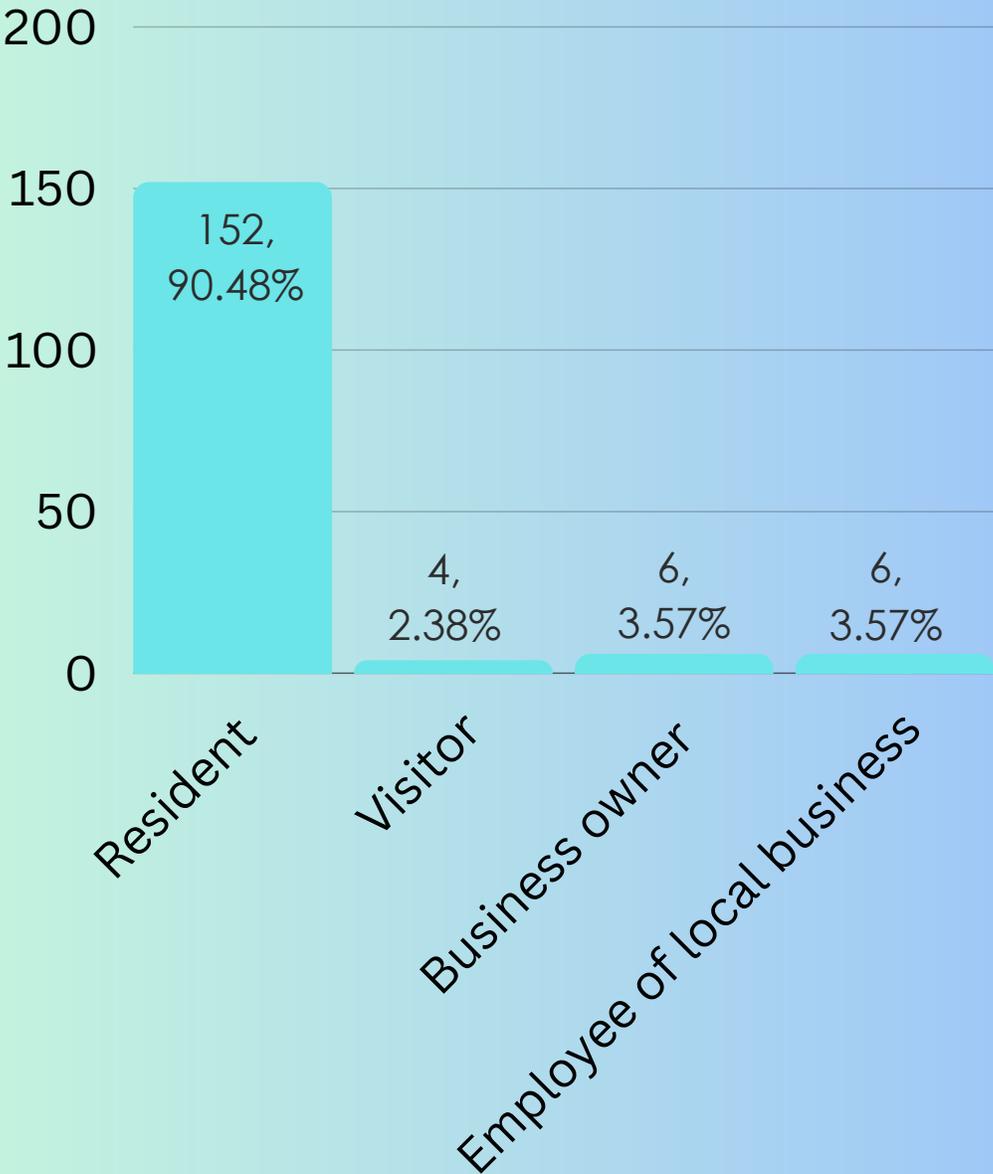
The Wilton Manors Police Department (WMPD) surveyed residents of the City of Wilton Manors between December 1 - 31, 2023. The purpose of the survey was to gauge the overall perceptions and feelings about the Department and the services it provides. It was designed to obtain areas of concern, issues of importance and how Island City residents view the Department. This is the second survey the Department has conducted independently, and the survey will be administered every year as part of a longitudinal study of the Department.

Major Findings

- Around 93% of Surveyors feel safe in the city overall.
- Roughly 66% of Surveyors agree that the police presence in their neighborhood is appropriate for their needs.
- About 83% of Surveyors believe the Wilton Manors Police Department prioritizes making relationships with their community.
- 90% of Surveyors feel WMPD officers treat people fairly.
- 61% of Surveyors had contact with a WMPD officer in the last 12 months.
- The WMPD received an average star rating of 3.9.
- 69% of Surveyors agree that the Code Compliance Officers' presence in their neighborhood is appropriate their needs.
- The WMPD Code Compliance Unit received an average star rating of 3.5.
- About 41% of Surveyors had contact with a Code Compliance Officer in the last year.
- The top public safety issues for Surveyors are:
 - Violent Crime
 - Home Burglaries
 - Hate Crimes
 - Vehicle Burglaries
- The top code compliance issues Surveyors believe need the most improvement are:
 - Lack of Code Compliance
 - Bulk Trash
 - Barking/Unleashed Dogs
 - Noise

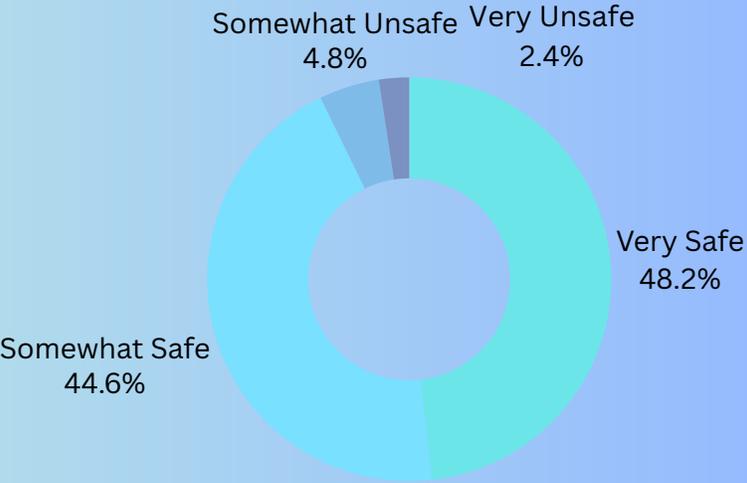
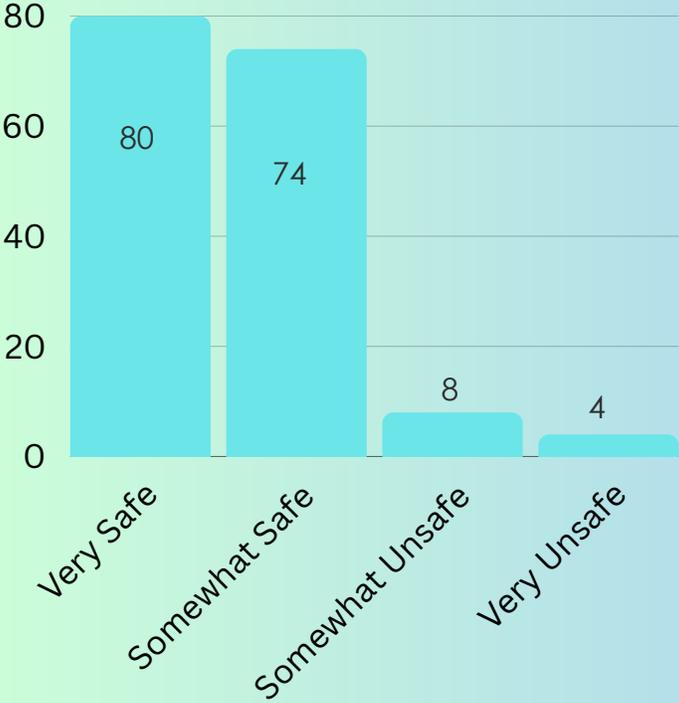
QUESTION 1: PLEASE DESCRIBE YOUR PRIMARY ROLE IN OUR CITY

Surveyors were asked to describe themselves as either a resident, visitor, business owner or employee of a local business. 90% of Survey Takers described themselves as residents, with 152 of 168 answering “resident”.



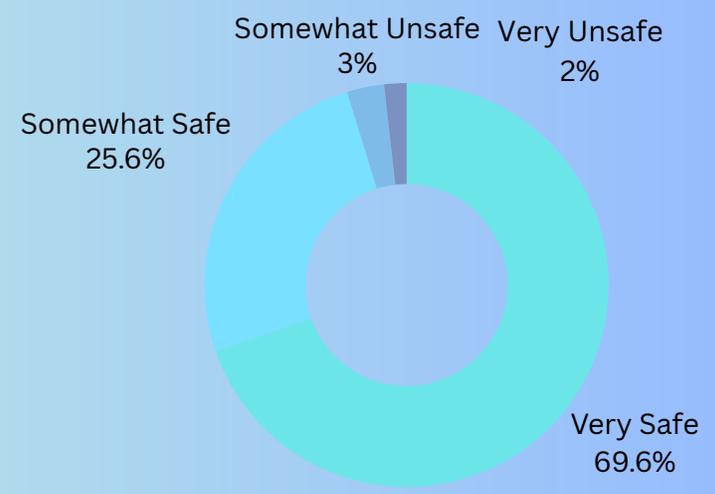
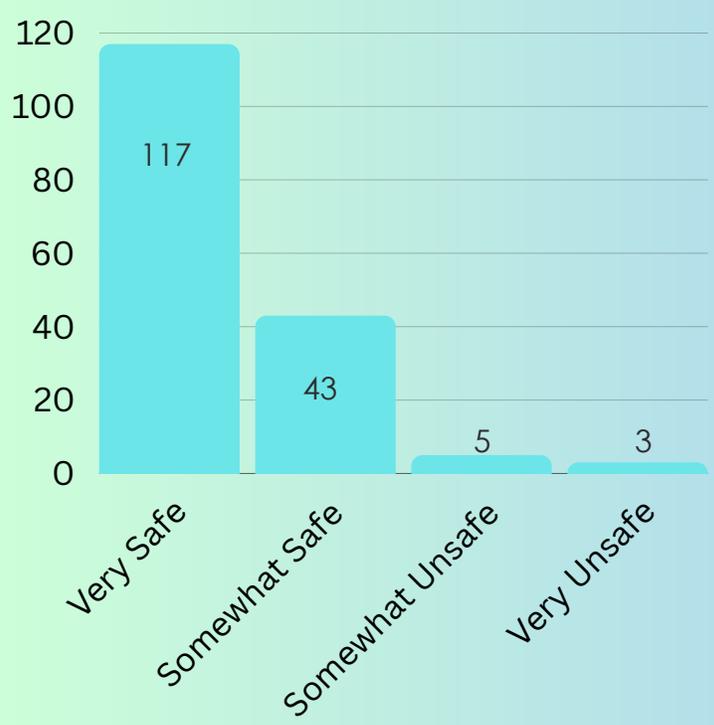
QUESTION 2: HOW SAFE DO YOU FEEL WHILE IN THE CITY OF WILTON MANORS?

Surveyors were asked how safe they consider themselves while in Wilton Manors. Most surveyors reported feeling very or somewhat safe, while a select few reported feeling somewhat or very unsafe.



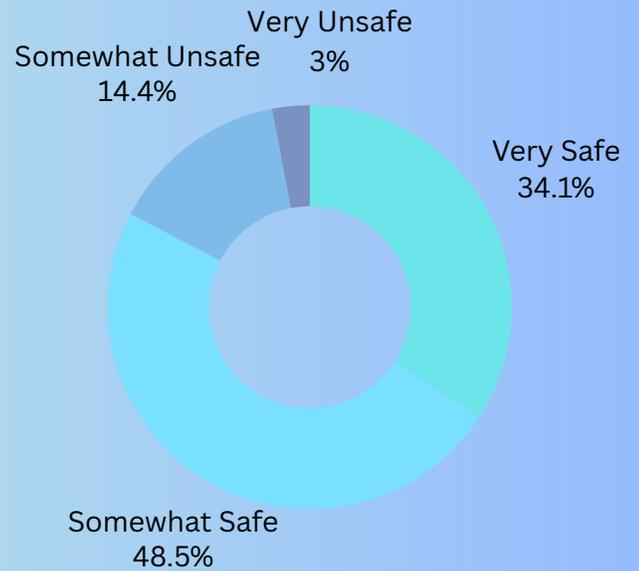
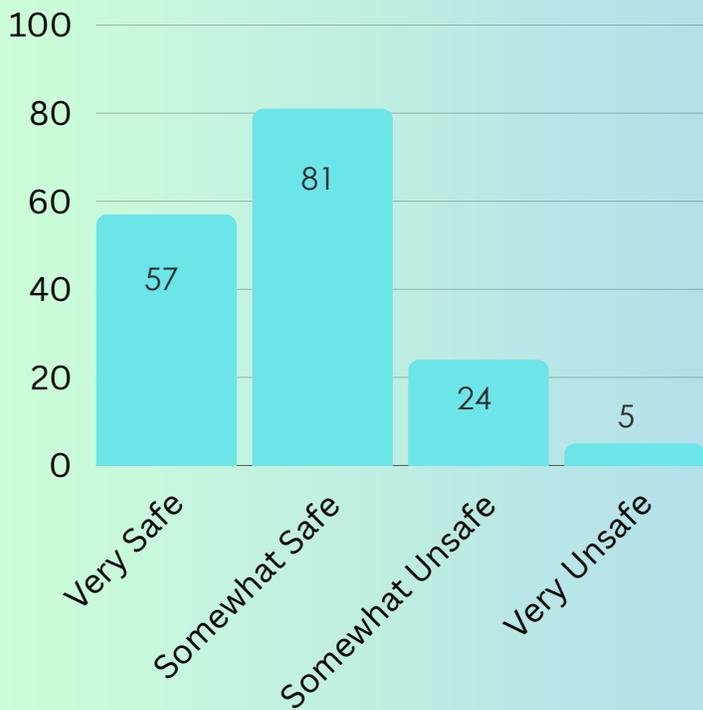
QUESTION 3: HOW SAFE DO YOU FEEL IN OUR CITY DURING THE DAY?

Surveyors were asked how safe they consider themselves during the day in Wilton Manors. Most surveyors reported feeling very safe, while less than 5 reported feeling very unsafe.



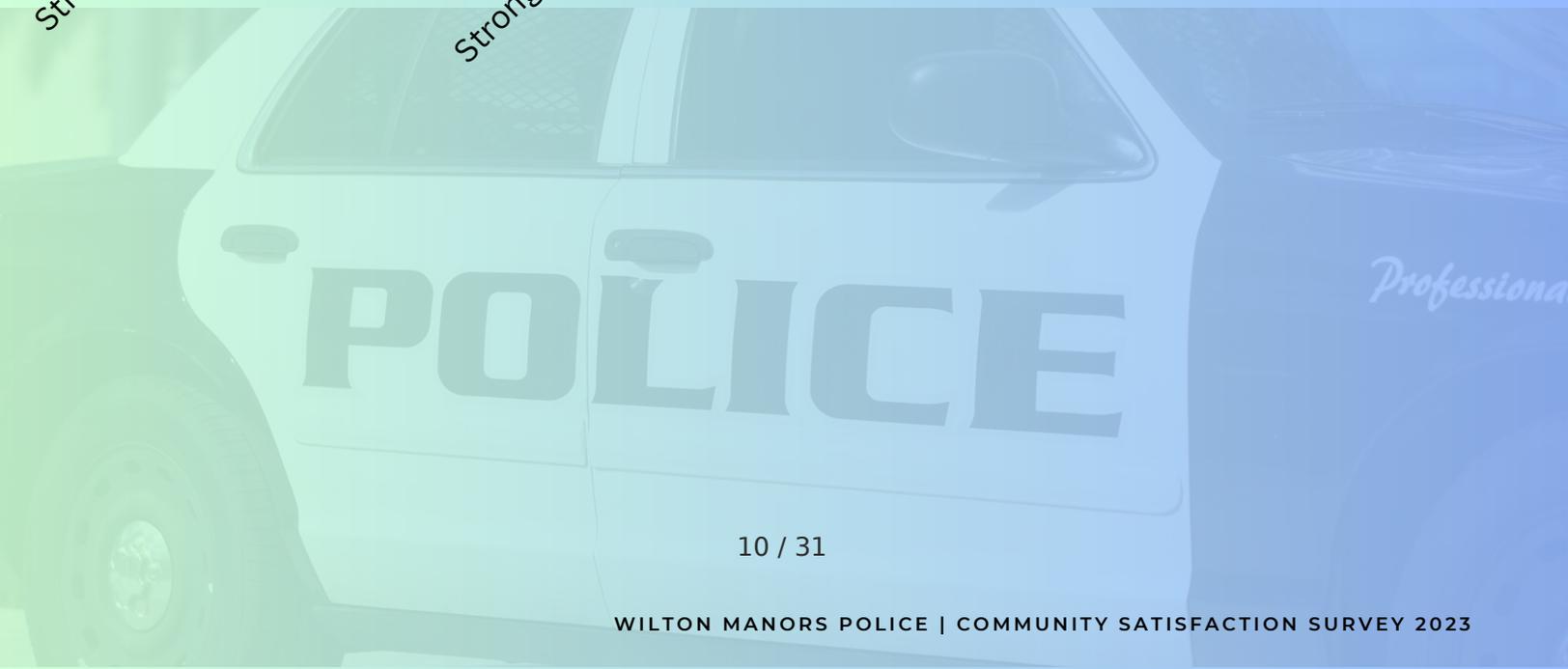
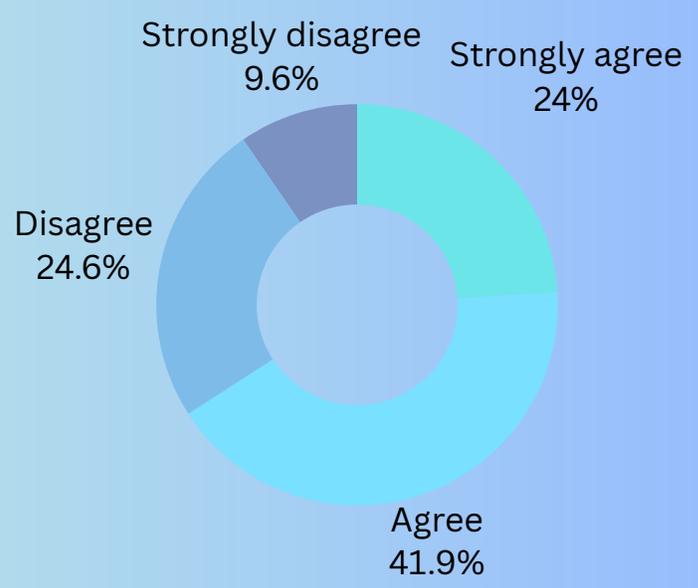
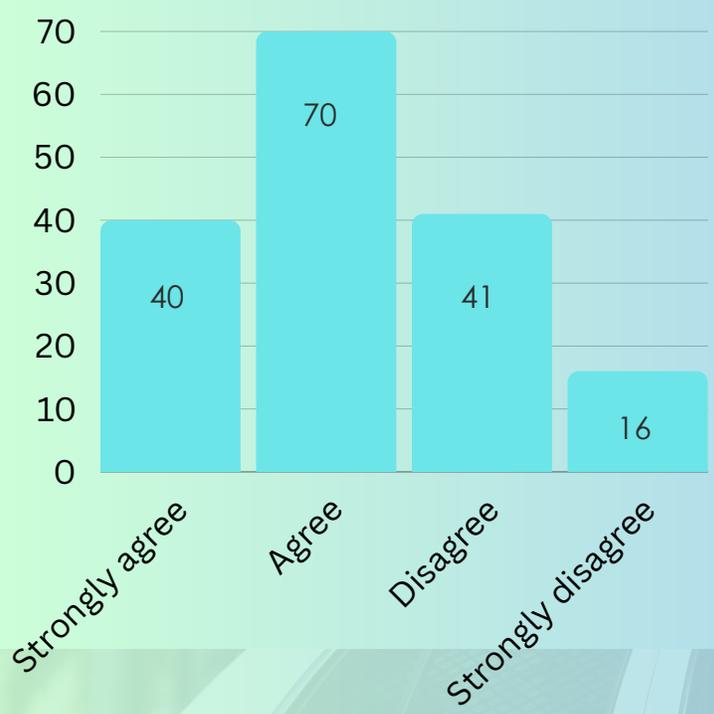
QUESTION 4: HOW SAFE DO YOU FEEL IN OUR CITY DURING NIGHTTIME HOURS?

Surveyors were asked how safe they consider themselves during nighttime hours in Wilton Manors. Most surveyors reported feeling somewhat safe, while a smaller percentage reported feeling somewhat or very unsafe.



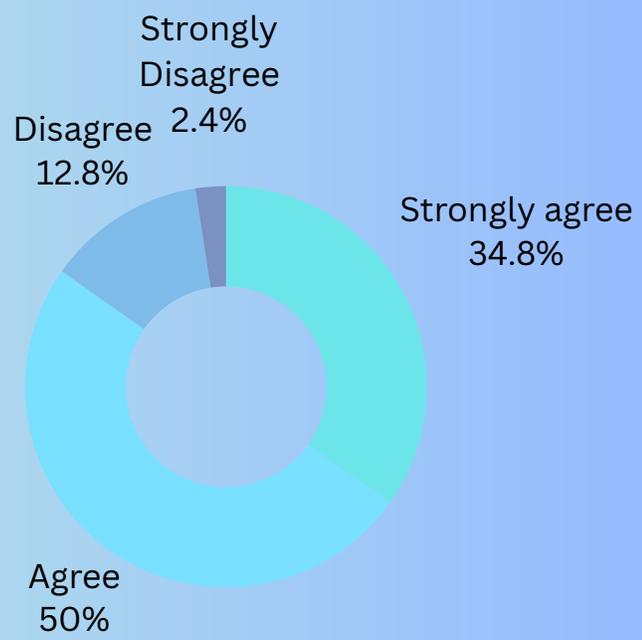
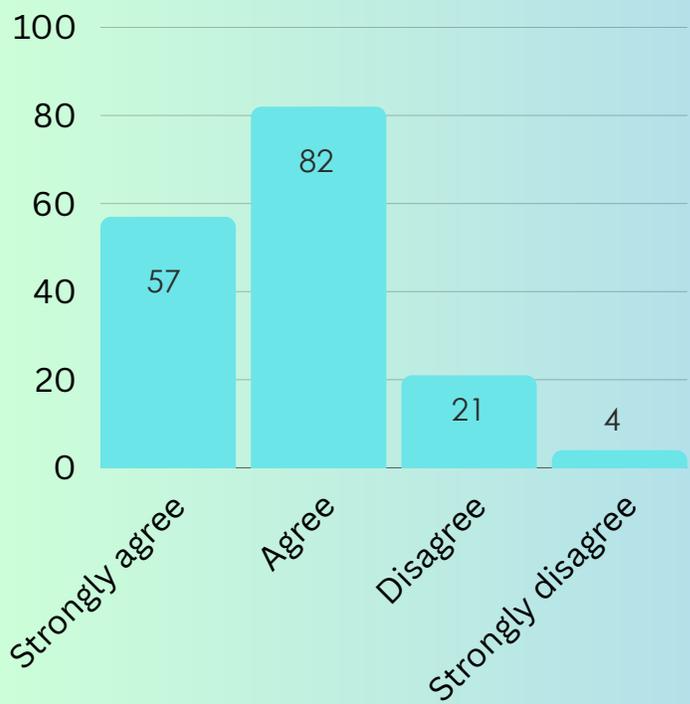
QUESTION 5: THE POLICE PRESENCE IN MY AREA IS APPROPRIATE FOR MY NEEDS

Surveyors were asked to rate the police presence in their area and whether it was appropriate for their specific needs. Most surveyors agreed that the police presence was appropriate for their needs, while about 33% felt the police presence was not up to standard.



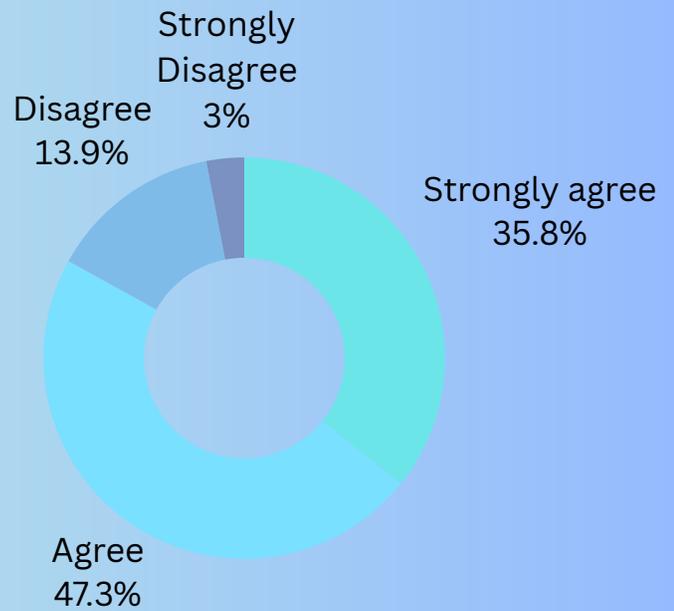
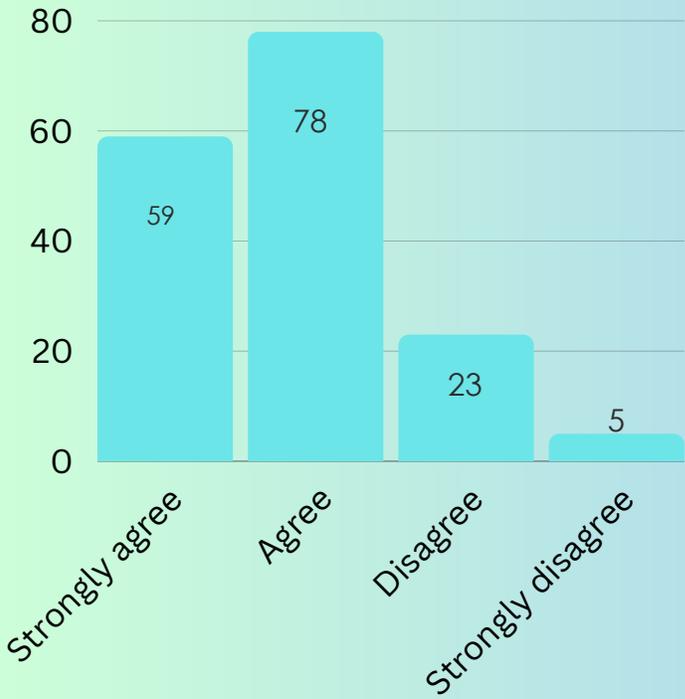
QUESTION 6: THE WMPD PROVIDES TIMELY & USEFUL INFORMATION TO MEMBERS OF THE COMMUNITY (SOCIAL MEDIA, WEBSITE, NEIGHBORHOOD ASSOCIATION MEETINGS, ETC.)

Surveyors were asked if they believe the Wilton Manors Police Department provided information to the community that would be deemed useful and presented in a timely manner. 139 surveyors agreed or strongly agreed. About 15% did not agree.



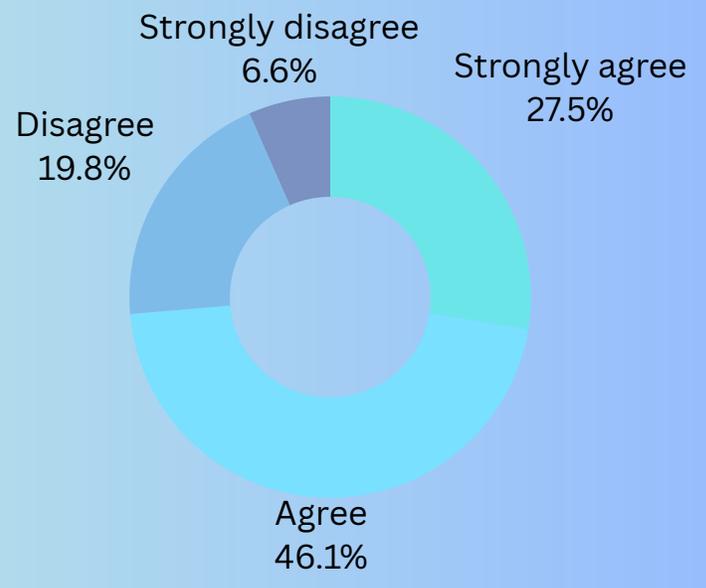
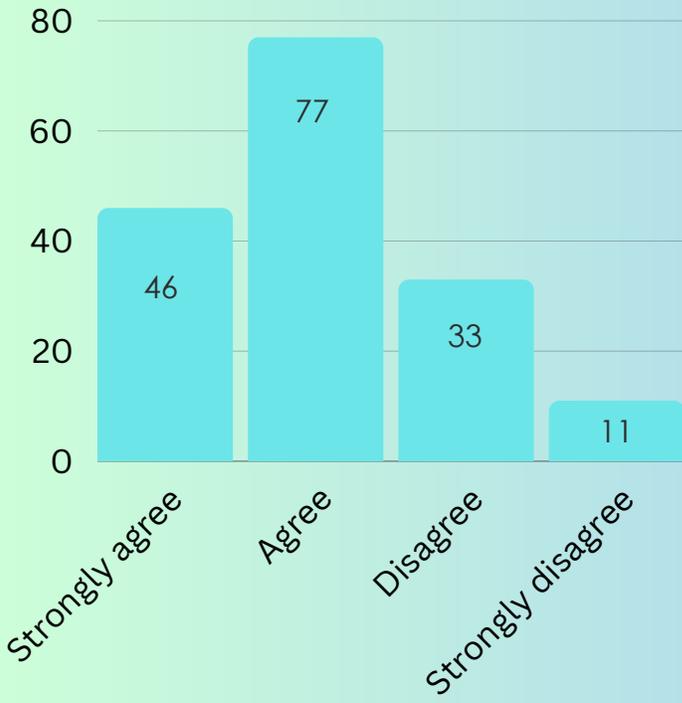
QUESTION 7: THE WMPD MAKES RELATIONSHIPS WITH THEIR COMMUNITY A PRIORITY

Surveyors were asked if they believe the Wilton Manors Police Department prioritized their relationship with the Wilton Manors community. 137 surveyors agreed that this was the case, while roughly 17% did not agree.



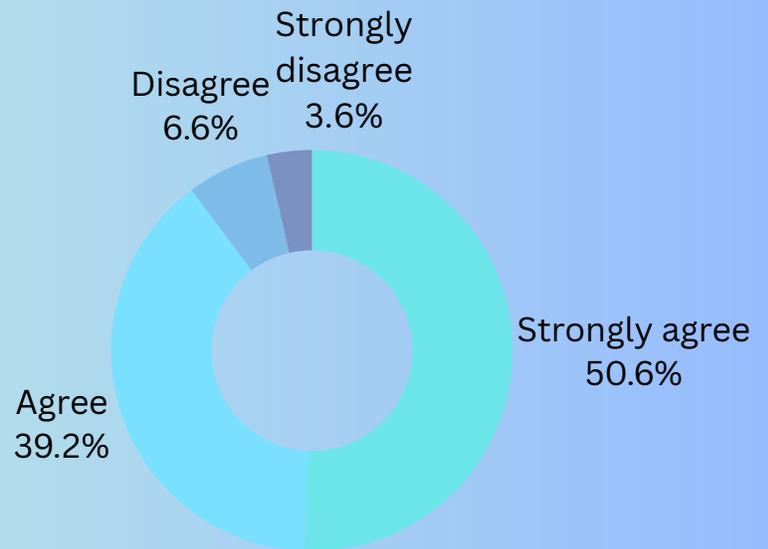
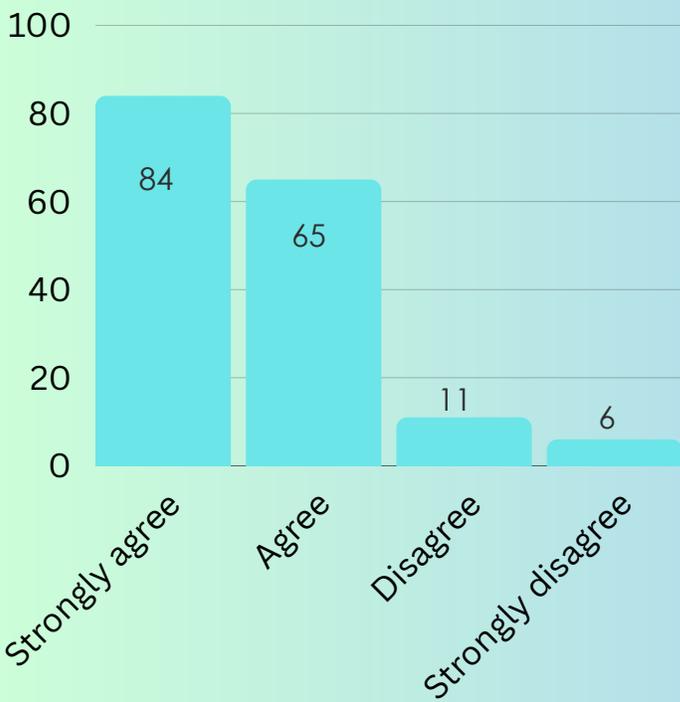
QUESTION 8: THE WMPD PRACTICES COMMUNITY POLICING

Surveyors were asked if they believe the Wilton Manors Police Department practices community policing. A little under half of all surveyors agreed that this was the case, while roughly 27% did not agree.



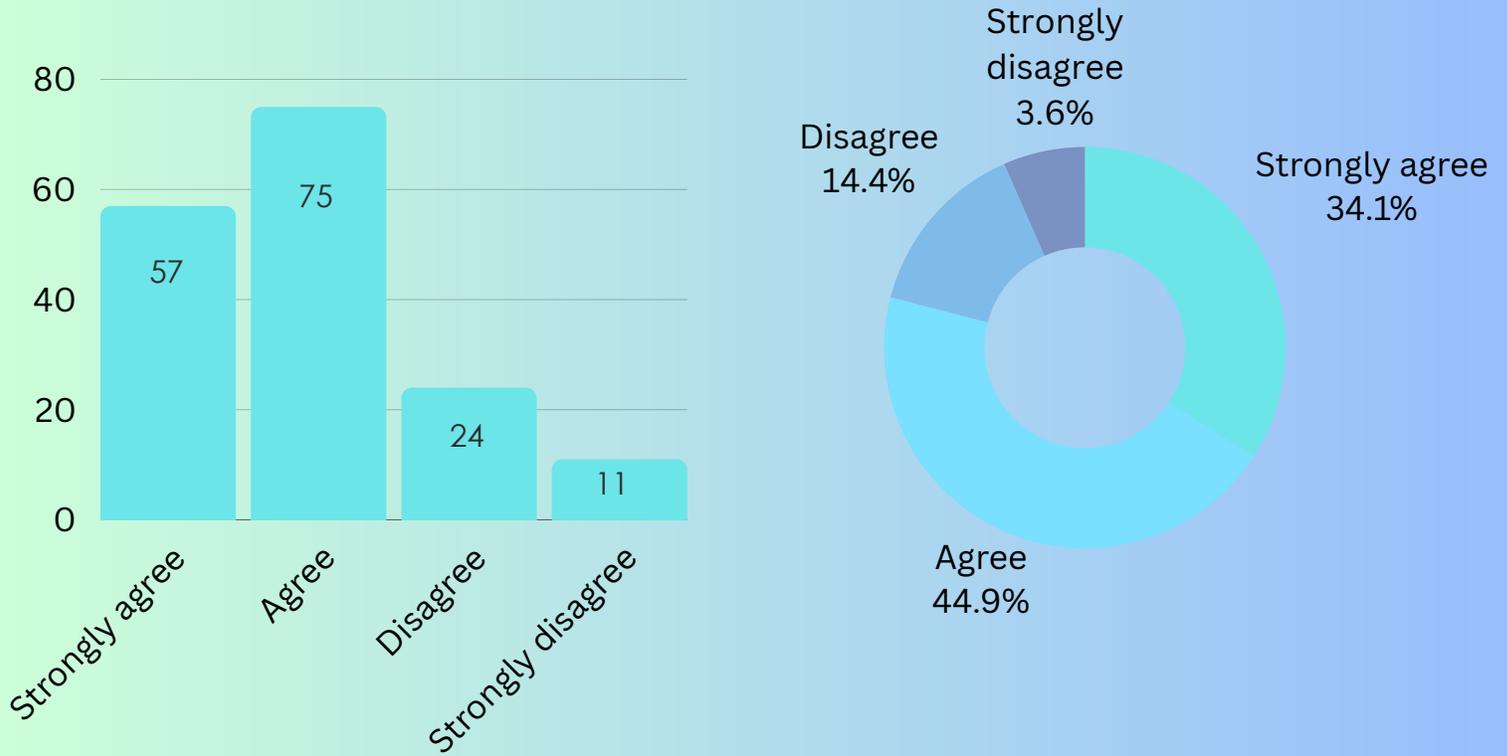
QUESTION 9: WMPD OFFICERS TREAT PEOPLE FAIRLY, AND WITH DIGNITY AND RESPECT.

The question arose whether WMPD officers treated those in the community with respect, fairness and dignity. Roughly 89% of survey takers believed they were being treated fairly by officers, while 11% did not feel the same.



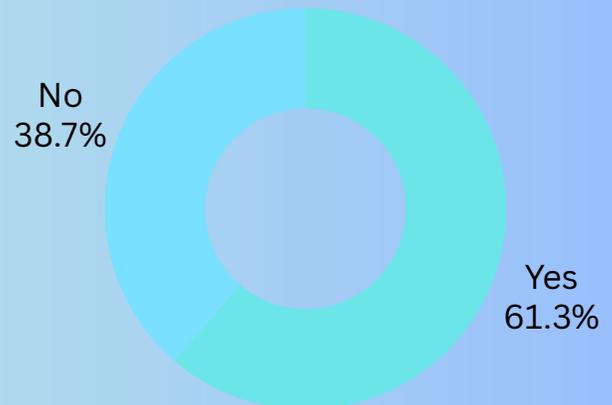
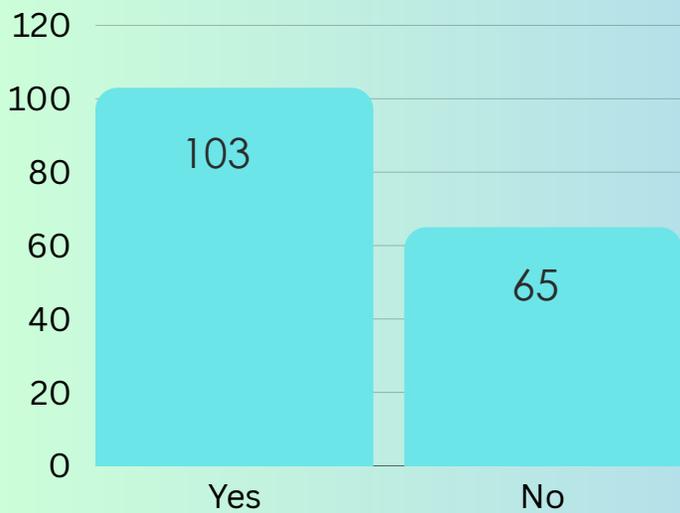
QUESTION 10: HOW SATISFIED ARE YOU WITH THE LAW ENFORCEMENT SERVICES PROVIDED BY THE WMPD?

Surveyors were asked how satisfied they were with the Wilton Manors Police Department. 132 survey takers agreed they were satisfied with the department, whereas 21% were not satisfied.



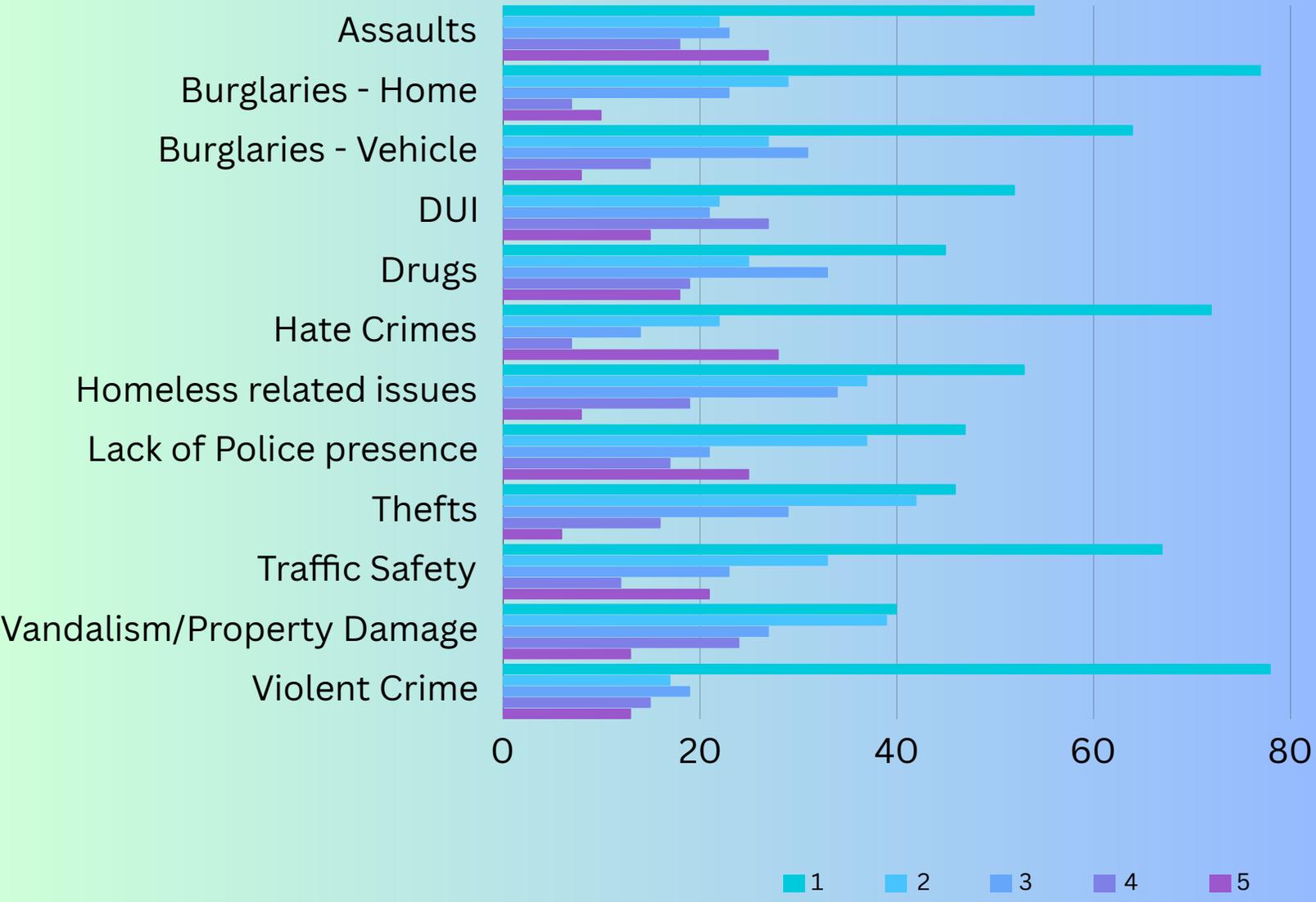
QUESTION 11: HAVE YOU HAD CONTACT WITH A WMPD OFFICER IN THE LAST 12 MONTHS?

Surveyors were asked if they had contact with a Wilton Manors Police Officer in the last year. Out of 168 survey takers, 103 did have contact with a WMPD officer, and 65 did not.



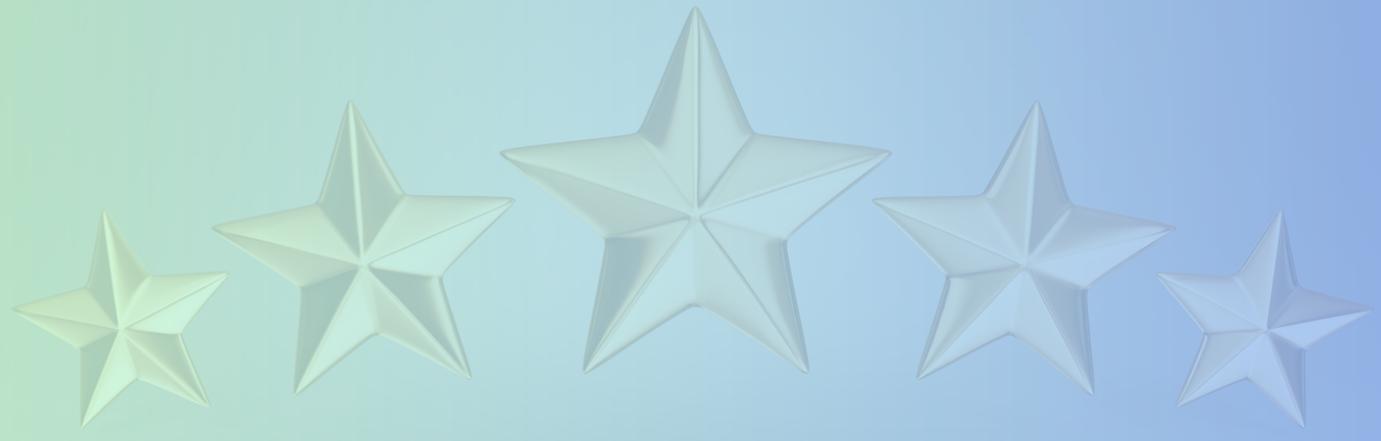
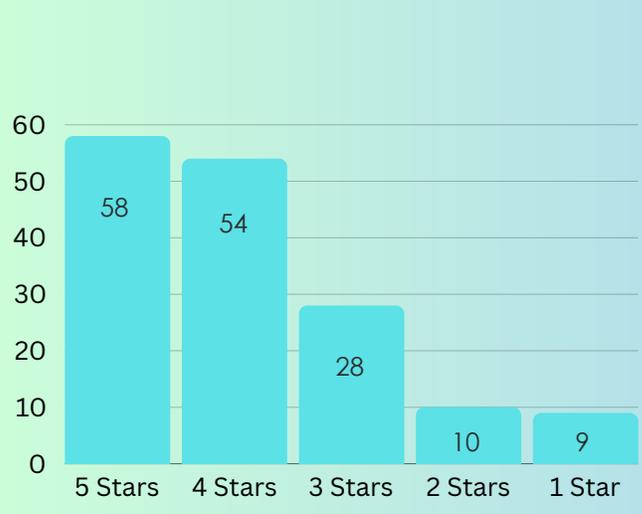
QUESTION 12: RANK YOUR NEIGHBORHOOD/AREA PRIORITIES. SELECT #1 AS THE MOST IMPORTANT PRIORITY TO #5 AS THE LEAST PRIORITY

Surveyors were instructed to rank their neighborhood priorities by checking the boxes made available to them with 1 being the most important and 5 being the least. Over half of survey takers selected violent crime and home burglaries as a top priority for them, followed by hate crimes and vehicle burglaries.



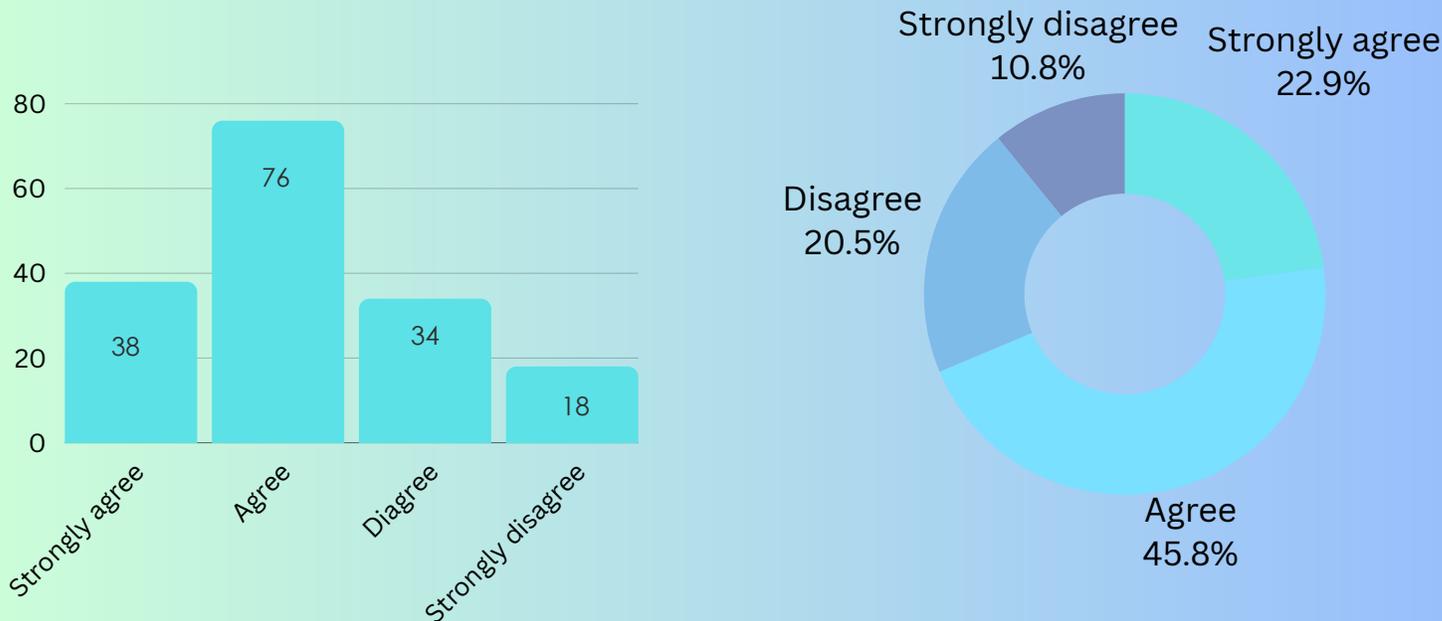
QUESTION 13: PLEASE RATE THE WMPD'S PERFORMANCE (5 STARS = OUTSTANDING; 1 STAR = POOR).

Surveyors were asked to rate the Wilton Manors Police Department with 5 stars being outstanding and 1 star being poor. The WMPD scored an average of **3.9 stars**.



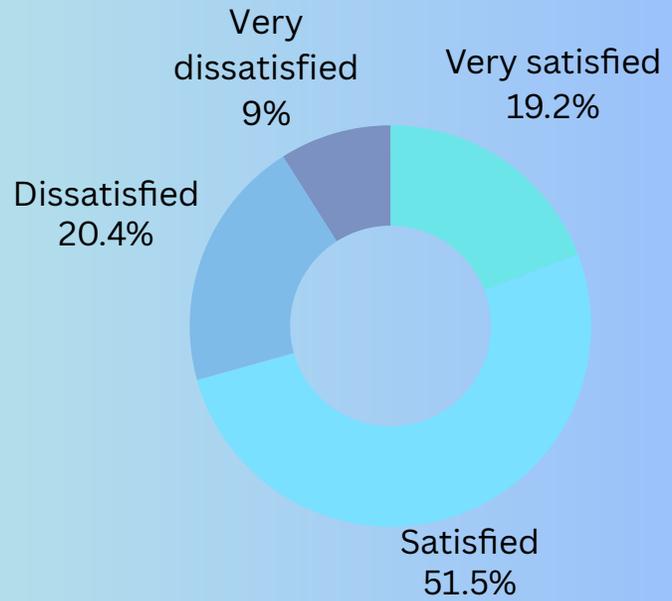
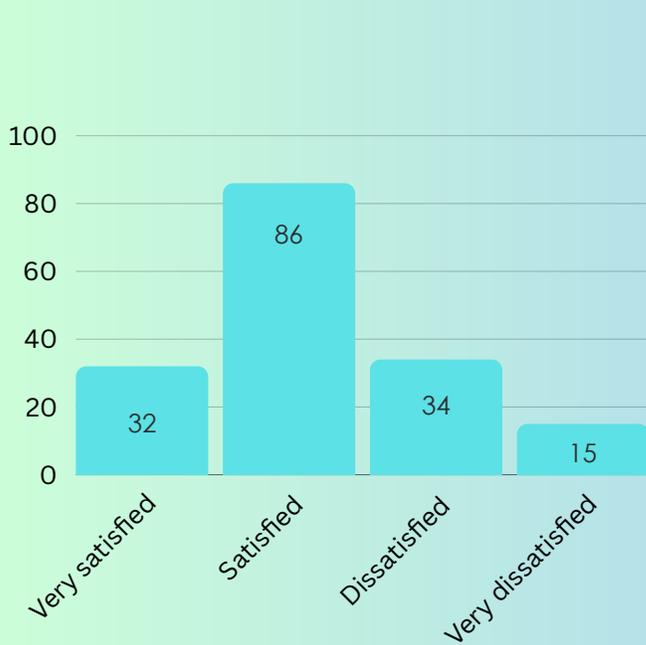
QUESTION 14: THE CODE COMPLIANCE OFFICERS' PRESENCE IN MY NEIGHBORHOOD IS APPROPRIATE FOR MY NEEDS .

Surveyors were asked whether they believe the presence of Code Compliance officers were appropriate for their specific needs. Most surveyors agreed that this was correct, with 114 stating they agree or strongly agree.



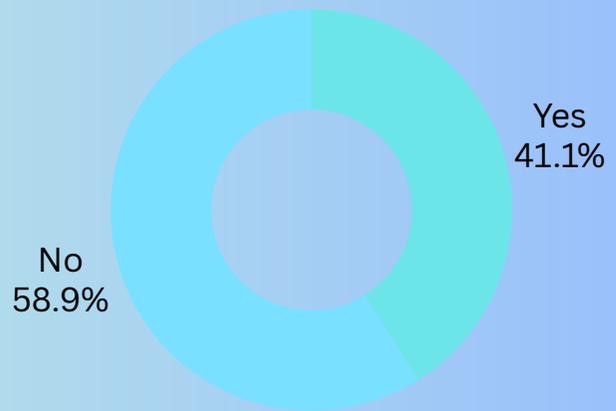
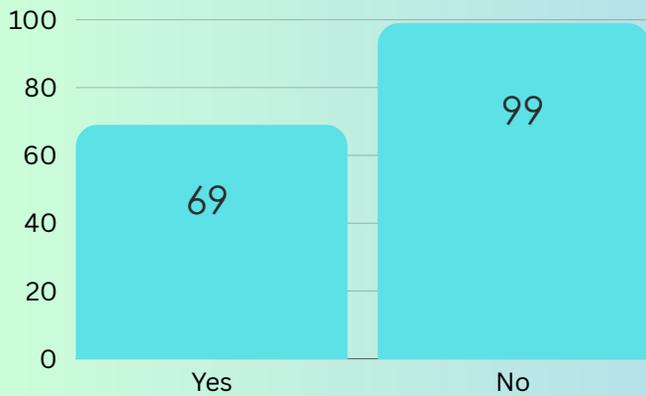
QUESTION 15: HOW SATISFIED ARE YOU WITH CODE COMPLIANCE SERVICES PROVIDED BY THE WMPD?

Surveyors were asked how satisfied they were with Code Compliance services. 118 Survey takers felt either satisfied or very satisfied with these services and 49 expressed they were dissatisfied or very dissatisfied.



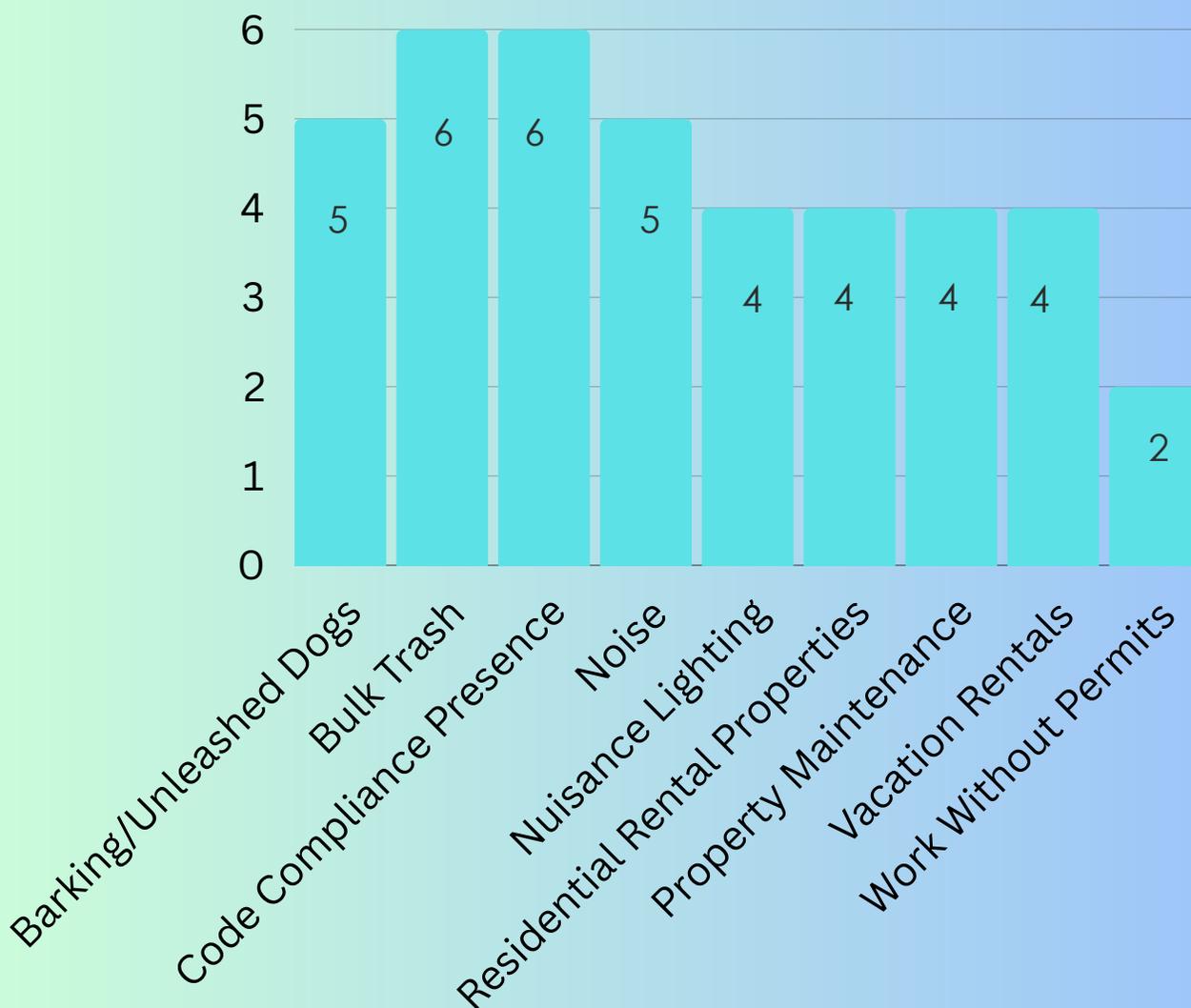
QUESTION 16: HAVE YOU HAD CONTACT WITH A WMPD CODE OFFICER IN THE LAST 12 MONTHS?

Surveyors were asked if they had contact with a Wilton Manors Code Officer in the last year. Out of 168 survey takers, 41% did have contact with a WMPD Code Officer, and 59% did not.



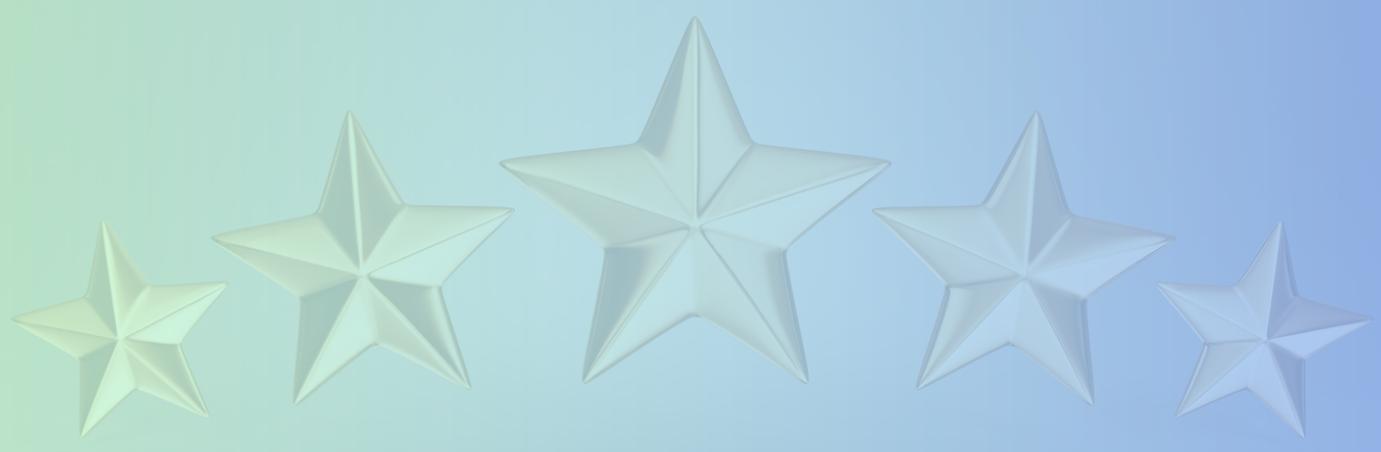
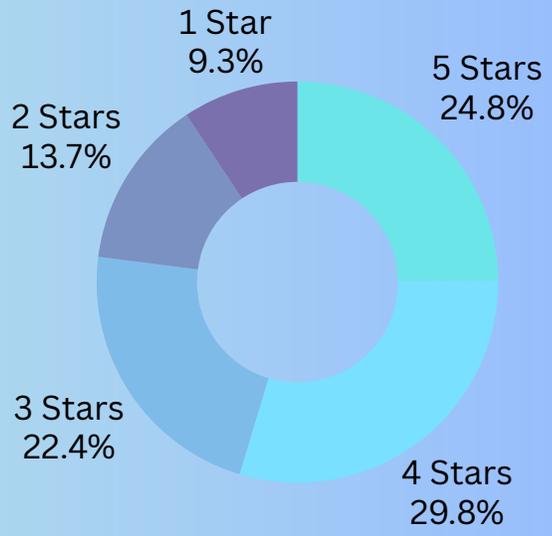
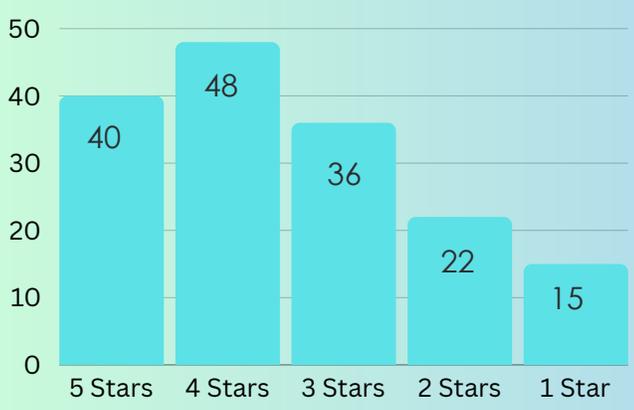
QUESTION 17: TELL US ABOUT CODE CONCERNS IN YOUR AREA BY CHECKING ALL BOXES OF INTEREST TO YOU. SELECT ALL THAT APPLY.

Surveyors were instructed to express their neighborhood/area code concerns by checking the boxes made available to them. The categories with the highest score indicated areas that needed the most improvement. According to surveyors, bulk trash and code compliance presence were the top two areas that needed the most improvement, whereas work without permits needed the least improvement.



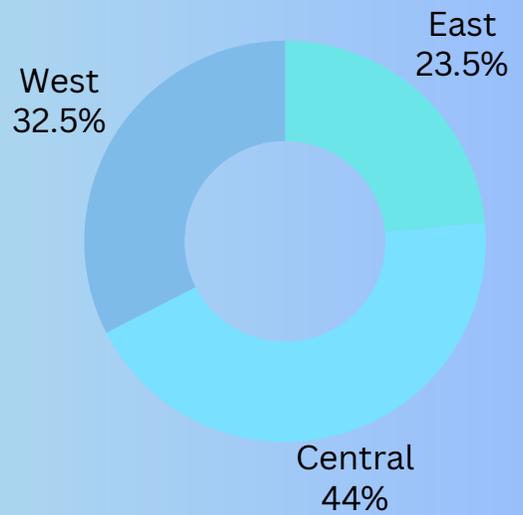
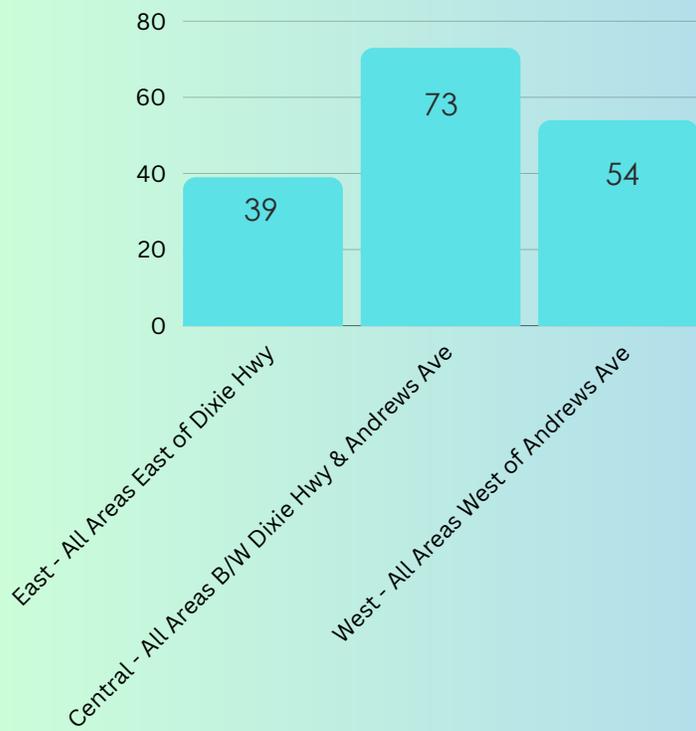
QUESTION 18: PLEASE RATE THE WMPD CODE COMPLIANCE UNIT (5 = OUTSTANDING; 1 = POOR).

Surveyors were asked to rate the Wilton Manors Code Compliance Department with 5 stars being outstanding and 1 star being poor. The Code Compliance unit received an average rating of **3.5 stars**.



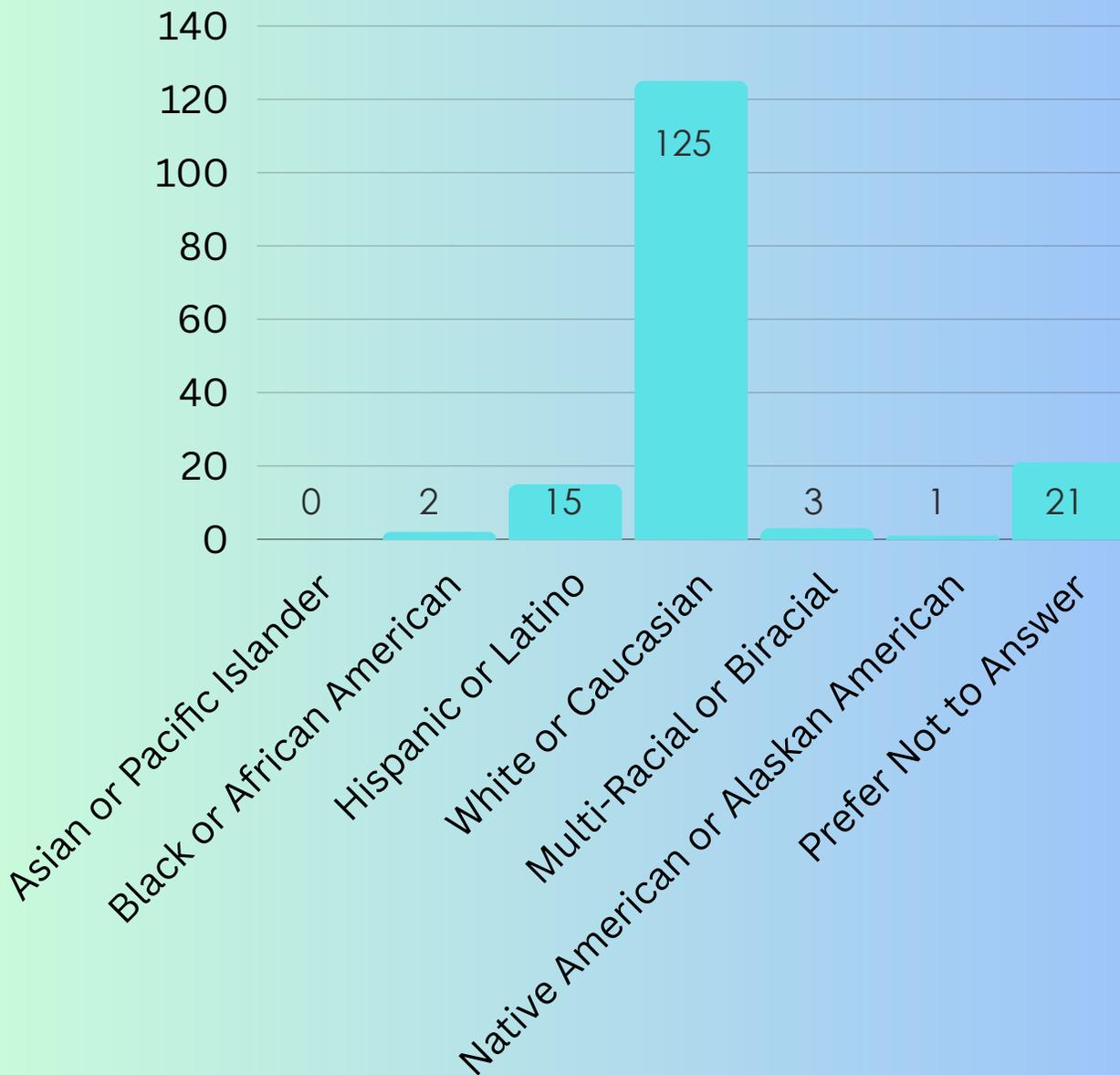
QUESTION 19: CHOOSE YOUR NEIGHBORHOOD/AREA.

Surveyors were instructed to choose the neighborhood zone they reside in. With the central area being the biggest zone, most surveyors selected this as their neighborhood.



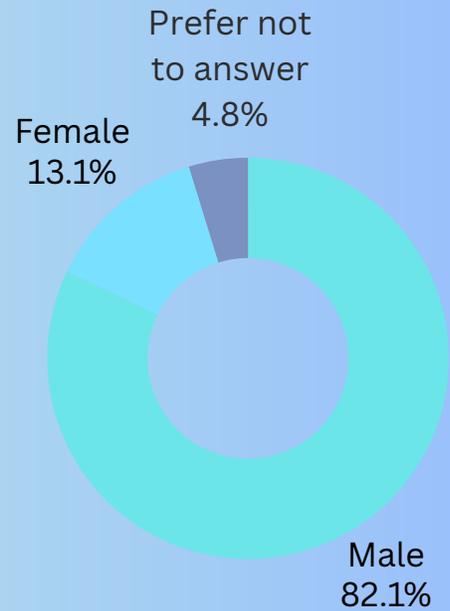
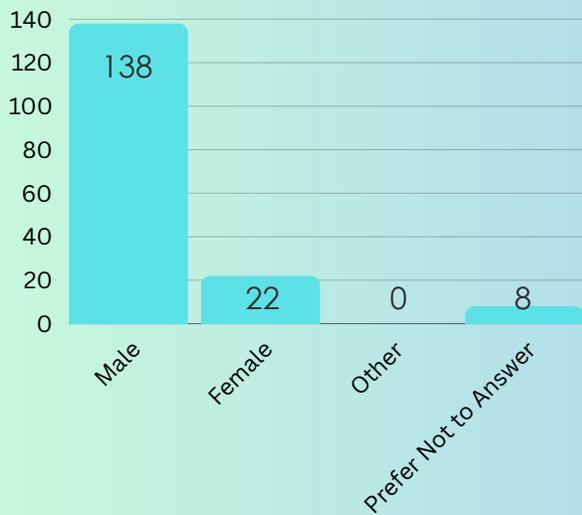
QUESTION 20: THE PERSON COMPLETING THIS SURVEY IDENTIFIES AS...

Surveyors were instructed to choose the ethnicity they identify as. Most survey takers identified as White or Caucasian, followed by Hispanic or Latino.



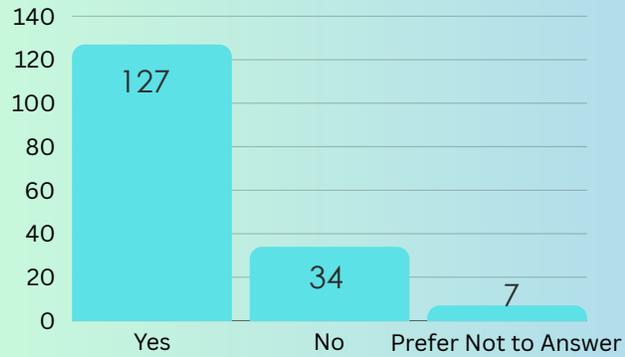
QUESTION 21: THE PERSON COMPLETING THIS SURVEY IDENTIFIES AS...

Surveyors were instructed to choose the gender they identify as. Most survey takers identified as male.



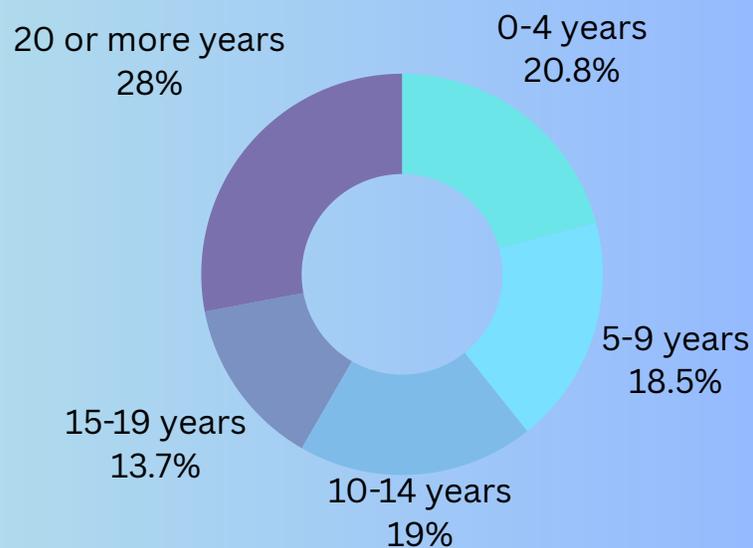
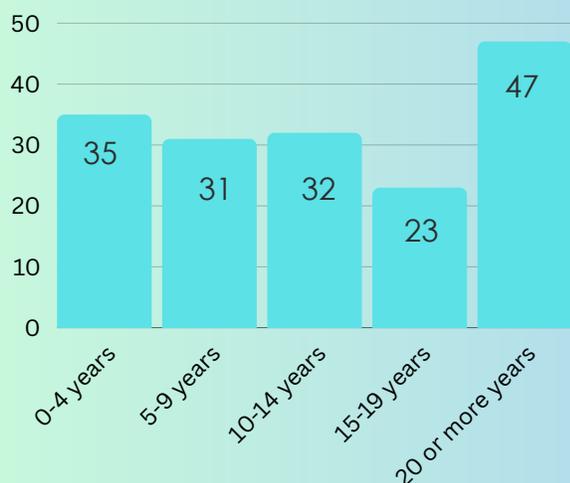
QUESTION 22: ARE YOU A MEMBER OF THE LGBTQ+ COMMUNITY?

Surveyors were asked if they were a member of the LGBTQ+ Community. 76% of surveyors answered yes, 20% answered no and 4% preferred not to answer.



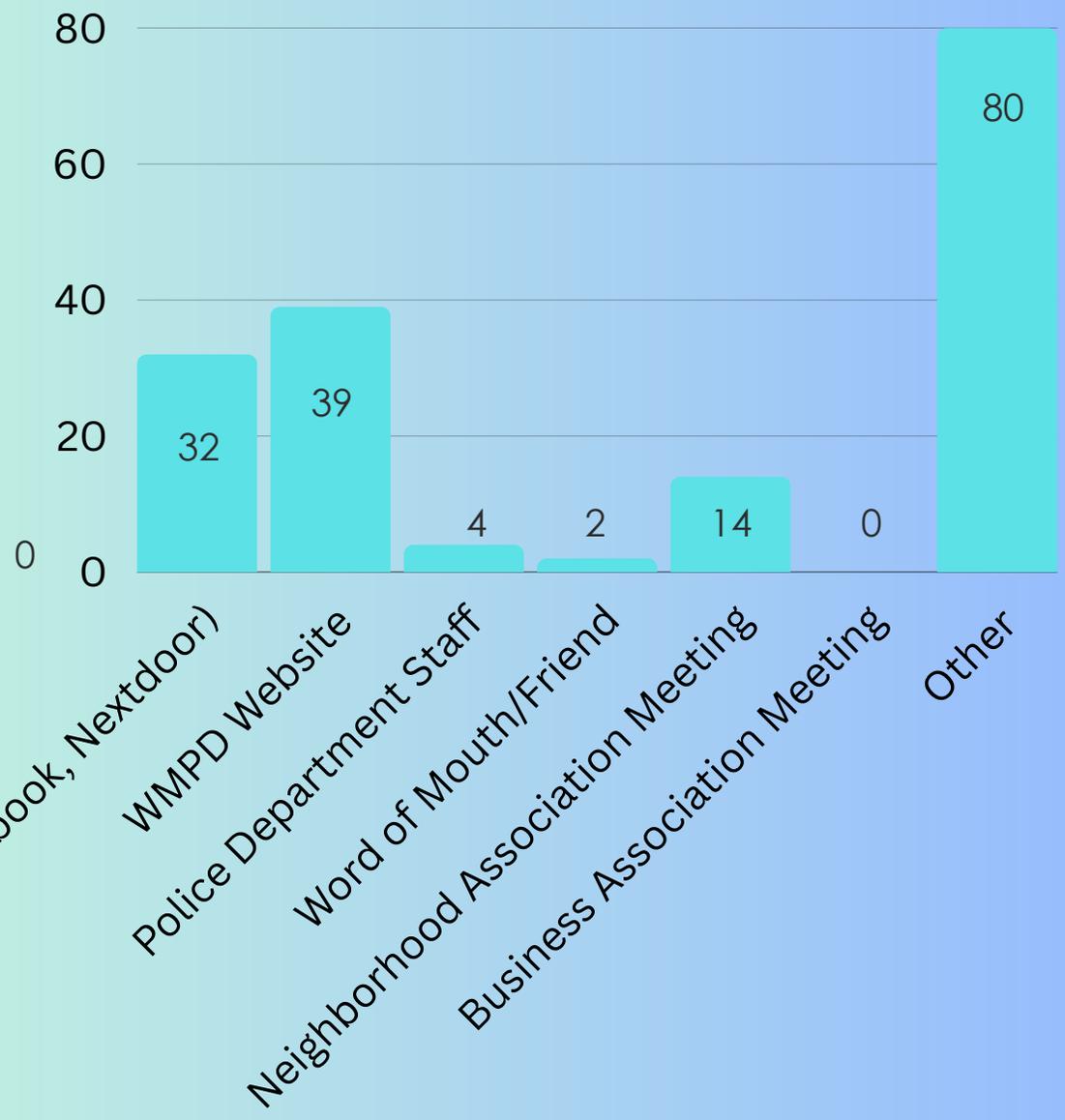
QUESTION 23: HOW LONG HAVE YOU LIVED, WORKED OR BEEN VISITING WILTON MANORS?

Surveyors were asked how long they have associated themselves with Wilton Manors through residency, employment or visitation. Most survey takers have lived, worked or visited Wilton Manors for 20 or more years.



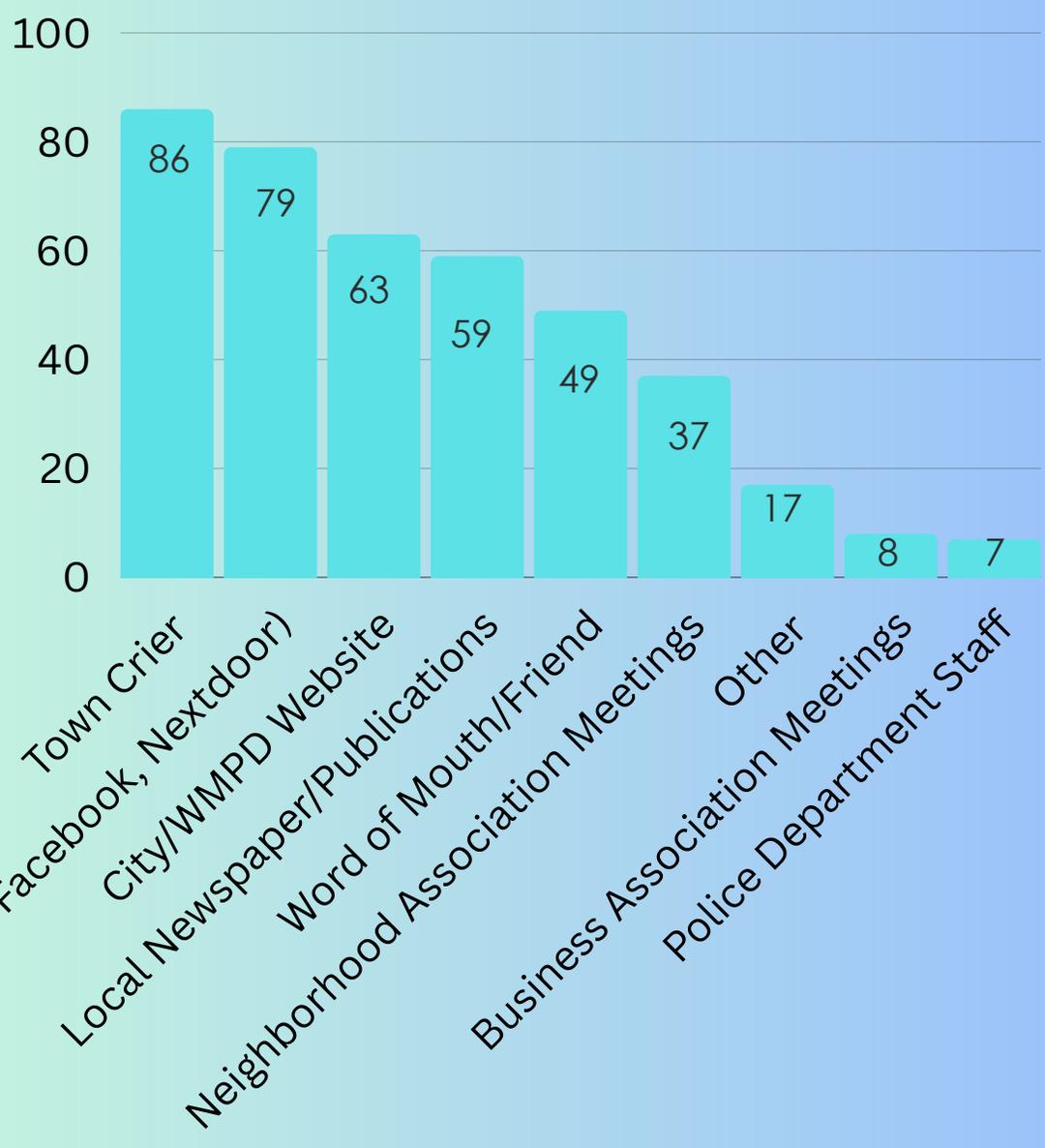
QUESTION 24: HOW DID YOU HEAR ABOUT THIS SURVEY?

Surveyors were asked to list how they heard about this survey. Most surveyors heard about the survey through means other than what was listed. About 23% of surveyors were made aware of the survey through the WMPD website.



QUESTION 25: WHAT ARE YOUR PRIMARY SOURCES TO GET LOCAL NEWS AND EVENTS ABOUT THE CITY? CHECK ALL THAT APPLY

Surveyors were asked to list their primary source of news and events. Over half of all survey takers chose the Wilton Manors Town Crier as their primary source of information.



QUESTION 26: I PARTICIPATE IN THE FOLLOWING NEIGHBORHOOD ASSOCIATION...

Surveyors were asked to choose which neighborhood association they participate in. Over half of all survey takers stated they do not participate in any neighborhood association.

